



Ville de Lausanne

Bureau lausannois
pour les immigrés



Living in Lausanne A practical guide

EN

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Welcome to Lausanne

Lausanne, an open city

Managing a city means continuously pursuing the balance between stability and development. It means trying to recognise sometimes divergent interests and, more importantly, promoting a peaceful coexistence between inhabitants and communities. All these matters take on a special meaning in Lausanne: foreign citizens make up about 43% of our population and this proportion is constantly growing. Such cultural and social diversity is an important opportunity for sharing and mutual enrichment. It expands our horizons. It teaches us to know and respect each other. But it can also become a weakness, if we fail to integrate every person and ensure respect for everybody's culture.

If Lausanne has set a successful example of openness and diversity, it is largely because of the efforts undertaken by the Lausanne Office for Immigrants (BLI) and its partners over many years. Their day-to-day work – and this brochure is an example – helps make Lausanne an integrated, welcoming city and a pleasant place to live in for everyone.



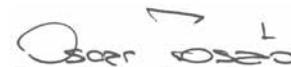
Grégoire Junod, Mayor of Lausanne

Integration involves each and every one of us

Over 160 nationalities coexist in the capital of the Swiss canton of Vaud. Here, more than anywhere else, integration involves each and every one of us, whether we are Swiss nationals or come from further afield. Overcoming our own prejudices, coming into contact with our neighbours and promoting dialogue are necessary steps to getting to know and understand each other and living better together. At the same time, for those who have just arrived, learning French is the first step to greater autonomy. If we are all committed, in our own way, to respecting each other, we will ensure and give meaning to the essential principles that guarantee social cohesion.

Lausanne is well aware that diversity is also a challenge as far as equal opportunities are concerned. Over 43% of Lausanne residents do not have a Swiss passport. Our city paved the way in 1971, when it created Switzerland's first office for immigrants.

Over almost 50 years, it has developed an integration policy that is attentive to the needs of the population. This publication is an example of the collective effort undertaken by the city's administration, in partnership with numerous associations and public bodies, to make our immigration policy meaningful. Our special thanks go to all those who contribute to it. And our best wishes to all of you who have just arrived.



Oscar Tosato, Town Councillor
Director of Sports and Social Cohesion

A city and its many facets

As Switzerland's fourth largest city, with 145,000 residents, enjoying the magnificent panoramic views over Lake Geneva and the Alps, Lausanne stands out as the capital of the Olympic movement, a sustainable city and a renowned centre of education and culture. Around its Gothic cathedral, it welcomes a diverse population from all over the world, as well as the headquarters of several multinational companies.

An Olympic and sporting capital

The importance of sport in Lausanne has been emphasised by the presence of the International Olympic Committee (IOC) since 1914, along with 20 or so international sports federations and organisations. The city's status as an Olympic capital will be bolstered by hosting the winter Youth Olympic Games (YOG) in January 2020, in which over 1,000 athletes aged 15 to 18 will take part.

Lausanne opened a new football stadium in 2019 and is home to several hundred clubs and associations, providing opportunities to take part in over 70 different sports. It also hosts an annual round of major sporting events, including Athletissima, the Lausanne Marathon and the popular Lausanne 20KM race (20KM de Lausanne).

Pioneering sustainable development

Sustainability has been at the heart of Lausanne's development for over 20 years and its efforts have been rewarded by the European Energy Award Gold. It is investing to ensure that 100% of its electricity supply comes from renewable resources, its new housing meets the criteria of the 2000-Watt Society, it encourages environmentally friendly mobility and is committed to protecting its open spaces. Its m2 metro is the first automated metro system in Switzerland and it is in the process of creating two eco-neighbourhoods.

Excellence in education

Lausanne benefits from the presence of some world-class educational institutions, such as the Swiss Federal Institute of Technology Lausanne (EPFL), which regularly performs well in the global rankings, the Ecole hôtelière (EHL) and the IMD (management). The campus shared by the University of Lausanne and EPFL is home to 25,000 Swiss and international students. Other institutions are renowned in their specific field, such as ECAL (arts and design), EJMA (jazz and contemporary music) and the Rudra-Béjart dance school.

A city of culture

Lausanne offers an exceptional level of cultural opportunity for a city of this size. Almost 20 museums take their visitors on a journey to areas as diverse as history, the sciences, fine arts, contemporary art and outsider art, with a unique collection that is unmatched anywhere else in the world. Lausanne has around 15 theatres, including institutions such as the Théâtre Vidy-Lausanne and more experimental spaces, several classical orchestras, an opera company, various festivals and a variety of contemporary music venues. Not forgetting the jewel in the dance crown, the Béjart Ballet Lausanne, founded by the famous choreographer Maurice Béjart.

A cutting-edge economy

Lausanne has more jobs than residents. Its mainly service and knowledge-based economy generates employment for 170,000 people. Thanks to CHUV (Vaud University Hospital), in particular, it provides outstanding health services. Thousands of new homes have been built over the last few years helping to ease tension in the property market.

www.lausanne.ch

Lausanne welcomes you

Every year, over 15,000 people move to Lausanne. Whether they come from a nearby town, another region in Switzerland or somewhere further afield, the city of Lausanne is keen to ensure they get off to a smooth start in the capital of the canton of Vaud.

Municipal meet-and-greet session

A meet-and-greet session is held for new residents at the Casino de Montbenon every year, in November. Numerous municipal services have an information booth at the event to tell attendees about what they do as part of the city's administration.

www.lausanne.ch/accueil

Welcome and information workshops in various languages and guided tour of the city's administrative offices

Welcome workshops and a guided tour of the city's administrative offices are offered free of charge, to familiarise people living in Lausanne with day-to-day topics and answer questions about work, education, institutions, health, housing and the school system. The workshops are offered in a range of languages, currently French, English, Spanish, Italian and Portuguese.

www.lausanne.ch/welcome

Info Cité

The Info Cité office is the main information point for the city of Lausanne and provides information and guidance for both residents and guests on administrative formalities and discovering what the city has to offer.

Info Cité

Place de la Palud 2, case postale 6904, 1002 Lausanne
Tel. 021 315 25 55, infocite@lausanne.ch
www.lausanne.ch/infocite

Helping newcomers to integrate

The Lausanne Office for Immigrants (Bureau lausannois pour les immigrés – BLI) welcomes you and is your first port of call for information about integrating into the workforce, taking part in social activities and your rights and responsibilities as a citizen. The BLI is also a key player in preventing racism and supports people who find themselves dealing with racist situations.

The Cantonal Office for the Integration of Foreigners and Prevention of Racism (Bureau cantonal pour l'intégration des étrangers et la prévention du racisme – BCI) is the State Council's competent authority for these matters. There are also municipal integration offices in Renens, Yverdon, Nyon, Vevey and Bex.

