

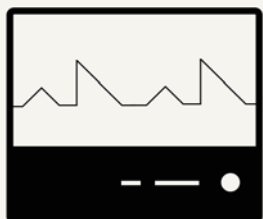
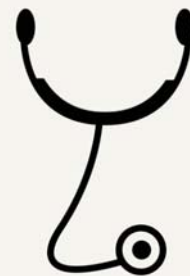


GRADUATE  
ACADEMY



UNIVERSITÄT  
HEIDELBERG  
ZUKUNFT  
SEIT 1386

# EMERGENCY INFORMATION FOR DOCTORAL CANDIDATES



## IMPRINT

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## EMERGENCY INFORMATION FOR DOCTORAL CANDIDATES

### NOTRUFNUMMERN

Notrufnummer der Polizei	110
Feuerwehr/Medizinische Notfallversorgung	112
Ärztlicher Bereitschaftsdienst	116 117
Vergiftungsinformationszentrale	+49 1 406 43 43

### NON-MEDICAL EMERGENCIES

If you are in a dangerous or life-threatening situation (e.g. mugging, assault, break-in, traffic accident, domestic violence, abuse etc.), call the **emergency police number 110**. Be prepared to give the following information:

- Who are you?
- Where are you?
- What has happened?
- How many people are involved?

Follow the instructions given on the telephone and wait for the arrival of the **police**.

If you need to contact the police in a non-emergency situation, call: +49 6221 99 0.

### MEDICAL EMERGENCIES

If you or someone with you is in a life threatening medical situation and needs immediate medical care, call the **emergency medical number 112**. Be prepared to give the following information:

- Who are you?
- Where are you?
- What has happened?
- What is the illness/injury?
- How many people are involved?

Follow the instructions given on the telephone and wait for the **arrival of the ambulance or emergency doctor**. If possible, remember to have your **health insurance card** with you.

## URGENT MEDICAL CARE IN NON-EMERGENCY SITUATIONS

If it is outside regular doctors' hours and you or someone with you needs medical care that is not an acute emergency but cannot wait until your doctor is available, you can call the central hotline for locating the **out of hours urgent medical care center** in your area: **116117**.

If you are in Heidelberg, you can go directly to the **out of hours urgent medical care center (Ärztlicher Bereitschaftsdienst)**. No appointment is needed. Please make sure to take your **health insurance card** with you.

Ärztlicher Bereitschaftsdienst  
Medizinische Klinik des Universitätsklinikums  
Im Neuenheimer Feld 410  
69120 Heidelberg  
Phone: +49 6221 - 116117

## URGENT CARE CENTER AT THE CHILDREN'S HOSPITAL

If your child needs urgent, out of hours medical care, you should go directly to the **children's hospital (Zentrum für Kinder- und Jugendmedizin)**. No appointment is needed. Outside of the regular hospital hours, care will be provided by the children's emergency service (Notfallpraxis) which is in the same building. Please make sure to take your child's health insurance card.

Zentrum für Kinder- und Jugendmedizin  
Im Neuenheimer Feld 430  
(Angelika-Lautenschläger-Klinik)  
69120 Heidelberg  
Phone: +49 6221 564002

Notfallpraxis für Kinder und Jugendliche  
Im Neuenheimer Feld 430  
(Angelika-Lautenschläger-Klinik)  
69120 Heidelberg  
Phone: +49 6221 564002

## URGENT DENTAL CARE

For urgent, out of hours dental care, call the **urgent dental care center (Zahnärztlicher Notdienst)**. Please be sure to call ahead of time.

Zahnärztlicher Notdienst  
Europa-Center  
Sophienstraße 29  
69115 Heidelberg  
Phone: +49 6221 3544917

Opening hours:  
Mon–Thu 7 pm–5 am  
Fridays from 7 pm through Mondays 5 am

## REGULAR MEDICAL CARE

The best way to find a doctor or dentist is to ask your friends or colleagues for recommendations.

