

LUZERN

KANTON  
LUZERN

# Guide to the Canton of Lucerne



## Health Social Services Workplace



## **Welcome to the Canton of Lucerne**

The «Guide to the Canton of Lucerne. Health – Social Services – Workplace» gives you information about cantonal and regional services, health and social services, as well as information on topics related to work and social security. For detailed information, please consult the relevant websites. If you require assistance or advice, please contact the appropriate agency directly.

Some of the services described in this guide may have changed since publication. The guide does not claim to be complete.

Further information about health services provided throughout Switzerland can be found in the «Health Guide to Switzerland». The «Guide to the Canton of Lucerne. Health – Social Services – Workplace» is closely linked to the «Health Guide to Switzerland» and you may find it helpful to cross-reference both guides.

The services described in this guide are primarily advisory services provided by social advice centres. Advisory services are defined as follows:

## **Advisory services**

An advisory service provides counselling from an expert; using such a service is completely voluntary. These services provide information and support if you have questions that need answers, problems to solve or obligations to fulfil.

# Foreword

This guide provides important information and contact details related to health services, social services and employment issues in the Canton of Lucerne. It details where residents can get help if they have any problems or questions.

The guide is mainly intended to help new residents who have moved to the Canton of Lucerne, it has been translated into several different languages. It is also a source of information and a tool for public service employees, specialists, members of associations and other interested parties.

The various municipalities in the Canton of Lucerne offer lots of different sports and cultural opportunities as well as numerous possibilities for social activities that you can undertake in a club or individually. Are you interested in fitness training or a particular sport? Would you like to get involved in social or cultural activities? Find out about the different options available in your area from your local municipal office.

**Ruth Bachmann**

Director Office for Social Issues

Department for Social Services

(Dienststelle Soziales und Gesellschaft), Canton of Lucerne

# Table of contents

## 1 General information

- Privacy and confidentiality 7
- Interpreting services in Central Switzerland 8
- Cost of services 8

## 2 Health

- Physical health 11
- Mental health 14
- Addiction problems alcohol, drugs etc. 16

## 3 Social services

- Municipal social services and social services advisory centres (SoBZ) 19

### General social services advisory centres

- FABIA 21
- Caritas Luzern 21

### Specialist advisory services, preventive medicine and health promotion

- Preventive medicine and health promotion 22
- Children and young people 24
- Families 25
- Relationships, sexuality and counselling 26
- People with disabilities 28
- Services for the elderly 28
- Support for people with no official residence permit (Sans-Papiers) 29

- Accident and violence 30
- Finance and debt 31
- Emergency and survival assistance 31
- Social services provided by religious institutions 32
- Social services addresses 32

## 4 Work

- Job and career guidance 35
- Unemployment 35
- Arbitration 36
- Legal information 36

## 5 Social security

- Social security branch offices 39
- Health insurance ombudsman 40

## Emergency telephone numbers 43 Index of counselling and support services 45

For cross references to the «Health Guide to Switzerland» please consult [www.migesplus.ch](http://www.migesplus.ch) › Signposts › Health Guide 



# **General Information**

If you are unsure where to go if you have a question or a problem, ask the social services department at your municipal office. The staff there will help you to find the right service. You can find out more in the section on Municipal social services and social services advisory centres (SoBZ) on page 19. You can also contact the FABIA advice centre if you need someone to point you in the right direction.

FABIA. Kompetenzzentrum Migration  
Tribtschenstrasse 78  
6005 Luzern  
041 360 07 22  
info@fabialuzern.ch  
www.fabialuzern.ch

## Privacy and confidentiality

Staff employed in the various specialist services and their interpreters are bound to confidentiality. Information will only be disclosed to third parties with your consent. If the law provides for an obligation to inform a third party, you will be informed in advance.

# Interpreting services in Central Switzerland

To ensure the best possible communication between immigrants and specialists in both the private and public health, education and social services sectors, the interpreting service can arrange for qualified intercultural interpreters in about 50 languages.

Caritas Luzern  
Dolmetschdienst Zentralschweiz  
Grossmatte Ost 10  
6014 Luzern  
041 368 51 51  
dolmetschdienst@caritas-luzern.ch  
www.dolmetschdienst.ch

Further information on intercultural interpreting services can be found in the «Health Guide to Switzerland». 

## Cost of services

Most of the services detailed in this guide are free. You will be advised if there is a cost attached to any particular service.

2



# Health

# Physical health

## Family doctor

In Switzerland the family doctor (Hausarzt) is responsible for primary health care. If you are ill or require medical advice, the first person to contact is always the family doctor. Your family doctor will refer you to a specialist or to a hospital if further treatment is required.

What happens if you do not have a family doctor? The following link gives you a complete and official list of all the doctors practising in Switzerland. You can also check out which languages the doctor speaks.

[www.doctorfmh.ch](http://www.doctorfmh.ch)

Further information about the medical care provided by family doctors and additional information on health insurance can be found in the «Health Guide to Switzerland». 

**Cantonal hospitals, emergency number for Lucerne doctors, paediatric help line, Permanence Medical Center (group practice at Lucerne Railway Station)**

If you cannot contact your family doctor, you can get help from the following institutions:

[www.luks.ch](http://www.luks.ch)

Emergency number for Lucerne doctors

0900 11 14 14 (CHF 3.23/min.)

If you cannot contact your family doctor, you can call this emergency number 24 hours a day and 7 days a week.

Paediatric help line

0900 55 47 74 (CHF 3.23/min.)

If you ring this number the doctors at the children's hospital in Lucerne will provide assistance 24 hours a day and 7 days a week.

