

WATZAT

Lyon

**THE INFORMATION GUIDE
FOR PEOPLE IN EXILE**

FEBRUARY 2024

TABLE OF CONTENTS

HOW THE GUIDE IS ORGANIZED

Pink squares in the guide indicate addresses and information for unaccompanied minors (- 18 year old)

 : free cultural events : «Culture pour tous» (see page 25)

ARRIVING IN LYON

	What is my administrative situation ?.....	3
	Your documents	3
	Housing in Lyon.....	3
	Getting around Lyon.....	4
	Useful websites and applications.....	4
	Unaccompanied minors	5

USEFUL ADDRESSES

	information and signposting	7
	Administrative support	7
	Computer use and digital help	8
	Free legal help.....	9
	Bag storage.....	11
	Clothes	12
	Food	13
	Finding a relative	14
	Day centers.....	15
	Showers.....	16
	Administrative residence or «domiciliation».....	16
	Healthcare	17
	Job assistance	22
	Learn french	23
	Activities	25
	Women support.....	27
	LGBTQIA+.....	28
	Sex work /Prostitution	28

SOCIAL RIGHTS

	What are my rights ?.....	29
	Who can help me ?	29
	Get an adress : administrative residence («domiciliation»).....	30
	Accommodation	31
	Material reception condition : CMA.....	32
	Housing.....	34
	Financial support.....	35
	Access to healthcare.....	36
	Open a bank account.....	37
	Access to work.....	37
	School / Childcare.....	38
	University.....	39

PROCEDURES

	What is asylum ?.....	40
	What are resident permits ?.....	40
	Registering your asylum claim.....	41
	Asylum procedures.....	44
	ofpra file and interview.....	46
	Making an appeal (recours).....	49
	Applying for your case to be reconsidered ("réexamen")	51
	If you have been granted protection	53
	Residence permits	55
	If you are arrested	57



Subway and tram map of Lyon.....	59
----------------------------------	----

ARRIVING IN LYON

WHAT IS MY ADMINISTRATIVE SITUATION ?



Before you apply for any procedure, ask an organisation offering free legal aid for advice (page 9).

Every situation is different ! Even if one procedure worked for a friend, it might not work for you.

There are different ways to get the right to stay in France :

- Asylum is a protection given by France if you prove that you have been persecuted in your country and you are at risk if you go back.

It is a long and complicated procedure. The risks of being rejected are high (see page 40).

During the asylum process you might be able to receive benefits and a temporary right to stay in France.

The asylum procedure can last from 6 months up to a few years. If the application is rejected, you lose your right to social benefits and risk having to leave France.

- Claiming asylum is not the only way to have the right to live in France, you can also apply for **residence permits** for : private and family life matters, for health reasons or for work.

Sometimes, you wait several years to get a residence permit.

Like the asylum application, these procedures can be long and complicated (for more information, see page 55).

YOUR DOCUMENTS

As soon as you arrive, keep photographs and copies of all documents and letters received during your stay in France.

Keep those copies in different places (at a friend's house or with an organisation) and online (in your emails...)

- It is useful for your asylum application or if you are arrested to prove your presence on French territory, and so organisations can understand your situation.

- This kind of evidences of your presence in France will be **mandatory to apply for a resident permit.**

Examples of evidence: certificate of application for resident permits, income declarations (taxes), medical prescriptions, phone and electricity bills, TCL card, proof of residence, payrolls, French classes, registrations and diplomas,...

THE ADOBE SCAN APPLICATION

The application allows you to scan your documents and send them by email or whatsapp to always keep a copy in case it is lost or stolen.

HOUSING IN LYON

It is very difficult to find housing in Lyon.

Emergency accommodation is overcrowded and social housing organisations have very long waiting lists. Many people sleep in the street.

If it is your case : see page 31 and call 115

GETTING AROUND LYON

In Lyon, public transport is managed by the company «TCL». You can find your itinerary on : <https://www.tcl.fr/> or on the app **CITYMAPPER**

The ticket lasts 1 hour and costs 2€. You can buy tickets in the metro and tramway stations.

Free monthly TCL subscription :

In Lyon, the TCL pass is free :

- for asylum seekers or people with a valid residence permits (or a certificate of application for a residence permit, called «récépissés»)
- for people without a working permit (you will need to show a valid certificate of proof).
- for people that receive specific financial allowances (RSA, AAH, ASI, ASPA)

TCL also has a «solidarity discount» of 10€ per month for people with the CMU/CSS/AME (page 36). To get this pass, you must register on : <https://www.tcl.fr/solidaire>

You will need a valid TCL pass. If you don't have one, go to a TCL office to create one (5€).

You must remember to renew your subscription 15 days before the end of the previous one.

In case of inspection

If you travel without a valid ticket, you risk a fine. In case of inspection, you may be asked for identification documents.

If you are undocumented, it is better to always have a ticket or pass to avoid an identity check.

If you do not have any identity papers, the inspectors may ask the police to come and check your identity. In case of arrest, see your rights (page 57).

The inspectors cannot search your belongings without your consent, but may ask you to leave the premises if you refuse.

If you are fined

The inspectors will give you a document called a «PV» or «quittance»: you must keep it with you.

If you are fined, beware to the deadlines:

- Immediate payment to the inspector: 60 € by credit card or cash
- Payment within a maximum of 7 days: 80 €.
- Payment after the 7 day period but under 2 months: 110 €.
- If you are a minor, you have 7 days to pay your fine of 60 € before the amount is increased to 80 € (payment possible by phone with credit card or at the collection agency).

TCL COLLECTION AGENCY

17 bis, boulevard Vivier Merle - 69003 Lyon

If you have no resources, you have three months from the date of the infraction to contest the fine. Be careful, this does not always work.

If you have any difficulties with these procedures or if you cannot pay your fine, ask for help from a social worker (page 29).

Bicycle

Collective bike rental company : **Vélo'v**. Subscription costs between 15 and 31€ per year (payment by card).

USEFUL WEBSITES AND APPLICATIONS

TARJIMLY

Allows you to directly contact a volunteer translator through the app Messenger (written and vocal messages or videos). [Tarjimly](#)

SPIKY COMMUNITY

Free application that gives access to useful information for settling in France, good tips and advice to discover the city



UNACCOMPANIED MINORS

(UNDER 18 WITHOUT LEGAL GUARDIANS)

1. What does it mean to be an «unaccompanied minor»?

You are an **«unaccompanied minor»** or **«Mineurs Non Accompagnés (MNA)»** if :

- You are less than 18 years old
- You are **without your parents** or **legal guardians** (adults who have legal authority over you) in France.

→ As an unaccompanied minor, you are considered to be “in danger”. You will be protected and taken care of by the Child Welfare Services : Aide Sociale à l’Enfance (ASE).

2. Your rights in France

The French State is legally responsible for **unaccompanied minors on its territory and has to protect them**. The organisation in charge of housing and protecting these unaccompanied minors is the ASE, managed by the city of Lyon.

Before being taken care of, you will first need to pass an “underaged and unaccompanied” assessment with the ASE. This assessment is mandatory to be protected by the ASE who will interview you to assess if you qualify as underage and unaccompanied. **This should only take a few days, but it can take up to a few weeks.** Once you are officially recognized as underage and unaccompanied, you have the right to stay in France and do not need a residence permit until you are 18. You will be housed and supported to become self-sufficient when you turn 18. That will include socio-educational work, education or training, legal and administrative support...

3. Your arrival in Lyon

See page 11 to get free legal help for unaccompanied minors. This will help you understand and prepare for the administrative steps that await you.

You will need to go to the **«Centre de Mise à l’Abri et d’évaluation» (CMAE)** so that they can recognise you as a minor. The CMAE will make an appointment for you at the Préfecture, and give you a new appointment at the CMAE for an «assessment» of whether you are underage.

FORUM RÉFUGIÉS, CMAE

🕒 Monday, Tuesday, Wednesday, Thursday, Friday 8am-7pm ☎ 04 37 40 08 55
 📍 20 rue neyret 69001, Lyon
 🚶 M A Hôtel de ville et S 06 Neyret
 Or M C Croix Paquet et S 42 Neyret

4. The assessment interview

The day of your appointment at the **«Préfecture»**, **they will take your fingerprints, your photo and other personal information**. This file helps them check whether you’ve already registered as an unaccompanied minor in another french region and if you have already asked for a visa or residence permit.

Forum Réfugiés will then also perform the **«underage and unaccompanied» assessment**, to determine if you qualify as an unaccompanied minor. During the assessment phase, you should be given a spot in a shelter. You will most likely have a quick first interview, then will be placed in a shelter while you wait for a second interview with Forum Réfugiés.

The second interview with Forum Réfugiés will be longer, and you will have to discuss: your identity, your family, your life in your home country (living conditions, education), the reasons you left, your journey to France, your living conditions since you arrived here, and what you plan to do in France.

- Do not forget to bring the documents that can prove you are underage. **You take a great risk by showing fake identity papers.**
- You can ask organisations (see page 11) to help you retrieve documents from your home country.

- You have **the right to ask for an interpreter who speaks your native language**.

In some cases, after this assessment, the ASE can ask for “complementary examinations”: an inspection of your identity papers (if you have them), and sometimes, a bone age assessment.



No medical exams or X-rays should be performed without your consent and without the judge giving the authorisation !

5. After the interview

After the interview, Forum Réfugié is in charge of filling a report to the MEOmie (Child welfare services of Lyon). It is the MEOmie that decides if you are considered an unaccompanied minor or not.

Go regularly to Forum Réfugiés (at «rue Neyret») to receive the final decision regarding your assessment. There are two possibilities :

- **You are officially recognized as an unaccompanied minor** : you will be housed (in a shelter, or in an apartment, and in some rare cases in a foster home), assisted by a tutor, you will learn French, go to school or undergo professional training in a specific field of work.
- **Or, the MEOmie does not recognise you as being underage and/or unaccompanied.**

6. In case of rejection

If you are not recognized as being **underage**, **the reasons behind the rejection should be explained in a document. It is crucial for you to keep that document for the next steps.** You have the right to appeal the decision before a juvenile judge.

The judge will set up a meeting to hear your case and can also ask for complementary examinations like the inspection of your papers and medical exams, but only with your consent.

Once they have looked over your case, the judge can either recognise you as being an unaccompanied minor or confirm the MEOmie’s rejection.

- You are entitled to a **lawyer to assist you with your appeal**.

• While waiting for the judge’s decision (about 3 months) you will not be housed or assisted. Since May 2021, the City of Lyon does not offer housing to young people that are still going through an appeal procedure («recours»).

- To get shelter, the only solution is to ask for a spot for one night by calling the housing emergency number : 115. Show the letter of refusal of care that the MEOmie gave you.
- You can **get help from associations**: the AMIE, RESF (legal aid, page 11) or the Secours populaire (lunch and French classes) (page 7).

7. Applying for asylum as a minor

If you are unaccompanied and underage, have fled your country because you were scared for your life, have been persecuted, and you are afraid to go back, **you can also apply for asylum protection in France**. You need to apply for asylum during the underage recognition procedure. Before, we advise you to first get in contact with an association that can help you (page 11).

Talk to your tutor or to your assigned MEOmie officer so that they can help you to get an appointment at the «Préfecture». On the day of your appointment, you will also need to be accompanied by a legally responsible adult (an «Ad Hoc Administrator»).

The prefecture will take your fingerprints and information on your identity. Only once the administrator has been appointed (this may take some time), can you apply for asylum at Forum Réfugiés.

If a member of your family is currently in another European Union country, you can ask to be reunited with them.

Note that, as a minor, you will not be granted the allowance for asylum seekers (ADA). Only the ASE can house unaccompanied minors because you cannot be housed in the same centers as adults.

For more information on seeking asylum see page 40.

USEFUL ADDRESSES

INFORMATION AND ORIENTATION

PERMANENCE D'ACCUEIL ET DE SOLIDARITÉ, SECOURS POPULAIRE

Hospitality, discussion and support, food and clothing aid, assistance with access to rights.

🕒 Monday and Thursday 2pm-4:30pm

🕒 Wednesday 9am-12pm

☎ 04 72 77 87 73

🏠 21 rue Galland 69007 Lyon

M B T 2 Jean Macé

There are other Secours Populaire offices in and around Lyon. To get their contacts, please call :

☎ 04 72 77 87 77

PASS ETUDIANTS - SECOURS POPULAIRE

Hospitality, discussion and support, food and clothing aid, assistance with access to student rights and benefits. **For students.**

🕒 Monday 6:15pm-8:15pm

🕒 Saturday 10:30am-12:30pm

Make an appointment by mail :

✉ permanence.jeunes@spf69.org

☎ 04 72 77 87 73

🏠 21 rue Galland **M B T 2** Jean Macé

ACCUEIL-SOLIDARITÉ-ÉTRANGERS

Information desk: listening, social and administrative support.

🕒 Tuesday 10am-11:30am

☎ 04 28 29 46 72

🏠 31 avenue du Général Leclerc, Villeurbanne

C 3 C 26 C 11 Grand Clément

ADMINISTRATIVE SUPPORT

MAISONS DE LA MÉTROPOLE POUR LES SOLIDARITÉ (MDMS)

You can ask to be assisted by a social worker for: food, housing, health care, family support and young child care, domiciliation, etc.
→ More information and addresses page 29.

UFCS / FR - PUBLIC WRITERS

Public writer's services in different places in and around Lyon. To help you write or read a letter, a file, fill out a form. To do an online procedure, understand documents, etc. **Does not deal with applications for retirement, MDPH, naturalization or CVs.**

• Pôle d'action sociale

🕒 Wednesday 2pm-5pm

🕒 Friday 1:30pm-4:30pm

Call to make an appointment and know if the request can be admitted : ☎ 04 28 87 00 44

🏠 334 rue André Philip-69007 **M D** Garibaldi

• Centre social Bonnefoi

🕒 With appointment Tuesday 2pm-5pm,

🕒 No appointment Friday 9am-12pm

☎ 04 72 61 97 43

🏠 11 rue de Turenne, 69 003 Lyon

M B Saxe Gambetta/ **M D** Guillotière

• Bibliothèque de la Part Dieu

🕒 Thursday 3:30pm-6:30pm

🕒 Tuesday 10am-1pm

(on appointment)

☎ 04 78 62 18 00

🏠 130 Bd Marius Vivier-Merle - 69003 LYON

M B / T 1 / T 3 / T 4 Part Dieu

• Centre Social de Gerland

🕒 Monday 9:15am-12:15pm

(no appointment needed)

🏠 1, rue Jacques Monod - 69007 LYON

T 1 ENS Lyon **M B / T 6** Debourg

• Maison du livre de l'image et du son

🕒 Monday 2:30pm-5:30pm (on appointment)

🏠 247, Cours Emile Zola, 69100 Villeurbanne

M A Flachet

• Mairie du 8ème

🕒 Wednesday 9am-12pm / 1:45pm-4:45pm (no appointment needed)

🏠 12, Avenue Mermoz - 69008 LYON

T 2 Bachut - Mairie du 8ème

• Bibliothèque de la Duchère

🕒 With appointment, Saturday 10am-1pm.

🏠 Placé Abbé Pierre – 69009 LYON

C 14 C 6 Duchère Martinière

ARCHE DE NOÉ

Public writer

🕒 Thursday 2pm-4pm

Closed on february 1st.

Registration by phone at ☎ 04 78 58 29 66

✉ archedenoe@armeedusalut.fr

🏠 Arche de Noé : 3-5 rue Félicitent, 69007 Lyon

T 1 Saint André

LES PIMMS MÉDIATION

• **Information and support with your administrative procedures:** family allowances (CAF), health insurance (CPAM), retirement insurance, unemployment (Pôle Emploi), the Post Office, taxes, driver's license (ANTS), identity documents, the Ministry of Justice, public transport (TCL)...

• Help to write letters and fill out forms

The PIMMS Médiation do not help with the procedures related to the Préfecture and residence permits, asylum, minors travel documents or citizenship.

There are 7 PIMMS : Bron, Mermoz Pinel or Etats-Unis, Vaise, Vaux-en-Velin, Villeurbanne, Rilleux-la-Pape. Addresses and opening hours: <https://pimmslyonmetropole.org/>

LA PASSERELLE

Free administrative help: writing letters, making up files, help with digital procedures (Caf, CPAM, Retirement, Taxes...), access to two computers and a printer.

No help in the constitution of a file for a residence permit and no appointment at the Prefecture.

For more information see [the website](#).

or call ☎ 04 81 65 59 59

COMPUTER USE AND DIGITAL HELP

TIERS LIEU MAISON SÉSAME SECOURS CATHOLIQUE

• Digital space with free access

🕒 Tuesday and Friday 9:15am-12pm

🕒 Wednesday and Thursday 2:30pm-4:30pm

• Digital training

🕒 Tuesday and Saturday 9:15am

☎ 04 87 24 16 76 **F** Maison Sésame.

🏠 111 rue du 1er mars 1943, Villeurbanne

C 3 C 26 C 11 Grand Clément

EMMAÛS-CONNECT

Digital training

To meet them, you must make an appointment and have a «referral form» from a Maison des Métropoles et des Solidarités (see page 29), from your social worker or, if you are seeking asylum, from Forum-Réfugiés (see page 41).

🌐 : <https://emmaus-connect.org>

☎ 01 80 05 98 80

EMMAÛS-Connect also offers a cheap offer for telephone and internet packages as well as computer equipment.

PUBLIC LIBRARIES

In Lyon's libraries you can use computers, print documents and participate in digital initiation workshops. 16 public libraries, look-up the addresses and opening hours: bm-lyon.fr

• Bibliothèque de la Part Dieu

🕒 Tuesday to Saturday 10am-7pm

☎ 04 78 62 18 00

🏠 130 Bd Marius Vivier-Merle - 69003 LYON

M B / T 1 / T 3 / T 4 Part Dieu

MINOR PASS - SECOURS POPULAIRE

Hospitality, breakfast, french lessons, discussion and support, assistance with access to minors' rights.

For unaccompanied minors.

🕒 Monday to Sunday 8:30am-11am

🕒 Administrative reception 8:30am-12pm

☎ 04 72 77 87 77

🏠 58 rue Victor Lagrange 69007 Lyon

M B Jean Macé



FREE LEGAL HELP

Help and advices for your procedures depending on your situation :

- ASYLUM PROCEDURE
- DUBLIN PROCEDURE
- REFUGEES
- RESIDENCE PERMITS

●● FORUM RÉFUGIÉS

Assistance for OFPRA, Dublin, legal aid, requests for re-examination...). It's better to bring all your documents with you. **Specifically reserved for asylum seekers residing at the SPADA of Lyon of Forum Réfugiés**

🕒 Monday to Friday 8:40am-12:30pm
 ☎ 04 72 77 68 02
 🏠 Maison du Réfugié, 326 rue Garibaldi, 69007
 🇲🇩 Garibaldi

●● ACCUEIL MIGRANTS RESTOS DU COEUR

Legal assistance : appeal, legal aid, reassessment, application for CMA, CMU, AME, etc...). **For asylum seekers or trying the appeal.**

🕒 Tuesday and Wednesday 8:30am-11:30am
 Registration appreciated by email
 ✉ ad69.migrants@restosducoeur.org
 🏠 207 rue Marcel Mérieux 69 007 Lyon
 🇲🇩 🇧🇩 Debourg

● TIERS LIEU MAISON SÉSAME SECOURS CATHOLIQUE

Assistance for accessing rights for people currently in the asylum application process.

No appointment needed.
 🕒 Tuesday and Friday 9:15am-12pm
 🕒 Wednesday 2:30pm-4:30pm
 ☎ 04 87 24 16 76
 🇧🇩 Maison Sésame (Secours Catholique du Rhône)
 🏠 111 rue du 1er mars 1943, Villeurbanne
 🇨🇩 3 🇨🇩 26 🇨🇩 11 Grand Clément

● LA CIMADE

Informations on residence permits, OQTF, IRTF.
 ✉ lyon@lacimade.org

- Informations by phone

☎ 04 78 28 47 89
 🕒 Wednesday 2pm-5pm
Closed wednesday february 28

- Reception on site

● Cimade Villeurbanne

With or without appointment
 🕒 Monday 2pm-4:30pm
 🏠 Maison Berthy Albrecht, 14 place Jules Grandclément 69100 Villeurbanne
 🇨🇩 3 🇨🇩 11 🇨🇩 26 Grandclément

● Cimade la Duchère (Lyon 9)

🕒 Tuesday 2pm-4:30pm
Closed on february 20 and 27
 🏠 Foyer Protestant 309 avenue Andreï Sakharov, 69009 Lyon
 🇨🇩 14 🇨🇩 6 Duchère Piscine

● Cimade Vaulx-en-Velin

Make an appointment on site during their open hours
 🕒 Thursday 2pm-4:30pm -
Closed on february 29.
 🏠 Espace protestant Théodore Monod, 22 rue Romain Rolland, 69120 Vaulx en Velin
 🇲🇩 🇦 Vaulx en Velin La Soie

● Cimade Bron

Make an appointment on site during their open hours
 🕒 Tuesday 2pm-4:30pm
 🏠 Droits pour Tous, 94 avenue St Exupéry (Rez-de-Chaussée, côté autoroute), Bron
 🇲🇩 🇩 Mermoz-Pinel 🇨🇩 15 Lionel Terray

● Cimade Vénissieux

Make an appointment on site.
 🕒 Wednesday 9pm-12pm -
Closed on february 21.
 🏠 Maison de quartier de la Darnaise 45 boulevard Lénine, 69200 Vénissieux
 🇧🇩 4 Darnaise

●●● CENTRE SOCIAL BONNEFOI

● Legal aid on residence permit and asylum. With appointment ☎ 04 72 61 97 43
 🕒 Wednesday 1:30pm-5:30pm
 🕒 Friday 9am-12pm -

● A representative of the Commissioner for Human Rights is available if you are having trouble with a public service or administration (the Préfecture, the Caisse d'Allocation Familiale, Pôle Emploi or pensions).

