





**THE INFORMATION GUIDE
FOR PEOPLE IN EXILE**

JULY-AUGUST 2024

TABLE OF CONTENTS

How the guide is organised







PRATICAL ADVICE

	Arriving in Toulouse	4
	Emergency numbers	6
	Unaccompanied minors	10











USEFUL ADDRESSES

	Reception and orientation.....	12
	Help with procedures	12
	Bag storage	14
	Finding a relative	15
	Day centres	15
	Food	15
	Legal assistance	17
	Phone helplines	18
	Women	18
	Children	18
	LGBTQIA+	19
	Health	20
	COVID 19	24
	Prostitution / Sex workers	25
	Hygiene / Laundry	25
	Clothing	26
	Learning French, Digital skills	27
	Cultural spaces	29
	Activities	30

SOCIAL RIGHTS

	What are my rights?	32
	Who can help me?	32
	To have a mailbox : domiciliation	32
	Accommodation	33
	Material reception conditions (CMA)	34
	Housing	37
	Financial support	37
	Access to healthcare	38
	Access to work	39
	Opening a bank account	41
	School enrollment for children	41
	University	42

PROCEDURES

	What is asylum?	44
	What are residence permits?	44
	Registering your asylum request	45
	Asylum procedures	47
	OFPPRA file and interview	49
	Making an appeal	52
	Applying for your case to be reconsidered	55
	If you have been granted protection	56
	Residence permits	58
	If you are arrested by the police	60

	Glossary / Metro and tram map of Toulouse	62
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ARRIVING IN TOULOUSE

WHAT IS MY ADMINISTRATIVE SITUATION?

Your right to residency

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

Before starting any application, seek advice in a free legal support session (page 17).



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

To request asylum, go to the SPADA (page 45). Asylum is a protection given by France if you prove that you were persecuted in your country and you are at risk if you go back. **Requesting asylum is a long and complicated process with high risks of rejection (page 52).**

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

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

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



YOUR DOCUMENTS

Keep a copy of all your documents!



Very important: keep photographs and copies of all documents with your name on them and letters received during your stay in France.

Keep these copies in different places (at a friend's or with an organisation) and online (in your emails). Do this **as soon as you arrive and organise these documents by year.**

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

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

Examples of proofs to keep:

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

ADOBE SCAN application allows you to scan your documents.



GETTING AROUND TOULOUSE

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

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

Free Tisseo subscription for asylum seekers

To get a **Pastel card** for 6 months (to be renewed), go to a Tisseo office (Arènes, Basso Cambo, Borderouge, Jean Jaurès, Marengo-SNCF) with: an identity photo, a valid certificate of asylum application ("récepiissé") and 9€.

Subscription is also free for some job seekers and people with disabilities. Bring the documents justifying your situation.

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

If there is an inspection

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

If you receive a fine

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

The inspectors will give you a fine ticket (PV) or a receipt, keep it with you. You may pay your fine immediately to the ticket inspector or within 15 days.

If you pay in a Tisseo office, 20€ in addition to the fine are asked if you pay within 15 days, 50€ more after 15 days (unless you are a minor).

You can also pay it online:

📄 <https://bit.ly/TisseoPV>



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

Contesting the fine does not always work. If you are in trouble or you cannot pay your fine, ask a social worker for help (see page 12).



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

Traffic rules

ALPHACODE

Training on traffic rules for people who have difficulty with French.

Does not provide you with a permit: you must take an exam afterwards.

Membership fee 8€.

✉ alphamirail.code@alliancesetcultures.org

☎ 06 18 92 02 07

📍 Centre social du Mirail U, 14 chemin du Mirail



You must register in advance: there is a waitlist.

EMERGENCY NUMBERS

- free -

15 • SAMU

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

18 • FIREMEN

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

17 • POLICE

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

114 • EMERGENCY SMS

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

115 • EMERGENCY SHELTER

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

119 • CHILDREN IN DANGER

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

3919 • WOMEN VIOLENCE INFO

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



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

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

HOUSING IN TOULOUSE

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

A lot of people sleep on the street.

If it is your case :
see page 33 and call

 **115**



WIFI

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

The map is here:

<http://bit.ly/Wifi-TLS>



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

The **tetaneutral** wifi has the password **neutralteta**.



There are many police officers in train/bus stations, you risk an identity check.

See page 60 for tips on how to protect yourself from being arrested.



PHONE

Buy a phone

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

Some associations can give you a phone, ask them!

Buy credit for your phone

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

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

→ Find a terminal:

<https://www.free.fr/boutiques>



Then you can:

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

Where to charge your phone in Toulouse?

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

Use/Get a computer

In most multimedia libraries ("médiathèques") and libraries you have access to computers and to the Internet (more information on page 27). The association La Rebooterie, 29 bis avenue des Mazades (page 29), offers free computers if you come and repair them at a workshop (by waitlist). **Closed Aug. 1st-18th.**

@ ONLINE INFORMATION

Information on asylum application

Translated information for the asylum claim procedure, verified by lawyers.

Always go to a legal support session to get advice adapted to your personal situation (page 17).

GISTI

Section : Asylum claim.

Languages : French, English, Arabic, Dari, Pashto, Urdu, Tigrinya, Oromo.

<https://bit.ly/GistiAsile>



DOM'ASILE INFO

Languages : French, English, Arabic, Urdu, Bengali, Russian

www.domasile.info



RÉFUGIÉS INFO

Information for people who have been granted refugee status or subsidiary protection.

Languages : French, English, Arabic, Pashto, Tigrinya, Russian.

www.refugies.info



INFO DROITS DES ÉTRANGERS

Information on the different procedures for staying in France, family reunification, etc.

In French only.

<https://bit.ly/InfoDrEtr>



Useful websites and applications

TRADUCMED

Translation for medical appointments in 39 languages.

Accessible via the app or directly on the website:

📱 www.traducmed.fr



TARJIMLY

Allows you to directly contact a volunteer translator via the Messenger app (written and vocal messages or videos).

📱 Tarjimly

ADOBE SCAN

Scan your documents and send them by email or whatsapp to always keep a copy in case of loss or theft.

For iPhone :

For Android :

<https://apple.co/3EVgnHq> <https://bit.ly/AdbScanAndroid>



QR CODE READERS

For iPhone : <https://apple.co/3vl6Upk>

For Android : <https://bit.ly/QRScan-Android>

CITYMAPPER

Quick routes by public transport in Toulouse and its surroundings.

📱 <https://bit.ly/CityMapperTLS>



ENTOURAGE

Application for meeting your neighbours, on which you can:

- ask for material needs or services
- attend friendly get-togethers

📱 <https://bit.ly/EntourageRS>



GEEV

Donations of clothes / food / objects.

Register on the website

📱 www.geev.com

or download the application.



INFOMIGRANTS

Information about asylum in Europe.

Languages: French, English, Arabic, Dari, Pashto.

📱 www.infomigrants.net



It is possible to receive new articles on Rakuten Viber. Go to the bottom of the site to register.

SPIKY COMMUNITY

Application connecting people who have just arrived in France with locals.

📱 <https://www.spikycommunity.com>



CŒUR DE VILLE

Practical information in French on how to get food, housing, health care, and free transportation.

📍 Toulouse and its region

📱 www.coeur-de-ville.com



POTEAU

Organise and join sports sessions (e.g. soccer, basketball,...).

Download and register on the application



HOPHOPFOOD

Get free food near where you are.

Download and register on the application.



WATIZAT TOULOUSE

Brings together all information on the places in the Watizat guide (hours, contact information, website, directions...) in an interactive map.

Automatic translation in different languages.



