Berlin Crisis Service

Regional counselling centres open daily from 4 pm to midnight

Region Mitte
Friedrichshain | Kreuzberg | Mitte | Tiergarten | Wedding
Krausnickstr. 12a
10115 Berlin
Phone: +49(0)30 390 63-10

Region North
Pankow | Prenzlauer Berg | Weißensee
Mühlenstr. 48, 13187 Berlin
Phone: +49(0)30 390 63-40

Reinickendorf
Berliner Straße 25, 13507 Berlin
Phone: +49(0)30 390 63-50

Region East
Hohenschönhausen | Lichtenberg | Marzahn | Hellersdorf
Irenenstr. 21a, 10317 Berlin
Phone: +49(0)30 390 63-70

Region South-East
Köpenick | Treptow
Spreestr. 6, 12439 Berlin
Phone: +49(0)30 390 63-80

Neukölln
Karl-Marx-Straße 23,
12043 Berlin
Phone: +49(0)30 390 63-90

Region West
Charlottenburg | Wilmersdorf
Horstweg 2, 14059 Berlin
Phone: +49(0)30 390 63-20

Charlottenstr. 13
13597 Berlin
Phone: +49(0)30 390 63-30

Region South-West
Schöneberg | Steglitz | Tempelhof | Zehlendorf
Albrechtstr. 7, 12165 Berlin
Phone: +49(0)30 390 63-60

Standby service for all districts in Berlin

in the counselling centre for Berlin-Mitte
Krausnickstr. 12a, 10115 Berlin
night-time from midnight to 8 am
on weekends and public holidays 8 am to 4 pm
Mon - Fri 8 am to 4 pm, information only by phone at the above numbers, situation analysis and referrals

People in acute psychological or social emergencies and conflict situations as well as life crises are in need of quick help. However, distressful situations often arise during the night and on public holidays when the majority of offices and counselling centres are closed. Members of professional groups who first come into contact with the individuals concerned are thus placed in a situation where they have to act fast. They are dependent on emergency services that can be reached immediately, round the clock.

The emergency crisis services for young people offer case-related advice, intervene in crisis situations and in some cases offer temporary accommodation. The regional crisis services in Berlin that offer psychological and/or psychiatric help (also for adults) are also listed here.

Various organisations work on a mobile basis that means that they are driving directly to the affected people to clarify crises and offer crisis support on site.

PUBLISHED BY:

Stiftung SPI
Clearingstelle – Netzwerke zur Prävention von Kinder- und Jugenddelinquenz
Frankfurter Allee 35-37, Staircase C, 10247 Berlin
Phone: +49(0)30 449 01 54 | Fax: -67
clearingstelle@stiftung-spi.de
www.stiftung-spi.de/clearingstelle

Funded by
Senatsverwaltung für Bildung, Jugend und Familie Berlin
Overall production: Fata Morgana Printers, Berlin; 11/2019

EMERGENCY CRISIS SERVICES

for children and youths

at a glance

Addresses and phone numbers

for children, youths
and other people in a crisis

Can be reached in the evenings, at night and on public holidays – whenever needed

Children/Youths

Advice, help, crisis intervention

Kinderschutz-Zentrum Berlin e.V.
Help for children, youths and parents
Freienwalder Straße 20
13055 Berlin

Juliusstr. 41, 12051 Berlin
Phone: +49(0)30 683 91 10
Mon - Fri 9 am to 8 pm

crisis line (free)
Phone: 0800 111 0 444

Fallschirm
Help for young offenders
Buttmannstr. 9, 13357 Berlin
Phone: +49(0)30 466 02 425
Mon - Fri 8 am to 8 pm

neuhland
Help in crisis, if there is a risk of suicide and emotional problems
Nikolsburger Platz 6
10717 Berlin
Phone: +49(0)30 873 01 11
(advice + admission)
Mon - Fri 9 am to 6 pm

Standby number for special services
(admission only)
Phone: +49(0)30 873 01 12
Mon - Fri 6 pm to 11 pm
On weekends and public holidays
9 am to 11 pm

Boys/Young Men

Advice, help, crisis intervention

berliner jungs
Help following sexual abuse of boys, cooperative supervision, case team support
Leinestr. 49, 12049 Berlin
Phone: +49(0)30 236 33 983
(answering machine only, quick callback possible)
Mon - Fri 2 pm to 7 pm

subway
Help for boys and young men who are on the streets and prostitute themselves
Kirchbachstr. 5, 10783 Berlin
Phone: +49(0)30 235 20 476
Mon, Tues, Thurs 1 pm to 5 pm
Fri 2 pm to 7 pm

Adolescents/Young Adults

Advice, help crisis accommodation temporary shelter

Verein zum Schutz vor psychiatrischer Gewalt e.V.
For the homeless and people threatened by homelessness and psychiatric force (over the age of 18)
Villa Stöckle
Phone: +49(0)30 406 321 46, daily around the clock

Berlin Emergency Service Child Protection

Advice, help crisis intervention and emergency lodging

Children's emergency service
(up to the age of 14)
Gitschiner Straße 48/49
10969 Berlin
Phone: +49(0)30 61 00 61
daily around the clock

Emergency service for young people in Berlin
(14-18 years of age)
Mindener Straße 14
10589 Berlin
Phone: +49(0)30 61 00 62
daily around the clock

Child protection hotline
Phone: +49(0)30 61 00 66
daily around the clock

Contact and counselling centre, Sleep In
(13-20 years of age)
Müllenhoffstr. 17
10967 Berlin
Phone: +49(0)30 60 00 68 00
(during the day)
Phone: +49(0)30 61 00 68 17
(9 pm to 10 am)

Crisis line of the Berlin police force for the neglect and/or abuse of children
Phone: +49(0)30 4664 912 555

Girls/Women

Help and support in all crisis situations and after violence

Emergency service for girls in Berlin
(12-21 years of age)
telephone counselling and emergency removal
Mindener Straße 14
10589 Berlin
Phone: +49(0)30 61 00 63,
daily around the clock

LARA
Crisis and counselling centre for women who have been raped or sexually molested (for sexual attacks on girls over the age of 14)
Fuggerstr. 19, 10777 Berlin
Phone: +49(0)30 216 88 88
Mon - Fri 9 am to 6 pm

BIG Hotline – Help in the event of domestic abuse againstwomen and their children
In the event of domestic abuse – Help for women and their children Information, placement in shelters, mobile counselling and accompaniment (mobile intervention)
PSF 30 41 05, 10756 Berlin
Phone: +49(0)30 611 03 00
daily 8 am to 11 pm

Papatya
Crisis centre with secret address for young female migrants in need of special protection (13-21 years of age)
Contact via the emergency service for young people in Berlin
Phone: +49(0)30 61 00 62

Frauentreff Olga
Drop-in centre for female drug addicts and/or prostitutes, support, medical care, legal advice
Kurfürstenstr. 40, 10785 Berlin
Phone: +49(0)30 262 89 59
Mon, Tues, Fri 4 pm to 10 pm
Thurs 6 pm to 10 pm

Addiction

Advice

over the phone and in person

Emergency service for drug addicts
Also withdrawal and therapy immediate legal advice Counselling available in several languages
Genthiner Str. 48
10785 Berlin
Phone: +49(0)30 19 237
24h accessible, open daily