



# **A warm welcome to Moosseedorf !**

**Information brochure  
for residences  
from foreign countries**

**Municipal administration of Moosseedorf  
2015**

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## Welcome to Moosseedorf !

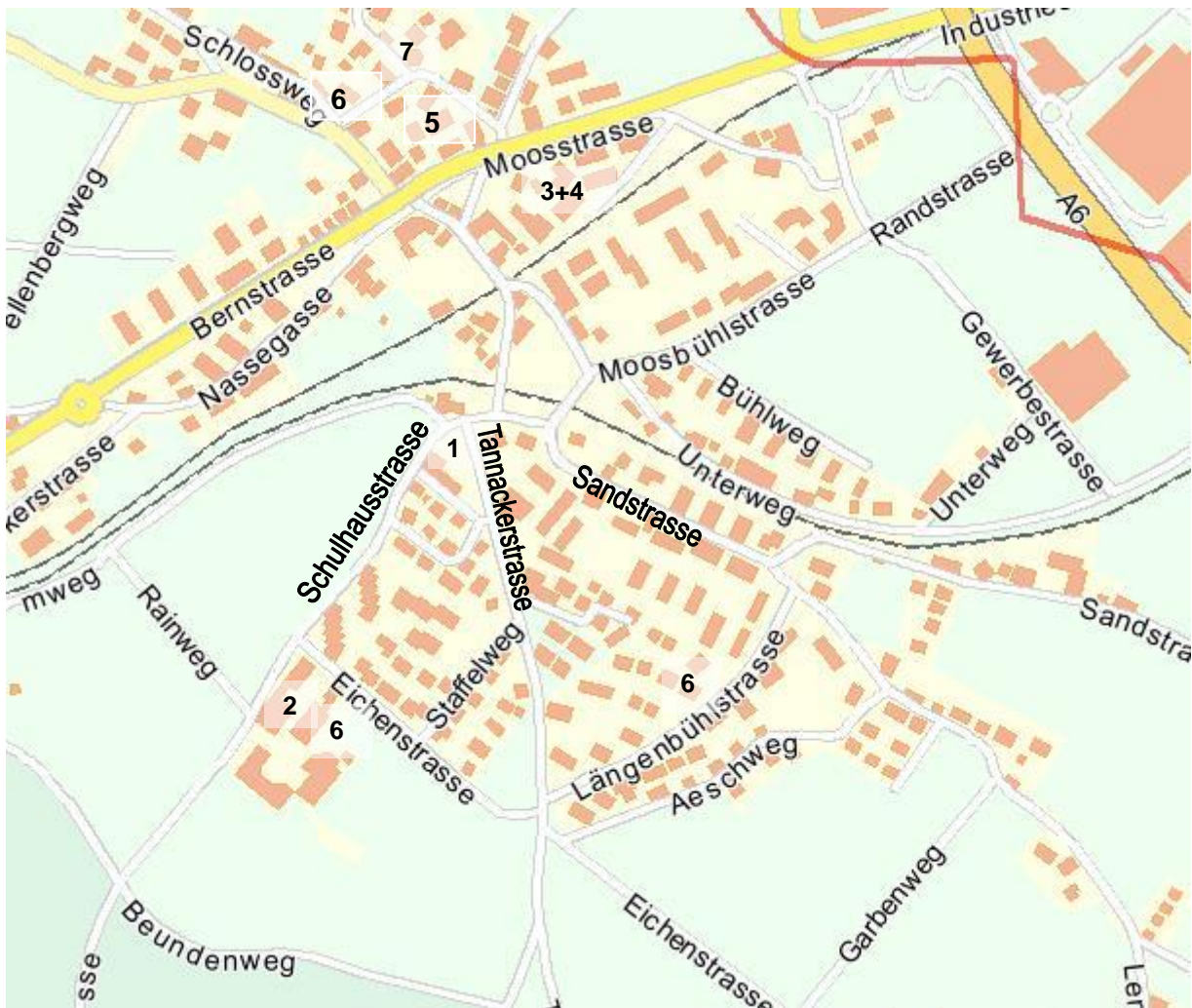
You are coming from a foreign country and are now living in Moosseedorf. Many things will be new for you; some things will be unusual or even appearing strange. We would like you to feel comfortable in our community.