Ask for help and advice

Don't hesitate to ask for help and information from supportive citizens, groups or associations via Facebook or an e-mail address.

Be careful, the legal information provided on Facebook is not always reliable.

Visit the legal support (page 17).

ASSISTANCE PLATFORM FOR EXILED PEOPLE IN FRANCE

Facebook group where anyone can offer or ask for help: housing, material goods, food, clothing, information on procedures.

📍 Everywhere in France

→ Sign up to access the group

📱 Plateforme d'aide aux exilés en France

SOS REFUGEES TOULOUSE

Facebook group where anyone can ask for help and information.

📍 Toulouse and the Toulouse region

→ Register to access the group

📱 Sos Refugees Toulouse

SOLIDARITY TOULOUSE EXILÉ·E·S

Facebook group where anyone can ask for help and information.

📍 Toulouse and the Toulouse region

→ Sign up to access the group

📱 Solidarity Toulouse exilé·e·s

ACCOMMODATION IN PARIS FOR OFPRA OR THE CNDA

Facebook group to find accommodation for the night before your OFPRA interview or CNDA hearing.

📍 All of France

→ Sign up to access the group

📱 Hosting in Paris for OFPRA and CNDA

DRINKING WATER



- At drinking water taps behind and in public restrooms.

List of public toilets:

📱 <https://bit.ly/WCToulouse>

→ On Google Maps search for "public toilets" or "sanisette"



- At public fountains.

List of public fountains:

📱 <https://is.gd/cartoTLS>

→ On Google Maps search "fontaine à boire"



FREETAPS

Drinking water map.



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



EAU NON POTABLE

FOOD VOUCHERS

LA CLOCHE

Closed Aug. 19th- 23th.

Various activities and distribution of vouchers to use in the Carillon network (based on availability) that can be used once to get snack or meal and drink from shops in Carillon network.

Menu at:

📱 <https://www.lacloche.org/toulouse-occitanie>

🕒 Thursday 2-4pm

☎ 07 84 77 18 59

✉ toulouse@lacloche.org

📍 Place Commune, 2 rue des Jumeaux

📍 Marengo SNCF



UNACCOMPANIED MINORS

(UNDER 18)

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

Now called
Mineurs Non Accompagnés (MNA)

You are an “unaccompanied minor” if:

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

→ You are considered “at risk” and you can be protected and supported by the Child Welfare Services: Aide Sociale à l’Enfance (ASE).

2. Your rights in France

The French state is legally responsible for **unaccompanied minors on its territory and has to protect them**. The organisation in charge of housing and caring for unaccompanied minors is the Aide Sociale à l’Enfance (ASE), managed by the Council of the department (Conseil départemental de la Haute-Garonne).

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

3. When you arrive in Toulouse

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

DDAEOMI

Closed on public holidays (see cover).

🕒 Monday to Friday 9am-5pm

☎ 05 82 08 04 50

✉ ddaeomi-toulouse@anras.fr

📍 22 rue de Stalingrad

🚶 M A Marengo SNCF - M B Jeanne d’Arc

4. The evaluation interview at the DDAEOMI

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

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



It is very risky to produce fake identity papers

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

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



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

5. After the interviews at the DDAEOMI

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

- 1. You are officially recognised as an unaccompanied minor:** you will have accommodation (in a shelter, in an apartment, or in some rare cases in a foster family), you will be assisted by an educator, you will be able to learn French and go to school or receive professional training to learn a job.
- 2. You are not recognised as an unaccompanied minor (rejection).**

6. In case of a rejection

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

- You are entitled to a **lawyer** to assist you with your appeal.
- To get shelter, the only official solution is to ask for a place for one night by asking the 115. Show them the letter of rejection the DDAEOMI gave you. You can also contact the collective AutonoMIE.
- You can ask organisations for legal support.

COLLECTIF AUTONOMIE

Offers legal support. Fights for the recognition of the rights of unaccompanied minors.

✉ autonomie@riseup.net

🌐 <https://qrco.de/AutonoMIE>

📱 [autonomie31](https://www.facebook.com/autonomie31)



7. Applying for asylum as an unaccompanied minor

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

Before you apply for asylum, ask your educator or an organisation for advice (page 17).

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

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

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

For more information on seeking asylum, see page 45.



USEFUL ADDRESSES

RECEPTION AND ORIENTATION

ADELPHITÉ PAR CVH - SPADA

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

- ① To collect your mail without appointment: Monday to Friday 9-11:45am
- ① Reception w/o appointment: Tuesday 1-4:30pm
- ① With an appointment for a follow-up: Monday to Friday 9-11:30am and 1-4:30pm (except Thursday afternoons)
- Telephone helpline Mondays, Wednesdays and Fridays 1-5pm
- ☎ 05 31 26 60 90
- ✉ spada31@adelphiteparcvh.com
- 📍 28 rue Théron de Montaugé
- 🚶 M A Balma-Gramont

MAISONS DES SOLIDARITÉS (MDS)

Social accompaniment and guidance, by appointment.

- To book your first appointment, call the MDS of your place of residence (the place where you actually live) and not your registered address (domiciliation).
- You can ask for food vouchers, financial aid, help with finding accommodation... depending on your family situation.

📄 <https://bit.ly/MDS-HG>

PÔLE D'ACCUEIL, D'INFORMATION ET D'ORIENTATION (PAIO) Closed Aug. 15th

Support, information and guidance for homeless people with no designated social worker.

Public social service which provides short-term help with essential needs and social rights. **For longer-term support, you will be referred to a social worker.**

- ① Telephone helpline Monday to Friday 1-5pm.
- ① To book an appointment, come in the morning (9am-12pm) No appointments given by phone.
- ☎ 05 34 36 40 95.
- 📍 66 bis avenue Étienne-Billières
- 🚶 M A Patte d'Oie

ESPACE SOCIAL DU GRAND-RAMIER

Social worker present to welcome, refer and inform.

- ① Psychologist on site, Tues/Thurs 10:30am-1pm.
- ① Educational support one Friday/month.
- ☎ Telephone helpline everyday 2-4pm: 05 61 32 03 24
- ☎ Reception: 05 61 32 95 21
- 📍 10 avenue du Grand-Ramier
- 🚶 M B Palais de Justice - T T1 T2 Île du Ramier

DROITS DU CŒUR

Truck providing administrative aid and guidance on people's rights.

- Printer, scanner, and usb outlets available.
- ① Wednesdays 7-8:30pm
- 📍 42 av Frédéric Estèbe M B Minimes
- ① Thursdays 7-8:30pm
- 📍 42 bis avenue de Ranguel M B Ranguel

HELP WITH PROCEDURES

- ★ FREE ACCESS TO A COMPUTER
- ★ HELP WITH PROCEDURES

LIBRARIES/MEDIA LIBRARIES (BIBLIOTHÈQUES)

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

- 📄 <https://bit.ly/BiblioToulouse>
- 🚶 Accessibility for disabled people depends on the library.

SECOURS CATHOLIQUE

Social reception for everyday needs (social rights, financial help, etc.).

- ① Monday 9am-12pm by appointment, call or go in person for scheduling.
- ☎ 05 34 25 67 40
- 📍 56 rue de Périole
- 🚶 M A Marengo SNCF B L9 39 Arago

CASO - MÉDECINS DU MONDE (MDM)

Closed in August.

Help accessing health insurance (AME, CSS)

- ☎ Walk-ins Mon, Wed, Fri 9:15-11:30am
- ☎ 05 61 63 78 78
- ✉ info.midi-pyrenees@medecinsdumonde.net
- 📍 5 boulevard Bonrepos
- 🚶 M A Marengo SNCF

SECOURS POPULAIRE

Welcomes youth under age 25 in difficulty as well as all students.

