



# THE INFORMATION GUIDE FOR PEOPLE IN EXILE

**SEPTEMBER  
2025**







**EN**

TABLE OF CONTENTS



















HOW THE GUIDE IS ORGANIZED

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

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 ADRESSES

	Information and orientation .....	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
	Work .....	22
	Learn french.....	23
	Activities .....	25
	Women support.....	27
	LGBTQIA+.....	28
	Sex work /Prostitution .....	28

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

SOCIAL RIGHTS

	What are my rights?.....	29
	Who can help me? .....	29
	Get an adress: administrative residence («domiciliation») .....	32
	Accomodation.....	33
	Material reception condition: CMA.....	34
	Housing .....	36
	Financial support .....	37
	Access to healthcare .....	37
	Open a bank account.....	39
	Access to work.....	39
	School / Childcare.....	40
	University .....	41



Subway and tram map of Lyon .....	43
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# ARRIVING IN LYON

## ADMINISTRATIVE SITUATION?

You are a foreigner and wish to stay in France: in order to stay on French territory without risking expulsion, you should apply for a residency permit.

There are various possibilities (**asylum claim, applying for residency permit**) depending on your personal situation. In the box below you will find information on how to start an asylum claim. This is not the only available option. These procedures are long and complicated.



For legal help, go to a free legal aid advice service (see page 9)

## Asylum

**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'.

### SPADA - FORUM RÉFUGIÉS

Monday, Tuesday, Thursday: 8:15am-4:30pm

Wednesday, Friday: 8:15am-12

326 rue Garibaldi, 69007 Lyon.

Garibaldi

04 72 77 68 02

**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 !

Forum Réfugiés will ask you **the dates of your departure from your country and arrival in France.** Please note that if you say you have been in France for more than 90 days, you will be placed under the «accelerated procedure», which is unfavourable to you.



## HOUSING



**If you don't have any accommodation, you can call this emergency number for free : 115**

You don't need a French residency permit to qualify.

**⚠ Careful, there aren't many spaces so accommodation isn't guaranteed and is often only available for a short stay.**

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 also request blankets from 115, which will be brought to you.**

**More information page 33.**



## 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.



## GETTING AROUND LYON



You can find your itinerary on:

<https://www.tcl.fr/>



or on the app CITYMAPPER

TCL ticket: 2€, lasts 1 hour. 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. 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 30).

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

## If you are fined

Beware to the deadlines:

→ **Immediate payment: 60€ by credit card or cash**

→ **Maximum after 7 days : 80€.**

→ **Between 7 days and 2 months: 110€.**

→ **If you are a minor, you have 7 days to pay your fine of 60€ (then 80€).**

### TCL COLLECTION AGENCY

**17 bis, boulevard Vivier Merle - 69003 Lyon**

If you have no resources, you have three months 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 & APPLICATIONS



**TARJIMLY**

Volunteer translators through the app Messenger (written and vocal messages or videos). [f Tarjimmy](#)



**SPIKY COMMUNITY**

Useful information for settling in France, advice to discover the city

### CAMSCANNER

Mobile app to scan and send documents from your phone.



# UNACCOMPANIED MINORS

## 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 to 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 Réfugiés 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 (legal aid, page 10) 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 <?>).

**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.

# USEFUL ADDRESSES

## INFORMATION & 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 2-4:30pm

☎ Wednesday 9am-12

☎ 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 6:15-8:15pm

☎ Saturday 10:30am-12:30

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 10-11:30am

☎ 04 28 29 46 72

🏠 31 avenue du Général Leclerc, Villeurbanne

**C 3 C 26 C 11** Grand Clément

### MINOR PASS - SECOURS POPULAIRE

**For unaccompanied minors.**

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

☎ Free breakfast: Monday to Sunday, 8:30-11am

☎ Administrative reception: Monday to Friday, 8:30am-12

☎ 04 72 77 87 77

🏠 58 rue Victor Lagrange 69007 Lyon

**M B** Jean Macé

## ADMINISTRATIVE SUPPORT

### MAISONS DE LA MÉTROPOLE DE LYON (MDML)

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. Our volunteers will help you with your administrative and digital procedures.** (Except for all naturalization, retirement and CV files.)

#### → Pôle d'action sociale

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

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

#### → Centre social Bonnefoi

**Administrative assistance:**

☎ Wednesday morning by appointment

**Public writer:**

☎ Tuesday 1:30-4:30pm, without appointment

☎ Friday 9am-12, by appointment

To make an appointment: ☎ 04 72 61 97 43

🏠 11 rue de Turenne, 69 003 Lyon

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

#### → Bibliothèque de la Part Dieu

☎ By appointment, call: ☎ 04 78 62 18 00

🏠 130 Bd Marius Vivier-Merle - 69003 LYON

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

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

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

#### → Centre Social de Gerland

☎ Monday 9:15am-12:15 (no appointment)

🏠 1, rue Jacques Monod - 69007 LYON

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

#### → Mairie du 8ème

☎ Wednesday 9am-12 / 1:45-4:45pm

(no appointment)

🏠 12, Avenue Mermoz **T 2** Bachut

#### → Bibliothèque de la Duchère

☎ Saturday 10am-1pm, by appointment

☎ 04 78 35 43 81

🏠 Placé Abbé Pierre

**C 14 C 6** Duchère Martinière

#### → Cité Jardin - Intergenerational café

☎ Friday 9:30am-12:30 (no appointment)

🏠 60, rue Challemel-Lacour **M B** Debourg.

#### → Médiathèque de Bachut

☎ With appointment, Tuesday 1pm-4pm

☎ 04 78 78 12 12

🏠 2, place du 11 novembre 1918 **T 2** Bachut

### ARCHE DE NOÉ

#### → Public writer

☎ Thursday 1:30-4:30 pm,

without appointment

#### → Administrative support and digital procedures.

☎ 2nd and 4th Monday of the month.

9-12am, with appointment.

☎ 04 78 58 29 66 or on site.

🏠 Arche de Noé: 3-5 rue Félicité, 69007

**T 1** Saint André

### LES PIMMS MÉDIATION

→ Information and support with your administrative procedures (except residence permits, asylum and citizenship)

→ Help to write letters and fill out forms

→ Acces to computers

Adresses and opening hours:

🌐 <https://pimmslyonmetropole.org/>

### PASSERELLE

Free administrative help: social workers, writing letters, making up files, help with digital procedures (Caf, CPAM, Retirement, Taxes...). **No help in the constitution of a file for a residence permit and no appointment at the Prefecture.**

🌐 [passerelle-administration.com](https://passerelle-administration.com)

☎ 09 50 11 69 47

### SECOURS ISLAMIQUE

#### → Public writer, administrative help

#### → Computer classes

#### → Legal aid

Register on site or by phone :

☎ Monday, Tuesday, Wednesday, and Friday:

10am-1pm / 2-5pm

☎ Thursday: 10am-1pm

☎ 04-27-11-87-87

🏠 371 rue Garibaldi **T 2** Garibaldi - Berthelot

**M B** Jean Macé

## COMPUTER USE & DIGITAL HELP

### TIERS LIEU MAISON SÈSAME SECOURS CATHOLIQUE

Digital space with free access

☎ Tuesday and Friday 9:15am-12pm,

Wednesday and Thursday 2:30pm-

4:30pm, Saturday 9:15am-11:30am

**f** Maison Sésame.

🏠 111 rue du 1er mars 1943, Villeurbanne

**C 3 C 26 C 11** Grand Clément

### EMMAÜS-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.

🌐 <https://emmaus-connect.org>

☎ 01 80 05 98 80

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

### PUBLIC LIBRARIES

Access to computers, printers, and digital initiation workshops. 16 public libraries, look-up on: 🌐 [bm-lyon.fr](https://bm-lyon.fr)

#### → Bibliothèque de la Part Dieu

☎ Tuesday to Friday 10am-7pm

☎ Saturday 10am-6pm

☎ 04 78 62 18 00

🏠 130 Bd Marius Vivier-Merle - 69003 LYON

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

### RÉFUGIÉS ENSEIGNEMENT SUPÉRIEUR

Internet and computer access with registration.

Digital training in the field of higher education:

course search, use of Excel, Word, Canva, etc.

**Registration by e-mail:** ✉ [contact@res-asso.org](mailto:contact@res-asso.org)

### CENTRE SOCIAL BONNEFOI

3-month training course in digital tools, and digital workshops. Fluency in French required.

Registration on site: 🏠 11 rue de Turenne

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

☎ 04 72 61 97 43 ✉ [contact@csbonnefoi.fr](mailto:contact@csbonnefoi.fr)



# FREE LEGAL HELP

Help and advices for your procedures depending on your situation :

- **ASYLUM PROCEDURE**
- **INFORMATION ON OQTF / IRTF**
- **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  
📍 **M D** Garibaldi.

## ● **AS DE COEUR - ACCUEIL SOLIDARITE**

**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.asdecoeur@restosducoeur.org](mailto:ad69.asdecoeur@restosducoeur.org)  
🏠 207 rue Marcel Mérieux **M B** 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, 9:15-11:30am  
🕒 Wednesday and Thursday, 2:30-4:30pm  
📍 Maison Sésame (Secours Catholique du Rhône)  
🏠 111 rue du 1er mars 1943, Villeurbanne  
📍 **C 3 C 26 C 11** Grand Clément

## ● **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 **M A** Masséna

## ● ● ● **LA CIMADE**

**Informations on residence permits, OQTF, IRTF.**  
✉ [lyon@lacimade.org](mailto:lyon@lacimade.org)

### Reception on site

→ **Cimade Villeurbanne**  
With or without appointment  
🕒 Wednesday 2-4:30pm  
🏠 Maison Berthy Albrecht, 14 place Jules Grandclément 69100 Villeurbanne  
📍 **C 3 C 11 C 26** Grandclément  
**Starts again on September 10th**

→ **Cimade la Duchère (Lyon 9)**  
🕒 Tuesday 2pm-4:30pm  
🏠 Foyer Protestant 309 avenue Andreï Sakharov, 69009 Lyon  
📍 **C 14 C 6** Duchère Piscine  
**Starts again on September 2nd**

→ **Cimade Vaulx-en-Velin**  
Make an appointment on site during open hours  
🕒 Thursday 2pm-4:30pm  
🏠 Espace protestant Théodore Monod, 22 rue Romain Rolland, 69120 Vaulx en Velin  
📍 **M A** Vaulx en Velin La Soie  
**Starts again on September 11th**

→ **Cimade Vénissieux**  
Make an appointment on site.  
🕒 Wednesday 9pm-12pm  
🏠 Maison de quartier de la Darnaise 45 boulevard Lénine, 69200 Vénissieux  
📍 **T 4** Darnaise  
**Starts again on September 24th**

## ● ● ● **CENTRE SOCIAL BONNEFOI**

**Legal information on residence permit and asylum. Informations and assistance with appeals against OQTF and IRTF.**  
🕒 Friday morning by appointment

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).

