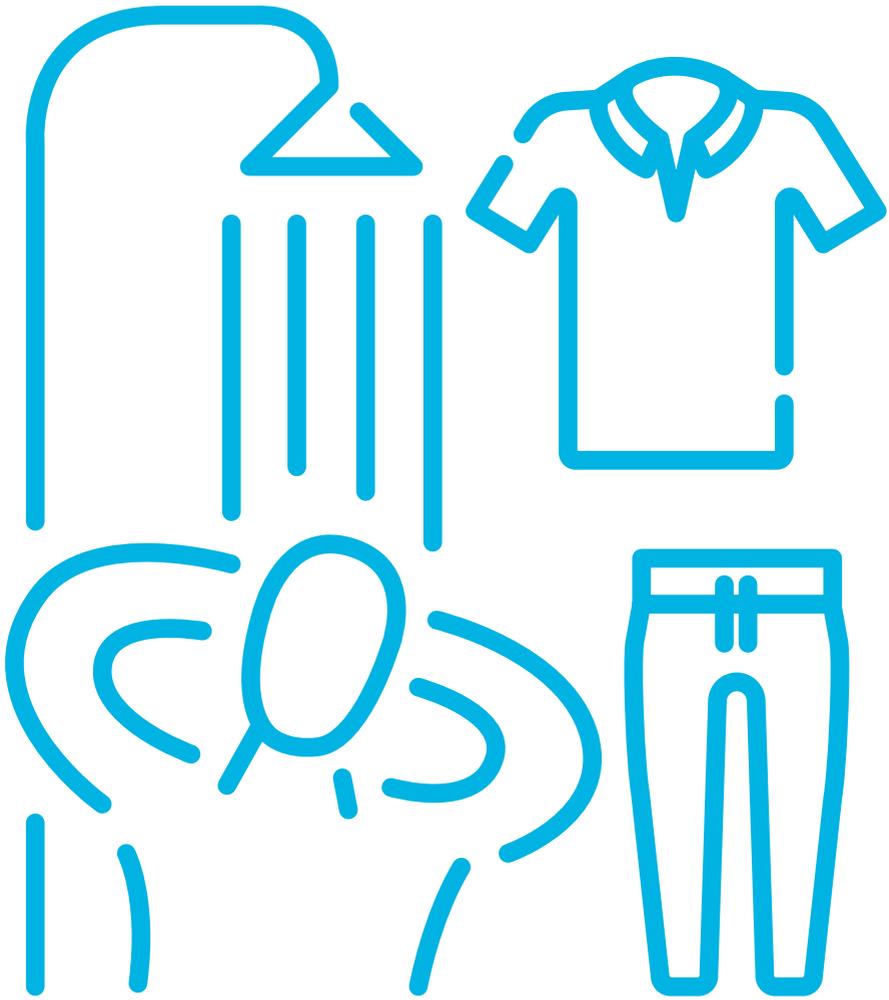


VILLEURBANNE SOCIAL EMERGENCY GUIDE

LIVRET TRADUIT
EN ANGLAIS

CCAS Centre
communal
d'action
sociale
VILLEURBANNE



HYGIENE AND CLOTHING

DAY CENTRES

LES AMIS DE LA RUE

For all adults

- 1 → Mondays Wednesdays and Fridays
access to showers, laundry and donated
underwear from 2.30 to 5.30 pm
→ Saturday mornings from November to April
from 9.30 am to 12.30 pm

📍 28 bis rue d'Alsace

☎ 04 78 03 55 91

🌐 rhone.amisdelarue@habitat-humanisme.org



LE PHARE

Aimed at families. Guidance and support.

