

## Useful Information

### A

#### Accidents

www.suva.ch  
www.ti.ch/ispettorato-lavoro  
www.ti.ch/strade-sicure  
For emergencies dial 144

#### Accommodation (see also Find housing)

Swiss Tenants' Association  
Via Stazio 2, 6900 Lugano-Massagno  
091 967 51 44  
www.asi-infoalloggio.ch  
www.bwo.admin.ch  
www.catef.ch

#### Ambulances

Ticino Soccorso 144  
www.fctsa.ch  
For emergencies dial 144

#### Animals

www.spab.ch

#### Arms

www.armi.fedpol.admin.ch

#### Asylum in Switzerland

www.bfm.admin.ch

#### AVS

Via Ghiringhelli 15a, 6500 Bellinzona  
091 821 91 11  
ias@ias.ti.ch  
www.av-s-ai.info  
www.iasticino.ch  
www.ufas.admin.ch

### B

#### Baliaggi

www.hls-dhs-dss.ch

#### Billag

www.billag.ch  
TV and Radio licence fees

### C

#### Cantonal administration

091 814 41 11  
www.ti.ch

#### Cantonal authorities

www.ti.ch

#### Cantonal government

Piazza Governo, 6500 Bellinzona  
www.ti.ch

#### Cantonal libraries

091 814 13 00  
decs-dc@ti.ch  
www.ti.ch/ac

#### Commercial Registry

Ufficio del registro di commercio  
Via Emilio Bossi 2a, 6900 Lugano  
091 815 55 61  
di-rc@ti.ch  
www.ti.ch/rc

#### Consumer goods / Shopping

ACSI, Via Polar 46, 6932 Lugano-Breganzona  
091 922 97 55  
acsi@acsi.ch  
www.acsi.ch

#### Crèches and nursery schools

091 814 86 91  
dss-ufag@ti.ch  
www.ti.ch/ufag

#### Crime

www.polizia.ti.ch  
www.ejpd.admin.ch

#### Cultural events

www.ticino.ch

#### Culture

www.ti.ch/decs

### D

#### Darwin Airline

www.darwinairline.com

#### Daytime childcare families

Sopraceneri: Via G. Cattori 11, 6600 Locarno  
091 760 06 20  
Luganese: Vicolo Antico 2, 6943 Vezia  
091 968 15 70  
Mendrisiotto: 6833 Vacallo  
091 682 14 19  
www.famigliediueme.ch

#### Death

www.eoc.ch  
www.hospice.ch  
www.asiiof.ch

#### Debt enforcement and bankruptcy

www.ti.ch/uef

#### Disability

Disability Office  
Viale Officina 6, 6500 Bellinzona  
091 814 70 21  
dss-ui@ti.ch  
www.ti.ch/invalidi  
Office for Disability Insurance  
Via dei Gaggini 3, 6500 Bellinzona  
091 821 94 11  
uai@ias.ti.ch  
www.iasticino.ch  
Pro Infirmis Ticino  
Viale Stazione 33, 6500 Bellinzona  
091 820 08 70  
ticino@proinfirmis.ch  
www.proinfirmis.ch  
www.agile.ch

#### Discrimination at the workplace

Service for Combating Racism (SCRA)  
Inselgasse 1, 3003 Berna  
031 324 10 33  
ara@gs-edi.admin.ch  
www.edi.admin.ch/frb  
Humanrights.ch  
Hallerstrasse 23, 3012 Berna  
031 301 92 75  
beratungsnetz@humanrights.ch

#### Domestic violence

Office of legislation, equal opportunity  
and transparency  
091 814 30 10  
can-ccf@ti.ch  
www.ti.ch/asg

#### Drinking water

www.ti.ch/uas  
www.ch.ch

#### Drugs and addiction

Radix, Via Trevano 6, 6904 Lugano  
091 922 66 19  
info@radixsvizzeraitaliana.ch  
www.radixsvizzeraitaliana.ch  
Ingrado, Servizi per le dipendenze  
Via Trevano 6, 6904 Lugano  
091 922 60 06  
direzione@stca.ch  
www.ingrado.ch

