

## Places to go in case of emergency and crises - Berlin

### Berlin Crisis Service

Support in personal crises, daily from 4 - 0 pm, also anonymous.  
Mon-Fri from 8am - 4pm only telephone information and referral.  
Counselling also available in English or Russian.

Friedrichshain-Kreuzberg/Mitte: 030 39063-10  
Charlottenburg-Wilmersdorf: 030 39063-20  
Spandau: 030 39063-30  
Pankow: 030 39063-40  
Reinickendorf: 030 39063-50  
Steglitz-Zehlendorf/ Tempelhof-Schöneberg: 030 39063-60  
Lichtenberg/ Marzahn-Hellersdorf: 030 39063-70  
Treptow-Köpenick: 030 39063-80  
Neukölln: 030 39063-90

Daily 0pm - 8 am / on weekends and holidays additionally 8-16 o'clock:  
All regions on-call service: Tel. 030 39063-00

In urgent cases, home visits are possible by a doctor on duty.  
<https://www.berliner-krisendienst.de/>

### Rescue centers of the clinics for psychiatry and psychotherapy

Support in mental health crises, every day, around the clock.

Charlottenburg-Wilmersdorf north of Heerstr., Kaiserdamm, Str. des 17:  
Schlosspark-Klinik, Department of Psychiatry and Psychotherapy Heubnerweg 2, 14059 Berlin  
Tel. 030 3264-0

Charlottenburg-Wilmersdorf including and south of Heerstr., Kaiserdamm, Str. des 17:  
Friedrich von Bodelschwingh Clinic, Department of Psychiatry and Psychotherapy  
Landhausstraße 33-35, 10717 Berlin  
Tel. 030 5472-7777

Friedrichshain-Kreuzberg:  
Vivantes Klinikum Am Urban, Clinic for Psychiatry, Psychotherapy and Psychosomatics  
Dieffenbachstr. 1, 10967 Berlin  
Tel. 030 13022-9530

Lichtenberg:  
Queen Elisabeth Herzberge Protestant Hospital, Department of Psychiatry, Psychotherapy and Psychosomatic  
Herzbergstr. 79, 10365 Berlin  
Tel.: 030 5472-3002

Marzahn-Hellersdorf:  
Vivantes Clinic Kaulsdorf  
Clinic for Psychiatry, Psychotherapy and Psychosomatics, Myslowitzer Str. 45, 12621 Berlin  
Tel. 030 13017-2112

# Studierendenwerk West:Brandenburg

Mitte, Versorgungsregionen Tiergarten und Wedding:

Psychiatric University Clinic of the Charité at St. Hedwig Hospital, Department of Psychiatry and Psychotherapy, Große Hamburger Str. 5–11, 10115 Berlin

Tel. 030 2311-2267

Mitte, Versorgungsregion Mitte:

Charité - Universitätsmedizin Berlin Campus Charité Mitte, Department of Psychiatry and Psychotherapy, Charitéplatz 1, 10117 Berlin

Tel. 030 4505-0

Neukölln:

Vivantes Klinikum Neukölln, Clinic for Psychiatry, Psychotherapy and Psychosomatics, Rudower Str. 48, 12351 Berlin

Tel. 030 13014-0

Pankow:

St. Joseph Hospital Berlin-Weißensee, Clinic for Psychiatry and Psychotherapy, Gartenstr. 1, 13088 Berlin

Tel. 030 92790–320

Reinickendorf:

Vivantes Humboldt-Klinikum, Clinic for Psychiatry, Psychotherapy and Psychosomatics

Am Nordgraben 2, 13509 Berlin

Tel. 030 13012-1060

Spandau:

Vivantes Spandau, Clinic for Psychiatry, Psychotherapy and Psychosomatics Neue Bergstraße 6, 13585 Berlin

Tel. 030 13013-2070

Steglitz-Zehlendorf:

Clinics at the Theodor-Wenzel-Werk, Department of Psychiatry and Psychotherapy

Potsdamer Chaussee 69, 14129 Berlin

Tel.: 030 8109-0

Tempelhof-Schöneberg:

Vivantes Auguste-Viktoria-Klinikum, Clinic for Psychiatry and Psychotherapy

Rubensstr. 125, 12157 Berlin

Tel. 030 13020-4444

Treptow-Köpenick:

St. Hedwig Kliniken Berlin, Krankenhaus Hedwigshöhe, Department of Psychiatry and Psychotherapy Höhensteig 1, 12526 Berlin

Tel. 030 6741-2640

## Social psychiatric services of the Berlin district offices

Support in mental health crises, Mon to Fri 8 am - 4 pm, counselling also available for family members or friends.