🕒 First and third thursday morning of the month, by appointment  
☎ 04 72 61 97 43 to have an appointment  
🏠 11 rue de Turenne 69 003 Lyon  
📍 **M D** Guillotière / Saxe Gambetta

## ● ● ● **POLE D'ACTION SOCIALE ENTRAIDE PROTESTANTE LYON**

**Information on residency rights, follow ups on application filed with the Préfecture, advice on the asylum procedure and assistance.**  
🕒 For an appointment call or come on site on Tuesdays between 10am and 12pm  
☎ 04 28 87 00 44  
🏠 334 rue André Philip-69007 Lyon  
📍 **M D** Garibaldi

## ● ● ● **LE VILLAGE DU DROIT DES ÉTRANGERS (V3DE)**

→ **Information in foreigners rights:** residency permits, OQTF, IRTF (doesn't deal with visa, naturalisation and family reunification applications).

🕒 Friday 1:30-5pm, without appointment (come before 7am to register)  
🏠 Arche de Noé, 3 rue Félicité 69007  
📍 **T 1** Saint André

🕒 First two Wednesdays of the month, 1:30-4:30pm, without appointment  
🏠 Espace carmagnole, 8 avenue Bataillon Carmagnole liberté. **M A** Vaulx la Soie

→ **Assistance with the asylum procedure (including Dublin procedure):**  
🕒 Wednesday, by appointment  
☎ 06 85 07 93 47 or 06 48 55 61 76  
🏠 Arche de Noé, 3 rue Félicité 69007  
📍 **T 1** Saint André

📍 V3DE ☎ 06 58 71 50 52  
✉ [levillagedudroitdesetrangers@gmail.com](mailto:levillagedudroitdesetrangers@gmail.com)

## ● **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 only by ✉ [amoureux.lyon@gmail.com](mailto:amoureux.lyon@gmail.com)  
Online legal advice on ZOOM:  
🕒 **Wednesday September 3rd, and Thursday September 18th, from 7pm**

## ● ● ● **LIGUE DES DROITS DE L'HOMME**

**Reception, advice and support services open to all.** Advice available on foreigner's rights.  
🕒 Thursday 2:30-5:30pm  
☎ 06 85 03 19 88  
🏠 34 Cour de Verdun Perrache, 69002 Lyon  
📍 **T 2 T 1 M A** Perrache

## ● ● **COLLECTIF JEUNES RESF 69**

**Help with difficulties with residence permit procedures** (work permits, OQTF appeals).  
**For young adults (18-25 years old).**  
🕒 1st and 3rd Wednesdays of the month, by appointment  
☎ 07 49 19 63 84  
✉ [resfjeunes69@gmail.com](mailto:resfjeunes69@gmail.com)

🏠 Salle de la Marmite, 7 rue Diderot  
📍 **M A** Hôtel de Ville **M C** Croix Paquet  
📍 <https://www.resf-jeunes69.fr>

## ● ● **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. Préparation for OFPRA interviews and CNDA proceedings contact us as soon as you receive the invitation to the interview. Lawyers contact details can be given for OQTF and IRTF.  
**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](mailto:peas69.ai@gmail.com)  
☎ 06 99 04 37 76

## ● ● **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.

🏠 Lyon 8 Mermoz Pinel ☎ 04 78 74 00 42  
🏠 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  
🏠 Vénissieux ☎ 04 72 90 18 20

Free advice centres open to all.  
**Legal professionals and associations can advise you on a wide range of issues** (residence rights, housing, victim support, employment law, family law, mediation).  
 ☎ To make an appointment: 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.

→ **To have access to the legal advice sessions:**  
 ☑ Send an email to [info@fiji-ra.fr](mailto:info@fiji-ra.fr)  
 ☎ Or leave a message on the answering machine at 07 88 37 54 71

AMELY

**General legal advice**  
 ☎ Thursday 1:30-4:30pm, by appointment  
 ☎ 04.78.37.29.07  
 🏠 Arche de Noé, 3 rue Félicité 69007  
 🇹🇷 Saint André

GISTI - PHONE HOTLINE

**Free legal support by phone on foreigners' rights**  
 ☎ Monday to Friday: 3pm-6pm  
 ☎ Wednesday, Friday: 10am-12am  
 ☎ 01 84 60 90 26

CENTRE LGBTI+

**Legal help for lgbtq+ persons.**  
 ☎ Tuesday 7-9pm, by appointment  
 Appointment on site or send an email to:  
 ☑ [juridique@centrelgbtilyon.org](mailto:juridique@centrelgbtilyon.org)  
 🏠 19 rue des Capucins 🇲🇦 Hôtel de ville  
 📘 Centre LGBTI Lyon / Insta @centrelgbtilyon  
 🌐 [centrelgbtilyon.org](http://centrelgbtilyon.org)

MINORS / YOUNG ADULTS

See [page 5-6](#), unaccompanied minors

COLLECTIF AMIE

**Advice, legal aid, help with schooling. For unaccompanied minors only.**  
 ☎ If you come for the first time: without appointment, Friday 9am-12pm for registration.  
 ☎ For people already registered at AMIE, you can come without appointment on Wednesdays 9am-12pm.  
 🇲🇦 Hôtel de Ville  
 🏠 Salle de la Marmite, 7 rue Diderot, 69001

BARREAU DE LYON

**Free legal aid by specialised lawyers. For unaccompanied minors only.**  
 Without appointment  
 ☎ Wednesday 10am-12am, come early to have a place  
 ☑ [contact@barreaulyon.com](mailto:contact@barreaulyon.com)  
 🏠 Maison des avocats, 176 rue de Créqui 69003 Lyon 🇲🇦 Place Guichard

BAG STORAGE

BAGAGE'RUE

**Free luggage storage service, available to anyone.** 2 luggages maximum.  
 Toilets available.

☎ Monday to Friday, and Sunday: 10-11:30am  
 ☎ Monday, Wednesday, Thursday: 6-7:30pm

☎ 07 55 64 92 96  
 🏠 47 rue Capitaine Robert Cluzan  
 🇲🇦 Saxe Gambetta

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

→ **In September: open only to members, coffee area closed.**

CLOTHES

Free clothes

BUS DU PARTAGE

☎ Wednesday: 10am-12 / 2:30-4:30pm  
 ☎ 07 68 11 46 68  
 🏠 Place Jean Macé 69007 Lyon  
 🇲🇦 🇵🇸 🇹🇷 Jean Macé

RESTOS DU COEUR LYON 4

**Free clothes for women, men and children. Call to know the dates.**  
 ☎ 04 78 30 13 19  
 🏠 19bis Rue Dumont d'Urville, 69004  
 🇲🇦 🇵🇸 Croix-Rousse 🇷🇺 Place Bertone

VESTIAIRE DU SECOURS POPULAIRE

**Free clothing on referral**  
 ☎ Monday and Thursday: 2-4:30pm  
 ☎ Wednesday 9am-12  
 🏠 21, rue Galland 69007 Lyon  
 🇲🇦 🇵🇸 / 🇹🇷 Jean Macé

SECOURS ISLAMIQUE

**Free clothes. no registration required**  
 ☎ Monday and Friday: 10am-1pm  
 ☎ 04 27 11 87 87  
 🏠 371 rue Garibaldi, Lyon 69007  
 🇹🇷 garibaldi - Berthelot 🇲🇦 Jean Macé

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**

BOUTIQUE DE L'ENTRAIDE

☎ Tuesday: 1- 6:15pm  
 ☎ Wednesday: 1-6:15pm  
 ☎ Thursday: 11:30am-2pm  
 ☎ Friday: 10:30am-12:30 / 1- 4:45pm  
 ☎ 04 72 72 92 08  
 🏠 88 bis cours Gambetta 🇲🇦 🇵🇸 Garibaldi

L'ARMÉE DU SALUT

☎ Tuesday to Friday: 10am-12:30 / 1:30-5pm  
 ☎ Saturday: 10:30am-5:30pm  
 🏠 2, rue Stalingrad, Vaulx-en-Velin  
 🇷🇺 3 Cuzin / Stalingrad

SOLIDARITÉ AFRIQUE

☎ Monday: 1:30-4:30pm  
 ☎ Tuesday: 9am-12:30 / 1:30-8pm  
 ☎ Wednesday: 9am-12:30 / 1:30-4:30pm  
 ☎ Thursday: 1:30-4:30pm  
 ☎ 2nd and 4th Saturday of the month: 10am-6pm  
 ☎ 04 78 18 49 15  
 🏠 13, bis rue Girié 🇷🇺 9 Maisons Neuves

SECONDE MODE

☎ Tuesday to Saturday: 10am-6:30pm  
 🏠 93 avenue de l'Europe, 69008  
 🇹🇷 2 🇹🇷 4 Jet d'Eau ☎ 04 78 01 09 29

VESTI-BOUTIQUES - CROIX ROUGE

🏠 342 avenue Berthelot - 69008 Lyon  
 🇹🇷 2 Mairie du 8ème ☎ 04 82 53 79 78  
 ☎ Tuesday, Thursday, Friday: 2- 6pm

🏠 30 rue Louis Loucheur - 69009 Lyon  
 🇲🇦 🇵🇸 Gorge de Loup ☎ 04 82 53 88 48  
 ☎ Tuesday, Wednesday: 1:30-5pm,  
 ☎ Thursday: 1:30-6pm,  
 ☎ Friday: 1:30-5:30pm

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/>

EMMAÜS

In Villeurbanne and Parilly, check website for infos: 🌐 <https://emmaus-lyon.org/>

## Food distributions

### ARMEE DU SALUT-BOOTH TRUCK

🕒 Monday to Friday 6:30pm - 7:30pm  
 📍 Place Bahadourian  
 📍 Place Guichard / 📍 Guillotière  
 Informations : [foodtruck.brigadesdulyon.fr](http://foodtruck.brigadesdulyon.fr)

