



A warm welcome to Moosseedorf !

**Information brochure
for residences
from foreign countries**

**Municipal administration of Moosseedorf
2011**

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Welcome to Moosseedorf !

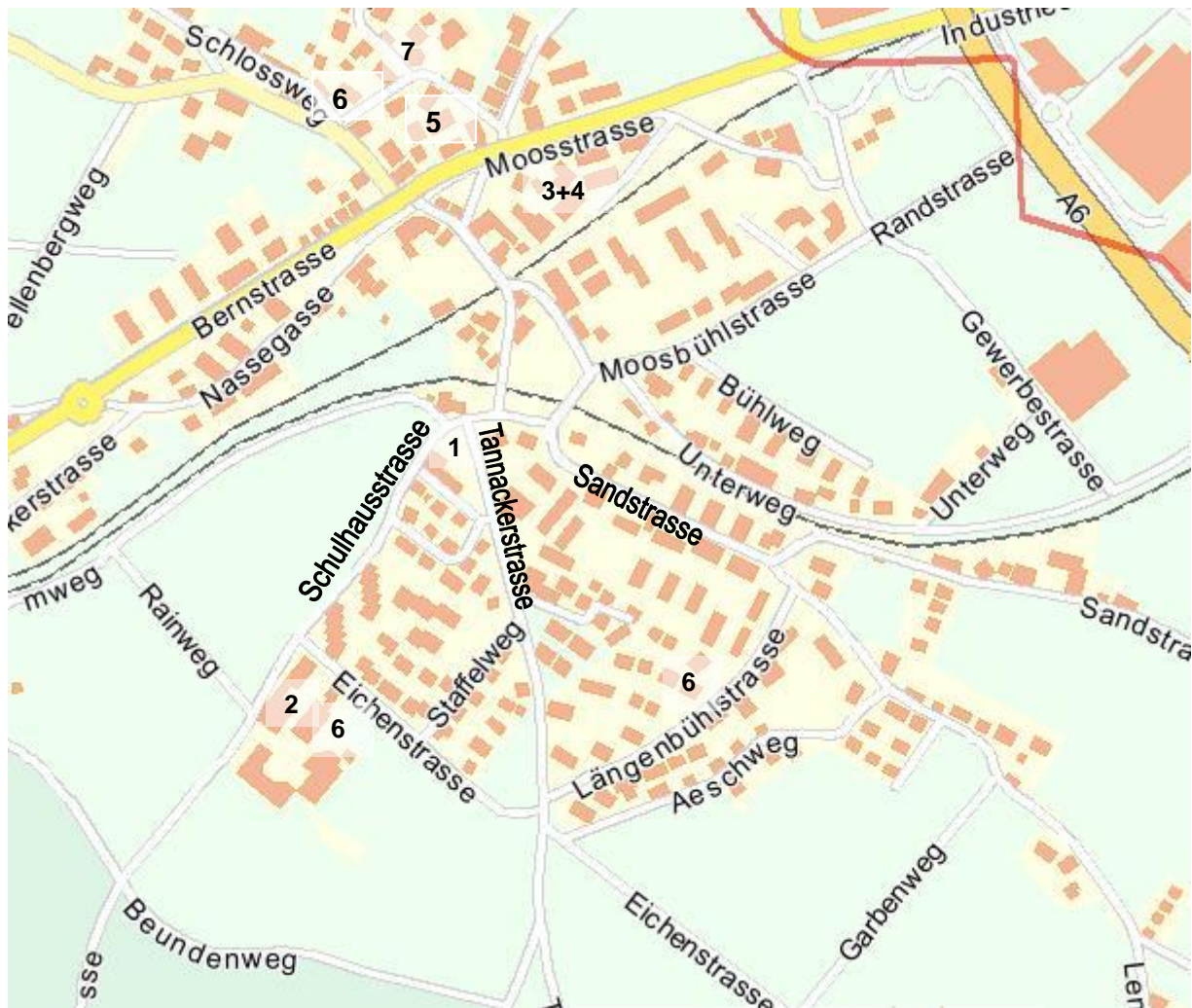
You are coming from a foreign country and are now living in Moosseedorf. Many things will be new for you; some things will be unusual or even appearing strange. We would like you to feel comfortable in our community.

This information brochure will assist you in finding your way around Moosseedorf and make it easier to integrate into our community. You will find hints, addresses and telephone numbers on the following pages. If you have any questions, please direct them to the office in charge. Feel free to use the many options that are available.

