



# **Emergencies and Counselling Services**

Emergency Numbers

Counselling Services

## Emergency Numbers

Emergency numbers are in service 24 hours a day, every day. The short numbers (3 digits) are always free. In general, the other numbers cost as much as a regular phone call.

### **General Emergency Number: 112**

This is the number for the police emergency unit. Depending on the nature of the emergency, the police may alert additional services (e.g. fire department).

### **Police: 117**

This is the emergency number for the police.

### **Fire Department: 118**

This number is for the fire department.

### **First Aid / Rescue Service: 144**

This number is for the rescue service. It should be dialled only if help is needed immediately, an ambulance is necessary or if the gravity of the situation is unclear (e.g. accident). Other medical problems should be discussed with a family doctor. In non-life-threatening situations, the Medical Emergency Hotline (Medizinische Notrufzentrale, MNZ) can also be called at any time on 061 261 15 15, including outside the opening hours of family doctors. This helpline provides medical advice and information on the appropriate and nearest available service (doctor, hospital). Another option is directly contacting an emergency unit (hospital / emergency doctor's office).

### **Emergency Pharmacy: 061 263 75 75**

You can call this number to reach the emergency pharmacy (Notfallapotheke) in Basel-Stadt. The emergency pharmacy at Petersgraben 3 is also always open at night and on weekends, providing access to medication even in emergencies.

### **Emergency Dentist: 061 261 15 15**

In the event of a dental accident, call your dentist immediately. You can call the Medical Emergency Hotline (MNZ) on 061 261 15 15 outside of the opening hours. This number provides information regarding which dentist is available for emergency service in Canton Basel-Stadt.

### **Poison Control Center: 145**

If one has swallowed or suspects that one has swallowed something poisonous, this number contacts doctors and trained staff. They explain how to proceed in cases of poisoning. In life-threatening situations one should dial 144 immediately. The website offers detailed information on the subject of poison/poisoning.

### **Counselling for Adults: 143**

The number 143 (Extended Hand, Dargebotene Hand) is for people who wish to talk about any type of difficulty (in German, French, Italian and English). It is for crisis situations and all other problems and worries. Consultations are confidential and anonymous. Information on additional helpful resources is available. The Extended Hand can also be contacted via email or chat.

### **Counselling for Children / Young People: 147**

The number 147 is for children and young people who wish to discuss any type of difficulties (in German, French and Italian). It is for crisis situations and all other difficulties and worries. Trained staff are available round the clock. Consultations are confidential and anonymous. Calls are free and do not appear on your telephone bill. The helpline can also be contacted via email, text, or chat.

### **Parent Helpline: 0848 35 45 55**

The parent emergency helpline (Elternnotruf) connects persons who seek advice on parenting with trained staff. They help when one feels overwhelmed or overburdened with childcare, or when one is worried about one's own or someone else's children. One may also contact the parent helpline when one suspects that one's child or someone else's is being mentally or physically abused. Consultations are confidential and, upon request, anonymous. Contact is also possible via email. The parent helpline does not provide medical advice.

### **Domestic Abuse (Women): 061 681 66 33**

The women's shelter (Frauenhaus) in the two Basel cantons offers round-the-clock advice and support for women who are affected by domestic violence. Family, friends and specialists can also contact the women's shelter. Consultations are confidential and, upon request, anonymous. Extensive information on domestic violence, including information for affected men, and contact information regarding other counselling services can be found in the section on domestic violence on [hallo-baselstadt.ch](http://hallo-baselstadt.ch).



**Additional information (links, addresses, information sheets,  
brochures)**

[www.hallo-baselstadt.ch/en/emergencies-and-counselling-services/emergency-numbers](http://www.hallo-baselstadt.ch/en/emergencies-and-counselling-services/emergency-numbers)

## Counselling Services

There are a number of counselling centres in Canton Basel-Stadt. Some centres provide advice on general topics. Others advise on certain issues. The first consultation is usually free of charge. You also often do not have to pay for further consultations. Some centres provide advice in multiple languages.

### General Counselling Services

Central advice centre for migrants

- GGG Migration

The staff at GGG Migration answer questions on various topics related to life in Switzerland in 14 languages. Perhaps you are looking for a German course or an integration programme. The staff at GGG Migration can also help you with this. Consultations are provided over the phone or in person. It is best to register in advance. You do not have to pay anything for this.

Information on law concerning asylum and foreign nationals:

- BAS Beratungsstelle
- Freiplatzaktion

Further counselling services

- There are even more counselling services that provide general advice. Some services also advise you in a language other than German.
- In the case of migration clubs, you can obtain general information in your own language.

### Cantonal Administration / Communal Administration

The authorities at your place of residence can often help you, such as the cantonal administration or the communal administration. The staff may be able to answer your questions. Or they can tell you which counselling service can provide further assistance. You can find telephone numbers, email addresses, opening times and further information on the websites of the authorities.

## **Specialised Counselling Services**

There are many counselling services in the Basel region that can provide you with advice on a certain topic. Such topics include age, work, residency, education, marriage/divorce, parenting, family, finances (debts/budgets), health, domestic violence, integration, mental issues, caring for babies, pregnancy, sexuality, addiction and social issues. You usually do not have to pay for the first consultation. You can find the contact details of some counselling services on relevant topics on "Hallo Basel-Stadt". Or you can ask the information and advice service at GGG Migration. The staff speak several languages and can inform you about suitable counselling services. Do you not yet speak German well? In that case, you may need an interpreter at the counselling centre. Ask the counselling centre before you go. Some counselling centres can advise you in other languages. Or the centres can arrange for someone to interpret for you. You may also have to bring someone with you to interpret for you.

## **Racial Discrimination**

Have you experienced discrimination or racism? Or have you seen discrimination or racism? There are some services you can contact:

- "STOPP Rassismus" is a counselling service offered by the cantons of Basel-Stadt and Basel-Landschaft. Consultations are free and confidential. You can call, visit in person or obtain advice online.
- "Netzwerk Antirassismus" helps you if you have experienced racism or discrimination.
- "Stiftung GRA" provides advice in the event of anti-Semitic discrimination.

## **Additional information (links, addresses, information sheets, brochures)**

[www.hallo-baselstadt.ch/en/emergencies-and-counselling-services/counselling-services](http://www.hallo-baselstadt.ch/en/emergencies-and-counselling-services/counselling-services)