

What to do in case of violence in marriage, partnership and family?

The following services provide aid and support in the Canton of Bern.

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

Do not hesitate to seek help!


- Are you violent at times?

Consult an advice centre!

For emergencies and assistance


 **24 hours a day**
Police emergency number: 117
Polizeinotruf

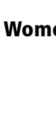
For urgent medical assistance

 **24 hours a day**
Medical services/Ambulance
Sanitätsnotruf/Ambulanz
Tel. 144

Family doctor
Emergency doctor
Information: Tel. 1811
Emergency unit of nearest hospital

For anonymous advice in emergency situations and supply of information and addresses throughout Switzerland

 **24 hours a day**
Tel. 143
The Helping Hand
Die Dargebotene Hand
Anonymous advice by phone / email / chat
www.143.ch


 **Tel. 147**
Pro Juventute (pro-youth organisation)
Confidential advice and help for children and young people by phone / SMS / email / chat
www.147.ch

Women's shelters and advice for victims

Protection, accommodation and advice for victims of domestic violence, children and adults (free, anonymous and confidential)

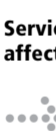
 **Bern Women's Shelter**
Frauenhaus Bern
031 332 55 33, info@frauenhaus-bern.ch
www.frauenhaus-bern.ch
For women, young people and children


 **Bern victim support advice service**
Beratungsstelle Opferhilfe Bern
Seftigenstrasse 41, 3007 Bern, 031 370 30 70
beratungsstelle@opferhilfe-bern.ch
www.opferhilfe-bern.ch
For women, men and children

 **LANTANA**
Support service for victims of sexual violence
Fachstelle Opferhilfe bei sexueller Gewalt
Aarberggasse 36, 3011 Bern, 031 313 14 00
info@lantana-bern.ch, www.lantana-bern.ch


 **Victim support advice service and women's shelter of the Biel region**
Beratungsstelle Opferhilfe und Frauenhaus Region Biel
Kontrollstrasse 12, 2503 Biel, 032 322 03 44
info@solfemmes.ch, www.solfemmes.ch
For women, young people and children

 **Biel victim support advice service**
Beratungsstelle Opferhilfe Biel
Silbergasse 4, 2502 Biel, 032 322 56 33
beratungsstelle@opferhilfe-biel.ch
www.opferhilfe-biel.ch
For men and children

 **Thun – Bernese Oberland women's shelter**
Frauenhaus Thun – Berner Oberland
033 221 47 47
info@frauenhaus-thun.ch, www.frauenhaus-thun.ch
For women, young people and children

 **VISTA**
Support service for victims of sexual and domestic violence | Fachstelle Opferhilfe bei sexueller und häuslicher Gewalt
Bälliz 49, 3600 Thun, 033 225 05 60
info@vista-thun.ch, www.vista-thun.ch

Service for residents of the city of Bern who are affected by domestic violence


 **Domestic violence assistance service**
Fachstelle Häusliche Gewalt
Office for Adult and Child Protection
Amt für Erwachsenen- und Kinderschutz
Predigergasse 10, Postfach 3399, 3001 Bern
031 321 63 02, fhg@bern.ch, www.bern.ch

The service offers free advice and crisis intervention for men and women who are residents of the city of Bern.

In case of sexual violence

 **24 hours a day**
Inselspital Bern, University clinic for gynaecology and obstetrics
Inselspital Bern, Universitätsklinik für Frauenheilkunde
Theodor-Kocher-Haus, Friedbühlstrasse 19, 3010 Bern, 031 632 10 10


Medical examination and treatment by a female doctor. If desired, securing of evidence in cooperation with the Institute of Forensic Medicine (if possible bring the clothes and underwear worn). Doctors are subject to professional secrecy.

 **Cantonal Police**
Point of contact for women
Kantonspolizei
Kontaktstelle für Frauen
031 332 77 77 (answering machine)
To report sexual violence during or outside of normal office hours. A policewoman will call back immediately.

After sexual and/or physical violence


 **Institute of Forensic Medicine**
Institut für Rechtsmedizin
Bühlstrasse 20, 3012 Bern, 031 631 84 11 (office hours)
Can be reached at any time via police
Furnishes specialists to take part in examinations in other clinics, even in the absence of a criminal complaint. No examinations commissioned by private persons are performed at the IFM itself.

