



# Important Information for Exchange Students

In case of serious injury or critical incident please do not forget to inform the Incoming Team at Global Student Experience. If you are unable to inform us yourself, please have a friend or relative contact us. Global Student Experience does not have an emergency number, but we will take your call during working hours and can also be reached via email during the week.

— Contact : [incoming@int.uzh.ch](mailto:incoming@int.uzh.ch), +41 44 634 45 05

## Illness or accident:

- The private medical center “Permanence Hauptbahnhof” (Bahnhofplatz 15, Phone: +41 44 215 44 44) provides urgent patient care without prior appointment. It is open 365 days a year from 7am to 10pm: [www.permanence.ch/en/](http://www.permanence.ch/en/).
- Find a general practitioner or a specialist according to your needs: <https://www.doctorfmh.ch/en/>
- In case of an emergency: <https://www.usz.ch/en/emergency-service/>, call 144 for an ambulance.
- Please note that if you visit a doctor, you have to bring your insurance card as well as some cash/credit card with you. Sometimes you will have to pay for the treatment or medication right away and can only ask your insurance for the refund later.
- Download the UZH Now App with which you can request help (police or ambulance) or make emergency calls: <https://www.app.uzh.ch/en/news/emergencyapp.html>

## Psychological Counseling Center of UZH:

The center provides free and anonymous consultations and advisory service in several languages (including English) for personal and academic problems: [www.pbs.uzh.ch/en.html](http://www.pbs.uzh.ch/en.html)

Please read the information from the Psychological Counseling Center provided on this website:

<https://www.pbs.uzh.ch/de/beratung/kulturelleintegration/mentalhealth.html>

## Protection Against Sexual Harassment at the UZH

The University of Zurich has a set of regulations to ensure protection against sexual harassment. These regulations are based on the fundamental assumption that all staff and students should treat each other with respect. Please consult their website, if you are affected:

<https://www.uzh.ch/cmsssl/en/explore/portrait/basics/responsibility/sexualharassment.html>

## Emergency Numbers and What to Do in an Emergency

General Number	112
Police	117
Fire Department	118
Ambulance	144
Tox Info Suisse	145
SOS-Ärzte (SOS-Doctors)	+41 44 360 44 44
Nightline	<a href="https://www.nightline.ch/public/en/home/">https://www.nightline.ch/public/en/home/</a>
Crisis Line	143 (for English 0800 143 000)
LGBT+ Helpline	0800 133 133
Pro Juventute	147 / <a href="mailto:beratung@147.ch">beratung@147.ch</a>

### What to say

When calling the emergency services, you will be prompted to answer specific questions relevant to the respective department. This means that you do not need to worry about details in advance. There is, however, some basic information you should always provide to save valuable time.

#### Where?

Describe your location as accurately as possible.

#### Who?

Provide your full name and phone number.

#### What?

- What happened?
- How many people are involved?
- If people got hurt, what kind of injuries do they have?

### When do I dial which number?

In an emergency you are always on the safe side if you make a phone call. Better one too many than none. An accurate description of the situation will allow the respective department to evaluate whether it is necessary to dispatch someone or not.

The following list was neither reviewed nor authorized by the respective departments. It should only be used as a guideline. In case of doubt or urgency, use the general number and follow the instructions given by the operator.

#### General number – 112

The general number can be called in any emergency. The required units will be dispatched depending on the description of the incident. This means that no distinction has to be made by the caller as to which service they need.

### **Police – 117**

- When observing a crime in progress or after it was committed.
- When the safety of oneself or someone else is threatened by a person or animal, including self-harm or threat of suicide.
- In a car accident, if:
  - People or animals were hurt.
  - A person involved refuses to cooperate.
  - The vehicle cannot be moved or traffic is disrupted for a prolonged period of time.

### **Fire brigade – 118**

- In case of a fire.
- In case of severe weather that causes damage:
  - Water inside a building or flooding.
  - Fallen trees on the road.
- If people or animals have to be rescued:
  - Person or animal is stuck.
  - Person or animal is trapped in an elevator.
  - Person or animal is stuck in a high place.
  - **If the person requires medical attention, call an ambulance!**

### **Ambulance – 144**

Whenever a person requires urgent medical care and cannot be transported to a doctor or hospital. This also includes psychological emergencies, so long as the patient does not pose a threat to himself or others, in which case the police should be called.

### **Tox Info Suisse – 145**

Tox Info Suisse provides information and recommendations in case of **suspected** poisoning or intoxication. **In life threatening situations, i.e. if the patient has severe symptoms or is not responsive, immediately call an ambulance.**

### **SOS-Ärzte (SOS-Doctors) – +41 44 360 44 44**

In case of illness or minor injuries that have to be assessed by a doctor if one is unable to go to a doctor's office, be it due to the office being closed or the patient not being transportable.

**In life threatening situations, i.e. if the patient has severe symptoms or is not responsive, immediately call an ambulance.**

### **Nightline – [www.nightline.ch/public/en/home/](http://www.nightline.ch/public/en/home/)**

Nightline Zurich is an independent site from students for students of ETH, UZH and other academic institutions in Zurich. They provide information about study-related matters or refer you to specialists if required.

You can reach Nightline anonymously and confidentially during the semester from Monday to Sunday, 8am to 12pm via e-mail or chat on the website. During semester breaks they can be reached via e-mail 24 hours a day, seven days a week.

### **Crisis Line – 143 / [www.143.ch](http://www.143.ch)**

Crisis Line (Dargebotene Hand) is an anonymous, confidential contact, for which there are no criteria on whether to call them or not. If one wishes to talk to somebody, be it to decrease loneliness, due to difficult life circumstances or to find a way out of a desperate situation, this service is there to listen to you. They will also make suggestions and provide other options to help solve the issue.

**LGBT+ Helpline – 0800 133 133 / [www.lgbt-helpline.ch/en/phone/](http://www.lgbt-helpline.ch/en/phone/)**

The LGBT+ Helpline operates a confidential 24-hour a day advisory and reporting service in the event of homophobic and transphobic violence.

If you have been the victim of homophobic or transphobic violence, call the police as a matter of emergency on 112. Once you are safe and you have received any necessary medical attention, you can call the helpline.

**Pro Juventute – 147 / [beratung@147.ch](mailto:beratung@147.ch) / [www.147.ch/de/](http://www.147.ch/de/)**

Much like Crisis Line, Pro Juventute is an anonymous and confidential helpline for kids and adolescents. They can be contacted for any general problems young people might have. They can be contacted by phone or WhatsApp on their number, by E-Mail or directly on their website via the chat-feature. One can also find useful resources on their website.