CAUTION! 1st, 8th, 9th and 20th of May are public holidays. Some places may be closed.
# Your Social Rights

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**Summary**

**How is the Guide Organized?**

- Reception, orientation, administrative support
- Free legal help
- Food
- Showers
- Day Centres
- Healthcare
- Restoring family links
- Domiciliation
- Clothes
- Bag Storage
- Social housing
- French classes
- Employment
- Activities

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ARRIVING IN PARIS

YOUR ADMINISTRATIVE SITUATION

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

There are various possibilities (asylum claim, applying for residency permit) depending on your personal situation.

In the box below you will find information on how to start an asylum claim. This is not the only available option. These procedures are long and complicated.

For legal help, go to a free legal aid advice service (see page 11).

For more information, read the procedure section of this guide (see page 40).

ASYLUM CLAIM

Call the OFII to arrange a meeting: 01 42 500 900

Monday to Friday: 9am-3:30pm

Wait for the language options to choose your language. There are lots of people calling at once: The waiting time can be very long. Every call cuts off automatically after 45 minutes. You have to try several times.

Careful, this number is not free. It’s the price of a local call.

If you don’t have a phone, go to a day center (see below) to ask for accommodation during your asylum procedure. The Aboukir day centre specialises in helping families, couples and single women who have only just arrived in Paris.

Access to accommodation will vary depending on your family structure and the timing of the asylum procedure.

If you haven’t submitted an asylum claim yet, you are less likely to be provided with housing. Call the OFII number (see green box to the left) to ask for accommodation during your asylum procedure.

HOUSING

Emergency accommodation for all

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

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

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

More information on page 29.

Accommodation for asylum seekers

During your first appointment at the Prefecture (see page 41), the OFII should offer you housing.

The waiting time can be very long.

There are other accommodation solutions, even before your procedure starts.

These options are different for men, women, families and couples (see the following)

Single men

If you want to apply for asylum or if you have started your asylum procedure, you can go to a day centre (see below) for information and advice. For those who have applied for an asylum request at the prefecture, you can apply for housing at a day centre. Be aware that the waiting time can be very long. This kind of housing is only available to registered asylum seekers who receive ADA financial benefits and have never been provided with housing before.

ACCUEIL DE JOUR CÎTÉ

1 boulevard du Palais, 75004 Paris

Cîte

Monday to Friday 9am-4pm. Come early to register for a housing transit centre (CAES).

More information on page 16.

ACCUEIL DE JOUR AUSTERLITZ

You can get help there to call the OFII number. The Aboukir day centre specialises in helping families, couples and single women who have only just arrived in Paris.

ACCUEIL DE JOUR ABOUKIR

Here you can get help with your asylum claim. Priority to newcomers.

ACCUEIL DE JOUR ABOUKIR

6 rue Aboukir, 75002 Paris

Sentier

Monday to Sunday from 9am-6pm. For unaccompanied minors: see page 8.

UTOPIA 56

Place de l’Hôtel de Ville, 75004 Paris

Hôtel de Ville

For families, single women and couples and unaccompanied girl minors: material support and short-term solidarity housing (people will host you in their house).

Monday to Sunday at 6pm

For unaccompanied minors, see page 8.

Families, couples and single women

Access to accommodation will vary depending on your family structure and the timing of the asylum procedure.

Careful, this number is not free. It’s the price of a local call.

If you don’t have a phone, go to a day center (page 16), the people working there will lend you one.

If you are unable to get a meeting, take a screenshot of the calls made to the OFII from your phone. This will help you prove that you’ve called several times and that you haven’t been able to get a meeting to make an asylum claim.

Be careful, the French Office for immigration and integration (OFII) can offer you a referral to accommodation in another region than the one you filed your asylum claim in. If you refuse to go where you’re referred, you will not be entitled to accommodation or financial benefits (ADA) anymore. More information on page 34.

For legal help, go to a free legal aid advice service (see page 11).
YOUR DOCUMENTS

⚠️ It is very important to keep photographs and copies of all documents and letters in your name that may be given to you while you’re staying in France. Keep these copies in various different places (at a friend’s place or at an organisation) and online (in your emails...).

As soon as you arrive, make sure you keep track of all the documents you receive and organise them by theme (health, work, education, etc).

- They can be 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 mandatory if you request a resident permit. Examples : your income declarations (taxes), medical prescriptions, social security certificate, phone and electricity bills, Pass Navigo, proof of domiciliation, pay slips, French class registration and diplomas, various letters...

USEFUL APPS

Use the ADOBE SCAN app to help you scan your documents.

TARJIMLY
Allows you to contact a volunteer translator directly via the Messenger application (written, audio and voice messages) 🌐Tarjimly

SPIKY COMMUNITY
A free application with access to useful information for getting set in France, with good tips and advice for discovering the city.

GETTING AROUND

Tickets

Metro tickets t+ (2,10€) allow you to make a single trip on the metro or RER (you can take various metro lines but once you leave the metro your ticket is no longer valid).
- It is cheaper to buy a ticket in the metro than on the bus.
- It is cheaper if you buy a pack (carnet) of 10 tickets in the metro.

Pass Navigo

This is a travel pass that you can top-up to get the bus, metro and RER. It costs 84,10€ a month but some discounts are available:
- CSS beneficiaries (ex CMU-C) get a 75% discount
- AME beneficiaries get a 50% discount
- RSA beneficiaries get it for free

To get a Navigo Pass
Ask for a Navigo Pass at a RATP office in most metro stations, at the ticket office. Issuing a Navigo pass is free and compulsory. If the RATP agent refuses to issue it, try another agency.

To benefit from the “Solidarité transport” discount
www.solidaritetransport.fr/first-request/online/home

Asylum seekers can get help from the association that gives them their mail (SPADA).

If you are not entitled to these discounts, you can buy a ‘Pass Navigo Découverte’ (with daily, weekly or monthly top-ups) or a ‘Pass Navigo Liberté’ (linked to your bank card, a journey in Paris costs 1,49€). You can get more information at an RATP office.

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 29.

The inspectors can’t search your belongings without your consent, but they could ask you to leave if you refuse.

If you are fined

In the event of a fine, please note the time limits:
- You have a maximum of 3 months from the date of the offence to pay your fine. After this period, the fine may increase.
- If you pay it within the first 20 days, you will get a 20€ discount.
- Please note, if you don’t have a bank card, you can only pay with cash for the first 30 days, in the 5 following offices:
  Les Halles, Gare de Lyon, La Défense, Noisy-le-Grand Mont d’Est et Bourg-la-Reine (see the metro map on page 62).

The inspectors give you a document called a fine ticket (PV) or receipt: you should keep it with you.

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  Les Halles, Gare de Lyon, La Défense, Noisy-le-Grand Mont d’Est et Bourg-la-Reine (see the metro map on page 62).

The inspectors give you a document called a fine ticket (PV) or receipt: you should keep it with you.

If you have no income, you have three months from the date of the offence to contest the fine. Please note that this does not always work.

If there are any difficulties or you can’t pay the fine, ask for help from a social worker (see page 28).

EMERGENCY NUMBERS

15 SAMU
If you have serious coronavirus symptoms and difficulty breathing.

18 Firemen
Report a dangerous situation: accidents, fire, sick person...

17 Police
Call to get help in case of assault

114 SMS emergency
Allows deaf and hearing-impaired people as well as everyone who can’t make a call to alert the emergency services 24/7 by SMS, chat, videoconference.

115 SAMU social
Emergency accommodation for one or more nights. Open 24/7 but you may have to call several times and wait about 2 hours. Ask for an interpreter for your own language. You can ask for humanitarian assistance (warm food, hygiene kit, blankets, clothes and shoes).

119 Children in danger
Emergency number for any child or young person who is a victim of violence or anyone who is concerned about a situation where a child is in danger.

3919 Women violence info
For female victims of violence (domestic, sexual, psychological, forced marriages, sexual mutilation, harassment...). Doesn’t deal with emergency situations.
1. What does “unaccompanied minor” mean?

You are an “unaccompanied minor” if:
- You are under 18 years old
- You are without parents or without legal guardians (adults who have legal authority over you) in France.

As an unaccompanied minor, you are considered to be "in danger". You will therefore be protected and taken into care 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 therefore has to protect them. In charge of accommodating and protecting these unaccompanied minors is the Child Welfare Services (ASE).

Before being taken into care, you will first need to take an “underage and unaccompanied” evaluation with the ASE. This evaluation is mandatory to be taken into care and protected by the ASE who will interview you to assess if you truly are underage and unaccompanied. Usually, this only takes a few days, but it can take up to a few weeks.

Once you are officially recognized as underage and unaccompanied, you will be accommodated and guided towards independence until you turn 18. That will include socio-educational work, education or training, legal and administrative monitoring...

3. Your arrival in Paris

Go to these organizations to help you prepare for the next administrative steps:

**UTOPIA 56**
- Place de l'Hôtel de Ville, 75004 Paris
  - Hotel de Ville Material support (blankets, hygiene products), guidance.
  - Monday and Friday at 6pm for young boys in an appeal
  - From Monday to Friday at 6pm for young female minors: guidance, information and overnight accommodation in private homes.

**ADJIE**
- Legal advice centre
  - 1 rue de Nantes, 75019 Paris
  - Monday 6pm Come Early!

**AMNA in Paris**
- 127 rue de Tolbiac, 75013 Paris
  - Tolbiac Olympiades
  - Monday to Saturday 9am-6pm.
  - Closed 1st, 8th, 9th and 20th May

**PEMIE in Bobigny**
- 1-15 rue Benoît Frachon 93000 Bobigny
  - Libération 01 82 46 81 42
  - Monday to Friday 9-12:30am and 1.30-5pm.
  - Come very early. Closes at 12pm on Wednesdays.

4. The evaluation interview

You will most likely have a quick first interview, then will be placed in a shelter while you wait for a second interview. Usually, it is mandatory for you to be placed in the shelter before the second interview.

The second interview will be longer, and you will have 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 have arrived in France, and what you plan to do in France.
- Do not forget to bring the documents that can prove you are underage.
- Warning: you take on a great risk by showing fake identity papers.

5. After the interview

After the interview, the evaluation center is in charge of filling out a report for the ASE. Then, the ASE is in charge of determining whether or not you are underage based on that report. You should receive an answer from the evaluation center in the following days. Any rejection must be notified on a document that indicates the reasons behind that rejection.

There are two possibilities:
- You are officially recognized as an unaccompanied minor: you will be accommodated (in a shelter, or in an apartment, and in some cases in a foster home), you will be supported by a tutor, you will learn French, go to school or undergo professional training in a specific field of work.
- Or, the ASE does not recognize you as being underage and/or unaccompanied.

6. In case of rejection

If you are not recognized as a minor, the reasons behind the rejection should be explained in a document. It is important for you to keep that document for the next steps. You have the right to appeal the decision before a children’s judge.

The judge will set up a meeting to hear your case. They can also ask for complementary examinations: the verification of your identity papers or medical exams, and your consent. Once he has looked over your case, the judge can either recognize you as being an unaccompanied minor or confirm the ASE’s rejection.
- You have the right to an attorney
- You can ask an organization (see page 11) to help you retrieve documents from your home country.
- You have the right to an interpreter of your native language.

In some cases, after this evaluation, the ASE can ask for “complementary examinations”: a verification of your identity papers (if you have them), and sometimes, a bone age assessment. Note that you should not undergo any medical exams or X-rays if you did not give your consent and if the judge has not allowed it!

7. Seeking asylum as a minor

If you are underage, have fled your country because you were scared for your life, or have been persecuted, you can also ask for protection in France. You would need to apply for asylum during the underage recognition procedure. Because you are underage, an ad hoc Administrator (a legally responsible adult) will be appointed to help you through your application for asylum. This person is a professional worker (it can sometimes be someone who works for an organization such as France terre d’asile). If a member of your family is currently in another European Union country, you can ask to join them.

As a minor, you will not be granted the allowance for asylum seekers (ADA). Only the ASE can accommodate unaccompanied minors because you cannot be accommodated in the same centers as adults. For more information on asylum, see page 40.
USEFUL ADDRESSES

Reception, Orientation, Administrative Support

Accueil de Jour Austerlitz
- Men: Asylum seekers and refugees
  - 24 quai d’Austerlitz, 75013 Paris
  - Gare de Lyon
  - Monday to Friday 9am-4pm
- Refugees: CAlR and CARSA programme.
  - Psychological consultations: Monday to Friday 9:30am-3:30pm
  - Group information session on the asylum procedure: Monday 2-3:30pm (Arabic)
  - Help registering at the GUDA: Monday and Wednesday 10am-12pm
  - Reception and administrative services (no appointment necessary): Monday to Thursday 9:30am-1pm
  - Open: 7:30am

Accueil de Jour Cité
- Men: Asylum seekers and refugees
  - 1 Boulevard du Palais, 75004 Paris
  - Cité
  - Monday to Friday 9am-4pm
  - Breakfast: Morning, lunch around midday
  - Asylum seekers: Phones available to call the OFII
  - Asylum seekers and refugees: registration for a transfer housing (CAES ou SAS)
  - Réfugiés: social support and vocational integration (CAlR registration for working refugees)
  - Monday to Friday by appointment

Halte Humanitaire
- Asylum seekers and refugees without housing
  - 2 rue Perrault, 75001 Paris
  - Louvre Rivoli
  - Monday to Sunday 9am-6pm
  - Showers: Monday to Sunday 9am-5pm
  - Social support: Register for drop-ins: 9-10am.
  - Monday to Friday 9:30am-1pm and 2pm-6pm, Tuesday 2pm-5pm, Thursday 9:30-1pm, Saturday 2pm-5pm
  - Medical support: Monday to Saturday by appointment
  - Cultural activities and sports on-site in the afternoon.
  - Closed 24th May

Cedre
- Day Centre.
  - 23 bd. de la Commanderie, 75019 Paris
  - Porte de la Villette
  - Aïmé Césaire
  - One-to-one information on your rights:
    - Monday, Tuesday and Thursday 9am-11am
  - One-to-one information on Dublin procedure: Monday 9am - 11am
  - Collective information on social rights of undocumented people: Tuesdays 11am
  - Closed 9th and 20th May

Capi France Terre d’Asile - Dreiets IDF
- For people who have been beneficiaries of international protection (BPIs) for less than 5 years and are not AGR beneficiaries
  - 69-71 rue Archereau, 75019 Paris
  - Crimée
  - Rosa Parks
  - Monday-Thursday 9am-12.30pm
  - Make an appointment on site at reception.

For people with domiciliation in Paris: Refugees Café (café des réfugiés) in the morning.
For people with domiciliation in Ile de France: Access to rights (family reunification...), workshops (CV, family reunification, group information sessions, integration through geographic mobility) and ‘Clef de France’ geographic mobility integration program.
Closed 1st, 8th, 9th, 10th and 20th May

Free Legal Aid

Help and advice for your procedures depending on your situation:
- Asylum procedure
- Dublin information
- Refugees
- Residence permits

See page 40 for more information about procedures.

