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WATIZAT Toulouse

THE INFORMATION GUIDE FOR PEOPLE IN EXILE

OCTOBER-DECEMBER 2026

IMPORTANT! Nov. 1st and 11th and Dec. 25th are public holidays, Some places may be closed.

EN

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ARRIVING IN TOULOUSE

WHAT IS MY ADMINISTRATIVE SITUATION?

Your right to residency

You are a foreigner and wish to stay in France: in order to stay on the French territory without risking deportation, you must apply for legal status. You have various possibilities depending on your personal situation (asylum request, applying for a residency permit for family/ health/work reasons).

Before starting any application, seek advice in a free legal support session (page 15-16).

⚠ **Every situation is different: what worked for a friend may not work for you.**

To request asylum, go to the SPADA (page 44). Asylum is a protection given by France if you prove that you were persecuted in your country and you are at risk if you go back. **Requesting asylum is a long and complicated process with high risks of rejection.**

Each case is different, and every decision you make must be your own.

During the asylum application process, you may receive social benefits and a temporary right to stay in France. The asylum application process can last between 6 months and a few years. If the application is rejected, you will lose your rights to social benefits and may have to leave France.

Asylum is not the only way to have the right to live in France. You can also apply for residence permits for personal and family reasons, health reasons, or work reasons. Sometimes, you may have to wait several years to get a residency permit. **Like the asylum application process, these procedures can be long and complicated (page 58).**

YOUR DOCUMENTS

Keep a copy of all your documents!

⚠ **Very important: keep photographs and copies of all documents with your name on them and letters received** during your stay in France.
Keep these copies in different places (at a friend's or with an organisation) and online (in your emails). Do this **as soon as you arrive and organise these documents by year.**

- This is **useful for your asylum procedure or in case of arrest**, to prove your presence on French territory, and allow organisations to better understand your situation.

- These proofs of presence in France will be **necessary to apply for a resident permit.**

Examples of proofs to keep:

Certificate of asylum application, income declarations (tax return), medical prescriptions, phone or electricity bills, Tisseo card, proof of residence, payrolls, French class registrations and diplomas, any letters,...

ADOBE SCAN application allows you to scan your documents.

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GETTING AROUND TOULOUSE

In Toulouse, public transport is managed by the company **Tisseo**. Find your itinerary on www.tisseo.fr or on the mobile application. The ticket lasts 1 hour and costs 1€70 (buy tickets at metro and tramway stations). The 10-trip magnetic ticket costs 14€50. If you get on a bus without a ticket, you can buy one on the spot for 2€.

You can use one ticket to take the subway, the bus or the tramway, or even several during the same trip. If you make a change (e.g. take a metro then a tramway), you must validate the same ticket again. This will not count as an additional trip.

Tisseo subscription

In office ((Arènes, Basso Cambo, Borderouge, Jean Jaurès, Marengo-SNCF):

- **Free for asylum seekers** To get a **Pastel card** for 6 months (to be renewed), bring an identity photo, a valid certificate of asylum application ("récepissé") and 9€.
- **Also free for some job seekers and people with disabilities**. Bring the documents justifying your situation.
- **Discount for recipients of AME** (bring your active AME card)

If you don't have any papers, **always keep a ticket or a card** with you to avoid identity checks. In case of control, you must show your Pastel card or your magnetic ticket

If there is an inspection

If you travel without a valid ticket, you risk a fine. If there is an inspection, your identity papers might be requested. If you don't have any ID, the inspectors could ask the police to come and check your identity. If you are arrested, see your rights on page 60.
The inspectors cannot search your belongings without your consent, but they can ask you to leave if you refuse.

If you receive a fine

- Without a valid ticket, you will have to pay a 70€ fine.
- Remember to validate your ticket or card (scan it) each time you board a bus/metro/tram, or you will have to pay a €5 fine.
- If you break the rules of the metro or get angry during a control, you will have to pay a 150€ fine.

The inspectors will give you a fine ticket (PV) or a receipt, keep it with you. You may pay your fine immediately to the ticket inspector or within 15 days.
If you pay in a Tisseo office, 20€ in addition to the fine are asked if you pay within 15 days, 50€ more after 15 days (unless you are a minor).
You can also pay it online:
https://bit.ly/TisseoPV

If you have no income, you have two months from the date of the fine to contest it. It is even better to contest it within 15 days because it also suspends the increase (from 20€ to 50€). Be careful, if you contest the fine, do not pay it.

Contesting the fine does not always work. If you are in trouble or you cannot pay your fine, ask a social worker for help (see page 10).

⚠ Too many unpaid fines in one year is a crime. This can go on your criminal record and make it harder to get a residence permit.

Traffic rules

ALPHACODE

Training on traffic rules for people who have difficulty with French.
Does not provide you with a permit: you must take an exam afterwards. Membership fee 10€.
Information and registration by email.
alphamirail.code@alliancesetcultures.org
06 18 92 02 07
84 rue Aristide Maillol
BUS 14 École d'architecture

⚠ You must register in advance: there is a waitlist.

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EMERGENCY NUMBERS
– free –

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

18 • FIREMEN
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 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).

Bike

VélÔToulouse is a public bicycle service. Subscription costs 25€ per year (20€ with the Pastel card), but you need a payment card.

There are also places where you can buy bikes at low cost and repair them in workshops such as La Vélorution, La Maison du Vélo, Le Tri Sera Top, En selle Denier

HOUSING IN TOULOUSE

If you don't have a place to stay with relatives, **it is difficult to find accommodation in Toulouse**. Emergency shelters are overcrowded, and the housing associations have long waiting lists.

A lot of people sleep on the street.
If it is your case :
see page 31 and call
115

WIFI

In Toulouse there is free wifi in parks, train stations, gas stations, social centres...

The map is here:
http://bit.ly/Wifi-TLS

The wifi in fast-food restaurants works from outside the building (McDonald's, KFC, Burger King, Starbucks,...).
The **tetaneutral** wifi has the password **neutralteta**.

There are many police officers in train/ bus stations, you risk an identity check.
See page 60 for tips on how to protect yourself from being arrested.

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PHONE

Buy a phone

You can buy cheap phones in department stores like Fnac (allée du Président F. Roosevelt next to McDonald's) or Darty (place Esquirol) or in stores near the Matabiau train station.

Some associations can give you a phone, ask them!

Buy credit for your phone

1. If you don't have a bank/credit card or a withdrawal card, you can buy credit recharges in tobacco shops. Lycamobile offers (30 days with unlimited calls/SMS and Internet data) are the most attractive.

2. If you are an asylum seeker and you have the ADA card, or if you have a bank card, you can subscribe to a monthly plan with Free: cheap offers, registration directly on a Free mobile terminal.

→ **Find a terminal:**
https://www.free.fr/boutiques

Then you can:
1. Choose your plan,
2. Buy your SIM card,
3. Pay the plan each month on a Free terminal.

Where to charge your phone in Toulouse?

- Inside buses and sometimes at bus shelters and VélÔToulouse terminals.
- In train stations, self-service outlets. Be careful: there are many police officers in the stations (page 60).
- In day centres, libraries and multimedia libraries.

Use/Get a computer

In most multimedia libraries ("médiatheques") and libraries you have access to computers and to the Internet (page 10).The association La Rebooterie, 29 bis avenue des Mazades (page 27), offers free or low-cost computers. Must sign up for the «I want a computer» workshop by email, text, or in person.

DRINKING WATER

- **At drinking water taps behind and in public restrooms.**
List of public toilets:
https://bit.ly/WCToulouse
→ On Google Maps search for "public toilets" or "sanisette"

- **At public fountains.**
List of public fountains:
https://is.gd/cartoTLS
→ On Google Maps search "fontaine à boire"

FREETAPS
Drinking water map.

Non-drinking water is indicated by a "NON-POTABLE WATER" or "DO NOT DRINK" sign.



FOOD VOUCHERS

LA CLOCHE

Closed Nov. 11th and from Dec. 23rd to Jan. 3rd.
Various activities and distribution of vouchers to use in the Carillon network (based on availability) that can be used once to get snack or meal and drink from shops in Carillon network. Menu at:
https://www.lacloche.org/toulouse-occitanie
Thursday 2-4pm
07 84 77 18 59
toulouse@lacloche.org
Centre culturel de Bonnefoy, 4 rue du Faubourg Bonnefoy
M A Marengo SNCF

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UNACCOMPANIED MINORS -18 *(UNDER 18)*

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

Now called
Mineurs Non Accompagnés (MNA)

You are an "unaccompanied minor" if:

- You are under 18 years of age
- You are in France **without your parents** or **without a legal guardian** (an adult who has legal authority over you)

→ You are considered "at risk" and you can be protected and supported 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 caring for unaccompanied minors is the Aide Sociale à l'Enfance (ASE), managed by the Council of the department (Conseil départemental de la Haute-Garonne).

To receive support from the ASE, you first need to pass an "underaged and unaccompanied" evaluation: they will interview you to assess if you really are under 18 and unaccompanied (if you are telling the truth). This evaluation is required to be taken in by the ASE. **This should only take a few days, but it can actually take up to a few weeks.** Once you are officially recognised as underage and unaccompanied, you can no longer be deported. You will not need a residence permit before you turn 18. You will be housed and supported to become self-sufficient when you turn 18, with socio-educational work, education or training, legal and administrative monitoring.

3. When you arrive in Toulouse

Go to the **Dispositif Départemental d'Accueil d'Évaluation et d'Orientation des Mineurs Isolés (DDAEOMI 31)** so that they can recognise you as a minor.

DDAEOMI
Open 24/7
05 82 08 04 50
ddaeomi-toulouse@anras.fr
22 rue de Stalingrad
Ⓜ A Marengo SNCF - Ⓜ B Jeanne d'Arc

4. The evaluation interview at the DDAEOMI

The DDAEOMI will carry out your "evaluation" to determine if you will be considered an "unaccompanied minor". While they evaluate you, they will give you accommodation. You will have a quick first interview, followed by **other interviews** to discuss your identity, your family, your life in your home country (living conditions, education), the reasons why you left, your journey to France, your living conditions since you arrived and what you plan to do in France. The evaluation is based on the total amount of time spent at the DDAEOMI: you are observed even outside of the evaluation interviews and your behavior may appear in the final report.

- They will ask you to **prove that you are under 18** with identity papers.

⚠ **It is very risky to produce fake identity papers**

- You can ask an organisation to help you **retrieve documents from your home country**.
- You have the right to ask for an **interpreter (by phone) who speaks your native language**.

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During the evaluation process, the ASE can ask for "complementary examinations": an inspection of your identity papers if you have them, and sometimes a bone age assessment

⚠ **You should not have any X-rays or any medical tests if you did not give consent and if a judge has not allowed them!**

5. After the interviews at the DDAEOMI

The DDAEOMI writes a report on your minority. This report is sent to the procureur de la République (a legal authority for the state). There are two possibilities:

1. You are officially recognised as an unaccompanied minor: you will have accommodation (in a shelter, in an apartment, or in some rare cases in a foster family), you will be assisted by an educator, you will be able to learn French and go to school or receive professional training to learn a job.

2. You are not recognised as an unaccompanied minor (rejection).

6. In case of a rejection

If you are not recognised as under 18, you are given a rejection document. Keep the document: it will be important for the rest of the process. You have the right to appeal the decision before a **juvenile court judge** ("juge pour enfants": a judge for children). The judge will give you an appointment to hear your case. They can also ask for a verification of your papers and for medical exams, if you give your consent. **Once the judge has examined your case, they can recognise you as an unaccompanied minor or confirm the rejection.**

- You are entitled to a **lawyer** to assist you with your appeal.
- To get shelter, the only official solution is to ask for a place for one night by asking the 115. Show them the letter of rejection the DDAEOMI gave you. You can also contact the collective AutonoMIE.
- You can ask organisations for legal support.
- You can request AME (State medical aid) to cover your medical care (see page 37)

COLLECTIF AUTONOMIE
Offers legal support. Fights for the recognition of the rights of unaccompanied minors.
autonomie@riseup.net
https://qrco.de/AutonoMIE
autonomie31

7. Applying for asylum as an unaccompanied minor

If you are alone and under 18, if you fled your country because you feared for your life, if you were persecuted, **you can also apply for asylum**, in addition to the procedure to be recognised as a minor.

Before you apply for asylum, ask your educator or an organisation for advice (page 15).

Your educator or your point of contact (*référent*) at the DDAEOMI can help you get an appointment to file your application for asylum. The appointment is booked at the SPADA (CVH). They will then give you an appointment at the prefecture. On the day of your appointment, you need to be accompanied by a legally responsible adult (called an "ad hoc administrator") designated by the district attorney. The prefecture will take your fingerprints and information on your identity. It can take a while for your "ad hoc administrator" to be appointed.

If members of your family live in another country of the European Union, you can ask to join them.

Note: You will not be granted the allowance of asylum seekers (ADA). You cannot be housed in the same centers as adults.

For more information on seeking asylum, see page 44.

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USEFUL ADDRESSES

RECEPTION AND ORIENTATION

SAO CCAS
Support, information and guidance for homeless people with no designated social worker.
Public social service which provides short-term help with essential needs and social rights. **For longer-term support, you will be referred to a social worker.**
Telephone helpline Monday to Friday 1-5pm.
To book an appointment, come in the morning (9am-12pm). No appointments given by phone.
05 34 36 40 95.
2 Rue de Belfort
M A Jean Jaurès

CVH - SPADA 31 **
Structure de Premier Accueil des Demandeurs d'Asile (Organisation for Initial Reception of Asylum Seekers).
Social and legal support : Tues. afternoons 1-5pm
To collect your mail without appointment: Monday to Friday 9-11:45am
Reception w/o appointment: Mon. - Fri. 9am-12pm and 1-5pm (except Thurs. afternoon)
Telephone helpline Mondays, Wednesdays and Fridays 1-5pm
05 31 26 60 90
spada31@cvh34.com
28 rue Théron de Montaugé
M A Balma-Gramont

ESPACE SOCIAL DU GRAND-RAMIER **
Social worker present to welcome, refer and inform.
Monday - Friday 10:30am-2pm.
Psychologist Tues. and Thurs. 10:30am-1pm
Educational support the first Friday (morning) each month.
Telephone helpline Monday-Friday 2-4pm: 05 61 22 29 63
Reception: 05 61 22 29 61
10 avenue du Grand-Ramier
M B Palais de Justice - T T1 T2 Île du Ramier

MAISONS DES SOLIDARITÉS (MDS)
Social accompaniment and guidance, by aptmt.
• To book your first appointment, call the MDS of your place of residence (the place where you actually live) and not your registered address (domiciliation).
• You can request help from a social worker with accessing rights (housing aid, financial aid) according to your family situation.

DROITS DU CŒUR **
Truck providing administrative aid and guidance on people's rights.
Printer, scanner, and usb outlets available.
Wednesdays 7-8:30pm
42 avenue Frédéric Estèbe M B Minimes
Private area at the back of the room, or truck
Thursdays 7-8:30pm
42 bis avenue de Rangueil
M B Rangueil - BUS 44 Jules Julien

HELP WITH PROCEDURES

FREE ACCESS TO A COMPUTER
★ *HELP WITH PROCEDURES*

★ **MAISON DES CHÔMEURS - PARTAGE 31** **
Closed Nov. 11th and from Dec. 24th to Jan. 3rd
Help with procedures and information on immigration and employment law. No registration

> Partage Faourette
Mon.& Tues 2-7pm, Wed to Fri 9am-12pm
RSA assistance: Thurs. 2-4pm
05 34 56 33 86
partage-farouette@orange.fr
13 rue de l'Ukraine M A BUS 13 Bagatelle

> Partage Bordelongue
Mon. 2-5:30pm, Tues. 9am-12pm & 2-6pm, Wed. 2-5pm, Thurs. 2:30-6pm, Fri. 9am-12pm
RSA assistance: Wed. 2-4pm
05 61 72 56 96
11 chemin des Martyrs de Bordelongue
BUS L4 13 Bordelongue

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SECOURS POPULAIRE **

Welcomes youth under age 25 in difficulty as well as all students.
Social and legal aid, employment services, help accessing culture, food and healthcare (rights, referrals, testing).
Appointments can be made on site, by e-mail or by telephone:
Monday to Friday *9am-12pm and 2-5.30pm*
permanence.jeunes@spf31.org *(with first and last names, date of birth)*
05 34 40 34 40
67 boulevard Silvio Trentin
M B Barrière de Paris

ARGOS

Diverse support towards social and/or professional inclusion for young people aged 16 to 25 without stable housing or an identified social support person.
Monday to Friday 9:30am-12pm, 1:30-5pm
06 42 46 23 10
argos@toulouse-metropole.fr
26 rue Sébastopol
M B Compans Caffarelli

CLUBS DE PRÉVENTION**

Social and educational support for young people from 11 to 25 years old. The help provided depends on your needs (administrative help, reorientation, health and career/school advice...).
Go to your neighbourhood's club:
Club du Centre : Monday to Friday without appointment. Hours may vary, calling ahead is recommended.
07 86 52 57 67 - 06 24 08 37 53
club-centre@toulouse-metropole.fr
5 rue de Stalingrad
M A Marengo SNCF 14 Riquet

★ LIBRARIES/MEDIA LIBRARIES (BIBLIOTHÈQUES)

★ *Assistance with administrative procedures*
07 52 05 12 36 (by appointment)
For borrowing books, Cds/DVDs, access to a computer (2h/day in multimedia libraries, 1h/day in libraries) printing, copying, scanning possible.Free library card upon presentation of an ID (or récépissé) or proof of low income.
Accessibility for disabled people depends on the library.

