

A stylized map of Europe is rendered in the background using a grid of orange dots. The map is composed of white outlines of countries, with the dots forming a pattern that fills the space around and within the map's boundaries. The dots are arranged in a regular grid, with some missing or faded to create the shape of the continent.

LIVING

IN LAUSANNE

A PRACTICAL GUIDE

L a u s a n n e



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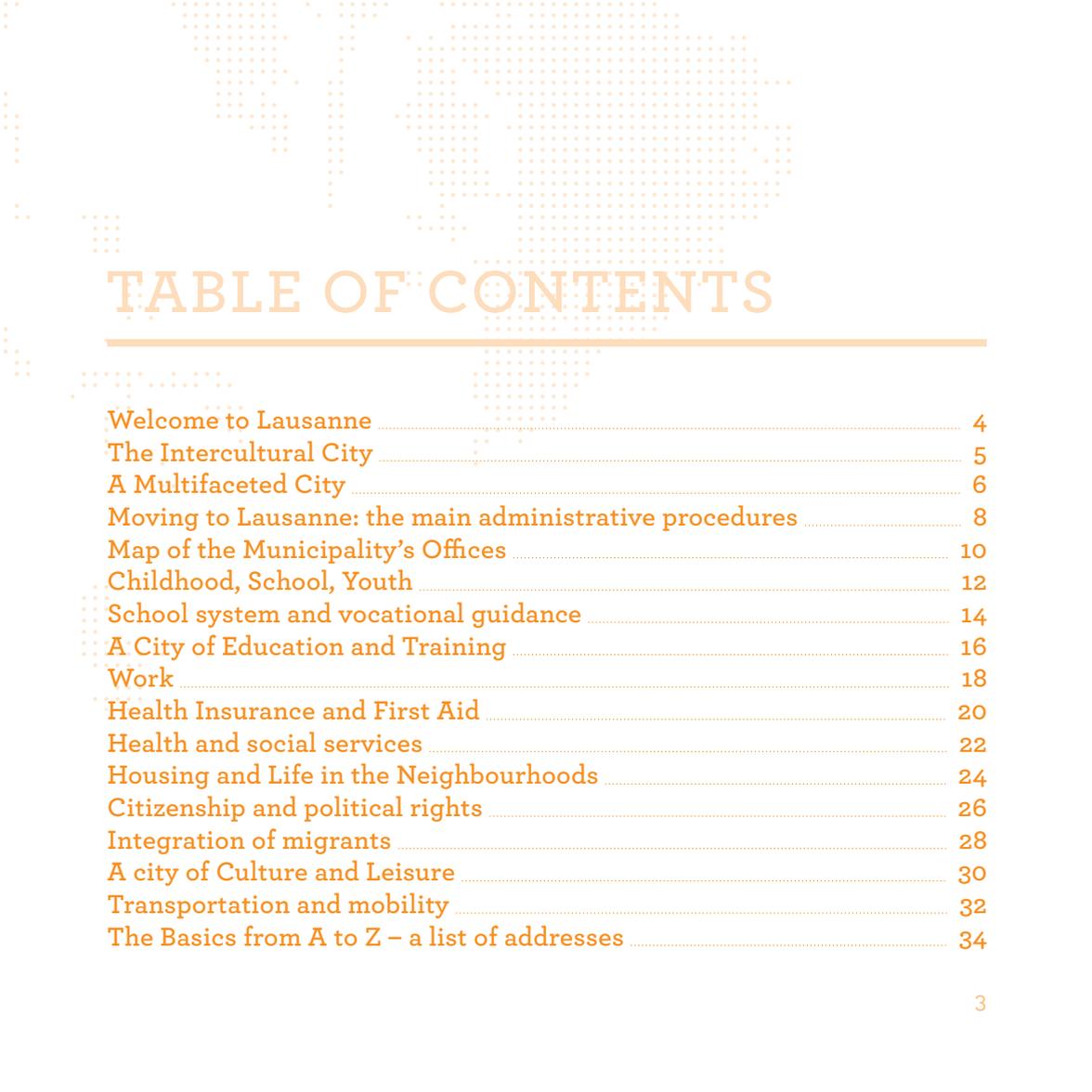


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WELCOME TO LAUSANNE

OLYMPIC CAPITAL, ACADEMIC AND RESEARCH HUB,
TOWN OF CULTURE AND SPORTS

The capital of the Swiss canton of Vaud with its 135,000 residents is the heart of a bustling region. The International Olympic Committee and numerous sports federations have their headquarters here. With the Swiss Federal Institute of Technology (EPFL), the University of Lausanne (UNIL), the International Institute for Management Development (IMD) or the Ecole hôtelière (Hotel Management School), Lausanne, cultural centre and favourite tourist resort, is looking forward to offer you delightful living conditions and reveal its many facets.

This brochure offers you all the information that will come in good use. We hope that they will make the numerous administrative procedures new residents are faced with less burdensome and entice you to join us at one of the events we propose.

For more information, please visit our website at www.lausanne.ch. Any other questions? Need additional information? info cité, Lausanne's information centre, will be happy to be of assistance.

On behalf of the Municipality of Lausanne,



The Mayor, Daniel Brélaz

A GOAL OF SOCIAL COHESION

Lausanne is a cosmopolitan city through and through: nearly 40 per cent of its residents are foreign citizens and at least 158 different nationalities live alongside each other. Here in Lausanne, we understand the risk that this cultural diversity poses in terms of social cohesion and equal opportunities. Lausanne led the way in 1971 when it created the position of the first ever delegate for migration. For forty years now, it has been developing this policy of integration, which is sensitive to the needs of the population. More recently, pioneering racism prevention projects have also been launched.

Social integration concerns all of us, whether we are Swiss nationals or whether we are from further away. Engaging in dialogue and getting over our prejudices are things that we can do as part of our daily lives. For new arrivals to Lausanne, learning French is one

of the first steps to be taken on the road to achieving greater autonomy.

This publication is the result of a collective effort undertaken by the city's administration, and numerous associations and public organisations that it worked with frequently, aimed at promoting social cohesion. We thank them all.

We hope that you will also find Lausanne to be a welcoming and open-minded city.



*Oscar Tosato,
Town Councillor, Head of the Department of
Childhood, Youth and Social Cohesion*

A MULTIFACETED CITY

The capital of the Swiss canton of Vaud is in the midst of a booming region: economy, town planning, public transport, mobility are all sectors undergoing transformation. Lausanne is Switzerland's fourth biggest city. It is honoured to have been chosen the capital of the Olympic Movement, and is a pioneer in the field of sustainability and known for its educational and cultural institutions. Lausanne is also a tourist destination where many multinational companies have established their headquarters.

OLYMPIC CAPITAL

Lausanne is host to the International Olympic Committee (IOC), to about 20 international sports federations and as many sports-oriented organisations. The Maison du sport international (Home of International Sports) provides office space for several of these international bodies. An extension of the place is already planned. At the local level, 330 sports associations and clubs offer a variety of activities: Water sports on the lake shore, walking, all-

terrain biking, nordic skiing in the woods of the Jorat, golf and large range of field and indoor sports. The city also offers the infrastructures for sports-studies and the training of sports managers. And one should not forget the Olympic Museum.

PIONEERING SUSTAINABILITY

With its policies (Agenda 21) and its sustainability fund, Lausanne strives to make the town a prosperous and future-oriented centre of quality of life. Sustainability reaches today all sectors of daily life: energy consumption, education, tourism, or the development of public transport such as Switzerland's first automatic metropolitan transport system, the m2. Sustainable housing for 3,000 households and the building of an eco-neighbourhood are proof of this commitment.

