

Welcome to the Canton of Valais

A practical guide for all newcomers

Population and Migration Service
Cantonal Office for Integration
Canton of Valais



CANTON DU VALAIS
KANTON WALLIS

Département de la sécurité, des institutions et du sport
Service de la population et des migrations
Departement für Sicherheit, Institutionen und Sport
Dienststelle für Bevölkerung und Migration



Welcome to our region, welcome to your home!

Even though the canton of Valais boasts the most magnificent landscapes, our canton's beauty doesn't stop at its charming landscapes. The human wealth of the local population is indeed as significant as our highest peaks. It is a privilege to live in Valais!

Modernity and tradition are not at odds in Valais. Our canton has enhanced its worldly renowned industry, trading and tourism, by expanding other favourable sectors such as research or the development of business start-ups. On the other hand, it has also cultivated values close to the land and its devotion to traditions such as the typical cow fights ('combats de reines') or the valorisation of its vineyards.

The canton of Valais is a welcoming land, but it expects each and every one of its 'guests' to integrate according to the regulations, whilst allowing them to maintain their own beliefs. It is a privilege for a canton which is striving for prosperity, to benefit from a blend of different cultures. For these reasons, it is important that a spirit of mutual respect prevails amongst the inhabitants of Valais. Switzerland is a constitution and our canton is recognised for its good sense in cultivating relationships.

So, get involved in local life, love the Valais and it will love you back! All the information you need to ensure that you integrate into the local community successfully can be found on the following pages, on our website and from the people working for the municipal and cantonal authorities.

Welcome to the Canton of Valais!



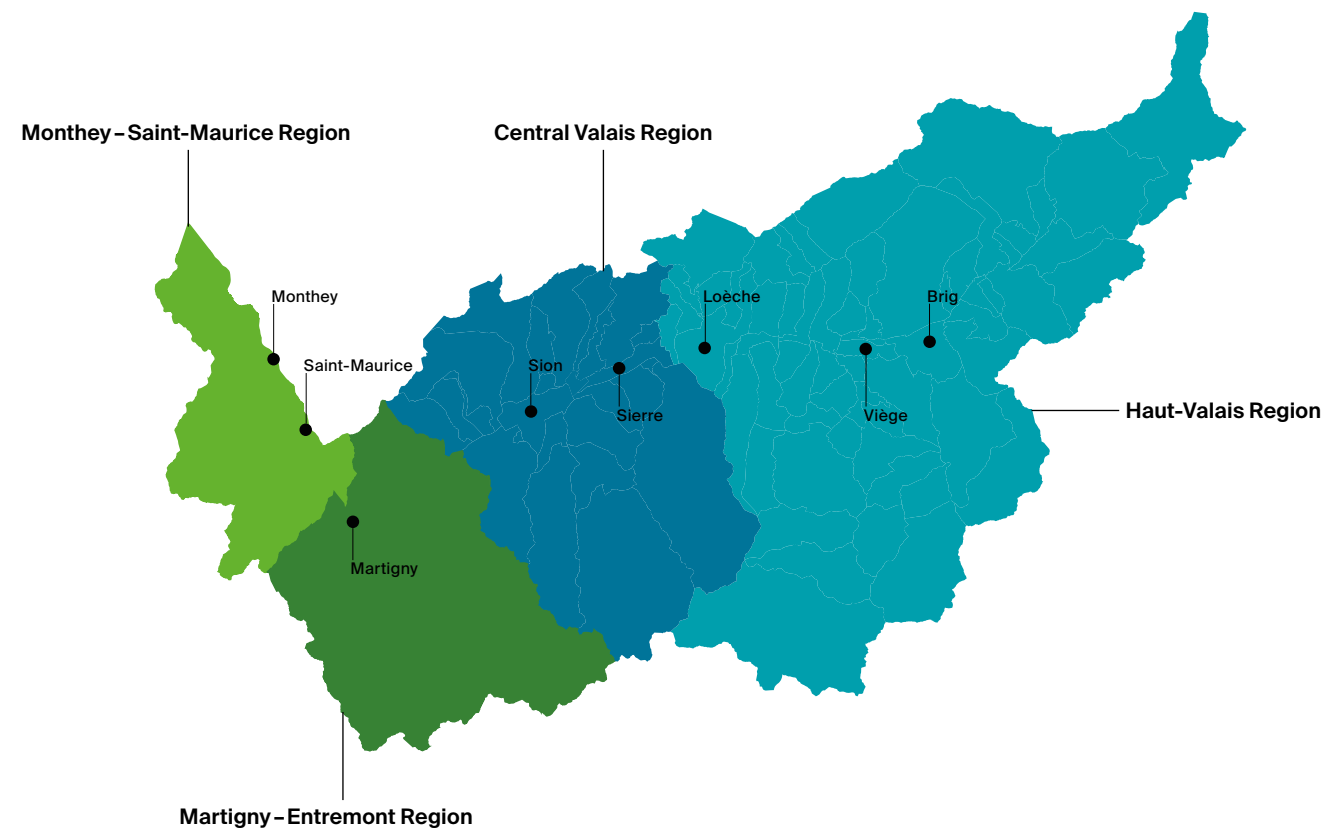
Frédéric Favre
State Counsellor
Head of the Department for Security,
Institutions and Sports