🕒 Every thursdays after-noon and first and third thursday morning of the month
 ☎ call 06.68.07.28.64 to have an appointment or patrick.pozo@defenseurdesdroits.fr

🏠 11 rue de Turenne 69 003 Lyon
 🇲🇩 🇩 Guillotière / Saxe Gambetta

●● POLE D'ACTION SOCIALE ENTRAIDE PROTESTANTE LYON

Information and support on residency rights, follow ups on application filed with the Prefecture, advice on the asylum procedure and assistance.

🕒 Tuesday 1:30pm-4:30pm on appointment
 ☎ 04 28 87 00 44
 🏠 334 rue André Philip-69007 Lyon
 🇲🇩 🇩 Garibaldi

● LE VILLAGE DU DROIT DES ÉTRANGERS (V3DE)

Information on residency permits, legal help to get access to healthcare. No appointment needed. (come at noon to get registered)

🕒 Friday 1:30pm-5pm
 ✉ levillagedudroitdesetrangers@gmail.com
 🇧🇩 V3DE
 ☎ 06 58 71 50 52
 🏠 Arche de Noé, 3 rue Féliçissent 69007 Lyon
 🇧🇩 1 Saint André

●● AMNESTY INTERNATIONAL

Legal aid for asylum seekers already going through an OFPRA or CNDA procedure.

Assistance writing your asylum story («récit») and appealing a decision. Preparation for OFPRA interviews and CNDA proceedings: contact us as soon as you receive the invitation to the interview.

Does not deal with residency permits. Make appointment or get advice via e-mail or text message in French or English. Indicate name, first name, nationality, spoken language, email adress and object of the request.

✉ peas69.ai@gmail.com
 ☎ 06 99 04 37 76

● ESPACE COMMUNAL DE LA GUILLOTIÈRE (ECG)

Assistance with the asylum procedure. With or without appointment.
 🕒 Wednesday 5:30pm-7:30pm
 More information by phone :
 ☎ 06 85 07 93 47 ☎ 06 81 18 68 45
 🏠 45 rue Béchevelin 69 007 Lyon
 🇲🇩 🇩 Guillotière 🇧🇩 1 Saint André

● LES AMOUREUX AU BAN PUBLIC

Legal aid and administrative advice : couples living together, civil unions («pacs»), marriage and parents of French children.

For European and French-foreign couples. Contact via email only :
 ✉ amoureux.lyon@gmail.com
 🕒 Online legal advice on ZOOM

●●● MAISONS DE LA JUSTICE ET DU DROIT

Legal aid and general advice by professional lawyers, notaries, bailiffs, conciliators, rights defender delegates(family law, labor law, criminal law, foreigners legal aid...).

Make appointment by phone or at the reception desk

🕒 9am-12am without appointment subject to availability.
 🏠 Lyon 8 · Mermoz Pinel ☎ 04 78 74 00 42.
 🕒 9am-12am without appointment subject to availability.

🏠 Lyon 9 ☎ 04 72 85 67 90.
 🏠 Villeurbanne ☎ 04 78 85 42 40
 🏠 Vaulx en Velin ☎ 04 37 45 12 40
 🏠 Rillieux la Pape ☎ 04 37 85 10 50
 🏠 Givors ☎ 04 78 07 41 00
 🏠 Bron ☎ 04 78 26 49 39
 🏠 Venissieux ☎ 04 72 90 18 20

LIGUE DES DROITS DE L'HOMME

Advice and support services **open to all.** Advice available on foreigners' rights.

🕒 Thursday from 2:30pm to 5:30pm
 ☎ 06 85 03 19 88
 🏠 34 Cour de Verdun Perrache, 69002 Lyon
 🇧🇩 2 🇧🇩 1 🇲🇩 🇦 Perrache

● AIDES

Support for residence permit procedures, and for healthcare.

For foreign people with HIV and/or Hepatitis B or C. You will need an appointment.

☎ 06 34 45 51 27 / 04 78 68 05 05
 🏠 110 rue Sully, 69006 Lyon 🇲🇩 🇦 Masséna

PÔLE D'ACCÈS AUX DROITS - MAIRIES D'ARRONDISSEMENT

Lyon's district town halls offer free assistance in accessing rights, open to all.

Here you can meet :

- a **lawyer** who can advise you on your rights and how to assert them (procedures, appeals) in all areas (right of residence, work, family, housing)
- a **representative of the Commissioner for Human Rights**

🕒 To find out about opening hours and make an appointment, you can go to the reception desk of the town hall nearest to where you live, or contact them by e-mail or telephone.

FIJI

- Defending individual and family rights of French and foreign people.
- Information on marriage, divorce, family ties, adoption in private international law.

🕒 You will need an appointment.

To have access to the legal advice sessions :

✉ Send an email to info@fiji-ra.fr

📞 Or leave a message on the answering machine at 04 78 03 33 63

🏠 64 rue paul verlaine, Villeurbanne

M A Gratte-ciel **C 3** Verlaine

COLLECTIF IDIR ESPOIR ET SOLIDARITÉ

Discussion groups and advice : **For prisoners' relatives.**

🕒 Wednesday 2pm-5pm

✉ collectif-solidarite-cusset@riseup.net

📍 Collectif Solidarités Cusset

🏠 Île Égalité, 6 rue de l'Égalité, 69100

Villeurbanne **M A** Cusset

COLLECTIF SANS PAPIERS 69

• Legal support sessions and workshops without appointment
🕒 First sunday of the month 3pm-5pm (February 4)

✉ csp69.lyon@gmail.com

📍 Collectif des sans papiers Lyon

Instagram [@csp69](https://www.instagram.com/csp69)

🏠 L'île égalité, 6 Rue de l'Egalité, 69100 Villeurbanne **M A** Cusset

GISTI - PHONE HOTLINE

Free legal support by phone on foreigners' rights

🕒 Monday to friday: 3pm-6pm

🕒 Wednesday, Friday : 10am-12am / 3pm-6pm

📞 01 84 60 90 26

MINORS / YOUNG ADULTS

See page 5, unaccompanied minors.

COLLECTIF AMIE

Advice, legal aid, help with schooling.

For unaccompanied minors only.

🕒 If you come for the first time : without appointment, wednesday 9am-12pm for registration.

🕒 For people already registered at AMIE, you can make an appointment to go there on fridays 9am-12pm.

🏠 Salle de la Marmite, 7 rue Diderot, 69001

M A Hôtel de Ville

BARREAU DE LYON

Free legal aid by specialised lawyers.

For unaccompanied minors only.

Without appointment

🕒 Wednesday february 7 and 21. 10am-12am

✉ contact@barreau lyon.com

🏠 Maison des avocats, 176 rue de créqui 69003 Lyon **M B** Place Guichard

COLLECTIF JEUNES RESF 69 (MINEURS/ JEUNES MAJEURS)

Help with difficulties with residence permit procedures.

For minors or young adults.

🕒 Open 1st wednesday of the month from 2pm-5pm. (February 7)

Make appointment by phone or email.

📞 07 49 19 63 84

✉ resfjeunes69@gmail.com

🏠 Salle de la Marmite, 7 rue Diderot

M A Hôtel de Ville **M C** Croix Paquet

📄 <https://www.resf-jeunes69.fr>



BAG STORAGE

BAGAGE'RUE

Free luggage storage service, available to anyone at any time. 2 luggage maximum.

🕒 Monday to Friday 10am-11:30am

Monday and thursday : 6pm-7:30pm

There is no more space of storage at the moment, call to get registered on the waiting list.

📞 07 55 64 92 96.

🏠 47 rue Capitaine Robert Cluzan

M D Saxe Gambetta

CLOTHES

Free clothes

BUS DU PARTAGE

🕒 Wednesday 10am-12pm / 2:30pm-4:30pm

📞 07 68 11 46 68

🏠 Place Jean Macé 69007 Lyon

M B T 2 Jean Macé

RESTOS DU COEUR LYON 4

• **Enfants:**

🕒 Monday february 5th, 4pm-6:30pm

🕒 Tuesday february 6th, 9am-11:30am

• **Femmes:**

🕒 Monday February 12 : 4pm-6:30pm

🕒 Tuesday February 13 : 9am-11:30am

• **Hommes:**

🕒 Monday February 19 : 4pm-6:30pm

🕒 Tuesday February 20 : 9am-11:30am

📞 04 78 30 13 19

🏠 19bis Rue Dumont d'Urville, 69004

M C Croix-Rousse **C 13** Place Bertone

VESTIAIRE DU SECOURS POPULAIRE

Free clothing on referral

🕒 Monday and Thursday 2pm-4:30pm

🕒 Wednesday 9am-12pm

🏠 21, rue Galland 69007 Lyon

M B / T 2 Jean Macé

THRIFT SHOP DINO

Free clothing for children and adults

🕒 Thursday 5:30pm - 6:30pm

🏠 Île Égalité, 6 rue de l'Égalité, Villeurbanne

M A Cusset

GEEV

Apply here to get donations :

📄 <https://www.geev.com/fr>

A social worker can give you a voucher to pick up clothes for free in specific stores

Solidarity prices

BOUTIQUE DE L'ENTRAIDE

🕒 Tuesday 1pm- 5:45pm, Wednesday 1pm

-6:15pm, Thursday 10:30am-1:30pm,

Friday 1pm- 4:45pm

📞 04 72 72 92 08

🏠 88 bis cours Gambetta-69007 Lyon

M D Garibaldi

EMMAÜS

In Villeurbanne and Parilly, check website for infos : [Website](https://www.emmaus.org)

L'ARMÉE DU SALUT

🕒 Tuesday to Friday: 10am-12:30pm / 1:30pm-5pm.

🕒 Saturday 10:30am -5:30 pm

🏠 4, rue Stalingrad, Vaulx-en-Velin

C 3 Cuzin / Stalingrad

SOLIDARITÉ AFRIQUE

🕒 Monday 1:30pm-4:30pm

🕒 Tuesday 9am-12:30pm -1:30pm-8pm

🕒 Wednesday 9am-12:30pm / 1:30pm-4:30pm

🕒 2nd and 4th Saturday of the month 10am-6pm

📞 04 78 18 49 15

🏠 13, bis rue Girié 69003 Lyon

C 9 Maisons Neuves

LES BRIC À BRAC - FOYER NOTRE DAME DES SANS ABRI

In Vaise and Oullins, check website for infos :

<https://www.fndsa.org/les-bric-a-brac/>

VESTI-BOUTIQUES - CROIX ROUGE

🕒 Tuesday, Thursday, Saturday 2pm- 6pm

🏠 342 avenue Berthelot - 69008 Lyon

📞 09 72 61 39 02 **T 2** Mairie du 8ème

🕒 Tuesday, Wednesday 1.30pm -5 pm,

Thursday 1.30pm-6 pm, Friday 1.30pm-5.30pm

📞 04 82 53 88 48

🏠 30 rue Louis Loucheur - 69009 Lyon

M D Gorge de Loup



SHOWERS

Most day centers offer a free access to showers and laundry services for free (page 15).

BAINS-DOUCHES DELESSERT

Shower : 🕒 Monday to Friday 7:30am-5:30pm
If possible, come with a towel, soap, shampoo (hygiene items are given for free if forgotten).

Laundry service : make appointment on site

Hairdressing : 🕒 every Tuesday: on registration

🕒 Opening hours to make an appointment on site : Monday, Thursday, Friday: 8am-12pm, Tuesday, Wednesday: 10:30am-12:30pm / 1:15-4:15pm

📞 04 78 72 69 01

🏠 13 rue Delessert **M B** Stade de Gerland



Food distributions

ARMEE DU SALUT-BOOTH TRUCK

🕒 Monday to Friday 6:30pm - 7:30pm
 🏠 Place Bahadourian **M B** Place Guichard /
M D Guillotière

FRATERNITÉ LYON CENTRE

🕒 Monday 7pm- 8:30pm .
 🏠 Place Carnot 69002 Lyon
M A / **T 1** / **T 2** Perrache

ENSEMBLE POUR UN REPAS

🕒 Tuesday 8pm
 🏠 Gare Part Dieu Villette 69003 Lyon
M B / **T 1** / **T 3** / **T 4** Part Dieu
 🕒 Tuesday 8:15pm
 🏠 Place Carnot 69002 Lyon
M A / **T 1** / **T 2** Perrache

LE COEUR LYONNAIS

🕒 Saturday february 3 and 17 : 6:30 pm
 🏠 Gare Part Dieu Villette Lyon 3
M B / **T 1** / **T 3** / **T 4** Part Dieu

ANS - KAHINA TCHEIR

🕒 Saturday 7pm
 🏠 Place Carnot 69002 Lyon
M A / **T 1** / **T 2** Perrache

RENCONTRES FRATERNELLES ET ENTRAIDE

🕒 Monday and Wednesday 6pm
 🏠 Gare Part Dieu côté Villette, 69003 Lyon
M B / **T 1** / **T 3** / **T 4** Part Dieu
 🕒 Breakfast : Saturday and Sunday 9am
 🕒 Couscous : Saturday february 3 and 17. 6pm
 🏠 Place Carnot **M A** / **T 1** / **T 2** Perrache

SI MOI J'AI FROID

🕒 Meal every other sunday 6pm
 🏠 Gare Part Dieu côté Villette 69003 Lyon
M B / **T 1** / **T 3** / **T 4** Part Dieu

Meals on site

O' RESTO

🕒 Every day : 12pm-1:15pm / 6:55pm- 8pm
 🏠 131, avenue Thiers 69006 Lyon
M A / **M B** Charpennes
 Access to the restaurant only with an individual card. Register for your card on site at these times : 🕒 Monday to Friday 10am-1pm / 2:30pm-4:30pm

CAMIONS DU COEUR

You can eat on site. Games for children and conversations in French at 8:30pm
 🕒 Monday to Friday 7:30pm -9:30pm
 🏠 Parking salle Raphaël Barros, 69100 Villeurbanne **M A** Flachat

LES ESCALES SOLIDAIRES

Call to register ☎ 06 65 75 81 32
 Free breakfast / Lunch and diner for 2€.

🕒 Tuesday and Wednesday : Breakfast, lunch, Dinner : 8am-10am/12:15pm-2pm/ 7:15pm-9pm
 🕒 Lunch only for women on february 2 and 6 : 12:15pm-2pm
 ☎ 04 81 09 16 93
 🏠 252 Rue Duguesclin, **M B** Place Guichard

🕒 Wednesday, Thursday : Breakfast and Lunch 8:30am-10:30am / 12:15pm-2pm
 🕒 thursday : Dinner 7:15pm-9pm
 🕒 Lunch for families on saturdays february 10 and 24. 12:15pm-2pm
 ☎ 09 82 81 35 90
 🏠 25 Rue Delandine **M A** Perrache

🕒 Monday, Dinner : 7:15pm-9pm
 🕒 Tuesday, Breakfast, lunch and dinner : 8am-10am / 12:15-2pm 7:15pm-9pm
 🕒 Friday, breakfast and lunch
 ☎ 09 74 19 03 47
 🏠 78 rue Tronchet **M A** Masséna

🕒 Wednesday and Friday : Breakfast and Lunch 8:30am-10:30am / 12pm-2pm
 🕒 Dinner : Wednesday 7:15pm-9pm
 ☎ 09 74 13 73 23
 🏠 5 rue Hector Berlioz **M A** / **M B** Charpennes

🕒 Tursday and friday : Breakfast, 8am-10am
 🏠 31 rue du professeur Rochaix
M D Grange Blanche

Food boxes

LES RESTOS DU COEUR

Register near your adress
 • People not registered yet are given an emergency package.
 • information and other distributions :
 📧 rhone.restosducoeur.org

PERRACHE

People living in the 1st, 2nd and 6th districts
 🕒 **Registrations**: Mondays, Tuesdays and Thursdays : 1:30 pm to 4 pm and Thursdays, 9 am to 11:30 am
 🕒 **Distributions** : Monday 1:30pm-5pm, Tuesday 1:30pm-4:30 pm and 5pm-6pm. Thursday 8:30am-12pm / 1:30-4:30pm

Distribution for babies available

☎ 04 78 37 94 65
 🏠 35 rue Bichat 69002 Lyon
T 1 **T 2** Place des Archives

VILLEURBANNE

🕒 **Registrations** : Monday, Tuesday, Wednesday 9am-11:30am
 🕒 **Distribution** : Monday, Tuesday, Wednesday 1:30pm-4:30pm
 Distribution for babies on monday and tuesday
 ☎ 09 81 83 20 14
 🏠 25 rue Hippolythe Kahn Villeurbanne
M A République

CROIX ROUSSE - CALUIRE

🕒 Tuesday 2pm-5pm.
 🕒 Wednesday 5:30pm-7:30pm
 🕒 Thursday 9am-11:30am and 2pm-5pm,
 Distribution for babies available
 Call to know which documents to bring.
 ☎ 04 78 30 13 19
 🏠 19 bis Rue Dumont d'Urville
 13 Place Bertone

PEOPLE WITHOUT AN ADDRESS

Registration and orientation to a food distribution center for homeless people
 🕒 Monday, Thursday 9am-11:30am
 ☎ 04 78 58 97 29
 🏠 207 rue Marcel Mérieux 69007 Lyon
T 1 ENS Lyon **M B** / **T 6** Debourg

CROIX ROUGE

Food parcels depend on the size and make-up of your family. A contribution of 2€ is required.

-For people living in the following districts : 4, 5, 9 - Caluire et Cuire - Dardilly - Ecully - Francheville - Limonest - Marcy l'Etoile - Montanay - Saint Genis les Ollières - Tassin la Demi Lune - La Tour de Salvagny + communes of the Monts d'Or and along the Saône up to and including Neuville/Saône.

🕒 Wednesday 8.30am-5.30pm.
 ☎ 04 82 53 88 48
 🏠 30 rue Louis Loucheur 69009 Lyon
M D Gorge de Loup

- For people living in the following districts: 1, 2, 3, 6, 7, 8 – Chaponnay - Communay - Corbas - Feyzin - La Mulatière - Marennes – Mions – Saint Fons - Saint-Priest – community of communes of the Ozon - Vénissieux.

🕒 Monday, Wednesday, Thursday 2pm-4.30pm,
 🕒 Friday 2pm-6pm
 ☎ 04 82 53 79 78
 🏠 16 bis rue Paul Cazeneuve 69008 **T 2** Villon

ILE EGALITE COLLECTIF SOLIDARITE CUSSET

Free grocery shop (+ free clothes for adults and children)
 🕒 Thursday 5pm-6:30pm
 🏠 Île Égalité, 6 rue de l'Égalité, 69100 Villeurbanne **M A** Cusset

SQUAT CASSE DALLE

🕒 Tuesday 4:30pm-6:30pm - Come with a bag.
 🏠 221 rue de Créqui 69 003 Lyon
M B Place Guichard



FINDING A RELATIVE

LA CROIX ROUGE-RESTORING FAMILY LINKS

For those who need help finding a lost family member due to conflict, a natural disaster, or migration. This service is free, and all the information given is confidential.

- On site and phone reception
Monday to Thursday 9:30am-4:30pm
Make an appointment by phone, email or on their website. <https://vu.fr/cjsNG>
- 16 bis, rue Paul Cazeneuve 69008 Lyon
- Arrêt Villon
- 04 28 29 66 84 ou 06 11 70 59 83
- Envoi de SMS possible rlf.dt69@croix-rouge.fr

DAY CENTERS

FREE - Get rest and access to different sorts of help depending on the center (food & drinks, charge your phone, wifi, advice, social help ..etc).

L'ORÉE AJD

For young people from 18 and under 25 years old.

- Monday 1:30pm-5:30pm, Tuesday 8:30-12am, Wednesday 1:30pm-6pm, Thursday 1:30- 5:30pm
- To meet with a social worker, come at least one hour before closing to register at the reception desk.
- 04 78 92 88 11
- 6, rue d'Auvergne 69002 Lyon **M A** Ampère

MAISON RODOLPHE

For isolated adults over 25 years old or couples without children.

- Dogs welcome and veterinary care possible.
- Monday, Wednesday, Thursday, Friday 7:45am - 3pm
- Tuesday : 7:45am - 2pm
- 04 78 92 88 11
- 105, rue Villon 69008 Lyon
- Jet d'eau/ Lycée Lumière

ACCUEIL LE P.H.A.R.E.

Assistance, advice, activities... Distribution of hygiene kits and laundry services (appointments are needed).