- breakfast and a snack
- access to hygiene - showers, laundry room
and toilets
- Social support
- A place where you can rest and take a breather
- Events

- 1 → Mondays to Fridays from 10 am to 4 pm
(closed on Thursday afternoons)

📍 35 avenue Marcel Cerdan,
Stade Georges Livet Villeurbanne

☎ 04 74 07 92 11

(during opening hours)



CLOTHES

EMMAÛS GRATTE-CIEL

Cheap clothes, priced at from €1 to 3

- 1 → Tuesdays to Saturdays
except for Thursday mornings
from 10 to 11.45 am and 1.30 to 5.45 pm

📍 40 rue Hippolyte-Kahn
Villeurbanne

☎ 04 28 38 24 96

🌐 coordinateurboutiques@emmaus-lyon.org

🌐 www.emmaus-lyon.org



SECOURS POPULAIRE

Cheap clothes and hygiene products. Free on
presentation of a letter from a social worker.

- 1 → Mondays Tuesdays and Thursdays
from 2 to 5 pm

📍 50 B cours Émile-Zola
Villeurbanne, entrance
in the place des Dentelliers

☎ 04 72 75 07 38

🌐 secours-populaire-francais69100@orange.fr



THE RED CROSS

Cheap clothes, priced at from €1 to 3

- 1 → Tuesdays from 2 to 5.30 pm

📍 152 rue Anatole-France
Villeurbanne

☎ 04 78 38 80 30

🌐 ul.villeurbanne-estlyonnais@croix-rouge.fr





CLAIMING ENTITLEMENT

Call **115** for the **twenty-four-hour** social emergency line.

VILLEURBANNE CCAS

→ Domiciliation operations

→ Claiming entitlement

There are social workers there to help domiciled people, plus financial help (health, energy, funeral expenses, etc.)

Information in person or by telephone

🕒 → Mondays Tuesdays Wednesdays and Fridays
→ From 9 am to 5 pm

No appointment needed for domiciliation on Mondays, Tuesdays and Wednesday mornings.

📍 110 rue
du 4 Août 1789
Until the end of 2024
☎ 04 78 03 69 00



📍 10 place du Dr Lazare Goujon
69100 Villeurbanne
From the start of 2025
☎ 04 78 03 69 00



To see a social worker, by appointment:

📍 Maison des Services
Publics de Saint-Jean (Espace 30)
30 rue de Saint-Jean
☎ 04 78 80 29 82



MAISON DE LA VEILLE SOCIALE

🕒 Telephone reception
→ Mondays to Fridays from 9 am to 12 pm

☎ 04 78 95 00 01

LA CIMADE

Information about residence permits, OQTF (deportation orders), IRTF (prohibitions on returning to French territory)

Physical reception: Cimade Villeurbanne

🕒 → Mondays from 2 to 4.30 pm

📍 Maison Berté Albrecht,
15 place Jules Grandclément,
69100 Villeurbanne
🌐 lyon@lacimade.org



By telephone from 2 to 5 pm on Wednesdays
☎ 04 78 28 47 89

MAISONS DE LA MÉTROPOLE

→ Claiming entitlement

Social workers, PMI (mother and child welfare), children, health, social, integration, elderly and disabled people.

🕒 → From Mondays to Fridays
→ From 8.30 am to 12 pm and 1.30 to 5 pm
Except 4.30 pm on Fridays
Closed on Tuesday mornings

🌐 mdm.villeurbanne@grandlyon.com

📍 MDM Villeurbanne Nord
Buers, 64 rue du Huit Mai 1945
☎ 04 28 67 34 40



📍 MDM Tonkin,
2 allée Henri-
Georges Clouzot
☎ 04 28 67 34 20



📍 MDM Villeurbanne
Centre Zola, Square Pellet,
74 cours Émile-Zola
☎ 04 28 67 13 00



📍 MDM Villeurbanne Sud
Baïsse, 30 rue de la Baïsse
☎ 04 28 67 35 00



ALPIL

Open with no appointment needed for people in precarious living environments (squats, garages, shanty towns, etc.)

