



# WELCOME

BIENVINI, WELCOME, MIRĚ SE VINI, MARHABA, KARIBU, WELKOM,  
DOBRODOŠLI, BIENVENIDO, UDVOZLOM, VELKOMMIN, BENVENUTO,  
TONGA SOA, BEM-VINDO, SWAGATA, WILLKOMMEN, NAL-VARRAVU,  
BOYEI BOLAMU, VITAJTE, YÔKOSO, Добро пожаловать, أهلاً وسهلاً,...

**TO THE CANTON OF VAUD**





## DEAR NEW RESIDENTS

The canton of Vaud is one of the cantons in Switzerland where the percentage of foreigners is the highest (30.5% of the resident population). **Over 175 different nationalities are present here, and nearly 20,000 new foreign residents are welcomed each year.** If this cultural diversity constitutes an undeniable wealth, it is also a political and social challenge in terms of social cohesion and integration.

Yet, integration is not the business of just some people. It is a daily task common to everyone, Swiss and foreigners, gathered under the aegis of two fundamental principles inscribed in the Constitution: mutual respect for identities and the values of the rule of law.

In this publication: everyone has done his best to continue the tradition of Vaud hospitality and to communicate information as clearly as possible on your new place of residence. State services, communal services, associations and individuals have united their skills to welcome you.

This booklet is more than just a piece of paper: it is a link.

A handwritten signature in black ink, appearing to read 'Philippe Leuba'.

Mr. Philippe Leuba

The Councillor of State, Department Head of Economics and Sports (DECS)

## DEAR NEWCOMERS

You have just arrived in the canton of Vaud and we are happy to wish you a warm **WELCOME.**

Relocating to an unknown place and setting up your new home is an important moment that comes with joys and hopes but also brings challenges and difficulties with it. To help you feel at home as quickly as possible, this leaflet and its symbolic compass will stand by you while you settle in.

You will find in these pages information that will help you understand the institutional system (e.g. residence permits, schooling, insurance, employment, etc.), the administrative steps to take as well as the contact info of the people who can assist you.

It is now up to you to make good use of it and look for the information you need either in this booklet or elsewhere!

**This is above all your booklet,** but it is also the work of all the men and women who have contributed to it with devotion and professionalism, making it a reality.

Our sincere thanks to them and to you; all our best wishes for settling in and integrating with ease in the land of Vaud.



**Mrs. Amina Benkais**

Cantonal Representative for Integration of the Canton of Vaud and Head of the Cantonal Office for the Integration of Foreigners and the Prevention of Racism (BCI)



## INFORMATION AND CONTACTS

There are a total of **316 communes** in the canton of Vaud, forming **10 districts**.

In order to facilitate the organisation of information for each region, we have divided the canton into **4 Zones**.

**NORTH Zone** Jura – Nord vaudois, Gros-de-Vaud, Broye – Vully, Est lausannois, Lavaux - Oron

**WEST Zone** Nyon, Morges Ouest lausannois

**SOUTH Zone** Lausanne

**EAST Zone** Riviera, Pays-d'Enhaut, Aigle

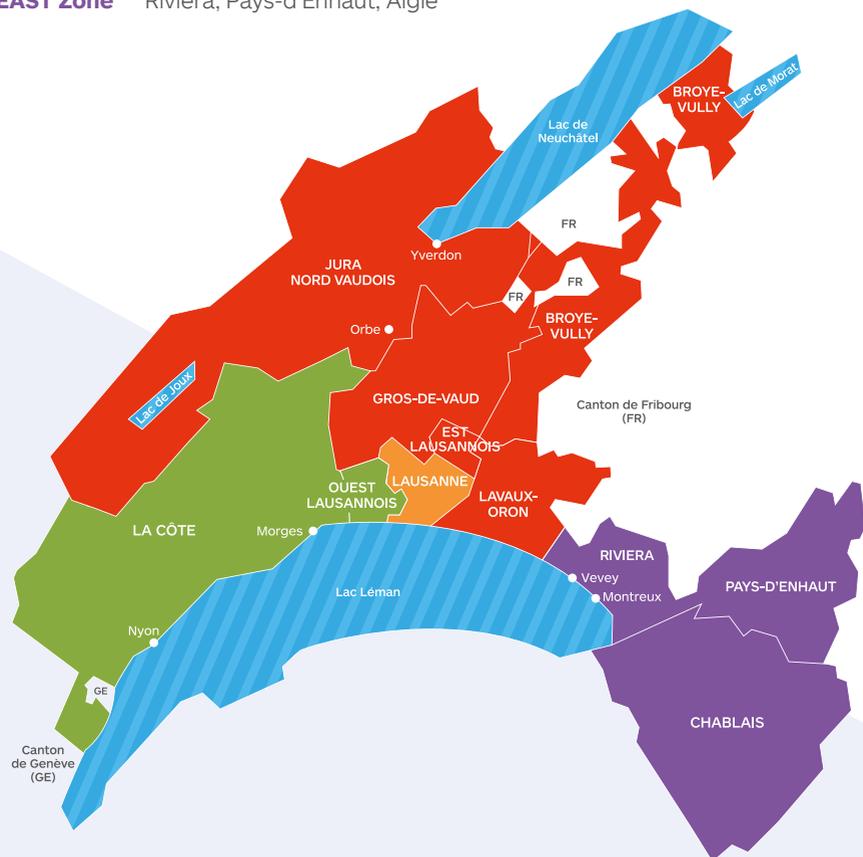
### FOR GENERAL INFORMATION

The Cantonal Office for Integration of Foreigners (BCI), the Social Service of the CSP Fraternity and communal representatives for integration are at your service.

### FOR SPECIFIC INFORMATION

You will find in this booklet the contacts for the offices to assist you.

Don't hesitate to contact them; they will be happy to help you!



## GENERAL INFORMATION

The cantonal representative and the BCI staff

### CANTONAL OFFICE FOR THE INTEGRATION OF FOREIGNERS AND THE PREVENTION OF RACISM

Department of Economy and Sports  
Service of the Population

📍 Rue du Valentin 10 | 1014 Lausanne

🏠 YVERDON-LES-BAINS, NYON, RENENS, BEX

☎ 021 316 49 59

✉ info.integration@vd.ch

🌐 www.vd.ch/integration

Le Centre Social Protestant (CSP)

### MIGRATION INFO-ADVICE HELP LINE | LA FRATERNITÉ DU CSP

📍 Place M.-L. Arlaud 2 | 1003 Lausanne

🏠 PAYERNE, LAUSANNE, RENENS, ORBE

☎ 021 213 03 53

✉ frat@csp-vd.ch

🌐 www.csp.ch/fraternite



Communal representatives for integration

### YVERDON-LES-BAINS

Mme Katja BLANC  
JEUNESSE ET COHÉSION SOCIALE

📍 Rue de Neuchâtel 2  
1400 Yverdon-les-Bains

☎ 024 423 69 44

✉ integration@yverdon-les-bains.ch

🌐 www.yverdon-les-bains.ch/integration

### LAUSANNE

Mme Gabriela AMARELLE  
BUREAU LAUSANNOIS POUR LES IMMIGRÉS (BLI)

📍 Place de la Riponne 10 | CP 5354  
1002 Lausanne

☎ 021 315 72 45

✉ bli@lausanne.ch | 🌐 www.lausanne.ch/bli

### VEVEY

Mme Stéphanie ZUFFEREY  
SERVICE D'INTÉGRATION

📍 Rue du Simplon 14 | CP 320  
1800 Vevey

☎ 021 925 51 85

✉ dasf@vevey.ch

🌐 www.vevey.ch

### NYON

Mme Christiane PIAZZINI  
SERVICE DES AFFAIRES SOCIALES,  
ÉDUCATION ET JEUNESSE

📍 Rue des Marchandises 17  
CP 1395 | 1260 Nyon

☎ 079 211 02 74

✉ christiane.piazzini@nyon.ch

🌐 www.nyon.ch

### RENENS

Mme Joëlle THARIN  
SERVICE DE LA SÉCURITÉ SOCIALE,  
SECTEUR INTÉGRATION

📍 Rue de Lausanne 25 | CP 141 | 1020 Renens

☎ 021 632 77 95

✉ delegue.integration@renens.ch

🌐 www.renens.ch

Websites available in several languages

🌐 www.ch.ch

🌐 www.swissinfo.ch



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### PICTOGRAM DEFINITIONS

- |  |  |  |
|--|--|--|
|  contact   |  e-mail                 |  hours          |
|  address   |  website                |  administration |
|  telephone |  location of activities |  |

## CHECKLIST: Upon your arrival, do not forget to...

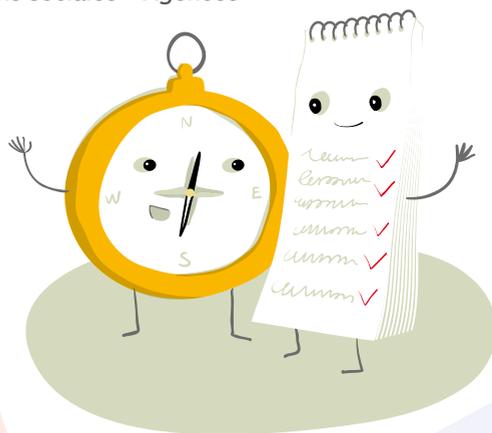
- 1 Register in person at the Habitants Registration office of the commune where you now live (see p. 31) within 8 days after your arrival, and take the following documents with you:
  - a. **Valid identity papers** with entrance visa if applicable
  - b. **Civil status document translated** into one of the national languages (French, German, Italian and option of English)
    - IF UNMARRIED** birth certificate
    - IF MARRIED** marriage certificate
    - IF MARRIED BUT SEPERATED** separation agreement with the exact date of separation of the couple and family registry book.
    - IF DIVORCED** final and enforcable judgment of divorce and marriage certificate
  - c. Your **rental lease** or purchase/sale agreement. If your name is not mentioned on the lease or purchase/sale agreement, then bring the following:
    - › a certificate signed and dated by the landlord
    - › the lease or purchase/sale agreement from your landlord
  - d. If you have already received it, bring your AVS-AI insurance certificate (pension and/or disability insurance) or health insurance card
  - e. Two passport pictures
  - f. You will need to pay for the registration fees in cash (between CHF 15 and 30).

- 2 **Health insurance is obligatory.** Make sure to apply within **3 months** after arrival (see p. 27).

[www.vd.ch](http://www.vd.ch) > Social > Informations sociales > Agences  
[www.priminfo.ch](http://www.priminfo.ch)

- 3 If you have children of school age (4 years old or more), you have to enrol them **as quickly as possible** in the nearest school (see p. 35).

[www.web-vd.ch/vd\\_dgeo/etablissements](http://www.web-vd.ch/vd_dgeo/etablissements)



## RESIDENCE PERMITS



## OBTAINING A RESIDENCE PERMIT

In Switzerland, the immigration policy is based on a dual admission system: a difference is made between people originating from European countries (EU/EFTA) and people from non-member countries.

- › People originating from EU/EFTA can stay 3 months in Switzerland as a tourist before they would need a residence permit to settle.

They benefit from easier access to employment and family reunification.

- › Non-member nationals need a VISA to come to Switzerland, delivered by the Swiss Embassy or consulate in their country of origin. Only a very limited number of people are admitted for a longer stay.

In the canton of Vaud, immigrants make up 32% of the population and have an authorisation to stay, also called a residence permit that allows them to legally live in a Vaud commune. There are several types of permits:

- L** short term residence permit (less than a year, renewable)
- B** long term residence permit (1 year or 5 years, renewable)
- C** settlement permit (5 years, renewable)
- N** temporary permit during a procedure for asylum seekers (3 to 6 months, renewable)
- F** temporary permit (1 year, renewable)
- G** cross-border commuter permit (for the duration of the work contract or 5 years if the contract is indefinite).

These residence permits are delivered for various reasons:

- › work
- › family reunification
- › education
- › asylum

The type of residence permit you will receive depends most notably on your country of origin (EU/EFTA or non-member country), the reason of your entry and its consequent conditions (e.g. the duration of your work contract, the permit and nationality of your partner if married or in case of family reunification).

## RESIDENCE PERMITS L – B – C (work, family reunification, education)

If the reason of your transfer to a commune in Vaud is work, family reunification or studies, you can apply for an L or B permit with the Habitants Registration office in the commune where you are residing.

 [www.ucv.ch](http://www.ucv.ch) › [annuaire](#) › *nom de votre commune* › [contrôle des habitants](#)

Similar to the application upon your arrival, any steps to renew or change a residence permit (e.g. change a B permit into a C permit after several years) are also to be taken with the local administration in your commune of residence.

**WARNING!** You have between 1 and 5 years to make a demand for family reunification, depending on the case. After this delay, it is much more difficult to get a permit!

