



Welcome to the canton of Zug

Information for new arrivals



Kanton Zug

Direktion des Innern

Dear new arrivals

In the name of the Zug State Council I heartily welcome you to the canton of Zug. I am happy that you have chosen the canton of Zug as your place of residence and I hope that you settle in well. You have made a good choice!

The canton of Zug is seen as a link between the urban canton of Zurich and the countryside cantons of central Switzerland. Zug is Switzerland's smallest full canton, yet – as you know or will come to realise – it has lots to offer: numerous interesting workplaces, a beautiful landscape with lakes and mountains, an open and international society, customer-friendly authorities and a great variety of leisure activities in the area of sports and culture.

Benefit from these advantages, actively participate in social life and enrich our companionship with your presence.

This brochure will help you find your way around your new place of residence and serves as an orientation. It contains important information about relevant subjects such as education and work, children, care and family, taxation and insurance, waste disposal and recycling, health and recreation, mobility and public transport, and much more.

The Zug administration will help you settle in. Do not hesitate to contact the responsible authorities directly in case of any questions or queries.

[Manuela Weichelt-Picard](#)

Ms Landammann, Canton of Zug
(President of the Cantonal Government)



Contents

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Zuger Kantonsspital AG
Zugerbergbahn AG

Visuelle Gestaltung:
Zeno Cerletti

Druck:
DMG

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Canton of Zug

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Canton of Zug

www.zg.ch

Baar municipality including Allenwinden

www.baar.ch

Cham municipality including Hagendorn

www.cham.ch

Hünenberg municipality

www.huenenberg.ch

Menzingen municipality including Finstersee

www.menzingen.ch

Neuheim municipality

www.neuheim.ch

Oberägeri municipality including Alosen

www.oberaegeri.ch

Risch municipality including Rotkreuz and Buonas

www.risch-rotkreuz.ch

Steinhausen municipality

www.steinhausen.ch

Unterägeri municipality

www.unteraegeri.ch

Walchwil municipality

www.walchwil.ch

City of Zug including Oberwil

www.stadtzug.ch





Moving to the canton

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Residence regulations

Foreign citizens coming to live in the canton of Zug have to register within 14 days of arrival at the Office for Migration (Amt für Migration AFM). EU/EFTA nationals should submit Form A1 with supplements; non-EU/EFTA nationals require Form A2 with supplements, once approval is issued of the previously submitted request for residence for the purpose of gainful employment or family reunification.

www.zg.ch/afm

> [Formulare und Merkblätter](#)

If you intend to move to Zug from another canton, non-EU/EFTA nationals without a settlement permit are required to apply to the AFM for permission to move to another canton in good time.

All changes of municipality must be reported to the Registration Office (Einwohnerkontrolle) at the last place of residence within 14 days. If you change your address inside the municipality, this is to be reported to the AFM within 14 days.

When moving abroad, final departure must be reported to the Registration Office in the local community.

Types of approval

All those initially arriving in Switzerland are first issued with a short-term residence permit or a regular residence permit. Different types of residence permit and identity documents are issued, depending on nationality.

For further details, see:

www.sem.admin.ch

> [Einreise & Aufenthalt](#) > [EU/EFTA-Angehörige](#)
> [Nicht-EU/EFTA-Angehörige](#)

Short-term residence permits (EU/EFTA) are issued to foreign nationals who reside in Switzerland for a limited period of time – normally less than one year – for a particular purpose with or without gainful employment.

Resident permits (EU/EFTA) are issued to those who reside in Switzerland for a particular purpose for an extended period with or without gainful employment.

Settlement permits (EU/EFTA) are issued to foreign nationals after they have lived in Switzerland for a period of five or ten years.

Extension of this permit must be applied for at least 14 days prior to expiry. The earliest submission date is three months before the expiry date.

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Family reunification

Non-EU/EFTA nationals with a short-term residence permit, resident permit or settlement permit can be joined by their spouses and unmarried children under the age of 18 in Switzerland, subject to statutory requirements. The claim must be made within five years, in the case of children aged over 12 within the first year.