Dear new residents,

We would like to accompany your welcome to the canton of Valais by informing you in the best possible way about the services and programmes offered to facilitate your integration. At the beginning of 2021, the canton of Valais had 349'311 inhabitants, out of which 23% were of foreign origin. There are two official languages spoken in the canton, French in the French-speaking region of Valais and German in the Haut-Valais region.

The aim of the Swiss integration policy is to strengthen social cohesion in a spirit of mutual respect and tolerance and to give newcomers equal opportunities to participate in social and cultural life. This welcome guide provides you with information on the main integration measures and specifies which facilities you can contact as well as organisations in charge of integration projects. The information related to the integration services developed by the canton of Valais is provided mainly by delegates for integration within your municipality ('commune') or your region. They are the contact persons who can give you necessary advice and guide you in the new environment. Please do not hesitate to contact them!

To facilitate the organisation of the Cantonal Integration Programme (CIP), the canton of Valais has been divided into four regions:



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Information and contacts

For any information related to social integration services and everyday life, community delegates for integration are available to assist you:

→ vs.ch/de/web/spm/delegue-a-l-integration

For any information related to integration projects, the Cantonal Integration Office (Bureau cantonal d'intégration, BCI) is there to help you and provide advice:

→ vs.ch/de/web/spm/integration

For more specific information, please see the following pages listing which steps to take, what services are available, as well as structures and organisations able to assist you.

First steps

Registering at Residents' Registration Office

Upon your arrival in the canton of Valais, you need to register at the Residents' Registration Office of your commune of residence within 14 days after your arrival and apply for a residence permit.

The citizens of EU / EFTA member states arriving in Switzerland to seek employment may stay in the country without authorisation for the first 3 months (staying as a tourist).

Applying for a residence permit

The obtained residence permit gives the right to reside legally in Switzerland. There are several types of residence permits; they are granted according to the reasons of the stay and the subsequent rights and obligations will differ accordingly

Types of residence permits:

- L short-term permit (for a duration of less than one year, renewable)
- B residence permit (for a duration of 1 or 5 years, renewable)
- C establishment permit (5 years, renewable)
- G frontier work permit.

Asylum-related permits:

- F for provisional admission of foreigners (for a duration of 1 year, renewable)
- N residence permit during the asylum procedure (for a duration of 3 to 6 months, renewable)

Personal liability and household insurance coverage

Take out personal liability and household insurance (generally required by landlords).

Health insurance coverage

Take out an obligatory health insurance policy as soon as possible but no later than 3 months after your arrival. The health insurance starts retroactively from the date of your arrival in Switzerland.

Enrolling your children in school

If your child is 4 years of age or older before August 1st, enrol them in school by contacting the municipal school administration.

List of communes of the canton of Valais

→ vs.ch/fr/web/communes/commune

Service cantonal de la population et des migrations (Cantonal Population and Migration Service)

- Phone No. 027 606 55 52
- Avenue de la Gare 39, 1950 Sion

→ vs.ch/web/spm/entree-et-sejour

Personal liability and household insurance comparison

→ comparis.ch/hausrat-versicherung/default

Service cantonal de la santé publique (Cantonal Public Health Service)

- Phone No. 027 606 49 00
- Av. de la Gare 23, 1950 Sion

→ vs.ch/sante

Health insurance comparison

→ priminfo.admin.ch/fr/praemien

For more information

→ [see page 8](#)

Service cantonal de l'enseignement (Cantonal Education Service)

- Phone No. 027 606 42 00
- Place de la Planta 1, 1950 Sion

→ vs.ch/web/se

For more information

→ [see page 7](#)

Language courses, interpreting services

Learning the local language

It is essential to learn the local language to be able to communicate in all situations of everyday life. It is also an important prerequisite for finding a job. In the canton of Valais, either French or German are taught, depending on the region in which you reside. Although a local dialect is used in everyday life, it is Hochdeutsch that is taught in German courses.

