



COMMUNITY REFERRAL HANDBOOK

Brought to you by C3 Zürich Compassion

Last updated 1st February 2021

Disclaimer: Some information in this handbook may not represent the opinion of C3 Zürich, yet it is for everyone in need. Regardless if this person is part of C3 Zürich or not.

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INTRODUCTION

This document is a compilation of local, state/cantonal, and national resources within Switzerland for various types of crises that may be experienced within and around the country and the local community, and surrounding areas of Zürich.

This notebook contains vital information for community referral services on the national, state/cantonal level within Switzerland. The dimensions of crises care found herein are represented as follows: cantonal level resources represent services found in and around the canton of Zürich; local level resources represent any one of the districts within the canton of Zürich. Some services may also be found in other cantons around the country.

Where services are not available in Switzerland in English, this manual will provide the German resource with appropriate German spellings. Interested people will have to contact the source to verify if there are any services available in English.

NOTE: This manual is a continual work in progress and is not all inclusive. Additional facilities will be added to maintain a current list of practitioners and social resources to facilitate the inclusion of all and provide helpful resources to benefit them during crisis times.

ALCOHOL/DRUG ABUSE

National

CONTACT: Sucht Schweiz

Address: Av. Louis-Ruchonnet 14, 1003 Lausanne

Website: www.suchtschweiz.ch

Phone: +41(0)21 321 2911

Email: info@suchtschweiz.ch

Description & Services: Addiction Switzerland conceives and implements prevention projects, is committed to health policy and psychosocial research. Addiction Switzerland is a private independent foundation that pursues a non-profit purpose: to prevent problems arising from the consumption of alcohol and other psychoactive substances, as well as to alleviate problems that have already arisen.

Cantonal

CONTACT: Sozialwerke Pfarrer Sieber

Address: Hohlstrasse 192, 8004 Zürich

Website: www.swsieber.ch

Phone: +41(0)43 336 50 80

Email: info@swsieber.ch

Description & Services: The foundation of Pastor Sieber is well known to help people for shelter, food and specially for persons with drug problems the foundation has special "centers" where people can get support and help to get over it.

Cantonal

CONTACT: The Küssnacht Practice AG
Address: Zollikerstrasse, 8702 Zurich-Zollikon Switzerland
Website: www.kusnachtpractice.ch
Phone: +41(0)43 541 1152
Email: info@kusnachtpractice.ch

Description & Services: Addiction Treatment, Psychiatry and Orthomolecular Medicine. One of the most exclusive and effective treatment centers in the world. Treatments are available for alcohol, drug and prescription drugs addiction, sex/love addiction, eating disorders, gambling addiction, codependency, depression, trauma and abuse, anxiety disorders, and burnout. Also available are day treatments for addiction counseling, nutritional and lifestyle coaching, spiritual counseling, fitness training, support group meeting, and more.

Local

CONTACT: Anonyme Alkoholiker
Address: *various location, see website
Website: www.anonyme-alkoholiker.ch/meetings/zuerich/
Phone: 0848 848 885
Email: info@anonyme-alkoholiker.ch

Description & Services: 24 Hour Telephone Services.

Local

CONTACT: Arud Zentrum Horgen
Address: Seestrasse 185, 8810 Horgen
Website: www.arud.ch
Phone: +41(0)58 360 5080
Email: horgen@arud.ch

Description & Services: Drug advice center, Addiction treatment and prevention.

Local

CONTACT: Die Alternative
Address: Affolternstrasse 40, 8913 Ottenbach
Website: www.diealternative.ch
Phone: +41(0)44 763 4090
Email: contact@diealternative.ch

Description & Services: Consulting office for Drug/Alcohol advice; individual/group therapy rehabilitation, job integration, problems w/alcohol and drugs and other illicit substances.

Local

CONTACT: Die Forel Klinik
Address: Islikonerstrasse 5, 8548 Ellikon a.d. Thur
Website: www.forel-klinik.ch
Phone: +41(0)52 369 11 11
Fax: +41(0)52 369 11 12
Email: info@forel-klinik.ch

Description & Services: The Forel Klinik is Switzerland's leading clinic in the treatment of alcohol and drug dependency. As a step-maker for sustainable medical treatment, we are the first point of contact for those affected, specialists, doctors, companies and authorities. Through our wide offer, we enable those affected to quickly assess their condition and to have quick access to a professional treatment.

Local

CONTACT: Paracelsus Recovery and Rehab
Address: Seehofstrasse 4, 8008 Zürich
Website: www.paracelsus-recovery.com
Phone: +41(0)79 531 2379
Email: info@paracelsus-recovery.com

Description & Services: Intervention services, discreet, exclusive, intensive treatment center for depression, alcohol/drug addictions, eating disorders, obesity, resiliency. Individually tailored programs, 24-hour live in therapist, 1:1 daily therapy, residential therapy.

Local

CONTACT: Suchtpräventionsstelle der Bezirke Affoltern und Dietikon
Address: Grabenstrasse 9, 8952 Schlieren
Website: www.supad.ch
Phone: +41 (0)44 733 7365
Email: supad@sd-l.ch

Description & Services: The Prevention Center for Applied Disorders of Affoltern and Dietikon is the regional center for preventive primary care. We are targeting people who do not (yet) have any addiction problems. As a start-up and information center, we are initiating, coordinating and supporting the prevention activities in the region.

Local

CONTACT: Zürcher Fachstelle für Alkoholprobleme ZFA

Address: Josefstrasse 91, 8005 Zürich

Website: <https://www.suchtfachstelle.zuerich/>

Phone: +41 (0)43 444 7700

Email: info@suchtfachstelle.zuerich

Description & Services: Addiction counseling, treatment and monitoring of substance consumption.

CLOTHING

National

CONTACT: Caritas Switzerland (Lucerne)
Address: Adligenswilerstrasse 15, 6002 Luzern
Phone: +41(0)41 419 2222
Website: <https://www.caritas.ch>
Email: info@caritas.ch

Description & Services: Runs its own clothing center.

National

CONTACT: Heilsarmee (Schweiz, Österreich & Ungarn) Territoriales Hauptquartier*
Address: Laupenstrasse 5 / Postfach, 3001 Bern
Phone: +41(0)31 388 0591
Email: info@heilsarmee.ch
Fax: none
Website: <https://www.heilsarmee.ch>

Description & Services: International movement, part of the Christian church providing goods for those in need at reduced cost through Brockenhausen (Brockis) – shops for clothing/shoes, furniture and other household goods available for reduced purchase.

* (Salvation Army Main) Switzerland, Österreich & Ungarn

Cantonal

CONTACT: Caritas Zürich
Address: Beckenhofstrasse 16, 8006 Zürich
Phone: +41(0)44 419 2222 -> +41(0)44 366 6868
Email: secondhand@caritas-zuerich.ch
Description & Services: Regional clothing center
Website: www.caritas-secondhand.ch

Description & Services: Runs its own clothing center.

Cantonal

CONTACT: Caritas-Wohnen-Sursee
Address: Brünigstrasse 25, Postfach, 6002 Luzern
Phone: +41(0)41 368 5100
Email: mail@caritas-luzern.ch
Website: www.caritas-luzern.ch

Description & Services: Caritas has several markets that provide clothing, various children's items, household goods, crockery, electronic, and functional devices for the home at reduced cost. Furniture, beds, tables, cabinets, as well as kitchen appliances, bathroom furnishings and fittings for windows, etc. can also be purchased.