### E

#### Economy

www.seco.admin.ch  
www.ch.ch

#### Education and career guidance

091 814 63 51  
www.orientamento.ch

#### Elderly citizens

ATTE, Cantonal Office  
Via Olgiati 38b, 6512 Giubiasco  
091 850 05 50  
atte@atte.ch  
www.atte.ch  
Elderly Citizens' Office and Home Care  
Viale Officina 6, 6500 Bellinzona  
091 814 70 21  
dss-uacd@ti.ch  
www.ti.ch/anziani  
www.ti.ch/dasf  
www.pro-senectute.ch

#### Electricity

091 821 88 21  
esi@elettricit.ch  
www.elettricit.ch

#### Elections

www.ch.ch  
www.parlament.ch  
www.swissinfo.ch

#### Embassies and consulates

www.ambasciate-online.com  
www.eda.admin.ch

#### Equality between men and women

Office of legislation, equal opportunity  
and transparency  
091 814 30 10 – 091 814 43 08  
can-ccf@ti.ch  
www.ti.ch/asg

#### European Union

www.europa.eu

## F

### Family

Social Welfare and Family Office  
Viale Officina 6, 6500 Bellinzona  
091 814 70 11  
dss-dasf@ti.ch  
dss-ufam@ti.ch  
www.ti.ch/infofamiglie  
www.ti.ch/dasf  
www.iasticino.ch  
www.unicef.ch

### Family reunifications

Office of Population Affairs  
Via Lugano 4, 6500 Bellinzona  
091 814 72 11  
di-sp@ti.ch  
www.ti.ch/popolazione

### Federal Assembly

www.parlament.ch

### Federal authorities

www.admin.ch

### Federal constitution

www.parlament.ch

### Finding housing

www.homegate.ch  
www.immoscout24.ch  
www.ti-immobili.ch

### Federal Institutes of Technology

Zurich  
www.ethz.ch  
Lausanne  
www.epfl.ch

### Female genital mutilation

Cantonal Physician  
Via Dogana 16, 6500 Bellinzona  
091 814 40 02  
dss-umc@ti.ch  
www.migesplus.ch

### Fire

091 814 39 17  
www.ti.ch/incendi  
Fire brigade  
For emergencies dial 118

### Fire brigade

091 857 01 18  
info@pompieriticino.ch  
www.pompieriticino.ch  
For emergencies dial 118

### Food safety

Cantonal Laboratory  
091 814 61 11  
dss-lc@ti.ch  
www.ti.ch/laboratorio

### Further education

091 815 31 00  
decs-dfp@ti.ch  
www.ti.ch/dfp

### Foreign communities and associations

Office of the Cantonal Representative for the Integration of Foreigners  
0848 14 32 01/02  
di-dis@ti.ch  
www.ti.ch/di

### Foreign qualifications (recognition)

www.ufft.admin.ch  
www.cus.ch

### Free movement of persons

www.ti.ch/popolazione  
www.europa.admin.ch  
www.area-lavoro.ch

### Further education

Department of Professional Education  
Via Vergiò 18, 6932 Lugano-Breganzona  
091 815 31 00  
decs-dfp@ti.ch  
www.ti.ch/dfp

## H

### Healthcare

Office of Public Health  
091 814 30 42  
www.ti.ch/dsp  
Antenna MayDay  
091 973 70 67  
may.day@sunrise.ch  
www.migesplus.ch

### Healthcare institutions and services

Ufficio di sanità, Via Orico 5, 6500 Bellinzona  
091 814 30 45  
dss-us@ti.ch  
www.ti.ch/ufficiosanita  
www.migraweb.ch

### Healthcare insurance providers

www.comparis.ch  
www.cassa-malati-premi.ch

### Home care (see also Elderly Citizens)

Spitex, Via Brentani 11, 6904 Lugano  
091 973 18 10  
0848 22 44 22  
conferenzasacd@sacd-ti.ch  
www.sacd-ti.ch  
www.ti.ch/dasf  
www.hospice.ch

### Hospitals

www.eoc.ch  
For emergencies dial 144

### Human rights

www.humanrights.ch  
www.ohchr.org

### Hunting and fishing

Ufficio caccia e pesca  
Via Stefano Franscini 17, 6500 Bellinzona  
091 814 35 38  
www.ti.ch/dt