We wish you a good start.

Municipal council of Moosseedorf

Map:



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| 2 School Grounds Staffel | |
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2. German / translation assistance

In Switzerland the written language and the spoken language are completely different. In contrast to the written language, which has only one form, the spoken language has many dialects. In Moosseedorf the dialect is called „Berndeutsch“. We offer language courses for beginners, in „German“ as well as „Berndeutsch“

The information office for foreigners' affairs (Informationsstelle für Ausländerinnen- und Ausländerfragen) **isa** offers help in person or by telephone in many different languages.

German classes for adults

German classes for children and parents “My chilly learns German, so do I”

Informationsstelle für Ausländerfragen **isa**
(information office for foreigners' affairs)
Bollwerk 39, 3011 Bern
www.isabern.ch

031 310 12 70

Office hours: Monday to Friday 09.30 – 12.30 (except Monday morning), 14.00 – 16.00 (except Friday afternoon).

3. Important addresses

3.1 Emergencies

Police	117
Fire department	118
Ambulance/First aid	144
Doctor emergency call	0900 57 67 47
Helicopter assistance <i>Rega</i>	1414
Toxic/poison accidents	145

3.2 Official offices

Municipal council, Department of population Lost & found, tax office, Social security (AHV), construction authority	Schulhausstrasse 1 www.moosseedorf.ch	031 850 13 13
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Police	Zentrumsplatz 9 3322 Urtenen-Schönbühl	031 368 72 01
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Court house for marriages	Zivilstandskreis Bern-Mittelland Laupenstrasse 18a 3008 Bern	031 635 42 00
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Pursuit & Bankruptcy Office	Dienststelle Mittelland Poststrasse 25 3072 Ostermundigen	031 635 92 00
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Post Office	Kirchgasse 5	031 859 01 04
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3.3 Medical doctors

Dr. Liselotte Hochuli	Moosbühlstrasse 2	031 852 00 10
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Dr. Dominik Weiss	Badweg 7	031 859 22 85
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Dr. H. Mauron	Moosbühlstrasse 33	031 859 33 85
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3.4 Dentist

Dr. Wilhelm Schär	Schulhausstrasse 13	031 859 46 46
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3.5 Social Offices

Social services	Fellenbergstrasse 9 3053 Münchenbuchsee	031 868 38 38
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Old people's home <i>Weiermatt</i>	Moosgasse 15 3053 Münchenbuchsee	031 868 30 60
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<i>Betax</i> , (Transportation service for handicapped and elderly people)		031 990 30 90
<i>Spitex</i> (assistance in medical care, and household)	Kirchgasse 9	031 850 20 80
School department office	Schulhaus Staffel 1 Schulhausstrasse 23	031 850 10 70
Youth Welfare Office	Moosstrasse 4	031 859 36 76
Office for Educational Counselling	Effingerstr. 12 3011 Bern	031 633 41 41
Vocational Counsellor (BIZ)	Bremgartenstrasse 37 3007 Bern	031 633 80 00
<i>Contact</i> Drug Counselling Centre	Eigerstrasse 80 3000 Bern	031 378 22 22
Counselling for Mothers & Fathers www.muetterberatung.ch/MVB/	Bernstrasse 28 A 3303 Jegenstorf	031 762 06 70
Day Care Centre <i>Moskito</i>	Längenbühlstrasse 14	031 859 57 36
Play group for infants	Christine Seemann Sandstrasse 12	031 859 95 80
	Doris Gygax Moosbühlstrasse 39	031 859 65 71

3.6 This & That

Mortician	Ruth Egli Sandstrasse 3	031 859 66 18
Churches	Protestant Church Moosseedorf	031 859 79 35
	Roman Catholic Kirchgemeinde Zollikofen	031 910 44 09
	Islamic Centre Bern Lindenrain 2A, 3012 Bern	031 302 62 91
	Murugen Temple Bahnstrasse 21, 3008 Bern	031 381 45 22

4. Insurances

4.1 Social Security (AHV)

All adults living and working in Switzerland by law must be insured and pay into the Social security program (AHV). For people who are employed and receiving a salary the tax AHV is deducted directly from your salary. People who are not working have to pay the AHV-tax on their own. Social security is your own responsibility and you must inform yourselves at your employer or at the Social security office:

AHV-Zweigstelle in Moosseedorf

031 850 13 13

4.2 Health and Accident Insurance

It is a law that every person living in Switzerland must be insured with health insurance (Krankenkasse). Every member of a family must have his own insurance. Please inform yourself at your work place how you will be insured in case of illness or accident.