Cantonal

CONTACT: Heilsarmee Zürich (Brocki)
Address: Geroldstrasse 29, 8005 Zürich
Phone: +41(0)44 271 0892 (Abholdienst/p/u svc)
Email: info@caritas.ch
Alt. Website: www.heilsarmee.ch/standorte/brocki-zuerich
Website: www.brocki.ch

Description & Services: Secondhand shop for clothing and other household goods. Prices reduced. Three floors of clothing/shoes, furniture, records, books, clothes and other household goods available for reduced purchase. Items for sale: Children's books, electronic appliances, lamps, etc. Closed Sunday/Monday.

Local

CONTACT: Gemeinde Affoltern am Albis
Address: Marktplatz 1, 8910 Affoltern a.A.
Phone: +41(0)44 762 5674
Email: sozialabteilung@affoltern-am-albis.ch
Website: www.affoltern-am-albis.ch

Description & Services: Secondhand shop for clothing and other household goods. Prices reduced. Clothing/shoes, furniture and other household goods available for reduced purchase. Items for sale: Children's books, electronic appliances, lamps, etc. Open Tuesday - Saturday.

Local

CONTACT: Heilsarmee

Address: Zwillikerstrasse 1, 8910 Affoltern a.A

Phone: +41(0)44 760 0871

Email: brocki.affoltern@heilsarmee.ch

Website: www.brocki.ch

Description & Services: Secondhand shop for clothing and other household goods. Prices reduced. Clothing/shoes, furniture and other household goods available for reduced purchase. Items for sale: Children's books, electronic appliances, lamps, etc. Open Tuesday - Saturday.

Local

CONTACT: Pfuusbus

Address: Hohlstrasse 192, 8004 Zürich

Phone: +41(0)43 336 50 80 / 079 334 02 63 (Emer.Winter)

Email: info@swsieber.ch

Website: <https://www.swsieber.ch>

Description & Services: Serves two free meals daily (dinner and breakfast) to people aged 20+ who are without a place to sleep between the months of November and April. Overnight accommodations are open from 15-November to 15-April from 7 pm to 9 am; all day on Sunday. The bus is more than food and a warm bed; it is a place where loneliness, hopelessness and exclusion are broken. Pfuusbus offers support to affected persons in their current life situation and finds connection solutions for them. Clothing and other donations are received for guests. Services provided by dedicated volunteers.

DEATH/HOSPICE

Disclaimer: Euthanasia is “an act or omission which, of itself and by intention, causes death, usually in order to eliminate suffering, (perceived or real)”. Church believes that all life is precious. It is our view that we are created in God’s image and accordingly human life is sacred. We are called to use all God’s gifts responsibly and to find in every situation the way of compassion.

National

CONTACT: Dignitas

Address: Postfach 17, 8127 Forch

Phone: +41(0)43 366 1070

Fax: +41(0)43 366 1079

Email: dignitas@dignitas.ch

Website: <http://www.dignitas.ch>

Description & Services: An association supporting life/death with dignity. Counseling for life, death, and end- of-life matters are available for locals and foreigners facing difficult situations. In cooperation with physicians, clinics and other associations, Dignitas carries out patient rights and instructions with regard to doctors/clinics to support suicide attempts and prevention. Dignitas accompanies and assists dying patients to self-determined end of life. One of two "Official" death hospice organizations in Switzerland.

National

CONTACT: EXIT

Address: Postfach, 8032 Zürich

Phone: +41(0)43 343 3838

Fax: +41(0)43 343 3839

Email: info@exit.ch

Website: <https://www.exit.ch>

Description & Services: A center for self-determined living and dying. Service (assistance with living wills, palliative care, counseling in case of illness or old-age issues, suicide prevention, and physician assisted suicide) is free for Swiss residents. Exit also supports enforcement of right to refuse treatment in event of illness or accident and stands by in difficult life situations. One of two "Official" death hospice organizations in Switzerland.

Cantonal

CONTACT: Caritas Care

Address: Brünigstrasse 25, Postfach 6002 Lucerne

Phone: +41(0)41 368 5100

Email: mail@caritas-luzern.ch

Website: <http://www.caritas-luzern.ch>

Description & Services: Center for palliative care accompanying the sick and dying in the last phases of life to leave in dignity. They receive treatment and care and are accompanied in accordance with their special needs.

Cantonal

CONTACT: Caritas Care - Lebensphase (Lucerne)
Address: Adligenswilerstrasse 15 / PO Box, 6002 Lucerne
Phone: +41(0)41 419 2222
Email: info@caritas.ch
Website: <https://www.caritas.ch>

Description & Services: Caritas looks after older people in their home or sits with them on an hourly basis regularly in their neighborhood. Volunteers support seriously ill and dying people at home, in the hospital or in a nursing home. In addition, Caritas offers further training for care hoes and making Living Wills.

Local

CONTACT: Zurcher Lighthouse Kompetenzzentrum Palliative Care
Address: Carmenstrasse 42, 8030 Zürich
Phone: +41(0)44 265 3811
Fax: +41(0)44 265 3822
Email: info@zuercher-lighthouse.ch
Website: www.zuercher-lighthouse.ch

Description & Services: Center for palliative care where sick and dying can come to rest. A quiet quarter of the city offers a high quality of life for the sick and aged in their final days.

EMPLOYMENT SERVICES

National

CONTACT: Heilsarmee (Schweiz, Österreich & Ungarn)

Address: Laupenstrasse 5, Postfach, 3001 Bern

Phone: +41(0)31 388 0591

Website: www.heilsarmee.ch

Description & Services: As part of the social work of the Heilsarmee Foundation, ravaiLUS offers work integration programs and job coaching for people with more difficult access to the labor market throughout Switzerland.

National

CONTACT: Heilsarmee (Schweiz, Österreich & Ungarn)

Address: Laupenstrasse 5 / Postfach, 3001 Bern

Phone: +41(0)31 388 0591

Website: www.heilsarmee.ch

Description & Services: Heilsarmee offers guidance, financial assistance and administrative support.

Cantonal

CONTACT: Caritas-Markt

Address: Beckenhofstrasse 16, 8021 Zürich

Phone: +41(0)44 366 6868

Email: info@caritas-zeurich.ch

Website: www.caritas-secondhand.ch

Description & Services: The Caritas-Markt cooperative supports unemployment programs and also employs unemployed people in addition to permanent employees. The Caritas market is an initiative of the national Caritas network. The Caritas markets in the regions are funded by independent regional Caritas organizations.

Local

CONTACT: Gemeinde Affoltern-am-Albis

Address: Marktplatz 1, 8910 Affoltern am Albis

Phone: +41(0)44 762 5674

Email: sozialabteilung@affoltern-am-albis.ch

Website: www.affoltern-am-albis.ch

Description & Services: Social assistance services encourage employment of those receiving social services by providing counseling and such special assistance as needed.

FINANCIAL ASSISTANCE

National

CONTACT: Caritas Switzerland (Lucerne)
Address: Adligenswilerstrasse 15, PO Box, 6002 Luzern
Phone: +41(0)41 419 2222
Email: info@caritas.ch
Website: <https://www.caritas.ch>

Description & Services: Provides financial advice and debt counseling for poor families. Includes website, free and anonymous telephone and online advice, as well as personal advice sessions.