Minors: See page 8 to get legal aid for unaccompanied minors.

Amnesty International
- Asylum claims and stateless persons.
  - 72-76 boulevard de la Villette 75019 Paris
  - Colonel-Fabien
  - Wednesday 3-6pm
  - Call to find out the dates: 01 53 38 65 65

Association Asile
- Help with your OPFRA interview and writing your story (récit), help with CNDA appeal, benefits and social security problems.
  - Without Dublin appeal or “réeexamen”.
  - Email or call to make an appointment:
    - Mondays 2-5pm and Thursdays 9-12am
    - 06 50 54 79 49
    - contact.asile.asso@gmail.com

Bus de la Solidarité
- Free lawyers from the Paris Bar (Barreau).

For asylum procedure and foreigners rights:
  - Jardin Anais Nin, 75019 Paris
  - Porte d’Aubervilliers
  - 2pm-5pm Without appointment.
  - Place de la Chapelle, 75018 Paris
  - Monday-Thursday 1pm-5pm

For other free legal help, send a text or whatsapp message, or call to make an appointment:
  - 07 51 49 52 29
  - 06 51 82 31 92

Fasti
- Drop-in reception and information centres. No appointment needed.
  - 58 rue des Amandiers 75020 Paris
  - 3 Père Lachaise
  - Tuesday and Thursday 2-4:30pm
  - Bibliothèque Assia Djebar, 1 rue Reynaldo Hahn, 75020 Paris
  - Porte de Vincennes

For the OFPRA interview, call 01 53 38 65 65.

La Clinique Juridique
- Registration form: 16 rue Jean Bart, 75006 Paris
  - 01 42 22 75 77
  - Saint Placide
  - Without appointment Thursday 2-8pm

Cimade Luxembourg
- 11 rue Jean Bart, 75006 Paris
- 2 rue d’Oran 75018 Paris
- Saint Placide
- By telephone appointment:
  - 01 42 22 75 77
  - Monday 9am-1pm

Cimade Belbeville
- 25 rue Fessart, 75019 Paris
- Jourdain
  - Without appointment or by telephone appointment:
  - 01 42 45 66 07
  - Monday 6:30-9pm and Tuesday 8:30-12:30

Essor
- Help with the OFPRA interview, CNDA appeals, Dublin appeals, CMA appeals, QTFF and family rights.
  - Help with the reexamination procedure, come before you collect the form from the prefecture.
  - 24 Quai d’Austerlitz, 75013 Paris
  - Gare de Lyon
  - Thursday 1pm-5pm.

La MIF
- Legal and Administrative help.
  - 4 bis rue d’Oran 75018 Paris
  - Marcadot-Poisonniers
  - Tuesday 6-8pm.
BAAM POLE ASILE
For difficulties registering an asylum claim, Dublin procedure, OFPRA (story and preparation) and the CNDA. No reexamination. 8 rue Duchefdelavalle, 75013 Paris
Chevaleret
Friday 6-8:30pm without appointment
Closed 10th May
ATMF
10 rue Affre, 75018 Paris
La Chapelle
ATMF (Association of Maghrebian workers in France) legal and social advice centre for foreign nationals. By appointment, Wednesday and Thursday.
Make an appointment: national@atmf.org
01 42 55 91 82
Closed 7th to 13th May
SCIENCES-PO REFUGEE HELP
Help for the OFPRA interview and writing your story (récit) and help for «réexamen».
Make an appointment by message specifying the languages you speak.
07 65 22 36 67
asylum.aid@refugeehelp.fr
Free legal help for women
CIMADE ÎLE-DE-FRANCE
For women and foreign victims of violence.
06 77 82 79 09
Wednesday 10am-1pm and 2-5.30pm
BUS DE LA SOLIDARITÉ
For women who are victims of violence.
7 rue des Maraîchers, 75020 Paris
Porte de Vincennes
Wednesday 15th and 29th May 12-3pm
barreausolidarite@avocatparis.org
FEMMES DE LA TERRE
2 rue de la Solidarité, 75019 Paris
Danube
For foreign nationals’ rights: Women and young people under 25 years old
Monday 1pm-5pm
By appointment, call: 01 48 06 03 34
BAAM PERMANENCE LGBT
Support for OFPRA, CNDA and Dublin procedure for LGBTQI+ people. Workshops and friendly walks
La bule, Maison des solidarités LGBTQI+, 22 rue Mahler, 75004 Paris
Saint-Paul
No appointment needed: Saturday 9:30-10:30am (check their website ardhis.org)
contact@ardhis.org
09 72 47 19 55
BAAM PERMANENCE LGBT
Support for your OFPRA interview, for writing your story (declaration/récit), and for your CNDA appeal, for LGBTQI+ people.
8 rue Duchefdelavalle, 75013 Paris
Chevaleret
Bibliothèque François Mitterrand
Tuesday 6pm-8pm. With or without appointment: baam.lgbt@gmail.com
BUS DE LA SOLIDARITÉ
Legal aid from the Paris bar for LGBTQI+ people.
Maison de vie associative et citoyenne du 11e arrondissement Mairie, 4 bis rue d’Oran, 75018 Paris
Marcadet-Poissonniers
Monday 6pm-8pm.
ARC ESSENTIEL
Reception centre, advice and facilitation services: support with administrative procedures (residency permit, job centre,CAF financial support, health insurance, social housing search, driving licence etc.)
Annex of the 14e arrondissement Mairie, 12 rue Pierre Castagnou, 75014 Paris
Mouton-Duvernet
Pernety
Tuesday 2-6:30pm: Scribe (support writing letters, CVs and cover letters)
Thursday 10am-2pm: Scribe and advice
Friday 10am-2pm: Support for naturalisation applications, by appointment
Saturday 11am-6pm: Advice with or without appointment
Maison des réfugiés
50 Boulevard Jourdan, 75014 Paris
Porte d’Orléans
Cité Universitaire
Wednesday 6:30-9:30pm: Reception centre, advice and facilitation services
contact@arcessenstiel.fr
06 71 92 95 16
Sex Workers
BUS DES FEMMES
For sex workers.
58 rue des Amandiers, 75020 Paris
Père Lachaise
Monday-Friday 9:30am-5:30pm. Closes at 5pm on Fridays.
Social help without appointments: Friday 10-12am
Closed on Tuesday afternoons.
Administrative domiciliation services for sex workers only.
• Weekly CPAM (health insurance) consultations
• All-round social support
• HIV, Hepatitis B and Hepatitis C rapid testing (TROD) available
• Various advice centres for access to social and medical rights
Closed 1st and 8th May.
Halal or vegetarian options available for breakfast, lunch and dinner.

**Breakfast**

PTIT DEJ' SOLIDAIRES
- Jardin d’Eole 75019 Paris
- Entrance at the intersection of rue d'Aubervilliers and rue du Département
- Monday to Sunday around 8:30am

SOLIDARITÉ MIGRANTS WILSON
- 5 av. de la Porte de la Villette, 75019 Paris
- Monday 10am-12pm

**Lunch**

L'UN EST L'AUTRE/RESTO DU COEUR
- 15 avenue Porte de la Villette 75019 Paris
- Monday to Friday 11am-1pm

LA GAMELLE DE JAURÈS
- 29 avenue de la Porte d'Aubervilliers 75018 Paris
- Monday to Friday 11am-1pm

**Dinner**

LA GAMELLE DE JAURÈS
- 29 avenue de la Porte d’Aubervilliers 75018 Paris
- Monday to Friday 11am-1pm

LA FABRIQUE DU SOURIRE
- Gare de Lyon, rue Roland Barthès 75012 Paris
- Monday at 7pm

UNE CHORBA POUR TOUS
- In front of the Jaurès metro, 135-137 boulevard de la Villette, 75019 Paris
- Monday to Saturday at 4:30pm. Come early.

RESTOS DU CŒUR
- 1 avenue de Verdun, 75010 Paris
- Monday and Wednesday, Friday 8-9pm

L'ASSIETTE MIGRANTE
- Porte de la Villette
- Monday 12.30-4.30pm

SHOWERS
- Individual shower cubicles
- Bring your own towel and soap

**Food boxes**

LES RESTOS DU COEUR
- Register with the community restaurant in your district.
- Places to register and opening hours:
  - For the 10th arrondissement:
    - 18 rue Boy-Zelenski
    - Monday to Saturday at 12-2pm
  - For the 3rd, 4th, 11th and 12th arrondissements:
    - 3-5 impasse Cresselin
    - Faidherbe-Chaligny
    - Tuesday to Friday 12:30-4pm

For addresses other than those of Watizat, more food distributions can be found on: www.soliguide.fr

**Showers**

SHOWERS
- Individual shower cubicles
- Bring your own towel and soap

**BAINS-DOUCHES PYRÉNÉES**
- 296 rue des Pyrénées, 75020 Paris
- Disabled Access

**BAINS-DOUCHES SAINT MERRI**
- 16 rue du Renard, 75004 Paris
- Disabled Access

**BAINS-DOUCHES MEAUX**
- 18 rue de Meaux, 75019 Paris
- Disabled Access

**BAINS-DOUCHES LES AMIRAUX**
- 57 rue Etienne Marcel, 93100 Montreuil
- Croix de Chavaux
- Distribution of food parcels. Pay what you can.
- Monday 1pm-3pm

For addresses other than those of Watizat, more showers can be found on: www.soliguide.fr

For addresses other than those of Watizat, more food distributions can be found on: www.soliguide.fr
**DAY CENTRES**

**FREE**
Places to rest and access to different resources depending on the centre, such as: hot drinks, phone charging, wifi, advice, etc.

**ESI RENÉ COTY**
Adults without children.
- 6-8 avenue René Coty, 75014 Paris
- Without appointment:
  - Monday to Friday, 8.30am-1pm and 2-5pm
  - Showers (towels and soap available to borrow):
    - Men: 8.30am-1pm and 2-4pm
    - Women: Tuesday to Thursday 2-4pm
  - Social worker, nurse, podiatrist, hairdresser, digital advice, laundry by appointment.
  - Closed 1st, 8th, 9th and 20th May.

**MAISON DANS LA RUE**
Adults without children.
- 18 rue Picpus, 75012 Paris
- Day centre and café: Monday to Friday 8am-4pm and Wednesday 1-4pm
- Legal expert: Monday afternoon by appointment
- Doctor: Wednesday afternoons
- Nurse: Monday and Friday mornings
- Psychologist: Friday morning
- Laundry by appointment

**ESI HALLE SAINT DIDIER**
Adults without children.
- 23 rue Mesnil, 75016 Paris
- Victor Hugo
- Monday-Friday 8:30am-12:30pm and 1:30-5:30pm
- Social and legal support (including insurance and health)
- Healthcare: nurse, psychologist, dermatologist
- Hygiene and well-being: showers, laundry room, podiatrist, solidarity wardrobe and hairdresser
- Digital advice
- Activities every afternoon

**LA MAISON DU PARTAGE**
Adults without children.
- 32 rue Boulet, 75019 Paris
- Without appointment:
  - Monday to Friday 2-4pm
  - Closed on Wednesday afternoons.

**ESI AGORA**
Adults without children.
- 32 rue des Bourdonnais, 75001 Paris
- Without appointment:
  - Monday to Friday 9am-12pm
  - With an appointment:
    - Monday to Friday 2-4pm
  - Closed on Wednesday afternoons.

**ESI FAMILLES PITARD EMMAUS**
SOLIDARITÉ
Families and pregnant women.
- 4 rue Georges Pitard, 75015 Paris
- Without an appointment:
  - Monday to Friday 9:15am-1pm
  - With an appointment:
    - Monday to Friday 2-5pm
  - Closed on Tuesday afternoons.

**ESI GEORGETTE AGUETTE**
Pregnant women or women with children
- Space to relax, luggage storage, social workers and psychologists.
- 9/11 rue Georgette Agutte, 75018 Paris
- Without an appointment:
  - Monday to Friday 9:15am-1pm
  - With an appointment:
    - Monday to Friday 2-5pm
  - Closed on Tuesday afternoons.

**ESI BONNE NOUVELLE**
For families.
- 9 rue Thorel, 75002 Paris
- Without an appointment:
  - Monday to Friday 9.30am-1pm, 2-5pm
  - Closed on Thursday afternoons.
  - Breakfast
  - Child-care: Monday and Thursday morning
  - Play group for children over 3 years old: Tuesday and Wednesday morning
  - Legal expert: Tuesday afternoons

**ESI BENÉ COTY**
Asylum seekers and refugees.
- 1 boulevard du Palais, 75004 Paris
- Without an appointment:
  - Monday to Friday 9am-4pm
  - Breakfast in the morning and lunch.
  - Closed 1st, 8th, 9th and 20th May.

**ACCUEIL DE JOUR CITE**
Asylum seekers and refugees.
- 1 boulevard du Palais, 75004 Paris
- Cité
- Monday to Friday 9am-4pm
- Breakfast in the morning and lunch.
- Closed 1st, 8th, 9th and 20th May.

**Women and families**

**ACCUEIL DE JOUR ABOUKIR**
Families, couples and single women asylum seekers. Priority to newcomers.
- 6 rue Abouk, 75002 Paris
- Without an appointment:
  - Monday to Tuesday 8am-1pm and 2-4pm
  - Without an appointment:
    - Women: Tuesday to Thursday 2-4pm
    - Social worker, nurse, podiatrist, hairdresser, digital advice, laundry by appointment.
  - Closed 1st, 8th, 9th and 20th May.

**ACCUEIL DE JOUR AUSTERLITZ**
Families without housing.
- 24 quai d'Austerlitz, 75013 Paris
- Without an appointment:
  - Monday to Friday 9:30am-4:30pm
  - Closes at 3pm on Tuesday.
  - Locker room, luggage service, space to relax and play area.
  - Breakfast and hot meal, sanitary and laundry facilities, and kitchen available.
  - Medical Aid
  - Friday
  - Psychological support
  - Wednesday and Thursday afternoon
  - Midwife on duty Monday afternoon
  - Administrative support
  - Tuesday 1.30-3pm and Friday 2-4pm
  - Closed 1st, 8th, 9th, 20th May.

**ACCUEIL DE JOUR AUSTERLITZ FAMILLES**
Families and pregnant women.
- 24 quai d'Austerlitz, 75013 Paris
- Without an appointment:
  - Monday to Friday 9am-4pm
  - Closes at 3pm on Tuesday.
  - Breakfast and hot meal, sanitary and laundry facilities, and kitchen available.
  - Medical Aid
  - Friday
  - Psychological support
  - Wednesday and Thursday afternoon
  - Midwife on duty Monday afternoon
  - Administrative support
  - Tuesday 1.30-3pm and Friday 2-4pm
  - Closed 1st, 8th, 9th, 20th May.