⚠ Places marked in **RED** are closed during school holidays: ***from Oct. 19th to Nov. 2nd and from Dec. 19th to Jan. 4th.*** Places marked with two ** are closed on public holidays: ***Nov. 1st and 11th, Dec.25th and Jan 1st.***

★CROIX-ROUGE/RED CROSS

Make an appointment Monday to Friday 9:30am-12pm; 2-5pm
05 61 99 24 69
aeo-accompagnement.toulouse@croix-rouge.fr
20 Rue Raymond IV
M B BUS L1 L9 45 Jeanne d'Arc

CENTRE SOCIAL POLYGONE **

★*Help with administrative procedures, no appointment needed on Mondays.*
Mon. - Fri. : 9am-12:30pm and 2-6pm, except Tues. mornings
free computer access Mon. to Fri.
05 61 41 29 90
18 rue Vincent Scotto
M A Patte d'oie BUS 45 Turenne 66 Barrière de Bayonne

★ÉCOLE ET NOUS **

Help with administrative and school procedures, access to rights, by appointment by phone or in person
Monday 1:30-4pm; Tuesday to Thursday 8:30am-12:30pm & 1:30-4:30pm; Friday 8:30am-12:30pm
05 61 40 49 68
10 cheminement le Tintoret
M A BUS 14 Bellefontaine L4 René Valmy

ATELIERS JAMMES - GAF

Closed from Oct. 5th to 11th, Nov. 7th - 8th and Dec. 25th
Reception and free access to a computer (ask at the bar)
Monday to Saturday from 8:30am-5pm (except Thursday) and 8:30am-1:30pm Sunday.
★ Free, by appointment
Wednesday to Friday, 9am-12pm and 2-5pm
05 61 57 95 20
13 rue du professeur Jammes
M B BUS 15 70 Canal du Midi

L'ÔSTALADA (SECOURS CATHOLIQUE)

Social support by appointment.
Wednesdays and Fridays 8:30-11:30am
06 85 62 61 58
22 place Arnaud Bernard
M B Compans-Caffarelli - M B Jeanne d'Arc

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★LA FABRIQUE SOLIDAIRE DES MINIMES (FA SOL MI) **

★*Help with administrative procedures (except taxes, over-indebtedness and naturalization) and writing letters.*
Appointments or open hours by phone or in person.
Access to computers, printer and scanner : printing for 15cents/copy.
Mon. 10am-12:30pm and 2-5pm
Tue. - Fri. 9:30am-12:30pm and 2-5pm
05 61 25 38 28
29bis avenue des Mazades
M B Minimes BUS 27 Puget/Mazades

★BOUTIQUE SOLIDARITÉ - ARPADE **

Appointments possible with a social worker weekday afternoons. Free computer access
06 99 11 40 49
cpva.equipeboutique@arpade.org
48 rue Michel Ange BUS 39 Lapujade

CASO - MÉDECINS DU MONDE (MDM) **

Closed Nov. 11th and from Dec. 23rd to Jan. 3rd
Help accessing health insurance (AME, CSS)
Walk-ins Mon, Wed, Fri 9:15-11:30am.
Arrive early !
05 61 63 78 78
info.midi-pyrenees@medecinsdumonde.net
5 boulevard Bonrepos M A Marengo SNCF

★CENTRE SOCIAL BAGATELLE **

★Thursday afternoon.
Public writer (écrivain public): Thurs 2-6pm.
No appointment needed.
Photocopies (0,10€)
Vacation hours from Oct. 19th - 30th: 9am-12pm and 1:30-5pm
Closed on Tuesday mornings and on Friday afternoons)
05 67 77 44 42
centresocial.bagatelle@assgot.com
117 r. Henri Desbals M A BUS 13 Bagatelle

★SOZINHO

Scanner and printer also available (cost price)
Wednesday-Friday 9am-5pm.
★*Public writers' office: administrative and legal assistance.*
Must show a ticket you must get at the community café at 9am Wed., Thurs., and Fri. and 1pm Fridays (come in advance)
Sign up by email:
accesauxdroits.lapasserelle@gmail.com
La Passerelle Negreneys - 38 rue des Anges
M B BUS 29 Minimes

L'ESCABEL

Open-access computer area
Tues.- Wed. 1:30-5:30pm and
Thurs.- Sat. 10am-5:30pm
Printer available on site.
lescabel.numerique@gmail.com
06 51 98 20 04 36 rue Gatien Arnoult
M B Compans BUS L1 L9 Jeanne d'Arc

★AVENIR - NOUVELLE MAISON DES CHÔMEURS **

Membership fee 20€ (5€ if you're unemployed)
Access to printers as well (for work or if the person is accompanied by the org). (Possible in English or Spanish).
Monday to Friday, 9am-12pm:
★By appointment (in person, by phone or by email)
05 34 31 33 11 avenir.toulouse@outlook.fr
115 rue Bonnat M B BUS 44 Saouzelong

★UTOPIA 56

For all exiles, including unaccompanied minors.
Help with domiciliation and referrals toward mainstream support systems. Distribution of emergency materials (tent, blanket/duvet).
06 56 69 33 81 06 09 16 90 67
toulouse@utopia56.org

★POUR ECRIRE UN MOT

Help writing letters, doing administrative applications and procedures online.
Free - For 25+ years
Make an appointment by phone.
Monday to Friday, 9am - 1pm and 2-5pm
07 81 20 29 16

BAG STORAGE

BOUTIQUE SOLIDARITÉ - ARPADE **

Free luggage storage as space allows.
Register on the waitlist (in person)
Mon-Fri 9-11:30am
Call before coming 06 99 11 40 49
48 rue Michel Ange
BUS 39 Lapujade

SOLIDARITÉ MIGRANTS PATTE D'OIE

Closed Nov. 11th and from Dec. 19th to Jan. 4th
Free luggage storage for asylum seekers.
Bring your récépissé.
Tuesday to Friday 9:30-11:30am
05 36 89 64 87
Paroisse Sacré Cœur - 2 place de la Patte d'Oie
M A Patte d'Oie

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DAY CENTRES

BOUTIQUE SOLIDARITÉ - ARPADE **
Day centre for adults. Animals allowed. Outlets to recharge your phone.
Mon. to Fri. 9am-12pm 06 99 11 40 49
Pay-what-you-can snack until 10:30am, hot drinks (pay-what-you-can). one blanket (free) per year / per person while supply lasts
Pay-what-you-can showers 9-11:30am, personal hygiene products and laundromat (by aptmt).
Support from a psychologist Mon. Tues. and Thurs. from 9am-12pm / by appointment Mon. afternoons + various workshops. Nurse on site every other Friday, 9am-12pm.
48 rue Michel Ange BUS 39 Lapujade

L'ÔSTALADA (SECOURS CATHOLIQUE)
Day centre. Pets welcome.
Monday-Friday 8:30-11:30am: Laundromat by appointment (0,50€) and showers (0,20€)
Wed & Fri 8:30-11:30am: social support by apptmt
06 85 62 61 58 22 place Arnaud Bernard
M B Compans-Caffarelli

ATELIERS JAMMES - GAF **
Closed Oct. 5th to 11th, Nov. 7-8th, and Dec. 25th
Mon-Sat 8:30am-5pm. Closed Thursdays.
Sundays 8:30am-1pm. *Pets welcome.*
05 61 57 95 20 13 rue du Professeur-Jammes
M B Canal du Midi M B Minimes

For women isolated or with children:

LA CASÈLA (SECOURS CATHOLIQUE)
Closed from Dec. 24th to Jan. 1st
Mon-Fri, 8:30am-12:30pm. Breakfast until 12pm (0,20€) showers (0,20€), laundromat (0,50€) upon registration. Possible to cook on site after 10:30am. Menstrual supplies available. Children welcome if accompanied by mother (boys up to age 14).
09 80 49 29 39
6 bis boulevard Maréchal Leclerc
M B Compans BUS L1 31 63 Barcelone Leclerc

LE PETIT SALON - ESPOIR **
Pets welcome (leashed, with muzzle). **Free luggage storage for women.** Coffee, tea and snacks. Menstrual supplies available. Workshops upon registration some afternoons. Medical, psychological, social and legal consultations (information on-site).
Mon.-Fri. 9am-1pm and Sat. 1:30-4:30pm
37 boulevard Matabiau
M B Canal du Midi BUS 15 27 Passerelle

FINDING A RELATIVE

RECONNECTING WITH FAMILY MEMBERS - CROIX-ROUGE (RED CROSS)
For those who need help finding a lost family member because of war, a natural disaster or migration. This service is free and the information you give will remain confidential. Interpreter upon request. Make an appointment by phone or email.
05 34 50 14 84 and 06 83 99 50 17
rlf.dt31@CROIX-ROUGE.fr
71 chemin des Capelles
BUS 46 École CROIX-ROUGE

FOOD

Morning

BOUTIQUE SOLIDARITÉ - ARPADE **
Pay-what-you-can drinks and snack. Free Wifi
Monday to Friday 9am-10:30am.
06 99 11 40 49
cpva.equipeboutique@arpade.org
48 rue Michel Ange BUS 39 Lapujade

ATELIERS JAMMES - GAF **
Closed Oct. 5th - 11th, Nov. 7th-8th and Dec. 25th
Free breakfast on site and hot drinks (0,20€). Adults only.
Every day 8:30-11:30am (except Thursday)
05 61 57 95 20
jammesateliers@gmail.com
13 rue du Professeur Jammes
M B Canal du Midi M B Minimes

L'ÔSTALADA (SECOURS CATHOLIQUE)
Breakfast on site (0,20€).
Monday to Friday 8:30-11:30am
andrew.nguyen@secours-catholique.org
22 place Arnaud-Bernard
M B Compans M B Jeanne d'Arc

SECOURS CATHOLIQUE
Free breakfast on site.
Saturdays and Sundays 7-8:30am
62 rue Cazeneuve
M B Minimes - M A Marengo SNCF

Watizat, tous droits réservés www.watizat.org

Places marked in **RED** are closed during school holidays: ***from Oct. 19th to Nov. 2nd and from Dec. 19th to Jan. 4th.*** Places marked with two ** are closed on public holidays: ***Nov. 1st and 11th, Dec.25th and Jan 1st.***

ORDRE DE MALTE
From Nov. 1st to March 28th
Free breakfast.
Sunday 9am-12pm
Cathédrale Saint Etienne
M B François Verdier

Noon

ESPACE SOCIAL DU GRAND-RAMIER **
Free meal distribution without conditions, one hot meal to take away.
Sit down eating for homeless after appointment from social worker
Monday - Friday 10:30am-2pm
Telephone helpline at 05 61 22 29 63 from Monday to Friday, 2-4pm.
10 avenue du Grand-Ramier
M B Palais de Justice T T1 T2 Île du Ramier

LES ÉTONNÉS - L'ASTRONEF
Pay-what-you-can vegetarian cafeteria
every other Sunday
05 61 52 90 70
letonnoir31@gmail.com
3 place des Avions
M B BUS 44 Saouzelong / Rangueil

Evening

RESTOS DU CŒUR TRUCK
Free meals served on-site.
Tuesday to Friday and Sunday from 7-8:30pm
42b avenue de Rangueil + senior Restaurant Jules Julien
M B Saouzelong 44 Jules Julien
Across from 61 rue Pierre Cazeneuve (except Sundays)
M B Minimes BUS 15 27 Raisin
42 avenue Frédéric Estèbe
M B Minimes

RESTO'RUE - MAIN TENDUE 31
Free hot meal distribution.
Sundays starting at 6:30pm
Across from 61 rue Pierre Cazeneuve
M B Minimes

Food boxes

Register to access after your situation is assessed.

SECOURS POPULAIRE **
Food box (products to cook). Food assistance (if approved by interview). Make an appointment the following days:
Monday, Wednesday and Friday 9am-12pm (book by phone or in person until 11:30am).
05 34 40 34 40
67 boulevard Silvio Trentin
M B Barrière de Paris

CROIX-ROUGE (RED CROSS)
Food distributions (free snack and your choice of items for 1€)
By appointment by phone or email
05 61 99 24 69
aeo-accompagnement.toulouse@croix-rouge.fr
20 rue Raymond IV
M B Jeanne d'Arc

LES RESTOS DU CŒUR
Call to be directed to the nearest distribution centre.
Telephone helpline available in the mornings: 05 34 40 12 12 (then press 1)

EQUIPE SAINT VINCENT **
Closed Decembre 19th to January 3rd
Food box distribution for residents of 31000, 31300, Sept Deniers, Ponts Jumeaux and Minimes.
Registration required, in person. Wed. 10am-12pm & 2-4pm, Thurs. 1-4pm.
esv.toulouse@gmail.com
2 rue du Docteur Hervé
T T1 T2 Cartoucherie BUS 66 Ducis

ARMÉE DU SALUT
Registration for food packages : Tuesday and Wednesday 2pm-5pm. Must bring proof of income and expenses.
Distribution Fridays from 3-5pm.
05 61 62 96 63
111 rue Négreneys
M B Minimes

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LEGAL ASSISTANCE

Help and advice depending on your situation:
- ■ ASYLUM PROCEDURES
- □ DUBLIN INFORMATION
- ◆ REFUGEES
- ◆ CARTE DE SÉJOUR/RESIDENCE PERMIT
- ⬟ WORK RULES AND REGULATIONS

Need a lawyer?
List of lawyers from the Organisation for the Defense of Foreigners,» ADE
https://bit.ly/ADETou
ade.toulouse@gmail.com

COLLECTIF AUTONOMIE
Offers legal support and fights for the recognition of the rights of foreign unaccompanied minors.
autonomie@riseup.net
autonomie31

MAISON DES DROITS DES ENFANTS ET DES JEUNES **
> Support, legal information and guidance for unaccompanied minors and youth.
Fridays 2-5pm, with and without appointment
05 61 53 22 63
22-24 rue Monserby (M) A Jolimont

● ● ● MEDICAL/SOCIAL CONSULTATIONS - ESPOIR
Free consultations for certificate of agreement for asylum seekers, file preparation for residency permit based on medical needs, guidance regarding various situations: work accidents, inability to work, reclassification, social security disputes.
By appointment (by email only) Tuesdays starting from 6pm
secretariat.ets@espoir31.org
Hôpital Joseph-Ducuing,
15 rue de Varsovie, basement level
(M) A (BUS) 14 31 Saint Cyprien

■ □ ◆ ◆ ⬟ LA PREM
Closed from Dec. 21st to 28th
Welcomes all foreigners who wish to talk, be informed, or need solutions regarding their situation.
Legal advice, no appointment Mon. 2pm- 6pm
L'Escabel - 36 rue Gatien Arnoult
(hotline for emergencies : 07 46 30 53 09)

■ AMNESTY INTERNATIONAL **
Legal assistance for asylum seekers in OFPRA or CNDA procedure, help preparing the story (récit), preparation for interviews and appeals.
Assistance Tues. Wed. and Thurs. 2-5pm.
Contact EADA (Asylum Seekers Help Team):
06 17 22 32 91
asiletoulouse@amnesty.fr
18 rue Fourtanier
(M) A Esquirol B François Verdier

◆ ⬟ COLLECTIF MIGRANT·E·S CGT 31
Requests for legal immigration status through work and help with labour law.
Without appointment Mondays 3-6:30pm
05 61 21 53 75
collectifimmigrationcgt31@laposte.net
19 place Saint-Sernin
(M) B Jeanne d'Arc

■ □ ◆ ◆ SOLIDARITÉ MIGRANTS PATTE D'OIE
Closed Nov. 11th and from Dec. 19th to Jan. 4th
Legal support for asylum seekers, Dublin, refugees, residence permits, OQTF, accommodation.
Only by appointment (in person, by phone, or email). Tuesday and Wednesday 2-4:30pm
05 36 89 64 87
migrants.pattedoie@gmail.com
Paroisse Sacré Cœur, 2 place de la Patte d'Oie
(M) A Patte d'Oie

■ □ ◆ ◆ LA CIMADE
Information and support to obtain residency and asylum.
Contact and appointment scheduling: by phone Mon. and Thurs. 1-3:30pm.
05 61 41 13 20
toulouse@lacimade.org

◆ ⬟ CIDFF 31 (Information Center for Women's and Family Rights) **
Closed from Dec. 25th to Jan. 4th
Legal information for survivors of violence, on women's rights, family law and LGBTQIA+ rights, immigration law, labour law and international private law. Employment services, job-search assistance and training. Family mediation.
Reception by phone Monday-Friday 9am-12pm and 1:30-5pm
05 34 31 23 31 (to make an appointment)
cidff31@cidff31.fr
Appointments are given in the different locations in and around Toulouse.