### Online search for medical care:

English-language database for finding medical professionals: ■ [www.med-kolleg.de/docsearch](http://www.med-kolleg.de/docsearch)

Search for doctors according to their foreign language skills: ■ [www.arztsuche-bw.de/?expertensuche=1](http://www.arztsuche-bw.de/?expertensuche=1)

## HOSPITALS AND EMERGENCY ROOMS IN HEIDELBERG

### Universitätsklinikum Heidelberg

Im Neuenheimer Feld 672

69120 Heidelberg

Zentrale Telefonnummer: 06221 - 56-0

Atembeschwerden, Bewusstlosigkeit, Schwindel, Brustschmerzen, Schlaganfall:  
Medizinische Klinik, In Neuenheimer Feld 410

Gesichts-, Kopf- und Schädelverletzungen:  
Kopfambulanz, In Neuenheimer Feld 400

Offene Wunden, Knochenbrüche, Magenschmerzen (auch für Kinder!):  
Chirurgische Klinik, In Neuenheimer Feld 420

Gynäkologische Beschwerden, Schwangerschaftsprobleme:  
Frauenklinik, In Neuenheimer Feld 440

Kinder (mit Ausnahme von operativen Fällen):  
Zentrum für Kinder- und Jugendmedizin, In Neuenheimer Feld 430

### Andere Krankenhäuser in Heidelberg

Krankenhaus Salem, Zeppelinstraße 11–33, 69121 Heidelberg, Tel: +49 6221 4830

St. Josefskrankenhaus, Landhausstraße 25, 69115 Heidelberg, Tel: +49 6221 5260

## EMERGENCY PHARMACY SERVICES

There are several ways to locate the nearest emergency pharmacy:

1. call the Apothekenfinder: landline **+49 800 0022833**, mobile **22833**.
2. send a text message with the postal code to **22833** and you will receive a text message with the nearest emergency pharmacy.
3. Download the **Apothekenfinder app** from the App Store, Google Play or Microsoft Store.
4. Download the **Mein Heidelberg app** and search under “Gesundheit” and “Apotheken.”
5. Each pharmacy maintains an **up-to-date list of the nearest emergency pharmacy** in its window or near the entrance.

## PSYCHOLOGICAL, SOCIAL OR FAMILY COUNSELLING

### **Psychosocial Counseling for Students (PBS) at Heidelberg University**

Expert and confidential psychological counseling for all enrolled students and doctoral candidates. Areas of specialization: Relationship problems, conflicts at work, stress, depression, etc.

■ [www.stw.uni-heidelberg.de/en/node/114](http://www.stw.uni-heidelberg.de/en/node/114)

### **Social Counseling for Students at Heidelberg University**

Social counseling for enrolled students and doctoral students. Areas of specialization: Handling living expenses, pregnancy, childcare, mediation between students and city administrations.

■ [www.stw.uni-heidelberg.de/en/node/1](http://www.stw.uni-heidelberg.de/en/node/1)

### **Diakonisches Werk Heidelberg**, affiliated with the Protestant Church.

General social counseling and assistance in financial emergencies.

■ [www.diakonie-heidelberg.de/angebote/soziale-notlagen](http://www.diakonie-heidelberg.de/angebote/soziale-notlagen)

### **Psychological counseling center of PSH e.V.**, independent counseling center.

Trained psychologists and psychiatrists who offer support in difficult psychological or social situations.

■ [www.psh-heidelberg.de/index.php](http://www.psh-heidelberg.de/index.php)

### **International Women's and Family Center Heidelberg**

Counselling and assistance in several languages esp. for immigrants, women and families. Areas of expertise: pregnancy, family planning, marital and family conflicts, legal and financial problems, etc.

■ [www.ifz-heidelberg.de/sprachen](http://www.ifz-heidelberg.de/sprachen)

### **pro familia Heidelberg**

Psychological counseling, psychotherapy and medical counselling in English. Areas of expertise: pregnancy, contraception, family planning, women's health, marital and family conflicts etc.

■ [www.profamilia.de/angebote-vor-ort/baden-wuerttemberg/heidelberg](http://www.profamilia.de/angebote-vor-ort/baden-wuerttemberg/heidelberg)

### **FrauenGesundheitsZentrum Heidelberg:**

Assistance for women and girls with issues such as women's health, addiction, eating disorders, stress, depression, fear, psychosomatic problems.

■ [www.fgz-heidelberg.de](http://www.fgz-heidelberg.de)

### **EFL Heidelberg**, associated with the Catholic Church

Psychological counselling for marital, family and life issues.

■ [www.efl-heidelberg.de/html/efl\\_heidelberg.html](http://www.efl-heidelberg.de/html/efl_heidelberg.html)

### **Student-to-Student Coaching**

A project offering coaching sessions with master's students in psychology at the university.