## FOR GENERAL INFORMATION

Please contact:

**SERVICE DE LA POPULATION, DIVISION ETRANGERS**   
 Avenue de Beaulieu 19  
 1014 LAUSANNE  
 021 316 46 46  
 [www.vd.ch/entree-et-sejour](http://www.vd.ch/entree-et-sejour)

## EARLY C PERMIT

Citizens of non-member countries who have an authorisation to stay (B permit) can apply for an early C permit in their commune, after a regular and uninterrupted stay of five years in Switzerland instead of ten years; if their integration is successful, that is:

- › they respect law and the values of the Federal Constitution;
- › they master the national language of their commune of residence at an A2 level of the Common European Framework of Reference for Languages published by the Council of Europe. Any knowledge of another national language can also be taken into account in duly justified cases;
- › they show their willingness to take part in the economy and receive training.

## IMMIGRATION HELP DESK

Associations can give you information and advice on questions regarding your residence permit, but they can also give legal support if you disagree with a cantonal or federal decision.

Professionals and specialists in this field, who speak several languages, are at your disposal.

### LA FRATERNITE DU CSP

 Place M.-L. Arlaud 2 | 1003 LAUSANNE  
 PAYERNE, LAUSANNE, RENENS, ORBE  
 021 213 03 53 |  [frat@csp-vd.ch](mailto:frat@csp-vd.ch)  
 [www.csp.ch/fraternite](http://www.csp.ch/fraternite)

## ASYLUM STAY

During the procedure for asylum, the applicant has an N permit. Once asylum is granted by the Confederation, the canton delivers a B permit or if a temporary admission is granted, the canton delivers an F permit.

### SERVICE DE LA POPULATION DIVISION ASILE

 Avenue de Beaulieu 19  
 1014 LAUSANNE  
 021 316 46 20  
 [www.vd.ch/asile](http://www.vd.ch/asile)

Asylum seekers (N permit) and temporarily accepted applicants (F permit) are provided housing and assistance in the canton of Vaud by the Vaud Department for the Reception of Immigrants.

### ÉTABLISSEMENT VAUDOIS D'ACCUEIL DES MIGRANTS (EVAM)

 Route de Chavannes 33-37  
 1007 LAUSANNE  
 021 557 06 00  
 [info@evam.ch](mailto:info@evam.ch) |  [www.evam.ch](http://www.evam.ch)

People who have been granted asylum, having refugee status, are assisted by the Social Centre for the Integration of Refugees (CSIR).

### CENTRE SOCIAL D'INTÉGRATION DES RÉFUGIÉS (CSIR)

 Avenue des Casernes 2  
 1014 LAUSANNE  
 021 316 03 80  
 [www.vd.ch/centre-social-refugies](http://www.vd.ch/centre-social-refugies)

## ASYLUM HELP DESK

Associations specialised in questions regarding asylum, offer information and support to refugees in the canton of Vaud, as well as legal assistance in case of any disagreement with the authorities concerning an asylum application.

### EPER - ENTRAIDE PROTESTANTE SERVICE D'AIDE JURIDIQUE AUX EXILÉS (SAJE)

📍 Rue Enning 4 | 1002 LAUSANNE  
☎ 021 351 25 51 | ✉ info@saje-vaud.ch  
🌐 www.eper.ch/saje

### ORGANISATION SUISSE D'AIDE AUX RÉFUGIÉS (OSAR)

☎ 031 370 75 75 | ✉ info@osar.ch  
🌐 www.osar.ch  
⚠ contact uniquement par téléphone

**TIP:** Do not forget to announce any changes to your home country consulate or embassy.

## BECOME A SWISS CITIZEN: NATURALISATION

After several years of stay in the canton of Vaud, people who have come from abroad sometimes like to show their attachment to Switzerland by applying for Swiss nationality, the country where they are now building their life. This procedure is called *naturalisation*.

Please note that some associations offer preparatory courses in naturalisation.

**FOR MORE INFORMATION** on naturalisation and its conditions, please **contact your commune of residence or:**

### SERVICE DE LA POPULATION, SECTEUR NATURALISATIONS

📍 Avenue de Beaulieu 19  
1014 LAUSANNE  
☎ 021 316 45 91  
✉ info.naturalisation@vd.ch  
🌐 www.vd.ch/naturalisation

## CIVIL STATUS AFFAIRS

For any civil status affairs (like marriage preparation or changing your name), you must contact the Administrative Centre of Civil Status by phone. Afterwards, they will contact you for an appointment.

### CENTRE ADMINISTRATIF DE L'ÉTAT CIVIL

📍 1510 MOUDON  
☎ 021 557 07 07  
🌐 www.vd.ch/etat-civil

To order civil status documents (e.g. birth certificate, death certificate, etc.), you can either phone the administrative centre or order it directly on their website. Documents will be sent to you by post.

## › RESIDENCE PERMITS YOUR CONTACTS

### If you are abroad

- 👤 the Swiss embassy in your country

### If you are already in Switzerland

- 👤 your commune of residence
- 🏠 Service of the Population
- 👤 CSP Fraternity

## 📖 LANGUAGE COURSES AND TRANSLATION



## PICTOGRAM DEFINITIONS

👤 contact	✉ e-mail	🕒 hours
📍 address	🌐 website	🏠 administration
☎ telephone	🏠 location of activities	

## LEARNING FRENCH

It is of utmost importance to learn the local language to be able to communicate in any situation of daily life and feel at ease in your new residence. It is also one of the main conditions to find a job.

For **children**, school is compulsory in the canton of Vaud from 4 to 15 years old. As soon as they attend school, pupils arriving from abroad benefit from intensive French classes within the school system (see p. 35).

For **adults**, a wide range of French classes are available in Vaud. You will be able to choose the one that best suits you, according to your needs, your working hours, your family life and budget. There are two types of classes:

- > **private school** classes
- > classes organised by **associations**.

## COURSES ORGANISED BY PRIVATE SCHOOLS

French classes with private schools are rather expensive, but the conditions of admission are generally flexible. On the website of the Vaud Private School Association (AVDEP) you will find a comprehensive list of all the schools, with contact details and information on their classes.

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

## COURSES ORGANISED BY ASSOCIATIONS

French classes organised by associations are given by professionals and are mostly free of charge for people with limited

financial means. Sometimes childcare services are available during these classes.

All the info on these classes (e.g. timetable, levels, registration) is available in the BCI online catalogue at the following address:

[www.vd.ch/integration](http://www.vd.ch/integration) > catalogue en ligne > cours de français

For further information, please contact the associations directly. You will find an alphabetical list by region:

### NORTH ZONE

#### ASSOCIATION THAÏS AND FRIENDS

📍 Pré-Vullyemin 18  
1400 Cheseaux-Noréaz

#### YVERDON

☎ 024 420 32 30 | 077 421 96 69

✉ [nisa@dessimoz.org](mailto:nisa@dessimoz.org)

🌐 [www.thaisandfriends.populus.ch](http://www.thaisandfriends.populus.ch)

#### CARITAS VAUD

📍 Espace Traits d'Union | Rue du Collège 4  
1400 Yverdon-les-Bains

#### CHAVORNAY, ORBE ET YVERDON

☎ 024 425 32 48 | 079 289 10 88

✉ [info@caritas-vaud.ch](mailto:info@caritas-vaud.ch)

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

#### COMMISSION D'INTÉGRATION D'AVENCHES

📍 Rue Centrale 33 | 1580 Avenches

📍 **AVENCHES** | ☎ 026 675 51 21

✉ [morgane.lenweiler@commune-avenches.ch](mailto:morgane.lenweiler@commune-avenches.ch)

🌐 [www.commune-avenches.ch](http://www.commune-avenches.ch)

#### COMMISSION D'INTÉGRATION DE PAYERNE

📍 Chemin du Mont 18  
1562 Corcelles-Payerne

#### PAYERNE

☎ 026 660 50 89 | 077 402 92 75

✉ [jeanluc.chaubert@gmail.com](mailto:jeanluc.chaubert@gmail.com)

#### ECAP

📍 Avenue Vinet 19 | 1004 Lausanne

#### LE SENTIER ET YVERDON

☎ 021 320 13 27

✉ [infofd@ecap.ch](mailto:infofd@ecap.ch) | 🌐 [www.ecap.ch](http://www.ecap.ch)

#### FRANÇAIS EN JEU

📍 Rue Mauborget 6 | 1510 Moudon

📍 Chemin Grand-Record 50  
1040 Echallens

#### ECHALLENS, LUCENS ET MOUDON

☎ 021 905 44 64 | 076 340 44 64

✉ [moudon@francaisenjeu.ch](mailto:moudon@francaisenjeu.ch)

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

#### LE TRIANGLE

📍 Chasseron 36 | 1450 Sainte-Croix

#### SAINTE-CROIX

☎ 024 454 21 76 ou 076 561 45 92

✉ [cheikhguebsylla@gmail.com](mailto:cheikhguebsylla@gmail.com)

#### LIRE ET ÉCRIRE, NORD VAUDOIS

📍 Espace Traits d'Union | Rue du Collège 4  
1400 Yverdon-les-Bains

#### LE SENTIER, SAINTE-CROIX, LUCENS, ORBE, PAYERNE ET YVERDON

☎ 024 425 32 22

✉ [nordvaud@lire-et-ecrire.ch](mailto:nordvaud@lire-et-ecrire.ch)

🌐 [www.lire-et-ecrire.ch](http://www.lire-et-ecrire.ch)

#### PARLONS FRANÇAIS MOUDON

📍 Rue du Poyet 3 | 1510 Moudon

#### MOUDON

☎ 021 646 40 52 | 079 560 19 26

✉ [info@parlonsfrancaismoudon.ch](mailto:info@parlonsfrancaismoudon.ch)

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

#### TISSERANDS DU MONDE

📍 Maison Rouge 14  
1400 Yverdon-les-Bains

#### YVERDON

☎ 076 339 96 50

✉ [marieguilrossi@bluewin.ch](mailto:marieguilrossi@bluewin.ch)

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

#### VERSO

📍 Rue de l'hôpital 31  
1400 Yverdon-les-Bains

#### YVERDON

☎ 024 420 10 45

✉ [info@verso-yverdon.ch](mailto:info@verso-yverdon.ch)

🌐 [www.verso-yverdon.ch](http://www.verso-yverdon.ch)

### WEST ZONE

#### ASSOCIATION FRANC-PARLER

📍 Rue de l'industrie 1 | 1020 Renens

#### RENENS

☎ 021 634 69 63

✉ [coordination.franccparler@gmail.com](mailto:coordination.franccparler@gmail.com)

🌐 [www.franc-parler.ch](http://www.franc-parler.ch)

#### CARITAS

📍 Route de L'Etraz 20B | 1260 Nyon

#### GLAND ET NYON

☎ 079 621 43 93

✉ [info@caritas-vaud.ch](mailto:info@caritas-vaud.ch)

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

#### COMMISSION D'INTÉGRATION DE ROLLE

📍 Grand-Rue 44 | 1180 Rolle

#### ROLLE

☎ 021 822 44 23

✉ [stefan.garrido@rolle.ch](mailto:stefan.garrido@rolle.ch) | 🌐 [www.rolle.ch](http://www.rolle.ch)

#### ECAP

📍 Avenue Vinet 19 | 1004 Lausanne

#### NYON

☎ 021 320 13 27

✉ [infofd@ecap.ch](mailto:infofd@ecap.ch) | 🌐 [www.ecap.ch](http://www.ecap.ch)

#### FRANÇAIS EN JEU

📍 Avenue Chanel 51 | 1110 Morges

#### GLAND ET NYON

☎ 021 801 71 68

✉ [morges@francaisenjeu.ch](mailto:morges@francaisenjeu.ch)

🌐 [www.francaisenjeu.ch/cours\\_morges](http://www.francaisenjeu.ch/cours_morges)

📍 Rue de l'Avenir 6 | 1020 Renens

#### OUEST LAUSANNOIS

☎ 021 635 19 62

✉ [ouest@francaisenjeu.ch](mailto:ouest@francaisenjeu.ch)

🌐 [www.francaisenjeu.ch/cours\\_ouest-lausannois](http://www.francaisenjeu.ch/cours_ouest-lausannois)

**LIRE ET ÉCRIRE, LA CÔTE**

-  Route de L'Étraz 20B | 1260 Nyon
-  022 366 34 04
-  [lacote@lire-et-ecrire.ch](mailto:lacote@lire-et-ecrire.ch)

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-  Rue de l'Avenir 6 | 1020 Renens
-  021 329 04 48
-  [lausanneetregion@lire-et-ecrire.ch](mailto:lausanneetregion@lire-et-ecrire.ch)

 [www.lire-et-ecrire.ch](http://www.lire-et-ecrire.ch)

**ECUBLENS, MORGES, NYON, PRILLY, ROLLE ET RENENS****ASSOCIATION TAF**

-  Chemin du Vallon 1 | 1030 Bussigny
- BUSSIGNY**
-  079 706 29 68
-  [gmuller@bluewin.ch](mailto:gmuller@bluewin.ch)