Charlottenburg-Wilmersdorf:

Hohenzollerndamm 174 – 177, 10713 Berlin, Tel. 030 9029-16044

Friedrichshain-Kreuzberg:

Location Kreuzberg: Urbanstr. 24, 10967 Berlin, Tel. 030 90298-8400

Location Friedrichshain: Urbanstr. 24 / Hofcontainer, 10243 Berlin, Tel. 030 90298-2770

Lichtenberg: Alfred-Kowalke-Str. 24, 10315 Berlin, Tel. 030 90296-7575

Marzahn-Hellersdorf: Janusz-Korczak-Str. 32, 12627 Berlin, Tel. 030 90293-3751

Mitte:

Region Wedding and Gesundbrunnen: Reinickendorfer Str. 60 b, 13347 Berlin, Tel. 030 9018-45212

# Studierendenwerk West:Brandenburg

Region Tiergarten and Mitte: Rathaus Mitte, Mathilde-Jakob-Platz 1, 10551 Berlin, Tel. 030 9018-33268 (Tiergarten), Tel. 030 9018-33347 (Mitte)

Neukölln: Gutschmidtstr. 31, 12359 Berlin, Tel. 030 90239-2786

Pankow: Grunowstraße 8-11, 13187 Berlin, Tel. 030 90295-2863/ -2891

Reinickendorf: Teichstr. 65, Haus 4, 13407 Berlin, Tel. 030 90294-5010

Spandau: Klosterstr. 36, 13581 Berlin, Tel. 030 90279-2355

Steglitz-Zehlendorf: Bergstr. 90, 12169 Berlin, Tel. 030 90299-4758

Tempelhof-Schöneberg: Rathausstr. 27, 12105 Berlin, Tel. 030 90277-7575

Treptow-Köpenick: Hans-Schmidt-Str. 16, 12489 Berlin, Tel. 030 90297-6000/ -6001

<https://www.berlin.de/lb/psychiatrie/hilfe-in-krisen/sozialpsychiatrische-dienste-der-bezirke/>

## neuhland Beratungsstelle für junge Menschen in Krisen / „neuhland“ counselling center for young people in crisis

Counselling for young people (up to age 24) in crisis, Mon to Fri 9 am - 6 pm

Tel. 030 8730111

E-Mail- and chat counselling: <https://beratungsstelle.neuhland.net/startseite.html>

<https://www.neuhland.net/startseite.html>

## Women's Crisis Line

Counselling for women in crises.

Tel. 030 6154243

E-Mail- and chat counselling: <http://www.frauenkrisentelefon.de/beratung/e-mail-und-chatberatung/>

For women with migration background: Tel. 030 615 75 96 (in german, englisch, farsi und dari)

Face-to-face consultation by appointment via SMS/WhatsApp to +49 157 311 30 964.

<http://www.frauenkrisentelefon.de/startseite/>

## LARA - Specialized Office against Sexualized Violence against Women

Counselling for women, also anonymous and language-independent

Fuggerstr. 19, 10777 Berlin

Tel. 030 2168888

[www.lara-berlin.de](http://www.lara-berlin.de)

## BIG Hotline - Help with domestic violence for women and their children

Telephone counselling, daily 8 am - 2 pm, also anonymous. Tel. 030 6110300

[www.big-hotline.de](http://www.big-hotline.de)

## Caritas Women's Shelter Berlin

Personal counselling and sheltered housing for acute domestic violence, Mon to Fri 9 am - 6 pm, emergency intake 24/7. Tel. 030 8511018

E-Mail: [frauenhaus@caritas-berlin.de](mailto:frauenhaus@caritas-berlin.de)

<https://www.caritas-berlin.de/beratungundhilfe/berlin/frauen/frauenhaus-berlin>

More women's shelters in Berlin at:

<https://www.dajeb.de/beratungsfuehrer-online/beratung-in-ihrer-naehe/>

# Studierendenwerk West:Brandenburg

## Maneo Gay Assault Phone Berlin

Counselling for gay and bisexual men in case of violence and discrimination, daily 5-7 pm, also anonymous, also for crime witnesses and life partners.