EU/EFTA nationals can be joined in Switzerland by their family members providing they have appropriate housing. The family members that count for this purpose are the spouse, relations in descending order (aged under 21 or receive maintenance from the petitioner) and relations in ascending order, providing they receive maintenance from the petitioner.

If questions or ambiguities arise, please contact the AFM as soon as possible.

Amt für Migration AFM (Office for Migration)

Aabachstrasse 1

6301 Zug

T 041 728 50 50

www.zg.ch/afm



Settling in quickly

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Information on the internet

The authorities in the canton of Zug have a website which contains all the main information for new arrivals in 14 different languages.

www.zg.ch/international

For information on the immediate living environment, it is worth looking at the local community website which contains general information on the municipality as well as details of current events and leisure activities.

www.baar.ch

www.cham.ch

www.huenenberg.ch

www.menzingen.ch

www.neuheim.ch

www.oberaegeri.ch

www.risch-rotkreuz.ch

www.steinhausen.ch

www.unteraegeri.ch

www.walchwil.ch

www.stadtzug.ch

Fachstelle Migration Zug FMZ (Migration Advisory Centre)

The Immigration Advisory Centre is the advisory unit for foreign nationals who have newly arrived in the canton of Zug.

The FMZ offers the following:

- a free half-hour initial information session after entry to deal with all outstanding issues
- a Welcome Desk for information in brief as well as comprehensive documentation in a range of languages.
- Advisory services in 12 languages on all issues arising from working, learning and living in the canton of Zug
- Comprehensive German course consultation and Goethe Certificates

«Grüezi Switzerland» is a free intercultural event focusing on the cultural peculiarities of the Swiss people. You will find out more about the unwritten rules that apply here as well as gaining valuable tips that make it easier for you to settle in. You can attend this course in German, English or Portuguese.

«Back to work» is an all-day information seminar in English, which facilitates starting (or returning to) a career in Switzerland. Moreover, we offer a free «mentoring programme» that provides assistance when special support is required for matters related to rent, work, social security, integration, etc.

«Career and school choice»

Switzerland has a good school and vocational training system which differs from the systems of other countries. FMZ offers information events in different languages and personal consultations on this subject.

[Fachstelle Migration Zug FMZ](#)

(Migration Advisory Centre)

[Zeughausgasse 9](#)

[6301 Zug](#)

[T 041 728 22 76](#)

welcome.desk@fmzug.ch

www.fmzug.ch

Kantonale Fachstelle Integration

(Cantonal Integration Centre)

The Cantonal Integration Centre at the Cantonal Office of Social Affairs is responsible for promoting integration and coordinating integration programmes in the canton of Zug. It is the statutory office for integration issues, equality of opportunity and anti-discrimination in the canton of Zug.

www.zg.ch/integration



Language

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Learning German

Language is crucial to settling in smoothly. German provides the basis for many aspects of everyday life – communicating with neighbours, going shopping or talking to people at school and at work. The canton of Zug offers a wide range of German courses – from recognised language schools through to state-funded German courses directly on site in the Zug municipalities. The Migration Advisory Centre (FMZ) offers advice on German courses.

Language schools in the canton of Zug

The canton of Zug has numerous recognised language schools whose programmes cover learners' individual needs. In addition to the private language schools, the association Verein ProArbeit runs German courses that are funded by the state with income-based fees.

List of language schools

www.zg.ch/integration

> Deutschkurse





Learning German in the municipality

Most municipalities offer state-funded and subsidised German courses. There are also courses with a crèche. The courses are based on the Common European Frame of Reference (CEFR) and cover proficiency levels A1, A2 and B1.

Information is available directly from the local community or at

www.fmzug.ch

> Deutsch lernen



German proficiency for settlement permit C

Individuals who are not legally entitled to a settlement permit are required to show evidence of a certain level of proficiency in German.

The canton of Zug requires the language level A2 for written skills and the level B1 for verbal skills.

