

| Emergency services



Emergency numbers

European Emergency Service 112

Police: 100

Fire Service: 199

Medical Emergency: 166

Coast Guard: 108

Information and hotlines

Human trafficking resource line

Phone number: 1109

Languages: When you call, you will hear a message played in Greek then English. There **are** operators available to speak to you in a number of other languages – **but you must first press 2** in order to speak to a live call specialist.

General Secretariat for Gender Equality

Phone number: 15900

Languages: English, Greek

Restoring Family Links (Hellenic Red Cross)

Phone number: 210 52 300 43

Opening hours: Mon – Fri: 08:30 – 14:30

Languages: English, French, Greek

Child Protection

National Emergency Response Mechanism (NERM) Hotline for unaccompanied children in precarious living conditions

+30 2132128888 and +30 6942773030

CALL the NATIONAL EMERGENCY RESPONSE MECHANISM (NERM), Special Secretariat for the Protection of UAM (SSPUAM – Ministry of Migration and Asylum), for all unaccompanied children in precarious conditions.

The NERM Hotline assists in identifying and locating children in need (**0030- 2132128888 και 0030- 6942773030**, via WhatsApp and Viber) that is available in **6 languages, and in the following days and hours:**

Monday – Friday 08:00 – 22:00

Saturday 11:00 – 19:00

The Helpline and the Mobile Units in the field:

- Ensure that children are never exposed to the dangers of abuse or exploitation in the streets.
- Assist in finding and protecting unaccompanied minors that are homeless or in other precarious living conditions.
- Provide urgent accommodation.

- Facilitate immediate registration with the local authorities.
- Provide psychological, legal, and medical support and interpretation.
- Conduct the Best interest assessment.

[\("The Smile of the Child"\)](#)

For a child or teenager or if you know a child or teenager who is a victim of abuse, in immediate danger or needs psychological support

Phone number: 1056

Languages: Not all languages are available at all times. People from the hotline might call you back with a translator. The following languages are supported: Arabic, English, Farsi, French

[European Hotline for Missing Children](#) Phone number: 116000

[European Helpline for Children and Adolescents](#) Phone number: 116111

For other helplines for children please click [here](#)

Suicide risk (Klimaka)

Phone number: 1018

Languages: English, Greek

LGBTI support hotline

Information about support available for lesbian, gay, bisexual, transgender and intersex (LGBTI) persons in Greece.

Phone number: 11528

Opening hours: Mon – Fri: 13:00 – 21:00

Languages: English, Greek

French is available on request, some other languages can sometimes be arranged for a follow-up call via Skype. Requests for these Skype calls can be made by [email](#).

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