### FRATERNITÉ LYON CENTRE

🕒 Monday 7pm- 8:30pm .  
 📍 Place Carnot 69002 Lyon  
 📍 / 📍 / 📍 Perrache

### ENSEMBLE POUR UN REPAS

🕒 Tuesday 8pm  
 📍 Gare Part Dieu Villette 69003 Lyon  
 📍 / 📍 / 📍 / 📍 Part Dieu  
 🕒 Tuesday 8:15pm  
 📍 Place Carnot 📍 / 📍 / 📍 Perrache

### LE COEUR LYONNAIS

🕒 Saturday September 13th and 27th, 6:30pm  
 📍 Gare Part Dieu Villette Lyon 3  
 📍 / 📍 / 📍 / 📍 Part Dieu

### ANS

🕒 Saturday 7pm  
 📍 Place Carnot 📍 / 📍 / 📍 Perrache

### RENCONTRES FRATERNELLES ET ENTRAIDE

🕒 Monday and Wednesday 6pm  
 📍 Gare Part Dieu côté Villette, 69003 Lyon  
 📍 / 📍 / 📍 / 📍 Part Dieu  
 🕒 Breakfast: Saturday and Sunday 9am  
 🕒 Couscous every other saturday: 6pm  
 📍 Place Carnot 📍 / 📍 / 📍 Perrache

### ORDRE DE MALTE

Hot drinks, sandwich, cake  
 🕒 Tuesday 7:30pm-9:30pm  
 🕒 Wednesday 7:30pm-9:30pm  
 🕒 Thursday 7pm-9pm  
 📍 14, place Carnot 📍/📍/📍 Perrache

### ERRAHMA POUR TOUS

Hot meals distribution.  
 🕒 Monday, Wednesday: 8pm 🕒 Saturday 6:45pm  
 📍 111 rue Paul Bert, 69003  
 📍 / 📍 / 📍 / 📍 Part Dieu

## Meals on site

### O' RESTO

🕒 Every day: 11:40am-1:15pm / 6:45- 8pm  
 📍 131, avenue Thiers 📍 / 📍 Charpennes  
 Access only with an individual card.  
 Register for your card on site :  
 🕒 Monday to Friday 10am-1pm / 2:30-4:30pm

### CAMIONS DU COEUR

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

### CHURCH SAINT POTIN

**Pasta diner** 🕒 Monday from 6:30pm  
 📍 Place Edgar Quinet 69006 LYON 📍 Foch

### LES ESCALES SOLIDAIRES

**Free breakfast / Lunch and diner for 2€.**  
 To register: 📠 <https://www.habitat-humanisme.org/escales-solidaires-rhone/>  
 by phone: ☎ 04 81 09 16 93  
 🕒 Monday 2-5pm, Tuesday, Wednesday, Thursday 9am-12  
 or by email:  
 ✉ escalesolaire@habitat-humanisme.org

🕒 Breakfast: 8-10am, Lunch: 12:15-2pm, Diner: 7:15-9pm  
 📍 252 Rue Duguesclin, 📍 Place Guichard  
 → **Lunch only for women**  
 📍 25 Rue Delandine 📍 Perrache  
 → **Wednesday diner only for 18-30 years old**  
 📍 78 rue Tronchet 📍 Masséna  
 📍 5 rue Hector Berlioz 📍/📍 Charpennes  
 → **Tuesday diner only for students**  
 📍 31 rue du professeur Rochemais  
 📍 Grange Blanche

### LA CUISINE DES GONES

**You don't have a kitchen : come to prepare your meal. Kitchen, cookware, spices free to use.**  
 On registration ☎ 06 99 90 32 70  
 🕒 Monday to Friday  
 📍 19 rue Etienne Dolet 📍 Place Guichard  
 📍 Garibaldi 📍 Part Dieu Auditorium

## 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](mailto:rhone.restosducoeur.org)

#### → Perrache

People living in the 1st, 2nd and 6th districts.

**Registrations:** 🕒 Monday, Tuesday: 1:30-4pm  
 🕒 Thursday: 9-11:30am / 1:30-4pm  
**Distributions:** 🕒 Monday, Tuesday 1:30-4:30pm  
 🕒 Thursday 9am-12 / 1:30-4:30pm  
 Distribution for babies available  
 ☎ 04 78 37 94 65  
 📍 35 rue Bichat 69002 Lyon  
 📍 / 📍 Place des Archives

#### → Villeurbanne

**Registrations:** 🕒 Monday, Tuesday, Wednesday 9-11:30am  
**Distribution:** 🕒 same days, 1:30-4:30pm  
 Distribution for babies available  
 ☎ 09 81 83 20 14  
 📍 25 rue Hippolythe Kahn  
 Villeurbanne 📍 République

#### → Croix Rousse - Caluire

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

#### → People without an adress

Registration and orientation to a food distribution center for homeless people  
 🕒 Monday and Thursday: 9-11:30am  
 ☎ 04 78 58 97 29  
 📍 207 rue Marcel Mérieux 69007 Lyon  
 📍 ENS Lyon 📍 / 📍 Debourg

### CROIX ROUGE

Food parcels depend on the size and make-up of your family. A contribution of 2€ is required.  
**Only on referral from a social worker who will give you an orientation voucher.**

→ **For people living in the following districts : 4, 5, 9 and municipalities in western Lyon.**  
 ☎ 04 82 53 88 48. .  
 📍 30 rue Louis Loucheur 69009 Lyon  
 📍 Gorge de Loup  
 → **For people living in the following districts: 1, 2, 3, 6, 7, 8 and municipalities in eastern Lyon.**  
 ☎ 04 82 53 79 78.  
 📍 16 bis rue Paul Cazeneuve 69008 📍 Villon

### COP1 - STUDENT SOLIDARITY

**Distribution of dried goods, fruit and vegetables for students and people under 26.**  
 📍 Maison des Etudiants, 90 rue de Marseille  
 📍 Quai Claude Bernard  
 Registration on the website: 📠 [cop1.fr](mailto:cop1.fr)  
 ✉ [lyon@cop1.fr](mailto:lyon@cop1.fr)

## Animals

### GAMELLES PLEINES

**Distribution of dog and cat food**  
 🕒 Thursday: 7:30-9:30pm:  
 📍 marauding from Place Carnot to Cordelier  
 📍 Perrache or Cordeliers

### DISPENSARE VETERINAIRE

**Distribution of dog and cat food, during the food distribution of the Camion du coeur.**  
 🕒 Tuesday, 7:30-9:30pm  
 📍 Parking Raphaël Barros 📍 Flachat



15  
September 2025

# 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. Free and confidential service.  
On site and phone reception:  
📞 Monday to Thursday 9:30am-4:30pm  
→ Make an appointment by email, phone, or on internet:  
✉ rlf.dt69@croix-rouge.fr  
📞 04 28 29 66 84 or 06 11 70 59 83  
You can send a text message.  
🌐 <https://vu.fr/cjsNG>  
🏠 16 bis, rue Paul Cazenueve 69008 Lyon  
🚏 T2 Arrêt Villon

# 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-7pm  
🕒 Thursday 1:30- 5:30pm.  
To meet with a social worker, come at least one hour before the closing time.  
📞 04 78 92 88 11  
🏠 6, rue d'Auvergne M A Ampère

## MAISON RODOLPHE

**For isolated adults over 25 years old or couples without children.**  
Dogs welcome and veterinary care possible.  
Lunch at 2€  
🕒 Monday to Friday: 7:45am-3pm  
📞 04 78 92 88 11  
🏠 105, rue Villon 69008  
🚏 T2 Jet d'eau/ T4 Lycée Lumière

## LES AMIS DE LA RUE

→ **Hospitality, shower, coffee**  
🕒 Monday, Wednesday, Friday : 2:30-5:45pm  
🕒 Saturday: 9:30am-12:30  
→ **Social advice for non domiciled persons (in order of arrival)**  
🕒 Monday, Wednesday, Friday: 2:30- 5:45pm  
→ **Individual follow-up for domiciled persons (by appointment)**  
📞 04 78 03 55 91  
✉ [rhone.amisdelarue@habitat-humanisme.org](mailto:rhone.amisdelarue@habitat-humanisme.org)  
🏠 28bis rue d'Alsace, Villeurbanne  
M B Charpennes M A République

## PETITS FRÈRES DES PAUVRES

**For isolated people over 50.**  
Hospitality, orientation, hygiene, access to a telephone, internet, computer.  
Laundry services on appointment.  
🕒 Collective welcoming: Monday, Wednesday, Friday 8:30am-12pm (Breakfast until 10am)  
🕒 Individual support (no appointment needed): Tuesday 8:30am-12pm  
📞 04 72 40 05 04.  
🏠 38 quai Dr Gailleton M A Ampère

## POINT ACCUEIL (LAHSO)

→ **Isolated men over 25 years old:**  
🕒 Monday, Thursday, Wednesday and Friday 9-12pm  
→ **Women and families:**  
🕒 Wednesday, Friday 1:30-4:30pm  
→ **Only women with or without children:**  
🕒 Thursday 1:30- 5pm  
🕒 Monday 1:30-4:30pm **at 21 rue d'Aubigny, 69003** M B Part Dieu  
📞 04 78 53 88 77  
🏠 66, rue Etienne Richerand M B Part Dieu

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

**For families (2 people and more).**  
Breakfast, Assistance, advice, activities...  
Shower, distribution of hygiene kits and laundry services (by appointment).  
🕒 Monday, Tuesday, Wednesday, Friday 9:30am-6pm. Thursday 9:30am-1pm.  
📞 04 74 07 92 11  
🏠 Stade Georges Livet - 35, avenue Marcel Cerdan, Villeurbanne M A Laurent Bonnevey  
**Closed on September 25th**

## ACCUEIL SAINT VINCENT

**Place for daytime shelter, orientation and support.**  
**For people over 25 years old.**  
🕒 Monday to Saturday 8:30am-12pm  
📞 04 72 40 24 92  
🏠 10, rue bellière M D Vieux Lyon  
**Closed on September 24th**

## ACCUEIL SAINT ANDRÉ

Access to hygiene products, informations, listening.  
**For isolated women and families with children.**  
🕒 Wednesday, Thursday, Friday: 1:30-5pm  
🏠 2 Rue Félicité 69007 Lyon  
✉ [adj.saintandre@gmail.com](mailto:adj.saintandre@gmail.com)  
M D Guillotière, T1 Saint André

