



**THE INFORMATION GUIDE
FOR PEOPLE IN EXILE
JANUARY-MARCH 2026**

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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.

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 ("récépissé") 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 6€ 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

Closed Feb. 21st to March 8th.

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

🚌 14 École d'architecture

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

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

Lists, 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.



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 ("médiathèques") 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.



EAU
NON POTABLE

FOOD VOUCHERS

LA CLOCHE

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

Ⓜ️ A Marengo SNCF



UNACCOMPANIED MINORS

(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

⌚ Monday to Friday 9am-5pm
📞 05 82 08 04 50
✉️ ddaeomi-toulouse@anras.fr
📍 22 rue de Stalingrad
Ⓜ️ A Marengo SNCF - ⓑ B Jeanne d’Arc

Weekends and public holidays:

Stand-in reception at the Flourens location
📍 13 bis chemin de Lancefoc 31130 Flourens
🚌 103 Lancefoc

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**.

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>

FACEBOOK [autonomie31](https://www.facebook.com/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.

USEFUL ADDRESSES

RECEPTION AND ORIENTATION

PÔLE D'ACCUEIL, D'INFORMATION, D'ORIENTATION (PAIO)

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.
📍 & 66 bis avenue Étienne-Billières
Ⓜ A Patte d'Oie

CVH - SPADA 31

Structure de Premier Accueil des Demandeurs d'Asile (Organisation for Initial Reception of Asylum Seekers).

⌚ 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
Ⓜ A Balma-Gramont

ESPACE SOCIAL DU GRAND-RAMIER

Social worker present to welcome, refer and inform.

⌚ Monday - Friday 10:30 am - 2pm. Starting November 15h: Monday to Sunday.
⌚ 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
Ⓜ B Palais de Justice - T1 T2 île du Ramier

MAISONS DES SOLIDARITÉS (MDS)

Social accompaniment and guidance, by appointment.

- 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
⌚ Thursdays 7-8:30pm
📍 & 42 bis avenue de Rangueil M B Rangueil -

HELP WITH PROCEDURES



FREE ACCESS TO A COMPUTER

★ HELP WITH PROCEDURES

LIBRARIES/MEDIA LIBRARIES (BIBLIOTHÈQUES)

⌚ For borrowing books, Cds/DVDs, access to a computer. *Free library card upon presentation of an ID (or récépissé), proof of address/domiciliation and/or proof of low income.*

💻 <https://bit.ly/BiblioToulouse>

♿ Accessibility for disabled people depends on the library.



★ 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
Ⓜ B BUS L1 L9 45 Jeanne d'Arc



SECOURS POPULAIRE

Move planned in January.

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

📍 & 147 avenue des États-Unis

Ⓜ B La Vache BUS 15 29 Dulong

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

Ⓜ 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:

💻 <https://bit.ly/ClubPrevention>

⌚ 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

Ⓜ A Marengo SNCF



CENTRE SOCIAL POLYGONE

★ Help with administrative procedures, no appointment needed.

⌚ Centre social Polygone : Mon., Wed., Thurs. 9am-12:30pm and 2-6pm, Tues. 2-6pm, Frid. 9am-12:30pm

✉️ free computer access Mon. to Fri.

📞 05 61 41 29 90

📍 & 18 rue Vincent Scotto

Ⓜ A Patte d'oeie 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 and 1:30-4:30pm; Friday 8:30am-12:30pm ☎ 05 61 40 49 68

📍 10 cheminement le Tintoret

Ⓜ A BUS 14 Bellefontaine L4 René Valmy

LA FABRIQUE SOLIDAIRE DES MINIMES (FASOL 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 : 4 free copies, then 10 cents/copy.

⌚ Mon. - Fri. 9:30am-12:30pm and 2-5pm

📞 05 61 25 38 28

📍 & 29bis avenue des Mazades

Ⓜ 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

★ MAISON DES CHÔMEURS - PARTAGE

Help with procedures and information on immigration and employment law. No registration

> Partage Farouette

⌚ Monday and Tuesday 2-7pm
Wednesday, Thursday and Friday 9am-12pm

📞 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 and 2-6pm, Wed. 2-5pm, Thurs. 2:30-6pm, and Frid. 9am-12pm ☎ 05 61 72 56 96

📍 11 chemin des Martyrs de Bordelongue

BUS L4 13 Bordelongue

CASO - MÉDECINS DU MONDE (MDM)

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

Ⓜ A Marengo SNCF

CENTRE SOCIAL BAGATELLE

⌚ ★⌚ Wed. and Thurs. afternoon.
⌚ Public writer (écrivain public): Wed 1:30-5pm and Thurs 2-6pm. **No appointment needed.**

🖨 Photocopies (0,10€)

⌚ Mon.-Fri. 8:30-12am and 1:30-6pm (5pm on Wednesdays, closed on Tuesday mornings and on Friday afternoons)

📞 05 67 77 44 42

✉️ centresocial.bagatelle@assqot.com

📍 & 117 r. Henri Desbals M A BUS 13 Bagatelle

ATELIERS JAMMES - GAF

🖨 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'OSTALADA (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

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).
⌚ Monday to Friday, 9am-12pm:
★⌚ By appointment (in person, by phone or by email)

📞 05 34 31 33 11

✉️ avvenir.toulouse@outlook.fr

📍 115 rue Bonnat M B BUS 44 Saouzelong

★UTOPIA 56

For all exiles, including unaccompanied minors.
Support with administrative procedures (domiciliation, CPAM) and access to healthcare rights (AME, CSS, etc.) Referral toward mainstream support systems.

📞 06 56 69 33 81 (Mathilde)

📞 06 09 16 90 67 (Louise)

✉️ toulouse@utopia56.org

L'ESCABEL

No more technology support starting January 2026, but a self-service area will remain.

⌚ Tues.- Wed. 1:30-5:30pm and Thurs.- Sat. 10am-5:30pm

Access to a printer as well.

★⌚ Occasional assistance with online administrative procedures: Thursdays from 2-5pm, without appointment.

📞 06 51 98 20 04

✉️ lescabel.numerique@gmail.com

📍 & 36 rue Gatien Arnoult

M B Compans BUS L1 L9 Jeanne d'Arc

SOZINHO

🖨 Scanner and printer also available (cost price)

⌚ Tuesday-Friday 9am-5pm.

★⌚ Public writers' office: administrative and legal assistance.

⌚ Must show a ticket you must get at the community café at 8:30am Tues, Wed and Fri, and also at 2:30pm on Fridays.

📞 09 83 53 39 03

📍 La Passerelle Negreneys - 38 rue des Anges

M B BUS 29 Minimes

BAG STORAGE**BOUTIQUE SOLIDARITÉ - ARPADE**

⌚ Free luggage storage as space allows

⌚ Call before coming in person.

Mon-Fri 9-11:45am, Sat. and Sun. 9am-12pm and 1:30-3:30pm.

📞 06 99 11 40 49

📍 & 48 rue Michel Ange BUS 39 Lapujade

SOLIDARITÉ MIGRANTS PATTE D'OIE

⌚ 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

LE PETIT SALON - ESPOIR

Free luggage storage for women.

⌚ Mon.- Fri. 9am-1pm and Sat. 1:30-4:30pm

📍 37 boulevard Matabiau

M B Canal du Midi BUS 15 27 Passerelle

DAY CENTRES**BOUTIQUE SOLIDARITÉ - ARPADE**

Day centre for adults. Animals allowed. Outlets to recharge your phone.

⌚ Mon. to Fri. 9am-12pm and Sat. and Sun. 9am-12pm and 1:30-3:30pm

📞 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'OSTALADA (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 aptmt

📞 06 85 62 61 58 🌈 22 place Arnaud Bernard

M B Compans-Caffarelli

ATELIERS JAMMES - GAF

⌚ 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)**

⌚ 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). Coffee, tea and snacks available. 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)**

Closed Feb. 21st to March 8th

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. Make an appointment by phone or email.

📞 05 34 50 14 84 and 06 83 99 50 17

✉️ rif.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

⌚ Monday to Friday 9am-10:30am and Sat. and Sun. 9am-12pm and 1:30-3:30pm

Free Wifi

📞 06 99 11 40 49

✉️ cpva.equipeboutique@arpade.org

📍 48 rue Michel Ange

BUS 39 Lapujade

ATELIERS JAMMES - GAF

⌚ 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'OSTALADA (SECOURS CATHOLIQUE)

Breakfast on site (0,20€).

⌚ Monday to Friday 8:30-11:30am

Tuesday 2pm-4:30pm: musical workshop

✉️ andrew.nguyen@secours-catholique.org

📍 & 22 place Arnaud-Bernard

M B Compans M B Jeanne d'Arc

ORDRE DE MALTE

Free breakfast.

Sunday 9am-12pm

Cathédrale Saint Etienne

François Verdier

SECOURS CATHOLIQUE

Free breakfast to take away.

Saturdays and Sundays 7-9am

62 rue Cazeneuve

Minimes - Marengo SNCF

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 - Sunday 10:30am-2pm

Telephone helpline at 05 61 22 29 63 from Monday to Friday, 2-4pm.

10 avenue du Grand-Ramier

Palais de Justice T1 T2 Île du Ramier

L'ASTRONEF

Closed until Jan. 18th

Pay-what-you-can vegetarian cafeteria

every other Sunday

05 61 52 90 70

cafelastronef@gmail.com

3 place des Avions

B 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 + Restaurant Jules Julien

B Saouzelong

Across from 61 rue Pierre Cazeneuve (except Sundays) B Minimes B 15 27 Raisin

42 avenue Frédéric Estèbe B Minimes

RESTO'RUE - MAIN TENDUE

Free hot meal distribution.

