



FI-Bulletin

Coronavirus: Counselling Centres & Helplines

Dear Sir or Madam

The counselling centres of the canton of Zurich are here for you during the corona crisis and offer counselling over the phone. This is a compilation of important counselling centres in the canton of Zurich, including information on their topics and languages.

Migration-Specific Counselling

→ [Infodona: 044 412 84 00](https://www.infodona.ch)

Infodona offers free counselling on the following topics: information on the coronavirus measures, life in Zurich, marriage and family, law, finance, work and health. The counselling centre for migrants in the city of Zurich offers information and counselling in 16 languages:

German, Albanian, Arabic, English, French, Italian, Croatian, Portuguese, Serbian, Spanish, Tamil, Turkish, Slovak, Russian, Kurdish (Sorani) and the Turkmen language (Iraq).

→ [City of Winterthur and surroundings counselling for migrants: 052 267 36 93](https://www.winterthur.ch)

Native-language consultations for migrants on migration- and integration-specific topics and questions about the corona measures. They are free of cost for residents of the city of Winterthur and its surroundings and available in the following languages:

Albanian, Arabic, Amharic, Bulgarian, Bosnian, English, Italian, Kurdish, Spanish, Portuguese, Serbian, Croatian, Macedonian, Tigrinya and Turkish.

→ [Integration Office of the City of Zurich: 044 412 37 37](https://www.integration.zuerich.ch)

The Integration Office of the City of Zurich offers free counselling on migration and integration in the following languages:

German, English, French, Greek, Italian, Portuguese and Spanish. This service is for people who live in the city of Zurich.

→ [MIRSAH: 044 291 00 15](https://www.mirsa.ch)

This counselling centre counsels and informs about migration law and integration law (e.g. permanent right of residence, family reunification, work permit, visa, naturalisation etc.). Specialised lawyers offer competent legal counselling for questions regarding the law on foreign nationals. Counselling costs 50 Swiss francs per hour and is offered in the following languages:

German, English, French, Kurdish, Spanish and Turkish.

→ [ZüRAS: 044 415 62 26](https://www.zuras.ch)

The Zurich Racism Contact Point ZüRAS offers counselling for victims of discrimination and racism at work, in the neighbourhood or in their free time due to their origin, skin colour or religion. Counselling is free of charge for people who live in the canton of Zurich and is offered in at least 9 languages.

German, English, French, Italian, Portuguese, Swedish, Hungarian, Romanian and Farsi, and other languages if required.

→ [SPAZ: 043 960 87 77](https://www.spaz.ch)

The SPAZ Contact Point for Sans-Papiers (irregular migrants) in Zurich advises migrants without a regulated residence status on social and legal topics. The counselling is free and available in the following languages:

German, English, French and Spanish.

General Counselling

→ [SOS-Counselling SRK: 044 360 28 53](#)

Experienced social workers counsel people in difficult situations who need help urgently, no matter the origin or residence status. This service is for people who live in the city of Zurich. Counselling is free of charge and is offered in the following languages:

German, English, French, Italian and Spanish.

→ [Caritas social and debt counselling: 044 366 68 28](#)

The social workers of Caritas Zurich advise people from the canton of Zurich who have little money, live in poverty or are in debt.

The consultations are free of charge and are conducted in German.

Counselling Regarding the Corona Crisis

→ [AOZ Helpline for Refugees:](#)

Native speakers now offer counselling and information on current societal measures due to the corona crisis in 11 languages:

Arabic, Badini, Dari, Farsi, Urdu, English, French, Kurmanji, Turkish, Tamil and Tigrinya. Counselling is free of charge for refugees in the canton of Zurich.

→ [HEKS Helpline: 044 360 88 55](#)

Experienced social workers offer telephone counselling for people who need support in coping with everyday life during the corona crisis. This service is free of charge and available for people who live in the city of Zurich.

The telephone is answered on **0800 266 785** in 10 languages:

Albanian, Arabic, Bosnian/Croatian/Serbian, Kurdish, Farsi, Portuguese, Spanish, Tamil, Tigrinya, Turkish.

→ [COACHING CORONA:](#)

Professional coaches, mediators and psychologists offer counselling to people who are overwhelmed with the current situation and need somebody to talk to. For people affected by the crisis, their family members, medical staff, parents.

This telephone counselling service is available in German, French and English and free of charge until the end of June 2020.

For Health-Related Questions

→ [Ärztefon \(medical helpline\): 0800 33 66 55](#) 24-hour coronavirus emergency number.

→ [MEDITRINA: 044 360 28 72](#)

Meditrina is a medical contact point for sans-papiers (people who don't have regulated residence status) who don't have health insurance. All Meditrina consultations and primary medical care are free and available in the following languages:

German, English, French, Italian, Portuguese and Spanish. Treatments and consultations in other facilities are not free of charge.

Helplines

→ [Coronavirus-Hotline: 0800 044 117](#)

Info hotline of the canton of Zurich for questions about the pandemic in the canton of Zurich. Daily, 7 a.m. - 11 p.m.

→ [Infoline Coronavirus: 058 463 00 00](#)

24-hour info hotline of the Federal Office of Public Health for questions about the pandemic in Switzerland. No medical advice or consultations.

The FI-Bulletins can be found on the [Website](#) of the Cantonal Integration Office.