4.3 Unemployment Insurance (ALV)

For people who are employed and receiving a salary, the tax ALV is deducted directly from your salary and paid into the insurance.

After receiving a letter of resignation or if you are unemployed, please contact the municipal hall. To sign up for unemployment, you must bring your social security card (AHV-Ausweis) and your present Swiss residence permit (Ausländerausweis)

The employment assistance, counselling and control for the unemployment service will be followed through the local labour exchange office (RAV) in Zollikofen.

Municipal Hall

031 850 13 13

4.4 Household Inventory and Liability Insurance

If you rent an apartment, you must sign up for a household inventory insurance. This covers damages caused by fire, water, bad weather and partly theft. This insurance is mandatory for all citizens in Switzerland.

Liability insurance covers accidental damages which you do to other people. This insurance is not mandatory but often very helpful.

These insurance policies are offered by most insurance companies in Switzerland.

5. Living

5.1 House hunting

Inexpensive apartments are not easy to find. If you are looking for an apartment, we suggest that you look at the daily newspaper for apartment ads in “Fraubrunner Anzeiger” and “Grauholz-Post”.

5.2 Noise

Often noise can cause tension and fights between neighbours. Please pay attention to these basic rules:

- Noisy work (like hammering, working with machines) is only allowed from Monday through Saturday from 7.00 am to noon and from 1.00 pm to 8.00 pm.
- The lunch break from noon to 1.00 pm is a quiet time.
- Avoid noise with your car: Do not let the motor run unnecessarily, do not honk, close car and garage doors quietly.
- Please note that from 10.00 pm on there is a so-called “silence of the night”. After 10.00 pm on noise must be kept at an absolute minimum: Radios, TV’s, CD-players are to be kept at a minimum volume, confined to your apartment. Children, adolescents, as well as adults should not amuse themselves outside after this time.
- Please avoid loud music outside, through open windows, on balconies as well as noise in the entrance ways.
- Please inform your neighbours if you play an instrument or when you have a party with friends or family.
- Please keep Sunday as a day of rest.
- Pay attention to the rules of the house you are living in!

5.3 Problems with the landlord or neighbours

If you have problems with the landlord or neighbours or you have legal questions concerning the living together, please contact:

Schlichtungsbehörde
Bern-Mittelland

Effingerstrasse 34
3008 Bern

031 635 47 50

6. Health

6.1 Medical doctors

In Moosseedorf we have three medical doctors and one dentist. The addresses and phone numbers are listed, under point 3 „Important addresses“. In Switzerland most of the doctor's offices are closed on Thursday afternoons, in the evenings and at night, as well as on Saturdays and Sundays

In case of emergencies, please contact the number below:

Medical emergency service 0900 57 67 47

6.2 Pharmacies

Pharmacies can be found in the Shopyland, in Zollikofen and in Münchenbusee. The pharmacy most centrally located is at the train station in Bern:

Bahnhof Apotheke Bern

2nd level in the train station 031 329 25 25

This pharmacy is open every day from 6.30 am until 10.00 pm.

6.3 Hospitals

Main hospital "Inselspital Bern" 031 632 21 11

Children's hospital "Kinderspital Bern" 031 632 21 11

General hospital "Tiefenauspital Bern" 031 308 81 11

Psychiatric outpatient department

Psychiatrische Poliklinik Inselspital 031 632 21 11

6.4 Spitex

The Spitex is a service for assistance in medical care and household functions.

Questions concerning health, nursing and assistants for daily care while convalescing will be answered by Spitex at any time.

Office hours:

Monday through Friday: 8.00 am to 12.00 am, 2.00 pm to 5.00 pm 031 850 20 85

6.5 Counselling for Mothers & Fathers (MVB)

This organisation gives assistance in child-care. Assistance in nursing and feeding to newborns and toddlers is given here.

Telephone counselling: Monday through Friday from 8.00 – 9.30 am 031 762 06 70

There is personal counselling at the Parish Building in Moosseedorf. Every 2nd and 4th Monday of the month, from 2.00 to 4.00 pm.

This service is free of charge and open to every one.