National

CONTACT: Sozialwerke Pfarrer Sieber (SWS)
Address: Hohlstrasse 192, 8004 Zürich

Phone: +41(0)43 336 50 80
Email: info@swsieber.ch
Website: <https://www.swsieber.ch>

Description & Services: Social services of Pfarrer Sieber (SWS) provide social counseling for those in difficult emergency situations. Recipients of these services receive help from social welfare, social insurance, housing and work. In emergency, information and material assistance is available and seeks to arouse personal / individual resources within those seeking help to give them confidence in their own possibilities.

National

CONTACT: Swiss Solidarity - Chaîne du Bonheur
Address: Quai Ernest-Ansermet 20, Case postale 132, 1211 Genève 8
Phone: 41(0)58 458 1212
Email: info@swiss-solidarity.org
Website: <https://www.swiss-solidarity.org>

Description & Services: Swiss organization that raises funds for relief projects to assist people in emergency situations in Switzerland and abroad with a one-off sum of money to supplement aid received from other organizations.

Cantonal

CONTACT: Caritas Zürich
Address: Beckenhofstrasse 16, 8021 Zürich
Phone: +41(0)44 366 6868
Email: info@caritas-zeurich.ch
Website: www.caritas-zeurich.ch

Description & Services: People who are in distress can contact Caritas by telephone or e-mail for a brief consultation. They advise families and persons with debts at Caritas Zürich. Our consulting services are voluntary and free of charge.

Cantonal

CONTACT: TRIANGEL Beratungsdienste - Reformierte Kirche
Address: Bundesstrasse 15, 6300 Zug
Phone: +41(0)41 728 8080
Email: info@triangel-zug.ch
Website: www.triangel-zug.ch

Description & Services: The Reformed Church of Zug offers services and consulting for people in financial problems. Counseling center for helping people (debtors, victims, singles, couples, families) to cope with difficult life situations. Counseling available for mental health issues and financial troubles. First session free, subsequent hourly rate 1.5% monthly net income.

Local

CONTACT: Caritas Luzern Sozial- und Schuldenberatung
Address: Brünigstrasse 25, 6002 Luzern
Phone: +41(0)41 368 5100
Email: sozialberatung@caritas-luzern.ch
Website: www.caritas-luzern.ch

Description & Services: Caritas helps to bridge emergency situations and provides grants (some one-off) for people in difficult situations. They offer social and debt counseling, debt and legal advice, and are a resource of information supporting issues related to finances with the intent to assist individuals, families, and couples in getting back on their feet. They also support those who are unemployed and registered with RAV (unemployment agency) by placement in a “work integration” program that offers various placement options. Counseling services are free of charge and all matters are kept confidential.

Local

CONTACT: Fachstelle für Schuldenfragen Kanton Zürich
Address: Schaffhauserstrasse 550, 8052 Zürich
Phone: +41(0)43 333 3686
Email: info@schulden-zh.ch
Website: www.schulden-zh.ch

Description & Services: Debt counseling.

Local

CONTACT: Gemeinde Affoltern am Albis
Address: Marktplatz 1, 8910 Affoltern am Albis
Phone: +41(0)44 762 5674
Email: sozialabteilung@affoltern-am-albis.ch
Website: www.affoltern-am-albis.ch

Description & Services: Social assistance services providing the basic necessities for life support (funds for current household management such as food, clothing, transport expenses, etc.), housing costs and basic medical care.

Local

CONTACT: Gemeinnützige Gesellschaft Zug (GGZ)
Address: Hinterbergstrasse 17, 6330 Cham
Phone: +41(0)41 748 2233
Email: secretariat@ggz.ch
Website: www.ggz.ch

Description & Services: organization offers help to refugees and locals seeking job for long time. "Tischlein deck dich" is a subsidiary of GGZ where refugees and low-income families can get food at low cost or free, job assistance and help with daily tasks.

Local

CONTACT: Pro Senectute Schweiz
Address: Lavaterstrasse 60 / PO Box, 8027 Zürich
Phone: +41(0)44 283 8989
Email: info@prosenectute.ch
Website: www.prosenectute.ch

Description & Services: Pro Senectute provides free financial consultation on a wide variety of issues.

FOOD

National

CONTACT: Caritas Switzerland (Lucerne)
Address: Adligenswilerstrasse 15, PO Box, 6002 Lucerne
Phone: +41(0)41 419 2222
Email: info@caritas.ch
Website: <https://www.caritas.ch>

Description & Services: One of the biggest social-care organizations spread over Switzerland. A not-for-profit cooperative organization committed to support projects all over the world and provides local help those in need. It relies on donations to support disadvantaged people in Switzerland affected by poverty. Caritas offers shopping at 50% discount for good quality foods (same as Migros, Coop, etc) at cheaper prices. Products include basic foods, fresh produce, hygiene and other important daily products.

National

CONTACT: Tischlein
Address: Rudolf Diesel-Strasse 25, 8404 Winterthur
Phone: +41(0)52 224 44 88
Fax: +41(0)52 224 44 99
Email: info@tischlein.ch
Website: www.tischlein.ch

Description & Services: The table is designed to save food from destruction and spread it to people affected by poverty in all parts of Switzerland. Tischlein deck is an initiate from the business world. They distribute food at delivery sites all over Switzerland.

Cantonal

CONTACT: Caritas-Markt
Address: Beckenhofstrasse 16, 8021 Zürich
Phone: +41(0)44 366 6868
Email: info@caritas-zeurich.ch
Website: www.caritas-secondhand.ch

Description & Services: Individuals with minimal incomes can buy groceries at highly discounted prices. The savings compared to retailers are up to 50 percent. Range includes basic foods, fresh produce, hygiene products and all important daily products.

Cantonal

CONTACT: Caritas-Markt Luzern
Address: Bleicherstrasse 10, 6003 Lucerne
Phone: +41(0)41 368 5150
Email: markt-luzern@caritas-luzern.ch
Website: www.caritas-luzern.ch

Description & Services: Caritas has several markets that provide food at lower cost to the needy operating throughout the country. They also provide low income dining, a Culture Pass (social activity), online advice, support for disadvantaged children, volunteer help for Swiss mountain farming families.

Local

CONTACT: Caritas-Markt (Baar)
Address: Bahnhofstrasse 8a, 6340 Baar
Phone: +41(0)41 368 54 41
Email: baar@camarkt.ch
Website: www.caritas-luzern.ch

Description & Services: Caritas-Markts are grocery stores located around the country that carry discounted food. The prices are reduced to accommodate people on a tight budget. The labels may have printing defects, or the product was overproduced but food regulations are flawless.

Other Markets:

Caritas Olten +41(0)62 296 4433
Caritas St. Gallen +41(0)71 244 7929
Caritas Rothenberg +41(0)41 289 1313
Caritas Bern +41(0)31 302 8180
Caritas Winterthur +41(0)52 214 2376
Caritas Reitergasse +41(0)44 366 6844
Caritas Oerlikon +41(0)44 310 2810

Local

CONTACT: Gemeinde Affoltern am Albis
Address: Marktplatz 1, 8910 Affoltern am Albis
Phone: +41(0)44 762 5674
Email: sozialabteilung@affoltern-am-albis.ch
Website: www.affoltern-am-albis.ch

Description & Services: Social assistance services providing the basic necessities for life support (funds for current household management such as food, clothing, transport expenses, etc.), housing costs and basic medical care.