Lucerne Cantonal Hospital in Lucerne

Spitalstrasse  
6000 Luzern 16  
041 205 11 11

Lucerne Cantonal Hospital in Sursee

Spitalstrasse 16 A  
6210 Sursee  
041 926 45 45

Lucerne Cantonal Hospital in Wolhusen

Spitalstrasse 50  
6110 Wolhusen  
041 492 82 82

Permanence Bahnhof Luzern,  
MedCenter AG (group practice at  
Lucerne Railway Station)  
Lucerne Railway Station concourse  
041 211 14 44  
[www.medcenter.ch/herzlich-willkommen-bahnhof](http://www.medcenter.ch/herzlich-willkommen-bahnhof)

You should only dial the emergency number 144 if there is a life-threatening situation.

Further information about medical emergencies and in-patient care in the hospital can be found in the «Health Guide to Switzerland». 

**Spitex (home care association)**

The Spitex home care association provides care and support outside hospital or nursing home settings. Trained nurses provide help and care for people who need assistance in their own home, such as patients who need further care and support following a stay in hospital.

The national Spitex telephone number is: 0842 80 40 20

When you ring this number you will be asked for the postcode of the town or village where you live and then put in contact with your local branch of the organisation.

Further information about the Spitex home care association can be found in the «Health Guide to Switzerland». 

## **Spitex home care for children in Central Switzerland (KinderSpitex)**

The KinderSpitex organisation specialises in the care of children and young people up to the age of 18.

KinderSpitex Zentralschweiz  
Brünigstrasse 20  
6005 Luzern  
041 970 06 50  
info@kispex.ch  
www.kispex.ch

## **Dentist**

If you have any dental problems, contact your dentist (Zahnarzt). A list of dentists practising in the Canton of Lucerne can be found on the Internet. [www.sso.ch/fuer-patienten-zahnartzsuche](http://www.sso.ch/fuer-patienten-zahnartzsuche)

Further information about dental services can be found in the «Health Guide to Switzerland». 

# Mental health

Do you suffer from sleeping problems, a constant state of anxiety or other mental health problems? Your first point of contact in the Canton of Lucerne is your family doctor (Hausarzt). If necessary, the family doctor will then refer you to a mental health specialist or psychiatric unit.

## Emergency number for Lucerne doctors

0900 11 14 14 (CHF 3.23/min.)

If you cannot contact your family doctor, you can call this number 24 hours a day, 7 days a week.

Further information about mental health care services and psychotherapy can be found in the «Health Guide to Switzerland». 

## **Psychiatric outpatient services in the Canton of Lucerne**

The following outpatient services are intended for people experiencing a personal crisis or suffering from mental health problems. Psychiatric problems include depression, manic depression, anxiety states, stress disorders or problems with addiction.

[www.lups.ch](http://www.lups.ch) › Erwachsenenpsychiatrie  
› Allgemeinpsychiatrie › Ambulatorien

## Regional Departments

[www.lups.ch/standorte](http://www.lups.ch/standorte)

## **Mental health services for children and young people (KJPD)**

The KJPD is responsible for the psychological and psychiatric evaluation and treatment of children and young people with mental, psychosomatic and psychosocial difficulties.

[www.lups.ch](http://www.lups.ch)  
› Kinder- und Jugendpsychiatrie

## Regional Departments

[www.lups.ch/standorte](http://www.lups.ch/standorte)

## **Helpline for families – Lucerne Psychiatric Services**

Via this helpline relatives of patients suffering from psychiatric disorders can get advice and information on topics such as mental health disorders, medication and treatment options from mental health experts.

Beratungstelefon 24 h  
für Betroffene und Angehörige  
0900 85 65 65  
(Regulärer Gesprächstarif bis zur  
10. Minute, danach 3.23 CHF/Min.)  
[www.lups.ch](http://www.lups.ch) › Patienten & Angehörige  
› Angehörigenarbeit

# Addiction problems

alcohol, drugs, etc.

## **Social services advisory centres (SoBZ)**

The experts at the SoBZ advise you on problems relating to alcohol, gambling, shopping or food addiction etc. You can find your local SoBZ in the section on Municipal social services and social services advisory centres (SoBZ) on page 19.

## **Psychiatric outpatient services in the Canton of Lucerne**

Outpatient services offer counselling and treatment to people with an addiction to alcohol, drugs, opiates or other addictive substances.