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. 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“ (Swissgerman).

The information office for foreigners' affairs (Informationsstelle für Ausländerinnen- und Ausländerfragen) **isa** offers help in person or by phone 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)

Speichergasse 29, 3011 Bern

Phone Office / Course / Reception 031 310 12 70 Mon-Fri 10.00 am - noon

Phone for consultation 031 310 12 72 Mon-Fri 2.00 pm - 4:00 pm

www.isabern.ch

Email isa@isabern.ch

Office hours for personal advice without registration:

Monday 3.30 pm – 5.30 pm

Wednesday 10.00 am – 1.00 pm

Friday 11.00 am – 1.00 pm

## **3. Important addresses**

### **3.1 Emergencies**

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

### **3.2 Official offices**

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

Post Office	Kirchgasse 5 3302 Moosseedorf	0848 888 888
<b>3.3 Medical doctors</b>		
Dr. Liselotte Hochuli	Moosbühlstrasse 2	031 852 00 10
Dr. Dominik Weiss	Badweg 7	031 859 22 85
Dr. H. Mauron	Moosbühlstrasse 33	031 859 33 85
<b>3.4 Dentist</b>		
Dr. Arian Ostrozubi	Schulhausstrasse 13	031 859 46 46
<b>3.5 Social Offices</b>		
Social services	Fellenbergstrasse 9 3053 Münchenbuchsee	031 868 38 38
Old people's home <i>Weiermatt</i>	Moosgasse 15 3053 Münchenbuchsee	031 868 30 60
<i>Betax</i> , (Transportation service for handicapped and elderly people)	Stöckackerstrasse 60 3018 Bern	031 990 30 90
<i>Spitex</i> (assistance in medical care, and household)	Zentrumsplatz 34 3322 Urtenen-Schönbühl	031 850 20 75
School department office	Schulhaus Staffel I Schulhausstrasse 23	031 850 10 70
Youth Welfare Office	Moosstrasse 4 3302 Moosseedorf	031 859 36 76
Office for Educational Counselling	Effingerstrasse 12 3011 Bern	031 633 41 41
Vocational Counsellor (BIZ)	Bremgartenstrasse 37 3007 Bern	031 633 80 00
<i>Contact</i> Drug Counselling Centre	Monbijoustrasse 70 3007 Bern	031 378 22 22
Counselling for Mothers & Fathers	possible in Moosseedorf	031 762 06 70
Day Care Centre <i>Moskito</i>	Längenbühlstrasse 14 3302 Moosseedorf	031 859 57 36

Play group for infants Kirchgasse 16	Christine Seemann Stritt Sandstrasse 12	031 859 95 80
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### **3.6 This & That**

Mortician	Ruth Egli Sandstrasse 3	031 859 66 18
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Churches	Protestant Church Moosseedorf	031 859 79 35
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Roman Catholic Kirchgemeinde Zollikofen	031 910 44 00
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Islamic Centre Bern Lindenrain 2A, 3012 Bern	031 302 62 91
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Murugan Temple Bahnstrasse 21, 3008 Bern	031 381 45 22
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## **4. Insurances**

### **4.1 Social Security (AHV)**

All adults living and working in Switzerland must be (by law) 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 12
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### **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 Regional Job Centre (RAV) in Zollikofen. They will help you with finding a new job.

Regional Employment Centre (RAV) Industriestrasse 35 3052 Zollikofen	031 910 40 70
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### **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.