## LA TOILE

**Day center for transgender people, non-binary people and women in precarious situations. Does not accept minors.**  
Monthly hygiene kits, PRM shower, listening and socialization area, snacks / breakfast, referrals, social support, domiciliation.  
🕒 Monday 4-7pm (for 18-35 years old only)  
🕒 Wednesday: 10am-1pm  
🕒 Thursday 1:30-4:30pm (new people can come at 1pm)  
🕒 Friday 10am-1pm  
📞 06 50 92 81 22.  
🏠 31 rue de cuire, 69004 Lyon M C Henon

## AU TAMBOUR!

**For people self defined as women. No children accepted.**  
Daytime shelter and hospitality. Listening, social interaction, rest, showers.  
Wellness activities on registration.  
🕒 Monday, Tuesday: 10am-3pm  
📞 06 77 08 09 15  
🌐 Au Tambour [www.autambour.fr](http://www.autambour.fr)  
🏠 95 rue Crillon M A Massena

Day center for unaccompanied minors:  
**Minor PASS Secours Populaire (see page 7)**

16  
September 2025

# ASSOCIATIVE DOMICILIATION

**A «domiciliation» is an adress to receive your mail (for more information, page 32). All these places are also day centers.**

## L'ORÉE AJD

**For people from 18 and under 25 years old.**  
📞 04 78 92 88 11  
🏠 6, rue d'Auvergne 69002 Lyon  
M A Ampère

## LES AMIS DE LA RUE

**For people over 25 years old.**  
🕒 To have a domiciliation, call on Thursday from 9:30am to make an appointment.  
📞 04 78 03 55 91  
🏠 28 bis rue d'Alsace, Villeurbanne  
M B Charpennes M A République

## MAISON RODOLPHE

**For isolated adults over 25, or couples without children.**  
📞 04 78 92 88 11  
🏠 105, rue Villon 69008  
🚏 T2 Jet d'eau/ T4 Lycée Lumière

## PETIT FRÈRES DES PAUVRES

**For adults over 50 years old.**  
📞 04 72 40 05 04  
🏠 38 quai Dr Gailleton M A Ampère

# SHOWERS

## 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 and hairdresser:**  
make appointment on site  
🕒 Monday: 8am-12


📞 07 64 58 28 43  
🏠 13 rue Benjamin Delessert  
M B Stade de Gerland



**IN CASE OF  
EMERGENCY  
CALL 15**

## Emergencies

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.**

Everyone can go to the emergency room!

**HOPITAL EDOUARD HERRIOT (PAVILLON N)**  
 /  Grange blanche

**HÔPITAL SAINT-JOSEPH SAINT-LUC**  
 Quai Claude Bernard

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

**HOPITAL VINATIER- PSYCHIATRIC**  
For people over 16 years old.  
   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.**


**PASS - 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 to 4 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)  
 /  Grange blanche  
☎ 04 72 11 03 94


**PASS - LE VINATIER**  
For people over 16 years old.  
Medical consultations without appointment:  
⌚ Monday, Wednesday, Thursday: 9am-12am (come at 8:30)  
🏠 95, boulevard Pinel 69500 Bron  
   Vinatier ☎ 04 37 91 52 07



**PASS - MÉDIPOLE HOPITAL MUTUALISTE**  
For people over 18 years old.  
To see the doctor, make an appointment by phone or on site.  
→ **Reception:** ⌚ Monday to Thursday: 8:30am-4pm  
⌚ Friday: 8:30am-12  
→ **Nurse (without appointment):**  
⌚ Monday to Thursday: 8:30am-12 / 1:30-5pm  
⌚ Friday: 8:30am-12  
☎ 04 87 65 01 87.  
🏠 158 rue Léon Blum, 69100 Villeurbanne  
 Laurent Bonnevay /  Bel Air

**PASS - HÔPITAL SAINT-JOSEPH SAINT-LUC**  
⌚ Without appointment: Monday, Tuesday 8:30am (**only 6 first patients, come at 7am**)  
To make an appointment, on site or by phone:  
⌚ Monday, Tuesday, Thursday all day  
☎ 04 78 61 88 70 (leave a message to get a call back)  
🏠 38, rue Raulin  Quai Claude Bernard  
 Centre Berthelot


**PASS GH - PORTES DU SUD**  
By appointment only.  
⌚ 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  
 Hôpital Feyzin Vénissieux

## Medical organisations

**MÉDECINS DU MONDE: LE CASO**  
For people without health insurance only.  
Doctors, social workers, screening.  
⌚ Monday and Friday: 9am  
⌚ Wednesday: 1:30pm  
(come a little before the opening time)  
☎ 04 72 92 49 01.  
🏠 15, boulevard Vivier Merle  Part-Dieu  
**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.  
⌚ Every other Tuesday: 7-10pm  
⌚ Every Thursday 7- 10pm  
🏠 Place Carnot 69002  Perrache  
⌚ Every other Tuesday: 7-10pm  
🏠 Camion du Coeur  Flachat




**POLE SANTÉ SOLIDAIRE**  
Medical consultations, general health, showers. For people with or without medical coverage. Interpreting possible. Receive first AME requests.  
⌚ **Doctor:** Monday: 9am-12 / 2-4:30pm, with or without appointment  
⌚ **Dermatologist and pediatricist:** call to make an appointment (waiting time: 15-30 days)  
⌚ **PMI** (child healthcare up to 6 years old and pregnancy monitoring): Wednesday 9:30am-12:30pm, without appointment

**For people with health cover:** appointment with doctor and midwife available on Doctolib  
🏠 40 avenue de la Table de Pierre, Francheville  
 /  Hôpital Antoine Charial  
☎ 04 28 38 14 91

**ESSIP - NURSING CARE**  
**Mobile nursing team. Support with health care, access to health care rights.**  
On medical prescription for nursing care. People with or without rights.  
🏠 Travels to where people live (housing, squats, hostels).  
🏠 Provide care at the Medical Care Center, 305 rue Paul Bert.  
To make an appointment:  
☎ 04 78 14 14 15 or ✉ [contact@essip.fr](mailto:contact@essip.fr)


**PASS - HOPITAL FEMME MERE ENFANT**

**Pediatric medical care (-16 years old)**

**Make an appointment by phone or email (3 weeks waiting time):**  
⌚ Reception: Tuesday to Friday 8:30am-12  
☎ 04 72 11 81 65  
✉ [hfme.passpediatrique@chu-lyon.fr](mailto:hfme.passpediatrique@chu-lyon.fr)  
🏠 59, boulevard Pinel 69500 Bron  
 Hôpitaux Est Pinel  
 /  Hôpital mère enfant

**PASS PERINATALITÉ - HOPITAL EDOUARD HERRIOT**  
**Support during pregnancy.** By 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](mailto: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>

**CENTRE SOCIAL BONNEFOI**  
**Parent-child listening point.** Family therapist welcoming parents and children aged 0 to 12 (alone or as a family). Help with parenting issues, migration, etc. Possibility to ask for an interpreter.  
To make an appointment:  
☎ 04 78 95 12 72  
or ✉ [karine.jacquet@cdpr69.org](mailto:karine.jacquet@cdpr69.org)  
🏠 Pôle accès au droits, 11 rue de Turenne  
 Guillotière

# Eyes/Teeth/Hearing

## URGENTES / PASS DENTAIRE

**Only if emergency or dental infections. Bring proof of identity if possible.**

Monday to Friday 8:45am-2pm  
 Saturday 8:45-11am (come early)  
 ☎ 04 72 11 03 65 **M D** / **T 2** Grange blanche  
 🏠 5, place d'Arsonval, Lyon (PAVILLON A)

→ **Until September 12th:**

🏠 **Centre de soins dentaires**, 8 rue de l'Université 69007 **T 1** Rue de l'Université

If you need a dental check-up, you can ask by email at ✉ [heh.passdentaire@chu-lyon.fr](mailto:heh.passdentaire@chu-lyon.fr)

## AUDITION SOLIDARITÉ

**For people without social security coverage or covered by the AME. Free.**

Hearing check-up, hearing aids and annual follow-up. 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](mailto:marion@auditionsolidarite.org)

## FRANCE HUMANITAIRE

**For people with no health insurance (neither AME nor CMU). Minors must be accompanied.**

Dental problems: ☎ Thursday, 1:30-5pm  
 → **Starts again on September 4th**

Eye problems: ☎ Tuesday, 1:30-5pm  
 → **Starts again on September 16th**

☎ 04 72 73 09 25  
 🏠 15 rue Cavenne 69007 Lyon **M D** Guillotière  
**Some shifts may be cancelled due to a lack of volunteers, call the voicemail to get the info.**

## Sexual Health

### 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-12 / 1-6pm, Tuesday 1-6pm, Friday 9am-12 / 1-4pm.  
 ☎ 04 78 89 50 61

🏠 2, rue Lakanal **T 1** / **T 4** le Tonkin  
**Closed on September 19th and 30th**

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

### AIDES

**Community association for the fight against AIDS and viral hepatitis.**

Support and guidance, access to sterile prevention equipment. Self-help groups. Special centre for migrant women.

→ Help for access to rights and healthcare:  
 ☎ Tuesday, by appointment

→ HIV/HSV/HCV/syphilis testing (anonymous and free): ☎ Tuesday 2-7pm  
 🏠 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](mailto: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 2-8pm  
 🏠 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).**

To make an appointment:

→ By phone (they receive a lot of calls, do not hesitate to call several times)

→ Online (for screening only): [www.chu-lyon.fr](http://www.chu-lyon.fr) - in the «dépiage 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

Reception: ☎ Monday, Tuesday, Thursday: 8:30am-7pm

☎ 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-12:30 / 2-4:30pm

☎ Friday 11am-12:30 / 2-4:30pm

**Welcome on site:** ☎ Monday 8:30am-6pm, Tuesday 9am-6pm, Wednesday 9am-5pm, Thursday 8:30am-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 **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. To make an appointment:

☎ Monday to Friday 10am-12pm / 2pm-5pm  
 ☎ 04 78 96 10 56

🏠 84, rue de Marseille 69007 Lyon

**M B** Jean Macé **T 2** Centre Berthelot

**T 1** Rue de l'Université

## ECOUTE LYON BELLECOUR

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

☎ Monday to Friday: 1-7pm

🏠 In the Metro station **M A** Bellecour, line A, in the direction of Perrache (in front of la Mie Câline)

### DISPOSITIF DARJELY

**For young people aged 14 to 26.**

Personalised support and referral to mental health services. To make an appointment:

☎ 06 12 48 28 66

or ✉ [darjely@mas-asso.fr](mailto:darjely@mas-asso.fr)

→ **Only for young women:** ☎ last Thursday of the month, 2-4pm with or without appointment

🏠 CH Vinatier - SUAL, Building 502

**T 2 T 5 T 6** Vinatier

### L'ESPACE - ORSPERE SAMDARRA

**Place for discussion, encounters and exchange.** Various activities are available every month. Available in English, Arabic, Tigrinya, Amharic, Italian.