Counselling also in English or Russian

Tel. 030 2163336

E-Mail: [maneo@maneo.de](mailto:maneo@maneo.de)

<http://www.maneo.de/ueber-maneo.html>

## Gay counselling - StandUp anti-discrimination counselling

Counselling for gay and bisexual men, trans\* and inter\* people, also anonymous.

Tel. 030 446688111

<https://schwulenberatungberlin.de/wir-helfen/antidiskriminierung>

## Queer Leben

Counselling for inter\*, trans\* and queer living people, also for relatives.

Hermannstr. 256-258, 12049 Berlin

Tel. 030 23369070

E-Mail: [beratung@queer-leben.de](mailto:beratung@queer-leben.de)

<https://queer-leben.de/beratung/>

## Reach Out

Counselling for victims of right-wing, racist and anti-Semitic violence, also anonymous.

Tel. 030 69568339

E-Mail: [info@reachoutberlin.de](mailto:info@reachoutberlin.de)

<https://www.reachoutberlin.de/>

## Victim Assistance Berlin

Counselling for victims and witnesses of crimes, also anonymous.

Counselling independent of language

Tel. 030 3952867

E-Mail: [info@opferhilfe-berlin.de](mailto:info@opferhilfe-berlin.de)

<http://www.opferhilfe-berlin.de/>

## Additional places to reach out to

Rescue control centre of the fire brigade: 112

Police: 110

Emergency medical service: 116 117

Poison emergency call: 030 19240

## Telephone helpline

Counselling via Phone in case of personal problems and crisis, anonymous if desired.

Tel. 0800 111-0111/ -0222 or 0800 116 123 (24/7, 365 days a year)

E-mail and chat consultation via [www.telefonseelsorge.de](http://www.telefonseelsorge.de)

# Studierendenwerk West:Brandenburg

## Muslimic telephone helpline

Counselling via phone in case of personal problems and crises, anonymous if desired.

Tel. 030 443 509 821

<https://www.mutes.de/>

## Elterntelefon / „Parents telephone“

Telephone counselling for parents, anonymous if desired.

Tel. 0800 1110550

<https://www.elterntelefon.info/>

## Helpline „Gewalt gegen Frauen“ / „Violence against Women“

Counselling for women via phone in case of experiences of violence and abuse, anonymous if desired.

Tel. 08000 116 016 (24/7; 365 days a year)

E-mail and chat consultation via [www.hilfetelefon.de](http://www.hilfetelefon.de)

## Helpline for sexual abuse

Sexual abuse counselling by phone, anonymous if desired.

Tel. 0800 2255530

<https://www.hilfeportal-missbrauch.de/startseite.html#>

## Weißer Ring e.V.

Help for anyone who has been confronted with a crime, anonymous if desired.

Tel. 116 006 (daily 7am – 10pm)

<https://weisser-ring.de/hilfe-fuer-opfer/opfer-telefon>

## HateAid

Counselling and legal support in case of digital violence.

Tel. 030 25208838

E-Mail-Counselling: [beratung@hateaid.org](mailto:beratung@hateaid.org), Counselling via Chat is available

<https://hateaid.org/betroffenenberatung/>

## OFEK e.V.

Counselling for anyone who experienced antisemitic violence, also their relatives and witnesses. Psychosocial support and crisis intervention.

Tel. 0800 6645268

Counselling is available in person and online.

[kontakt@ofek-beratung.de](mailto:kontakt@ofek-beratung.de)

<https://ofek-beratung.de/>