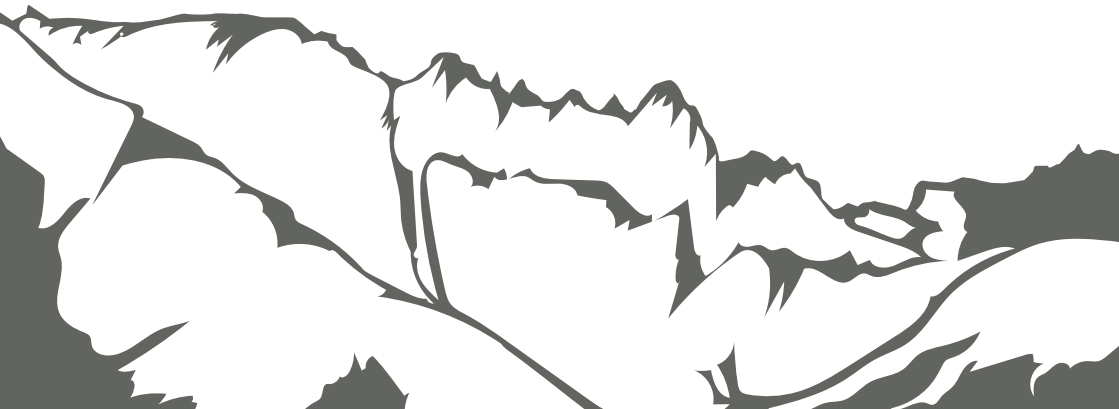


**WILLKOMMEN  
BAINVEGNI  
BENVENUTI**

Information for new residents





# **INFORMATION FOR NEW RESIDENTS**

**Grisons Department of Integration**

[www.integration.gr.ch](http://www.integration.gr.ch)

[www.hallo.gr.ch](http://www.hallo.gr.ch)

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# ALLEGRA, GRÜEZI, BUONGIORNO

## Dear new resident,

On behalf of the Grisons government I would like to extend a warm welcome to our canton.

By taking up residence in our canton you have become part of our diverse society, made up of numerous groups of people. These not only differ in terms of the languages they speak, where they come from and their traditions, but also in terms of age, occupation, interests and much more. Diversity is therefore a part of everyday life in Grisons and provides both opportunities and challenges.

Grisons is diverse and has much to offer. Our scenery features 150 valleys, 615 lakes and 937 mountain summits. Our official languages are German, Romansh (Rhaeto-Romanic) and Italian. Did you know that, in Switzerland, Romansh is only spoken in Grisons and is not just one language, but a family of five dialects: Sursilvan, Sutsilvan, Surmiran, Puter and Vallader? We are proud of our centuries-old traditions and customs, but at the same time we have our feet firmly in the present and want to shape the future of our society with your help.

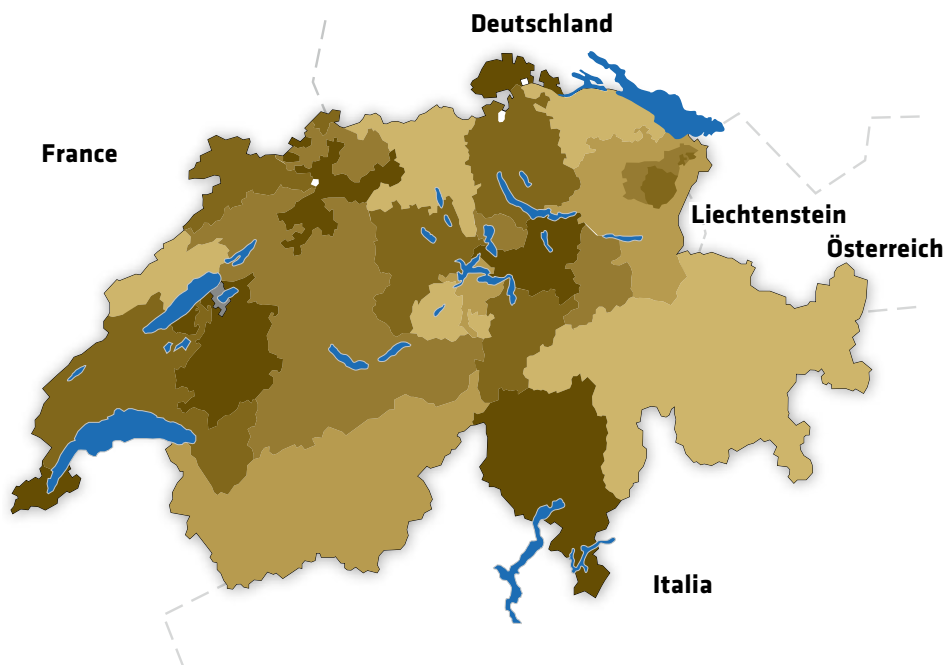
Many of the canton's initiatives and projects – including many services to support integration – are intended to promote social cohesion. Together we are strong and, with this in mind, we would like to invite you to get involved in our social, economic and cultural life.

Find out from the municipality where you live, or the cantonal Integration Department, about the information and advice services and courses available to you. We hope you will make the most of them and benefit from the opportunities they offer.

We hope you settle in well to your new home.

**Peter Peyer**  
Governing Council

# INFORMATION ABOUT SWITZERLAND



## In figures (2019)

Population	8 606 000
Foreign nationals	25.3 %
Area	41 300 km <sup>2</sup>
Cantons	26

## Brief history and civics

On 1st August 1291, the «Old Confederation» was established by the municipalities Uri, Schwyz and Unterwalden as a loose alliance of valley municipalities. Other municipalities and regions subsequently joined, creating the modern federal state of Switzerland in 1848. 1st August is a national holiday in Switzerland.

Switzerland is a direct democracy in which women and men who are entitled to vote can have a direct influence on politics not only via elections but also via frequent referenda on laws and issues. The right of co-determination exists at national, cantonal and municipal level. Swiss are entitled to vote from the age of 18.

## Main language(s)

61.2 %  
German

22.3 %  
French

8.0 %  
Italien

0.5 %  
Romansh

23.8 %  
Other languages

(BFS 2017)

You can find further information on the civics of Switzerland in the brochure «Echo». It can be ordered from all bookshops or from

**HEKS, Regionalstelle Ostschweiz**

☎ 071 410 16 84

[www.echo-ch.ch](http://www.echo-ch.ch)

# INFORMATION ABOUT THE CANTON OF GRISONS

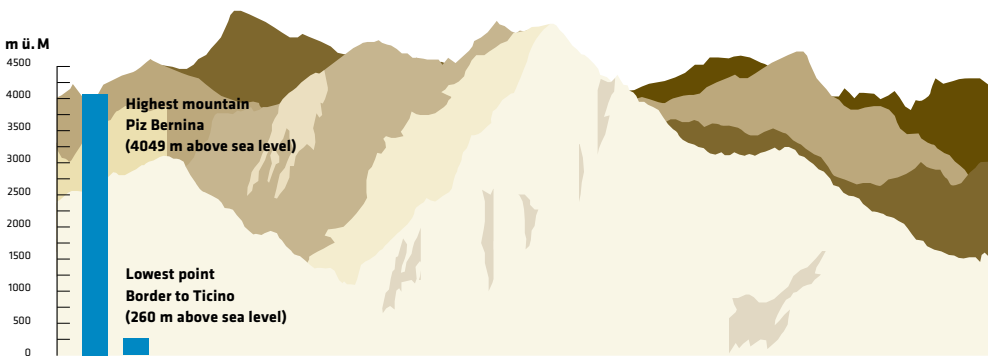


## Facts and figures (2019)

More than 199,000 people live in Canton of Grisons. Of these, around 37,300 are foreign nationals. With 7,106 km<sup>2</sup>, Grisons is the largest canton in Switzerland, covering  $\frac{1}{6}$  of Switzerland's total area. Around 35,400 people live in the canton's

main city Chur, one of the oldest settlements in Switzerland.