Social and legal support services (help accessing food, healthcare, doctors, employment services...).

- ① Monday to Friday 9am-12pm and 2-5pm
- Make an appointment by email, phone or in person**

- ✉ permanence.jeunes@spf31.org (first and last names, date of birth),
- ☎ 05 34 40 34 40
- 📍 147 avenue des États-Unis
- 🚶 M B La Vache B 15 29 Dulong

ARGOS Closed Aug. 15-16th

Support for youth from 16 to 25 years old without steady housing: access to legal rights, social and/or professional inclusion.

Assessment by phone to get an appointment.

Not for undocumented people.

- ① Monday to Friday 9:30am-12pm, 1:30-5pm by appointment only
- ☎ 06 42 46 23 10
- ✉ argos@toulouse-metropole.fr
- 📍 45 rue Gatien-Arnould
- 🚶 M B Jeanne-d'Arc

CLUBS DE PRÉVENTION

Social and educational support for young people from 11 to 25 years old. The help provided depends on your needs (administrative help, reorientation, health and career/school advice...).

Go to your neighbourhood's club:

<https://bit.ly/ClubPrevention>

- ① Club du Centre : Monday to Friday without appointment.
- Hours may vary, calling ahead is recommended.

- ☎ 07 86 52 57 67 - 06 24 08 37 53
- ✉ club-centre@toulouse-metropole.fr
- 📍 28 rue Bertrand de Born
- 🚶 M A Marengo SNCF
- 🚶 M A B Jean-Jaurès

★ CENTRE SOCIAL RAYMOND IV

Closed July 29th - Sept. 2nd.

Assistance from a public writer: reception, support, guidance with admin. procedures and info.

- ① Make an appointment by phone.
- ☎ 06 31 38 31 93
- 📍 4 rue de l'Orient
- 🚶 M B B L1 L9 15 23 29 39 45 70 Jeanne d'Arc

★ BOUTIQUE SOLIDARITÉ - ARPADE

Appointments possible with a social worker weekday afternoons.

- ① Social support at the PAIO (on a first come, first served basis) Wednesdays 9am-12pm.
- ☎ 06 99 11 40 49

- ✉ cpva.equipeboutique@arpade.org
- 📍 36 rue Emile Brouardel
- 🚶 M B Compans B L1 14 45 Héraclès

LA FABRIQUE SOLIDAIRE DES MINIMES (FA SOL MI) Closed Aug. 5-16th.

★ Help with administrative procedures (except taxes, over-indebtedness and naturalization) and writing letters.

① Appointments or open hours by phone or in person.

★ Access to computers, printer and scanner : 4 free copies, then 10 cents/copy.

- ① Mon. - Fri. 9:30am-12:30pm and 2-5pm
- ☎ 05 61 25 38 28
- 📍 29bis avenue des Mazades
- 🚶 M B Minimes B 27 Puget

CENTRE SOCIAL POLYGONE

☎ 05 61 41 29 90 Closed Aug. 5-30th

★ Help with administrative procedures, no appointment needed:

① Centre social Polygone : Fridays from 9:30am to 12:30pm

★ and free computer access Monday to Friday.

- 📍 18 rue Vincent Scotto
- 🚶 M A Patte d'oie B 45 Turenne 66 Barrière de Bayonne
- ① Annex of la Céprière: Tuesday 2-4pm
- 📍 17 rue Louison Bobet
- 🚶 B L2 L3 67 Pont Roca T T1 T2 Hippodrome
- ① Annex of Arènes: Thursday 2-4pm
- 📍 7 Boulevard de Larramet
- 🚶 M A T T1 T2 B L3 34 Arènes

★ ÉCOLE ET NOUS Closed July 27 - Aug. 18

For problems related to school, without appointment.

- ① Monday to Friday 8:30am -12:30pm and 1:30 - 4:30pm (Fridays til 4pm)
- ☎ 05 61 40 49 68
- 📍 10 cheminement le Tintoret
- 🚶 M A B 14 Bellefontaine

CENTRE SOCIAL BAGATELLE

Closed July 26 - Aug. 31st.

☎️ ★ ☎️ Wed. and Thurs. afternoon.
☎️ Public writer (écrivain public): Wed 1:30-5pm and Thurs 2-6pm.

No appointment needed.

■ Photocopies (0,05€)
☎️ Monday to Thursday 8:30am-12pm/1:30-6pm (5pm Wednesdays) and Fridays 8:30am-12pm.
Holiday hours : Mon-Thurs. 9am-5pm ; Fri. 9am - 12:30pm
☎️ 05 67 77 44 42
✉️ centresocial.bagatelle@assqot.com
📍 117 r. Henri Desbals
🚌 **A** **BUS** **13** Bagatelle

★ **TOULOUSE OUVERTURE 7 (TO7)**

Closed in August

Possibility to scan/print documents.
☎️ Monday to Wednesday 9am-12pm and 2pm-4:30pm and Thursday 9am-11:30am.
☎️ 05 61 44 27 74
📍 4 bis Cheminement Robert Cambert
🚌 **A** **BUS** **14** Le Lac Reynerie

★ **CROIX-ROUGE/RED CROSS**

Closed August 9-18th

☎️ Make an appointment by phone (at the end of the voice menu) from Monday to Friday 9:30am-12pm.
☎️ 05 61 99 24 69
📍 20 Rue Raymond IV
🚌 **B** **BUS** **L1** **L9** **15** **23** **29** **39** **45** **70** Jeanne d'Arc

ATELIERS JAMMES - GAF

Closed July 8-14th and Aug. 10-11th

■ Reception and free access to a computer (ask at the bar)
☎️ Monday to Saturday from 8:30am-5pm (except Thursday) and 8:30am-1:30pm Sunday.
★ ☎️ Free, by appointment
☎️ Wednesday to Friday, 9am-12pm and 2-5pm
☎️ 05 61 57 95 20 📍 13 rue du professeur Jammes
🚌 **B** **BUS** **15** **70** Canal du Midi

AVENIR - NOUVELLE MAISON DES CHÔMEURS

Closed July 14th and 26th and Aug. 15th

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

L'ÔSTALADA (SECOURS CATHOLIQUE)

Social support by appointment.

☎️ Wednesdays and Fridays 8:30-11:30am
☎️ 06 85 62 61 58
📍 22 place Arnaud Bernard
🚌 **M** **B** Compans-Caffarelli - 🚌 **B** Jeanne d'Arc

SOZINHO Closed August 5 - 20th

■ Scanner and printer also available (5 cents).
☎️ Tuesday-Friday 9am-5pm, Sat. 10am-5pm
★ Public writers' office: administrative and legal assistance. Without appointment, take a ticket at the community café.
☎️ Tuesday, Wednesday and Friday 10am-12pm (and 2-4pm Fridays)
☎️ 09 83 53 39 03
📍 La Passerelle Negreneys - 38 rue des Anges
🚌 **M** **B** **BUS** **29** Minimes

L'ESCABEL Closed August 4 - 19th

■ ☎️ Tues. to Sat. 2pm-5:30pm.
Access to a printer as well.
★ ☎️ Thurs. and Sat. 2-5pm
☎️ 06 51 98 20 04 📍 36 rue Gatien Arnoult
✉️ lescabel.numerique@gmail.com
🚌 **M** **B** **BUS** **L1** **L9** **15** **23** **29** **39** **45** **70** Jeanne d'Arc