🕒 → Tuesdays from 2 pm to 5 pm

For further information, please contact

🌐 mdm.villeurbanne@grandlyon.com

📍 281 rue de Créqui, Lyon 7^e |

MAISON SESAME

Support with claiming entitlement, freely accessible digital area and French classes (for people engaged in the asylum procedure)

🕒 → Tuesdays from 9.15 am to 12 pm
→ Wednesdays from 2.30 to 4.30 pm
→ Thursdays from 2.30 to 6.30 pm
→ Fridays from 9.15 am to 12 pm
→ Saturdays from 9.30 to 11.30 am



FOOD

FOOD PARCELS

LES RESTOS DU CŒUR

- 1 → Registration Mondays, Tuesdays and Wednesdays from 9 to 11.30 am
- Food is handed out on Monday, Tuesday and Wednesday from 1.30 pm to 4.30 pm

📍 25 rue Hippolyte-Kahn,
Villeurbanne
☎ 09 81 83 20 14
🌐 ad69.villeurbanne@restosducoeur.org



SECOURS POPULAIRE

- 1 → Initial registration Fridays afternoon from 2 to 5 pm
- Food is handed out on Wednesdays from 2 to 5 pm

📍 50 B cours Émile-Zola,
Villeurbanne, entrance
in the place des Dentelliers
☎ 04 72 75 07 38
🌐 secours-populaire-francais69100@orange.fr



HOT MEALS

CAMIONS DU CŒUR

Handing out of hot meals. No registration required.

- 1 → From Mondays to Fridays all the year round
- From 7.30 to 9.30 pm

📍 This takes place in the car park behind the Maison du Livre, de l'Image et du Son.
Access via 247 cours Émile-Zola, Villeurbanne
🌐 ad69.camionducoeur@restosducoeur.org



SALVATION ARMY SOCIAL RESTAURANT

- 1 → Hot meals are handed out seven days a week
- Lunchtimes from 12 to 1.30 pm and in the evenings from 6.55 to 8.15 pm
- Mondays to Fridays meals are handed out unconditionally subject to the presentation of a free card that we issue. In order to get a card, please come to the reception at 131 avenue Thiers from 10 am to 1 pm or 2.30 to 4.30 pm

📍 131 avenue Thiers, Lyon 6^e
(entrance at the back of the building, rue Pétrequin)
☎ 04 78 52 60 80



ÉPICERIE SOCIALE

THE RED CROSS

Registration after the application has been assessed (income, bills, etc.) by a Red Cross volunteer, for which you will need to make an appointment. Cut-price food (approximately 10% of the value in traditional shops).

- 1 → Tuesdays and Thursdays
- From 10 am to 2 pm

📍 152 rue Anatole-France
Villeurbanne
☎ 04 78 38 80 30
🌐 ul.villeurbanne-estlyonnais@croix-rouge.fr



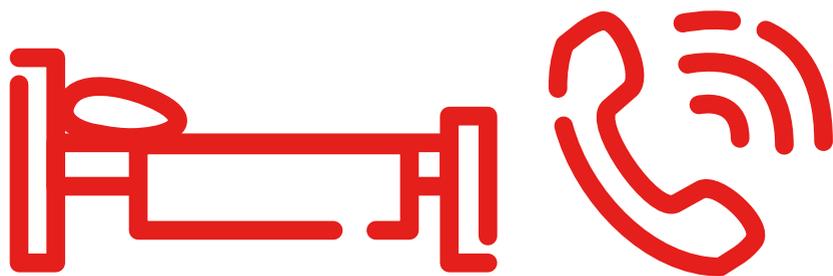
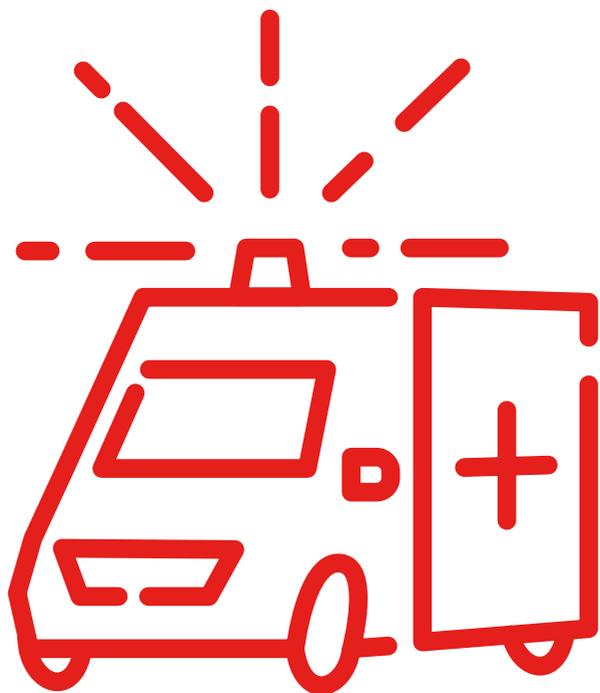
LOW-COST RESTAURANT