The canton is divided into 11 regions and 106 municipalities. 50 % of the municipalities have fewer than 1000 inhabitants.



Number of valleys	150
Number of lakes	615
Number of mountain peaks	937

Further information can be found at [www.gr.ch](http://www.gr.ch)

# LINGUISTIC DIVERSITY IN THE CANTON OF GRISONS



**Linguistic diversity in the Canton of Grisons**

- German
- Romansh
- Italian

## **There are three official languages in the Canton of Grisons: German, Romansh and Italian.**

### **German**

For most inhabitants of the canton, German is the native language, i.e. they write High German and speak Swiss German.

### **Romansh**

In the Engadin, in the Münster Valley, in Central Grisons and in the Surselva, Romansh is the standard language. Romansh is not only a language; it is also a family of 5 idioms: Sursilvan, Sutsilvan, Surmiran, Puter and Vallader.

### **Italian**

Italian is spoken in the four valleys Puschlav, Bergell, Misox and Calanca.





# INTEGRATION

Integration is a dynamic, individual and social process that is based on the mutual relationship between obligations and rights and aims to facilitate participation in commercial and social life for all sections of the population. The promotion of integration is based on the principle of «challenge and encouragement» and supports in particular the learning of a language, professional advancement and social participation.

The Department of Integration manages and coordinates the specific promotion of integration at cantonal and municipal level. It promotes and supports projects on linguistic and social integration and ensures the provision of information in the area of integration.

## **Fachstelle Integration Graubünden (Grisons Department of Integration)**

☎ 081 257 26 38

[www.integration.gr.ch](http://www.integration.gr.ch)

## **The Grisons Information Centre for Integration**

The Information Centre for Integration is located at the premises of the Department for Integration at

Grabenstrasse 1 in Chur and offers the following services:

- Provision of information and low-threshold advice on topics and issues relevant for integration
- Overview of the language courses and integration services offered in the canton
- Personal and individual language advice with the opportunity to take a language grading test

## **Informationszentrum Integration Graubünden (Grisons Information Centre for Integration)**

☎ 081 257 36 83

Details about opening hours can be found at [www.integration.gr.ch](http://www.integration.gr.ch)

Our multilingual website [www.hallo.gr.ch](http://www.hallo.gr.ch) contains useful information about important everyday issues such as living in Grisons, work, education, health and accommodation.

[www.hallo.gr.ch](http://www.hallo.gr.ch)



# COMMUNICATION

## Language, the key to successful integration

Do you want to play an active, equal part in the economic, cultural and social life of your new home? A good knowledge of the local language can open many doors for you.

Attend a language-learning course and use language-learning apps so you can easily make yourself understood in everyday life.

Please see the «Useful addresses and links» section for a list of language schools in the canton. The [www.integration.gr.ch](http://www.integration.gr.ch) website also provides an overview of current language courses available. You can also contact the Integration information centre for further information about learning a language, or for personal language advice.

### Informationszentrum Integration Graubünden (Grisons Information Centre for Integration)

☎ 081 257 36 83

Information about opening times can be found at [www.integration.gr.ch](http://www.integration.gr.ch)

## Interpreter service

Learning the local language is important. You may, however, need to use an intercultural interpreter to help you make yourself properly understood in important conversations and meetings. Arge Verdi – Interkulturelles Dolmetschen in der Ostschweiz (Arge Verdi – Intercultural interpreting in eastern Switzerland) provides professional, intercultural interpreters in some 60 languages. There is a fee for this service.

### Arge Verdi – Interkulturelles Dolmetschen in der Ostschweiz (Arge Verdi – Intercultural interpreting in eastern Switzerland)

☎ 0848 28 33 90

[www.arge.ch/verdi](http://www.arge.ch/verdi)

The telephone interpreting service makes professional interpreters available in just a few minutes, 24/7, 365 days/year in some languages. There is a fee for this service.

### Telephone interpreting service

☎ 0842 442 442

[www.0842-442-442.ch](http://www.0842-442-442.ch)

# WORK

## Work where others spend their holidays!

Internationality has a long tradition in Grisons. Tourism as a dominant economic sector, the health sector, small and medium-sized companies, numerous internationally and nationally active companies as well as the cantonal administration offer a large number of attractive jobs in a whole variety of professions.

## Occupational integration

Work ensures people's livelihood and promotes integration in society. The requirement for employment is a work permit and good knowledge of the local languages. On the following websites, you will find information on the necessary residence permits and on employment.

[www.kiga.gr.ch](http://www.kiga.gr.ch)  
[www.afm.gr.ch](http://www.afm.gr.ch)  
[www.sem.admin.ch](http://www.sem.admin.ch)  
[www.swissuni.ch](http://www.swissuni.ch)  
[www.berufsberatung.ch](http://www.berufsberatung.ch)  
[www.migraweb.ch](http://www.migraweb.ch)

## Wage and social security contributions

Compulsory contributions for Old Age and Survivors' Insurance (AHV – 1st pillar), Invalidity Insurance (IV), Unemployment Insurance (ALV) and Accident Insurance (UV) are deducted from your wage. From an annual income of around CHF 20,000.00, contributions are also deducted for the occupational benefit scheme (the so-called 2nd pillar) as a supplement to the AHV. Overall, the obligatory social security insurances constitute around 15 % of income.

## Job search

Job ads can be viewed at the Regional Job Placement Centres (RAV) and can be found in daily newspapers, the regional or municipal gazettes, in temping agencies and on the Internet, for example at

[www.arbeit.swiss](http://www.arbeit.swiss)  
[www.suedostschweizjobs.ch](http://www.suedostschweizjobs.ch)  
[www.jobs.ch](http://www.jobs.ch)

## Unemployed – what now?

People who live in Switzerland and become unemployed are entitled

to unemployment benefit provided that all the necessary requirements are met. The fundamental conditions for this are a valid residence permit and 12-months of employment in the 2 years before becoming unemployed.

For questions with regard to unemployment, please contact the Unemployment Insurance Funds and the Regional Job Placement Centres (RAV).

The following is important if you become or are at risk of becoming unemployed:

- Start immediately with the search for a new job if you have not already begun. Proof of these efforts is to be submitted when claiming unemployment benefit. Corresponding notes and copies of written applications and letters of rejection are to be retained.
- Please report immediately to the job centre in the place where you live.

Further information can be found at

[www.kiga.gr.ch](http://www.kiga.gr.ch) oder  
[www.arbeit.swiss](http://www.arbeit.swiss)

### Illegal employment

People who are paid for occasional work in the areas of cleaning, childcare, household and garden, are also considered to be employed and must firstly hold a permit from the aliens' police and secondly be registered with the social security authorities, or register himself/herself. If this is not done, this is illegal employment and the person concerned is not insured in the event of unemployment, accident or invalidity.

#### Staatssekretariat für Wirtschaft SECO (State Secretariat for Economic Affairs)

☎ 058 462 56 56

[www.keine-schwarzarbeit.ch](http://www.keine-schwarzarbeit.ch)

### Basic and further training

Various information on basic and further training is available at the vocational information centres (BIZ). Specialist personnel are available for information and brief discussions. A visit is free of charge and possible without an appointment during opening hours. Personal career advice, which incurs a

fee, requires a prior appointment.

Further information on occupational, studies and career counselling and on the regional counselling and information centres (BIZ) can be found at

**Amt für Berufsbildung Graubünden  
(Office of Professional Education)**

☎ 081 257 27 68

[www.berufsbildung.gr.ch](http://www.berufsbildung.gr.ch)

**Recognition of foreign diplomas**

You can contact the national contact centre for the Swiss State Secretariat for Education, Research and Innovation (SERI) for questions about recognition of foreign qualifications.