Watizat, tous droits réservés www.watizat.org

Telephone hotlines

LA CASE DE SANTÉ - HEALTHCARE RIGHTS DEPARTMENT

Help with access to healthcare rights (right to stay for medical reasons, AME, visas, discrimination in healthcare...).
Interpreters in over 100 languages.
Phone helpline Mon., Wed., Thurs., and Fri. 2-5pm, Tues. 10am-12pm.
05 61 23 62 35

COMITÉ POUR LA SANTÉ DES EXILÉ·E·S (COMEDE) *Closed Oct. 8th, 9th, Nov. 11th, and from Dec. 24th to Jan. 2nd*

Medical and psychological assistance from doctor. Questions about a healthcare need or a medical exam. ***Interpretation possible.*** *Support and expertise concerning medical needs, prevention, mental health exams, medical-legal resources for foreigners.*
Mon. Tues. 2:30-5:30pm & Thurs. 9:30am-12:30pm
01 45 21 38 93

GISTI **

Legal advice by phone (expect a bit of a wait)
Mon-Fri. 3-6pm and Friday 10am-12pm
01 84 60 90 26

CHILDREN

Emergency number for children or teens: 119

LES RESTOS BÉBÉS **

Distribution of food, baby formula, diapers and clothes (while supplies last) for babies under 1 year old.
Register by phone (don't leave a voicemail) Monday and Friday 2-4:30pm and Wed. 10am-12pm
05 61 42 96 13
103 allées Charles de Fitte
M A Saint Cyprien BUS 45 Les Abattoirs

PROTECTION MATERNELLE INFANTILE (PMI)

Preventative healthcare for 0-6 year olds and pre- or post-natal consultations. Open to those with a registered mailing address in Haute Garonne with a carte vitale.
Free *By appointment, made with the secretary of each PMI at the Maisons des Solidarités.*

ASSOCIATION MAISON DES FAMILLES

Closed from Nov. 16 - 18th and from Dec. 21st - Jan. 3rd
Space of welcome and gathering (anonymous, free, and without registration) for parents, who may come with or without their children. For single or struggling parents. A space of exchange to break from isolation and to support parenthood.
Mon, Tue & Thurs. 9:30am-5pm.
Wed 1:30-5pm. Fri 8:30-11:30am.
07 50 18 39 98
189 rue de Faubourg Bonnefoy
BUS L9 39 Sainte Hélène L12 Hauts de Bonnefoy

WOMEN

Violence against women info: 3919

OLYMPE DE GOUGES - SAVIF

Centre for women who are survivors of violence (reception, support, information and orientation).
By appointment. Telephone helpline from Monday to Friday 9am-5pm. 06 26 47 62 85
savif@olympe2gouges.org
Plateforme SIAO for women victims of domestic violence. Registration and requests for accommodation Mon 1:30-5:00 pm without appt.
Maison des associations, 3 place Guy-Hersant
M B Empalot - Saint Agne-SNCF

APIAF

Mental support and guidance, social and legal assistance for women survivors of violence.
First reception without appointment. Tues. 1-4:30pm and Thurs. 2-5pm, other days by appointment.
05 62 73 72 62 association@apiaf.fr
29 rue de l'Etoile (at 31 if no one at 29)
M B BUS L1 L8 L9 Francois Verdier

PLANNING FAMILIAL 31

Closed from Nov. 11th to 15th and from Dec. 18th to Jan. 3rd
Free information, support and guidance (anonymous and non-medical): emotional/sex life, contraception, abortion, STIs, LGBTQIA+, violence. Menstrual supplies available
Mon-Thurs. 1:30-5pm without appointment.
44 place Nicolas Bachelier - 1st floor up
M B Jean-Jaurès
Nat. hotline (0800 08 11 11) Mon-Sat. 9am-8pm.

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LGBTQIA+

LE JEKO

Friendly space for discussions, mutual aid and support for LGBTQI+ migrants (non-mixed).
Contact them for the dates
06 89 51 99 54 - 06 48 63 74 21
jeko.toulouse@gmail.com
Espace Diversités Laïcité - room 5 38 rue d'Aubuisson
M A B Jean-Jaurès

ACT UP SUD-OUEST

Social and health advocacy for discriminated LGBTQ+ people and/or people living with HIV/HBV/HCV. Assistance with preparing asylum applications, OFPRA and CNDA preparation, OQTF, residence permits for foreigners who are ill, collaboration with specialised lawyers for the Dublin procedure.
accompagnement@actupsudouest.org
By telephone appointment, Tuesdays and Thursdays 10am-12pm / 2-5pm
06 47 00 74 17
Espace Diversités Laïcité - 38 rue d'Aubuisson
M A B Jean-Jaurès M B François-Verdier

DREAMS

Reception, evaluation, accompaniment, and orientation for LGBTQIA+ individuals
Monday and Friday 6-8pm 07 58 20 92 26
assodreamsfr@gmail.com
Espace Diversités Laïcité - 38 rue d'Aubuisson
M A B Jean-Jaurès M B François-Verdier

ALDA - LESBIENNES RÉFUGIÉES

Support and administrative guidance for lesbian asylum seekers or refugees.
Reception the 2nd Wednesday of the month
AldaToulouse aldalesbiennesrefugiees
reseau.alda@yahoo.com
Espace Diversités Laïcité - 38 rue d'Aubuisson
M A B Jean-Jaurès M B François-Verdier

QUEER SEX & PRODS – COMMUNITY-BASED LGBTQIA+ SERVICES

Information and discussions about psychoactive substance use practices, sexual health, and harm reduction (RdR).
Friendly and caring reception - supplies and advice - testing for HIV and hepatitis viruses B and C - substance analysis - themed workshops.
See weekly agenda using QR code.
Last session of the year on Dec. 16th
Wednesdays 6:30-9pm.
queer.sex.prods@gmail.com
queer.sex.prods

CLAR-T

Mutual aid organisation for trans, non-binary or questioning people.
Appointment with a social worker for individual accompaniment. Access to rights, orientation, legal and administrative help. Interpretation possible.
Make an appointment by Whatsapp or by email:
06 59 83 97 90 clar.t.social@disroot.org
Welcome and mutual support without appointment each 3rd Tues of the month, 6-8pm
Espace Diversités Laïcité - 38 rue d'Aubuisson
M A B Jean-Jaurès - M B François-Verdier

FONDATION LE REFUGE

Reception, temporary accommodation, support for young people aged 18 to 25 who are victims of LGBT+ phobia separated from family.
By appointment Mon-Thurs 9am- 5pm,
07 61 80 67 22 toulouse@le-refuge.org
30 rue de Soupetard
M A Jolimont - BUS 37 Soupetard Salonique
National helpline 8am-midnight) 06 31 59 69 50

PLANNING FAMILIAL 31

Closed from Nov. 11-15th and from Dec. 18th - Jan. 3rd
Free information, support and guidance (anonymous and non-medical): emotional/sex life, contraception, abortion, STIs, LGBTQIA+, violence. Menstrual supplies available
Mon-Thurs. 1:30-5pm without appointment.
44 place Nicolas Bachelier - 1st floor up
M B Jean-Jaurès
Nat. hotline (0800 08 11 11) Mon-Sat. 9am-8pm.

CESAME (CENTRE ENIPSE DE RESSOURCES EN SANTÉ MENTALE LGBT+)

Reception, support, and guidance for LGBT+ people and their friends/family. ***Free and confidential.***
Help without an appointment every Friday and the 1st and 3rd Saturday of the month, 3-7pm in three areas : mental health, health journey, and access to rights.
Telephone helpline Tues. to Sat. 10am-7pm
Interpretation upon request.
05 34 66 81 48 - 07 52 07 31 77
cesame.occitanie@enipse.fr
11bis rue Antonin Mercié
M A Esquirol, Capitole

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HEALTH

Emergency Care

Care for patients who must be treated urgently. You don't need health insurance.

⚠ Careful, if you don't have health insurance (AME or CSS), go see the social service of the hospital when leaving the emergency room. **It might be better to go to a PASS**, except for emergencies.

HÔPITAL PURPAN
05 61 77 22 33
Avenue du Professeur Jean Dausset
T T1 T2 Purpan - BUS L2 45 63 Hôpital Purpan

HÔPITAL DES ENFANTS (Children's Hospital)
05 34 55 84 10
Avenue du Professeur Jean Dausset
T T1 T2 Purpan - BUS L2 45 63 Hôpital Purpan

HÔPITAL RANGUEIL
05 61 77 22 33
1 avenue Jean Poulhès
M B BUS L2 Université Paul-Sabatier

Healthcare helplines

LA CASE DE SANTÉ
Questions about healthcare access (health insurance, right to residency for medical reasons visas, healthcare discrimination), making appointments for a healthcare need, checkups and medical care, mental health care.
Interpreters for more than 100 languages.
Mon, Wed, Thurs, Fri 2-5pm, Tues 10am-12pm
05 61 23 62 35

COMITÉ POUR LA SANTÉ DES EXILÉ·E·S (COMEDE)
Closed Oct. 8th and 9th, Nov. 11th, and from Dec. 24th to Jan. 2nd
Medical and psychological help from doctors by phone.
→ Questions about checkups and medical care. Support and information about medical care, preventative healthcare, mental health check-ups, and medical-legal aspects of foreigners's rights.
Interpretation possible.
Monday, Tuesday 2:30-5:30pm,
Thursday 9:30am-12:30pm

⚠ Places marked in **RED** are closed during school holidays: ***from Oct. 19th to Nov. 2nd and from Dec. 19th to Jan. 4th.*** Places marked with two ** are closed on public holidays: ***Nov. 1st and 11th, Dec.25th and Jan 1st.***

PASS

*The **PASS** are free medical consultations for people without health insurance (CSS or AME), see page 38 for more information.*

⚠
- **Do not leave the hospital** without seeing a social worker.
- **Coming with a French-speaking** person can help.
- **Traducmed** is a very useful translation site (39 languages) for medical appointments: www.traducmed.fr

Pharmacy PASSes exist: If you are prescribed medication during your consultation, ask for the hospital pharmacy service.

PASS CITÉ DE LA SANTÉ - HÔPITAL LA GRAVE **
Interpretation possible.
For anyone without health insurance or with difficulty accessing healthcare.
By appointment Monday to Friday 9am-12pm and 1:30- 4pm. Possibility to be seen without appointment depending on cancellations.
05 61 77 78 31
pass@chu-toulouse.fr
Rue Réclusane
M A BUS 13 14 45 66 Saint Cyprien

PASS HÔPITAL JOSEPH DUCUING
Consultations for patients who require urgent medical attention.
Walk-in access without appointment through the Emergency Room ("les Urgences" in French).
Monday to Friday 10am-12pm and 1:30-3pm
05 61 77 34 00 then ask for PASS
secretariat.social@hopitaljosephducuing.fr
15 rue de Varsovie
M A BUS 14 Saint Cyprien

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Medical consultations

...if you can't manage to access the PASS

ACCUEIL SANTÉ SOCIAL - CROIX-ROUGE (Red Cross Social health services) **

Reception, guidance, and access to hygiene care. Nurses, pharmacists and a doctor present depending on availability. Hot drinks and showers available.

Mon-Fri 8:30-11:30am without appointment
09 84 42 73 98
Hôpital La Grave - Place Lange
M A Saint Cyprien

PLATEFORME SANTE PRECARITE (PSP) (Healthcare insecurity platform)

Free health support and mediation for people in extreme poverty living in squats or shantytowns. ***Interpretation possible by phone.***

w/o aptmt 2nd & 4th Tuesdays 10:30am-12:30pm
Espace social - 10 avenue du Grand-Ramier
M B Palais de Justice T T1 T2 Île du Ramier
Possibility to make an appointment for the team to come to your place.
06 10 67 58 02 or email:
santeprecarite@hopitaljosephducuing.fr

LA CASE DE SANTÉ

Community health center with telephone helpline. ***Interpreters for more than 100 languages.***

New patients call for appointment: 05 61 23 62 35.
17 place Arnaud-Bernard
M B Compans BUS L1 29 45 70 Arnaud Bernard

CASO - MÉDECINS DU MONDE (MDM)

Closed Nov. 11th and from Dec. 23rd to Jan. 3rd
Interpretation possible.

Medical consultations nursing care, support for people with difficulty accessing healthcare, particularly those without health insurance (CSS, AME).

Monday, Wednesday, Friday 9:15-11:30am (arrive early) without appointment.
05 61 63 78 78
info.midi-pyrenees@medecinsdumonde.net
5 bld Bonrepos M A BUS L8 14 Marengo SNCF

CENTRE DE SANTÉ DU CCAS **

Free general health consultations. Without appointment, come early to get a spot.

Mon., Tues., Thurs.. 9am-12:30pm and 1:30-5pm, Fri. 1:30-5pm
05 67 72 85 90 2 bis rue de Belfort
M A Marengo SNCF - M A B Jean-Jaurès

Mental health

Psychiatric healthcare and emergency services

URGENCES PSYCHIATRIQUES - HÔP. PURPAN

Emergency psychiatric consultations for evaluation of suicide risk, delusional disorders, psychiatric illnesses... ***Interpreation possible by phone.*** The **3114** hotline is free and provides support and aid for those with suicidal thoughts. If help by phone isn't enough, call the number 15 (or text the number 114)and go to the emergency room if you are advised to.
Avenue du Professeur Jean Dausset, for emergencies («Urgences») go up to the first floor of the URM building to the reception desk.
T T1 T2 Purpan BUS L2 45 63 Hôpital Purpan

CENTRE DE SANTÉ DU CCAS

Free consultation: Psychiatrist by appointment (call 05 61 77 80 50) Wednesdays 2-5pm. Interpretation upon request:
secretariat.methadone@chu-toulouse.fr
a psychologist, without appointment Friday 9am-12:30pm
05 61 77 80 49
2 bis rue de Belfort
M A Marengo SNCF - M A B Jean-Jaurès

EMIC - MOBILE TEAM FOR INTERVENTION AND CRISIS - HOPITAL MARCHANT **

Healthcare service that people can call if someone they know is having mental health issues or isn't receiving necessary care. Depending on the situation, phone support, referrals and/or help organising an intervention in Toulouse and the surrounding areas. After an intervention, accompaniment possible to receive a referral for psychiatric care.
Monday to Friday 9am-8pm
05 61 43 45 46

Consultations and support spaces with a psychologist

PASS PSY CITÉ DE LA SANTÉ - HÔP. LA GRAVE

Free consultation with a psychologist for advice, or guidance, ongoing care for people in serious difficulty.

Call for an appointment with the psychologists (leave a message).
05 61 77 80 36 • 05 61 77 79 98 • 05 61 77 80 44
Translation possible for non French speakers.
Place Lange
M A BUS 13 14 45 66 Saint Cyprien

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CAFE DU MONDE - ARPADE **

Adults only. Resource centre for displaced people with psychological difficulties. A space to create connections and speak freely about exile and its effects on mental health.

Psychological support and therapeutic mediation workshops by appointment **Interpretation possible.** Walk-in group sessions on Fridays from 1:30 p.m. to 4:30 p.m.

06 67 27 64 97

48 rue Michel Ange

M A Marengo SNCF BUS L9 Arago

ARPADE - POINT ECOUTE PRÉVENTION (PAEJ, Support and Prevention Point) **

Confidential and free space of listening and support for youth from age 12-25, their parents or loved ones and support professionals. Qualified multidisciplinary team, orientation toward services focused on youth issues, risk education, prevention and awareness.

Mon-Fri by appointment 10am-1pm & 2-6pm

05 61 42 91 91

sas.pe@arpade.org point_écoute 31

39 bis rue de Cugnaux

M A Patte d'Oie BUS L2 L3 Arènes

MAISON DES CHÔMEURS - PARTAGE 31

Closed Nov. 11th & from Dec. 24th to Jan. 3rd

On-site psychologist. One-on-one discussion with an intercultural psychologist without appointment for first contact and needs assessment. Assistance for any psychological difficulties, particularly those related to the trauma of exile.

Partage Faourette

Mondays 2-6pm, Tuesdays 6-7pm, Thursdays 9am-12:30pm, Fridays 9am-12pm.

07 69 55 28 21

13 rue de l'Ukraine

M A BUS 13 Bagatelle

partage-faourette@orange.fr

Partage Bordelongue

Tuesdays and Thursdays 2-6pm

05 61 72 56 96

11 chemin des Martyrs de Bordelongue

BUS L4 13 Bordelongue

Partage Pradettes

Wed. 2-5pm and Fri. 2:30-5pm

05 82 08 37 89 or 06 58 20 97 24

12 chemin des Pradettes

BUS 18 46 87 Passerieu / Pradettes

SOZINHO

Consultation with a psychologist by appointment.

Every first Thursday of the month. Register by email: accesauxdroits.lapasserelle@gmail.com

PALABRE, ESPACE INTERCULTUREL

Space of welcome and free psychological consultations. ***Interpretation possible.***

Reception, therapeutic groups, and psychological consultations.

Reception without appointment: Tuesdays 9-11am

07 68 27 03 87

palabre.interculturel@gmail.com

2 esplanade Pierre Garrigues M B Empalot

PSYCHOLOGUES DU MONDE

Consultations with psychologists and interpreters.

Tuesday and Thursday 10:30am-12:30pm without appointment.

Espace social, 10 avenue du Grand-Ramier

M B Palais de Justice - T T1 T2 Île du Ramier

Audition

AUDITION SOLIDARITÉ

Free hearing exam, hearing aids and yearly follow-ups. Available for those without health insurance or covered by the AME.

→ First meet with an ENT doctor (médecin ORL) to get a prescription, then contact Marion by email or phone to make an appointment with a hearing aid specialist.

06 72 83 79 55

marion@auditionsolidarite.org

Dental - Vision

PASS DENTAIRE - HÔTEL DIEU DENTISTRY

Emergencies (pain, infections, traumas).

Call at 9am for an appointment during the day at 05 61 77 83 78. If no CSS or AME, you can meet the social worker on site after.

