

HEALTH AND SOCIAL AFFAIRS

Medical and social affairs

The Centre médico-social CMS

The CMS of the region of Sierre is an inter-communal association that gives mainly assistance and home care.

Address: CMS, Hôtel de Ville, CP 280, 3960 Sierre

Telephone: 027/455 51 51

E-mail: cms@sierre.ch

Website: www.cms-sierre.ch

Opening hours: From Monday to Thursday from 7 h 30 to 12 h, and from 13 h 30 to 17 h 30 / on Fridays until 17 h.

Other social services

There are in Sierre and the Valais many social associations and services helping people in difficulty

For example:

Caritas: www.caritasvalaiswallis.ch

l'OSEO: www.oseo-vs.ch

For the complete list of the various organisations of assistance (social, legal and financial), you can search on www.guidesocial.ch, it is fast and very complete!

To look after oneself

In Switzerland, basic health insurance is obligatory. All people who live in Switzerland more than 3 months must affiliate themselves with an insurance. When you arrive in Sierre, you must take your certificate of health insurance to the medico-social Centre. To choose a health insurance, you can compare the various offers on the website www.comparis.ch.

You find the list of the doctors in the directory or you can consult the website www.docteur.ch to find doctors, medicines and pharmacies.

For emergencies (only emergencies), one has to go to the hospital of Sierre:

Hospital Centres of Central Valais

Hôpital de Sierre, rue St-Charles 14, 3960 Sierre

Telephone: 027/603 70 00

Website www.ichv.ch/fr/siteshospitaliers/sierre

For paediatric emergencies (for children up to 16 years) one has to go to the hospital of Sion:

Hospital Centres of Central Valais

Hôpital de Sion, avenue du Grand-Champsec 80, 1950 Sion

Telephone: 027/603 40 00 (General)

027/603 41 60 (Paediatrics)

Website: www.ichv.ch/fr/siteshospitaliers/sion

Help for young people

ASLEC, Service of social Mediation

The social mediator is charged with listening to young people who have problems in family, at school or with their friends. He helps to restore the dialogue in cases of conflict. You can speak in all confidence and it is free.

Address: ASLEC, rue de la Mondèrèche 1, 3960 Sierre

Telephone: 027/455 40 40 or 078/687 12 30

E-mail: médiateur.sierre@bluewin.ch

Website : www.zorbleu.com

Pro Juventute

This association looks after young people living in Switzerland. It intervenes in cases of emergency, offers social security benefits and supports children and young people in their personal development.

Address: Pro Juventute, Jean-Charles Clavien, CP 709, 3960 Sierre

Telephone: 078 662 06 40

E-mail: sierre@projuventute.ch

Website: www.pro-juventute.ch

Delegation with youth

If you have a project and you do not know where to find the help (financial and logistic) to carry it out, the deputy for youth is there to help you. Examples of projects: concert, workshop rap, a place for young people, a show for young people, or even smaller projects!

Address: Déléguee jeunesse, Hôtel de Ville, CP 96, 3960 Sierre

Telephone: 027/ 452 02 34.

E-mail: marie-francoise.pitteloud@sierre.ch

Numbers and Websites for young people

147: "S.O.S Jeunesse » (Youth): Line of listening for young people who need to speak. Open 24:00 /24 H during 365 days

www.ciao.ch: answers in an anonymous line to all questions young people may ask.

www.actionjeunesse.ch: useful information and councils for young people living in the Valais

Help for parents

Consultation Parent-Children of the CMS

Specialised nurses give advice to parents concerning the development of their child. This service is free for the children living in the district of Sierre and the municipality of Salquenen

Telephone: 027/455 51 51

Opening hours: from Monday to Friday from 7 h 30 to 12 h and from 13 h 30 to 17 h 30 (Friday closes at 17 h).

Mobile educational office

This is a specialised intervention office for children that have serious problems of physical or mental development. Professionals come to see the child once per week at home and help it to develop its capacities and its self-esteem.

Address: Office éducatif itinérant, avenue Max-Huber 2, 3960 Sierre

Telephone: 027/451 20 50

The Office of the protection of children

This office assumes official mandates given by the authorities, with regard to: placement of maltreated children, adoptions, foster families, etc.

Address: Office de la protection de l'enfant, avenue Max-Huber 2, 3960 Sierre
Telephone: 027/451 20 59
E-mail: ope@admin.vs.ch

Help for future mothers

S.O.S Future Mères

This association helps mothers and families in difficulty:
- by offering free material for babies
- by proposing psychological support
- by giving advice through doctors and a legal counsellor.

