



Solving Crisis Situations

If you find yourself in a crisis situation, it is important to have emergency phone numbers saved and to know that there are nonprofit organizations in Prague that offer help in difficult life situations.

Emergency Phone Numbers



Free integrated European emergency number

112



Fire department

150



Ambulance

155



Municipal Police

156



Police of the Czech Republic

158

Assistance in Crisis Situations

Anyone can face a difficult situation such as losing their home or job, becoming a victim of a crime, discrimination, etc. In Prague, there are many nonprofit organizations you can contact. These organizations provide counseling and other services.

Domestic Violence

Any kind of violence, including that within a family, is a crime in the Czech Republic and should be reported to the Czech Police.

If you become a victim of domestic violence or know someone who might be a victim, contact the Czech Police or the following organizations:

Bílý kruh bezpečí

- 📍 U Trojice 2, 150 00 Prague 5
- ☎ Help Line: +420 116 006
- 🔗 www.bkb.cz
- ✉ bkb.praha@bkb.cz
- 🕒 Mon-Thu: 17.00–20.00 Fri: 9.00–13.00 *
- ✳ by appointment only (appointment can be made at +420 257 317 110)

Intervention Centre Prague

- 📍 Chelčického 39, 130 00 Prague 3
- ☎ +420 281 911 883 +420 734 510 292
- 🔗 www.csspraha.cz/intervencni-centrum
- ✉ icpraha@csspraha.cz

profem

- 📍 Břevnovská 1692/6, 169 00 Prague 6
- ☎ +420 608 222 277
- 🔗 www.profem.cz
- ✉ poradna@profem.cz

Rosa

- 📍 Na Slupi 1483/14, 128 00 Prague 2
- ☎ +420 241 432 466
- ☎ ROSA free hotline: +420 800 60 50 80
- 🔗 www.rosa-os.cz
- ✉ info@rosacentrum.cz

Drugs

The following organizations provide information on drug-related issues, help with addiction recovery, or offer free syringe exchange to at least prevent the spread of diseases among people addicted to drugs.

Drop In

- 📍 Karolíny Světlé 286/18, 110 00 Prague 1
- ☎ +420 222 221 124
- ☎ Counseling hotline: +420 222 221 431
- 🔗 www.dropin.cz
- ✉ stredisko@dropin.cz

Sananim

- 📍 Na Skalce 819/15, 150 00 Prague 5
- ☎ Helpline: +420 602 666 415 (Mon–Fri: 9.00–13.00)
- 🔗 www.sananim.cz



Prev-Centrum

- 📍 Meziškolská 1120/2, 169 00 Prague 6
- ☎ Outpatient treatment: +420 233 355 459
- ☎ Prevention: +420 242 498 335
- ☎ Youth services: +420 242 498 334
- 📄 www.prevcentrum.cz
- ✉ ambulance@prevcentrum.cz

Prejudicial Violence

If you become a victim of an attack based on your ethnicity, race, religion, sexual orientation, political or social group, subculture, or due to your age or health, seek free help.

Justýna Counselling Centre, In IUSTITIA

- 📍 Eliášova 28, 160 00 Prague 6
- ☎ Appointments: +420 773 177 636 +420 800 922 922
- ☎ Phone consultations: +420 773 177 636 +420 800 922 922
- 📄 www.in-ius.cz
- ✉ poradna@in-ius.cz

Homelessness

Homelessness is often linked to loss of housing due to financial difficulties, job loss, or divorce. If you find yourself without a roof over your head, contact the following organizations that offer counseling services, overnight accommodation, basic sanitation, food, and clothing.