Bureau lausannois pour les immigrés – BLI (Lausanne Office for Immigrants)

Place de la Riponne 10, case postale 5032, 1002 Lausanne,
Tel. 021 315 72 45, bli@lausanne.ch, www.lausanne.ch/bli
Office hours: 8 am to 12 noon, 1 pm to 5 pm

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

Rue du Valentin 10, case postale, 1014 Lausanne, Tel. 021 316 49 59
info.integration@vd.ch, www.vd.ch/integration

Community associations

Numerous migrants' associations provide active support for integration in Lausanne and the canton of Vaud. A list of organisations in Lausanne is available on the BLI website.

The Protestant Social Aid Centre (Centre Social Protestant) can answer your administrative questions about permits, marriage and family reunification.

List of associations

Available at www.lausanne.ch/associations-migrants

Centre Social Protestant – La Fraternité (Protestant Social Aid Centre)

Place Arlaud 2, 1003 Lausanne, Tel. 021 213 03 53
frat@csp-vd.ch, www.csp.ch/fraternite
Office hours for social support: Tuesday and Thursday, 6 pm to 8 pm

When you get here: key things to do

Registering with the municipality

If you wish to live in Lausanne, you have eight days after you arrive to register with the Residents' Registry (Contrôle des habitants). You are required to present yourself in person at Rue du Port-Franc 18, in the Flon district. Several documents are required. You can announce your arrival in advance using an online form. If you are not a Swiss citizen and wish to stay for more than three months, you will need to apply for a residence permit.

Contrôle des habitants (Residents' Registry), www.lausanne.ch/ch, Tel. 021 315 31 33

Taking out insurance

Some types of insurance are compulsory if you live in Switzerland: basic health insurance, accident insurance, personal liability (RC) if you own a vehicle or building or at the request of certain property management companies if you are a tenant, and fire and natural disaster cover for buildings and furniture (ECA). Other insurance cover is optional: complementary health insurance, personal liability and household insurance, loss of income, legal protection or life insurance. Further information p.22

www.lausanne.ch/pratique

Connecting to the various networks

Once you have settled in, you will need to register with the Lausanne utilities provider (for electricity, gas, etc.) (Services industriels de Lausanne - SiL). You can also choose other multimedia services provided by SiL via the cable network (television, internet, landline).

Anyone who registers with the Residents' Registry automatically receives a bill from the company Serafe to pay the licence fee for radio and television reception. Fees are charged per household.

Services industriels (Department of utilities), www.lausanne.ch/sil, Tel. 0842 841 841 or Citycable, www.citycable.ch, Tel. 021 315 88 88

Serafe, www.serafe.ch, Tel. 058 201 31 67 or Office fédéral de la communication (Federal Communications Office), www.ofcom.admin.ch

Registering your child at school

School-age children can be registered as soon as you arrive, at any point during the year, by contacting the Primary and Secondary Schools Department (Service des écoles primaires et secondaires). Support is available for children who do not yet speak French. Further information p.15

Finding a child-care solution

Pre-school age children can be registered with a day-care centre. Demand is very high and the number of places is limited, so it is important to get your name on the waiting list as soon as possible. The Parents' Information Office (Bureau d'information aux parents – BIP) can provide you with information.

UAPE and APEMS centres offer out-of-hours care for school-age children. Further information p.16

Paying taxes

The Swiss tax system operates on three levels: federal, cantonal and municipal taxes. Everyone aged 18 and over living in the canton is required to fill out an annual tax return, whether they have a source of income or not. Future taxpayers and foreign workers must register with the Cantonal Tax Authority (Administration cantonale des impôts).

Administration cantonale des impôts (Cantonal Tax Authority) www.vd.ch/impots, Tel. 021 316 00 00

Registering your vehicle

If you settle in Switzerland and hold a valid foreign driving licence, you have 12 months from when you arrive to exchange your foreign licence for a Swiss one. Motor vehicles and trailers need number plates to be allowed on public roads. Further information p.34-35

Service des automobiles et de la navigation du Canton de Vaud (Cantonal Office for Road Traffic and Shipping), www.vd.ch/san, Tel. 021 316 82 10

Registering your dog

Dog owners must register their dog with the Financial and Tax Service (Service des finances/impôts) by telephone, online or at the nearest police station.

Service des finances/impôts (Financial and Tax Service) www.lausanne.ch/impots, Tel. 021 315 43 11

Schools and young people

Children and young people in Lausanne have access to day-care, school and leisure facilities that reflect their needs and interests.

Schooling system

The education system is a cantonal responsibility in Switzerland, from school to university, with the sole exception of the Swiss Federal Institutes of Technology. Compulsory schooling begins once the child has turned four and continues for 11 years.

After they have completed their compulsory schooling, students can choose from vocational training (an apprenticeship leading to a CFC) or higher education (in a sixth-form college or specialist high school).

**Direction générale de l'enseignement obligatoire
(Directorate General of Compulsory Education)**
Rue de la Barre 8, 1014 Lausanne, Tel. 021 316 32 32
www.lausanne.ch/ecole, www.vd.ch/scolarité where you can
download documents translated into various languages

Register your child at school from the age of 4

There are 15 schools in Lausanne, in locations throughout the city. Registrations are handled centrally by the Primary and Secondary Schools Department (Service des écoles primaires et secondaires). There are also numerous private schools offering different kinds of teaching or multilingual environments.

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

Association vaudoise des écoles privées (Vaud Association of Private Schools)
Route du Lac 2, 1094 Paudex, case postale 1215, 1001 Lausanne
Tel. 058 796 33 00, info@avdep.ch, www.avdep.ch

Non French-speaking pupils aged 4 to 15

Children between the ages of 4 and 15 who are not sufficiently fluent in French when they arrive in Lausanne will be pointed towards the Resource Centre for Allophone Students (Centre de ressources pour élèves allophones – CREAL). Following an interview, students may be accepted into a reception class or given intensive French lessons to facilitate their integration into mainstream school.

**Centre de ressources pour élèves allophones de Lausanne – CREAL
(Resource Centre for Allophone Students)**
Avenue d'Echallens 1, 1004 Lausanne, Tel. 021 315 64 86, www.lausanne.ch/creal

Non French-speaking students aged 15 to 20

Young people aged 15 to 20 who have recently arrived in Switzerland may, depending on availability, be able to spend an academic year in the Ecole de la transition (Transition School). This gives pupils the opportunity to familiarise themselves with their new community to help them integrate and, in time, embark on an initial vocational training course or engage in academic study. Registrations are managed by the Migration Portal (Portail Migration) of the Cantonal Office for Educational and Vocational Guidance (Office cantonal d'orientation scolaire et professionnelle – OCOSP).