CITY OF EDUCATION

Lausanne's University has seven faculties. Together with the Swiss Institute of Technology (EPFL), the city has one of



the country's largest campuses. The two facilities are linked with each other and the town-centre through the metro m1. Business management institutes (like one of the world's most prestigious, the IMD) and of public administration (IDHEAP), the colleges for higher technical education (like the Ecole hôtelière, the Hotel Management School), many private schools, art schools (among them ECAL, the University of Art and Design in Renens, and the School of Jazz and Contemporary Music, EJMA), form together a centre of excellence in the field of education and research.

CITY OF CULTURE

Lausanne is a multifaceted and lively town. More than twenty museums display a rich past and modern culture in all its expressions. Visitors are invited to travel through history, to discover scientific progress, admire beaux-arts, contemporary arts, photography, art brut or learn more about the behind the scenes of cinematography. Lausanne's cultural offer is exceptional.

Opera, theatres, among them the Théâtre de Vidy, music with the Chamber Orchestra of Lausanne (OCL), dance with the Béjart Ballet and other choreographic groups, festivals, avant-garde stages, jazz cellars, rock scenes and art galleries: all open new perspectives.

Promoting these aspects of its cultural commitment, Lausanne contributes to its image of a town where life is sweet. This dynamic attitude is backed by the willingness of the authorities to densify and modernise the city, and illustrated particularly with the project "Metamorphosis" whose main aim is to create new sports facilities, the construction of an eco-neighbourhood and the development of public transport.

www.lausanne.ch

MOVING TO LAUSANNE:

THE MAIN ADMINISTRATIVE

PROCEDURES

RESIDENTS' REGISTRATION

If you are going to establish yourself in Lausanne, you should, within eight days of your arrival, register with the Residents' Registry Office (Contrôle des habitants). Your personal appearance at Rue du Port-Franc 18 in the Flon district is mandatory. You also have to submit several documents. You can announce your arrival and prepare yourself for the visit with a form to fill out online.

If you are not a Swiss citizen and wish to stay more than three months, you will need to apply for a residence permit.

Further information: www.lausanne.ch/pratique or *Contrôle des habitants*, www.lausanne.ch/ch, phone: 021 315 31 33

TAKE OUT INSURANCE

In addition to social security contributions directly deducted from salaries (pension fund, unemployment, old-age, survivors' and invalidity insurance), other insurances are compulsory if you are a Swiss resident: basic health insurance, accident insurance, insurance of cars, motorcycles and bicycles if you own such a vehicle (personal liability), building and fire insurance if you own property. Other insurances are optional: complementary health insurance, personal liability and household insurance, loss of income, legal protection or life insurance.

Further information: www.lausanne.ch/pratique

NETWORK CONNECTIONS

Once settled in, you will register with Lausanne's Services industriels (electricity, gas etc.). Other services like television, phone and internet connections are available.

Further information: Services industriels
www.lausanne.ch/sil, phone: 0842 841 841

PAYING TAXES

The Swiss fiscal system operates on three levels: you will be asked to pay federal, cantonal and communal taxes. Every citizen living or working on cantonal territory is required, once a year, to fill out his/her tax forms. Foreign workers who are domiciled or residing in Switzerland and who do not possess a permanent residence permit (permit C) will be taxed at source.

Further information: www.vd.ch/impots,
phone: 021 316 00 00

REGISTER YOUR VEHICLE

Motor vehicles and trailers need number plates to be authorised on public roads. You can register at the Cantonal Road Traffic and Maritime Navigation Office (Service des automobiles et de la navigation du canton de Vaud).

Further information: www.vd.ch/san,
phone: 021 316 82 10

CHOOSING A TELEPHONE OPERATOR

You can order a connection to the fixed or mobile phone line and an Internet connection with Citycable, the service provided by Lausanne's Services Industriels (SIL), which allows you to make phone calls, surf the internet and watch television through their cable network.

Further information:
– Comparing before subscribing: www.comparis.ch
– www.citycable.ch

LISTENING TO THE RADIO WATCHING TV

The Billag agency is authorised to collect the fees for radio and television reception. Registration is mandatory. The reception fees are charged per household.

Further information: www.billag.ch,
phone: 0844 834 834

REGISTER YOUR DOG

Dog owners are asked to register their animal at the Bureau d'intégration canine (BICan – Office for Canine Integration) or at the next police station.

Further information: www.lausanne.ch/bican,
phone: 021 315 74 46

MAP OF THE MUNICIPALITY'S OFFICES

- A** Services industriels
(Utilities)
- B** Direction de l'enfance, de la jeunesse
et de la cohésion sociale
(Department of Childhood,
Youth and Social Cohesion)
Direction de la culture
et du logement
(Department of Culture
and Housing)
Bureau d'informations
aux parents (BIP)
(Information Office for Parents)
Halte-Jeux BIP-BIP
(The Municipality's Nursery)
Office régional de placement (ORP)
(Regional Employment Office)
- C** Bibliothèque municipale
(City Library)
- D** Service du logement
et des gérances
(Housing and Real Estate
Management Office)
Direction de la sécurité sociale
et de l'environnement
(Department of Social Security
and Environment)

- info cité
- E** Direction des travaux
(Department of Roadworks
and City Planning)
Direction de la sécurité
publique et des sports
(Department of Public
Security and Sports)
Contrôle des habitants
(Residents' Registry Office)
info cité
- F** Assainissement (Waste Disposal)
- G** Service social Lausanne
(Social Services Lausanne)
- H** Service du travail et de l'intégration
(Work and Integration Service)
Bureau lausannois pour
l'intégration des immigrants (BLI)
(Lausanne Office for Migrant
Integration)
- I** Hôtel de Ville (Town Hall)
info cité



CHILDHOOD,

SCHOOL, YOUTH

Children and young people benefit from support and school and leisure networks according to their needs and interests.

REGISTER YOUR CHILD WITH A DAY-CARE CENTRE

The city welcomes 4400 children in its day-care centres (Centres de Vie Infantine, CVE), in private but subsidised nurseries and in facilities run in partnership with companies. The Information Office for Parents welcomes your requests and helps you to find the right establishment for your child.

HALTE-JEUX OF THE MUNICIPALITY

Halte-jeux BIP-BIP takes care free of charge of children whose parents are busy soliciting the services of the city's administration. An occasional childcare service is available at a charge.

REGISTER YOUR CHILD FOR SCHOOL

Lausanne has five primary and seven secondary school establishments (from 5th to 9th grade) spread out all over the city. You register your child with the Primary and Secondary School Offices (Service des écoles primaires et secondaires).

THE AFTER SCHOOL (APEMS)

support structure for children in school takes care of children whose parents work. The service runs between 07:00 and 18:00.

SCHOOL HOLIDAYS

During school holidays, the children are offered leisure activities.

You find the school holiday dates: www.lausanne.ch/vacances



**REGISTER YOUR CHILD
WITH A DAY-CARE CENTRE**

**Information Office for parents
(Bureau d'information aux Parents BIP)**
Place Chauderon 9, case postale 5032
1002 Lausanne, phone: 021 315 60 00
bip@lausanne.ch, www.lausanne.ch/bip

**HALTE-JEUX OF THE MUNICIPALITY
Halte-jeux BIP-BIP (Nursery)**

Place Chauderon 9, case postale 5032
1002 Lausanne, phone: 079 615 61 42
bip-bip@lausanne.ch, www.lausanne.ch/bip-bip
Mon, Tue, Thu, Fri 08:30 – 11:30
and Wed 14:00 – 17:00

For children from 6 months to 5 years old
Max. one hour. Service reserved for visitors to
the municipality's offices. Occasional childcare
service for children from age 2 and a half to 4
and a half (at a charge).