Proof of language proficiency can be demonstrated in the canton of Zug by means of the following certificates:

- Fide language pass
www.fide-info.ch
- Goethe certificates, registration
www.fmzug.ch
> Goethe
- TELC certificates, registration
www.klubschule.ch

Children and families

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Programmes for families

There are wide-ranging facilities for families with pre-school children in the canton of Zug. Important examples of these are the mother and father counselling units and other specific counselling programmes, parental education, language courses, various meet-ups, group programmes and playgrounds.

www.familien-zg.ch

www.eff-zett.ch

www.punkto-zug.ch

www.elternbildungzug.ch

www.zug-tourismus.ch/de/spielplaetze



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Child care

The canton of Zug offers comprehensive child care facilities to supplement family care for pre-school children and those of school age. These incur fees which in some cases are subsidised by the municipalities and range from crèches for pre-school children to daycare families, after-school care and midday meals for school children.

In addition to these work-compatible child care programmes, many municipalities also offer a range of other services such as babysitting and playgroups. These are regularly listed on the internet along with the other programmes mentioned above.

www.kinderbetreuung-zg.ch

Maternity leave and benefits

Working women are legally entitled to 14 weeks' maternity leave after giving birth, providing they worked for at least five months prior to the birth.

www.akzug.ch

The canton of Zug supports women in financial difficulties if they are in need of help. The aim here is to help young mothers to be able to stay at home with their new-born child for up to one year.

www.zg.ch/alk

> Mutterschaftsbeiträge

Family benefits

Parents or guardians whose children live in the canton of Zug are entitled to a family benefit. You must register through your employer to draw this benefit.

www.akzug.ch



Compulsory schools

The population of Zug offer free access to very good state schools. In the canton of Zug, compulsory schooling starts with the compulsory kindergarten year. Children who turn five before the specified date (28 or 29 February) are required to attend kindergarten the following academic year. All municipalities in the canton of Zug offer a voluntary year of kindergarten before the compulsory year. Compulsory schooling lasts ten years and comprises kindergarten, primary school and secondary level I.



Municipal schools offer a basic special education programme for children with special needs. Municipalities ensure that support is provided for the following children: those who are partly ready for school, those who have learning difficulties, those with behavioural disorders and those with insufficient proficiency in German as well as those who are outstandingly gifted. The municipal education departments and the cantonal school authority are available to answer questions regarding the choice of school.



Secondary school II

After compulsory education adolescents continue with secondary school II. There are two different training courses on this level. Adolescents either complete an apprenticeship, or attend upper secondary school or specialised middle school. The latter are not centred on job qualifications but serve as a preparation for education on tertiary level.

www.zg.ch/schulsystem

Private schools

In addition to the state schools, there are a number of officially recognised private schools in the canton of Zug. The private schools offer various programmes and some of them have English as their medium of instruction.

List of recognised private schools

www.zg.ch/schools

Dual-track vocational education and training system

An apprenticeship is the most important initial vocational education. It gives more than two thirds of adolescents in Switzerland a solid professional basis and is characterised by a high permeability. There is no degree without the option of further continuation. Apprenticeships opens up a large number of professional perspectives ranging from employability to studies at a technical college or university. Dual-track education and training means that students are trained on the job as well as attending lessons at school. The canton of Zug offers a selection of some 120 professions. The training programmes are geared towards the actual professional qualifications required and the job vacancies available. This close orientation towards the world of work means that Switzerland has one of the lowest rates of youth unemployment in Europe.

www.zg.ch/afb

Apprenticeship in English

In the canton of Zug there are certain international corporations that have English as their corporate language and offer apprenticeships that are largely conducted through the medium of English. These apprenticeships are offered in the areas of business and IT.

www.zg.ch/afb

> [Berufsbildung International Zug](#)

Careers Advisory BIZ

The Careers Advisory and Information Service (BIZ Berufsinformationszentrum) provides a wide-ranging programme of careers guidance for both young people and adults. The BIZ offers support in the initial choice of career, helps with questions on university study and scholarships and also advises on career reorientation and professional development.