For families (2 people and more)

- Monday to Friday 10am-4pm. Closed on Thursday afternoon.
- 04 74 07 92 11
- Stade Georges Livet - 35, avenue Marcel Cerdan, Villeurbanne **M A** Laurent Bonnevey

ACCUEIL SAINT VINCENT

Place for daytime shelter, orientation and support.

For people over 25 years old.

- Monday to Friday 8:30am-1pm
- Open on Sunday : 9am-11am
- 10, rue bellière **M D** Vieux Lyon

POINT ACCUEIL (LAHSO)

- Isolated men over 25 years old :

- Monday, Thursday, Wednesday, Friday 9-12pm

- Women and families :

- Monday, Wednesday, Friday 1:30pm-4:30pm
- Thursday 1:30pm- 5pm
- 04 78 53 88 77
- 66, rue Etienne Richerand **M B** Part Dieu

ACCUEIL SAINT ANDRÉ

Access to hygiene products, social support, social worker available on site.

For isolated women and families with children.

- Wednesday, Thursday, Friday 1:30-4:30pm
- 2 Rue Félicité 69007 Lyon
- adj.saintandre@gmail.com
- Guillotière, saint André

LA RENCONTRE

For isolated adults over 25 years old (no families)

- Monday to Friday 9am- 1:30pm
- Breakfast: 9am-10:30am, Lunch: 12pm-1pm
- 04 72 07 86 61
- 2, rue Pelletier 69004 Lyon **M C** Hénon

PETITS FRÈRES DES PAUVRES

For isolated people (no families) who are 50 years old and over.

- Hospitality, orientation, hygiene, access to a telephone, internet, computer.

- Group sessions, discussions and support, breakfast, showers : Monday, Wednesday, Friday 8:30am-12pm (Breakfast until 10am)
- Individual support with no appointment needed : Tuesday 8:30am-12pm
- 04 72 40 05 04
- 38 quai Dr Gailleton **M A** Ampère

LES AMIS DE LA RUE

- Hospitality, shower
- Monday, Wednesday, Friday : 2:30pm- 5:45pm
- Individual follow-up with a social worker for non domiciled persons (by order of arrival) :
- Monday, Wednesday, Friday 2:30pm-5:45pm
- Individual follow-up for domiciled persons (on appointment) :
- Tuesday 9:30am-12:30pm / 2pm-6pm, Wednesday and Friday 9:30am-12:30pm, Thursday 2pm-4pm
- 04 78 03 55 91
- 5 rue Hector Berlioz, Villeurbanne
- Charpennes **M A** République
- rhone.amisdelarue@habitat-humanisme.org

AU TAMBOUR!

Daytime shelter and hospitality Listening, social interaction, rest, showers. Activities on registration. For women without children.

- Monday 2pm-5:30pm, Tuesday 1:30pm - 4:30pm, Wednesday 10am-1pm
- 06 77 08 09 15
- Au Tambour www.autambour.fr
- 95 rue Crillon **M A** Massena

LA TOILE

Day center for transgender people, non-binary people and women in precarious situations.

- Monthly hygiene kits, PRM shower, respite and listening area, snacks, referrals.
- Monday 4pm-7pm (for 18-35 years old only)
- Wednesday : 10am-1pm
- Thursday 1pm-4pm (1st half an hour for new people)
- 31 rue de cuire, 69004 Lyon. **M C** Henon

DAY CENTER FOR UNACCOMPANIED MINORS : MINOR PASS SECOURS POPULAIRE : See page 7.

ASSOCIATIVE DOMICILIATION



A «domiciliation» is an adress to receive your mail (for more information, page 30)

L'ORÉE AJD

For people from 18 and under 25 years old.

- Monday 1:30pm-4:30pm, Tuesday 8:30 am - 11am, Wednesday 1:30pm-6pm, Thursday 1:30pm-4:30pm
- 04 78 92 88 11
- 6, rue d'Auvergne 69002 Lyon
- Ampère

LES AMIS DE LA RUE

For people over 25, with a refugee status, isolated or couples without children. Domiciliation for all administrative procedures, except asylum application.

- Mail reception for people who already have domiciliation: Tuesday, Thursday 2pm-6pm Wednesday, Friday 9:30am-12pm
- To have a domiciliation, call on Thursday 9:30am-12:30pm to have an appointment.
- 04 78 03 55 91
- 28 bis rue d'Alsace 69100 Villeurbanne
- République

MAISON RODOLPHE

For isolated adults over 25 years old or couples without children.

- Monday, Wednesday, Thursday, Friday 7:45am - 3pm, Tuesday : 7:45am - 2pm
- 105, rue Villon 69008 Lyon
- Jet d'eau/ Lycée Lumière
- 04 78 76 35 48

PETITS FRÈRES DES PAUVRES

For people who are 50 years old and over.

- Only with appointment
- Social support available
- 38 quai Dr Gailleton **M A** Ampère
- 04 72 40 05 04



HEALTHCARE



**IN CASE OF EMERGENCY
CALL 15**



Emergencies



If you have a serious and urgent health problem, call 15. If you can't call, go to the emergency room of the nearest hospital. In these situations, you do not need health coverage.

 If you do not have health coverage (AME or CSS), you must see a social worker at the emergency room, otherwise you will have to pay for the services you received (19,61€). **If it's not an emergency, you must go to the PASS.**

you can go to any emergency room in your nearest hospital

HOPITAL EDOUARD HERRIOT (PAVILLON N)
M D / T 2 Grange blanche

HÔPITAL SAINT-JOSEPH SAINT-LUC
T 1 Quai Claude Bernard

HOPITAL FEMME MERE ENFANT
Pediatric emergencies (-16 years old)
T 6 Hôpitaux Est Pinel

HOPITAL VINATIER- PSYCHIATRIC
For people over 16 years old.
T 2 T 5 T 6 Vinatier



The PASS

Free medical appointments for people without health coverage.

Important : If you do not have health coverage (CSS or AME), do not leave the hospital without seeing a social worker.

HOPITAL EDOUARD HERRIOT

For people over 16 years old.

No appointment needed for the first time, get there very early in the morning (before 7:30am). **Receive only 2 new patients per day, only on Monday, Wednesday and Friday**

If you have an appointment:

⌚ Monday, Tuesday, Wednesday, Friday : 8:45am -12:30pm / 2pm- 4:30pm
⌚ Thursday : 8.45am-12:30pm
🏠 5, place d'Arsonval, Lyon (PAVILLON K)
M D / T 2 Grange blanche
☎ 04 72 11 03 94

LE VINATIER

For people over 16 years old.

Medical advice with no appointment needed :
⌚ Monday and Wednesday, 9am-12am / 1:30pm-5pm. **Closed on february 8 morning.**
⌚ Thursday 9am-12am (come at 8am)
🏠 95, boulevard Pinel 69500 Bron
T 2 T 5 T 6 Vinatier
☎ 04 37 91 52 07

MÉDIPOLE HOPITAL MUTUALISTE

For people over 18 years old.

An appointment is needed with the doctor but not with the nurse.
⌚ Reception on site : Monday, Tuesday, Thursday, Friday 8:30am-12pm.
⌚ Phone reception : Monday to Thursday 8:30am-4pm.
☎ 04 87 65 01 87
🏠 158 rue Léon Blum, 69100 Villeurbanne
M A Laurent Bonnevey / **T 3** Bel Air

HÔPITAL SAINT-JOSEPH SAINT-LUC

On appointment. **2 month wait for an appointment**

⌚ Monday, Tuesday, Thursday 8:30am-12pm / 2pm - 4pm.
🏠 38, rue Raulin 69007 Lyon
T 1 Quai Claude Bernard
☎ 04 78 61 88 70 (leave a message to get a call back)

GHM - PORTES DU SUD

Only with an appointment.

⌚ **Secretariat:** Monday, Tuesday and Thursday 9am-4pm ☎ 04 72 89 86 03
⌚ **Social Service:** Monday to Thursday 9am-4pm ☎ 04 27 85 21 56
🏠 2, Avenue du 11 novembre 1918
T 4 Hôpital Feyzin Vénissieux

Medical organisations

MÉDECINS DU MONDE : LE CASO

For people without health insurance only.

Doctors, social workers, screening.

⌚ Monday and Friday at 9am
⌚ Wednesday at 1:30pm-
Come a little before the opening time .

☎ 04 72 92 49 01
🏠 15, boulevard Vivier Merle 69003 Lyon
M B Part-Dieu Vivier Merle

Please call before coming, the information on the answering machine is up to date.

MÉDECINS DU MONDE : LE BUS

Open to all. Health prevention, healthcare, someone to talk to.

⌚ Tuesday february 6 and 20 : 7pm-10pm
⌚ Every Thursday 7pm- 10pm
🏠 Place Carnot 69002 **M A** Perrache



POLE SANTÉ SOLIDAIRE

For people with or without medical coverage. Interpreting possible. Medical consultations, general health, showers available.

Without health insurance :

⌚ **Doctor :** Every Monday : 9am-12pm / 2pm-4:30pm : with or without appointment
⌚ **Dermatologist :** you will need to make an appointment by calling (waiting time: 15-30 days)
⌚ **PMI** (child healthcare up to 6 years old and pregnancy monitoring) :
Wednesday 9:30am-1pm no appointment needed

Appointment available with a doctor and a midwife via doctolib for people with health insurance.

🏠 40 avenue de la Table de Pierre, Francheville
C 24 / BUS 73 Hôpital Antoine Charial
☎ 04 28 38 14 91.



Family / Child

PASS - HOPITAL FEMME MERE ENFANT

Pediatric medical care (-16 years old)

You will need to call or email to make an appointment - 3 weeks waiting time

⌚ Reception : monday, tuesday, thursday and friday 8/30am-12
☎ 04 27 85 56 49 / 04 27 85 56 47

✉ hfme.passpediatrique@chu-lyon.fr
🏠 59, boulevard Pinel 69500 Bron
T 6 Hôpitaux Est Pinel
C 8 / C 9 Hôpital mère enfant

PASS PERINATALITÉ - HOPITAL EDOUARD HERRIOT

Support during pregnancy.

You will need an appointment
⌚ Reception : Monday to Friday 9am-4pm.
Closed on Thursday afternoon.
☎ 04 72 11 25 91, a medical-social professional must make the 1st appointment.
✉ heh.passperinat@chu-lyon.fr

PMI - INFANT AND CHILD PROTECTION

Pregnancy monitoring, preparing for birth and parenting, and child healthcare up to 6 years old (growth, vaccinations...etc).

PMI are located in the "Maison de la Métropole", adresses and opening hours are available at:
📄 : <https://www.grandlyon.com/services/trouver-une-maison-de-la-metropole.html>

Eyes / Teeth / Hearing



URGENCES / PASS DENTAIRE

Only if emergency or dental infections, bring proof of identity if possible.

Ask to see a social worker when you arrive

🕒 Monday to Friday 8:45am-3pm

🕒 Saturday 8:45am - 11am (come early)

☎ 04 72 11 03 65 **M D** / **T 2** Grange blanche

🏠 5, place d'Arsonval, Lyon (PAVILLON A)



FRANCE HUMANITAIRE

For people with no health insurance (neither AME nor CMU)

🕒 **Dental problems** : Thursday 2pm-5pm

🕒 **Eye problems** : Wednesday 1:30pm-5pm.

☎ 04 72 73 09 25

🏠 15 rue Cavenne 69007 Lyon **M D** Guillotière



AUDITION SOLIDARITÉ

For people without social security coverage or covered by the AME. Free hearing check-up, hearing aids and annual follow-up. Everything is free.

First consult a specialist (ORL) for a prescription (paid consultation), then contact Marion by email or phone (call or SMS) to make an appointment with a hearing aid specialist.

☎ 06 72 83 79 55

✉ marion@auditionsolidarite.org



Sexual Health/ Couple

Associations:

PLANNING FAMILIAL 69

Informations and advice about sexual and reproductive health, life as a couple.

Appointments possible for contraception, abortion, pregnancy check-ups, and sexually transmitted infection (STI). Interpreter available.

🕒 Monday, Wednesday, Thursday 9am-12pm / 1pm-6pm, Tuesday 1pm-6pm, Friday 9am-12pm / 1pm-4pm.

☎ 04 78 89 50 61 **Closed on february 8**

🏠 2, rue Lakanal **T 1** / **T 4** le Tonkin

Other centres do the same thing (CPEF) and offer support on relationships and sexual health, see the list on the website : [Website](#)

AIDES

- **Sexual Health assistance**, rapid tests for HIV, hepatitis B or C, syphilis, general health support. Access to risk reduction material : condoms, injection material, snorting...
🕒 Tuesday 2pm-7pm (on appointment)

- Chemsex support group

- Advice on sexology,

🕒 Call to make an appointment

🏠 110 rue Sully, Lyon **M A** Masséna

☎ 06 34 45 51 27 / 04 78 68 05 05

DA TI SENI

Information and screening for HIV /Hepatitis B and C screening by TROD. No appointment needed.

🕒 Monday, Tuesday, Thursday 9am-4pm

🕒 Wednesday 9am-12pm.

☎ 06 95 29 29 97

🏠 in front of the Forum Réfugiés SPADA

336 rue Garibaldi, Lyon **M D** Garibaldi

✉ datiseni@gmail.com



ENIPSE

Mainly for LGBTQIA+ people.

Rapid, anonymous and free HIV and hepatitis B / C testing. Chemsex prevention talks (product analysis available)- Free distribution of condoms, gels and risk reduction equipment

🕒 monday and thursday 2pm-8pm

🏠 6 rue Donnée 69001 Lyon **M C** Croix Paquet

Hospital Services:

CEGIDD : SCREENING AND CARE CENTER

- Medical testing for : HIV, Hepatitis A/B/C, chlamydia, syphilis
- Sexually Transmitted Infection care (such as PrEP)
- Make an appointment
 - by phone (they receive a lot of calls, do not hesitate to call several times)
 - for screening possibility to do it online on www.chu-lyon.fr - in the «dépistage SIDA et IST» section -(Connect on Friday morning from 9am to have a slot for the following week)
- **If your risk is less than 48 hours old, come urgently, without an appointment.**

🏠 CEGIDD HÔPITAL EDOUARD HERRIOT

🕒 Monday, Tuesday, Thursday 8:30am-6:30pm

🕒 Wednesday, Friday 8:30am-4pm.

☎ 04 72 11 62 06

🏠 (Pavillon K) 5 place Arsonval 69003 Lyon

M D Grange Blanche

🏠 CEGIDD HÔPITAL CROIX ROUSSE

🕒 **Phone reception** : Monday to Thursday 10am-12:30pm / 2pm-4:30pm.

Friday 11am-12:30am / 2pm-4:30pm

🕒 **Welcome on site** : Monday 8:30-6pm,

Tuesday 9am-6pm, Wednesday 9am-5pm,

Thursday 8:30-6:30pm, Friday 10:30am-4:30pm

☎ 04 26 10 94 73

🏠 103, grande rue croix rousse **M C** Hénon

Helpline number

«Sexualités-Contraception-IVG»

☎ **0800 08 11 11** (free)



Mental health

PASS VINATIER

Only for people without health rights.

Psychological or psychiatric assistance.

Appointments are necessary (preferably after recommendation by another professional).

Possible medical prescriptions

☎ 04 37 91 52 07

🏠 95, boulevard Pinel 69500 Bron

T 2 T 5 T 6 Vinatier

CPCT - PSYCHOLOGY CONSULTATIONS

For people over 18 years old. Free

appointments. Appointments in English available. No medical prescriptions given.

🕒 Monday to Friday 10am-12pm / 2pm-5pm (closed on Friday after-noon).

☎ 04 78 96 10 56

🏠 84, rue de Marseille 69007 Lyon

M D Guillotière **T 2** Centre Berthelot

L'ESPACE -ORSPERE SAMDARRA

Place for discussion, encounters and exchange.

Various activities are available every month.

Available in English, Arabic, Tigrinya, Amharic, Italian, Dari and Pachtó.

🕒 Monday to Friday 2pm-5.30pm

☎ 07 61 07 89 12

🏠 La Rayonne - 24b rue Alfred de Musset

Villeurbanne **M A** / **T 3** Vaulx en Velin la soie

CENTRE ESSOR - FORUM

RÉFUGIÉS

For asylum seekers and adults refugees, minors over 6 years old, and unaccompanied minors followed by the MEOMIE.

Long term psychological counselling and support, art therapy, training for CNDA/OPFRA interviews. Interpreting possible.

Two months wait before the first appointment.

One month wait for minors.

Call for an appointment ☎ 04 78 03 07 59

🏠 158 ter, rue du 4 août 1789

69100 Villeurbanne **M A** Flachat

ECOUTE LYON BELLECOUR

A place to talk and to be heard, located in the Bellecour metro station. Without appointment.

🕒 Monday to Friday 12-7pm

🕒 Saturday 2pm-6pm

☎ 04 78 92 97 80

🏠 Metro Bellecour, line A, in the direction of Vaux-en-Velin la Soie, entrance on the Victor Hugo street

M D / **M A** Bellecour

DISPOSITIF DARJELY

For young people aged 15 to 25

Personalised support and referral to addiction and/or mental health service

Make an appointment by telephone or e-mail

☎ 06 12 48 28 66 / 06 22 03 72 74

✉ darjely@mas-asso.fr

🏠 CH Vinatier

EQUIPE MOBILE EN SANTÉ MENTALE

POUR MNA - FONDATION OVE

For unaccompanied minors.

Psychosocial support and assistance

Make an appointment by mail or by phone

🕒 Monday to Friday 9am-5pm

☎ 07.78.96.24.40 -

✉ em.santementale@fondation-ove.fr

Mental Health Information and Referral Line

of the Vinatier hospital :

☎ **08 05 05 05 69** (free, 8am-8pm 7/7)

✉ contact@livesantementale.fr

National suicide prevention number:

☎ **3114** (free, 7/7, 24/24)

Addictions

The CAARUD work to assist and help reduce risks for drug users (anonymous and free).

Access to risk reduction material, infirmary, counselling, hygienic spaces, follow ups, risk reduction workshops, laboratory product testing, HIV/ Hepatitis screening.

CAARUD RUPTURES

Languages available: Russian, English, Georgian

☎ 04 78 39 34 89

Group access : showers, washing machines, snacks

🕒 Monday, Tuesday, Thursday 9:30am-1pm

Individual access :

🕒 Monday, Tuesday, Thursday, Friday 2:30pm-4:30pm

🕒 Wednesday 2:30pm-7pm.

For a delivery of risk reduction material call

☎ 06 30 52 02 96

🏠 36, rue Burdeau 69001 Lyon

🚶 M C Croix-Paquet M A Hôtel de Ville

CAARUD - LE BUS

Access to risk reduction material

🕒 Sunday 6pm-7:15pm

🏠 Place des Terreaux 69001 Lyon

🕒 Sunday 7:30pm-9pm you can call

☎ 06 30 52 02 96 for a delivery of material

CAARUD PAUSE DIABOLO

- Access to risk reduction material :

🕒 Monday 10am-8pm

🕒 Tuesday, Thursday, Friday 10am-6pm

🕒 Wednesday 10am-1pm

- **Group reception :**

🕒 Monday 2.30pm-5.30pm

🕒 Tuesday 2.30pm-5.30pm (women only)

🕒 Wednesday and Friday 10am-1pm

☎ 04 78 62 03 74.

🏠 64, rue Villeroy M B Saxe Gambetta

SUAL

For young people struggling with addiction.

Arabic interpreter available (all dialects)

🕒 Every Wednesday: 2pm-4pm.

No appointment needed.

☎ 04 37 91 50 75

🏠 Centre Hospitalier Le Vinatier - Bâtiment

502, RDC - 95, Bd Pinel 69500 BRON

✉ sual@ch-le-vinatier.fr

Questions about your rights to healthcare ?

CENTRE SOCIAL BONNEFOI

Health mediation.

🕒 Tuesday 9am-12pm

No appointment needed. (Come early)

🕒 With appointment Thursday 1:30pm-4:30pm

☎ 04 72 61 97 43

🏠 11 rue de Turenne, 69 003 Lyon

🚶 M B Saxe Gambetta/ M D Guillotière

✉ contact@csbonnefoi.fr

POLE SANTÉ SOLIDAIRE

Health mediation, no appointment needed.

🕒 Monday to Friday 9am-4:30pm

☎ 04 28 38 14 91.

🏠 40 avenue de la Table de Pierre, Francheville

🚶 C 24 / BUS 73 Hôpital Antoine Charial

COMEDE

-Questions on access to healthcare (getting health insurance, or residency rights for medical reasons...)?

🕒 Monday, Tuesday, Thursday :

9:30am-12:30pm / 2:30pm-5:30pm

🕒 Wednesday, Friday : 9:30am-12:30pm

☎ 01 45 21 63 12

-Questions about a medical treatment or check-up?

🕒 Monday to Thursday 2:30pm-5:30pm,

Tuesday 9:30am-12:30pm

☎ 01 45 21 38 93

-You are a professional or a volunteer and you have questions about access to healthcare and access to a residence permit for medical reasons?

🕒 Monday 9:30am - 12:30pm

☎ 04 77 12 55 85

Tuberculosis / BCG / Vaccination



CDHS

Tuberculosis screening, vaccination (BCG and mandatory injections, quitting smoking).