There are many French and German courses offered to newcomers throughout the canton.



Certified interpreters

During health and job-related appointments or meetings with social services or other structures, you can request the presence of a certified interpreter affiliated with a recognized organization. Each linguistic region has its own interpreting services.



German and French courses

→ vs.ch/web/spm/integration

AVIC, French / Other foreign languages

- Phone No. 027 322 19 30
- Avenue de la Gare 5, 1950 Sion

→ www.interpretavic.ch

FMO, German / Other foreign languages

- Phone No. 027 946 82 85
- Terbinerstrasse 3, 3930 Visp

→ www.forum-migration.ch

Work, recognition of diplomas

Work permits

The Population and Migration Service (Service de la population et des migrations, SPM) and the Service for Industry, Trade and Labour (Service de l'industrie, du commerce et du travail, SICT) examine and decide whether or not to grant work authorisations, regardless of the duration.

The approval process varies depending on the applicant's nationality. The procedures and forms can be found on the web portal of SICT.

The citizens of EU / EFTA member states can normally work once the local municipal authorities have received their file.

Work permit conditions for the third-country nationals can be found on the web portal of SICT.



Diploma recognition

The persons wishing to have their diploma recognized need to contact a certification authority responsible for recognizing foreign qualifications. Diplomas are accredited at a federal level. All the necessary information is provided by the State Secretariat for Education, Research, and Innovation (Secrétariat d'Etat à la formation, à la recherche et à l'innovation, SEFRI). An online portal is made available on the SEFRI website for those wishing to take the necessary steps to have their qualifications recognized.

Validation of acquired experience

Should you wish to obtain validation of acquired professional experience, you need to contact the Professional Training Service (Service de la formation professionnelle, SFOP) of the canton.

This service is also able to address all the questions related to post-compulsory training opportunities for young people and adults.

Protection of employees

In case of work conflicts or non-compliance with working conditions and wage requirements, you should contact the Service for Protection of Employees and Labour Relations (Service de protection des travailleurs et des relations du travail, SPT). This service monitors implementation of legal provisions related to working relationships as well as health promotion and security at the workplace.

Service de l'industrie, du commerce et du travail (Service for Industry, Trade and Labour)

- Phone No. 027 606 73 10
 - Avenue du Midi 7, 1950 Sion
- vs.ch/permisdetravail

Secrétariat d'Etat à la formation, à la recherche et à l'innovation (State Secretariat for Education, Research and Innovation)

- sbfi.admin.ch/sbfi/fr/home/formation/reconnaissance-de-diplomes-etrange.html

Service cantonal de la formation professionnelle (Cantonal Professional Training Service)

- Phone No. 027 606 42 50
 - Place de la Planta 3, 1950 Sion
- vs.ch/web/ext-cant-adm-sfop-valform/validation-des-acquis-de-l-experience-vae

Service de protection des travailleurs et des relations du travail (Service for Protection of Employees and Labour Relations)

- Phone No. 027 606 74 00
 - Rue des Cèdres 5, 1950 Sion
- vs.ch/web/spt

Preschool, school, training

Cantonal childcare offers

Upon your arrival in the canton, you need to make several arrangements concerning your children: obtaining a residence permit in case of family reunification, enrolling the children in a compulsory school, searching for a childcare facility, claiming child benefits from the employer.

Before being entitled to compulsory education, your child under 4 years of age can be enrolled in a community early childcare centre or with a childminder. Special attention is paid to the integration of young children aged 0 to 4 who are encouraged in their learning of the local language in order to make their entry into primary school easier.

The Cantonal Youth Service (Service cantonal de la jeunesse) is in charge of all the childcare services.



