

# 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](http://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** for up to 20 days. The restrained person may contact the coercive measures court with regard to the removal and prohibition.

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](mailto:frauenhaus@frauenhaus-luzern.ch)  
[www.frauenhaus-luzern.ch](http://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
- Escort for medical examinations, visits to the police or court proceedings
- Financial assistance if required in accordance with Victims' Aid laws

Obergrundstr. 70, 6003 Luzern, [www.disg.lu.ch/opferberatung](http://www.disg.lu.ch/opferberatung)

For advice and information in various languages

## FABIA

**☎ 041 360 07 22**

Counselling and integration of foreign nationals

in various languages

Tribschenstrasse 78

6005 Luzern

[www.fabialuzern.ch](http://www.fabialuzern.ch)

[info@fabialuzern.ch](mailto:info@fabialuzern.ch)

For advice and support

Sozialberatungsstellen

## Social counselling offices

in your area. Visit [www.sobz.ch](http://www.sobz.ch) for the relevant office or ask the municipal authorities in your town or village of residence.

- Educational issues
- Addiction or dependency issues
- Financial difficulties, etc.

[www.sobz.ch](http://www.sobz.ch)

Talk to someone at any time

Die Dargebotene Hand

## The Helping Hand

**☎ 143**

Don't despair, call!

[www.143.ch](http://www.143.ch)

Available 24/7

For men who want help to stop being violent

Gewalt-Hotline

### Violence Hotline

**☎ 078 744 88 88 / 07 – 22 h**

[agredis.ch](http://agredis.ch), Unterlachenstrasse 12, 6005 Lucerne

[www.agredis.ch](http://www.agredis.ch) / [gewaltberatung@agredis.ch](mailto:gewaltberatung@agredis.ch)

(Consultation in German, Albanian, Bosnian, Croatian, Serbian)

For women who want help to stop being violent

Vollzugs- und Bewährungsdienste

### Law Enforcement and Probation Service

**☎ 041 469 42 44 / [vbd@lu.ch](mailto:vbd@lu.ch) / [www.vbd.lu.ch](http://www.vbd.lu.ch)**

## 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 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

# 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 29

[gewaltpraevention@lu.ch](mailto:gewaltpraevention@lu.ch) | [www.gewaltpraevention.lu.ch](http://www.gewaltpraevention.lu.ch)