CDHS of Lyon (there are 6 in the Rhône area) :

🕒 Monday, Tuesday, Wednesday

8:30am-12:30pm / 1:30pm-5:30pm

🕒 Thursday 8:30am-12:30pm / 2:30pm-5:30pm

🕒 Friday 8:30am-12:30pm / 1:30pm-5pm

Health advice with a doctor, only for people without health insurance.

🕒 Friday 1:15pm-4:30pm

Appointment by phone ☎ 04 72 73 12 76

or online for BCG vaccination 📄 : www.cdhs.fr

🏠 2, rue de Marseille M D / T Guillotière

WORK



CNT-SOLIDARITÉ OUVRIÈRE

Protection of your rights, help with regularisation through work, intervention with the employer and preparation of applications. You will need to make an appointment.

Open to all foreigners unconditionally

🕒 Monday to Friday 2pm-5pm

☎ 07 70 25 12 95 ✉ ud69@cnt-so.org

🏠 Union Régionale - 8 rue Paul Lafargue, 69100

Villeurbanne M A Gratte-Ciel

PROGRAMME MOBIL'EMPLOI

Free support program for everyone searching for employment or professional training, including assistance with administrative procedures (housing, childcare, driving license, etc.). Receive job offers, individual coaching and participate in workshops adapted to your needs.

Only for people who have a work permit in France.

You will need to make an appointment :

🕒 Thursday 9am-6pm

🏠 35 boulevard Jodino 69200 Vénissieux

🕒 Monday 9am-6pm 🏠 61 cours de la liberté 69007

🕒 Monday to Friday : 9am-6pm

🏠 61-63 Avenue Paul Krüger, Villeurbanne

For more information :

☎ 06 64 25 15 46 ✉ aura@bimbamjob.fr

LES CLÉS DE L'ATELIER - BÂTIER

3-month training in construction work, paid for 32 hours a week

For the beneficiary of International Protection, level of French A1.1.

🕒 Next session march 2024

- Technical/French training in the building trades
- Individualized social and professional support over 12 months, Cross-cutting modules: access to health, digital, mobility, TRE...

- Manual and cultural activities to help each person gain confidence and autonomy, and to help build socio-professional links.

☎ 09 50 00 60 80

🏠 Fort de Feysin, 8 route du Docteur Jean Long 69320 Feysin. Information and registration :

✉ contact@lesclesdelatelier.fr

YOON FRANCE

Support in finding work: follow-ups, advice and interviews, practical workshops, training courses. Free support, no appointment needed

Open to all foreign people, regardless of the status.

🕒 Monday 2:30-4:30pm

🏠 Lyon Olympique Échecs, 5 place du marché, 69 009 M D Valmy

🕒 Every 1st and 3rd Tuesday of the month 9.30-11.30am

🏠 Pimms, 62 avenue de l'Europe, 69140

Rillieux la Pape C 2 / C 5 L'Echappée

🕒 Tuesday 2pm-4pm

🏠 Arche de Noé, 3 rue Félicité M D Guillotière

🕒 Wednesday 9:30-11:30am

🏠 L'Archipel, 172 rue Anatole France

Villeurbanne M A Flachat

🕒 Every 1st and 3rd Thursday of the month : 14-16pm

🏠 CS Les Saulaie, 11 rue de la Convention,

69600 Oullins M B Gare d'Oullins

🕒 Every 2nd and 4th Thursday of the month: 9:30-11:30pm

🏠 CS Le Grand Vire, 23 rue Jules Romains,

Vaulx-en-Velin BUS 52 / C 3 / C 8 Grand Vire

☎ 07 82 45 44 06 ✉ contact@yoonfrance.com

CAUSONS

Training in language and culture teaching **For people in exile and people in integration situations**

next session in March 2024.

✉ lyon@causons.org ☎ 07 50 24 77 41

🕒 Cultural and linguistic activities led by exiled people

SINGA

Two employability programs:

- **Pro Workshops:** CV and cover letter writing, interview preparation,
 - 🕒 1st and 2nd Wednesdays of the month
 - 📞 Registration by phone
 - 📞 06 64 41 30 66 or 06 31 89 97 50
 - 🏠 Athanor, 2 rue Commarmot 69001 Lyon,
 - 🚶 **M A** Hôtel de Ville
- **Tuesdays for Future:** Support to help you build your professional project and become autonomous and effective in your job search. Group workshops and individual follow-up
 - 🕒 Tuesday 9.30am-12.30pm.
 - 📧 Registration by e-mail:
 - ✉ employabilite lyon@singa.fr
 - 🏠 Au Faitout, 12 rue Gabriél Peri, 69350 La Mulatière **M B** Gare d'Oullins

For more information on the right to work in France, see page 37.

University

COLLECTIF DES ÉTUDIANTS ÉTRANGERS✉ collectif.etudiants.etrangers.lyon@riseup.net**UNION DES ÉTUDIANTS EXILÉS**🌐 <https://uniondesetudiantsexiles.org>,✉ contact@uniondesetudiantsexiles.org

📘 "Studies in France for migrants and refugees"

UNIR - INTERCULTUR'ELLES

Mentoring program between women. 6 month support in your academic or professional project : **For Women under international protection or asylum seeker / High school diploma or equivalent/ B1 level of french**

- 🕒 2 sessions/year : october-april / april-october
- ✉ For more informations : lyon@uni-r.org
- 🌐 www.uni-r.org

RÉFUGIÉS ET L'ENSEIGNEMENT SUPÉRIEUR VERS L'AVENIR

Provides information and support, on access to university in France and recognition of foreign diplomas.

For refugees and asylum seekers.✉ contact@refugies-enseignement-superieur.fr

📞 06 69 12 98 66

🌐 <https://refugies-enseignementsuperieur.org/>


LEARN FRENCH

ITINÉRENS

Free French courses, without registration for all levels, at the ENS (student organisation). Course schedule by level available on their social media. Many different courses available during the week.

The course schedule and classroom locations are on the board in the ENS entrance.

Children are not accepted in the courses.

No class between saturday february 24 and sunday march 3.

📘 [itinerens](https://itinerens.wordpress.com/) ✉ itinerens.lyon@gmail.com

🌐 <https://itinerens.wordpress.com/>

🏠 15 parvis René Descartes **M B** Debourg

TERRE D'HOMMES

Free French classes for all levels, no registration required.

🕒 Tuesday 6pm-8pm in classroom 3.10 / 2.02

🕒 Thursday 6pm-8pm in classroom 4.05

Closed from february 26 to march 3.

🏠 In the Science Po Lyon buildings, rue du Professeur Charles Appleton 69007

🚶 **T 2 T 4** Centre Berthelot

For more informations :

Insta : @assoterredhommes 📘 Terre d'Hommes

✉ terredhommes@sciencespo-lyon.fr

SINGA BLABLA

Conversations in french.

No registration required.

🕒 Wednesday 4pm-6pm

📞 06 09 53 77 85

🏠 12 Rue Gabriel Péri, 69350 Oullins

🚶 **M B** Gare d'Oullins / **BUS 15** Gare d'Oullins

For the detailed program :

📘 & Instagram «Singa Lyon»

✉ communautelyon@singa.fr

ARCHE DE NOÉ

Sociolinguistic workshops for learning French. Membership 12€ per year for the whole family on all activities.

🕒 With a registration on site or by phone:

Monday: 9:30am-11:30 am and 2pm-4pm

Thursday : 9:30am-11:30am

📞 04.78.58.29.66

✉ archedenoe@armeedusalut.fr

🏠 3-5 rue Féliissant, 69007 Lyon

🚶 **T 1** Saint André

TIERS LIEU MAISON SÉSAME**SECOURS CATHOLIQUE**

Register at the reception desk. No appointment needed.

• French classes for all levels, **for asylum seekers**

🕒 Tuesday and Friday : 9:15am - 11:30am

Wednesday 2:30pm - 4:30pm

• Conversations in french, **open to all**

🕒 Friday 9:15am - 11:30am

🏠 111, rue du 1er mars 1943, Villeurbanne

🚶 **C 3 C 26 C 11** Grandclément

📞 04 87 24 16 76 📘 Maison Sésame (Secours Catholique du Rhône)

BIBLIOTHÈQUE MUNICIPALE DE LYON

Conversation in French for people learning French as a foreign language. It requires to have already some basic knowledge of french.

A registration is possible or you can come directly without registration. All informations on the library website : bm-lyon.fr

• Library of the 7th district **from 16 years old**

🕒 Tuesday 6 et 20 february

2:30pm-3:45pm and 5:30pm- 6:45pm

📞 04 26 99 77 10

🏠 34 rue Jacques Monod **M B** Debourg

• Library of the 4th district **from 16 years old**

🕒 Friday 16 february, 2pm-3:30pm

📞 0478781212

🏠 12 bis rue de Cuire - **M C** Croix Rousse

• Library Part-Dieu **Adults**

🕒 Friday 2 february 14:15-15:45pm

📞 04 26 99 77 10

🏠 30 Bd Marius Vivier Merle, 69003 Lyon

🚶 **M B / T 1** Part-Dieu Vivier Merle

• Library of the 3 district Lacassagne **from 16 years old**

🕒 Thursday 15 february - 14:30-16pm

📞 04 72 10 54 81 🏠 86 rue Lacassagne

• Library du Bachut : **From 16 years old**

🕒 Tuesday 13 february 14pm-15:30pm

🕒 Friday 16 february 17pm-18:30pm

📞 0478781212

🏠 2 place du 11 novembre 1918

🚶 **T 2** Bachut - Mairie du 8ème

FIL

French courses given by volunteers, different levels.

5 locations in Lyon. Small financial contribution for registration fees. Information on courses

and registration can be found on the website : 🌐 <https://fil-fle-lyon.org/>

✉ filfileyon@gmail.com

You can get informations at the beginning of the class and get register during the year as places become available

CPU

Only for asylum seekers (under 40 years old) with a school education of at least 12 years.

Membership : 30€. Regular classes all school year (8 to 10 hours per week).

🕒 Monday to Friday 10am-12pm / 2pm-6pm

Applications via waiting list.

🏠 1 rue Bonald 69007 Lyon **T 1** Saint André

📞 04 72 70 22 90 ou 06 17 51 15 38

✉ cpuniviers@yahoo.fr / cpu-lyon.org

📘 @CPU-LYON / Instagram : CPU/LYON

CENTRE SOCIAL DES BUERS

French workshops to become independant. For people living in Villeurbanne.

Registration on waiting list.

🕒 Open to all : Tuesday 9am-11am,

Friday 2pm-4pm

🕒 Employed persons only, literacy training : Tuesday 6pm-7:30pm

📞 04 78 84 28 33 ✉ linguistique@cсбуers.fr

🏠 17 rue Pierre-Joseph Proudhon

69100 Villeurbanne

🚶 **M A** Flachat **C 17** Louis Michel

ERIS

Intensive French language training over 3 months, 4 days a week.

For asylum seekers and refugees.

🕒 Next training session at the end of april.

✉ communication.eris@gmail.com

🌐 <https://eris-formation.org>

🏠 SPLIF 13 bis rue Girié.

🚶 **T 3** Dauphiné Lacassagne.

UNIR

Conversation workshops

For people with a A2/B1 level in french. Open to all.

🕒 Every other monday 2:30pm-4pm

Registration on <https://bit.ly/AteliersConversationUniR>

🌐 www.uni-r.org

ILE EGALITE (COLLECTIF SOLIDARITE CUSSET)

French classes all levels, no registration required

🕒 **Level 1 (beginners)** : Tuesday 5pm-6:30pm and 6:30pm-8pm / Friday 2pm-4pm

🕒 **Level 2 Intermediate** : monday 6pm-7/30pm, wednesday 2pm-4pm and 4pm-6pm

🕒 **level 2/3 (intermediate and advanced)** : friday 9am-11am

🕒 **Level 3 Advanced** : wednesday and thursday 6pm-8pm

🏠 Île Égalité, 6 rue de l'Égalité, 69100 Villeurbanne **M A** Cusset

✉️ cours-francais-ile@riseup.net

📘 Collectif Solidarités Cusset

OHLALA FRANÇAIS

Videos and facebook live, all levels.

📘 ohlalafraçais

PARLERA

On the website PARLERA.FR you can find contacts and practical information for French courses or examination centers in the Rhône region. 🌐 [Website](http://www.parlera.fr) ☎️ 0800 970 669


ACTIVITIES
CULTURE POUR TOUS

Free tickets - theatre, concert, festival, opera, cinema, museum, exhibition... Find them at their partners thanks to the picto 🎨 in the guide.

PUBLIC LIBRARIES

Books, computers, internet access, outlets to charge devices/electrical plugs,... 16 public libraries, look-up the addresses and opening hours: 🌐 bm-lyon.fr

TERRE D'ANCRAGES

🕒 Cooking workshop and shared meal: 5:30pm-9:30 pm

🏠 Petites Cantines, 155 avenue Félix Faure 69003 Lyon **T 4** Archives Départementales

☎️ 07 54 38 12 34

✉️ ancrages.reseau@mailfence.com

📘 «Terre d'Ancrages» 🌐 <https://terredancrages.org>

LA CLOCHE

🕒 Open hours to get the list of shops that offer free services in Lyon : Tuesday 2:30-5pm

🏠 Le Flâneur Guesthouse : 56 rue Sébastien Gryphe 69007 Lyon

🕒 Choir workshops February 13 and 27, 6-8pm

🏠 La Cantina, 185 rue Anatole France, Villeurbanne **M A** Flachet

🕒 February 14: unpopular soup 12-1:30pm

🏠 Place Mazagan in the 7th

🕒 February 16: writing workshop at Ka'fête ô mômes from 2:30-4pm

🏠 53 Montée de la Grande Côte, 69001

🕒 February 28: cooking workshop from 9:30am to 1:30pm at La Cuisine des Gones

🕒 February 29: theater workshop from 10am to 12pm

🏠 Art en Scène 8 rue Claude Boyer, 69007

More information : ☎️ 07 67 85 78 32

📘 «La cloche Auvergne Rhône Alpes»

TIERS LIEU MAISON SÉSAME**SECOURS CATHOLIQUE**

A space open to all, for meeting and sharing, open to the neighborhood: group discussions around various themes, conversation cafés, creative and fun workshops. **Open to all.**

🕒 Coffee gathering open to all : Tuesday, Friday, 9:15am-12pm

Wednesday, Thursday 2:30pm-4:30pm

🕒 Soccer team : Saturday afternoon (contact 0605893885 for the address)

🕒 Sewing workshop : Friday 9:15am-12pm

🕒 «Cuisinons ensemble» : cooking workshop, registration required on site

🕒 Hairdresser for men : Thursday 2:30pm-4:30pm

🕒 Friendly gathering (games, discussions, dances..) : Thursday 6pm-8pm

☎️ 04 87 24 16 76

🏠 111, rue du 1er mars 1943, Villeurbanne

C 3 C 26 C 11 Grand Clément

📘 Maison Sésame (Secours Catholique du Rhône)

L'ESPACE DE L'ORSPERE SAMDARRA

Activities based on expression, sports, music, dance,... Schedule of activities available at the beginning of each month at www.orspere-samdarra.com

KABUBU

Free weekly sports activities **open for all.**

On registration : <https://www.kabubu.fr/fr/lyon>

🕒 Muscle strengthening : Monday 8pm - 9pm

🕒 Chariol pool, 102 rue Antoine Chariol

🕒 Monday Fitness 100% women from 9am to 10am 🏠 Espace de Vie Sociale des Rancy, 1 Rue Desaix 69003 Lyon

🕒 Running with Adidas Runners: Tuesday 7:30pm-20:45pm 🏠 Place Antonin Poncet 69002, in front of Tony's bar

🕒 Tuesday, 100% women's basketball from 8pm to 9pm 🏠 gymnase française héritier 2 rue du Pré Gaudry 69007 Lyon

🕒 100% women's yoga from 6:15pm to 7:30pm 🏠 château gaillard school gym, 18 rue montgolfier, Villeurbanne.

🕒 Basketball : Thursday 7:45-9pm 🏠 Française Héritier gym, 2 rue Pré-Gaudry, Lyon

🕒 Futsal, Friday from 5.30pm to 7.30pm at

🏠 Gymnase Delessert 40 Rue de Gerland 69007

🕒 Badminton, friday from 18pm to 19:30pm Tuesday 9:30pm to 11pm

🏠 Salle Cube de la SEPR 46 Rue Professeur Rochemaix 69003 Lyon

🕒 Dance : Friday 8pm-10pm

🏠 4 rue Vaucanson, 69001 Lyon

+ information at ☎️ 07 82 77 58 64

or 📘 Kabubu Lyon ✉️ lyon@kabubu.fr

SINGA

Entrepreneurship workshops, writing workshops, dance, singing, yoga, capoièra, painting,..

To meet them, get the program, addresses and schedules of activities: 📘 «Singa Lyon»

✉️ communaute lyon@singa.fr

☎️ 06 09 53 77 85

🏠 12 rue Gabriel Péri, Oullins **M B** Gare d'Oullins

🕒 Writing workshop every Thursday, 5pm-7pm 🏠 23 rue Valentin Hauy, Villeurbanne

C 3 Blanqui Le Rize ☎️ Call 06.79.20.86.39

**WOMAN OF SINGA - MONINGA**

Cultural activities and events all year round!

The programme is open to all women.

To join the WhatsApp group and be updated on all events and activities, send a message to Fatimazahra: ☎️ 06 09 53 77 85

🏠 18 Rue Gabriel Péri, 69350 Oullins

M B Gare d'Oullins / **BUS 15** Gare d'Oullins

ESCALES SOLIDAIRES**HABITAT ET HUMANISME**

Movie and snacks, sewing, choir, yoga, cooking, hairdresser, many different workshops.

Register at one of these addresses or on the website

🌐 <https://www.habitat-humanisme.org/ateliers/>

• 🏠 252 rue Duguesclin, 69003 LYON

M B Place Guichard **T 1** Palais de Justice

☎️ 04 81 09 16 93

• 🏠 5 rue Hector Berlioz 69100 Villeurbanne

M A / **M B** Charpennes ☎️ 09 74 13 73 23

• 🏠 25 rue delandine 69902 Lyon

M A Perrache ☎️ 09 82 81 35 90

ENTOURAGE

Get-together events and a free application, a network of mutual aid to meet your neighbors and have a great time!

🕒 Games party, 1st Wednesday of the month 7.30 pm-9:30pm

🏠 Flâneur, 56 Rue Sébastien Gryphe Lyon

🕒 Breakfast in Oullins : Third Thursday of the month : 8:30am-10.30am

🏠 Oullins, 22 rue Voltaire

🕒 Cooking workshop, Third Tuesday of the month: 10am-1:30pm

🏠 La cuisine des Gones, 19 rue Etienne Dolet

🕒 Last Thursday of the month 2pm-4pm : «Ca'ludique» afternoon

🏠 56 rue Henri Dunant Villefranche-sur-Saône

Registration required for all activities on the Entourage application or by sms :

☎️ 07 78 22 77 90 (limited places).

ILE EGALITE (COLLECTIF SOLIDARITE CUSSET)

🕒 Self-defense workshop in chosen mixity : Monday 6pm to 7:30

🕒 Popular boxing and weight training every Sunday from 5pm to 7pm

🕒 Yoga every other Friday from 6pm to 7pm

🌐 <https://www.solidarites-cusset.org>

🏠 Île Égalité, 6 rue de l'Égalité, 69100 Villeurbanne **M A** Cusset

📘 Collectif Solidarités Cusset

Parent/child



LIEUX D'ACCUEIL ENFANTS-PARENTS (LAEP, PARENT-CHILD CENTRE)

- Spaces adapted for small children and childcare (games, motor function stimulation, ...)
- Support and assistance groups for parents
- Open to all parents with their children
- Anonymous, no registration required, usually free
- For children under 4 and up to 6 years old in some of the spaces
- Possible to meet with childcare professionals

There are over 10 of these child/parents sites in Lyon. You can find the whole list on the website : <https://lacausedesparents.org/les-lieux-daccueil-enfants-parents-laep-a-lyon/>



WOMEN SUPPORT



N°Abused women.

3919 FREE - 24/7

PASSERELLES BUISSONNIERES

Support for women in social isolation or affected by changes in their work and social environment due to exile and/or health problems

- Individual or group support, follow-up, social rights and health access, socio-professional integration, all to help women become more independent.

- Socio-legal and health assistance for abused women seeking asylum.

You must first make an appointment by phone :

🕒 Monday, Tuesday, Thursday : 9am - 12pm / 2pm - 5pm
Wednesday, Friday : 9am - 12pm

☎ 04 26 17 47 18

✉ contact@passerellesbuissonnieres.org

🏠 26, rue des capucins 69001 Lyon

M A Hôtel de ville

LES ORCHIDÉES ROUGES

Multifaceted care unit specialized in the free assistance and follow-ups for women and girls who have survived female circumcision and/or forced marriage. You must make an appointment.

🕒 Monday to Friday 9am-1pm / 2pm-5pm

☎ 06 67 36 50 71

✉ accueillyon@lesorchideesrouges.org

🏠 13 rue Henri IV 69002 Lyon

M A Ampère / Perrache

VIFFIL - SOS FEMMES

For women suffering domestic abuse.