**REPAIRE SANTE BARBES (ADSF)**
For women, with or without children.
- Medical screenings (STDs, covid, cancer...), assessment of overall health needs and referrals. Midwives, nurses and psychologists.
- 70 boulevard Barbès, 75018 Paris
- Without an appointment:
  - Monday to Friday 9:15am-1pm
  - With an appointment:
    - Monday to Friday 2-5pm
  - Closed on Tuesday afternoons.

**AUTREMONDE**
For women, with or without children.
- Reception and activities.
- 30 rue de la Mare, 75020 Paris
- Without an appointment:
  - Monday to Sunday from 9am-6pm
  - Showers: limited spots
  - Laundry: to wash your clothes

**HALTE HUMANITAIRE**
Asylum seekers and refugees without housing.
- Closed 24th May.
- 2 rue Perrault, 75001 Paris
- Louvre Rivoli
- Monday-Sunday 9am-6pm
- Without appointment:
  - Showers (towels and soap available to borrow):
    - Men: 8:30am-1pm and 2-4pm
    - Women: Tuesday to Thursday 2-4pm
  - Social worker, nurse, podiatrist, hairdresser, digital advice, laundry by appointment.
  - Closed 1st, 8th, 9th and 20th May.

**ESI HALLÉ SAINTE DIDIER**
Adults without children.
- 23 rue Mesnil, 75016 Paris
- Victor Hugo
- Monday-Friday 8:30am-12:30pm and 1:30-5:30pm
- Social and legal support (including CPAM health insurance)
- Healthcare: nurse, psychologist, dermatologist
- Hygiene and well-being: showers, laundry room, podiatrist, solidarity wardrobe and hairdresser
- Digital advice
- Activities every afternoon

**ESI BONNE NOUVELLE**
For families.
- 9 rue Thorel, 75002 Paris
- Without an appointment:
  - Monday to Friday 9.30am-1pm, 2-5pm
  - Closed on Thursday afternoons.
  - Breakfast
  - Child-care: Monday and Thursday morning
  - Play group for children over 3 years old: Tuesday and Wednesday morning
  - Legal expert: Tuesday afternoon

**ESI RENÉ COTY**
Asylum seekers and refugees.
- 6-8 avenue René Coty, 75014 Paris
- Without appointment:
  - Monday to Friday, 8.30am-1pm and 2-5pm
  - Showers (towels and soap available to borrow):
    - Men: 8.30am-1pm and 2-4pm
    - Women: Tuesday to Thursday 2-4pm
  - Social worker, nurse, podiatrist, hairdresser, digital advice, laundry by appointment.
  - Closed 1st, 8th, 9th and 20th May.

**WOMEN AND FAMILIES**

**ACCUEIL DE JOUR CITE**
Asylum seekers and refugees.
- 1 boulevard du Palais, 75004 Paris
- Cité
- Monday to Friday 9am-4pm
- Breakfast in the morning and lunch.
- Closed 1st, 8th, 9th and 20th May.

**ESI FAMILLES PITARD EMMAUS**
SOLIDARITÉ
Families and pregnant women.
- 4 rue Georges Pitard, 75015 Paris
- Without an appointment:
  - Monday to Friday 9am-4pm
  - Closed on Thursday afternoons.
  - Breakfast
  - Child-care: Monday and Thursday morning
  - Play group for children over 3 years old: Tuesday and Wednesday morning
  - Legal expert: Tuesday afternoon

For addresses other than those of Watizat, more day centers can be found on: www.soliguide.fr
May 2024
Closed 1st, 8th, 9th, 20th May.

**General health**

- **Emergencies**: patients who must be treated urgently. You don’t need health insurance or a pass sanitaire to access emergency care.
  - 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 if it is not an emergency.
  - PASS («Permanences d’Accès aux Soins de Santé»): free medical consultation without health insurance. Come very early, there are often many people.

There is a PASS for pharmacies: if you are prescribed medicine you can go to the hospital’s pharmacy service.

Important:
- If you don’t have health insurance (AME, PUMA,CSS), don’t leave the hospital without seeing a social worker.
- It can help to be accompanied by a French speaker.
- The translation website Traducmed (39 languages) may be very useful for medical appointments: www.traducmed.fr

**Medical associations**

- **HÔPITAL SAINT-ANTOINE**
  - 148 rue du Faubourg Saint-Antoine, 75012 Paris (Accès par la rue Crozatier).
  - Faidherbe-Chalgny 🇫🇷 Nation
  - PASS general medicine
  - Monday to Friday - come at 7am to get an appointment between 8.30am and 4.30pm.
  - accueil-medint1.pass-pitie@aphp.fr
  - Closed 1st, 8th, 9th, 20th May.

**Medical consultations and gynecological follow-ups, therapeutic education, vaccinations, psychotherapies, osteopathies and socio-judicial consultations.**
- **Access to an interpreter**
- **First meeting without appointment (cont..)**

Consultations are also available for unaccompanied minors.

**HÔPITAL PITIÉ-SALPêTRIÈRE**
- 47-83 bd. de l’Hôpital, 75013 Paris 🇫🇷 Saint-Marcel
- PASS general medicine
- Monday to Friday - come at 7am to get an appointment between 8.30am and 4.30pm.
- Closed 1st, 8th, 9th, 20th May.

**VIEILLE SANITAIRE SAMU SOCIAL, MDMS, MSF Doctors with Arabic, Pachto and Dari**

**HÔPITAL AVICENNE**
- 125 rue de Stalingrad 93000 Bobigny (Mantout Building). Go to the «Unité Villermé».
- 7 La Courneuve - 8 mai 1945
- Make an appointment on-site:
  - Monday to Friday 9am-4:30pm
  - 01 48 95 51 93

**HÔPITAL LARIBOISIÈRE**
- 2 rue Ambroise-Paré, 75010 Paris 🇫🇷 Gare du Nord
- No appointment needed:
  - Monday to Friday at 8am. Come early!

**COMÈDE**
- Assistance and expertise concerning residency rights based on medical reasons. Access to health care services and to social benefits for foreigners living in Île-de-France.
  - Medical and psychological questions: 01 45 21 38 93
  - Monday, Tuesday, Wednesday: 9:30am-12.25pm, Thursday: 2-5:30pm
  - Social and legal questions: 01 45 21 63 12
  - Monday, Tuesday, Thursday 9:30am-12:30pm, 2:30-5:30pm
  - Wednesday, Friday 8-10 rue des blés, 93210 La Plaine-St-Denis 🇫🇷 La Plaine-Stade de France
  - Medical and social support (without AME):
    - Monday, Tuesday, Thursday 9.15am-12.25pm
  - Social support (group information sessions about AME):
    - Monday and Thursday 4pm-5pm
    - HIV and hepatitis testing and prevention:
      - Monday 9:30am-1pm,
      - Tuesday and Thursday 2-5pm
    - Referrals to relevant services. Doctors, social workers, psychologists / psychiatrists available.
    - 15 bd. de Picpus, 75012 Paris 🇫🇷 Bel Air
    - Monday, Tuesday, and Thursday at 9am Without reservation. Come early.
    - Closed 9th May

**MÉDECINS DU MONDE (CASO)**
- 8-10 rue des blés, 93210 La Plaine-St-Denis 🇫🇷 Front Populaire
- Medical and support (without AME):
  - Monday, Tuesday, Thursday 9.15am-12.25pm
  - Social support (group information sessions about AME):
    - Monday and Thursday 4pm-5pm

**MIGRATIONS SANTÉ**
- Healthcare advice, access to healthcare rights. Listening, support in accessing healthcare, medico-social support, mediation, guidance.
  - 4 Place du Louvre, 75001 Paris 🇫🇷 Louvre-Rivoli 🇫🇷 Châtelet-les-Halles
  - Thursday 9am-12pm (office 201)
  - Friday 3-6pm (office 202)
  - Cité de la santé, Bibliothèque niveau -1
  - Porte de la villette
  - Wednesday, Friday and Saturday 2-6pm
  - Bibliothèque Public d’information
    - Rambuteau 🇫🇷 Châtelet-les-Halles
    - Tuesday 2-6pm

**VUEILLES SANITAIR SAMU SOCIAL, MDMS, MSF Doctors with Arabic, Pachto and Dari**

**HÔPITAL BICÔÈRE**
- 78 rue du Général Leclerc, 94270 Le Kremlin-Bicêtre 🇫🇷 Le Kremlin-Bicêtre
- Access: Second floor, Door 60, Brown section
  - Monday to Friday 9am-1pm and 2-5:30pm.
  - Closed Thursday afternoons.
  - Closed 1st, 8th-12th and 20th May.

**MÉDECINS DU MONDE (CAGOA)**
- Open to all. Interpreters available. Assessment of medical or social needs. Referrals to relevant services. Doctors, social workers, psychologists / psychiatrists available.
  - 15 bd. de Picpus, 75012 Paris 🇫🇷 Bel Air
  - Monday, Tuesday, and Thursday at 9am Without reservation. Come early.
  - Closed 9th May

**TEETH**

- **HÔPITAL PITIÉ-SALPêTRIÈRE**
  - 52 boulevard Vincent Auriol 🇫🇷 Chevaleret
  - Dental emergencies: Monday to Sunday 24/7
  - PASS bucco-dentaire (15 years old and over): For rehabilitation care: by waiting list, please call 01 42 17 84 16 to make an appointment.
  - Monday to Friday 8.30am-4.30pm.

**LE BUS SOCIAL DENTAIRE**
- Emergency dental care. Adults only. Identity card required. Register before 9am to get an appointment during the day.
  - 06 80 00 94 21 🇫🇷 www.budentaire.fr
  - Saint-Mandé 🇫🇷 Monday, Tuesday and Wednesday
  - Restos du cœur, 70 rue Douy Deculpe, 93100 Montreuil 🇫🇷 Croix de Chavaux
  - For opening hours and schedule: http://bitly.ws/F75P
Mental health

**Emergencies**

**HÔPITAL SAINT-ANNE**

From 16 years old.

Call before coming:
- 01 45 65 81 09 / 01 45 65 81 10
- 1 rue Cabanis, 75014 Paris
- Glacière
- 24/7 - every day, at any time or call the free emergency number 112

**Free psychological consultations:**

**HÔPITAL AVICENNE**

125 rue de Stalingrad, 93000 Bobigny (Mantout Building)
- 75014 Paris
- La Courneuve - 8 mai 1945
- Mental health: psychologists specialised in psychotraumatology, interpreters
- To make an appointment call or email:
  - Monday to Friday 9am-6pm
  - Closed on Wednesdays
  - 01 49 95 54 74
  - psychotrauma.avicenne@aphp.fr

**PARCOURS D’EXIL**

Anyone in exile suffering from psychological trauma.
- 4 avenue Richerand (2ème étage) 75010 Paris
- Colonel Fabien
- 01 45 33 31 74

**LE CHÊNE ET L’HIBISCUS**

Asylum seekers and refugees without accommodation. Psychologists with interpreters.
- Halte humanitaire
  - 2 rue Perrat, 75001 Paris
  - Louvre-Rivoli
- Monday 2-4pm,
- Tuesday and Wednesday 10am-12pm,
- Thursday 2-6pm,
- Friday 10am-12pm and 2-4pm
- Accueil de jour Austerlitz
  - 24 quai d’Austerlitz, 75013 Paris
  - 01 48 26 11 72

**ETAPE**

Support and mutual-aid discussion group
- Maison des Réfugiés,
  - 50 bd. Jourdan 75014 Paris
  - Cité Universitaire
  - Porte d’Orléans
- 7:30-9pm
- No need to register, look up sessions via:
  - 07 64 33 16 78
  - etapet.me

**LE CENTRE MINKOWSKA**

By appointment. Have this form filled out by a professional and send it to:
- 11 rue des régîlés, 75020 Paris
- Porte de Montreuil
- To access the form, scan the QR code:

**Women victims of violence**

**FEMMES ENTRAIDE AUTONOME**

Female victims of violence.
- Pépinière Mathis, 9 rue Mathis, 75019 Paris
- Crimée
- People to speak to, individual psychological support, women’s discussion groups, sport and well-being workshops.
- Wednesday and Friday 9am-1pm and 2-5pm
- without appointment.
- 07 45 69 01 37
- Closed 1st and 8th-12th May

**Tuberculosis**

**FREE** access without medical insurance

For a tuberculosis screening, get a referral from your doctor.

**CMS BOURSAULT**

- 54 bis rue Boursault, 75017 Paris
- 3 Rome
- La Fourche

**From 16 years old.**

Call to make an appointment:
- 01 53 06 35 60
- Monday to Friday 8:45am-12:30pm and 1:30-5pm

**CMS BELLEVILLE**

- 218 rue de Belleville, 75020 Paris
- 2 Télégraphe/Place des fêtes
- 3 Porte des Lilas
- Make appointments by phone or on site:
  - 01 40 33 52 00
  - Monday to Friday 8:45am-12:30, 1:30-5pm

**Women and children’s health**

**HÔTEL-DIEU**

Maternity welfare centre (Cité) - For pregnant women without housing.
- Pregnancy monitoring up to 28 weeks (ecography, medical analysis), help obtaining health insurance rights. No delivery on-site, orientation to a maternity hospital for delivery.
- 1 parvis Notre-Dame, 75004 Paris
- 07 64 33 52 00
- Saint Michel / Cité
- Make appointment: 01 71 28 13 30
- Closed Thursday afternoons.

**HÔPITAL ROBERT-DEBRÉ**

PASS for unaccompanied minors
- Gynecology and maternity consultations.
- Access through the «Point VERT» zone
- 48 boulevard Séruerier, 75019 Paris
- Pré Saint-Gervais
- Without appointment:
  - Monday to Friday 9.30am-4.30pm
  - 01 40 03 24 94
- Closed on bank holidays.

**HÔPITAL NECKER ENFANTS MALADES**

PASS for unaccompanied minors
- 149 rue de Sèvres, 75015 Paris
- Duroc
- Sèvres-Lecourbe
- Falguières
- Monday to Friday 9am-4pm. Make an appointment by phone: 01 44 38 17 93

**REPAIRE SANTÉ BARBES (ADSF)**

For women only, with or without children. Medical tests (STDs, covid, cancer…), general health check-ups and useful addresses, midwives, nurses, psychologists, waiting room.
- 70 boulevard Barbès, 75018 Paris
- Marcadet-Poisonniers
- Monday, Wednesday, Thursday, Friday:
  - 9:30am-5:30pm
- Tuesday, Thursday: 9:30am-1:30pm

**SOLIPAM**

Pregnant women or women with children under 3 months. Telephone helplines staffed by midwives and social workers for advice on social support, pregnancy and abortions (IVG).
- Monday-Friday 9am-12.30pm and 1.30-5pm
  - Call them for free: 0801 801 081

**PMI CURIAL**

For pregnant women and 0-6 year old children: midwife consultations, pregnancy certificates, vaccinations.
- 11 bis rue Curial, 75019 Paris
- 07 45 69 01 37
- Riquet
- Monday-Friday: 8.30am-12.30pm, 1.30-5.30pm

**PMI FLANDRE (ASSOCIATION ENFANT ET SANTÉ)**

Pregnant women, young mothers, parents and medical check-ups for 0-6 year old children.
- 52 avenue du Flandres 75019 Paris
- 07 45 69 01 37

**Skin**

To get treated for scabies, go to Saint-Antoine hospital (page 19).