Sundays starting at 6:30pm, all year-long.

Across from 61 rue Pierre Cazeneuve

B Minimes

Food boxes

Register to access after your situation is assessed.

SECOURS POPULAIRE

Move planned in January

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

147 avenue des Etats-Unis
B La Vache - B 15 Dulong**CROIX-ROUGE (RED CROSS)**

Food distributions (free snack and your choice of items for 1€ if you are able)

Mon.3:30-6pm, Tues. and Fri.9:30am-12pm, Thurs.9:30am-12pm and 3-6pm.

Come with your ID.

05 61 99 24 69 aeo-accompagnement.toulouse@croix-rouge.fr

20 rue Raymond IV 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

Food box distribution for residents of 31000, 31300, Sept Deniers, Ponts Jumeaux and Minimes.

Registration required. Wednesday 10am-12pm and 2-4pm, Thursday 1-4pm.

esv.toulouse@gmail.com

2 rue du Docteur Hervé

T1 T2 Cartoucherie B 66 Ducis

ARMÉE DU SALUT

Food packages starting Jan. 9th

To sign up:

Tuesday and Wednesday 10am-5pm

05 61 62 96 63

111 rue Négreney

B Minimes

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

B Jolimont

**CONSULTATIONS MÉDICO- SOCIALES-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

B 14 31 Saint Cyprien

**LA PREM**

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

B B 1 L1 L9 Jeanne d'Arc

AMNESTY INTERNATIONAL

Legal assistance for asylum seekers in OFPRA or CNDA procedure, help preparing the story (récit), preparation for interviews and appeals.

→ Assistance with re-examination requests for those already accompanied by the organisation.

Assistance Tues. Wed. and Thurs. 2-5pm.

Contact EADA (Asylum Seekers Help Team):

06 17 22 32 91

asiletoulouse@amnesty.fr

18 rue Fournier

B 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

B Jeanne d'Arc

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)

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.

DROIT DE CITÉ

Legal assistance for people in exile. Preparation for OFPRA interviews, help with CNDA appeal and writing one's story, advice on residency permits.

Wednesdays and Fridays 10am-12pm and 2-5pm. Book an appointment by text or email:

06 12 26 16 84

juridique.ddc@protonmail.com

CASC 10 bis rue du Colonel Driant

B Empalot

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)

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.
⌚ Monday, Tuesday, Thursday 9:30am-12:30pm and 2-5:30pm. Wednesday 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.
⌚ Call first to provide your information and make an appointment for registration Mon 1:30-4pm, Wed 10am-12pm, 2-4:30pm, Fri 2-4:30pm.
📞 05 61 42 96 13
📍 7 Grande rue Saint-Nicolas
Ⓜ️ A Saint Cyprien
🚌 L4 14 44 Cours Dillon
Move planned mid-February to 103 allées Charles de Fitte

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.



8 MAISONS TOULOUSE SERVICES (MTS)

Assistance with registration for school, cafeteria and leisure activities depending on the DUI file (Dossier Unique Interactif, One-Stop Interactive Form). School registration requests online through the site. For help with the process, come in person with the necessary documents.
⌚ Monday - Friday : 8:30am-12pm, 1:15-5pm
Closed Thurs. mornings except during school holidays from Oct. 18th - Nov. 2nd and Dec. 20th - Jan. 4th. Schedules for Saturday mornings vary according to your neighborhood MTS. Find it with the QRcode



ASSOCIATION MAISON DES FAMILLES

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
🚌 L9 39 Sainte Hélène 36 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 aptt.

📍 30 rue de Soupetard
Ⓜ️ A Jolimont - 🚌 37 Soupetard Salonique
⌚ National helpline 8am-midnight) 06 31 59 69 50

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 aptmt.

📞 05 62 73 72 62
✉️ association@apiaf.fr
📍 29 rue de l'Etoile (at 31 if no one at 29)
Ⓜ️ B 🚌 L1 L8 L9 Francois Verdier



PLANNING FAMILIAL 31

Closed Jan. 12th, 20th, and 21st and March 12th
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
Ⓜ️ B Jean-Jaurès
📞 Nat. hotline (0800 08 11 11) Mon-Sat. 9am-8pm.

LGBTQIA+

LE JEKO

Friendly space for discussions, mutual aid and support for LGBTQI+ migrants (non-mixed).
⌚ 2nd and 4th Thursdays of the month
📞 06 89 51 99 54 - 06 48 63 74 21
✉️ jeko.toulouse@gmail.com
📍 & Espace Diversités Laïcité - room 5 38 rue d'Aubuisson
Ⓜ️ 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
Ⓜ️ A B Jean-Jaurès
Ⓜ️ B François-Verdier

FONDATION LE REFUGE

Reception, temporary accommodation, support for young people aged 18 to 25 who are victims of LGBTQ+ phobia separated from family.

⌚ By appointment Mon-Thurs 9am- 5pm, Fri 9am-1pm
📞 07 61 80 67 22
📍 & 30 rue de Soupetard
Ⓜ️ A Jolimont - 🚌 37 Soupetard Salonique
⌚ National helpline 8am-midnight) 06 31 59 69 50

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
Ⓜ️ A B Jean-Jaurès
Ⓜ️ B François-Verdier

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
Ⓜ️ A B Jean-Jaurès
Ⓜ️ B François-Verdier

ALDA - LESBIENNES RÉFUGIÉES

Support and administrative guidance for lesbian asylum seekers or refugees.

⌚ Support sessions the 2nd Wednesday of the month
⌚ AldaToulouse
✉️ aldalesbiennesrefugiees
✉️ reseau.alda@yahoo.com
📍 & Espace Diversités Laïcité - 38 rue d'Aubuisson
Ⓜ️ A B Jean-Jaurès
Ⓜ️ B François-Verdier

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

Reception, support, and guidance for LGBT+ people and their friends/family. **Free and confidential.**

⌚ By appointment Tuesday to Saturday and without appointment Friday and Saturday 3-7pm
⌚ Telephone helpline Tues. to Sat. 10am-7pm
📞 05 34 66 81 48 - 06 42 38 74 97
⌚ Testing and LGBTQI+ sexual health information: **schedule appointment** by text: 06 27 55 60 36 (interpreter available by request).
✉️ cesame.occitanie@enipse.fr
📍 & 7 rue des Puits Clos
Ⓜ️ A Esquirol, Capitole

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.
⌚ Wednesdays 6:30-9pm.

✉️ queer.sex.prods@gmail.com
⌚ queer.sex.prods
📍 2bis rue Clémence Isaure
Ⓜ️ A Esquirol





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
🚇 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
🚇 T1 T2 Purpan - BUS L2 45 63 Hôpital Purpan

HÔPITAL RANGUEUIL

📞 05 61 77 22 33
📍 & 1 avenue Jean Poulhès
🚇 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)

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, Thursday 9:30am-12:30pm and 2-5:30pm. Wednesday 9:30am-12:30pm
📞 01 45 21 38 93



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

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

🚇 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@hôpitaljosephducuing.fr

📍 15 rue de Varsovie

🚇 A BUS 14 Saint Cyprien



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
🚇 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.
⌚ w/o aptmt 2nd & 4th Tuesdays 10:30am-12:30pm
📍 & Espace social - 10 avenue du Grand-Ramier
🚇 B Palais de Justice 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@hôpitaljosephducuing.fr

LA CASE DE SANTÉ

Community health center with telephone help-line. **Interpreters for more than 100 languages.**

⌚ New patients call for appointment:
05 61 23 62 35.
📍 & 17 place Arnaud-Bernard
🚇 B Compans L1 29 45 70 Arnaud Bernard

CASO - MÉDECINS DU MONDE (MDM)

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 boulevard Bonrepos

🚇 A BUS L8 14 Marengo SNCF

CENTRE DE SANTÉ DU CCAS

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

⌚ Mon. to Fri. 9am-12:30pm and 1:30-5pm (except Fri. morning)
📞 05 67 72 85 90

📍 & 2 bis rue de Belfort

🚇 A Marengo SNCF - 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... 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.

🚇 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

🚇 A Marengo SNCF - 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

🚇 A BUS 13 14 45 66 Saint Cyprien

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 ⚡ A Marengo SNCF

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

⌚ Confidential and free space of listening and support for youth from age 12-25 and their parents or loved ones.

Qualified multidisciplinary team, orientation toward services focused on youth issues, risk education, prevention and awareness.

⌚ Monday - Friday 10am-1pm and 2-6pm

📞 05 61 42 91 91

✉️ sas.pe@arpare.org

📍 point_ecoute 31

📍 39 bis rue de Cugnaux

⚡ A Patte d'Oie ⚡ L2 ⚡ L3 Arènes

MAISON DES CHÔMEURS - PARTAGE

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, 13 rue de l'Ukraine

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

📞 07 69 55 28 21

✉️ partage-faourette@orange.fr

⚡ A ⚡ B ⚡ 13 Bagatelle

📍 Partage Bordelongue

⚡ 11 chemin des Martyrs de Bordelongue

⌚ Tuesdays and Thursdays 2-6pm

📞 05 61 72 56 96

⚡ L4 ⚡ 13 Bordelongue

📍 Partage Pradettes, 12 chemin des Pradettes

⌚ Wed. 2-5pm and Fri. 2:30-5pm

📞 05 82 08 37 89 or 06 58 20 97 24

⚡ 18 ⚡ 46 ⚡ 87 Passerieu / Pradettes

SOZINHO

Consultation with a psychologist by appointment.