☎ Monday to Thursday 2pm-5:15pm

☎ Wednesday 10am-12 (for women only, children are welcome)

☎ 07 61 07 89 12

🏠 275 rue André Philip 69003 Lyon

**M B** Place Guichard

### CENTRE ESSOR - FORUM RÉFUGIÉS

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

Medical and psychological consultations. Physiotherapy and art therapy sessions. Therapeutic groups. Interpreting possible.

Appointments by phone: ☎ 04 78 03 07 59 or email: ✉ [centredesante@forumrefugies.org](mailto:centredesante@forumrefugies.org)

🏠 158 ter, rue du 4 août 1789 69100 Villeurbanne **M A** Flachat

**Mental Health Information and Referral Line of the Vinatier hospital:**

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

✉ [contact@livesantementale.fr](mailto: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, infirmery, 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 to Friday 2:30pm-4:30pm

**For a delivery of risk reduction material call:**

☎ 06 30 52 02 96

🏠 36, rue Burdeau 69001 Lyon

📍 Croix-Paquet 📍 Hôtel de Ville

### CAARUD - LE BUS

**Access to risk reduction material**

☎ Sunday 6-7:15pm

🏠 Place des Terreaux, rue Édouard

Herriot 69001 Lyon 📍 Hôtel de Ville

☎ Sunday 7:30-9pm, you can call for a

delivery of material: ☎ 06 30 52 02 96

### CAARUD PAUSE DIABOLO

→ **Access to risk reduction material:**

☎ Monday 10am-8pm

☎ Tuesday, Thursday, Friday 10am-6pm

☎ Wednesday 10am-1pm

→ **Group reception:**

☎ Monday 2.30-5.30pm

☎ Tuesday 2.30-5.30pm (women only)

☎ Wednesday and Friday 10am-1pm

☎ 04 78 62 03 74.

🏠 64, rue Villeroy 📍 Saxe Gambetta

### SUAL - DARJELY

**For young people (14 to 26 years old) struggling with addiction.**

Arabic interpreter available (all dialect)

☎ Every Wednesday: 2-4pm. No appointment needed.

☎ 06 12 48 28 66 ✉ [darjely@mas-asso.fr](mailto:darjely@mas-asso.fr)

🏠 Centre Hospitalier Le Vinatier -

Bâtiment 502, RDC - 95, Bd Pinel

## Questions about your rights to healthcare?

### CENTRE SOCIAL BONNEFOI

**Health mediation.**

☎ Tuesday 9am-12pm.

No appointment needed. (Come early)

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

☎ 04 72 61 97 43 ✉ [contact@csbonnefoi.fr](mailto:contact@csbonnefoi.fr)

🏠 11 rue de Turenne

📍 Saxe Gambetta/ 📍 Guillotière

### POLE SANTÉ SOLIDAIRE

**Health mediation on appointment.**

To make an appointment:

☎ Monday to Friday, 9am-12

☎ 04 28 38 14 91

🏠 40 avenue de la Table de Pierre, Francheville

📍 24/ 📍 Hôpital Antoine Charial

### COMEDE

→ **Questions about access to healthcare**

(getting health insurance, or residency rights for medical reasons...) ?

☎ Monday, Tuesday : 9:30am-

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

☎ Wednesday: 2:30-5:30pm

☎ Thursday, Friday: 9:30am-12:30

☎ 01 45 21 63 12

→ **Questions about a medical**

**treatment or check-up ?**

☎ Monday, Tuesday and Thursday:

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

☎ Wednesday 9:30am - 12:30

☎ 01 45 21 38 93

→ **Regional helpline for all questions**

**relating to the health of foreign nationals in the Auvergne Rhône-Alpes region:**

☎ Monday 9:30am - 12:30 ☎ 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-12:30 / 1:30-5:30pm

☎ Thursday: 8:30am-12:30 / 2:30-6:30pm

☎ Friday: 8:30am-12:30 / 1:30-5pm

Make an appointment by phone (or online for the BCG vaccination: <https://www.cdhs.fr/>)

☎ 04 72 73 12 76

→ **Medical consultation for people without**

**rights:** ☎ Friday, by appointment

🏠 2, rue de Marseille 📍 / 📍 Guillotière

## WORK

### YOON FRANCE

**Support in finding work:** advice and interviews, practical workshops. **Free support, open to all, no appointment needed.**

→ ☎ Tuesday 2pm-4pm

🏠 Arche de Noé, 3 rue Félicité 📍 Guillotière

→ ☎ Wednesday 9:30-11:30am

🏠 La Cantina, 172 rue Anatole France

Villeurbanne 📍 Flachat

☎ 07 82 45 44 06 ✉ [contact@yoonfrance.com](mailto:contact@yoonfrance.com)

### PROGRAMME CORSO

Free, paid support to help you get back into work, find a job and deal with administrative formalities (housing, mobility, childcare, driving licence, etc.):

→ For single-parent families authorized to work in France and residing in the Lyon metropolitan area

→ For people over 45 who are authorized to work in France and live in the Nouveau Rhône area

**By appointment only.** For further information:

☎ 04 51 42 01 09 ✉ [programme@curso-rhone.fr](mailto:programme@curso-rhone.fr)

### CAUSONS

**Trains exiled individuals to teach their own language to French-speaking audiences.**

→ Group foreign language courses taught by exiles: English, Arabic, Armenian, Dari,

Spanish, Farsi and Russian. For more

information: ✉ <https://causons.org/>

→ Cultural and linguistic activities

led by exiled people.

✉ [lyon@causons.org](mailto:lyon@causons.org) ☎ 06 26 65 30 20

🏠 Maison de l'Hospitalité, 236 cours Lafayette

📍 Place Guichard 📍 Thiers Lafayette

### ESCALE SOLIDAIRE HABITAT ET HUMANISME

Help with creating CVs, job/training searches, guidance, advice, preparation for job interviews, etc. ☎ 09 74 13 73 23

☎ Thursday: 2-5pm, without appointment

🏠 5 rue Hector Berlioz 69100 Villeurbanne

📍 / 📍 Charpenne

### SINGA

**Employability programs:** Open to all.

Pro Workshops: CV and cover letter writing, interview preparation.

Registration by phone:

☎ 06 64 41 30 66 or 06 31 89 07 50

or by email ✉ [employabilite@singa.fr](mailto:employabilite@singa.fr)

🏠 Place communicated by text message

### CNT-SOLIDARITÉ OUVRIÈRE

Protection of your rights, help with regularisation through work, intervention with the employer and preparation of applications.

**Open to all foreigners unconditionally.**

**By appointment only:**

☎ 07 70 25 12 95 or ✉ [ud69@cnt-so.org](mailto:ud69@cnt-so.org)

🏠 Union Régionale - 8 rue Paul Lafargue,

69100 Villeurbanne 📍 Gratte-Ciel

### WEAVERS FRANCE

**Pre-employment training: French, digital, employability, internships and work contracts at the end of the course.**

4 month training. ☎ 04 26 18 47 65

✉ [contact@weaversfrance.org](mailto:contact@weaversfrance.org)

Find out more about the dates on:

📄 <https://www.weaversfrance.org/programmes>

**For more information on the right to work in France, see page 39.**

## University

### COLLECTIF DES ÉTUDIANTS ÉTRANGERS

✉ [collectif.etudiants.etrangers.lyon@riseup.net](mailto:collectif.etudiants.etrangers.lyon@riseup.net)

### RÉFUGIÉS ENSEIGNEMENT SUPÉRIEUR

**For refugees and asylum seekers. By appointment.**

Return to school program:

(individual assessment interviews, workshops, registration to university, scholarships, housing etc...).

🏠 12 rue Gabriel Péri 📍 Gare d'Oullins

☎ 06 69 12 98 66 ✉ [contact@res-asso.org](mailto:contact@res-asso.org)

📄 [www.res-asso.org](http://www.res-asso.org)

### HAPPYTOQUE

**Mobile app for students only.**

Free food baskets and cultural events.

📄 <https://happytoque.org/>



23  
September 2025

# LEARN FRENCH



## French lessons

### ERIS

- 5 month intensive French language training, monday to friday (level A1 to A2).
- 🕒 Next training session in September 2025.
- Progressive training with support for learning French (level A0). 3 mornings per week.
- 🕒 Next training session in October 2025.

### For asylum seekers and refugees, beginners in French.

All classes are mandatory.

- **Registration desk:** 🕒 Wednesday, 2:30-4pm
- Registration on the waiting list directly on the website: 📧 <https://eris-formation.org>
- ✉ communication.eris@gmail.com
- 🏠 La Boîte à Ressorts, 13 bis rue Giré.
- 📍 3 Dauphiné Lacassagne.

### TIERS LIEU MAISON SÉSAME SECOURS CATHOLIQUE

Information at the reception desk.

- **French classes for all levels, for asylum seekers**
- 🕒 Tuesday and Friday: 9:15-11:30am
- 🕒 Wednesday: 2:30-4:30pm
- **Conversations in French, open to all**
- 🕒 Tuesday and Friday: 9:15-11:30am
- 🏠 111, rue du 1er mars 1943, Villeurbanne
- 📍 3 26 11 Grandclément
- 📍 Maison Sésame

### CIMADE

#### Free French classes.

After registration you will be assigned to a regular course, 2 hours a week, according to your level and availability.

**Next registration dates:**

- 🕒 Saturday September 20th, 10am-12
- 🕒 Monday September 22nd, 5-7pm

✉ Contact them on : fle.lyon@lacimade.org

🏠 33 rue Imbert Colomes 📍 Hôtel de Ville

### RÉFUGIÉS ENSEIGNEMENT SUPÉRIEUR

#### Academic French courses for refugees and asylum seekers.

Levels A2-B1 and B1-B2, designed for students returning to higher education. Training including courses, voluntary work and socio-cultural activities.

Registration at ✉ [contact@res-asso.org](mailto:contact@res-asso.org)

### ITINÉRENS

#### Free French courses, without registration for all levels (A0 to B2), at the ENS (student organisation).

Preparation for the DELF exam (A2, B1 and B2). Course schedule by level available on their Facebook, their website and on the board in the ENS entrance.

