

It is good to get help



Support for children and adults with disabilities

- Training or place of employment for people with disabilities**
 Workshop for people with disabilities 0473 61 63 22 Prato
 Lebenshilfe Val Venosta 0473 62 12 88 Silandro
- Special support for children and support for their parents**
 Family support and early educational intervention for children with disabilities 0471 45 77 85 at home
- Support for children and young people with autism spectrum disorders (ASD) and support for relatives**
 Autós Association 0473 05 50 13 Merano
- General questions and uncertainties**
 AEB - Association of parents of persons with disabilities 0471 28 91 00
- Advice and removal of barriers (e.g. housing, vehicles and PC)**
 Social cooperative independent L. KVV Arche 0473 01 08 50 Merano
 0471 06 13 00

Medical care

- Emergency: Medical care is necessary immediately.**

Emergency Response Center 112
 Selected pediatrician and family doctor, doctor on call at night and on public holidays Number of the respective doctor



Crises and dramatic events

- If someone is thinking about suicide, in the case of physical violence towards themselves or others**
 Emergency Response Center 112
- Bereavement, accidents or shock, acute and up to 8 weeks afterward**
 Emergency pastoral care 112
 Emergency psychology
- Quick advice in a crisis, a sympathetic ear**
 Caritas telephone counseling 0471 05 20 52
- Grief counseling: when a person has died and the grief cannot be coped with alone**
 Caritas Hospice Care 366 58 89 441 Silandro
- Support for mental health emergencies, available 24/7**
 Psychological Crisis Helpline 800 10 1800



Care and nursing for the elderly or in the event of illness

- Quick and urgent help for people living alone**
 Home emergency system, Associazione provinciale di soccorso Croce Bianca 0471 44 43 27
- Patient transportation is necessary**
 Croce Bianca 0471 44 44 44
- Support in the event of serious illness, for the elderly, at the end of life, also for relatives**
 Caritas Hospice Care 366 58 89 441 Silandro
- Advice and help with uncertainties about the treatment process and bureaucratic issues for tumor patients or relatives**
 Assistenza Tumori Alto Adige 0473 62 17 21 Silandro,
 Cancer Aid South Tyrol 333 71 54 602 Laces
- In case of difficulties in dealing with AIDS and HIV+**
 Addiction Service 0473 25 17 60 Merano, in case of need in Silandro



Care and nursing in old age old age or case of illness

- Assessment regarding all aspects of care and support. Assessment of the situation, networking with the various responsible services**
 Contact point for care and care services 0473 83 60 00 Malles
 0473 73 67 00 Silandro
- Support for people in need of care and assistance and advice for relatives**
 Home care
 Sanitary District Middle Val Venosta 0473 73 67 00
 Sanitary District Upper Val Venosta 0473 83 60 00
- Nursing services, associations, counseling and palliative care**
 Home care nursing
 Sanitary District Middle Val Venosta 0473 73 66 00
 Sanitary District Upper Val Venosta 0473 83 60 00
- Information, questions, concerns, and support related to dementia**
 Dementia Helpline 333 29 86 884
 Dementia-friendly Val Venosta



Support with finances and consumption

- Social provision and welfare issues (e.g. child benefits and family allowances, pension application)**
 INAS (SCB Cisl) 0473 83 14 18 Malles
 SBR-ASGB Patronato 0473 73 04 64 Silandro
 ENAPA (Farmers' Union) 0473 73 78 20 Silandro
 INCA (AGB/CGIL) 0473 20 34 30 Silandro
 Patronato KVV-ACL 0473 74 67 19 Silandro
 Patronato INAPA (LVH) 0473 73 06 57 Silandro
- Clothing needs**
 Clothing donation bank 333 25 82 618 Silandro
 Clothing donation bank 333 71 54 602 Laces
 Clothing donation bank 333 19 16 123 Malles
- Free food in case of financial bottlenecks**
 Food bank 329 81 64 058 Prato
 348 99 82 644 Silandro
 339 58 34 593 Laces
 347 11 32 267 Malles



Support with finances and consumption

- Before getting into debt, in the event of excessive debt, for questions about money and loans**
 Debtor and budget advice Caritas 0473 49 56 30 Silandro
- In financial emergencies**
 Cooperativa Sociale San Vincenzo Val Venosta District 377 30 58 881
 Aid fund KFS- Family in need 0471 97 47 78
- Loss of income, e.g. due to unemployment or illness, aid for rent, conversion of vehicles for the disabled, calculation of participation in tariffs (e.g. small children's services, retirement homes)**
 Financial social assistance in the Upper Val Venosta Social District 0473 83 60 00 Malles
 Middle Val Venosta Social District 0473 73 67 00 Silandro
- Questions about services (e.g. cell phone, electricity, gas) and goods for everyday use (e.g. food, construction, car)**
 Consumer advice center 0473 27 02 04 Malles/Silandro

Existential and socio-pedagogical support

- In critical life circumstances or with questions related to housing, finances, bureaucracy, coping with everyday life, guardianship**
 For adults
 Upper Val Venosta Social District 0473 83 60 00 Malles
 Middle Val Venosta Social District 0473 73 67 00 Silandro
- Protection and security for homeless adult women and men**
 Casa Archè 0473 49 56 60 Merano



Legal support

- Questions, uncertainties, complaints and conflicts relating to the rights of children and young people**
 Child and youth advocate 0471 94 60 50
- Questions, uncertainties, complaints and conflicts regarding the public administration (including access to files or documents)**
 Peoples' advocate 0471 94 60 20
- Questions about family law, inheritance law, property and housing law, alimony, separation or guardianship**
 Free legal advice at the family advice center fabe 0473 21 06 12
 at the Catholic Family Association 0471 97 47 78
 especially for women 0471 41 69 71