### **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**  
(Fr. 1.98 for one minute)

0900 57 67 47

## 6.2 Pharmacies

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

Bahnhof Apotheke Bern on the 2<sup>nd</sup> level 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"	Freiburgstrasse 4, Bern	031 632 21 11
Children's hospital "Kinderspital Bern"	Freiburgstrasse 4, Bern	031 632 21 11
General hospital "Tiefenauspital Bern"	Tiefenaustrasse 112, Bern	031 308 81 11
Zieglerspital Bern	Morillonstrasse 75, Bern	031 970 71 11
Lindenhofspital	Neufeld, Bern	031 300 88 11
Salem-Spital	Schänzlistrasse 39, Bern	031 337 60 00

## 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 75

## 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. This service is free of charge. You can find the times for consultation here:

[www.mvb.ch/de/beratungsstellen/bern-mittelland](http://www.mvb.ch/de/beratungsstellen/bern-mittelland)

## 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: Monday 8.00 am until noon

Tuesday and Thursday from 8.30 am until noon and 2.00 to 4.00 pm

## **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 I	031 850 10 72
School house Staffel II	031 859 10 74
School house Staffel III	031 859 10 80

Kindergarten Old School house  
Kindergarten Längenbühlstrasse

031 859 25 48  
031 859 29 45

At the municipal council you'll get the actual list of all the members on the education commission and of the parental representatives (Elternrat). Or you can find it online here: [www.schule-mooseedorf.ch](http://www.schule-mooseedorf.ch)

## 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 Stritt, 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, teenagers 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 REKJA)  
Moosstrasse 4, 3302 Moosseedorf  
[www.rekja.ch](http://www.rekja.ch)

031 859 36 76

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 031 633 80 00  
Bremgartenstrasse 37, 3007 Bern  
www.erz.be.ch/berufsberatung

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

Contact Bern, 031 378 22 22  
Monbijoustrasse 70, Postfach, 3000 Bern 23  
www.contactnetz.ch

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

Berner Gesundheit 031 370 70 70  
Eigerstrasse 80, 3000 Bern 23  
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, teenagers 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. You can rent this room if you like. Please contact the REKJA for more information.

#### 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 2<sup>nd</sup> and 4<sup>th</sup> 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

#### 8.7 Clubs

You can find a lot of different Clubs in Moosseedorf. They are important for our community. They help to find something useful to do in free times. You can have some fun with like-minded peoples and perhaps find some new friends. Some examples:

- Fussballclub Schönbühl (soccer club) [www.fcschoenbuehl.ch](http://www.fcschoenbuehl.ch)
- Hockeyclub Münchenbuchsee-Moosseedorf [www.hcm-m.ch](http://www.hcm-m.ch)
- Unihockey-Club (floorball) [www.hornets.ch](http://www.hornets.ch)
- Handball-Verein [www.grauholz.ch](http://www.grauholz.ch)
- Korbball-Club Moosseedorf (netball) [www.kbc-moosseedorf.ch](http://www.kbc-moosseedorf.ch)
- Tisch-Tennis-Club Moosseedorf (table tennis) [www.ttc-regio-moossee.ch](http://www.ttc-regio-moossee.ch)
- Turnverein Moosseedorf (gymnastics)
- Frauen-Turnverein Moosseedorf (lady gymnastics)
- Pfadi Schekka, Urtenen-Schönbühl oder [www.pfadischekka.ch](http://www.pfadischekka.ch)
- Pfadi St. Franziskus Zollikofen (scout) [www.pfadi.ch/frisco](http://www.pfadi.ch/frisco)
- Familiengartenverein (family garden club) [www.fgvm.ch/](http://www.fgvm.ch/)
- Moossee Gospel Singers [www.moosseegospelsingers.ch](http://www.moosseegospelsingers.ch)
- Airsoft Club Moosseedorf
- Hornussergesellschaft
- Ringclub
- Soft Tennis
- Rocky Dancers Rock, n' Roll Club [www.rockydancers.ch](http://www.rockydancers.ch)
- Sambo- und Judoclub Moosseedorf

Eine vollständige Liste der Vereine finden Sie auf [www.moosseedorf.ch](http://www.moosseedorf.ch) oder im Behördenverzeichnis, welches auf der Gemeindeverwaltung erhältlich ist. Neumitglieder sind in allen Vereinen stets willkommen!

## **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	<b>Aluminium and tin cans</b>
	<b>Glass, cloth, oil, chemical</b>
Village store	<b>PET-bottles</b>
Shoppyland	<b>PET-bottles, Glass</b>

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.