

Psychotherapeutic counselling service for students of Goethe University offered by *Psychotherapeutische Beratung (PBS)*

The PBS counselling service is available to all students of Goethe University who wish to talk about any personal concerns. PBS offers counselling if you experience student-related difficulties (e.g. exam anxiety), personal problems (e.g. relationship conflicts, questions of identity) or mental issues (e.g. depression, anxiety and addiction). This service is free of charge and your health insurance company will not be billed. Please get in touch with PBS via phone or e-mail to make an appointment. Please note that PBS cannot provide a 24/7 emergency service.

In addition, PBS offers workshops on topics such as "prevention", "special skills" and "stress".

Appointment:

anmeldung.pbs@uni-frankfurt.de; +49 (0)69/798-22964

Website*:

www.pbs.uni-frankfurt.de

Information Flyer*:

https://www.uni-frankfurt.de/73221010/SSC_PBS_Flyer_Bockenheimer_2018.pdf

Where?

Campus Bockenheimer, Sozialzentrum (Social Centre)/Neue Mensa, Bockenheimer Landstr. 133, 5. Floor, building number 5 on the ↗[map](#)

Psychosocial counselling offered by Student Services (Studentenwerk Frankfurt)

The counselling team of Studentenwerk Frankfurt offers guidance and help on the following topics: learning and working blockages, anxieties (e.g. before exams), difficult social situations (e.g. relationship conflicts), isolation and feelings of loneliness, self-worth issues, depressive states, addiction problems, etc. The service is free of charge and subject to strict confidentiality and data protection. In addition to individual counselling, Studentenwerk Frankfurt offers counselling for couples and groups as well.

Appointment:

↗[Contact form](https://www.studentenwerkfrankfurt.de/en/advising-services/psychosocial-counseling/contact) (<https://www.studentenwerkfrankfurt.de/en/advising-services/psychosocial-counseling/contact>); +49 (0)69/798-34905 or -34922

Website:

<https://www.studentenwerkfrankfurt.de/en/advising-services/psychosocial-counseling>

Where?

Beratungszentrum (counselling centre) Campus Westend, Hörsaalzentrum (Auditorium Complex), Theodor-W.-Adorno-Platz 5, ground floor, building number 13 on the ↗[map](#).

There is an open consultation hour as well, where you have the opportunity to describe your situation without an appointment: Currently, the ↗[open consultation hours](#)* take place on Tuesdays and Thursdays between 3 p.m. – 5 p.m.

Crisis intervention/phone pastoral (*Telefonseelsorge*)

If you need quick help in a current crisis, the crisis intervention offers you immediate telephone advice – around the clock, including nights, weekends and public holidays.

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*Information/website unfortunately is available in German language only. If you need help translating the information feel free to come talk to us at the International Office.

The crisis intervention offers support to all callers, regardless of worldview, religion, culture and nationality.

If preferred, you can remain anonymous. Your telephone number does not appear on any display and the telephone call does not leave any data tracks (e.g. on the telephone bill).

Professionally trained staff will advise you on the phone. The staff is subject to confidentiality.

Contact:

0800 - 111 0 222

Website*:

<https://www.telefonseelsorge-frankfurt.de/Willkommen.3.0.html>

Nightline Frankfurt

Counselling service: Anonymous hotline by students for students

Contact:

+49 (0)69 / 798-17238

Monday to Friday from 8 p.m. to midnight.

Website*:

<http://nightlineffm.com>

Call-A-Cab

The Call-a-CAB service is a free-of-charge Buddy-Programme. It is a service by students assisting fellow students who due to special circumstances desire escort. The aim of the programme is to support students in difficult situations with personal and sensitive help in their everyday student life.

Website*:

https://www.psychologie.uni-frankfurt.de/74556885/30_Call-a-CAB

Contact:

anfragecallcab@uni-frankfurt.de; +49 (0)69 798 35316

Monday through Thursday 8.30 a.m. – 4 p.m.

Advising & Counselling offered by the Protestant university parish (*Evangelische Studierendengemeinde* (ESG))

ESG offers confidential one-on-one talks for any kind of crisis and issues in your life. The counselling service is free of charge, subject to strict confidentiality and open for any religious affiliation. Please contact ESG for an appointment.

Website*

<https://esg.ekhn.de/esg-frankfurt/angebote/beratung-seelsorge/beratung.html>

Appointment:

[Contact form](https://esg.ekhn.de/esg-frankfurt/kontakt.html) (<https://esg.ekhn.de/esg-frankfurt/kontakt.html>); +49 (0)69 478 62 10 00

Where?

Campus Westend, Susanna von Klettenberg-Haus, Siolistraße 7, building number 15 on the ↗[map](#)

Psychological Counselling by the Catholic university parish (*Katholische Hochschulgemeinde* (KHG))

KHG offers confidential and free of charge counselling for any kinds of problems you might face, such as stress, loneliness or self-doubts. Please contact the KHG for an appointment.

Website*

<https://khg-frankfurt.de/beitrag/psychologische-beratung-1>

Appointment:

braun@khg-frankfurt.de; +49 (0)69 788087-14

Where?

Campus Westend, Siolistraße 7, building number 15 on the ↗[map](#)

In addition, KHG offers a special **counselling service for international students** for questions and concerns about your general course of study, visa and working regulations as well as urgent distresses.

There is an open counselling hour on Tuesdays between 10 a.m. and 12 p.m. You can make an appointment on Thursdays between 1 p.m. and 3 p.m. as well.

Website*

<https://khg-frankfurt.de/beitrag/sozialberatung-fuer-internationale-studierende>

Appointment:

barbaric@khg-frankfurt.de; +49 (0)69 788087-12

Where?

Campus Westend, Siolistraße 7, building number 15 on the ↗[map](#)