

# Direct Exchange Program Fact Sheet

## Security and Service Advice for Incoming Exchange Students

Contact Information	
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<i>Homepage</i>	<a href="http://www.fu-berlin.de/exchangestudents">www.fu-berlin.de/exchangestudents</a>
<i>Office hours</i>	Tuesday/ Thursday 9.30 am – 12.30 pm, 2 – 5 pm and by appointment
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<i>Physical Emergencies</i>	<p>Like most German Universities Freie Universität Berlin (FUB) unfortunately does not offer a specific 24/7 emergency hotline.</p> <p>In case of a physical emergency, you can enter the emergency room of any hospital or use the following emergency phone numbers:</p> <p><b>Police: 110</b></p> <p><b>Ambulance: 112</b></p> <p><b>On-call medical service: (030) 31 00 31</b></p> <p><b>Poison Control Centre: (030) 1 92 40</b></p>
<i>Psychological Crises</i>	<p>In urgent cases, the Centre for Academic Advising and Psychological Counselling of FUB offers 3 – 5 appointments of psychological counselling to students.</p> <p><b>Centre for Academic Advising &amp; Psychological Counselling:</b> <a href="mailto:psychologische-beratung@fu-berlin.de">psychologische-beratung@fu-berlin.de</a>.</p> <p>Please be aware that Freie Universität Berlin does not provide psychotherapy to students.</p> <p>The Berlin Crisis Service provides a multilingual, fast and professional assistance for issues including psychosocial crises and acute mental and psychiatric emergencies. The service is free of charge and available all year long.</p> <p><b>Berlin Crisis Service: (030) 390 63 00</b></p> <p>The Chief Gender Equality Officer at Freie Universität Berlin is the first port of call if students are looking for advice and further information on sexualized harassment, discrimination, and violence. Every request is treated with the utmost confidentiality.</p> <p><b>Office of the Standing Working Group on Sexual Harassment, Discrimination, and Violence: (030) 838 54970; no-means-no@fu-berlin.de</b></p>
<i>Disabilities or Chronical Illnesses</i>	<p>FUB provides confidential advice for students with a prolonged or permanent health impairment or with disabilities.</p> <p><b>Office for Students with Special Needs:</b> (030) 838 54 832; <a href="mailto:Beratung-Barrierefrei@zuv.fu-berlin.de">Beratung-Barrierefrei@zuv.fu-berlin.de</a> <a href="https://www.fu-berlin.de/en/service/behinderung/index.html">https://www.fu-berlin.de/en/service/behinderung/index.html</a></p>

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<i>National Crises</i>	<p>In case of major public security incidents, FUB will follow the respective orders of the local and national security authorities.</p> <p>The Federal Office of Civil Protection and Disaster Assistance offers a German website (<a href="https://warnung.bund.de/">https://warnung.bund.de/</a>) and an app (<a href="#">NINA</a>) which will keep you updated on national alerts.</p>
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