**HÔPITAL SAINT-LOUIS**

Dermatology PASS.
- 1 avenue Claude-Vellefaux, 75010 Paris
- Colonel Fabien
- Monday to Friday at 8am. Come from 6am.
- Closed Thursday afternoons.

Register your name at the Dermatology department when you arrive. ID or récépissé required (even if expired). Contribution requested.

**Eyes**

Ophthalmological consultations, examinations and optical equipment. All persons over 12 years old.

- 55 avenue Jean Jaurès, 75019 Paris
- 01 48 03 20 50

Watizat, tous droits réservés www.watizat.org anglais
Sexual health

ESPACE FEMME
For women who are victims of violence, in sex work, addicts or HIV positive.
Scottish Transmitted Diseases, HIV and cervical or colon cancer.
3 rue Ridder, 75014 Paris Plaisance
If you have symptoms or for family planning and general practitioners, make an appointment by phone 01 58 14 30 30
Or in-person Monday-Friday 8:45am-6:45pm
For tests, make an appointment online: https://bit.ly/3N4SbX7

CMS BELLEVILLE
218 rue de Belleville, 75020 Paris
Téléphone/Place des fêtes/Porte des Lilas
Available for unaccompanied minors.
Full medical check-up, STI screening and vaccinations.
On doctolib or by phone: 01 40 33 52 00
Make an appointment online : https://bit.ly/3SCFT9s

ACT UP PARIS
Access to rights and healthcare for people seropositive for HIV and/or hepatitis.
8 rue des Dunes, 75019 Paris
Belleville Buttes Chaumont
Wednesday 1pm-5pm
It is possible to make an appointment for another day: perm.actupparis.org
Closed 1st and 8th May

ACTIONS TRAITEMENT.
For anyone living with HIV.
Patient association representing users of the healthcare system.
23 rue Duris 75020 Paris
Père Lachaise
• Reception centre and therapeutic, psychological and social support services
By appointment Monday-Friday 10am-6pm 01 43 67 66 00 @actions-traitements.org
• Helpline: Information, support and legal advocacy for people living with HIV infection and co-infections. 01 43.67.00.00 at@actions-traitements.org

Addictions
Services specifically for people using psychoactive substances.

RESTORING FAMILY LINKS

LA CROIX ROUGE FRANCAISE
RÉTABLISSEMENT DES LIENS FAMILIAUX
1. For those who need help finding a lost family member: help for people who lost a family member due to conflict, a natural disaster, or migration.
07 77 46 62 40
rf.d175@croix-rouge.fr + https://vu.fr/LGhBM
This is a free service. All personal details will stay confidential.
Free telephone available to call family and friends internationally.
2. If you want to contact a family member internationally by phone/text:
• In front of the subway entrance
• La Chapelle: Monday 2-5pm
• Halte humanitaire, 2 rue Perrault, 75001 Paris
• Louvre Rivoli: Wednesday 2-5pm
• Armarres 24 quai d’Austerlitz, 75013 Paris
• Quai de la gare, Gare de Lyon
• Thursday 2-3.30pm

SAFE PASSAGE
Help for people who have a minor/underage family member, or husband or vulnerable adult family member stranded in Europe.
Whatsapp: 07 77 46 62 40 and 06 42 56 17 30
reunification-ue@safepassage.fr
They will receive response within two weeks.
Appointments are on an individual basis. Bring proof of identity.

CLOTHES

VESTIAIRE ÉGLISE SAINT-BERNARD
5 rue Pierre l’Ermitage, 75018 Paris
Château Rouge
Group sessions:
Monday and Friday 9:30am-12:30pm
Tuesday and Wednesday 9:15am-12:30pm
Nurse: Monday 1-3:30pm
Tuesday and Wednesday 9:15am-12:30pm
Socio-aesthetician: Friday 9:15am-3:30pm
General Practitioner Doctor: Thursday 9:15am-12:30pm
Podiatrist: Monday 9:15am-1pm
Individual sessions by appointment:
Tuesday and Wednesday 1:30-4:30pm.

CAARUD - RÉPUBLIQUE
9 rue Beaurepaire, 75010 Paris
Group session: light meal, shelter
Group session: Monday-Thursday 9:30am-12:30pm
Individual help, by appointment: showers, administrative help, educational monitoring, risk reduction, access to legal rights and healthcare.
Monday, Tuesday, Thursday and Friday 2-4:30pm
Nurse on-site for treatment:
Monday-Thursday 9:30am-12:30pm
Monday and Tuesday 2-4:30pm
Medical advice: Thursday 9am-12:30pm
Legal advice: Friday 2-4:30pm
Services for young party goers: Drug analysis, Rapid Diagnostic Tests (RDT), HIV, Hepatitis
Thursday 6-9:30pm
Closed 1st, 8th, 9th May

CAARUD - BUTIQUE 18
Mixed space
3 rue Binet, 75018 Paris
Porte de Clignancourt
Group support:
Monday-Thursday 9.30am-12.30pm and 2-4.30pm. Closed Wednesday afternoons.
Arabic-speaking psychologist:
Monday and Friday 9:30am-12:30pm
Addiction psychologist:
Monday and Friday 9:30am-12:30pm
Podiatrist nurse:
Monday-Friday 9:20am-12:30pm
Tuesday and Monday 2-4:30pm
Individual support by appointment:
Monday, Tuesday and Thursday 2-4:30pm.
Procedures, washing machines and showers.
Closed 1st, 8th, 9th May

PARIS ADDRESSES
25 rue des Renaudets, 75017 Paris
Ternes
To make you first request or to renew your domiciliation for domiciliation: https://www.paris.fr/pages/vivre-au-quotidien-112
New places open up every Monday morning.
Walk-in appointments possible:
Monday to Friday 9am to 5pm.
Wednesday 9am-12:30pm

BAG STORAGE
BAGAGÉRUE
Luggage drop-off and pick-up site.
Open to all (animals can be tied up in courtyard).
8 rue des Deux-Ponts, 75004 Paris
Pon-Marie
Tuesday and Thursday 12:30-1:30pm
Go straight to the association’s office on the 1st floor of the washroom. Closed on days when the washrooms are closed.

ASSOCIATION LA MIE DE PAIN
Anyone over 18 years old
Make an appointment at 01 44 06 96 88 on Wednesday 1.30pm-1.45pm.
Access to a locker for 2 months. Renewable after one month. Come during opening hours:
Tuesday-Saturday 8:30am-12pm, 1:45-5pm.
Closed at 4pm on Mondays and Fridays.
113 rue Regnault, 75013 Paris
Porte d’Ivry
Olympiades.
Careful: limited places available
### Social Housing

**Adil de Paris**
Local agency for housing information.
Information on housing assistance schemes, housing rules and laws.
- Information and advice on the phone: 01 42 79 50 50
- For unpaid rent, eviction: 01 42 79 50 39
- Monday: 1:45-6pm
Tuesday to Friday: 9:30am-12:45pm, 2pm-6pm

**Point d’accueil logement**
Call 3975 to make an appointment in the closest «point d’accueil logement». There you can find information and help for your social housing application.

### Learning French

**By registration**

**Essor**
Send a Whatsapp message to make an appointment:
06 51 82 31 92 ou 07 81 86 79 15

**Without registration**

**Pôle Simon Le Franc**
(all levels)
- 9 rue Simon Le Franc, 75004 Paris
- Monday-Friday 9:30am-12:30pm.
- Closed 8th-21st April.

### Employment

**Mission locale**
For people between 16-25 years old with a residence permit. Closed 1st April
- On-site enrollment, from Monday to Friday at 9am or 1.30pm. Closed on Thursday afternoon.
- For those domiciled in the 1st, 2nd, 3rd, 4th, 5th, 10th and 11th arrondissements:
  - 29/31 rue des boulets, 75011 Paris
- For those domiciled in the 19th arrondissement:
  - 65 rue d’Hautpoul, 75019 Paris
- For those domiciled in the 20th arrondissement:
  - 31 rue Pixérécourt, 75020 Paris

**KodiKO**
- Individual job coaching and support building a professional project
- French courses and computer skills courses
- Group support workshops
- Job search workshops: CV, LinkedIn, Interviews, etc.
- Extension of your professional network
- Childcare and help finding a space at a crèche/nursery
- Social and cultural activities

**Bimbamjob**
Mobil’Emploi program: Free support program if you are searching for a job or training, including assistance with administrative procedures (housing, childcare, driving license, etc.)
Get job offers, individual coaching and participate in workshops adapted to your needs.
06 64 25 15 46
accompagnement@bimbamjob.fr

**SisTech**
Women refugees asylum seeker.
Training programme for jobs in the technology and the digital sector.
Register with this form: [http://sis.tech/apply/](http://sis.tech/apply/) or contact: france@sis.tech

**The Right to Work**

**Point d’accès au droit**
Legal assistance for all questions (disputes with employers, regularization through work, etc.)
3039 for information about the closest «point d’accès au droit/access to legal aid.

**Avocats du barreau de Paris**
- Employment rights, housing law, family law, generalist and for victims of criminal offences.
- Tribunal judiciaire de Paris, 75017 Paris
- 06 64 25 15 46
- Porte de Clichy
- Monday-Friday: 9:30am-12:30pm.
- Come at 9am to get a ticket.

**The Right to work**
- Cité des métiers, 30 av. Corentin Cariou, 75019 Paris
- 06 64 25 15 46
- Porte de la Villette
- Thursday 11th and Tuesday 30th April 2-5pm

**Telephone helpline for employment law**
Thursday by appointment
Provide your age, situation and phone number:
infoCDM.contact@universcience.fr

### Professional Support

**Asylum procedure**
- Dublin information
- Refugees
- Residence permits

**Aerí**
French and literacy lessons.
- 57 rue Étienne Marcel, 93100 Montreuil
- Tuesday 4pm-5pm

**Aeri**
French and literacy lessons.
- 57 rue Étienne Marcel, 93100 Montreuil
- Wednesday 6-7pm. Followed by a meal.

**Batik et madera**
- Projet Migr’action - Ali Jan (MAJ)
- People with international protection: immersion stays in France for professional and/or discovery purposes; socio-professional support towards employment.
- 06 89 68 88 62
- migration@batik-international.org
- 50 bd. Jouard, 75014 Paris
- Porte d’Orléans
- Monday and Tuesday, 10am-4pm

**Kali**
- Women only. Children welcome.
- 57 rue Étienne Marcel, 93100 Montreuil
- Croix de Chavaux
- Wednesday 6-7pm. Followed by a meal.
- If you can, please make an appointment: association.kali2@gmail.com

**Frencb Language and Culture Exchange**
- 56 rue de l’hôtel de ville, 75004 Paris
- Hotel de ville
- Pont Marie
- Thursday 7-8:30pm
- Followed by an informal communal meal.

**Utopia S5**
- Minors only
- Cité Fertile
- 14 av. Édouard Vaillant, 93500 Pantin
- Monday-Friday 10am-4pm
- Saturday: 2:45pm-6pm
- Sunday: 2:45pm-3pm

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- migration@batik-international.org
- 50 bd. Jouard, 75014 Paris
- Porte d’Orléans
- Monday and Tuesday, 10am-4pm

**For training offers, look into the calls for projects of the city of Paris:**
ACTIVITIES

Sports

FSGT PARIS
Free sports activities for all. To join one of the clubs or to ask a question about sport in Paris, contact this organisation. Football, volleyball, running, climbing, boxing, workouts etc. accueil@fsgt75.org  01 40 35 18 49

JRS
Football. Contact: nicolas.guerin.partiot@hotmail.com or send a text to  06 37 24 70 35

VIKING SFA FC
Football
5 rue Neuve Saint Pierre, 75004 Paris  01 40 35 18 49 Bastille
Wednesday 8:30pm-9:45pm
To sign up send a message via Instagram: @viking_sfa_fc

ESF PARIS
Football training.
For men:
Thursday 6-8pm at the interdepartmental sports park at Bobigny (pitch 1)
40 av. de la Division Leclerc, 93000 Bobigny  01 40 35 18 49 Bastille
Thursday 6-8pm Gymnase de la Goutte d’Or
12 rue de la Goutte d’Or, 75018 Paris  01 49 92 47 63 Barbès - Rochechouart
For women:
Tuesday 5:30-7:30pm at the Micheline Ostermeyer Sports Centre
22 bis Espl. Nathalie Sarraute, 75018 Paris  01 49 92 47 63 La Chapelle,  01 40 35 18 49 Marx Dormoy
contact@esfparis.com

NOUR
Hatha Yoga for beginners, mixed and women-only sessions. You must register online: https://reservation.nour-yoga.com/
In Paris, for information about timings and locations, contact:
06 12 64 83 64
contact@nour-yoga.com

LA MAISON BAKHITA
5 ter rue Jean Cottin, 75018 Paris  06 82 58 03 51
Monday to Friday 9am-5:30pm
Examples of activities and training available for everyone for free:
• Help finding work
• Medical consultations
• Cooking together, conversation workshops, digital and technological workshops
For more information, contact bonjour@maisonbakhita.fr

CÉDRE
23 bd. de la Commanderie, 75019 Paris  01 40 35 18 49 Bastille
Thursday 6-8pm at the interdepartmental sports park at Bobigny (pitch 1)
40 av. de la Division Leclerc, 93000 Bobigny  01 40 35 18 49 Bastille
Thursday 6-8pm Gymnase de la Goutte d’Or
12 rue de la Goutte d’Or, 75018 Paris  01 49 92 47 63 Barbès - Rochechouart
For women:
Tuesday 6-8pm at the interdepartmental sports park at Bobigny (pitch 1)
40 av. de la Division Leclerc, 93000 Bobigny  01 40 35 18 49 Bastille
Thursday 6-8pm Gymnase de la Goutte d’Or
12 rue de la Goutte d’Or, 75018 Paris  01 49 92 47 63 Barbès - Rochechouart
For women:
Thursday 6-8pm Gymnase de la Goutte d’Or
12 rue de la Goutte d’Or, 75018 Paris  01 49 92 47 63 Barbès - Rochechouart

CEBRE
23 bd. de la Commanderie, 75019 Paris  01 40 35 18 49 Bastille
Thursday 6-8pm at the interdepartmental sports park at Bobigny (pitch 1)
40 av. de la Division Leclerc, 93000 Bobigny  01 40 35 18 49 Bastille
Thursday 6-8pm Gymnase de la Goutte d’Or
12 rue de la Goutte d’Or, 75018 Paris  01 49 92 47 63 Barbès - Rochechouart
For women:
Tuesday 6-8pm at the interdepartmental sports park at Bobigny (pitch 1)
40 av. de la Division Leclerc, 93000 Bobigny  01 40 35 18 49 Bastille
Thursday 6-8pm Gymnase de la Goutte d’Or
12 rue de la Goutte d’Or, 75018 Paris  01 49 92 47 63 Barbès - Rochechouart

LIBRE
23 rue des Perdrix, 75019 Paris  01 49 92 47 63
Friday 9am-10pm
Saturday 9am-10pm

LIMBO
At Centquatre, 5 rue Curial, 75019 Paris  01 48 55 17 55
Stalingrad, Riquet
• Art mediation workshops:
Weednesday 11.30am-2pm
• Cultural outings:
Twice a month, get in touch by email: ateliers.limbo@gmail.com
Closed 1st May

AUTREROMONDE
• Multi-sports workshop:
Tuesday 7:30pm-9pm
Gymnase Rozental, 74 rue des Couronnes 75020 Paris  01 49 92 47 63 Couronnes
Thursday 6:30-8:30pm
Plateaux Sauvages, 5 rue des Plâtrières 75020 Paris  01 49 92 47 63 Couronnes

THURSO
23 rue des Perdrix, 75019 Paris  01 49 92 47 63
Monday 7-9pm
Tuesday 6:30-8pm
For women:
Monday 2pm, 4pm and 6pm

BAAM
• Hip-hop, modern and other danse classes
Centre Paris Anim René Goscinny, 14 rue René Goscinny, 75013 Paris  01 40 35 18 49 Bastille,  01 40 35 18 49 Bibliothèque François Mitterand
Monday 7-9pm

To see Parisian swimming pool opening times and addresses: https://reservation.nour-yoga.com/
In Paris, for information about timings and locations, contact:
06 12 64 83 64
contact@nour-yoga.com

Social and cultural activities

All activities are free open to everyone and all abilities.