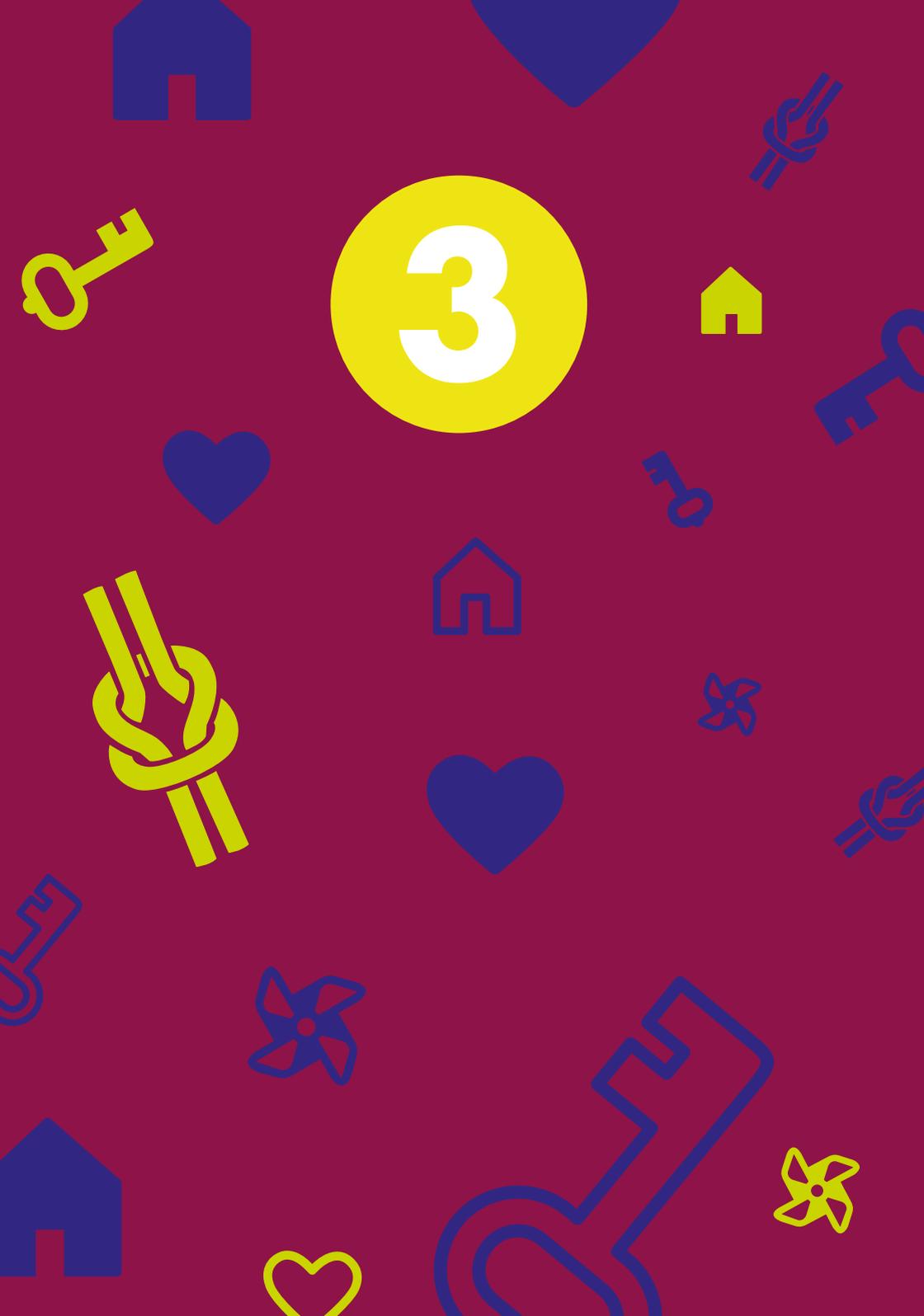
Details of your local psychiatric outpatient department are listed in the section on Psychiatric outpatient services in the Canton of Lucerne on page 14.

## **Drop-in**

The Drop-in is an outpatient service offering help and advice to people with opiate or multiple dependencies.

Drop-in  
Bruchstrasse 29 A  
6000 Luzern 7  
058 856 43 00  
dropin@lups.ch  
www.lups.ch › Erwachsenen-Psychiatrie  
› Abhängigkeit

3



# **Social services**

# Municipal social services and social services advisory centres (SoBZ)

We often need professional help to resolve personal, family or financial problems. You can get help for your specific problem through a personal consultation either with the social services department in your local municipality or a social services advisory centre. Every municipality in the Canton of Lucerne either has its own social service or runs a social service advisory centre (SoBZ) in conjunction with other municipalities.

The social services for your local municipality or the social services advisory centre (SoBZ) cover the following topics:

- Parental guidance/health visitor services
- Educational counselling
- Youth counselling
- Counselling for individuals, couples and families
- Budget and debt advice
- Social welfare and parental assistance
- Counselling for alcohol abuse or addiction
- Advice on eating disorders, gambling, drug addiction and other addictions
- Professional guardianship in the context of child and adult protection
- Advice and support for pupils and students

You can find out which social service or regional office advisory centre (SoBZ) serves your municipality by enquiring at your municipal offices. More information is available on the website: [www.sobz.ch](http://www.sobz.ch)

### Regional SoBZ

Zentrum für Soziales Standort Hochdorf  
Bankstrasse 3 B  
Postfach 694  
6281 Hochdorf  
041 914 31 31  
[hochdorf@zenso.ch](mailto:hochdorf@zenso.ch)

Zentrum für Soziales Standort Sursee  
Haselmatte 2A  
Postfach  
6210 Sursee  
041 925 18 25  
[sursee@zenso.ch](mailto:sursee@zenso.ch)

SoBZ Region Willisau-Wiggertal  
Kreuzstrasse 3B  
Postfach 3239  
6130 Willisau  
041 972 56 20  
[willisau@sobz.ch](mailto:willisau@sobz.ch)

SoBZ Region Entlebuch,  
Wolhusen und Ruswil  
Hauptstrasse 13  
Postfach 165  
6170 Schüpfheim  
041 485 72 00  
[info@sobz-entlebuch.ch](mailto:info@sobz-entlebuch.ch)

### Lucerne city

Social Info Rex  
Social Info Rex gives information to residents of the city of Lucerne and helps them find the professional support they need; it also gives an overview of the various services available.

Sozial Info Rex  
Obergrundstrasse 3  
6002 Luzern  
041 208 72 72  
[www.sozialedienste.stadtluzern.ch](http://www.sozialedienste.stadtluzern.ch)

For specific queries relating to addiction:  
KLICK. Fachstelle Sucht Region Luzern  
Obergrundstrasse 49  
6003 Luzern  
041 249 30 60  
[info@klick-luzern.ch](mailto:info@klick-luzern.ch)

# General social advice centres

## **FABIA. Kompetenzzentrum Migration**

This centre offers information and advice to help immigrants integrate. As well as immigrants with L, B and C and F (10+ years) residence permits, the centre also supports specialists from social services, education services and health services as well as local authorities and municipal offices.

