

# France Emergency Information

*We suggest you always carry a copy of this document with you while you are traveling/staying in France. Keep it safe and secure like you would your passport. We keep ours in our passports so that we know where it is at all times, and we also have it downloaded on our phones ~ KJ & Tony*

## European-wide emergency numbers

The pan-European emergency number is 112 or 114 (for hearing assistance).

These general numbers can be called free of charge during any emergency from your mobile phone. As it is a Europe-wide number, you can also ask to be connected to an English-speaking operator. Those who are deaf or hard of hearing could also send text messages to 114.

## What to do when calling a French emergency number

When calling any French emergency services phone number, it's important to follow these tips:

- State your name, telephone number, the location where help is needed, the situation, and if it's still happening, how many people require help, and whether there are weapons or dangerous substances involved.
- Don't forget the code to your parking lot or apartment building.
- Never hang up until the operator says you can.
- If you have medical problems or regularly take prescription drugs, make sure you know how to say their names in French to the operator.
- If you have children, cite their ages as well as how much they weigh if you need to call an anti-poison center or to administer medication.
- In case you're dealing with intoxications, make sure to inform them of what was taken and if possible, give them the rest of what was consumed.

## Other useful phone numbers in France

### Emergency and medical response numbers

- **Hepatitis information helpline:** 08 00 84 08 00
- **AIDS helpline:** 08 00 84 08 00
- **Cancer helpline:** 08 10 81 08 21
- **Dental helpline:** 01 43 37 51 00
- **Psychiatric emergency:** 01 45 65 81 08
- **Maritime emergency (calling from land):** 196

- **Maritime emergency (not in land):** VHF Channel 16
- **Aeronautical emergency: 191**
- **Find a duty pharmacy:** 3237
- **Medical advice line (*SOS Médecins*):** 08 20 33 24 24 or [online](#).

## Non-medical response numbers

- **Directory enquiries:** 12
- **Call collect:** 3006
- **Gas leak assistance:** 01 40 33 80 60
- **Emergency electrical services:** 01 43 35 40 86
- **Public services hotline (toll number):** 39 39

## Emergency numbers in Paris

- **Emergency doctors (*SOS Médecins*):** 01 43 37 77 77
- **Dental emergencies:** 01 43 37 51 00
- **Out-of-hours chemists:** 01 48 74 65 18 / 01 45 62 02 41
- **Anti-poison center:** 01 40 05 48 48
- **Spousal abuse hotline:** 01 40 33 80 60
- **Taxi Bleus:** 01 49 36 10 10

## Other helpful resources

The French government has launched a smartphone app to alert users about possible security incidents, including natural, technological, and terrorism risks. The app, [SAIP](#) (*Système d'alerte et d'information des populations*), is available in both English and French and allows users to view alerts for up to eight geographical areas.

Do not be alarmed when you hear a siren every first Wednesday of the month at noon. France's sirens are tested nationwide with three consecutive blasts of almost two minutes, with five seconds of silence following the noise.

## Emergency terms and phrases in France

All members of the family should practice how to give clear instructions when calling a French emergency number. This includes being able to say your name, address, and telephone number in French. You may come across an operator who speaks English but there is no guarantee of this.

If you do not speak French, however, it is best to find a French-speaker whom you can trust.

- **Police:** *La Police Nationale* or *gendarmerie*
- **Fire brigade:** *Les sapeurs pompiers*

- **Emergency services/ambulance:** *Service d'Aide Médicale d'Urgence* or SAMU
- **Poisoning emergency:** *Urgence d'empoisonnement*
- **Road emergency services:** *Services d'urgence routière*
- **Emergency numbers:** *Numéros d'urgence*
- **It's an emergency:** *C'est un cas d'urgence.*
- **My name is...:** *Je m'appelle...*
- **My telephone number is...:** *Mon numéro de téléphone est...*
- **I live at...:** *J'habite à...*
- **Help!:** *Au secours!*
- **Ambulance:** *une ambulance; J'ai besoin d'une ambulance.* (I need an ambulance.)
- **Heart attack:** *une crise cardiaque; Mon mari fait une crise cardiaque.* (My husband had a heart attack.)
- **Stroke:** *une attaque cérébrale; Je pense que ma femme a souffert une attaque cérébrale.* (I think my wife suffered a stroke.)
- **Choke:** *s'étouffer; Mon bébé s'étouffe.* (My baby is choking.)
- **Difficulty breathing/gasping:** *haler or difficulté à respirer; J'ai difficulté à respirer.* (I have difficulty breathing.)
- **To bleed:** *saigner; Je saigne beaucoup.* (I am bleeding a lot.)
- **Hemorrhage:** *une hémorragie; Mon mari fait une hémorragie.* (My husband had a hemorrhage.)
- **Concussion:** *une commotion cérébrale; Mon enfant est tombé. A-t-il une commotion cérébrale?* (My child fell. Does he have a concussion?)
- **Diabetic:** *diabétique; Je suis diabétique. J'ai besoin d'insuline.* (I need insulin).
- **Labour:** *accouchement/accoucher; Ma femme accouche; la poche des eaux a percé.* (My wife is giving birth. Her water has broken.)
- **To be poisoned:** *s'empoisonner; Mon enfant s'est empoisonné.* (My child has been poisoned.)

This information was provided courtesy of **Expatica.com** where you will find other helpful resources for France and other countries throughout Europe.