Diploma recognition

In Switzerland, the schooling is compulsory for children from 4 to 15 years old. All children without exception are admitted in a public state school of the canton of Valais. Children arriving from abroad, after being enrolled in school, are entitled to French or German intensive classes based on the linguistic region in which the school is located. Learning the local language within the compulsory school setting is free of charge.

Once enrolled in school, the pupils can be taken care of before and after school in suitable municipal facilities, the Reception Units for School Children (Unités d'accueil pour les écoliers, UAPE).

Post-compulsory training

Young people who have finished the compulsory schooling can obtain information about different training possibilities from the Cantonal School and Career Guidance Office (Office cantonal d'orientation scolaire et professionnelle, OSP). The proposed guidance consists of consultations and information services allowing the young people to develop a professional project. There are two types of training: higher secondary studies or a professional training based on both theory at school and hand-on training within an enterprise.

Induction and Integration Classes (Classes d'accueil et d'intégration, SCAI) provide transitional training to the young people of foreign origin who are beyond the compulsory schooling age and who wish to take up their education.

Service cantonal de la jeunesse (Cantonal Youth Service)

- Phone No. 027 606 48 20
 - Avenue Ritz 29, 1950 Sion
- vs.ch/web/scj/secteur-d-accueil-a-la-journee

Fédération valaisanne de l'accueil familial de jour (Valais Childminders' Federation)

- fvafj-vs.ch/federation/

Service cantonal de l'enseignement (Cantonal Education Service)

- Phone No. 027 606 42 00
 - Place de la Planta 1, 1950 Sion
- vs.ch/web/se

List of childcare facilities

- vs.ch/web/scj/structures-d-accueil

Office d'orientation scolaire et professionnelle (School and Career Guidance Office)

- Phone No. 027 606 45 00
 - Avenue de France 23, 1950 Sion
- vs.ch/fr/web/osp

Classes d'accueil et d'intégration (Induction and Integration Classes)

- epasc.ch/fr/section-scai-81.html

Overview of training opportunities

- orientation.ch/dyn/show/2800

Health, health insurance

Basic health insurance

All residents of Switzerland are granted access to healthcare provided they take out basic health insurance as mentioned in the “First steps” chapter. Basic health insurance covers the complete range of services. It is optional to take out complementary health insurance for additional services. It is advisable to find rapidly a family physician and a paediatrician for your children.

The Cantonal Public Health Service (Service cantonal de la santé publique) provides information on all the health-related issues. At a federal level, a web portal dealing with equal opportunities for healthcare provides useful information in 56 languages.

In the canton of Valais, it is the aim of the Health Promotion Valais Association (Promotion santé Valais, PSV) to promote long-term health among the population of Valais in terms of equal opportunities and regardless of the age group.

Health insurance subsidies

To allow all inhabitants to afford the payment of health care premiums, the Confederation and the cantons provide, under certain conditions, subsidies allowing for the reduction of premiums paid by people with low income. In the canton of Valais, it is advisable to contact the Compensation Fund.

Permanent hotline service

When your family physician is unavailable in the event of urgent medical need, a system of hotlines makes it possible to mobilise assistance in the case of a life-threatening emergency or to have your queries answered in the case of a non-vital emergency. These hotlines are available 7 days a week and 24 hours a day.

Service de la santé publique (Public Health Service)

- Phone No. 027 606 49 00
 - Avenue de la Gare 23, 1950 Sion
- vs.ch/web/ssp

Migesplus, portail pour l'égalité des chances en matière de santé (Migesplus, Portal on Equal Opportunities for Healthcare)

- migesplus.ch

Promotion santé Valais (Health Promotion Valais)

- promotionsantevalais.ch/

Caisse de compensation du canton du Valais (Compensation Fund of the Canton of Valais)

- Phone No. 027 324 91 11
 - Avenue Pratifori 22, 1950 Sion
- vs.ch/web/avs/reduction-de-prime-cm

Life-threatening emergency (adults and children)