Portail Migration – OCOSP (Portail Migration)
Rue de la Borde 3d, 1014 Lausanne, Tel. 021 316 11 40
www.vd.ch/themes/formation/orientation/trouver-une-formationprofession-lorsquon-vient-darriver-dans-le-canton-de-vaud

Day-care centres

Children's centres, day-care centres, subsidised municipal and private nurseries, play centres and kindergartens all form part of the Lausanne day-care network (Réseau d'accueil de jour de Lausanne) known as Réseau-L. The various centres offer full-time care to help families manage their personal and professional lives, and part-time care to help children develop social skills. The Parents' Information Office (BIP) provides information and guidance for parents and can register their interest on the Réseau-L's central waiting list.

If a pupil in class 1P or 2P requires day care, they may be able to attend a pupil day care centre (Unité d'accueil pour écoliers – UAPE).

APEMS (Accueil pour enfants en milieu scolaire – support structures for school-aged children) centres provide supervised day-care services for children in class 3P to 6P whose parents are working, from 7 am to 6.30 pm.

Bureau d'information aux parents – BIP (Parents' Information Office)

Place Chauderon 9, case postale 5032, 1002 Lausanne

Reception open daily from 8.30 to 11.30 am and 1.30 to 4.30 pm

Telephone helpline: 021 315 60 00 Tuesday, Thursday and Friday from 10 am to 12 noon. bip@lausanne.ch, www.lausanne.ch/bip

Support structures in Lausanne

www.lausanne.ch/structures-accueil

Service d'accueil de jour de l'enfance (Day Care for Schoolchildren)

Place Chauderon 9, case postale 5032, 1002 Lausanne, Tel. 021 315 68 33/08 apems@lausanne.ch, www.lausanne.ch/apems

Native language and culture courses

Native language and culture courses encourage children to explore their multicultural identity by acquiring their mother tongue. A good knowledge of their mother tongue is often an important foundation for learning the language of their host country. A list of native language and culture courses provided by associations in Lausanne is available in the brochure *Apprendre à Lausanne* published by the BLI.

Bureau lausannois pour les immigrés – BLI (Lausanne Office for Immigrants)

List of courses available at www.lausanne.ch/apal

Holiday activities

Various leisure activities are available for children during the school holidays. The holiday activities team (Domaine accueil vacances) is on hand to guide families and help them register for the activities they want.

Direction de l'enfance, de la jeunesse et des quartiers (Department of Childhood, Youth and Neighbourhoods) – Domaine accueil vacances

Place Chauderon 7a, case postale 5032, 1002 Lausanne, Tel. 021 315 68 22/65 jeunessevacances@lausanne.ch, www.lausanne.ch/jeunessevacances

SCHOOL HOLIDAY DATES:

www.lausanne.ch/vacances

Education and training

Lausanne is home to a number of specialist educational institutions, including the University of Lausanne (UNIL), the Swiss Federal Institute of Technology Lausanne (EPFL), institutes of higher education and technical colleges (hotel management, business administration, visual arts, etc.) and numerous private schools.

Educational and vocational guidance

The Regional Centre for Educational and Vocational Guidance (Centre régional d'orientation scolaire et professionnelle – OSP) offers information and advice to students at the end of their compulsory schooling and young people in training or in transition, as well as to adults.

Open-access, short information interviews are provided free of charge at the Information Centre on Studying and Careers every afternoon (Mon - Thurs from 1.30 pm to 5 pm and Fri from 12 noon to 4 pm). Individual appointments can be arranged during the first interview.

The Migration Portal (Portail Migration) offers welcome interviews for young people aged between 15 and 25, who have recently arrived in the canton of Vaud, speak limited or no French and are interested in taking a training course. (p. 15)

Drop-in information sessions (on training pathways, grants, etc.) are organised regularly. A CV clinic is held every Friday, from 12 noon to 4 pm.

Centre régional d'orientation scolaire et professionnelle Lausanne – OSP
(Regional Centre for Educational and Vocational Guidance)
Rue de la Borde 3d, 1014 Lausanne, Tel. 021 316 11 20, www.vd.ch/orientation

Guichet d'information de la Direction générale de l'enseignement postobligatoire – DGEP (Department of Further Education Helpdesk)
Rue Saint-Martin 26, 1014 Lausanne, Tel. 021 316 63 04
info.dgep@vd.ch, www.vd.ch/dgep

Study grants

The canton of Vaud may award study grants depending on the applicant's financial situation. The Work Help Foundation (Fondation lausannoise d'aide par le travail – F.L.A.T.) aims to help the city's residents to integrate into the workforce by funding training or covering work-related expenses. It is open to people whose main residence is within the municipality of Lausanne and who have a valid (but not temporary) work permit. Support from the Foundation is provided in the form of a subsidy and neither existing debts nor applications for retroactive assistance can be considered.

Information on training is available at www.vd.ch/orientation and on study grants at www.vd.ch/ocbe

Fondation lausannoise d'aide par le travail – F.L.A.T. (Work Help Foundation)
Sévelin 8, case postale 5032, 1002 Lausanne, Tel. 021 315 71 28
flat@lausanne.ch, www.lausanne.ch/flat

Recognition of qualifications

The National Contact Centre (Point de contact national) at the State Secretariat for Education, Research and Innovation is your first point of contact for any general questions on the recognition of foreign qualifications.

Point de contact national pour la reconnaissance des diplômés
(National Contact Centre for the recognition of qualifications).
Hotline 058 462 28 26, Monday to Friday 9.30 am to 11.30 am and Tuesday-Wednesday 2 pm to 4 pm. Outside these times, write to pointdecontact@sbfi.admin.ch
General information: www.sbfi.admin.ch

French courses

Mastering the language of your new country plays an important role in the integration process, particularly when it comes to accessing services related to work, health and education. A list of French courses offered by associations and private schools is available on the website of the Lausanne Office for Immigrants (BLI) or in the brochure *Apprendre à Lausanne*.

Bureau lausannois pour les immigrés – BLI (Lausanne Office for Immigrants)
Place de la Riponne 10, case postale 5032, 1002 Lausanne, Tel. 021 315 72 45
bli@lausanne.ch, www.lausanne.ch/bli or www.lausanne.ch/apal

Work

Looking for work? You can respond to job offers published in the local media or on the internet, and register free of charge with the Regional Employment Office (Office régional de placement) or at one of the private employment agencies. Check out the websites of companies that interest you and send them an unsolicited application.

Your first job in Switzerland

Building your own network of contacts also plays an important role in finding a job. In this regard, taking an active role in an association can be both extremely useful and rewarding.

Foreigners wishing to work in Switzerland need a work permit. A potential employer can apply for a permit as long as the requirements are met.

The Lausanne Office for Immigrants offers appointments in Spanish, Portuguese, Italian, English and French to help you with your job search.