Maltese Aid

- 📍 Lázeňská 2, 118 00 Prague 1
- ☎ +420 736 620 894
- 📄 www.maltezskapomoc.cz
- ✉ lidevnouzi@maltezskapomoc.cz


Neděje low threshold day centres

 Bolzanova 1604/7, 110 00 Prague 1 (for people aged 18 to 26)

 +420 775 868 841

 nadeje.cz/praha/phndcbolzanova


 bolzanova.praha@nadeje.cz

 U Bulhara 46, 110 00 Prague 2 (under the North-South Main Highway)

 +420 775 868 860

 nadeje.cz/praha/phndcubulhara

 ubulhara.praha@nadeje.cz

 Chodovská 3256/4, 141 00 Prague 4 (for people over 18 in poor health)

 +420 770 147 288


 nadeje.cz/praha/phndcmichle

 praha@nadeje.cz


Naděje Night Shelters

 Bolzanova 1604/7, 110 00 Prague 1 (for those under 26)

 +420 222 243 434

 Mon-Fri: 8.30-16.00

 U Bulhara 46, 110 00 Prague 2 (for those over 26)


 +420 775 868 860

 Mon-Fri: 8.30-16.00

 Noclehárna Na Slupi 12, 128 00 Prague 2

 +420 775 889 601

 nadeje.cz/praha/phnocnaslupi

 Noclehárna Husitská 70, 130 00 Prague 3 - Žižkov


 +420 775 868 862


 nadeje.cz/praha/phnoczizkov

i **How to secure a bed:** Request overnight accommodation at the low-threshold centers near the Hlavní nádraží tram stop (lines 5, 9, 26).

Salvation Army in the Czech Republic

B. Bureš Social Services Centre


 Tusarova 1271/60, 170 00 Prague 7


 +420 737 215 419

 armadaspasy.cz/pobocky/praha/praha-centrum-socialnich-sluzeb-b-burese

 jitka.klanova@armadaspasy.cz

Karl Larsson Social Services Centre

 Kodaňská 1441/46, 101 00 Prague 10

 +420 777 497 200


 armadaspasy.cz/pobocky/praha/centrum-socialnich-sluzeb-karla-larssona-praha


 sarka.bauerova@armadaspasy.cz

Debts and Distraints

Anyone can find themselves in a difficult financial situation leading to debt or even distraint. A social worker can provide information on how to manage debt, what a repayment plan is, personal bankruptcy, etc. You can also contact a specialized counseling center.

Financial Stringency Advisory Centre

 Hvězdova 19, 140 00 Prague 4


 +420 222 922 240 +420 800 722 722

 www.financnitisen.cz

 poradna@financnitisen.cz

People in Need

Counseling without an appointment: Mon and Wed : 9.30–17.00

 Vltavské ul. 24, 150 00 Prague 5 – Smíchov

 +420 770 600 800


 www.clovekvtisni.cz


 jakprezitdluhy@clovekvtisni.cz

Human Trafficking, Prostitution

The following organizations offer free assistance to those who have become victims of human trafficking, exploitation, or prostitution.

ROZKOŠ bez RIZIKA


 Bolzanova 1, 110 00 Prague 1


 +420 224 234 453

 www.rozkosbezrizika.cz

 praha@rozkosbezrizika.cz

LaStrada

 P. O. Box 305. 111 21 Prague 1

 +420 222 717 171 +420 800 077 777


 www.strada.cz


 pomoc@strada.cz



Regional Labor Inspectorate

If you believe your employer is not fulfilling their obligations or is violating the employment contract you signed, you can file a complaint with the Labor Inspectorate.

 Náměstí Barikád 1122/2, 130 00 Prague 3 - Žižkov

 +420 950 179 335


 www.suip.cz/web/oip03

 paha@suip.cz

Gambling Addiction

Gambling addiction can cause serious financial, psychological, and social problems. You can seek help from the following organizations.

Stop závislosti, o. s.

 +420 775 122 273

 info@stopzavislosti.cz



Spolufinancováno
Evropskou unií



MINISTERSTVO VNITRA
ČESKÉ REPUBLIKY



INTEGRAČNÍ
CENTRUM
PRAHA



Projekt "V Praze jsme doma: Společná cesta k integraci", registrační číslo CZ.12.01.02/00/23_010/0000015, je spolufinancován Evropskou unií, z rozpočtu Ministerstva vnitra České republiky a Magistrátu hl. m. Prahy.