2 rue Viguerie

M A BUS 13 14 45 66 Saint Cyprien

CENTRE OPHTALMOLOGIQUE JULES JULIEN

Ophthalmologist and orthoptist. CMU, AME, ALD - sector 1 approved

Mon.-Fri. 9am-7pm.Appointment through Doctolib or by phone. possible without appointment

05 32 50 50 00

cdsjulesjulien@gmail.com

109 avenue Jules Julien

M B BUS 34 115 Saint Agne-SNCF

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Contraception, Pregnancy / Abortion

HÔP. JOSEPH DUCUING-SERVICE ORTHOGÉNIE

Services for those seeking an abortion.
Only by appointment, come with HCG blood test results and proof of ID. If no CSS or AME, contact the service. The sexual health center can provide you with a free prescription for an HCG test.
Interpreter upon request for the 2nd appointment.
05 61 77 50 79
pole.orthogenie@hopitaljosephducuing.fr
15 rue de Varsovie M A BUS 14 31 Saint Cyprien

LA CASE DE SANTÉ

Community health center. Prenatal care, ultrasound for the 1st trimester, medical abortions. Midwife or doctor present.
Interpreters in more than 100 languages.
By appointment at: 05 61 23 01 37
17 place Arnaud-Bernard
M B Compans BUS L1 29 45 70 Arnaud Bernard

HÔPITAL PAULE DE VIGUIER (MATERNITY)

Pregnancy care, gynecological emergencies and abortion services.
- Gynecology consultation: 05 67 77 11 45
- Abortion consultation: 05 67 77 10 01
Make an aptmt by phone. Mon-Fri 9am-6pm
- For pregnancy care, register on the mychu.chu-toulouse.fr website.
If you don't have health insurance (CSS, AME), first go to PASS La Grave.
Allée Jean Dausset - T T1 T2 Purpan

Sexual health Consultations for HIV STIs / Hepatitis

ÉQUIPE NATIONALE D'INTERVENTION EN PRÉVENTION ET SANTÉ (National Prevention and Health Intervention Team - ENIPSE)

Testing and info on LGBTQI+ sexual health.
By appointment, text: 06 27 55 60 36
(interpretation on request).
1st Saturday of the month 2-5pm (Oct. 3rd, Nov. 7th, Dec. 5th) and fourth Thurs. of the month 6-9pm, Oct. 10th, Nov. 26th, none in Dec.)
Espace Diversités Laïcité - salle 5
38 rue d'Aubuisson
M A B Jean-Jaurès M B François Verdier

ASSOCIATION AIDES

Accompaniment, access to healthcare and rights for people with HIV or hepatitis.
Mon. to Fri. 10am-12pm, 2-6pm
Support group for those living with HIV the second and the last Wednesdays of each month, 2-6pm. ***Interpretation by phone.***
05 67 63 06 18
caarud.toulouse@aides.org

Le LOUNGE

Closed Nov. 11th and from Dec. 17th to Jan. 1st
Support, prevention, rapid testing (HIV, syphilis, hepatitis B and C), and distribution and delivery of harm-reduction supplies for chemsex users and their partners.
Free consultations by appointment: psych., addictology, sexology for gay men or men having sex with men who use drugs in a sexual context. Sexual health consultations provided by a general practitioner for men who have sex with men.
Make an appointment at 05 67 63 06 18 or 07 62 37 86 05
lounge.toulouse@aides.org
14-16 Place Laganne
M A BUS 13 14 45 66 Saint Cyprien

CENTRE GRATUIT D'INFORMATION DE DÉPISTAGE ET DIAGNOSTIC (CEGIDD) **

Free anonymous testing and treatment for sexually transmitted infections, HIV and hepatitis.
Interpreters and French Sign Language interpreters.

Minors must be accompanied by an adult. (both must have proof of ID)

By appointment **unless in case of emergency**
Mon. - Thurs. from 9am-12pm / 2-5pm Fridays 9am-12pm. Tues. evenings from 6 - 8/30pm (except for school vacations) .
05 61 77 80 32
Hôpital La Grave, Cité de la Santé - 78 Rue Réclusane
M A Saint Cyprien BUS L4 L7 Cours Dillon

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Addiction support

- *CSAPAs are centres of care, support and prevention*
- *CAARUDs welcome and care for drug-users.*

CAARUD - AIDES

Acess to consumption supplies, individual or collective sessions on general health and consumption, accompaniment and education on risks linked to injection (injection assistance, AERLi, without project), screening tests, rapid drug analysis and community health workshops.
Groups reception: Mon. - Fri. 10:30am-1pm and Fri. 3-6:30pm
Assistance with administrative procedures and products: Mon., Tues., Wed. 3-5:30pm
Doctor present Mon. and Fri. mornings
Nurse and social worker present Tues., Wed., and Thurs. morning.
Interpreter available.
05 34 31 36 60 - 06 16 49 59 62
caarud.toulouse@aides.org
16 avenue Etienne Billières
A Saint-Cyprien

LOW-THRESHOLD METHADONE MAINTENANCE PROGRAM - CLÉMENCE ISAURE **

(PMSA) *Services for people dependent on opioids.*
Doctors available, rehabilitation: Mon & Wed 10am-12:30pm, Thurs 10:30am-12:30pm
PMSA: Monday-Saturday 10am-12:30pm, Thursday 10:30am-12:30pm
05 34 45 40 40
secretariat.intermede@clemence-isaure.org
2bis rue Clémence Isaure A Esquirol

CSAPA - CLÉMENCE ISAURE **

Free & anonymous consultations by appointment
05 61 61 65 50 secretariat@clemence-isaure.org
42 rue des Champs-Élysées
A L8 14 Marengo SNCF

CSAPA - ARPADE

Reception, accompaniment and care by appointment for people directly or indirectly affected by addiction.
Mon. 2-7pm, Tues. and Wed. 9:30am-1pm and 2-6pm, Thurs. 9:30am-1pm and 2-7pm, and Fri. 9:30am-1pm and 2-5pm.
Requests by phone Tues. from 9:30am-12pm and 2-4pm, Wed. 9:30-11am and Fri. 9:30am-12pm
05 61 61 80 80
3 bis rue Berthelot A Marengo SNCF
23 Providence

CSAPA - MAURICE DIDE **

Free and anonymous addiction consultations by appointment.
Call 05 61 77 80 82
Mon-Thurs 9:30am-1:30pm & 2-4:30pm and Fri. 9:30am-12pm for an evaluation of your situation. **Interpretation possible.**
secretariat.methadone@chu-toulouse.fr
Hôpital La Grave - Place Lange, cours St-Joseph
A 13 14 45 66 Saint Cyprien

CAARUD - INTERMÈDE **

Services reserved for drug-users.
Social assistance services: Mon & Thur 2-5pm w/o appt, Wed 10am-12:30pm with appt
Access to risk-reduction supplies: Mon.- Wed. 9:30am-6pm, Thurs. 10:30am-6pm, Fri. 9:30am-4:30pm, Sat. 9:45am-12:45pm.
Women's services: (*hygiene services & resources, care from nurses, administrative help*): Fri 2-4:30pm
Joint services: (*hygiene services & resources, care from nurses, administrative help*): Mon.-Thurs. 2-5:30pm and Friday 10am-12:30pm
Community-based LGBTQIA+ services: See p.17
Social event hours: Thursdays 6:15-8:30pm
05 34 45 40 40
intermede@clemence-isaure.org
2bis rue Clémence Isaure
A Esquirol

Vaccines & tuberculosis

CENTRE DÉPARTEMENTAL DE VACCINATION DE LUTTE ANTI-TUBERCULEUSE (CDV-CLAT 31) **

Free mandatory and recommended vaccination for adults and children of 6+ years. Tuberculosis vaccinations as recommended.
Covid vaccines one Friday/month by appointment
Advice, information and treatment for tuberculosis. Respiratory consultation possible with letter from a doctor. By appointment Mon-Thur 8:30am-6pm, and Friday 8:30am-5pm
Make an appointment in person or call:
05 61 77 50 30 interpretation on request
secretariat.cdvclat@hopitaljosephducuing.fr
Hôpital Joseph Ducuing - 15 rue de Varsovie - basement level -1
A 14 Saint Cyprien

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PROSTITUTION SEX WORKERS

GRISÉLIDIS

Closed Dec. 19th - Jan. 3rd

Collective and friendly reception of sex workers, social support (health, housing, employment, violence, access to residency), health prevention, collective workshops.

No appointment needed Tues & Thurs, 2 to 6 pm
By appointment from Monday to Thursday.

Services for minors every first Wednesday of the month 2-6pm, aimed at youth, their family environment, and professionnals accompanying them

05 61 62 98 61
association@griselidis.com @assogriselidis
4 rue Bernard Ortet
M A BUS L8 14 Marengo SNCF

AMICALE DU NID 31

Support for people in sex-work or survivors of sexual exploitation. Support, reception and accompaniment in one-on-one or group formats (accessing rights, health, housing, training and employment). ***Interpreter upon request.***

Without appointment Mondays 2-5pm
05 34 41 57 60
contact@amicaledunid31.fr

REP'AIR
Accompaniment for minors at risk and/or involved in sex-work between the ages of 12 and 21. Professional support. Individual reception in the form of a day centre and free membership.
07 66 20 97 05 repair@amicaledunid31.fr

52 boulevard Déodat de Séverac
M A Arènes - T T1 T2 Déodat de Séverac

LES RÉSILIENTES

Closed Dec. 22nd and 29th

Comprehensive support and care for survivors of sex trafficking. French classes, psychological support by appointment, and group support sessions with others.

Reception without appointment: Tuesdays 12-6pm or by appointment by phone or email.
06 80 24 97 13
contact.lesresilientes@gmail.com
5 avenue des Mazades
M B BUS 29 Barrière de Paris BUS 27 Mazades

HYGIENE LAUNDRY

LE CAMION DOUCHE

Closed from Dec. 24th to March 10th, 2027

Truck with showers and free hygiene kits
06 37 31 45 17
lecamiondouche@gmail.com

- **For men/women:**
  Wednesdays 6.45pm-8.30pm
  Maison de la Pétanque
  42 av. Frédéric Estèbe M B Minimes
  Dimanche 9h-13h, Quai des Savoirs
  allée Jules Guesde M B T T1 T2 Palais de Justice
- **For women only:**
  Saturday 9am-12pm
  in font of the children playground
  M A BUS 13 14 31 45 66 Saint Cyprien
  2nd & 4th Mondays of the month 11:30am-2pm
  Avenue François Collignon, in the parking lot across from Carrefour City
  BUS 15 27 Passerelle, Raisin

DOUCHES MUNICIPALES BONNEFOY **

Free showers for men/women.

Tues. - Fri. 8:30am-3:15pm, Sat. 8:30am-2:45pm
Laundromat (once per person per week). Distribution of hygiene kits. Laundromat access upon referral from a social worker at l'Espace social du Grand Ramier (see *Reception and Orientation* section, p.12) or through the PAIO.
Tues.-Fri. 8:30am-1:15pm. Sat. 8:30am-2:45pm
05 61 22 24 22
13 rue du Docteur Paul-Pujos
M A Marengo SNCF - BUS L9 39 Arago

ACCUEIL SANTÉ SOCIAL - CROIX-ROUGE **

Shower and sanitary facilities for men/women and children. Hygiene kits and towels available. Hot drinks available. Healthcare providers (doctor, pharmacist or nurse - see «Health» section) are sometimes on site. Mon-Fri 8:30-11:30am
09 84 42 73 98
Hôpital La Grave, Place Lange
M A Saint Cyprien

BOUTIQUE SOLIDARITÉ - ARPADE **

Pay-what-you-can showers Mon to Fri 9-11:30am
Laundromat (pay what you can) once every 2 weeks. Sign-up in person.
06 99 11 40 49
48 rue Michel Ange
BUS 39 Lapujade

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CLOTHING

CROIX-ROUGE (RED CROSS) **

Clothing distribution for those receiving food distributions. Clothes and hygiene kits (according to stocks). Possibility to request food support by email.
Tuesday, Thurs. and Saturday 9:30am-12pm,
05 61 99 24 69
aeo-accompagnement.toulouse@croix-rouge.fr
20 rue Raymond IV
M B Jeanne d'Arc

SECOURS POPULAIRE **

- *Free clothes available for homeless people. Sleeping bags, blankets, hygiene kits, breakfast...*

Mondays 9:15-11am

- Store with joint participation fee.
  Monday-Friday except Wed. 2:15-4:45pm
  05 34 40 34 40
  84 boulevard Silvio Trentin
  M B Barrière de Paris

REFLET 31 **

Closed from Dec 24th to Jan. 4th
Professional clothes available for job-searchers.
Individual reception by appointment from Tues. to Thursd. 9am-5pm
05 61 47 21 78
contact@reflet31.com
19 rue Marc Arcis
M B Minimes

LES FRIPOUILLES **

Closed from Dec. 21st to Jan. 3rd
Cheap community shop with boxes of free items. Nursery/childcare items (baby bottles, household linen), stuffed animals and toys.
Mon. to Sat. 10am-6pm (except Wed. - closed at 1pm)
07 66 72 05 55.
3 rue Adolphe Coll M A Saint Cyprien

SOLIDARITÉ MIGRANTS PATTE D'OIE

Closed Nov. 11th and from Dec. 19th to Jan. 4th
Free clothing for asylum seekers, those who have been refused status, or undocumented migrants. Clothes (men/women/baby), shoes, blankets, household linen, bags...
Tuesdays, Wednesdays, Thursdays 9:30-11:30am
05 36 89 64 87
Paroisse Sacré Cœur - 2 place de la Patte d'Oie
M A Patte d'Oie

LA ROULOTTE SOLIDAIRE

*Free clothes available for men/women, **for homeless people**.*
Outlets to charge your phone and help with administrative procedures possible. Free and no appointment needed. Distribution of sleeping bags, backpacks, and tents. Sign up in person.
Mon., Wed., and Fri. 10am-12:45pm
Volunteers speak several languages
07 71 84 18 69
laroulottesolidaire@gmail.com
11 rue Charles Laganne
BUS 14 T T1 T2 Fer-à-cheval

TOULOUSE OUVERTURE 7 (TO7)

Closed Nov. 11th and from Dec. 24th to Jan. 3rd
Free clothing available.
Mon, Tues, Wed, 9am-12pm, 2-4:30pm, Thursday 9-11:30am.
05 61 44 27 74
4 bis cheminement Robert Cambert
M A Reynerie BUS 14 Le Lac Reynerie

EQUIPE SAINT VINCENT **

Closed from Dec. 19th to Jan. 3rd
Free clothes for men/women/children. No registration or appointment necessary.
Wednesday 10am-12pm and 2-4pm, Thursday 1:30-4pm
2 rue du Docteur Hervé
T T1 T2 Cartoucherie BUS 66 Ducis

LE GRENIER D'ESPOIR

Cheap clothing and storage.
Mondays 10am-5pm
05 61 14 76 76 16 chemin de Fages
M B Saouzelong - BUS 27 Fages

CAISSE DES ÉCOLES - CITÉ DE L'ALLIANCE ÉDUCATIVE

For back-to-school: School supplies, backpacks, clothings and new shoes, potentially school insurance for children in pre-school or elemntary school in Toulouse. In springtime: kit Beaux Jours (Sunny weather kit : bag, swimsuit, swimcap, goggles, towel) for the pool. Ask for the forms to complete at your child's school or from your social assistant and provide documents (proof of resources, domiciliation/rental receipts or attestation of accommodation...).
The application can be sent by mail or email to:
cde-toulouse@wanadoo.fr Once it is processed, distribution is by appointment
05 61 25 99 14.
4 cheminement Jean François Lesueur
M A Reynerie BUS 14 Kiev - Cité du Parc

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LEARN FRENCH, DIGITAL SKILLS

△ *FRENCH AS A FOREIGN LANGUAGE (FLE) CLASSES*
▲ *LITERACY*
⧉ *DIGITAL WORKSHOPS*

⚠ Places marked in **RED** are closed during school holidays: ***from Oct. 19th to Nov. 2nd and from Dec. 19th to Jan. 4th.*** Places marked with two ** are closed on public holidays: ***Nov. 1st and 11th, Dec.25th and Jan 1st.***

△ ▲ KARIBU

Free application to learn French for English, Arabic, Pashto, Dari or Ukranian speakers. For daily life, job-search and entering understaffed sectors. If you already have the app, you can uninstall and reinstall it to have new content.

△ ▲ ASSOCIATION P.A.R.L.E

€ Membership fee 50€ per year
→ Registration by phone or email
06 69 11 89 82
parle.asso@aol.fr

- **Maison des Associations**
  3 Place Guy Hersant
  M B BUS L4 54 Empalot
- **Maison des Associations Arnaud Bernard**
  3 Rue Escoussières
  M B BUS L1 14 Jeanne d'Arc

△ SECOURS CATHOLIQUE « ESPOIR, ÉDUCATION BONNEFOY » **

French classes for adults and tutoring for children from year «CP» to last year of high school, at the same time.
→ **Registration by phone or email.**
Wednesdays afternoons + second class possible during the week.
06 16 57 17 27
accompagnementscolaire.311@secours-catholique.org
1 place du Chanoine Ravary
M A Jolimont BUS L9 39 Église Bonnefoy

△ SECOURS CATHOLIQUE

Closed from Dec. 19th to Jan. 3rd
Free. All levels. Two classes per week.
→ **Registration** possible during the year for non-beginners in person or by phone
Every day from 10-11:30am (except Mon.) and 2-4pm.
05 34 25 67 40
56 rue de Périole M A Marengo SNCF

DIAPASON

→ **Registration** according to available spots, often after school holidays.
€ Membership fee 11€ per year.
△ ▲ *Levels A1.1 - B1: 2 classes of 2 hours per week*
⧉ *A 2-hour class per week*
registration and schedules on site by appointment.
05 61 40 16 64 - 07 84 70 44 76
7bis rue du Cher M A BUS 13 Bagatelle

△ ▲ LA CASÈLA (SECOURS CATHOLIQUE)

Closed from Dec. 24th to Jan. 1st
→ **Classes start again mid-September.**
Free. *For women only.* All levels.
Tuesdays 2-3:30pm, Fridays 10-11:30am
09 80 49 29 39
6 bis boulevard Maréchal Leclerc
M B Compans BUS 31 63 Barcelone Leclerc

△ ▲ ALPHA MIRAIL **

Priority for those who live in the neighborhood.
Classes twice a week in the morning, alpha A2-B1.
€ Membership fee 10€ (waiting list)
Information and registration through waitlist, by email: alphamirail.code@alliancesetcultures.org
06 18 92 02 07
Centre Social Mirail - 84 rue Aristide Maillol
M A Mirail BUS 14 18 École D'Architecture

ATELIER JAMMES - GAF

Closed from Oct. 5th to 11th, Nov. 7-8th and Dec. 25th
△ ▲ Adults only! Beginner level.
Mondays and Fridays 10am-12pm
05 61 57 95 20
13 rue du Professeur Jammes
M B BUS 15 70 Canal du Midi

△ ▲ ARPEJ 31

→ **Registration** in Sept. for start of classes in Oct.
€ Sliding scale based on family composition, priority for adults with children.
2-3 classes/week. *Literacy to A2 level (level test during registration)*
Mondays, Tuesdays, Thursdays: 9:30-11am, 2-3:30pm ; Wednesdays 9:30-11am
162, rue Henri Desbals
M A BUS 13 Mermoz

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△ *FRENCH AS A FOREIGN LANGUAGE (FLE) CLASSES* ▲ *LITERACY* *DIGITAL WORKSHOPS*

△▲ MAISON DES CHÔMEURS-PARTAGE 31

Closed Nov. 11th & from Dec. 24th to Jan. 3rd

→ **Registration** preferable on site at Faourette

All levels. 2 hours of classes per week.

