

# Dealing with crisis:

Berliner Krisendienst is a counselling and support service for people experiencing acute crises. It is available around the clock and free of charge. At nine locations, people in need of help can receive advice in person or on the telephone without prior appointment – and by appointment also via video – anonymously, if desired.

Berlin Crisis Service provides personal counselling and support by experienced, specially trained staff. If required, follow up appointments can be arranged. In urgent cases, our staff will come to the location of the crises; mental health specialist doctors on standby duty are available.

Berlin Crisis Service also caters to the needs of people with learning disability and their relatives.

To book a video appointment  
please scan QR-code:



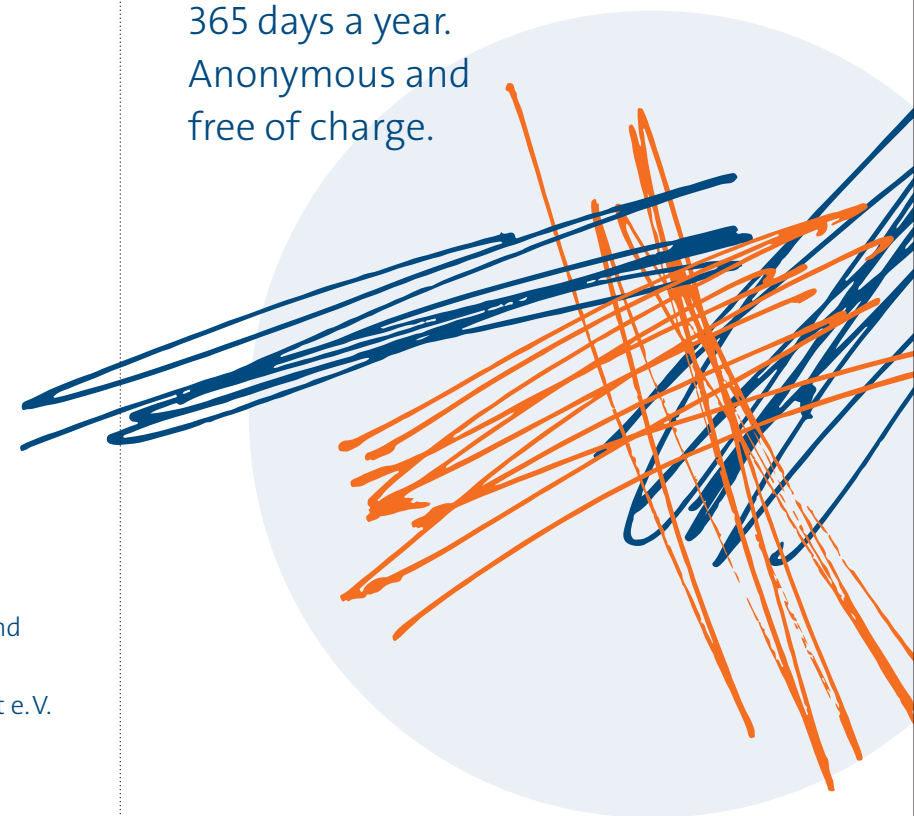
## **Berliner Krisendienst**

is provided jointly by Albatros gGmbH, Caritasverband für das Erzbistum Berlin e.V., KBS e.V. (Kontakt- und Begegnungsstätte e.V.), Krisen- und Beratungsdienst e.V. (KUB e.V.), Neuhland Hilfe in Krisen gGmbH and Platane 19 gGmbH.

Berlin Crisis Service is financed by the districts of the state of Berlin (with the district of Charlottenburg-Wilmersdorf in charge of the administration of funds) and supported by Deutscher Paritätischer Wohlfahrtsverband, Landesverband Berlin e.V.

# We all experience crises. Berlin offers a crisis service.

Available 24/7,  
365 days a year.  
Anonymous and  
free of charge.



**Berliner Krisendienst**

Berlin Crisis Service

[www.berliner-krisendienst.de](http://www.berliner-krisendienst.de)



# We all experience crises.

There is no such thing as a life without crises. But a crisis may become too difficult to handle on your own. We offer advice and support to people experiencing crises or mental health emergencies, their family members, third parties and professionals dealing with people in crisis situations.

These situations may entail family and partnership conflicts, problems at work or education, separation and loss of a loved one, loneliness or a serious illness.


Mental health concerns, such as addictions, traumatic experiences, depression, anxiety and psychosis, as well as physical or cognitive impairments, difficult experiences with mental health services, all of which may result in crises, helplessness, desperation and suicidal thoughts.

A prompt and professional response to crises and mental health emergencies – easy access and free of charge.

## Berlin offers a crisis service.

### Our regional offices

- Mitte region > **Friedrichshain-Kreuzberg | Mitte**  
**Phone 030 39063-10**  
Große Hamburger Straße 5, 10115 Berlin-Mitte at St. Hedwig Hospital
- West region > **Charlottenburg-Wilmersdorf**  
**Phone 030 39063-20**  
Horstweg 2, 14059 Berlin-Charlottenburg
- > **Spandau**  
**Phone 030 39063-30**  
Charlottenstraße 13, 13597 Berlin
- North region > **Pankow**  
**Phone 030 39063-40**  
Mühlenstraße 48, 13187 Berlin
- > **Reinickendorf**  
**Phone 030 39063-50**  
Berliner Straße 25, 13507 Berlin
- South-West region > **Steglitz-Zehlendorf | Tempelhof-Schöneberg**  
**Phone 030 39063-60**  
Schloßstraße 128, 12163 Berlin
- East region > **Lichtenberg | Marzahn-Hellersdorf**  
**Phone 030 39063-70**  
Irenenstraße 21 a, 10317 Berlin-Lichtenberg
- South-East region > **Treptow-Köpenick**  
**Phone 030 39063-80**  
Spreestraße 6, 12439 Berlin-Treptow
- > **Neukölln**  
**Phone 030 39063-90**  
Karl-Marx-Straße 23, 12043 Berlin




Phone and face to face support from 4:00 pm until midnight at nine locations.

In urgent cases, we will come to where you are – with a duty doctor if required.

Outside of these hours, your calls will be transferred automatically to our cross-regional Duty Team.

You can also book a video appointment on our website – see QR code on the back.

**Counselling in foreign languages can be provided upon request and may require some planning.**



### Cross-regional Duty Team

Große Hamburger Straße 5, 10115 Berlin-Mitte at St. Hedwig Hospital

**Monday to Sunday from midnight until 8:00 am**  
**Weekends and holidays from 8:00 am to 4:00 pm**

Face to face and telephone counselling, in urgent cases home visits and on call doctor support.

**Monday to Friday from 8:00 am to 4:00 pm**  
Information and sign posting on the phone only