



WELCOME TO USTER INFORMATION FOR NEW RESIDENTS FROM ABROAD





This brochure will provide you with useful, interesting information to help you adjust to your new life in Switzerland. If you have any questions that are not answered in this brochure, please contact the Childhood, Youth and Inclusivity department.

City of Uster

Childhood, Youth and Inclusivity department

Bahnhofstrasse 17

8610 Uster

044 944 72 06

079 876 72 92 (WhatsApp)

Email

integration@uster.ch

WELCOME TO USTER

On behalf of the City of Uster, welcome!

We are delighted that you have chosen Uster as your new home. With more than 35,000 residents, Uster is the third-largest city in the canton of Zurich, and is one of the 20 largest cities in Switzerland.

Uster offers a good urban quality of life, both now and in the years to come – from exhibitions and concerts to sports facilities, such as an indoor swimming complex with a 50-metre Olympic-size swimming pool, and the Buchholz sports centre.

There are also around 250 clubs offering a wide range of activities.

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RIGHTS AND OBLIGATIONS

Values and Traditions

Switzerland, a small landlocked country in Europe, has a population of around 8.5 million (as of 2019). People here live in 26 districts, called 'cantons', and there are four national languages: German, French, Italian and Romansh. Each linguistic region has its own specific cultural features. To allow us to live together respectfully and considerately, there are certain unwritten rules to follow.

In German, when you meet other adults for the first time, you should always speak to them using the more formal Sie. If your Swiss-German counterparts suggest that you use the less formal Du, however, then you can also address them by their first name. Equality between men and women is enshrined in the Swiss constitution.

Politics

There are three political levels in Switzerland: the Federal Government, the 26 cantons, and more than 2,250 municipalities. Around 5.3 million citizens, approximately 63% of the total population, are entitled to vote and stand for election at the federal level. This right is granted to every resident with Swiss citizenship over the age of 18 years. Swiss democracy is based on the principle of separation of powers as follows.

Federal Government: The Swiss Federal Council is the executive branch of government, consisting of seven members who are elected by Parliament. They represent and govern the state, and execute laws.

Swiss Parliament: The Swiss Parliament (Federal Assembly) consists of 246 members who are elected by the people. Switzerland is a direct democracy. The Swiss people elect their parliamentary representatives every four years. The Parliament consists of two chambers: the National Council (200 members) and the Council of States (46 members). They monitor the administration of the state and enact laws.

Court: The Supreme Court is elected by the Federal Assembly, and serves to protect the law, issue judgments and determine sentences.

Switzerland has many political parties. Eleven parties are represented in Parliament. Of those eleven parties, nine also have youth organisations, in which young people with the same political values can come together. The parties with the highest proportion of voters are represented in the Federal Council.

In Switzerland, citizens have the right to help shape government policy, by launching initiatives and submitting petitions. Nationwide referendums are held four times a year.

Parliament (legislative branch of government):
www.parlament.ch

Political structures, local parties and political strategy in Uster:
www.uster.ch/politik

Tax

If you live in Switzerland, you must pay tax. Those who reside in Switzerland and do not have a permanent residence permit (C permit) must pay withholding tax. Employers deduct withholding tax directly from wages and pay it to the tax authority.

In certain cases, the tax authority also examines your assets, for example, if non-Swiss citizens earn more than the defined limit (CHF 120,000 for the Federal Government and in almost all cantons). Those who earn more pay tax on the basis of a regular tax return. Make sure that you ask as soon as possible what taxes you have to pay, so you can avoid paying too much.

Non-Swiss citizens residing in Switzerland with permanent residence permit (C permit) must declare their income and assets on their regular tax return. It can be completed by hand, with a PC program or online (ZHprivateTax). Online assistance is available if needed. The PC program can be downloaded from the website of the tax office of the canton of Zurich.

www.zh.ch/steueramt www.uster.ch/steueramt



LIVING

General Information

After you move into your new home, it's a good idea to introduce yourself to your neighbours. They will appreciate that. The house rules contain information about quiet times at night and in the afternoon, and the use of shared spaces and rooms (entrance, stairwell, laundry room, etc.).