Tues. 10:30am-12pm, or 2-3:30pm or Thurs. 10-11:30am

- **Partage Faourette**
  partage-faourette@orange.fr
  13 rue de l'Ukraine
  M A BUS 13 Bagatelle
- **Partage Bordelongue**
  05 61 72 56 96
  11 chemin des Martyrs de Bordelongue
  BUS L4 13 Bordelongue

△ SINGA

Free - For women. → **Registration by phone**

Level A1 and A2 : Tues. 10am-12pm ; 2-4pm

07 68 76 62 21

contacttoulouse@singa.fr

Maison des associations 3 place Guy Hersant

M B BUS L5 L9 54 152 Empalot

△▲ LES RESTOS DU CŒUR

Free, for those registered through a Restos du Cœur centre.

- **Casselardit**
  → **Registration** by phone or on site
  Thursdays between 10am-12pm and 2-4pm.
  05 62 87 23 52
  Centre de Casselardit - 268 avenue de Grande-Bretagne
  T T1 T2 BUS L2 45 Cartoucherie
- **Négogousses**
  → **Sign up by phone** during open hours.
  Fridays 9:30am-12pm
  09 83 85 29 35
  63 rue de Négogousses
  M A T T1 BUS L2 L3 14 Arènes
- **Séminaire**
  → **Sign up by phone** during open hours.
  Tues 10-11:30am & 2-3:30pm, Fri 10-11:30am
  05 34 40 16 35
  27 Ch. du Séminaire
  M B Trois Cocus
- **Malepère**
  Fridays 2-4pm
  09 83 98 46 19
  286 route de Revel
  BUS L7 109 Laure Delerot BUS 78 Marcaissonne

LA REBOOTERIE

Membership fee 10€/year, or **free** for people in need.

Contact by email or SMS.

Computer or smartphone self-repair workshop.

Wednesdays 2-6pm

Precise schedule of workshops on:

07 49 70 82 02 contact@larebooterie.fr

29 bis avenue des Mazades

M B Minimes BUS 27 Puget

△▲ LIGUE DE L'ENSEIGNEMENT 31

- **Centre Social Empalot**
  Membership fee 15€ per year,
  → **Registration** in person on site.
  Levels: Literacy through B1
  Mon. 10am-12pm, 2-4:30pm & 6:30-9pm.
  Wed. 6:30pm-8.30pm, Thurs. 2-4:30pm,
  Fri. 10am-12pm
  06 08 25 40 82 38 avenue Jean Moulin
  M B BUS L5 L9 Empalot
- **Espace familles de Blagnac**
  → Free. **On-site registration**
  . *Advice and guidance. Levels: Literacy through B1*
  Reserved for residents of Blagnac. (proof of address/domiciliation)
  05 34 36 45 30
  1 cheminement du Four à briques, Blagnac
  T T1 Odyssud-Ritouret
- **Old centre d'animation at Bagatelle**
  Membership fee 15€/year.
  △ *Level A1/A2 Tues. and Thurs.*
  Sign up by telephone at 06 79 30 25 58
  13 impasse du Bachaga Boualam
  M A BUS 13 Bagatelle

△▲ LE CABRI CSF *Closed Nov. 11th*

Up to 6 hours of classes per week. Regular attendance recommended. Classes end June 12th.

27€ membership fee (20€ for those with limited means) + 7€ per trimester.

→ **Registration by telephone (SMS and WhatsApp):**

06 89 82 67 05

- **Centre social Jolimont**
  11 avenue de l'Observatoire
  M A BUS 37 Jolimont
- **Local Le Cabri**
  10 rue de Chambéry
  BUS 39 Roubichou BUS 19 Église St-André
- **Centre social Soupetard** (Thursdays)
  12 rue Charles Garnier
  BUS L12 Surcouf BUS 51 Belloc cité

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△ RÉSEAU TOULOUSAIN EN SOUTIEN AUX ÉXILÉ·E·S ET RÉFUGIÉ·E·S (RETSER)

→ **Classes resume in October.**
All levels Free and **without registration.**
Classes at Bagatelle and St-Michel.
Agenda available on:
Réseau Toulousain en Soutien aux Exilé.es et Réfugié.es, retser31
Or by email: retser31@gmail.com

CENTRE SOCIAL POLYGONE

Membership fee: 10€/year.
△ also French workshops. Register in person
Every day : 9am-12:30pm (except Tues.) and 2-6pm (except Fri.) 05 61 41 29 90

- **Centre social Polygone :**
  18 rue Vincent Scotto
  Patte d'oie 45 Turenne

CENTRE SOCIAL BAGATELLE

Membership fee 10€/year.
△ ▲ *Levels: literacy to A2.*
→ **Registration** and placement test by appointment
Sociolinguistic French workshops (2hrs/week - hours during the daytime, on weekdays).
Vacation hours Oct. 19th to 30th: 9am-12pm and 1:30-5pm. Closed Tues. mornings and Fri. afternoons.
Several levels, sign up in person
centresocial.bagatelle@assqot.com
117 rue Henri Desbals A 13 Bagatelle

△ ▲ MILLE MOTS TOULOUSE

Literacy, A1-B2, exam preparation
3€-5€/h according to level + 3€ yearly fee
Thurs. and Fri. : 2-4pm and 4:30-6pm
→ **Registration by email or phone all year**
millemotstoulouse@gmail.com
06 67 13 05 90 B Borderouge

AVENIR - NOUVELLE MAISON DES CHÔMEURS

Membership fee 20€ (5€ if you're unemployed)
△ *1 class per week, levels A1 to B2.*
→ **Registration by phone, email, or in-person.**
Level A2 required.
Tues. to Fri. 9am-12pm and 2-5pm
→ **Registration in person**
Mon. to Fri., 9am-12pm and 2-5pm
05 34 31 33 11
avenir.toulouse@outlook.fr
115 rue Bonnat B 44 Saouzelong

△ ▲ SOLIDARITÉ MIGRANTS PATTE D'OIE

Closed Nov. 11th and from Dec. 19th to Jan. 4th
Free classes. *Reserved for asylum seekers, with récépissé. No diplomas.*
2 classes (1.5 hours each) per week.
→ **Registration in person** from Mon.-Wed. 9:30am-12:30pm and 2-5pm and Thurs. and Fri. 9:30am-12:30pm
05 36 89 64 87
migrants.pattedoie@gmail.com
2 place de la Patte d'Oie A Patte d'Oie

TOULOUSE OUVERTURE 7 (TO7)

Closed Nov. 11th & from Dec. 24th to Jan. 3rd
Computer literacy classes Thursday 9:30 - 11:30am
→ **registration** by phone and in-person
05 61 44 27 74
4 bis Cheminement Robert Cambert
A Reynerie - 14 Le Lac Reynerie

CULTURAL SPACES

BIBLIOTHEQUES MUNICIPALES

Space of unconditional welcome. Books, computers, games, instruments... available
https://bibliotheque.toulouse.fr
Media-library centre: José Cabanis
Tues., Wed., Sat.,: 10am-7pm Thurs., Fri. 2-7pm. Sun. 2-6pm
1 Allée Jacques Chaban-Delmas
A Marengo SNCF

L'ESCABEL

Community cafe. Free activities and events: concerts, board games, debates, creative workshops for adults and children...
Schedule on the website :
06 51 98 20 04
lescabel.cafe@gmail.com
36 rue Gatien Arnoult
B L1 L9 45 Jeanne d'Arc

LE KIOSK (À LA CHAPELLE)

Bookshop Free and open-access
Mon and Thurs 6-8pm
05 61 12 37 55
contact@atelierideal.lautre.net
36 rue Danielle Casanova B Canal du Midi

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ACTIVITIES

DEPENDING ON ACTIVITIES (check by phone or email)

BIEN-ÊTRE LIBERTÉ SOLIDARITÉ (BLS 31)

Community mixed sports club.
Free access possible.
Register by email or Whatsapp.
contact@bls31.org

- **7-a-side football - Mixed**
  Tues. and Friday 8-10pm Amouroux stadium
  4 rue William et Catherine Booth
  M A Argoulets
  Saturday 11h-13h
  Bazacle gym BUS L1 45 Amidonniers
- **Football and futsal with selective mixing: cisgender women, trans and/or non-binary people**
  Outdoor football (soccer) : Mondays 8-10pm (except in case of bad weather)
  Futsal : Friday 4-6pm / Saturday 2-4pm
  Bazacle site, impasse des Ramiers des Catalans
  BUS 14 45 Amidonniers
  06 12 78 02 41
  blsmixitechoisie@proton.me
- **Boxing**
  Monday 8-10pm and Thursday 6-8pm (mixed),
  Monday 6-8pm (selective mixed space, without cis men)
  Same address (Bazacle)
- **Hiking, pétanque, chess, and basketball:** sign up via email or

RÉSEAU TOULOUSAIN EN SOUTIEN AUX EXILÉ·E·S ET RÉFUGIÉ·E·S (RETSER)

Cultural and sports activities open to all (dance, singing, music), shared meals, karaoke evenings...
Agenda available on:
Réseau Toulousain en Soutien aux Exilé.es et Réfugié.es retser31
Or by email: retser31@gmail.com`

AVENIR - NOUVELLE MAISON DES CHÔMEURS **

Art workshops and cultural events.
Outings (cinema, museum, theatre...) at reduced prices. Membership fee of 20 € (5 € for those who are unemployed + prices of the activities. → Register in person.
Mon. - Fri. 9am-12pm and 2-5pm
05 34 31 33 11
avenir.culture31@gmail.com
115 rue Bonnat M B BUS 44 Saouzelong

CENTRE SOCIAL BAGATELLE

Hands-on/physical workshops and cultural outings for families (0 to 5€)
Free breakfast Wed. morning.
10€ yearly membership. Register in person.
Vacation hours from Oct. 19th to Oct. 30th : 9am-12pm and 1:30-5pm. Closed Tues. mornings and Fri. afternoons.
Monday to Friday 8:30am-12am and 1:30pm-6pm (except 5pm on Wednesdays). Closed Tuesday mornings and Friday afternoons
Programme sur bit.ly/ASSQOT
05 67 77 44 42
117 rue Henri Desbals
M A BUS 13 Bagatelle

LA BRIC

Touch or tackle rugby practices (every other week). Mixed and anti-fascist.
Newcomers welcome the 1st Sunday of the month at 3pm. Registration by email, FB or Instagram
bourrassol.rugby@gmail.com
https://www.facebook.com/BRIC - Bourrassol Rugby International Club)/
@bric.bourrassol
Parc de Bourassol, impasse Pouvillon (touch or tackle)
M A Patte d'oie
Maison du rugby des Argoulets (tackle)
M A Argoulets

SINGA

Activities to connect and share moments of friendly exchange. Cultural outings, art workshops, hikes...

- **Blabla meetings:** Discussion times open to all
  Last Wednesday of the month: 6:30 pm-8pm
  Community café Escabel
  M B Jeanne d'Arc / Compans
  The first Thurs. of each month, call for hours
  Université Jean Jaurès / Foyer le moulin
  M A Mirail Université
- **Literature workshop:**
  Second Wed. of the month: 6-8pm, upon registration
  Community café Escabel
  M B Jeanne d'Arc / Compans
- **Guided visits** of Toulouse once a trimester

@singa_toulouse
SINGAToulouse
→ *Information on the group or by newsletter.*
07 68 76 62 21
contacttoulouse@singa.fr

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⚠ Places marked in **RED** are closed during school holidays: ***from Oct. 19th to Nov. 2nd and from Dec. 19th to Jan. 4th.*** Places marked with two ** are closed on public holidays: ***Nov. 1st and 11th, Dec.25th and Jan 1st.***

ATELIERS JAMMES - GAF **

Closed from Oct. 5th-11th, from Nov. 7th-8th

Adults only! *Various workshops: gym, art, music, boxing, women's boxing, wrestling, weight training, cooking, writing, drums, theater, climbing...*
€ Membership fee 8€ per month + 6€/year insurance (can be discussed according to your situation).
Mon. to Sat. 8:30am-5pm (except Thurs.) and Sundays 8:30am-11:30pm
05 61 57 95 20
jammesateliers@gmail.com
13 rue du professeur Jammes
M B Canal du Midi ou Minimes

BOUTIQUE SOLIDARITÉ - ARPADE **

Adults only. *Various workshops (sports, cultural, other). Pay-what-you-can.*
Sign up in person at reception Mon. to Fri. 9am-12pm. Workshop schedule by phone, email, or Facebook:
06 99 11 40 49
BoutiqueSolidariteToulouse
cpva.boutique@arpade.org
48 rue Michel Ange BUS 39 Lapujade

TOULOUSE OUVERTURE 7 (TO7)

Closed Nov 11th & from Dec. 24th to Jan. 3rd

- **Mealtime debates** (art, science, politics...).

€ 2 to 5€.
Thurs. at 12pm. Sign up before 12pm Wed. by phone or email

- **« Artelier » : introduction to art**

Tues. or Wed. Schedule by phone or email.
05 61 44 27 74
to7@to7.org
4 bis cheminement Robert Cambert
M A Reynerie BUS 14 Le Lac Reynerie

CENTRE SOCIAL RAYMOND IV

Activities for children and adults, with membership. Game library for kids under 8. Homework help for kids in primary, middle school or high school. Workshops and fellowship for adults. Family workshops and outings. € *Membership fee 20€ / year (can be discussed according to your situation)*
→ **Registration in person** on Tues, Wed, Thurs 9:30am-12pm - 2-6pm. Fri 9:30am-12pm.
https://is.gd/CentreRaylV
4 rue de l'Orient
M B BUS L1 L9 Jeanne d'Arc

MAISON DES CHÔMEURS - PARTAGE 31 **

Closed from Dec. 24th to Jan. 3rd

Various workshops: drawing, cooking, senior sports, sewing, board games. Theatre, festive and cultural events. Cinema the 3rd Thursday of the month at 2pm (1€). Family day-outings (4€ max).

- **Partage Faourette**
  Breakfast Tues. mornings
  Shared meal for 2€ Thursday at 12:30pm
  05 34 56 33 86
  13 rue de l'Ukraine
  M A BUS 13 Bagatelle
- **Partage Bordelongue**
  Breakfast Wed. mornings
  Shared meal for 2€ Tuesday at 12:30pm
  Meal for 7.50€ at the tea room «La Toguna» - Fridays at 12:30pm
  Women's space (place of exchange and goal setting) Fri. 2:30-4:30pm
  05 61 72 56 96
  11 chemin des Martyrs de Bordelongue
  BUS L4 13 Bordelongue
- **Partage Pradettes**
  Mon. 2-6pm, Tues. 9:30am-12:30pm & 2-7:30pm, Wed. & Thurs. 2-5pm & Fri. 9:30am-12:30pm & 2-5pm
  05 82 08 37 89 or 06 58 20 97 24
  12 chemin des Pradettes
  BUS 18 46 87 Passerieu / Pradettes

CENTRE SOCIAL POLYGONE **

Cultural activities, outings, and group projects.
€ Membership fee: 10€/year.
→ Registration at the Polygone location
05 61 41 29 90
centresocial.polygone@assqot.com
18 rue Vincent Scotto
M A Patte d'Oie
BUS 45 Turenne 66 Barrière de Bayonne

SPORT INTERNATIONAL SOLIDAIRE (SPORTIS)

Intercultural sports activities in Toulouse and various sport-based trips to the countryside all year long
https://sport-is.org/actions-en-france/sport-terre-daccueil-2

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SOCIAL RIGHTS

WHAT ARE MY RIGHTS?

→ In France, **people without a residence permit, also called "undocumented migrants" or "without legal status" have the right:**

- to get help with administrative procedures (see below "Who can help me?"),
- to healthcare (page 37),
- to have a registered postal address to receive mail (*domiciliation*, page 30),
- to emergency accommodation (page 31),
- to have access to financial support,
- to go to university or attend training programs (pages 42-43)...

→ **People with residence permits («with legal status»)** have rights that depend on their administrative status:

- **Asylum application:** Access to your rights depends on certain conditions and stops at the end of the asylum application procedure (for housing and financial assistance see page 32, for work see page 38, for CSS health insurance see page 37).
- **Refugees:** Social rights are almost the same as for French people (page 30, 35, 39).
- **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 58) or to leave the country.

WHO CAN HELP ME?

A social worker

You can get support from a social worker even if you don't have legal status. According to your situation and your needs, you may have to go to several places.

