



## Helpful contacts in critical situations – Outgoing students

This paper should help you to find individual help in special situations. Please consider to handles these contacts with care, as the contact details are intended for emergencies!

We would like to emphasize that you should not be shy to seek help from your Hostuniversity in certain situations.

We, the Kunstuniversität Linz, assure you to treat your requests seriously and confidentially!

### Important phone number:

International code to your Hostcountry - **please make your own note:**

### For any problems with your stay at the Hostuniversity:

- Contact of the International Office of the **Kunstuniversität Linz**

**Contact:** Regina Dicketmüller-Pointinger  
**Email** (from Monday to Thursday): [international.office@ufg.at](mailto:international.office@ufg.at)  
**Phone** (only Wednesdays and Thursdays) +43 732 7898 2269

- Contact person of the International Office of the **Hostuniversity**

**please make your own note:**  
**Contact:**  
  
**Email:**  
  
**Phone:**

Please dial **within the European Union, Island, Swiss, Turkey AND Israel** for all emergencies:



[EURO Emergency – 112](#) \*

In case of psychological emergency dial also



[EURO Emergency – 112](#) \*

#### Explanation: EURO Emergency Number

In Europe the **EURO Emergency Number** is used in the [Europäischen Union](#), [Andorra](#), [Färöer-Inseln](#), [Island](#), [Liechtenstein](#), [Norwegen](#), [San Marino](#), [Schweiz](#), [Türkei](#), [Vatikanstadt](#),<sup>[2]</sup> [Bosnien und Herzegowina](#)<sup>[3]</sup> und in [Russland](#).<sup>[4]</sup>

In addition, the emergency number is used in **some Asian** countries such as [Israel](#) or [Kasachstan](#)<sup>[5]</sup> and African countries such as [Simbabwe](#) and partly in [Südafrika](#).

In [Kanada](#) and the [Vereinigten Staaten](#), when dialing 112 the call is forwarded to the emergency number 9-1-1 of the [North American Numbering Plan](#).

Some Latin American countries also know 112, for example Costa Rica.

It is also used in Pacific countries, such as Australia, New Zealand, and Vanuatu.

**In addition to the Euro emergency call, national emergency numbers may still be valid.**

#### Further emergency numbers of the most countries:

At the end of the Website you will find the emergency numbers of your Hostcountry!

[Wikipedia.org/wiki/Notruf](https://www.wikipedia.org/wiki/Notruf)

Emergency numbers in my Hostcountry – **please make your own note:**

## Important phone numbers at the HOST Country

### Embassies and Consulates of the Federal Ministry Republic of Austria | Außenministerium Wien

<https://www.bmeia.gv.at/en/embassies-consulates/search-for-austrian-representations/>  
online contact document

Contact data of the Embassy or Consulate in my Hostcountry – **please make your own note:**

### Psychological Counselling for students in critical situations at the HOST country

Contact data – **please make your own note:**

### Nearest Hospital

Contact data – **please make your own note:**

### Medical Service

Contact data – **please make your own note:**

## Important phone numbers in Austria

### Federal Ministry Republic of Austria | Außenministerium Wien

<https://www.bmeia.gv.at/reise-aufenthalt/reiseinformation/>

<https://www.bmeia.gv.at/en/contact-us/>

Phone: **+43 1 90115 4411** Serviceline (world wide)

### Poisoning centre | Vergiftungszentrale Wien

Phone: **+43 (0)1 4064343**: [Vergiftungsinformationszentrale](#)

## In case of problems concerning your studies

If you face any **problems concerning your studies** during your stay, you can contact the

### **ÖH – Austrian National Students Union**

<https://www.ufg.at/Vorsitzteam.2113+M52087573ab0.0.html>

#### **Office:**

**Location:** Kunstuniversität Linz, Domgasse 1, 4010 Linz , 2. Floor, room no. 2.51

**Phone** +43 (0)732 7898 2320

**Email** [oeh.office@ufg.at](mailto:oeh.office@ufg.at)

#### **Office hours:**

Monday 8.30 am – 12.00 pm

Tuesday 8.30 am – 12.00 pm

Wednesday 8.30 am – 12.00 pm

Thursday 8.30 am – 12.00 pm

## Insurance – ÖH - Austrian National Students Union

<https://www.oeh.ac.at/en/service/insurance>

### Hotline for claims

Monday to Friday Fr 9am – 6pm

In case of emergency: 24h

in Austria: 0800 204 4400

from abroad : +43 (1) 204 4400

### Contact person:

Simon Wimmer

+43 (0) 699 / 11 73 51 21

[simon.wimmer@generali.com](mailto:simon.wimmer@generali.com)

## Psychological Counseling Center at Johannes Kepler University Linz:

The Psychological Counseling Center is a **student support** service of the Ministry of Science designed to assist students and prospective students.

<http://www.studierendenberatung.at/standorte/linz/kontakt.html>

**Email:** [Psychol.studber@jku.at](mailto:Psychol.studber@jku.at)

**Phone:** +43 (0) 732 - 2468 – 7930

OR

**Krisenhilfe Upperaustria** [+43 \(0\)732 2177 \(24 hours hotline\)](tel:+4307322177)

quick and professional help and support in **mental crises**

## At the Kunstuniversität Linz

### Coordination Office for Gender Issues

[Koordinationsstelle-fuer-Genderfragen](#) (in German only)

**Contact:** Ms. Karina Koller

Email: [karina.koller@ufg.at](mailto:karina.koller@ufg.at)

**Phone:** +43 (0) 732 7898 2271

### Location:

2nd floor, room number H6.02.23

Hauptplatz 6, 4020 Linz

## Working Group on Equal Treatment Issues | Arbeitskreis für Gleichbehandlungsfragen

<https://www.ufg.at/Arbeitskreis-fuer-Gleichbehandlungsfrage.1303+M52087573ab0.0.html>



**Contact:** Ms. Amina Lehner

**Email:** [AKG.Anfragen@ufg.at](mailto:AKG.Anfragen@ufg.at)

**Mobile:** +43 (0) 676 84 7898 473

**We, as the University of Art in Linz, would like to draw your attention:**

**Every country has its special manners and customs in everyday life. We therefore recommend that you follow the customs in the host country.**

**Remember that you are a guest there. Treat people in the host country with necessary respect, but also be aware of your own personal limits.**