Support for families with children

- Challenges in raising and caring for children (e.g. atypical behavior, bullying, school refusal, coping with everyday life, conflicts)** Children and youth services
 Upper Val Venosta Social District 0473 83 60 00 Malles
 Middle Val Venosta Social District 0473 73 67 00 Silandro
 Psychoeducational counseling (PBZ) 0473 73 25 14
- Uncomplicated, practical support in everyday life after the birth and during the first year of the child's life**
 Family Support (parent-child center) 371 45 89 648 Silandro
- Support services for expecting parents and families with young children aged 0 to 3**
 Children and youth services – early support
 Upper Val Venosta Social District 0473 83 60 00 Malles
 Middle Val Venosta Social District 0473 73 67 00 Silandro
- Challenges during pregnancy or parenting, critical life events (e.g. violence, illness, premature birth, conflicts). Counseling, therapy, mediation, group offers.**
 Family counseling center fabe (predominantly in German) 0473 210 612 Silandro
 Family counseling center Lilith (bilingual offer) 0473 212545 Merano
 Family counseling center Kolbe (predominantly in Italian) 0473 233411 Merano



Support for families with children

- Crisis or difficult situation for single parents, during separation**
 Platform for single parents 0471 30 00 38
- Crisis or difficult situation for men in their role as fathers as fathers and/or during divorce and separation**
 papà attivi (active fathers) 389 19 30 032 Merano
 or by appointment 0471 324 64 Bolzano
 or by appointment
- Questions, uncertainties about pregnancy, the newborn and toddler: birth preparation course, baby care, challenging phases of child development, e.g. sleeping difficulties, increased crying, defiance**
 Parent-child counseling Upper Val Venosta 0473 83 60 25
 Parent-child counseling Middle Val Venosta 0473 73 66 55
- Information on summer offers**
 Cooperative for education and regional development 0473 42 82 38 Spondigna
- Questions, advice on parenting topics**
 Family direct 0471 15 50 900

Mental health

- Mental health support and treatment of mental illnesses**
 Center for mental health 0473 73 80 70
- Places for connection, conversation, and social interaction**
 Meeting Place Malles 334 67 31 851
 Meeting Place Silandro 366 70 68 200
- Counseling, information and group offers for people with mental illness or their relatives**
 Aridane - Association 0471 26 03 03 for the mental health of all

Self-help groups

- If you would like to change something about your situation, exchange ideas with like-minded people or would like to offer help based on your own experiences. There are self-help groups for different topics.**
 Association 0471 18 86 236 for self-help groups

Psychological support

- Mental problems, behavioral problems in children, adolescents and adults, psychological assessment of developmental age and ability to work, crisis and excessive demands**
 Psychological service 0473 25 19 60 Malles/Silandro
- Critical life events, parenting issues, conflicts in the family, in relationships or between generations, behavioral problems in children and adults, problems dealing with death and grief, uncertainties about pregnancy or sexuality**
 Family counseling center fabe 0473 21 06 12 Silandro
- Psychological counseling and therapy for adults experiencing depression, anxiety, emotional distress, or mental health crises. Coverage extends from Resia to Lasa.**
 Caritas - Psychosocial counseling center 0473 62 12 37
- Support for women affected by violence, anonymous and available, among other places, in Silandro**
 Women against violence 800014008



Support for eating disorders

- Questions and information on offers of help, when you are in need of advice and exchange**
 Family counseling fabe 0473 21 06 12 Silandro
 INFES - center for eating disorders 0471 97 00 39 Bolzano
- Visits and referrals to the diet and nutrition service**
 Elected pediatrician and family doctor, on call at night and on public holidays Number of the respective doctor



Support for refugees and people with a migratory background

- Uncertainties regarding legal status, lack of language skills, cultural differences, bureaucratic hurdles, difficulties in finding accommodation and work**
 Migrant advice center Flori 334 16 30 106 Malles/Silandro
- Questions about language support and integration**
 Educational advice center 0473 74 64 74 Silandro
 Language Center



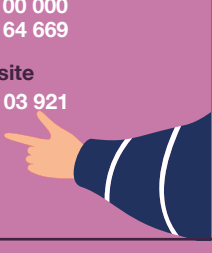
Support with job placement and employment

- Job search, work integration projects and targeted placement**
 Job placement center 0473 73 61 91 Silandro
- Work training, day support center or work rehabilitation, employment projects for people with disabilities**
 Social services of the Val Venosta District community 0473 73 67 00
- For people with disabilities who have a job and need support**
 Job coach 334 11 90 365



Support for young people

- Advice in a crisis, a sympathetic ear, especially for children, adolescents and young adults**
 Young + Direct 0471 15 51 551
- Lack of orientation in choosing an apprenticeship or career - need for advice**
 Careers advice center 0473 73 61 80 Silandro
 Giovani - youth coach 324 77 81 356 by appointment
- Leisure activities, social contacts and professional support, youth centers, specialist office for initiatives and voluntary work for and by young people**
 Youth centers Upper Val Venosta 377 32 00 00
 Youth centers Middle Val Venosta 335 82 64 669
- Advice and support for young people on-site**
 Mobile youth work Val Venosta 328 46 03 921



Support in case of addiction

- Addictions: alcohol, drugs, tobacco, gambling and related family difficulties, for adults and relatives**
 Caritas - Psychosocial counseling center 0473 62 12 37 Malles/Silandro
- Addiction problems specifically for young people and their relatives**
 Project „Step“ - Service for addiction disorders 0473 25 17 60 Merano
- Illegal drugs, nicotine and medication abuse, gambling, alcohol addiction**
 Service for addiction disorders 0473 25 17 60 Merano



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