To get an appointment :

- **PAIO** for homeless people (page 10)
- The closest Maison des Solidarités (MDS) to where you live.
  MDS addresses are online :
  https://bit.ly/MDS-HG
- The Centre communal d'action sociale (**Communal centre for social action**, CCAS) in Toulouse, for isolated people who benefit from RSA.

Food and financial aid are available under certain conditions – ask a social worker.

Public writers

Help you write your official documents (administrative documents, filling in forms; writing letters or emails,filling out cheques, helping with online procedures). Some organisations offer this service for free: find out more at your local community centre or library.

TO HAVE A MAILBOX : DOMICILIATION

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

For asylum seekers

When you apply for asylum in Toulouse, you can have a registered postal address (*domiciliation*):

- At the SPADA (CVH)
  28 rue Théron de Montaugé
  Ⓜ A Balma-Gramont
- At your housing centre indicated by the OFIII

For refugees

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

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For other situations

If you are undocumented or under special circumstances and you do not have an address, you can ask for domiciliation at:

• The Croix-Rouge
Closed Nov. 11th and Dec 25th.
Domiciliation for people without stable housing, **except for asylum seekers or people who are eligible for RSA**.
Make an appointment in person Monday - Friday 9:45am - 12pm.
05 61 55 47 42 (call between 1:30 and 4pm)
domiciliation-ul.toulouse@croix-rouge.fr
10 avenue du Grand-Ramier
T1 T2 Île du Ramier
M B Palais de Justice

• At the CCAS
Registered mailing address service at the CCAS. If you receive RSA or could potentially be eligible for it (couple, or single person).
Centre Communal d'Action Social (CCAS) :
2bis rue de Belfort
M A Marengo SNCF - M A Jean Jaurès
Make an appointment to receive a registered mailing address, and mail collection at the reception desk Monday to Friday: from 9am-12:30pm and from 1:30-4pm. (Thursdays from 10am)
Secretarial reception / domiciliation:
05 67 72 85 69 / 05 67 72 85 70

ACCOMMODATION

Accommodation is an unconditional social right, you can ask for housing even if you are undocumented.

For anyone without shelter : 115

You can call 115 24 hours a day, but the wait on the phone can last 2 hours or more. Specify if you are in a fragile situation (children, isolated woman, illness...).
You can **apply for SIAO** with a social worker (MDS or CCAS, pages 30-31). The application must be confirmed every two months.
The number of beds is insufficient, and it is rare to get a place. We advise you to keep calling 115 until they pick up the phone, several times a week. The more times 115 has you on the phone, the better your chances of finding accommodation. Calls picked up are important for other procedures. To get a record of your 115 calls, go to the PAIO (see page 10)

If it is very cold and you must sleep outside, some places remain open at night, and it is possible, especially in winter, to take refuge there: the emergency hall of the Paule de Viguier maternity hospital and the Purpan hospital.

If you have legal immigration status (in case the police come by): at the Matabiau train station (closed for a few hours per night) and at the Toulouse-Blagnac airport (the doors are closed between 11pm and 4am but you may be able to stay inside during the winter).

You still don't have an accommodation?

If you have applied through the SIAO and been calling the 115 for a while and you are still not housed: you can make an appeal for accommodation through the DAHO (*Droit À l'Hébergement Opposable*).

Need help?

DAL31
Closed from Oct. 26th to Nov. 1st, Nov. 11th, and from Dec. 28th to Jan. 3rd.
Organisation fighting for housing rights which accompanies homeless and poorly housed people.

Walk-in assistance:

Tuesday 10am-12pm at the association Partage
13 rue de l'Ukraine
M A Bagatelle

Tuesdays 5:30pm at the CASC
10 bis rue du Colonel Driant
M B Empalot

Wed. 5:30pm at the Utopia Borderouge cinema
59 Avenue Maurice Bourges-Maunoury
M B Borderouge
dal@daltoulouse.org
06 56 82 73 08
(send a text message or leave a voice message)

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SECOURS CATHOLIQUE

Help with a DALO appeal.

To make an appointment, call Mon. - Fri. from 9am-12pm and 2-5pm and leave a message to be called back.

05 34 25 67 40

56 rue de Périole

Marengo SNCF

Accommodation for unaccompanied minors

- **If you are recognised as an unaccompanied minor,** you will receive support from the Aide Sociale à l'Enfance (ASE): you will be housed (in a shelter or an apartment, or in some rare case in a foster family).
- **f your minority has been refused and you appeal in juvenile court** (about 6 months)**: The situation in Toulouse is very difficult**. Many young people sleep in squats. You can get help from organisations (see page 15).

MATERIAL RECEPTION CONDITIONS (CMA)

This information will be updated in the next edition.

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This information will be updated in the next edition.

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HOUSING

Social housing is available 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.

Social housing is long-term housing with cheaper rents than normal, and with easier access conditions.

⚠ People with only a receipt (récépissé) for their first application for a residence permit cannot have social housing (except people who have been recognized as refugees or with subsidiary protection or the members of their families). You must already have a residence permit or a receipt for the renewal of your residence permit.

To apply for social housing, you must fill out a form (in French):
• online at 💻 https://www.demandelogement31.fr
• in the city hall (*mairie* or *hôtel de ville*)
• with a social landlord

You can apply for yourself and your family members (spouse, partner and child(ren), grandparent, parent, grandchild, brother or sister) if they also are legal residents in France.

⚠ **Be sure to update your application as soon as your situation changes** (family, financial situation, etc.) and to renew your application every year. To apply, you can ask for help from a social support organisation (page 10) or a social worker.

You haven't managed to get social housing?

You can appeal to be recognized as prioritary to obtain housing through the DALO procedure (the *Enforceable Right to Housing*). Ask for help from an organisation (page 34) to do so or if it takes too long to get an answer: **the prefecture has 3 months to process your application**. If the answer is positive, they have another 6 months to actually propose housing.

To make this DALO request, you must **wait 36 months** (3 years) after your request for social housing. **You don't have to wait this long if you find yourself in a situation of inadequate housing (e.g.: without accommodation, accomodated, threatened with eviction, unfit for habitation, over-occupation with minors, accommodation not adapted for disabled people).**

The DALO Mediation Commission has 3 months to process your application. If the answer is positive, they have the prefecture has another 6 months to actually propose housing. After this deadline, you can take your case to the administrative court to have the prefecture condemned. You can also ask the prefecture and then the court to compensate you for the damage caused by the lack of suitable accommodation. Contact a lawyer (pages 15-16).

→ Romeurope's practical information sheet on access to social housing and the Droit au Logement Opposable (DALO):
💻 https://is.gd/logement_Dalo

→ Information sheet "Take action when facing deportation" explaining rights and best practices when facing a deportation procedure as well as possibilities for appeals:
💻 https://is.gd/Expulsion

FINANCIAL SUPPORT

*An **allowance** is a sum of money given by the government under certain conditions.*
The amount depends on your administrative status, your age, your family situation, your housing…

⚠ **For asylum seekers: see ADA** (page 32).

The RSA (Revenu de Solidarité Active)

It can be requested from the CAF (Caisse d'allocations familiales), on the website 💻 www.caf.fr, if you meet all of these conditions:

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- You're a foreign national and have had legal residence for at least 5 years with a valid residence permit allowing you to work OR you are a refugee, stateless or have subsidiary protection.
- You are over 25 years old OR under 25 with at least one dependent child, born or unborn.
- You have no or low income.
- You have permanent and stable residency in France.

If you are an asylum seeker, you can apply for RSA, but it will only be given to you if you are granted asylum. If you are, contact the CAF as soon as possible with your RSA application number, and you will receive the allowance for every month dating back to the day of your application. It is therefore advised to apply as early as possible.

Other allowances

Other allowances may be available depending on your family, work or housing conditions. A social worker can help you with these procedures (page 30).

ACCESS TO HEALTHCARE

Healthcare

If you don't have healthcare coverage such as the AME (*Aide Médicale d'Etat – State Health Care*) 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 18). There you will be taken care of by doctors and social workers and you can be provided with free medication.
- Go to the **CASO de Médecins du Monde**
Closed Nov. 11th
and from Dec. 23rd to Jan. 3rd.
Information about accessing healthcare
Monday, Wednesday and Friday 9:15-11:30 am without appointment (be there early).
Interpretation possible.
5 boulevard de Bonrepos Ⓜ A Marengo SNCF
- Go see **a doctor or a nurse** (page 18).
- **In case of a life-threatening emergency**, call the number **15 (SAMU) or send a text message to the number 114 (if you must communicate by text)** or go to the nearest hospital with an Emergency Room **('Urgences').**

Be careful: treatment will not be free and you will receive a bill (risking going into debt). If you have been in France for over 3 months, ask the hospital's social worker to help you apply for the AME or CSS in case of emergency (DSUV application). If your medical situation is life-threatening, exceptional reimbursements for care can be arranged.

Universal Health Protection (CSS)

→ People with a residence permit

If you **have been in France for at least 3 months and have a residence permit** (asylum application or certificate of asylum application (récépissé), residence permit), you can benefit from the Protection Universelle Maladie (PUMa) and the Complémentaire Santé Solidaire (CSS). The coverage will pay for all of your medical and hospital expenses for you, your spouse and your children. You may have to pay in advance, but you will get your money back afterwards.

AME State Medical Aid (AME)

→ People without legal immigration status

The AME covers 100% of any medical and hospital costs, up to the limit of the Sécurité Sociale rates. You don't need to pay in advance, except for certain medications

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 and print it** or pick it up at one of the reception points of the Caisse Primaire d'Assurance Maladie (CPAM).
- **Drop off your AME form at a CPAM reception point.**

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• 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 Haute-Garonne/Toulouse reception points:
- Downtown: 3 boulevard du Professeur Léopold Escande (M) B François Verdier
- Bagatelle: 33 rue du Lot (BUS) 13 Bagatelle
- Oncopole : 5 rue Irène Joliot-Curie (BUS) L5 25 Oncopole Courrière

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 DE HAUTE-GARONNE
31093 Toulouse Cedex 9

To apply for the CSS and AME

You can ask for help:
• at the CPAM reception point, by booking an appointment from your ameli.fr account or by calling **36 46**
• at the hospital's social service department (page 18)
• organisations (page 10) or day centres (page 13)

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.

Committee For Exiled People's Health (COMEDE) telephone service

Medical and psychological help from doctors by phone. Interpreters available in all languages.

• **Questions about healthcare needs or consultations.** Support and information about medical care, prevention, mental health check-ups, and medical-legal aspects of foreigners' rights.
Monday, Tuesday 2:30-5:30pm, Thursday 9:30am-12:30pm
01 45 21 38 93

• **Information about healthcare access** (health insurance, CSS and AME)**, right to residency for medical reason, social benefits related to foreigners' state of health** (CAF, France Travail, AAH...)**.**
Monday 9:30am-12:30pm and 2:30-5:30pm, Friday 9:30am-12:30pm
01 45 21 63 12

Case de santé Healthcare Rights Department telephone service

• Questions about accessing health incsurance and right to residency for medical reasons
05 61 23 62 35
(Phone assistance) Mon., Wed., Thurs., Fri. 2-5pm and Tues. 10am-12pm



ACCESS TO WORK

In France, to have the right to work, you must have a residence permit OR a certificate of asylum application with a work authorization.

To find work, businesses often ask for a CV (curriculum vitae or résumé). To receive help making one, see "Help with procedures" section, page 10.

For asylum seekers

If you applied for asylum **more than 6 months ago** and the OFPRA still hasn't given its decision, you can a**pply for a work permit**. This complicated procedure does not always work, even with the support of your employer. Your employer must request a work permit on the website:
https://bit.ly/AutorTrav
He must provide all supporting documents required.
If the permit is refused: go to a legal support non-profit (pages 15-16).

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⚠ **The work permit is valid only:**
• **For the job you requested the permit for.** If you want to change jobs, a new application for authorisation must be made.
• **For as long as your asylum application certificate** (*récépissé*) **is valid.** You must renew your permit each time you renew your asylum application certificate until the OFPRA's decision.
At the end of your contract or if you are laid off or fired, you have the right to register with Pôle Emploi and to benefit from professional training.

For refugees

If asylum is granted (refugee status, subsidiary protection or stateless status) you can legally work in France without any conditions.

For young people

• **Missions locales :**
Provide personalised professional and social support for youth from ages 16 to 25 recognised as minors, asylum seekers, beneficiaries of subsidiary protection or refugees, **not attending school**.
Open from Tuesday to Friday, 1:30-5:00pm. No need for an appointment.
Find your Mission Locale on the website:
https://www.mltoulouse.org/trouvez-votre-antenne

• **Services civiques :**
Until you turn 26, if you have the right to work, it is possible to do a *service civique* (6 months to 1 year), paid between 580 and 690€ per month.
https://bit.ly/ServCivic

For legal residents

Most residence permits allow you to work (e.g. "Vie privée et familiale" cards), except for in some public-sector jobs. A few residence permits only give limited employment rights: residence permits marked "salarié" or "travailleur temporaire" are limited to certain, specific jobs during the first few years, and "étudiant" permits limit hours worked to 60% of a full-time job.

For people with a récépissé

If you are allowed to work, it will be written on the récépissé.

For récépissés for the first residence card (art R.431-14), some allow you work (for example, for parents or spouses of French nationals).

For renewal récépissés: you are authorized to work as soon as the residence permit in question entitles you to do so.

For people who are undocumented: you don't have a work permit

If you don't have legal status or you have a residence permit without the right to work, employers don't have the legal right to hire you (article L8251- 1 of the French Labour Code — *Code du Travail*).

However, if you do work for someone, then:

• **you cannot be sued** for this reason: employers can be sued, not workers.

• your employer must respect the rules of the French labour code! **You have the same rights as any other legally hired employee** (L8252-2 of the Labour Code), right to an employment contract (CDD, CDI, Interim, CESU...), right to payment for all the hours you worked, right to pay slips, right to health and safety, right to holidays, right to severance pay (a sum of money paid when a contract is ended)...

• **you can defend these rights** through collective action (right to strike) or legal action (at the Conseil des Prudhommes).

⚠ Be aware that if you have a residence permit and are receiving government assistance, working without a work permit may result in the cancellation of this assistance and/or a requirement to repay in full the aid you received.
It is also strongly recommended NOT to use a fake ID. The use of someone else's ID card

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for work purposes may be tolerated by the authorities when you submit an application for regularization through work.

To find out more and stand up for your rights, contact a union in your company or city (for example, 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 organisations. However, your status does not allow you to benefit from unemployment benefits. You cannot receive daily *Sécurité Sociale* benefits either, except in one case: if you are the victim of an accident at work (ministerial *circulaire ministérielle* 95-11, 17/2/1995).

Regularisation through work

The "Retailleau circulaire" from January 2025 has replaced the "Valls circulaire" that had been in place since 2012. Regularisation of one's status through work is still possible via "métiers en tension", positions in fields that have difficulty recruiting workers. The list of these positions was updated in May of 2025.

To regularise your situation through a métier en tension (L435-4), you must meet several conditions regarding time spent in France and in the position you work in:

- three years of presence in France(years spent under an asylum claim or student residency permit do not count)
- must work at least 12 out of the last 24 months

It is no longer necessary for the employer to do a « demande d'autorisation d'embauche d'un salarié étranger » on their side.

A promise of employment is not enough for regularisation through work. In the absence of proof of employment (such as pay slips), it is usually necessary to rely on personal and family circumstances for regularisation.

⚠ This procedure is still a case of request for exceptional right to stay and not a procedure guaranteeing the right to stay if the conditions are met.

To get support with the procedures and with your employer, go to a legal support session (pages 15-16) or a union for advice.
Regularisations through work outside of understaffed sectors (L.435-1) may still be possible but likely in more rare cases.

COLLECTIF MIGRANT·E·S CGT 31

For undocumented people and requests for regularisation (legal immigration status) through work.
No appointment Monday. 3-6:30pm.
05 61 21 53 75
collectifimmigrationcgt31@laposte.net
19 place Saint-Sernin
Ⓜ B Jeanne d'Arc

OPENING A BANK ACCOUNT

You can open a **Livret A** at **La Banque Postale in post offices**. It's a savings account that allows you to deposit and take out money in cash or by bank transfer. You will then have a bank identity statement (RIB), a document sometimes requested in administrative procedures. An Arabic-speaking advisor is available at the La Banque Postale branch on rue Matabiau Ⓜ B Jeanne d'Arc.
Everyone has the right to open a bank account. If you are an asylum seeker, the organisation managing your accommodation can make an appointment for you. If you are having difficulties, you can ask for help from an organisation (page 10).

To open a Livret A, you need

- to be of legal age (+18 years old)
- an identity document (certificate of asylum application, passport, etc.)
- your certificate of *domiciliation* (registered postal address)
- a 2€ minimum to be deposited in the account on the day you open it.

⚠ The Banque Postale withdrawal card only works at Banque Postale cash machines (ATM).

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SCHOOL ENROLLMENT FOR CHILDREN

From primary school to high school

In France, all children from age 3 to 16 years (starting from *la petite section* in preschool) have the unconditional right to go to school. **School is free** and your children's access cannot be refused, no matter your legal status. If you have any difficulties with this, contact a legal support session (pages 15-16).

To register your child for school, contact the city hall (mairie) closest to where you live. If you are in Toulouse, you can do it on the city website (section "Inscrire son enfant pour la rentrée scolaire" —in French)
https://is.gd/InscripEcole
or at the **Maison Toulouse Services (MTS)** (see page 16)
https://is.gd/MaisonTLS

The Espace social du Grand Ramier hosts someone from Éducation nationale along with someone from the organisation Espoir the first Friday of the month to offer support towards schooling (see page 10), outside of school holiday periods.