FABIA. Kompetenzzentrum Migration  
Tribtschenstrasse 78  
6005 Luzern  
041 360 07 22  
info@fabialuzern.ch  
www.fabialuzern.ch

## **Caritas Luzern**

Caritas Luzern offers specific help to individuals and families who find themselves in a difficult situation. Specialists provide counselling, information and advice on social and financial matters.

Caritas Luzern  
Sozial- und Schuldenberatung  
Kellerstrasse 36  
6005 Luzern  
041 368 52 73  
sozialberatung@caritas-luzern.ch  
www.caritas-luzern.ch › Was wir tun ›  
Sozial- und Schuldenberatung

## Specialist advisory services, preventive medicine and health promotion

### Preventive medicine and health promotion

#### **traversa – Network for people with mental illness**

The traversa network advises, supports and cares for people with mental illness and their close friends and family. It offers inpatient and outpatient services.

traversa  
Tribschengasse 8  
6005 Luzern  
041 319 95 00  
info@traversa.ch  
www.traversa.ch

#### **Ombudsman for patients in Central Switzerland**

The patient ombudsman offers advice and advocacy services to patients and insured individuals who have a problem. The problem may involve doctors, dentists, hospitals, health or other insurance companies as well as other providers of medical services.

Patientenstelle Zentralschweiz  
St. Karliquai 12  
6004 Luzern  
041 410 10 14  
patientenstelle.luzern@bluewin.ch  
www.zentralschweiz.patientenstelle.ch

Further information on patient's rights and duties can be found in the «Health Guide to Switzerland».  

#### **Aids counselling service, Lucerne**

The Aids counselling service in Lucerne provides anonymous advice by telephone or in person. The service will answer your questions about HIV/Aids, other sexually transmitted diseases, psychosocial issues and sexuality in general.

Aids Hilfe Luzern  
S&X – Sexuelle Gesundheit Zentral-  
schweiz  
Museggstrasse 27  
6004 Luzern  
041 410 69 60  
info@sundx.ch  
www.sundx.ch

### **Centre for self-help groups in the cantons of Lucerne, Obwalden and Nidwalden**

The canton of Lucerne is home to around 90 self-help groups covering a wide variety of topics. For more information, visit the website or contact the centre directly.

Selbsthilfe Luzern  
041 210 34 44  
mail@selbsthilfeluzern.ch  
www.selbsthilfeluzern.ch

### **Benevol Luzern – Voluntary work organisation**

This organisation provides information about the possibilities for voluntary work in the Canton of Lucerne and advises people who would like to get involved.

Benevol Luzern  
Postfach  
6210 Sursee  
041 211 02 30  
www.benevol-luzern.ch

### **migesplus.ch**

This website provides you with information about the health care system, the health insurance system and health promotion in nine different languages.

www.migesplus.ch

# Children and young people

## Contact – Advisory service for young people and families

The juvenile advisory service is for teenagers and young people aged between 13 and 25 years as well as their parents and caregivers; family advice is available to families with children up to the age of 13 years. Information is also available to parents who are separating or getting divorced.

Check the website at [www.contactluzern.ch](http://www.contactluzern.ch) for details of the advisory centre in your municipality.

CONTACT – Jugend- und Familienberatung  
Kasernenplatz 3  
Postfach 7860  
6000 Luzern 7  
041 208 72 90  
[info@contactluzern.ch](mailto:info@contactluzern.ch)  
[www.contactluzern.ch](http://www.contactluzern.ch)

## Therapeutic pre-school education service (HFD)

The HFD accompanies and assists children who have developmental problems or risks, as well as disabled children, from birth to kindergarten. It offers advice to parents and education managers on questions relating to the child's development and upbringing.

[www.volksschulbildung.lu.ch](http://www.volksschulbildung.lu.ch) ›  
Schulsystem & Schulen › FFS

## Regional HFD Offices

HFD Lucerne  
Weggismattsrasse 23  
6004 Luzern  
041 228 31 40

HFD Sursee  
Haselmatte 2 A  
6210 Sursee  
041 228 31 10

HFD Willisau  
Am Schützenrain 4  
6130 Willisau  
041 228 31 30

## Pro Juventute (Advice for children and young people)

Pro Juventute advises children and young people and helps in emergencies.

Advice and Helpline 147  
For children and young people,  
24 hours a day and 7 days a week.  
Help is available by telephone,  
text, chat, e-mail or web services.  
[beratung@147.ch](mailto:beratung@147.ch)  
[www.147.ch](http://www.147.ch)

Pro Juventute, Canton of Lucerne  
[www.projuventute-luzern.ch](http://www.projuventute-luzern.ch)

# Families

## **Parenting advice or health visiting service**

The parenting advice service advises mothers and fathers from their child's birth up to the age of five. It answers questions about breastfeeding, nutrition, development, upbringing, health and illnesses etc.

### Parenting advice or health visiting service for the Lucerne region

[www.muetterberatung-luzern.ch](http://www.muetterberatung-luzern.ch)  
› Beratungen

Mütter- und Väterberatung  
Region Luzern  
Kasernenplatz 3  
Postfach 7860  
6000 Luzern 7  
041 208 73 33  
[mvb@stadtluzern.ch](mailto:mvb@stadtluzern.ch)  
[www.muetterberatung-luzern.ch](http://www.muetterberatung-luzern.ch)

### Parenting advice in the Lucerne region

The social services advisory centres (SoBZ) in the Lucerne region provide parenting advice and health visiting services in the communities they serve: You can find details of the SoBZ in your community in the section on Municipal social services and social services advisory centres (SoBZ) on page 19.

