

## Crisis Service Bavaria

Basic information for the Ukraine support organisations in Bavaria.

Updated: 17<sup>th</sup> March 2022

**Important:** We are constantly assessing how we can expand our support. The most current information concerning the Crisis Service's support offered for Ukrainian refugees in Bavaria can be found on our website:

<https://www.krisendienste.bayern/2022/03/17/ukraine/>

### **Office hours/Opening times**

Tel: 0800/655 30000 (free phone number)

Daily 24 hour service

Also available at weekends and public holidays

Depending on the location, the call will be transferred to the appropriate crisis service control centre.

## **Access**

The Crisis Service Bavaria can only be contacted if the call originates from a Bavarian mobile phone or landline number.

## **Target group**

Everyone in Bavaria who finds themselves in an acute mental crisis or a psychiatric emergency.

The offer is also intended for relatives, close contacts, affected persons, supervisors, doctors, psychotherapists as well as departments and institutions.

## **Services offered**

Free telephone and in-person crisis interventions  
(Please refer to the “Services in detail” section)

## **Important information**

The crisis service offers psychosocial counselling for those in an urgent mental crisis. If necessary, placement in an outpatient or inpatient setting will be arranged. The Crisis Service does not offer treatment (therapy), therapy placement, long-term support, or medical reports.

Please consider, that if translation services for non-German speakers are required for telephone and in-person crisis interventions, then personal information must be given (name, telephone number and place of residence). Details must be clarified with the Crisis Service Bavaria.

### **Language access for Ukrainian refugees in Bavaria.**

Ukrainian refugees who are staying in Bavaria can call anytime if they have an urgent mental crisis and:

- They can communicate in German
- If someone local can guarantee a good translation from Ukrainian/Russian into German. (For example, by relatives, acquaintances etc. living here or via the Ukraine support contact points.
- If the person speaks English or a local person can guarantee a good English translation. Please note that not all advisors can speak good English and it may be necessary to be transferred to another advisor. There may be waiting times!

For those who only speak Ukrainian or Russian, an initial consultation in your native

language may be offered in individual cases. In this case, please contact the Crisis Service hotline number to discuss how to continue. We ask for your understanding that the initial phone call must be in German or English. We recommend that you seek support from relatives, acquaintances etc. or from the Ukraine support contact points. Please expect waiting times.

### **Services in detail**

- Over the phone crisis intervention and advice
  - In- person crisis intervention
  - Possible recommendation for local psychological, psychosocial or (social-) psychiatric support and advice
  - If necessary, placement for crisis/acute treatment as an inpatient
  - If necessary, placement in a day clinic or treatment and advice as an outpatient.
- Please note: Mobile teams and in-person crisis advice can only be possible with a foreign language mediation.

## **The objectives of having a conversation with the Crisis Service Bavaria.**

- Relief/help to solve problems
- Clarification or avoidance of (potentially) dangerous situations (endangering yourself or others)
- Stabilisation and clarification of individual situations
- Activating personal skills and existing resources
- Joint development of strategies to independently manage the crisis
- Clarification of the current crisis, concrete support in finding a solution
- Possible use of local/regional offers or (further) referral to regular care
- Possible clarification of the need for inpatient treatment

**Professional groups or qualifications**  
(Crisis service advisors)

- Social workers, psychologists, health care workers, psychiatric nurses, specialist psychiatric nurses and specialists with appropriate qualifications.