BAG STORAGE



BOUTIQUE SOLIDARITÉ - ARPADE

☎️ Free luggage storage as space allows
☎️ Call before coming in person. Mon-Fri 9-11:45am. ☎️ 06 99 11 40 49
📍 36 rue Emile Brouardel
🚌 **M** **B** Compans-Caffarelli 🚌 **L1** **14** **45** **63** Héraclels

SOLIDARITÉ MIGRANTS PATTE D'OIE

Closed in August.
☎️ Free luggage storage for asylum seekers.
Bring your récépissé.
☎️ Tuesday to Friday 9:30-11:30am
☎️ 05 36 89 64 87
📍 Paroisse Sacré Cœur - 2 place de la Patte d'Oie
🚌 **M** **A** Patte d'Oie

LE PETIT SALON - ESPOIR

Free luggage storage for women.
☎️ Assistance Monday - Friday 10am-12:30pm.
Monday, Wednesday, Friday, Saturday: 1:30-4:30pm
📍 37 boulevard Matabiau
🚌 **M** **B** Canal du Midi 🚌 **15** **27** Passerelle

DAY CENTRES



BOUTIQUE SOLIDARITÉ - ARPADE

Day centre for adults. Animals allowed. Outlets to recharge your phone.
☎️ Monday to Friday 9am-12pm.
☎️ Free snack until 11am, hot drinks (0.10€).
☎️ one free blanket per year/per person while supply lasts.
☎️ Showers 9-11:30am (0.15€), personal hygiene products (0.15€), laundromat (0.50€ by Appt).
☎️ Social support from the PAIO Wed.mornings.
☎️ Support from a psychologist Mon. Tues. and Wed. from 9am-12pm / by appointment Mon. afternoons + various workshops
☎️ 06 99 11 40 49
📍 36 r. Emile Brouardel
🚌 **M** **B** Compans 🚌 **L1** **14** **45** Héraclels

L'ÔSTALADA (SECOURS CATHOLIQUE)

Day centre. Pets welcome.
☎️ Monday-Friday 8:30-11:30am: Laundromat by appointment (0,50€) and showers (0,20€)
☎️ Wed & Fri 8:30-11:30am: social support by apptmt
☎️ 06 85 62 61 58 📍 22 place Arnaud Bernard
🚌 **M** **B** Compans 🚌 **B** Jeanne d'Arc

ATELIERS JAMMES - GAF

Closed July 8-14th, and Aug. 10-11th
☎️ Mon-Sat 8:30am-5pm. Closed Thursdays.
Sundays: 8:30am-1pm. *Pets welcome.*
☎️ 05 61 57 95 20
📍 13 rue du Professeur-Jammes
🚌 **M** **B** Canal du Midi 🚌 **M** **B** Minimes

For women isolated or with children:

LA CASÈLA (SECOURS CATHOLIQUE)

Closed Aug. 5th - 25th
☎️ Monday-Friday, 8:30am-12:30pm: Breakfast (0,20€), showers (0,20€), laundromat (0,50€). Option to cook on site. Children welcome if accompanied by mother (boys up to age 14).
☎️ 09 80 49 29 39
📍 6 bis boulevard Maréchal Leclerc
🚌 **M** **B** Compans 🚌 **L1** **31** **63** Barcelone Leclerc

LE PETIT SALON - ESPOIR

Pets welcome. Coffee, tea, snacks, activities.
☎️ Mon-Fri. 10am-12:30pm, Mon, Wed, Fri, Sat. 1:30-4:30pm
☎️ Psychological support services Mon. 2-4:30pm.
Social support services for needs-based guidance
📍 37 boulevard Matabiau
🚌 **M** **B** Canal du Midi 🚌 **15** **27** Passerelle

FINDING A RELATIVE



RECONNECTING WITH FAMILY MEMBERS - CROIX-ROUGE (RED CROSS) Closed in August

For those who need help finding a lost family member because of war, a natural disaster or migration. This service is free and the information you give will remain confidential. Make an appointment by phone or email.
☎️ 05 34 50 14 84 and 06 83 99 50 17
✉️ rlf.dt31@CROIX-ROUGE.fr
📍 71 chemin des Capelles
🚌 **BUS** **46** École CROIX-ROUGE

FOOD

Morning

BOUTIQUE SOLIDARITÉ - ARPADE

☎️ Free snack, drinks (0,10€)
☎️ Monday to Friday 9am-12pm
Free Wifi
☎️ 06 99 11 40 49
✉️ cpva.equipeboutique@arpade.org
📍 36 rue Emile Brouardel
🚌 **M** **B** Compans 🚌 **L1** **14** **45** Héraclels

ATELIERS JAMMES - GAF

Closed July 8-14th, and Aug. 10-11th

☎️ Free breakfast on site and hot drinks (about 0,20€).
☎️ Every day 8:30-11:30am (except Thursday)
☎️ 05 61 57 95 20
✉️ jammesateliers@gmail.com
📍 13 rue du Professeur Jammes
🚌 **M** **B** Canal du Midi
🚌 **M** **B** Minimes

L'ÔSTALADA (SECOURS CATHOLIQUE)

Breakfast on site (0,20€).
☎️ Monday to Friday 8:30-11:30am
Tuesday 2pm-4:30pm: games & coffee
✉️ andrew.nguyen@secours-catholique.org
📍 22 place Arnaud-Bernard
🚌 **M** **B** Compans 🚌 **B** Jeanne d'Arc

SECOURS CATHOLIQUE

☞ *Free breakfast to take away.*

⌚ Every day 7-9am

📍 76 chemin du Raisin

🚶 Minimes - Marengo SNCF

Noon**ESPACE SOCIAL DU GRAND-RAMIER**

☞ *Free meal distribution without conditions, one hot meal to take away.*

Sit down eating for homeless after appointment from social worker

⌚ Monday to Friday 10:30am-2pm

☎ Telephone helpline at 05 61 32 03 24 from Monday to Friday, 2-4pm.

📍 10 avenue du Grand-Ramier

🚶 Palais de Justice

🚶 Île du Ramier

ARMÉE DU SALUT *Closed in August*

On-site meals for 2€.

Sign up before 10am by phone.

☎ 07 51 52 15 71 ou 05 61 62 96 63

⌚ Wednesday to Friday 12-2pm

📍 111 rue Négrenays

🚶 Minimes

SAVEURS D'EXIL

Low-price vegetarian cafeteria (1€ minimum).

⌚ Open on Wednesdays and Thursdays only

[You can have a chat, ask for information or help to find solutions in case of emergency.](#)

✉ saveursdexil@gmail.com

📍 À l'itinéraire Bis - 22 rue de Périole

🚶 Marengo SNCF

FOOD NOT BOMBS

☞ *Distribution of free vegan meals.*

⌚ 2nd and last Sundays of the month at 1:30pm

📍 Place Belfort

🚶 Jean Jaurès

🚶 Marengo SNCF

L'ASTRONEF

Pay-what-you-can vegetarian cafeteria

⌚ every other Sunday

☎ 05 61 52 90 70

✉ info@cafe-lastronef.fr

📍 3 place des Avions

🚶 Saouzelong Rangueil

Evening**RESTOS DU CŒUR TRUCK**

☞ *Free hot meal service on site.*

⌚ Every day 7pm-8:30pm

📍 42b avenue de Ranguel + Restaurant Jules Julien (except Sat.)

🚶 Saouzelong

📍 42 avenue Frédéric Estèbe Minimes

RESTO'RUE - MAIN TENDUE

☞ *Free hot meal distribution.*

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

📍 76 chemin du Raisin Minimes

Food boxes

Register to access after your situation is assessed.