- Alarm centre **144**

Non-vital emergency

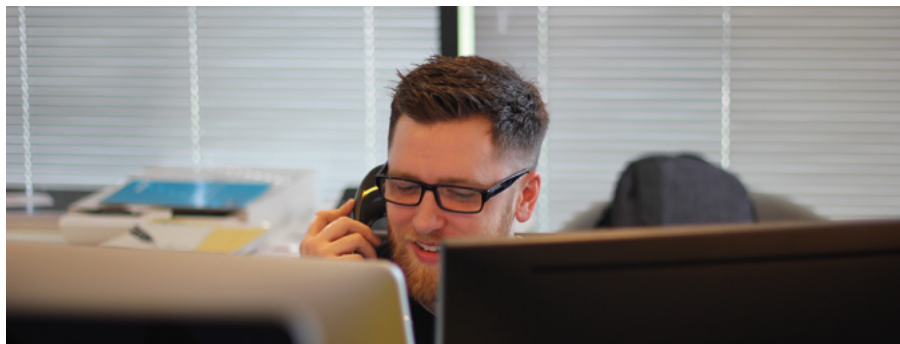
- Paediatric emergencies **0900 144 027**
- Psychiatric emergencies (French-speaking Valais) **0800 012 210**
- Adult emergencies, doctors on call **0900 144 033**
- On-duty pharmacies **0900 558 143**
- Dentists on call **0900 558 143**

Poisoning

- **145**

Other emergency numbers

- [see page 14](#)



Social insurance policies

Compulsory social insurance

The Swiss social security system includes several forms of compulsory social insurance, with the main ones listed below. Social assistance benefits can be granted under certain conditions.

Old-age and survivors' insurance, 1st pillar (Assurance vieillesse et survivants, AVS)

The 1st pillar insurance is mandatory for all persons who have their residence or are in gainful employment in Switzerland. The old-age and survivors' insurance allows all the residents in Switzerland (or abroad, as the case may be) to receive basic income at the time of retirement, currently at 64 years of age for women and 65 for men. All persons exercising a professional activity must make sure that they are registered with a compensation fund by their employer.

Disability insurance, 1st pillar (Assurance invalidité, AI)

Disability insurance covers a person in case of inability to work caused by accident or illness during their professional career. Foreigners are eligible for disability insurance benefits if they are domiciled and habitually reside in Switzerland at the time of the occurrence of disability, and if they have paid contributions for at least one full year or have lived in Switzerland continuously for ten years.

Accident insurance (Assurance-accidents, LAA)

All persons exercising a professional activity in Switzerland are insured against occupational accidents and illnesses according to Accident Insurance Federal Law (Loi fédérale sur l'assurance-accidents, LAA). If they work at least 8 hours per week for the same employer, they are also insured against non-occupational accidents.

Caisse de compensation du Canton du Valais (Compensation Fund of the Canton of Valais)

- Avenue Pratifori 22
- 1950 Sion, Suisse
- Phone No. 027/324 91 11
- Fax 027/607 01 51

- vs.ch/web/avs

Office cantonal de l'assurance invalidité (Cantonal Disability Insurance Office)

- Phone No. 027 324 96 11
- Avenue de la Gare 15, 1950 Sion

- aivs.ch/

Caisse de compensation du Canton du Valais (Compensation Fund of the Canton of Valais)

- Avenue Pratifori 22
- 1950 Sion, Suisse
- Phone No. 027/324 91 11
- Fax 027/607 01 51

- vs.ch/web/avs

Occupational pension, 2nd pillar (Prévoyance professionnelle, LPP)

Contributions to an occupational pension institution are supplementary to the old-age and survivors' insurance / disability insurance pensions. They are compulsory for all employees whose salary exceeds the minimum wage (CHF21'510 per year in 2021). All employers must enrol their staff with a pension institution with which they are affiliated.

Unemployment insurance

All persons working in Switzerland and who have paid contributions to unemployment insurance during this period of time are normally eligible for unemployment benefits if they lose their job. These benefits are available under certain specified conditions.

The unemployment insurance guarantees the right to wages in the event of unemployment and helps the unemployed back onto the job market. It is mandatory for all employees. The Regional Job Centre (Office régional de placement, ORP) of your region provides advice and assistance to facilitate the reintegration into the job market. Various job centres are available throughout the canton.

Health insurance

This matter was covered in the "Health" chapter.

Maternity / paternity leave

Women who are employed, self-employed or on unemployment benefits are entitled to a paid maternity leave of 14 weeks. A paid paternity leave of 2 weeks is also available.

Child benefits

These benefits provide financial support for every child and young person residing in Switzerland and whose parents are employed, self-employed or without gainful employment.

The Compensation Fund is the main contact for common social insurance related matters.