Uster places great importance on its sustainable energy and climate policies. The city is committed to using energy efficiently. It complies with climate protection regulations and ensures transport is environmentally friendly. It also makes sense that residents of Uster adopt sustainable practices too, by keeping their power and water consumption down, reducing their heating costs, and separating their waste.

www.uster.ch/themeenergiestadt

Information about renting an apartment in Switzerland can be found on the information sheet 'Living in Switzerland', which is available in 17 languages.

www.bwo.admin.ch

Home Insurance

Home insurance covers your personal items, e.g. furniture, electrical appliances, clothes, sports equipment and recreational equipment. If someone damages or steals these items, home insurance pays to repair or replace them. Home insurance covers damage caused by fire, water (tap water or groundwater) and burglary. You can also have additional risks insured, e.g. petty theft, loss, earthquakes or third-party damage. Home insurance is taken out from an insurance company.

The Comparis website provides free comparisons of tariffs and services. It also shows price comparisons between health insurance, other types of insurance and telecoms services.

www.comparis.ch

Fees

You will receive a bill from utilities companies for electricity, water and waste water.

www.energieuster.ch

In Switzerland, every household pays a fee to receive radio and television programs. This fee is paid to the Swiss collection agency for the radio and television fee.

www.serafe.ch

Waste and Recycling

Waste is separated before it is disposed of. Retailers take back PET bottles, batteries and plastic bottles. There are waste collection points in municipalities, where you can dispose of glass bottles, aluminium cans and other materials. Paper and cardboard are collected in front of residential buildings on certain dates. Please refer to the waste disposal calendar. Residual waste is disposed of in waste bags, which can be obtained from supermarkets for a fee.

www.uster.ch/entsorgung



HEALTH AND SOCIAL MATTERS

Illness and Emergencies

Emergencies are serious, life-threatening situations, such as injuries, poisoning, burns or sudden illness. In these situations, you must act quickly. Doctors must treat anyone in an emergency situation or refer them to the right place. This also applies to persons without a residence permit. Emergency numbers can be found on the last page.

What To Do in an Emergency

Always contact your family doctor first if the emergency is urgent but not life-threatening. Emergency medical services are available throughout Switzerland, including at night and on weekends.

If you cannot reach your family doctor by phone, the answering machine will tell you whom you need to contact in case of an emergency. There is also an emergency pharmacy in each region, including at night and on weekends.

Doctor's telephone number for child, youth and adult emergencies:

0800 33 66 55

The telephone line is staffed 24 hours a day, 365 days a year.

In case of a life-threatening emergency, call the emergency services immediately. If possible, call the hospital's emergency department in advance. You can also call for an ambulance by dialling **144**.

Ambulances usually transport patients only, not any accompanying persons. In some cases, you have to pay for ambulance transport yourself (between CHF 850 and 1,900). Therefore, it is only worth using the ambulance if patients cannot be transported by other means due to their condition.

Medical System

In Switzerland, primary care is provided by family doctors. They carry out medical treatments and consultations. They are also the first point of contact for illnesses and accidents, and can give you a referral (e.g. to a specialist or hospital). In case of illness, always go to the same family doctor, who knows your medical history and can offer you the best treatment.

In addition to your family doctor, your children should also have a dedicated paediatrician. Paediatricians can carry out any necessary examinations and treat your children if they are sick. They also monitor your child's growth and examine their physical, psychological and mental development.

Swiss Doctors' Directory:

www.doctorfmh.ch

List of family doctors and dentists in Uster:

www.medizin.ch/allgemeinmedizin-uster

www.medizin.ch/zahnmedizin-uster

Pharmacies

The pharmacy is an important first point of contact for health complaints. Pharmacists are well-trained specialists in medication and can offer reliable advice in case of illness. Depending on your health, they will give you medication or refer you to your doctor. Information and advice given in pharmacies is free of charge.