## I

### Illegal labour

Office of surveillance for the labour market,  
Quartiere Piazza, 6500 Bellinzona  
091 814 73 84  
dfe-lavoro.nero@ti.ch  
www.ti.ch/lavoro-nero  
www.seco.admin.ch

### Illness

www.migesplus.ch  
For emergencies dial 144

### Infirm (see Disability)

### Insurance

www.ticinofinanza.ch  
www.bonus.ch  
www.comparis.ch

### Integration of foreigners

Cantonal Representative for the integration of foreigners  
0848 14 32 01/02  
di-dis@ti.ch  
www.ti.ch/di  
Centro consulenza e informazione (CCI)  
0848 14 72 11/12 (>1.01.2014)  
Lugano – Integration and social information department  
Via Trevano 55, 6900 Lugano  
058 866 74 57  
www.lugano.ch  
www.lugano.ch/diis  
Chiasso, Social Activities and Young People Office, Piazza Bernasconi 1, 6830 Chiasso  
091 695 08 37  
www.chiasso.ch  
www.migraweb.ch  
www.bfm.admin.ch

### Italian language courses

Office of the Cantonal Representative for the Integration of Foreigners  
0848 14 32 01/02  
di-dis@ti.ch  
www.ti.ch/di  
www.fide-info.ch

## J

### Judiciary Registry

www.casellario.admin.ch  
Excerpts may also be requested at post offices

### Jurisdiction and judiciary authorities in Ticino

www.ti.ch/pg

## L

### Labour

Department of Labour Inspection  
Viale S. Franscini 17, 6500 Bellinzona  
091 814 30 96  
dfe-uil@ti.ch  
www.ti.ch/ispettorato-lavoro  
Labour Office  
Residenza governativa, 6500 Bellinzona  
091 814 33 03  
dfe-sdl@ti.ch  
www.ti.ch/lavoro  
Office of surveillance for the labour market  
Via Lugano 4, 6500 Bellinzona  
091 814 73 91  
dfe-usml@ti.ch  
www.ti.ch/sorveglianza-mercatolavoro  
**Info**  
www.acli.ch  
www.ocst.ch  
www.ticino.unia.ch  
www.eures.ch  
www.seco.admin.ch

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**Lawyers**

Bar Association  
www.oati.ch

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**Leisure time**

www.ticino.ch

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**Linguistic and Cultural Mediation**

Derman, Via Merlina 3a  
6962 Lugano-Viganello  
091 973 70 66  
segreteria-derman@sos-ti.ch  
www.sos-ti.ch  
www.inter-pret.ch  
www.ufsp.admin.ch

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**Lugano Airport**

www.lugano-airport.ch

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**M****Media**

www.swissinfo.ch

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**Mediation**

079 933 33 70  
www.mediazioneticino.ch

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**Migration**

www.migraweb.ch  
www.bfm.admin.ch

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**Military**

www.ti.ch/militare

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**Municipalities of Ticino**

www.ti.ch/comuni

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**N****National Day – 1 August**

www.swissworld.org

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**National Toxicology Centre**

044 251 51 51

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**Naturalisation**

Office of Population Affairs  
091 814 17 61  
www.ti.ch/popolazione  
www.bfm.admin.ch

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**O****ONG**

www.fosit.ch

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**P****Parties**

www.parlament.ch  
www.ch.ch

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**Passports and visas**

Office of Population Affairs,  
Via Lugano 4, 6500 Bellinzona  
091 814 73 11  
di-up@ti.ch  
www.ti.ch/popolazione

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**Police**

0848 25 55 55  
polizia@polca.ti.ch  
www.polizia.ti.ch  
www.polcomticino.ch  
For emergencies dial 117

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**Political rights**

www.parlament.ch  
www.ch.ch  
www.admin.ch

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**Postal service**

www.posta.ch

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**Pretirocinio d'integrazione**

Sopraceneri: Via Lavizzari, 6500 Bellinzona  
091 814 00 48  
Sottoceneri: Via Trevano, 6952 Canobbio  
091 815 10 31  
decs-pretirocinio.integrazione@ti.ch  
www.cpt-ti.ch