SECOURS POPULAIRE

Food box (products to cook). Food assistance

(if approved by interview). Make an appointment the following days:

⌚ Monday, Wednesday and Friday 9am-12pm

(book by phone or in person).

☎ 05 34 40 34 40

📍 147 avenue des Etats-Unis

🚶 La Vache - Dulong

CROIX-ROUGE (RED CROSS)

Closed Aug. 9-18th

Food distributions (your choice from items offered).

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

Thurs. 9:30am-12pm and 3-6pm.

Come with your ID.

☎ 05 61 99 24 69

📍 20 rue Raymond IV Jeanne d'Arc

LES RESTOS DU CŒUR

Call to be directed to the nearest distribution centre.

☎ Telephone helpline available in the mornings: 05 34 40 12 12 (then press 1)

EQUIPE SAINT VINCENT

Food box distribution for residents of 31000,

31300: Sept Deniers, Ponts Jumeaux, and

Minimes. Registration in September. During

summer: possibility to have a food box on request by email

⌚ Wednesdays and Thursdays 2-5pm.

✉ esv.toulouse@gmail.com

📍 2 rue du Docteur Hervé

🚶 Ducis T1 T2 L2 Cartoucherie

LEGAL ASSISTANCE

Help and advice depending on your situation:

ASYLUM PROCEDURES

DUBLIN INFORMATION

REFUGEES

CARTE DE SÉJOUR/RESIDENCE PERMIT

WORK RULES AND REGULATIONS

Need a lawyer?

List of lawyers from the Association de Défense des Étrangers («Association for the Defense of Foreigners,» ADE)

🌐 <https://bit.ly/ADETou>

✉ ade.toulouse@gmail.com

**COLLECTIF AUTONOMIE**

Offers legal support and fights for the recognition of the rights of foreign unaccompanied minors.

✉ autonomie@riseup.net

🌐 [autonomie31](https://www.autonomie31.org)

**MAISON DES DROITS DES ENFANTS ET DES JEUNES** *Closed August 12-17.*

> Support, legal information and guidance for unaccompanied minors and youth.

⌚ Fridays 2-5pm, with and without appointment.

☎ 05 61 53 22 63

📍 22-24 rue Monserby

🚶 Jolimont

> Option of an interpreter by appointment

⌚ the 2nd Wednesday of the month, 2pm-5pm.

📍 Maison de Justice et du Droit de

Toulouse-Nord - 2 rue des Chamois

🚶 Trois Cocus

SECOURS CATHOLIQUE - SERVICE MIGRANTS *Closed July 15th-Aug. 30th*

Administrative and legal assistance with the asylum procedure, help preparing the story (récit) for OFPRA, legal aid for the CNDA, and residency permit requests or renewals, family reunification naturalization.

⌚ Open by appointment Tues. and Thurs. 2-5pm.

☎ 05 34 25 67 40 (Mon-Fri 9am-12pm, 2-5pm)

📍 56 rue de Périole

🚶 Marengo SNCF - L9 39 Arago

COLLECTIF MIGRANT-E-S CGT 31

Closed July 15th - Aug. 18th

Requests for legal immigration status through work and help with labour law. During the summer, call to have the contact of the person from the collective that can give you info by phone:

⌚ Mondays 3-6:30pm

☎ 05 61 21 53 75

✉ collectifimmigrationcgt31@laposte.net

📍 19 place Saint-Sernin

🚶 Jeanne d'Arc

SOLIDARITÉ MIGRANTS**PATTE D'OIE**

Legal support for asylum seekers, Dublin, refugees, residence permits, OQTF...

⌚ Wednesday 10am-5pm, Fridays 10am-12pm

by appointment Make an appointment in person, by phone, or by email.

☎ 05 36 89 64 87

✉ migrants.pattedoie@gmail.com

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

🚶 Patte d'Oie

CIDFF 31 (Information Center for Women's and Family Rights)

Closed August 12 - 16th

Legal information for survivors of violence, on women's rights, family law and LGBTQIA+ rights, immigration law, labour law and international private law. Employment services, job-search assistance and training. Family mediation.

⌚ Reception available by phone Monday-Friday 9am-12pm and 1:30-5pm

☎ 05 34 31 23 31 (to make an appointment)

✉ cidff31@cidff31.fr

🏠 Appointments are given in the different locations in and around Toulouse.

AMNESTY INTERNATIONAL

Closed in August.

Legal assistance for asylum seekers in OFPRA or CNDA procedure, help preparing the story (récit), preparation for interviews, appeals and case review (reserved for those who are already accompanied by the organisation).

→ Come to a support session to explain your request. You will be re-contacted after.

⌚ Assistance Tues. Wed. and Thurs. 2-5pm. Contact EADA (Asylum Seekers Help Team):

☎ 06 07 76 84 03

✉ asiletoulouse@amnesty.fr

📍 2 rue Renée Aspe

🚶 François Verdier

Telephone hotlines

LA CIMADE

Information and support to obtain residency and asylum.

① Telephone helpline on Mondays and Thursdays from 1-3:30 pm. Reception only by appointment.

☎ 05 61 41 13 20 ✉ toulouse@lacimade.org

LA CASE DE SANTÉ Closed August 15th

Help with access to healthcare rights (right to stay for medical reasons, AME, visas, discrimination in healthcare...).

Interpreters in over 100 languages.

① Phone helpline Mon. 10am-12pm and 2-5pm and Tues.-Fri. 2-5pm

☎ 05 61 23 62 35

COMEDIE SOCIAL ET JURIDIQUE

Closed August 1-15th.

Information on access to health care (health insurance, CSS, AME), right to residency for medical reasons, social benefits related to the health status of foreigners (CAF, Pôle emploi, AAH...). **Interpretation available in all languages.**

① Monday-Friday 9:30am-12:30pm. Mondays, Tuesdays, and Thursdays 2:30-5:30pm

☎ 01 45 21 63 12

GISTI

Legal advice by phone (expect a bit of a wait)

① **Before July 15th:** Mon-Fri. 3-6pm and 10am-12pm Wed. and Fri

From July 15th-Aug. 31st: Mon. & Thurs. 3-6pm

☎ 01 84 60 90 26

WOMEN

Violence against women info:

☎ **3919**

OLYMPE DE GOUGES - SAVIF Closed Aug 16th

Centre for women who are survivors of violence (reception, support, information and orientation).

① By appointment. Telephone helpline from Monday to Friday 9am-5pm.

☎ 06 26 47 62 85

✉ savif@olympe2gouges.org

① Plateforme SIAO for women victims of domestic violence. Registration and requests for accommodation Mon 1:30-5:00 pm without appt.

📍 Maison des associations, 3 place Guy-Hersant
 (M) B Empalot - (M) B Saint Agne-SNCF

APIAF

Mental support and guidance, social and legal assistance for women survivors of violence.

① For the summer, assistance provided only by appointment to be made by phone by the women themselves:

☎ 05 62 73 72 62

✉ association@apiaf.fr

📍 29 rue de l'Etoile (at 31 if no one at 29)

(M) B L1 L8 L9 14 29 44 Francois Verdier

PLANNING FAMILIAL 31

Free information, support and guidance (anonymous and non-medical): emotional/sex life, contraception, abortion, STIs, LGBTQIA+, violence.

① Mon-Thur 1:30-5pm without appointment.

📍 44 place Nicolas Bachelier - 1st floor up

(M) B Jean-Jaurès

☎ Nat. hotline (0800 08 11 11) Mon-Sat. 9am-8pm.