**EAST ZONE****APPARTENANCES ESPACES FEMMES RIVIERA**

-  Rue des Communaux 2A | 1800 Vevey
- VEVEY**
-  021 922 45 23
-  [ef.riviera@appartenances.ch](mailto:ef.riviera@appartenances.ch)
-  [www.appartenances.ch](http://www.appartenances.ch)

**ASSOCIATION POUR LE FRANÇAIS À CLARENS**

-  1815 Clarens
- CLARENS**
-  079 228 62 16
-  [info@francais-clarens.ch](mailto:info@francais-clarens.ch)
-  [www.francais-clarens.ch](http://www.francais-clarens.ch)

**BLONAY: ENSEMBLE**

-  Route de Prélaz 6 | 1807 Blonay
- BLONAY**
-  021 926 82 70
-  [maisonpicson@blonay.ch](mailto:maisonpicson@blonay.ch)
-  [www.blonay.ch](http://www.blonay.ch)

**COMMISSION D'INTÉGRATION DE BEX**

-  Rue Centrale 1 | 1880 Bex
- BEX**
-  079 686 61 10
-  [francais@bex.ch](mailto:francais@bex.ch) |  [www.bex.ch](http://www.bex.ch)

**COMMISSION D'INTÉGRATION DE VILLENEUVE**

-  Grand'Rue 110 | 1844 Villeneuve
- ROCHE ET VILLENEUVE**
-  077 407 58 75
-  [integration.villeneuve@gmail.com](mailto:integration.villeneuve@gmail.com)

**COMMISSION D'INTÉGRATION OLLON-VILLARS**

-  1867 Ollon | **VILLARS**
-  079 621 42 54
-  [valcross@bluewin.ch](mailto:valcross@bluewin.ch)

**ECAP**

-  Avenue du Général-Guisan 58 | 1800 Vevey
- VEVEY** |  021 923 59 90
-  [infovd@ecap.ch](mailto:infovd@ecap.ch) |  [www.ecap.ch](http://www.ecap.ch)

**FRANÇAIS EN JEU**

-  Rue des Remparts 7  
1814 La Tour-de-Peilz
- LA TOUR-DE-PEILZ, CLARENS, MONTREUX, VEVEY, AIGLE**
-  021 977 03 51
-  [riviera@francaisenjeu.ch](mailto:riviera@francaisenjeu.ch)
-  [www.francaisenjeu.ch/cours\\_riviera](http://www.francaisenjeu.ch/cours_riviera)

**COURS DE FRANÇAIS AU PAYS-D'EN HAUT**

-  Route de l'Étambeau 14  
1660 Château-d'Oex
- CHÂTEAU D'OEX**
-  076 387 53 22 et 026 924 51 20
-  [c.morier-genoud@bluewin.ch](mailto:c.morier-genoud@bluewin.ch)
-  [www.pays-denhaut.ch](http://www.pays-denhaut.ch)

**SERVICE COMMUNAUTAIRE DE LA PLANCHETTE**

-  Chemin de la Planchette 16 | 1860 Aigle
- AIGLE**
-  024 466 76 00
-  [sp@planchette.ch](mailto:sp@planchette.ch)
-  [www.planchette.ch](http://www.planchette.ch)

**LIRE ET ÉCRIRE, RIVIERA - CHABLAIS**

-  Grand Rue 50 | 1814 La Tour-de-Peilz
- AIGLE, CLARENS, LA TOUR-DE-PEILZ ET VEVEY**
-  021 922 46 10
-  [riviera@lire-et-ecrire.ch](mailto:riviera@lire-et-ecrire.ch)
-  [www.lire-et-ecrire.ch/riviera-chablais](http://www.lire-et-ecrire.ch/riviera-chablais)

**SOUTH ZONE - LAUSANNE**

For an exhaustive list of French courses in Lausanne, you can contact the BLI (see p. 7).

**APPARTENANCES - CENTRE FEMMES**

-  Rue des Terreaux 10 | 1003 Lausanne
-  021 351 28 80
-  [centre.femmes@appartenances.ch](mailto:centre.femmes@appartenances.ch)
-  [www.appartenances.ch](http://www.appartenances.ch)

**APPARTENANCES - ESPACE MOZAIK**

-  Avenue Vinet 19 | 1004 Lausanne
-  021 320 01 31
-  [espace.mozaik@appartenances.ch](mailto:espace.mozaik@appartenances.ch)
-  [www.appartenances.ch](http://www.appartenances.ch)

**ARMÉE DU SALUT**

-  Rue de la Louve 10 | 1003 Lausanne
-  021 312 73 52
-  [arclemaniq@armedusalut.ch](mailto:arclemaniq@armedusalut.ch)
-  [www.armedusalut.ch/arclemaniq](http://www.armedusalut.ch/arclemaniq)

**ASSOCIATION THAÏS AND FRIENDS**

-  Pré-Vulliemin 18  
1400 Cheseaux-Noréaz
-  024 420 32 30 | 077 421 96 69
- LAUSANNE**
-  [nisa@dessimoz.org](mailto:nisa@dessimoz.org)
-  [www.thaisandfriends.populus.ch](http://www.thaisandfriends.populus.ch)

**BOURSE À TRAVAIL (BAT)**

-  Rue Curtat 6 | 1005 Lausanne
-  021 323 77 15
-  [bourse.travail@gmail.com](mailto:bourse.travail@gmail.com)
-  [www.laboursetravail.ch](http://www.laboursetravail.ch)

**COMMUNAUTÉ SANT'EGIDIO**

-  Rue de l'Industrie 5 | 1005 Lausanne
-  078 641 08 33
-  [francais@santegidio.ch](mailto:francais@santegidio.ch)
-  [www.santegidio.ch](http://www.santegidio.ch)

**CORREF**

-  Place de la Gare 10 | 1003 Lausanne
-  021 341 71 11
-  [administration@corref.ch](mailto:administration@corref.ch)
-  [www.corref.ch](http://www.corref.ch)

**ECAP**

-  Avenue Vinet 19 | 1004 Lausanne
-  021 320 13 27
-  [infovd@ecap.ch](mailto:infovd@ecap.ch)
-  [www.ecap.ch](http://www.ecap.ch)

**FRANÇAIS EN JEU**

-  Place Pépinet 2 | 1003 Lausanne
-  021 329 04 49
-  [lausanne@francaisenjeu.ch](mailto:lausanne@francaisenjeu.ch)
-  [www.francaisenjeu.ch/cours\\_lausanne](http://www.francaisenjeu.ch/cours_lausanne)

**LIRE ET ÉCRIRE, LAUSANNE ET RÉGION**

-  Place St-François 12 bis | 1003 Lausanne
-  021 329 04 48
-  [lausanne@lire-et-ecrire.ch](mailto:lausanne@lire-et-ecrire.ch)
-  [www.lire-et-ecrire.ch](http://www.lire-et-ecrire.ch)

**NOUVELLES PERSPECTIVES**

-  CP 1 | Lausanne 1010
-  078 848 67 27
-  [info@nouvelles-perspectives.ch](mailto:info@nouvelles-perspectives.ch)

**PÔLE SUD**

-  Avenue J.-J. Mercier 3 | 1003 Lausanne
-  021 311 50 46
-  [info@polesud.ch](mailto:info@polesud.ch)
-  [www.polesud.ch](http://www.polesud.ch)

**UNIVERSITÉ POPULAIRE DE LAUSANNE**

-  Escaliers du Marché 2 | 1002 Lausanne
-  021 315 24 24
-  [info@uplausanne.ch](mailto:info@uplausanne.ch)
-  [www.uplausanne.ch](http://www.uplausanne.ch)

**UNIVERSITÉ DE LAUSANNE**

-  Bâtiment Anthropole | 1015 Lausanne
-  021 692 30 90
-  [coursdevacances@unil.ch](mailto:coursdevacances@unil.ch)
-  [www.unil.ch/cvac](http://www.unil.ch/cvac)

## FRENCH LEVEL CERTIFICATION

For some procedures (e.g. application for an early C permit), the administration will ask for proof of your language proficiency.

The DELF certificate (Diploma of Studies in the French Language) allows you to obtain an official certificate in your level of French by doing a written and oral exam. These exams are done in Lausanne. For more info on the exam sessions and venues:

**DELF DALF**  
CENTRE D'EXAMENS LAC LÉMAN  
C/O IFAGE - FONDATION POUR LA  
FORMATION DES ADULTES

Place des Augustins 19 | 1205 GENÈVE  
022 807 30 07  
www.delfdalf.ch

**BEWARE!** Some schools give certificates that are not sufficient depending on what procedure you are in.

## WRITTEN TRANSLATIONS

If you need translations of official documents (e.g. diplomas, birth/marriage certificates, work certificates, etc.) and for 'certified translations', there are **two options**:

- You can contact professional, official translators**  
(at the Swiss Association of Translators and Interpreters in Bern)

**ASTTI**  
Altenbergstrasse 29 | CP 686  
3000 BERN 8  
031 313 88 10  
astti@astti.ch | www.astti.ch

- You can translate the document yourself and have it 'authenticated' and signed by a notary of the canton of Vaud.

www.notaires.ch

## COMMUNITY INTERPRETING

When you go on a medical, social or school consultation, the professionals who are receiving you (e.g. doctors, social assistants, teachers, etc.) can ask for assistance from the Intermedia Service of the association Appartenances who will send, on demand, an interpreter (nearly 60 languages are available).

**APPARTENANCES**  
SERVICE INTERMEDIA

021 341 12 47  
intermedia@appartenances.ch  
www.appartenances.ch/intermedia

In complement to the interpreting community 'face to face', a national telephone interpreting service has been created by AOZ-Medios, in collaboration with Appartenances.

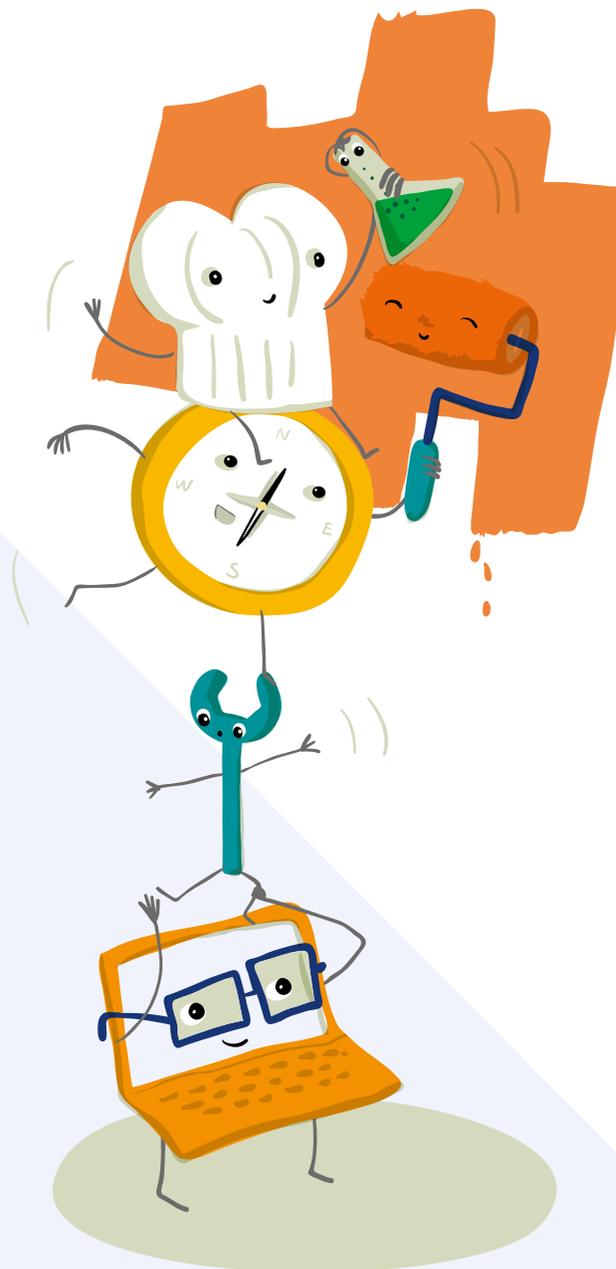
0842 442 442  
www.aoz.ch/medios

## › LANGUAGE COURSES AND TRANSLATION YOUR CONTACTS

- private schools and associations
- representatives for integration (p. 7)
- your commune of residence



## EMPLOYMENT



## WORK IN THE CANTON OF VAUD

Work or employment, is one of the main reasons that bring foreigners to the canton of Vaud. Finding a job allows you to register legally as a resident in a Vaud commune and obtain a residence permit, L or B according to the duration of your contract (see p.12). It also allows you access to the benefits of social insurance (see p. 26).

Steps to find a job/start a job as well as the conditions of employment vary substantially from one country to another. This is why it is so important to know your rights and obligations as a Swiss and Vaud worker.

