
Emergency services outside of Charles University

Crisis lines

EU EMERGENCY CALL NUMBER 112

Prepared to dispatch calls in many languages
For using in mobile networks even without a SIM card or with no credit
Non-stop service
Free of charge
Covering the whole territory of the country and EU

We recommend that you try to find crisis services in your country and in your language, they often work online through chat, for example.

Crisis intervention

- **BOHNICE PSYCHIATRIC HOSPITAL**
Immediate assistance 24/7 (no appointment needed).
A doctor who speaks English is always present, but the centre does not guarantee English-speaking services over the phone.
Address: Ústavní 91, 181 02 Prague 8
Phone: +420 284 016 110
- **PSYCHIATRIC CLINIC, GENERAL UNIVERSITY HOSPITAL IN PRAGUE**
Address: Ke Karlovu 11, 128 08 Prague 2
The best way to get help here is a personal visit in working hours. English speaking doctors are present. Nurses usually don't speak English
- **DIACONIA SOS CENTRE**
Address: Varšavská 37, Prague 2,
Monday to Thursday, 9 a.m. to 8 p.m; Friday from 9 am. to 5 p.m.
E-mail: linka.duvery@diakonie.cz
English-speaking specialists available, it's better to write an email before your visit.
Phone: + 420 777 734 173 or + 420 222 514 040.
Website: www.soscentrum.cz
- **BLUE LINE**
Website: <https://www.modralinka.cz/english>
E-mail: Write to help@modralinka.cz and you will receive an answer within 72 hours.

Psychological help

A special e-mail psych.pomoc@cuni.cz for all students and teaching staff from **Faculty of Arts**. E-mails are answered by counseling staff from the Carolina Center and the Faculty of Arts, whom connect the person with question with an expert. You will receive an answer within the next day.

Please do not hesitate to use support, even if you were not a direct participant in the event - support capacities are now sufficient for everyone.

- **List of psychoterapists offering services in several languages here:** <https://czap.cz/Foreign-therapists>
- **What to do in a psychological emergency in Prague:**
<https://www.praguetherapy.com/emergencies>

- **Application „Don't Panic“**
Free psychological first aid, available in 11 languages, you can download here:
Android (Google Play) [Application „Nepanika“](#) (choose language after download)
Apple (App Store) [Application "Don't panic"](#)
- **MyMentalHealth.Guide** - where to find help and other useful resources <https://www.mymentalhealth.guide/first-aid>
- **EmotionAid** - first help for coping with stress, trauma and negative emotion, free of charge with facilitators, <https://emotionaid.cz/krizova-podpora-ff-uk/>

Support for victims and bereaved families and friends

- **In IUSTITIA** - a medium and long-term support service for students, teachers and families affected by the situation. More information [here](#).
- **White Circle of Safety** - providing complex victimological intervention for victims and witnesses of crimes, <https://www.bkb.cz/en/contact/bkb-centres/>

CZ

Jak pomoci druhému v krizi – 5P

- 1. Prodýchejte se a zastavte se**
Několikrát se zhluboka nadechněte a vydechněte. Pokud se sami zklidníte, půjde vám to lépe.
- 2. Péče o druhého (i o sebe)**
Zajistěte 5T (teplo, ticho, tekutiny, tišit bolest, transport na bezpečné místo), zkontrolujte dostatek vzduchu v místnosti. Se svolením dotyčného položte nebo usadte, případně ho opřete o zed'. Pojmenujte jeho emoce a tělesné prožívání, např.: „Vidím, že jsi...“
- 3. Prozkoumejte**
Dejte druhému prostor, buďte trpěliví, nebojte se ticha. Pokud chce dotyčný mluvit, zkuste prozkoumat situaci. Např.: Má s podobným stavem zkušenosti? Co mu pomáhá? Co by teď potřeboval? Má blízké osoby, na které se může obrátit?
- 4. Pošlete osobu v krizi dál**
Vaším úkolem není situaci vyřešit, ale stav stabilizovat a propojit druhého s vhodnou pomocí. Domluvte další postup, hledejte a nabízejte možnosti, předejte informace. Můžete dotyčnému dát k uchu telefon s vytočenou krizovou linkou (např. Linka důvěry: 222 580 697; Linka bezpečí: 116 111), zavolat jeho příbuzné či známé. Také je možné dotyčného doprovodit do krizového centra a v případě závažnějšího stavu volat 112. O postupu se můžete poradit s pracovníky Centra Carolina.
- 5. Pochvalte se**
Řešit krizové situace je náročné i pro vás. Myslete na sebe a opečujte se podle toho, co máte rádi, u čeho si odpočínáte. Nebojte se říct si sami o pomoc, pokud ji potřebujete. Informujte o situaci své nadřízené.

EN

How to help others in a crisis – Five principles

- 1. Take a breath and stop**
Take a few deep breaths and exhale. If you calm yourself down, you will react better.
- 2. Caring for others (and yourself)**
Provide the five basics (warmth, silence, fluids, relieve pain, transport to a safe place), check for sufficient air circulation in the room. With the person's permission, lay them down or sit them down, or lean them against a wall. Identify their emotions and bodily experiences, for example: "I see that you are..."
- 3. Explore**
Give the other person space, be patient, don't be afraid of silence. If the person wants to talk, try to explore the situation. For example: Do they have experience with a similar condition? What helps them? What would they need now? Do they have loved ones they can turn to?
- 4. Help the person in a crisis move on**
Your task is not to solve the situation, but to stabilize the situation and connect the other person with appropriate assistance. Agree on the next course of action, look for and offer options, pass on information. You can put a telephone with a dialled crisis line to the person's ear (e.g. Crisis centre Bohnice: 284 016 110), call their relatives or friends. It is also possible to accompany the person in question to a crisis centre and, in case of a more serious condition, call 112. You can also consult the staff of the Carolina Centre about how to proceed.
- 5. Praise yourself**
Dealing with crisis situations is difficult even for you. Think about yourself and take care of yourself according to what you like and relax. Don't be afraid to ask for help yourself if you need it. Inform your superior about the situation.