In Switzerland, a wide range of medication is available from pharmacies. Some medicines, such as strong painkillers or antibiotics, are only available with a prescription from a doctor.

Herbal and complementary medicines are also available from the pharmacy.

More Information

Portal for equitable health access: health information available in 56 languages, also for professionals and carers. For more information about dentists, vaccinations, psychological stress, pregnancy and much more:

www.migesplus.ch

Institute for intercultural addiction prevention and health promotion:
www.fisp-zh.ch

Health Insurance and Premium Reductions

All persons who live in Switzerland must have illness and accident insurance. The insurance must be obtained within three months of birth or of moving to Switzerland. You can choose from any one of 53 health insurance companies.

www.krankenkassenversicherung.ch

You can compare the tariffs of health insurance companies free of charge using the online service Priminfo from the Federal Office of Public Health.

priminfo.admin.ch

IPV – Individual premium reductions

People with a low income can receive insurance premium reductions, which means they pay lower health insurance premiums.

The municipality looks at the tax situation of individuals to determine whether they are entitled to a premium reduction. The municipality then informs the social security institution (Sozialversicherungsanstalt or SVA) of the canton of Zurich, which sends an application form to the individual. However, an application can also be made directly to the SVA, which then examines the claim. If you pay withholding tax and are entitled to receive a reduction, the form will automatically be sent to you by the SVA in Zurich.

044 448 55 55 • info-ipv@svazurich.ch • www.svazurich.ch/ipv

Insurance

Personal Liability Insurance

Taking out personal liability insurance is generally worthwhile for everyone. Causing harm or damage to another person or object can result in high costs. Personal liability insurance protects you against such costs. It is inexpensive, and provides security against damage claims.

The Comparis website provides free comparisons of tariffs and services. It also shows price comparisons between health insurance, other types of insurance and telecoms services.

www.comparis.ch

Accident Insurance

All employees are insured against accidents in Switzerland. This also applies to apprentices, trainees, domestic workers and cleaning staff in private households.

Important: If you work less than 8 hours a week for an employer, you will only be insured against occupational accidents and illnesses. You should obtain additional insurance for non-occupational accidents yourself.

Self-employed persons and those who do not work are not automatically insured against accidents. This also includes homemakers, children and students. Therefore, such individuals must obtain accident insurance from a health insurance company.

Social Security – Three-Pillar Principle

There is a very tight network of social insurance schemes that protects people who live and work in Switzerland against the financial consequences of risks that they cannot afford alone. The first two pillars cover old-age pension (Altersrente or AHV), disability pension (Invalidenrente or IV), and survivor's pension in the case of death of a spouse or a parent (Hinterlassenenrente).

If you work, you will pay social security contributions from the age of 18 years, or from the age of 21 years if you are unemployed. If you are not employed and do not receive social assistance, you must report this to the compensation office (Ausgleichskasse) of your canton.

www.ahv-iv.ch

Half of the contributions to AHV/IV/EO and ALV are paid by the employer and half by the employee. Those who are not employed must also pay contributions to AHV/IV/EO. The amount of the contribution depends on your assets and/or income.

Pillar 1 (Obligatory)

AHV and IV together form the first pillar, otherwise known as the state pillar. It applies to everyone who lives or works in Switzerland. The pension benefits of these two insurance schemes are intended to cover basic survival needs. Contributions are deducted directly from your salary.

AHV: Old-age and survivor's pension (Alters- und Hinterlassenenrente or AHV) is intended to cover basic survival needs in the event of a lack of working income due to old age or death. Pension benefits depend on the amount of previous income and the duration of the contributions.

IV: Disability insurance helps insured persons with a disability to secure their livelihood independently, in whole or in part, through re-integration measures. If re-integration is not possible, IV pays out a full pension, or a partial pension if re-integration is partially possible. Re-integration takes precedence over pension payments.