⌚ 1st & 3rd Tues. of each month, 2-5pm. Register by email: ✉️ accesauxdroits.lapasserelle@gmail.com

PALABRE, ESPACE INTERCULTUREL

⌚ Space of welcome and **free** psychological consultations. Interpretation possible. Group reception, discussion groups, women's group, mind-body groups.

⌚ Without appointment: Tuesdays 9-11am

📞 07 68 27 03 87

✉️ palabre.interculturel@gmail.com

📍 2 esplanade Pierre Garrigues ⚡ 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

⚡ B Palais de Justice - ⚡ 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 Viguierie

⚡ A ⚡ B ⚡ 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

⚡ B ⚡ 34 ⚡ 115 Saint Agne-SNCF

 **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.

⌚ Mon-Fri. 9am-4pm: **always call before coming.** Possibility for interpretation starting from 2nd apnt.

📞 05 61 77 50 79

✉️ pole.orthogenie@hôpitaljosephducuing.fr

📍 15 rue de Varsovie ⚡ A ⚡ B ⚡ 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

⚡ B Compans ⚡ 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.

📍 2 rue Allée Jean Dausset - ⚡ T1 ⚡ T2 Purpan

 **Sexual health Consultations for HIV STIs / Hepatitis****ACT UP SUD-OUEST**

Sexual health information, assistance with healthcare, access to and defence of social rights, referrals to healthcare professionals.

⌚ Mondays from 9am-12:30pm and 1:30-4:30pm without appointment.

📞 06 47 00 74 17

✉️ accompagnement@actupsudouest.org

📍 109 avenue Jules Julien

⚡ A ⚡ B ⚡ 13 ⚡ 14 ⚡ 45 ⚡ 66 Saint Cyprien

ASSOCIATION AIDES

Accompaniment, access to healthcare and rights for people with HIV or hepatitis.

⌚ Without appointment: Monday-Friday 14h-18h

⌚ By appointment: Monday-Friday 10am-12pm

⌚ Peer-to-peer group last Wednesdays of the month 14h-18h.

📞 05 67 63 06 18

✉️ caarud.toulouse@aides.org

Le LOUNGE

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, and general medicine about sexual health for men having homosexual relations.

⌚ Make an appointment at 05 67 63 06 18 or 07 62 37 86 05

✉️ lounge.toulouse@aides.org

📍 14-16 Place Laganne

⚡ A ⚡ B ⚡ 13 ⚡ 14 ⚡ 45 ⚡ 66 Saint Cyprien

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

Testing and info on LGBTI+ sexual health.

⌚ By appointment, text: 06 27 55 60 36 (interpretation on request).

⌚ 1st Saturday of the month (Jan. 10th, Feb. 7th, and March 2nd).

📍 15 rue d'Aubuisson

⚡ A ⚡ B Jean-Jaurès ⚡ François Verdier

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

Free anonymous testing and treatment for sexually transmitted infections, HIV and hepatitis.

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

📍 109 avenue Jules Julien

⚡ A ⚡ B Saint Cyprien ⚡ L4 ⚡ L7 Cours Dillon

Addiction support

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

CAARUD - AIDES

Access to consumption supplies, individual and collective sessions on general health and consumption, injection assistance (AERLi), screening tests, rapid drug analyses, and community health workshops.

- ① Individual reception Tues. (women only), Wed 1.30-5:30pm
- ① Groups: Mon, Tues., Wed 10:30am-1:30pm and Fri. 10:30am-1:30pm and 3-5:30pm
- ② 05 34 31 36 60 - 06 16 49 59 62
- ✉ caarud.toulouse@aides.org
- 📍 & 16 avenue Etienne Billières
- Ⓜ️ A Saint-Cyprien
- Outdoors:
- ① 1st, 2nd & 3rd Tues. of the month 2:30-5:30pm
- 📍 Place Belfort
- Ⓜ️ A Marengo SNCF - Ⓜ️ A Jean-Jaurès

LOW-THRESHOLD METHADONE MAINTENANCE PROGRAM - CLÉMENCE ISAURE

(PMSA) Services for people dependent on opioids.

- ① Doctors available, rehabilitation: Mon & Wed 10am-12:30pm, Thurs 10:30am-12:30pm
- ① PMSA: Monday-Saturday 10am-12:30pm, Thursday 10:30am-12:30pm
- ② 05 34 45 40 40
- ✉ secretariat.intermede@clemence-isaure.org
- 📍 2bis rue Clémence Isaure Ⓜ️ A Esquirol

CSAPA - CLÉMENCE ISAURE

Free & anonymous consultations by appointment

- ② 05 61 61 65 50
- ✉ secretariat@clemence-isaure.org
- 📍 42 rue des Champs-Élysées
- Ⓜ️ A Ⓜ️ B L8 14 Marengo SNCF

CSAPA - ARPADE

Reception, accompaniment and care by appointment for people directly or indirectly affected by addiction.

- ① Mon. 2-7pm, Tues. 9:30am-1pm & 2-6pm, Wed. 9:30am-1pm & 2:30-6pm, Thurs. 9:30am-1pm & 2-7pm, Fri. 9:30am-1pm & 2-5pm.
- Requests by phone (call one hour before the end of the slot): Tues. 9:30am-1pm & 2-6pm, Thurs. 9:30-11am & 2-5pm, Fri. 9:30am-12pm & 2-5pm
- ② 05 61 61 80 80
- 📍 & 3 bis rue Berthelot
- Ⓜ️ A Marengo SNCF Ⓜ️ 23 Providence

CSAPA - MAURICE DIDE

⌚ Free and anonymous addiction consultations by appointment.

- ② Call 05 61 77 80 82
- ① 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 Ⓜ️ B 13 14 45 66 Saint Cyprien

CAARUD - INTERMÈDE

Services reserved for drug-users.

- ① Social assistance services: Mon & Thur 2-5pm w/o appt, Wed 10am-12:30pm with appt
- ① Access to risk-reduction supplies: Mon-Wed. 9:30am-6pm, Thurs. 10:30am-6pm, Fri. 9:30am-4:30pm, Sat. 9:45am-12:45pm.
- ① Women's services: (hygiene services & resources, care from nurses, administrative help): Fri 2-4:30pm
- ① Joint services: (hygiene services & resources, care from nurses, administrative help): Mon-Thurs. 2-5:30pm and Friday 10am-12:30pm
- ① Community-based LGBTQIA+ services: See p.17
- ① Social event hours: Thursdays 6:15-8:30pm
- ② 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.

- ① Covid vaccines one Friday per month by appointment.
- ① Advice, information and treatment for tuberculosis. Respiratory consultation possible with letter from a doctor. By aptmnt Mon-Fri 8:30am-6pm
- ① Make an appointment in person or call:
- ② 05 61 77 50 30 Phone interpretation possible
- ✉ secretariat.cdvclat@hopitaljosephducuing.fr
- 📍 & Hôpital Joseph Ducuing - 15 rue de Varsovie - basement level -1
- Ⓜ️ A Ⓜ️ B 14 Saint Cyprien

PROSTITUTION SEX WORKERS



GRISÉLIDIS Closed March 2nd - 8th

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

- ① No appointment needed Tues & Thurs, 2 to 6 pm
- ① By appointment from Monday to Thursday.

① Services for minors every first Wednesday of the month 2-6pm, aimed at youth, their family environment, and professionnals accompanying them

- ② 05 61 62 98 61
- ✉ association@griselidis.com ☎ @assogriselidis
- 📍 & 4 rue Bernard Ortet
- Ⓜ️ A Ⓜ️ B 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).

- ① Without appointment Mondays 2-5pm
- ② 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.

- ② 07 66 20 97 05 ☎ repair@amicaledunid31.fr

- 📍 & 52 boulevard Déodat de Séverac
- Ⓜ️ A Arènes - Ⓜ️ T1 T2 Déodat de Séverac

HYGIENE LAUNDRY



L'ÖSTALADA - SECOURS CATHOLIQUE

⌚ Laundromat by appointment (0,50€) and showers (0,20€). Hygiene kits available.

- ① Monday to Saturday 8:30-11:30am
- ✉ andrew.nguyen@secours-catholique.org
- 📍 & 22 place Arnaud-Bernard Ⓜ️ B Compans

LE CAMION DOUCHE

Truck with showers and free hygiene kits

- ⌚ 06 37 31 45 17 **Closed until March 11th**
- ✉ lecamiondouche@gmail.com

- For men/women:

- ⌚ Wednesdays 6.45pm-8.30pm
- Maison de la Pétanque
- 📍 42 av. Frédéric Estèbe Ⓜ️ B Minimes
- ⌚ Dimanche 9h-13h, Quai des Savoies
- 📍 allée Jules Guesde Ⓜ️ B T1 T2 Palais de Justice

- For women only:

- ⌚ 1st, 2nd, 5th Saturdays of the month 9am-12pm
- 📍 in front of the children playground
- Ⓜ️ A Ⓜ️ B 13 14 31 45 66 Saint Cyprien
- ⌚ 3rd & 4th Saturdays of the month 10am-1pm
- 📍 Place Commune, 2 rue des Jumeaux
- Ⓜ️ A Marengo SNCF Ⓜ️ 39 Matabiau Raynal, Ⓜ️ 15 27 Pont Matabiau
- ⌚ 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-1pm. Sat. 8:30am-12pm
- ⌚ 05 61 22 24 22
- 📍 13 rue du Docteur Paul-Pujos
- Ⓜ️ A Marengo SNCF - Ⓜ️ 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
- Ⓜ️ A Saint Cyprien

BOUTIQUE SOLIDARITÉ - ARPADE

- ⌚ Pay-what-you-can showers Mon to Fri 9-11:30am, Sat-Sun 9am-12pm & 1:30-3:30pm
- ⌚ Laundromat (pay what you can) once every 2 weeks. Sign-up in person.
- ⌚ 06 99 11 40 49
- 📍 48 rue Michel Ange Ⓜ️ 39 Lapujade

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.

