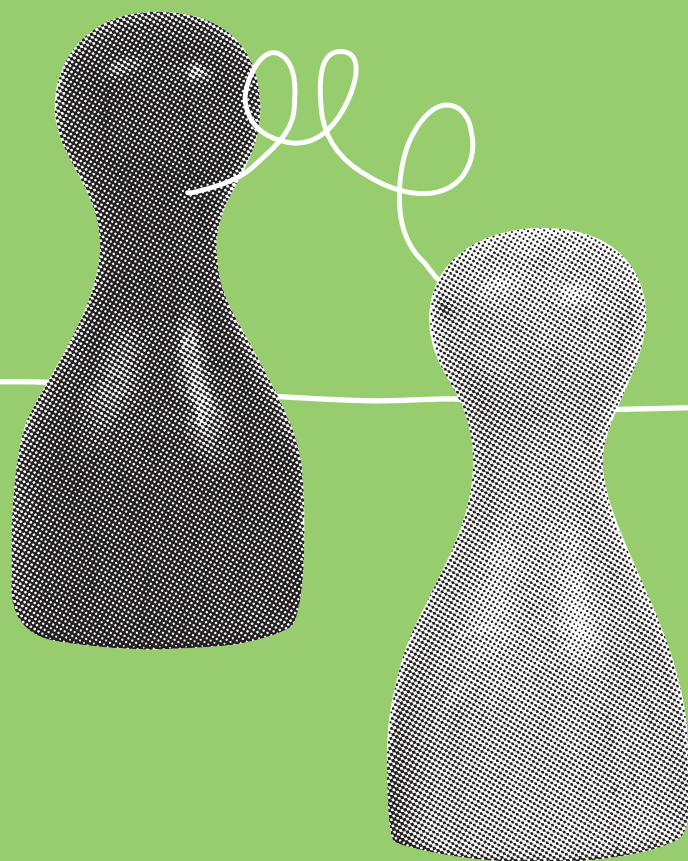


**isa**

Info  
Sprache  
Arbeit

Fachstelle Migration



Counselling and information on migration  
and integration issues

ENGLISCH

Counselling

We offer free counselling and information in various languages for migrants, professionals and Swiss nationals from the regions of Berne Mittelland, Emmental and Oberaargau on issues related to migration and integration. We provide our services as integration contact point on behalf of the Health, Social and Integration Directorate of the Canton of Berne (GSI).

As one of four integration contact points in the Canton of Berne, we also advise newly arrived migrants who are assigned to us by their municipality of residence within the framework of the Integration Act ("Berner Modell").

In addition, we accept assignments from third parties (social services, KESB, etc.) for consulting and support of individuals, couples and families for a fee.

**[www.isabern.ch/beratung-information](http://www.isabern.ch/beratung-information)**

## Open counselling

### Subject areas

- Questions concerning migration law, for example on residence, settlement, naturalisation, warnings/conditions, downgrading, expulsions, family reunification and hardship cases, etc.
- Education and training
- Work
- Language learning and language certificate
- Partnership/marriage, family and children
- Health
- Living
- Social insurances
- Finances
- Dealing with and functioning of authorities
- Violence, racism and discrimination

We advise directly in Arabic, Tigrinya, Farsi, Spanish, Italian, French, English and German. Translation can be organised for all other languages.

The aim of counselling is to find resource-oriented solutions with those seeking advice, to facilitate access to regular structures and specialised services and to promote equal opportunities.

All counsellors are subject to professional confidentiality and data protection regulations.

We offer open counselling at various locations on Mondays to Thursdays for initial contact, to present concerns and questions or to provide information and triage.

This takes place within the framework of short consultations of approx. 30 minutes each. For further counselling, support and clarification, longer follow-up appointments are then arranged.

We also offer telephone counselling from Monday to Thursday and can be reached by email.

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## Further counselling and guidance

### Counselling within the framework of the Integration Act ("Berner Modell")

Newly arrived migrants can receive more in-depth counselling from us after the initial conversation in their community of residence.

We carry out an assessment with the new residents and support them in taking further integration steps.

### Counselling/guidance on behalf of third parties

We advise and guide people on behalf of third parties on the basis of a written assignment and prior clarification of the goals, the costs and the expected effort (e.g. family accompaniment).

## Contact and further information

### isa – Migration Office

Speichergasse 29  
3011 Berne

031 310 12 72  
beratung@isabern.ch  
www.isabern.ch

## Opening hours

### isa Bern

Speichergasse 29, 3rd floor  
3011 Berne

Mon, Wed & Thu	02–05 pm	open counselling
Mon–Thur	10–12 am	telephone counselling: 031 310 12 72

Counselling **by email** at [beratung@isabern.ch](mailto:beratung@isabern.ch)

### isa Langenthal (c/o Interunido)

Murgenthalstrasse 11  
4900 Langenthal

Tue	02–04 pm	open counselling
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