Local

CONTACT: Pfuusbus / Pfarrer Sieber

Address: Hohlstrasse 192, 8004 Zürich

Phone: +41(0)43 336 50 80 / 079 334 02 63 (Emer.Winter)

Email: info@swsieber.ch

Website: <https://www.swsieber.ch>

Description & Services: Serves two free meals daily (dinner and breakfast) to people aged 20+ who are without a place to sleep between the months of November and April. Overnight accommodations are open from 15-November to 15-April from 7 pm to 9 am; all day on Sunday. The bus is more than food and a warm bed; it is a place where loneliness, hopelessness and exclusion are broken. Pfuusbus offers support to affected persons in their current life situation and finds connection solutions for them. Clothing and other donations are received for guests. Services provided by dedicated volunteers.

HEALTHCARE

National

CONTACT: Federal Office of Public Health FOPH
Address: Schwarzenburgstrasse 157, 3003 Bern
Phone: +41(0)58 462 2111
Email: Online form required for direct email access
Website: <https://www.bag.admin.ch/bag/de/home.html>

Description & Services: The Swiss national health authority. Responsible for the national health policy and - along with the cantons - for the health of the Swiss population. Vaccinations Addictions, Prevention of STDs and other forms of health in accord with the national health policy for Switzerland.

National

CONTACT: Spitex Verband Schweiz Zentralsekretariat
Address: Effingerstrasse 33, 3008 Bern
Phone: +41(0)31 381 2281
Email: info@spitex.ch
Website: www.spitex.ch

Description & Services: Not-for-profit provider of outpatient care and support services for all old age, disabilities, maternity leave, palliative care, Alzheimer's disease, recovery from surgery. Individuals (regardless of personal situation, residence, or income) can remain at home or leave hospital early. Goal: maintain and promote client independence, integrate care, and help where possible. Spitex services are cheaper than regular services.

National

CONTACT: Swiss Red Cross Kanton Zürich
Address: Drahzugstrasse 18, 8008 Zürich
Phone: +41(0)44 388 2525
Email: info@srk-zuerich.ch
Website: www.srk-zuerich.ch

Description & Services: The SRK Canton Zürich fulfills humanitarian tasks in the fields of health and relief, social integration, migration and asylum services to assist in the process of integration, health and advice to refugees in Switzerland. Our services are open to all people in the canton of Zürich, regardless of their origin or residence status.

Cantonal

CONTACT: Department of Health (Zürich)
Address: Stampfenbachstrasse 30, 8090 Zürich
Phone: +41(0)43 259 4205 -> +41(0)43 259 2405
Email: generalsekretariat@gd.zh.ch
Website: www.gd.zh.ch

Description & Services: The departments of the Cantonal Medical Service (KAD) oversees the Spitex institutions, general practitioners, psychotherapists and all other health care professions. Overseer of Spitex institutions to promote and provide affordable healthcare with a return to good quality of life with as few restrictions as possible.

Cantonal

CONTACT: UniversitätsSpital Zürich
Address: Rämistrasse 100, 8091 Zürich
Phone: +41(0)44 255 1111
Email: info@usz.ch
Alt. Website: www.doctor.ch / www.doctorfmh.ch
Website: www.usz.ch

Description & Services: One of the largest hospitals in Switzerland. Consultation is available online. Specialists abound in Switzerland. See also SOS-Pharmacy (English) <http://www.sos-pharmacy.ch>

Cantonal

CONTACT: UniversitätsSpital Zürich [EMERGENCY]
Address: Rämistrasse 100, 8091 Zürich
Phone: +41(0)44 255 1111
Email: info@usz.ch
Alt. Website: www.doctor.ch / www.doctorfmh.ch
Website: www.usz.ch

Description & Services:
Medical emergency contact numbers:
118 Fire 143 Mental health
117 Police 145 Poison control hotline 1818 information service (Ger., Fr., It., Eng.)
144 Ambulance
112 General emergencies 1414 Swiss Rescue

Local

CONTACT: Alzheimervereinigung Kanton Zürich
Address: Seefeldstreas 62, 8008 Zürich
Phone: +41(0)43 499 8863
Email: info@alz-zuerich.ch
Website: <https://www.alzheimer-schweiz.ch/de/zuerich/home/>

Description & Services: The Alzheimersvereine is active for people with dementia and represents their political and social interests. It informs and sensitizes the public, supports and advises relatives, volunteers, and specialists form care, doctors and political authorities at all levels.

Local

CONTACT: Gemeinde Affoltern a.A.
Address: Marktplatz 1, 8910 Affoltern a. Albis
Phone: +41(0)44 762 5674
Email: sozialabteilung@affoltern-am-albis.ch
Website: www.affoltern-am-albis.ch

Description & Services: Dedicated to providing basic necessities for life support (personal/economic) services via funding for the basic necessities for life support (i.e., funds for current household management such as food, clothing, transport expenses, housing costs, limited medical care, and basic medical care). Consultation is available for clarification of next steps in difficult situations.

HOUSING

National

CONTACT: Caritas Internationalis
Address: 1 Rue de Varembré, 1202 Geneva
Phone: +41(0)22 734 4005 or +41 22 734 4007 (office)
Fax: +41(0)22 734 4006
Email: No longer published on website
Website: <http://www.caritas.org>

Description & Services: Housing, healthcare, bilingual education for children, integration for newcomers.

National

CONTACT: Caritas Switzerland (Lucerne)
Address: Adligenswilerstrasse 15 / PO Box, 6002 Luzern
Phone: +41(0)41 419 2222
Email: info@caritas.ch
Website: <https://www.caritas.ch>

Description & Services: Caritas looks after asylum seekers, temporarily admitted persons and recognized refugees. It provides accommodation and offers courses, advice and help with repatriation. In event of disasters in Switzerland which cause a lot of upheaval and the loss of precious, irreplaceable items for the people affected, as well as unexpected financial burdens in many instances, Caritas Switzerland provides help.

National

CONTACT: Heilsarmee (Schweiz, Österreich & Ungarn)
Address: Laupenstrasse 5, Postfach, 3001 Bern
Phone: +41(0)31 388 0591
Website: www.heilsarmee.ch

Description & Services: Whether homeless and need a room in the short term, or if you are interested in a longer-term place due to personal problems, the Heilsarmee has the right offer for everyone.

National

CONTACT: Swiss Red Cross Kanton Zürich
Address: Drahzugstrasse 18, 8008 Zürich
Phone: +41(0)44 388 2525
Email: info@srk-zeurich.ch
Website: www.srk-zuerich.ch

Description & Services: The SRK Canton Zürich fulfills humanitarian tasks in the fields of health and relief, social integration, migration and asylum services to assist in the process of integration, health and advice to refugees in Switzerland. Our services are open to all people in the canton of Zürich, regardless of their origin or residence status.

Cantonal

CONTACT: Sozialwerke Pfarrer Sieber
Address: Hohlstrasse 192, 8004 Zürich
Phone: +41(0)43 336 50 80
Email: info@swsieber.ch
Website: www.swsieber.ch

Description & Services: A famous organization in Switzerland founded by Father Ernst Sieber (priest) that seeks to preserve life for the needy in society by providing basic human needs of food, clothing, shelter as well as helping people receive assistance without the additional bureaucracy of government institutions.

Local

CONTACT: Gemeinde Affoltern am Albis
Address: Marktplatz 1, 8910 Affoltern am Albis
Phone: +41(0)44 762 5674
Email: sozialabteilung@affoltern-am-albis.ch
Website: www.affoltern-am-albis.ch

Description & Services: Social assistance services providing the basic necessities for life support (funds for current household management such as food, clothing, transport expenses, etc.), housing costs and basic medical care.