Provides a welcoming space, a listening ear, and informations on your rights.

For advice or information, call ☎ **04 78 85 76 47**

🕒 Monday to Friday 9:30am-12:30pm and 1:30pm-5pm (except Thursday afternoon)

🕒 No appointment needed

Friday 9.30am-12pm

🏠 Lyon 7th City Hall, 16 place Jean Macé

M B Jean Macé

To see all the VIFFIL's permanences, check the website 📄 <https://www.viffil.com/contact-viffil/>

✉ viffil.association@viffil.com

CENTRE D'INFORMATION SUR LES DROITS DES FEMMES ET DES FAMILLES (CIDFF)

For women victims of violence.

Information about women's rights, support for parenthood, support for returning to work, support for starting a business

🕒 Monday to Thursday 9am-1pm / 1:45-5pm,

Friday : 9am - 1pm

🏠 18, place Tolozan 69001 Lyon

M A Hôtel de Ville

☎ 09 78 08 47 48

To see all the CIDFF centers in Rhône : 📄 :

<https://rhonearcalpin-interdepartemental.cidff.info/permanences-cidff/p-52>

LGBTQIA+



AIMEL +

Support and inclusion of LGBTQIA+ migrants and exiles : support for the asylum application process, assistance, discussion and company, information and orientation on the structures that help asylum seekers, medical information (sexual and mental health in particular). In Lyon and also in the region..

Contact in French, English, Spanish and Arabic.

🕒 Second Monday of the month (February 12) 4pm-7pm

🏠 110 Rue Sully, 69006 Lyon (Association AIDES) **M A** Masséna

🕒 Last Saturday of the month (February 24) : 10am-1pm

🏠 19 rue des Capucins, 69001 Lyon (Centre LGBTI) **M A** Hôtel de ville

Make an appointment on : **f** Aimel +

✉ aimel.association@gmail.com

FONDATION LE REFUGE

Hospitality, temporary accommodation, multidisciplinary support (social, psychological, medical) and listening to young victims of LGBT+phobias and in a situation of family rupture. Write an email to get an appointment or information. + 18 years old

✉ lyon@le-refuge.org

☎ National hotline (24/7) : **06 31 59 69 50**

🏠 29 rue de la Claire 69009 Lyon **M D** Vaise

2MSG LGBTI AFRICAN COLLECTIVE OF LYON

Collective of African LGBTQI people who help each other and fight for the respect of their rights in France.

For information, help and counselling, make an appointment :

✉ contact@asso2msg.org **f** [asso2msg](https://www.asso2msg.org)

CENTRE LGBTI+

Welcome, mutual support, anti-discrimination, prevention, culture and sports.

To reach a volunteer call ☎ 0 805 031 181, Monday to Saturday, 9am to 9pm.

🏠 Permanence d'accueil les mercredis de 18h30 à 20h30. 19 rue des Capucins,

M A Hôtel de ville

f Centre LGBTI Lyon / Insta @centrelgbtilyon

✉ accueil@centrelgbtilyon.org

[centrelgbtilyon.org](https://www.centrelgbtilyon.org)

SEX WORK / PROSTITUTION



CABIRIA

Global support for sex workers and prostitutes. Prevention and testing, administrative housing, legal aid (arrests, violence, abuse, discrimination, family rights), administrative support (PUMA & asylum procedures), financial help, french courses.

🕒 Without appointment : Monday 3pm-7pm,

🕒 With appointment:

Tuesday, Wednesday 10am-5pm,

Thursday 10am-7pm, Friday 10am-1pm

🕒 You can make an appointment by phone

☎ 04 78 30 02 65

🏠 5, quai André Lassagne 69001 Lyon

M A Hôtel de ville / **M C** Croix-Paquet

Emergency number (24/7) : ☎ 06 07 62 26 59

AMICALE DU NID

Hospitality and assistance for persons in a situation of prostitution, former prostitutes or persons in danger of prostitution: Access to rights, integration, domiciliation, health mediation and mental health, finding a path out of prostitution, workshop for transitioning towards working life.

🕒 **Phone permanence :**

Monday to Thursday : 9am-12pm/1:30pm-5pm

Friday 9am-12pm

🕒 **Day center :**

Monday 9am-11:30am (without children)

Wednesday 9am-11:30am

Thursday 2pm-5pm (without children)

☎ 04 78 27 28 20

🏠 29 rue St Jean de Dieu, Batiment B, Technopark 2, 69007 Lyon

BUS 64 Carteret

T 6 Arrêt Challemeil-Lacour **M B** Debourg

MOUVEMENT DU NID - RHÔNE

Hospitality and assistance for persons in a situation of prostitution: listening, administrative assistance, access to rights, care, collective activities, social link, support to exit prostitution..

🏠 70 rue Rachais 69007 **M D** Garibaldi

🕒 You can come with no appointment :

Monday 2pm-5pm, Wednesday 10am-13 pm

☎ 06 33 40 94 98 (follow this number on

Whatsapp for more informations)

Accompagnement-69@mouvementdunid.org

SOCIAL RIGHTS



WHAT ARE MY RIGHTS ?

→ In France, people without a residence permit ("undocumented migrants") have the right to :

- have help for administrative procedures (page 29)
- healthcare (page 36)
- an emergency accommodation (page 31)

→ People with residence permits («in a legal situation»), have rights that depend on their administrative status :

- **Asylum application** : access to your rights is subject to certain conditions and stops at the end of the asylum application procedure (for housing and allowance see page 32, work, page 37).
- **Refugees** : The right to social benefits is the same as for French people (page 53).
- **Residence permit** : for people with a 'récepissé' (certificate of application for a residence permit) or a residence permit issued by the prefecture, your rights depend on the type of residence permit. For example, not everyone has the right to work (page 55).

WHO CAN HELP ME ?



You can get support from a social worker whatever your status is. You do not need to be in a legal situation.

You can ask for support concerning: food, housing, healthcare, support for families and young children, providing an administrative address, etc.

- To get an appointment :

- **If you live in Lyon** : contact the Maison de la Métropole et des Solidarités (MDMS) closest to where you live or where your administrative residence is registered, or go directly on site. You will be listened to, informed and then directed to a designated person to assist you in your procedures.

1E ARRONDISSEMENT

MDMS Neyret
 🏠 18, rue Neyret
 📍 M C Croix-Paquet
 ☎ 04 28 67 14 00

2E ARRONDISSEMENT - For asylum seekers

MDMS Sainte-Hélène
(social support, help in your administrative procedures)
 🏠 9, rue Sainte-Hélène
 📍 M D / M A Bellecour
 ☎ 04 28 67 17 00

3E ARRONDISSEMENT

- MDMS Corneille
 🏠 149, rue Pierre Corneille
 📍 M B Place Guichard
 ☎ 04 28 67 23 40

- MDMS Sainte-Anne
 🏠 4, place Sainte-Anne
 📍 T 1 T 4 Tiers Lafayette
 ☎ 04 78 54 36 90

4E ARRONDISSEMENT- families with children

MDMS Deleuvre
 🏠 51, rue Deleuvre
 📍 M C Hénon
 ☎ 04 28 67 22 10

5E ARRONDISSEMENT

MDMS Cléberg
 🏠 5 bis, rue Cléberg
 Funiculaire Fourvière
 ☎ 04 28 67 22 50

6E ARRONDISSEMENT

MDMS Foch
 🏠 52, avenue Maréchal Foch 📍 M A Foch
 ☎ 04 28 67 23 60

7E ARRONDISSEMENT

- MDMS Bancel
 🏠 40, rue Bancel
 📍 M B Jean Macé
 ☎ 04 28 67 18 00

- MDMS Félix Brun
 🏠 45, rue Félix Brun
 📍 M B Jean Jaurès
 ☎ 04 28 67 16 00

- MDMS Madeleine
 🏠 36, rue de la Madeleine
 📍 M D Saxe-Gambetta
 ☎ 04 28 67 32 90

8E ARRONDISSEMENT

- MDMS Jean XXIII
 🏠 60 boulevard Jean XXIII
 📍 T 2 T2 Bachut
 ☎ 04 28 67 33 10

- MDMS Jet d'eau
 🏠 219, avenue Berthelot
 📍 T 2 / T 4 Jet d'eau
 ☎ 04 28 67 33 90

9E ARRONDISSEMENT

- MDMS Bourgogne
 🏠 15-17, rue de Bourgogne
 📍 M D Valmy
 ☎ 04 26 83 96 00

- MDMS Duchère
 🏠 8, place Abbé Pierre
 📍 C 14 C 6 Duchère Martinière
 ☎ 04 28 67 22 80

- **If you live around Lyon** : contact your town's MDMS or the Centre communal d'action sociale (CCAS) of your town.

Find their addresses online :

📄 <https://www.grandlyon.com/services/trouver-une-maison-de-la-metropole.html>

Associations can also help you with your administrative procedures. See the list of the structures page 7.



GET AN ADDRESS

: DOMICILIATION

Domiciliation provides a postal address to receive mail if you do not have a permanent place to live.

For asylum seekers

When you start your asylum procedure in Lyon, the Forum Réfugiés (SPADA) should house you. Even if you are in the Dublin procedure and have been placed on the run by the prefecture, SPADA must maintain your domiciliation.

Domiciliation will be either at:

- the Maison du Réfugié (SPADA)
- the hostel you live in
- your home address, if you or one of your relatives (parents, brother or sister) is a tenant. A certificate of accommodation from a friend is not accepted.

For refugees

If you get international protection (refugee status, subsidiary protection or stateless status) you can have domiciliation and get support from the SPADA for 6 months. To find a new address, Forum Réfugiés can support you, otherwise, see the next point: "other situations".

For other situations

If you are undocumented, or in a specific situation, and you do not have an address you can ask for domiciliation :

- At the «Maison de la Métropole et des Solidarités» in Lyon or the community social action centre (CCAS) of the town you've been living in or with whom you have a link (page 29).
- In a day center that offers domiciliation (page 16).



It is hard to find a domiciliation. Go to several organisations and ask for advice.



• **ACCOMMODATION** is a temporary and unconditional right : you can ask for housing even if you are undocumented Specific accommodation exists for asylum seekers (page 32).

• **HOUSING** is longer term and is only available for people with a legal status (who have obtained asylum or a resident permit). A financial contribution is required (page 34).

For one night

For anyone without shelter :  **115**

The waiting time can be 30 min or more. You have to call several times until you get the recorded message, then stay on the line to get someone on the phone. There are not enough slots, it is rare to get a place every evening

You can call **115, 24/7** but for a quicker response it's best to call at these times:

- 10am for single women and couples
- 2pm for single men

Explain on the phone if you are in a vulnerable situation (health issues, children, isolated woman)

More stable accomodation

You can ask to do a «MVS diagnosis» to get more stable accomodation at the Maison de la Veille Sociale (MVS), with a social worker (page 29) or on the phone to the 115. This process is called 'demande SIAO'.

→ The waiting lists are very long. Families and people with health issues are prioritised.

You must renew your MVS application every 2 months with the MVS itself or by calling the emergency shelter number (115), so that your application remains valid, and you must notify them of any changes in your situation (address, telephone, family...).

It is also encouraged to continue calling the emergency shelter number (115), to maximise your chances of getting stable accomodation

MAISON DE LA VEILLE SOCIALE (MVS)

With appointment. Only for people with no social worker and no ongoing application. (We do not see asylum seekers, people in hostels or leaseholders.)

📞 Reception by phone :
Monday- Friday : 9am-12pm ☎ 04 78 95 00 01
✉ contact.mvs@mvsrhone.fr

If you have a recognised status, you can also apply for temporary housing or social housing (page 34).

You cannot get accomodation?

If you have applied to the MVS, if you have been calling the emergency shelter number (115) for a while but the waiting time is particularly long, you can go to the Prefecture (this process is called 'faire un recours') to get accomodation through the DAHO scheme. The DAHO applies if you can prove that you meet the following requirements :

- you are poorly sheltered (homeless, housed by a private individual or in a hotel in bad conditions)
- your shelter is unstable,
- and you have applied for state accomodation or transition housing and you did not get an answer.

YOU NEED HELP ?

You are over 30 years old :

- Your address is in the Metropolis of Lyon or the Rhône department (except Villeurbanne):

ALPIL

• First reception by phone :

📞 Tuesday 4pm-6pm
Wednesday, Thursday 9am-11am
☎ 04.37.70.67.47

• First reception on site without appointment :

📞 Wednesday and Thursday 9am-11am
📍 281, rue de Crequi 69007 Lyon
🚇 M D / M B Saxe-Gambetta

- Your address is in Villeurbanne :

AVDL

First reception by phone : ☎ 04 72 65 35 90
📞 Monday 1:20pm-5:30pm
📞 Tuesday, Wednesday, Thursday 9am-12:30pm / 1:30pm-5:30pm ✉ avdl.asso@avdl.fr

You are under 30 years old :

- Your address is in Lyon or the surrounding areas (except Villeurbanne or Venissieux) :

CLLAJ LYON

📞 Reception without appointment :
Tuesday and Thursday à 1:45pm and 3:45pm
📞 Phone reception : Monday :1:30pm-5pm,
Tuesday, Wednesday, Thursday : 9:30am-12:30pm/ 1:30pm-5pm
Friday : 9:30am-11:30am
☎ 04 72 07 87 17 / cllaj.lyon@cllajlyon.fr
📍 Place du Forez, 69001 Lyon
🚇 M C Croix-Paquet M A Hôtel de Ville..

Housing for unaccompanied minors

• If you ask to be recognized as an unaccompanied minor and your age has not been evaluated yet, you have the right to get unconditional housing during your evaluation. The CMAE of «Forum Réfugiés» and the «Méomie» are in charge of your housing (page 5).

• In Lyon, the situation is very difficult for people whose minority status has been denied by the MEOMIE, and that have opposed this decision in front of the Juvenile judge. Many young people sleep in squats or in the street.

• If your minority status has been denied, showing your proof of denial gives you the right to housing for adults (page 31). You can call the 115 and explain your situation.

MATERIAL RECEPTION CONDITION : CMA

The CMA (Conditions Matérielles d'Accueil) are social benefits that are only for asylum seekers. The OFII may offer them when you go through the «Central Asylum Claim Desk» or GUDA (page 41). These benefits can include :

- a monthly allowance (ADA)
- the right to accomodation

To benefit from them, you must sign the form given to you by the OFII at the «Central Asylum Claim Desk» or GUDA and agree to the "Conditions Matérielles d'Accueil" (CMA).



• Either you benefit from housing and financial allowance, or you can have the financial allowance (ADA) alone and declare that you have a stable housing situation.

• If you asked for accomodation and they refused it, your ADA allowance will be higher.

ADA : ADA (Allowance for asylum seekers)



The ADA card is a payment card on which you can receive your monthly allowance. You cannot use it for buying online.

You receive your ADA allowance at the beginning of each month while your asylum claim is being processed. The amount of your allowance (about €7 a day) depends on your personal situation (couple, family, alone...) and if you have accomodation or not.



Once you receive the card, you have to wait 30 to 45 days until it is activated.

To check how much money you have left on your ADA card, you can call ☎ 05 32 09 10 10.

or download the Upcohesia app  on your smartphone (via GooglePlay or AppStore).

For more information about downloading and using the app: :

📄 https://watizat.org/wp-content/uploads/2020/12/ADA_FR.pdf

My card has been blocked, stolen or lost : what should I do ?

1. Call this number to block your card :
☎ 05 32 09 10 10
2. Make an appointment with the OFII to get a new card

OFII LYON

✉ lyon@ofii.fr
☎ 04 72 77 15 40
📍 7 rue Quivogne, 69 286, Lyon Cedex 02.

If you did not receive ADA or you do not receive it anymore, you can contact the OFII.





Housing is only accessible if :

- You have **legal immigration status** (a residence permit)
- You have **financial resources** (including social allowances such as RSA)

If you meet these requirements, you may apply for social housing.

Temporary housing / transitional housing

Temporary housing shelters people for a limited time: solidarity tenancy, social residence, family fund...

A financial contribution is required, but you can receive financial help for housing called "APL".

- To apply for this, you need to fill an MVS file (page 31) with a social worker or with the MVS (page 29). You must update your application every three months.

- You can also file a request directly on the Adoma and Aralis websites.

Social housing

Social housing is a long-term housing with cheap rent price.



People with a receipt of first application for a resident permit cannot have social housing. You need a resident permit, or a receipt of renewal of your resident permit.

To apply for social housing, you must fill out a form (in French) :

- online : www.demande-logement-social.gouv.fr
- in a city hall
- with a social landlord

3. If you receive a negative answer or if the OFII has not given you an answer after 2 months, you have two months to contest the decision in front of an administrative court.

You can also go through this procedure if you have not received a letter indicating that your CMA is being suspended.



It can be difficult to write these documents alone and the time frame for appeals can vary depending on your situation. It is therefore strongly suggested to go to a legal assistance office to get help from a lawyer (page 9).

Special cases

To ask the reinstatement of your CMA :

- **For people "re-qualified"**, meaning those who went through a normal or a fast-tracked procedure after their Dublin transfer period expired : follow the same procedure as the one indicated above.

- **For people coming back to France after a Dublin transfer** : you can immediately appeal the refusal of your CMA by the OFII in front of an administrative court.



You have to prove that you qualify as a vulnerable person, and explain why having no financial and accommodation benefits puts you in danger. For example : a medical certificate proving a serious illness.

If you are recognised as a refugee

When you have refugee status or subsidiary protection, **you are not considered an asylum seeker anymore**: you don't have access to the same accommodation spaces as before. **You have the right to apply for social housing.**

→ Ask for help from Forum Réfugiés (the welcome centre for asylum seekers, SPADA), your current accommodation centre, or from a social worker in your town (page 29). **In Lyon you can benefit from the Accelair integration program (page 54).**

accommodation (for example, if you return to Paris after being sent to another city)

- **If you are expelled from the accommodation given by the OFII** (for example, for violent behaviour or seriously breaking the rules),
- **If you don't respect the authorities' requirements** (if you don't go to your prefecture appointments for people in the Dublin procedure, if you refuse to provide information, if you don't go to your interviews)

The OFII must give you a document explaining why your rights to CMA were refused or taken away. **Ask for this document if they do not give it to you. It can be very useful for appealing the decision.**

Asking for the CMA to be reinstated

A "recours" (appeal) is a way to contest an administrative decision before the court.

1. If you received a document from the OFII speaking of an intention to refuse or suspend your CMA, you have 15 days to send a letter with your identity and your reasons for contesting the decision. Send the letter to the OFII headquarters

**7 rue Quivogne
69 286 Lyon CEDEX 02.**

If the OFII does not change its decision, that letter will be very useful for your lawyer during the administrative appeal.

2. If the decision to suspend your CMA is maintained, you can :

- Send an informal appeal ("recours gracieux") against the suspension of your CMA to the OFII Director within two months
- ✉ contentieux.cma@ofii.fr
- Appeal against the decision to suspend your CMA in front of an administrative court within two months.

If your CMA were suspended or denied over two months ago, you can always ask the OFII to reinstate your CMA by sending a registered letter («lettre recommandée») to the postal address above, or an email :

✉ contentieux.cma@ofii.fr

Accommodation benefits for asylum seekers

As an asylum seeker - if you agreed to the material reception conditions offered by the OFII at the «Central Asylum Claim Desk» (GUDA) - you should have a spot in a housing centre for asylum seekers (CADA, CAO, HUDA,...)



You cannot choose the region nor the town in which you will be placed. You may be housed far from the center of Lyon, in another town or in the countryside.

If you refuse the OFII's offer of accommodation, you will lose your right to accommodation and to the ADA allowance.

In France not all asylum seekers are housed due to a lack of slots. Families, people who are sick or who are identified as highly vulnerable, are given priority.

If you applied for asylum and you do not have accommodation :

- Go to the SPADA (Forum Réfugiés) (page 41)
- For emergency accommodation, call 115 (page 31)
- You can rest during the day and ask for help in a day center (page 15)

Refusal/removal of CMA

Material reception conditions (CMA) may be **denied** :

- If your asylum **application is currently being reconsidered**
- If you did not apply for asylum within **90 days** of your arrival in France without giving a valid reason.
- **In case of fraud, hiding information**, giving false information
- **If you refuse an accommodation** or if you don't move to the region where the OFII has sent you.

They can also be **taken away**:

- **If you refuse or move out of an**

State Medical Aid (AME)



→ For undocumented people

The AME covers 100% of any healthcare and hospitalisation within the limits of the social security rates. You do not need to pay in advance, except for certain medication.

Requirements to get the AME :

- You don't have a residence permit or a certificate of asylum application or any document saying that you are applying for a residency permit
- You have lived in France for more than three consecutive months
- You have a limited income that doesn't exceed a certain amount

First AME application :

- **Download the form on** ameli.fr or pick it up directly at a CPAM reception.
- **Drop off your AME form at a CPAM reception point.**
- If you are an unaccompanied minor or if you cannot go to the reception point to submit your application (due to reduced mobility), you can send it by mail with proof of your situation.

To go to a CPAM reception point you must **make an appointment :**

- ☎ by phone at **36 46**
- at the CPAM Rhône reception points
- exceptionally, you can also submit your AME request to a health center or to a PASS at the hospital where you are being cared for.