Bureau lausannois pour les immigrés – BLI (Lausanne Office for Immigrants)
Place de la Riponne 10, Tel. 021 315 72 45 or www.lausanne.ch/pef

Job-finding and guidance

People who are unemployed, or have handed in or been given their notice and will therefore shortly lose their job, can register with the Regional Employment Office (Office régional de placement – ORP). Applicants must live in Lausanne and be registered with the Residents' Registry. Foreigners must also be in possession of a work permit or authorisation. The task of the ORP advisers is to assist jobseekers and help them integrate into the workforce.

In order to receive unemployment benefit, applicants must have contributed for at least 12 months during the last two years before registering with the ORP.

If these conditions are not met, jobseekers can still benefit from a range of services that will help them get back into the job market.

**Service du travail – Office régional de placement – ORP
(Department of Labour – Regional Employment Office)**
Place Chauderon 9, case postale 5032, 1002 Lausanne, Tel. 021 315 78 99
orp@lausanne.ch, www.lausanne.ch/orp

Service cantonal de l'emploi (Cantonal Department of Labour)
Rue Caroline 11, 1014 Lausanne, Tel. 021 316 61 04
info.sde@vd.ch, www.vd.ch/sde

The City of Lausanne publishes its vacancies on www.lausanne.ch/emploi

Labour law

The Swiss Constitution does not provide for a minimum wage. Nevertheless, some sectors of activity are regulated by a collective labour agreement that stipulates a monthly or hourly minimum wage. For a clearer understanding of the legal basis of your contract, contact the offices of the city's Labour Inspectorate (l'Inspection du travail Lausanne). The Federal Authorities have a salary calculator available on their website www.lohnrechner.bfs.admin.ch

**Service du travail – Inspection du travail Lausanne
(Department of Labour – Labour Inspectorate)**
Place de la Riponne 10, case postale 5032, 1002 Lausanne, Tel. 021 315 76 80
itl@lausanne.ch, www.lausanne.ch/inspectiondutravail

Health and welfare

Remember to take out compulsory health insurance within three months of your arrival! The health care and social security network can help you with day-to-day issues.

Health and accident insurance

In addition to social security contributions that are deducted from your salary (pension fund, unemployment, old age and disability insurance), health and accident insurance is compulsory for everyone living in Switzerland. In principle, employees are automatically insured in case of an accident. If you are not employed, you must take out accident coverage with your health insurance.

As you are free to choose any health insurance you wish, the Federal Office of Public Health (Office fédéral de la santé publique – OFSP) provides a comparison of all premiums on the website www.priminfo.ch.

The Vaud Health Insurance Office (Office vaudois de l'assurance-maladie – OVAM) may grant subsidies to help with payment of compulsory health insurance, depending on your income. Applications must be submitted to your social security office or on the OVAM website.

Health insurance subsidies

Service des assurances sociales (Social Security Office)

Place Chauderon 7, case postale 5032, 1002 Lausanne, Tel. 021 315 11 11
sas@lausanne.ch, www.lausanne.ch/assurances_sociales

Office vaudois de l'assurance-maladie (Vaud Health Insurance Office)

Chemin de Mornex 40, 1014 Lausanne, Tel. 021 557 47 47
Mon, Wed and Fri: 8 am to 11.45 am. www.vd.ch/subside-assurance-maladie

LIFE-THREATENING EMERGENCIES

Emergency number: Tel. 144 (24/7)
Duty doctor: Tel. 0848 133 133 (24/7)

Choosing a doctor

Most people in Switzerland have a “family doctor”, who deals with your day-to-day health and can refer you to a specialist or emergency care if necessary. Some doctors speak several languages: check with the Doctors' Association of the Canton of Vaud (Société vaudoise de médecine) or the website of the Swiss doctors' federation (Fédération des médecins).

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

(list of doctors speaking several languages)

Chemin de Mornex 38, case postale 7443, 1002 Lausanne, Tel. 021 651 05 05
info@svmed.ch, www.svmed.ch or on the national website www.doctorfmh.ch

First aid / emergency care

General practitioners at the University Medical Clinic (Policlinique médicale universitaire – PMU) offer long-term, personalised medical care, in the same way as independent doctors. The PMU provides a welfare assistance service and a public pharmacy. The Vaud University Hospital (Centre hospitalier universitaire vaudois – CHUV) provides emergency care as required. Paediatric emergencies are dealt with at the Children's Hospital (Hôpital de l'enfance).

The Point d'Eau Foundation offers free or low-cost hygiene and health services to people in need, including showers, washing machines and access to dental and medical care (doctors, nurses, osteopaths, chiropractors and massage practitioners).

Policlinique médicale universitaire – PMU (University Medical Clinic)

Rue du Bugnon 44, 1011 Lausanne, Tel. 021 314 60 60, daily 24/7
Voie du Chariot 4 (Flon), 1003 Lausanne, Tel. 021 314 90 90
Mon-Sat 7 am to 9 pm, Sun and public holidays 9 am to 7 pm

Centre hospitalier universitaire vaudois – CHUV (Vaud University Hospital)

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

Hôpital de l'enfance (Children's Hospital)

Chemin de Montétan 16, 1007 Lausanne, Tel. 021 314 84 84 (emergencies 24/7)
www.hopital-enfance.ch

Point d'Eau

Avenue de Morges 26, 1004 Lausanne
Mon and Thurs: 2 pm to 8 pm and Tues, Wed, Fri: 10 am to 4 pm.
Tel. 021 626 26 44, info@pointdeau-lausanne.ch, www.pointdeau-lausanne.ch

Health and migration

The Appartenances association offers psychotherapeutic consultations for patients suffering from migration-induced trauma. If you require an interpreter, the Intermedia service at Appartenances provides services in more than 50 languages.

Appartenances / Intermedia service

Rue des Terreaux 10, 1003 Lausanne, Tel. 021 341 12 50
interpretariat@appartenances.ch, www.appartenances.ch

Pharmacies

Pharmacies sell over-the-counter and prescription drugs and provide basic health information. In the case of emergencies outside opening hours, a duty pharmacy remains open until midnight seven days a week. At night, call the duty doctor on 0848 133 133 (standard call charges apply).

Family planning

The Fondation Profa can answer all your questions about contraception, pregnancy and AIDS prevention and offers a marriage counselling service.

Fondation Profa (Profa Foundation)

Avenue Georgette 1, 1003 Lausanne, Tel. 021 631 01 42
Migration and private life: Tel. 021 631 01 75, www.profa.ch

Seniors and people with disabilities

Lausanne offers a wide range of welfare, health and medical-social services. A list of official and private services is available online.