**Staatssekretariat für Bildung,  
Forschung und Innovation SBF  
(State Secretariat for Education,  
Research and Innovation)**

☎ 058 462 28 26

[www.sbf.admin.ch](http://www.sbf.admin.ch)

If you have many years of professional experience, you can have your experience validated, subject to certain conditions, and acquire a professional qualification recognised in Switzerland.

**Amt für Berufsbildung Graubünden  
(Office of Professional Education)**

☎ 081 257 27 68

[www.berufsbildung.gr.ch](http://www.berufsbildung.gr.ch)

Recognition of degrees

**Rectors' Conference of Swiss Higher  
Education Institutions - swiss-  
universities**

☎ 031 335 07 40

[www.swissuniversities.ch](http://www.swissuniversities.ch)





# RESIDENCE PERMIT AND RESIDENCE PERMITS FOR PARTNERS AND CHILDREN

Residence permits for EU/EFTA citizens can be applied for both before and after entering Switzerland. Residence permits to citizens of third states who are in employment (citizens of states who are not members of the EU/EFTA) will only be issued in exceptional cases. In other words, if they are qualified workers or there are special grounds that justify an exception.

Nationals of EU/EFTA member states can normally send for their family members irrespective of the type of residence permit they hold. Parents and children are deemed to be family members. Nationals of third countries who hold a residence permit may submit a request for family reunion (spouse and children) to the Office for Migration and Civil Law (Amt für Migration und Zivilrecht), taking into account the statutory requirements. The request for family reunion must be submitted within 5 years and, in the case of children older than 12, within one year.

At Grisons Office for Migration and Civil Law (Amt für Migration und Zivilrecht Graubünden) or on its website, there are information sheets on residence permits and family reunion with the most important information in German and Italian.

**Amt für Migration und  
Zivilrecht Graubünden AFM (Grisons  
Office for Migration and Civil Law)**

☎ 081 257 30 01

[www.afm.gr.ch](http://www.afm.gr.ch)



# MARRIAGE AND FAMILY

## Marriage

In Switzerland, you have to be 18 years old to marry. Only marriages that have been conducted at a registry office will be recognised. The responsible registry office at your place of residence will inform you about the requirements that need to be met and the documents required.

## Binational couples and families

One in every three marriages in Switzerland is binational. The website [www.binational.ch](http://www.binational.ch) provides answers to questions facing binational couples and families.

[www.binational.ch](http://www.binational.ch)

## Civil partnerships

Couples of the same gender have the option of having their partnership registered. The responsible registry office of the place where you live will inform you about the steps to be taken.

## Forced marriage

In Switzerland, there is a right of free choice of partner. Accordingly, families or other persons have no right to force women or men into marriage against their will.

### Advice centre for forced marriage

☎ 0800 800 007 (Free helpline)  
[www.zwangsheirat.ch](http://www.zwangsheirat.ch)

## Birth

Each birth is to be reported to the responsible registry office of the place where you live. If the child is born in a hospital, the hospital will register the birth. With a home birth, the midwife is responsible for registering the birth.

### **Maternity leave and maternity payments**

Women who were in employment when their child was born are entitled to maternity pay. The condition for this is that they were insured for the nine months leading up to the birth and in this period were in employment for at least 5 months. The entitlement begins on the day of the birth and ends at the latest after 14 weeks. In this period, up to 80 % of the salary will be paid out, a maximum however of CHF 196.00 per day.

**Sozialversicherungsanstalt des Kantons Graubünden SVA  
(Social Insurance Institution of the Canton of Grisons)**

☎ 081 257 41 11  
[www.sva.gr.ch](http://www.sva.gr.ch)

### **Family allowances**

Employed persons are entitled to family allowances. For children up to the age of 16, the child allowance is CHF 220.00 per month. For young persons in education or training up to a maximum age of 25 the training/education allowance is CHF 270.00 per month. The emp-

loyer will normally pay the family allowance together with the wages. Under certain circumstances, parents not in employment can also receive child allowance.

**Sozialversicherungsanstalt des Kantons Graubünden SVA  
(Social Insurance Institution of the Canton of Grisons)**

☎ 081 257 41 11  
[www.sva.gr.ch](http://www.sva.gr.ch)



# CHILDREN

## Growing up multilingual

A child can easily learn two or more languages from birth. The parent's guide «Sprich mit mir und hör mir zu!» (Talk to me and listen to me!) provides advice on how to support your child's multilingual development. The brochure is available in 14 languages and can be ordered free of charge from

**Fachstelle Integration Graubünden  
(Grisons Department of Integration)**

☎ 081 257 26 38

[www.integration.gr.ch](http://www.integration.gr.ch)

## Parental advice

Parents of infants and toddlers can contact the parental advice service for support with issues such as feeding and nutrition, care and education/parenting. You can even get help if your child cries a lot or is restless. You can visit an advice centre for this. The advisers can also visit you at home if you wish, or provide information over the telephone or online.

Contact the municipality where you live for information about the advisory services in your region.

## Family and parent apps

There are many practical apps to support parents in various areas of day-to-day family life. Some of them are multilingual and free of charge.

**Parentu** – Tips for parents of children aged 0 to 16

**Kleine Weltentdecker (Little Explorers)** – Tips for parents of young children

**Erste Hilfe (SRK)** – First aid, for emergencies

## Loan of books and games

At various locations in the canton, there are libraries (books) and toy libraries (toys). Books and toys can be borrowed from there for a financial contribution. Information is available from the municipal authorities where you are living.

The Stadtbibliothek (city library) in Chur offers a wide range of multilingual media. It is also open in the evenings and at weekends.

## Care services (for a fee)

### Playgroup

At playgroup, children from the age of 3 meet up once or twice a

week until they are old enough to go to a pre-school establishment. The playgroup offers the child a safe and straightforward environment in which he/she can gain his/her first experiences outside of the family. Information on this can be obtained from the place where you live.

### **Crèches and childminders**

The crèche looks after children until they are old enough to go to school. You can obtain information on childcare services from the place where you live or from

#### **famur - für Familien in Graubünden (for families in Grisons)**

☎ 081 300 11 40

[www.famur.ch](http://www.famur.ch)

Children can also be looked after by childminders. Childminders look after children of all ages, including school-age children, at their homes. The childcare times (lunch, help with homework, half-day, full-day or weekend childcare) are agreed on an individual basis.

### **Extracurricular activities**

Please contact the management of your school or the responsible cantonal department if you have any questions regarding services such as after-school club, lunch, or holiday pass.

#### **Amt für Volksschule und Sport Graubünden AVS (Grisons Department for Elementary School and Sport)**

☎ 081 257 27 36

[www.avs.gr.ch](http://www.avs.gr.ch)

### **Parent crisis line**

Bringing up children is often a major challenge for parents. The parent crisis line provides free telephone or e-mail advice and support, 24 hours per day, on parenting issues, conflicts, or family crises.

#### **Elternnotruf Graubünden (Parent crisis line)**

☎ 0848 35 45 55 (Landline tariff)

[www.elternnotruf.ch](http://www.elternnotruf.ch)

# SCHOOL AND VOCATIONAL TRAINING

In Switzerland, the school systems vary from canton to canton. In the canton of Grisons, school is obligatory and free of charge from the age of 7 until the age of 16.

## Pre-school

From the age of five, children attend pre-school establishments. It lasts two years.

## Compulsory education

Compulsory education starts in the year in which the child turns seven and lasts nine years.