## **Childcare / child minding services**

This website provides you with information on more than 400 facilities in the Canton of Lucerne providing childcare or child minding services outside the family.

[www.kinderbetreuung.lu.ch](http://www.kinderbetreuung.lu.ch)

## **Contact – Advisory service for young people and families**

This service is for families with children up to the age of 13.

Advice is also available to parents who are separating or getting divorced.

For more details, see the section on Contact on page 24.

## **Parenting education LU**

This website gives you information about the many courses available on subjects related to bringing up your children. You can find out where the courses are, where to access specialist information and where you can exchange ideas with other parents.

[www.elternbildung.lu.ch](http://www.elternbildung.lu.ch)

# **Relationships, sexuality and counselling**

## **elbe – Advice centre for life issues**

This is the official advisory service providing counselling and help for single people and couples on issues related to pregnancy, family planning and sexuality for those living in the cantons of Lucerne, Nidwalden and Obwalden.

elbe – Fachstelle für Lebensfragen  
Hertensteinstrasse 28  
6004 Luzern  
041 210 10 87  
[www.elbeluzern.ch](http://www.elbeluzern.ch)

Further information about pregnancy and birth can be found in the «Health Guide to Switzerland».  

## **Liaison centre for women's organisations in Lucerne**

The centre in Lucerne offers specialist advice on the following topics: legal issues, budgeting, supporting adult dependents and childcare. This advisory service is also available to men.

Frauenzentrale Luzern  
Denkmalstrasse 2  
6006 Luzern  
041 211 00 30  
[info@frauenzentrale.ch](mailto:info@frauenzentrale.ch)  
[www.frauenzentraleluzern.ch](http://www.frauenzentraleluzern.ch)

## **manne.ch – Advice and information for men**

This helpline is specifically for men with questions or acute problems. It offers advice on issues such as men's health, relationships, family, spirituality etc.

Mannebüro Luzern  
Advice line 076 393 33 12  
kontakt@mannehotline.ch  
www.manne.ch

## **S&X – Sexuelle Gesundheit Zentralschweiz**

This service provides professional advice on all issues concerning relationships, body awareness and sexuality. It is aimed at teenagers and young people as well as their parents.

S&X – Sexuelle Gesundheit Zentralschweiz  
Museggstrasse 27  
6004 Luzern  
041 410 69 60  
info@sundx.ch  
www.sundx.ch

## **LGBT+ Helpline**

This advisory service is open to anyone who has questions regarding their lesbian, bisexual, gay or transsexual situation – regardless of their sexual orientation.

0800 133 133  
hello@lgbt-helpline.ch  
www.lgbt-helpline.ch

## **zwangsheirat.ch**

This advisory service supports those affected by forced marriage and people close to them, as well as professionals. Advice is also available outside office hours; contact can be established by e-mail or telephone in the first instance, with the option to be called back.

0800 800 007  
info@zwangsheirat.ch  
www.zwangsheirat.ch

# **People with disabilities**

## **Pro Infirmis**

Pro Infirmis offers advice, financial assistance, support, relief and much more for the chronically sick and people with disabilities, as well as their families.

Pro Infirmis Luzern, Ob- und Nidwalden  
Zentralstrasse 18  
Postfach 3666  
6002 Luzern  
058 775 12 12  
luzern@proinfirmis.ch  
www.proinfirmis.ch › Angebot › Luzern

# **Services for the elderly**

## **Pro Senectute Kanton Luzern**

Pro Senectute advises and supports people over the age of 60. It helps with issues relating to social security, housing and legal or financial affairs. Advice is also available to family members. In addition, it also offers educational and sports courses.

Pro Senectute Kanton Luzern  
Maihofstrasse 76  
Postfach 3640  
6002 Luzern  
041 226 11 88  
info@lu.prosenectute.ch  
www.lu.prosenectute.ch

# Support for people with no official residence permit

## **Sans-Papiers**

This liaison office supports people who do not have an official residence permit and provides information about social security and health insurance, schools and education, residence status, partnerships, family etc.

The office is open: Tuesday and Thursday from 2pm to 6pm.

Sans-Papiers  
Kontakt- und Beratungsstelle  
Langensandstrasse 1  
6005 Luzern  
041 240 24 10  
luzern@sans-papiers.ch

Further information for people with no official residence permit can be found in the «Health Guide to Switzerland».



# Accident and violence

## Police

If you are acutely threatened or are a victim of violence call the national police emergency number 117. If you have any questions relating to criminal matters contact the local police station in your municipality.

## Victim support

The victim counselling centre (Opferberatungsstelle) helps people whose physical, mental or sexual wellbeing has been affected as the result of crime. The counselling centre offers personal and legal support.

Opferberatungsstelle des Kantons  
Luzern  
Obergrundstrasse 70  
6003 Luzern  
041 228 74 00  
opferberatung@lu.ch  
www.disg.lu.ch › Themen ›  
Opferberatung

## Lucerne Women's Shelter

The women's shelter is designed for women and their children who have been physically, mentally or sexually abused as well as for women who are threatened or are in an abusive, controlling relationship with a partner or family member. The shelter offers protection, a place to stay and advice. It provides temporary respite, giving women space to plan their next move.