To renew your AME card

You can drop off your renewal documents at the reception desk or send them by mail :

CAISSE PRIMAIRE D'ASSURANCE MALADIE DU RHÔNE
69907 Lyon cedex 20

To apply for the PUMA/CSS and the AME

You can ask for help:

- at the CPAM reception point (CPAM Rhône), by booking an appointment from your ameli.fr account or by calling ☎ **3646**

ACCESS TO HEALTHCARE

Healthcare

If you don't have healthcare coverage such as the AME (Aide Médicale d'Etat – State Medical Aid) or the CSS (Complémentaire Santé Solidaire):

- Go to the **Free Health Access Points (Permanences d'Accès aux Soins de Santé 'PASS' in the listed hospitals)** (page 17).

There you will be taken care of by doctors and social workers and you can be provided with free medication.

- **Some organisations** also offer access to healthcare (page 18)
- In case of a life-threatening emergency, call the ☎ **15 (SAMU)** or go to the closest emergency services ('Urgences').

⚠ Treatment will not be free and you will receive a bill. If your prognosis is life-threatening, exceptional reimbursements of the treatment can be arranged.

Universal Health Protection (PUMA -CSS, ex.CMU)

→ For people with a residence permit

If you have been in France for at least 3 months and have a right to be on the French territory (asylum application or certificate of asylum application, residence permit), you can benefit from the Protection Universelle Maladie (PUMA) and the Complémentaire Santé Solidaire (CSS).

This coverage will pay for all of your medical and hospital expenses for you, your spouse and your children. You may have to pay some treatment up front, but you will be reimbursed afterwards.

FINANCIAL SUPPORT

An ALLOWANCE is money given by the State under certain conditions.

The amount changes depending on your administrative status, age, composition of your family, your housing ...

⚠ For asylum seekers, see the ADA (page 32)

The RSA (Revenu de Solidarité Active)

You can apply for this through the «Caisse d'Allocations Familiales» (CAF), on their website www.caf.fr, if you meet these conditions :

- You are a foreign national who has been legally residing in France for over 5 years with a residence permit allowing you to work OR you are a refugee, stateless person, or benefit from subsidiary protection.
- Your are over 25 years old OR you are under 25 years old and have at least one dependent child, born or unborn OR you are under 25 years old and have worked for two of the last three years.
- You have zero or low income
- You have permanent and stable residence in France.

If you are an asylum seeker, you can apply for the RSA, but it will be given to you only if you are granted asylum. When you get asylum, contact the CAF with your RSA application number. You will receive the income for every month since the day of your application.

Other benefits

Other benefits are available according to your family, professional or accommodation status. A social worker can help you (page 29).

You can apply for you and your family members (spouse, partner and children, grand-parents, parent, grand-children, brother or sister) if they also are legal residents in France.

⚠ Be sure to update your application as soon as your situation changes (family unit, financial resources...) and to renew your application every year. You can ask for the help of a social worker (page 29).

«Action Logement»

If you work in a company with more than 10 employees, you can maybe benefit from the Action Housing plan. Ask your employer. If it is the case, you can fill out a form online on the website ☐ : <https://www.actionlogement.fr>

You cannot get housing ?

You can appeal to get housing through the DALO procedure (the enforceable right to housing). It allows you to appeal to the Préfecture (recours) when you are in a situation of poor housing (no housing at all, threat of eviction with no rehousing, overcrowded housing, unusually long wait for housing...).

- **If you have been granted asylum** (refugee, subsidiary protection) and you do not have housing, you can start the DALO procedure 6 months after submitting an application for social housing.

The current waiting time for applications to be processed by the Préfecture is very long : it should usually only take about 3 months, but it currently takes 9 months.

You can get assistance from different organisations. ALPIL, AVDL or CLLAJ can help you, depending on your age and where you live, see page 31.

- at the hospital's social service department (page 17) or at the Community Social Action Center (CCAS) of your town
- to an organisation (page 21) or a day center (page 15).

The CPAM has two months to inform you of its decision. If your application is accepted, you will receive your CSS or AME card. It lasts one year from the date of application. Be careful, renewal is not automatic. You have to fill out and submit a renewal form two months before the expiry date printed on the card.

OPEN A BANK ACCOUNT



You can open a «**livret A**» account at the Postal Bank (La Banque Postale). It is an account to deposit and withdraw cash money, and make bank transfers. It gives you a bank identity statement (RIB) : it can be asked for administrative procedures.

Everyone has the right to open a bank account. If you are an asylum seeker, the SPADA or the organisation managing your accommodation centre can help you organize a meeting with the bank. If you have any questions, you can go to an organisation for help (page 7).

To open a livret A, you need :

- to be over 18 years old
- an identity document (asylum seeker certificate (récépissé), passport...)
- an administrative residence certificate
- a 2€ minimum to be deposited in the account on the day you open it

You can only withdraw cash with la Banque Postale cash withdrawal machines.

ACCESS TO WORK



In order to legally work in France, you must have a residence permit OR a certificate of asylum application with a work authorisation.

For asylum seekers

If you have applied for asylum over 6 months ago and the OFPRA still did not give its decision, you can request a work permit. It is a complicated procedure, it does not always work even with the support of your employer.

Your employer must request a work permit on this website and he must supply all the documents required on this website: <https://administration-etrangers-en-france.interieur.gouv.fr/immiproustager>

In case of refusal : go to a legal aid organisation (page 9).

The work permit is valid only :

- **For the job you requested the permit for.** If you want to change jobs, you need a new work permit.
- **As long as your asylum application certificate is valid.** You must renew your work permit every time you renew your asylum application certificate, until you get the OFPRA's decision.

At the end of your work contract or if you are fired, you can register at Pôle Emploi and benefit from professional training.

For refugees

When you get refugee status or receive subsidiary protection, you can legally work in France without conditions.

In Lyon you can benefit from the Accelair integration program (page 54).

For young people

- **The «missions locales»** : personalised guidance, professional and social support for people between 16 and 25 years old, recognised as minors or with a residence permit if over 18.

- **Civic Service** : up to 26 years old, if you have the right to work, you can do a civic service (from 6 months to a year long), payed between 580 and 960€ per month.

If you don't have a work permit :

If you do not have papers or if you have a residence permit without a work permit, employers do not have the right to hire you

However, if you work for an employer :

- **you cannot be sued for this reason** : it is the employers who can be sued, not the workers
- **your employer must respect the provisions of the labour code** ! You have the same rights as any employee legally employed (L8252-2 of the Labour Code) : right to an employment contract (CDD, CDI, Interim, CESU...), right to the payment of all your hours worked, right to pay slips, right to health and safety, right to vacations, right to end of contract indemnities, etc.

You can protect these rights through collective action (right to strike) and legal action (at the Conseil des Prud'hommes).

If you have a residence permit and you receive government assistance, working without a work permit may result in the cancellation or even a request for repayment of the assistance received.

It is strongly advised against using a false identity card or someone else's identity card, as both offences are punishable by criminal penalties.

To find out more, contact a syndicate in your company or city (e.g. CNT-SO, SUD, CNT, CGT, CFDT, FO...).

Social rights

As a worker, even if you are undocumented, your employer must declare you to the URSSAF and pay contributions to social organizations

But your status does not allow you to receive unemployment benefits. It also deprives you of the benefit of daily social security allowances, except in one case: if you are the victim of an accident at work.

Regularisation through work

The «Valls circulaire of 2012» provides for the possibility, for the Prefectures, to grant exceptional regularizations through work.

Several conditions must be met in terms of time of presence in France and duration of work:

- more than three years of presence in France / 24 pay slips (or CESU)
- more than five years of presence in France / 8 pay slips (or CESU)

You also need to find an employer who will formulate a «request for authorization to hire a foreign employee».

→ **If you think you are eligible, go to a legal aid clinic (page 9) or to a labor union (page 22).**

SCHOOL / CHILDCARE



From primary school to sixth form / High school

In France, access to school is a right for children under the age of 16, whatever their parents' status and type of housing. School is free and your children cannot be refused access.

- From 3 to 10 years of age, children must be registered with the town hall where they live.
- From age 11 to 16, they must be registered with the local secondary school in the area where they are staying or living.
- Over the age of 16, they should contact the CIO in the area where they are staying or living.
- Between the ages of 16 and 18, training is a right and an obligation for young people who have dropped out of school or are neither in employment, education or training.

The only documents required are : a proof of identity / a proof of the child's guardianship / proof of address.

In the absence of one of these documents, a declaration on honour is sufficient.

In Lyon, the organisation C.L.A.S.S.E.S assists families with their administrative procedures for school

C.L.A.S.S.E.S :

☎ 06 80 71 32 96

✉ contact@classes-asso.org

Childcare for your children

You can go to a PAIPE to get information on childcare options for your children. The PAIPEs provide information by phone or see you for an appointment. There is a PAIPE in each town Lyon district (arrondissement) townhall. For more information on the PAIPEs in Lyon, consult this link: <https://www.lyon.fr/demarche/petite-enfance/les-points-accueil-information-petite-enfance-paipe>

UNIVERSITY

Whatever your situation is (without documents, asylum seeker, refugee or beneficiary of subsidiary protection), you have the right to study / resume your studies in France. The university is not supposed to check if you have a residence permit.

- To apply for a registration you must :**
- have the baccalauréat or equivalent qualification of secondary education
 - have a sufficient level of French (B2 for bachelor degrees and C1 for masters).

The registration procedures depend on the university, the type of training, the level (Bachelor's or Master's degree) and your status (asylum seeker, refugee, undocumented...). The school year is generally from September to June.

Registration for the school year 2024-2025 at the universities Lyon 1, 2 and 3

- **Licence 1 (Bachelor Year 1)** : all foreign students, except those with international protection, have to fill a «DAP». If you have international protection, go to the DAP desk of your university to know how to apply.
- **Licence 2 et 3 (Bachelor year 2 and 3) / Master 1 et 2** : apply on the «e-candidat» website. If you have international protection, the procedure is sometimes different.
- There is also a procedure at the Lyon 2 university, that requires being in a situation of emergency, and not having applied in another university or Parcoursup or as an e-candidate.

Be sure to apply early for your L2/L3/M1/M2 application, some applications must be made in March/April.

Registration fees for foreign students can be expensive : up to 2770€ for a Licence (Bachelor) and 3770€ for a Masters.

- Students with international protection do not have to pay these fees (only about 170€ for a Licence and 243€ for Masters). They can apply for a grant and student housing with the CROUS accommodations.
- Other benefits exist if you are above 28 years old

- **University Diploma (DU), Lyon 2 University Mediation, Interpreting and Migration:** training as a socio-medical interpreter. Accessible for newcomers and refugees. To sign up: <https://orspere-samdarra.com/evenements-et-formations/diplomes-universitaires-du-dialogues-mediation-interpretariat-migration/> Scholarship possibilities depending on your status.

UNIR
Individual support in resuming studies
For refugees and asylum seekers wishing to enroll at university in the first year of a bachelor's degree.
UniR can help you find your way around and register at university.

Fill in the form: <http://bit.ly/1erContactUniR> or write to Lyon@uni-r.org

Study French (at university, to get a certificate)

There are programs to learn French at university :
See the website of the "Réseau MENs"
<https://reseau-mens.org/pour-etudiants>

Some organisations also provide French lessons, see page 23.

PROCEDURES

You are a foreigner and want to stay in France: to have the right to stay on French territory without risking being deported, you should get a residence permit. You have different options (asylum claim, applying for residence permit) depending on your personal situation.

The informations in this guide will help you understand the steps to follow but it is better to see a specialised lawyer to examine your personal situation.

What worked for someone you know may not work for you. To get help, go to a legal aid clinic (page 9).



WHAT IS ASYLUM ?

Applying for asylum means you ask for a country's protection because you are in danger as you have been persecuted and threatened in your country of origin due to your religion, nationality, political opinion, race, social group or sexual orientation.

The asylum request procedure evaluates if the French government will offer you protection: refugee status, subsidiary protection and protection of stateless persons (a person who has no nationality).

- The protected person has the right:**
- to live on the French territory
 - to work
 - to ask to bring their family to France (family reunification)

If returning to your country does not pose a risk for you, you have little chance of obtaining asylum in France.

To get advice from a specialised organisation, see page 9.

For more information on the different steps of the asylum request procedure, see page 41.

WHAT ARE RESIDENT PERMITS ?

Residence permits are another way to have the right to stay in France, apart from asylum.

There are several types of residence permits which correspond to different situations.

- **Residence permit for family reasons:** if you are in a civil partnership or married to someone who is a legal resident or of French nationality, or the parent of a French child...
- **Healthcare residence permit:** for people with an illness that cannot be treated in their countries of origin.
- **Work residence permit:** for people who have worked in France for several years and want to legalise their situation...
- **There are other types of residence permits.** They are granted individually and can depend on your nationality. Every situation is different !

Applying for a residence permit is a complicated process and involves risks. **It is very important that you get legal advice before starting the application process for a residence permit.**

Go to a legal aid clinic to explain your personal situation and fill in your application (see page 9).

For more information on resident permit application, see page 55.

REGISTERING YOUR ASYLUM CLAIM



Unaccompanied minors (under 18)

Go to Forum Réfugiés, rue Neyret (see page 5) to try to have your minority (-18 years old) and unaccompanied status recognized. If you get legally recognised as an unaccompanied minor, you will be taken care of by "Aide Social à l'Enfance" (ASE - Child Welfare Office) until you are 18 years old (accommodation, school, healthcare).

You can also apply for asylum. Reasons for claiming asylum as a minor are the same as for adults (see below), but the procedure is a little different for minors (see page 5). If you are not already being assisted, you should ask help from an organisation (see page 11).

Your first meeting with Forum Réfugiés (SPADA)

To start your asylum application in France, you must go to the «Structure de Premier Accueil des Demandeurs d'Asile» (SPADA). In Lyon, the SPADA is called 'la Maison du Réfugié'. It is managed by 'Forum Réfugiés'.

FORUM RÉFUGIÉS

📍 326 rue Garibaldi, 69007 Lyon.

📄 M D Garibaldi

☎ 04 72 77 68 02

🕒 Monday, Tuesday 8:30am-4:30pm

Wednesday, Thursday, Friday 8:30am-12:30pm

You have to go at the opening or in the afternoon to avoid waiting too long.

In the case of heavy affluence, you may be given an appointment to return on another day.

If you are with your FAMILY (couples, spouses, children), your asylum claim is a family application: all members of your family living in France must come with you to the SPADA. Including those who already have a residence permit !

If you have any questions, go to a legal aid clinic before going to the SPADA (page 9).

Forum Réfugiés will :

1. Give you information about asylum in France and ask you questions about :

- **Your personal details** : your name, age and family status.

- **The date you left your country and arrived in France.** Be careful, if you say that you came to France over 90 days ago, you will be placed in 'fast-track procedure', which is not in your favour.

- **The route you took** to come to France

- **The language you want to use** throughout the asylum process

- **Your email address** used for the rest of your procedure. If you do not have one, the SPADA helps you to create one.

2. Register this information into their system so it can be shared with the prefecture (French administration center). If you give false information, and the OFII realises it (notably giving a different identity) you risk being placed in 'fast-track procedure' ('procédure accélérée'), which is unfavourable to you and you will probably not have access to the accommodation and financial allowance.

3. Give you a notice ('convocation') to go to your prefecture's «Central Asylum Claim Desk» (GUDA) to register your application for asylum. They will give you an appointment to come back at Forum Réfugiés after the GUDA.

The Central Asylum Claim Desk (GUDA) at the prefecture



All the information you need is on your appointment notification letter : the prefecture's address, date and time of your appointment. **You must be on time !**

If you are late, you will not be received. Plan to spend at least half a day or the whole day there.

Préfecture du Rhône Service aux étrangers

📍 97 rue Molière, 69003 Lyon

📄 M B Place Guichard 📄 T 1 Saxe - Préfecture

At the GUDA, you will meet officials from :

1. The prefecture that will register your asylum application.

2. The OFII (Office Français de l'Immigration et de l'Intégration) which will evaluate your vulnerability level through an interview (your accommodation and medical status).



Be careful, these are two different appointments, **do not leave if you have not met an agent of the Prefecture AND an agent of the OFII.**

DO NOT LOSE THE DOCUMENTS given to you by the prefecture and the OFII. Take photos, photocopy them and keep copies (paper and digital) in several places.

The asylum procedure is for people who are in danger in their home countries. It is possible to ask for a residence permit for other reasons (health issues, family links...)

If you want to start your residence permit application at the same time as your asylum claim, you have 2 months to do it, starting from your visit to the GUDA. Once that delay has passed the prefecture can refuse to register your residence permit application.

Go to a legal aid clinic for more information (see page 9).

1. Going to the GUDA

An officer in charge of registering your asylum claim will...:

- **Take your fingerprints**
- **Check if you already applied for asylum** in France or in another country in the European Union
- **Give you a guide about the procedures** in your native language
- **Ask you to choose the language you want to use** during the entire procedure (your native language or another language you understand well enough). Once you have chosen your language, it is difficult to change during the procedure but at any time during your procedure you have the right to speak in French
- **Give you a certificate of proof of your asylum application (récépissé)** stating which procedure will be applied to your case : **normal procedure, fast-track procedure or Dublin procedure** (page 44).
- **Give you an OFPRA file.** It is very important to fill it out properly. **Read the advice** page 46 **and ask a legal aid clinic for help**, page 9).

If you go to the GUDA after May 2nd 2022 :

You will receive a login ID and code to access your personal OFPRA online account: 📄 : <https://www.usager.ofpra.gouv.fr/ofpra/user/login>.

Starting May 2022, the distribution of OFPRA documents is digitalised for new asylum seekers. The OFPRA will give you the reception notice of your file, your appointment date and the answer to your asylum request through your online personal space. **You won't receive any more mail in the post!**

The SPADA can help you with the first login and consultation of your online space during the procedures on their computers.



The opening of your mail on your online personal space marks the beginning of the appeal timeframe. If you do not read OFPRA's letters when they are posted on your online space, OFPRA will still consider that you have read them after 15 days. **You cannot tell OFPRA that you have not been informed.**

2. Going to the OFII's reception desk

The OFII (French Office for Immigration and Integration) is an organisation supervised by the Ministry of Home Affairs. The OFII is responsible for the reception of asylum seekers in France and for assisting them throughout their asylum application procedure. It manages the national integration system (accommodation for asylum seekers, allowance).

An OFII employee will :

- Ask you questions about your personal situation. You have to tell them if you have specific needs (if you are disabled, pregnant, ill, if you need to see a psychologist...)
- Give you a form called «Offer of support from the national reception centre» (Offre de prise en charge au titre du dispositif national d'accueil). This will allow you to get accommodation and financial benefits (ADA).

To get the help offered by the OFII, sign the form by ticking the box that says "oui j'accepte de bénéficier des conditions matérielles d'accueil" (yes I agree to receiving the material reception conditions) in the bottom right of the form.



You cannot benefit from the financial allowance (ADA) without agreeing to the accommodation offer. It is a **package deal** : you can either benefit from accommodation and financial benefits together, or you get nothing.

The OFII can offer you an accommodation in a region that is different to the one where you applied for asylum. The OFII will provide you with a transportation ticket and the address that you have to go to within 5 days.

You will have to remain in this area throughout the whole asylum procedure. You will not have access to accommodation or financial benefits (ADA) if you refuse.

3. Getting a registered postal address at the SPADA (domiciliation)

Domiciliation is a postal address where you can receive your mail. It is not necessarily a home address. It allows the OFPRA and CNDA to send you letters. Domiciliation is only valid during the asylum process.

The registered postal address (domiciliation) at the SPADA is required to renew the asylum application attestation with the prefecture.

After going to the GUDA, you have to go back to the SPADA (Forum Réfugié gave you an appointment date during your first visit). On this day, **Forum Réfugiés gives you a registered postal address (domiciliation).**

They also provide social and legal support : access to health insurance, reduced transport costs, help writing your story (récit) for the asylum application, access the OFPRA online portal.



Your domiciliation should be in the same region as the prefecture managing your asylum claim.

If you are sent to an OFII in another region, your domiciliation is transferred there, even if you refuse accommodation in that region.

To collect your mail from Forum Réfugiés, ask them questions or get help to access your OFPRA online personal space:

SPADA

Monday, Tuesday, Thursday 8:30am-4:30pm
Wednesday and Friday 8:30am-12:30pm
☎ 04 72 77 68 02.

No mail pickup on Monday.

ASYLUM PROCEDURES

Normal procedure

Your asylum application will be examined by **the OFPRA (Office Français de Protection des Réfugiés et Apatrides - French Office for the Protection of Asylum Seekers and Stateless People).**

You are entitled to specific social rights for asylum seekers (social security, etc.), as well as financial benefits and accommodation if you responded "yes" ('oui') on the OFII form.

You have 21 days to fill in the OFPRA form the GUDA gave you and to send it to the OFPRA with all of the requested documents.

If your file is complete, the OFPRA will send you a confirmation letter. This letter allows you to renew your certificate of asylum application for another 9 months.



Renewing your certificate of asylum application can take a few days. Be sure to go to the prefecture a few days before the expiry date with a recent proof of domiciliation.