## School system in the canton of Grisons

Pre-school		2 years
Primary level	Primary school	6 years
Secondary level I	Secondary school, middle school	3 years
Secondary level II	Voluntary 10th school year grammar school, advanced training college, apprenticeship/practical work experience, higher vocational school	2 – 5 years
Tertiary level	Higher college Polytechnic University, Federal Institute of Technology	3 – 6 years

Information on all school topics can be obtained from the schools or the

**Amt für Volksschule und Sport Graubünden AVS (Grisons Department for Elementary School and Sport)**

☎ 081 257 27 36

[www.avs.gr.ch](http://www.avs.gr.ch)





BWS

SCHRITT TEMPO

SCHRITT

### Parental responsibility

Parents are responsible for the upbringing and education of their children. They must send their children to school and ensure that they attend school and comply with the timetable and the school rules. They must also ensure that children do their homework and provide them with the necessary environment to do so. Collaboration between school and parents is of central importance in Switzerland. The parents are regularly invited to parents' discussions and parents' evenings. Participation is important for parents and children in order to find the best solutions to problems at school or the forthcoming choice of profession.

### Free-of-charge careers service for young people

Vocational, study and career counsellors assist young people in their choice of an occupation, study course or career. They help them to make a decision through discussions, information and tests. The cantonal advice centres are located in Chur, Davos, Ilanz, Poschiavo, Roveredo, Samedan, Scuol and Thusis.

### Amt für Berufsbildung Graubünden (Grisons Office for Vocational Education)

☎ 081 257 27 68

[www.berufsbildung.gr.ch](http://www.berufsbildung.gr.ch)

### Advanced colleges and vocational training

After the period of compulsory education, the pupils decide between an advanced college or an apprenticeship.

### Transitional/bridging courses

Young people who have not moved into higher education or found a training course after the end of compulsory schooling can attend a bridging course. This will help to redress any gaps in their school education and help them to gain an idea of the career they wish to pursue. Ask teachers or the careers adviser about the courses available as soon as possible.

### Older immigrant children

Education plays a critical role in our opportunities to take part in economic and social life, which is why it is important for young people who speak a foreign language.



ge and who have already completed compulsory schooling in their country of origin and are joining their families in Switzerland to get into the vocational training system.

Training courses geared specifically to the needs of young people who speak a foreign language provide support towards starting a bridging course or apprenticeship. Information and advice about education and training are available from

**Informationszentrum Integration  
Graubünden (Grisons Information  
Centre for Integration)**

☎ 081 257 36 83

[www.integration.gr.ch](http://www.integration.gr.ch)

**Grammar schools, commercial and  
specialist middle schools  
(general schools)**

Information on the various services available can be found at

[www.bks-campus.ch](http://www.bks-campus.ch)

[www.ahb.gr.ch](http://www.ahb.gr.ch)

**Apprenticeships**

If young men and women opt for vocational training after school, for

instance as a carpenter, electrician or tailor, they have the possibility of doing an occupational apprenticeship. Based on an apprenticeship contract, the apprentices will be employed at the training company where they will be trained and remunerated by the employer. They attend a vocational college on one or two days a week; during the remaining time, they acquire practical knowledge in the company. An apprenticeship lasts two to four years and is concluded with a federal vocational certificate or a federal certificate of proficiency. Both qualifications are recognised throughout Switzerland.

**Federal Vocational Baccalaureate**

The Federal Vocational Baccalaureate supplements basic vocational education with an enhanced general education. It provides access to a University of Applied Sciences (Fachhochschule FH). It is also possible to study at a university by passing an additional examination.

### Basic and further training in the tertiary sector

In the Canton of Grisons, there is a comprehensive range of higher colleges, universities and research institutes.

#### **Amt für Höhere Bildung Graubünden (Grisons Department for Higher Education)**

☎ 081 257 61 65  
www.ahb.gr.ch

### School psychological service

The range of counselling services is oriented towards children in pre-school establishments and elementary schools for problems that may arise with development, behaviour or the emotional wellbeing of the child. The service is offered to parents, children, young people, teachers and other educational specialists in the form of help for self-help.

#### **Amt für Volksschule und Sport Graubünden AVS (Grisons Department for Elementary School and Sport)**

☎ 081 257 27 41  
www.avs.gr.ch

### Grisons Children's and Youth Psychiatry

If your child has psychological problems, difficulties with him/herself, in the family, in dealing with friends or if he/she has come into conflict with the law, Kinder- und Jugendpsychiatrie Graubünden (kjp) can be contacted.

#### **Kinder- und Jugendpsychiatrie Graubünden kjp (Grisons Children's and Youth Psychiatry)**

☎ 058 225 19 19  
www.kjp-gr.ch

### Violence towards children

If a child shows signs of abuse, the Beratungsstelle Opferhilfe Graubünden (Grisons Victim Support) can be contacted for professional advice and support services.

#### **Beratungsstelle Opferhilfe Graubünden (Grisons Victim Support)**

☎ 081 257 31 50  
www.soa.gr.ch

# HOUSING

## Apartment ads

Apartment ads can be found in your regional gazette, in daily newspapers and on the Internet. Low-cost apartments can also sometimes be found on the customer notice boards in large stores such as Migros and Coop.


[www.immoscout.ch](http://www.immoscout.ch)  
[www.homegate.ch](http://www.homegate.ch)  
[www.comparis.ch](http://www.comparis.ch)  
[www.newhome.ch](http://www.newhome.ch)  
[www.suedostschweiz.ch](http://www.suedostschweiz.ch)

If you are interested in an apartment, you usually have to complete a registration form and provide the apartment owner or apartment manager with documents such as an extract from the collection register and your residence permit.

### Important:


- You apply based on apartment ads; the landlord selects the tenant.
- Please note the contractual conditions, such as periods of notice.
- In rental apartment blocks, there are building rules that stipulate regulations governing the co-existence between tenants (for example:
  - silence at night or the use of the washing machine).
- Each rental apartment block has a caretaker who ensures that the building rules are complied with and that the building is kept clean inside and out.
- Every household has to pay a tax for radio and television. The invoice is sent automatically by the Swiss Collection Agency for the Radio & Television Fee (Serafe).

### Serafe AG

 058 201 31 67  
[www.serafe.ch](http://www.serafe.ch)

Further information and a brochure on the topic of «Housing» – available in 11 languages – can be obtained from the

### Bundesamt für Wohnungswesen BWO (Federal Office for Housing)

 058 480 91 11  
[www.bwo.admin.ch](http://www.bwo.admin.ch)



**Advice Centre for Tenancy Law**

Grisons Tenants Federation provides information on matters related to the renting of an apartment. Non-members have to pay a fee for this service.

**Mieterverband Graubünden  
(Grisons Tenants Federation)**

☎ 081 253 60 62

[www.mieterverband.ch](http://www.mieterverband.ch)

In the event of conflicts, you can contact your municipality for the address of the applicable arbitration centre.

# HEALTH

The Internet portals [www.bischfit.ch](http://www.bischfit.ch) and [www.migesplus.ch](http://www.migesplus.ch) provide detailed information about health. The «Health Guide», available in various languages, is specially recommended.

[www.bischfit.ch](http://www.bischfit.ch)  
[www.migesplus.ch](http://www.migesplus.ch)

## Addresses of doctors

A list of doctors in your region can be found in any telephone directory.

## Illness or accident

In Switzerland, it is usual to have your own GP who is the first point of contact in the event of illness or accident. If you are unable to reach your GP by telephone, you will hear a message on his/her answering machine informing you of the doctor who is standing in for him/her. The emergency service of the hospital near you can also be contacted for information.

With emergency assistance, please call the

### Emergency paramedic number

☎ 144

## What to do in an emergency

siehe Kapitel 21, Seite 64

## Hospital

Your general practitioner will refer you to a specialist or a hospital for health problems requiring more detailed investigations, treatments, or an operation. You should ask your health insurance fund about the hospitals where you are eligible for treatment.

## Advice and care & support at home

If you are dependent on home help as the result of illness or accident, you can contact Spitex in the place where you live.

### Spitex Graubünden

☎ 081 252 77 22  
[www.spitexgr.ch](http://www.spitexgr.ch)

## Senior citizens

At Pro Senectute, senior citizens receive advice and support and also care at home, if required.

