

## 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 dialed 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. There is also a cantonal emergency number 0900 401 501 (please note the charge: 3.23 per minute). This helpline provides medical advice and directions to the appropriate and nearest available service (doctor, hospital). Another option is directly contacting an emergency unit (hospital / emergency doctor's office).

### **Emergency Pharmacy: 0800 300 001**

This number provides information regarding which pharmacies are open for emergency service in Canton Aargau. Medication is available at these locations outside of regular office hours.

### **Emergency Dentist: 0848 261 261**

This number provides information regarding which dentist is available for emergency service in Canton Aargau. Please note that the number is only in service on weekends and holidays.

### **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): 062 823 86 00**

The women's shelter (Frauenhaus) Aargau/Solothurn offers round the clock advice and support for women who are subject to domestic violence. Family, friends and specialists can also contact the women's shelter. Consultations are confidential and, upon request, anonymous. The shelter can also be contacted via email. Additional information on domestic violence, including information for affected men, and contact information regarding other counselling services can be found in the section, Partnership and Children > Conflicts on hallo-aargau.ch.

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

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