⌚ Tuesdays, Thursdays and Saturday 9:30am-12pm,
📞 05 61 99 24 69

✉️ aeo-accompagnement.toulouse@croix-rouge.fr

📍 20 rue Raymond IV

Ⓜ️ 🟨 B Jeanne d'Arc

SECOURS POPULAIRE

Move planned in January

• 🎁 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

📍 ♿ 147 avenue des États-Unis

Ⓜ️ 🟨 B La Vache - 🟨 15 Dulong

REFLET 31

Professional clothes available for job-seekers.

⌚ Individual reception by appointment.

Tuesday - Friday 9am-5pm

📞 05 61 47 21 78

✉️ reflet31@gmail.com

📍 19 rue Marc Arcis Ⓜ️ 🟨 B Minimes

LES FRIPOUILLES

Cheap community shop with boxes of free items. Nursery/childcare items (baby bottles, household linen), stuffed animals and toys.

⌚ Mon. to Sat. 9am-6pm (except Wed. - closed at 1pm - and Sat. - opens at 10am)

📞 07 66 72 05 55.

♿ 3 rue Adolphe Coll Ⓜ️ 🟨 A Saint Cyprien

SOLIDARITÉ MIGRANTS PATTE D'OIE

🎁 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. From July 15th - Sept. 1st:

Thursdays from 9:30am-12pm

📍 Paroisse Sacré Cœur - 2 place de la Patte d'Oie

Ⓜ️ 🟨 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.

⌚ Mondays, Wednesdays, Fridays 10am-1pm.

📞 07 71 84 18 69

✉️ laroulottesolidaire@gmail.com

📍 ♿ 11 rue Charles Laganne

BUS 🟨 14 🟨 T1 🟨 T2 Fer-à-cheval

TOULOUSE OUVERTURE 7 (TO7)

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

Ⓜ️ 🟨 A Reynerie BUS 🟨 14 Le Lac Reynerie

EQUIPE SAINT VINCENT

🎁 Free clothes for men/women/children.

⌚ Wednesday 10am-12pm and 2-4pm, Thursday 1:30-4pm

📍 2 rue du Docteur Hervé

_BUS 🟨 T1 🟨 T2 Cartoucherie BUS 🟨 66 Ducis

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 elementary 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

Ⓜ️ 🟨 A Reynerie BUS 🟨 14 Kiev - Cité du Parc

LEARN FRENCH, DIGITAL SKILLS



△ FRENCH AS A FOREIGN LANGUAGE (FLE) CLASSES

▲ LITERACY

□ DIGITAL WORKSHOPS

△ ▲ KARIBU

Free application to learn French for English, Arabic, Pashto, or Ukrainian 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.



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 Ⓜ️ 🟨 A BUS 🟨 13 Bagatelle

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 BUS 🟨 44 Saouzelong

△ ▲ SOLIDARITÉ MIGRANTS PATTE D'OIE

🎁 Free classes. with récépissé. No diplomas.

2-3 classes (1.5 hours each) per week

→ Registration in person, Mon-Wed 10am-12pm and 2-4pm and Thurs. and Fri. 10am-12pm.

📞 05 36 89 64 87

✉️ migrants.pattedoie@gmail.com

📍 2 place de la Patte d'Oie

Ⓜ️ 🟨 A Patte d'Oie



Places which **NAME IS RED** are closed during school holidays:

February 21st to March 9th and April 18th to May the 4th (be with you)



△ ▲ 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
Ⓜ️ 🟨 B BUS 🟨 14 Empalot

• Maison des Associations Arnaud Bernard

📍 ♿ 3 Rue Escoussières
Ⓜ️ 🟨 B BUS 🟨 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

Ⓜ️ 🟨 A Jolimont BUS 🟨 19 🟨 39 Église Bonnefoy

ATELIER JAMMES - GAF

△ ▲ Adults only! Beginner level.

⌚ Mondays and Fridays 10am-12pm

📞 05 61 57 95 20

📍 13 rue du Professeur Jammes

Ⓜ️ 🟨 B BUS 🟨 15 🟨 70 Canal du Midi

△ ▲ ARPEJ 31

⌚ Sliding scale based on family composition, priority for adults with children.

2-3 classes/week

Beginner to A2 level (level test during registration)

→ but according to waitlist.

⌚ Mondays, Tuesdays, Thursdays: 9:30-11am, 2-3:30pm ; Wednesdays, Fridays 9:30-11am

📍 162, rue Henri Desbals

Ⓜ️ 🟨 A BUS 🟨 13 Mermoz

△ ▲ LIGUE DE L'ENSEIGNEMENT 31

△ FRENCH AS A FOREIGN LANGUAGE (FLE) CLASSES

▲ LITERACY

□ DIGITAL WORKSHOPS

• 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

Ⓜ️ 🟨 🟨 🟨 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
Ⓜ️ 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
Ⓜ️ A 🟨 🟨 🟨 13 Bagatelle

CENTRE SOCIAL BAGATELLE

€ Membership fee 10€/year.

△ *Levels: literacy to advanced French*

→ **Registration** and placement test by appointment
Sociolinguistic French workshops (2hrs/week - hours during the daytime, on weekdays).

□ *Several levels, sign up in person*

✉️ centresocial.bagatelle@assqt.com

📍 117 rue Henri Desbals

Ⓜ️ A 🟨 🟨 🟨 13 Bagatelle

△ ▲ **LE CABRI CSF**

Up to 6 hours of classes per week. Regular attendance recommended.

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

→ **Registration by telephone:**

📞 06 89 82 67 05

• Centre social Jolimont

📍 11 avenue de l'Observatoire
Ⓜ️ A 🟨 🟨 🟨 37 Jolimont

• Local Le Cabri

📍 10 rue de Chambéry
BUS 39 Roubichou M A 🟨 🟨 🟨 19 Eglise St-André

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

€ *All levels Free and without registration.*

📍 Classes are at La Vache, Bagatelle and St-Michel.

⌚ Agenda available on: [f Réseau Toulousain en Soutien aux Exilé.es et Réfugié.es, \[retser31\]\(#\) Or by email: \[retser31@gmail.com\]\(mailto:retser31@gmail.com\).](#)

△ ▲ **LA CASÈLA (SECOURS CATHOLIQUE)**

€ *Free. For women only.* All levels.

→ **Registration in person** early January and March.

⌚ Tuesdays 2-3:30pm, Fridays 10-11:30am

📞 09 80 49 29 39

📍 6 bis boulevard Maréchal Leclerc
Ⓜ️ 🟨 Compans 🟨 🟨 Barcelone Leclerc

□ **LA REBOOTERIE**

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

Contact by email or SMS.

Help using computers or smartphones

⌚ Thursdays 2-4pm

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

Ⓜ️ 🟨 Minimes 🟨 🟨 Puget



□ **ÉCOLE ET NOUS**

Make an appointment by phone or in person.

⌚ Mon. 1:30-4pm, Tues.-Thurs. 8:30am-12:30pm and 1:30-4:30pm, Fri. 8:30am-12:30pm

📞 05 61 40 49 68

📍 10 cheminement le Tintoret

Ⓜ️ A 🟨 🟨 🟨 14 Bellefontaine 🟨 René Valmy

△ ▲ **MAISON DES CHÔMEURS - PARTAGE**

→ **Registration** preferable on site at Faourette

All levels. 2 hours of classes per week.

□ *⌚ Tues. 10:30am-5pm, or 2-3:30pm or*

Thurs. 10-11:30am

• **Partage Faourette**

✉️ partage-faourette@orange.fr

📍 13 rue de l'Ukraine M A 🟨 🟨 🟨 13 Bagatelle

• **Partage Bordelongue**

📞 05 61 72 56 96

📍 11 chemin des Martyrs de Bordelongue

BUS L4 🟨 🟨 🟨 13 Bordelongue



Places which **NAME IS RED** are closed during school holidays:
February 21st to March 9th and April 18th to May 4th

△ **PAVÉ F.L.E**

€ **Free - All levels**

⌚ Tuesdays: 10-11:30am

📍 12 chemin des Pradettes

⌚ Mon., Wed., Fri.: 10-11:30am

• **Centre culturel de quartier Bordeblanche**

📍 5 Rue Yves Rouquette

📞 06 20 93 01 71

BUS 18 🟨 46 Pradettes

△ ▲ **LES RESTOS DU CŒUR**

€ **Free, upon registration with a waitlist.**

• **Casselardit**

Intermediate level.

→ **Registration** by phone or on site

Thursdays between 10am-12pm and 2-4pm.

📞 05 62 87 23 52

📍 18 rue Vincent Scotto - 268 avenue de Grande-Bretagne

Ⓜ️ T1 T2 BUS L2 🟨 45 Cartoucherie

• **Négogousses**

Beginners to level B1

→ **Sign up by phone** during open hours.