📍 Itinerens ✉ [itinerens.lyon@gmail.com](mailto:itinerens.lyon@gmail.com)

<https://itinerens.wordpress.com/>

🏠 15 parvis René Descartes 📍 Debourg

**Classes resume on October 6th.**

### CENTRE SOCIAL DES BUERS

#### For people living in Villeurbanne.

French workshops for daily life conversations.

- **Open to all :**
- 🕒 Tuesday 9-11am, 🕒 Thursday 2-4pm
- **Employed persons only :**
- 🕒 Tuesday 6-7:30pm

To register:

📞 04 78 84 28 33

or ✉ [linguistique@csbuers.fr](mailto:linguistique@csbuers.fr)

🏠 17 rue Pierre-Joseph Proudhon

📍 Flachet 📍 21 Louis Michel

📍 69 Pierre Joseph Proudhon

### SECOURS ISLAMIQUE

#### → Beginner French class:

🕒 Monday, 10:30am-12

#### → Intermediate level:

🕒 Monday, 2:30-4pm

#### Registration on site or by phone:

🕒 Monday to Friday: 10am-1pm / 2-5pm (except Thursday afternoon)

📞 04 27 11 87 87

🏠 371 rue Garibaldi, Lyon 69007

📍 2 Garibaldi - Berthelot / 📍 Jean Macé

### AFE - APPRENDRE LE FRANÇAIS ENSEMBLE

#### Free French workshops, open to all.

🕒 Monday 7-8:30pm 📞 06 95 24 20 26

🏠 La Boulangerie du Prado, 69 Rue Sébastien Gryphe, 69007 📍 B / 📍 D Saxe Gambetta

All the information on Facebook:

📍 Cours de français à Lyon - avec l'AFE- Apprendre le Français Ensemble

### CPU

#### For young asylum seekers with a bachelor's or university degree.

**Registration at the beginning of September,** for an interview and language test.

The intensive course (8 to 10 hours per week) starts at the beginning of October.

Membership : 30€ for the school year.

🕒 Monday to Friday 10-11:30am / 2-6pm

🏠 1 rue Bonald 69007 Lyon

📍 1 Saint André 📍 D Guillotière

📞 04 72 70 22 90 ou 06 17 51 15 38

✉ [accueil@cpu-lyon.org](mailto:accueil@cpu-lyon.org) / 📧 [cpu-lyon.org](mailto:cpu-lyon.org)

📍 @CPU-LYON / Instagram: CPU/LYON

### FIL

#### French courses, different levels. 5 locations in Lyon.

Small financial contribution for registration fees. Information on courses and registration on the website :

<https://fil-fle-lyon.org/> ✉ [filflelyon@gmail.com](mailto:filflelyon@gmail.com)

# Conversation in French

### SINGA BLABLA

#### Conversations in french. No registration required.

🕒 Wednesday 4-6:30pm

📞 06 09 53 77 85

🏠 12 Rue Gabriel Péri, 69350 Oullins

📍 B Gare d'Oullins / 📍 15 Gare d'Oullins

For the detailed program:

📍 Singa Lyon ✉ [communautelyon@singa.fr](mailto:communautelyon@singa.fr)

### BIBLIOTHÈQUE MUNICIPALE DE LYON

#### Conversation in French for people learning French.

Basic knowledge of French required. With or without registration.

All informations about the classes on the library website:

📍 [bm-lyon.fr](http://bm-lyon.fr) (go in «Les Rendez-vous», and look for «Français Langues Etrangères»)

### OHLALA FRANÇAIS

#### Videos and Facebook live, all levels.

📍 ohlalafrancais

### KARIBU

#### Free application to learn French from Pashto, Arabic, and Ukrainian

<https://www.bibliosansfrontieres.org>

### PARLERA

On the **website PARLERA.FR** you can find contacts and practical information for French training courses or examination centers in French in the Rhône region.

📞 0800 970 669 (free)

## CULTURE POUR TOUS

Free tickets during all year - theatre, concert, festival, opera, cinema, museum, exhibition... Find them at their partners thanks to the picto in the guide or <http://www.culture-pour-tous.fr>

## 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](http://bm-lyon.fr)

## ÎLE ÉGALITÉ (COLLECTIF SOLIDARITÉ CUSSET)

→ **Self-defense workshop in chosen mixity:**  
 ☎ Monday, 6-7:30pm

All the activities are on the website:  
<https://www.solidarites-cusset.org>  
 🏠 Île Égalité, 6 rue de l'Égalité **M A** Cusset  
 📱 Collectif Solidarités Cusset

Insta: @collectif-solidarite-cusset

## TIERS LIEU MAISON SÉSAME SECOURS CATHOLIQUE

A space open to all, for meeting and sharing.

→ **Coffee time:**  
 ☎ Tuesday and Friday: 9:15-11:30am  
 ☎ Wednesday and Thursday: 2:30-4:30pm  
 ☎ Saturday: 9:15-11:30am

→ **Sewing workshop:** ☎ Friday 9:15-11:45am

→ **Cooking workshop:** ☎ one Thursday per month, 9:30am-2pm  
 Registration required on site or by phone at ☎ 07 49 83 90 83

→ **Hairdresser**, without appointment:  
 ☎ Thursday: 2:30-4:30pm  
 ☎ Saturday: 9:15-11:30am

→ **Convivial time** (dance, songs, games): ☎ Thursday 4.30-8pm

🏠 111, rue du 1er mars 1943, Villeurbanne  
**C 3 C 26 C 11** Grand Clément  
 📱 Maison Sésame (Secours Catholique)

## KABUBU

Free weekly sports activities open for all. Registration required. **Start on September 15th**

→ **Running:** ☎ Tuesday 7:30-20:45pm  
 🏠 Place Antonin Poncet 69002, Tony's bar

→ **Women's basketball:** ☎ Tuesday, 8-9pm  
 🏠 gymnase Françoise Héritier, 2 rue du Pré Gaudry, 69007

→ **Women's yoga:** ☎ Wednesday 6:15-8pm  
 🏠 château gaillard school gym, 18 rue montgolfier, Villeurbanne

→ **Basketball:** ☎ Thursday 7:45-9pm  
 🏠 Gymnase Barneoud, 12 rue Croix Barret

→ **Climbing:** ☎ Monday 2-4pm  
 🏠 MRoc Part Dieu, 86 rue du pensionnat

→ **Badminton:** ☎ Friday 6-7:30pm, Tuesday 9:30-11pm  
 🏠 Salle Cube de la SEPR, 46 Rue Professeur Rochemaix 69003

→ **Dance:** ☎ Friday 8-9:30pm  
 🏠 4 rue Vaucanson, 69001

→ **Football:** ☎ Thursday 4:30-6pm  
 🏠 4 rue Vaucanson, 69001

→ **Mixed Yoga:** ☎ Thursday 6-7.30pm  
 🏠 Maison de l'Hospitalité, 236 cours Lafayette 69003

→ **Outdoor workout:** ☎ Thursday 6-7pm  
 🏠 Parc Blandan, meeting point at Manège Carrousel Confiseries - 37 rue du Repos 69007  
 More information and activities on the website:  
<https://www.kabubu.fr/fr/lyon>  
 or ☎ 07 82 77 58 64  
 or 📱 Kabubu Lyon ✉ [lyon@kabubu.fr](mailto:lyon@kabubu.fr)

## SINGA

Writing workshops, dance, singing, yoga, painting, climbing...

For all the infos: 📱 «Singa Lyon»  
 ✉ [communautelyon@singa.fr](mailto:communautelyon@singa.fr)  
 → Opening time «Ask your questions about SINGA!»: ☎ Tuesday 9:30am-12:30  
 ☎ 06 09 53 77 85  
 🏠 12 rue Gabriel Péri, La Mulatière, 69350  
**M B** Gare d'Oullins

## WOMAN OF SINGA - MONINGA

Cultural activities and events all year round!  
**Open to all women.**  
 To join the WhatsApp group and be updated on all events and activities, send a message to:  
 ☎ 06 09 53 77 85 ✉ [communautelyon@singa.fr](mailto:communautelyon@singa.fr)

## SECOURS ISLAMIQUE

→ **Hairdresser:**  
 ☎ Monday to Wednesday, by appointment

→ **Sewing workshop:**  
 ☎ Tuesday 2:30-4pm  
**Free, registration on site or by phone:**  
 ☎ Monday, Tuesday, Wednesday, Friday: 10am-1pm / 2-5pm ☎ Thursday 10am-1pm  
 ☎ 04 27 11 87 87  
 🏠 371 rue Garibaldi, Lyon 69007  
**T 2** Garibaldi - Berthelot / **M B** Jean Macé

## TERRE D'ANCRAGES

Reception and integration of exiled people. Activities and schedules on: 📱 <https://terredancrages.org/agenda-activites/>

To register: ☎ 06 56 66 12 30  
 or ✉ [accompagnement@terredancrages.org](mailto:accompagnement@terredancrages.org)  
 📱 «Terre d'Ancrages»  
 🏠 La cantina 172b Anatole France, Villeurbanne **M A** Flachet

## LA CLOCHE

**Social networking activities and a network of shops offering services and products.**

→ Opening time, registration for free activities (choir, writing, cooking, etc.), distribution of lists of supportive shops and drinks vouchers:  
 ☎ Tuesday: 3-5pm  
 🏠 Le Flâneur Guesthouse, 56 rue Sébastien Gryphe **M D** Saxe Gambetta  
 For more info and to know the dates and activities:  
 ☎ 07 67 85 78 32 Insta: @laclocheaura  
 📱 La cloche Auvergne Rhône Alpes

## ENTOURAGE

**Free application for events and a network of mutual aid**

→ **Breakfast**  
 🏠 Villa Urbana, 50 cours de la République

→ **Climbing session**  
 🏠 Hapik Part Dieu, 133 rue Servient, 69003

→ **Wednesday afternoon outdoors**  
 🏠 Parc Blandan, 69007

**Registration required for all activities on the Entourage application or by sms:**  
 ☎ 07 78 22 77 90 (limited places)

## VILLA URBANA (WEAVERS)

**Activities linking exiles and local people:** sewing and theatre workshops, yoga, shared meals, movies... Free and open to all, regardless of status.  
 ☎ Programme on: 📱 <https://www.weaversfrance.org/tiers-lieu>  
 ☎ 04 26 18 47 65  
 ✉ villaurbana@weaversfrance.org  
 🏠 50 cours de la République, 69100 Villeurbanne **M A** République

## ESCALES SOLIDAIRES

**Movies, sewing, choir, yoga, cooking, hairdresser, and other activities.**  
 Register at one of these addresses or on: 📱 <https://www.habitat-humanisme.org/ateliers/>  
 🏠 252 rue Duguesclin ☎ 04 81 09 16 93  
**M B** Place Guichard **T 1** Palais de Justice

🏠 5 rue Hector Berlioz 69100 Villeurbanne  
**M A** / **M B** Charpenne ☎ 09 74 13 73 23

🏠 25 rue Delandine 69902  
**M A** Perrache ☎ 09 82 81 35 90

🏠 78, rue Tronchet 69006 **M A** Masséna  
 ☎ 09 74 19 03 47

🏠 31, rue du professeur Rochemaix 69003  
**M D** Grange Blanche ☎ 04 81 09 34 95

## L'ESPACE DE L'ORSPERE SAMPARRA

Creative activities, sports, music, dance... Schedules available at the beginning of each month on: 📱 [www.orspere-samparra.com](http://www.orspere-samparra.com)  
 ☎ Monday to Thursday 2-5:15pm  
 ☎ For women only: Wednesday 10-12am  
 ☎ 07 61 07 89 12  
 🏠 275 rue André Philip **M B** Place Guichard

## Parent/child

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

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

→ **Over 10 sites in Lyon:** 📱 <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 and group support, access to rights, socio-professional integration, to help women become more independent.