To see Parisian swimming pool opening times and adresses: https://reservation.nour-yoga.com/
All swimming pools are free for all asylum seekers having the «carte ADA». To see all the public sports sites in Paris click here: https://reservation.nour-yoga.com/

ASSOCIATION 4A - L'ÉDITION ORGINALE
For minors and young adults
• Artistic mediation workshop with drawing and painting supported by 4A art therapists
Friday 2pm-5pm
To join, contact: 06 09 14 00 63

Libraries

Free
Access to books, computers, internet, WIFI, electric plug sockets to charge your phone...

BIBLIOTHEQUE PUBLIQUE D'INFORMATION
Place Georges Pompidou, 75008 Paris  01 40 35 18 49 Bastille
Tuesday 7-9pm
Wednesday 11.30am-2pm

BRIGADE DE LA SOLIDARITÉ POPULAIRE
Reading, games, creative activities, discussions
Square Anaïs Nin, 75019 Paris  01 49 92 47 63 Couronnes
Monday 3-4pm

ACCESS TO RIGHTS

What are my rights?

In France, people without residency permits—known as “undocumented migrants” (“sans papiers”) or “unauthorised” (“situation irrégulière”)—have rights, including the right to healthcare (see page 39) and the right to emergency accommodation (see below).

People with residency permits, known as «legal residents» (“en situation régulière”), have rights that depend on their administrative status:

- **Seeking asylum**: Asylum seekers have rights related to the procedure. Access to these rights is subject to certain conditions and stops at the end of the asylum procedure (for housing and allowance, see page 32, for work, see page 38)
- **Refugees**: the right to access social benefits is the same as for French people (benefits and housing see page 35)
- **Residency permit**: The rights of people who have a ‘récépissé’ (receipt of application for a residence permit) or a residence permit issued by the prefecture depend on the type of residence permit. For example, not everyone has the right to work (see page 38).

Who can help me?

You can ask a social worker to help you with your procedures.

Depending on your situation and the problem you’re facing, these people are different to those responsible for supporting you in your administrative and social procedures.

Social workers often specialise in a specific area (legal aid, healthcare, employment, housing) and/or are focused on a certain group of people (asylum seekers, legal residents under 25 years old, residents of a certain area etc.)

This means it is sometimes necessary to go to several places to get help on different issues. The following pages explain where to get help according to your situation.

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EMERGENCY ACCOMMODATION

If you don’t have any housing, the main thing you can do is **call the emergency number 115 everyday** to ask for temporary accommodation (from one to several nights depending on your situation). Accommodation from 115 is **unconditional and free**: this means you don’t need a residency permit to get a place.

You can call them 24 hours a day but the wait on the phone can be up to 2 hours or more. The more you call, the more likely you are to get a place. We advise you to call very early in the morning.

The management of the 115 is split between the French departments. Your calls are geo-located, which means that if you call the Paris line, the 115 will ask you to always call from Paris in the future so you can be assisted there. If you call from another department, the 115 in that department will handle your case.

To apply for longer-term accommodation, go to your town’s social services or to an organisation that can make an SIAO (Service Intégré d’Accueil et d’Orientation) application for you (list on page 16).

Unaccompanied minors:

- **If you haven’t been assessed**: You have a right to unconditional accommodation “provisional care” for the duration of your assessment. To get this, go to an assessment centre (list on page 8).
- **If you have already been assessed**: Presenting your rejection notice entitles you to accommodation for adults. You can then call 115 and state your situation.

IF YOU ARE ARRESTED

If you are a victim of or witness any police abuse:
Contact the Collective Access to Law to report any situations of physical or verbal violence, expulsions, confiscations or destruction of property.

https://collectifaccesaudroit.org/202-2/
You may also be referred to lawyers, doctors, or psychologists.

or contact this number 07 67 29 36 66 (text message and WhatsApp) to send photos and videos of evacuations and/or police checks to ‘l’Observatoire des Libertés Publiques et la Ligue des droits de l’Homme’.

You can get arrested during an identity check— to confirm whether you have the right to stay in France — and if they suspect you might have broken the law.

If you do not have papers and you are arrested, you risk facing an “Obligation to Leave French Territory” (OQTF) and, in some cases, a house arrest or being locked up in an Immigration Detention Center: Centre de Rétention Administratif (CRADA).

Documents and information that you must always have on you

- The documents regarding your procedure (proof of your asylum application “récépissé”, your request for a residence permit...)
- Proof of “domiciliation”, residency or accommodation
- Proof of health insurance, if you have it (PUMA, CSS, AME), any documents linked to your health coverage and the contact details of your doctor.
- Any document regarding your family

May 2024

Watizat, tous droits réservés  www.watizat.org anglais

Watizat, tous droits réservés  www.watizat.org anglais
Your rights in a police station

You can be detained for a maximum of 24h for an identity check / a maximum of 48h if they suspect you have broken the law.

You have 4 basic rights. You can ask:

- For an interpreter of your native language. Make sure to ask for the dialect you speak best, even if it is less common: Arabic, Sudanese, Kurdish Sorani, Senegalese Fulani...
- To see a doctor
- To see a lawyer
- To phone a friend or an organisation you trust. Give them the details of your arrest (where, when) in order for them to help you.

⚠️ Do NOT sign any documents you don’t understand. Ask for an interpreter!

If you’re released

If your situation is irregular, at your release, you might be issued an order to be deported (Obligation to Leave French Territory – OQTF) and sometimes you can be barred from coming back on French territory (interdiction de retour sur le territoire Français – IRTF). This order sometimes comes with a house arrest.

⚠️ Note that, in most cases, you only have 48 hours from the time you signed the paper to appeal the decision.

As soon as you are released, contact a lawyer or an organization to seek help (page 11).

If you have been insulted or mistreated by the police, you can file a complaint. The police cannot prevent you from filing a complaint, even if you do not have papers. If you have been physically assaulted, you can see a doctor to get a medical certificate that proves your injuries (page 11).

If you have been transferred to an Immigration Detention Centre (CRA)

The objective of the Immigration Detention Center (CRA), where you will be locked up, is to send you back to your home country, to the country responsible for your asylum application (Dublin procedure), or to the country that granted you protection (remise Schengen).

As soon as you arrive at the CRA, immediately ask to see the organization that is working there: ASSFAM-Groupe SOS, Forum Réfugiés, France Terre d'Asile, La Cimade).

Those organizations will help you file your appeal and will give you information on the various steps you need to take while you are being detained.

If there are no organizations present (Sundays, public holidays, etc.), contact an outside organization (page 11).

How long can you be detained for?

The maximum length for your detention is 90 days, during which you can file two appeals for your release:

1. Appealing against your detention. The Judge of Liberties and Detention (JLD) has 48 hours to decide whether or not to extend your detention.
2. Appealing against the deportation decision. The Administrative Court will be asked to revoke the deportation decision (only if that decision is recent, less than 48 hours).

Depending on the judge's decision, you may be released, or your detention could be extended.

For someone to be deported, the French State must be in possession of the individual’s valid passport or a “consular pass”.

- If you didn’t provide your passport during the identity check and you refuse to see the consular authorities from your country, it will be more difficult for the French State to issue you a “laisser-passer” (transfer pass): this will only complicate your deportation.
- Careful: if you refuse to meet with the consular authorities, you can receive a short prison sentence (1 to 4 months).
- If you falsified your identity: the police will not be able to know what country you are from. This also complicates your deportation.
- Note that, if the police realizes you falsified your identity, you can receive a short prison sentence (1 month to 3 years).

If you get sentenced to prison time, at the end of your time, you risk being locked up at the CRA again.

The maximum 90-day detention will start over.

Your rights in a detention centre

- You can make calls from the CRA’s public phones or with your own mobile phone that is without a camera. Mobile phones with cameras will be confiscated.
- Your friends, relatives and organization members have the right to visit you. They are allowed to bring you clothes, non-perishable goods (ex: biscuits, sodas), documents and money.

If a friend or relative is in a detention centre (CRA), you can contact the organization on-site.

For the Palaiseau centre (CRA), contact ‘France terre d’asile’:
01 30 07 77 68 crapalaisseau@france-terre-asile.org
For the Vincennes centre (CRA), contact ‘Groupe SOS’:
06 69 29 52 26 der.mesnil.amelot@lacimade.org
For the Mesnil-Amelot centre (CRA), contact ‘La Cimade’:
01 30 07 77 68 crapalaisseau@france-terre-asile.org
For the Plaisir centre (CRA), contact ‘France terre d’asile’:
01 30 07 77 68 crapalaisseau@france-terre-asile.org
- Ask for help from the OFII with your Voluntary Return to go back to your home country. In certain countries, reinsertion assistance is offered in your home country: http://www.retourvolontaire.fr/
### ASYLUM SEEKER BENEFITS (CMA)

#### What are the CMA benefits (conditions matérielles d’accueil)?

As an asylum seeker, when you go through the «single central reception desk» (GUDA - see page 42), the OFII should offer you aid including:

- a monthly allowance (ADA)
- the right to accommodation for asylum seekers (see page 33)

This aid is called «offer of care» in accordance with the national reception plan (In French : «l’offre de prise en charge au titre du dispositif national d’accueil»).

To benefit from it, you need to sign the «single central reception desk» (GUDA) - «hearing of conditions of reception for various reasons» («Conditions matérielles d’accueil» or CMA).

#### Financial benefits (ADA)

The ADA card is a payment card where you can receive an allowance every month. You can’t use it for online payments. Some shops may offer cash back services.

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

⚠️ Once you’ve received the card, you have to wait 30 to 45 days until it’s activated.

The Upcohesia app allows you to check how much money you have left on your ADA card. Download it on your phone from Google Play or the Apple App Store.

#### Asylum seekers Accommodation

As an asylum seeker - and if you agreed to the material reception conditions (ADA) offered by the OFII at the “single central reception desk” - you should have a space in a housing centre for asylum seekers (CADA, HUDA, etc.) or you can receive social support.

You cannot choose the region nor the town that you’ll be placed in. If you asked for asylum in Paris or Ile-de-France, then it is very probable you will be sent to another region in France.

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

Careful: If you give up your housing without a legitimate reason, the OFPRA will suspend your right to accommodation for up to 30 days.

#### What should I do if my card is blocked, stolen or lost?

1. Stolen or lost card:
call the this number to block your card so it can’t be used anymore:
   05 32 09 10 10

2. Stolen, lost or blocked card: Make an appointment at your region’s OFII to replace your card (call or email them).

If you have any problems, seek help from a social worker at the association that houses you or delivers your mail from a legal advice centre (see page 11).

#### I’m not receiving money from the OFII

See the following page (page 32) for more information.

### Financial support

#### Single men

**Accueil de jour Cité**

📍 1 boulevard du Palais, 75004 Paris

**Accueil de jour austerlitz**

📍 24 Quai d’Austerlitz, 75013 Paris

For more information on these day centres for single men seeking asylum (such as opening hours and how they operate), see page 16.

### Appealing against the refusal or withdrawal of CMA

You will be refused your right to financial and accommodation benefits (CMA, conditions matérielles d’accueil) if:

- If your asylum application is under reexamination,
- If you do not have a valid reason for not applying for asylum within 90 days of your arrival in France,
- In a case of fraud, if you gave false information or you concealed information,
- If you refuse the accommodation or do not move to the region to which the OFII has sent you.

Your CMA rights will also be suspended if:

- If you refuse or move out of the accommodation or the region to which the OFII sent you,
- If you are violent or seriously disrespect your accommodation rules,
- If you don’t respect the authorities’ requirements (if you refuse to provide information, don’t show up to interviews…)

Careful: If you give up your housing without a legitimate reason, the OFPRA will suspend your right to accommodation for up to 30 days.

The OFII should give you a document explaining why your rights to CMA were refused or withdrawn: don’t hesitate to ask for it in case they don’t give it to you. This document may be very useful in an appeal against the decision.
Asking for the CMA to be reinstated

If you receive a document from the OFII indicating an intention to refuse or suspend your CMA, you have 15 days to send a letter that states your identity and that gives reasons for contesting the decision.

Send the letter to the OFII headquarters:

44 rue Bargue
75732 Paris Cedex 15

If the OFII doesn’t change its decision, that letter will be very useful for your lawyer during the administrative appeal. If the decision to suspend your CMA is maintained, you can:

1. Send an informal appeal (“recours gracieux”) against the suspension of your CMA to the OFII Director within two months
   contentieux.cma@ofii.fr

2. Appeal against the decision to suspend your CMA in front of an administrative court within two months.

If your CMA were suspended or denied over two months ago, you can always ask the OFII to reinstate your CMA by sending a registered letter (“lettre recommandée”) to the postal address above, or an email:
   contentieux.cma@ofii.fr

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

Careful, it can be difficult to write these documents alone and the time frame for appeals can vary depending on your situation. It is therefore strongly suggested to go to a legal assistance office to get help from a lawyer (see page 11).

Special cases

It is possible to ask for the reinstatement of your CMA or to contest the decision for the refusal of your CMA in the following situations:

- For people “re-qualified”, meaning for those who went through a normal or a fast-tracked procedure after the time frame on their Dublin transfer expired: to ask for the reinstatement of your CMA, follow the same procedure as the one indicated above.

- For people coming back to France after a Dublin transfer: it is possible to immediately appeal against the refusal of your CMA by the OFII in front of an administrative court.

