


## Help for victims




### Telephone counselling

#### **BIF – Advice centre for women**

Combatting violence in a marriage or partnership

 [www.bif-frauenberatung.ch](http://www.bif-frauenberatung.ch)


 044 278 99 99

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#### **Winterthur women's crisis hotline**

Victim assistance for women and girls

 [www.frauennottelefon.ch](http://www.frauennottelefon.ch)


 052 213 61 61

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#### **Frauenberatung sexuelle Gewalt**

Counselling for women: combatting sexual and domestic violence

 [www.frauenberatung.ch](http://www.frauenberatung.ch)


 044 291 46 46

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#### **Zurich victim counselling**

For women, men, young people and children


 [www.obzh.ch](http://www.obzh.ch)


 044 299 40 50

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#### **Kokon advice centre**

Victim help and crisis counselling for children, young people and young adults in crisis

 [www.kokon-zh.ch](http://www.kokon-zh.ch)


 044 545 45 40

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#### **“Okey”: counselling and child protection centre**

Victim counselling and child protection


 [www.okeywinterthur.ch](http://www.okeywinterthur.ch)

 052 245 04 04

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#### **Zurich Children's Hospital: Children's support group and victim advice centre**

 [www.kinderschutzgruppe.ch](http://www.kinderschutzgruppe.ch)


 044 266 76 46



## Castagna

Counselling and information centre for sexually exploited children, young people and women and men exploited in childhood

 [www.castagna-zh.ch](http://www.castagna-zh.ch)

 044 360 90 40

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## Online and Chat Counselling

## BIF – Women’s advice centre Zurich victim counselling

Our online and chat counselling is free of charge and confidential. Communication takes place via our secure platform.

 [www.onlineopferberatung.ch](http://www.onlineopferberatung.ch)



## Face to face counselling

If you prefer to come to an advice centre and talk to us in person about your situation, the team in the advice centres will be happy to meet you. Just call in advance and make an appointment. All conversations in our advice centres are confidential and free of charge. You decide what you want to say. Nobody will force you to make a decision.






## Women's refuges/ shelters

You and your children will be protected from domestic violence in the women's refuges and shelters. All women's refuges, the "Schlupfhuus" emergency shelter and the "Mädchenhaus" refuge for girls also have 24-hour help-lines that you can call for advice.

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### Zurich Violetta – women's refuge


 [www.frauenhaus-zhv.ch](http://www.frauenhaus-zhv.ch)

 044 350 04 04

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### Winterthur women's refuge


 [www.frauenhaus-winterthur.ch](http://www.frauenhaus-winterthur.ch)

 052 213 08 78

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### Zurich Oberland women's refuge and advice centre

 [www.frauenhaus-zuercher-oberland.ch](http://www.frauenhaus-zuercher-oberland.ch)


 044 994 40 94

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### Schlupfhuus Zurich – emergency shelter

Counselling, support and accommodation for young people in crisis

 [www.schlupfhuus.ch](http://www.schlupfhuus.ch)


 043 268 22 66

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### Zurich Mädchenhaus – girls' refuge

Accommodation, protection and counselling for girls and young women affected by violence

 [www.maedchenhaus.ch](http://www.maedchenhaus.ch)


 044 341 49 45

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### Winterthur crisis housing

A temporary home for children and young people in crisis

 [www.okeywinterthur.ch](http://www.okeywinterthur.ch)

 052 245 04 30

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## Protection from violence/Prosecuting


A police report can help you protect yourself from violence. The police domestic violence units can give you advice and take actions to prevent violence against you. The police units work closely with the regional police and the public prosecution bodies in the canton of Zurich.

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### Zurich cantonal police

Domestic violence unit

[fachstelle.hg@kapo.zh.ch](mailto:fachstelle.hg@kapo.zh.ch)


 044 299 40 50

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### Zurich city police

Domestic violence unit

[fachstelle.hg@zuerich.ch](mailto:fachstelle.hg@zuerich.ch)


 044 411 64 12

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### Winterthur city police

Domestic violence unit

[fachstelle.hg@win.ch](mailto:fachstelle.hg@win.ch)

 052 267 64 69

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### Public prosecutors in Zurich

Information about the prosecution process, what rights you have as a victim, and the rights of the person being charged and other people involved in the process.

[www.staatsanwaltschaften.zh.ch](http://www.staatsanwaltschaften.zh.ch)

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**In an emergency, always call 117**