ESPACE D'ACCUEIL EANA 31
For the education of non-francophone and newly arrived children aged 6-15.
Reception in person or by phone Mon., Tues., Thurs., and Fri. 9am-12pm and 1:30-4:30pm, Wed. 9am-12pm.
You can ask for an interpreter to be present.
For information, contact the **CASNAV Toulouse** via their website :
https://is.gd/mail_casnav
05 67 52 41 99
primo.arriv@ac-toulouse.fr
58 allée de Bellefontaine 31100 Toulouse
Bellefontaine

RESF - RÉSEAU ÉDUCATION SANS FRONTIÈRES 31
Aid and support with regularisation for undocumented families with children attending school. Encourages relationships with school networks and collectives.
Make an appointment by email :
resf31@abri31.org

ÉCOLE ET NOUS
Help with academic procedures in the Mirail area.
Support with enrollment in school and extracurricular activities.
By appointment, on site or by phone
Mon. 1:30-4pm; Tues. - Thurs. 8:30am-12:30pm and 1:30-4:30pm; Fri. 8:30am-12:30pm
https://ecole-et-nous.weebly.com/agenda.html
05 61 40 49 68
assoecoleetnous@gmail.com
10 cheminement le Tintoret
A 14 Bellefontaine
L4 René Valmy

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UNIVERSITY

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

To apply to a university you must:
• have your baccalaureate
• have a certificate for your French level (B2 for the *Licence*, year L1 to L3, and C1 for the *Master*'s).

Registration procedures depend on the university, the type of training, the level (Bachelor's/Licence or Master's degree) and your status (asylum seeker, refugee, undocumented migrant, etc.)

Fees for international students can be expensive.
• Students seeking asylum don't pay any registration fee.
• Refugee students or students with subsidiary protection do not pay the foreign student fee. They can apply for a scholarship and student accommodation in a university "CROUS" residence.
• Other types of aid exist. Don't hesitate to ask an organisation for advice.

⚠ The French government decided to raise the registration fees for foreign students (2770 € per year for a *Licence* and 3770 € per year for a *Master*'s program). This increase does not concern people who have international protection. Many universities have refused to apply this increase in fees. In Toulouse, universities Toulouse-2 Jean Jaurès and Toulouse-3 Paul Sabatier have refused to apply it.

Start of the 2026-27 academic year
enrollment in Universities
UT1 Capitole, UT2 Jean Jaurès, UT3 Paul Sabatier

• **Licence 1** : all foreign students in France, except for those who have international protection, must complete a **"DAP" application**. If you have international protection, go to the university's DAP desk to find out how to apply.

• **Licence 2 & 3 / Master's 1 & 2** :
go through the website "e-candidat" for each university:

UT1 Capitole
https://bit.ly/InscrUT1

UT2 Jean Jaurès
https://bit.ly/InscrUT2

UT3 Paul Sabatier
https://is.gd/InscripUniTLS3

If you have international protection, the procedure is sometimes different.

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Study French
(at university, to get a certificate...)

DILAMI
Applications are closed for 2026.
Next enrollment in February 2027.
The "Dispositif Langues Accueil Migrant-es" is a university course that allows refugees, asylum seekers and people with subsidiary or temporary protection who want to pursue or resume their studies in higher education to learn French at a sufficient level (baccalaureate or high school diplomas required).
dilami@univ-toulouse.fr
05 61 14 80 23

DEFLE
Application on the site between Jan. and Feb. for a start in Sept..
Département d'Etude du Français Langue Etrangère
French classes at the University of Toulouse 2 Jean-Jaurès from Sept. to July (2 sets of 13 weeks: 400 hours).
Baccalauréat or a secondary school degree required and DELF-DALF or TCF/TEF required for level A2 or higher.
05 61 50 42 38
defle@univ-tlse2.fr
https://is.gd/CandidatDEFLE

RÉSEAU TOULOUSAIN EN SOUTIEN AUX ÉXILÉ·E·S ET RÉFUGIÉ·E·S (RETSER)
One to two times per month. Assistance with registration for university (DILAMI, DEFLE, bachelor, master).
For hours and additional information, email:
retser31@gmail.com
CASC, 10 bis rue du Colonel Driant
Ⓜ B Empalot

Some organisations also offer French lessons (page 25).

Organisations that can help you

More information about going back to school :

Studies in France for migrants and refugees
Facebook group to ask for help and information.
→ Register to access the group

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PROCEDURES

You are a foreigner and you want to stay in France: to obtain the right to live on French territory without risking deportation, you must obtain a residence permit. Several options are possible (asylum request, request for a sick foreigner, exceptional admission or other request for a residence permit). These options depend on your personal situation.

The information in this guide will be useful for you, but it can not replace the advice of a legal expert who can evaluate your specific situation: what worked for someone you know may not work for you. If you need help, go to a legal support session (pages 15-16).



WHAT IS ASYLUM ?

To request asylum *is to ask for a country's protection because you are in danger as you have suffered persecutions or are at risk of persecution, or have been a victim of serious threats in your country due to your religion, nationality, political opinion, race or your belonging to a social group.*

The asylum request procedure evaluates if the French government will offer you protection: refugee status, subsidiary protection.

To get advice from a specialised organisation, see pages 15-16. For more information on the different steps of the asylum request procedure, see page 44 and more.

If you don't have a nationality and can't get one, you can also **apply for statelessness**. This is very rare, so seek advice from a specialized association (see pages 15-16).

REGISTERING YOUR ASYLUM REQUEST

First reception at the SPADA

If you are requesting asylum in France, you must go to a **"Structure du Premier Accueil des Demandeurs d'Asile"** (SPADA). You can start your request in this place.

In Toulouse, the SPADA is managed by the **CVH**:

CVH - SPADA 31
Closed Nov. 11th and Dec. 25th.
To collect mail without an appointment: Monday to Friday 9-11:45am
Reception without appointment: from Mon. - Fri. 9am-12pm and 1-5pm (except Thurs. afternoon)
Telephone helpline Mondays, Wednesdays and Fridays 1-5pm
05 31 26 60 90
spada31@cvh34.com
28 rue Théron de Montaugé
M A Balma-Gramont

If you are with your family (couples, married people, children), the asylum request will include your family: the members of your family living in France must come with you to the SPADA. Those who already have a residence permit must come as well!

If you have any questions, go to a free legal support session (pages 15-16) before going to SPADA.

At the SPADA (CVH), they will:

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

- **Your personal information:** first and last names, age, family situation. Please note that if you have given your fingerprints in another European country with a different identity,

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you must either keep the same identity or explain why you have given a different identity.

- **Your dates of departure** from your country and arrival in France. Warning, if you say that you arrived in France more than 90 days before, you will be placed in a "fast track procedure": this is unfavourable to you and you will not have access to the material conditions of reception (accommodation and financial allowance).
- **The route** you took to get to France. Please note that if you have not given your fingerprints in any European country, it is not in your interest to mention the countries you have crossed in Europe (to avoid being placed in the Dublin procedure).
- **The language** you want to use during your asylum request procedure. It's important to mention your mother tongue, the language in which you're most comfortable. If you speak a little French, it's not in your interest to choose this language, as it will put you at a disadvantage when telling your story, and won't be interpreted as proof of integration.

2. **Enter this information in the computer system** so it can be sent to the prefecture. If you give false information and the OFII realises it (notably giving a different identity), you risk being placed in a "fast track procedure": this is unfavourable to you and you will probably not have access to the accommodation and financial allowance.

3. **Give you a convocation to go to the prefecture's single central reception desk** (GUDA) and record your request for asylum.

4. **Take your picture and give you identity photos** that you can use to obtain your "Pastel card" for public transportation.

The single central reception desk (GUDA) at the prefecture

All the information you need to attend is written on the summons to the single central reception desk: the address of the prefecture, date and time of your appointment.

Make sure to arrive on time! If you are late, they will not receive you. Plan to stay there for at least half a day, or even the whole day. Bring food and drink with you.

PRÉFECTURE DE HAUTE-GARONNE
1 rue Saint-Anne - Ⓜ B François Verdier

At the single central reception desk (GUDA) you will meet agents from:

1. **The prefecture:** they register you as an asylum seeker.

2. **The OFII:** they evaluate your vulnerability during an interview (your accommodation situation and medical problems) and will offer or refuse you the Material Conditions of Reception (financial allowance and possibly accommodation).

Do not lose the documents that the préfecture and the OFII will give you. Take pictures of them, make photocopies, and keep paper or digital copies in several places.

If you want to request a residence permit at the same time as your asylum request: you have 2 months from the date of your visit to the prefecture's single central reception desk to submit your request (extended to 3 months for residence permit for healthcare). After this period, the prefecture may refuse to register your request.

Visit a specialised organisation for more information (pages 15-16).

1. Going to the prefecture's desk (GUDA)

A prefecture agent in charge of registering your asylum request will:

- **take your fingerprints.**
- check that you have not already asked for asylum.
- check that your fingerprints have not already been taken in France or in another country in the European Union.
- give you a procedure guide in your native language
- ask you **which language you want to use** during your procedure (your native language, or another language that you know well enough if your native language is not available). Afterward, it will be very difficult to change the language you want to use, but at any time during your procedure you have the right to speak in French.

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- give you a **certificate of request for asylum (récépissé)**. This certificate indicates the way your asylum request will be examined: **normal procedure, fast-track procedure or Dublin procedure (pages 47-48)**
- give you an **OFPRA file** (except for the Dublin procedure). It is very important to complete this file correctly. **Carefully read the advice on pages 48-51 and ask for help from specialised organisations (pages 15-16).**

⚠ Do not give a friend or host's address to the OFII or the prefecture. Otherwise, you will be considered as being hosted by them and receiving your mail there, and you will not benefit from the additional allowance for a person who is not accommodated. Keep your registered postal address at the SPADA during the whole procedure (page 30) or the address of your accommodation for asylum seekers (CADA).

At the end of your visit, you will receive a login ID and code to access your **personal OFPRA online account:**
https://www.usager.ofpra.gouv.fr/ofpra/user/login
where you will access all information from the OFPRA (summons, interviews, decisions).

It is possible to request a waiver to avoid this digitalised system, especially for people without accommodation (no access to a computer).

2. Go to the OFII desk at GUDA

***The OFII** (Office Français d'Immigration et d'Intégration) is the French Office in charge of Immigration and Integration, responsible for the initial reception conditions of asylum seekers in France during their asylum request.*

An OFII officer will:

- **ask for your date of entry into France**. Please note that if you present yourself to the SPADA more than **90 days after your entry into France**, the OFII may refuse you the Conditions Matérielles d'Accueil (financial allowance and possibly accommodation). If you are obliged to give the date of entry into France (because you entered with a visa or because you have or had a residence permit), explain why you did not apply for asylum immediately.
- **ask you questions about your personal situation**. You should **tell them if you have any special needs** (if you are disabled, pregnant, ill, if you need to see a psychologist, etc.).
- give you a form called: "Offre de prise en charge au titre du dispositif national d'accueil" (Offer of support from the national reception centre). This will allow you **to obtain accommodation and receive a financial allowance (ADA). If you have accommodation from someone you know,, do not mention it. If you have accomodation from the 115, you must tell the OFII.**
  To get this help offered by the OFII you must sign the form and tick the box that says **"Oui j'accepte de bénéficier des conditions matérielles d'accueil"** ("Yes I agree to accept the material reception conditions").

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

***Domiciliation** is a postal address where you can receive your mail. It is not necessarily a home address. It allows the OFPRA and CNDA to send you letters. It can also be used to handle administrative formalities with Social Security, tax authorities, etc. Domiciliation is only valid during the asylum process.*

At the GUDA, the prefecture will give you **an appointment to go back to the SPADA (CVH).** At this appointment, the SPADA will give you **a registered postal address (domiciliation).** It also provides **administrative and legal support:** access to health insurance, reduced transport costs, help writing your story (récit) for the asylum application, access to the OFPRA online portal.

⚠ If the SPADA doesn't provide you with legal support, make an appointment with a legal support organisation (pages 15-16)

⚠ Your registered postal address (domiciliation) should be in the same region as the prefecture handling your asylum claim. If you are sent to an OFII in another region, your registered postal address will be transferred there, even if you refuse accommodation in that region. **Make sure to inform the SPADA if your phone number changes at any point: the OFPRA may use this number to give you an appointment.**

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1. **To know if you have mail to pick up,** visit the website using a QR-code that was given to you when you first set up your domiciliation: https://cvh34-extranet.newmips.cloud/ (don't copy and paste in the search engine (for example, Google), but rather in the search bar used for website addresses).

2. **To pick up your mail:**

SPADA (CVH)
Closed Nov. 11th and Dec. 25th.
28 rue Théron de Montaugé
M A Balma-Gramont
05 31 26 60 90
spada31@cvh34.com
To collect mail without an appointment: Monday to Friday 9-11:45am
Reception without appointment: Tuesdays 1-4:30pm
Reception by appointment, with follow-up: Monday to Friday 9-11:30am and 1-4:30pm (except Thursday afternoons)
Telephone helpline Mondays, Wednesdays and Fridays 1-5pm

ASYLUM PROCEDURES

This information will be updated in the next edition.

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This information will be updated in the next edition.

OFPRA FILE AND INTERVIEW

1. The OFPRA file

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

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

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Through your story, you must convince the OFPRA that you are really **in danger in your country** and that you cannot return there without fearing persecution, torture or death. **You must return your asylum application file to the OFPRA within 21 days of collecting it from the GUDA (prefecture)!**

USEFUL TIP: Take pictures of all your documents with your phone, contact a non-profit organisation to make photocopies of the complete file. It is very important to have a copy of these documents.

How to complete the OFPRA file?

- It must be completed in French,
- It must be signed by the person requesting asylum,
- It must include:
  - 2 passport-size photos in official format
  - a photocopy of the certificate of asylum application (récépissé)
  - a photocopy of your passport, your identity card or any other identification documents you may have
- It must be filled in with your personal information and that of your family: first and last names, date and place of birth… **Be careful to give the right information so that you do not have problems later on in benefitting from family reunification.**
- It must specify the language in which you wish to be heard during the interview.
- It must contain your story in French with all the reasons why you left your country to seek asylum in France.

The written narrative (récit) is the first way to communicate your fears, in context and in detail. It should provide accurate and consistent information. It should include the names of the people and places you are talking about and the dates in your country's calendar. If you have **physical evidence** to support your story and attest to the persecution you have suffered (photos, identity papers, medical examinations, etc.), add copies of these documents to your file.

For your story, the SPADA (CVH) must write it down for a minimum of one hour (at the end of the interview, ask for a copy of the file). If they don't, go to a legal support session (pages 15-16).

The important thing is that your story is sufficiently precise, coherent and free of contradictions in order to be credible and to convince the OFPRA official.

⚠ We do not recommend adding events that you did not experience or paying non-professionals to translate your story, as this may affect the credibility of your asylum claim.

→ **If there are errors in your file or your story, you can send additional elements to the OFPRA by mail before the interview (a letter that explains further, a medical certificate, other proof) OR ask for them to be corrected during the OFPRA oral interview. The oral interview is more important than your letter.**

How and when to send the OFPRA file?

The file must be sent to the OFPRA within 21 days of your visit to the prefecture. It must **be sent by registered mail with acknowledgement of receipt (ask the post office)** to this address:

OFPRA
201 rue Carnot
94136 Fontenay-sous-Bois.

This will allow you to prove that you have sent your file if it is lost. If you decide to submit your file directly to the OFPRA, you will not immediately have proof of filing it.

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

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2. The interview

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

⚠ The OFPRA can also notify you of your summons for the appointment on your online account. Check every week for new information.

You went to the GUDA after May 2, 2022: you will receive the summons for the appointment on your online account. Check every week for new information.

Who will be present at the interview?

Those people are subject to neutrality and confidentiality:

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

⚠ If you wish, you can ask to be heard by a protection officer and/or an interpreter of the gender of your choice. Don't hesitate to make this request if you think it will be easier for you to talk about your life story.

How is the interview conducted?

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

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

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

How to prepare?

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

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

It is important to say:

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

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

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obtain a medical certificate to submit to OFPRA (page 18).

When and how will you receive the answer?

The OFPRA gives its decision within an average of 3 to 4 months. Sometimes, the decision may take longer than expected. In this case, the OFPRA will send you a letter to warn you that the decision about your case cannot be made within the time limit. It is possible that you will be called for a second interview.

The final decision will be sent by registered mail to your address. It is very important to check your mail at least once per week. The post-person will leave an «Avis de passage» at your address. With this notice of passage and your certificate of asylum application, you can pick up this registered letter **within the next 15 days at the post office.**

It is very important to pick up this letter as soon as possible in order to be able to request legal aid and have a free lawyer for the appeal process if the decision is negative.

The OFPRA will notify you of its decision on your **online account.** It is very important to check at least once a week if you have received new information.

3. The decision

The OFPRA will decide whether or not France should protect you: it can grant refugee status or subsidiary protection; it can also reject your application.

- **If the OFPRA gives you refugee status:** you have the right to obtain a 10-year renewable residence permit from the prefecture.
- **If the OFPRA gives you subsidiary protection:** you will have the right to a 4-year residence permit, then possibly a 10-year renewable residence permit. It is possible to appeal the OFPRA's decision in order to try to obtain refugee status («faire un recours," see following pages).
  → If you obtain refugee status or subsidiary protection: see pages 56-57 for information on the next steps.
- **If the OFPRA rejects your application:** you can appeal to the Cour Nationale du Droit d'Asile (CNDA) (pages 52-53).

⚠ Please note that asylum seekers in the following situations may receive an OQTF after an OFPRA rejection, even if they appeal to the CNDA:
- if you are from a safe country
- if you have applied for reconsideration
- if the prefecture has placed you under house arrest or detention because your behavior constitutes a threat to public order
- if the prefecture has placed you under house arrest or in detention because you applied for asylum during a police control
- if the prefecture considers that you represent a serious threat to public order.