L'ESCALE SOLIDAIRE

Meals at €2 once you have registered, hot drinks and events taking place throughout the day. Entitlement condition: only available if you register (in person or by telephone) for all events and meals. You can register either in person or over the telephone.

- 1 → Wednesdays from 8.30 am to 9 pm
- Friday from 8.30 to 2 pm

☎ 09 74 13 73 23



**ACCESSING
HEALTH**

MÉDIPÔLE EMERGENCIES

Emergency medicine and nursing treatment for adults and children over the age of sixteen.

1 → Twenty-four hours a day and seven days a week

158 rue Léon Blum

BON COIN MÉDIPOLE BUS C3

PSYCHIATRIC EMERGENCIES, LE VINATIER

For people aged over sixteen.

95, boulevard Pinel
69500 Bron

T 2

T 5

T 6

VINATIER

PERMANENCES ACCÈS SOINS SANTÉ PASS HEALTHCARE ACCESS SERVICES

Free medical consultations for people with no healthcare cover.

MÉDIPÔLE NURSING PASS

1 → Consultations with nurses on Mondays, Tuesdays and Fridays
→ From 8.30 am to 12 pm

158 Rue Léon Blum,
69100 Villeurbanne
04 87 65 01 87

BUS C3
BON COIN MÉDIPOLE

DENTAL PASS

For dental pain or infections.

1 → Mondays to Fridays from 8.45 am to 3 pm
→ Saturdays to Fridays from 8.45 to 11 am
(you may have to wait a long time)

5, place d'Arsonval,
Lyon (PAVILLON A)
04 72 11 03 65

M D

T 1

GRANGE
BLANCHE

PASS FOR WOMEN, MOTHERS AND CHILDREN

Paediatric consultations (under sixteen years of age). Make an appointment by telephone or e-mail. Appointments are booked two to three weeks ahead.

1 → Secretarial offices Mondays to Fridays
→ From 9 am to 5 pm

59, boulevard Pinel
69500 Bron
04 27 85 56 49 / 04 27 85 56 47
hfme.passpediatrique@chu-lyon.fr

T 6
HOPITALUX
EST PINEL

BUS C8 BUS C9
HÔPITAL MÈRE ENFANT

MÉDECINS DU MONDE: CASO

Medical and social consultations, no appointment necessary, although please come early as you may have to wait a long time.

1 → Mondays and Fridays at 9 am
→ Wednesdays at 1.30 pm

LES INFORMATIONS CONTENUES
DANS CE GUIDE ONT ÉTÉ MISES À JOUR
EN **FÉVRIER 2024**

CE GUIDE A ÉTÉ RÉALISÉ
PAR LE **CCAS DE VILLEURBANNE**,
EN COLLABORATION AVEC
LES **ASSOCIATIONS DE SOLIDARITÉ**
DE VILLEURBANNE