CHILDREN



Emergency number for children or teens:

☎ **119**

7 MAISONS TOULOUSE SERVICES (MTS)

Closed Aug. 15 and 16th

Assistance with registration for school, cafeteria and leisure activities depending on the DUI file (Dossier Unique Interactif, One-Stop Interactive Form). School registration requests online through the site: see QRcode.

For help with the process, come in person with the necessary documents.

① Mon. - Fri. 8:30am-6pm, Sat. 8:30am-12pm

Closed Thurs. mornings.

During school holidays :

Mon. - Fri. : 8:30am-12pm, 1:15-5pm

Closed Thurs. mornings

☎ 05 36 25 25 25

LES RESTOS BÉBÉS Closed in August.

Distribution of food, diapers and clothes (while supplies last) for babies under 1 year old.

① Call first to provide your information and make an appointment for registration Mon 1:30-4pm, Wed 10am-12pm, 2-4pm, Fri 2-4pm.

☎ 05 61 42 96 13

📍 7 Grande rue Saint-Nicolas

(M) A Saint Cyprien

(BUS) L4 14 44 Cours Dillon

ASSOCIATION MAISON DES FAMILLES

Closed Aug. 5th - 18th Space of welcome and gathering (anonymous, free, and without registration) for parents, who may come with or without their children. For single or struggling parents. A space of exchange to break from isolation and to support parenthood.

① Mon and Tue 9:30am-5pm. Wed 1:30-5pm. Thur 9:30am-5pm. Fri 8:30-11:30am.

☎ 05 36 25 25 25

📍 189 rue de Faubourg Bonnefoy

(BUS) L9 39 Sainte Hélène 36 Hauts de Bonnefoy

PROTECTION MATERNELLE INFANTILE (PMI)

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



LGBTQIA+

ACT UP SUD-OUEST Closed in August

Social and health advocacy for discriminated LGBTQ+ people and/or people living with HIV/ HBV/HCV. Assistance with preparing asylum applications, OFPRA and CNDA preparation, OQTF, residence permits for foreigners who are ill, collaboration with specialised lawyers for the Dublin procedure.

✉ accompagnement@actupsudouest.org

① Tues & Thurs 10am-12pm / 2-5pm by appointment

☎ 06 47 00 74 17 (to make an appointment)

📍 Espace Diversités Laïcité - Centre LGBT - 38 rue d'Aubuisson

(M) A B Jean-Jaurès (M) B François-Verdier

CLAR-T

Mutual aid organisation for trans, non-binary or questioning people.

→ Social assistance sessions for an individualised accompaniment. Access to rights, orientation, legal and administrative help. Interpretation possible.

① First Thursday of the month by appointment.

→ Social events to meet other people every third Tue of month 6-8pm w/o appointment.

☎ 06 59 83 97 90 call to make an appointment or email ✉ clar.t.droits@disroot.org

📍 Espace Diversités Laïcité - 38 rue d'Aubuisson
 (M) A B Jean-Jaurès - (M) B François-Verdier

ALDA - LESBIENNES RÉFUGIÉES

Support and administrative guidance for lesbian asylum seekers or refugees.

① 2nd Wed. of each month from 6-8pm.

For the summer, there will be picnics but no support sessions.

✉ reseau.alda@yahoo.com

📍 AldaToulouse

📍 Espace Diversités Laïcité - 38 rue d'Aubuisson

(M) A B Jean-Jaurès (M) B François-Verdier

FONDATION LE REFUGE

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

① By appointment Mon-Thurs 9am- 5pm, Fri 9am-1pm

☎ 07 61 80 67 22 📍 30 rue de Soupetard

✉ toulouse@le-refuge.org

(M) A Jolimont - (BUS) 37 Soupetard Salonique

☎ National helpline (24/7) 06 31 59 69 50

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

Reception, support, and guidance for LGBTQ+ people and their friends/family.

🆓 **Free and confidential.**

① By appointment Tuesday to Saturday and without appointment Friday and Saturday 3-7pm

Telephone helpline from Tues. to Sat. 10am-7pm

☎ 05 34 66 81 48 - 06 42 38 74 97

✉ cesame.occitanie@enipse.fr

📍 7 rue des Puits Clos (M) A Esquirol, Capitole

LE JEKO

Friendly space for discussions, mutual aid and support for LGBTQI+ migrants (non-mixed).

① 2nd and 4th Thursdays of the month at 6:30pm. No appointment necessary. **For the summer, contact in advance for location info.**

☎ 06 89 51 99 54 - 06 74 51 98 08

✉ jeko.toulouse@gmail.com

📍 at Planning Familial, 44 place Nicolas Bachelier - 1st floor up (M) B Jean-Jaurès

PLANNING FAMILIAL 31

Free information, support and guidance (anonymous and non-medical): emotional/sex life, contraception, abortion, STIs, LGBTQIA+, violence.

① Mon-Thur 1:30-5pm without appointment.

✉ contact@planningfamilial31.fr

📍 44 place Nicolas Bachelier - 1st floor up

(M) B Jean-Jaurès

☎ National Abortion-Contraception-Sexuality hotline (0800 08 11 11) Mon-Sat 9am-8pm



Emergency Care

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



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

HÔPITAL PURPAN

☎ 05 61 77 22 33
📍 Avenue du Professeur Jean Dausset
🚌 T1 T2 Purpan - BUS L2 45 63 Hôpital Purpan

HÔPITAL DES ENFANTS (Children's Hospital)

☎ 05 34 55 84 10
📍 330 avenue de Grande-Bretagne
🚌 T1 T2 Arènes Romaines
BUS 66 Hôpital des Enfants

HÔPITAL RANGUEIL

☎ 05 61 77 22 33
📍 1 avenue Jean Poulhès
🚌 M B BUS L2 Université Paul-Sabatier



PASS

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



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



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

PASS CITÉ DE LA SANTÉ - HÔPITAL LA GRAVE

For anyone with difficulty accessing healthcare.
☎ By appointment Monday to Friday 9am-12pm and 1:30-4pm. Possibility to be seen without appointment depending on availability.
☎ 05 61 77 78 31
✉ pass@chu-toulouse.fr
📍 place Lange
🚌 M A BUS 13 14 45 66 Saint Cyprien

PASS HÔPITAL JOSEPH DUCUING

Consultations for patients who require urgent medical attention.
Walk-in access without appointment through the Emergency Room ("les Urgences" in French).
☎ Monday to Friday 9am-1pm and 1:30-3pm
☎ 05 61 77 34 00 then ask for PASS
✉ secretariat.servicesocial@hjd.asso.fr
📍 15 rue de Varsovie
🚌 M A BUS 14 Saint Cyprien



Medical consultations

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

CASO - MÉDECINS DU MONDE (MDM) Closed in August

Medical consultations nursing care, support for people with difficulty accessing healthcare, particularly those without health insurance (CSS, AME).
☎ Monday, Wednesday, Friday 9:15-11:30am (arrive early) without appointment.
☎ 05 61 63 78 78
✉ info.midi-pyrenees@medecinsdumonde.net
📍 5 boulevard Bonrepos
🚌 M A BUS L8 14 Marengo SNCF



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

Reception, guidance, and access to hygiene care. Nurses and pharmacists depending on availability (typically Tuesdays, Wednesdays or Thursdays). Doctor present some Monday Tuesday and every other Thursday. Go in person or call for more information. Coffee and shower available.
☎ Mon-Fri 8:30-11:30am without appointment
☎ 05 61 77 87 93
📍 Hôpital La Grave - Place Lange
🚌 M A BUS 13 14 45 66 Saint Cyprien