Careful, you must be able to prove you are in a vulnerable situation, which means explaining why being without financial and accommodation benefits puts you in danger. For example: a medical certificate proving a serious illness.

How do I apply?

To apply for accommodation or long-term housing (known as a “deman de SIAO”), you must get help from a social worker in your current accommodation, from the city’s social services or from an organisation (see page 11).

You should update your application regularly, especially if your situation changes. Please note that delays can be very long.

Social housing

If you are a legal resident (en situation régulière) and you have the resources (including minimum social benefits such as RSA), you can apply for social housing.

To do so, you must fill in an online form here: www.demande-logement-social.gouv.fr

You can fill it out for yourself and on behalf of your family (spouse, partner and children as well as grandparents, parents, grandchildren, or brothers and sisters) if they are legal residents. You can get help from a social worker.

Depending on your situation, you can also take other steps:

Other steps

DAHO : The right to adequate accommodation (‘le Droit à l’Hébergement Opposable’) allows you to make an appeal when you call the 115 for a long time without an answer or accommodation.

DALO : The right to adequate housing (‘le Droit au Logement Opposable’) allows you to make an appeal when you are poorly housed (lack of housing, threat of eviction without re-housing, over-occupied housing, abnormally long wait for housing, etc.). If you have been granted asylum, you can make a DALO claim 6 months after applying for social housing.

Action Logement : This is only possible if you work for a company with more than 10 employees. Ask your employer for more information.

Other benefits

Other benefits are available according to your family, professional or accommodation status.

FINANCIAL SUPPORT

What is an allowance?

An ALLOWANCE, also known as benefits, is a sum of money paid by the state under certain conditions. The amount changes depending on your administrative status, age, the composition of your family, your housing etc.

For asylum seekers: see the ADA on page 32.

The Active Solidarity Income “Le Revenu de Solidarité Active” (RSA)

You can apply for this from the family benefits allowance, ‘la Caisse d’Allocations Familiales’ (CAF) on their website www.caf.fr if you meet the following conditions:

- Being a foreign national with legal residency for over 5 years with a valid residency permit allowing you to work, or being a refugee, stateless, or have subsidiary protection
- Being over 25 years of age OR be under 25 years of age and have at least one dependent child, born or unborn OR be under 25 years of age and have worked for two of the last three years.
- Have no or low income
- Permanent and stable residence in France

Other benefits

Other benefits are available according to your family, professional or accommodation status.

HOUSING

ACCOMODATION (‘L’HEBERGEMENT’)

is a temporary service (see emergency accommodation on page 29 and accommodation for asylum seekers on page 33).

Whereas, HOUSING (‘LOGEMENT’) is stable and long-term. It is only available to legal residents in France (‘en situation régulière’), who have been granted asylum (refugee status or subsidiary protection) or who have a residency permit. A fee is charged.

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ACTION

FINANCIAL

Support

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You can apply for this from the family benefits allowance, ‘la Caisse d’Allocations Familiales’ (CAF) on their website www.caf.fr if you meet the following conditions:

- Being a foreign national with legal residency for over 5 years with a valid residency permit allowing you to work, or being a refugee, stateless, or have subsidiary protection
- Being over 25 years of age OR be under 25 years of age and have at least one dependent child, born or unborn OR be under 25 years of age and have worked for two of the last three years.
- Have no or low income
- Permanent and stable residence in France

Other benefits

Other benefits are available according to your family, professional or accommodation status.

HOUSING

ACCOMODATION (‘L’HEBERGEMENT’)

is a temporary service (see emergency accommodation on page 29 and accommodation for asylum seekers on page 33).

Whereas, HOUSING (‘LOGEMENT’) is stable and long-term. It is only available to legal residents in France (‘en situation régulière’), who have been granted asylum (refugee status or subsidiary protection) or who have a residency permit. A fee is charged.

Other steps

DAHO : The right to adequate accommodation (‘le Droit à l’Hébergement Opposable’) allows you to make an appeal when you call the 115 for a long time without an answer or accommodation.

DALO : The right to adequate housing (‘le Droit au Logement Opposable’) allows you to make an appeal when you are poorly housed (lack of housing, threat of eviction without re-housing, over-occupied housing, abnormally long wait for housing, etc.). If you have been granted asylum, you can make a DALO claim 6 months after applying for social housing.

Action Logement : This is only possible if you work for a company with more than 10 employees. Ask your employer for more information.

Other benefits

Other benefits are available according to your family, professional or accommodation status.
**DOMICILIATION**

What is a “domiciliation”?**

**DOMICILIATION** is a postal address where you can receive your mail from the French administration. It is therefore an essential step to benefit from your social rights. Your domiciliation address could be different to your accommodation address.

### For asylum seekers

Your region’s SPADA is responsible for helping you with your social and administrative procedures. They should also give you a domiciliation at the request of the OFII. When you visit the “single central reception desk” (GUDA), they will give you an appointment to get your domiciliation address. This option is only available to asylum seekers.

⚠️ Please note that only a domiciliation approved by the prefecture is accepted to renew the asylum application certificate, i.e. a domiciliation:

- In the SPADA
- In your accommodation/hostel
- Or your own home address, only if you or a close relative (parents, brother or sister) is a tenant. A certificate of accommodation from a friend will not be accepted.

If you don’t or no longer have an address, go to your department’s OFII and ask to be directed to the relevant SPADA.

Even if you are going through the Dublin procedure and the prefecture labels you ‘on the run’, the SPADA must keep your domiciliation.

### For other situations

A domiciliation address is always essential to carry out certain administrative procedures, in particular, regularisation procedures. Some even offer social support.

If you aren’t an asylum seeker, administrative domiciliation will be guaranteed by the organisation that houses you, or, failing this, a CCAS or an authorised association. In effect, if you can prove a link to a municipality, you can request a domiciliation from the Community Social Action Centre (CCAS) in the town you live in.

Whether you’re in a legal situation or not, the link with the municipality is established if:

- Your child goes to school in a municipality
- You work in a municipality
- Your close family lives in the municipality
- You have social or medical support or if you are benefitting from a professional integration programme
- You have undertaken procedures with institutional or associative structures in the municipality

There isn’t a CCAS in Paris so you have to make an appointment at Paris Adresse (see page 23) to get a domiciliation. You will then be entitled to a follow-up appointment at a social work centre (Permanence social d’accueil, PSA).

### GOING BACK TO UNIVERSITY

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

#### To qualify to apply you must:

1. have your baccalaureate
2. have a sufficient level of French (B2 for a bachelor and C1 for a master). Registration details (and chances of acceptance) depend on the university, the type of training/education, your status and the level of entry you are applying for (L1, L2, master...).

⚠️ You must pay attention to the calendar; certain procedures are required as of November to start classes the following September.

French classes are offered in certain universities to prepare for your studies.

### SCHOOL ENROLLMENT FOR CHILDREN

From school to high school

In France, all children under 16 have the right to go to school. Whatever your status or your parent’s status of residence in France, school is free: all children have access to school and are obliged to go.

You need to contact the city hall (“mairie”) closest to where you live. If you encounter difficulties, you should contact a legal aid service (see page 11).

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⚠️ You must pay attention to the calendar; certain procedures are required as of November to start classes the following September.

French classes are offered in certain universities to prepare for your studies.
EMPLOYMENT

For asylum seekers

As an asylum seeker, from the 1st of March 2019, you will only be allowed to start working 6 months after having started your asylum procedure, and only if you haven’t yet received an answer from the OFPRA.

If you get an offer of employment when your asylum application attestation (‘récépissé’) is still valid, your future employer must submit the application to the competent Directorate.

Otherwise, when you apply to renew your expired certificate, you must apply for a work permit at the prefecture.

You will need to give them a valid 3-month long or longer work contract established on a special form, or an offer of employment (stating your function, the day you start working and your name) as well as other documents concerning the company.

Be aware that you cannot change employers because that work permit is only valid for the job offer submitted to the prefecture.

This authorization will only be valid as long as your asylum application attestation (‘récépissé’) is valid. This work permit can be renewed any time during the period you are waiting for the decision from the OFPRA.

For refugees

Once you have been granted refugee status or subsidiary protection, you are allowed to legally work in France, with no conditions.

Contact organisations to get help in your search for employment.

For young people

Youth service centers called “missions locales” provide one-to-one support to youth aged 16-25, to help with social integration and finding employment:

www.mission-locale.fr/annuaire/agence/mission-locale-de-paris

You can also complete a 6-12 month long civic service (service civique) in a general interest field, earning 580€ to 690 € each month, until the eve of your 26th birthday

www.service-civique.gouv.fr

OPENING A BANK ACCOUNT

You can open a “livret A” account at the Postal Bank (La Banque Postale). The Livret A is a savings account in which you can deposit and withdraw cash money, and make bank transfers.

You will be given a bank identity statement (RIB) : this document may be useful for certain administrative procedures.

Everyone has the right to open a bank account. If you are an asylum seeker, the SPADA or the association of your accommodation centre can help you organize a meeting with the bank.

If you have any questions, you can go to an association for help : see page 11

To open a Livret A, you need :

- to be over 18 years old,
- an identity document (asylum seeker attestation (récépissé), passport…),
- a domiciliation attestation,
- 2€ : the minimum opening deposit.

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

ACCESS TO HEALTHCARE

Emergency care

While waiting to be granted the health protection best suited to your situation, you can use the Free Medical Access Points (Permanences d’Accès aux Soins de Santé-PASS) found in certain hospitals (see page 18).

You will be taken care of by doctors and have access to free medication.

You can also get consultations and advice from medical organisations (see page 18).

Universal Health protection (PUMA - Formerly called CMU)

If you are an asylum seeker who has been in France for 3 or more months, you can benefit from health insurance through Universal Health Protection (PUMA) and complementary Health Coverage (CSS) by presenting the asylum application that is given to you at the single central reception desk (GUDA). This will allow you to access free healthcare and hospitalisation for you, your spouse and your children. You may have to pay medical fees upfront and be reimbursed after.

You can ask for help from the institution housing you, or the institution in charge of accompanying you throughout the review of your asylum application (SPADA). You can also ask for help from organisations (see page 11) or from hospital social services at a hospital that’s already treated you.

For people with legal residence papers

For people without legal residence papers

The AME covers 100% of any medical care for which it has given approval.

Conditions to meet in order to get the AME :

- Having no legal residency papers nor any documents as proof of resident status (no valid residency permit, asylum application receipt, nor documents showing that you are in the process of applying for a valid residency permit) OR
- Having lived in France for at least 3 uninterrupted months without residence permit
- Having a limited source of income that doesn’t go over a given threshold.

The application needs to be deposited to the Caisse Primaire d’Assurance Maladie (CPAM) of your place of residence. You can get help in assembling the file from one of these institutions :

- Communal social action centres (CCAS) of your place of residence
- Day centres (page 16)
- Hospital social service (page 18)
- Organisations (page 11)

The CPAM should inform you of its decision within 2 months at the latest; if the application is accepted, you can obtain your AME card which is valid for 1 year, starting from the beginning of the application procedure.

Note that : renewal is not automatic and you must fill out and submit a new file 2 months before the expiry date written on the AME card.

State Medical Aid : AME “Aide médicale d’Etat” (AME)
You are a foreigner and wish to stay in France: in order to stay on French territory without risking expulsion, you should apply for a residency permit. You have various possibilities (asylum claim, applying for a residency permit) which depend on your personal situation.

The information in this guide will help you understand the steps to follow. It will however never replace the help from a specialised lawyer who will be able to examine your personal situation. What may have worked for someone you know will not necessarily work for you.

See page 11 to find social and legal help.

ASYLUM, WHAT IS THAT?

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

The asylum procedure determines whether you are eligible to become a refugee.

Refugee status and subsidiary protection enable you to be protected by the French state:

- You are allowed to live on French territory (residency permit)
- You can acquire French documents to work legally
- You can ask to have your family come over to join you (family reunification)

If you have not been persecuted in your home country, it will be difficult to get asylum in France.

See page 11 to find social and legal help from a specialised organisation.

For more information about the different steps of the procedure, see page 44.

RESIDENCE PERMITS

There are different types of residency permits according to your situation:

- The healthcare residency permit is for sick foreigners who cannot be treated in their countries of origin.
- The employment residency permit is for people who have been working in France for several years and who wish to regularise their situation, student residence permit for foreigners who wish to study in France...
- The student residency permits is for foreigners who wish to study in France.

Applying for a residency permit is a complicated procedure. It is therefore very important to seek advice from a lawyer before you start your application.

You should go to a specialised legal organisation that will help you evaluate your personal situation and fill in your application (see page 11).

More information on page 58.

FIRST RECEPTION

As soon as you arrive in France you must go to a SPADA reception centre to start your asylum application.

In Paris and Ile-de-France, you have to call this number to make an appointment at the SPADA:

31 42 500 900

You can call from Monday to Friday from 10am to 4:30pm. This number is not free!

If no one answers when you call, keep a record of your call history in your phone so you can prove you tried making an appointment several times.

When you call, wait for the language options so you can choose yours.

There is a SPADA in every region (Paris, Bobigny, Nanterre...).

Careful, if you say you entered France more than 90 days ago, your file will be processed with the Fast-Track Procedure, which is not ideal.

Asylum claims in other countries.

The route you took to get to France.

The language you wish to use during the entire asylum process.

You have various possibilities (asylum claim, applying for a residency permit) which depend on your personal situation.

Even if you call in Paris, you may receive an appointment somewhere other than Paris. At the end of your call, you will receive a confirmation text message with the date, time and address of the SPADA appointment.

3. They will give you a «convocation» letter to go to the «single central reception desk» (GUDA). At this single central reception desk, you will be able to register your asylum desk.
What to do when you arrive at the «single central reception desk» (GUDA) ?

1. Go to the prefecture counter to register your asylum claim

An officer in charge of registering your asylum claim will:

• Take your fingerprints,
• Check whether you have already applied for asylum in France or in another country of the European Union
• Give you a booklet to guide you through the procedure in your native language,
• Ask you to choose the language you want to speak throughout the whole procedure. Once you have chosen your language, it will be difficult to ask for another one during the procedure. You can however switch to French at anytime
• Give you proof of your asylum application (a récépissé) stating which procedure you will be going through: normal procedure, fast-track procedure or Dublin procedure (page 44)
• Give you an OFPRA file. It is very important to fill it out properly. Carefully read the information on page 46 and ask a specialist organisation for help (see page 11)
• Give you an OFPRA personal space online: https://bit.ly/3PUapM0

Starting May 2022, the distribution of OFPRA documents is digitalised for new asylum seekers. It means that the OFPRA will give you the reception notice of your file, your appointment date and the answer to your asylum request through your online personal space: https://www.usager.ofpra.gouv.fr/ofpra/user/login
You can apply for a dispensation from the digitalisation of the OFPRA notifications, especially for people without housing (who do not have access to a computer).