Local

CONTACT: Pfuusbus

Address: Hohlstrasse 192, 8004 Zürich

Phone: +41(0)43 336 50 80 / 079 334 02 63 (Emer.Winter)

Email: info@swsieber.ch

Website: <https://www.swsieber.ch>

Description & Services: Serves two free meals daily (dinner and breakfast) to people aged 20+ who are without a place to sleep between the months of November and April. Overnight accommodations are open from 15-November to 15-April from 7 pm to 9 am; all day on Sunday. The bus is more than food and a warm bed; it is a place where loneliness, hopelessness and exclusion are broken. Pfuusbus offers support to affected persons in their current life situation and finds connection solutions for them. Clothing and other donations are received for guests. Services provided by dedicated volunteers.

IMMIGRATION/NATURALIZATION SERVICES

National

CONTACT: Caritas Switzerland (Lucerne)

Address: Adligenswilerstrasse 15, 6002 Lucerne

Phone: +41(0)41 419 2222

Email: info@caritas.ch

Website: <https://www.caritas.ch>

Description & Services: Provides housing, healthcare, bilingual education for children, asylum seekers, refugees and disadvantaged migrant integration.

National

CONTACT: Heilsarmee (Schweiz, Österreich & Ungarn) Territoriales Hauptquartier*

Address: Laupenstrasse 5, 3001 Bern

Phone: +41(0)31 388 0591

Email: info@heilsarmee.ch

Website: <https://www.heilsarmee.ch>

Description & Services: Heilsarmee Switzerland runs several asylum center and serves around 3,500 refugees from more than 50 countries of origin.

* (Salvation Army Main) Switzerland, Österreich & Ungarn

National

CONTACT: HEKS/EPER (relief organization of the Protestant Churches of Switzerland)

Address: Seminarstrasse 28, 8042 Zürich

Phone: +41 (0)44 360 8800

Fax: +41 44 360 88 01

Email: info@heks.ch

Website: <https://www.heks.ch/>

Description & Services: Supports disadvantaged people in social integration with its in-house work, thus promoting equality of opportunity and assisting asylum seekers and other socially disadvantaged persons with legal advice. In Switzerland, HEKS operates six regional offices, which serve more than 50 projects in 13 cantons.

Cantonal

CONTACT: Migrationsamt
Address: Berninastrasse 45, 8090 Zürich
Phone: +41(0)43 259 8800
Email: info@ma.zh.ch
Website: www.ma.zh.ch

Description & Services: This office controls the issuance of entry and residence permits legal residents and acts to enforce proceedings to remove persons who forfeit their right of residence in Switzerland.

Cantonal

CONTACT: Swiss Red Cross Kanton Zürich
Address: Drahzugstrasse 18, 8008 Zürich
Phone: +41(0)44 388 2525
Email: info@srk-zeurich.ch
Website: www.srk-zuerich.ch

Description & Services: Services in the area of migration and asylum aim to promote the integration, health and advice to refugees of migrants in Switzerland and to advise persons in the area of asylum.

LEGAL SERVICES

National

CONTACT: HEKS/EPER Relief Organization of Swiss Protestant Churches (Headquarters)

Address: Seminarstrasse 28, 8042 Zürich

Phone: +41(0)44 360 8800

Fax: +41(0)44 360 8801

Email: info@heks.ch

Website: www.heks.ch

Description & Services: In Switzerland HEKS/EPER runs eight legal advice offices for asylum seekers and socially disadvantaged people, and the contact point for the oppressed persons subject to coercive measures.

Cantonal

CONTACT: Caritas Abteilung Anwaltschaft (Lucerne)

Address: Adligenswilerstrasse 15, PO Box, 6002 Luzern

Phone: +41(0)41 419 2222

Email: info@caritas.ch

Website: <https://www.caritas.ch>

Description & Services: Provides legal advice for institutions, asylum seekers, and other affected persons in Switzerland who receive refugee aid.

Cantonal

CONTACT: Castagna

Address: Universitätsstrasse 86, 8006 Zürich

Phone: +41(0)44 360 9040

Fax: +41(0)44 360 9049

Email: mail@castagna-zh.ch

Website: <http://www.castagna-zh.ch/>

Description & Services: Counseling center for the rights of sexually exploited women, children, young people and females and those seeking compensation within two years after leaving an endangered household.

Local

CONTACT: Evangelischer Frauenbund Zürich (EFZ)

Address: Brahmstrasse 32, 8003 Zürich

Phone: +41 (0)44 405 73 30

Email: fulvia.fanello@vefz.ch

Website: <http://www.vefz.ch/>

Description & Services: Legal Counseling for Women Marriage and Family, Inheritance Law, Labor Law Betrechtundrecht und Vertragsrecht.

Local

CONTACT: Opfer Beratung Zürich

Address: Gartenhofstrasse 17, 8004 Zürich

Phone: +41(0)44 299 4050

Fax: +41(0)44 360 9049

Email: opferberatung@obzh.ch

Website: www.obzh.ch

Description & Services: Free legal counseling for victims of beatings and bodily attacks by family member.

Local

CONTACT: Patientenstelle Zürich

Address: Hofwiesenstrasse 3, 8042 Zürich

Phone: +41 (0)44 361 9256

Email: info@patientenstelle.ch

Website: <http://www.zh.patientenstelle.ch/>

Description & Services: We are committed to a partnership-oriented position of the patients in the health and welfare sector, for more transparency and improvements, for the quality of the medical and nursing services as well as in the legal work.

Local

CONTACT: SOS Beratung SRK Kanton Zürich (Red Cross - Rot Kreuz)

Address: Kronenstrasse 10, 8006 Zürich

Phone: +41(0)44 360 2853

Email: info@srk-zeurich.ch

Website: <https://www.srk-zuerich.ch/schnell-und-einfach-hilfe-erhalten>

Description & Services: Counseling center services (German, French, English and Spanish) for the purpose of working together to provide self-help to bridge assistance as required. Drop-in service for people in need.

Local

CONTACT: UFS Unabhängige Fachstelle für Sozialhilferecht

Address: Pflanzschulstrasse 56, 8004 Zürich

Phone: +41 (0)43 540 5041

Fax: +41 (0)43 544 27 33

Email: info@sozialhilfeberatung.ch

Website: <https://www.sozialhilfeberatung.ch/>

Description & Services: Social welfare advice, accompaniment, representation.

MARITAL/RELATIONAL

National

CONTACT: Grey Matters International (Dr. Kevin Fleming, Ph.D)

Address: Switzerland [see description*]

Phone: +1 918 949 1972 (calls outside U.S.A.)

Email: info@greymattersintl.com

Website: <https://www.greymattersintl.com/>

Description & Services: global consulting in psychological matters related to personal, couples, family, relationship, children and mental health issues.

*(countrywide/worldwide: travel to client countries)

National

CONTACT: Life Transitions Counseling Services, LLC

Address: Steinenbachgasslein 49, 5th Floor, 4051*

Phone: +44(0)78 656 9744 or +41(0)78 646 9744

Email: tgaffneym@gmail.com

Website: www.lifetransitions counselingllc.com

Description & Services: Grief & loss, Anxiety, Depression, PTSD & Trauma, change of life and health challenges, relationships, residency and occupations.