### Pro Senectute Graubünden

☎ 081 252 75 83  
[www.gr.prosenectute.ch](http://www.gr.prosenectute.ch)



### People with disabilities

Persons with a psychological or physical disability and their next of kin or their contact persons can receive support and counselling from Grisons Social Insurance Institution, from Pro Infirmis or – in the case of children – from the early remedial education service.

**Sozialversicherungsanstalt des Kantons Graubünden SVA (Social Insurance Institution of the Canton of Grisons)**

☎ 081 257 41 11  
www.sva.gr.ch

**Pro Infirmis Graubünden**

☎ 058 775 17 17  
www.proinfirmis.ch

**Stiftung Heilpädagogischer Dienst Graubünden HPD (Grisons Foundation for Remedial Education Services)**

☎ 081 257 02 80  
www.hpd-gr.ch

### People with psychological problems

The Grisons Psychiatric Services ensures psychiatric care in inpatient, partial inpatient and also in the outpatient department for psychiatrically ill adults.

**Psychiatrische Dienste Graubünden PDGR (Grisons Psychiatric Services)**

☎ 058 225 25 25  
www.pdgr.ch

The Grisons Children's and Youth Psychiatry is responsible for the psychiatric care of children and young people.

**Kinder- und Jugendpsychiatrie Graubünden kjp (Grisons Children's and Youth Psychiatry)**

☎ 058 225 19 19  
www.kjp-gr.ch

# INSURANCES

Many kinds of insurance can be taken out in Switzerland. Some are compulsory, others are voluntary.

## Compulsory insurances

In addition to the social security insurance (cf. «Work» chapter), persons resident in Switzerland must also take out the following insurances:

- Basic medical insurance
- Accident insurance
- If you own a vehicle: vehicle insurance, motorcycle insurance
- If you own a building: building insurance

## Basic medical insurance

Every person living in Switzerland must insure himself/herself with a medical insurance company within three months after moving to the country. This also applies for all persons who come to Switzerland to join their relatives and for newborns who are automatically insured via the medical insurance company of their mother for the first 3 months after birth. The medical insurance companies are bound by law to accept the person into the basic medical insurance.

The basic insurance pays the costs for treatment by doctors and in public hospitals of the canton of Grisons. There is a deductible, i.e. part of the doctor's and/or hospital bills must be paid by the patient himself/herself. The amount of the deductible can be determined individually and influences the amount of the monthly health insurance premiums.

Dental treatments will not be paid for by the medical insurance company! Information on the offers and premiums of the various medical insurance companies can be found at

[www.priminfo.ch](http://www.priminfo.ch)

[www.comparis.ch](http://www.comparis.ch)

## Reduction in premiums for medical insurance

Persons in modest financial circumstances receive a financial contribution from the government and the canton to the premiums for the obligatory medical insurance. This contribution is called «Individuelle Prämienverbilligung» (individual reduction in premiums).



**Sozialversicherungsanstalt  
Graubünden SVA (Social Insurance  
Institution of the Canton of Grisons)**

☎ 081 257 41 11  
www.sva.gr.ch

### Accident insurance

Persons employed for at least eight hours a week are insured by their employer against accidents. Persons who work fewer than an average of eight hours a week as well as unemployed and selfemployed persons must take out their own private insurance against accidents.

### Voluntary insurances

- Supplementary medical insurance
- Third-party liability insurance (for damage or loss towards third parties, often requested by building management companies and owners for the rental of an apartment or a house)
- Household contents insurance
- Insurance against loss of earnings
- Legal expenses insurance
- and many others

All insurances normally have a deductible, i.e. part of the claim costs

must be borne by the insurant himself/herself.

Insurances are offered by many Swiss insurance companies. The independent comparison website [www.comparis.ch](http://www.comparis.ch) provides information, comparisons and the opportunity to request insurance online and in several languages.

[www.comparis.ch](http://www.comparis.ch)

It is possible that insurances that you have taken out in your home country are also valid in Switzerland.

# TAXES

In Switzerland, private individuals pay income and wealth tax. These taxes finance public sector tasks that are carried out by the government, cantons and municipalities.

## Persons with a permanent residence permit (C permit)

For the calculation of the taxes to be paid, Swiss citizens and persons with a permanent residence permit must complete a tax return each year. The tax return must be submitted to the tax office of the place where the person lives.

## Persons with other residence permits

Foreign employees who do not have a permanent residence permit will have the taxes deducted directly from their wage/salary (tax at source). This affects, among others:

- Foreigners with an annual permit
- Foreigners with a weekly permit
- Foreigners with a permit for a short period
- Cross-border commuters
- Persons accepted temporarily
- Asylum seekers

**Steuerverwaltung des Kantons Graubünden (Tax Administration of the Canton of Grisons)**

☎ 081 257 21 21

[www.stv.gr.ch](http://www.stv.gr.ch)

# SOCIAL COUNSELLING SERVICES AND SOCIAL BENEFITS

Grisons Social Security Office has a comprehensive mandate in the area of individual and family counselling and in economic social assistance.

## Individual social counselling

The employees in the regional social services are responsible for individual counselling. In addition to the regional social services, there are specialised social services in the area of child protection, victim assistance and addiction problems. An overview of the regional and specialised social services can be found under the chapter «Useful addresses and links».

## Financial social assistance

As a fundamental principle, everyone is responsible for earning his/her own livelihood himself/herself. People who have temporary or ongoing financial difficulties and are unable to solve these on their own, can claim social benefits. The requirement for this is that the person affected lives in the canton of Grisons.

Social benefits are only granted if the person has no claim to other

statutory benefits, such as invalidity pension and the family or individual person cannot provide the financial assistance. The social benefits are calculated individually in every case and depend on the personal circumstances, the living costs, the income conditions and the duration of the assistance.

The calculation is done pursuant to the cantonal provisions and recommendations of the municipalities and the guidelines of the Swiss Conference on Social Benefits. In the canton of Grisons, the municipalities decide on the social benefits to be granted.

**Kantonales Sozialamt Graubünden  
(Grisons Cantonal Social Security Office)**

☎ 081 257 26 54

[www.soa.gr.ch](http://www.soa.gr.ch)

## EVERYDAY – SOCIAL LIFE

### District life/village life

Municipal districts or villages organise festivals or celebrations which you can participate in actively or as a visitor. Work colleagues, acquaintances, relatives, friends and neighbours are the best people to ask. There are also meeting places in the districts and villages, such as playgrounds, community centres, swimming pools, where contacts can be made.

### Associations, societies and clubs

There are numerous facilities and associations, societies and clubs for men, women, children, young people and senior citizens.

Associations, societies and clubs have an important role in everyday life and encourage contact with other people. There are football clubs, chess clubs, music associations, cultural associations, political societies, women's clubs and many more. There are also services such as mother-child gymnastics («Mu-Ki-Turnen»), gymnastics for senior citizens, choirs, associations for men and women. The facilities and associations are open to all interested persons and associations,

societies and clubs welcome new members. Ask at your local municipal administration about the different offers and contact details.

### Foreigners' associations and societies

There are a large number of foreigners' associations and societies in the canton. A corresponding overview can be found at

[www.integration.gr.ch](http://www.integration.gr.ch)

### Museums, theatres and cinemas

In some municipalities, there are smaller and larger museums, theatres and cinemas.

### Shopping

From Monday to Friday, the opening hours are normally 8.00 am – 6.30 pm, on Saturday from 8.00 am – 5.00 pm. Most shops are closed on Sundays. The opening hours vary between regions.

### Banks

The banks usually close earlier than the shops, most of them between 5.00 pm and 5.30 pm. Most banks are closed on Saturdays and Sundays.



### Public holidays

The following days are public holidays in the Canton of Grisons. Shops are closed on these days. On the day before, the shops normally close earlier, most of them at 5 pm.