2. Go to the OFII’s counter

What is OFII?
Office Français d’Immigration et d’Intégration (French Office for Immigration and Integration.) The OFII is responsible for the reception of asylum seekers in France and for accompanying them throughout their asylum application procedure (providing financial aid and accommodation)

An OFII officer will:

• Ask you about your personal situation to see if you have specific needs. (for example if you’re disabled, pregnant, if you need to see a psychologist ...)
• Give you a form called “Offer of support from the national reception centre” (in French “Offre de prise en charge au titre du dispositif national d’accueil”) offering aid from the OFII. This will allow you to get accommodation and financial benefits (ADA). To get this help offered by the OFII, sign the form by ticking the box that says «Oui, j’accepte de bénéficier des conditions matérielles d’accueil» (Yes, I agree to accept the material reception conditions)

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

The OFII can send you to an accommodation/shelter in a region that is different to the one where you applied for asylum. The OFII will provide you with a transportation ticket and the SPADA or accommodation address that you have to go to within 5 days. You will have to remain in this area throughout the whole asylum procedure.
You won’t have access to accommodation or financial benefits (ADA) if you refuse to go. However, the OFII should direct you to a SPADA in Île-de-France.

If you accept the regional allocation but don’t go there, you must warn the OFII. You won’t have the right to access housing or financial benefits (ADA). An organisation can help you ask to transfer your domiciliation in Île-de-France (page 11).

Be careful, if you agree to go to another region but you return to Île-de-France even after a few days, you will lose housing and financial benefits as well as a domiciliation in a SPADA in Île-de-France. An organisation will be able to help you better understand the situation and renew your asylum claim (see page 11).

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

After your appointment with the «single central reception desk» (GUDA), you will have to return to the SPADA to get a registered postal address (in French this is called a «domiciliation»).

This step is mandatory to take advantage of the «conditions matérielles d’accueil» and CMA and submit your OFPRA application.

Careful, your “domiciliation” must be in the same region as the prefecture handling your asylum application.

If the OFII has already directed you to another region, your “domiciliation” will definitely be transferred to that region, even if you refuse to be accommodated there.

What is «domiciliation»?
In order to carry out all their administrative procedures, asylum seekers need a registered mailing address.
This allows the person to receive letters from French administration offices like OFPRA or CNDA and to access their rights.

Domiciliation is only valid while the asylum process is underway.

The SPADA is the organisation that set up your GUDA appointment. When this organisation gives you a registered postal address, you will start to benefit from their social and legal support: access to health insurance, emergency housing, reduced cost for transportation, asylum application support...
Fast-track procedure

This procedure is not ideal:
The time they take to examine your file will be shorter and you may not be able to benefit from material help (financial support and housing).
You should ask the Prefecture to give you a document explaining why your application was sent to a fast-track procedure.
This document must be put in your OFPRA file, as it is essential to your application. Follow the advice given for the normal procedure to renew your asylum application attestation (récépissé).
Possible reasons why you have been placed on a Fast-Track Procedure:
• If you refuse to have your fingerprints taken or if they cannot be read,
• If you hid or gave false information about yourself or your journey,
• If you have received an order to leave French territory (OQTF),
• If you have already applied for asylum or are applying for reconsideration (page 50),
• If you sent your application more than 90 days after your arrival in France and you can’t justify why. This is considered a sign that you don’t have urgent need of your application being accepted.
• If you come from a country that is considered safe: Albania, Armenia, Bosnia-Herzegovina, Cape Verde, Georgia, India, Kosovo, Macedonia, Moldova, Mongolia, Montenegro, Serbia.

If you think that your application should be assessed using the normal procedure, you can tell the OFPRA (in your story (récit) or during the interview) why you disagree.
The OFPRA can put you in normal procedure. If the OFPRA doesn’t move you, you can take your arguments to the CNDA. You can also make this request if you come from Benin, Ghana or Senegal and registered your asylum claim before July 2021.

Dublin procedure

If the Prefecture decides to process your file in the Dublin Procedure, it may mean that your fingerprints were found in another European country where you already sought asylum, or that you obtained a visa in another European country. That country is responsible for your asylum application.
The Prefecture will therefore ask that country to take you back in order to examine your application there.
While you wait for the country’s answer, you are allowed to stay in France and should be granted access to asylum seekers’ assistance such as the asylum seekers’ financial help (ADA) and social health insurance (PUMA). The Prefecture will arrange various appointments that you must attend if you wish to continue to be eligible for housing and financial aid.
Careful: you will be given a transfer order during one of these appointments at the Prefecture. From this point onwards, you risk being sent to a detention centre and transferred to the country in charge of the asylum application. The French state has 6 months after the date that the country agreed to take you back to transfer you there.
It is possible to appeal and request that France be responsible for your asylum application and not to be transferred. (Time of appeals: 48 hours if you are under house arrest, otherwise 15 days). Your chances of winning the appeal depend on your personal situation (health, family, countries through which you have travelled…) but they are generally slim.

If you lose the appeal, you will have to wait 6 extra months to be able to apply for asylum in France, during which you still risk being transferred.
Go to a specialist legal organisation as soon as possible to get help and advice if you want to appeal.
OFPRA FILE AND INTERVIEW

What is OFPRA?
L’Office Français de Protection des Réfugiés et Apatrides (French Office for the Protection of Refugees and Stateless People). It is a public institution responsible for reviewing the asylum applications and taking their decision to grant (or not) international protection. The decision taken by the OFPRA can then only be reconsidered by appeal before the National Court for Asylum (CNDA).

1. The OFPRA file

The OFPRA decision depends on your file and interview. Carefully read the next pages to fill in your file and prepare your interview.

Your story must convince the OFPRA you really are in danger in your country and you can’t return for fear of persecution, torture, or death.

We therefore highly recommend you get help from a specialised organisation or a lawyer to write your story.

ADVICE: Keep copies of all of your documents. Take photos of all your documents with your phone and contact organisations to photocopy the whole file.

You must send the OFPRA file to the OFPRA within 21 days!

How to fill in the OFPRA file?

1. It must be written in French
2. You (the asylum seeker) must sign the file
3. It should include the following documents:
   - Two official identity photos
   - A copy of your certificate of asylum application (récépissé)
   - Your ID card or passport (original) if you have one or any other state documents if you have them.
4. Fill in your personal information as well as your family’s information (name, birthdate and place of birth...)
5. Indicate the language you wish to use for the interview (see page 44),
6. Write your story in French, explaining all of the reasons you left your country to ask for asylum in France.

Your story is the first way to let the OFPRA know about your fears in detail, so give precise and coherent information. It must include the names of people and places as well as specific dates.

Do not hesitate to add material evidence (photos, ID...) to back up your story and testify to the persecution you went through.

We highly advise you not to add fake elements or to pay non-professional people to translate your story. This could be very harmful for your asylum application. Specialized organizations can help you write your statement in French for free.

If you have made any errors in your story, you can ask to correct them during the interview.

send your file to this address:
OFPRA
201, Rue Carnot
94136 Fontenay-sous-Bois

If you need help with your OFPRA file:

You can ask the SPADA* to help you fill in the document and write in French. (* The SPADA is the organisation that can give you a postal address if you don’t have a place to live.)

Other organisations can help you with your OFPRA file (see page 11)

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

How and when should you send your file?

You must send the file to the OFPRA within 21 days after the date you received it at the prefecture.

Send your file to this address:
OFPRA
201, Rue Carnot
94136 Fontenay-sous-Bois

Send the file from the Post Office as a registered letter with acknowledgment of receipt (lettre recommandée avec accusé de réception) to prove you have sent the file if it gets lost.

Or deposit your file in person at the OFPRA (but you will not immediately be given a receipt proving that you submitted it (dépôt de dossier)).

We advise you to keep copies of all your documents (file, story, enclosed documents) and the proof that the OFPRA received your file.

Who will be at the interview?

These people have to remain neutral and confidential:

- A protection officer from the OFPRA (this person is not from the police.)
- An interpreter if you do not speak French. Double-check they correctly speak your language. If you don’t understand the interpreter or think that he is not neutral, you should tell the protection officer.
- You can ask for the presence of a lawyer or a legally authorized representative from an organisation as a silent witness. They will be authorized to speak at the end of the interview.

2. The interview

The interview with the OFPRA is the most important part of your asylum application.

The OFPRA can also tell you the date of your interview by email or text message. If you gave this information to the administration, be sure to regularly check your emails and phone.

You went to the GUDA:
You will receive your notification through your OFPRA online personal space.

Check every week for any updates on your file. The date, hour and details of the interview will be updated on your online personal space.

Careful, the OFPRA is now organising interviews in two different locations in Fontenay-sous-Bois or Paris. Read your letter carefully to check the address of your meeting.
What happens during the interview?
The protection officer will ask questions based on the information you gave in your OFPRA file. However, everything you say during the interview will be more important than what you wrote in the file for the final decision.

1. The first part of the interview will be about your civil situation: the protection officer will ask you about your identity and your family situation. It’s important to confirm that the information is complete and correct, to ensure the civil information about your family and the spelling of everyone’s names is correct. Do not leave any family members out.

2. The second part will be about your statement and your fear for your safety. You will be able to talk about the events that led you to leave your country. You will be asked for further details about the events (dates, places...). You must give as much detail as possible in your explanations, and insist on what happened to you personally.

3. At the end of the interview, you will be asked to explain what you presently fear if you return to your country.

An interview usually lasts 1.5 hours, but it can last anywhere from 45 minutes to several hours. You have the right to ask to take a break to get a drink or to go to the toilet.

How to prepare for the interview?
Your interview is confidential: you can speak freely.

It is important to speak as naturally and spontaneously as possible.

Don’t learn your story by heart. Try to detail what you went through by trying to remember the chronological order of events, dates, places, people and what role they had everyting that could help the protection officer understand your story.

Stick to the facts: if you don’t know something or if you have forgotten, say so!

If you don’t understand a question or if you have any doubts, don’t hesitate to let the protection officer know.

If you suffer from memory loss, that you regularly have nightmares and that reliving these events is very difficult, let the protection officer know about your situation. You may be suffering from post-traumatic stress. You can get help from a doctor to talk about it and get a medical certificate to give to the OFPRA (see page 21).

How and when will you receive the decision?
The OFPRA usually makes a decision within 3 to 4 months, though it may take longer than expected. If this is the case, the OFPRA will send you a letter to inform you about the delay. You might be called for a second interview.

You went to the GUDA:
You will be notified of the decision on your personal online OFPRA account. You will not receive a letter. You will receive a text for email to warn you but it is important to check your online profile weekly.

When the OFPRA notify you of their decision on your online account, you have 15 days to read it. After 15 days, the OFPRA will assume that you have read it. If you are rejected, the time to request a lawyer with legal aid or the time to make an appeal may have already passed. The time and date you were notified is very important if you have to appeal!

3. The decision

The OFPRA will decide if France must protect you: you can be granted refugee status or a subsidiary protection; your application can also be rejected.

1. If the OFPRA grants you refugee status («statut de réfugié»):
Go to the prefecture with the approval letter to get a renewable residency permit valid for 10 years.

2. If the OFPRA grants you the subsidiary protection («protection subsidiaire»):
Go to the prefecture to get a residency permit valid for 4 years and then a renewable residency permit valid for 10 years. You can appeal this decision (see next pages, same process). Appealing the decision won’t make you lose the subsidiary protection.

If you have been granted refugee status or subsidiary protection read page 56 for the next steps.

3. If the OFPRA rejects your application:
You can appeal the decision before the National Court for Asylum (CNDA) (see page 50).

⚠️ If you have been put on Fast-Track procedure, you might lose your residency rights once the OFPRA has rejected your application.

⚠️ You may be required to leave French territory if your asylum claim is definitively rejected.

You might be sent back to your country, even during the CNDA appeal. In that case, go straight to a free legal aid office for advice from a specialised organisation or a lawyer (see page 11).
The appeal must reach the CNDA within one month from the date you received the decision from OFPRA; this means within one month from the day you picked up the letter from the Post-Office, or the date written on the postman’s non-delivery notice (avis de passage) in your domiciliation centre.

Appealing to the CNDA isn’t that easy.

We advise you to ask for help from specialized organisations (see page 11 or from a lawyer (see page 50).

You have 3 options:

1. Ask for a free lawyer to help you by applying for legal aid (aide juridictionnelle)
2. Hire a private lawyer
3. Go through the appeal by yourself (highly un recommended)

How to lodge an appeal with the CNDA?

The appeal must be presented as a letter, with the CNDA.

If the OFPRA has rejected your asylum application you can appeal that decision via the CNDA.

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2. A private lawyer

You will have to find and pay for this private lawyer by yourself.

With the help of your lawyer, you must send your appeal to the CNDA within one month after the reception of the OFPRA’s rejection.

If you cannot make an appointment with the lawyer you’ve paid for, ask an organisation for help (see page 11).

3. Appeal without a lawyer

You will be defending your case to the CNDA without the help of a lawyer.

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

What happens after you have sent your appeal?

The CNDA processes your file

- You should receive your appeal registration letter from the CNDA (lettre d’enregistrement du recours à la CNDA), proving that your appeal has been registered.
- You should then receive a letter scheduling your public hearing (lettre de convocation) at the CNDA. In French it is called “convocation à la CNDA”.
- If your case isn’t considered to have a good enough defence to contest the OFPRA decision, the CNDA can reject your appeal without a thorough review or a hearing. (It is called “décision de rejet par ordonnance CNDA”).

1. Free lawyer

Be careful, you have very little time to get legal aid from a free lawyer: you should apply within 15 days of receiving the rejection letter from OFPRA.

Since 2018, you only have 15 days to officially request free legal aid otherwise you will have to prepare your defense by yourself. This is not recommended.

If you applied for legal aid, the lawyer (who will receive a copy of your letters) will assist you through all the procedures linked to the appeal.

Get in contact with your lawyer as soon as possible! Lawyers are usually very busy but don’t hesitate to make an appointment. If you cannot make an appointment with your lawyer, ask an organisation for help (see page 11).

Two ways of applying for a free lawyer:

- Get help from the SPADA or from a specialized organisation: Go to the SPADA or a legal aid office for help (see page 11).
- Ask for a free lawyer (legal aid) by yourself: Write a letter with your signature, specifying your civil status, your OFPRA file number and a copy of the OFPRA’s decision. Send the letter as a registered letter with acknowledgment of receipt (like the OFPRA file) to this address:

Cour nationale du droit d’asile
Bureau d’aide juridictionnelle
35 rue Cuvier,
93558 Montreuil Cedex

Or by fax: 01 48 18 43 11
Or you can drop off your letter at the address yourself.

If you find a lawyer in another way, they must send a letter to the CNDA to let them know they are in charge of your file.

If you apply for a free lawyer within 15 days after receiving your letter of rejection by the OFPRA, the one-month period for sending the appeal will be interrupted until you are granted a lawyer.

You will receive two letters within 15 days:
- The registration of your application
- The acceptance of your application with the name and address of your lawyer.

