

Places to go in case of emergency and crises – all regions

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

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

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>

Studierendenwerk West:Brandenburg

HateAid

Counselling and legal support in case of digital violence.

Tel. 030 25208838

E-Mail-Counselling: 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

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

POTSDAM

Ernst von Bergmann Hospital, Clinic for Psychiatry, Psychotherapy and Psychosomatics

Support in mental health crises, daily, around the clock.

Psychiatric emergency

In der Aue 59-61, 14480 Potsdam

Tel. 0170 5782634 (doctor on duty, 24/7)

<https://www.evb-gesundheit.de/klinikumevb/psychiatrie-und-psychotherapie>

Ernst von Bergmann Hospital, Emergency Medical Assistance after Rape

Important: No decision needs to be made about filing a police report.

At the emergency room, say the key phrase: "I urgently need to talk to a gynecologist." (woman) or "I urgently need to talk to an urologist." (man). You will then be quickly and discreetly directed from the admission to the specialist.

Central emergency room

Neubau BB, Ebene 1

Charlottenstraße 72, 14467 Potsdam

Tel. 0331 2413 50 51 (24/7)

<https://www.evb-gesundheit.de/klinikumevb/soforthilfe-nach-vergewaltigung>

Potsdam Social Psychiatric Service

Support in mental crises, also counselling for relatives or friends.

Behlertstr. 33a, 14467 Potsdam

Tel. 0331 289-2428

E-Mail: spdi@rathaus.potsdam.de

<https://vv.potsdam.de/vv/produkte/173010100000007898.php>

Studierendenwerk West:Brandenburg

Women's Counselling Center Potsdam

Counselling for women with experiences of violence and crisis, anonymous if desired.

Garnstr. 33, 14482 Potsdam

Tel. 0331 974695

E-Mail: frauenberatung@frauenzentrum-potsdam.de

<https://frauenzentrum-potsdam.de/frauenberatung/>

Women's shelter Potsdam

Counselling and sheltered housing in case of domestic violence, in case of emergency admission around the clock.

Tel. 0331 964516

E-Mail: frauenhaus@frauenzentrum-potsdam.de

<https://frauenzentrum-potsdam.de/frauenhaus/>

AndersARTiG

Counselling for lesbian, gay, bisexual, trans*, inter* and queer people.

Dortustraße 71a

14467 Potsdam

Tel. 0331 2019888

mail@andersartig.info

<https://andersartig.info/>

Opferperspektive e.V.

Counselling for victims of fascist and racist discrimination and violence, their friends, relatives and witnesses. Online counselling available.

Rudolf-Breitscheid-Str. 164, 14482 Potsdam

Tel. 0331 8170000

Anti discrimination counselling: Tel. 0331 581076076

info@opferperspektive.de

<https://opferperspektive.de>

Victim counselling Potsdam

Counselling for crime victims and witnesses, also anonymous.

Further offers: Trauma outpatient clinic, specialized counselling for stalking victims

Jägerstr. 33, 14467 Potsdam

Tel. 0331 2802725

E-Mail: potsdam@opferhilfe-brandenburg.de

<https://www.opferhilfe-brandenburg.de/>

Studierendenwerk West:Brandenburg

WILDAU

Asklepios Fachklinikum Teupitz, Clinic for Psychiatry, Psychotherapy and Psychosomatics

Support in mental health crises, daily, around the clock.

Buchholzer Str. 21, 15575 Teupitz

Central emergency room psychiatry Tel. 033766-66404 (8am – 6pm)

Rettungsstelle Tel. 033766-660 (24/7)

<https://www.asklepios.com/teupitz/experten/psychiatrie/zap/#depressionsbehandlung-fuer-aeltere-menschen>

Asklepios Fachklinikum Lübben, Clinic for Psychiatry, Psychotherapy and Psychosomatics

Support in mental health crises, daily, around the clock.

Luckauer Str. 17, 15907 Lübben

Central emergency room psychiatry Tel. 03546-482/ -308 (8am – 6pm)

Rettungsstelle Tel. 03546-290 (24/7)

<https://www.asklepios.com/luebben/experten/psychiatrie/zap/>

Social psychiatric service of the city of Königs Wusterhausen

Support in mental crises, also counselling for relatives and friends.

Landkreis Dahme-Spreewald Gesundheitsamt

Schulweg 1b, 15711 Königs Wusterhausen

Tel. 03375 26-3024/ -3033/ -3021

<https://www.dahme-spreewald.info/sixcms/detail.php/1961>

Women's shelter Königs Wusterhausen

Protection and shelter of women and children around the clock.

Counselling and accompaniment of women

Tel. 03375 262070

Emergency call from 5pm: 0172 3978295

<https://www.nbfev.de/koenigs-wusterhausen/>

BRANDENBURG AN DER HAVEL

Asklepios Fachklinikum Brandenburg, Clinic for Psychiatry, Psychosomatics and Psychotherapy

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

Anton-Saefkow-Allee 2, 14772 Brandenburg an der Havel

Psychiatric on-call service Tel. 03381 781-234 (24/7)

<https://www.asklepios.com/brandenburg/experten/psychiatrie/>

Studierendenwerk West:Brandenburg

Social psychiatric service of the city of Brandenburg

Support in mental crises, also for relatives or friends.

Klosterstraße 14, 14770 Brandenburg an der Havel

Tel. 03381 58-5324/ -5323/ -5322

<https://www.stadt-brandenburg.de/dienstleistungen/service/sozialpsychiatrischer-dienst/>

Brandenburg Women's shelter

Counselling and sheltered housing in case of domestic violence, in case of emergency admission around the clock.

Tel. 03381 301327 (24/7)

E-Mail: info-frauenhaus-brandenburg@t-online.de

<http://www.frauenhaus-brandenburg.de/>

Victim counselling Brandenburg

Counselling for victims and witnesses of crimes, also anonymous if desired.

Steinstr. 12, 14476 Brandenburg an der Havel

Tel. 03381 224855

E-Mail: brandenburg@opferhilfe-brandenburg.de

<https://www.opferhilfe-brandenburg.de/kontakt/brandenburg/>

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.

www.berliner-krisendienst.de/

Studierendenwerk West:Brandenburg

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

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

Studierendenwerk West:Brandenburg

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

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: 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/>

Studierendenwerk West:Brandenburg

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

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

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
<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/>

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

Studierendenwerk West:Brandenburg

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

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