Larissa Spa, Steinenbachgasslein 49, 5th Floor

City: Basel

Cantonal

CONTACT: Dachorganisation Frauenhäuser Zürich

Address: Postfach 1357, 8031 Zürich

Phone: refer website

Email: dao@frauenhaus-schweiz.ch

Website: www.frauenhaus-schweiz.ch

Description & Services: Shelter/temporary housing to protect (abused) women and children offering advice and judicial counsel in the fight against violence. Not restricted to financial ability; the shelter works together with you to find a solution. Available day and night by telephone; address kept confidential to ensure safety.

Cantonal

CONTACT: Familienleben: Haus für Mutter und Kind
Address: Hohlstrasse 36, 8004 Zürich
Phone: +41(0)44 268 9045
Email: redaktion@familienleben.ch
Website: www.familienleben.ch

Description & Services: Helping mothers and children stay together in the home and avoid placement outside the home. Structured help with cleaning, shopping and psychotherapy to help stabilize the family.

Local

CONTACT: BIF Beratungsstelle für Frauen gegen Gewalt in Ehe und Partnerschaft
Address: Aemtlerstrasse 17, 8003 Zürich / (Postfachadresse: Postfach, 8036 Zürich)
Phone: +41 (0)44 278 9999
Fax: +41 (0)44 278 99 98
Website: info@bif.ch

Description & Services: Consultation / Information for Women to counter-violence in marriage and partnership. Speakers in every major language.

Local

CONTACT: California Counseling
Address: see *
Phone: +41(0)76 778 9870
Email: annette@calcounseling.com
Website: www.calcounseling.com

Description & Services: Christian Psychologist. Serves families, children, teens, couples, individuals and groups in various life crises: depression, bereavement, grief & loss, miscarriage, affairs, divorce, trauma, and much more. See website for a range of other available services.

*Zürich, Wädenswil, Zug Switzerland, Singapore and Worldwide

Local

CONTACT: Dachverband der Schweizer Maenner-und Vaeterorganisationen

Address: VeV Schweiz, 5200 Brugg

Phone: +41 56 552 02 05

Email: info@maenner.ch / info@vev.ch

Website: www.vev.ch

Description & Services: Männer.ch has been committed since 2005 as the umbrella organization of progressive Swiss men and fathers' organizations to ensure that men do not fall asleep or forget the equality process. We see emancipation as a historical opportunity to achieve equality of opportunity and gender equality for all.

Local

CONTACT: Elternnotruf Zürich

Address: Weinbergstr. 135, 8006 Zürich

Phone: +41 (0)84 835 4555

Email: 24h@elternnotruf.ch

Website: <https://www.elternnotruf.ch/>

Description & Services: Elternnotruf Zürich Offers 24-hour free telephone help and advice for adults and families. They also provide free email advice and the possibility for face-to-face meetings.

Local

CONTACT: Frauenberatung sexuelle Gewalt

Address: Langstrasse 14, 8004 Zürich

Phone: +41 (0)44 291 4646

Fax: 044 242 82 14

Email: info@frauenberatung.ch

Website: <https://www.frauenberatung.ch/>

Description & Services: The counseling center is a counseling center recognized by the Canton of Zürich. They support and advise women who are affected by sexual and / or domestic violence as well as persons and professionals close to them. The consultations are free and confidential. We would be pleased to advise you at our consulting office at Langstrasse 14 in Zürich.

Local

CONTACT: Gerichte Zürich
Address: Im Grund 15, 8910 Affoltern am Albis
Phone: +41 (0)44 763 1700
Fax: +41(0)44 763 17 01
Website: www.gerichte-zh.ch

Description & Services: Marriage / Relationships Consultancy / Mediation

Local

CONTACT: KJZ Affoltern (Kinder- und Jugendhilfezentrum)
Address: Im Winkel 2, 8910 Affoltern am Albis
Phone: +41 (0)43 59 9333
Email: kjz.affoltern@ajb.zh.ch
Website: www.ajb.zh.ch

Description & Services: Family counseling.

Local

CONTACT: Mädchenhaus
Address: Postfach 1923, 8031 Zürich
Phone: +41 (0)44 341 49 45
Fax: +41 (0)44 341 45 83
Email: info@maedchenhaus.ch
Website: <https://www.maedchenhaus.ch/>

Description & Services: Mädchenhaus is for women between the ages of 14 -20.

Local

CONTACT: Mannebüro Züri
Address: Hohlstrasse 36, 8004 Zürich
Phone: +41(0)44 242 0888
Email: info@mannebuero.ch
Website: www.mannebuero.ch

Description & Services: Mannebüro advises men who use violence as a defense against their partner. They work with them to construct nonviolent measures to resolve relational conflicts and accompany them in the implementation in the relationship day.

Local

CONTACT: Opfer Beratung Zürich
Address: Gartenhofstrasse 17, 8004 Zürich
Phone: +41 (0)44 299 4050
Fax: +41 (0)44 299 4051
Email: opferberatung@obzh.ch
Website: www.obzh.ch

Description & Services: Free victim counseling. Includes attacks with bodily harm, as well as beatings by family member.

Local

CONTACT: Schlupfhuus Zürich
Address: Schönbühlstrasse 8 / Hottingerstrasse 67, 8032 Zürich
Phone: +41 (0)43 268 2266
Email: info@schlupfhuus.ch
Website: www.schlupfhuus.ch

Description & Services: Low-threshold crisis intervention center for young people. (24h/Tag Erreichbar beim Telephon)

Local

CONTACT: Schweizerisches Rotes Kreuz
Address: Kronenstrasse 10, 8006 Zürich
Phone: +41 (0)44 360 2854
Email: kbh@srk-zuerich.ch
Website: www.srk-zuerich.ch

Description & Services: Family relief and childcare.

Local

CONTACT: Stillpoint Spaces Zürich
Address: Lavaterstrasse 75, 8002 Zürich

Phone: see *
Email: Zürich@stillpointspaces.com
Website: www.stillpointspaces.com

Description & Services: Individual, couple & family therapy for depression, anxiety, stress management, gender issues, communication problems, etc.

*none available: use the website form for contact or to make an appointment.

International

CONTACT: Blazing Grace Europe; Daniel u Angela Wiens
Address: 912 W. Chandler Blvd., Ste B-6
Chandler, AZ 85225
Phone: +1 719 888 5144
Email: use weblink email
Website: <https://www.blazinggrace.org>

Description & Services: Porn Addiction Recovery: a Christ-centered ministry for those who want freedom from porn & sex addiction - through the new life God offers. Help and support for wives. Sex-addiction counseling, courses, groups, retreats, books, store, etc.

National / International

CONTACT: Freedom In Christ (Philip Bagdasarianz, Switzerland; Philip Reber, Germany)
Phone: +41 (0) 33 671 02 71
Email: info@freedominchrist.ch
Website: www.freedominchrist.ch

Description & Services: Porn Addiction Recovery: a Christ-centered ministry for those who want freedom from porn & sex addiction - through the new life God offers. Help and support for wives. Sex-addiction counseling, courses, groups, retreats, books, store, etc.

Alternate contact: President of FIC Switzerland: philip.bagdasarianz@freedominchrist.ch, 076 575 3274 mobile / 044 932 3274 landline; roger.reber@freedominchrist.de

MENTAL HEALTH

National

CONTACT: Schweizerische Alzheimervereinigung (Swiss Alzheimer Association)

Address: Gurtengasse 3, 3011 Bern

Phone: +41 (0)58 058 80 20

Email: info@alz.ch

Website: <https://www.alzheimer-schweiz.ch/de/startseite/>

Description & Services: Serving people with dementia, their relatives and health professionals.