⌚ Fridays 9:30am-12pm

📞 09 83 85 29 35

📍 63 rue de Négogousses

Ⓜ️ A 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 Chemin du Séminaire

Ⓜ️ B Trois Cocus

• **Malepère**

⌚ Fridays 2-4pm

📞 09 83 98 46 19

📍 286 route de Revel

BUS L7 🟨 109 Laure Delerot BUS 78 Marcaisonne

△ **SECOURS CATHOLIQUE**

€ **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 Périgole

Ⓜ️ A Marengo SNCF

△ **SINGA**

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

⌚ Level A1: Tues. 10am-12pm ;

Level A2: Tues. 2-4pm

📞 07 68 76 62 21

✉️ contacttoulouse@singa.fr

📍 Maison des associations 3 place Guy Hersant

Ⓜ️ B BUS L5 L9 🟨 152 Empalot

CENTRE SOCIAL POLYgone

€ Membership fee: 10€/year.

△ **also French workshops.** Register in person

Every day : 9am-12:30pm (except Tues.) and 2-5pm (except Fri.)

📞 05 61 41 29 90

• **Centre social Polygone :**

📍 18 rue Vincent Scotto

Ⓜ️ A Patte d'oeie BUS 45 Turenne



CULTURAL SPACES

BIBLIOTHEQUES MUNICIPALES

Space of unconditional welcome. Books, computers, games, instruments... available

💻 <https://bibliotheque.toulouse.fr>

Media-library centre: José Cabanis

⌚ Tues., Wed., Fri., Sat., : 10am-7pm

Thurs. 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 BUS L1 L9 45 Jeanne d'Arc



LE KIOSK (À LA CHAPELLE)

*Community bookstore **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



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 récépissé (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.



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
- **B** 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".

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
Domiciliation for people without stable housing, **except for asylum seekers**.
Make an appointment in person (Monday - Friday 9:45am - 12pm to start or renew your domiciliation).
 - 📞 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
 - Ⓜ️ 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
 - Ⓜ️ **A** Marengo SNCF - **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

Fermé les 3 et 4 mars.

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
- Ⓜ️ **A** Bagatelle
- ⌚ **Tuesdays 5:30pm** at the CASC
- 📍 10 bis rue du Colonel Driant
- Ⓜ️ **B** Empalot
- ⌚ **Wed. 5:30pm** at the Utopia Borderouge cinema
- 📍 59 Avenue Maurice Bourges-Maunoury
- Ⓜ️ **B** Borderouge
- ✉️ dal@dal-toulouse.org
- 📞 06 56 82 73 08
(send a text message or leave a voice message)

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).

If 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)

The CMA (material reception conditions) are social benefits that are only for asylum seekers. The OFII must offer them when you go through the «single central reception desk» (page 45). These benefits can include :

- a monthly allowance called ADA
- If places are available, accommodation

To get it, you must sign the form given to you by the OFII at the "single central reception desk" and agree to the "material reception conditions" (Conditions Matérielles d'Accueil, CMA).

ADA (Allowance for asylum seekers)

The ADA card is a payment card that allows you to receive the allowance each month.

- It is not possible to pay on the Internet
- Cashback is only possible in some stores

You will receive your ADA allowance at the beginning of each month during the asylum application. The amount of the ADA (about 7€/day) depends on your family situation (single, in a couple, with family) and whether or not you have accommodation (through OFII, the 115, or by an individual).



You must wait for the card to be activated, which takes 45-50 days. If it is not activated after that time, go to a legal support session (pages 15-16) or to a lawyer.

To see how much money is left on your ADA card, call 05 32 09 10 10 or download the UpCohésia app on your smartphone (via GooglePlay or AppStore).

My card is blocked, stolen or lost, what should I do?

1. Deactivate the card: 05 32 09 10 10
2. Make an appointment at the OFII to receive a new card.

OFII TOULOUSE

ada.toulouse@ofii.fr

05 34 24 09 01 from Monday to Thursday 9am-12am

Access to accommodation for asylum seekers

As an asylum seeker, and if you have accepted the material reception conditions proposed by the OFII at the central desk (prefecture), you have the right to a place in an accommodation centre for asylum seekers (CADA, HUDA, PRAHDA).



You do not have the right to choose the region or the city where you will be hosted.

Your accommodation may be far from the city centre of Toulouse, in another city or in the countryside. If you refuse the proposal from the OFII, you will no longer have the right to accommodation and you will no longer receive the ADA allowance.

In France, not all asylum seekers have accommodation due to a lack of slots. Priority is given to families, sick people or people in very vulnerable situations.

If you apply for asylum and you don't have a place to live:

- Go to the SPADA (CVH) (page 10)
- For emergency accommodation, call 115 (page 31)
- You can rest during the day and ask for help in a day centre (page 13)
- You can also go to a legal support session (page 15) to find out about your options
- You can contact Welcome Toulouse 6 months of accommodation for a single person claiming asylum (must have your récépissé).
jf.bellocq@welcometoulouse.fr
www.welcometoulouse.fr

Filing an appeal against the refusal and termination of CMA

A "recours" (appeal) is the contestation of an administrative decision in court.

Appealing CMA refusals

The CMA refusal decision is given to you when you register your asylum application (GUDA). You have 7 days to appeal against this decision. Contact a lawyer.

Please note: The 7-day time limit is imperative, regardless of whether you lodge an appeal with OFII or apply for legal aid.

Appealing against termination of CMA

1. If you receive a letter from the OFII called "notification d'intention de cessation des conditions matérielles d'accueil", you have 15 days to send your observations. You must contest the OFII's reasons and explain your vulnerability (i.e. why the absence of benefit and/or accommodation puts you in particular danger, e.g. lone woman, pregnant woman, presence of young children, illnesses etc.). With a medical certificate if possible) by post to :
OFII - Direction territoriale de Toulouse
7 rue Arthur-Rimbaud
31203 Toulouse Cedex 2



Remember to keep proof that you have sent your letter.



OFII does not have the right to cut off your ADA and, if you are accommodated, does not have the right to expel you, as long as a termination decision has not been taken.

2. If, after receiving your observations or in the absence of observations during the 15-day period, OFII sends you a decision to cease CMAs, you have **seven days to appeal to the administrative court** - Contact a lawyer.

⚠ The seven-day time limit is imperative, regardless of whether you apply for legal aid or lodge an appeal.

⚠ If you are housed, the association managing your accommodation **does not have the right to evict you without a special procedure** (see page 35).

3. If your ADA is cut off, it may be that OFII has sent you a decision to terminate CMAs but you haven't received it. Send a request:

- CVH
- your accommodation
- by e-mail (ada.toulouse@ofi.fr)

⚠ If you didn't pick up a registered letter at the post office, it may have been this decision. The time limit for appeal starts from the first notice of presentation of the letter by the post office.

Applying for reinstatement of CMA

1. This possibility exists for asylum seekers who have had their CMAs terminated because they **have left the accommodation or orientation area, or have not complied with the authorities' requirements** (e.g. absence from summonses).

If you have been unable to appeal against this decision or the court has upheld it, you can apply for **reinstatement if the reasons why the OFII decided to end the CMAs have ceased** (for example, your asylum application is registered in France after the Dublin flight deadline has expired).

- Either by email to: toulouse@ofi.fr and ada.toulouse@ofi.fr
- Or by post to :
OFII - Direction territoriale de Toulouse
7 rue Arthur-Rimbaud
31203 Toulouse Cedex 2

⚠ You must explain the reasons why you have not complied with your obligations and, above all, your vulnerability (i.e. why the lack of benefit and/or accommodation puts you in particular danger, e.g. single woman, pregnant woman, presence of young children, illness, sexual minority, etc.). With a medical certificate if possible)

⚠ You must keep proof that you have sent your letter or e-mail, otherwise it will be impossible to appeal to the courts.

2. If you receive a decision from OFII refusing to reinstate your CMAs, or **you receive nothing during the two months** following receipt of your request for reinstatement: you have **two months to appeal to the administrative court** - Contact a lawyer.

3. If you don't fall into one of the above categories, you can apply for a **derogatory reinstatement**, in particular **if your situation has changed with regard to your vulnerability**. The procedure to follow is the same.

4. Special case: If you **return to France after having been deported to a European country, and the prefecture registers your asylum application in France under the normal or accelerated procedure, the OFII must offer you the CMAs**.

If OFII tells you to apply for reinstatement even though you are entitled to CMAs, contact a lawyer.

Expulsion from accommodation for asylum seekers

This section only concerns people who have been accommodated by the OFII during their asylum application.

1. At the end of the month in which **your asylum application has been definitely rejected**, the social workers at your place of accommodation give you the date by which you must leave the premises. You can **apply to the OFII to stay in your accommodation for a further month**, to prepare for your departure (call 115 and apply to the SIAO).

If you remain in the premises after this date, the manager of the accommodation or the prefect must **"give formal notice" to leave the premises** by letter.

⚠ Social workers do not have the right to take you out by force, remove your belongings or ask the police to throw you out.

2. If you remain in the premises, the **manager of the accommodation center or the prefect must refer the matter to the administrative court** to order you to leave, unless you have **applied for assisted voluntary return**. Contact a lawyer to defend you in court.

Only if the court orders you to leave the premises can the accommodation manager or the prefect evict you with the help of the police.

