

Emergency Numbers

When travelling abroad it is always better to be well prepared. Learning enough of the language to get by is one way to get ready. Another one is to know what to do in an emergency and which emergency numbers to call, should something drastic happen to you.

Below are some very useful numbers. Simply dial from anywhere in the country. Be ready to give the operator your name, address and a number you can be reached. The spelling chart, also included in the module, will come handy!

12 Telephone Directory Assistance Number

112 Carabinieri / Pan-European emergency number

113 Polizia di Stato - Emergency Police Help Number (also ambulance and fire)

115 Vigili del fuoco - Fire Department

116 A.C.I. (Italian Automobile Club) road assistance - <http://www.aci.it/> . There are emergency telephones every two kilometres on the motorway (autostrada) that connect directly to the ACI. You can also call the following toll free number: 800.116.800 from your mobile or from a public phone. This is the ACI number dedicated to foreign tourists.

117 Guardia di finanza - Italian Customs/Financial/Border Police

118 Emergenza sanitaria - Medical Emergencies

These national **emergency** free call **numbers can be reached from any phone**, without the use of a phone card or money. Calls can be answered in French, English and German.

The number 112 can be dialled to reach emergency services - medical, fire and police - from anywhere in Europe. The operator connects the caller with the required emergency service.

This Pan-European emergency number 112 can be called from any telephone (land-line, pay phone or mobile cellular phone). Calls are free. It can be used for any life-threatening situation, including:

- Serious medical problems (accident, unconscious person, severe injuries, chest pain, etc.)
- Any type of fire (house, car)
- Life-threatening situations (crimes)
- SOS 112 website: <http://www.sos112.info/>
- Information on the 112 number from the European Commission website:
http://ec.europa.eu/information_society/activities/112/index_en.htm

The **country code for calling Italy from outside the country is 39**. The **international Prefix is 00**. The leading 0 is dialled both within and from outside Italy.

Some public telephones are still available throughout Italy, although they are disappearing as, just as in the UK, more and more people use mobile phones. Most public phones work by use of a phone card (Carta Telefonica) which may be purchased at newsagents, tobacconist and some bars.

The functions of the Carabinieri and the Polizia are somewhat overlapping. The Carabinieri were created by King Vittorio Emanuele in 1814, who gave the Carabinieri the dual function of national defence and policing. The Polizia is a more recent creation and, since 1981, is a civilian force. You can call both numbers (112 and 113) and most of the time the same person will answer.