LA CASE DE SANTÉ Closed August 15th

Community health center with telephone helpline.
Interpreters for more than 100 languages.
☎ New patients call for appointment:
05 61 23 62 35.
📍 17 place Arnaud-Bernard
🚌 M B Compans BUS L1 29 45 70 Arnaud Bernard

CENTRE DE SANTÉ DU CCAS

Free general health consultations. Without appointment, come early to get a ticket (about 10 tickets given out each half-day).
☎ Monday - Thursday 9am-12:30pm and 1:30-5pm; Fridays 1:30-5pm
☎ 05 67 72 85 90
📍 2 bis rue de Belfort
🚌 M A Marengo SNCF - M A B Jean-Jaurès



Healthcare helplines

LA CASE DE SANTÉ Closed August 15th

Questions about healthcare access (health insurance, right to residency for medical reasons...), making appointments for a healthcare need, checkups and medical care, mental health care. Interpreters for more than 100 languages.
☎ Monday 10am-12pm and Mon-Fri. 2-5pm
☎ 05 61 23 62 35

COMITÉ POUR LA SANTÉ DES EXILÉ·E·S (COMEDÉ) Closed August 1 to 15th

National medical and psychological help service
→ Questions about checkups and medical care. Support and information about medical care, preventative healthcare, mental health check-ups, and medical-legal aspects of foreigners's rights. Interpretation available in all languages.
☎ Mon-Wed 9:30am-12:30pm and 2:30-5:30pm and Thu 2:30-5:30pm
☎ 01 45 21 38 93



Audition

AUDITION SOLIDARITÉ

Hearing exam, hearing aids and yearly follow-ups. All services are free. Available for those without health insurance or covered by the AME.
→ First meet with an ENT doctor (médecin ORL) to get a prescription, then contact Marion by email or phone to make an appointment with a hearing aid specialist.
☎ 06 72 83 79 55
✉ marion@auditionsolidarite.org



Dental - Vision

PASS DENTAIRE - HÔTEL DIEU DENTISTRY

Emergencies (pain, infections, traumas).
☎ Call at 9am for an appointment during the day at ☎ 05 61 77 83 78.
If no CSS or AME, you can meet the social worker on site after.
📍 2 rue Viguerie
🚌 M A BUS 13 14 45 66 Saint Cyprien

CENTRE DENTAIRE MUTUALISTE (UGRM) - HÔPITAL JOSEPH DUCUING

Dental care for those with health insurance (CSS, AME...) without exceeding the reimbursable services.
☎ Consultations Mon-Fri 8am-7pm. Make an appointment through Doctolib.fr or by phone. Come with a person who speaks French.
☎ 05 61 77 34 54
📍 15 rue de Varsovie
🚌 M A BUS 14 Saint Cyprien

CENTRE OPHTALMOLOGIQUE JULES JULIEN Ophthalmologist and orthoptist. CMU, AME, ALD

- sector 1 approved
☎ Mon.-Fri. 9am-7pm
Appointment through Doctolib (possible without) or by phone
☎ 05 32 50 50 00
✉ cdsjulesjulien@gmail.com
📍 109 avenue Jules Julien
🚌 M B BUS 34 115 Saint Agne-SNCF



Mental health

Psychiatric healthcare and emergency services

URGENCES PSYCHIATRIQUES - HÔP. PURPAN

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

Consultations and support spaces with a psychologist

PASS PSY CITÉ DE LA SANTÉ - HÔP. LA GRAVE

Free consultation with a psychologist for advice, or guidance, ongoing care for people in serious difficulty. Make an appointment in person during reception hours or by phone with the psychologists (leave a message).

Monday-Friday 9am-12pm and 2-4pm
 ☎ 05 61 77 80 36 • 05 61 77 79 98 • 05 61 77 80 44
 📍 Place Lange
 🚶 M A BUS 13 14 45 66 Saint Cyprien

PALABRE, ESPACE INTERCULTUREL

Free psychological consultations and support. **Interpretation possible.** Group reception while waiting for 1st appointment, then consultations possible every 15 days.

Tuesdays 9-11am no appointment needed. Two support groups per month.
 Call for more information ☎ 07 68 27 03 87
 ✉ palabre.interculturel@gmail.com
 📍 2 esplanade Pierre Garrigues
 🚶 M B Empalot

PROGRAMME EN SANTÉ MENTALE ET SOUTIEN PSYCHOSOCIAL - MÉDECINS DU MONDE (MDM)

Closed July 29th - Sept. 9th.

Resource centre for people in difficulty/displaced people with psychological difficulties.

One-on-one psycho-social support by appointment (interpretation possible).
 Therapeutic or artistic group workshops Mon. and Wed. afternoons (must register).
 The « Café du Monde » (World Café) is a space designed for relaxing and speaking freely about mental health while creating social connections. No appointment needed, every Friday from 1:30-4:30pm.

☎ 06 78 23 27 06 - 05 61 63 78 78

✉ smsps.toulouse@medecinsdumonde.net

📍 5 boulevard Bon Repos

🚶 M A Marengo SNC

UN PSYCHOLOGUE DANS MON QUARTIER

ASSOCIATION ICS Closed in August

First 10 psychological consultations are free.

By appointment, several languages possible.

☎ 07 48 72 25 48 or 07 66 06 69 89

✉ ics@therapist.net

Centre Social Alliances et Cultures

Wednesdays 1-5pm
 14 chemin du Mirail M A Mirail-Université

Point Infos Service Pradettes

Monday 1-6pm, Wednesday 9am-12.30pm

2 pass. Julien Forgues BUS 18 46 Pradettes

PERMANENCE MNA - MÉDECINS DU MONDE (MDM) Closed in August

Free medical consultations and assistance accessing social rights (domiciliation, AME...) from Utopia 56.

Tuesdays 2-4pm, without appointment.

☎ 05 61 63 78 78

5 boulevard Bonrepos M A Marengo SNCF

POINT ACCUEIL ET ÉCOUTE JEUNES (PAEJ)

Mental healthcare for youth from 15 to 25 years old struggling with social and/or psychological issues.

by appointment, free and confidential

Call or go in person:

in a Mission Locale near you:

at PRISM

☎ 05 61 55 41 70

16 boulevard de la Marquette

🚶 M B Canal du Midi



Contraception, Pregnancy / Abortion

HÔP. JOSEPH DUCUING-SERVICE ORTHOGÉNIE

Services for those seeking an abortion.

By appointment, come with HCG blood test results and proof of ID. If no CSS or AME, contact the service. The sexual health center can provide you with a free prescription for an HCG test.

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

☎ 05 61 77 50 79

✉ serviceorthogenie@hjd.asso.fr

📍 15 rue de Varsovie

🚶 M A BUS 14 31 Saint Cyprien

LA CASE DE SANTÉ Closed August 15th

Community health center, medical abortions.

Interpreters for more than 100 languages.

Midwife or doctor present.

By appointment Mon-Fri 9:30am-1pm. or without an appointment for an emergency Monday to Friday 2-6:30 p.m. and Sat. 8am-12 pm.

☎ 05 61 23 01 37

📍 17 place Arnaud-Bernard

🚶 M B Compans BUS L1 29 45 70 Arnaud Bernard

HÔPITAL PAULE DE VIGUIER (MATERNITY)

Pregnancy care, gynecological emergencies and abortion services.

Gynecology consultation: 05 67 77 11 45

Abortion consultation: 05 67 77 10 01

Make an aptmt by phone. Mon-Fri 9am-6pm

For pregnancy care, register on the

mychu.chu-toulouse.fr website.

If you don't have health insurance (CSS, AME), first go to PASS La Grave.