If you are recognised as a refugee or have subsidiary protection

When you obtain refugee status or subsidiary protection, **you are no longer considered an asylum seeker and therefore no longer have the right to CMAs. You do have the right to Active Solidarity Income (RSA) and to social housing.**

→ Ask for help at your shelter or from a social worker (page 30).

1. It takes a very long time to obtain social housing. In the meantime, if you are accommodated by the OFII, **you can ask the OFII to keep you in the accommodation for a further three months** to prepare for your departure. If you remain in the premises after this date, the manager of the accommodation or the prefect must send you formal notice to vacate the premises.

⚠ Social workers do not have the right to forcibly remove you from your CADA or HUDA, nor to remove your belongings or ask the police to throw you out.

2. If you remain in the premises and have refused several offers of accommodation or housing, the manager of the accommodation or the prefect must refer the matter to the administrative court to order you to leave. Contact a lawyer to defend you in court.

Only if the court orders you to leave the premises can the manager of the accommodation or the prefect evict you with the help of the police.

For help you with your case, call on:

PROGRAMME AGIR 31 – FORUM RÉFUGIÉS
Accompaniment of people benefiting from international protection (refugees, those with subsidiary protection, stateless people and parents of minor refugee children) in accessing rights, resources, accommodation, housing and employment.

⌚ Monday, Wednesday and Thursday 9am-12pm and 1:30pm-5pm, Friday closure at 4:30pm and Tuesday 1:30pm-5pm.

📞 05 34 58 19 15

✉ agir31@forumrefugies.org

📍 7 avenue des Herbettes

🚌 23 27 Herbettes



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, accommodated, 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/logelement_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:

- 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** *Information about accessing healthcare* ⏰ Monday, Wednesday and Friday 9:15-11:30 am without appointment (be there early).
- 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.

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.**

• 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, Thursday 9:30am-12:30pm and 2-5:30pm. Wednesday 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, Tuesday and Friday 9:30am-12:30pm.
Monday at Thursday 2:30-5:30pm
☎ 01 45 21 63 12

Case de santé Healthcare Rights Department telephone service

• Questions about accessing health insurance and right to residency for medical reasons

☎ 05 61 23 62 35
⌚ (Phone assistance) Mon., Wed., Thurs., Fri.
2-5pm and Tues. 10am-12pm



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 **apply 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).



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

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 regularization 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 regularization.

 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 regularization (legal immigration status) through work.

⌚ No appointment Monday, 3-6:30pm.

📞 05 61 21 53 75

✉ collectifimmigrationct31@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).

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

Closed from Feb. 21st to March 8th.

Phone helpline from Feb. 23rd - 27th.

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_casnnav

📞 05 67 52 41 99

✉ primo.arriv@ac-toulouse.fr

📍 Université Toulouse - Jean Jaurès

Campus du Mirail - Bâtiment Candilis (1^{er} étage)
5 allée Antonio Machado, 31100 Toulouse

Ⓜ️ A Mirail-Université



RESF - RÉSEAU ÉDUCATION SANS FRONTIÈRES 31

Aid and support with regularization 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 BUS 14 Bellefontaine

Ⓛ L4 René Valmy



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 2024-25 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.

Organisations that can help you

CGT SELA 31

- SYNDICAT DES ÉTUDIANT·E·S, LYCÉEN·NE·S ET APPRENTI·E·S

Union that is active in every place of education (schools, universities, private schools, IUT, CFA...), of life (student residences), and of work.

Advocacy and fight for better conditions of studies, life, and work.

☛ sela.cgt31@gmail.com

or via social networks

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

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

DILAMI

Registration open starting February 23rd.

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

Closed Feb. 28th - March 9th.

Applications accepted online for 2026-2027 in Jan./Feb. 2026-2027.

The "Département d'Etudes du Français Langue Étrangère" (Department of French as a foreign language studies) offers a French learning program each year at University Toulouse 2 Jean-Jaurès. It starts in September and lasts 400 hours spread over 2 x 13 weeks.

Baccalaureate or high school diploma required ELAO test required for levels below A2.

Official DELF-DALF or TFC/TEF certificate required for level A2 or above.

☛ 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

☛ Empalot

Some organisations also offer French lessons (page 25).

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

- ① **To collect mail without an appointment:** Monday to Friday 9-11:45am
- ① **Reception without appointment:** from Mon. - Fri. 9am-12pm and 1-5pm (except Thurs. afternoon)
- ① **Telephone helpline** Mondays, Wednesdays and Fridays 1-5pm
📞 05 31 26 60 90
✉️ spada31@cvh34.com
- 📍 28 rue Théron de Montaigut
📍 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, 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.

PÉFECTURE DE HAUTE-GARONNE

📍 1 rue Saint-Anne - 🚍 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.

- 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 **OPRA 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 OPRA online account**:

 <https://www.usager.ofpra.gouv.fr/ofpra/user/login> where you will access all information from the OPRA (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 accommodation 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 OPRA 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 OPRA 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 OPRA may use this number to give you an appointment.

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)

 28 rue Théron de Montaugé

 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

! When your asylum application certificate (récépissé) expires, the prefecture should send you a new one by mail. If you have not received it a few days before the end of your old application certificate, make an appointment at the prefecture (with your most recent domiciliation document) or go to a legal support session (pages 15-16). If your asylum application certificate is no longer valid, you can be arrested during an identity check. In case of arrest by the police, see page 60.

Dublin procedure : Deportation to the European country which is to examine your asylum application

! If you are "Dublin" it may be because you have applied for asylum, obtained a visa or your fingerprints have been found in another European country (or you have declared that you have arrived via another European country). It is this country that is responsible for your asylum application. The prefecture will then ask this country to examine your asylum application.

The procedure can take from 6 months to 2 years, depending on the response from the country of return, the actions you take and whether or not you are placed "on the run". It is difficult to give the same strategy to all «Dublined» people. Every Dublin situation is different, and what worked for one person may not work for you. It is therefore important to be accompanied by an association and/or a lawyer.

While waiting for the answer from the country that is responsible for your application, you will be able to stay in France with assistance such as the ADA benefits, health insurance (CSS, AME)... The prefecture will schedule several appointments that you must attend if you wish to continue to be eligible for housing and benefits.

 Please note that at one of these appointments a **transfer order** will be given to you by the prefecture. From that moment on, you risk being placed under house arrest or in a detention centre and being deported to the country responsible for your asylum application. France has 6 months to transfer you starting from the date that the responsible country has agreed to take you back.

 **When you receive the transfer order, It is possible to appeal** to ask France to be responsible for your asylum application and that you not be deported. The time limit to file an appeal is 48 hours if you are under house arrest or in a detention center, and 7 days if you are not. **The chances of winning this appeal are very low.** They depend on your personal situation (health, family, countries that you traveled through...).

 **If you lose your appeal,** the waiting time before you can file your asylum application in France will increase by six months from the date of the court decision, during which time you can still be transferred. **Go quickly to a legal support session or to a lawyer** to get advice and help for a possible appeal (pages 15-16).

 **If you have not been transferred to the responsible country** within the transfer time limit (6 months or more depending on your situation), France will be in charge of your asylum application.

 **If you were transferred but have returned to France,** you can re-file your asylum application. This can be risky: go to a legal support session for more information (pages 15-16). In Toulouse, the prefecture often places these people in the Dublin procedure again. Go to the prefecture accompanied by someone. Otherwise, visit a legal support session or a lawyer (pages 15-16).

 **If you don't show up for the appointments you are given by the prefecture or if you refuse to be transferred,** you may be considered as "on the run". In this case, you will no longer have the right to accommodation under the asylum application, nor to the ADA allowance. The transfer deadline during which France can expel you is then further extended, and you will no

longer have a valid récépissé. **As a precaution, you should wait 18 months after the moment you stopped going to appointments** before going to the prefecture. After 18 months, France should become responsible for your asylum application.

 As it is complicated to calculate the timelines, you should ask a lawyer or a legal support session for advice (pages 15-16).

An absence for an appointment may be justified (medical appointment, illness...). You will need to send a letter of explanation with justification by fax or by registered letter with acknowledgement of receipt (lettre recommandée avec accusé de réception, ask the Post Office) and keep a copy of the letter and the justification.

PRÉFECTURE DE LA HAUTE-GARONNE

Direction des migrations et de l'intégration
Pôle régional Dublin
1 rue Saint-Anne - 31038 Toulouse Cedex 9

In any case, go to a legal support session with all your relevant documents (pages 15-16) to get more information about the Dublin procedure and your personal situation.

OPERA FILE AND INTERVIEW

1. The OPRA file

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

Through your story, you must convince the OPRA 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 OPRA 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 OPRA 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 OPRA 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 OPRA by mail before the interview (a letter that explains further, a medical certificate, other proof) OR ask for them to be corrected during the OPRA oral interview.

The oral interview is more important than your letter.

How and when to send the OPRA file?

The file must be sent to the OPRA 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:

OPRA
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 OPRA, 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 OPRA.



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

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

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

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

How to appeal to the CNDAs?

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

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

The appeal must have arrived at the CNDAs within one month after you received OFPRA's decision: meaning within one month after the day you picked up the OFPRA's decision at the post office, or within one month after the post-person leaves a non-delivery notice (avis de passage) or one month after receiving OFPRA's decision on your secure digital space.

Writing an appeal is not easy. It is best to seek the help of a specialised organisation or a lawyer (pages 15-16).