New Year's Day (1 January)

- Good Friday, Easter Sunday and Easter Monday
- Ascension
- Whit Sunday and Whit Monday
- National holiday (1 August)
- Federal Day of Thanksgiving, Repentance and Prayer
- Christmas Day (25 December)
- Boxing Day (26 December)

There are also other public holidays specific to regions and localities. An overview can be found at

[www.feiertage-schweiz.ch](http://www.feiertage-schweiz.ch)

### Excursions and recreation

A wealth of tips for excursions and recreational activities can be found in the tourism offices or at

[www.graubuenden.ch](http://www.graubuenden.ch)

# MOBILITY

## Public transport: Train and bus

There is a well-developed rail and bus network in Switzerland. Timetables and route maps can be found at

### Rhätische Bahn – RhB (Rhaetian Railways – only in Grisons)

[www.rhb.ch](http://www.rhb.ch)

### Postauto

[www.postauto.ch/graubuenden](http://www.postauto.ch/graubuenden)

### Schweizerische Bundesbahnen – SBB (Swiss Railways)

[www.sbb.ch](http://www.sbb.ch)

The SBB and the RhB offer various travel cards that make the use of the public transport cheaper (for instance half-price travel card (Halbtax), general travel card (GA), monthly travel card (Monatsabo), seven25-Abo, junior travel card (Juniorkarte).

Accompanied children under the age of six travel free of charge. Further information is available at any railway counter or at

[www.rhb.ch](http://www.rhb.ch)

[www.sbb.ch](http://www.sbb.ch)

## Driving a car in Switzerland

### Driving licence

Holders of a foreign driving licence who take up residence in Switzerland must exchange their driving licence for a Swiss one within one year. The corresponding conditions vary depending on the country of origin.

### Strassenverkehrsamt des Kantons Graubünden (Road Traffic Licensing Department of the Canton of Grisons)

☎ 081 257 80 00

[www.stva.gr.ch](http://www.stva.gr.ch)

### Speed limit

The following speed limits apply in Switzerland: 50 km/h within cities, towns and villages; 80km/h outside of cities, towns and villages and 120 km/h on motorways. In cities, towns and villages there are also zones with a speed limit of 30 km/h or 20 km/h.it Tempo 30 km/h oder 20 km/h.



-charl



**Alcohol and drugs while driving**

The drink-drive limit is 0.5 ‰. For drivers who have only recently passed their test and for professional drivers, the limit is 0.1 ‰. No allowance for the consumption of drugs.

**Motorway tax disc («Vignette»)**

To drive on motorways in Switzerland, you must display a motorway tax disc («Vignette») which must be renewed every year. Motorway tax discs can be purchased for instance from petrol stations and post offices.

**Strassenverkehrsamt des Kantons  
Graubünden (Road Traffic Licensing  
Department of the Canton of Grisons)**

☎ 081 257 80 00

[www.stva.gr.ch](http://www.stva.gr.ch)

**Bicycle**

In Switzerland, the bicycle is a popular, everyday means of transport. It is worth taking out a third-party liability insurance so that you are insured for any damage that you cause as a cyclist.

# ENVIRONMENT

## Protect the environment!

Everybody can play their part in protecting the environment by saving petrol, electricity and water and disposing of waste properly.

## Waste

As a fundamental principle, waste disposal is a service that incurs a fee. You can obtain precise information on what is disposed of when and where from the administration where you live.

## Separation of waste

The separate disposal of waste is environmentally friendly and saves costs. The following are separated from household waste.

- Glass and cans
- Paper and cardboard
- Compost and Christmas trees
- Bulky waste (for instance, furniture, carpets) and iron
- Batteries and electrical devices
- Pharmaceutical products
- Oils and toxic substances such as paints, varnishes, mercury, etc.
- Clothes that can still be worn

Glass, aluminium, PET, etc. can be disposed of at container collection

points or recycling depots. Recycling depots also take back bulky waste, paper, cardboard and special waste, for a charge in some cases. Many shops take back batteries and electrical devices free of charge.

Comprehensive information on the topic of waste and recycling can be found at

[www.abfall.ch](http://www.abfall.ch)

## Drinking water

In Switzerland, water from the tap is high-grade drinking water. Further information can be obtained from the

### **Bundesamt für Umwelt BAFU (Federal Office for the Environment)**

☎ 058 462 93 11,  
[www.bafu.admin.ch](http://www.bafu.admin.ch)



## USEFUL ADDRESSES AND LINKS

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## Day-to-day concerns

### Dargebotene Hand

Dargebotene Hand (the Samaritans) offers support in difficult life situations via telephone, chat or e-mail. It has no religious, cultural or political allegiance.

☎ 143

[www.143.ch](http://www.143.ch)

## Work

### Amt für Industrie, Gewerbe und Arbeit GR (Office for Industry, Trade and Labour)

Information about regional employment centres (RAV), unemployment benefit, statutory basis, etc.

☎ 081 257 23 46

[www.kiga.gr.ch](http://www.kiga.gr.ch)

### Amt für Berufsbildung GR (Department for Vocational Education)

Information about vocational courses, study and career advice.

☎ 081 257 27 68

[www.afb.gr.ch](http://www.afb.gr.ch)

### State Secretariat for Education, Research and Innovation

National contact centre for recognition of foreign qualifications.

☎ 058 462 28 26

[www.sbf.admin.ch](http://www.sbf.admin.ch)

## Discrimination/Racism

### Beratungsnetz für Rassismus-Opfer (Counselling network for victims of racism)

[www.stopp Rassismus.ch](http://www.stopp Rassismus.ch)

### Eidgenössische Kommission gegen Rassismus (Federal Commission against Racism)

[www.ekr.admin.ch](http://www.ekr.admin.ch)

### Informationszentrum Integration Graubünden (Grisons Information Centre for Integration)

✉ Grabenstrasse 1, 7001 Chur

☎ 081 257 36 83

[www.integration.gr.ch](http://www.integration.gr.ch)



**Tikk – Kompetenzzentrum für interkulturelle Konflikte (Competence Centre for Intercultural Conflicts)**

Free and anonymous advice in several languages on intercultural conflicts, discrimination, violence and racism.

☎ 044 291 65 75

[www.tikk.ch](http://www.tikk.ch)

## Family and partnership

**Adebar – Centre for health and family planning**

Advice on issues of family planning, sexuality, pregnancy and partnership. Antenatal support for migrants.

✉ Sennensteinstrasse 5, 7000 Chur

☎ 081 250 34 38

[www.adebar-gr.ch](http://www.adebar-gr.ch)

**Swiss Association of Advice Centres for Binational Couples and Families**

Information for binational and intercultural couples and families.

[www.binational.ch](http://www.binational.ch)

**Paarlando. Paar- und Lebensberatung GR (Advice for couples and life coaching)**

Non-denominational counselling.

✉ Familienzentrum Planaterra,

Reichsgasse 25, 7000 Chur

☎ 081 252 33 77

[www.paarlando.ch](http://www.paarlando.ch)

## Finances

**Advice centre for debt issues**

✉ Swiss Red Cross ,

Steinbockstrasse 2, 7000 Chur

☎ 081 258 45 80

[www.srk-gr.ch](http://www.srk-gr.ch)

**Umbrella organisation which aims to combat poverty and prevent debt**

Information and templates for creating your own budget.

[www.budgetberatung.ch](http://www.budgetberatung.ch)

**Caritas Schuldenberatung (Caritas debt advice service)**

Useful information about money, budgeting and debt management in various languages.

[www.caritas-schuldenberatung.ch](http://www.caritas-schuldenberatung.ch)



**Specialist office for budget advice**

✉ Frauenzentrale GR,  
Gürtelstrasse 24, 7000 Chur  
☎ 081 284 80 77  
[www.beratungszentrum-gr.ch](http://www.beratungszentrum-gr.ch)

**Health****Aids-Hilfe GR**

Centre for issues relating to HIV/  
Aids and sexually transmitted diseases – Advice for people with HIV or those unsure after a risk situation.