Pillar 2 (Obligatory)

The second pillar covers occupational health and safety. This pension fund (Pensionskasse or PK) is available to persons with an annual income of at least CHF 20,520. Together with Pillar 1, it is intended to cover the cost of living for the elderly, survivors in the event of death of a spouse or a parent, and people with a disability. It ensures that such people can continue to support themselves.

Pillar 3 (Voluntary)

The third pillar can be divided into a restricted plan, which can be deducted from taxable income, and an unrestricted plan. It is taken out with an insurance company or bank.

Unemployment Insurance (ALV)

Unemployment insurance (ALV) covers periods of unemployment, short-time work, work lost due to weather conditions and if your employer cannot pay your wages. ALV also pays for re-integration measures. All employees are obliged to take out this insurance, meaning that ALV premiums are deducted from your wages (except for farmers and their families, and pensioners). Self-employed workers are not insured and must take out insurance for this.

Supplementary Benefits (EO)

Supplementary Benefits

If your AHV/IV pension is not enough to cover your basic survival needs, you can apply for supplementary benefits (Ergänzungsleistungen). Such applications are evaluated on an individual basis to determine the degree of need and the benefit amount required.

Family Allowances

Family allowances (Familienzulagen) are intended to partially cover the costs of maintaining one or more children. These include child allowances, training allowances and birth or adoption allowances. Families are only entitled to receive one of the same type of allowance per child.

Maternity Allowance

Working women who have a child receive a maternity allowance (Mutterschaftsentschädigung). Everyone who pays AHV/IV contributions also pays a contribution to maternity allowance. Such contributions are collected together with AHV contributions.

www.ahv-iv.ch



WORKING AND LEARNING

Things to Know about Work

Your income and your (and your family's) financial opportunities depend on the nature of your work. Your salary will be paid directly into your account, which you can open at a bank or post office.

Normally, you will receive an employment contract that regulates your working conditions (working hours, wages, holidays, etc.). Some industries also have collective employment agreements.

If you become ill, you will normally need a doctor's certificate (Arztzeugnis) if you are ill for three days or more. In the certificate, your doctor will confirm how long you are unable to work. When you leave a job, you are entitled to a work reference (Arbeitszeugnis), which provides information about the nature of the work and your performance.

Work references are important for finding a new job.

BIZ career advice

BIZ Uster offers information and advice for young people and adults on all questions relating to education, work and career.

The service is free of charge for persons under 20 years of age, persons without any qualifications (apprenticeship or school-leaving certificate), or for persons receiving social assistance or scholarships. Check with BIZ to find whether you can receive free advice or how much it will cost.

In addition, 15-minute counselling sessions are available to migrants free of charge, and do not require prior registration.

You will find a wide range of information available at BIZ to learn about different professions. You can read, borrow or take away some documents with you free of charge.

BIZ also organises various seminars and events. For example, there are information events on career choices for parents and young people with a migrant background. These events are available in different languages.

BIZ Uster, Brunnenstrasse 1, 8610 Uster
043 258 49 00 • www.ajb.zh.ch

RAV Unemployment Assistance

If you are at risk of unemployment or have lost your job, it is important that you contact RAV immediately. You will then receive advice during the notice period and support in your new job search.

As a job seeker, you have a duty to do everything you can to return to work. This includes browsing vacancies and working with your personal advisor. RAV will support you in this.

You can still get advice from RAV even if you do not receive unemployment benefits.

RAV Uster, Brunnenstrasse 1, 8610 Uster
043 258 43 43 • hotline.ravuster@vd.zh.ch • www.awa.zh.ch

Diploma Recognition

You can have your non-Swiss diplomas recognised by the State Secretariat for Education, Research and Innovation (SERI): This is your first point of contact for general enquiries relating to the recognition of non-Swiss diplomas and certificates. You can find out more about having your professional qualifications recognised from the SERI. You can also have your documents checked via its online portal.

SERI Recognition of non-Swiss diplomas
058 462 28 26 • kontaktstelle@sbfi.admin.ch • www.sbfi.admin.ch



TRAVEL

Public Transport

Uster is easily accessible by train. Four local railway (S-Bahn) lines serve the city regularly and conveniently connect it with the surrounding area. You can take lines S5, S9, S14 and S15 to and from Zurich.