## RECOGNITION OF DIPLOMAS AND VALIDATION OF EXPERIENCE

Upon your arrival in Switzerland, if you want to work in certain professions or start a training program, it is possible to ask for the recognition of your foreign diplomas or the validation of your professional qualifications and experience.

The recognition of your diplomas is done on a **federal** level. You will find all of the necessary info from:

### SECRETARIAT D'ÉTAT À LA FORMATION, À LA RECHERCHE ET À L'INNOVATION (SEFRI)

Einsteinstrasse 2 | 3003 **BERNE**  
058 462 21 29  
info@sbfi.admin.ch  
www.sbfi.admin.ch

The validation of your professional qualifications and experience is on a **cantonal** level. Please contact:

### OFFICE CANTONAL DE L'ORIENTATION SCOLAIRE ET PROFESSIONNELLE (OCOSP)

Rue de la Borde 3d | 1014 **LAUSANNE**  
021 316 11 66  
www.vd.ch/orientation

This cantonal service is also qualified to introduce you to the various training possibilities that are open to you.

## EMPLOYMENT SEARCH

If you are looking for a job in the canton of Vaud, you can:

- › register with a recruitment agency who will help you in your search (a list can be found at [www.swisstaffing.ch](http://www.swisstaffing.ch))
- › reply to job adverts on the Internet or in newspapers (e.g. [www.espace-emploi.ch](http://www.espace-emploi.ch), [www.jobup.ch](http://www.jobup.ch), but there are many more!)
- › visit the websites of the companies where you would like to work and contact them by sending a spontaneous application.

**TIP:** Think of your network: social networking is an important part of finding a job.

## SENDING A JOB APPLICATION

For a job application, most Swiss employers will ask you to send them an application file containing the following documents:

- › a motivation letter
- › your CV / resume
- › copy of your diplomas and other certificates
- › copy of your work certificates

If your application interests them, they will contact you for one or several interviews.

## EMPLOYMENT CONTRACT

Following the interview, if the employer wants to hire you, he will ask you to sign a written work contract or make an oral commitment. In any case, the hiring terms (e.g. duration of the contract, percentage of working hours, social deductions, etc.) will have to be discussed before starting your professional activity.

## SALARY

Your employer usually pays salaries into your bank or PostFinance account at the end of the month (see p. 48). In Switzerland, we have collective labour agreements (CCT) providing minimum salaries.

You can find more info on the following website or with the trade unions:

[www.service-cct.ch](http://www.service-cct.ch)

## TRADE UNIONS

Numerous labour associations, called trade unions, are at your service to give you information on employment and/or assist you if you have a conflict with your employer.

Here is a list:

[www.union-syndicale-vaudoise.ch](http://www.union-syndicale-vaudoise.ch)

Of these trade unions, UNIA is specialised in the rights of immigrant workers. Their contact details, initiatives and help desk hours in Lausanne, Vevey, Yverdon, Nyon and Vallée de Joux are on their website.

### UNIA

Place de la Riponne 4 | 1002 **LAUSANNE**  
0848 606 606 | [www.vaud.unia.ch](http://www.vaud.unia.ch)

## TAXES

All persons living or with a source of income in the canton of Vaud is required to pay taxes according to his salary and wealth. There are two ways of paying taxes:

### › WITHHOLDING TAX

Your employer withholds your taxes directly from your salary (L, B, F and N permits). It is possible to fill out a simplified tax declaration by downloading the form from [www.vd.ch/fileadmin/user\\_upload/organisation/dfin/aci/fichiers\\_pdf/21570\\_DIS\\_formulaire.pdf](http://www.vd.ch/fileadmin/user_upload/organisation/dfin/aci/fichiers_pdf/21570_DIS_formulaire.pdf)

### › ANNUAL TAX RETURN

You pay taxes by monthly, advance payments and file an annual tax return (from February to March the following year) to be sent to the administration by mail or Internet (C permit).

## FOR MOR INFORMATION:

### ADMINISTRATION CANTONALE DES IMPÔTS (ACI)

Route de Berne 46 | 1014 **LAUSANNE**  
021 316 00 00  
info.aci@vd.ch  
www.vd.ch/impots

The Avivo association offers free help to fill out your tax declaration:

[www.avivo-vaud.ch](http://www.avivo-vaud.ch)

## UNEMPLOYMENT

If you lose your job, go as soon as possible to the Regional Employment office (ORP). You will get professional assistance to facilitate your reintegration in the employment market. By registering, you can benefit from the financial allowance from unemployment insurance.

On the following website, you will find the nearest ORP office to your home:

[www.vd.ch](http://www.vd.ch) > économie > emploi-chômage > ORP

## CREATION AND DEVELOPMENT OF COMPANIES

The canton of Vaud has set up an assistance program for the creation and development of companies. The Department of Economic Development and Trade (SPECo) gives guidance to entrepreneurs and directs them to the services corresponding to their needs (e.g. advice, financing, technological support, etc.). Support is available for companies in the fields of industry and high-tech.

### SERVICE DE LA PROMOTION ÉCONOMIQUE ET DU COMMERCE (SPECo)

Rue Caroline 11 | 1014 LAUSANNE

021 316 58 20

[info.speco@vd.ch](mailto:info.speco@vd.ch)

[www.vd.ch/promotion-economique](http://www.vd.ch/promotion-economique)  
[www.vaud.ch/economie](http://www.vaud.ch/economie)

## VOLUNTEERING

If you would like to do some volunteer work for a few hours a week for a cause dear to your heart or set up an association, please contact:

### BENEVOLAT-VAUD

Ruchonnet 1 | 1003 LAUSANNE

021 313 24 00

[info@benevolat-vaud.ch](mailto:info@benevolat-vaud.ch)

[www.benevolat-vaud.ch](http://www.benevolat-vaud.ch)

Not only do you acquire new skills and contacts, but volunteering can also help you find a new job.

## PROFESSIONAL INTEGRATION

Numerous associations have developed professional integration projects for immigrants. These offers can help you in your search for a new job or training. All these projects are in the BCI online catalogue:

[www.vd.ch/integration](http://www.vd.ch/integration) > catalogue en ligne > intégration professionnelle

## > EMPLOYMENT YOUR CONTACTS

 your employer

 BCI (p. 7)

 trade unions



## INSURANCE



## SOCIAL INSURANCE IN SWITZERLAND

Social insurance is mandatory in Switzerland. It allows workers and their families who have paid contributions on their wages to benefit from an allowance for loss of earnings in case of interruption of work, illness or unemployment.

Usually the social insurance is taken care of by your employer (**except for health insurance!**).

The Swiss social insurance system divides itself into:

- › old age, survivors and disability insurance (1st pillar, AVS/AI)
- › occupational retirement scheme (2nd pillar, LPP)
- › Income replacement allowances during military service or pregnancy (APG)
- › unemployment Insurance (AC) and child benefit (LAFam)
- › health and accident insurance (LAMal and LAA).

In the canton of Vaud, the social insurance agencies (AAS) will give you all the necessary information on your rights and obligations with regard to insurance. There are several agencies in each region.

To find the agency closest to your home, please click here:

 [www.vd.ch](http://www.vd.ch) › Social › Informations sociales › Agences

You can also contact your employer.

## AVS AND AI (1<sup>ST</sup> PILLAR)

Old age and survivors insurance (AVS) generates a pension for all persons living in Switzerland to be paid out upon retirement and disability insurance (AI) generates a pension in case of disability because of health problems during your career.

For employees, your share of the contributions is directly deducted from your salary and your employer pays the other share. Non-working people have to pay an annual contribution.

Every person who works or pays contributions receives an AVS and AI insurance certificate in credit card format. This card is proof that you are insured with AVS/AI. Each time you change employer, you must present your card to your new employer. It may also be requested for other formalities.

## OCCUPATIONAL PENSION SCHEME (2<sup>ND</sup> PILLAR)

The occupational pension scheme aims at ensuring that people retiring, survivors or the disabled can keep the same standard of living as before. It is complementary to the AVS/AI (1st pillar).

2nd pillar is **mandatory** for employees and optional for the self-employed. The employer has the obligation to insure his employees with the retirement fund chosen by his company and has to pay at least 50% of the contributions.

## PRIVATE PENSION (3<sup>RD</sup> PILLAR)

It is also possible, based on your needs and your ability to pay, to subscribe to a private retirement insurance plan with an insurance company or private bank.

When paying contributions to a private pension, you may benefit from a tax deduction.

## INCOME REPLACEMENT ALLOWANCE (MILITARY SERVICE OR MATERNITY)

For each day of military service carried out, civilian service or work with the Red Cross, as well as for maternity leave, you can benefit from 'income replacement allowance' (APG).

If you are an employee, your employer will pay this benefit to you. If you are not working, the Vaud compensation fund will pay.

## UNEMPLOYMENT INSURANCE

Unemployment insurance is deducted from the salary of all working people and paid into the Vaud compensation fund. When you leave or lose your job, you may benefit from an unemployment allowance.

## CHILD BENEFIT

Swiss family policy also provides allowances for each child. These allowances are paid by the employer, or for non-working people, by the Vaud compensation fund.

## HEALTH INSURANCE

Subscribing to a health insurance is mandatory for all Swiss residents, at the latest **three months after arrival**. The insurance is effective as of the date of your official registration as a resident. All insurance holders pay a monthly premium that is not related to your income.

Health insurance covers up to 90% of all costs above your annual deductible (minimum CHF 300 per adult). You are liable for 10% of the costs, but it can not exceed CHF 700.

You are free to choose health insurance from the range of insurance companies available in the canton of Vaud. The insurance companies have to accept everyone, whatever the age or health situation.

To help you find the insurance that suits your needs, please have a look at:

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

The insurance premium changes every year. You can choose another insurance model or provider and end the current one by sending a registered termination letter before the end of November.

## SUBSIDIES (FINANCIAL HELP)

In case of difficulties in paying the insurance premium, the Vaud Health Insurance office (OVAM) can grant subsidies that will be sent directly to your insurance provider. The amount of the subsidy depends on your income. Requests for subsidies must be addressed to the social insurance agency (AAS) in your region of residence (see p. 26).

## ACCIDENT INSURANCE

Accident insurance covers the financial consequences of work related or non work related accidents.

Wage earners who work over 8 hours a week are covered by their employer's insurance even for non work related accidents. If not, you have to take accident insurance with your health insurance provider.

## SOCIAL ASSISTANCE

All over the canton of Vaud, regional social centres provide information, assistance and help to people living in a commune in Vaud with regard to financial, social or family issues.

If you are in need, you can go to the regional social centre (CSR) that is nearest to your home. You will get professional assistance for issues regarding obtaining integration income, professional reintegration, etc.

[www.vd.ch/contact-aide-sociale](http://www.vd.ch/contact-aide-sociale)

## FIRE AND NATURAL ELEMENTS INSURANCE (ECA)

Fire and natural elements insurance for your belongings and premises is mandatory with ECA in the canton of Vaud.

You will find further information at:

### ÉTABLISSEMENT D'ASSURANCE CONTRE LES INCENDIES ET LES ÉLÉMENTS NATURELS DU CANTON DE VAUD

📍 Avenue du Général Guisan 56  
1009 PULLY  
☎ 058 721 21 21  
🌐 [www.eca-vaud.ch](http://www.eca-vaud.ch)

## OTHER INSURANCE

Personal liability and household insurance (RC) is not mandatory but recommended and allows you to insure your home and belongings against damages.

Car insurance is mandatory. You can insure your car/motorcycle against any damages caused by yourself or third parties.

If needed, other types of insurance coverages are available: animal, travel, legal assistance, etc. Many private insurance companies offer these services.