Address: SOS Futures Mères, avenue Max-Huber 10, 3960 Sierre
Opening hours: Tuesdays 14 h -16 h
Telephone permanency 24 h/24 h: 027/322 12 02
Telephone: 027/456 11 00
Website: www.internet-valais.ch/sosfuturesmeres

La Leche Ligue suisse

This is an association of voluntary mothers who once a month meet in order to share their experiments on breast-feeding and maternity.

Address: La Leche Ligue suisse, Foyer St-Joseph, 3960 Sierre
Telephone: 027/455 04 56

Independent Midwives

Midwives can come to your home after the birth to help and advise parents. The first three visits are refunded by the health insurance.
To find a midwife: www.sage-femme.ch.

Help for the elderly

Assistance and care at home

In Switzerland, most elderly still live in their own home. The help and the care at home of the CMS enable them to remain independent as much as is possible.

For more information, contact the CMS
Address: CMS, Hôtel de Ville, CP 280, 3960 Sierre
Telephone: 027/455 51 51
Website: www.cms-sierre.ch

The Domino flats

They are apartments shared by 4 to 6 elderly people following the principle of collocation. The joint tenants have each a private space to live and share the common buildings. The medico-social framing of the people is managed by the CMS.

For more information, contact the medico-social Centre:
Address: CMS, Hôtel de Ville, CP 280, 3960 Sierre
Telephone: 027/455 07 16
E-mail: cms@sierre.ch
Website: www.cms-sierre.ch

Day Homes

This is a place where elderly find each other during the day. It is different from a home because one does not sleep there and one does not have a room. The goal of the day reception is precisely to make it possible to people to continue to live independently.

Foyer Beaulieu à Sierre

Address: place Beaulieu 2b, 3960 Sierre

Telephone: 027/451 29 00

E-mail: beaulieu@tvs2net.ch

Website: www.associationbeaulieu.ch

Foyer aux «Jasmins» in Chalais

Address: Home «les Jasmins», 3966 Chalais

Telephone: 027/459 29 00

E-mail: homechalais@netplus.ch

Homes for elderly

The homes are places for the elderly: large houses where the elderly live who are no longer completely independent any more. They are called also EMS (medico-social Establishment).

Foyer St-Joseph

Address: montée du Château 21- 3960 Sierre

Telephone: 027/455 54 55

Website: www.saint-joseph.ch

Home Beaulieu

Address: place Beaulieu 2b, 3960 Sierre

Telephone: 027/451 29 00

E-mail: beaulieu@tvs2net.ch

Website: www.associationbeaulieu.ch

Pro Senectute

This association proposes activities, courses and various services for the benefit of the 60 and more years old elderly and their close relatives.

Address: Pro Senectute, av. Général-Guisan 19, Case postale 732, 3960 Sierre

Telephone: 027/455 26 28

E-mail: info@vs.pro-senectute.ch

Website: www.vs.pro-senectute.ch

Club of elderly living in Sierre

This is a club for retired people who meet to share good moments, play charts, do scrabble... Outings are also organised.

Contact: Mme Raymonde Frossard, person in charge of the Club

Telephone: 027/455 62 27 or 079/461 40 56

Tables du lundi (Table of Monday)

Twice per month, a convivial meal is organised at the recreational centre ASLEC. Each one is welcome and pays according to his or her means. It is the occasion to make new acquaintances, to create relationships or to give a helping hand.

Address: rue de la Mondèrèche 1, CP 44, 3960 Sierre

Telephone / Fax: 027/455 40 40

E-mail: info@aslec.ch

Website: www.aslec.ch

Disablement

Foyer Valais de Cœur

This home offers a framework of life to people suffering from a physical handicap, and proposes occupation workshops.

Address: impasse des Vrilles 6, 3960 Sierre
Telephone: 027/451 21 80 (office hours)
Website: www.valaisdecoeur.ch

Fondation Foyers-Ateliers St-Hubert

The purpose of the workshops is the professional reintegration of disabled people.

Address in Sierre: avenue des Alpes 6, 3960 Sierre
Telephone: 027/456 26 16
Website: www.asth.ch

Institut Notre-Dame-de-Lourdes

The Institute Notre-Dame-de-Lourdes is a specialised 'home and school' 'as well as a centre of rehabilitation. It accommodates children and teenagers suffering from problems of movements / language / perception / training.

Address: rue du Simplon 13, 3960 Sierre
Telephone: 027/451 24 80
E-mail: contact@ndl-sierre.ch
Site Internet: www.ndl-sierre.ch

Association EMERA for people suffering from a handicap

The purpose of this association is to improve the quality of life of disabled people living in the Valais.