REGISTER YOUR CHILD FOR SCHOOL

**Primary and Secondary School Offices
(Service des écoles primaires et secondaires)**
Place Chauderon 9, case postale 5032
1002 Lausanne, phone: 021 315 64 11
seps@lausanne.ch, www.lausanne.ch/seps

Lake Geneva Swiss Private Schools

(Association vaudoise des écoles privées)
Route du Lac 2, case postale 1215, 1094 Paudex
Phone: 021 796 33 00 info@avdep.ch
www.avdep.ch or www.swiss-private-schools.ch

**SUPPORT STRUCTURE FOR CHILDREN
IN SCHOOL (ACCUEIL POUR ENFANTS
EN MILIEU SCOLAIRE, APEMS)**

**Daytime Child-Care Service
(Service d'accueil de jour de l'enfance)**
Place Chauderon 9, case postale 5032
1002 Lausanne, phone: 021 315 68 23/03/08
apems@lausanne.ch, www.lausanne.ch/apems

SCHOOL HOLIDAYS

**Youth and Leisure Office
(Service de la jeunesse et des loisirs)**
Place Chauderon 9, case postale 5032
1002 Lausanne, phone: 021 315 68 22
jeunesse.loisirs@lausanne.ch
www.lausanne.ch/jeunessevacances

SCHOOL SYSTEM AND

VOCATIONAL GUIDANCE

SCHOOL SYSTEM

In Switzerland, the school system falls within the competence of the cantons, from kindergarten to university (with the sole exception of the Swiss Federal Institute of Technology). After the optional kindergarten years, school is compulsory during the next nine years.

After this, the students can choose vocational training (apprenticeship) or higher education (university or colleges for higher technical education).

NON-FRENCH-SPEAKING PUPILS

All children aged 4-16 coming to Lausanne without mastering the French language will be interviewed by the Resource Centre for Allophone Students. The students will then be integrated into a support structure or

given intensive French lessons facilitating their integration in a regular class. Young people from 16 to 20 are directed to the Organisation for Educational Improvement, Transition and Professional Integration.

EDUCATIONAL AND VOCATIONAL GUIDANCE, FINANCIAL AID

The Regional Centre for Educational and Vocational Guidance (OSP) offers information and advice to students at the end of their compulsory school years, to young people in training or transition and to adults as well.

SCHOOL SYSTEM

Head Office for Compulsory Education (Direction générale de l'enseignement obligatoire)

Rue de la Barre 8, 1014 Lausanne

Phone: 021 316 32 32

www.vd.ch > thèmes > formation > scolarité obligatoire

NON-FRENCH-SPEAKING PUPILS

Resource Centre for Allophone Students (Centre de ressources pour élèves allophones CREAL)

Avenue d'Echallens 1, 1004 Lausanne

Phone: 021 315 64 86

Organisation for Educational Improvement, Transition and Professional Integration (Organisme pour le perfectionnement scolaire, la transition et l'insertion professionnelle OPTI)

Avenue des Croix-Rouges 26, 1007 Lausanne

Phone: 021 316 97 17, www.optivd.ch

EDUCATIONAL AND VOCATIONAL GUIDANCE, FINANCIAL AID

Regional Centre for Educational and Vocational Guidance (Centre régional d'orientation scolaire et professionnelle OSP)

Rue de la Borde 3d, 1014 Lausanne

Phone: 021 316 11 20, www.vd.ch/orientation



A CITY OF EDUCATION

AND TRAINING

Lausanne counts many educational institutions: the University (UNIL), the Swiss Federal Institute of Technology (EPFL), institutes of higher education and technical colleges (hotel management, business administration, visual arts ...) and numerous private schools. This large offer covers all levels of the demand, facilitates access to the professional world and to continued education during employment.

Financial aid or scholarships can be obtained under certain conditions from several organisations.

“ASSISTANCE THROUGH WORK” FOUNDATION (FONDATION LAUSANNOISE D'AIDE PAR LE TRAVAIL – FLAT)

The aim of the foundation is to help people to get into work by covering expenses such as education, study materials and professional equipment, often through

issuing a loan. Permanent residents of the city of Lausanne and people who are in possession of a valid residency permit that is not provisional can access the foundation.

RECOGNITION OF DIPLOMAS

In Switzerland, there is no single authority for the recognition of one's qualifications. All depends on the diplomas obtained or the training undergone.

The National Contact Centre of the Federal Office of Professional Education and Training and Technology will help you to find the institution that can recognise your diploma. The office counsels interested parties and sends them to the competent service.

FRENCH LESSONS

Mastering the language of your new country helps speeding up the integration process and heightens your chances in the fields of employment, health and education. The

Lausanne Office for Migrant Integration proposes a list of French courses given by associations and private schools. You can find the list on its website or in the brochure *Apprendre à Lausanne*.

TEACHING LANGUAGES AND CULTURES OF ORIGIN

The courses on languages and cultures of origin encourage a child who is building up

his/her multicultural identity and acquiring her/his mother tongue. A good knowledge of the mother tongue is often the foundation for acquiring a new language. The list of courses teaching language and culture of origin offered by Lausanne's associations are published on the website of the Lausanne Office for Migrant Integration (BLI) or in the brochure *Apprendre à Lausanne*.

CITY OF EDUCATION

www.lausanne.ch/etudes

Further information on vocational training:

www.vd.ch/orientation and scholarships:

www.vd.ch/ocbe

«ASSISTANCE THROUGH WORK» FOUNDATION (FONDATION LAUSANNOISE D'AIDE PAR LE TRAVAIL - FLAT)

Place de la Riponne 10, case postale 5032

1002 Lausanne, phone: 021 315 71 29/28

flat@lausanne.ch, www.lausanne.ch/flat

RECOGNITION OF DIPLOMAS

National contact point for the recognition of foreign qualifications - Federal office of professional Education Training and Technology)

Point de contact national pour la reconnaissance des diplômes - Office fédéral de la formation professionnelle et de la technologie

Effingerstrasse 27, 3003 Berne

Phone: 031 322 28 26, kontaktstelle@bbt.admin.ch

www.bbt.admin.ch

FRENCH COURSE LISTING LANGUAGES AND CULTURES OF ORIGIN COURSES

Lausanne Office for Migrant Integration (Bureau lausannoise pour l'intégration des immigrés - BLI)

Place de la Riponne 10, case postale 5032

1002 Lausanne, phone: 021 315 72 45

bli@lausanne.ch, www.lausanne.ch/bli

or to be more precise: www.lausanne.ch/bli >

Formations > Cours de français and

www.lausanne.ch/bli > Formations > Cours de

langues et cultures d'origine

WORK

Looking for work? You can respond to job offers published in the local media or on the Net, register free of charge with the regional employment office or at one of the private employment agencies. Pay a visit to the websites of companies which interest you. Send them a spontaneous application. A jobseeker should also be able to count on a private network of contacts. This is where being active in an association can become extremely useful and rewarding.

Foreigners wishing to work in Switzerland need a work permit. Under certain conditions, a potential employer can apply for such a permit.