6.6 Women's shelter Bern

Shelter and counselling for abused women and their children:

031 332 55 33

6.7 Lantana

Help for victims of sexual abuse or rape

031 313 14 00

7. Children and adolescents

7.1 School and kindergarten

In General

It is mandatory for all children between the ages of 7 and 15 to attend the public school. Public school and school materials as well as teaching aids are free of charge. Switzerland practices separation of church and state. Girls and boys will be taught together.

Entry of School

Every child who turns 6 years old before May 1st, will attend school at the beginning of the next school year. The school year starts in August, after the summer vacation. The compulsory school duration is 9 years.

Children who have left their countries to enter Switzerland and are 15 years of age and have proof of having completed a compulsory education in a foreign country, are excused from any school program.

Registration for school

The parents must register the children at the school department office:

Schulsekretariat, Schulhaus Staffel I, Schulhausstrasse 23 031 850 10 70

Opening time: Wednesday and Thursday from 8.30 to 11.30 am.

Attendance of school

The parents are obligated to send the children to school regularly and on time. Those who do not send their children to school may be penalized.

The parents must inform the teacher of any absences. If the child is ill, or has to stay home from school because he/she has to go to a doctor's appointment, then a written excuse is necessary.

Each child has the right to take 5 half days free per school year. The 5 half days may not be taken just before or after the official vacation time, with the intention of prolonging the holidays. The teacher must be informed ahead of time by the parents about the days chosen.

Contact School – Home

For all information concerning the school curriculum, or for specifics, or if difficulties arise, please contact the school teacher directly. Should there be problems which cannot be solved, please contact the school principal or the school commission.

IMPORTANT: All information concerning the school will be published periodically in the papers called „Anzeiger Fraubrunnen“, „am moossee“ and „Staffelpost“ (school paper).

Kindergarten

Attending kindergarten is not mandatory for children in the canton of Bern. In Moosseedorf all children of the age of 5 and 6 may attend the kindergarten. You have to register your child at the school department office. All registered children must attend kindergarten.

We recommend that all children attend kindergarten. They learn, in a playful way, how to interact with other children. They are also introduced to the language and many important rules about school attendance. The children will be encouraged to build their personal, social and practical skills. Attending kindergarten increases the chances of a child's healthy integration.

For all further information please contact the school department office:

Important phone numbers for school and kindergarten

School department office (Schulsekretariat)	031 850 10 70
School house Staffel II	031 859 08 59
School house Staffel III	031 859 15 89
Kindergarten Old School house	031 859 25 48
Kindergarten Street of Längenbühl	031 859 29 45
Kindergarten Street of Eichen	031 859 34 60

At the municipal council you'll get the actual list of all the members on the school commission and of the parental representatives (Elternrat).

7.2 Children's care

Day care centre

The KITA Moskito is a day care centre which welcomes you. They take care and nurture children from six months old until school age. The KITA Moskito offers a variety of care options. The cost will depend upon the income of the parents.

KITA Moskito

Längenbühlstrasse 14, 3302 Moosseedorf 031 859 57 36

Play group

The parents' association Moosseedorf offers a play group for children from the ages of 3 to 5 years old. Registration is possible twice a year. Contact address:

Frau Christine Seemann, Sandstrasse 12 031 859 95 80

Day school

The school of Moosseedorf is offering a day school. Children may eat lunch there and will be instructed in homework. The day school of Moosseedorf is lead by a pedagogical educated person. The cost will depend upon the income of the parents.

For further questions and registration, please contact

Day Shool (Tagesschule) 031 850 10 77

7.3 Counselling centres

The **youth office** encourages, supports and counsels children, teen-agers and their guardians. Counselling, information and entertainment in recreation programs are offered. The youth office staff is working together with the school and the church. Together they organize prevention projects. In certain situations they will give assistance in finding an apprenticeship or a work place.

The youth office is associated with the Regional Children and Youth office of the municipalities of Moosseedorf, Urtenen-Schönbühl und Jegenstorf. Contact:

Youth office (Jugendsekretariat)

Moosstrasse 4, 3302 Moosseedorf

031 859 36 76

www.rekja.ch

If you have **school problems** and/or **questions about education**, please contact:

Bern Cantonal Department of Education. This counselling office is also designed to clarify all school-related psychological questions. This service is free of charge. When there is a problem in school, it is necessary that the teacher writes a report before the first meeting.