The night line SN5 runs on Friday and Saturday nights into the early hours of Saturday and Sunday mornings, as well as the night before most public holidays. For prices and times, please see the website of the Zurich Transport Association (Zürcher Verkehrsverbund or ZVV).

A dense network of buses connects Uster to nearby towns and villages. Tickets and subscriptions can be purchased at any kiosk or sales counter at the railway station or via the app. Important: Tickets must be validated before travelling. Day or single tickets can be validated on certain buses, but not in larger cities. Children aged up to 6 years travel for free; children aged 6 to 16 years travel at a reduced price, or free of charge with the Junior Card when accompanied by an adult. If you are travelling with your bike, you need to have a bike ticket.

Swiss Federal Railways SBB • www.sbb.ch

App: SBB mobile in the App Store or Play Store.

Zürcher Verkehrsverbund ZVV • 0848 988 988 • www.zvv.ch

App: ZVV tickets in the App Store or Play Store.

Road Transport

Customs Duty

For motor vehicles that have been used abroad for at least 6 months, there is no customs duty to pay when they are imported into Switzerland, as they are classed as relocation property (Übersiedlungsgut). Fill out the application form (18.44 Übersiedlungsgut) at the customs office, and present your vehicle registration document and your residence documents.

Driving Licence

If you have a non-Swiss driving licence, you must change it within one year. After one year, you will need a Swiss driving licence. Apply at the Driver and Vehicle Licensing Office (Strassenverkehrsamt) or at the Residential Registry Office (Einwohneramt). You will need your existing non-Swiss driving licence and residence permit. Please also ask if you will need to perform a driving test (Kontrollfahrt). All EU citizens are exempt from this test.

Vehicle Registration Number

You must also change your vehicle registration number within one year. Contact the Driver and Vehicle Licensing Office to arrange an inspection for your motor vehicle. You will also need your original vehicle registration document and proof of Swiss car insurance. So, remember to take your insurance policy with you. Important: All persons who own a motor vehicle in Switzerland must take out liability insurance.

Speed and Traffic Regulations

The speed limits are as follows: 120 km/h on motorways, 100 km/h on main roads, 80 km/h on roads outside urban areas, 50 km/h on roads within urban areas and 30 km/h in residential neighbourhoods. On all roads, traffic drives on the right (i.e. in the right-hand lane), and at roundabouts, vehicles already on the roundabout have priority.

Motorway Sticker (Toll)

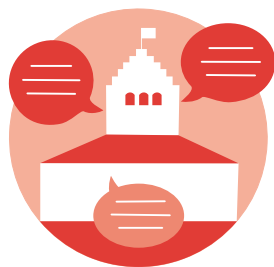
To drive on the motorway, you need a motorway sticker (Autobahnvignette) for your vehicle. This costs CHF 40 per year and is available from the post office or at petrol stations. Every year, it must be placed on your windscreen by 31 January at the latest.

**Driver and Vehicle Licensing Office (Strassenverkehrsamt) Hinwil,
Studbachstrasse 8, 8340 Hinwil
058 811 40 00 • info@stva.zh.ch • www.stva.zh.ch**

Car Sharing (Mobility)

As a Mobility customer, you can reserve a vehicle at any time and open it with your Mobility Card or SwissPass. Vehicles are available in nine categories.

www.mobility.ch



POINTS OF CONTACT AND OTHER SERVICES IN USTER

The goal of integration is to help all residents to get involved in Swiss society – economically, socially and culturally – resulting in equal opportunities for all people living in Switzerland. The focus is on getting to know your new place of residence and its values and customs. As a new resident, you should have the opportunity to make contacts and friendships in your new home.

City of Uster – First Point of Contact

The City of Uster will help anyone who has come to live here. Our team will be happy to advise you on cultural, family and administrative issues. Other specialists are also available to discuss matters concerning family and raising children.