Frauenhaus Luzern  
Postfach 2616  
6002 Luzern 2 Universität  
041 360 70 00  
frauenhaus@frauenhaus-luzern.ch  
www.frauenhaus-luzern.ch

## agredis.ch – counselling about violence from man to man

This service offers counselling to men of all ages who have injured or harmed others through their words or actions.

agredis.ch  
Unterlandstrasse 12  
6005 Luzern  
078 744 88 88  
gewaltberatung@agredis.ch  
www.agredis.ch

# Finances and debt

## **Centre for Debt Issues, Lucerne**

This service provides advice for people with debt problems. More information on debt issues can be found on the website: [www.schulden.ch](http://www.schulden.ch).

Fachstelle für Schuldenfragen Luzern  
Weinmarkt 20  
6004 Luzern  
041 211 00 18  
[info@schuldenberatung-luzern.ch](mailto:info@schuldenberatung-luzern.ch)  
[www.schuldenberatung-luzern.ch](http://www.schuldenberatung-luzern.ch)

# Emergency and survival assistance

## **Church association providing support on the streets, Lucerne**

This association supports addicts and those suffering from extreme poverty living in Central Switzerland. It provides basic medical care, healthy food and individual counselling.

Verein Kirchliche Gassenarbeit Luzern  
Murbacherstrasse 20  
6002 Luzern  
041 252 26 26  
[office@gassenarbeit.ch](mailto:office@gassenarbeit.ch)  
[www.gassenarbeit.ch](http://www.gassenarbeit.ch)

## **Emergency shelter**

Adults who are resident in Switzerland and who are in an acute crisis situation can sleep here at short notice.

Obdach-Notschlafstelle  
Gibraltarstrasse 29  
6003 Luzern  
041 202 03 10  
obdach@jobdach.ch  
www.jobdach.ch

## **Social services provided by religious institutions**

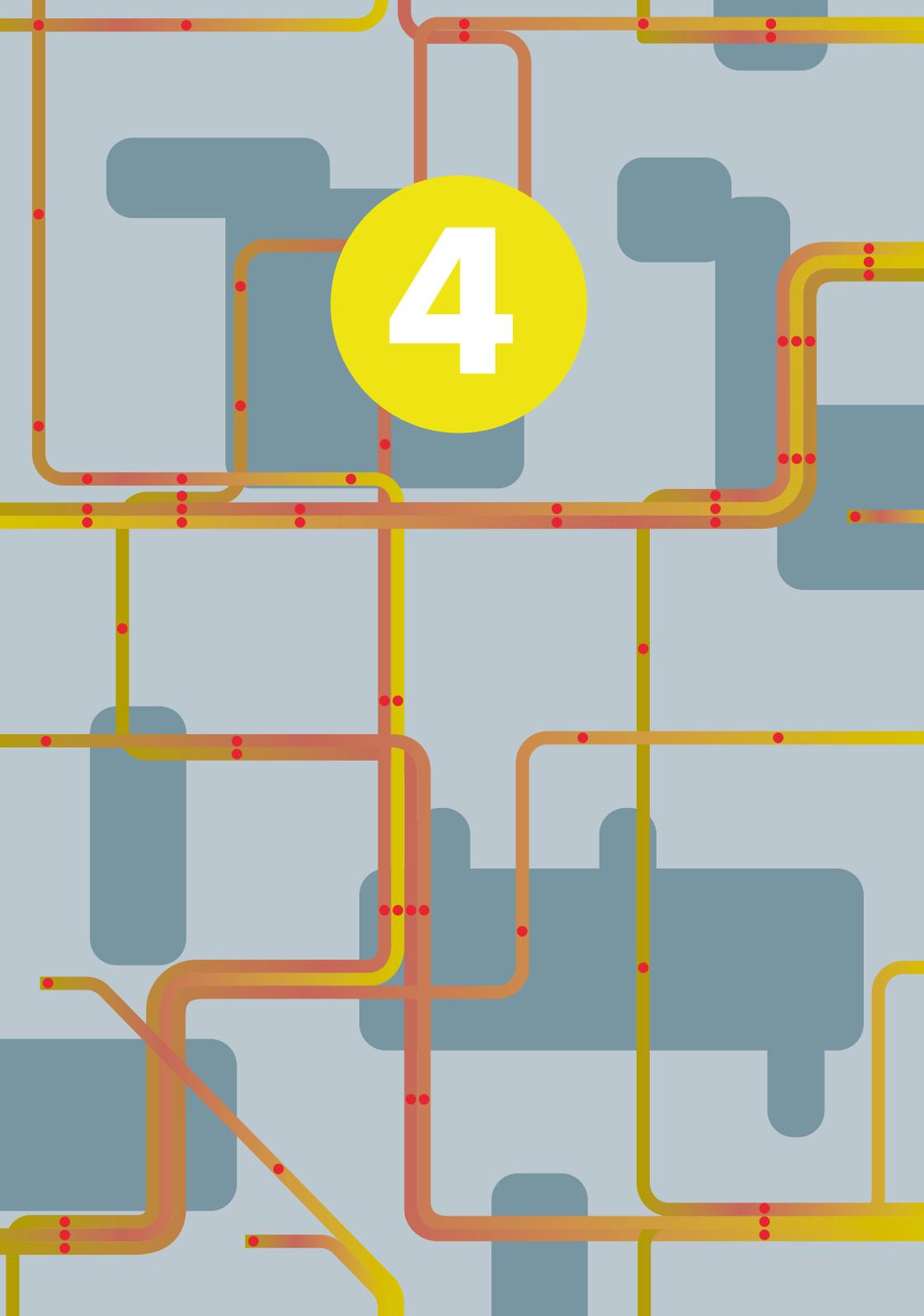
In many municipalities, the religious institutions also offer social services similar to those offered by the state. Ask at your local church.