BIZ Berufsinformationszentrum

Baarerstrasse 21

6300 Zug

T 041 728 32 18

info.biz@zg.ch

www.zg.ch/biz

Bridge year programmes

Schools at secondary level I prepare students for the transition from compulsory schooling either to vocational education and training or to a higher school of general education. An entirely seamless transition is not always possible, however. For this reason there are a number of bridge year programmes in the canton of Zug. The canton of Zug offers a solution specifically geared towards young people who require a bridge year programme due to their migrant background: this is the integrational bridge year programme I-B-A (Integrations-Brücken-Angebot).

www.zg.ch/aba

www.zg.ch/iba

Diploma recognition

Diplomas acquired abroad have to be verified and recognised by the State Secretariat for Education, Research and Innovation SERI (SBFI). Subject to certain requirements, foreign nationals can have their job experience recognised and acquire a professional qualification that is recognised in Switzerland.

www.sbf.admin.ch/diploma

www.berufsberatung.ch

> Für Ausländerinnen, Ausländer

Tertiary education

During or after their apprenticeship, young people can gain a vocational baccalaureate by attending a «Berufsmittelschule» (vocational middle school). This enables them to attend a university of applied sciences or a «Höhere Fachschule» (professional education and training college).

Young people who obtain a federal baccalaureate certificate (Maturitätszeugnis) can take up studies at a university, a Swiss Federal Institute of Technology or a university of applied sciences without having to pass any further exams.

Foreign baccalaureate certificates do not automatically secure admission to a Swiss higher education institution. The individual institutions provide information on their admission requirements.



Working as an employee

Work permit

The regulations for work permits are to be found on the website of the Office for Migration (Amt für Migration).

www.zg.ch/afm

Employment legislation

The Immigration Advisory Centre (FMZ), the Legal Advisory Service of the Unemployment Office (Rechtsdienst der Arbeitslosenkasse) or the Office for Economy and Labor (Amt für Wirtschaft und Arbeit) will be pleased to help.

www.fmzug.ch/de

www.zg.ch/awa

www.zg.ch/alk

> Rechtsdienst Arbeitslosenkasse

Arbitration Office (Schlichtungsstelle)

In the event of dispute regarding employment contracts in accordance with the Swiss Code of Obligations (Art. 319 ff. OR) the labour law arbitration body (Schlichtungsbehörde Arbeitsrecht) is responsible. Before proceeding to court it is compulsory to execute an arbitration procedure.

www.zg.ch/behoerden/schlichtungsstellen

Working as a self-employed person

Self-employment

Nationals from EU/EFTA countries are eligible for self-employment provided that they already have a working and a residence permit B. Planned or commenced self-employment in Switzerland must be demonstrated in the form of a commercial register entry or a business plan six months after entering the country.

www.zg.ch/afm

Looking for a job

Various job agencies, websites and the Zuger Amtsblatt (official bulletin) and regional newspapers of Zug are available to search for job vacancies. The Careers Advisory and Information Service (BIZ) also offers a personal career analysis.

Regional job placements

www.rav-zg.ch

Zuger Amtsblatt

www.amtsblatt.ch

Stellenportal (job vacancy website)

www.stellenlinks.ch

Verein ProArbeit

www.proarbeit-zug.ch

GGZ

www.ggzatwork.ch

Careers Advisory and Information Service (BIZ)

www.zg.ch/biz

Illegal employment

Illegal employment is an offence that is subject to criminal prosecution. The authorities take care to ensure that reporting and permit obligations are adhered to according to the laws on social insurance, foreign nationals and withholding tax. Infringements are subject to fines or imprisonment.

www.keine-schwarzarbeit.ch

Unemployment

The Zug Regional Employment Center (RAV) is a public employment agency operated on behalf of the canton.

