

EMERGENCY CARD

Nothilfekarte

Do you feel unsafe in your family or relationship? Are you a victim of violence? Are you being threatened?

Don't hesitate to get help!

Koordination Gewaltprävention
und Bedrohungsmanagement

gewaltpraevention.lu.ch

Stop Violence!

For emergencies and assistance

Polizeinotruf

Police emergency number

☎ 117

Available 24/7

Violence is a punishable offence

Violence within a partnership relationship or family is not a private matter, and is punishable under the law. The police will launch an investigation if informed. You can also **file charges** at any time at any police station.

Wegweisung und Betretungsverbot

Restraining orders to remove or keep someone from your home

The police may remove a violent person **from your home and its immediate vicinity and prohibit them from re-entering the home and its immediate vicinity.**

If your partner has been ordered to stay away from your home by the police and

- He/She is still threatening or bothering you
- He/She wants to return to your home

Polizeinotruf

Police emergency number ☎ 117

For emergency medical assistance

- **Emergency ambulance ☎ 144**
- **Emergency doctor ☎ 0900 11 14 14 (CHF 3.23/min)**
- **Family doctor**
- **Lucerne Cantonal Hospital ☎ 041 205 11 11**

Available 24/7

For the protection, housing and counselling of women with/without children

Frauenhaus Luzern

Women's Shelter
☎ 041 360 70 00

frauenhaus@frauenhaus-luzern.ch
www.frauenhaus-luzern.ch

Available 24/7

For advice or support, if you are a victim of violence or know someone who is

Opferberatungsstelle des Kantons Luzern

Victims' Aid Office Canton Lucerne

☎ 041 228 74 00 / opferberatung@lu.ch

- Advice is free and confidential, by phone or in person
- Finds additional professionals if necessary
- Can provide financial help according to the Victim Assistance Act

Obergrundstr. 70, 6003 Luzern, www.opferberatung.lu.ch

8

Advice and information for migrants in different languages

FABIA

☎ 041 360 07 22

Migration competence centre
Kompetenzzentrum Migration
Tribtschenstrasse 78
6005 Luzern
www.fabialuzern.ch
info@fabialuzern.ch

9

For advice and support / Sozial- und Suchtberatung

Social and addiction counselling

Available in your region. You can find the responsible organisations on www.sobz.ch or through the communal administration at your home address.

- For education/parenting questions
- Addiction problems
- Financial difficulties
- Separation, divorce, etc.

www.sobz.ch

10

Talk to someone at any time

Die Dargebotene Hand

The Helping Hand

☎ 143

Anonymous, competent and always there for you.

www.143.ch

Available 24/7

11

For men who want help to stop being violent

Gewalt-Hotline

Violence Hotline

☎ 078 744 88 88

agredis.ch, Unterlachenstrasse 12, 6005 Lucerne
www.agredis.ch / gewaltberatung@agredis.ch
(Counselling possible with an interpreter)

For women who want help to stop being violent

Vollzugs- und Bewährungsdienst

Law Enforcement and Probation Service

☎ 041 469 42 44 / vbd@lu.ch / www.vbd.lu.ch

12

Packing list

If you decide to leave your home, be sure to take the following things with you:

- Personal documents (passport, ID card, residence permit, family record book, etc.)
- Bank account card and/or cash
- House key
- Prescription medication
- All necessary clothes
- Children's favourite toys
- Children's school books and material

13

Stop Violence!

This emergency card for victims is available in various languages. For additional cards, contact:

 _____

Justiz- und Sicherheitsdepartement
**Koordination Gewaltprävention
und Bedrohungsmanagement**

Bahnhofstrasse 15, 6002 Luzern | Telefon 041 228 59 35
gewaltpraevention@lu.ch | www.gewaltpraevention.lu.ch

14