✉ Lürlibadstrasse 15, 7000 Chur  
☎ 081 252 49 00  
[www.aidshilfe-gr.ch](http://www.aidshilfe-gr.ch)

**AA Anonyme Alkoholiker (Alcoholics Anonymous)**

Everyone who wants to give up drinking is welcome at AA. Anonymity is guaranteed.

☎ 0848 848 885 (24 h)  
[www.anonyme-alkoholiker.ch](http://www.anonyme-alkoholiker.ch)

**Beratungsstelle Blaues Kreuz GR (Advice centre of Blue Cross)**

Individual advice and self-help groups for alcohol problems, also for relatives.

✉ Alexanderstrasse 42, 7000 Chur  
☎ 081 252 43 37  
[www.blaueskreuz.gr.ch](http://www.blaueskreuz.gr.ch)

**Bisch fit? (Are you fit?)**

Grisons Health Department information platform to promote health.  
[www.bischfit.ch](http://www.bischfit.ch)

**Krebsliga GR (Cancer League)**

Offers help for self-help for sufferers and their relatives; advises on social security issues, organises courses and talks.

✉ Ottoplatz 1, 7000 Chur  
☎ 081 300 50 90  
[www.graubuenden.krebsliga.ch](http://www.graubuenden.krebsliga.ch)

**migesplus.ch**

Information on the topic of health and the Swiss medical system in many languages.

[www.migesplus.ch](http://www.migesplus.ch)

### **Swiss Network against Female Genital Mutilation**

Multilingual website providing information about female genital mutilation and an overview of agencies to contact.

[www.maedchenbeschneidung.ch](http://www.maedchenbeschneidung.ch)

### **Psychiatrische Dienste Graubünden PDGR (Grisons Psychiatric Services)**

☎ 058 225 25 25

[www.pdgr.ch](http://www.pdgr.ch)

### **Procap Grischn – Self-help organization for people with disabilities**

Financial advice for people with a disability; legal advice for social security issues.

✉ Hartbertstrasse 10, 7000 Chur

☎ 081 253 07 07

[www.procapgrischn.ch](http://www.procapgrischn.ch)

### **Sexual health info**

Current, factual information in various languages on sexual health topics.

[www.sex-i.ch](http://www.sex-i.ch)

### **Addiction advice**

Regional social services provide comprehensive advice for addicts and their family members. If you have questions or concerns, please contact your regional social services department.

☎ 081 257 26 54

[www.soa.gr.ch](http://www.soa.gr.ch)

### **Spitex Association GR**

Nursing and home services as well as support and advice at home in the event of health impairments.

✉ Gartenweg 2, 7000 Chur

☎ 081 252 77 22

[www.spitexgr.ch](http://www.spitexgr.ch)

## Hospitals

### **Kantonsspital Graubünden Chur (Grisons Cantonal Hospital)**

with the two sites Kreuzspital and Frauenklinik Fontana

☎ 081 254 81 11

### **Spital Thusis**

☎ 081 256 61 11

**Kreisspital Surses, Savognin**

(hospital, old people's and nursing home)

☎ 081 669 14 00

**Ospidal Engiadina Bassa, Scuol**

☎ 081 861 10 08

**Ospidal Val Müstair, Sta. Maria**

☎ 081 851 61 00

**Regionalspital Prättigau, Schiers**

☎ 081 308 08 08

**Regionalspital Surselva, Ilanz**

☎ 081 926 51 11

**Spital Davos**

☎ 081 414 88 88

**Spital Oberengadin, Samedan**

☎ 081 851 81 11

**Ospedale Casa di Cura della Bregaglia, Promontogno**

☎ 081 838 11 99

**Ospedale San Sisto, Poschiavo**

☎ 081 839 11 11

**Violence/Victim assistance****Grisons advice centre for violence/anger management**

Specialists work with people seeking advice to find non-violent forms of conflict resolution. The range of services includes telephone advice, crisis intervention and one-to-one counselling.

☎ 079 544 38 63

[www.gewaltberatung.gr.ch](http://www.gewaltberatung.gr.ch)

**Frauenhaus GR (Grisons Women's Refuge)**

Offers women and children protection in the event of physical and psychological harassment. Can be reached day and night.

☎ 081 252 38 02

[www.frauenhaus-graubuenden.ch](http://www.frauenhaus-graubuenden.ch)

### **Opferhilfe-Beratungsstelle GR (Grisons Centre for Victim Advice)**

Provides medical, psychological, social, financial and legal assistance to victims of crime. Assistance is given to people who have been impaired in their physical, psychological and sexual integrity and to people who have lost family members as the result of crime. The advice is free of charge and anonymous.

✉ Klostergasse 5, 7000 Chur

☎ 081 257 31 50

[www.soa.gr.ch](http://www.soa.gr.ch)

### **TERRE DES FEMMES**

Multilingual telephone or e-mail advice and support for women who are victims of violence.

☎ 031 331 66 90

[www.terre-des-femmes.ch](http://www.terre-des-femmes.ch)

## **Integration/Migration**

### **Amt für Migration und Zivilrecht GR (Department of Migration and Civil Law)**

Information about immigration, residency, registration regulations, family immigration, citizenship, etc.

☎ 081 257 30 01

[www.afm.gr.ch](http://www.afm.gr.ch)

### **Informationszentrum Integration Graubünden (Grisons Information Centre for Integration)**

Cantonal point of contact for questions relating to the topic of integration. With free language advice.

✉ Grabenstrasse 1, 7001 Chur

☎ 081 257 36 83

[www.integration.gr.ch](http://www.integration.gr.ch)

### **Multilingual information platform about living in Switzerland**

[www.hallo.gr.ch](http://www.hallo.gr.ch)

[www.ch.ch](http://www.ch.ch)

[www.migraweb.ch](http://www.migraweb.ch)

[www.swissworld.org](http://www.swissworld.org)

### **State Secretariat for Migration**

Information about immigration, residency, work permits, integration and citizenship.

[www.sem.admin.ch](http://www.sem.admin.ch)

## **Intercultural interpreting**

Provision of qualified interpreters

### **Arge Verdi – Interkulturelles Dolmetschen in der Ostschweiz (Intercultural translating in Eastern Switzerland)**

☎ 0848 28 33 90

[www.arge.ch/verdi](http://www.arge.ch/verdi)

**Telephone Interpreting Service**

☎ 0842 442 442

[www.0842-442-442.ch](http://www.0842-442-442.ch)**Children and young people****Parental advice**

Advice for parents of infants and young children. Find out from the municipality where you live about services in your region.

**Parental education**

Courses for parents on parenting-related topics.

[www.elternbildung-gr.ch](http://www.elternbildung-gr.ch)**Heilpädagogischer Dienst GR (Grisons Foundation for Remedial Education Services)**

Individual assessment and encouragement of children with disabilities and development disorders from birth to school age. Advising of parents on the upbringing of their children.

✉ Aquasanastrasse 12, 7000 Chur

☎ 081 257 02 80

[www.hpd-gr.ch](http://www.hpd-gr.ch)**Youth and Media – the information portal to promote media skills**

Flyer with key advice about safe use of digital media. In 16 languages.  
[www.jugendundmedien.ch](http://www.jugendundmedien.ch)

**Kinder- und Jugendpsychiatrie Graubünden kjp (Grisons Children's and Youth Psychiatry)**

Supports children, young people and their parents with psychological disorders and illnesses.

✉ Masanserstrasse 14, 7000 Chur

☎ 058 225 19 19

[www.kjp-gr.ch](http://www.kjp-gr.ch)**Learning opportunities for children up to age 4**

More than 60 short films with suggestions and ideas for how parents can support their children's development in everyday situations. Films available in 13 languages.

