



Instruction document on travel safety for incoming staff and students to ZHAW Zurich University of Applied Sciences

1. Travel preparation

- Provide your secretary or a member of your family with a photocopy of your travel plan, passport and credit card numbers and emergency contact details.
- Carry copies of the following documents with you: Passport and visa, tickets, credit card numbers and emergency numbers, contact details of your ZHAW host or the International Office, as well as the local diplomatic mission.

2. Security on site

Police and ambulance telephone numbers should be saved in your mobile phones (find them below).

3. Emergency

- In the event of a robbery, hand over your belongings to the perpetrator without defending yourself (self-protection comes first) and report the incident to the local police immediately.
- After an accident, contact the police and your insurance company.

4. Kidnapping/hostage taking

- Follow the instructions exactly, avoid direct eye contact and do not do anything without first asking the hostage-takers/kidnappers for permission.
- Be alert and be prepared for rescue operations or an escalation of violence.
- If you are questioned, your answers must match the information contained in your papers. Be polite but firm.
- In the event of a rescue operation, stay as close to the ground as possible.
- Follow the instructions of the perpetrators and do not try to resist.

5. Contact points

- Contact ZHAW host or the International Office.
- Contact your diplomatic mission.



- Technical information, ZHAW Security, +41 (0)58 934 65 50, info-sicherheit@zhaw.ch
- Information for administrative questions: Secretariat and International Office of the respective department

6. ZHAW Emergency APP

Get your ZHAW Emergency APP installed. See instructions here:

www.e-mergency.ch/en/landing-pages/notfall-app-zhaw

7. Health Insurance

- EU citizens don't need to obtain Swiss health insurance if they have public health insurance in their home country.
- Non-EU citizens must obtain Swiss health insurance coverage.
We recommend Swisscare (www.swisscare.com) or Scorestudies (www.scorestudies.com).

8. Emergency numbers

Switzerland and across all locations

Police: 117

Fire brigade: 118

Rescue service: 144

Tox Info Suisse (in case of poisoning): 145

European emergency number incl. Switzerland: 112

Medical emergency center of the Canton of Zurich, 24 hrs, free of charge: 0800 33 66 55

ZHAW Emergency Call Center 24/7h: +41 (0)58 934 70 70

Medical emergency in Winterthur

Pharmacy central station, Bahnhofplatz 5, Winterthur: +41 (0)522 69 12 00

Permanence central station (doctor's practice), Bahnhofplatz 5, Winterthur: +41 (0)52 267 01 01

Cantonal hospital Winterthur, Brauerstrasse 15, Winterthur: +41 (0)52 266 21 21

Medical emergency in Wädenswil

Amavita pharmacy central station, Bahnhofstrasse 5, Wädenswil: +41 (0)58 878 24 10



Ärztehaus Fuhr (doctor's practice), Fuhrstrasse 15, Wädenswil: + 41 (0)44 780 17 27
See-Spital (hospital), Asylstrasse 19, Horgen: + 41 (0)44 728 11 11

Medical emergency in Zurich

Amavita pharmacy central station, Bahnhofplatz 15, Zurich: +41 (0) 58 878 30 40
Permanence Sihlquai (doctor's practice), Limmatstrasse 23, Zurich: +41 (0)44 204 17 50
Emergency University Hospital Zurich, Schmelzbergstrasse 8, Zurich: + 41 (0)44 255 11 11
Emergency Triemlispital (hospital), Birmensdorferstrasse 497, Zurich: + 41 (0)44 416 11 11

9. Regulation documentation

9.1 Regulation metadata

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