Services provided for employees resident in the canton of Zug are as follows:

- Support in looking for a job
- Job placement before and during unemployment

If a person is at risk of losing a job or is already without a job, it is important to clarify the situation early on. This is the only way to avoid delays and ensure unemployment benefits are not reduced. Note: The period of notice must also be used to search for a job! The entire series of job applications has to be documented in writing for use as evidence later. Copies of the following should be brought along to the RAV for registration purposes: ID/passport or public transportation ticket, AHV (pension) card and residence permit.

www.rav-zg.ch

Those who have paid compulsory AHV/IV and unemployment contributions for at least twelve months within the previous two years are entitled to unemployment benefit.

www.zg.ch/alk

Social insurance

The social insurance system in Switzerland consists of three pillars and is designed to provide protection from the economic consequences of the risks of age, death and invalidity.

1st pillar: State pension insurance scheme to secure basic existence

All individuals who work in Switzerland and have their place of residence here pay contributions to the compulsory state pension schemes:

«Alters- und Hinterlassenenversicherung» (AHV - old age insurance) and «Invalidenversicherung» (IV - invalidity insurance). Half of the contribution is paid by the employer, the other half by the employee.

2nd pillar: Occupational pension scheme to secure the accustomed standard of living

The occupational pension scheme is compulsory for employees in Switzerland. Like the first pillar, it is funded by contributions by both the employer and employee. The same applies to accident insurance.

3rd pillar: Private pension plan to cover optional individual needs

The pillars 3a (restricted pension plan) and 3b (unrestricted pension plan) are private pension schemes and allow continuation of the accustomed standard of living in old age. Funding of these schemes is solely and individually by the insured person.

Social welfare

When adults whose permanent place of residence is in the canton of Zug have insufficient income and assets to be able to support themselves, they can apply to the Social Services in their municipality for social welfare. Social welfare provides basic support in cases of hardship. Those who receive social welfare are required to make every effort to improve their financial situation.

Health insurance

Every person resident in Switzerland is required to take out compulsory health insurance within the first three months. This covers claims in case of illness and maternity. The insured person has a free choice of insurance. Basic insurance covers medical treatment, medication and treatment at the general department of the hospital the canton of residence. Supplementary insurance can be taken out to cover other medical services. Those living in modest financial circumstances can apply to their municipality for an IPV (individual premium discount). Submission deadline is always 30 April.

www.zg.ch/international

Information on individual premium discounts

www.akzug.ch

Accident insurance

Those in gainful employment are generally insured against accidents. Those not in gainful employment and self-employed persons are required to take out their own accident insurance.

www.bag.admin.ch/themen/versicherung

Other insurance

General motor liability insurance is compulsory for those who own a motor vehicle (car, motorcycle); likewise, building insurance is required for those who own a building.

In addition to compulsory insurance, there are also many different types of insurance that are optional in Switzerland. Individuals are urgently recommended to take out general third-party liability insurance. Many types of insurance such as household contents insurance and legal expenses insurance are available according to individual needs.

Withholding tax for foreigners without settlement permit C

The employer deducts a withholding tax at source. A complete tax return (see above) only has to be submitted later if the gross salary exceeds CHF 120,000 per year.

Individuals with settlement permit C

Every year in February, the tax office sends out a tax return with a request for details to be provided of income (salary, returns on assets etc.) and assets (bank accounts, securities, properties, motor vehicles etc.).

Tax bills for direct federal tax are sent out in spring while those for canton and municipality taxes are sent out in summer. It is possible to pay in instalments.

www.zg.ch/tax



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Level of taxation

The tax rates in the canton of Zug are generally fairly low. The maximum rate for all taxes together is 23 per cent on income and 0.3 per cent on assets. You can easily calculate the specific tax rates yourself using the online tax calculator:

www.zg.ch/behoerden/finanzdirektion/steuerverwaltung/steuerrechner

Help in completing the tax return

Numerous local trust companies, law firms and banks offer this type of service. If the individual's financial circumstances are not too complex, the Immigration Advisory Centre (FMZ) also offers assistance for a moderate fee (cf. p. 08).