EMPLOYMENT AND GUIDANCE

People who are out of work or who have given or are given notice and therefore will shortly lose their job can register with the Regional Employment Office (ORP). They have to be domiciled in Lausanne and registered with the Residents' Registry Office.

Foreigners also have to show their residence permit or their work permit. The task of the ORP advisers is to assist jobseekers and to facilitate their professional reintegration.

Having contributed for at least 12 months during the last two years before registering with the ORP entitles you to unemployment benefits. If these conditions are not met, the jobseeker can still benefit from a range of services that will promote his/her professional reinsertion.

LABOUR LAW

The Swiss Constitution does not guarantee a minimum wage. Nevertheless, some sectors of activity are regulated by a collective labour agreement stipulating monthly or hourly minimum wages. To learn about the legal basis on which your contract has been established, you can contact the offices of the city's Labour Inspectorate. The Federal Authorities have a salary calculator on their website: www.lohnrechner.bfs.admin.ch

WORK PERMIT

Job centre (Service de l'emploi)

Rue Caroline 11, 1014 Lausanne

Phone: 021 316 61 04, info.sde@vd.ch

www.vd.ch/emploi

JOB OFFERS AND EMPLOYMENT AGENCIES

The city of Lausanne regularly publishes

its vacancies on www.lausanne.ch/emploi.

You find a list of the main employment agencies for permanent or temporary jobs at the following website: www.avg-seco.admin.ch

EMPLOYMENT, UNEMPLOYMENT, PROFESSIONAL REINSERTION

Work and Integration Service - Regional Employment Office (Service du travail et de l'intégration - Office régional de placement - ORP)

Place Chauderon 9, case postale 5032

1002 Lausanne, phone: 021 315 78 99

orp@lausanne.ch, www.lausanne.ch/orp

LABOUR LAW

Work and Integration Service - Work Inspectorate Lausanne (Service du travail et de l'intégration - Inspection du travail Lausanne)

Place de la Riponne 10, case postale 5032

1002 Lausanne, phone: 021 315 76 80

itl@lausanne.ch

www.lausanne.ch/inspectiondutravail

HEALTH INSURANCE

AND FIRST AID

Apart from advice and information provided by the hospitals (see list of addresses) other organisations offer health services in various and very specific fields.

HEALTH AND ACCIDENT INSURANCE

The health and accident insurances are compulsory for all residents of Switzerland. If you are a wage earner, you are in principle automatically insured in case of an accident, since this coverage is compulsory for your employer. If you do not have a wage earning activity, you must take out accident coverage with your health insurance.

The canton of Vaud is subsidising the basic health insurance premiums of residents

with low incomes. Applications for subsidies must be submitted to the municipality's Social Insurance Office (Agence communale d'assurances sociales).

FIRST AID

The medical outpatient clinic gives emergency care in collaboration with the University Hospital CHUV. Its "Unity for the Vulnerable Population" (Unité des populations vulnérables) treats disadvantaged persons.

For the needy population, the association Point d'Eau proposes services free of charge or at moderate rates in the fields of hygiene and health (showers, nursing, medical and dental care).



HEALTH AND ACCIDENT INSURANCE

Social Insurance Office

(Service des assurances sociales)

Place Chauderon 7, case postale 5032
1002 Lausanne, phone: 021 315 11 11
sas@lausanne.ch

www.lausanne.ch/assurances_sociales
Further information on insurance questions
on www.lausanne.ch/pratique

FIRST AID

Medical Outpatient Clinic

(Polyclinique médicale universitaire PMU)

Rue du Bugnon 44, 1011 Lausanne
Phone: 021 314 60 60

Voie du Chariot 4 (Flon), 1003 Lausanne
Phone: 021 314 90 90, www.polimed.ch
Daily 24/24 for emergencies

University Hospital CHUV

(Centre hospitalier universitaire vaudois)

Rue du Bugnon 21, 1011 Lausanne
Phone: 021 314 11 11, www.chuv.ch

Association «Point d'eau»

Avenue de Morges 26, 1004 Lausanne
Mon and Thu: 14:00 – 20:00
and Tue, Wed, Fri: 10:00 – 16:00
Phone: 021 626 26 44, pointdeau@bluewin.ch
www.pointdeau-lausanne.ch

EMERGENCIES

Emergency calls: Phone: 144 (24/24)

Doctor on duty: Phone: 0848 133 133 (24/24)

HEALTH AND

SOCIAL SERVICES

HEALTH AND MIGRATION

If you are looking for a doctor speaking your language, the Medical Doctors' Association (Société vaudoise de médecine) of the Canton of Vaud will be able to find some addresses for you. You find a list on www.doctorfmh.ch.

The association Appartenances offers psychotherapeutic consultations for patients suffering from migration induced traumatism. If you need an interpreter, you can send a request to the Intermedia Service of Appartenances. They provide interpreters for more than 50 languages.

PHARMACIES

Pharmacies sell OTC and prescription drugs and give basic health information. In case of emergencies outside opening hours, a pharmacy on duty remains open until 9 pm or midnight. www.sos-pharmacie.ch

FAMILY PLANNING

The Profa Foundation answers all questions concerning contraception, pregnancy and AIDS prevention and offers marriage counselling.

VIOLENCE

The LAVI Counselling Centre helps victims of physical, sexual or mental violence. Counselling is free of charge.

The Malley-Prairie shelter is a counselling centre and hostel for women (and their children) who are victims of physical and mental violence. Counselling is free of charge.

SOCIAL SERVICES

Lausanne Social Services (SSL) provides financial and social support, in the interests of respecting its citizens' dignity and human rights.





ELDERLY AND HANDICAPPED PEOPLE

The city offers a wide range of social, health and social-medical services.

A list of what is offered can be consulted at www.lausanne.ch/aineshandicapes.

HEALTH AND MIGRATION

Doctors' Association of the Canton of Vaud (Société vaudoise de médecine)

List of doctors speaking several languages
Chemin de Mornex 38, case postale 7443
1002 Lausanne, phone: 021 651 05 05
info@svmed.ch, www.svmed.ch

Appartenances / Service Intermedia

Rue des Terreaux 10, 1003 Lausanne
Phone: 021 341 12 50
intermedia@appartenances.ch
www.appartenances.ch

FAMILY PLANNING

Profa Foundation (Fondation Profa)

Avenue Georgette 1, 1003 Lausanne
Phone: 021 631 01 42, admin@profa.ch
Migration and private life: phone: 021 631 01 75
www.profa.org

VIOLENCE

LAVI Centre (Centre LAVI)

Rue du Grand-Pont 2bis, 1003 Lausanne
Phone: 021 320 32 00 (24/24)

Shelter Malley-Prairie (24/24)

(Centre d'accueil Malley-Prairie)

Chemin de la Prairie 34, 1007 Lausanne
Phone: 021 620 76 76/77, info@malleyprairie.ch
www.malleyprairie.ch
www.violencequefaire.ch

LAUSANNE SOCIAL SERVICES

Social Services Information Centre (Info Sociale)

Place Chauderon 4, case postale 5043
1002 Lausanne, phone: 021 315 75 11
ssl@lausanne.ch, www.lausanne.ch/ssl

ELDERLY AND HANDICAPPED PEOPLE

SOCIAL INSURANCE OFFICE

Service des assurances sociales

Place Chauderon 7, case postale 5032
1002 Lausanne, phone: 021 315 11 11
sas@lausanne.ch
www.lausanne.ch/aineshandicapes

HOUSING AND LIFE

IN THE NEIGHBOURHOODS



HOUSING

In Switzerland, most people rent their lodgings from intermediaries called Régies or Gérances. The best way to find an apartment is to contact the offices of these real estate managers directly.

