

## Emergency numbers - SOS

Only in the event of an **emergency** may you go to the hospital without a medical treatment certificate. An emergency is an acute threat to health. Do not forget your proof of arrival/ID! At the hospital, you must show your arrival/ID in order to prove that you are an asylum seeker and the costs are covered by Social Services. If you are already registered with a health insurance company, bring your insurance card with you.

## Emergency contacts

**Police** ☎ 110

**fire department, ambulance service** ☎ 112

**ambulance, emergency doctor** ☎ 112

📞 Emergency numbers always work on mobile phones, even with pre-paid cards without credit/money!

## Important information for an emergency call 112

- **Who** is calling? (your name)
- **Where** did it happen? (address)
- **What has** happened?
- **How** many injured or ill people are there?
- **What type** of injuries or illnesses are there?
- **Wait** for questions!

Stay calm. Remain calm and speak clearly so you are better understood. Do not end the call. The emergency service/police will end the call when all necessary information has been submitted.

## Protection from violence

### Women and young girls in need

Refuge and protection for women and their children who experience violence at the hands of a partner.

#### **Women's shelter**

☎ +49 (0) 911 333915

@info@frauenhaus-nbg.de

🕒 Available around the clock.

Free and anonymous counselling for women who have experienced or are still experiencing violence.

#### **The "Violence against women" help telephone**

☎ +49 (0) 8000 116016


🕒 Available around the clock.

### Children and teenagers in need

Available around the clock and every day of the year, the child protection hotline offers help to children and teenagers in need. Hotline for children, teenagers, parents, professionals, neighbours, etc.

### Child and youth emergency service

+49 (0) 911 231-3333

 Available around the clock.

### Other emergency contacts

Further emergency contacts and advice centres can be found here: [»»Counselling and assistance.](#)