Social assistance

The aim of public social services is to help people experiencing social or financial difficulties. The Social Assistance Service (Service de l'action sociale, SAS) deals with all the related matters. In each municipality ('commune') or groups of communes there is a Medico-Social Centre (Centre médico-social, CMS) providing advice and assistance to people in need.

Caisse cantonale de chômage (Cantonal Unemployment Fund)

- Phone No. 027 606 15 00
 - Place du Midi 40, 1950 Sion
- vs.ch/web/cch

Office régional de placement (Regional Job Centre)

- vs.ch/web/sict/offices-regionaux-de-placement

Guide, leaflets, and additional information

- vs.ch/web/sict/avant-le-chomage

Health insurance

- [see page 8](#)

Caisse de compensation du canton du Valais (Compensation Fund of the Canton of Valais)

- Phone No. 027 324 91 11
 - Avenue Pratifori 22, 1950 Sion
- vs.ch/web/avs

Service cantonal de l'action sociale (Cantonal Social Assistance Service)

- Phone No. 027 606 48 00
 - Avenue de la Gare 23, 1950 Sion
- vs.ch/web/sas

Find the Medico-Social Centre (CMS) of your municipality or region

- cms-smz.ch/

Cultural, social and sport life

Cultural activities

The cultural life in the canton is rich and diverse. You can find out more about cultural activities on the website of Culture Valais that features cultural institutions as well as the calendar of all the events taking place in Valais.

Several municipalities ('communes') offer a « Welcome Pass » giving new residents free access to cultural events for a limited period of time. For more detailed information please contact your commune of residence.

The Cantonal Department of Culture (Service cantonal de la culture) supports cultural activities. It promotes access for each person to cultural institutions, media libraries and museums as well as communal and school libraries. In most municipalities there is a library or media library available, free of charge, to the public.



Social integration activities

The canton of Valais offers various activities promoting social integration. Community delegates for integration can provide information on integration projects, such as intercultural festivals, activities to discover your new environment, club activities and so on.

Sport activities

Various sport activities are on offer throughout the canton.

All the relevant information can be found on the websites of a large number of sport clubs, groups and associations.

The Cantonal Office of Sport (Office cantonal du sport) can provide supplementary information on matters related to sport opportunities for children and young people, the Youth and Sport Programme, the Sports Fund as well as contact details of cantonal sport associations etc.

Leisure activities

Thanks to the geographical layout of the canton, there are multiple recreational opportunities available, details of which are provided by the municipalities.

Service de la culture (Department of Culture)

- Phone No. 027 606 45 60
 - Rue de Lausanne 45, 1950 Sion
- vs.ch/web/culture

Libraries and Media Libraries

- bibliovalais.ch

Culture Valais

- culturevalais.ch/de

Cantonal Museums of Valais

- musees-valais.ch

Delegates for integration

- vs.ch/web/spm/delegue-a-l-integration

Office cantonal du sport (Cantonal Office of Sport)

- Phone No. 027 606 52 40
 - Rue des Casernes 42, 1950 Sion
- ojs@admin.vs.ch
- vs.ch/web/ocs/office-du-sport

Valais Tourism

- valais.ch/en/home

Prevention, advice and support

Equality of men and women

The right to equality is guaranteed to both men and women by the Swiss Federal Constitution. The law ensures de jure and de facto equality, in particular in the family, in education and in the workplace. The Swiss law also condemns all acts of domestic violence.

In the canton of Valais, it is the Cantonal Office for Equality and Family (Office cantonal de l'égalité et de la famille) that is in charge of promoting equality of men and women, supporting families and taking action against the acts of domestic violence.

Victim support

LAVI Consultation centres (Centres de consultation, LAVI) intended to help victims of offences are established in different towns of the canton and provide support and assistance, notably in cases of violence. All persons who have suffered physical, mental, or sexual harm can contact one of the consultation centres.

Sexual health

SIPE Centres carry out cantonal mandates in the following areas: sexual health, pregnancy and new-born care, couples' counselling and sexual health education.

Support against discrimination

According to the Federal Constitution no person shall suffer discrimination, notably by reason of their origin, race, sex, language, religion, or lifestyle. All persons living in Switzerland are guaranteed equal treatment and protection of dignity.

On a cantonal level, all persons discriminated against on the grounds of their origin or race can contact the Anti-Racism Counselling Office (Bureau d'écoute contre le racisme) for qualified support and assistance.