Among the 71 000 lodgings within city limits, more than 7 000 are subsidised. Subsidised apartments are rented out under certain conditions. Applying for individual rent reduction (Aide individuelle au logement AIL) is another way to benefit from a reduced rent. This financial assistance is open to people living in subsidised apartment and lodgings offered on the free market as well.

It is in the competence of the Municipality to control these subsidies, which vary according to the tenant's living conditions. Income, composition of the household, years of residence in the city etc. are taken into consideration. The Housing and Real Estate

Management Office informs interested parties about the conditions to be met for the granting of subsidies or individual rent reductions.

LIFE IN THE NEIGHBOURHOODS

The Foundation for the Promotion of Socio-Cultural Activities manages 15 socio-cultural centres in various areas of the town. They organise different kind of activities for all ages, in order to promote encounters and to strengthen social ties.

Local promotion agencies and neighbourhood associations also propose events or occasional meetings among neighbours. An exhaustive list can be consulted on www.lausanne.ch/quartier

NEIGHBOURHOOD PARTY

Every year on the last Tuesday of May, Lausanne organises «The Neighbourhood



Party» (La Fête des voisins). This local event, henceforth organised in many European cities, caps numerous initiatives and aims at bringing neighbours together. Each street and each neighbourhood take their own initiatives, but the Municipality is there to advise and support them.

NEIGHBOURHOOD BUS

Every two years, La Caravane (a bus) stops in several neighbourhoods and stages local projects subsidised by Lausanne's Intercultural Fund.

HOUSING

Housing and Real Estate Management Office (Service du logement et des gérances)

Place Chauderon 7, case postale 5032
1002 Lausanne, phone: 021 315 74 11
slg@lausanne.ch, www.lausanne.ch/slg

LIFE IN THE NEIGHBOURHOODS

Foundation for the Promotion of Socio-Cultural Activities (Fondation pour l'animation socioculturelle lausannoise FASL)

Chemin de Malley 28, 1007 Lausanne
Phone: 021 626 43 70, info@fasl.ch
www.fasl.ch

NEIGHBOURHOOD PARTY

**Housing and Real Estate Management
Office- Housing Division
(Service du logement et des gérances –
Division logement)**

ACQUIRING A HABIT: RECYCLING DOMESTIC REFUSE

A schedule for the disposal of domestic refuse is sent yearly to every household in Lausanne. Info cité distributes the information as well. You will get information on the dates of household collections, as well as the opening hours and working days of the waste disposal centres. You will also receive information on the dates of the mobile waste disposal units, which collect waste once a month in each neighbourhood.

Further information: phone: 0800 804 806
or go to or www.lausanne-recycle.ch

Place Chauderon 7, case postale 5032
1002 Lausanne, phone: 021 315 74 74
lafetedesvoisins@lausanne.ch
www.lausanne.ch/lafetedesvoisins

NEIGHBOURHOOD BUS

**Intercultural Caravan Association
City Development and Communication (Dévelop-
pement de la Ville et communication – DEVCOM)**
Escaliers du Marché 2, case postale 6904
1002 Lausanne, phone: 021 315 22 23
www.caravannedesquartiers.ch

**Intercultural Fund of the City of Lausanne
Lausanne Office for Migrant Integration (Bureau
lausannois pour l'intégration des immigrés – Bli)**
Place de la Riponne 10, case postale 5032
1002 Lausanne, phone: 021 315 72 45
bli@lausanne.ch, www.lausanne.ch/bli

CITIZENSHIP

AND POLITICAL RIGHTS

Getting established in Lausanne also should mean to get involved in the city's social life by participating in the political life.

VOTING IN LAUSANNE

People are often called to vote on different projects or to elect the city's representatives. Swiss citizens receive their voting documentation by mail each time a ballot or an election at the communal, cantonal or federal level is scheduled.

THE POLITICAL PARTIES

It is the task of the political parties to act in the interest of the population, or the people who share their political beliefs, and to bring popular requests to the attention of the decision makers, in this case the City Council.

VOTING AND ELECTORAL RIGHTS

In 2003, the new cantonal constitution introduced voting and electoral rights on the communal level for foreigners older than 18 years, residing in Switzerland for the last ten years and in the canton of Vaud for the last three years. The documentation for each ballot or election organised at the communal level is automatically sent to them by mail.

Foreigners meeting these criteria are eligible as well and can become members of the City Council or the Municipality. Everyone who has voting and election rights is entitled to sign a communal initiative or referendum. Last but not least, every Swiss and every foreigner, minor or of age, is entitled to sign a petition.

NATURALISATION

If you wish to become a Swiss citizen, you will get all the necessary information about the conditions to be met and the procedures to follow at the city's Naturalisation Office.

Before starting this procedure, you should consider improving your knowledge of French and make sure your general knowledge of Switzerland (history, geography, right and duties) is up to date. The website of the Lausanne Office for Migrant Integration has a lot of good advice and useful addresses ready for you.

VOTRE VILLE, VOTRE VIE, VOTRE VOIX (YOUR TOWN, YOUR LIFE, YOUR VOICE)

Information sessions on your political rights and visits to the city's governmental offices are scheduled in order to encourage people to take part in community life. The brochure and the schedule can be downloaded from www.lausanne.ch/votations

VOTING IN LAUSANNE

Electoral Register Office (Bureau du registre civique)

Place de la Louve 1, case postale 6904
1002 Lausanne, phone: 021 315 22 33
votations@lausanne.ch, www.lausanne.ch/votation
Mon - Fri 07:30 - 11.30, 13:00 - 17:00

THE POLITICAL PARTIES

City Council and composition
of the political parties in Lausanne
www.lausanne.ch/conseil_communal >
composition

VOTING AND ELECTORAL RIGHTS

To know more about the rights of foreign citizen,
please consult www.lausanne.ch/bli >
citoyenneté > droits politiques

NATURALISATION

Naturalisation Office (Bureau communal des naturalisations)

Place de la Louve 1, case postale 6904
1002 Lausanne, phone: 021 315 22 31
naturalisations@lausanne.ch
www.lausanne.ch/naturalisation
Mon - Fri 07:30 - 11.30, 13:00 - 17:00

For French lessons and other courses related
to naturalisation requests, please consult:
www.lausanne.ch/bli > citoyenneté > naturalisation
or the brochure *Apprendre à Lausanne*

INTEGRATION OF MIGRANTS

When in the middle of xenophobic initiatives in 1971, Lausanne created the position of a delegate for migration, the city achieved a pioneering feat in matters of integration policies. Today, Lausanne is member of the European Coalition of Cities against Racism. With around 40 percent of the town's population being foreign citizens, the integration of migrants is an important part of Lausanne's political stance. The socio-cultural centres, the schools, and the working environment contribute greatly. We mention here the main actors.

LAUSANNE OFFICE FOR MIGRANT INTEGRATION

The Lausanne Office for Migrant Integration is the city's centre of competence in the fields of integration and racism prevention. It helps shape the city's position in these fields. Its main tasks are: welcoming and guiding migrants, welcoming and giving support to individuals who are the victim of racism, giving advice to associations and supporting their projects, coordinating initiatives in favour of integration, inform-

ing and increasing public awareness. The Office is also in charge of the secretariat of the Tripartite Commission for Migrant Integration where political parties, communal administration and migrant associations share views.

