



Help is available here

It is important to get help for domestic violence! Various agencies provide information, advice and support. This is usually confidential and often free of charge and with an interpreter if necessary. Help is available from these places.

In an emergency

- Police: 112 / Ambulance: 144
- Women's shelters: AppElle! (24/7 hotline), 031 533 03 03
- Hospital emergency room: Treatment for injuries is available at the emergency room without an appointment
- Psychiatric emergency: List of contact points by region at www.psy.ch

More information on help in emergencies is available here.

Counselling for women and children

Confidential and free of charge. An interpreter is possible.

- Canton of Bern: Victim Support Bern (Opferhilfe Bern), 031 370 30 70, www.opferhilfe-bern.ch (DE | FR)
- Biel/Bienne region: Women's Solidarity (Solidarité Femmes), 032 322 03 44, www.solfemmes.ch (DE | FR) or Centre LAVI, 032 322 56 33, www.opferhilfe-biel.ch (DE | FR)
- Thun-BO region: Vista, 033 225 05 60, www.vista-thun.ch (DE)
- City of Bern: Domestic Violence Unit (Fachstelle Häusliche Gewalt), 031 321 63 02, www.bern.ch/fhg (DE)
- Women's shelters: AppElle! (24/7 hotline), 031 533 03 03

Counselling for everyone

Confidential and free of charge. An interpreter is possible.

- Canton of Bern: Victim Support Bern (Opferhilfe Bern), 031 370 30 70, www.opferhilfe-bern.ch (DE | FR)
- City of Bern: Domestic Violence Unit (Fachstelle Häusliche Gewalt), 031 321 63 02, www.bern.ch/fhg (DE)
- Helping Hand (Dargebotene Hand): Counselling 24/7, tel. 143, www.143.ch (DE | FR)



Children and young people

Children and young people with difficult family situations can call Pro Juventute day and night to talk. By phone, chat, text message or email.

- Pro Juventute: Confidential and free advice 24/7, tel. 147, www.147.ch (DE | FR)

The Pluto emergency shelter offers refuge, protection and safety to people aged between 14 and 23 in emergency situations free of charge.

- Pluto emergency shelter: 078 247 24 44, www.pluto-bern.ch

If sexual and physical abuse against children up to 16 years of age is suspected, the child protection group at the University Hospital (Inselspital) offers assessments as well as consultations for private individuals and professionals.

- University Hospital (Inselspital) child protection group: 031 632 94 86, www.kinderklinik.insel.ch/de/unser-angebot/kinderschutz (DE)

Violence in care and towards the elderly

People who have been abused by family carers can find support here. Confidential and free of charge.

- Ombudsman's office for elderly, care and nursing home issues: 031 372 27 27, www.ombudsstellebern.ch
- Victim support counselling centres: Please refer to the information above
- Dargebotene Hand: Advice and support 24/7 – Tel. 143, www.143.ch

Elderly people can also access confidential and free help with conflicts here:

- UBA Independent Advice Centre for the Elderly: 0848 00 13 13, www.uba.ch

Medical assistance and forensics

City Emergency (City Notfall) in Bern specialises in injuries and evidence recovery after physical violence. Investigations are confidential. The police are only informed if the victim wants this. Those who are seeking medical treatment elsewhere should ask the doctor to document the traces of violence.

- Medical contact point for victims of violence: City Emergency (City Notfall) Bern, 031 326 20 00, Schanzenstrasse 4a, 3008 Bern, www.citynotfall.ch/de/postparc-bern (DE)
- At a family doctor's practice or in emergency at the nearest hospital



Sexual violence

- Women and girls 16 years and older: University Hospital of Bern (Inselspital Bern), University Clinic for Gynaecology, 031 632 10 10, Friedbühlstrasse 19, Theodor-Kocher Haus, 3010 Bern, www.frauenheilkunde.insel.ch/de/sexuelle-gewalt-gegen-frauen (DE)
- Males and other affected persons aged 16 and over: University Emergency Centre – University Hospital of Bern (Universitäres Notfallzentrum Inselspital Bern), 031 632 24 02, Freiburgstrasse 16c, 3010 Bern, www.notfallzentrum.insel.ch (DE)
- Victim support after sexual violence: Lantana, 031 313 14 00, www.lantana-bern.ch (DE)

Advice for people who are violent

Confidential. An interpreter is possible.

- Bern Intervention Centre against Domestic Violence (Berner Interventionsstelle gegen Häusliche Gewalt): 079 308 84 05, www.be.ch/gewalt-beenden (DE | FR)
- Specialised violence unit (Fachstelle Gewalt): 0 765 765 765, www.fachstellegewalt.ch (DE)

Other contact points

The website of the Bern Intervention Centre against Domestic Violence (Berner Interventionsstelle gegen Häusliche Gewalt) lists other agencies that can help. For example, for questions about migration, addiction counselling, legal advice or counselling in difficult family situations (list in German and French).

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

www.hallo-bern.ch/en/haeusliche-gewalt/diese-stellen-helfen