

# Emergencies and Counselling Services

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## 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. Outside of regular office hours, designated doctors are available in case of emergency. Available doctors are announced on doctors' answering machines or in the regional newspapers. In non-life-threatening situations, the Medical Emergency Hotline (Medizinische Notrufzentrale, MNZ) can be called on 061 261 15 15. 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**

This number provides information regarding which pharmacies are open for emergency service in Basel-Landschaft and Basel-Stadt (Notfallapotheke). Medication is available at these locations outside of regular office hours.

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

This number provides information regarding which dentist is available for emergency service in Canton Basel-Landschaft.

### **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 persons who wish to talk about any type of difficulty (in German, French, Italian). 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, Italian). It is for crisis situations and all other difficulties and worries. Trained staff is available round the clock. Consultations are confidential and anonymous. 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 Domestic violence on hallo-baselland.ch.

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

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

## Counselling Services

Some counselling services answer general questions, others specialize in specific topics or life situations. Different regions offer different services. In general, first consultations are free of charge. In some cases, follow-up consultations are also free of charge. Some services offer consultations in foreign languages.

### General Counselling Services

The foreigner advice centre Ausländerdienst (ald) in Pätteln is a central advisory service for immigrants. Staff answer questions regarding everyday life in Switzerland and help find specialised advisory services. In addition, they help find suitable German classes and integration programmes. Consultations in various languages (via telephone or in person) can be arranged on request. Information and consultations are free of charge. The contact centre Anlaufstelle Baselland provides information relating to legislation concerning asylum and foreign nationals.

In addition, there are general advisory services for certain foreign languages or for certain regions. Migration associations are also a good source of initial information provided in one's own language.

### Community Administration / Town Administration

In many situations, the place of residence's administration (community administration, Gemeindeverwaltung / city administration, Stadtverwaltung) is a good first source of information. The staff may have answers to questions or recommend a suitable advisory service. All communities in Canton Basel-Landschaft have their own website. These websites provide contact information, office hours, and other information, in some cases including lists of advisory and integration services in the region.

## **Specialised Counselling Services**

The Basel region offers a wide variety of counselling services which specialise in certain topics or life situations. These include: age, work, status of residence, education, marriage/divorce, parenting, family, finance (debt/budget), health, domestic violence, integration, mental health, infant care, pregnancy, sexuality, addiction, and social questions. The offering varies according to region. Some offers are organised by the two Basel cantons together and are often located in Basel-Stadt. Find out in advance online whether the programme is also available to people from Canton Basel-Landschaft. Generally, first consultations are free of charge. Contact information for various services is listed according to topic on hallo-baselland.ch. You can also contact the foreigner advice service Ausländerdienst Baselland (ald) or the community of residence and ask about suitable counselling services.

People who are not yet fluent in German can inquire about interpretation before visiting a counselling service. Consultations may be provided in other languages, interpreters may be available, or you may be asked to bring an interpreter with you.

## **Race Discrimination**

Cantons Basel-Landschaft and Basel-Stadt offer a counselling service called "STOPP Rassismus" for people who are affected by discrimination and racist attacks or have witnessed such discrimination. The service is confidential and free of charge. Personal consultations as well as online consultations and advice over the phone are possible.

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

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

## Domestic violence

Domestic violence (Häusliche Gewalt) is forbidden. It is subject to criminal prosecution. It is important to seek help in the event of domestic violence. Various contacts can provide information, advice and support. The advice services are typically confidential and free of charge. An interpreter can translate if necessary.

### In an emergency

Help in emergencies is available here:

- Police emergency hotline (24 hours), tel. 112 or 117, [www.polizei.bl.ch](http://www.polizei.bl.ch)
- Women's Refuge of Basel-Stadt and Baselland (24 hours), tel. 061 681 66 33, [www.frauenhaus-basel.ch](http://www.frauenhaus-basel.ch)
- Medical emergency hotline (24 hours), tel. 061 261 15 15, [www.mnzbasel.ch](http://www.mnzbasel.ch)
- Kantonsspital Baselland emergency units (Liestal, Laufen, Bruderholz, 24 hours), [www.ksbl.ch/notfall](http://www.ksbl.ch/notfall)
- Psychiatry service of Baselland (24 hours), tel. 061 553 56 56, [www.pbl.ch/notfall](http://www.pbl.ch/notfall)

### What is domestic violence?

Domestic violence (Häusliche Gewalt) refers to violence in the family or partnership: between married people or people who are or were together. It does not matter if they live together. Violence between parents and children or between siblings is also domestic violence.

There are different forms of domestic violence – physical, psychological, sexual and economic violence. For example: constant insults, forbidding contact, confinement, pushing, controlling, forcing someone to have sex, taking away money, forbidding someone to learn a language and neglecting children. Threats are also domestic violence. Domestic violence is forbidden.

