**Emergency services open 24 hours**

**Call 112 in case of an emergency**

or click on the online chat for 112 to start a conversation with an emergency operator. *Website: 112.is.*

**Red Cross Helpline phone 1717 and 1717.is**

Always open: phone or online talk. Toll-free from any number. Confidentialit, anonymity.
The volunteers are professionally trained, experienced and of all ages. The Helpline´s main role is to provide active listening and advice on community resources for people of all ages in need. No issue is too big or small for the helpline. **Online chat 1717.is.** When connecting to the chat, they ask for a name and an e-mail address. Keep in mind that you do not have to provide your right name or e-mail. Complete confidentiality and anonymity is promised. If you do not receive an answer soon after you have been connected, it´s because our chat is busy at the moment and they ask you to wait for the next available counselor. If you, for some reasons, cannot wait for the next available counselor, you can always leave a message and they will get back to you as soon as possible within the next 24-hours.

**Helpline Pieta Association – Self harm – phone 5522218**

Emergency phone open 24/7: 5522218. For less urgency like a felt need for self harm and/or suicide, you can book free sessions with them at their pace Baldursgata 7 101 Reykjavik*. Website:* p*ieta.is.*

**Emergency services Landspitali Hospital – phone 5434050 or 5432000**

The Emergency Psychiatric Department is located on the ground floor of the Psychiatric building at Landspitali Hringbraut location (101). It is for people experiencing acute psychiatric conditions and it is not necessary to book an appointment. It is open Monday - Friday 12.00 – 19.00 hours and Saturday, Sunday and holidays 13.00 - 17.00 hours. The phone **is 5434050**, during opening hours only. You can also call and get a consultation/advise from a Nurse during these hours. When the Psychiatric Emergency Department is closed you can go to the General Emergency Department. The phone is **5432000.** It is located at Landspitali Fossvogur. *Website:* *landspitali.is.*

**The Women´s shelter in Reykjavik and Akureyri**

Women who are subjected to abuse and/or violence and their family can call to get support and/or advice **via telephone** 561 1205 (Reykjavik) and 5611206 (Akureyri). Open 24/7. They can also **book** (same phones) **appointment** for free support, consultancy and information at the shelter, without staying there. Women and their children **can stay at the shelters** when they cannot stay at home due to violence on behalf of a partner or other members of the household. The shelters are also for women who have been raped and for women who are victims of trafficking. Website: k*vennaathvarf.is.*

*S*ource: websites of these services (Hildur Magnúsdóttir)