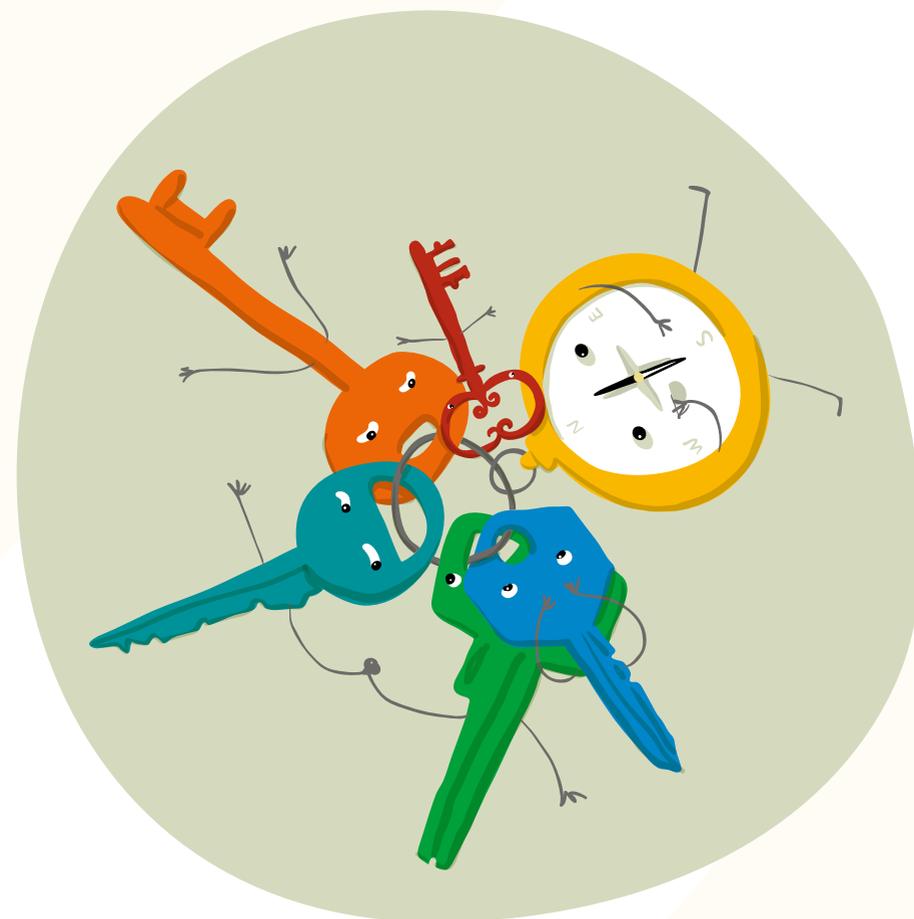
Go to this website to compare insurance coverage and premiums:

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

### › INSURANCE YOUR CONTACTS

- 👤 social insurance agencies (AAS)
- 👤 your employer
- 👤 your private insurance companies

## 🏠 HOUSING



## HOW TO FIND ACCOMODATION

It is not always easy in the canton of Vaud to find a place to live. It can take some time.

Most people rent or buy an apartment or a house through a real estate agency (also called property administration company or property management). You will find a list of all property management agencies here:

[www.local.ch](http://www.local.ch) > agence immobilière > vaud

When looking for a home, you can also go directly to the agencies or have a look at the websites that list offers:

- > [www.comparis.ch](http://www.comparis.ch)
- > [www.homegate.ch](http://www.homegate.ch)
- > [www.immoscout.ch](http://www.immoscout.ch)
- > [www.immostreet.ch](http://www.immostreet.ch)
- > [www.immobilier.ch](http://www.immobilier.ch)
- > [www.anibis.ch](http://www.anibis.ch)

The rental offers online will provide contact details of the tenant or agent who you can contact to arrange a visit.

**TIP:** tell people around you and use your social networks.

## FILE AN APPLICATION FORM WITH AN AGENCY

If you like the place you visited, you can go to the agency and file an application with the following documents:

- > agency application form
- > copy of an identity card (and/or residence permit)
- > copies of the pay slips from the last three months

- > recent affidavit from the Prosecution office ([www.vd.ch/poursuites](http://www.vd.ch/poursuites))
- > insurance certificate for personal liability and household insurance (not compulsory)

If you cannot fulfil all the requirements, you can ask someone close to you to provide the deposit guarantee for you.

**FOR ALL QUESTIONS**, contact the real estate agencies directly.

## RENTAL CONTRACT AND DEPOSIT

If your application is accepted, a rental contract is signed between the tenant and the property management agency. Often a deposit, equivalent to two or three months rent, is to be paid within 30 days. You have two options:

- > Go to a bank with the rental contract and your ID papers and open a deposit account in your name.
- > Work with a rental deposit guarantee company or have one of your relations provide the deposit for you.

## FLAT HANDOVER, RENT AND CHARGES

When you settle in, at the flat handover, pay attention to the state of the premises, note any damages that were done by previous tenants in the report and ask for the work to be done if needed. Rent is to be paid in advance at the end of the previous month. On top of the rent, you will also be invoiced for additional charges (heating, cleaning) and for some utilities (electricity, water).

## REGISTRATION WITH THE HABITANTS REGISTRATION OFFICE

Within 8 days after your relocation, you must register with the Habitants Registration office in your commune. Please click on the following link to find their contact details:

[www.ucv.ch](http://www.ucv.ch) > annuaire > nom de votre commune > contrôle des habitants

The desk staff can answer any questions regarding your relocation to the new commune (e.g. residence permit, school, babysitting, waste disposal, etc.). Do not hesitate to ask them!

## CUSTOMS FORMALITIES

You must transfer your legal domicile to Switzerland in order to be allowed to bring your personal belongings from abroad (e.g. furniture, car, etc.). When moving, you must provide the following documents to the customs office:

- > rental contract or work contract (certificate)
- > customs form 18.44 'Declaration/ Application for clearance of household effects'.

Any expenses related to customs formalities can be deducted in your tax declaration.

## FOR MORE INFORMATION:

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

## SUBSIDISED HOUSING

Some communes in the canton of Vaud offer subsidised housing for tenants with limited economic means. Please find hereunder the contact details of the service in charge:

**SERVICE DES COMMUNES ET DU LOGEMENT (SCL): DIVISION LOGEMENT**  
 Rue Caroline 11 bis | 1014 LAUSANNE  
 021 316 64 00  
[www.vd.ch/logement](http://www.vd.ch/logement)  
 > aides-subventions

## SORTING WASTE

As of January 1, 2014, most communes in Vaud introduced the 'garbage bag tax'. Residents must buy taxed garbage bags in the shops and are invited to sort their waste to help protect the environment.



Taxed garbage bags should be used for **household waste** and put in the containers outside your building or in your neighbourhood.

Any waste that can be **recycled, is bulky or dangerous** can be disposed of without cost at the closest waste disposal site near your home.



Most buildings/neighbourhoods have containers for glass, paper and green waste. Shopping centres and supermarkets recuperate recyclable items like aluminium, PET and used batteries.

Electronic devices can be brought back to the shops that sell them without cost or obligation to purchase (e.g. computers, mobiles, TV, home appliances, hi-fi, etc.).

**FOR MORE INFORMATION**, please contact the Habitants Registration office of your commune or click here:

[www.vd.ch](http://www.vd.ch) > themes > environnement > dechets

### TENANTS' RIGHTS ASSOCIATION (ASLOCA)

For CHF 60 a year, the Tenants' Rights Association (ASLOCA) offers legal assistance and advice if you have issues with your landlord or property management agency. By becoming a member of the association, you can benefit from their assistance.

☎ 0840 17 10 07  
 🌐 [www.asloca.ch/asloca-vaud](http://www.asloca.ch/asloca-vaud)

### HELP TO FIND HOUSING

If you have issues finding, searching for or keeping your flat, you can ask for help from two associations according to your address.

#### FONDATION APOLLO

📍 Rue de Lausanne 17 | CP 435  
 1800 **VEVEY**  
 ☎ 021 923 09 20

📍 Avenue Haldimand 8  
 1400 **YVERDON-LES-BAINS**  
 ☎ 021 923 35 30

#### PERMANENCES AIGLE, VEVEY, YVERDON

✉ [info@fondation-apollo.ch](mailto:info@fondation-apollo.ch)  
 🌐 [www.fondation-apollo.ch](http://www.fondation-apollo.ch)

#### FONDATION LE RELAIS

📍 Grand-Rue 82 | 1110 **MORGES**  
 ☎ 021 801 86 02

#### PERMANENCES MORGES

✉ [info@relais.ch](mailto:info@relais.ch)  
 🌐 [www.relais.ch](http://www.relais.ch) > prestations > se loger

### HOW TO BE A GOOD NEIGHBOUR

Especially in buildings with multiple rental flats, it is important to get on with your neighbours.

A few unspoken rules that can help:

- › Between 10 PM and 7 AM, silence so people can sleep.
- › On Sundays and holidays, avoid noisy activities (e.g. loud music, vacuum cleaning, moving furniture or bringing glass to the waste container, etc.).

### › HOUSING YOUR CONTACTS

- 👤 real estate agencies
- 👤 your commune of residence



## CHILDREN



## CHILDHOOD IN THE CANTON OF VAUD

If you are installing your family in the canton of Vaud, you will have several formalities to address for your children e.g. get them a residence permit with family reunification (see p. 12), ask your employer for your child benefit (see p. 27), find childcare and register in a school etc.

If your child speaks another language other than French, it is important that he can continue developing his knowledge of his mother tongue and learn French at the same time. It is also important for the child to take part in sports and cultural activities (see p. 44).

## CHILDCARE

### FROM 0 TO 4 YEARS OLD (PRESCHOOL)

If you have small children, you can either bring your children to a childcare centre or day nursery, or use a family day care helper who will keep your children at your home during your working hours. The price of these services depends on the parents' salaries.

Childcare is organised regionally in the canton of Vaud. For more information, you can contact commune or the day care centres listed on the following website:

[www.vaudfamille.ch/N189048](http://www.vaudfamille.ch/N189048)

### FROM 4 TO 15 YEARS (EXTRACURRICULAR)

When your child goes to school, he can be taken care of before, during and after school. Usually these structures are called APEMS (care centre for schoolgoing children) or UAPE (day care for young schoolchildren).

**FOR MORE INFORMATION**, please contact your child's school directly.

**PLEASE NOTE** that the care centres take a limited number of children and often you'll be on a waiting list. It is recommended to enquire before your child is born.

### HOME BASED CHILDCARE

If you find a nanny or an au pair, they can take care of your children at your home. You will have to pay for this service yourself.

### BABYSITTING AND EMERGENCY CHILDCARE

Occasionally, you can call a babysitter who will take care of your children for a few hours, in the evenings or during the weekend. The Red Cross organises babysitter and childcare classes for young adults.

**IN CASE OF EMERGENCY OR ILLNESS**, you can call upon the (paying) service of the Red Cross to find a babysitter for your children.

#### CROIX-ROUGE VAUDOISE

**Rue Beau-Séjour 9-13 | 1002 LAUSANNE**  
 Lundi au vendredi  
 7h à 12h - 13h30 à 17h30  
 021 340 00 80/81  
[famille@croixrougevaudoise.ch](mailto:famille@croixrougevaudoise.ch)  
[www.croixrougevaudoise.ch](http://www.croixrougevaudoise.ch)

## ACTIVITIES FOR PARENTS AND CHILDREN

Numerous associations organise activities to help your child get acquainted with the French language before starting school.

These activities require parents to be present. By taking part in these activities, you can also get information on everyday life from the presenters.

All these activities are listed in the BCI online catalogue at the following address:

[www.vd.ch/integration](http://www.vd.ch/integration) > catalogue en ligne > intégration préscolaire

## COMPULSORY SCHOOL

In Switzerland, school is compulsory from 4 years onwards for a duration of 11 years. All children, whatever their resident status, are admitted to the public schools of the canton of Vaud and is free of charge. All non-French speaking pupils will follow intensive French courses that are free of charge.

If you have children of schoolgoing age, you have to enrol them as soon as possible upon your arrival in the school that is nearest to your home. See the list of schools here:

[www.web-vd.ch/vd\\_dgeo/etablissements/](http://www.web-vd.ch/vd_dgeo/etablissements/)

At the school, the secretary or the teachers will give you all of the necessary information on the functioning of the school system in Vaud.

## INDUCTION CLASSES

Some towns, most notably Lausanne, offer special induction classes for non-French speaking pupils arriving in Switzerland.

For teenagers between 15 and 19 years old, the Organisation for Improvement of Schooling, Transition and Professional Insertion (OPTI) proposes integration modules of 6 months.

#### OPTI - ACCUEIL

**Avenue des Croix-Rouges 26**  
**1007 LAUSANNE**

021 316 79 79

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

## PRIVATE SCHOOLS

Private schools offer the possibility to parents to have their children follow a specific school system in a foreign language, at any age and level. The search engine website of the Association of Vaud of Private Schools (AVDEP) will direct you to the schools corresponding to your needs:

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

## SUPERVISED HOMEWORK

After school, pupils can register for supervised or assisted homework with an adult. These activities provide a framework that stimulates learning and are generally free.

**FOR MORE INFORMATION**, please contact your child's school.

## ASSISTANCE TO PARENTS

The Association of Parents of Students (APE) can give you information on questions related to the school system in the canton of Vaud, as well as on extracurricular childcare, supervised homework and transportation.

### ASSOCIATION DES PARENTS D'ÉLÈVES (APE)

Avenue de Rumine 2 | 1005 LAUSANNE  
021 341 90 77 ou 078 689 63 63  
info@ape-vaud.ch  
www.ape-vaud.ch

complement or supplement the family's support to the student.

### FOR MORE INFORMATION:

**OFFICE CANTONAL DES BOURSES D'ÉTUDES (OCBE)**  
Rue Cité-Devant 14 | 1014 LAUSANNE  
021 316 33 70  
www.vd.ch/ocbe

## MOTHER TONGUE AND CULTURE OF ORIGIN CLASSES (LCO)

To allow your child to learn his mother tongue alongside learning French, language and culture of origin courses (LCO) are organised in the canton by various associations of immigrants or by embassies. You can enrol your children in Italian, Portuguese, Spanish, Arabic, etc., according to the existing offers.