Service des assurances sociales (Social Security Department)

Place Chauderon 7, case postale 5032, 1002 Lausanne, Tel. 021 315 11 11
sas@lausanne.ch, www.lausanne.ch/aineshandicapés

Violence

The LAVI Counselling Centre (Centre de consultation LAVI) provides support for men and women who have suffered physical, sexual or psychological violence. Its services are free of charge.

The Malley-Prairie shelter (Centre d'accueil Malley-Prairie) is a counselling centre and hostel for women (and their children) who have suffered physical or psychological violence. Consultations are free of charge.

The Ale Prevention Centre (Centre Prévention de l'Ale) provides help and support to anyone who is behaving violently to their partner or family. It is open to same-sex couples.

Centre LAVI (LAVI Centre)

Rue du Grand-Pont 2bis, 1003 Lausanne, Tel. 021 631 03 00 (24/7)

Centre d'accueil Malley-Prairie (Malley-Prairie Centre) (24/7)

Chemin de la Prairie 34, 1007 Lausanne, Tel. 021 620 76 76
Emergency number: night-time and weekends, 021 620 76 70
info@malleyprairie.ch, www.malleyprairie.ch

Centre de prévention de l'Ale (Ale Prevention Centre)

Rue de l'Ale 30, 1003 Lausanne, Tel. 021 321 24 00
www.prevention-ale.ch. Information by phone or information line,
Wednesday 4 pm to 7 pm.

Social services

The Lausanne Social services (Service Social Lausanne – SSL) provides financial and welfare support in the interests of respecting citizens' dignity and human rights. A list of benefits by area or service provider is available on its website.

Service social Lausanne – Info sociale (Social Services Information Centre)

Place Chauderon 4, case postale 5032, 1002 Lausanne, Tel. 021 315 75 11
ssl@lausanne.ch, www.lausanne.ch/ssl

Budgetary and financial problems

The Parlons Cash telephone hotline provides advice on budget management and can answer any questions on debt-related problems.

Tel. 0840 4321 00 (standard call charges apply)
Monday to Thursday, between 8.30 am and 1 pm

Accommodation and refuse disposal

Most people in Switzerland rent their accommodation from intermediaries called 'gérances'. The usual way to find an apartment is therefore to contact the intermediaries rental offices.

Among the 71,000 homes within the city limits, more than 7,000 are subsidised. Subsidised housing is rented out under certain conditions. The city's municipal authorities are responsible for managing these subsidies, which vary depending on the tenant's circumstances (income, household composition, years of residence in the city, etc.).

Contact the Housing and Real Estate Management Office (Service du logement et des gérances) to find out the conditions applicable to subsidised housing.

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

Place Chauderon 9, case postale 5032, 1002 Lausanne, Tel. 021 315 74 11
slg@lausanne.ch, www.lausanne.ch/slg

I ♥ MES VOISINS: A GUIDE TO NEIGHBOURLINESS

This is a multilingual brochure and flyer published by the Lausanne Office for Immigrants (BLI) in conjunction with the Housing and Real Estate Management Office.

What's the purpose? To provide a reminder of a few simple rules to promote neighbourliness and provide advice on how to solve disputes or discrimination issues.

Further information: www.lausanne.ch/bli > publications
These free publications are available from the Lausanne Office for Immigrants (BLI) or Info Cité.

Sorting and recovering waste: a natural reflex

Household waste must be disposed of in the official white bags, which must be paid for in advance. Bags can be purchased from supermarket checkouts or from a post office (La Poste). An annual contribution of CHF 80 per inhabitant is deducted from your electricity bill by the municipal authorities. Bags are available free of charge when a child is born or for people who suffer from incontinence, from the Social Services Department (Service des assurances sociales).

Containers for glass, paper, cardboard and raw or cooked food waste are made available in buildings wherever possible. Residents must take all other bulky or polluting waste to a waste collection facility. Locations and opening hours can be found in the "Waste collection calendar" (Calendrier des ramassages), which is distributed to all households or can be downloaded from the city's website.

Service de la propreté urbaine (Waste Management Service)

Rue des Terreaux 33, case postale 5032, 1002 Lausanne, Tel. 021 315 79 11
proprete.urbaine@lausanne.ch, www.lausanne.ch/proprete-urbaine

Info-déchets (Waste information line)

Tel. 0800 804 806 (free number)

Life in your neighbourhood

From the Sous-gare district to Bellevaux and La Blécherette, Lausanne is a mosaic of around fourteen different neighbourhoods. Each of them has its own distinct personality.

Socio-cultural activities

In conjunction with various neighbourhood associations, the Foundation for the Promotion of Socio-Cultural Activities (Fondation pour l'animation socioculturelle lausannoise – FASL) manages five community centres, ten socio-cultural centres and two adventure playgrounds in Lausanne's neighbourhoods. These organise various activities for all ages in order to promote encounters and strengthen social ties.

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

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

Neighbourhood Party

Every year, on the last Friday in May, Lausanne organises the "Fête des voisins" (Neighbourhood Party). This local event, which now takes place in many other European cities, is one of the many activities designed to bring neighbours together in different areas. Each street and neighbourhood takes responsibility for its own initiatives, but the municipal authorities provide extremely useful advice and support.

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

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

Neighbourhood contracts

A neighbourhood contract is a commitment of trust between the city of Lausanne and people who live and/or work in the neighbourhood to think about how to improve the quality of the neighbourhood and its living environment, and work on it together. Following on from Montelly (2010-12) and Boveresses (2013-16), Prélaz/Valency (2016-19) is now enjoying the benefits of a contract. A new neighbourhood contract will be rolled out in 2020.

Further information about working groups and projects:
www.lausanne.ch/contrats-de-quartier

Community budget

The community budget encourages citizen participation by supporting neighbourhood projects developed by local residents.

It gives people who live in Lausanne the opportunity to contribute to the organisation of their city by implementing projects they have created and chosen. It also strengthens the relationship between the city and its residents, by discussing how to use a proportion of the municipality's resources. Finally, it allows the city to encourage development, activities and transformation at a neighbourhood level, drawing on the ideas of people who live there and bringing them to life.

Further information at my.lausanne.ch/budget-participatif

Citizenship and political rights

Settling in Lausanne also means getting involved in the city's social life, by participating in its political activities.

Voting in Lausanne. Voting rights and eligibility

People are often called on to vote on different projects or to elect their representatives. Swiss citizens receive their voting papers by post each time a ballot or an election is scheduled at the municipal, cantonal or federal level.

Thanks to the new constitution for the canton of Vaud adopted in 2003, foreigners aged 18 and above are entitled to vote in municipal elections provided they satisfy the following conditions: they have been resident in Switzerland for at least ten years, have lived in the canton of Vaud for at least three years and hold a B or C residence permit. Voting papers for each ballot or election organised at the municipal level are sent to them automatically by post.