■ [www.psychologie.uni-heidelberg.de/psychotherapie/hochschulambulanz/coaching](http://www.psychologie.uni-heidelberg.de/psychotherapie/hochschulambulanz/coaching)

### **Psychotherapeutic Outpatient Clinic**

The outpatient clinic of the Department of Clinical Psychology and Psychotherapy offers individual psychotherapy and group therapy.

Phone: +49 6221-54 76 43 (with answering machine)

E-Mail: [hochschulambulanz@psychologie.uni-heidelberg.de](mailto:hochschulambulanz@psychologie.uni-heidelberg.de)

■ [www.psychologie.uni-heidelberg.de/psychotherapie/hochschulambulanz](http://www.psychologie.uni-heidelberg.de/psychotherapie/hochschulambulanz)

### **Psychological counselling hotlines**

#### **Telefonseelsorge** (supported by the German Protestant and Catholic churches)

Phone: +49 800 1110111 or +49 800 1110222

#### **Nightline** (9 pm–2 am) – for students by students:

Phone: +49 6221 184708

### **Psychiatric emergency service**

In case of an emergency you can contact the psychiatric emergency service of the university hospital which is open 24 hours a day.

Phone: +49 6221 56 44 66



## SEXUAL HARASSMENT, STALKING AND BULLYING

This section provides information about safety and prevention as well as about counselling and support services for cases of sexual harassment, stalking and bullying.

### Sexual harassment

Sexual harassment is considered to be sexually motivated, unwanted actions that humiliate a person and violate his or her dignity. This includes unwelcome sexual actions and requests for such actions, unwanted physical contact of a sexual nature, comments of a sexual nature and/or unwanted exposure to pornographic materials.

### Stalking

Stalking is a crime involving actions such as repeated watching, following or lying in wait for a person; unwanted communication by phone, email, mail, or notes; harassing or threatening a person or persons close to him/her; unwelcome gifts or ordering of goods.

### Bullying

Bullying is systematic hostility, harassment or discrimination either among employees or by superiors. It is aided and abetted by stressful situations at work, which may be the result of excessive or too low demands being made on a particular employee or group of employees, of work organization processes or the behavior of superiors.

## SAFETY AND PREVENTION

### Frauen-Nachttaxi (Women's Night Taxi Service)

In order to travel safely at night, women and girls over 14 who live in Heidelberg can take advantage of the Frauen-Nachttaxi. Children under 14 years of age travel for free. You may need to show your passport or personal ID card. You must purchase tickets ahead of time from one of the Bürgerämter in the city or from the Bürgerservice at the city hall (Rathaus). Tickets cost **six Euro** per ride and are valid within the city limits of Heidelberg from **10 pm to 6 am**. You can use one ticket for up to four women or girls who are travelling in the same direction. The drivers wait at your destination to make sure that you reach the door. You can stop a taxi on the street or find one at a taxi stop. Not all taxi companies participate in the Frauen-Nachttaxi program so ask the driver before getting in whether your ticket will be accepted. You can also call a Frauen-Nachttaxi at +49 6221 302030.

### Self-Defense

Self-defense courses are offered by various organizations including the university sports center and the Studierendenwerk in cooperation with the Heidelberg police. More information is found here:

University sports center: ■ [www.hochschulsport.issw-hd.de](http://www.hochschulsport.issw-hd.de)

Studierendenwerk: ■ [www.stw.uni-heidelberg.de/en/node/131](http://www.stw.uni-heidelberg.de/en/node/131)

### **Luisa ist hier**

“Luisa ist hier“ is a service to help women who feel harassed, threatened or simply unsafe when out at a bar or club. If you are in such a situation, you can ask the bartender or staff of the club “Ist Luisa hier?” (Is Luisa here?). The question acts as a code to signal to the staff that you need help, which will then be provided with no questions asked.

The student councils (Fachschaften) at the following departments of Heidelberg University are taking part in this program: the English Department, the Geography Department, the Political Science Department, the Department for Romance Languages, the Department of Sociology, the Political Economy Department, and the Law Department.

The following stores, bars and clubs in Heidelberg participate in this program: Fusioniert, Heidelberg!, halle02, Hans im Glück, i-am Designmanufaktur, Jinx, Karlstorbahnhof, Mel's, Paradoxon, Toniq Club, Villa Nachttanz, Zukunftswerkstatt Weststadt: Alternativer Frühlingsmarkt.