Your commune or school can give you the necessary information on the LCO courses near your home.

## POST COMPULSORY EDUCATION

At the end of the compulsory education, pupils can choose to continue their studies and select the direction that corresponds best. Five regional school and professional orientation centres (OSP) can give you information on the possibilities near your home.

To find their contact details, please go to:

www.vd.ch/orientation > contact  
(OCOSP et centres régionaux)

Adolescents who are no longer of schoolgoing age (18 years and above) as well as adults can get advice from these centres to learn about the possible options to learn French and start or continue their education.

## SCHOLARSHIP AWARDS

The government encourages learning and ongoing education after compulsory school, subject to certain conditions of nationality and residence. Financial support by the State is intended to

### › CHILDREN YOUR CONTACTS

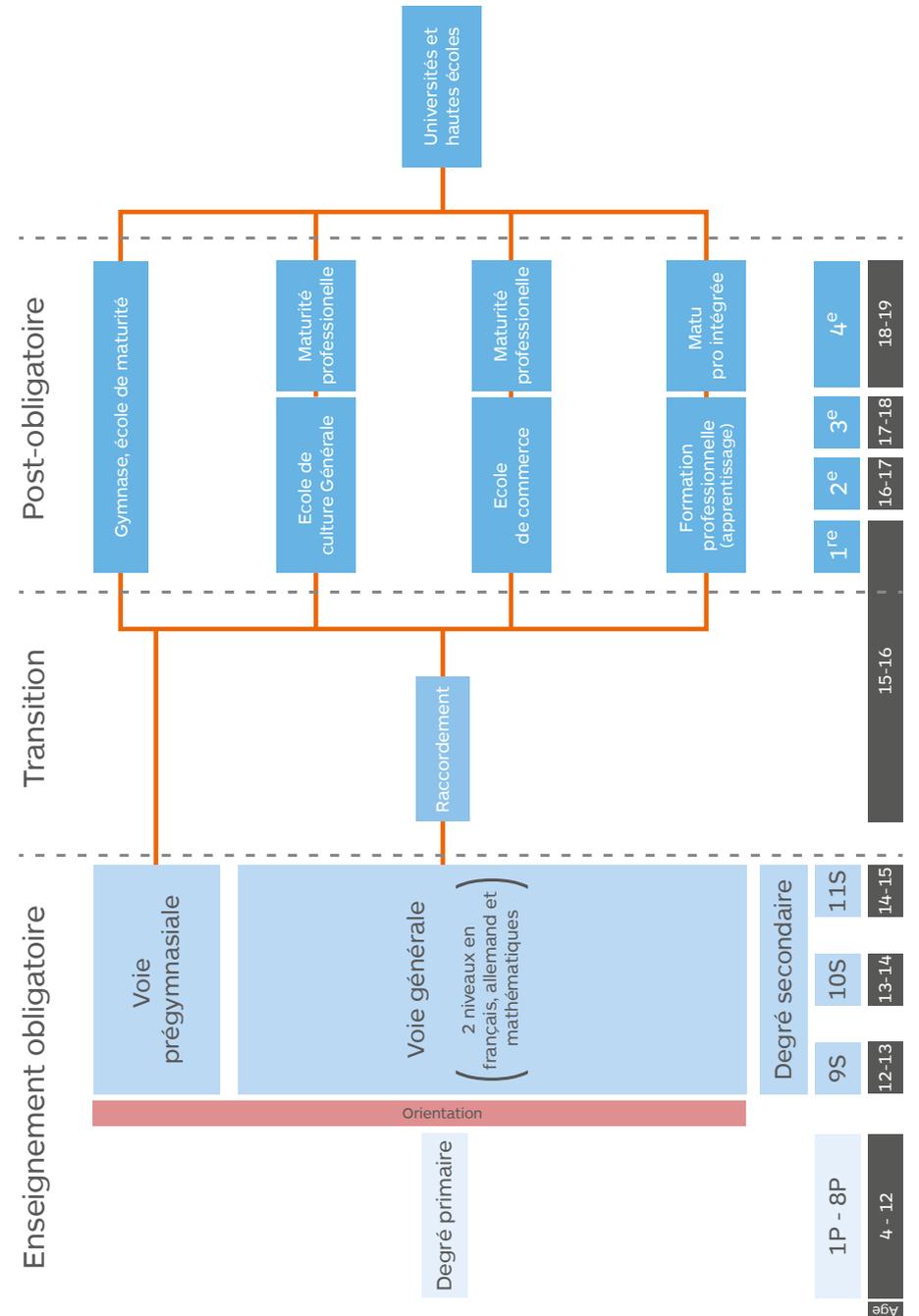
#### DAY CARE

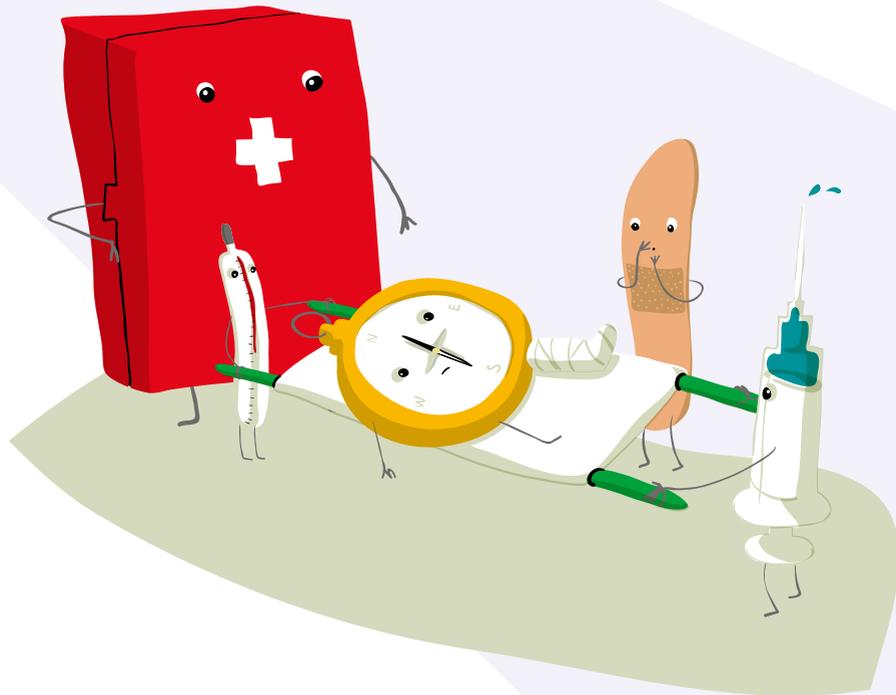
- day-care services
- your commune of residence

#### SCHOOL

- your child's school

## DIAGRAM OF THE SCHOOL SYSTEM IN THE CANTON OF VAUD





## HEALTHCARE IN THE CANTON OF VAUD

The quality of healthcare in Switzerland and in the canton of Vaud is well known. Numerous hospitals and doctors are at your disposal if you have health issues.

Above all else, as a reminder here that within 3 months after your arrival, you must subscribe to health insurance that will allow you to benefit from health services at low cost (see p. 27). This is an important thing to do as medical consultations are expensive. Take your insurance card with you to the doctor or hospital. Your insurance company will cover most of the outpatient costs.

Some specialised therapeutic consultations (e.g. physiotherapy, ergotherapy and natural medicine) need to be prescribed by your doctor. If you are hospitalised or if you have any doubts about the coverage, it is best to first contact your insurance company.

**ATTENTION! Dental costs and ophthalmologist services are not covered by the basic health insurance!**

### CHOOSE A DOCTOR

In Switzerland, people usually have a family doctor. To find a doctor or a pediatrician for your child in the canton of Vaud, you can contact the Vaud Medical Society (SVM). **Some doctors speak several languages.**

### SOCIÉTÉ VAUDOISE DE MÉDECINE (SVM)

📍 Chemin de Mornex 38  
case postale 7443 | 1002 LAUSANNE  
☎ 021 651 05 05  
✉ info@svmed.ch | 🌐 www.svmed.ch

You can also check out on this website with info on the specific languages:

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

## A HEALTH ISSUE, WHAT TO DO?

### 1 CONTACT YOUR DOCTOR

If you are ill, have had a minor accident or are psychologically distressed, please call your doctor or pharmacist. This person knows you best and can therefore assess the situation and organise your treatment.

### 2 IF YOUR DOCTOR IS NOT AVAILABLE: CALL 0848 133 133

If your doctor is not answering or you don't have a doctor, the on call centre for doctors is always available 24/7 at 0848 33 133 (local rate). This phone number is valid for the whole canton. A nurse will assess your situation, give you advice and direct you to the most appropriate facility. They can answer in several languages.

### 3 IN CASE OF EMERGENCY: GO TO THE EMERGENCY ROOM OR CALL 144

In case of emergency, if you are able to move, go to the nearest hospital. **PHONE NUMBER 144** is the emergency number for emergency situations. Please call this number only if your life or someone else's life is in danger and a medical intervention is required immediately.

## PATIENTS' RIGHTS

To get advice on health related issues or in case of conflict with a therapist or an insurance company:

### ORGANISATION SUISSE DES PATIENTS (OSP)

📍 CHUV | Mont-Paisible 18  
1011 LAUSANNE  
☎ 021 314 73 88  
🌐 [www.spo.ch](http://www.spo.ch)

The brochure 'Essential Information on Patients' Rights' is available in several languages on this website:

🌐 [www.vd.ch/droits-des-patients](http://www.vd.ch/droits-des-patients)

## MATERNITY

Throughout the duration of a pregnancy, a gynecologist and/or midwife will take care of follow-up. To find a doctor or midwife, please contact the Medical Society of Vaud (see p. 39) or the Group of Independent Midwives of Vaud. Related costs are covered by health insurance.

### PERMANENCES TÉLÉPHONIQUES

☎ 021 213 79 05

### SAGES-FEMMES INDÉPENDANTES

🌐 [www.hebamme.ch](http://www.hebamme.ch) > parents > votre sage-femme > sages-femmes indépendantes

Other health professionals can give additional information and support before and after birth.

## PRENATAL CARE

Maternity wards in hospitals and the Profa Foundation offer consultations, strictly confidential and free of charge,

with a sexual health advisor, a midwife or a social assistant at the regional PROFA centres.

To find the nearest centre to your home, please contact them by phone or on their website:

### FONDATION PROFA

☎ 021 631 01 52  
🌐 [www.conseil-en-perinatalite.ch](http://www.conseil-en-perinatalite.ch)

The Pan Milar association offers antenatal classes in several languages with the help of community interpreters.

### ASSOCIATION PAN MILAR

☎ 077 410 20 24  
✉ [info@pan-milar.ch](mailto:info@pan-milar.ch)  
🌐 [www.pan-milar.ch](http://www.pan-milar.ch)

The Pan Milar website is available in 14 languages.

## POSTNATAL CARE

When you leave the maternity unit after giving birth, independent midwives can come and visit you and your newborn at home. Early childhood nurses of AVASAD and Prevention Space take over later and can provide advice and information through visits at home, postnatal consultations or through various workshops and group courses.

All their services and contact details are listed on the following websites:

### LES INFIRMIÈRES PETITE ENFANCE

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

### ESPACE PRÉVENTION

🌐 [www.espace-prevention.ch](http://www.espace-prevention.ch)

## INTIMACY

For a consultation and advice on sexuality, contraception, early termination of an unwanted pregnancy, HIV/AIDS tests and STD (sexually transmitted diseases) and homosexuality, the consultation of sexual health of the Profa Foundation is your primary contact.

### FONDATION PROFA

☎ 021 631 01 42  
🌐 [www.planning-vd.ch](http://www.planning-vd.ch)

Counsellors and doctors can assist you by appointment at 8 regional centres in the canton. This service is commonly called **family planning**.

## HOME HELP AND CARE

If you have health issues, the Medico-Social Centre (CMS) offers nursery care, meal delivery at home and help in all regions of the canton.

### FOR MORE INFORMATION:

#### ASSOCIATION VAUDOISE D'AIDE ET DE SOINS À DOMICILE (AVASAD)

📍 Avenue de Chavannes 37  
1014 LAUSANNE  
☎ 021 623 36 36  
✉ [info@avasad.ch](mailto:info@avasad.ch) | 🌐 [www.avasad.ch](http://www.avasad.ch)

## PSYCHOLOGICAL SUPPORT

The association, Appartenances, offers consultations with psychotherapists for immigrants in several languages. Appartenances has three consultation centres in Lausanne, Vevey and Yverdon-les-Bains.

### FOR MORE INFORMATION:

#### APPARTENANCES - CPM

📍 Rue des Terreaux 10 | 1003 LAUSANNE  
☎ 021 341 12 50  
✉ [cpm@appartenances.ch](mailto:cpm@appartenances.ch)  
🌐 [www.appartenances.ch](http://www.appartenances.ch)

## DOMESTIC VIOLENCE

Any person who has been a victim of physical, sexual or psychological abuse can get support according to the federal law on Aid to Victims of Offenses (LAVI) from the Medical Unit for Violence (UMV) at the CHUV.