Once you’ve received this letter, your lawyer will have a very short period of time to appeal! Your lawyer will need to meet you and listen to your story to prepare your case against the OFPRA’s decision.

Get in contact with your lawyer as soon as possible! Lawyers are usually very busy but don’t hesitate to make an appointment. If you cannot make an appointment with your lawyer, ask an organisation for help (see page 11).
The hearing takes place at the CNDA’s building (National Court of Asylum) in Montreuil, near Paris. Be careful, there are two different locations! Read your letter carefully to check the address of your meeting.

Hearings are public, so open to anyone to attend. Note that you can attend someone else’s hearing to help you prepare for your own hearing.

At the hearing, you will face a single-judge panel.

On your side, your lawyer will sit on your right hand side, and your interpreter on your left hand side.

If your asylum application is processed in a fast-track procedure, the court will not be made up of three people but by only one judge.

On the day of the hearing, you can ask your lawyer to request a hearing without the presence of the public.

The hearing goes as follows:

1. The rapporteur explains your case,

2. The judge(s) ask you questions in order to clarify some points in your story. This part is very important. Speak as naturally and spontaneously as possible, while offering the details and circumstances asked, as the judge will be listening to see if you seem truthful and whether your fears and concerns are believable. (see page 36 with our advice for the OFPRA interview)

Your lawyer will not be able to help you during that part: you know your story much better than they do!

3. Finally, your lawyer will speak and defend your asylum application, insisting on some important elements of your story and criticizing the OFPRA’s decision.

You will receive the CNDA’s decision within the next three weeks by registered letter. Check your letters at least once a week!

The CNDA can either decide to cancel the OFPRA decision, granting you refugee status or subsidiary protection, or can refuse your asylum application.

If you have been granted refugee status or subsidiary protection:

read page 54 for information about how to go about the next steps.

If the CNDA refuses to grant you protection:

You have very few possibilities left:

- You can appeal in front of the Board of State (Conseil d’État) but the conditions are very strict and success is very rare. This appeal only concerns problems linked to the procedure, not the information in your file;
- You can also ask to have your file re-examined but you must have more facts added to your situation that haven’t yet been studied by the OFPRA and the CNDA during your asylum application. (See page 50)

If the CNDA has refused to grant you protection, you will lose your right to stay on French territory. You risk getting arrested and being sent back to your country. Go to a free legal aid office to ask for advice (see page 11 and carefully read page 29 “In case you get arrested” to be sure to know your rights.

Assisted voluntary return:

If you want to return to your home country, you can apply to OFII for assisted voluntary return. For certain countries, reintegration assistance is offered in your home country.

For more information, visit this website, which is translated into many languages:

http://www.retourvolontaire.fr/
Applying for your case to be reconsidered

If you hear about new events that make your country more unsafe for you, you can apply to the OFPRA for reconsideration of your asylum application. There are no specific time limits to apply for reconsideration.

The only condition is to have new facts confirming the threats against you if you return to your country.

Be sure to understand what defines a new fact.

If you apply for reconsideration with a file that does not meet the criteria described here, your application will be rejected without an interview.

What is a new fact?

It is an event indicating that you may still fear persecution or serious threats, meaning those threats are still going on. A fact is new if it occurred after the final rejection of your previous asylum application.

Therefore, a fact is new if it happened:

- After the date of the decision of the National Court of Asylum (CNDA)
- After the date of the OFPRA’s decision (if you did not appeal to the CNDA)
- If the event occurred before the decision of rejection from the OFPRA or the CNDA, the fact could be considered new if you can prove that you did not know about it at the time of the rejection decision, or if you give reasons for not being able to talk about the specific event during your first application.

IMPORTANT TO KNOW

Even if your fact is considered new, it will not automatically ensure protection. Do not add any documents in your file without explaining how you found them and why you didn’t present them during your first asylum application. It is important to know that even though some documents contain new facts, applications for reconsideration are often rejected by OFPRA and CNDA as they are doubtful about their authenticity.

Examples of events that can be considered as new facts if they have not been mentioned before to the 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 grant of protection status to a relative whose fears of persecution are related to your own situation.

New evidence is not a new fact.

Your reconsideration will not be accepted if the element that you add only confirms your previous oral or written statements.

Examples:

- A membership certificate from a political party is not new evidence if you had previously mentioned your membership to this party.
- A newspaper article or a letter from a lawyer mentioning facts that had already been considered in your previous application will only be considered as simple evidence for previous facts.

A new element does not necessarily have to be a written document.

It can be an event that you can describe in oral statements.

In that case, you will have to be very precise about your statement (dates, places, names...) to recount the event.

How to apply for your case to be reconsidered?

Just as for your first asylum application, the application for reconsideration is handled by the OFPRA and the CNDA.

First of all, you must go to the SPADA to make an appointment with the prefecture to hand in your application for reconsideration.

You should go to the SPADA in the same region of the prefecture where you made your first application.

In Paris and Île-de-France, you can call the OFII number 01 42 500 300 (not free) and specify you want to apply for reconsideration.

At the prefecture you should be given an attestation for your asylum application and an application form (pink). Your application will automatically be processed in a fast-track procedure. The time it takes to examine the application will be very short.

We recommend you rewrite your story with the new facts and ask for advice from a specialized organisation (see page 11) before going to the prefecture. You only have 8 days to send your file to the OFPRA.

If your application for reconsideration is declared invalid by OFPRA, you can appeal to the CNDA to contest this decision.

If the application is declared valid but, after the re-examination, is rejected by the OFPRA, you can also appeal to the CNDA (see page 53).
**IF YOU HAVE BEEN GRANTED PROTECTION**

When your asylum claim is successful, the OFPRA or CNDA grants you ‘international protection’: refugee status, subsidiary protection status or stateless person status.

This means that:

- You are protected by the French State,
- You have the right to remain in France,
- You will be able to access a number of rights that are granted to French people.

⚠️ As soon as you receive the decision, you must go to the ANEF (Digital Administration for Foreigners in France) website to get a certificate (récépissé) https://administration-etrangers-en-france.interieur.gouv.fr/particuliers/#/ then select the « Je demande ou renouvelle un titre de séjour » section. To make an account on the ANEF website, you need your foreign national number and the start and expiry dates of your asylum seeker’s receipt (récépissé). The récépissé is a provisional document which certifies the “recognition of international protection” (reconnaissance de protection internationale) granted you and enables you to start the next steps of your procedure while you wait for your residence card.

### What are your rights?

The OFPRA will give you official identity documents (“documents d’état civil”) in your name recognized by French administration (birth certificate, wedding certificate...). You will not be allowed to contact your own country’s administration, otherwise you risk losing state protection.

- Right to remain: after receiving your civil status documents from OFPRA,
  - Refugees get a residency card valid for 10 years
  - Beneficiaries of subsidiary protection get a renewable residency card with an initial validity of 4 years.
  - You can ask for travel documents (“titres de voyage”) which allow you to travel to any country except your home country. Request these documents at the Prefecture, online or by postal mail. You will need 2 identity photos, your residency permit, proof of residency and your OFPRA international protection attestation. The travel documents cost €45.
  - As soon as you receive the decision from the OFPRA or the CNDA, you can get full citizen rights to benefit from social and family benefits (RSA, social housing application ...)
  - You are allowed to work in France. For more information see page 38.
  - You can go back to University. See page 37.
  - You can change your driver’s licence to a French driver’s licence. Procedures for exchanging a foreign driver’s licence can now only be done online on the ANTS website : https://permisdeconduire.ants.gouv.fr

**WARNING :** You can only exchange your driver’s permit for one year after you received your residency permit. The driver’s licence exchange is not possible for people coming from Afghanistan, Eritrea, Nigeria, Pakistan, Senegal, Somalia and Syria (see the complete list on the Public Service website : https://www.service-public.fr/simulateur/calcul/PermisEtrangerPermisFrancais)

- You can apply for French citizenship in the closest Prefecture to where you live.
  - The refugee status gives you the right to ask for French citizenship as soon as you receive refugee status.
  - With subsidiary protection status you must prove you have lived in France for 5 years.

**Family reunification “réunification familiale”**

**Your family can join you in France :**

- This can be your husband, wife or partner

⚠️ Beware : If the marriage was conducted after your asylum application, then you will go through a different and more difficult procedure called “regroupement familial” in French.

- Your children (under 20 years old) and your partner’s children (under 18 years old)

If you are under 18 years old, you can ask for your parents and, if they are under 18 years old, your brothers and sisters.

**How to have your family join you ?**

1. **Your family must ask for a long-stay visa at their closest French consulate with these documents :** A filled-in application form, your OFPRA international protection attestation, a copy of your birth or wedding certificate 4 identity pictures per member of your family, and the passports of each family member. The application costs €99

2. **The Office for Refugees’ Families (Bureau des familles de réfugiés) should contact you to get :** a copy of your residence card or of your récépissé, a filled-out form concerning your family, your proof of residence and other documents proving your family ties.

3. **The procedure can take up to 8 months.**

   - If your family’s visa application is approved, they have 3 months to arrive in France.
   - If your family’s visa application is refused or if they don’t receive any answer from the consulate, you have 2 months to appeal.

**How to get help ?**

These first steps may seem complicated, don’t forget that you can get help from various specialist organisations :

- The SPADA reception centre or housing centre you were living in during the procedure. They can help you seek full citizen rights and find new accommodation.

- The communal social action centre (centre communal d’action sociale, or CCAS) of the town or region you live in. Make an appointment with a social worker, who should assist you with your financial and employment procedure as well as your application for social housing.

- You can also go to the legal help centres specialising in helping refugees (see page 11)
### RESIDENCE PERMITS

**A residence permit** and receiving refugee status do not have the same purpose. When applying for asylum, you will be asked about the persecutions that you face in your home country, whereas to obtain a residence permit, it is your situation in France that matters. In many cases, you will need documented proof on how long you have been living in France, how well you speak the language, your ties to French citizens or foreigners who have a residence permit.

You will therefore need to put together documents proving that you have been staying in France.

For further help and information on those documents, see page 5.

Residence permits are mostly applied for at the French consulate of your home country. There you will apply for a long-stay visa (visa D) that enables you to obtain a residence permit (for example: for a family reunification, to study in France, to work in France). The long-stay visa differs from the tourist visa, which only lasts 3 months (visa C).

However, if you are already in France, you can obtain the right to stay on French territory by applying for specific residency permits. This is called “regularisation”.

It is possible to apply for a residency permit:

- If you are in an “irregular situation,” meaning if you do not have papers that give you the right to stay in France.
- If you are seeking asylum. When you file your asylum application at the prefectures, you will be asked if you also want to apply for a residency permit. You will need to give a response within two months, except for the ‘residency permit for health reasons’ for which you have 3 months.

Your application for a residency permit will only be processed once you have received an answer on your asylum application. You will not be able to apply for a new residency permit if your asylum application is rejected, except in certain specific cases.

⚠️ There are many conditions to obtaining a residency permit and applying for one is a complicated and risky procedure. Each application is specific to itself and the chances of obtaining a residency permit depends on your individual situation. **Keep in mind that if your application is rejected, you are always at risk of expulsion.** For more information on what to do if you are arrested, see page 29.

It is therefore important to get advice from lawyers before applying for a residency permit. Go to a legal help centre to evaluate your specific situation and to fill in your application (see page 11).

Some residency permits are more certain than others. It is important to note the difference between “Residence permits as fundamental rights” and “Discretionary residence permits”.

The criteria to obtain a “residency permit as fundamental rights” are included in the law. If you meet these criteria, your residence permit should be delivered by the prefectures. If your application is rejected, a lawyer can be contacted in order to “appeal” the decision. Most “private and family life” residency permits are fundamental rights (parent of a French child, married to a French citizen, significant private and family ties). This is also the case for the “residence permit for health reasons” when serious illnesses cannot be treated in the home country. Warning: there are many conditions to obtain it, but they can be unclear.

### Residence permits in the context of a regularization in France

#### FUNDAMENTAL RIGHTS (meet the conditions, sometimes unclear)

- **Marriage with a French citizen (if entry with visa)**
- **Personal and family ties (intense, stable, long-established)**
- **Parents of a French child**
- **Parents of a sick child (APS* 6 months)**
- **Work accident / sickness caused by profession**
- **Birth / entry before the age of 16 and continuous residence in France**
- **Person entrust to the Youth Social Welfare (ASE) before the age of 16 and undergoing training**
- **Residence permit for health**
- **Has lived on the territory for at least 10 years**
- **Following a programme to transition out of prostitution (APS* 6 months)**

#### DISCRETIONARY (meet the conditions + application accepted by prefect)

- **Employees / temporary workers**
- **Sick foreigner (serious illness that cannot be treated in the home country)**
- **Parents of a French child before the age of 16**
- **Person entrusted to the Youth Social Welfare (ASE) before the age of 16**
- **Has lived on the territory for at least 10 years**

**Resident permits**

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<thead>
<tr>
<th>YOUR SITUATION</th>
<th>RESIDENT PERMITS</th>
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<tbody>
<tr>
<td>1. M2 students looking for employment</td>
<td>Residence permit for work</td>
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<tr>
<td>Visitors</td>
<td>Residence permit for family life</td>
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<td>Employees / temporary workers</td>
<td>Residence permit for health</td>
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<td>Person entrusted to the Youth Social Welfare (ASE) before the age of 16 and undergoing training</td>
<td>Residence permit for private life</td>
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<td>Parents of a sick child (APS* 6 months)</td>
<td>Residence permit for victims of violence</td>
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<td>Parents of a French child</td>
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<td>Birth / entry before the age of 13 and continuous residence in France</td>
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<td>Person entrusted to the Youth Social Welfare (ASE) before the age of 16</td>
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<td>Particular or humanitarian motives</td>
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<td>Has lived on the territory for at least 10 years</td>
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<td>Following a programme to transition out of prostitution (APS* 6 months)</td>
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<td>Victims of domestic violence</td>
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<td>Victims of trafficking or prostitution</td>
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<td>Beneficiaries of a protective order</td>
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⚠️ The residence permits Algerians can apply for differs from others because they depend on the Franco-Algerian agreement.

*APS = Temporary Resident Permit
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<th>Lundi</th>
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Le Métro fonctionne dans Paris et sa proche banlieue.
Le RER est un réseau de trains qui permet de se déplacer entre Paris et le reste de la région parisienne.

Porte de Clignancourt
Porte de la Chapelle
Porte d’Aubervilliers
Porte de la Vilette

Thank you to all the translators and volunteers, most of whom are people in exile, as well as the solidary printers who allow this guide to exist.

We would also like to thank all the structures, associations or collectives that have been supporting the project since 2019 ! ❤️
If you are in Paris, as an asylum seeker, refugee or undocumented person, this guide is made for you.

It contains useful addresses, advice and legal procedures updated each month!

Our texts are written, reviewed and checked by social, asylum and foreigner’s rights experts.

This guide is available and updated each month in French, English, Arabic (litteral), Pashto and Dari.

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Do you have any questions? Contact us: contact@watizat.org

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