National

CONTACT: Swiss Mental Health Care SMHC

Address: Altenbergstrasse 29, Postfach 686, 3000 Bern 8

Phone: +41(0)31 313 8849

Fax: +41(0)31 313 8899

Email: welcome@swissmentalhealthcare.ch

Website: www.swissmentalhealthcare.ch

Description & Services: Swiss association of psychiatric, psychotherapeutic clinics. In/Out-patient services.

Cantonal

CONTACT: Alzheimervereinigung

Address: Seefeldstrasse 62, 8008 Zürich

Phone: +41(0)43 499 8863

Email: info@alz-zeurich.ch

Website: <https://www.alzheimer-schweiz.ch/de/zuerich/home/>

Description & Services: Provides medication to manage symptoms of the illness.

Cantonal

CONTACT: Klinik Sonenhalde AG Psychiatrie and Psychotherapie

Address: Gänshaldenweg 28, 4125 Riehen

Phone: +41 (0)61 645 4646

Fax: +41 (0)61 645 46 00

Email: info@sonnenhaide.ch

Website: <https://www.sonnenhalde.ch>

Description & Services: Christian psychiatry and psychotherapy clinic offering medical-drug therapy, psychotherapeutic services, pastoral care and other therapies. Deals sensitively with matters of faith.

Cantonal

CONTACT: Sanatorium Kilchberg
Address: Alte Landstrasse 70, 8802 Kilchberg
Phone: +41(0)44 716 4242
Fax: +41(0)44 716 4214
Email: zentrum@sanatorium-kilchberg.ch
Website: www.sanatorium-kilchberg.ch

Description & Services: A psychiatric private clinic for medical, psychological and social issues incorporating therapies based on integrative behavioral medicine/empirical research methods.

Local

CONTACT: California Counseling Address: see *
Phone: +41(0)76 778 9870
Email: annette@calcounseling.com
Website: www.calcounseling.com

Description & Services: Christian Psychologist. Provides individual therapy for adults, couples and marriage counseling, imago relationship therapy, child & youth counseling and family therapy.

*Zürich Wädenswil, Zug Switzerland, Singapore and Worldwide.

Local

CONTACT: Nephesh Care
Address: Ringstrasse 3, 8500 Frauenfeld
Phone: +41(0)43 833 0277 / +41(0) 79 257 6037
Email: info@nepheshcare.ch
Website: www.nepheshcare.ch

Description & Services: Pastoral counseling services for Christian life (spiritual direction, encouragement, life planning, mentoring, couples and individuals, marriage counseling, trauma and crisis).

Local

CONTACT: Paracelsus Recovery and Rehab

Address: Seehofstrasse 4, 8008 Zürich

Phone: +41(0) 79 531 2379

Fax: +41(0)52 624 6334 -> No longer published on website

Email: info@paracelsus-recovery.com

Website: www.paracelsus-recovery.com

Description & Services: Intervention services, discreet, exclusive, intensive treatment center for depression, alcohol/drug addictions, eating disorders, obesity, resiliency. Individually tailored programs, 24-hour live in therapist, 1:1 daily therapy, residential therapy.

PREGNANCY

National

CONTACT: Ambulatorium der Frauenklinik
Address: Brauerstr. 15, Postfach 834, 8401 Winterthur
Phone: +41 (0) 052 266 2121
Fax: +41(0)52 266 2043
Email: info@ksw.ch
Website: <https://www.ksw.ch/>

Description & Services: Conflicting pregnancies include unwanted pregnancies and those in ambivalent childhood, especially in the case of social, psychological and partnership problems.

National

CONTACT: Pro Life Hauptsitz (Headquarters)
Address: Schanzenstrasse 1, Postfach, 3001 Bern
Phone: +41(0)31 380 1780 or +41(0)84 887 0870
Fax: +41(0)31 380 1781
Email: info@prolife.ch
Website: <https://www.prolife.ch>

Description & Services: Organization committed to protecting human life and children and to building strong families, protecting the unborn/newborn child, disabled or sick regardless of sex, skin color or state of health.

National

CONTACT: Schweizerische Hilfe für Mutter und Kind (SHMK)
Address: Postfach, 4011 Basel
Phone: +41(0)80 081 1100 (Gratis)
Email: helpline@shmk.ch
Fax: +41(0)52 624 6334
Website: www.shmk.ch

Description & Services: Help/diagnosis for families in all of Switzerland in conflict situations regarding pregnancy decisions, prenatal diagnosis, unexpected/unwanted, unpleasant pregnancy, and teen pregnancy.

National

CONTACT: Swiss Aid for Mother and Child Foundation (SAMC)
Address: Jurastrasse 2, PO Box, 4142 Münchenstein
Phone: +41(0)61 703 7777
Fax: +41(0)61 703 7778
Email: info@shmk.ch
Website: www.shmk.ch

Description & Services: Social and charitable non-profit relief organization provides advice and assistance for women, couples and families in distress due to childbirth or pregnancy situations.

Cantonal

CONTACT: Barantungstelle Kantonspital (Verhütung)
Address: Frauenklinikstrasse 10, 8091 Zürich
Phone: +41(0)44 255 5036
Email: frauenoliklinik@usz.ch
Website: www.usz.ch

Description & Services: Advisory Office for Pregnancy Conflict. The Advisory Office for Conflict Pregnancy is open to all women seeking advice.

Cantonal

CONTACT: Universitätsklinik für Frauenklinik Maternité / Universitätsklinik für Frauenheilkunde
Address: Theodor-Kocher-Haus, Friedbühlstrasse 19, 3010 Bern
Phone: +41(0)31 632 1010
Website: www.frauenheilkunde.insel.ch / <http://www.frauenheilkunde.insel.ch/de/kontakt/>

Description & Services: Center for family planning for residents of Bern: services for pregnancy in difficult situations, unplanned maternity/paternity, pregnancy termination and follow-up care.

Cantonal

CONTACT: Neighbourhood Help (Nachbarschaftshilfe)
Address: Nachbarschaftshilfe Zürich, Riedenhaldenstrasse 1, 8046 Zürich
Phone: +41(0)43 960 1448
Email: info@nachbarschaftshilfe.ch
Website: <https://www.nachbarschaftshilfe.ch>

Description & Services: Support in daily life as shopping, childcare etc.

Cantonal

CONTACT: Social Centers of the City of Zurich

Address: Soziale Dienste, Sozialzentrum Albisriederhaus, Albisriederstrasse 330, 8047 Zürich

Phone: +41 44 412 77 77

Email: See website

Website: [https://www.stadt-](https://www.stadt-zuerich.ch/sd/de/index/unterstuetzung/beratung/erwachsene/sz.html)

[zuerich.ch/sd/de/index/unterstuetzung/beratung/erwachsene/sz.html](https://www.stadt-zuerich.ch/sd/de/index/unterstuetzung/beratung/erwachsene/sz.html)

Description & Services: If you have questions about childcare, financing and more offers in your neighborhood.

Cantonal

CONTACT: Familystart Zürich - Midwives (Hebamme)

Address: Pfingstweidstrasse 16, 8005 Zürich

Phone: +41 44 555 40 20

Email: info@familystart-zh.ch

Website: www.familystart-zh.ch

Description & Services: If you are looking for childcare.