#### UNITÉ DE MÉDECINE DES VIOLENCES CHUV

📍 Rue du Bugnon 44 | 1011 LAUSANNE  
☎ 021 314 00 60  
🌐 [www.chuv.ch](http://www.chuv.ch) > UMV

The LAVI centre and the Malley Prairie shelter offer similar services:

🌐 [www.centre-lavi.ch](http://www.centre-lavi.ch)  
🌐 [www.violencequefaire.ch](http://www.violencequefaire.ch)

## MULTILINGUAL INFORMATION ON HEALTH

The Swiss Red Cross website contains a lot of information on health and **downloadable booklets** in 18 languages.

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

## > HEALTH YOUR CONTACTS

👤 your doctor

👤 your health insurance  
company



## LEISURE AND CITIZENSHIP



## ENJOY YOURSELF

Being a resident in Vaud, you not only have rights and obligations, but you also take part in local social life and have fun in leisure activities. Below is some information to help you with that and a list (not comprehensive!) of activities you can participate in during your leisure time.

## POLITICAL RIGHTS

As for politics, foreigners can participate in the elections and voting in their commune. They can be elected for or sit on the municipal or town council and they can sign an initiative or municipal referendum.

Requirements are:

- › being over eighteen years of age
- › hold a residence permit for over ten years
- › live in the canton for at least three years.

Once a foreigner is registered in a commune in Vaud and these requirements are met, he will automatically receive official municipal voting and election material.

**FOR MORE INFORMATION**, please visit the following site:

[www.vd.ch/vote-etrangers](http://www.vd.ch/vote-etrangers)

By obtaining Swiss citizenship, after the naturalisation procedure, you will receive all political rights (see p. 14).

## COMMUNITY LIFE

Volunteering (see p. 24) and community life are important in Vaud society. Numerous associations and communities exist in Vaud, some of which have been created by immigrants. They aim at facilitating foreigners' integration in the host society, while honouring their original culture. They organise many activities to do so.

On the following website, you will find a list of immigrant associations. Maybe you would like to join one of these?

[www.vd.ch/integration](http://www.vd.ch/integration) > publications > brochure associations de migrants

## RELIGION

Switzerland guarantees the freedom of religion. In the canton of Vaud, several religions are recognised and everybody is free to practice his faith.

The Arzillier House of Dialogue is an interfaith organisation aiming at an exchange between people of various religious and spiritual traditions.

On their website, Christian, Muslim, Jewish, Hindou, Buddhist, Bahà'ies and other communities are represented.

### L'ARZILLIER, MAISON DU DIALOGUE

[Avenue de Rumine 62](#)  
1005 LAUSANNE

[079 489 87 77](tel:0794898777)

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

## SOCIAL INTEGRATION PROJECTS

Numerous associations in the canton of Vaud organise multicultural events and create spaces to meet and exchange for the various populations and nationalities who live together in Vaud.

All of the info on these projects is listed in the BCI online catalogue hereunder:

[www.vd.ch/integration](http://www.vd.ch/integration) > catalogue en ligne > intégration sociale

## OFFERS FOR INTERNATIONAL EMPLOYEES

International Link, a service of the canton of Vaud Chamber of Commerce and Industry (CVCI), organises events specifically dedicated to international employees newly arrived in the canton of Vaud, as well as their spouses in the form of welcome days three times a year and monthly relocation coffee dates.

### CVCI - INTERNATIONAL LINK

[Avenue d'Ouchy 47 | 1006 LAUSANNE](#)  
021 613 36 63  
[internationallink@cvci.ch](mailto:internationallink@cvci.ch)  
[www.internationallink.ch](http://www.internationallink.ch)

## EXTRACURRICULAR ACTIVITIES FOR YOUNGSTERS

In all of the regions of the canton, many extracurricular activities like summer camps, youth activity centres and youth councils are proposed to children and teens by various associations, communes or directly started up and created by groups of youngsters.

**FOR MORE INFORMATION** on these offers, please contact your commune or visit the website of the Liaison Group for Youngsters' Activities.

[www.glaj-vd.ch](http://www.glaj-vd.ch)

Youth groups interested in organising a social, sports or cultural project can address an application for financial aid to:

### DÉLÈGUE CANTONAL À L'ENFANCE ET À LA JEUNESSE

[frederic.cerchia@vd.ch](mailto:frederic.cerchia@vd.ch)  
[www.vd.ch/delegue-jeunesse](http://www.vd.ch/delegue-jeunesse)

## SPORTS AND ARTS ACTIVITIES

If you are looking for sports or artistic activities (e.g. volleyball, football, dance, music, theatre, etc.), you can search on the internet or ask for info in your commune. The Habitants Registration office usually has a list of all local societies providing these kinds of activities.

## TOURISM

The canton of Vaud has beautiful scenery, be it the countryside or mountains and a huge number of sites and monuments worth visiting. To discover your region, please contact:

### OFFICE DU TOURISME DU CANTON DE VAUD (OTV)

[Avenue d'Ouchy 60 | 1001 LAUSANNE](#)  
021 613 26 26  
[info@region-de-leman.ch](mailto:info@region-de-leman.ch)  
[www.region-du-leman.ch](http://www.region-du-leman.ch)

## CULTURAL AGENDA

The canton of Vaud offers a very large selection of cultural events: festivals, traditional feasts, theatre, exhibitions, movie theatres, concerts, etc. To get more info on the cultural activities in your region, please visit the website of the Vaud Tourism office (OTV) or some of these others sites:

[www.region-du-leman.ch](http://www.region-du-leman.ch)  
[www.temps-libre.ch](http://www.temps-libre.ch)

You can also check out in the cultural agenda in the newspapers.

## MUSEUMS

(free entrance on the first weekend of the month)

To discover all of the museums in the canton of Vaud and their permanent and temporary exhibitions, check here:

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

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

## LIBRARIES

### CANTONAL AND UNIVERSITY LIBRARY – LAUSANNE (BCUL)

The BCUL has a large collection of books/CDs/movies, bilingual texts and texts in other languages, as well as numerous methods for learning French.

### BIBLIOTHÈQUE CANTONALE ET UNIVERSITAIRE- LAUSANNE (BCUL)

[Place de la Riponne 6 | 1014 LAUSANNE](#)  
021 316 78 63  
[info-riponne@bcu.unil.ch](mailto:info-riponne@bcu.unil.ch)  
[www.bcu-lausanne.ch](http://www.bcu-lausanne.ch)

The BCUL includes several sites, notably at the Place de la Riponne and on the Dorigny University Campus!

## INTERCULTURAL LIBRARY - GLOBLIVRES

This library offers over 27,000 works in 272 languages. Open to everyone, it also provides numerous educational books for learning French.

### GLOBLIVRES

[Rue Neuve 2 bis | 1020 RENENS](#)  
021 635 02 36  
[info@globlivres.ch](mailto:info@globlivres.ch)  
[www.globlivres.ch](http://www.globlivres.ch)

## COMMUNAL LIBRARIES

Many communes have their own libraries. For more information, please contact your commune.

## CULTURE CARD

The Caritas Culture card allows people with low income to take part in cultural and social life, offering a reduced price for cultural, sports and training events.

### CARTE CULTURE VAUD

[p.a. Caritas Vaud](#)  
[Avenue César-Roux 8](#)  
[1005 LAUSANNE](#)  
021 317 59 80  
[francoise.crausaz@caritas-vaud.ch](mailto:francoise.crausaz@caritas-vaud.ch)  
[www.carteculture.ch](http://www.carteculture.ch)

## > LEISURE AND CITIZENSHIP YOUR CONTACTS

[tourism offices](#) (p. 44)

[your commune of residence](#)



## PRACTICAL TIPS FOR EVERYDAY LIFE



This chapter contains some useful information on transport and finances.

### TRANSPORT IN VAUD

#### BY TRAIN

The Swiss public transport network is large and extensively developed. The Swiss Federal Railways (CFF) have a range of travel cards and ticket possibilities, e.g. the GA Travel card with which you enjoy unlimited travel throughout Switzerland using public transport (trains, bus, boat, etc.) or the Half Fare Travel card with which you can travel for half price.

**FOR MORE INFORMATION**, please ask at the ticket office in the station near you or have a look at the CFF website:

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

Some communes offer day passes for their residents at very interesting prices. You can make a reservation for these by phone, at the ticket office or online on the commune's website. CFF also offers discount tickets for certain hours/trains.

#### BY BUS

The Mobilis fare network covers the whole canton and its 316 communes. You can use all means of public transport in whatever combination. For info on prices and conditions, please visit:

[www.mobilis-vaud.ch](http://www.mobilis-vaud.ch)

#### BY CAR

If you have a driver's licence from a foreign country, you have 12 months after your arrival to change it for a Swiss one. Depending on your country of origin, a practical and/or theoretical exam may be required.

**FOR DETAILED INFORMATION** on the driver's licence or your car, please contact:

#### SERVICE DES AUTOMOBILES ET DE LA NAVIGATION

Avenue du Grey 110 | 1014 LAUSANNE

YVERDON-LES-BAINS, AIGLE, NYON

021 316 82 10

[san.navigation@vd.ch](mailto:san.navigation@vd.ch)

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

**PLEASE NOTE**, that to use the Swiss highways, you have to buy an annual sticker (CHF 40) and stick it on your car's windshield. Stickers are for sale in newstands and at the post office.

#### BY BICYCLE

Bicycles, practical and environment friendly, are good for short trips. Since a few years ago, the canton of Vaud has created roadside cycling paths (in yellow) and hiking trails, as well as bike parks. In some communes, you can also rent a bike.

Wearing a bicycle helmet is not compulsory but strongly recommended.

## FINANCES

### OPENING A BANK OR POSTFINANCE ACCOUNT

By opening a bank or PostFinance account, you can deposit your salary on this account, pay bills from this account, accumulate interest and submit loan applications. In principle, anybody over 18 is free to open a bank account in Switzerland by presenting an official identity document, you may also be required to present your residence permit or a certificate from your commune confirming your registered address.

### MAKE PAYMENTS

You can make payments at the teller in the bank, in the post office or by e-banking on the Internet.

### SEND MONEY ABROAD

For money transfers abroad, you can go through the bank, the post office or a money transfer company.

#### THROUGH THE BANK

This is the safest way, but both sender and receiver need to have a bank account. You can transfer money at the teller, by phone or by Internet. E-banking involves less expenses for transfers.

#### THROUGH THE POST OFFICE

The post office has the same offers as the banks, with two supplementary options: the receiver does not need to have an account and can receive money at the teller.

#### THROUGH MONEY TRANSFER COMPANIES

The advantage is that this is the quickest way to transfer money (but a bit more expensive). You can deposit a cash amount at a counter and it can be withdrawn at a counter anywhere in the world.

### BUDGET INFO

A phone help desk is available if you want information on the management of your current budget and debts.

☎ 0840 43 21 00

Group and individual courses have been put in place in collaboration with Vaud CARITAS, CORREF and the Swiss Romande Consumer Federation (FRC).

#### FOR MORE INFORMATION:

🌐 [www.vd.ch/dettes](http://www.vd.ch/dettes)

## TELECOM

### INTERNET AND TELEVISION

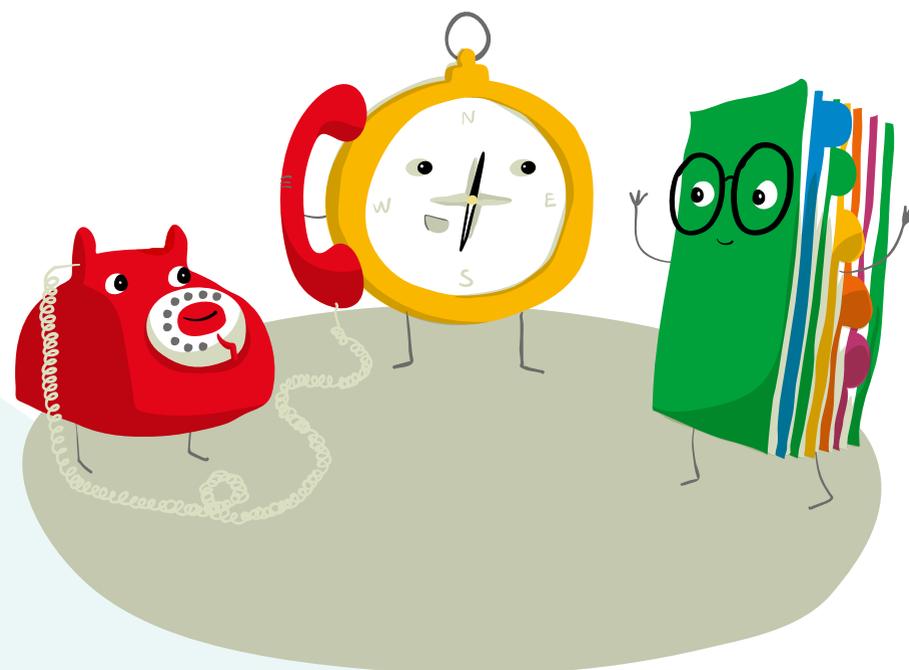
#### BILLAG: RADIO AND TV FEE

In Switzerland, anyone who owns a device that allows you to listen to the radio, watch television or connect to the internet has to register and pay fees to Billag.

