

EMERGENCY HELP

Urgent (life-threatening) emergency situations:

- **Emergency call 112**

In all urgent (life-threatening) emergency situations, illnesses, accidents or fires, please always call the emergency services 112 (fire department, ambulance and police) around the clock.

Urgent conflict escalations:

- **Emergency call 110**

Help in urgent conflict situations, or if you experience or see any case of violence or crime, please call 110, alternatively you can also call 112.

Help hotline: **Violence against women**

- **08000 116 016**

Phone counselling and instant help for affected women, relatives, acquaintances and professionals in 17 foreign languages.

Emergency medical care:

- **116 117**

Medical emergency services (outside of medical consultation hours)

Pastoral Care via phone:

Phone counselling: **0800/111 0 111** or **0800/111 0 222**

and

Muslim pastoral care phone: **030/44 35 09 821**

Home phone: **Talk to someone on your way home**

With [this service](#) women all over Germany can call **030 120 741 82** to receive company on their way home (Sunday - Thursday, 8 pm - midnight, and Friday and Saturday, 8 pm - 3 am).

Emergency call app **NORA**

With this app from the federal states, you can reach the police, fire department and ambulance services in an emergency and you can also make a "silent" emergency call.