### **Security escorts in Neuenheimer Feld**

Beginning at dusk, female students and employees at the university or university hospitals in Neuenheimer Feld can request that security staff escort them to their residence, their bus or tram stop or to their workplace free of charge. The service can be requested at the hospital reception desks (the desks at the Chirurgische Klinik, the Kinderklinik, the Kopfklinik, the Innere Medizin, and the DKFZ are staffed 24 hours) or by telephone at +49 6221 54 5555.

At night it is also possible to exit the bus between stops on the lines 31 and 32 in Neuenheimer Feld. You simply need to ask the bus driver ahead of time.

### **Date rape drugs**

Date rape drugs are any type of drugs or alcohol that are used intentionally to enable sexual assault or rape. Many of these drugs affect their victims quickly and cause weakness, confusion, dizziness, and sometimes extreme euphoria. Victims often pass out and then do not remember what happened. Date rape drugs exist as pills, liquids, or powders, are often tasteless and without odor and can therefore easily be added to a drink or to food without the victim noticing. You can protect yourself by not accepting drinks from others, not sharing drinks, watching your drink, and going out in groups and looking out for each other. If you suspect that you have been given a date rape drug, get help immediately and call an ambulance or the police.

### **IMPORTANT: IF YOU SUSPECT YOU WERE EXPOSED TO DATE RAPE DRUGS**

If you suspect that you have been given a date rape drug, you should be tested as soon as possible, because such drugs can be detected only for a short period of time.

## SUPPORT AND COUNSELLING

If you are experiencing sexual harassment, stalking or bullying either at the university or in your private life, do not hesitate to seek assistance and support. There are several offices and organizations both at the university and in the city of Heidelberg that provide information and counselling.

### At the university

#### UNIFY – Unit for Family, Diversity & Equality

UNIFY – Unit for Family, Diversity & Equality is the central institution at Heidelberg University for the topics of compatibility, diversity and equality. It provides information, advice and support in cases of sexual harassment, stalking or bullying. You can consult their website for detailed information on this subject:

■ [www.uni-heidelberg.de/gleichstellungsbeauftragte/belaestigung-mobbing-stalking\\_en.html](http://www.uni-heidelberg.de/gleichstellungsbeauftragte/belaestigung-mobbing-stalking_en.html)

or you can drop by the office in person:

UNIFY – Unit for Family, Diversity & Equality

Hauptstraße 126

Phone: +49 6221 54 7697 (office hours by telephone: Mon–Fr 9 am to 12 pm)

Email: [unify@uni-heidelberg.de](mailto:unify@uni-heidelberg.de)

#### Student telephone hotline “Nightline”

If you would like to speak confidentially to someone about your experience or ask about legal aspects or procedures, please contact one of the contacts listed on the UNIFY website. If you would prefer to speak to someone in your own age group in a less formal situation, please feel free to contact the “Nightline“:

Student telephone hotline “Nightline”

Support by students for students

Phone: +49 6221 184708 (every day during the active semester from 9 pm to 2 am)

■ [www.nightline-heidelberg.de](http://www.nightline-heidelberg.de)

### Outside the university

There are various city offices and support organizations outside the university that you can turn to if you need help with sexual harassment, stalking, bullying or related issues.

#### Conflict hotline for Baden-Württemberg

An anonymous counselling service providing assistance with situations of conflict in the workplace.

Phone: +49 1802 6622464

■ [konflikthotline-bw.de/startseite](http://konflikthotline-bw.de/startseite)

### **Equal Opportunities Office, City of Heidelberg (Amt für Chancengleichheit)**

The city's point of contact for anyone who feels discriminated against and for people who want to take action against discrimination.

Bergheimer Straße 69, 69115 Heidelberg

Phone: +49 6221 15500; ■ [www.heidelberg.de/hd/HD/Rathaus/Amt+fuer+Chancengleichheit.html](http://www.heidelberg.de/hd/HD/Rathaus/Amt+fuer+Chancengleichheit.html)

### **Violence Against Women Support Hotline**

Phone: 08000 116016

The hotline offers confidential, anonymous counselling by qualified female counsellors in many languages.

■ [www.hilfetelefon.de/en.html](http://www.hilfetelefon.de/en.html)

### **Intervention Center for Women and Children and Women's Counseling Center Courage**

Counselling and practical support for women and girls who are experiencing violence or stalking. Support is available in several languages.