After physical violence

 **MAG Medical assistance centre for victims of domestic and other violence**
MAG Medizinische Anlaufstelle für häusliche und andere Gewaltopfer
City Notfall (Emergency Centre), Schanzenstrasse 4A, 3008 Bern, 031 326 20 00
info@citynotfall.ch, www.citynotfall.ch
Examination and treatment by a specialist doctor; on request, on request securing of evidence, documentation and possible networking with victim support services.

Advice centres in the field of migration

The following services provide psychological, social and/or legal advice in connection with relationship or family problems, involving separations/divorces or violence, for instance. A small fee is charged in some cases.

 **frabina**
Advice centre for women and men in binational relationships | Beratungsstelle für Frauen und Männer in binationalen Beziehungen
Kapellenstrasse 24, 3011 Bern, 031 381 27 01
info@frabina.ch, www.frabina.ch
frabina provides targeted information and advice in person or by phone in multiple languages.

 **ISA**
Information centre for foreigner's affairs / Contact office for integration matters
Informationsstelle für Ausländerinnen- und Ausländerfragen / Ansprechstelle Integration
• Speichergasse 29, 3011 Bern
• Farbweg 11, 3400 Burgdorf
• Thunstettenstrasse 40, 4900 Langenthal
Information and advice in 10 languages
031 310 12 72, beratung@isabern.ch, www.isabern.ch

Stop domestic violence!

Bern Intervention Centre to combat Domestic Violence
Berner Interventionsstelle gegen Häusliche Gewalt

Legal advice



Infra Bern

Advice centre for women

Frauenberatungsstelle

Flurstrasse 26b, 3014 Bern, 031 311 17 95

info@infrabern.ch, www.infrabern.ch

Information and legal advice, from women for women



Contact and information centre for women's issues Canton of Bern

Frauzentrale Kanton Bern FZBE

Zeughausgasse 14, 3011 Bern, 031 311 72 02

sekretariat@frauzentralebern.ch

www.frauzentralebern.ch



Bernese Oberland women's association

Frauenverband Berner Oberland

Untere Hauptgasse 14, 3600 Thun

033 222 42 66, fbo.thun@bluewin.ch

Advice on legal and budgeting issues

Advice for people who commit violence

(men, women, young people)



Bern Intervention Centre to Combat Domestic Violence

Berner Interventionsstelle gegen

Häusliche Gewalt

079 308 84 05, info.big@pom.be.ch

www.be.ch/gewalt-beenden

The Bern Intervention Centre to Combat Domestic Violence offers counselling at reduced rates to people who have committed acts of violence or fear they might do so soon. The advice sessions usually take place in groups (**Programme for learning to prevent violence in marriage, families and partnerships**). One-on-one advising is offered for women, young people and persons affected who speak a foreign language.



Bern service for violence-related matters

Fachstelle Gewalt Bern

Seilerstrasse 25, 3001 Bern

Hotline for advice on violence: 0 765 765 765

info@fachstellengewalt.ch, www.fachstellengewalt.ch

Advice for men, women and young people who commit violence, advice centres in Bern and Biel. Confidential and anonymous.

Addiction + violence



Bernese Health Advice on addiction, health promotion, prevention and sexual education

Berner Gesundheit | Suchtberatung,

Prävention und Sexualpädagogik

Toll-free: 0800 070 070

www.bernergesundheit.ch

Provides advice and therapy for problems with addiction. The services are intended for adults, young people and their parents or other people close to them.

Advising can take place in one-on-one, couple, family or group sessions.

- **Centre in Bern**

Eigerstrasse 80, 3007 Bern

031 370 70 70, bern@beges.ch

- **Centre in Bernese Jura – Seeland**

Zentralstrasse 63a, 2502 Biel

032 329 33 70, biel@beges.ch

- **Centre in Oberland**

Aarestrasse 38B, 3600 Thun

033 225 44 00, thun@beges.ch

- **Centre in Emmental – Oberaargau**

Bahnhofstrasse 90, 3400 Burgdorf

034 427 70 70, burgdorf@beges.ch

Children and young people



Educational Counselling Service of Canton Bern

Erziehungsberatung des Kantons Bern

For prevention, advice, therapy, expert opinions and expert reports

- **Bern:** 031 633 41 41, eb.bern@erz.be.ch

- **Biel** (German speaking):

031 636 15 20, eb.biel@erz.be.ch

- **Biel** (French speaking):