If your certificate of asylum application is expired, you risk getting arrested during an identity check.

In case of an arrest : see page 57.

Fast-track procedure

This procedure is not in your favour : the time they take to examine your file is shorter and you may not be able to benefit from material help (financial support and housing).

Ask the Prefecture to give you a document explaining why your application was sent to a fast-track procedure. Hold on to this document: it is essential for your application.

Follow the advice given for the normal procedure to renew your certificate of asylum application (récépissé).

You can be placed on a fast-track procedure if :

- You refuse to have your fingerprints taken or if they cannot be read
- You hide or give false information about yourself or your journey
- You received an order to leave French territory (OQTF)
- You already applied for asylum and are going through appeal (see page 51),
- You sent your application more than 90 days after your arrival in France and you cannot justify why. This is considered a sign that you do not have an urgent need for your application to be accepted.
- You come from a country that is considered safe: Albania, Armenia, Bosnia-Herzegovina, Cape Verde, Ghana, Georgia, India, Kosovo, Macedonia, Mauritius, Moldova, Mongolia, Montenegro, Senegal, Serbia.

If you believe your application should be examined through the Normal Procedure, you can indicate this to the OFPRA (by registered mail, in your story or during the interview).

OFPRA can place you in the normal procedure. If OFPRA refuses, you can ask for a reclassification to the normal procedure during your appeal to the CNDA (Cour Nationale du Droit d'Asile) with the help of a lawyer.

Dublin procedure



If you are «Dublined» (going through the Dublin procedure), it may be because your fingerprints were found in another European country where you already applied for asylum, or because you obtained a visa in another European country.

This other country is responsible for your asylum application. The Prefecture will then ask that country to take you back and examine your application there. While you wait for the country's answer, you are allowed to stay in France with financial help (ADA) and health insurance (PUMA).

The Prefecture will arrange several appointments mandatory to keep your housing and financial aid.



Warning, **the Prefecture will give you a transfer order** («un arrêté de transfert») during one of these appointments. From that moment, you risk being sent to a detention center and transferred to the country in charge of your asylum application.

The French state has 6 months to transfer you, starting from the date the country agreed to take you back.



When you receive the transfer order, it is possible to appeal to ask France to be responsible for your asylum application so that you are not deported. The time limits for making the appeal range from 48 hours to 15 days.

The chances of winning this appeal are very low. It depends on your personal situation (health, family, countries that you traveled through...).



If you lose your appeal, the waiting time before you can file your asylum application in France will increase by six months from the date of the court decision, during which time you can still be transferred.

Go to a legal aid clinic as soon as possible to get help and advice (see page 9).



If you are not transferred to the country in charge of your asylum application within the transfer period (6 months or more depending on your situation), France will be in charge of your asylum application.

Warning: every Dublin procedure is different, what worked for a friend might not work for you.



If you have been transferred but have returned to France, you can register your asylum application again. This can involve some risks: go to a legal aid clinic for advice (see page 9).

In Lyon, the prefecture often refuses to register documents, if that is the case, go to a legal aid organisation or a lawyer.



If you don't go to the appointments given to you by the prefecture or if you refuse to be transferred, you risk being considered «on the run». In that case you will no longer have asylum seekers rights (housing and ADA financial aid).

The transfer period when France can deport you is extended and your récépissé is no longer valid.

As a precaution, wait 18 months after the time you stopped going to appointments before you go to the prefecture. After 18 months, France will become responsible for your asylum application.



It is very complicated to calculate these time periods, you should ask a lawyer for advice (voir page 9).



Whatever happens, go to a legal aid clinic with all your documents (see page 9) to get more information about the Dublin Procedure and your specific situation.

OFPPA APPLICATION AND INTERVIEW

1. The OFPPA application

The OFPPA (Office Français de Protection des Réfugiés et Apatrides) is an administration in charge of the asylum procedure. It examines the asylum application and decides whether or not to grant the person international protection, i.e. refugee status, subsidiary protection or stateless status. Its decision can be contested before the National Court of Asylum (CNDA).



The OFPPA's decision concerning your asylum claim is based on the OFPPA application and the interview. You should carefully read the information on the makeup of your file and on the preparation for the interview.

Through your story, you must convince the OFPPA that you are really in danger in your country and that you cannot return there without fearing persecution, torture or death. We highly recommend you get help from a specialised organisation or a lawyer to write your story.

You must return your asylum application file to the OFPPA within 21 days.

Keep copies of all your documents and/or take photos of all of your documents with your phone and contact organisations to photocopy the whole file. It is very important to have copies of all your documents.

How to fill in the OFPPA application ?

1. It must be written in **french**
2. It must be **signed by the asylum seeker**
3. It must include :
 - **2 identity pictures** in official format
 - **photocopy of the certificate of asylum application** (récépissé)
 - a photocopy of your passport, your identity card or any other identification documents you may have:

4. It must show you and your family's **personal information** : first and last names, date and place of birth...

5. It must **specify the language in which you wish to speak** during the interview.

6. It must contain your story in French with **all the reasons why you left your country** to seek asylum in France.

Writing down your asylum journey (récit) is the first way to communicate your fears, in context and in detail. **It should provide accurate and consistent information.** It should include the names of the people and places you are talking about and the dates in your country's calendar.

If you have **physical evidence** to support your story and attest to the persecution you have suffered (photos, identity papers, medical examinations, etc.), add copies of these documents to your file.

You can ask Forum-Réugiés, the SPADA to help you file your application and write your story in French.

Other organisations can help you with your OFPPA file (page 9).

Even if you get help from another organization or lawyer, **carefully read the information in this guide regarding the OFPPA file** : the information you give in your file is very important for your asylum application.



We strongly advise against adding events that you yourself have not actually lived, or hiring a non-professional interpreter for the translation of your story : this could be very bad for the credibility of your asylum application.

Specialized organisations can help write your statement in French for free (page 9).

→ If you have made any mistake in your story, you can send more elements to the OFPPA by post before your interview (a letter with more explanation, a health certificate or other proofs). You can also ask to correct the mistakes during the oral interview at the OFPPA.

The oral interview is more important than your letter.

How and when should I send my OFPRA application?

The application must be sent to the OFPRA within **21 days after** your visit to the prefecture. It must be sent **by registered mail** with acknowledgement of receipt (ask the post office) to this address. The receipt will allow you to prove that you have sent your file if it is lost. :

OFPRA

201, Rue Carnot, 94136 Fontenay-sous-Bois

If you submit your application directly to the OFPRA, you won't immediately get the receipt.

We advise asylum seeker to keep photocopies of their entire file (form, story and attached documents) and proof of reception of the file by the OFPRA.

2. The interview

The interview with the OFPRA is the most important moment of your asylum application. You will receive the summons for your appointment by mail, often after the letter of registration of the asylum application. The date, time and conditions under which the interview will take place will be indicated in the letter. You must arrive on time on the day of your interview, and plan to stay at least 4 hours. Do not buy a return ticket too early (count at least 4 hours for the interview, plus the transport time to Paris).

There is a facebook group to find accommodation for the night in Paris before your OFPRA interview or CNDA hearing.

 Hosting in Paris for OFPRA and CNDA

You went to the GUDA before May 2 2022 : You will receive your notification by mail. Check for letters at your postal address every week!



The OFPRA can also notify you of your interview date by email and SMS if you have provided this information to the administration.

You went to the GUDA after May 2 2022 : You will receive your notification through your OFPRA online personal account. Check every week for new information.

Who will be at the interview ?

These people are obligated to respect their duties of neutrality and confidentiality. :

- **A protection officer from the OFPRA.** His title has nothing to do with the police.
- **An interpreter if you do not speak French.** Make sure the interpreter speaks the same language as you. If you do not understand the interpreter or if you feel that the interpreter is not neutral, you should report this to the protection officer

If you ask it, **an association representative or a lawyer can be present.** This person is a silent witness during the interview. They will be authorized to speak at the end of the interview.

What happens during the interview ?

During the interview, the OFPRA protection officer will ask questions based on the information in your OFPRA application, but it is your statements during the interview that will carry the most weight in the final decision.

- 1. The first part of the interview is about your civil status:** the protection officer will ask you questions in order to verify your identity and your family situation. It is important to confirm the personal information of your family (spelling, for example) and not to forget anyone.
- 2. The second part of the interview focuses on your personal history and fears.** It allows you to tell the events that led you to leave your country. You will be asked for details on the circumstances of these events (dates, places...). Your answers must be as detailed as possible and emphasize what has happened to you personally.
- 3. At the end of the interview, you will be asked to explain your current fears and what might happen to you if you return to your country.**

An interview usually lasts 1.5 hours, but it can last from 45 minutes to several hours. You have the right to ask for a break to drink or use the restroom.

How to best prepare yourself ?

The interview is confidential: you can express yourself freely. It is important to answer naturally and as spontaneously as possible.

Do not memorise your story, try to tell in detail what you experienced while trying to remember the chronological order of events, dates, places, names of people and their roles: **all the details that will allow the protection officer to fully understand your story.**

It is important to say:

- if you don't know something
- if you forgot something
- if you do not understand the question asked
- if you feel you have not been understood or that the translation is wrong.

If you suffer from memory loss, have frequent nightmares, and if recalling events is too painful for you, it is important to tell the protection officer during the interview so that they understand your situation. You may be suffering from post-traumatic stress disorder. It may be useful to go see a doctor to talk about this and obtain a medical certificate to submit to OFPRA (page 49).

When and how will you receive the answer?

The OFPRA gives its decision within an average of 3 to 4 months. Sometimes, the decision may take longer than expected. In this case, the OFPRA will send you a letter to warn you. It is possible that you will be called for a second interview.

The time you were notified of the decision is important to know the deadlines to appeal.

You went to the GUDA before May 2 2022 : The final decision will be sent by registered mail to your address or by email. It is very important to check your mail at least once per week.

The post-person will leave an «Avis de passage» at your address. With this notice of passage and your certificate of asylum application, you can pick up this registered letter within the next 15 days at the post office. It is very important to pick up this letter as soon as possible in order to be able to request legal aid and have a free lawyer for the appeal process if the decision is negative.

You went to the GUDA after May 2 2022 : the decision will be communicated to you online on the OFPRA online space. You will no longer receive a letter. An SMS or e-mail will be sent to inform you, but it is important to check your OFPRA online space yourself every week.

If you do not read OFPRA's decision when it is posted on your online space, OFPRA will still consider that you have read it after 15 days. This is very serious, as the time limit for requesting a lawyer with legal aid may be exceeded, or worse, the time limit for appealing the refusal decision.

3. The decision

The OFPRA will decide if France should protect you: it can grant refugee status or subsidiary protection; it can also reject your application.



• **If the OFPRA gives you refugee status:** you have the right to obtain a 10-year renewable residence permit from the prefecture

• **If the OFPRA gives you subsidiary protection:** you will have the right to a 4-year residence permit, then possibly a 10-year renewable residence permit. It is possible to appeal the OFPRA's decision in order to try to obtain refugee status («faire un recours," see page 49). Appealing the decision will not make you lose subsidiary protection.

→ **If you obtain refugee status or subsidiary protection:** see page 53 for information on the next steps.



• **If the OFPRA rejects your application:** you can appeal to the Cour Nationale du Droit d'Asile (CNDA) (page 49).



Since the new asylum law, **some people in the fast-track process (reexamination, safe country of origin, etc.) no longer have the right to stay after an OFPRA rejection decision.** You can be sent back to your country, even during the CNDA appeal. In that case, go to a free legal aid office to get help from a specialised organisation or a lawyer (see page 9).



MAKING AN APPEAL (RECOURS)

If the OFPRA has rejected your application for asylum, you can appeal to the Cour Nationale du Droit d'Asile (CNDA) to contest the OFPRA's decision.

The CNDA (Cour Nationale du Droit d'Asile) is an administrative court. It examines the appeals against OFPRA decisions. After carefully reviewing the arguments of the parties (the OFPRA and the asylum seeker), it will make a decision. It can cancel the OFPRA's rejection and grant refugee status or subsidiary protection. It can also reject the appeal. In this case, the applicant is refused asylum in France.

How to appeal to the CNDA ?

The appeal must be presented in the form of a letter, which may be accompanied by documents, and must be written in French. The letter must contain certain important elements:

- **Your civil status and personal information** (first and last names, date and place of birth, nationality, address)
- **Arguments to refute the points of the OFPRA's decision that you contest.** You must clearly state the reason(s) why you think the OFPRA made the wrong decision about your case.

The appeal **must have arrived at the CNDA within one month after you received OFPRA's decision:** meaning within one month after the day you picked up the OFPRA's decision at the post office, or within one month after the post-person leaves a non-delivery notice.

Writing an appeal is not easy. You should seek the help of a specialized association or a lawyer (see page 9).

You have 3 options :

1. Ask for a free lawyer to help you (legal aid)
2. Hire a paid lawyer yourself
3. Make your appeal alone (strongly discouraged).

If, for your appeal before the CNDA, you want to bring medical evidence of cruel, inhuman or degrading treatment you have experienced,

Médecine et Droit d'Asile (MéDA) is an organisation of doctors, who offer a precise medical examination (for free), specifying the psychological and/or physical after-effects of your asylum journey, this assessment must be sent to the CNDA before your hearing.

MEDA LYON

Medical examination for people in appeal and who are waiting to be summoned to the CNDA.

🕒 Tuesday, Wednesday, Thursday. 9am-12pm / 1:30pm-4:30pm on appointment

Make an appointment on this link :

https://medalyon.org/rv_da_isole/

Appointment made by a social worker : <https://medalyon.org/demande-de-rendez-vous-meda/>

📍 Maison Médicale de Garde de Vaise
3, place du marché 69009 Lyon

📍 Valmy

✉ meda69@protonmail.com

☎ 04 78 43 25 65

1. Free lawyer

Be careful, the deadlines for requesting free legal assistance are very short: **you must apply within 15 days of the withdrawal of the OFPRA decision.** After this 15-day period, you will have to defend yourself alone or with a paid lawyer. This is not recommended.

If you have requested legal aid, your lawyer will accompany you in all the steps related to the appeal (they will receive a copy of your letters).

Two ways to apply for a free lawyer :

- **Ask for help from the SPADA or a non-profit organisation:** you must go to the SPADA or a legal support session to get help (page 9).
- **Apply for legal aid yourself :** write a letter with your signature, specifying your personal information, the number of your OFPRA file, and add a copy of the OFPRA decision.

You must send these documents by registered mail with an acknowledgment of receipt (ask the post office) to this address :

COUR NATIONALE DU DROIT D'ASILE

Bureau d'aide juridictionnelle

📍 35 rue Cuvier, 93558 Montreuil Cedex

Or by fax at this number **01 48 18 43 11**
Or you can **drop off your letter** at the address.

You can also find a lawyer yourself who accepts clients who cannot pay. They will have to send a letter to the CNDA to inform them that they are taking your case.

If you request a free lawyer within 15 days of receiving your rejection letter from the OFPRA **the one-month time limit for appeal will be interrupted until you are granted a lawyer.**

You will receive two letters within 15 days :

- a letter of registration of your request
- a letter of acceptance of your request with the name and address of your lawyer.

From the moment you receive this letter, your lawyer has little time to make the appeal.

They need to meet with you and listen to your story in order to prepare arguments against the OFPRA's decision.

Contact them quickly!

Lawyers are often very busy, but don't hesitate to ask for an appointment with them. If you cannot make an appointment with your lawyer, you can ask for help from a non-profit organisation (page 9).

2. Private lawyer

If you want to hire a lawyer of your choice to defend you before the CNDA, **you must find them yourself and pay their fees.**

Make sure that your lawyer is a specialist in immigration law.

With the help of your lawyer, you must send your appeal to the CNDA within one month of the notification of the OFPRA's rejection of your asylum application.

If you are unable to make an appointment with the lawyer you paid for, you can ask for help from a non-profit organisation (page 9).

3. File an appeal without

a lawyer

This is not recommended.

You must defend your case at the CNDA without the help of a lawyer. If you want to make your appeal by yourself and defend your case, read the information above to know the important elements of an appeal.

What happens after you file your appeal?

The CNDA will examine your application.

- First, you will receive a letter that proves that your appeal to the CNDA is registered.
- Then you will receive a summons to the CNDA for a public hearing.



If the CNDA believes that your appeal does not present relevant arguments to challenge OFPRA's decision, a rejection aken «by ordonnance» which means without a thorough examination and without a hearing.

The hearing will take place in the CNDA office: 35 rue Cuvier, 93100 Montreuil, near Paris.

It is important to go to the hearing.

Be aware that the hearings are public. You can attend other people's hearings if you wish, to have an idea of how it works before you are called in yourself.

At the hearing, there will be three judges in the room.

Your lawyer will sit on your right and your interpreter on your left.

If you are in the fast-track procedure you will have only one judge.

On the day of your hearing, you can ask your lawyer to be heard à huis clos (in closed session), that is, without an audience.

The hearing will proceed as follows :

1. The rapporteur will present your case

2. The judge(s) will ask you questions directly to understand your story.

This part is very important because the judges are looking for the truth and must be convinced of the reality of your fears. You must answer their questions as naturally and spontaneously as possible, while providing the details requested (see tips for the OFPRA interview). At this point, rely only on yourself, and not on your lawyer, who does not have the same knowledge of the events that you have personally experienced;

3. Finally, your lawyer will take the floor to plead your asylum application,

insisting on some important elements of your story to criticise the OFPRA's decision.

Three weeks after the hearing (normal procedure) or one week (fast-track procedure), the CNDA will send you its decision by registered letter. The decision will also be displayed at the CNDA and on its website. You will be informed of the posting date on the day of the hearing.

What to do when you have received the decision of the CNDA ?

The final decision will be sent by registered mail to your address. **It is very important to check every week if you have received mail at the address where you receive your mail.**

The CNDA can either decide to cancel the OFPRA's decision, meaning you are given refugee status or «subsidiary protection,» or refuse your asylum application.

If you obtain refugee status or subsidiary protection: read the information on page 53, which explains how to proceed with the first steps.

If the CNDA refuses to grant you protection, very few options are still possible:

- An appeal to the Conseil d'Etat within two months is possible, but the conditions are very strict: it is an appeal that only concerns problems related to the procedure and not the content of your file.
- A re-examination of your asylum application is possible but you must have new elements to request this (page 51).

 If the CNDA refuses to grant you asylum, it means that you no longer have the right to stay on French territory. You can be arrested and sent back to your country. Go to a free legal help office to ask for advice (page 9) and read the page 57 «If you are arrested» to know your rights.

APPLYING FOR YOUR CASE TO BE RECONSIDERED ("RÉEXAMEN")

If you are alerted to new events that concern your safety in your country, it is possible to ask the OFPRA to re-examine your asylum application. There is no time limit to initiate this review. The only thing that counts is that there are new events that confirm the threats against you if you return to your country.

Pay attention to what is considered as a new element. If you apply for reconsideration with a file that does not meet the criteria described below, your application will be rejected without an interview

New facts

A new fact is an event that indicates that you still have a fear of persecution or serious threats, meaning those threats are still going on. The fact is new if it occurred after the final rejection of your previous asylum application.

The qualifies as a new fact if it happened:

- After the decision of the Cour Nationale du Droit d'Asile (CNDA)
- After the decision of the OFPRA (if you did not file an appeal with the CNDA).
- Or if you show that you were unaware of the event at the time of the rejection or that you did not have the opportunity to talk about it when you first applied.

Here are some examples of events considered as new facts if they have not already been raised before OFPRA or CNDA:

- The evolution of the political and/or security situation in the country if it has an impact on your personal situation.
- The recognition of protection for a relative whose fear of persecution is linked to your situation.

 New evidence is not a new fact. The request for reconsideration will not be granted if you bring back an element that only confirms your oral or written statements from the previous application.

Examples:

- A certificate of affiliation with a political party is considered only as new evidence if you had already disclosed your membership in that political party.
- A newspaper article or a letter from a lawyer attesting to facts already revealed during the previous application is considered to only be evidence confirming previous facts.

Be aware that a new element does not have to be a written document.

It can be an event that you can prove by simple statements. In this case, you will have to be very precise in your account (dates, places, names of people, ...) to allow the event to be retraced.

Just because the element is considered «new» does not mean you will automatically be granted protection.

Do not add any documents to your file without explaining how you obtained them and why you did not submit them during your first asylum application.

It is important to know that even if some documents report a new fact, applications for reconsideration are very often rejected by the OFPRA and the CNDA because they doubt their authenticity.

In case of rejection, it is possible to receive an Order to Leave the French Territory (Obligation de Quitter le Territoire Français, OQTF), and possibly a Prohibition against Returning to France (Interdiction de Retour sur le Territoire Français, IRTF).

How to apply for reconsideration?

The application for reconsideration is managed, as for the first application, by the OFPRA and the CNDA.

First, you must go to the SPADA to get an appointment at the prefecture and file your application for reconsideration. You should typically go to the SPADA of attached to the Préfecture of the area (or «département») where you made your first asylum application, but this is not required.

Depending on the date of your visit to the GUDA, you can apply for reconsideration by mail or through your OFPRA online account.

At the prefecture, you will be given a certificate of application for asylum and a file of application for reconsideration (pink). An application for reconsideration is necessarily placed under a fast-track procedure. The time required to examine the application will be quite short.