Foreigners who meet these criteria are also eligible to stand for election and can become members of the city council or municipality. Everyone who has voting and electoral rights is entitled to sign up to a municipal initiative or vote in a referendum.

Last but not least, any Swiss national or foreigner, whether they are over the age of majority or not, is entitled to sign a petition.

Bureau du registre civique (Electoral Register Office)

Place de la Palud 2, case postale 6904, 1002 Lausanne, Tel. 021 315 22 33

votations@lausanne.ch, www.lausanne.ch/votations

Mon-Fri, 9.30 am to 11 am, 2 pm to 4 pm

Political parties

It is the duty of political parties to act in the interests of the population or the people who share their political beliefs, and to communicate popular requests to political decision-making bodies, in this case, the city council.

[City council and composition of political groups in Lausanne](http://www.lausanne.ch/conseil-communal)

www.lausanne.ch/conseil-communal

Naturalisation

If you wish to become a Swiss citizen, you should contact the Naturalisation Office of the Population Department for the canton of Vaud (Service de la population du Canton de Vaud).

For French courses and other services related to naturalisation requests, please see www.lausanne.ch/bli > Citoyenneté or the brochure *Apprendre à Lausanne*, www.lausanne.ch/apal

Secteur des naturalisations, Service de la population (Naturalisation Office, Population Department)

Case postale, 1014 Lausanne, Tel. 021 316 45 91, www.vd.ch/naturalisation

Telephone enquiries: Monday to Friday, 9 am to 11.30 am

VOTRE VILLE, VOTRE VIE, VOTRE VOIX

The city offers a series of guided visits and an information session on how to use your voting papers. A citizens' bus also visits the city's various neighbourhoods. These free sessions are designed to help you find out more about political life in Lausanne, visit its institutions and understand the relationship between the municipal, cantonal and federal levels of government.

The brochure and schedule can be downloaded from www.lausanne.ch/bli > Citoyenneté

Culture, leisure and sports

Lausanne is a lively, diverse city that offers a wide range of artistic events and numerous leisure activities. The Olympic capital also actively supports sports and movement in all their forms.

Culture

The city is not only a focal point for many of the great names in classical music and opera, but also a flagship location for contemporary music and jazz, with numerous specialist concert venues offering a flourishing and eclectic programme.

There is also a remarkable array of dance and theatre on offer. From contemporary performances to the classical stage, comedy and works for young audiences, the city has built a reputation as a creative hub with an international reach.

Around 20 museums, some of which are unique in the world, also contribute to the richness of artistic life in Lausanne, with exhibitions on a wide variety of themes to discover all year long.

All the museums (except the Olympic Museum and the Fondation de l'Hermitage) are free of charge on the first Saturday of the month.

The Carte Cultissime is an arts and leisure card aimed at 18 to 25 year-olds. The card is free of charge and allows the holder to purchase tickets at around half price for the institutions that take part in the scheme, as well as free access to the municipal museums in Lausanne and Pully.

Get the arts card
www.carte-cultissime.ch

List of museums
www.lausanne.ch/musees

Guided heritage visits
www.lausanne.ch/visites

Lausanne libraries
www.lausanne.ch/biblio

Leisure

The Info Cité (city information centre) lists cultural events in Lausanne. The calendar on the Ville de Lausanne website can be searched by theme, location or date.

The Tourist Office offers a wide range of information on leisure activities on its website (in several languages), on Instagram and in the tourist information offices in Ouchy, at the railway station and at the cathedral.

Info Cité
www.lausanne.ch/infocite

Lausanne Calendar
www.lausanne.ch/agenda

Lausanne Tourisme
www.lausanne-tourisme.ch

Sport

As the capital of the Olympic movement and administrative capital of sport, Lausanne actively supports sport in all its forms, from amateur to elite. The city is home to almost 300 sports clubs and over 50 events offering something for everyone, from the Lausanne Half Marathon (20KM de Lausanne) to the athletics event, Athletissima. It also provides numerous sports facilities that are freely available to residents. As a result, there are numerous opportunities to engage with sport in Lausanne, meeting the needs of everyone who lives in the Olympic capital all year long.

Events
www.lausanne.ch/manifestations-sportives

Sports facilities
www.lausanne.ch/installations-sportives

Sports clubs
www.lausanne.ch/clubs-sportifs

Transport and mobility

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

Metro, buses, trains and car parks

Switzerland's first fully automatic metro, the m2, connects the south of the city (Ouchy) to the north (Croisettes) in 18 minutes. This main urban line is linked to the city's bus network and the national rail system.

Two other metro lines start at Flon station: the LEB (Lausanne-Echallens-Bercher) train northwards and the m1, to Renens.

Transport across the canton is organised into pricing zones (mobilis-vaud.ch); Lausanne is in zones 11 and 12. From 15 zones upwards, you have access to all zones.

There are several park-and-ride (P+R) car parks on the outskirts of the city, all connected to public transport.

Residents can buy badges that allow them to park for longer in their own neighbourhood.

Transports publics de la région lausannoise (Public transport in the Lausanne region)

Centre clientèle Flon (Flon customer service centre)

Place de l'Europe 5b, 1003 Lausanne, Mon-Fri 7 am to 7 pm, Sat 9 am to 6 pm
Customer services 021 621 01 11 (standard call charges apply).

Swiss Federal Railways – CFF-SBB

www.cff.ch, Tel. 0848 44 66 88 (CHF 0.08/min.)

Services des routes et de la mobilité (Road Traffic and Mobility Service)

www.lausanne.ch/rm

Office de la circulation et du stationnement (Traffic and Parking Office)

Rue Saint-Martin 31, case postale 5354, 1002 Lausanne, Tel. 021 315 38 00
stationnement@lausanne.ch, www.lausanne.ch/macarons

Cycling

Using a bicycle frees you up from parking problems and traffic jams. Cycling is faster than driving for journeys of less than 4 km in the city. A map of recommended cycling routes is available.

The rapid rise of electric bikes has made it easier to cover longer distances and hillier terrain. The city offers a 15% subsidy on the purchase of an electric bike (maximum CHF 400) and 30% (max CHF 800) for people under 25.

Service des routes et de la mobilité (Road Traffic and Mobility Service)

Délégué vélo, rue du Port-Franc 18, case postale 5354, 1002 Lausanne
Tel. 021 315 54 15, velo@lausanne.ch, www.lausanne.ch/velo

Electric bike subsidies

View terms and conditions and apply at www.equiwatt.ch/mobilite-douce

Pedestrians

Walking is the simplest and most ecological way of getting around the city. Lausanne has therefore created plenty of facilities to encourage walking and make it a comfortable place for pedestrians, from pedestrian crossings to green routes, extensions to pedestrian areas, etc.