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

**You must make an appointment by phone:**

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

🕒 Wednesday, Friday: 9am-12  
☎ 04 26 17 47 18

✉ [contact@passerellesbuissonnieres.org](mailto:contact@passerellesbuissonnieres.org)

🏠 26, rue des capucins 69001 Lyon

🚶 M A Hôtel de ville

### LES ORCHIDÉES ROUGES

**Free multidisciplinary support for women and girls who have survived female circumcision and/or forced marriage.**

Make an appointment by phone:

🕒 Monday to Friday, 9am-1pm / 2-5pm  
☎ 06 67 36 50 71

✉ [contactlyon@lesorchideesrouges.org](mailto:contactlyon@lesorchideesrouges.org)

🏠 13 rue Henri IV 69002 Lyon

🚶 M A Ampère / Perrache

### SECOURS ISLAMIQUE

**Women's discussion group, without registration.** Free breakfast.

🕒 Tuesday 10:30am-12

🏠 371 rue Garibaldi, 69007

🚶 T 2 Garibaldi - Berthelot / M B Jean Macé

### VIFFIL - SOS FEMMES

**For women victim of violence.**  
Welcoming space, listening, and informations on your rights.

→ For advice and information, call:

☎ 04 78 85 76 47

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

All the VIFFIL's permanences on the website:

📄 <https://www.viffil.com/contact-viffil/>

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

**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 and around Lyon:

📄 <https://rhonecalpin-interdepartemental.cidff.info/liste-des-permanences/>

### PREGNANCY, PERINATAL AND ADDICTIONS CONSULTATION - CSAPA

**Addiction counselling and psychotherapy for pregnant women, women who have recently given birth or women wanting to get pregnant, suffering from addictions.**

Make an appointment by phone or email:

☎ 04 26 73 25 90

✉ [nathalie.duvernay@chu-lyon.fr](mailto:nathalie.duvernay@chu-lyon.fr)

🏠 CSAPA Croix-Rousse Hospital, Building C, 1st floor. 103, Grande Rue de la Croix-Rousse

🚶 M C Hénon



## LGBTQIA+

### AIMEL +

**Support and inclusion of LGBTQIA+ migrants and exiles.**

Support for asylum procedures, listening and information.

Information about health (sexual and mental health).

In and around Lyon.

**Make an appointment on:** 📍 Aïmel +  
or by email: ✉ [aimel.association@gmail.com](mailto:aimel.association@gmail.com)  
Contact in French, English, Spanish and Arabic, Russian, Portuguese.

### FONDATION LE REFUGE

**Welcoming, temporary accommodation, multidisciplinary support for young victims of LGBT+phobias and in a situation of family rupture.**

Write an email to get an appointment or information: ✉ [lyon@le-refuge.org](mailto: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 REFUGEE COLLECTIVE

**Activist association of mutual help for lgbt+ persons from Africa.**

Help for paperwork (asylum, appeals, CAF, work). Support for daily life and fight for rights.

Leave a message at: ☎ 06 05 68 17 26

✉ [contact@asso2msg.org](mailto:contact@asso2msg.org) 📍 asso2msg

### CENTRE LGBTI+

**Welcome, support, combating discrimination, prevention, cultural activities and sports.**

→ To reach a volunteer call:

☎ 0 805 031 181

🕒 Monday to Saturday: 9am to 9pm.

→ Welcoming times:

🕒 Tuesday, Wednesday: 5:30-7:30pm

🕒 Friday: 2-7pm

→ **Legal help:**

🕒 Tuesday, 7-9pm, by appointment.

Appointment on site or send an email to:

✉ [juridique@centrelgbtilyon.org](mailto:juridique@centrelgbtilyon.org)

🏠 19 rue des Capucins 🚶 M A Hôtel de ville

📍 Centre LGBTI Lyon / Insta @centrelgbtilyon

✉ [accueil@centrelgbtilyon.org](mailto:accueil@centrelgbtilyon.org)

📄 [centrelgbtilyon.org](http://centrelgbtilyon.org)

## SEX WORK / PROSTITUTION

### CABIRIA

**Support for sex workers.**

→ Prevention, screening

→ Legal support (arrests, violence, exploitation, discrimination, family rights)

→ Administrative assistance (PUMA, asylum) and domiciliation

→ Financial aid

→ French classes

**Without appointment :** 🕒 Monday 2-6pm

**By appointment:** call ☎ 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

**Assistance for persons in a situation of prostitution.**

Access to rights, domiciliation, health and mental health mediation, assistance in leaving prostitution.

→ **Phone permanence:**

🕒 Monday to Friday, 9:30am-12 / 1:15-5pm

→ **Day center:**

🕒 Monday 1:30-3:30pm (without children)

🕒 Thursday 10am-12 (without children or under 3 years old)

☎ 04 78 27 28 20.

🏠 29 rue St Jean de Dieu, Batiment B,

Technopark 2, 69007 🚶 M B Debourg

🚶 BUS 64 Carteret T 6 Arrêt Challesmel-Lacour

### 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

🕒 With appointment

☎ 06 33 40 94 98 (follow this number on

Whatsapp for more informations)

[accompagnement-69@mouvementdunid.org](mailto:accompagnement-69@mouvementdunid.org)



# SOCIAL RIGHTS



## 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

📞 04 28 67 14 00

🏠 18, rue Neyret   Croix-Paquet

### 2E ARRONDISSEMENT

#### MDMS Sainte-Hélène.

**For asylum seekers**

Closed on Tuesday morning.  
(social support, help in your administrative procedures)



📞 04 28 67 17 00

🏠 9, rue Sainte-Hélène   /   Bellecour

### 3E ARRONDISSEMENT

#### MDMS Corneille





🏠 149, rue Pierre Corneille

  Place Guichard

📞 04 28 67 23 40

#### MDMS Sainte-Anne

🏠 4, place Sainte-Anne

    Tiers Lafayette



📞 04 78 54 36 90

### 4E ARRONDISSEMENT

#### MDMS Deleuvre

For families with children

📞 04 28 67 22 10

🏠 51, rue Deleuvre   Hénon

### 5E ARRONDISSEMENT

#### MDMS Cléberg

🏠 5 bis, rue Cléberg

Funiculaire Fourvière

📞 04 28 67 22 50

### 6E ARRONDISSEMENT

#### MDMS Foch



🏠 52, avenue Maréchal Foch   Foch

📞 04 28 67 23 60

### 7E ARRONDISSEMENT

#### MDMS Bancel



🏠 40, rue Bancel

  Jean Macé

📞 04 28 67 18 00

#### MDMS Félix Brun



🏠 45, rue Félix Brun

  Jean Jaurès

📞 04 28 67 16 00

#### MDMS Madeleine

🏠 36, rue de la Madeleine



  Saxe-Gambetta

📞 04 28 67 32 90

### 8E ARRONDISSEMENT

#### MDMS Jean XXIII

🏠 60 boulevard Jean XXIII

  T2 Bachut

📞 04 28 67 33 10

#### MDMS Jet d'eau

🏠 219, avenue BerthelotI

  /   Jet d'eau

📞 04 28 67 33 90

### 9E ARRONDISSEMENT

#### MDMS Bourgogne





🏠 15-17, rue de Bourgogne

  Valmy

📞 04 26 83 96 00

#### MDMS Duchère

🏠 8, place Abbé Pierre

    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](#).



## WHAT ARE MY RIGHTS?

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

→ Have help for administrative procedures ([page 30](#)),

→ healthcare ([page 37](#))

→ an emergency accommodation ([page 33](#))

**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 34](#), work, [page 39](#)).

→ Refugees: The right to social benefits is the same as for French people ([page 36](#)).

→ 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 39](#)).

## 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](mailto: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/>

## GET AN ADDRESS: DOMICILIATION



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

## For asilyum 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 30).

→ 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

→ **ACCOMMODATION is a temporary and unconditional right: you can ask for housing even if you are undocumented. Specific accommodation exists for asylum seekers (p34)**

→ **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 (p 36).**

### 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 couple**

→ **2pm for single men**

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

### More stable accommodation

**You can ask to do a «MVS diagnosis» to get more stable accommodation** at the Maison de la Veille Sociale (MVS), with a social worker (page 30) 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 accommodation.

### 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](mailto:contact.mvs@mvsrhone.fr)

If you have a recognised status, you can also apply for temporary housing or social housing (page 36).

### You cannot get accommodation?

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 accommodation 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 accommodation 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 and Wednesday, 4pm-6pm

☎ 04 37 70 67 47

**First reception on site without appointment:**

☎ Wednesday and Thursday: 9-11am

**Closed on Wednesday September 3rd and 10th**

🏠 281, rue de Crequi  /  Saxe-Gambetta

→ **Your address is in Villeurbanne:**

### AVDL

**First reception by phone:**

☎ 04 72 65 35 90 ✉ [avdl.asso@avdl.fr](mailto:avdl.asso@avdl.fr)

☎ Monday 1:20pm-5:30pm

☎ Tuesday, Wednesday, Thursday

9am-12:30 / 1:30-5:30pm

→ **You are under 30 years old**

→ **Your address is in Lyon or the surrounding areas (except Venissieux):**

### CLLAJ LYON

☎ Reception and informations without appointment:



Tuesday and Thursday à 1:45pm and 3:45pm

☎ Phone reception or on site: Monday: 1:30pm-5pm, Tuesday, Wednesday, Thursday:

9:30am-12:30pm / 1:30pm-5pm

☎ 04 72 07 87 17 / [cllaj.lyon@cllajlyon.fr](mailto:cllaj.lyon@cllajlyon.fr)

🏠 Place du Forez, 69001 Lyon

 Croix-Paquet  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 <?>). 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. These benefits can include:

→ **a monthly allowance (ADA)**

→ **the right to accommodation**

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 accommodation and they refused it, your ADA allowance will be higher.

