



Stadt Bern

Direktion für Bildung
Soziales und Sport

Sozialamt

Are you experiencing difficulties because of coronavirus?

Information about social assistance in plain language



Sozialamt

Are you having difficulties?

Are you experiencing hardship?

**Do you have no money for food,
rent or health insurance?**

The City of Bern's welfare service is here to help.

Information about the welfare service:

- You can ask the welfare service for help.
- The welfare service is here to help you and your family.
- Appointments with the welfare service are free.
- You can take someone with you to your appointment, for example someone who can translate for you.
- There is nothing you have to do after the first appointment.
- After the first appointment, you can say: 'Yes, I would like social assistance' or 'No, I would not like social assistance'.
- If you say: 'Yes, I would like social assistance', the welfare service will help you to register.
- The welfare service will keep your information safe.
- The welfare service will need to talk to other departments about your case. The welfare service will let you know that they are doing this.

Please note: do you need money from the welfare service because of coronavirus? You will **not lose your residence permit.**

Do you disagree with a decision that has been made?

You can make a complaint. These offices can help you:

Was the decision made by the welfare service?

Regierungsstatthalteramt

District prefecture
Poststrasse 25
3071 Ostermundigen, Switzerland
Tel.: 031 635 94 00

Or

Ombudsstelle der Stadt Bern

City of Bern Ombudsman Service
Effingerstrasse 4
3011 Bern, Switzerland
Tel.: 031 312 09 09
Email: ombudsstelle@bern.ch

Was the decision made by the residents' register office or by the City of Bern's naturalisation office?

Berner Rechtsberatungsstelle für Menschen in Not

Bern legal advice for people in need
Eigerplatz 5
3007 Bern, Switzerland
Tel.: 031 385 18 20
Email: info@rbsbern.ch

Questions and answers

QUESTION: I need social assistance because of coronavirus. Will I lose my residence permit?

ANSWER: No. You will not lose your residence permit.

However: the welfare service must inform the City of Bern's residents' register office of

- how long you receive social assistance
- why you are receiving social assistance
- how much money you receive/have received from the welfare service

→ **Have you only received social assistance because of coronavirus? The City of Bern's residents' register office can still extend your residence permit.**

QUESTION: I am receiving social assistance. Can I (still) get a Swiss passport?

ANSWER: No. You cannot be receiving money from the welfare service. First you will need to pay back all the money you received from the welfare service.

However: if you have a disability or a long-term health condition and are receiving money from the welfare service, then you can ask for a Swiss passport.

→ **Do you have any questions?**

Contact the City of Bern's citizen's advice office.

You can find more information (in German) **here:**

<https://bit.ly/2Q6ikvF>



QUESTION: Do I always have to pay back money I receive from the welfare service?

ANSWER: No. You only have to pay the money back to social services if

- you receive money from an insurance company at a later date
- you sell your home, for example, and now have money
- you have more money at a later date and do not need that much money to live on
- you are working and earning money, for example, and do not put this on the registration form for social assistance

You can find help and more information here

Do you have questions about:

- Travelling to Switzerland?
- Registering in Switzerland?
- Your residence or permanent residence permit?

Einwohnerdienste, Migration und Fremdenpolizei der Stadt Bern

City of Bern's residents' register office, migration and foreigners police

Predigergasse 5

3011 Bern, Switzerland

Tel.: 031 321 53 00

Email: einwohnerdienste@bern.ch

Website: www.bern.ch/emf

➔ Book an appointment:
wb-stadtbern.qmatic.cloud/qmaticwebbooking/#/



Do you have no money?

Sozialdienst der Stadt Bern

City of Bern's welfare service

Schwarztorstrasse 71

3007 Bern, Switzerland

Tel.: 031 321 60 27

Email: sozialdienst@bern.ch

Website: www.bern.ch/sozialdienst

Opening hours (first appointment and registration with the welfare service)

Monday to Thursday 2:00 pm – 4:30 pm

Friday 2:00 pm – 3:30 pm

Please note: there are different opening hours during the summer!

You can find more information about **registration**
and the **current opening hours** (in German) **here**:
<https://bit.ly/3dnK07V>



Kirchliche Passantenhilfe (AKiB)

Salvation Army aid

Gartenstrasse 8

3007 Bern, Switzerland

Tel.: 031 380 75 40

Email: sozial.bern@heilsarmee.ch

Website: passantenhilfe-bern.heilsarmee.ch

Opening hours

Monday, Tuesday, Thursday and Friday 9:00 am – 11:30 am and 2:00 pm – 4:00 pm

Wednesday 2:00 pm – 4:00 pm

Do you have nowhere to live?

Kirchliche Gassenarbeit

Christian aid for people living on the street

Belpstrasse 53

3007 Bern, Switzerland

Tel.: 031 312 38 68

WhatsApp/Signal: 079 608 23 48

Email: mail@gassenarbeit-bern.ch

Website: gassenarbeit-bern.ch

Opening hours

Tuesday (for women) 2:00 pm – 4:00 pm

Thursday (for anyone) 2:00 pm – 4:00 pm

Pinto

Schwarztorstrasse 23

3007 Bern, Switzerland

Tel.: 031 321 75 54

Email: pinto@bern.ch

Website: www.bern.ch/pinto

Opening hours

Phone lines open

Monday to Friday 9:00 am – 11:00 pm

Saturday 4:00 pm – 11:00 pm

Walk-in appointments

Monday to Saturday 4:30 pm – 5:00 pm (no registration necessary)

Do you have no residence permit?

Beratungsstelle für Sans-Papiers

Advice centre for undocumented foreigners

Effingerstrasse 35

3008 Bern, Switzerland

Tel.: 031 382 00 15

Email: beratung@sanspapiersbern.ch

Website: sanspapiersbern.ch

Opening hours

Friday 3:00 pm – 7:00 pm (no appointment necessary)

Telephone support 031 382 00 15 | 079 794 62 28

Monday 2:00 pm – 4:00 pm

Do you have questions about social assistance or support for asylum seekers?

Berner Rechtsberatungsstelle für Menschen in Not

Bern legal advice for people in need

Eigerplatz 5

3007 Bern, Switzerland

Tel.: 031 385 18 20

Email: info@rbsbern.ch

Website: rechtsberatungsstelle.ch

Opening hours

Brief consultations and to arrange appointments

Monday to Thursday 9:00 am – 12 noon

More information and addresses

You can find information in

other languages here:

<https://bit.ly/3eckRfP>



You can find other advice centres in

the City of Bern here:

<https://bit.ly/3uUPay5>