Health care

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Health care system

The health care system in Switzerland and therefore in the canton of Zug is among the best in the world. Basic medical provision is guaranteed due to the compulsory health insurance (cf. p. 21).

www.migesplus.ch

Many interesting facts on subjects such as «Health and Social Issues» as well as useful links can be found on the website of the canton of Zug.

www.zg.ch/private/gesundheits-und-soziales

Doctors

In case of health problems your general practitioner is the first person of contact in Switzerland. In the event of severe illnesses or an accident, patients are referred to specialist doctors or to a hospital by their general practitioner. It is therefore recommended to find a suitable general practitioner as early as possible.

Assistance with online search for general practitioners and paediatricians of the Zuger Gesellschaft für Hausarztmedizin ZUGHAM

www.zugham.ch/hausarzt-finden



Address directory of doctors, dentists including details of languages spoken:

www.zg.ch/vd

- > [Kontaktstelle Wirtschaft](#)
- > [Publikationen Wirtschaftsförderung](#)
- > [Broschüren und Listen](#)

Hospital

The canton of Zug offers comprehensive coverage in terms of hospitals to which patients can be referred by their local doctor in the event of severe illness, accident and childbirth. The compulsory health insurance scheme partially covers the cost of a stay in hospital.

www.zg.ch/spitaluebersicht

Emergency

The emergency department at the cantonal hospital is open round the clock, 365 days a year.

[Zuger Kantonsspital](#)
[Anmeldung Notfallzentrum](#)
(Emergency Centre Reception)
Landhausstrasse 11
6340 Baar
T 041 399 11 44
www.zgks.ch

Try to contact your general practitioner first. If required, he/she will refer you to a hospital.

24h emergency services

www.zg.ch/medizinischenotfaelle

Ambulance services in the event of an accident or illness

Telephone number 144

REGA, alarm centre of the Swiss air rescue service

Telephone number 1414

Parental emergency hotline, parental guidance for parents in crisis situations

T 041 710 22 05

Emergency doctor's practice of Zuger Ärzte (Zug Doctors)

An experienced team of general practitioners and paediatricians treats emergencies for all age categories outside consultation hours.

Emergency phone 0900 008 008 (fee-based)
www.notfallpraxiszug.ch

Dental emergency service

You can find out the phone number of the emergency dentist from your dentist.

Pharmacy

Sundays and public holidays, 8.00 a.m. to 8.00 p.m.

[Zug Apotheke AG](#)
[Bahnhofplatz](#)
6300 Zug
T 041 720 10 00

Care and help at home

Spitex Kanton Zug provides support for people who require help at home due to old age, accident or illness. Spitex Kanton Zug enables individuals to stay at home and provides relief for family members.

www.spitexzug.ch

In many cases elderly, ill or handicapped persons can continue living at home only thanks to the support of their family. For relatives nursing their loved ones to be able to support them for as long as possible, the Red Cross offers valuable support.

www.pflege-entlastung.ch

Elderly people

It is important for people to remain independent and maintain their quality of living into old age. The non-profit organisation Pro Senectute advises elderly people and their relatives on issues relating to old age.

www.zg.pro-senectute.ch

People with disabilities

Pro Infirmis provides support for people with a physical or mental impairment as well as for their caregivers.

www.proinfirmis.ch/de/kantonale-angebote/zug.html

The Cantonal Office for Social Security advises on financial questions.

www.akzug.ch

The «Heilpädagogische Dienst Zug» (HPD) provides a wide-ranging support programme in the area of early childhood therapeutic education.

www.hpd.ch

The Social Directory of the canton of Zug provides an overview of other programmes.

www.sozialinfo-zg.ch



Mental health

Mental illness can affect everyone and should not be allowed to become a taboo issue. For this reason, the canton of Zug offers a comprehensive programme to promote mental health as well as counselling programmes geared towards specific issues.

www.psychische-gesundheit-zug.ch

In the event of mental illness, the Psychiatric Outpatients Service (APD) provides counselling and treatment.



Ambulante Psychiatrische Dienste
(Psychiatric Outpatients Service)

Rathausstrasse 1

6340 Baar

T 041 723 66 00

www.zg.ch/apd

Pets

A network of vets ensures medical provision for pets and livestock.



An emergency service is coordinated by practising vets. Please contact your vet in the event of an emergency.