Other religious organisations have their own advisory and support services. Make enquiries with your own religious organisation.

## **Social services addresses**

This website provides the addresses of social service providers classified under headings such as care, nursing services, voluntary work, services for the elderly, leisure activities etc.

[www.disg.lu.ch](http://www.disg.lu.ch) > Adressen Soziales



4

# Workplace

# Job and career guidance

## Advisory and information centre for education and career guidance (BIZ)

This centre provides information and advice to young people and adults on matters relating to education, work and career.

Beratungs- und Informationszentrum  
für Bildung und Beruf (BIZ)  
Obergrundstrasse 51  
6002 Luzern  
041 228 52 52  
info.dbw@lu.ch  
[www.beruf.lu.ch](http://www.beruf.lu.ch) › Beratung &  
Unterstützung

## How to Proceed in Unemployment

Anyone who becomes unemployed must register with the relevant regional unemployment centre (RAV) as soon as possible. They should register during their notice period where possible and on their first day of being unemployed at the very latest. Registration can be online or in person. After an unemployed person registers online, the RAV will contact them to arrange a registration appointment. Anyone wishing to register in person will be required to book their first registration appointment at the RAV.

<https://wira.was-luzern.ch> › Bereiche ›  
Arbeitsmarkt › Für Stellensuchende

# Arbitration

## Arbitration authority for employment

You can apply to this authority for an arbitration procedure if you have legal concerns about your employment contract.

Schlichtungsbehörde Arbeit  
Zentralstrasse 28  
6002 Luzern  
041 228 65 60  
[www.gerichte.lu.ch](http://www.gerichte.lu.ch) › Organisation ›  
Schlichtungsbehörden ›  
Schlichtungsbehörde Arbeit

## Arbitration authority for gender equality

This authority offers arbitration procedures for employees with a private employment contract. The Federal Act on Gender Equality provides the legal framework for ensuring equality.

Schlichtungsbehörde Gleichstellung  
Zentralstrasse 28  
6002 Luzern  
041 228 65 60  
[www.gerichte.lu.ch](http://www.gerichte.lu.ch) › Organisation ›  
Schlichtungsbehörden › Schlichtungs-  
behörde Gleichstellung

# Legal information

## Labour Court legal information service

The legal information service provided by the Labour Court offers advice in person or by telephone to residents living in the Canton of Lucerne.

Arbeitsgericht  
Zentralstrasse 28  
6002 Luzern  
041 228 63 13  
[www.gerichte.lu.ch](http://www.gerichte.lu.ch) › Organisation ›  
Erstinstanzliche Gerichte › Arbeitsgericht  
› Rechtsauskunft

## Lucerne Federation of Trade Unions (LGB)

The Lucerne Federation of Trade Unions offers free drop-in advice sessions twice a month. Dates are published on the organisation's website and no appointment is necessary.

Luzerner Gewerkschaftsbund  
Brünigstrasse 18  
Postfach 3246  
6002 Luzern  
041 240 55 85  
[lgb-luzern@bluewin.ch](mailto:lgb-luzern@bluewin.ch)  
[www.lgb-luzern.ch](http://www.lgb-luzern.ch)



# **Social security**

## Social security branch offices (AHV-Zweigstellen)

The AHV branch offices in the Canton of Lucerne act as a first point of contact and provide information relating to social security (AHV – state pension, IV – disability pension, etc.). If you have questions about social security you should contact your local municipal office, which is also the local social security branch office.

The social security branch office (AHV-Zweigstellen) provides help on the following topics:

- AHV (state pension)
- IV (disability pension)
- Supplementary benefits
- Income compensation
- Maternity benefits
- Family allowances
- Subsidies for health insurance premiums

The cantonal compensation office in Lucerne (Ausgleichskasse Luzern) provides information on any questions relating to social security benefits.

WAS Wirtschaft Arbeit Soziales  
Ausgleichskasse Luzern  
Würzenbachstrasse 8  
6000 Luzern 15  
041 375 05 05  
[www.ahvluzern.ch](http://www.ahvluzern.ch)

Further information about social security can be found in the «Health Guide to Switzerland». 

## Health insurance ombudsman

The health insurance ombudsman offers advice on any issues related to health insurance.

Ombudsstelle Krankenversicherung  
Morgartenstrasse 9  
Postfach 3565  
6002 Luzern  
041 226 10 10  
[www.om-kv.ch](http://www.om-kv.ch)

Further information about health insurance can be found in the «Health Guide to Switzerland». 



# **Emergency telephone numbers**

# 144

## **Emergency number**

For all medical emergencies  
Further information about how to react  
in an emergency can be found in  
the «Health Guide to Switzerland». 

# 117

## **Police**

# 118

## **Fire service**

# 143

## **Die Dargebotene Hand (The helping hand)**

24 hours per day / 7 days per week  
People in need of a helpful or supportive  
chat can ring this number at any time  
of the day or night and they will find  
somebody to talk to.

# 147

## **Pro Juventute (Advice for children and young people)**

24 hours per day / 7 days per week  
This helpline supports children and  
young people by giving them answers  
to questions about school, jobs, drugs,  
family problems, sexuality, violence and  
other problems.