[www.kinder-4.ch](http://www.kinder-4.ch)**lilli**

Information for adolescents and young adults about sexual health and prevention of violence.

[www.lilli.ch](http://www.lilli.ch)

**Pro Juventute advice for parents**

Free advice on parenting, development, care and family organisation. Can be contacted day and night.

☎ 058 261 61 61

[www.projuventute.ch](http://www.projuventute.ch)

**Pro Juventute Advice for children and young people.**

Confidential, free advice 24/7 for children and young people.

☎ 147

[www.147.ch](http://www.147.ch)

**Sorgentelefon für Kinder (Helpline for children)**

☎ 0800 55 42 10 (toll-free number)

[www.sorgentelefon.ch](http://www.sorgentelefon.ch)

**tschau.ch**

Online advice and information for young people on important subjects.

[www.tschau.ch](http://www.tschau.ch)

**Migrant population media**

There is a wealth of media aimed at migrants in Switzerland. An overview can be found at

[www.migesmedia.ch](http://www.migesmedia.ch)

**Social services****Regional social services****Chur**

✉ Rohanstrasse 5, 7000 Chur

☎ 081 257 26 67

**Prättigau/Herrschaft/Fünf Dörfer, Landquart**

✉ Bahnhofplatz 3B, 7302 Landquart

☎ 081 257 66 23

**Mittelbünden, Thusis**

✉ Rathaus, Untere Gasse 3,  
7430 Thusis

☎ 081 257 52 75

**Surselva, Ilanz**

✉ Bahnhofstrasse 31, 7130 Ilanz

☎ 081 257 62 30

**Surselva, Disentis/Mustér**

✉ Via Sursilvana 25,  
7180 Disentis/Mustér

☎ 081 257 62 30

**Oberengadin/Bergell, Samedan**

✉ A l'En 2, 7503 Samedan

☎ 081 257 49 10

**Unterengadin/Münstertal, Scuol**

✉ Chasa du Parc, 7550 Scuol

☎ 081 257 64 32

**Bernina, Poschiavo**

✉ Via dal Poz 87, 7742 Poschiavo

☎ 081 257 49 11

**Moesa, Roveredo**✉ Centro regionale dei servizi,  
Cima Piazza Piazza, 6535 Roveredo

☎ 081 257 65 70

**Municipal social services****Sozialdienst der Landschaft Davos**

✉ Berglistutz 1, 7270 Davos Platz

☎ 081 414 31 10

**Language schools****Chur****ibW Höhere Fachschule****Südostschweiz, Chur**

☎ 081 403 33 33

www.ibw.ch

- German, English, Italian, Spanish, French, Russian

**Klubschule Migros, Chur**

☎ 058 712 44 40

www.klubschule.ch

- German, English, French, Italian, Spanish, Arabic, Brazilian, Chinese, Greek, Japanese, Dutch, Portuguese, Russian, Swedish, Swiss German

**Lernforum, Chur**

☎ 081 353 63 62

www.lernforum.ch

- German, English, French, Italian, Spanish, Modern Greek, Portuguese, Russian, Japanese

**Lia Rumantscha, Chur**

☎ 081 258 32 22

www.liarumantscha.ch

- Romansh

**Balikatan, Chur**

☎ 079 781 32 00

www.balikatan.ch

- Low-threshold German courses

**Hinterrhein****Schule St. Catharina, Cazis**

☎ 081 632 10 00

www.stcatharina.ch

- Low-threshold German courses



## Engadin

### **Academia Engiadina, Samedan**

☎ 081 851 06 00

[www.academia-engiadina.ch](http://www.academia-engiadina.ch)

- German, English, Italian, Romansh, Russian, Spanish

### **Kaufmännische Berufsschule, Samedan**

☎ 081 852 49 55

[www.berufsschule-samedan.ch](http://www.berufsschule-samedan.ch)

- German, English, Italian, French

## Davos/Prättigau

### **Berufsschule der Landschaft Davos**

☎ 081 413 75 17

[www.berufsschuledavos.ch](http://www.berufsschuledavos.ch)

- German, English, Italian

### **Grischlingua, Davos**

☎ 081 416 40 44

[www.grischlingua.ch](http://www.grischlingua.ch)

- German, English

## Surselva

### **Faviala, Ilanz**

☎ 079 689 60 79

[www.faviala.ch](http://www.faviala.ch)

- German, English, Romansh, Spanish

**Language courses subsidised by the canton and the government for German, Italian and Romansh can be found at**

[www.integration.gr.ch](http://www.integration.gr.ch)

## Law

### **Free-of-charge legal assistance**

In various locations in the canton of Grisons, specialists from the Grisons Bar Association will provide legal advice for a cost contribution of CHF 10.00.

Information on where and when you can benefit from these advice services, can be found in the regional gazettes and newspapers at [www.grav.ch](http://www.grav.ch)

### **Frauenzentrale Graubünden**

Personal advice on various legal matters.

✉ Gürtelstrasse 24, 7001 Chur

☎ 081 284 80 77

[www.beratungszentrum-gr.ch](http://www.beratungszentrum-gr.ch)

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### **Unions**

If you belong to a union, you will receive free-of-charge legal advice from there regarding wage and working conditions.

[www.die-gewerkschaften.ch](http://www.die-gewerkschaften.ch)

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# WHAT TO DO IN AN EMERGENCY

## Emergency numbers for Switzerland Can be reached 24/7

Police  
117

Fire brigade (fire, water, gas)  
118

Ambulance  
144

Emergency number  
(police, fire brigade, ambulance)  
112

Swiss Air Rescue  
(REGA; rescue helicopter)  
1414

Poisoning  
(toxicological information centre)  
145

Telephone assistance for children  
and young people  
147

## Code of conduct in an emergency

- Stay calm
- Review the situation  
What has happened?  
Who is affected?
- Recognise the danger
- Get yourself, the victims of the accident and other involved parties to safety
- Alert the emergency services  
144 or 112
- Give first aid

## Emergency medical aid – Emergency number 144 or 112

Your call will be taken by a qualified dispatcher. Depending on the message, all the necessary emergency services (ambulance, doctor, rescue helicopter, police and/or fire brigade) will be alerted immediately.

The telephone number 144 or 112 can be dialled from public telephones, fixed line and mobile connections free of charge and without an area code.

**The following information is important for the emergency services switchboard**

- Your name and your telephone in case they need to phone you back.
- A brief description of what has happened.
- Precise details of the site of the accident. Place, street, house number.
- How many patients there are.
- Condition of the patient: Is he or she conscious? Is the patient breathing?
- When did the incident happen?

Do not finish the call until the dispatcher has confirmed that he has initiated the corresponding measures.

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Fachstelle Integration

Grabenstrasse 1

CH-7001 Chur

☎ 081 257 26 38

[www.integration.gr.ch](http://www.integration.gr.ch)

[www.hallo.gr.ch](http://www.hallo.gr.ch)

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Arabisch, arab, arabo

Bosnisch, bosniaque, bosniaco / Kroatisch, croate, croato / Serbisch, serbe, serbo

Dari, dari, dari

Deutsch, tudestg, tedesco

**Englisch, anglais, inglese**

Filipino, filippino, filippino

Französisch, franzos, francese

Italienisch, talian, italiano

Kurmandschi, kurmandschi, kurmanji

Portugiesisch, portugais, portoghese

Russisch, russ, russo

Somalisch, somali, somalo

Spanisch, spagnol, spagnolo

Tamilisch, tamil, tamil

Thai, thai, thai

Tibetisch, tibetan, tibetano

Tigrinya, tigrinya, tigrino

Türkisch, tirc, turco

Download from [www.integration.gr.ch](http://www.integration.gr.ch)

Further information can be found on the multilingual website [www.hallo.gr.ch](http://www.hallo.gr.ch)