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**Public transport**

www.arcobaleno.ch  
www.autopostale.ch  
www.ffs.ch  
www.tilo.ch  
www.utpt.ch  
Information on public transport timetables  
in Ticino and in Switzerland

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**R****Racial discrimination**

Service for Combating Racism (SCRA)  
Inselgasse 1, 3003 Berna  
031 324 10 33  
ara@gs-edi.admin.ch  
www.edi.admin.ch/frb

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**Racism**

Service for Combating Racism (SCRA)  
Inselgasse 1, 3003 Berna  
031 324 10 33  
ara@gs-edi.admin.ch  
www.edi.admin.ch/frb  
www.humanrights.ch  
www.coe.int/ecri

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**Railways**

www.ffs.ch

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**Referendum**

www.ch.ch

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**Religions**

www.ch.ch

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**Repatriation**

www.bfm.admin.ch  
www.iom.int

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**Residence permits**

Office of Population Affairs,  
Via Lugano 4, 6500 Bellinzona  
091 814 72 11  
di-sp@ti.ch  
www.ti.ch/popolazione  
www.ti.ch/interni

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**Retirement funds**

www.ufas.admin.ch

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**Road accidents**

www.polizia.ti.ch  
For emergencies dial 144 and/or 117

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**Road rescue**

0800 140 140  
www.tcs.ch  
www.acs.ch

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**Road Traffic/ Department of Motor Vehicles**

Sezione della circolazione, 6528 Camorino  
091 814 97 00  
www.ti.ch/circolazione  
www.ti.ch/interni  
www.asa.ch  
Information on motor vehicles, registration,  
number plates, driving licences, insurances

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**S****Savings**

www.bsv.admin.ch  
Information available at all banks

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**Schengen**

www.bfm.admin.ch

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**Schools**

DECS – Divisione della scuola  
Viale Portone 12, 6500 Bellinzona  
091 814 18 11  
decs-ds@ti.ch  
www.ti.ch/ds  
www.ti.ch/scuole  
www.ti.ch/scuoladecs

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**Self-employment**

www.fondounimpresa.ch

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**Sexual harassment**

Delegate for the support of sex crime victims  
091 814 75 02/08  
dss-lav@ti.ch  
www.ti.ch/lav  
www.ti.ch/asg  
www.safesurfing.ch

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**Sexual violence**

Delegate for the support of sex crime victims  
091 814 75 02/08  
dss-lav@ti.ch  
www.ti.ch/lav  
Antenna MayDay  
091 973 70 67  
may.day@sunrise.ch

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**Sexuality**

Antenna MayDay  
091 973 70 67  
may.day@sunrise.ch  
www.isis-info.ch  
www.zonaprotetta.ch  
www.aids.ch  
www.ti.ch/infogiovani  
www.migesplus.ch

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**Shopping (see Consumer goods)**

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**Social security**

IAS, Via Ghiringhelli 15a, 6500 Bellinzona  
091 821 91 11  
ias@ias.ti.ch  
www.iasticino.ch  
www.ufas.admin.ch

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**Sport**

National Youth Sports Centre  
Via Brere, 6598 Tenero  
091 735 61 11  
cstenero@baspo.admin.ch  
www.cstenero.ch  
www.asti-ticino.ch  
Office for Youth and Sport  
091 814 64 51  
decs-gs@ti.ch  
www.ti.ch/gs  
Administration of the Intercantonal Lottery  
and Sport-Toto Fund  
091 814 34 13  
decs-afis@ti.ch  
www.ti.ch/fondilotterie

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**Statistics**

Ufficio di statistica  
091 814 50 11  
dfe-ustat@ti.ch  
www.ti.ch/ustat  
www.bfs.admin.ch

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**Student grants**

Ufficio delle borse di studio e dei sussidi  
091 814 34 32  
decs-ubss@ti.ch  
www.ti.ch/borsestudio

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**Support organisations for immigrants**

Office of the Cantonal Representative for  
the Integration of Foreigners  
0848 14 32 01/02  
di-dis@ti.ch  
www.ti.ch/di