# **Index of counselling and support services**

# A

- Advisory and information centre for education and career guidance (Beratungs- und Informationszentrum für Bildung und Beruf) (BIZ) 35
- agredis.ch (Violence counselling from man to man) 30
- Aids counselling service, Lucerne (Aids Hilfe Luzern) 22
- Arbitration authority for employment (Schlichtungsbehörde Arbeit) 36
- Arbitration authority for gender equality (Schlichtungsbehörde Gleichstellung) 36

# B

- Benevol Luzern – Voluntary work organisation 23

# C

- Cantonal compensation office, Lucerne (Ausgleichskasse Luzern) 39
- Cantonal hospitals (Kantonale Spitäler) 12
- Caritas Luzern 8, 21
- Centre for debt issues, Lucerne (Fachstelle für Schuldenfragen Luzern) 31
- Centre for self-help groups in the cantons of Lucerne, Obwalden and Nidwalden (Selbsthilfe Luzern Obwalden Nidwalden) 23
- Childcare / child minding services (Kinderbetreuung) 26
- Church association providing support on the streets (Verein Kirchliche Gassenarbeit Luzern) 31
- Contact – Advisory service for young people and families 24, 26

# D

- Dentist (Zahnärztin/Zahnarzt) 13
- Drop-in 16

# E

- elbe – Advice centre for life issues 26
- Emergency number 12, 43
- Emergency number for Lucerne doctors (Notfallnummer der Luzerner Ärzte) 12, 14
- Emergency shelter (Notschlafstelle) 32

# F

- FABIA. Kompetenzzentrum Migration 7, 21
- Family doctor (Hausärztin / Hausarzt) 11, 14
- Fire service 43

# H

- Health insurance ombudsman (Ombudsstelle Krankenversicherung) 40
- Helpline for families – Lucerne Psychiatric Services (Angehörigen-telefon – Luzerner Psychiatrie) 15

# I

- Interpreting services in Central Switzerland (Dolmetschdienst Zentralschweiz) 8

# J

- Job centre (Arbeitsamt) 35

# K

- KLICK. Fachstelle Sucht Region Luzern 20

# L

- Liaison centre for women's organisations in Lucerne (Frauenzentrale Luzern) 26
- Labour Court legal information service (Rechtsauskunft Arbeitsrecht) 36
- LGBT+ Helpline 28
- Lucerne Federation of Trade Unions (Luzerner Gewerkschaftsbund) (LGB) 36
- Lucerne women's shelter (Frauenhaus Luzern) 30

# M

- manne.ch – Advice and information for men (Mannebüro Luzern) 27
- Mental health services for children and young people (Kinder- und Jugendpsychiatrischer Dienst) (KJPD) 14
- migesplus.ch 23
- Municipal social services (Gemeindesozialdienste) 7, 19, 25

# O

- Ombudsman for patients in Central Switzerland (Patientenstelle Zentralschweiz) 22

# P

- Paediatric help line (Kinderärztliches Beratungstelefon) 12
- Parenting advice service or health visiting service (Mütter- und Väterberatung) 19, 25
- Parenting education LU (Elternbildung LU) 26
- Permanence Bahnhof Luzern, MedCenter AG 12
- Police 30, 43
- Pro Infirmis (Advice for people with disabilities) 28
- Pro Juventute (Advice for children and young people) 24, 43
- Pro Senectute (Advice for the elderly) 28
- Psychiatric outpatient services in the Canton of Lucerne (Luzerner Psychiatrie-Ambulatorien) 14, 16

# S

- S&X – Sexuelle Gesundheit Zentralschweiz 22, 27
- Sans-Papiers (Support for people with no official residence permit) 29
- Social security branch offices (AHV-Zweigstellen) 39
- Social services addresses (Soziale Adressen) 32
- Social services advisory centres (Sozial-Beratungs Zentren) (SoBZ) 7, 16, 19, 25

- Social services provided by religious institutions 32
- Social Info Rex 20
- Spitex (Home care association) 12
- Spitex home care for children in Central Switzerland (KinderSpitex Zentralschweiz) 13

# T

- The helping hand counselling service (Die Dargebotene Hand) 43
- Therapeutic pre-school education service (Heilpädagogischer Früherziehungsdienst) (HFD) 24
- traversa – Network for people with mental illness 22

# V

- Victim support (Opferberatungsstelle) 30

# Z

- Zentrum für Soziales Standort Hochdorf 20
- Zentrum für Soziales Standort Sursee 20
- zwangsheirat.ch (Advice on forced marriage) 28





Gesundheits- und Sozialdepartement  
**Dienststelle Soziales und Gesellschaft**  
Rösslimattstrasse 37  
6002 Luzern

041 228 68 78  
disg@lu.ch  
www.disg.lu.ch



# LUZERN

## **Languages:**

Albanian, Arabic,  
Bosnian / Serbian / Croatian,  
English, French, German,  
Italian, Polish, Portuguese,  
Spanish, Tamil, Tigrinya

Sprache: Englisch

## **Acknowledgements**

Edition: 2021

Publisher: Kanton Luzern  
Dienststelle Soziales und  
Gesellschaft

Design: Rosenstar GmbH

Copies printed: 1,000

## **Available from**

Guide to the Canton of  
Lucerne. Health – Social  
Services – Workplace:  
Dienststelle Soziales und  
Gesellschaft (DISG)  
Rösslimattstrasse 37  
Postfach 3439  
6002 Luzern

041 228 68 78

[disg@lu.ch](mailto:disg@lu.ch)

[www.disg.lu.ch](http://www.disg.lu.ch) › Publikationen

Health Guide to Switzerland:  
[www.migesplus.ch](http://www.migesplus.ch) › Health  
information

BBL, Vertrieb Bundes-  
publikationen 3003 Bern  
[www.bundespublikationen.  
admin.ch](http://www.bundespublikationen.admin.ch)