

Emergency services



Emergency numbers

European Emergency Service: 112

Police: 100

Fire Service: 199

Ambulance Emergency: 166

Coast Guard: 108

Information and hotlines

Human trafficking resource line

Phone number: 1109 (24/7)

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

Violence Against Women SOS Helpline

Phone number: 15900

Languages: English, Greek

Child Protection

National Emergency Response Mechanism (NERM)

Services: Support for homeless unaccompanied children or children living in precarious conditions

Languages: English, Farsi, Arabic, French, Punjabi, and other languages upon request

Hours: Monday to Friday: 08:00 – 22:00, Saturday: 11:00 – 19:00

Contact:

Helpline: 15107

Mobile/WhatsApp/Viber: +30 6942773030

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 who 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

Services: Prevention and response to violence against children

Languages: Many languages upon request

Contact:

24/7 Helplines:

National SOS Helpline for Children: 1056

European Helpline for Children: 116111

European Hotline for Missing Children: 116000

Psycho-social Support

BABEL

Services: Psychiatric and psychological support

Languages: English, French, Lingala, Farsi, Arabic, Kurmanji

Address: Ioanni Drosopoulou 72, 112 57, Athens

Hours: Monday – Friday, 10:00 – 16:00

Contact:

Phone: +30 2108616280, +30 2108616266

Email: babel@syn-eirmos.gr

EPAPSY

Services: Psycho-social support

Languages: Arabic, French, Lingala, Farsi and Somali

Hours: Monday – Friday, 11:00 – 19:00 for Arabic, French, Lingala, Farsi / 09:00-17:00 for Somali

Contact:

Helpline/WhatsApp: Farsi (+30 6935614120), Arabic, French, Lingala and English (+30 6936514113), Somali (+30 6936514117)

Email: refugeementalhealth@epapsy.gr

Suicide risk (Klimaka)

Phone number: 1018

Languages: English, Greek



Emantes Support Line

Services: Support for LGBTQI+ persons

Languages: Greek, English, Arabic, French, Farsi and other upon request

Contact:

- Phone/WhatsApp: +30 6971693446
 - Email: emantes@gmail.com
-

Safe Place Greece

Services: Support for LGBTQI+ persons

Languages: English, Greek, Arabic, French, Farsi and Spanish

Hours: Monday to Friday from 10:00 to 18:00

Contact:

Mobile/WhatsApp: +30 6986752325

Email: info@safeplaceinternational.org