Cantonal

CONTACT: SRK Kanton Zurich - Childcare at home

Address: Pfingstweidstrasse 16, 8005 Zürich

Phone: +41 44 360 28 54

Email: kbh@srk-zuerich.ch

Website: <https://www.srk-zuerich.ch>

Description & Services: If you are looking for childcare, please note requests are accepted by phone from Monday to Friday between 9am to 1pm.

Cantonal

CONTACT: Exoneration Service Canton of Zurich (Entlastungsdienst Kanton Zurich)

Address: Schaffhauserstrasse 358, 8050 Zurich

Phone: +41 44 741 13 30 (Monday to Friday, 08.30-13.00)

Email: zh@entlastungsdienst.ch

Website: <https://www.entlastungsdienst.ch/zuerich/>

Description & Services: This service tries to find a suitable solution together with the person concerned and to bypass a difficult situation.

Cantonal

CONTACT: Mother's and Father's consultancy of the City of Zurich (Mütter-und Väterberatung Stadt Zürich)

Address: Molkenstrasse 5/9, 8004 Zürich

Phone: +41 44 412 76 00 (Monday to Friday, 9-12 and 13.30-16.30)

Email: mvb@zuerich.ch

Website: https://www.stadt-zuerich.ch/sd/de/index/familien_kinder_jugendliche/beratung/Muetter_und_Vaeterberatung.html

Description & Services: Support with questions about diet, care, development and education of children from 0-5 years.

Cantonal

CONTACT: Consultancy for Parents Pro Juventute (Elternberatung)

Website: www.projuventute.ch

Address for **Pro Juventute Schweiz, Stiftung Pro Juventute**

Thurgauerstrasse 39, Postfach 8050 Zürich

Fax: +41 44 256 77 78

Phone: +41 44 256 77 77

Email: info@projuventute.ch

Address for **Pro Juventute Zentralschweiz**

Ulmenstrasse 18, 6003 Luzern

Phone: +41 41 210 63 27

Description & Services: Available 24 hours, 7 days

Cantonal

CONTACT: KIZ Stadt Zurich

Phone: +41 44 296 73 10

Email: kiz@puk.zh.ch

Address: Krisenintervention KIZ, Militärstrasse 8, 8021 Zürich

Website: <https://www.pukzh.ch/unsere-angebote/erwachsenenpsychiatrie/angebote/stationaere-angebote/krisenintervention/>

Description & Services: Psychological support during a crisis.

Cantonal

CONTACT: The Helping Hand (Die Dargebotene Hand)
Phone: 143

Description & Services: Anonymous consultancy, 24h available by phone.

Cantonal

CONTACT: Shelter for children and adolescents (Schlupfhus)
Phone: +41 43 268 22 66

Description & Services: For children and young people in a crisis, 24h available by phone.

Cantonal

CONTACT: Women's Shelter (Stiftung Frauenhaus Zürich)
Phone: +41 44 440 37 69

Description & Services: Available 24h by phone, shelter for women who are suffering from domestic violence (also with children).

Local

CONTACT: Babyfenster (SHMK) [Basel]
Address: Hospital Bethesda, Gellerstrasse 144, 4002 Basel
Phone: +41(0)800 811 100 (toll free)
Email: info@babyfenster.ch
Website: www.babyfenster.ch

Description & Services: a safe place for mothers, unable to care for or who find themselves in a hopeless situation, to leave their newborn baby. Anonymity guaranteed, heat generated dropbox in hospital, letter to mother, placement in adopted home. To find baby again contact the Kindes-und-Erwachsenenschutzbehörde (KESB) Olten-Gösgen, Tel. 062 311 8677

Local

CONTACT: Babyfenster (SHMK) [Bellinzona]

Address: Regional Hospital Bellinzona e Valli, 6500 Bellinzona*

Phone: +41(0)800 811 100 (toll free)

Email: info@babyfenster.ch

Website: www.babyfenster.ch

Description & Services: a safe place for mothers, unable to care for or who find themselves in a hopeless situation, to leave their newborn baby. Anonymity guaranteed, heat generated dropbox in hospital, letter to mother, placement in adopted home. To find baby again contact the Kindes-und-Erwachsenenschutzbehörde (KESB) Olten-Gösgen, Tel. 062 311 8677

*Regional Hospital Bellinzona e Valli, San Giovanni via Ospedale, 6500 Bellinzona

Local

CONTACT: Babyfenster (SHMK) [Bern]

Address: Lindenhof Hospital, Bremgartenstrasse 117, 3001 Bern

Phone: +41(0)800 811 100 (toll free)

Email: info@babyfenster.ch

Website: www.babyfenster.ch

Description & Services: a safe place for mothers, unable to care for or who find themselves in a hopeless situation, to leave their newborn baby. Anonymity guaranteed, heat generated dropbox in hospital, letter to mother, placement in adopted home. To find baby again contact the Kindes-und-Erwachsenenschutzbehörde (KESB) Olten-Gösgen, Tel. 062 311 8677

Local

CONTACT: Babyfenster (SHMK) [Davos-Platz]

Address: Davos Hospital, Promenade 4, 7270 Davos-Platz

Phone: +41(0)800 811 100 (toll free)

Email: info@babyfenster.ch

Website: www.babyfenster.ch

Description & Services: a safe place for mothers, unable to care for or who find themselves in a hopeless situation, to leave their newborn baby. Anonymity guaranteed, heat generated dropbox in hospital, letter to mother, placement in adopted home. To find baby again contact the Kindes-und-Erwachsenenschutzbehörde (KESB) Olten-Gösgen, Tel. 062 311 8677

Local

CONTACT: Babyfenster (SHMK) [Einsiedeln]
Address: Einsiedeln Regional Hospital, 8840 Einsiedeln
* Phone: +41(0)800 811 100 (toll free)
Email: info@babyfenster.ch
Website: www.babyfenster.ch

Description & Services: a safe place for mothers, unable to care for or who find themselves in a hopeless situation, to leave their newborn baby. Anonymity guaranteed, heat generated dropbox in hospital, letter to mother, placement in adopted home. To find baby again contact the Kindes-und-Erwachsenenschutzbehörde (KESB) Olten-Gösigen, Tel. 062 311 8677
*Einsiedeln Regional Hospital, Spitalstrasse 28

Local

CONTACT: Babyfenster (SHMK) [Olten]
Address: Olten Hospital, Baslerstrasse 150, 4600 Olten

Phone: +41(0)800 811 100 (toll free)
Email: info@babyfenster.ch
Website: www.babyfenster.ch

Description & Services: a safe place for mothers, unable to care for or who find themselves in a hopeless situation, to leave their newborn baby. Anonymity guaranteed, heat generated dropbox in hospital, letter to mother, placement in adopted home. To find baby again contact the Kindes-und-Erwachsenenschutzbehörde (KESB) Olten-Gösigen, Tel. 062 311 8677.

Local

CONTACT: Stiftung Mütterhilfe -> Arche Für Familien
Address: Zeughausstrasse 60, 8004 Zürich
Phone: +41(0)44 241 6343
Email: fuerfamilien@archezuerich.ch
Website: <https://www.archezuerich.ch/arche-fuer-familien>

Description & Services: Volunteer social workers and psychologists for mothers' help in the area of prevention, counseling and psychotherapy during pregnancy and toddler phase to promote good and safe parent-child relationships.

- End of List -