 It is better to write your story with the new facts and ask a non-profit organisation for advice before going to the prefecture. **You will only have 8 days to send your application to the OFPRA.**

If your application for reconsideration is not considered acceptable by the OFPRA, you can appeal to the CNDA to contest this decision.

If your application has been considered acceptable, but after examination, has been rejected by the OFPRA, you can, as with your first application, appeal to the CNDA (page 49).

IF YOU HAVE BEEN GRANTED PROTECTION

At the end of your asylum application process, the OFPRA or the CNDA has granted you international protection: refugee status, subsidiary protection or stateless person status.

This means that :

- You are **protected by France**
- You have the **right to stay in France**
- You will **benefit from many of the rights** granted to French citizens.



As soon as you receive the decision, you must go to the prefecture with a certificate of residence or of administrative residence («domiciliation») and the asylum decision to obtain a *récépissé*.

*The **récépissé** is a temporary document that affirms the «recognition of international protection» and allows you to start taking steps while waiting for your resident card or multiyear residence permit.*

What are your rights ?

- The OFPRA will deliver you **civil status documents**, such as documents in your name which will be recognized by the French administrations (birth certificate, marriage certificate...).

Warning : it is a very long procedure. You are no longer allowed to contact the administration of your country of origin, or you will lose the protection of France.

- **Right to residency:** after receiving the civil status documents issued by OFPRA
 - **refugees** obtain a 10-year residence permit.
 - **beneficiaries of subsidiary protection** obtain a multi-year residence permit for a period of 4 years (renewable).

- **You have the right to obtain a travel document** that will allow you to travel abroad, except for your country of origin. The application must be filed at the prefecture by making an appointment on the website.

You will need 2 passport photos, your resident card, proof of residence, and proof of protection from the OFPRA. The travel document costs 45€.

- As soon as you receive the decision from the OFPRA or the CNDA, **you can have the right to receive social and family benefits** (RSA, CAF, social housing application, etc.)

- You have the **right to work in France** (see page 37) and to register with Pôle Emploi.

- You can resume your studies: see page 39.

- You can **exchange your driving license for a French driving licence**. To do this, the licence must be valid, have been obtained before the first residence permit or long-stay visa was issued, and be written in French or accompanied by an official translation. The application must be submitted to the prefecture. You have less than one year to start this procedure from the beginning of your *récépissé's* date of validity recognising the international protection.

- You can **apply for French citizenship** (if you have had a stable and personal income for more than one year and have a good level of French):
 - If you have obtained refugee status: you can do so as soon as your refugee status is recognised.
 - If you have obtained subsidiary protection: you must prove 5 years of residence in France. You must apply for it at the prefecture of your place of residence.

Family reunification

You can bring your family members to France:

- Your spouse (husband or wife) or your partner (if you are not married)



If the union or marriage took place after your asylum application, this will be a different procedure called «regroupement familial».

- Your children (under 20 years old) and your spouse's children (under 18 years old).
- If you are a minor, you can bring your parents and minor brothers/sisters to France.

How to bring your family?

1. **Your family must apply for a long-stay visa at the French Consulate closest to their place of residence.**

The application they need to give to the consulate includes a form, the passport(s) of the members of your family, 4 identity photos per member, proof of your OFPRA protection and a copy of the birth and/ or marriage certificate for each family member. **It costs 99€ to have the application reviewed.**

2. Once the application has been filed at the consulate, **the Office of Refugees' Families (Bureau des familles de réfugiés)** will contact you to get a copy of both sides of your residence permit or *récépissé*, a form concerning your family situation, proof of address or domiciliation, and any element likely to prove your family ties.

3. **The procedure can take up to 8 months.**
 - If the long-stay visa is granted, your family has 3 months to travel to France.
 - If the visa application is refused or if the consulate does not reply, you have 2 months to file an appeal to the Commission de recours against the visa refusal. Visit a lawyer, especially if it is a question of civil status.

How to get help ?

These first steps may seem complicated but you can get help from different organisations to help you find housing, a job, a course and access to your rights:

- **If you have applied for asylum at the Rhône Prefecture**, you can benefit from Forum Réfugiés' Accelair integration program. For more information, contact Forum Réfugiés

- **If you applied for asylum in another Prefecture than the Rhône**, you can benefit from the Nausicaa program of Habitat et Humanisme :

NAUSICAA

✉ m.grancher@habitat-humanisme.org

- **Forum Réfugiés (SPADA)** or the shelter where you were housed during your asylum application can also help you with these procedures.

- **You can also make an appointment with a social worker to get help with your procedures**
In Lyon: contact the Maison de la Métropole pour les Solidarités (Metropolitan Solidarity Center) closest to where you live or where you are domiciled (see addresses page 29).

Around Lyon: you can contact the Maison de la Métropole or the CCAS of the commune in which you are domiciled (page 29).

- **You can also go to the legal help centres specialising in helping refugees** (page 9).

RESIDENCE PERMITS



Residence permits are another way than asylum to have a right to stay in France (to have "papers"). There are several residence permits, because they can be requested for several reasons: personal and family life in France, health, work...

The residence permit system is different from the asylum system. For asylum, you have to talk about the persecution you suffered in your country of origin, whereas to obtain a residence permit, it is your situation in France that matters.

In many cases, you will have to prove with physical evidence (official documents) how long you have been in France, your level in French, your connections with French or foreign people who have a right to stay...

You will need to have kept many documents to prove your presence in France.
For more advice and information on which documents to keep: see page 3.

For most residence permits, you have to apply from your country of origin, at the French consulate. You must then apply for a longterm visa (visa D) which gives you the right to a residence permit (for example for family reunification, to study in France, to come to France for work). The long-term visa is the opposite of the tourist visa, which only lasts a maximum of 3 months (visa C).

But if you are already in France, you can apply for certain residence permits in order to have the right to stay in France. This is called «regularisation» (of formalising your status).

- It is possible to apply for a residence permit:
- **If you are in an «irregular situation»,** meaning you do not have papers that giving you the right to stay in France.
- **If you are applying for asylum :** When registering your asylum application, the prefecture will ask you if you also want to apply for a residence permit.

This must be done within 2 months, except for residence permits for health reasons for which the deadline is 3 months. Your application for a residence permit will only be processed once you have received a response to your asylum application.

You will not be able to apply for a residence permit if your asylum application is rejected, except in certain cases.

There are many conditions for obtaining a residence permit. Applying for a residence permit is a complicated and risky procedure. Each application is different and the chances of obtaining a residence permit depend on your personal situation.

You could be deported if your application for a residence permit is rejected. For more information on what to do if you are arrested, read page 57.

For these reasons, **it is very important to get legal advice before starting a residence permit application procedure.**

Go to a legal support session to evaluate your personal situation, to see if you meet the criteria for a residence permit, and to have help with your application (page 9).

Some residence permits are more reliable than others. There is a difference between **"residence permits by right"** and **"discretionary residence permits"**.

Residence permits by right

The criteria for obtaining a residence permit by right are written in the law. Normally, if you meet these criteria, the residence permit should be provided by the prefecture. In case it's refused, you can seek a lawyer to appeal.

The majority of «personal and family life» residence permits are issued by right (parent of a French child, marriage to a French person if you have entered the country legally, intensive personal and family life ties).

This is also the case for the health residence permit for very serious illnesses that cannot be treated in the country of origin. But, there are many conditions to get one of these permits, and they may be unclear.

Discretionary residence permits

Discretionary residence permits are more difficult to obtain because they are «at the discretion of the prefecture" i.e. subject to their goodwill. This means that even if you meet the criteria for a residence permit, the prefecture can still refuse to give it. For example, the work permit is discretionary.

Meeting the conditions - even for a residence permit by right - does not mean that you will automatically be granted a residence permit. There is always a risk of refusal and deportation. Do not start this procedure on your own, ask for help from an organisation specialised in residence permits (page 9).

If you have a residence permit from another EU country, go to a legal support session before going to the prefecture.

Some residence permits will allow you to apply for a work permit, others will not.

Residence permits in the context of a regularisation in France

- **BY RIGHT** (you must meet the conditions, which may be unclear)
- **DISCRETIONARY** (meet the conditions + receive a favourable decision from the prefecture)

YOUR SITUATION				RESIDENCE PERMITS
● M2 Students in search of employment (APS* 12 months)	● Visitors	● Employees/ temporary workers	● Young people in the care of ASE after turning 16 and completing a training	→ Residence permit for work
	● Marriage with a French person (if entry with a visa)	● personal and family ties (intense, stable, long-established)	● Parents of a French child	→ Residence permit for family life
	● Sick foreigners (serious illness that can not be treated in your home country)	● Parents of a sick child (APS* 6 months)	● Work accident/ illness caused by your work	→ Residence permit for health
● Birth/entry into France before 13 years old and French residency	● Young people in the care of ASE before turning 16 years old	● Extraordinary or humanitarian reasons	● Has lived in France for at least 10 years.	→ Residence permit for private life
● Victims of domestic violence	● Victims of human trafficking or prostitution	● Beneficiaries of a protection order	● In a programme to leave prostitution (APS* 6 months)	→ Residence permits for survivors of violence

*APS = Temporary residence permit

The residence permits that Algerian nationals can apply for are different from others because they depend on the Franco-Algerian agreement.

IF YOU ARE ARRESTED



You can be arrested in the event of an identity checks stop - to check if you have the right to stay in France - and/or if authorities think you may have broken a law.

If you are undocumented and you are arrested, you may receive an **Obligation to Leave the French Territory (OQTF)** and could be assigned house-arrest or be detained in an Administrative Detention Centre (CRA).

Documents to have with you:

- **Documents about your immigration procedure** (asylum application certificate/ récépissé, application for a residence permit...)
- Proof of **residence or accommodation**
- **Health insurance certificate** (CSS, AME), documents related to your medical care, contact information for your doctor
- Documents about your **family situation in France**: school enrollment certificate for your child(ren), marriage certificate, etc.
- **A telephone card and/or a mobile phone without a camera** (these are the only ones allowed during detention in the CRA)
- **The telephone number of a trusted person**, a member of a non-profit and a lawyer to be notified immediately if you are arrested or detained.

⚠ Keep these copies of your documents in several places (at a friend's house or a non-profit's office) and on the internet (emails, cloud...).

It is not always recommended to give your passport (even if it is out of date) because it can make it easier for you to be deported.

But, not showing your passport could be an argument to place you in an administrative detention centre (CRA).

If you go to the PAF (Border Police) or the police station:

You can be detained for a maximum of 24 hours for an identity check and 48 hours maximum for police custody if they think you may have broken the law.

You have 4 essential rights. They can help you to be released. Ask for :

- **an interpreter**: in the language you speak best, even if it is a rare language!
- **a doctor**
- **a lawyer**
- **to phone a trusted person**, a non-profit organisation. Give details of your arrest (where, when) so that they can help you.



Do not sign any documents if you do not understand what is written. Ask to speak to an interpreter!

If you are released

If you don't have legal immigration status, you might leave the police station with an Obligation to leave the French territory (OQTF) and possibly an Prohibition on Returning to France (IRTF). This decision may be accompanied by a house arrest.

Be careful, you often only have 48 hours from the time you signed the document to make an appeal. As soon as you are released, contact a lawyer or a non-profit organisation to help you (page 9).

If you were insulted and mistreated by the police, you can file a complaint. The police cannot refuse to file a complaint, even if you are undocumented. If they were violent, you can go to a doctor and get a certificate proving your injuries..

If you are sent to an Administrative Detention Centre (CRA)

The CRA is a place of detention which aims to deport you either to your country of origin, or to the country responsible for your asylum application (Dublin procedure), or to the country which has granted you protection (Schengen remission).

In Lyon, there is 2 CRA located close to the Lyon-Saint Exupéry Airport.

As soon as you arrive at the CRA, immediately ask to see the organisation that is working there. In Lyon : Forum Réfugiés. Your friends and family can call the organisation to tell them about your situation :

☎ 04 72 23 81 31

This organisation will help you with the necessary legal procedures and can keep you informed about the progress of your case. If Forum Réfugiés isn't replying (weekends, public holidays), contact an outside organisation (page 9).



In order to deport a person, the French State must have their valid passport or a consular pass.

- **If you did not give your passport** and you refuse to see a representative from your country's consulate, it will be difficult to obtain a laissez-passer: deporting you will be complicated.
- **Be careful**, if you refuse to meet this representative, you can be sentenced to a prison sentence (from 1 to 4 months).
- **If you have given a false identity**, the police will not know which country you come from. This makes your deportation complicated. Be careful, if the police find out that you have given a false identity, you can be sentenced to a prison sentence (from 1 to 3 years).

How long in the CRA ?

The maximum period of detention in the CRA is 90 days. You can make two appeals to ask for your release:

1. **Appeal against the decision to place you in detention.** The juge des libertés (judge of freedoms and detention, JLD) has 48 hours to decide whether or not to extend the detention period.
2. **Appeal against the decision of the Obligation to leave the French territory (OQTF).** The administrative court is asked to cancel the decision to deport you (only if this decision is recent, less than 48 hours). Depending on the judge's decision, you may be released or your detention may be extended.

If you get sentenced to prison time, you risk being detained in the sentention centre again, once your sentence is over.

Your rights in detention center :

- **Make phone calls** from the centre's phone booths or with your mobile phone without a camera. Mobile phones that can take pictures will be taken away from you. Your relatives can also call you at the phone booths.
- **Receive visits from your relatives.** They must have legal immigration status and have to present an identity document. They can bring you clothes, individually wrapped non-perishable food (cakes, sodas), documents, money, a mobile phone without a camera, cigarettes.

🕒 7/7 9:30am-11:30am / 2pm-6:15pm
60 rue du Royaume-Uni,
69 125 Colombier Saugnieu.

🚌 47 Aéroport St-Exupéry Air Parc
Or Rhône Express Lyon St-Exupéry.

- **Visitation rights: you can meet with organisation or support collectives**

COLLECTIF LYON ANTICRA

Lyon Anticra is a collective supporting the prisoners of the Lyon Detention Center (CRA) and fighting for the abolition of Immigration Detention Centres, the end of detention and the end of deportations. Its members can visit you, and publish your testimony on their website. The collective also organises political actions to support you. If you are incarcerated, your relatives can write a message to them to get in touch with you.

✉ lyonanticra@riseup.net

📍 »Lyon Anticra«

🌐 <https://crametoncralyon.noblogs.org/>

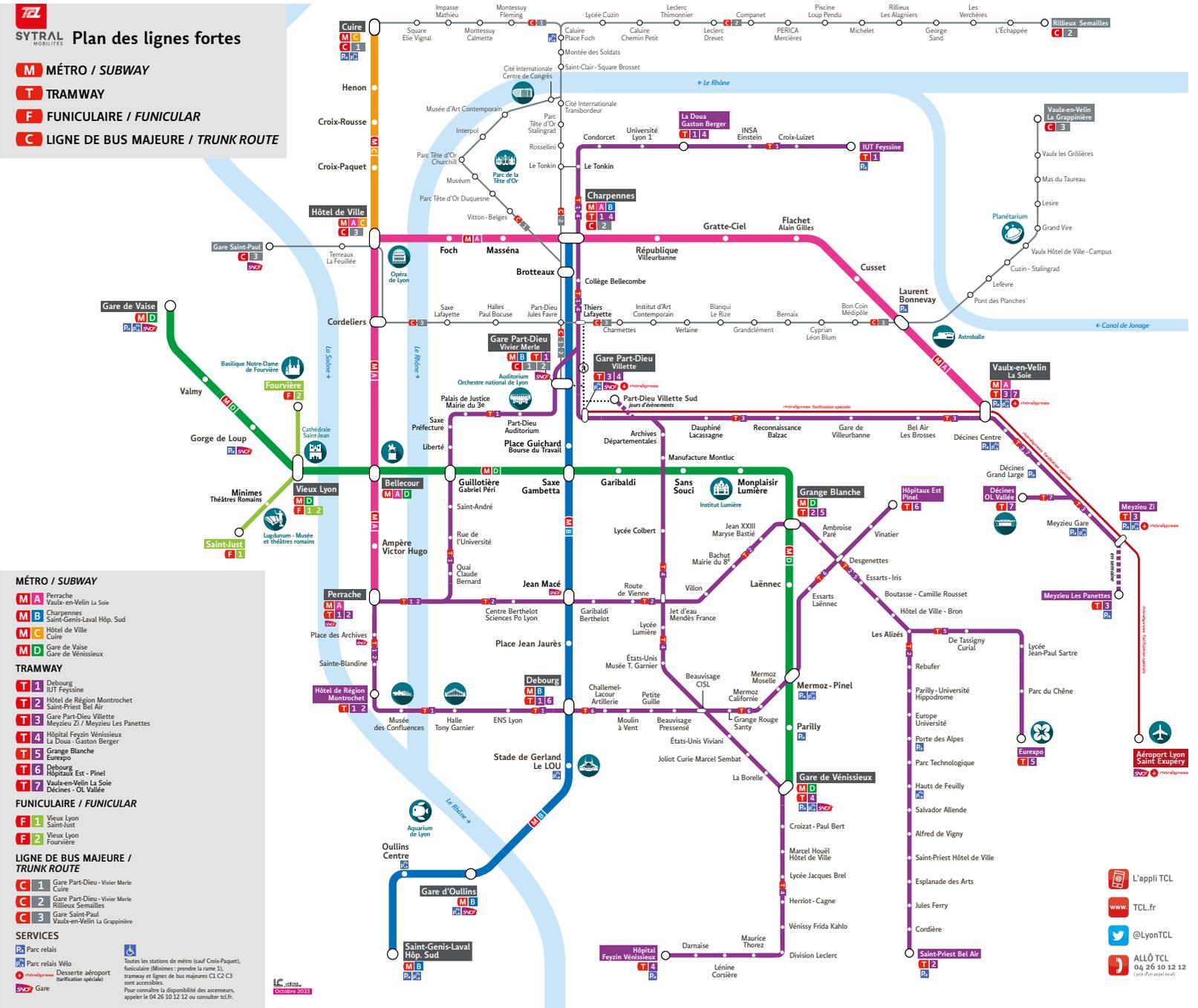
- **Get help from the OFII for your Voluntary Return** to go back to your home country. In certain countries, reinsertion assistance is offered in your home country

🌐 <http://www.retourvolontaire.fr/>

SUBWAY AND TRAM MAP OF LYON

LEXICON

- ADA** : Allocation pour Demandeur d'Asile
- AME** : Aide Médicale d'Etat
- APS** : Autorisation Provisoire de Séjour
- ASE** : Aide Sociale à l'Enfance
- CADA** : Centre d'Accueil des Demandeurs d'Asile
- CAF** : Caisse d'Allocations Familiales
- CCAS** : Centre Communal d'Action Sociale
- CMA** : Conditions Matérielles d'Accueil
- CMAE** : Centre de Mise à l'Abri et d'Evaluation
- CNDA** : Cour Nationale du Droit d'Asile
- CPAM** : Caisse Primaire d'Assurance Maladie
- CRA** : Centre de Rétention Administrative
- CSS** : Complémentaire Santé Solidaire (anciennement CMU)
- DAHO** : Droit À l'Hébergement Opposable
- DALO** : Droit Au Logement Opposable
- DNA** : Dispositif National d'Accueil
- FLE** : Français Langue Etrangère
- GUDA** : Guichet Unique pour Demandeurs d'Asile
- HUDA** : Hébergement d'Urgence pour Demandeur d'Asile
- IRTF** : Interdiction de Retour sur le Territoire Français
- JLD** : Juge des Libertés et de la Détention
- MDMS** : Maison De la Métropole et Solidarité
- MIE** : Mineur Isolé Étranger
- MNA** : Mineur Non Accompagné
- MVS** : Maison de la Veille Sociale
- OFII** : Office Français de l'Immigration et de l'Intégration
- OFPPRA** : Office Français de Protection des Réfugiés et Apatrides
- OQTF** : Obligation de Quitter le Territoire Français
- PAIPE** : Point d'Accueil Information Petite Enfance
- PUMa** : Protection Universelle Maladie
- PRAHDA** : Programme d'Accueil et d'Hébergement des Demandeurs d'Asile
- RSA** : Revenu de Solidarité Active
- SIAO** : Service Intégré de l'Accueil et de l'Orientation
- SPADA** : Structure de Premier Accueil des Demandeurs d'Asile





FEBRUARY 2024

ENGLISH

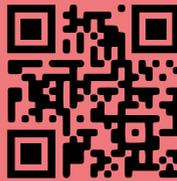
Lyon

If you are in **Lyon**, as an asylum seeker, refugee or undocumented person, **this guide is made for you.**

It contains **useful addresses, advice and legal procedures updated each month!**

Our texts are written, reviewed and checked by social, asylum and foreigner's rights experts.

This guide is available and **updated each month in French and in English.**



Download the guide :

www.watizat.org

Do you have questions ? Contact us:

lyon@watizat.org



Watizat Paris



watizatparis



Watizat, chaine d'information



watizatasso

Si vous êtes une organisation, association ou collectif,
contactez nous pour commander des guides en version papier

Ce guide est gratuit et interdit à la vente aux particuliers. Ne pas jeter sur la voie publique.