Mannheimerstraße 226, 69123 Heidelberg

Interventions Phone: +49 6221 750 135

Women's counselling Phone: +49 6221 84 07 40

■ [www.fhf-heidelberg.de](http://www.fhf-heidelberg.de)

### **Frauennotruf gegen sexuelle Gewalt an Frauen und Mädchen e.V. Heidelberg**

Confidential and anonymous counselling in German

Bergheimer Straße 135, 69115 Heidelberg

Phone: +49 6221 183643

■ [www.frauennotruf-heidelberg.de](http://www.frauennotruf-heidelberg.de)

## **IN THE CASE OF SEXUAL ASSAULT**

If you have been sexually assaulted or raped, do not hesitate to seek medical and psychological support and to press charges against the perpetrator. The following information can help you to find out how to proceed so that evidence can be collected and charges can be pressed, if you wish:

- Do not bathe or shower before being examined by a doctor.
- You should also not wash your clothing.
- You have the right to ask to be examined by a female doctor. The doctor will do a pregnancy and HIV test.

The “**Gewaltambulanz**” is an institute at the university hospital that secures and preserves evidence in cases of violent crimes. They provide this service even if charges have not been pressed with the police. If you have been sexually assaulted or raped, you may be sent there by a doctor or you can also go to the “Gewaltambulanz” on your own. The institute can be contacted by telephone at +49 152 54648393.

■ [www.klinikum.uni-heidelberg.de/rechts-und-verkehrsmedizin/leistungsspektrum/medizin/gewaltambulanz](http://www.klinikum.uni-heidelberg.de/rechts-und-verkehrsmedizin/leistungsspektrum/medizin/gewaltambulanz)

**Reporting to the police: You can file a criminal complaint with the police around the clock.**

## LOSS OF IMPORTANT DOCUMENTS OR POSSESSIONS

### Your passport

If you lose your passport, you should file a report at the **local police** station because a police report will most likely be required when you apply for a new passport. You should then contact **your country's embassy or consulate** to apply for a replacement. Most countries also provide information on their websites about the procedure for replacing a lost or stolen passport.

### Your credit or debit card

If you lose a credit or debit card, you should immediately contact the bank that issued the card to notify them of the loss and have your card deactivated. Most banks provide a 24-hour hotline service for lost or stolen cards – this information is generally available on your credit card or bank statement. There is also a general cancellation hotline (Sperr-Notruf) through which you can cancel most credit and debit cards as well as some mobile SIM cards and other services.

The general cancellation hotline (Sperr-Notruf) is available 24 hours a day:

Phone: 116 116 within Germany (free)

Phone: +49 116 116 outside of Germany (charges may apply)

■ [www.sperr-notruf.de/index.php](http://www.sperr-notruf.de/index.php)

### Other possessions (lost and found office)

The city of Heidelberg has a central lost and found office that collects and stores lost objects. The lost and found office is run by the Heidelberger Dienste GmbH. You can contact the office by telephone or email to ask if your lost item has been found:

Zentrales Fundbüro (Lost and Found Office)

Heidelberger Dienste GmbH

Hospitalstr. 5

69115 Heidelberg

Phone: +49 6221 653797

Email: [fundbuero@hddienste.de](mailto:fundbuero@hddienste.de)

Opening hours: Mon–Thur 8 am–4 pm; Fri 8 am–2 pm

■ [www.hddienste.de/service-fur-buerger/fundbuero/lost-and-found-office/](http://www.hddienste.de/service-fur-buerger/fundbuero/lost-and-found-office/)

**Found items** can be turned in to any **local municipal office (Bürgeramt)** in Heidelberg and will be forwarded to the central lost and found office.

## GENERAL SERVICES IN HEIDELBERG

### “MEIN HEIDELBERG” APP

The city of Heidelberg has created an app to help its citizens locate and find out more information about city administrative offices and services in Heidelberg. “Mein Heidelberg” is available through the app store or google play is available in both German and English.

**Our Service Center team is happy to advise you both in the planning phase as well as during your doctoral training – please contact us!**

### Graduate Academy Heidelberg University

#### Service point

Im Neuenheimer Feld 370  
69120 Heidelberg

Phone: +49 (0) 6221 / 54 - 19765  
Email: [graduateacademy@uni-heidelberg.de](mailto:graduateacademy@uni-heidelberg.de)

#### Walk-in office hours

Monday, Wednesday & Thursday: 10 am to 12 pm  
Tuesday & Thursday: 2 pm to 4 pm  
and by appointment

**Outside of our office hours you can reach us by telephone or email.**