THE ASSOCIATIONS

There are numerous associations being active in Lausanne and in the canton of Vaud, thus proving the importance of the associative network in matters of integration. The Lausanne Office for Migrant Integration has a list of these associations, which can also be consulted online.

The Lausanne Forum for Foreigners counts about 40 member associations. The Centre Social Protestant – La Fraternité offers a large range of specific services.

CANTONAL AND FEDERAL LEVEL

The Cantonal Office for the Integration of Foreigners and Racism Prevention is the competent partner of the State Council.

It has offices in Renens, Yverdon and Bex. At the federal level, the Federal Office for Migration and the Federal Commission for Migration are the competent partners. In

matters of racism prevention, the Service for Combating Racism and the Federal Commission against Racism act on the federal level.

LAUSANNE OFFICE FOR MIGRANT INTEGRATION (BUREAU LAUSANNOIS POUR L'INTÉGRATION DES IMMIGRÉS BLI)

Place de la Riponne 10, case postale 5032
1002 Lausanne, phone: 021 315 72 45
bli@lausanne.ch, www.lausanne.ch/bli

THE ASSOCIATIONS

The Lausanne Forum for Foreigners (Forum pour les étrangères et les étrangers de Lausanne FEEL)

Rue du Grand-Pont 18, case postale 6210
1002 Lausanne, phone: 021 312 84 40
info@forumetrangers.ch, www.forumetrangers.ch

Humanitarian aid of the Protestant Church (Centre Social Protestant – La Fraternité)

Place Arlaud 2, 1003 Lausanne, phone: 021 213 03 53
frat@csp-vd.ch, www.csp.ch

CANTONAL AND FEDERAL LEVEL

Cantonal Office for the Integration of Foreigners and Racism Prevention (Bureau cantonal pour l'intégration des étrangers et la prévention du racisme – BCI)

Département de l'intérieur – SPOP
Rue du Valentin 10, 1014 Lausanne
Phone: 021 316 49 59, info.integration@vd.ch
www.vd.ch/integration

Federal Office for Migration (Office fédéral des migrations ODM)

Quellenweg 6, 3003 Berne-Wabern
Phone: 031 325 11 11, info@bfm.admin.ch
www.bfm.admin.ch

Federal Commission for Migration (Commission fédérale pour les questions de migration CFM)

Quellenweg 9, 3003 Berne-Wabern
Phone: 031 325 91 16, ekm@bfm.admin.ch
www.ekm.admin.ch

Service for Combating Racism (Service de lutte contre le racisme SLR)

Inselgasse 1, 3001 Berne, phone: 031 324 10 33
ara@gs-edi.admin.ch, www.edi.admin.ch/frb

Federal Commission against Racism (Commission fédérale contre le racisme CFR)

Inselgasse 1, 3001 Berne, phone: 031 324 12 93
[ekr-cfr@gs-edi.admin.ch](http://www.ekr.admin.ch), www.ekr.admin.ch

A CITY OF CULTURE

AND LEISURE

CULTURE

Lausanne's cultural offer is exceptional: from Vidy and the Foundation de l'Hermitage to the Flon district, famous names and interesting discoveries will guide you through your cultural getaways. You can choose from among some 20 museums, more than 30 theatres, and numerous festivals:

- Museums: from the Olympic Museum to the Collection of «Art brut»
- Cinemas: from multiplex to arthouse and independent cinemas
- Theatres: from the waterfront theatre, to the very intimate 2.21
- Dance: from the Béjart Ballet to the Philippe Saire Company
- Music: from Lausanne's Chamber Orchestra to rock clubs
- Heritage: from the city's cathedral to the tower of Sauvabelin and the city's historic parks such as the Mon-Repos, Désert and Hermitage parks.

- Cultural events: from the Prix de Lausanne for ballet rats to the Festival de la Cité
- Town libraries: from the University library to the mobile library.

SPORTS

Lausanne, the capital of the Olympic movement and administrative centre of sports, supports sports in all its forms: amateur and professional sports, sports for the young and not-so-young... The city has created numerous infrastructures for the practice of sports in different neighbourhoods.

The city organises a myriad sporting events, offering something for everyone: Half Marathon (20 km race of Lausanne), Day of the Bicycle, Athletissima, Triathlon of Lausanne, Lausanne Walking and 24 Hours Swimming Competition. These events are regularly of international scope.

LEISURE

All cultural events are listed by info cité. The information offices distribute several brochures, among them *Allons-y! Culture et détente à Lausanne gratuit... et jusqu'à 20 francs*. (culture and relaxation in

Lausanne... free of charge or up to 20 francs). You can search the online agenda published by the city by theme, venue or date.

CULTURE

All details on: www.lausanne.ch/culture

www.lausanne.ch/musees
www.lausanne.ch/cinema
www.lausanne.ch/theatre
www.lausanne.ch/danse
www.lausanne.ch/musique
www.lausanne.ch/visites
www.lausanne.ch/promenades
www.lausanne.ch/bibliotheques

SPORT

Whatever sports you choose in Lausanne, there is always a possibility nearby. You will find the list of sports clubs you can join at www.lausanne.ch/clubs_sportifs

Further information, support requests and club search:

Sports Office (Services des sports)

Chemin des Grandes-Roches 10, case postale 243
1018 Lausanne 18, phone: 021 315 14 14
sports@lausanne.ch, www.lausanne.ch/sport

LEISURE

www.lausanne.ch/infocite

Other pages you can consult:

www.lausanne.ch/restaurant
www.lausanne.ch/vie_nocturne
www.lausanne.ch/shopping
www.lausanne.ch/nature
www.lausanne.ch/velo
www.lausanne.ch/jeunesse > art urbain
ou salles de sport

Or:

www.lausanne-tourisme.ch



TRANSPORTATION AND MOBILITY

Lausanne promotes environment-friendly mobility and offers its residents many opportunities to travel on the metro, by bus, on bicycle or on foot.

MÉTRO, BUS, TRAIN...

Switzerland's first entirely automatic metro, the m2, is the backbone of Lausanne's public transportation. It connects the south of the city (Ouchy) with the north (Croisettes) in 18 minutes. This main urban line is linked to the city's bus network and to the railway stations.

Two other metro lines start from the Flon railway station: the LEB (Lausanne-Echallens-Bercher) northwards and the m1, towards Renens.

There are several park-and-ride parkings (P+R) at the outskirts of the city with public transportation connections.

TAXIS

The list of taxi companies of the region can be consulted at www.lausanne.ch/taxi

BICYCLE

Despite a rather rough topography, the bicycle is an ideal vehicle for short- and medium-distance journeys though Lausanne.

PEDESTRIANS

Lausanne's pedestrian zones cover approximately five kilometres of car-free roads. The main open markets are located in these traffic-free areas.

DISABILITY ACCESS

Disabled persons find help services at www.lausanne.ch/handicapes; click on «T» for Transportation or call 021 315 11 11.



METRO, BUS, TRAIN

**Public Transportation for the Lausanne Region
(Transports publics de la région lausannoise)
Client Centre Flon**

Place de l'Europe, 1003 Lausanne
Mon – Fri 07:00 – 19:00, Sat 08:00 – 18:00

Point-of-Sale Haldimand

Rue Haldimand 3, 1003 Lausanne
Mon – Fri 07:30 – 19:00, Sat 09:00 – 18:00
Phone: 0900 564 900 (Fr. -.86/min)
www.t-l.ch

Swiss Federal Railways – CFF-SBB
www.cff.ch, phone: 0900 300 300 (Fr. 1.19/min.)