✉ [communications@billag.ch](mailto:communications@billag.ch)

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

## i CONTACT INFO



For information and advice about integration, many other contacts who are not listed in this booklet can be useful.

Hereunder is a thematic list:

## ASYLUM

[www.plateforme-asile.ch](http://www.plateforme-asile.ch)

## ASSOCIATIONS

The canton of Vaud has numerous associations on immigration active in integration.

They can be of help.

[www.vd.ch/integration](http://www.vd.ch/integration) > publications > brochure associations de migrants

## CANTON OF VAUD

### CHAMBRE CANTONALE CONSULTATIVE DES IMMIGRÉS (CCCI)

[Rue du Valentin 10 | 1014 LAUSANNE](#)  
 021 316 49 59  
[www.vd.ch/ccci](http://www.vd.ch/ccci)

## COMMISSIONS ON INTEGRATION

### THE SWISS FOREIGNERS COMMUNAL COMMISSIONS (CCSI)

In place in a number of communes, these commissions develop integration projects and are a place for exchange and dialogue between Swiss and foreign people, as well as with the authorities.

These commissions are also a kind of bridge with the integration offers.

Here is a list of commissions:

### NORTH ZONE

#### AVENCHES

##### COMMISSION CONSULTATIVE SUISSES-IMMIGRÉS (CCSI)

[Rue Centrale 33, CP 63](#)  
 1580 AVENCHES  
 026 675 51 21  
[stucki.geraldine@bluewin.ch](mailto:stucki.geraldine@bluewin.ch)  
[www.commune-avenches.ch](http://www.commune-avenches.ch)

#### MOUDON

##### GROUPE SUISSES-ÉTRANGERS DE MOUDON ET RÉGION (SUETMO)

[Champ du Gour 48 | CP 8 | 1510 MOUDON](#)  
 079 777 63 27  
[isufi\\_vd@hotmail.com](mailto:isufi_vd@hotmail.com)  
[www.suetmo.ch](http://www.suetmo.ch)

#### ORBE – CHAVORNAY

##### COMMISSION D'INTÉGRATION SUISSES-ÉTRANGERS ET DE PRÉVENTION DU RACISME ORBE-CHAVORNAY (CISEROC)

[p.a. Contrôle des habitants](#)  
 Hôtel de Ville | CP 32 | 1350 ORBE  
 024 442 92 22  
[ciseroc@orbe.ch](mailto:ciseroc@orbe.ch)  
[www.orbe.ch/integration](http://www.orbe.ch/integration)

## PAYERNE

### COMMISSION COMMUNALE SUISSES-IMMIGRÉS PAYERNE (CCSI)

[p.a. Service de la Population](#)  
 Hôtel de Ville | CP 112 | 1530 PAYERNE  
 026 662 66 26  
[laurent.cosendai@payerne.ch](mailto:laurent.cosendai@payerne.ch)  
[www.1530.ch](http://www.1530.ch)

## YVERDON-LES-BAINS

### COMMISSION CONSULTATIVE SUISSES-IMMIGRÉS (CCSI)

[Rue de Neuchâtel 2](#)  
 1400 YVERDON-LES-BAINS  
 024 423 69 44  
[integration@yverdon-les-bains.ch](mailto:integration@yverdon-les-bains.ch)  
[www.ccsi-yverdon.org](http://www.ccsi-yverdon.org)

### WEST ZONE

#### AUBONNE

##### COMMISSION SUISSES-ÉTRANGERS AUBONNE (COCHE)

[Place du Marché 12 | CP 133](#)  
 1170 AUBONNE  
 021 821 51 08  
[municipalite@aubonne.ch](mailto:municipalite@aubonne.ch)  
[www.aubonne.ch](http://www.aubonne.ch)

#### BUSSIGNY

##### COMMISSION INTÉGRATION (CI)

[Place de l'Hôtel-de-Ville 1 | CP 96](#)  
 1030 BUSSIGNY  
 021 706 11 20  
[greffe@bussigny.ch](mailto:greffe@bussigny.ch)  
[www.bussigny.ch](http://www.bussigny.ch)

#### ECUBLENS

##### COMMISSION D'INTÉGRATION ET D'ÉCHANGE « SUISSES – ÉTRANGERS » (CIESEE)

[p.a. Greffe Municipale](#)  
 Chemin de la Colline 5 | CP 133  
 1024 ECUBLENS  
 021 695 33 10  
[commission.suisSES\\_etrangers@ecublens.ch](mailto:commission.suisSES_etrangers@ecublens.ch)  
[www.ecublens.ch](http://www.ecublens.ch)

## GLAND

### COMMISSION INTÉGRATION (CCSI)

[Grand-Rue 38 | CP 320 | 1196 GLAND](#)  
 022 354 04 44  
[greffe.municipal@gland.ch](mailto:greffe.municipal@gland.ch)  
[www.gland.ch/integration](http://www.gland.ch/integration)

## MORGES

### COMMISSION CONSULTATIVE SUISSES – ÉTRANGERS (CCSE)

[Place de l'Hôtel-de-Ville 1 | CP 272](#)  
 1110 MORGES 1  
 021 804 96 70  
[urbanisme@morges.ch](mailto:urbanisme@morges.ch)  
[www.morges.ch/ccse](http://www.morges.ch/ccse)

## NYON

### COMMISSION D'INTÉGRATION SUISSES-ÉTRANGERS (CISEN)

[p.a. Service des affaires sociales, éducation et jeunesse](#)  
 Rue des Marchandises 17 | CP 1395  
 1260 NYON  
 022 363 84 74  
[michel.piguet@nyon.ch](mailto:michel.piguet@nyon.ch)  
[www.nyon.ch](http://www.nyon.ch)

## PRILLY

### COMMISSION D'INTÉGRATION SUISSES-IMMIGRÉS (CISIP)

[Avenue de la Rochelle 1 | 1008 PRILLY](#)  
 079 808 53 67  
[ikurt@bluewin.ch](mailto:ikurt@bluewin.ch)  
[www.prilly.ch](http://www.prilly.ch)

## RENEUS

### COMMISSION INTÉGRATION SUISSES – ÉTRANGERS (CISE)

[Service de la Sécurité sociale](#)  
 Rue de Lausanne 25 | CP 141  
 1020 RENENS  
 021 632 77 95  
[cise@renens.ch](mailto:cise@renens.ch) | [www.renens.ch](http://www.renens.ch)

## ROLLE

### COMMISSION CONSULTATIVE SUISSES – ÉTRANGERS (COCISE)

[Grand-Rue 44 | CP 1224 | 1180 ROLLE](#)  
 021 822 44 23  
[stefan.garrido@rolle.ch](mailto:stefan.garrido@rolle.ch)  
[www.rolle.ch](http://www.rolle.ch)

## EAST ZONE

## AIGLE

## COMMISSION D'ACCUEIL ET D'INTÉGRATION DE LA VILLE D'AIGLE (CAIA)

Place du Marché | CP 500 | 1860 AIGLE

024 468 41 11 | 079 649 07 37

isabelle.rime@aigle.ch

www.aigle.ch

## BEX

## COMMISSION CONSULTATIVE MULTICULTURELLE DE BEX (CCMB)

Rue Centrale 1 | CP 64 | 1880 BEX

024 463 02 67

alain.michel@bex.ch | www.bex.ch

## BLONAY

## COMMISSION D'INTÉGRATION BLONAY: ENSEMBLE! (CCSI)

p.a. Maison de Commune

Route du Village 45 | CP 12 | 1807 BLONAY

021 926 82 50

sbunschwig@blonay.ch | www.blonay.ch

## MONTREUX

## COMMISSION CONSULTATIVE POUR LA COHÉSION SOCIALE ET L'INTÉGRATION (COCOSI)

c/o Direction des affaires sociales, familles et jeunesse

Avenue des Alpes 22 | CP 2000  
1820 MONTREUX 1

021 962 78 30

sfj@montreux.ch

www.commune-de-montreux.ch

## VEVEY

## COMMISSION DES ACTIVITÉS INTERCULTURELLES (CAIV)

p.a. Direction des Affaires Sociales et Familiales

Rue du Simplon 48 | CP 320 | 1800 VEVEY 2

021 925 53 33

dasf@vevey.ch | www.vevey.ch

## VILLENEUVE

## COMMISSION D'INTÉGRATION (CIV)

Route de Longefan 4 | 1844 VILLENEUVE

077 407 58 75

integration.villeneuve@gmail.com

## OLLON

## COMMISSION D'INTÉGRATION (CI)

Greffe municipale | CP 63 | 1867 OLLON

079 621 42 54

valcross@bluewin.ch

## SOUTH ZONE

## LAUSANNE

## COMMISSION TRIPARTITE POUR L'INTÉGRATION DES IMMIGRÉS (CTI)

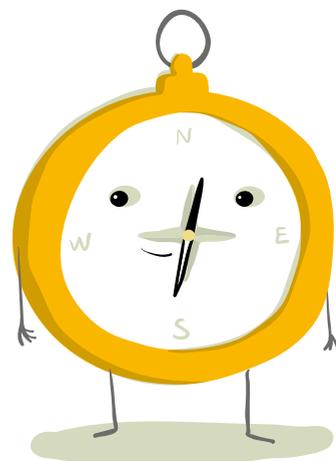
c/o Bureau lausannois pour les immigrés

Place de la Riponne 10 | CP 5354  
1002 LAUSANNE

021 315 72 45

bli@lausanne.ch

www.lausanne.ch/bli



## CONFEDERATION

## SECRÉTARIAT D'ÉTAT AUX MIGRATIONS (SEM)

Quellenweg 9 | 3003 BERNE-WABERN

058 325 11 11

www.bfm.admin.ch

## LEGAL ADVICE

## CENTRE SOCIAL PROTESTANT (CSP)

Beau-Séjour 28 | 1003 LAUSANNE

021 560 60 60

info@csp-vd.ch | www.csp.ch

## WOMEN

## BUREAU CANTONAL DE L'ÉGALITÉ ENTRE LES FEMMES ET LES HOMMES

Rue Caroline 11 | 1014 LAUSANNE

021 316 61 24

info.befh@vd.ch

www.vd.ch/befh

## BUREAU INFORMATION FEMMES

Avenue Eglantine 6 | 1006 LAUSANNE

021 320 04 04

b.i.f@bluewin.ch

www.bif-vd.ch

## HOMOSEXUALITY

## VG - VOGAY

CP 1514 | 1001 LAUSANNE

079 310 31 78

ecoute@vogay.ch | www.vogay.ch

## EMERGENCY FIRST AID

(clothes, food, housing, health)

## ÉGLISE MIGRATION

www.eglise migrationvd.com

## INTERCULTURAL MEDIA

## A LA VISTA! COMMUNICATION SOCIALE - CARREFOURS TV

Place Neuve 1 | 1009 PULLY

078 685 40 79

info@carrefourstv.ch

www.carrefourstv.ch

## RACISM

If you are facing workplace (or elsewhere) discrimination, you can contact the Cantonal Office for the Integration of Foreigners and the Prevention of Racism (BCI) to get support.

## BUREAU CANTONAL POUR L'INTÉGRATION DES ÉTRANGERS ET LA PRÉVENTION DU RACISME (BCI)

Rue du Valentin 10 | 1014 LAUSANNE

021 316 49 59

info.integration@vd.ch

www.vd.ch/integration

If you live in Lausanne, you can also contact the BLI (see p. 7).

## ELDERLY

## PRO SENECTUTE VAUD

Rue du Maupas 51 | 1004 LAUSANNE

021 646 17 21

info@vd.pro-senectute.ch

www.vd.pro-senectute.ch

## LEGAL ASSISTANCE HELP DESK

## ORDRE DES AVOCATS VAUDOIS (OAV)

Rue du Grand-Chêne 8 | 1003 LAUSANNE

021 311 77 39

info@oav.ch | www.oav.ch

### EMERGENCY PHONE NUMBERS

- FIRE > 118
- POLICE > 117
- AMBULANCE > 144
- INTOXICATION > 145
- DOMESTIC VIOLENCE > 021 620 76 76
- PHONE NUMBER SEARCH > 1811 or 1818 or 1850
- REGA SWISS AIR RESCUE > 1414



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**Bureau cantonal pour l'intégration des étrangers  
et la prévention du racisme (BCI)**

Rue du Valentin 10, 1014 Lausanne  
Tél. 021 316 49 59  
info.integration@vd.ch  
[www.vd.ch/integration](http://www.vd.ch/integration)

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