



## Police Service 110 + Fire Service 112 + Ambulance 112

# Safe and Secure in Berlin

## Critical Situations

Berlin is a safe city. Nevertheless, you could encounter critical situations. You may be drawn into a conflict, get insulted or victimized by a pickpocket. Unfortunately, this can be expected in a city with 3.5 million inhabitants and a certain amount of social and political tension.

In general, the personal security precautions you learned to follow in your home city will be effective in Berlin too:

- Trust your gut feeling. If you feel uncomfortable in a certain place, in a certain situation or with certain people, move on. Acting upon signals from your personal radar is a very effective precautionary measure.
- Avoid aggressive individuals, especially if they are intoxicated. Stay a safe distance away from agitated crowds. Cross to the other side of the street or even make a detour.
- If someone is threatening you, stay calm and keep in control of the situation. Speak clearly and briefly. Do not react to provocations. Do not belittle the threatening person or the situation. Create space between yourself and this person; exit his or her field of vision. Walk or run towards other people.
- Try to attract the attention of others. Move to where you can be seen, shout, call for help and address bystanders directly: "You there with the blue coat, I need your help!"
- Do not hesitate to call the police or an ambulance. In case of an emergency, a patrol car or an ambulance will arrive within minutes.
- If you encounter dangerous situations in trains, press the emergency button or pull the emergency brakes. If you are on a tram or a bus, attract the attention of the driver.
- Do not carry money, credit cards, mobile phones, passports, identification cards and other important or valuable items in the outside pockets of your clothes, bags or backpacks.
- Lock the door to your apartment or room; make sure to close the windows before you leave.

## Helping Others

Provide help and assistance if others are attacked or victimized in other ways. However, do not put yourself in danger.

- Make an emergency call and wait for the patrol car or ambulance to arrive.
- Press the emergency button if fellow train passengers are in danger.
- If someone is attacked in a public area, shout from a safe distance that the police force is alarmed and on its way.
- Do not verbally abuse the assailant; restrain him or her, only if you can do so without endangering yourself or others.
- If you witnessed an accident or a crime, write a short report of what you saw and heard. This will be helpful if interviewed by the police or making a statement before court.

## Emergency Calls

In urgent situations when people's lives, health, property or the environment are threatened, make an emergency call. Don't wait for others to do so!

- Police Service 110
- Fire Service 112
- Rescue Service/Ambulance 112

When calling an emergency service, explain:

- Who is calling?
- What is happening?
- Where does it happen?
- Who is involved?
- Answer questions asked and follow the instructions you receive.
- Do not end the call before there is an indication to do so.
- Call again if the circumstances change.

The response time of these emergency services is short. It only takes a few minutes for a patrol car or an ambulance to arrive.

## Insurance

An insurance plan with “Unfallkasse Berlin” covers accidents and injuries occurring on the HWR Berlin campuses or on the way to and from the HWR Berlin. Report all incidents to the university. HWR staff will help you with your insurance claim and inform you on specialized medical services you may have to consult.

## Personal Crises

Emotional instability, personal crises and even phases of depression can be the result of traumatic experiences such as the death of a relative, the loss of a relationship or witnessing an accident or act of violence. There may also be endogenous causes. Additionally, being separated from home and living in an unfamiliar environment can lead to psychological stress. If you are experiencing a severe personal crisis while staying in Berlin, you are strongly advised to seek professional advice and support.

The Berlin Crisis Service provides support in psychosocial crises and acute mental and psychiatric emergencies. The service is free of charge and available 24 hours / 365 days. Help is available by phone and in urgent cases in one of the seven centers operated by the Berlin Crisis Service without prior appointment. Services are provided in German, English and other languages.

## Advice and support in times of personal crisis

Berlin Crisis Service	access the service website for phone numbers and addresses	<a href="http://www.berliner-krisendienst.de/en/">www.berliner-krisendienst.de/en/</a>
HWR Berlin Student Counselling Services	+49 30 30877-1458 +49 30 30877-1516	<a href="mailto:kathrin.joerger@hwr-berlin.de">kathrin.joerger@hwr-berlin.de</a>
HWR Berlin International Office		<a href="mailto:incoming@hwr-berlin.de">incoming@hwr-berlin.de</a>
Studierendenwerk Berlin Psychological and Psychotherapeutic counselling	access the service website for phone numbers and addresses	<a href="http://www.stw.berlin/beratung/psychologisch-psychotherapeutische-beratungsstelle.html">www.stw.berlin/beratung/psychologisch-psychotherapeutische-beratungsstelle.html</a>
Telefonseelsorge Berlin (in German language only)	0800 111 0 111 and 0800 111 0 222	<a href="http://www.telefonseelsorge.de">www.telefonseelsorge.de</a>

Muslim Helpline	+49 30 44 35 09 821	<a href="http://www.mutes.de">www.mutes.de</a>
Russian Helpline (Телефон Доверия)	+49 30 440 308 454	<a href="http://www.diakonie-portal.de/telefon-doweria">www.diakonie-portal.de/telefon-doweria</a>
Unfallkasse Berlin (Insurance)		<a href="http://www.unfallkasse-berlin.de/studierende/">www.unfallkasse-berlin.de/ studierende/</a>

## Criminal Charges

If, for any reason, criminal charges are filed against you, the police is legally bound to start an investigation. However, you are not obliged to attend police hearings and this may not be held against you. If you respond to the police summons, you have a right to legal support.

In case of custody, the police or other authorities are obliged to inform a diplomatic mission of your country if you wish so.

## Safety and Security Messages

The foreign office of your home country or its embassy in Germany may issue specific security messages for Germany and in some cases specifically for Berlin. If available, you are advised to pay attention to this information and possible warnings.

As a U.S. citizen staying in Germany, you can also enrol in the Department of State's Smart Traveller Enrollment Program. This gives you access to the latest security updates, and makes it easier for the U.S. embassy or nearest U.S. consulate to contact you in an emergency. Other countries may provide similar services.

Hazard information issued by the German Federal Office of Civil Protection and Disaster Assistance and weather warnings can be received on mobile phones. This requires the installation of NINA. The app is available on iTunes and Google Play.