

Emergencies and Counselling Services

[Emergency Numbers](#)

[Counselling Services](#)

Emergency Numbers

Emergency numbers are in service 24 hours a day, every day. The short numbers (3 digits) are always free. In general, the other numbers cost as much as a regular phone call.

General Emergency Number: 112

This is the number for the police emergency unit. Depending on the nature of the emergency the police may alert additional services (e.g. fire department).

Police: 117

This is the emergency number for the police.

Fire Department: 118

This number is for the fire department.

First Aid / Rescue Service: 144

This number is for the rescue service. It should be dialed only if help is needed immediately, an ambulance is necessary, or if the gravity of the situation is unclear (e.g. accident). Other medical problems should be discussed with a family doctor. Outside of regular office hours designated doctors are available in case of emergency. Available doctors are announced on doctors' answering machines or in the regional newspapers.

You can also contact the cantonal triage center "well advised in case of emergency" at 0844 55 00 55.

There, you will receive medical advice and be directed to the appropriate, nearest facility (doctor, hospital). It is also possible to go to an emergency station (hospital/emergency practice) yourself.

Triage center / Medical advice:

Call 0844 55 00 55, day and night, 365 days a year.

Emergency Pharmacy: 0844 55 00 55

Under the number 0844 55 00 55 provides information regarding which pharmacies are open for emergency service in Canton Appenzell Ausserrhoden. Medication is available at these locations outside of regular office hours.

Emergency Dentist: 0844 144 006

By calling this number, you can find out which dentist is on emergency duty in the canton.

Poison Control Center: 145

If one has swallowed or suspects that one has swallowed something poisonous, this number contacts doctors and trained staff. They explain how to proceed in cases of poisoning. In life-threatening situations one should dial 144 immediately. The website offers detailed information on the subject of poison/poisoning.

Counselling for Adults: 143

The number 143 (Extended Hand, Dargebotene Hand) is for persons who wish to talk about any type of difficulty (in German, French, Italian). It is for crisis situations and all other problems and worries. Consultations are confidential and anonymous. Information on additional helpful resources is available. The Extended Hand can also be contacted via email or chat.

Counselling for Children / Young People: 147

The number 147 is for children and young people who wish to discuss any type of difficulties (in German, French, Italian). It is for crisis situations and all other difficulties and worries. Trained staff is available round the clock. Consultations are confidential and anonymous. The helpline can also be contacted via email, text, or chat.

Parent Helpline: 0848 35 45 55

The parent emergency helpline (Elternnotruf) connects persons who seek advice on parenting with trained staff. They help when one feels overwhelmed or overburdened with childcare, or when one is worried about one's own or someone else's children. One may also contact the parent helpline when one suspects that one's child or someone else's is being mentally or physically abused. Consultations are confidential and, upon request, anonymous. Contact is also possible via email. The parent helpline does not provide medical advice.

Domestic Abuse (Women): 071 250 03 45

The women's shelter (Frauenhaus) St. Gallen offers round the clock advice and support for women who are subject to domestic violence. Family, friends and specialists can also contact the women's shelter. Consultations are confidential and, upon request, anonymous. The shelter can also be contacted via email. Additional information on domestic violence, including information for affected men, and contact information regarding other counselling services can be found in the section, [Partnership and Children > Conflicts](#) on hallo-ar.ch.

Additional information (links, addresses, information sheets, brochures)

www.hallo-ar.ch/en/emergencies-and-counselling-services/emergency-numbers

Counselling Services

Some counselling services answer general questions, others specialize in specific topics or life situations. Different regions offer different services. In general, first consultations are free of charge. In some cases, follow-up consultations are also free of charge. Some services offer consultations in foreign languages.

Information center for integration INFI

INFI is available to migrants for brief information on everyday issues.

In addition, INFI provides information to the administration, official structures, organizations, and specialized institutions.

Do you have a question?

Contact us by email at chancengleichheit@ar.ch or by phone at **071 353 64 26**.

Community Administration / Town Administration

In many situations the place of residence's administration (community administration, Gemeindeverwaltung / town administration, Stadtverwaltung) is a good first source of information. The staff may have answers to questions or recommend a suitable advisory service. All communities in Canton Appenzell Ausserrhoden have their own website. These websites provide contact information, office hours, and other information, in some cases including lists of advisory and integration services in the region.

Pro Bono Legal Services

The canton provides free legal consultations. These offer free advice to all residents on legal matters (short consultations). Consultation hours are held at regular intervals. Dates can be found online or inquired about at the local municipality. No telephone or written inquiries will be answered; you must visit in person.

Additionally, other organizations also offer mostly free legal advice on various topics (employment, housing, marriage/family), such as trade unions. If the consultation is time-consuming, costs may apply.

Advokatur + Notariat La Region, Heiden, Teufen, Herisau, Appenzell, T: +41 71 622 03 03

Grand & Nisple Rechtsanwälte, Oberer Graben 26, 9000 St. Gallen, T: +41 71 222 40 33

Race Discrimination

HEKS Advisory Center against Racism and Discrimination in St. Gallen is an independent advisory service for victims of racial discrimination.

The consultation is confidential and free of charge for residents of the canton of Appenzell Ausserrhoden. Both personal meetings and telephone consultations are possible.

find help Appenzell Ausserrhoden

Health and Social Affairs - Help Easily Found

Here, residents of the canton of Appenzell Ausserrhoden can find advisory and support services in the areas of health and social affairs.

Tip: Enter your place of residence when searching to find the services provided by the responsible authorities.

Additional information (links, addresses, information sheets, brochures)

www.hallo-ar.ch/en/emergencies-and-counselling-services/counselling-services