



## EMERGENCY

You can apply to the below institutions and seek assistance from their hotlines for any case of human trafficking matters such as forced labor and forced prostitution, informal marriage, and any case threatening the safety of life and property such as organ trade, smuggling of immigrants, fraud, forgery, refusal to pay the deserved wage, theft, robbery, violence against women and child marriage:

- ▶ *Foreigners may receive consultancy services in **Turkish, English, Arabic, Russian, German and Persian on 24/7 basis by calling the hotline “YIMER 157”.***
- ▶ *Directorate General of Migration Management supports victims of human trafficking under “victim protection program” and “voluntary and safe return programs”. You can contact **YIMER 157** or the Provincial Directorates of Migration Management to receive assistance.*
- ▶ *Police force is accessible throughout Turkey **24 hours a day, 7 days a week** at “**Police Emergency Line**” 155.*



*In any situation that threatens the safety of goods and lives, you can contact the emergency call centers for help.*

- ▶ *Gendarmerie operates in small districts and villages where police force is not available. Gendarmerie force is accessible throughout Turkey **24 hours a day, 7 days a week** at “**Gendarmerie Emergency Line**” 156.*
- ▶ *Coast Guard Stations are present at ports. Coast guard is accessible throughout Turkey **24 hours a day, 7 days a week** at “**Coast Guard Emergency Line**” 158.*
- ▶ ***Social Support Line 183** can be called for information and referrals concerning services for family, women, children, disabled and senior citizens. Once the Social Support Line receives a report of violence, it notifies law enforcement and ensures response.*
- ▶ *When a person goes to a hospital for injuries caused by domestic violence, the treatment is followed by relevant law enforcement procedures by the police. The hospital police initiates law enforcement procedures for any case that is considered suspicious.*
- ▶ *With the mobile application **KADES** to combat violence against women, you can denounce violence by pressing a button.*
- ▶ *Counselling Centers and Shelters for Women serving under many metropolitan cities, provinces and districts provide service to women and children under the age of 12 who suffer from domestic violence.*
- ▶ *Legal advice and assistance centers of provincial bar associations provide legal assistance and counselling about domestic violence.*

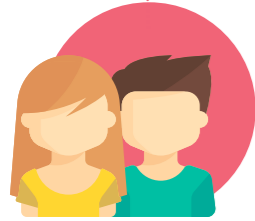
## Human Trafficking

Human trafficking means transportation, transfer, harboring or receipt of persons, by resorting to threat or use of force or other forms of coercion, abduction, fraud, deception, the abuse of power or a position of vulnerability or giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.

Human trafficking is committed by organized criminal groups and causes severe violations of human rights. Those who are forced to work, to serve, into prostitution, held in captivity or whose organs are taken for organ trafficking are also defined as human trafficking victims.

## Smuggling of Migrants

Smuggling of migrants involves entry of a foreigner into a country or removal from a country illegally for a material benefit. The difference between smuggling of migrants and human trafficking is the former is based on the victim's consent. In smuggling of migrants, the relation between the migrant and the criminal organization ends after crossing the border. Since irregular ways of migration usually involves unsafe means, serious problems arise with regard to safety of life and property. Even if a person arrives safely at the country to which they want to migrate, they might fail to obtain a migrant status and access the rights in the given country due to their irregular entry.



## Domestic Violence

Domestic violence occurs when a family member inflicts physical, psychological, sexual or economic damage to another member of the family. It is especially women and children who face domestic violence.

Domestic violence is against the laws of the Republic of Turkey. Certain measures were developed to prevent domestic violence and protect the victims. For instance, there is a law on "Protection of Family and Prevention of Violence against Women". A person who suffers from domestic violence may apply to relevant units and receive protection, shelter, legal and medical support etc.

## Authorities Responsible for Child Protection

In Turkey, it is the responsibility of the Provincial Directorates of Family, Labour and Social Services to protect and take care of children separated from their parents, whose physical, psychological or moral development and individual safety are in danger. Judicial and administrative authorities, law enforcement, health and education organizations, and voluntary organizations must report children in need of protection to Provincial Directorates of Family, Labour and Social Services.

Children who are not under parental custody, married in childhood, subject to sexual exploitation, employed before they turn 14, or forced into beggary are considered in need of protection. Provincial Directorate of Family, Labour and Social Services place such children under protection.

*In Turkey, it is the responsibility of the Provincial Directorates of Family, Labour and Social Services to protect and take care of children separated from their parents, whose physical, psychological or moral development and individual safety are in danger.*



## IMPORTANT PHONE NUMBERS

Fire Department: 110

Emergency: 112

Municipality Service Line: 153

Police Emergency Line: 155

Gendarmerie Emergency Line: 156

Communication Center for Foreigners: 157

Coast Guard Hotline: 158

Smoking Cessation Line: 171

Consumer Complaints Consultancy Line: 175

Forest Fire Reporting Line: 177

Central Hospital Appointment System: 182

Family, Women, Children, Disabled and Senior Citizens Social Support Line: 183

Water Failure Line: 185

Power Failure Line: 186

Natural Gas Failure Line: 187

Funeral Services: 188



REPUBLIC OF TURKEY  
MINISTRY OF INTERIOR  
DIRECTORATE GENERAL OF  
MIGRATION MANAGEMENT



A Guide to  
Living in  
Turkey

[www.goc.gov.tr](http://www.goc.gov.tr)  
[www.liveinturkey.gov.tr](http://www.liveinturkey.gov.tr)