You have three options:

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

If, for your appeal before the CNDAs, you want to bring medical evidence of cruel, inhuman or degrading treatment you have experienced, it is necessary to contact the forensic medicine department at the Rangueil hospital, which will be able to provide you, free of charge, with a certificate of your psychological and/or physical after-effects to be sent to the CNDAs before your hearing.

PURPAN HOSPITAL - UNITÉ MÉDICO JUDICIAIRE (MEDICAL/LEGAL UNIT)

Mon. - Fri. 9am-4pm

05 61 77 23 80

Make an appointment by email:

umj.sec@chu-toulouse.fr with your asylum application certificate (récépissé), your summons to the CNDAs and your CSS attached.

Raymonde Fournet building - Place du D' Baylac
 **T1 T2** Purpan
 **L2 45 63** Hôpital Purpan

1. Free lawyer / public defender

Be careful, the deadlines for requesting free legal assistance are very short: **you must apply within 15 days of the withdrawal of the OFPRA decision.** After this 15-day period, you will have to defend yourself alone or with a paid lawyer. This is not recommended.

If you have requested legal aid, your lawyer will accompany you in all the steps related to the appeal (they will receive a copy of your letters).

Two ways to apply for a lawyer:

- **Ask for help from the SPADA or a non-profit organisation.** You must go to the SPADA or a legal support session to get help (pages 15-16).
- **Apply for legal aid yourself.** Write a hand-signed letter yourself, specifying your personal information and the number of your OFPRA file, or fill out a CERFA application for legal aid and add a copy of the OFPRA decision.

You must send these documents by registered mail with an accusé de réception (ask the post office) to this address:

COUR NATIONALE DU DROIT D'ASILE
 Bureau d'aide juridictionnelle
 35 rue Cuvier - 3558 Montreuil Cedex
 Or by fax to 01 48 18 43 11

You can also find a lawyer yourself who accepts clients who cannot pay. They will have to send a letter to the CNDAs to inform them that they are taking your case.

If you request a free lawyer **within 15 days** of receiving your rejection letter from the OFPRA, the one-month time limit for appeal will be interrupted until you are granted a lawyer.

You will soon after (in about 15 days) receive two letters :

- a letter of registration of your request
- a letter of acceptance of your request with the name and address of your lawyer.

From the moment you receive this letter, your lawyer has little time to make the appeal. They need to meet with you and listen to your story in order to prepare arguments against the OFPRA's decision.

Contact them quickly! Lawyers are often very busy, but don't hesitate to ask for an appointment with them. If you cannot make an appointment with your lawyer, you can ask for help from a non-profit organisation (pages 15-16).

2. Private lawyer

If you want to hire a lawyer of your choice to defend you before the CNDAs, **you must find them yourself and pay their fees. Make sure that your lawyer is a specialist in immigration law.**

With the help of your lawyer, you must send your appeal to the CNDAs within one month of the notification of the OFPRA's rejection of your asylum application.

If you are unable to make an appointment with the lawyer you paid for, you can ask for help from a non-profit organisation (pages 15-16).

3. File an appeal without a lawyer

This is not recommended.

You must defend your case at the CNDAs without the help of a lawyer.

If you want to make your appeal by yourself and defend your case, read the information above to know the important elements of an appeal.

What happens after you file your appeal?

It is the CNDAs that will examine your application.

- First, you will receive **a letter** that proves that your appeal to the CNDAs is registered.
- Then you will receive **a summons to the CNDAs for a public hearing.** C'est la CNDAs qui examine votre demande..

 If the CNDAs believes that your appeal does not present relevant arguments to challenge OFPRA's decision, a rejection decision can be made by order, meaning without a thorough examination and without a hearing.

If the OFPRA decision rejecting your asylum application is dated before September 1, 2024, the hearing will take place at the CNDAs, 35 rue Cuvier, 93100 Montreuil, near Paris.

For OFPRA decisions rejecting your asylum application dated after September 1, 2024, the **place of hearing** depends on where you live:

- If you live in the departments of **Ariège, Aude, Aveyron, Hautes-Pyrénées, Haute-Garonne, Hérault, Lozère, Pyrénées-Orientales, Gers, Lot, Tarn and Tarn-et-Garonne**, the hearing will take place in the territorial chamber of the CNDAs at the Cour administrative d'appel de Toulouse, 3, rue Montoulieu Saint-Jacques, 31000 Toulouse.
- Unless you are of **Syrian, Iraqi, Ethiopian, Eritrean, Burundian, Rwandan, Iranian, Libyan, Ukrainian, Nepalese, Yemeni or Palestinian nationality**, the hearing will take place at the CNDAs premises in the Paris region (35 rue Cuvier, 93100 Montreuil).
- Unless you require the assistance of an interpreter in a particular language, the hearing will also take place in the Paris region.

It is important to go to the hearing. Be aware that the hearings are public. You can attend other people's hearings if you wish, to have an idea of how it works before you are called in yourself.

At the hearing, there will be three judges in the room:

Your lawyer (on the right) and **your interpreter** (on the left) will be seated next to you.

If you are in the fast-track procedure you will have **only one judge**.

On the day of your hearing, you can ask your lawyer to be heard à huis clos (in closed session), that is, without an audience.

The hearing will proceed as follows:

1. The rapporteur will present your case;
2. The judge(s) will ask you questions directly to understand your story. This part is very important because the judges are looking for the truth and must be convinced of the reality of your fears. You must answer their questions as naturally and spontaneously as possible, while providing the details requested (see tips for the OFPRA interview). At this point, rely only on yourself, and not on your lawyer, who does not have the same knowledge of the events that you have personally experienced;
3. Finally, your lawyer will take the floor to plead your asylum application, emphasising the most important points of your story to criticise the OFPRA's decision.

Three weeks after the hearing (normal procedure) or one week (fast-track procedure), the CNDA will send you its decision by registered letter. The decision will also be displayed at the CNDA and on its website. You will be informed of the posting date on the day of the hearing.

What to do when you have received the decision of the CNDA?

The final decision will be sent by registered mail to your address.

It is very important to check every week if you have received mail at the address where you receive your mail.

The CNDA can either decide to cancel the OFPRA's decision, meaning you are given refugee status or «subsidiary protection,» or refuse your asylum application.

If you obtain refugee status or subsidiary protection: read the information on pages 56-57, which explains how to proceed with the first steps.

If the CNDA refuses to grant you protection, very few options are still possible:

- An appeal to the Conseil d'Etat within two months is possible, but the conditions are

very strict: it is an appeal that only concerns problems related to the procedure and not the content of your file.

- A re-examination of your asylum application is possible but you must have new elements to request this (page 54).

If the CNDA refuses to grant you asylum, it means that you no longer have the right to stay on French territory. You can receive an Order to Leave the French Territory (Obligation de Quitter le Territoire Français, OQTF). You can be arrested and sent back to your country. Go to a legal support session to ask for advice (pages 15-16) and see «In case of arrest by the police» to know your rights (page 60).

APPLYING FOR YOUR CASE TO BE RECONSIDERED (“RÉEXAMEN”)

If you are alerted to new events that concern your safety in your country, it is possible to ask the OFPRA to re-examine your asylum application. There is no time limit to initiate this review. The only thing that counts is that there are new events that confirm the threats against you if you return to your country.



Pay attention to what is considered as a new element.

If you apply for reconsideration with a file that does not meet the criteria described below, your application will be rejected without an interview within 15 days. Following a rejection of your application for reconsideration, it is common to receive an Order to Leave the French Territory (Obligation de Quitter le Territoire Français, OQTF), possibly accompanied by a Prohibition against returning to France (Interdiction de Retour sur le Territoire Français, IRTF).

New facts

A new fact is an event that indicates that you still have a fear of persecution or serious threat,

meaning that these fears are current. The fact is new if it occurred after the final rejection of your previous asylum application.

The fact is new if it happened:

- After the decision of the Cour Nationale du Droit d'Asile (CNDA)
- After the decision of the OFPRA (if you did not file an appeal with the CNDA).
- Or if you show that you were unaware of the event at the time of the rejection or that you did not have the opportunity to talk about it when you first applied.

Here are some examples of events considered as new facts if they have not already been raised before OFPRA or CNDA:

- The evolution of the political and/or security situation in the country if it has an impact on your personal situation.
- The recognition of protection for a relative whose fear of persecution is linked to your situation.

New evidence is not a new fact.

The request for reconsideration will not be granted if you bring back an element that only confirms your oral or written statements from the previous application.

Examples:

A certificate of affiliation with a political party is considered only as new evidence if you had already disclosed your membership in that political party.

A newspaper article or a letter from a lawyer attesting to facts already revealed during the previous application is considered to only be evidence confirming previous facts.

Be aware that a new element does not have to be a written document.

It can be an event that you can prove by simple statements. In this case, you will have to be very precise in your account (dates, places, names of people, ...) to allow the event to be retraced.



Just because the element is considered «new» does not mean you will automatically be granted protection. Do not add any documents to your file without explaining how you obtained them and why you did not submit them during your first asylum application.

It is important to know that even if some documents report a new fact, applications for reconsideration are very often rejected by the OFPRA and the CNDA because they doubt their authenticity. In case of rejection, it is possible to receive an Order to Leave the French Territory (Obligation de Quitter le Territoire Français, OQTF), and possibly an Prohibition against Returning to France (Interdiction de Retour sur le Territoire Français, IRTF).

How to apply for reconsideration?

The application for reconsideration is managed, as for the first application, by the OFPRA and the CNDA.