Bern Cantonal Department of Education (Kantonale Erziehungsberatung Bern)

Effingerstrasse 12, 3011 Bern

031 633 85 11

www.erz.be.ch/erziehungsberatung

Vocational guidance helps young adults to sort out their interests and skills concerning future professions. Counselling and information are free of charge

Berufsberatung BIZ Bern-Mittelland

Bremgartenstrasse 37, 3007 Bern

031 633 80 00

www.erz.be.ch/berufsberatung

If there are **problems with drugs**, counselling and help are available for teen-agers or parents:

Contact Bern,

Monbijoustrasse 70, Postfach, 3000 Bern 23

031 378 22 22

www.contactnetz.ch

People with alcohol and addiction problems (medication, gambling) may receive counselling at:

Berner Gesundheit

Eigerstrasse 80, 3000 Bern 23

031 370 70 70

www.beges.ch

For questions and information on racism, and violence or racist intrusion, please contact the following address:

gggfon (Together against violence and racism)

031 333 30 40

www.gggfon.ch

8. Recreation / Culture

8.1 Public bathing-beach Moossee

The public bathing-beach Moossee is open from May until September. Seasonal tickets are available for citizens of Moosseedorf and can be purchased at the Municipal Hall. All students get a free pass in school.

8.2 Music school Moossee

The music school offers classes in instruments, vocal, rhythm and dance for children, teen-agers and adults. Depending on the subject, you may have a choice of private or group teaching. The lessons at the music school are not free of charge.

Secretary of the music school Moossee

Unterdorfstrasse 7, 3322 Urtenen-Schönbühl

031 859 60 16

www.musikschule-moossee.ch

8.3 JUKA Youth meeting place

The parish of Moosseedorf provides a meeting place for young people. There is a game corner with table foot ball, a room to dance, couches to sit, to talk and to listen to music, as well as a bar without alcoholic beverages.

8.4 Intercultural centre for women KARIBU

The KARIBU is a meeting place which offers language courses, sewing studio and useful information for the daily life for all foreign women. The children are taken care of or may be part of the classes.

Women living in Moosseedorf are welcome!

KARIBU

Schäferestrasse 43, 3052 Zollikofen

031 911 65 25

8.5 Café Maxi Bébé

In the Parish Building, on the 2nd and 4th Monday of the month, the *Café Maxi Bébé* is open during the counselling hours of the organisation **Counselling for Mothers & Fathers (MVB)**. You may linger before or after the counselling at the MVB, drink a cup of coffee or tea and have a talk or exchange thoughts with other parents, while the children play together.

8.6 Library Urtenen-Schönbühl

The library Urtenen-Schönbühl is offering a large selection of books, CDs, DVDs and tapes. All the items are offered for a very small fee. All school children have access to the library selection free of charge.

Library Urtenen-Schönbühl

Zentrumsplatz 8, 3322 Urtenen-Schönbühl

031 859 26 27



9. Garbage disposal

In Moosseedorf it costs to remove the garbage. All household garbage has to be separated by the residents so it may be collected and disposed of separately.

Burnable household garbage is to be collected in official garbage bags of different sizes. These official garbage bags can be bought at the Denner on Sandstrasse and at the Migros Shoppyland. Burnable household garbage can only be collected in these official garbage bags.

For garbage which finds no place in a bag, the municipal (town) sells special garbage stamps, „Sperrgutmarken“, which must be affixed to the bulky goods. Bulky goods have to be bundled for the garbage removal.

The garbage trucks come by on Wednesday. The bags can be placed on Tuesday evening at the designated places to be picked up.

Compost from kitchen and garden will be picked up in special containers and will be recycled to compost dirt. Please do not throw any leftovers or plastic into the compost containers (Grünabfall-Container).

Newspaper, old paper and cardboard are collected and bundled at home. The old paper and cardboard is collected 5 times a year and recycled. It is important to bundle the paper and the cardboard separately. Paper bags filled with old paper or cardboard will **no longer** be collected. So please wrap the old paper and cardboard into bundles.

Glass, tin cans, aluminium and PET-bottles are not to be collected with the burnable household garbage. There are special containers designed to collect these items.

Werkhof

Village store
Shoppyland
Hofwilstrasse 1

Aluminium and tin cans
Glass, cloth, oil, chemical
PET-bottles
PET-bottles, Glass
Glass and cloth

You may get an information flyer concerning garbage disposal at the municipal hall. It is very helpful and contains all the dates concerning garbage disposal.