Do not hesitate to lodge an appeal against the OQTF with the court (by contacting a lawyer or a legal aid office (pages 15-16). You cannot be deported until the court has given a ruling, and this will maintain your entitlement to the CMA (allowance and possible accommodation).

MAKING AN APPEAL

This information will be updated in the next edition.

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This information will be updated in the next edition.

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IF YOU HAVE BEEN GRANTED PROTECTION (REFUGEE)

At the end of your asylum application process, the OFPRA or the CNDA has granted you international protection: refugee status, subsidiary protection or stateless status.

This means that :

- You are protected by France
- You have the right to stay in France
- You will benefit from many of the rights granted to French citizens.

⚠ As soon as you receive the decision, you must go to the prefecture with a certificate of residence or domiciliation and the asylum decision to obtain a récépissé.

***The récépissé** is a temporary document that affirms the «recognition of international protection» and allows you to start taking steps while waiting for your resident card or multi-year residence permit.*

What are your rights?

- **The OFPRA will deliver you civil status documents,** such as documents in your name which will be recognized by the French administrations (birth certificate, marriage certificate...). You are no longer allowed to contact the administration of your country of origin, or you will lose the protection of France.
- **Right to residency:** after receiving the civil status documents issued by OFPRA
  - **refugees** obtain a 10-year residence permit.
  - **beneficiaries of subsidiary protection** obtain a multi-year residence permit for a period of 4 years (renewable).
- **You have the right to obtain a travel document** that will allow you to travel abroad, except in your country of origin. The application must be filed at the prefecture by making an appointment on the website. You will need 2 passport photos, your resident card, proof of residence, and proof of protection from the OFPRA. The travel document costs 45€.
- As soon as you receive the decision from the OFPRA or the CNDA, **you can have the right to receive social and family benefits** (RSA, CAF, social housing application, etc.)
- You have **the right to work** in France and to register with Pôle Emploi.
- You can **resume your studies and get a diploma:** pages 42-43.
- You can exchange your driving licence for a French driving licence. To do this, the licence must be valid, have been obtained before the first residence permit or long-stay visa was issued, and be written in French or accompanied by an official translation. The application must be submitted to the prefecture.
  Deadlines: you have less than one year to start this procedure from the beginning of your récépissé's date of validity recognising the international protection.
- You can **apply for French citizenship** (if you have had a stable and personal income for more than one year and have a good level of French):
  - If you have obtained refugee status: you can do so as soon as your refugee status is recognised.
  - If you have obtained subsidiary protection: you must prove 5 years of residence in France. You must apply for it at the prefecture of your place of residence.

Family reunification

You can bring your family members to France:

- **Your spouse** (husband or wife) or your partner (if you are not married)
If the union or marriage took place after your asylum application, this will be a different procedure called «regroupement familial».

- **Your children** (under 20 years old) **and your spouse's children** (under 18 years old).

- **If you are a minor,** you can bring your parents and minor brothers/sisters to France.

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How to bring your family?

1. **Your family must apply for a long-stay visa** at the French Consulate closest to their place of residence. **The application** they need to give to the consulate includes a form, the passport(s) of the members of your family, 4 identity photos per member, proof of your OFPRA protection and a copy of the birth and/or marriage certificate for each family member. **It costs 99€ to have the application reviewed.**

2. Once the application has been filed at the consulate, **the Office of the Families of Refugees (Bureau des familles de réfugiés) will contact you** to get a copy of both sides of your residence permit or récépissé, a form concerning your family situation, proof of address or domiciliation, and any element likely to prove your family ties.

3. The procedure can take up to 8 months. Visit a lawyer 2 months after the visa application.
- If the long-stay visa is granted, your family has 3 months to travel to France.
- If the visa application is refused or if the consulate does not reply, you have 2 months to file an appeal to the Commission de recours against the visa refusal.
Visit a lawyer, especially if it is a question of civil status.

How to get help?

These first steps may seem a bit complicated, but you can **get help** from different non-profit organisations:

● **Les Maisons des Solidarités (page 10) or the shelter centre** where you had your registered mailing address (domiciliation) during your asylum application. They can help you access your rights, find a new address and find accommodation.

● **PROGRAMME AGIR 31 - FORUM RÉFUGIÉS:**
Assistance for people granted an international protection (refugees, subsidiary protection, stateless persons and parents of minor refugee children) with accessing their rights, resources, accommodation, housing and employment.
Monday, Wednesday and Thursday: 9am-12pm and 1:30pm-5pm.
Fridays: 9am-12pm and 1:30pm-4:30pm.
Tuesday: 1:30pm-5pm.
05 34 58 19 15
agir31@forumrefugies.org
7 avenue des Herbettes BUS 23 27 Herbettes

● **Make an appointment with a social worker** to get help with your procedures. In Toulouse: contact the Maison des Solidarités (MDS) closest to where you live (page 10).
If you live in one of the towns around Toulouse, you can contact the CCAS of the commune in which you live.

● You can also go to **a legal support sessionspecialised in assisting refugees** (pages 15-16)

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WHAT ARE RESIDENCE PERMITS

Residence permits *are another way - other than asylum - to have a right to stay in France (to have "papers"). There are several residence permits, because they can be requested for several reasons: personal and family life in France, health, work...*

The residence permit system is different from the asylum system. For asylum, you have to talk about the persecution you suffered in your country of origin, whereas to obtain a residence permit, it is your situation in France that matters.

In many cases, you will have to prove with documents how long you have been in France, your level in French, your connections with French or foreign people who have a right to stay...

You will need to have kept many documents to prove your presence in France. For more advice and information on which documents to keep: page 4.

For most residence permits, you have to apply from your country of origin, at the French consulate. You must then apply for a long-term visa (visa D) which gives you the right to a residence permit (for example for family reunification, to study in France, to come to France for work). The long-term visa is the opposite of the tourist visa, which only lasts a maximum of 3 months (visa C).

But if you are already in France, you can apply for certain residence permits in order to have the right to stay in France.

It is possible to apply for a residence permit:

- **If you are in an 'irregular situation'**, i.e. you do not have papers giving you the right to stay in France.
- **If you are applying for asylum.** When registering your asylum application, the prefecture will ask you if you also want to apply for a residence permit. This must be done **within 2 months**, except for residence permits for health reasons for which the deadline is 3 months. Your application for a resident permit will only be processed once you have received a response to your asylum application.

It will no longer be possible to apply for a residence permit if your asylum application is rejected, except in certain cases.

⚠ There are many conditions for obtaining a residence permit. Applying for a residence permit is a complicated and risky procedure. Each application is different and the chances of obtaining a residence permit depend on your personal situation.

You could receive an OQTF (Obligation to leave French territory) if your application for a residence permit is rejected.
When you receive the prefecture's decision by post, **quickly contact a lawyer** or an association for legal aid (p. 15-16).
OQTFs are enforceable for 3 years, which means that **the prefecture can deport you with the same OQTF for 3 years**.
This limits the possibility of submitting a new application for regularization. Prefects also have the option of refusing a residency application if an OQTF has not been enforced.

Please note that you are more likely to be deported if you are arrested by the police. For more information on what to do if you are arrested by the police: page 60.

For these reasons, **it is very important to seek legal advice before starting a residence permit application procedure.** Go to a legal support session to assess your personal situation, to see if you meet the criteria for a residence permit, and have help with your application (pages 15-16).

Some residence permits are more reliable than others. There is a difference between "**residence permits by right**" and "**discretionary residence permits**".
The criteria for obtaining 3residence permit by right" are laid down by the law. If you meet these criteria, a residence permit will be issued.
Discretionary residence permits are more difficult to obtain because they are «at the discretion of the prefect», i.e. subject to his or her goodwill. This means that even if you meet the criteria for a residence permit, the prefect can still refuse. For example, work permits are discretionary.

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For residency rights for European citizens (explanatory diagrams and list of statuses entitling the holder to a right of residence):
https://www.romeurope.org/droit-au-sejour-citoyens-ue/

Once you have the residence permit, pay attention to:

- **the commitment to respect the "principles and values of the Republic":** Most foreign nationals applying for a residence permit must sign a contract (CERPR) and promise to respect a certain number of principles. Failure to comply with this contract may result in the person's residence permit being refused or withdrawn.
- **the obligation to improve their level of French in order to renew a residence permit:** Proof of French language proficiency may be required by the Prefecture as early as the application for regularisation (Retailleau Circular 2025). Once regularised, the person must sign a Republican Integration Contract (CIR) and commit to attending French language courses. To obtain a multi-year residence permit (2 to 10 years), starting in 2026, at least level A2 will be required. If needed, seek information at legal assistance services (pages 15–16). Important: If, after 3 years, you have not reached level A2, you will not be able to renew your one-year residence permit.

Residence permits in the context of a regularisation in France

- **BY RIGHT** (you must meet the conditions, which may be unclear)
- **DISCRETIONARY** (meet the conditions + receive a favourable decision from the prefecture)

YOUR SITUATION				→	RESIDENCE PERMITS
● M2 Students in search of employment (APS* 12 months)	● Visitors	● Employees/ temporary workers	● Young people in the care of ASE after turning 16 and completing a training	→	**Residence permit for work**
	● Marriage with a French person (if entry with a visa)	● personal and family ties (intense, stable, long-established)	● Parents of a French child	→	**Residence permit for family life**
	● Sick foreigners (serious illness that can not be treated in your home country)	● Parents of a sick child (APS* 6 months)	● Work accident/ illness caused by your work	→	**Residence permit for health**
● Birth/entry into France before 13 years old **and** French residency	● Young people in the care of ASE before turning 16 years old	● Particular or humanitarian reasons	● Has lived in France for at least 10 years.	→	**Residence permit for private life**
● Victims of domestic violence	● Victims of human trafficking or prostitution	● Beneficiaries of a protection order	● In a programme to leave prostitution (APS* 6 months)	→	**Residence permits for survivors of violence**

APS = Temporary residence permit

The residence permits that Algerian national can apply for are different from others because they depend on the Franco-Algerian agreement.

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IF YOU ARE ARRESTED BY THE POLICE

You can be arrested in the event of an identity verification 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...).

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 4 hours for an identity check, 24 hours to check your right to residency, 48 hours in 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 a 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 15-16).

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)

This information will be updated in the next edition.

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GLOSSARY

ADA : Financial Aid for Asylum Seekers
ADE : Foreigners' defense organisation
AME : Government Health Aid
APS : Temporary residence authorisation
ASE : Child Welfare
CADA : Reception center for asylum seekers
CAF : Family aid fund
CCAS : Community Center for Social Action
CMA : Material conditions for reception
CNDA : National Court of Asylum
CPAM : Primary Health Insurance Fund
CRA : Administrative Detention Center
CSS : Complementary Health Insurance (formerly CMU)
CVH : Reception center for asylum seekers in Toulouse
DAHO : Accomodation Right by appeal
DALO : Housing Right by Appeal
DDAEOMI : Departmental system for the reception, evaluation and orientation of unaccompanied minors
DNA : National Reception System
GUDA : Asylum Seekers' One-stop Shop
HUDA : Emergency Acommodation for Asylum Seekers
IRTF : Prohibition of Return to French Territory
JLD : Liberties and Detention Judge
MDS : Solidarity House
MIE : Unaccompanied Foreign Minor
MNA : Unaccompanied Minor
OFII : French Office for Immigration and Integration
OFPRA : French Office for the Protection of Refugees and Stateless Persons
OQTF : Obligation to Leave the French Territory
PAEJ : Reception and Listening Point for Youth
PAIO : Reception, Information and Orientation Center
PUMa : Universal Health Protection
PRAHDA : Reception and Accommodation Program for Asylum Seekers
RSA : Solidarity Labour Income
SIAO : Integrated Reception and Orientation Service
SPADA : First Reception Organism for Asylum Seekers

For a more detailed map (buses) or to plan a route: https://www.tisseo.fr/

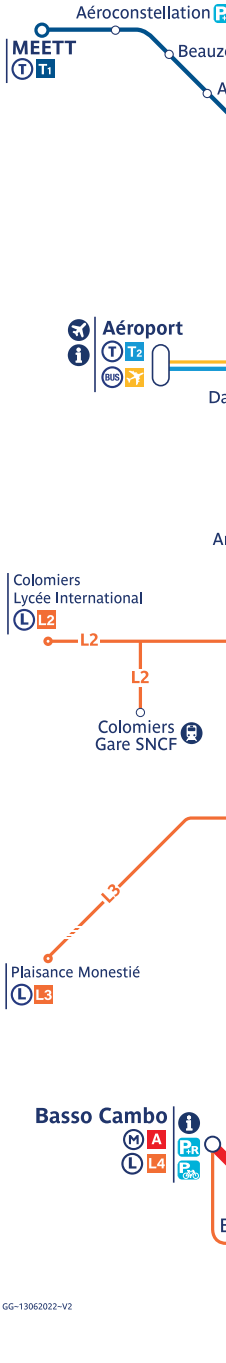
Legende

Tisseo services

- Metro
- Tram
- Aerial tram
- Linéo
- Bus
- Transport by reservation
- Tisseo office
- Park-and-ride
- Bicycle racks/parking
- Airport shuttle

Other transportation

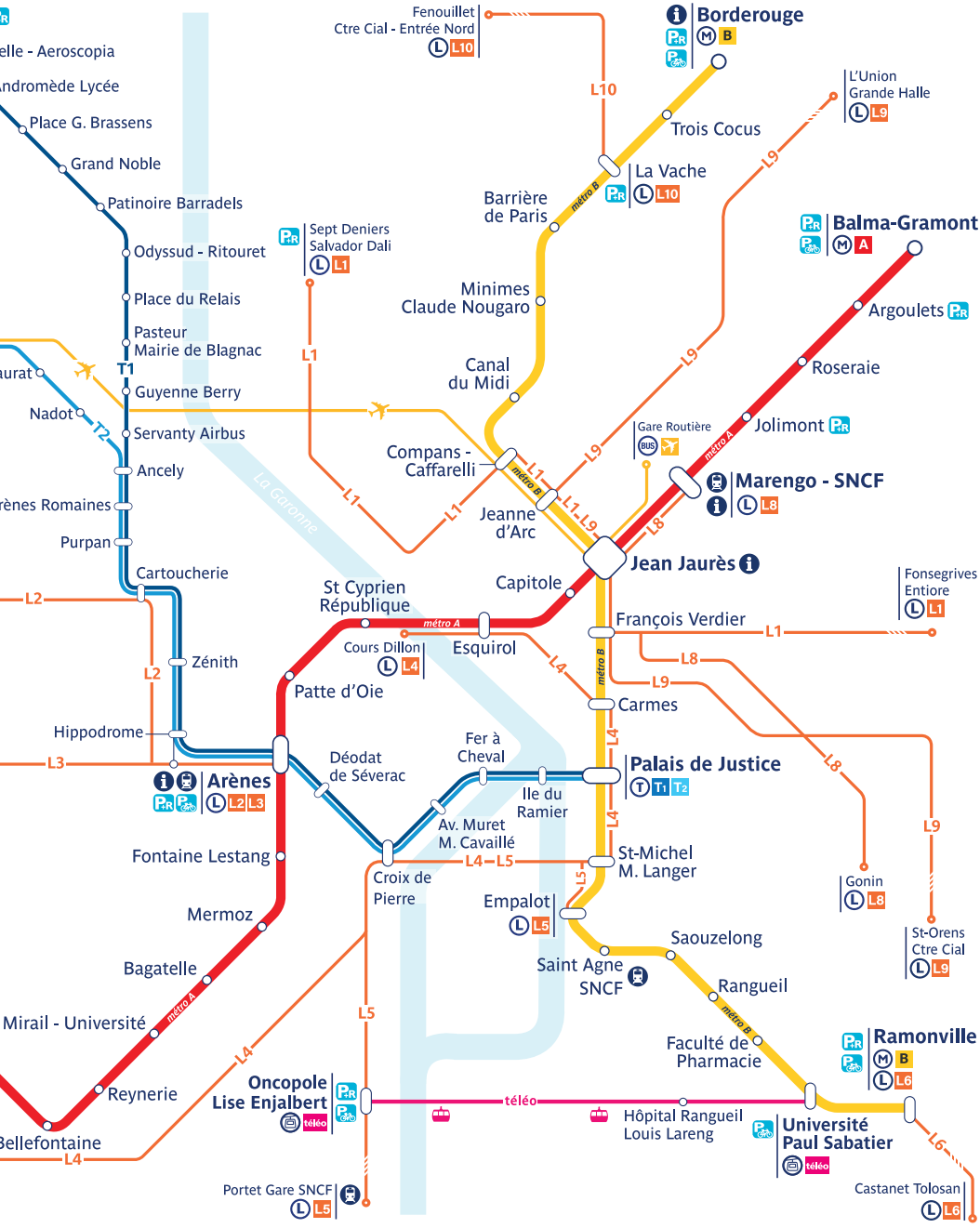
- Airport
- Train station



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METRO AND TRAM MAP OF TOULOUSE



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Toulouse



If you are in Toulouse as an asylum seeker, refugee, or undocumented person, **this guide is for you.**

It has **helpful addresses**, **advice**, and legal **procedures** that are **updated every three months!**

Our texts are written, reviewed, and checked by professionals in the fields of social work, asylum, and immigration law.

We would like to thank our volunteers and printing providers who make this guide possible. ♥

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Questions? Contact us:
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Si vous êtes une organisation, association ou collectif, commandez les guides en version papier : **toulouse@watizat.org**

Ce guide ne peut être vendu que par l'association Watizat Toulouse. Ne pas jeter sur la voie publique.