If you have any questions about the best way to help children and teenagers integrate, you can contact the Childhood, Youth and Inclusivity department. You are also welcome to come for a discussion in person, which is possible in several different languages. If you are interested, please contact the department.

City of Uster, Childhood, Youth and Inclusivity department
Bahnhofstrasse 17, 8610 Uster

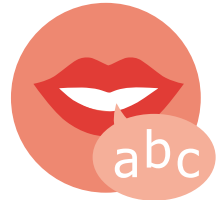
044 944 72 06 • integration@uster.ch • www.uster.ch

Learning German

abc Deutschkurse

Taking a German course is recommended and supported by the City of Uster. German for beginners, as well as for more advanced learners, is taught at the Family Centre in Uster. Childcare is available there while you attend classes. You can learn to speak, understand and write standard German, and learn more about life in Switzerland.

Elisabeth Karth-Zehnder, Steinstrasse 3, 8610 Uster
044 940 05 62 • elisabeth.karth@bluewin.ch
www.abc-deutschkurse.ch



German courses at the Reformed Church of Uster

These German courses are aimed at those who want to learn or deepen their knowledge of German, but who have little financial resources. The levels of learning available are A1 (beginner) to B2 (intermediate). The courses take place every Wednesday and Thursday from 9 to 11am (except during school holidays in Uster) at the Reformed Church of Uster hall (Kirchgemeindehaus Kreuz), with childcare available for children up to 5 years of age.

RReformed Church of Uster, Rémy Beusch
Zentralstrasse 40, 8610 Uster
044 943 15 11 • remy.beusch@refuster.ch
www.refuster.ch/deutschkurse

Other Institutions and Services

Bildungszentrum Uster

Höhere Berufsbildung Uster, Berufsschulstrasse 1, 8610 Uster
044 943 64 22 ▪ info@hbu.ch ▪ www.hbu.ch

Akrotea.ch GmbH

Joweid Zentrum 1, 8630 Rüti ZH
055 462 38 28 ▪ info@akrotea.ch ▪ www.akrotea.ch

WBK Dübendorf

Bettlistrasse 22, 8600 Dübendorf
044 801 84 84 ▪ info@wbk.ch ▪ www.wbk.ch

Klubschule Migros Wetzikon

Bahnhofstrasse 151, 8620 Wetzikon
058 712 44 70 ▪ www.klubschule.ch/Standorte/Zuerich/Wetzikon

DuoLingo

Free language training via an online language platform or as an app.
www.duolingo.ch

Uster Public Library

At the Uster Public Library, you will find a wide range of media (books, films, games and magazines), quiet spaces to work, and a reading lounge with coffee, computers and Wi-Fi. Events are held here regularly.

Uster Public Library, Bankstrasse 17, 8610 Uster

044 944 77 50 ▪ info@stadtbibliothek-uster.ch
www.stadtbibliothek-uster.ch



Uster Family Centre

Parents and children come together at the Uster Family Centre to take advantage of the various services and events on offer. The Family Centre is a popular meeting place for parents, but it also offers guidance services and courses. External specialists also provide services in the Family Centre.

Femmes Tische

Ladies' (or Men's) Tables are moderated discussion sessions held in different languages. Questions are discussed in small groups about family, health and integration. The aim is to strengthen your personal resources and social network.

Addiction Prevention Centre, Nicole Stadler
Gerichtsstrasse 4, 8610 Uster
043 399 10 84 · n.stadler@femmestische-zo.ch
www.femmestische.ch

Writing Service

Volunteers are available to help you read and write. They can explain letters and documents you receive in German. They can then help you to fill in forms and requests. They can also help you find the right point of contact if you have any questions (e.g. about social security, accommodation, employment contracts, rental contracts and termination). The writing service is free of charge and is available to anyone, every Wednesday from 10am to 12pm and 1pm to 7pm. Registration is not required.

