

LIVING IN TICINO:
A Practical Guide

Table of Contents

1. WELCOME TO TICINO	1
2. ABOUT TICINO	2
Geography	2
Government	2
Climate	3
Cost of Living	3
Crime	4
Resources on Switzerland	5
3. CUSTOMS & ETIQUETTE	7
4. EDUCATION & CHILD CARE	8
Child Care	8
Education	10
Adult Education	14
5. SOCIAL SERVICES	16
Resources	16
Women's Support Services	16
Caritas/Ticino	16
Consumers' Association	17
Drug and Alcohol Dependence	18
Red Cross	18
Renters' Association	19
6. SERVICES FOR PARENTS & CHILDREN	20
Poliambulatorio Materno e Pediatrico	20

Pro Juventute	20
Domestic Help	20
Association for Parents of Handicapped Children	21
Breastfeeding	21
Family Counseling	21
Day-Mother	22
Elderly Services	23
Libraries For Children	23
7. HEALTH.....	24
Emergency Telephone Numbers	24
Hospitals and Clinics.....	25
Fertility Clinic	27
Allergists (Allergologi)	27
Chiropractors (Chiropratici)	27
Dermatologists (Dermatologi)	28
Ear, Nose and Throat Specialists (Otorinolaringoiatri)	29
Gastroenterologists (Gastroenterologi)	29
General Practitioners (Medici, medicina generale)	29
Gynecologists (Ginecologi)	30
Homeopaths (Omeopati)	31
Internists (Internisti).....	31
Natural Doctors (Medici Naturali o Alternativi)	32
Ophthalmologists (Oculisti)	32
Pediatricians (Pediatri)	33
Physical Therapists (Fisioterapisti)	34
Psychiatrists, Psychologists & Therapists (Psichiatri, Psicologi & Terapisti)	35
Surgeons (Chirurghi)	35
Dentists (Dentisti)	36

Dental Hygienists (Igienisti dentali)	37
Orthodontists (Ortodontisti)	38
8. FINANCES & TAXES	39
U.S. Taxation	39
Swiss Taxes	40
Paying Bills	40
9. LEGAL ISSUES	41
Wills	41
Inheritance and Marital Law	41
Rights of Foreign Relatives	42
Property Ownership	42
Lawyers	42
Private Investigators	43
10. LANGUAGE INSTRUCTION	44
11. EATING OUT	47
Restaurants	47
Grottos	52
Pizzerias	54
12. PETS	56
Veterinarians	57
Kennels	58
Dog Salons	59
Shops	60
Humane Society	60
Pet Sitting	61
Taxi/Ambulance	61
13. RESIDENCE & WORK PERMITS	62
14. HOUSING	64

Leases	64
Utilities	65
Garbage Disposal and Recycling.....	65
Animal Remains.....	66
Sewage	66
<i>15. POST, TELEPHONE & TELEGRAPH.....</i>	<i>67</i>
Postal Services	67
Telephone	67
Telephone Charges	68
Telephone Book	68
Information.....	69
Mobile Phones	69
International Calls.....	69
VoIP (Internet Calls).....	70
Telegrams and Fax	70
<i>16. TELEVISION & RADIO.....</i>	<i>71</i>
Licensing Fees	71
DVDs and Videocassettes	72
<i>17. INSURANCE</i>	<i>73</i>
Health Insurance	73
Accident Insurance.....	74
Liability Insurance	74
Automobile Insurance.....	74
Social Security Insurance	75
Pension Fund Insurance	75
Unemployment Insurance	76
Salary Insurance	76
<i>18. PUBLIC TRANSPORTATION</i>	<i>77</i>

Trains	78
Boats	78
Buses	79
Discount Passes	79
Planes	81
Taxis	83
Travel Agents	83
Bicycles	84
Motorbikes (up to 50 cc)	84
Traffic Conditons	84
19. AUTOMOBILES	86
Renting a Car	86
Owning a Car	87
Driver's License	87
Automobile Clubs	88
A Few Rules of the Road	88
Parking	90
Car Repair	90
Car Purchase	91
Tires	91
Useful Telephone Numbers	92
20. ART & CULTURE	93
Discount Cards	93
Tourism Offices	93
Museums	96
Concerts and Theater	101
Cinema	101
Festivals and Annual Events	104

21. SHOPPING	108
Children	108
Department Stores	110
Discount Stores	112
DIY (Do it yourself)/Hardware/Home Improvement	112
Electrical Appliances	114
Flowers and Plants	116
Furniture/Home Decoration	117
Gifts	119
Hobbies	121
Keys	122
Liquor Stores	122
Markets	123
Organic Products (Bio)	124
Pillows, Down Comforters, Linens, Bed & Bath	125
Online Comparison Shopping Websites	125
Second Hand Stores	126
Shoe Repair	126
Shoes	127
Shopping Centers/Malls	129
Specialty Shops	130
Sporting Goods	130
Stationery	131
Wholesale and Factory Outlets	131
22. BUYING FOOD	133
Supermarkets	133
Specialty Stores	138
23. WELLNESS & BEAUTY	141

Hairdressers	141
Massages, Facials, Manicures, and Pedicures.....	141
Fitness and Lifestyle Consultant	142
Yoga Centers	142
Fitness Clubs	143
Wellness.....	145
<i>24. HOUSEHOLD SERVICES</i>	<i>146</i>
<i>25. MEMBER OWNED BUSINESSES OR SERVICES</i>	<i>151</i>
<i>Appendix A Weights & Measures.....</i>	<i>153</i>
<i>Appendix B Clothing and Shoe Sizes</i>	<i>156</i>
<i>Appendix C Medical Terminology.....</i>	<i>159</i>
When calling in an emergency, know the answers to the following questions.....	159
At the Doctor's	159
Questions from the Doctor	161
At the Pharmacy	162
<i>Appendix D Ticino Holidays</i>	<i>163</i>