Parking Office (Office du stationnement)
Rue Saint-Martin 29, case postale 5354
1002 Lausanne, phone: 021 315 38 00
www.lausanne.ch/parkings

BICYCLE

**Road Traffic and Mobility Service
(Service des routes et de la mobilité)**
Bicycle Officer
Rue du Port-Franc 18, case postale 5354
1002 Lausanne, phone: 021 315 54 15
velo@lausanne.ch, www.lausanne.ch/velo

PEDESTRIANS

**Road Traffic and Mobility Service
(Service des routes et de la mobilité)**
Pedestrian Officer
Rue du Port-Franc 18, case postale 5354
1002 Lausanne, phone: 021 315 54 15
pietons@lausanne.ch, www.lausanne.ch/pietons

Lausanne Markets
www.lausanne.ch/marches

THE BASICS FROM A TO Z

A LIST OF ADDRESSES

Apartments, premises and parking rentals

Service du logement et des gérances

Place Chauderon 9, 1002 Lausanne
Mon - Fri 08:00 - 11:45, 13:00 - 16:30
Phone: 021 315 44 44, www.lausanne.ch/immobilier

Bicycles - loan, itineraries

Service des routes et de la mobilité

Rue du Port-Franc 18, 1002 Lausanne
Phone: 021 315 54 15, www.lausanne.ch/velo

Cantonal Administration

Phone: 021 316 21 11, www.vd.ch

Montoie Cemetery (open to the public)

Centre funéraire de Montoie (ouverture au public)

Chemin du Capelard 5, 1007 Lausanne
Mon - Fri 07:30 - 18:30, Sat - Sun, public holidays
10:00 - 15:00, phone: 021 315 32 95
www.lausanne.ch/inhumations

Children's Hospital

Hôpital de l'enfance

Chemin de Montétan 16, 1000 Lausanne 7
Phone: 021 314 84 84, www.hopital-enfance.ch

City Library

Bibliothèque municipale

Place Chauderon 11, 1003 Lausanne
Mon, Tue, Thu, Fri 12:00 - 19:30
Wed 10:00 - 19:30, Sat 11:00 - 16:00
Phone: 021 315 69 15
www.lausanne.ch/bibliotheque

Civil Registry Office - marriage, birth...

Etat civil

By appointment only
Phone: 021 557 07 07, www.vd.ch/etatcivil

Community Interpreting

Service Intermedia (Appartenances)

Rue des Terreaux 10, 1003 Lausanne
Phone: 021 341 12 50, www.appartenances.ch

Dog Licence

Bureau des impôts

Place Chauderon 9, 1002 Lausanne
Mon - Fri 07:30 - 11:45, 13:30 - 17:00
Phone: 021 315 43 11, www.lausanne.ch/impots

Driver's Licence

Service des automobiles et de la navigation du Canton de Vaud

Avenue du Grey 110, 1014 Lausanne
Mon - Fri 07:15 - 16:15
Phone: 021 316 82 10, www.vd.ch/san

Educational and Vocational Guidance

Centre régional d'orientation scolaire et professionnelle (OSP)

Rue de la Borde 3d, 1014 Lausanne
Mon - Thu 08:00 - 12:00, 13:00 - 17:00,
Fri 08:00 - 16:00, phone: 021 316 11 20
www.vd.ch/orientation

EMERGENCIES (24/24)

Emergency calls (for critical cases) Phone: 144

Doctor on duty Phone: 0848 133 133

Police-emergencies Phone: 117

Fire Phone: 118

Eye Clinic

Hôpital ophtalmique Jules Gonin

Avenue de France 15, 1000 Lausanne 7

Phone: 021 626 81 11, www.asile-aveugles.ch

Fire Insurance

Etablissement d'assurance contre l'incendie et les éléments naturels du Canton de Vaud ECA

Rue Cité-Devant 12, 1005 Lausanne

Mon - Thu 08:00 - 12:00, 13:30 - 17:00

Fri 08:00 - 12:00, 13:30 - 16:30

Phone: 058 721 21 51, www.eca-vaud.ch

French Lessons Listing

Bureau lausannois pour l'intégration des immigrés BLI

Place de la Riponne 10, 1002 Lausanne

Mon - Fri 08:00 - 12:00, 13:00 - 17:00

Phone: 021 315 72 45, www.lausanne.ch/bli

Hospital

CHUV

Rue du Bugnon 21, 1011 Lausanne

Phone: 021 314 11 11, www.chuv.ch

Justice of the Peace

Justice de Paix

Côtes-de-Montbenon 8, 1003 Lausanne

Mon - Fri 08:00 - 11:30, 13:30 - 16:30

Phone: 021 316 10 60, www.vd.ch/justice

Lausanne Police

Rue Saint-Martin 33, 1002 Lausanne

Daily 24/24, phone: 021 315 15 15

www.lausanne.ch/police

Lausanne Tourism

Railway station, main hall, daily from 09:00 - 19:00

Ouchy, place de la Navigation, daily from

09:00 - 19:00 (April - September), 09:00 - 18:00

(October - March), phone: 021 613 73 73

www.lausanne-tourisme.ch

Lost Property

Objets trouvés

Place de la Riponne 10, 1002 Lausanne

Mon - Fri 08:00 - 17:30, Sat 08:00 - 12:00

Phone: 021 315 33 85

www.lausanne.ch/objets_trouves

Medical Outpatient Clinic

PMU

Rue du Bugnon 44, 1011 Lausanne

Phone: 021 314 60 60

Voie du Chariot 4 (Flon), 1003 Lausanne

Phone: 021 314 90 90

Daily 24/24, www.polimed.ch

Migrant Integration

Bureau lausannois pour l'intégration des immigrés BLI

Place de la Riponne 10, 1002 Lausanne

Mon - Fri 08:00 - 12:00, 13:00 - 17:00

Phone: 021 315 72 45, www.lausanne.ch/bli

Military Administration

Service de la sécurité civile et militaire

Place de la Navigation 6, 1110 Morges

Mon - Fri 07:30 - 11:30, 13:30 - 16:45

Phone: 021 316 47 27, www.vd.ch/sscm

Multimedia Information

Multimédia

Place de l'Europe 2, 1002 Lausanne

Mon - Fri 07:45 - 17:00, phone: 021 315 88 88

www.lausanne.ch/multimedia

Municipal Administration

Phone: 021 315 11 11, www.lausanne.ch

Nurseries - information and registration

Bureau d'information aux parents BIP

Place Chauderon 9, 1002 Lausanne

Mon - Fri 08:30 - 11:30, 13:30-16:30

Phone: 021 315 60 00, www.lausanne.ch/bip

Nursery for children of parents busy soliciting the services of the city's administration