Service des routes et de la mobilité (Road Traffic and Mobility Service)

Délégué piétons, rue du Port-Franc 18, case postale 5354, 1002 Lausanne
Tel. 021 315 54 15, pietons@lausanne.ch, www.lausanne.ch/pietons

Disability access

People with disabilities can find support at www.lausanne.ch/aineshandicapes: click on "T" for Transportation or call 021 315 11 11.

Taxis

Use the free interactive app Taxi Lausanne to order a taxi quickly and simply.

A to Z of key addresses

Address book

Subject to change

Accueil pour enfants en milieu scolaire – APEMS
(Support structures for school-age children)
Place Chauderon 9, 1002 Lausanne
Mon-Fri 7.30 am to 11.45 am, 1 pm to 5 pm
Tel. 021 315 68 33/08
www.lausanne.ch/apems

Registre civique (Electoral register)
Bureau des naturalisations et registre civique
Place de la Palud 2, 1002 Lausanne
Mon-Fri 9 am to 11.30 am, 2 pm to 6 pm
Tel. 021 315 22 33

Administration cantonale
(Cantonal Administration)
Tel. 021 316 21 11, www.vd.ch

Administration communale
(Municipal Administration)
Tel. 021 315 11 11, www.lausanne.ch

Administration militaire
(Military Administration)
Service de la sécurité civile et militaire
Place de la Navigation 6, 1110 Morges 1
Mon-Fri 7.30 am to 11.45 am, 1.30 pm to 4.45 pm,
Tues 7.30 am to 6.30 pm
Tel. 021 316 47 40
www.vd.ch/sscm

Assurance incendie et éléments naturels
(Fire and natural disaster insurance)
Etablissement d'assurance contre l'incendie et les éléments naturels du Canton de Vaud – ECA
Rue Cité-Devant 12, 1005 Lausanne
Mon-Thurs 8 am to 12 noon, 1.30 pm to 5 pm
Fri 8 am to 12 noon, 1.30 pm to 4.30 pm
Tel. 0800 721 721
www.eca-vaud.ch

Assurances sociales, allocations de naissance et de maternité, prestations complémentaires
(Social Security, Birth and Maternity Benefits, Complementary Allowances)
Place Chauderon 7, 1002 Lausanne
Mon-Fri 8.30 am to 11.45 am, 1 pm to 5 pm
Tel. 021 315 11 11
www.lausanne.ch/assurances-sociales

Bibliothèque municipale (City Library)
Place Chauderon 11, 1002 Lausanne
Mon, Tues, Thurs, Fri 12 noon to 7.30 pm,
Wed 10 am to 7.30 pm. Sat 11 am to 4 pm
Tel. 021 315 69 15
www.lausanne.ch/bibliotheque

Contrôle des habitants (Residents' Registry)
Rue du Port-Franc 18, 1002 Lausanne
Mon-Fri 8 am to 12 noon, 1 pm to 4.30 pm
Tel. 021 315 31 33
www.lausanne.ch/ch

Cours de français (French lessons) (list)
Bureau lausannois pour les immigrés – BLI
Place de la Riponne 10, 1002 Lausanne
Mon-Fri 8 am to 12 noon, 1 pm to 5 pm,
Tel. 021 315 72 45
www.lausanne.ch/bli

Crèches – information et inscriptions
(Nurseries – information and registration)
Bureau d'information aux parents – BIP
Place Chauderon 9, 1002 Lausanne
Mon-Fri 8.30 am to 11.30 am, 1.30 pm to 4.30 pm
Telephone helpline: Tues, Thurs, Fri 10am to 12 noon
Tel. 021 315 60 00,
www.lausanne.ch/bip

Déchets, recyclage
(Refuse disposal, Recycling)
Service de la propreté urbaine
Rue des Terreaux 33, 1002 Lausanne
Mon-Fri 8 am to 12 noon, 1.30 pm to 5 pm
Tel. 021 315 79 11
www.lausanne.ch/proprete-urbaine

Eau information, contrôle
(Water, Information and Control)
Service de l'eau
Rue de Genève 36, 1002 Lausanne
Mon-Fri 7 am to 11.30 am, 1 pm to 4.30 pm
Tel. 021 315 85 30
www.lausanne.ch/eaux

Ecole – information et inscriptions
(Schools – Information and Registration)
Service des écoles primaires et secondaires
Place Chauderon 9, 1002 Lausanne
Mon-Fri 7.30 am to 11.45 am, 1 pm to 5 pm
(4 pm Wed and Fri), Tel. 021 315 64 11,
www.lausanne.ch/seps

Etat civil (mariage, naissance...)
(Civil Registry Office (marriages, births, etc.))
By appointment, Tel. 021 557 07 07
www.vd.ch/etatcivil or
www.lausanne.ch/demarches

Hôpital (Hospital)
Centre hospitalier universitaire vaudois – CHUV
Rue du Bugnon 46, 1011 Lausanne
Tel. 021 314 11 11, www.chuv.ch

Hôpital de l'Enfance (Children's Hospital)
Chemin de Montétan 16, 1004 Lausanne
Tel. 021 314 84 84, www.hopital-enfance.ch

Hôpital ophtalmique Jules Gonin
(specialist eye clinic)
Avenue de France 15, 1004 Lausanne
Tel. 021 626 81 11, www.asile-aveugles.ch

Impôts – Office de Lausanne
(Tax – Office Lausanne)
Rue Caroline 11 bis, 1014 Lausanne
Mon-Fri 8.30 am to 11.30 am, 1.30 pm to 4.30 pm
Tel. 021 316 23 11
www.vd.ch/impots

Impôts sur les chiens (Dog Licences)
Bureau des impôts
Place Chauderon 9, 1002 Lausanne
Counter opening hours: Mon-Fri 1 pm to 4 pm
Telephone helpline: 9 am to 11.30 am,
1.30 pm to 4 pm.
Tel. 021 315 43 11, www.lausanne.ch/impots

Information au public – info cité
(Public information – Info cité)
Place de la Palud 2, 1002 Lausanne
Mon-Fri 8 am to 5 pm
Tel. 021 315 25 55
www.lausanne.ch/infocite

Intégration des immigrés
(Immigrant Integration)
Bureau lausannois pour les immigrés – BLI
Place de la Riponne 10, 1002 Lausanne
Mon-Fri 8 am to 12 noon, 1 pm to 5 pm,
Tel. 021 315 72 45
www.lausanne.ch/bli

Interpréariat communautaire
(Community Interpreting)
Service Intermedia – Appartenances
Rue des Terreaux 10, 1003 Lausanne
Tel. 021 341 12 50
www.appartenances.ch

Justice de Paix (Justice of the Peace)
Côtes-de-Montbenon 8, 1014 Lausanne
Mon-Fri 8 am to 11.30 am, 1.30 pm to 4.30 pm
Tel. 021 316 10 60
www.vd.ch/justice