## 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 accommodation 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](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](mailto:lyon@ofii.fr)

☎ 04 72 77 15 40

🏠 7 rue Quivogne, 69 286, Lyon Cedex 02.

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

## 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 3)

→ For emergency accommodation, call 115 (page 3)

→ 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 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](mailto: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](mailto:contentieux.cma@ofii.fr)

**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 30). In Lyon you can benefit from the Accelair integration program.



**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 with a social worker or with the MVS (page 30). 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](http://www.demande-logement-social.gouv.fr)

in a city hall with a social landlord  
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 30).



## «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 33](#).

## 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 34](#))

## The RSA (Revenu de Solidarité Active)

You can apply for this through the «Caisse d'Allocations Familiales» (CAF), on their website [www.caf.fr](http://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.

→ You 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 30](#)).



## 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 17](#))  
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.



## 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](http://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](http://ameli.fr) account or by calling 3646

→ At the hospital's social service department 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/immiprousager>  
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.

## 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), paid 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 «Retailleau circulaire» of 2025 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)
- At least 12 pay slips (consecutive or not) dating from the last 24 months in a profession «in high demand»
- Not having received an OQTF that was not enforced during their entire stay in France
- Finding an employer who will formulate a «request for authorization to hire a foreign employee».

### Darmanin law for professions in high demand (2024)

- Official list of professions in high demand by region (2025): <https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000051643488>

**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](mailto:contact@classes-asso.org)

### PAIPE

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>

## 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](#).

## Join the University

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.

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.

### To apply for a registration you must:

→ Have the baccalauréat or a university degree

→ Have a sufficient level of French (B2 for  
bachelor degrees and C1 for masters), unless  
you come from a French-speaking country

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

→ **Licence 1 (Bachelor Year 1) General:** 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.

→ **BTS, DUT:** applications via  
Parcoursup for everyone

→ **Licence 2 and 3** (Bachelor year 2  
and 3) / **Master 2:** apply on the «e-candidat»  
website. If you have international protection,  
the procedure is sometimes different.

→ **Master 1:** apply on the  
web-site [monmaster.gouv.fr](http://monmaster.gouv.fr)

**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.  
You can contact the university or an  
association that can help you apply  
for a waiver of your tuition fees.

→ 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

**If you are in difficulty, some  
associations can help you:**

### COLLECTIF DES ÉTUDIANTS ÉTRANGERS

✉ [collectif.etudiants.etrangers.  
lyon@riseup.net](mailto:collectif.etudiants.etrangers.lyon@riseup.net)

### RÉFUGIÉS ET L'ENSEIGNEMENT SUPÉRIEUR VERS L'AVENIR

#### For refugees and asylum seekers.

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

✉ [contact@res-asso.org](mailto:contact@res-asso.org)

☎ 06 69 12 98 66

🌐 [www.res-asso.org](http://www.res-asso.org)

## ONLINE INFORMATION

### Information on asylum application

Translated information for the asylum claim  
procedure, verified by lawyers. Always go  
to legal aid centres to get advice adapted to  
your own personal situation (page <?>).

#### GISTI

Section: Asylum Claim in France  
Languages: French, English, Arabic,  
Dari, Pashto, Urdu, Tigrinya, Oromo  
🌐 <http://www.gisti.org/spip.php?article5116>

#### DOM'ASILE INFO

Languages: French, English, Arabic, Urdu,  
Bengali, Russian  
🌐 [www.domasile.info](http://www.domasile.info)

#### REFUGIES INFO

Information for people who have been granted  
refugee status and subsidiary protection.  
Languages: French, English, Arabic,  
Pashto, Tigrinya, Russian  
🌐 <https://www.refugies.info>

#### INFO DROIT DES ÉTRANGERS

Information about the different ways  
of getting the right to stay in France,  
getting your family reunited, etc.  
Language: In French only.  
🌐 <http://www.info-droits-etrangeurs.org/>

#### INFOMIGRANTS

Information on asylum in Europe  
Languages: French, English, Arabic, Dari,  
Pashto  
🌐 [www.infomigrants.net](http://www.infomigrants.net)  
It's possible to receive new articles on  
Rakuten Viber if you sign-up on the website.

## EMERGENCY NUMBERS – FREE –

### 15 • SAMU

Service d'Aide Médicale Urgente -  
To get a medical team to intervene  
in case of vital distress.

### 18 • FIREFIGHTERS

To report a dangerous situation:  
accident, fire, sick person...

### 17 • POLICE

To get help in case of assault or  
to report an offence that requires  
immediate police intervention.

### 114 • EMERGENCY SMS

Allows deaf, hearing-impaired people  
and anyone who cannot call (women  
victims of violence for example), to  
alert emergency services (SAMU,  
Firemen, Gendarmerie and Police)  
24/7 by SMS, chat, videoconference.  
Also available at 🌐 [www.urgence114.  
fr](http://www.urgence114.fr) and with the "114" application.

### 115 • EMERGENCY SHELTER

Emergency number for people  
without accommodation or victims  
of domestic violence requiring  
emergency shelter (accommodation).

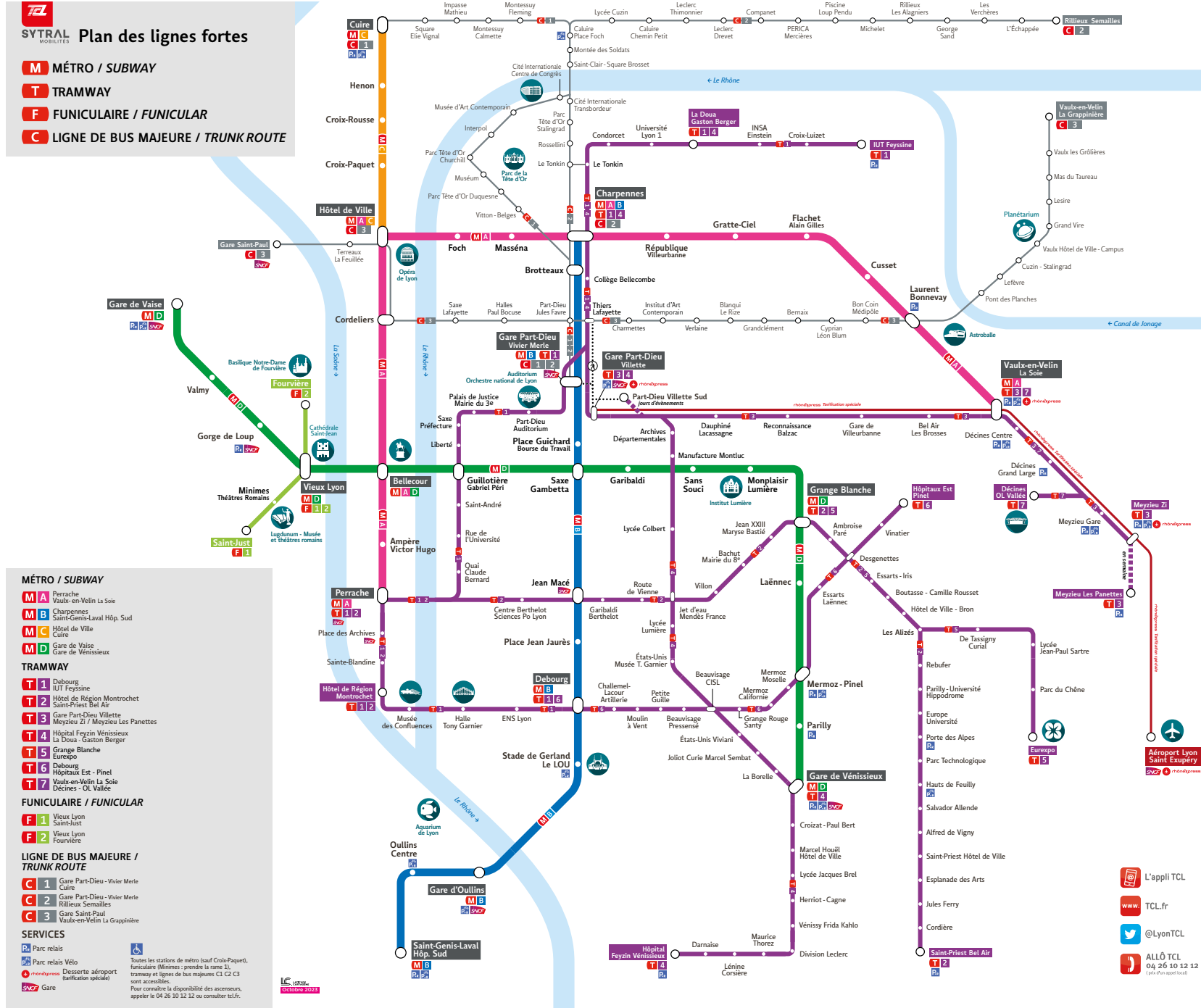
### 119 • CHILDREN IN DANGER

Emergency number for any child or  
teenager who is a victim of violence  
(psychological, physical or sexual),  
or anyone concerned about the  
situation of a child in danger or  
at risk of being in danger, within  
their family or in an institution.

### 3919 • WOMEN VIOLENCE INFO

Listens, informs and guides women  
victims of violence, as well as  
witnesses of violence against women.  
Does not deal with emergency  
situations (it is not part of the  
police or the gendarmerie).

**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 Retention 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  
**OFPRA:** 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



## NOTES

[illegible]This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.





SEPTEMBER 2025  
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](http://www.watizat.org)**

Do you have questions ? Contact us:  
**[lyon@watizat.org](mailto:lyon@watizat.org)**



Watizat Lyon



watizatlyon



Watizat, chaîne d'information



watizatasso

Si vous êtes une organisation, association ou collectif,  
contactez nous pour commander des guides en version papier

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