

Emergency – Call 112!

Are you in an emergency situation, do you need immediate help? Is life, environment or property in danger?

Call 112 if you need immediate help

Call 112 if you or somebody in your vicinity falls ill or has a serious accident.

Call 112 if there is a fire or any other situation requiring ambulance, fire or police services.

112 is the emergency number that you can call from a landline or mobile phone anywhere in Sweden.

When you dial **112**, you reach the following:

- Police
- Fire department
- Ambulance
- Sea, air and mountain rescue services
- Poison information
- Customs authorities, for drug tips
- On-call priests

Your call will be answered by an operator at one of the SOS Alarm Centre who will ask you the following questions:

- What has happened?
- Where did it happen?
- What phone number are you calling from?

Try to stay as calm as possible while describing events and answer all the questions, such as:

- Who needs help and why?
- Is somebody being subjected to violence or other danger?
- Is anybody injured? How many are injured and what type of injuries do they have?

The SOS operator needs to ask in order to decide the type of assistance needed. They may also need more information while help is on its way, so please stay on the phone and remain where you are for the time being.

At SOS Alarm Centre, both women and men operators answer emergency calls from people needing assistance. All SOS operators speak Swedish and English so try to describe events yourself in these languages or get help from somebody else if possible. The SOS Alarm operator will then be able to dispatch the correct emergency service as quickly as possible.

112 is the public emergency phone number in Sweden. One call will put you in touch with all the emergency services, but you should only call **112** if you are in an emergency situation and need immediate help. Your call may otherwise delay vital help to people in emergency situations elsewhere.

SOS operators respond to **112** calls 24 hours a day, 7 days a week. **112** calls are free of charge. **112** is the emergency number throughout Europe.