Lausanne Tourisme (Lausanne Tourism)

Railway station

Main hall, daily
9 am to 7 pm (June-August),
9 am to 6 pm (September-May)

Ouchy

Place de la Navigation 6, daily
9 am to 7 pm (June-August),
9 am to 6 pm (September-May)

Cathedral

Inside the building, check
opening hours online
Tel. 021 613 73 73
www.lausanne-tourisme.ch

Logements subventionnés, location appartements (Subsidised housing, apartment rentals)

Service du logement et des gérances

Place Chauderon 7, 1002 Lausanne
Mon-Fri 8 am to 11.45 am, 1 pm to 4.30 pm
Tel. 021 315 74 11
www.lausanne.ch/slg

Citycable – Service multimedia (Citycable – Multimedia service)

Place de l'Europe 2, 1002 Lausanne
Customer area: Mon-Fri 9 am to 6.30 pm,
9 am to 5 pm. Tel. Mon-Fri 8 am to 5 pm,
0842 841 841
www.lausanne.ch/citycable

Objets trouvés (Lost property)

Place de la Riponne 10, 1002 Lausanne
Mon-Fri 1 pm to 4 pm,
Telephone helpline: Mon-Fri 8 am to 12 noon,
Tel. 021 315 33 85
www.lausanne.ch/objets-trouves

Office régional de placement – ORP (Regional Employment Office)

Place Chauderon 9, 1002 Lausanne
Mon-Fri 7.30 am to 11.45 am, 1 pm to 5 pm
Tel. 021 315 78 99
www.lausanne.ch/orp

Orientation scolaire et professionnelle (Educational and vocational guidance) Centre régional d'orientation scolaire et professionnelle Lausanne – OSP

Rue de la Borde 3d, 1014 Lausanne
Information centre open to the public,
without an appointment. Mon 1.15 pm to 5 pm,
Tues to Thurs 1.30 pm to 5 pm, Friday and day
before public holidays: 12 noon to 4 pm
Tel. 021 316 11 20, www.vd.ch/orientation

Passeport, carte d'identité (Passports and Identity Cards)

Secteur des documents d'identité du Canton de Vaud

Voie du Chariot 3 (Flon), 1014 Lausanne
Counter: Mon-Fri 7.30 am to 5.30 pm,
Sat 7.30 am to 4.30 pm. Telephone: 8 am
to 12 noon, 1.30 pm to 5 pm
Tel. 0800 01 12 91, www.vd.ch/passeport

Permis de conduire (Driving licence) Service des automobiles

et de la navigation du Canton de Vaud
Avenue du Grey 110, 1014 Lausanne
Counter: Mon-Fri 7.15 am to 4.15 pm
Telephone: Mon-Fri 8 am to 11.30 am,
1.15 pm to 4.15 pm
Tel. 021 316 82 10, www.vd.ch/san

Permis de séjour (Residence Permits) Contrôle des habitants

Rue du Port-Franc 18 (Flon), 1002 Lausanne
Mon-Fri 8 am to 12 noon, 1 pm to 4.30 pm,
Tel. 021 315 31 33
www.lausanne.ch/ch

Permis de travail (Work Permits)

Service de l'emploi
Rue Caroline 11, 1014 Lausanne
Tel. 021 316 61 04
www.vd.ch/emploi

Police de Lausanne (Lausanne Police)

Rue Saint-Martin 33, 1002 Lausanne
Daily, 24/24, Tel. 021 315 15 15
www.lausanne.ch/police

Policlinique médicale universitaire et Unité des populations vulnérables – PMU (Medical Outpatient Unit and Vulnerable Populations Unit)

Rue du Bugnon 44, 1011 Lausanne
Tel. 021 314 60 60
Daily 24/24

Voie du Chariot 4 (Flon), 1003 Lausanne
Tel. 021 314 90 90
7 days/week, Mon-Sat 7 am to 9 pm,
Sun and public holidays 9 am to 7 pm
www.pmu-lausanne.ch

Office des prestations funéraires lausannoises (Lausanne Funeral Services)

Chemin du Capelard 5, 1007 Lausanne

Centre funéraire de Montoie (open to the public)

Mon-Fri 7.30 am to 6.30 pm, Sat-Sun,
public holidays 10 am to 3 pm
Tel. 021 315 32 95

Pompes funèbres officielles – PFO

Mon-Fri 7.30 am to 12 noon, 1.30 pm to 5 pm
Tel. 021 315 45 45 (24/7)
www.lausanne.ch/pfo

Bureau des décès et des cimetières

Mon-Fri 7.30 am to 12 noon, 1.30 pm to 5 pm
Tel. 021 315 32 75
www.lausanne.ch/inhumations

Services industriels: électricité, gaz, chauffage à distance, multimédia (Utilities: electricity, gas, remote heating, multimedia)

Place Chauderon 23, 1002 Lausanne
Mon-Fri 8 am to 12 noon, 1 pm to 5 pm
Tel. 0842 841 841
www.lausanne.ch/sil

Service social – information et accueil (Social Services – Information and Reception)

Centre social régional (CSR)
Place Chauderon 4, 1002 Lausanne
Mon-Fri 8.30 am to 11.45 am, 1 pm to 4.30 pm,
closed Thursday morning
Tel. 021 315 75 11, www.lausanne.ch/csr

Stationnement (macarons) (Parking Badges) Office de la circulation et du stationnement

Rue Saint-Martin 31, 1002 Lausanne
Mon-Fri 7.30 am to 5 pm
Tel. 021 315 38 00
www.lausanne.ch/macarons

Transports publics de la région lausannoise (Public Transport for the Lausanne Region)

Centre clientèle Flon
Place de l'Europe 5b, 1003 Lausanne
Mon-Fri 7 am to 7 pm, Sat 9 am to 6 pm
Customer services
Mon-Fri 7.30 am to 7 pm, 021 621 01 11
(calls charged at standard rate).
www.t.ch

URGENCES (24H/24) (EMERGENCIAS (24/7))

Emergency calls (for critical cases): Tel. 144

Duty doctor: Tel. 0848 133 133

Police-emergencies: Tel. 117

Fire: Tel. 118

Available in:

Albanian / shqip

German / deutsch

English

Arabic / العربية

Bosnian-Croatian-Serbian /
bosanski-hrvatski-srpski

Spanish / español

French / français

Italian / italiano

Portuguese / português

Tigrigna / ትግርኛ

Bureau lausannois pour les immigrés

Place de la Riponne 10
case postale 5032

1002 Lausanne

T +41 21 315 72 45

www.lausanne.ch/bli

bli@lausanne.ch

Info Cité

Place de la Palud 2

case postale 6904

1002 Lausanne

T +41 21 315 25 55

infocite@lausanne.ch