Everyone can be affected by domestic violence: young and old people, people with and without a Swiss passport, rich and poor families. It's important for victims to get help.

## Counselling for victims

Confidential and with translation if necessary:

- Victim support in Basel-Stadt and Baselland, tel. 061 205 09 10, [www.opferhilfe-beiderbasel.ch](http://www.opferhilfe-beiderbasel.ch)
- Victim support chat counselling, [www.opferhilfe-beiderbasel.ch/chat](http://www.opferhilfe-beiderbasel.ch/chat)
- Women's Refuge of Basel-Stadt and Baselland (24 hours), tel. 061 681 66 33, [www.frauenhaus-basel.ch](http://www.frauenhaus-basel.ch)
- Men's counselling in the Basel region, tel. 061 691 02 02, [www.mbrb.ch/beratung](http://www.mbrb.ch/beratung)
- Helping Hand (24 hours), tel. 143, [www.143.ch](http://www.143.ch)

## Help for violent people

The educational programme against domestic violence teaches participants how to resolve conflicts without violence. The programme is for adults. The programme is free of charge.

Anyone who needs someone to talk to immediately can contact Helping Hand (Dargebotene Hand) by phone, text message, chat or email. There is always someone there. Even at night. They can be contacted without disclosing one's name (anonymously).

## Children

Children who experience violence at home need help. When children experience domestic violence at home, it has a negative effect on their development. Even if children aren't direct targets of the violence. Children who experience violence at home should talk about it with someone outside the family. For example: teachers, school social workers, parents of friends or neighbours.

Some children suffer silently, while others present symptoms. For example: difficulties at school, bed-wetting, headaches, eating or sleeping disorders, problems in dealing with other children or aggressiveness.

Victim Support (Opferhilfe) advises children when they experience domestic violence. Children and youths can call Pro Juventute day and night (tel. 147) or contact them by SMS, chat or email. Their specialists do not tell anyone about the conversation. They listen and help victims find solutions. Calls are free of charge. Callers do not have to give their names.

## Sexual violence

Sexual assault also occurs in a partnership and the family. Sexual violence is a form of domestic violence. It can be reported to the police. Even if a victim does not want to report it to the police, it is important to get a medical examination after the assault. The Cantonal Hospital of Baselland (Kantonsspital Baselland) carries out treatment confidentially:

- The doctor does not tell anyone.
- Any violence is documented.
- The documents can be given to the police later as important evidence.
- The doctor can network with victim support services.

Between the violence and the investigation:

- Victims should not shower or wash – not even their hands.
- If possible, victims should not go to the toilet.
- Victims should bring their clothes for examination (not washed).

Reporting assault to the police:

Some domestic violence offences are automatically investigated by the police. It is therefore important that you seek advice from the victim support service (Opferhilfe) before you submit a report to the police. This way, you can take your decisions in an informed manner, knowing all the options. The police have experience with reports of sexual violence. Interviews are conducted by a person of the same sex. The complaint can be filed at the police station. You can bring along a trusted person or a specialist from a victim support agency.

## Right of residence

If a person is in Switzerland due to a marriage and experiences domestic violence, this person can remain in Switzerland even after the separation, depending on the situation. Every situation is different. That is why seeking advice is important. The victim support service (Opferhilfe) can provide support. Advice is free of charge and confidential.

It is important to have evidence of the violence. For example: photos of injuries, screenshots of threats or abuse on WhatsApp, Facebook, etc. The evidence should be kept in a safe place. For example, at a friend's house or at work. It is also good to let people in the surroundings know about the violence.



## **What is stalking?**

Stalking is the excessive watching, contacting, following and harassing of a person being stalked against their will. For example: sending a large number of text messages, emails and other messages, lurking around at work or at home, harassment over the phone, unwanted gifts and seeking information from the person's environment. Those who commit stalking are often people from the environment (ex-partners), but can also be strangers.

It is important that the stalking can be proven. For example, victims could keep a diary of the individual stalking actions (e.g. gifts, notes and phone calls), victims could inform the people around them and could take screenshots/photos of any messages (WhatsApp, Facebook, etc.).

## **What is forced marriage?**

If a person marries another under pressure from the family and against the person's own will, this is called forced marriage (Zwangsheirat). The marriage may be declared invalid. People also have the freedom to choose whether they want to stay in a marriage or separate. If a person stays in a marriage against that person's will, it is also called a forced marriage. Examples of forcing are: threats, blackmail, psychological pressure or physical violence. Forced marriages are prohibited in Switzerland.

## **What is female cutting (circumcision)?**

In female cutting/circumcision (Mädchenbeschneidung, FGM/FGC), the female genitals are cut. There are different forms and practices. Circumcised girls and women often suffer health and psychological consequences of circumcision. Female cutting (circumcision) is prohibited. Parents are also liable to prosecution if they organise the cutting (circumcision) of their child outside Switzerland.

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

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