Family Centre, Zentralstrasse 32, 8620 Uster
www.familienzentrum-uster.ch





LEISURE

Clubs/Associations

Clubs and associations are a fundamental part of Uster's sporting, cultural and social life. There is a wide range of activities on offer and there is bound to be something for everyone.

www.uster.ch/vereinsliste

There are migrant associations in Uster that can support you in your day-to-day life. If you want to communicate more, find out more about something specific or make contacts, these clubs can help you integrate well into Swiss society.

Canton of Zurich Department of Integration
Neumühlequai 10, 8090 Zürich • 043 259 25 37
info@migrantenvereine.ch • www.migrantenvereine.ch

Volunteering

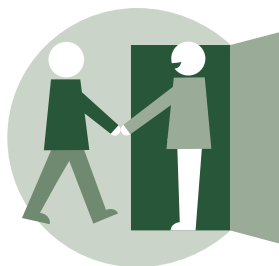
Volunteering is a gift to our society. Volunteers provide support in many areas of life. People from different generations carry out active volunteer work in the city of Uster. They help in the areas of health, social matters, asylum, culture, sport and politics.

www.uster.ch/freiwilligenarbeit

City of Uster Events

The city of Uster offers many different events: concerts, sporting events, exhibitions, films, theatres, lectures, readings and more.

www.uster-agenda.ch
www.uster.ch/anlaesseaktuelles



POINTS OF CONTACT

Migraweb

Migraweb offers information and online consultations about life in Switzerland, by migrants for migrants. **www.migraweb.ch**

ch.ch

This site also provides information about life in Switzerland from the Federal Government, cantons and municipalities on topics including insurance, family allowances, driving licences, naturalisation and more. **www.ch.ch**

State Secretariat for Migration (SEM)

The State Secretariat for Migration (Staatssekretariat für Migration or SEM) is an authority of the Federal Government. It is responsible for handling matters affecting non-Swiss residents in general and for recognising (and revoking) asylum in Switzerland. **www.sem.admin.ch**

Department of Integration of the Canton of Zurich

The Department of Integration of the Canton of Zurich (Fachstelle Integration des Kantons Zürich) organises and coordinates integration in the canton. It helps people who have recently moved to Uster, and also supports cities and municipalities in integrating new arrivals. The department also runs integration programs. **www.integration.zh.ch**

Migration Office of the Canton of Zurich

The right of residency in the canton of Zurich and in Switzerland is governed by federal law. The Migration Office is responsible for overseeing this right. It issues entry permits and residence permits after examining the relevant applications. The Migration Office is also responsible for visa extensions and for issuing re-entry visas.

Berninastrasse 45, 8090 Zürich

043 259 88 00 • info@ma.zh.ch • www.ma.zh.ch

City of Uster

Childhood, Youth and Inclusivity department

Bahnhofstrasse 17

8610 Uster

044 944 72 06

079 876 72 92 (WhatsApp)

Email

integration@uster.ch



EMERGENCY NUMBERS AND ADDRESSES

A directory with various emergency numbers can be found on the website:

www.uster.ch/telefonnummern

General Emergencies (police call centre)	112
Fire Brigade	118
Police	117
Emergency Ambulance Services	144
Uster City Police	044 944 76 66
Poisoning: Swiss Toxicological Information Centre	145
Emergency Doctor Service (24 hours a day, 365 days a year)	0800 33 66 55
Emergency Pharmacy Service (Friday 6pm – Monday 6am)	0900 553 555 (1.50/Min.)
Uster Hospital – Emergencies	044 911 23 23
Uster Hospital	044 911 11 11
Zurich Oberland Emergency Dental Service	079 358 53 66
Emergency Psychiatric Service	044 931 39 39
Youth Welfare Telephone services for children and teenagers	147
Zürcher Oberland Women and Children’s Centre Offering protection and security, as well as tailored advice and support that focus on personal resources and goals.	044 994 40 94 info@frauenhaus-zuercher-oberland.ch

City of Uster

Childhood, Youth and Inclusivity department

Bahnhofstrasse 17

8610 Uster

044 944 72 06

079 876 72 92 (WhatsApp)

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