Main address: Association EMERA, avenue de la Gare 3, CP 86, 1951 Sion
Telephone: 027/329 24 70
E-mail: info.sion@emera.ch
Website: www.emera.ch

Regional secretariat in Sierre: Association EMERA, avenue Max-Huber 2, CP 888, 3960 Sierre
Telephone: 027/451 24 70 - 027/451 24 71

Sexuality

Centre SIPE (Sexuality - Information - Prevention - Education)

In each SIPE centre, advisers in family planning or social workers are at your disposal for individual or marital discussions over the following subjects:

- sexual education
- pregnancy
- marital consultation and problems of couple
- HIV/Sida test

These talks are confidential. One can pass directly during the hours of permanence, or take an appointment by telephone.

Address: Centre SIPE, place de la Gare 10, 3960 Sierre
Telephones: Centre SIPE: 027/455 58 18 and marital consultation : 027/456 54 33
E-mail: sierre@sipe-vs.ch
Website: www.sipe-vs.ch

Addictions

The Valaisan League against Drug-addiction (LVT) or CAPE

This centre offers direct aid to addicted people (alcohol, drug, games or other) and to their close relatives. If you have a problem of dependence or if you have a close relation who is addicted whom you want to help, you can contact the LVT.

Address: LVT-CAP, av. Général-Guisan 2, 3960 Sierre
Telephone : 027/456 22 77
E-mail: cap.sierre@lvt.ch
Website: www.lvt.ch

The Villa Flora

The Villa Flora is a processing centre for people addicted to alcohol and other substances. It is a home. In general, one is sent there through the LVT (see above) or a medical doctor.

Address: Villa Flora, chemin des Cyprès 4, 3960 Muraz (Sierre)
Telephone: 027/455 75 51
E-mail: info@villaflorasierre.ch
Website: www.villaflorasierre.ch

Alcooliques Anonymes

Alcooliques Anonymes is an association of people who share their experiences and their forces with an aim of solving their alcohol problem and helping other alcoholics restore themselves.

Address: Alcooliques Anonymes Suisse romande et italienne (AASRI), CP 2003, 1950 Sion 2 Nord
Telephone Alcooliques Anonymes Suisse: 0848 848 846
Telephone permanency Valais: 079/353.75.69
E-mail : info@aaasri.org
Website: www.aaasri.org

There are several groups of meeting in each canton. Here the groups in Sierre:

Groupe AA Sainte-Croix

Building ASLEC
Meeting Tuesday at 20 h / open meeting last Tuesday of the month
Address: rue de Monderèche 1, CP 130, 3960 Sierre

Groupe AA Soleil

Entrée du personnel
Meeting Friday at 20 h 15 / open meeting 1st Friday of the month
Address: Hôpital de Sierre, CP 130, 3960 Sierre

Groupe AA Treize Etoiles

Building ASLEC
Meeting Wednesday at 20 h / open meeting 2nd Wednesday of the month
Address: rue de Monderèche 1, CP 130, 3960 Sierre

Family groups Al-Anon

If you are worried about one of your close relatives who consumes much alcohol, if that makes you suffer and you do not know what to do, you can call the family groups Al-Anon.

Telephone: 0848 848 833 (Monday and Friday from 8 h to 20 h, Wednesday from 8 h to 12 h)
E-mail: info@al-anon.ch
Website: www.al-anon.ch

Acts of violence

The police

In Switzerland, anyone who is victim of an assault can call the police at the emergency number 117.

Le centre LAVI (Help for victims of offence)

This centre offers a direct and immediate support to people who are victims of physical, psychic or sexual violence. It offers psychological, legal and financial assistance.

Address: Centre de consultation LAVI, Pratifori 27, 1950 Sion

Telephone: 027/323 15 14 answers 24 h/24 h

«Families without violence »

Association serving people concerned with marital and family violence.

Telephone: 079/863 68 00

Permanency hours of the Secretary's Office: Monday from 9 h to 11 h / Wednesday from 17 h to 19 h and Friday from 9 h to 11 h.

Association «to live without violence»

This association groups together several active institutions concerned about the struggle against marital violence: Through the site www.violencequefaire.ch

E-mail: contact@vivresansviolence.ch

Caritas - Valais

Caritas proposes, through a social worker, specific assistance and legal counselling to people who are in distress.

Address: rue de Loèche 19, 1950 Sion

Telephone: 027/323 35 02

E-mail : caritasvs@bluewin.ch

Website : www.caritasvalaiswallis.ch

Hours: Information from 8 h to 17 h 30 from Monday to Friday and Saturday morning.

Legal permanency of the association of barristers of the Valais

Thanks to this permanency, you will find information about your rights and duties, and help to take legal steps. The consultation costs Fr 20. -.

Address: rue de la Dent-Blanche 8, 1950 Sion

Telephone : 027/321 21 26

Website : www.oavs.ch

Hours : Tuesday 17 h -19 h.