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**Swiss Cantons**

www.bfs.admin.ch  
www.ch.ch

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**Swiss Confederation**

www.admin.ch  
www.parlament.ch  
www.ch.ch  
www.echo-ch.ch

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**Swiss customs**

www.ezv.admin.ch

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**Swiss democracy**

www.ch.ch

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**Swiss geography**

www.ch.ch

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**Swiss history**

www.hls-dhs-dss.ch

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**Swiss International Air Lines**

www.swiss.com

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**Swiss parliament**

www.parlament.ch

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**Swiss Radio and Television**

091 803 51 11  
info@rsi.ch  
www.rsi.ch

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**Switzerland**

www.myswitzerland.com  
www.ch.ch  
www.swissworld.org

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**T**

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**Taxes**

Divisione delle contribuzioni  
Via S. Franscini 6, 6500 Bellinzona  
091 814 39 58/59  
dfe-dc@ti.ch  
www.ti.ch/fisco  
www.estv.admin.ch  
www.ch.ch

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**Telecommunications**

www.ufcom.admin.ch

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**Ticino**

www.ti.ch  
www.ticino.ch  
www.ticinohelp.ch

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**Trade unions (selection)**

www.ocst.com  
www.unia.ch  
www.uss.ch  
www.vpod.ch

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**Traffic**

info@viasuisse.ch  
www.viasuisse.ch  
058 329 99 99

www.tcs.ch

0844 888 111

www.acs.ch

044 628 88 99

For emergencies dial 0800 140 140

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**U**

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**Unemployment**

Ufficio regionale di collocamento Bellinzona  
Centro Cervo, 6500 Bellinzona  
091 820 60 60  
Ufficio regionale di collocamento Biasca  
Via Pini 32, 6710 Biasca  
091 873 09 50  
Ufficio regionale di collocamento Chiasso  
Via E. Bossi 12, 6830 Chiasso  
091 695 10 30  
Ufficio regionale di collocamento Locarno  
Via della Posta 9, 6601 Locarno  
091 816 14 11  
Ufficio regionale di collocamento Lugano  
Stabile Genziana, 6900 Lugano  
091 960 46 00  
www.area-lavoro.ch  
www.ti.ch/lavoro  
www.iasticino.ch

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**University**

Scuola universitaria professionale della  
Svizzera italiana (SUPSI) – University of Italian-  
speaking Switzerland  
058 666 40 00  
www.usi.ch  
University of Italian-speaking Switzerland  
058 666 60 00/14  
www.supsi.ch  
Swiss Federal Institute for Vocational Education  
and Training (SFIVET / EHB)  
091 960 77 77  
www.ehb-schweiz.ch

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**Urban transport**

Lugano www.tpl.ch  
Locarno www.centovalli.ch  
Mendrisio-Chiasso www.amsa.ch  
www.arcobaleno.ch  
Information on train timetables, train lines  
and railcards

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**V**

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**Violence against children**

091 943 57 47  
info@aspi.ch  
www.aspi.ch

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**Voluntary work**

Conferenza del volontariato sociale  
Via alla Campagna 9, 6900 Lugano  
091 970 20 11  
info@volontariato-sociale.ch  
www.volontariato.ch  
Information and guidance on self-help groups

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**W**

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**Waste management**

www.ti.ch/gestione-rifiuti

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**Weather**

www.meteosvizzera.ch

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**Women's rights**

Office of legislation, equal opportunity and  
transparency  
091 814 30 10 – 091 814 43 08  
can-cld@ti.ch  
www.ti.ch/asg  
Dialogare  
091 967 61 51  
www.dialogare.ch

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**Work permits**

Office of Population Affairs  
Via Lugano 4, 6500 Bellinzona  
091 814 72 11  
di-sp@ti.ch  
www.ti.ch/popolazione  
www.ti.ch/interni

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**Y**

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**Young people**

Welfare Office for institutions and activities for  
families and young people  
Via H. Guisan 3, 6500 Bellinzona  
091 814 86 91  
dss-ufag@ti.ch  
www.ti.ch/ufag  
www.ti.ch/infogiovan  
www.projuventute.ch

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**Z**

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**Zurich Airport**

www.zurich-airport.com

The municipal services can provide more  
detailed competent information and specific  
counselling to promote the integration of  
new arrivals in the municipalities, in Ticino and  
in Switzerland.