Halte-jeux BIP-BIP

Place Chauderon 9, 1002 Lausanne

Mon, Tue, Thu, Fri 08:30 - 11:30, Wed 14:00 - 17:00

Phone: 079 615 61 42, www.lausanne.ch/bip-bip

Official Funeral Homes

Pompes funèbres officielles

Avenue des Figuiers 28, 1007 Lausanne

Mon - Fri 07:30 - 11:45, 13:30 - 17:30

Sat 08:00 - 12:00, phone: 021 315 45 45

www.lausanne.ch/pfo, Daily 24/24

Official Papers, Naturalisations, Electoral Register

Bureau des naturalisations,

déclarations et registre civique

Place de la Louve 1, 1002 Lausanne

Mon - Fri 07:30 - 11:30, 13:00 - 17:00

Phone: 021 315 22 31

www.lausanne.ch/naturalisation

www.lausanne.ch/votations_elections

Parking Badges

Office du stationnement

Rue Saint-Martin 29, 1002 Lausanne

Mon - Fri 07:30 - 11:45, 13:15 - 17:00

Phone: 021 315 38 00

www.lausanne.ch/parkings

Passport, Identity Card

Secteur des documents d'identité du Canton de Vaud

Voie du Chariot 3 (Flon), 1014 Lausanne

Mon - Fri 07:30 - 18:30, Sat 08:00 - 16:30

Phone: 0800 01 12 91, www.vd.ch/passeport

Public Information - info cité

Place de la Palud 2, 1002 Lausanne

Place Chauderon 7a, 1002 Lausanne

Mon - Fri 07:45 - 12:00, 13:15 - 17:00

Rue du Port-Franc 18

Mon - Fri 08:00 - 12:00, 13:00 - 16:30

Phone: 021 315 25 55

www.lausanne.ch/accueil

Public Transport for the Lausanne Region

Client Centre Flon

Place de l'Europe 5b, 1003 Lausanne

Mon - Fri 07:00 - 19:00, Sat 08:00 - 18:00

Point of Sale Haldimand

Rue Haldimand 3, 1003 Lausanne

Mon - Fri 07:30 - 19:00, Sat 09:00 - 18:00

Phone: 0900 564 900 (Fr. -.86 / min)

www.t-l.ch

Refuse Disposal, Recycling

Service d'assainissement

Rue des Terreaux 33, 1002 Lausanne

Mon - Fri 07:30 - 11:45, 13:30 - 16:45

Phone: 021 315 79 11

www.lausanne.ch/assainissement

Regional Employment Office

Office régional de placement ORP

Place Chauderon 9 (Flon), 1002 Lausanne

Mon - Fri 07:30 - 12:00, 13:00 - 17:00

Phone: 021 315 78 99, www.lausanne.ch/orp

Residence Permit

Contrôle des habitants

Rue du Port-Franc 18 (Flon), 1002 Lausanne
Mon - Fri 08:00 – 12:00, 13:00 – 16:30
Phone: 021 315 31 33, www.lausanne.ch/ch

Schools - Information and Registration

Service des écoles primaires et secondaires

Place Chauderon 9, 1002 Lausanne
Mon - Fri 07:30 – 11:45, 13:00 – 17:00
Phone: 021 315 64 11, www.lausanne.ch/seps

Services Industriels

(utilities: electricity, gas, district heating, multimedia services)

Place Chauderon 23, 1002 Lausanne
Mon - Fri 08:00 – 11:45, 13:00 – 17:00
Phone: 0842 841 841, www.lausanne.ch/sil

Social Security, Birth and Maternity Benefits, Complementary Allowances

Assurances sociales

Place Chauderon 7, 1002 Lausanne
Mon - Fri 08:30 – 11:45, 13:00 – 17:00
Phone: 021 315 11 11
www.lausanne.ch/assurances_sociales

Social Services – Information and Reception

Centre social régional

Place Chauderon 4, 1002 Lausanne
Mon-Fri 08:30 – 11:45, 13:00 – 16:30
Phone: 021 315 75 11, www.lausanne.ch/csr

Subsidised Housing and Individual Rent Allowance

Service du logement et des gérances

Place Chauderon 7, 1002 Lausanne
Mon - Fri 07:45 – 11:45, 13:00 – 17:00
Phone: 021 315 74 11, www.lausanne.ch/sgl

Support Structure for Children in School

APEMS

Place Chauderon 9, 1002 Lausanne
Mon - Fri 07:30 – 11:45, 13:00 – 17:00
Phone: 021 315 68 23, www.lausanne.ch/apems

Tax Office Lausanne

Impôts

Rue Caroline 11 bis, 1014 Lausanne
Mon - Fri 08:30 – 11:30, 13:30 – 16:30
Phone: 021 316 23 11, www.vd.ch/impots

Water, Information and Control

Eauservice

Rue de Genève 36, 1002 Lausanne
Mon - Fri 07:00 – 11:30, 13:00 – 16:30
Phone: 021 315 85 30, www.lausanne.ch/eaux

Work Permit

Service de l'emploi

Rue Caroline 11, 1014 Lausanne
Phone: 021 316 61 04, www.vd.ch/emploi



DIGITAL TELEVISION
INTERNET
PHONE LINE

Lausanne

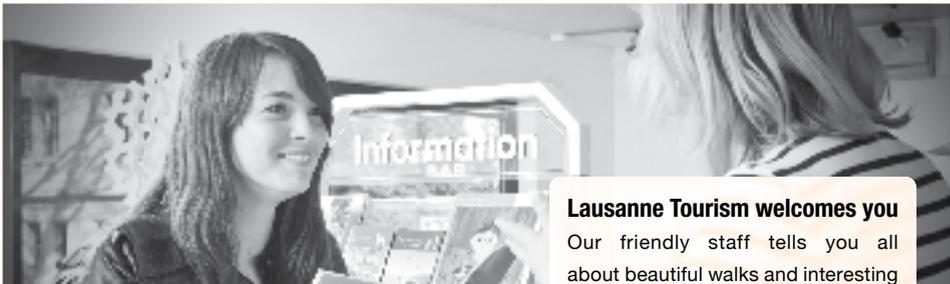
1 CONNECTION – 3 DIMENSIONS

Citycable
Services industriels
Espace Clients
Place de l'Europe 2
1003 Lausanne

WWW.CITYCABLE.CH

SIL
SERVICES INDUSTRIELS LAUSANNE

CITYCABLE
TÉLÉRESEAU LAUSANNE



Lausanne Tourism welcomes you

Our friendly staff tells you all about beautiful walks and interesting excursions – the best ways to explore your city!

Tourist Information Office - open daily

Railway Station, main hall, and Place de la Navigation

Phone : 021 613 73 73 · www.lausanne-tourisme.ch

Lausanne
TOURISME



Let's protect our future
through energy

L a u s a n n e

cmag

www.lausanne.ch/sil

Use energy in a different way

electricity | gas | district heating | multimedia services

SIL
SERVICES INDUSTRIELS LAUSANNE

ALBANAIS / SHQIP
ALLEMAND / DEUTSCH
ANGLAIS/ ENGLISH
BOSNIAQUE / BOSANSKI
ESPAGNOL / ESPAÑOL
FRANÇAIS
ITALIEN / ITALIANO
PORTUGAIS / PORTUGUÊS
SOMALI / SOOMAALI
TAMOUL / தமிழ்



BUREAU LAUSANNOIS
POUR L'INTÉGRATION
DES IMMIGRÉS
Place de la Riponne 10 - CP 5032 - CH-1002 Lausanne
T +41 (0)21 315 72 45 - F +41 (0)21 315 70 20
bli@lausanne.ch - www.lausanne.ch/bli



INFO CITÉ
Place de la Palud 2
Place Chauderon 7a
Rue du Port-Franc 18 (Flon)
CP - CH-1002 Lausanne
T +41 (0)21 315 25 55 - F +41 (0)21 315 20 14/10
infocite@lausanne.ch - www.lausanne.ch/accueit