The Anti-Racism Counselling Office is intended for everybody, whether of Swiss or foreign origin, who are victims or witnesses of racial discrimination, whether in the professional field, in the search for housing or, for instance, during administrative proceedings.

Office cantonal de l'égalité et de la famille
(Cantonal Office for Equality and Family)

- Phone No. 027 606 21 20
 - Avenue de la Gare 33, 1951 Sion
- egalite-famille.ch

Centre de consultation LAVI (Consultation
Centre, LAVI - Victim Assistance Act)

- vs.ch/web/sas/lavi-contacts

SIPE Centres (SIPE - Sexuality, Information,
Prevention, Education)

- sipe-vs.ch

Bureau d'écoute contre le racisme (Anti-
Racism Counselling Office)

- Phone No. 079 640 70 74
 - Rue Chanoine Berchtold 10, 1950 Sion
- croix-rouge-valais.ch/organisation-aide/bureau-ecoute-contre-racisme-227.html

Service de la population et des migrations
(Population and Migration Service)

- vs.ch/web/spm/protection-contre-les-discriminations

Other information

Some practical aspects will make the process of settling easier, notably the search for accommodation, the use of transportation and information about the finances.

Accommodation

In order to get an apartment, certain documents are necessary such as an official proof of residence, a certificate of no suits pending as well as personal liability / household insurance. Up-to-date information can be found on the website of the Swiss Tenants' Association (Association suisse des locataires, ASLOCA). The landlord may require a rental deposit.

After obtaining accommodation, a lease agreement is signed between a tenant and a landlord or a real estate agency.

If you are experiencing difficulties with the landlord or real estate agency, the Swiss Tenants' Association also provides legal assistance and advice.

Radio and television licence

In Switzerland, radio and television licence fees are chargeable. The Serafe Society is responsible for collecting these fees.

Public transport

Public transport in the canton of Valais is provided by an important network of train lines and bus routes. You can find information on different types of travel passes as well as a detailed timetable for the whole Switzerland at train station ticket offices or on the website of Federal Railways (CFF) or Post Buses.



Driving licence

Holders of a foreign driving licence have 12 months from the date of their arrival to exchange their foreign driving licence for a Swiss one by contacting the Cantonal Road Traffic and Navigation Service (Service cantonal de la circulation routière et de la navigation). All the useful information can be found on the Service's website.

Association suisse des locataires (Swiss
Tenants' Association)

- Phone No. 027 322 92 49
 - Rue de l'industrie 10, 1950 Sion
- asloca.ch/valais

Société Serafe (The Serafe Society)

- serafe.ch/de

CFF (Federal Railways)

- sbb.ch/en

PostAuto

- postauto.ch/en

Service cantonal de la circulation routière
et de la navigation (Cantonal Road Traffic
and Navigation Service)

- vs.ch/web/scn

Environment

Our living environment is a precious commodity that each one of us helps to maintain. Sustainable development is a key element in municipal proposals for projects of development, education, environment, and waste management. Information on this subject is available in all municipalities.



Finances, taxes

All adults can usually open a bank account in Switzerland upon presentation of an official identity document. A residence permit or a proof of residence could also be required.

All persons living in or having a source of income in the canton of Valais are subject to tax as a proportion of their salary and wealth. Holders of an establishment permit (C residence permit) and Swiss nationals must file an income tax return each year and submit it to the competent authorities. For holders of L and B permits, the taxes are deducted directly from the salary.

Emergency Phone Numbers

- Fire **118**
- Police **117**
- Directory enquiries **1811 or 1818**

Waste sorting information website

→ taxe-au-sac-valais.ch

Service cantonal des contributions (Cantonal Tax Administration)

- Phone No. 027 606 24 50
- Avenue de la Gare 35, 1950 Sion

→ vs.ch/web/scc

Permanent hotline service

→ [see page 8](#)

This guide is available in the following languages:

- Albanian
- Arabic
- English
- French
- German
- Italian
- Portuguese
- Serbian
- Spanish

Bureau cantonal de l'inégration (Cantonal Office for Integration)

- Avenue de la Gare 39, 1950 Sion
 - Phone No. 027 606 55 85
 - Phone No. 027 606 55 59
- vs.ch/web/spm/integration



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