031 635 95 95, spe.bienne@erz.be.ch

- **Burgdorf:** 031 635 52 52, eb.burgdorf@erz.be.ch

- **Interlaken / Oberland Ost:**

031 635 36 50, eb.interlaken@erz.be.ch

- **Ittigen:** 031 635 99 25, eb.ittigen@erz.be.ch

- **Köniz:** 031 635 24 50, eb.koeniz@erz.be.ch

- **Langenthal:** 031 636 15 70, eb.langenthal@erz.be.ch

- **Langnau i.E.:** 031 636 15 60, eb.langnau@erz.be.ch

- **Moutier:** 032 493 27 78, spe.moutier@erz.be.ch

- **Spiez:** 031 635 99 00, eb.spiez@erz.be.ch

- **Tavannes + St. Imier:**

031 636 16 86, spe.tavannes@erz.be.ch

- **Thun:** 031 635 58 58, eb.thun@erz.be.ch

You can find further information on the advice centres at www.erz.be.ch > Erziehungsberatungsstellen



24 hours a day Children's protection group at the University Clinic of Paediatric Medicine

Inselspital, Bern

Kinderschutzgruppe, Medizinische

Universitäts-Kinderklinik, Inselspital Bern

Freiburgstrasse, 3010 Bern, 031 632 21 11

Advises children, caregivers and professionals in cases of suspected child abuse and conducts investigations, including standardised initial interviews with the child and medical examinations, for example.



24 hours a day Children's Emergency Admission Group KINOSCH

Kindernotaufnahmegruppe Kinosch

Schlossmatt Kompetenzzentrum Jugend und Familie

Schlossmatt Competence centre for youths and families

Huberstrasse 30, Postfach, 3000 Bern 5

Clarification regarding admissions: 031 381 77 81

kinosch@schlossmatt-bern.ch, www.schlossmatt-bern.ch

Provides support and a supervised place to stay to children between the ages of 6 and 14 in emergency or dangerous situations.



24 hours a day Emergency Admission Group for Youths NAG

Notaufnahmegruppe für Jugendliche NAG

Schlossmatt Kompetenzzentrum Jugend und Familie

Schlossmatt Competence centre for youths and families

Buchserstrasse 44, 3006 Bern

Clarification regarding admissions: 031 381 79 07

nag@schlossmatt-bern.ch, www.schlossmatt-bern.ch

Provides support and a supervised place to stay to young people between the ages of 14 and 20 in emergency or dangerous situations.



Cantonal Youth Service

Kantonales Jugendamt

Gerechtigkeitsgasse 81, Postfach, 3000 Bern 8

031 633 76 33, kja@jgk.be.ch

For information about which centre or service can be of assistance if children and young people are involved.



24 hours a day Child and Adult Protective Services Kindes- und Erwachsenenschutzbehörden KESB

11 regional offices around the canton, for contact information see www.be.ch/kesb

Child and Adult Protective Services (KESB) investigate third-party reports of endangerment and refer both victims and people who commit violence to suitable advice services. If necessary, they examine further measures to protect children who are also affected. They operate an on-call service that can be reached via the regional operations centres of the cantonal police (tel. 117/112) both in and outside of office hours.

Intra-familial abuse and neglect of older adults



Bernese Ombudsman Service for Issues Related to Ageing, Care and Residential Facilities

Bernische Ombudsstelle für Alters-,

Betreuungs- und Heimfragen

Zinggstrasse 16, 3007 Bern, 031 372 27 27

info@ombudsstellebern.ch, www.ombudsstellebern.ch

The Ombudsman Service provides free legal advice, referrals and networking opportunities in connection with conflicts and transgressions in the field of in-home or residential care and assistance.



Independent Age-related Complaints Handling Service, UBA

Unabhängige Beschwerdestelle für

das Alter UBA

0848 00 13 13, info@uba.ch, www.uba.ch

Advice and support in connection with violence against older adults, for individuals affected, persons close to them and professionals in the field.

General information



Social welfare service

Sozialdienst

For general information and advice regarding personal, financial or family problems. Advising is free and confidential. The address and phone number of the responsible social welfare service can be obtained from the local authority of the of the commune you live in.

This emergency directory is available in 19 languages. More copies can be obtained from:



Polizei- und Militärdirektion des Kantons Bern

Generalsekretariat

Berner Interventionsstelle gegen Häusliche Gewalt

Kramgasse 20, 3011 Bern

031 633 50 33

info.big@pom.be.ch

www.be.ch/big