Information on keeping pets

www.meinheimtier.ch

Housing

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Housing

The Federal Housing Office has published a brochure on housing in Switzerland in 15 languages.

www.bwo.admin.ch

> Infoblatt «Wohnen in der Schweiz»

Rental law

The Rental Advisory Centre of the canton of Zug (Beratungsstelle in Mietsachen des Kantons Zug) provides its services free of charge.

Personal advisory sessions are held on Monday, Tuesday and Thursday from 2.30 pm to 6 pm (information is not provided over the phone, registration is not required).

Beratungsstelle in Mietsachen des Kantons Zug
(Rental Advisory Centre of the canton of Zug)
Industriestrasse 24, ground floor

6301 Zug

www.zg.ch/mietsachen

Arbitration Office

The Rental and Leasing Law Arbitration Office (Schlichtungsbehörde Miet- und Pachtrecht) is responsible for all legal issues arising from the rent or lease of housing or business premises. In all cases, it attempts to have the parties arrive at an agreement.

Housing search

Many apartments are advertised in the official bulletin of the canton of Zug (Amtsblatt). This publication is available at kiosks. In addition to this state publication there are a number of private property websites on the internet.

www.amtsblatt.ch

www.newhome.ch

www.homegate.ch

www.immoscout.ch

Telephone/internet

Swiss radio and television channels can be received via antenna, satellite and cable. In addition to this, satellite, cable and the internet enable reception of a large number of international channels. A state licence fee has to be paid to Billag, regardless of the method of reception.

Further details can be found in your local community and at

www.billag.ch

Waste disposal

Household waste must be disposed of in the grey Zuger Gemeinde refuse bags, which are subject to a fee. The fee covers the cost of waste disposal. These grey refuse bags can be purchased in various sizes at all larger supermarkets (either at the cash desk or at the customer service desk) and at post offices. The refuse bags are deposited in containers or on the road on the appropriate collection day. Each municipality provides information about refuse schedules and collection days on its website.

Careless littering is a punishable offence in the canton of Zug and subject to a fine.

www.zug-blibt-suuber.ch

Recycling

Switzerland has one of the highest recycling rates in the world. One reason for this is the chargeable refuse bags which motivate people to recycle as many materials as possible. In all municipalities, refuse collection points and Öki-höfe accept recyclable materials free of charge. In addition to this, every municipality offers a Green Collection service for kitchen and garden waste (Grünabfuhr).

www.zg.ch/zeba



Public transportation

The canton of Zug has a dense network of public transportation. The Swiss Federal Railways (SBB) operate the Zug suburban railway (Stadtbahn Zug) as well as providing national rail connections. The Zug Transport Company (Zugerland Verkehrsbetriebe - ZVB) operates rail and bus services which are well interconnected. Scheduled boat services and excursion trips are offered on the lakes in the canton of Zug.

Rail and bus tickets can be purchased at every station, at a range of bus stop vending machines and online. Sales outlets offering personal advice are available at the stations in Zug, Baar, Cham and Rotkreuz. The most common tickets can also be purchased directly from bus drivers.

Timetables, tickets, stops etc.

www.sbb.ch

www.zvb.ch



Motoring in Switzerland

Foreign nationals who take up residence in Switzerland have to have their driving licence converted to a Swiss driving licence within the first year. Varying requirements apply here, depending on the country of origin.

The minimum age to drive a car and ride a motorbike is 18. Scooters can be ridden from the age of 16 and mopeds from the age of 14.