First, you must go to the SPADA to get an appointment at the prefecture and file your application for reconsideration. You should typically go to the SPADA of the department of the prefecture where you made your first asylum application, but this is not required.

Depending on the date of your visit to the GUDA, you can apply for reconsideration by mail or through your OFPRA online account

At the prefecture, you will be given a certificate of application for asylum and a file for application for reconsideration (pink). An application for reconsideration is necessarily placed under a fast-track procedure. The time required to examine the file will be quite short.



It is better to write your story with the new facts and ask a non-profit organisation for advice before going to the prefecture. You will only have 8 days to send your file to the OFPRA.



If your application for reconsideration is not considered acceptable by the OFPRA, you can appeal to the CNDA to contest this decision. If your application has been considered acceptable, but after examination, has been rejected by the OFPRA, you can, as with your first application, appeal to the CNDA (pages 52-53).

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.

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    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 session specialised in assisting refugees (pages 15-16)





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 a residence 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.

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 regularization (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 regularization 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.

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)

The **CRA** is a place of detention which aims to deport you either to your country of origin, or to the country responsible for your asylum application (Dublin procedure), or to the country which has granted you protection (Schengen remission).

As soon as you arrive at the CRA, ask to see the non-profit (association) present in the CRA (your relatives can also inform the non-profit that you are being detained there). In Toulouse:

LA CIMADE

📞 05 34 52 13 92 or 05 34 52 13 93

✉️ der.toulouse@lacimade.org

📍 Der Toulouse (Cimade Retention Centre Toulouse)
✉️ der.toulouse

They will help you with the necessary legal procedures, keep you informed about the

progress of your case, and put you in contact with lawyers. If La Cimade is not available (weekends, public holidays, etc.), try to contact them by email. The police registry office must register your appeal in any case, even without an organisation's involvement.

In order to deport a person, the French State must have their valid passport or a consular pass.

- **If you did not give your passport** and you refuse to see a representative from your country's consulate, it will be difficult to obtain a laissez-passer: deporting you will be complicated. **Be careful**, if you refuse to meet this representative, you can be sentenced to a prison period (from 1 to 4 months).
- **If you have given a false identity**, the police will not know which country you come from. This makes your deportation complicated. Be careful, if the police find out that you have given a false identity, you can be sentenced to a prison period (from 1 month to 3 years).
- **If you refuse to take a PCR test before boarding**, you can be sentenced to a prison period (from 1 to 4 months). **If you are convicted and imprisoned, you risk being detained again in the CRA at the end of this prison sentence.**

How long in the CRA?

The maximum period of detention in the CRA is 90 days. You can make two appeals to ask for your release:

1. Appeal against the decision to place you in detention. The juge des libertés (judge of freedoms and detention, JLD) has 48 hours to decide whether or not to extend the detention period.
2. Appeal against the decision of the Obligation to leave the French territory (OQTF). The administrative court is asked to cancel the decision to deport you (only if this decision is recent, less than 48 hours). Depending on the judge's decision, you may be released or your detention may be extended.

ADMINISTRATIVE DETENTION CENTRE (CRA) in Toulouse

📍 21 Avenue Pierre Georges Latécoère à Cornebarrieu (31700)

To return to Toulouse once released:

- Walk around the landing tracks of Blagnac airport and take the ① T1 to Toulouse.

• **bus 17** Dewoitine (next to Intermarché). Beware, the bus only runs every hour, check the timetable.

• **bus 118** Dewoitine, goes to Colomiers station.

Your rights in detention:

- **Make phone calls:** There are no longer any phone booths but the police provide you temporarily with a phone with no camera upon your arrival. Mobile phones that can take pictures will be taken away from you.
- **Receive visits from your relatives.** They must have legal immigration status and have to present an identity document. They can bring you clothes, new and individually wrapped non-perishable food (cakes, sodas), documents, money, a mobile phone without a camera, cigarettes.
⌚ Visits every day 8:30-11:30am and 2:30-6:30pm (try to arrive before 5:30pm).
- **Be visited by a non-profit organisation/support collective:**

CERCLE DES VOISINS (CIRCLE OF NEIGHBOURS)

Collective that defends the free movement of people and denounces the system of deportation of undocumented people.

For a visit to a person detained in the CRA, contact them by email.

✉️ contact@cercledesvoisins.org

TOULOUSE ANTI CRA

Collective to support the prisoners of the CRA and to fight for the abolition of detention centres, the end of confinement and deportations. Its members can visit you, publish your testimonies and organise political actions to support you.

✉️ toulouseanticra@riseup.net

📞 07 58 21 68 70

- **Accept the OFII's assisted voluntary return program**, to return to your country of origin. For some countries, reintegration assistance is offered in your country of origin
🌐 www.retourvolontaire.fr

If you are released by the JLD or the Administrative Judge do not forget to collect a notification when you are released which grants you **7 days of legal stay in the country**. If the prefecture informs you that you have been assigned to house arrest upon leaving the CRA, you have seven days to contest the decision (with the support of a lawyer or an association) in an administrative tribunal.

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 : Accommodation 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 Accommodation 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
OPFRA : French Office for the Protection of Refugees and Stateless Persons
QQT : Obligation to Leave the French Territory
PAEJ : Reception and Listening Point for Youths
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

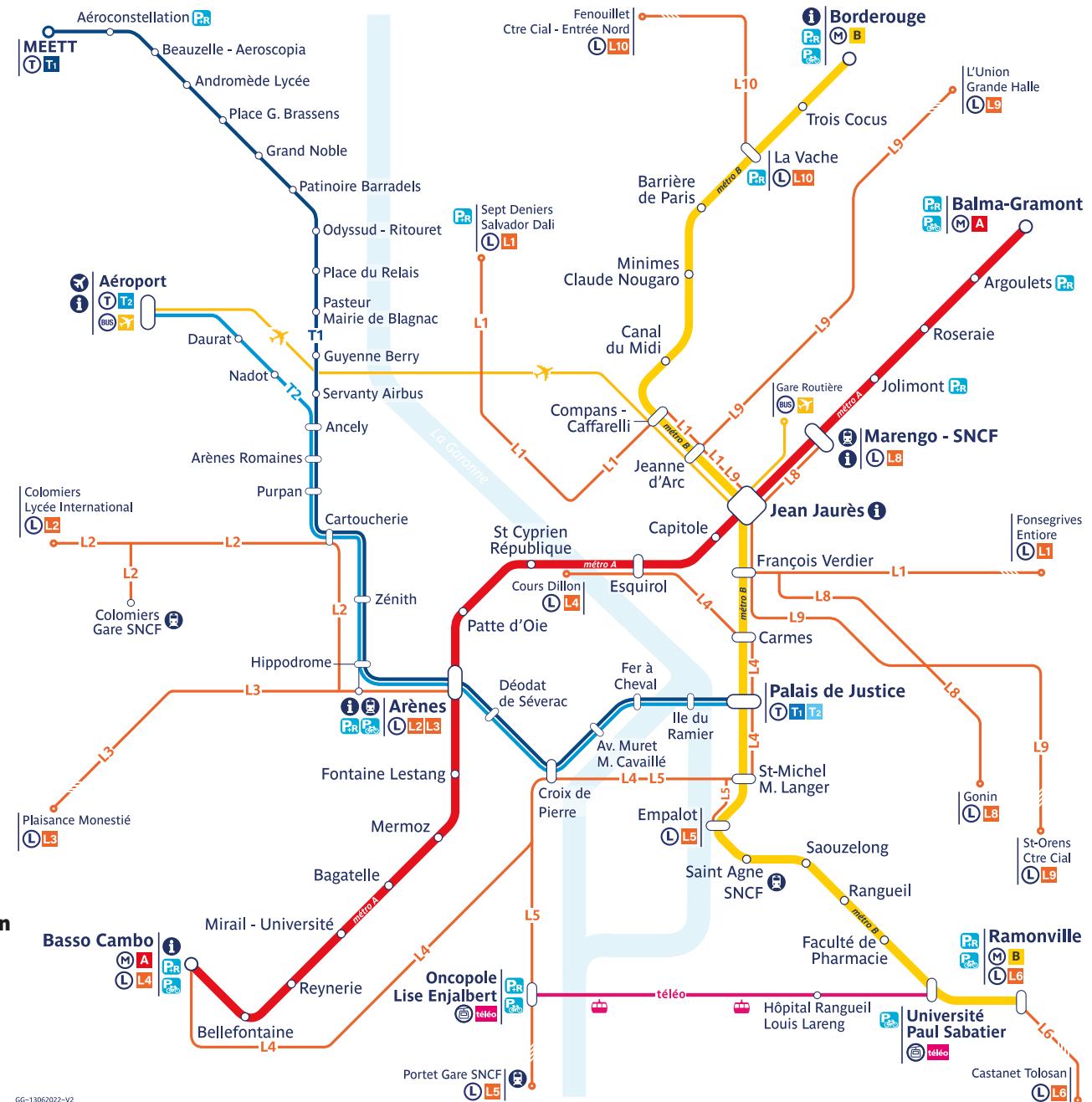
■ Tisseo service

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

■ Other transportation

A set of icons consisting of a black airplane and a black train, each paired with its respective text label: "Airport" and "Train station".

METRO AND TRAM MAP OF TOULOUSE



JANUARY-MARCH 2026

ENGLISH

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. ❤



To download the guide:
www.watizat.org



watizat.toulouse



Watizat Toulouse

Questions? Contact us:
toulouse@watizat.org

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