Vehicles with a foreign licence plate can be imported into Switzerland in the course of relocation. If the vehicle was purchased less than six months previously, import tax is due. The imported vehicle may be used with the foreign licence plate for no more than 12 months. After this, it must be provided with a Swiss vehicle registration certificate and Swiss number plates.

www.zg.ch/stva

www.zg.ch/international

Car sharing

The non-profit organisation Mobility Car Sharing operates throughout the whole of Switzerland and allows its vehicles to be used by members on a short-term basis.

www.mobility.ch

Cycling

The canton of Zug has a dense network of cycle paths that is expanded on an ongoing basis. From May to October, non-profit organisations offer a free cycle rental service at the stations in Zug, Cham and Baar.

www.zug-tourismus.ch/de/freizeit/veloverleih

The canton of Zug – a vast experience within a small space

Zug offers not just a distinctive urban experience but also a magnificent outdoors. In addition to the small city of Zug – which has everything one can expect of a city in terms of cultural and social activities – the canton of Zug also has a richly varied landscape. You can go on magnificent outings on Lake Ägeri and Lake Zug. There is also Zugerberg: when the city is buried in fog, this mountain offers an open view across the sea of mist. Zug's local mountain can be accessed using the funicular railway and there are a range of activities available in summer and winter, so bikers, hikers and cross-country skiers will find the perfect place to pursue their sport, depending on the season.

The city of Zug

The medieval centre of Zug with its colourful facades is home to a range of small boutiques. It is also possible to visit Zug's landmark – the Zyturm tower – free of charge. From the top of the tower there is a superb view across the old town that takes in the lake and the mountain panorama.

Off into the outdoors

The «Höllgrotten» caves in Baar are among Switzerland's most beautiful stalactite caverns – a perfect outing whatever the weather. The caves offer a wealth of stalactite formations. The small lakes and nuanced colouring of the stones create a fairy-tale effect.

Zug Tourismus

Bahnhofplatz

6304 Zug

T 041 723 68 00

tourism@zug.ch

www.zug-tourismus.ch

www.zbb.ch

www.hoellgrotten.ch

www.zugersee-schiffahrt.ch

www.aegerisee-schiffahrt.ch



Advice centres

The canton of Zug has a wide network of guidance and support programmes to deal with all kinds of issues. They range from mother, father and youth counselling to specialist departments in the field of health care. A list of these is to be found in the «Amtsblatt» (official bulletin) of the canton of Zug.

www.amtsblatt.ch/infos/amtssstellen/beratungsstellen
www.sozialinfo-zg.ch

The Ombudsman's Office of the canton of Zug

Zug is one of the few Swiss cantons to have an Ombudsman's Office. In the event of difficulties, conflicts and misunderstandings between the population and the cantonal or municipal administration, the independent ombudsman attempts to arrive at a solution. The Ombudsman's Office is open to everyone and is free of charge.

www.ombudsstelle-zug.ch

Anti-discrimination

The canton of Zug runs an anti-discrimination unit as part of anti-discrimination policy in Central Switzerland. It supports those in search of advice – whether they have suffered discrimination themselves or have observed it.

www.zg.ch/diskriminierung

Interpreting

Understanding what has been said or written is the basis of living together. When conducting important talks with those who speak little or no German, the authorities generally hire the services of an interpreter. If you wish to have a translator at hand on such an occasion, the Interpreting Service of Central Switzerland can provide the relevant specialists.

www.dolmetschdienst.ch



Domestic violence

Domestic violence is not tolerated in Switzerland. By law, the police is able to take measures against any person using violence if the physical, mental or sexual integrity of the victim is at risk. The police has a Domestic Violence Unit (Fachstelle Häusliche Gewalt) which is able to provide support.

haeusl.gewalt@zg.ch

www.zg.ch/polizei



Forced marriage

In Switzerland, nobody may be forced to marry against their will. Forced marriage is an offence and is liable to prosecution. Victims of forced marriage can obtain counselling at the zwangsheirat.ch centre so as to take the right steps to get protection.

www.zwangsheirat.ch

Substance abuse counselling

Telephone and e-mail counselling is available in the case of addiction to or abuse of both legal and illegal substances.

www.zg.ch/suchtberatung



Emergency numbers in Switzerland

- 117 Police
- 118 Fire service
- 144 Ambulance
- 143 Dargebotene Hand (Helping Hand)
- 145 Poisoning incidents
- 147 Telephone consultation
for children and adolescents

In an emergency

- Remain calm
- Identify the danger
- Take care of your own safety
- Notify rescue services
(What? Where? Who?)
- Help others

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www.zg.ch/integration