📍 Allée Jean Dausset - T T1 T2 Purpan

Sexual health Consultations for HIV / STIs / Hepatitis

AIDES - LE LOUNGE Closed August 12th-19th

Listening, prevention, risk reduction and guidance in sexual health aimed for practitioners of chemsex or for gay men who use drugs. Free consultations by appointment: psych., addictology, sexology, and general medicine designed for chemsex practitioners.

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

📍 14-16 Place Laganne

🚶 M A BUS 13 14 45 66 Saint Cyprien

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

Anonymous, free testing and follow-up regarding sexually transmitted infections, HIV and hepatitis.

Minors must be accompanied by an adult.

By appointment unless in case of emergency Mondays, Tuesdays and Thursdays 9am-6pm. Wednesdays 9am-9pm (except. July 24, 31st and Aug. 21st 9am-6pm). Fridays 9am-3pm.

☎ 05 61 77 80 32

📍 Hôpital La Grave, Cité de la Santé - Place Lange

🚶 M A Saint Cyprien BUS L4 L7 14 44 Cours Dillon

ACT UP SUD-OUEST Closed in August

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

Mondays and Wednesdays from 9am-12:30pm and 1:30-5pm without appointment.

☎ 06 47 00 74 17 ou 06 18 41 20 99

✉ accompagnement@actupsudouest.org

📍 Hôpital La Grave, Espace Associations-Usagers - Place Lange

🚶 M A BUS 13 14 45 66 Saint Cyprien

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

Testing and information on sexual health.

4th Thursdays (Aug. 22nd) with the Jeko (may change shortly)

At Planning Familial (Family Planning)

📍 44 place Nicolas Bachelier - 1st floor up

🚶 M B Jean-Jaurès

Services by appointment - testing, support and guidance on sexual health

Priority to LGBT+ individuals. Interpretation possible. Make an appointment by text message at ☎ 06 27 55 60 36

📍 Espace Diversités Laïcité, 38 rue d'Aubuisson

1st Sat. of each month (July 6th), 2-5pm

🚶 M A B Jean-Jaurès - M B François-Verdier

📍 CeSaMe - 7 rue des Puits Clos

4th Tuesday of each month, (July 17th and Aug. 28th) 9:30am-12:30pm

🚶 M A Esquirol, Capitole

Addiction support

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

CAARUD - AIDES

Access to consumption supplies, individual and collective sessions on risk reduction, help with injection (AERLI), rapid testing and community health workshops.

Individual reception Mon.-Fri. 10am-6pm

Groups: Mon., Wed. and Fridays 1-6pm

☎ 05 34 31 36 60 - 06 16 49 59 62

✉ caarud.toulouse@aides.org

📍 16 avenue Etienne Billières

🚶 M A Saint-Cyprien

Outside:

1st, 2nd & 3rd Tues. of the month 2:30-5:30pm

📍 Place Belfort

🚶 M A Marengo SNCF - M A Jean-Jaurès

CSAPA - MAURICE DIDE

Free and anonymous addiction consultations by appointment.

Call 05 61 77 80 82 between 9:30am and 1:30pm and 2-4:30pm for an evaluation of your situation. **Interpretation possible.**

Monday to Friday from 9:30am-5pm.

Hôpital La Grave - Place Lange, cours St-Joseph

M A BUS 13 14 45 66 Saint Cyprien

CSAPA - CLÉMENCE ISAURE

Free & anonymous consultations by appointment

05 61 61 65 50

secretariat@clemence-isaure.org

42 rue des Champs-Élysées

M A BUS L8 14 Marengo SNCF

CAARUD - INTERMÈDE

Services reserved for drug-users.

Social assistance services: Mon & Thur 2-5:30pm w/o appt, Wed 10am-12:30pm with appt

Access to risk-reduction supplies: Mon.-Wed. 9:30am-6pm, Thurs. 10:30am-6pm, Fri. 9:30am-4pm, Sat. 9:45am-12:45pm.

Women's services: (hygiene services & resources, care from nurses, administrative help): Fri 2-4:30pm

Joint services: (hygiene services & resources, care from nurses, administrative help): Mon.-Thurs. 2-5:30pm

Social event hours: Thursdays 6-8:30pm

05 34 45 40 40

intermede@clemence-isaure.org

LGBTQIA+ Community services: Wed. 6:30-9pm
Risk-reduction services (RdR) and discussions about consumption practices for psychoactive substances. Friendly and caring reception, supplies and advice, testing for HIV and hepatitis viruses B and C, substance analysis, occasional themed workshops.

queer.sex.prods@gmail.com

07 49 97 65 29 Closed 07/11 & 09/10

@queer.sex.prods

2bis rue Clémence Isaure M A Esquirol

LOW-THRESHOLD METHADONE MAINTENANCE PROGRAM - CLÉMENCE ISAURE

(PMSA) Services for people dependent on opioids.

Doctors available, rehabilitation: Mon & Wed 10am-12:30pm, Thurs 10:30am-12:30pm

PMSA: Monday-Saturday 10am-12:30pm, Thursday 10:30am-12:30pm

05 34 45 40 40

2bis rue Clémence Isaure M A Esquirol

CSAPA - ARPADE

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

Call to make an appointment.

05 61 61 80 80

3 bis rue Berthelot

M A BUS 23 Providence

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

Free mandatory and recommended vaccination for adults and children of 6+ years. Tuberculosis vaccinations as recommended. Covid vaccines the first Friday of the month. Advice, information and treatment for tuberculosis. Respiratory consultation possible with letter from a doctor.

By apptmt Mon-Fri 8:30am-1pm & 1:30-5pm

Make an appointment in person or call:

05 61 77 50 10 Phone interpretation possible

cdv31@hjd.asso.fr / clat31@hjd.asso.fr

Hôpital Joseph Ducuing - 15 rue de Varsovie - basement level -1 M A BUS 14 Saint Cyprien

COVID 19**Where to get tested?**

Since March 1st, you don't need a prescription to be tested for Covid-19. Tests remain free for:

- who has been recognized as having a long-term condition (ALD)

- people over 65

- minors under 18

Others will have to pay:

- 30% of the price of the test made by a doctor

or in a pharmacy

- 40% if it is made by a nurse or a physiotherapist

You will be reimbursed if you have a 'mutuelle' or CSS (complémentaire Santé Solidaire).

Find a testing center:

Online: <https://bit.ly/CarteDepistCovid>

Online on [Doctolib.fr](https://www.doctolib.fr) or on [Keldoc.com](https://www.keldoc.com) typing «dépistage Covid 19»

**Where to get vaccinated?**

The vaccine is open to everyone (from 5 years old), with or without health insurance. It's **free** but not mandatory. Go to your appointment with your proof of health coverage (CSS, AME or 'Carte Vitale',) and your identification documents.

Places to get vaccinated (medical centers, pharmacies, doctors...) Make an appointment:

Online on [keldoc.com](https://www.keldoc.com) or [doctolib.fr](https://www.doctolib.fr) typing 'vaccination covid-19' in 'Toulouse'

By phone 0 800 009 110

PROSTITUTION SEX WORKERS**GRISÉLIDIS**

Closed in August

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

No appointment necessary on Tuesdays and Thursdays from 2 to 6 pm.

By appointment from Monday to Thursday.

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

05 61 62 98 61

association@griselidis.com

4 rue Bernard Ortet

M A BUS L8 14 Marengo SNCF

AMICALE DU NID 31 Closed August 15-16th

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

Walk-in assistance in July, Monday 2-5pm

05 34 41 57 60

contact@amicaledunid31.fr

52 boulevard Déodat de Séverac

M A T1 T2 Déodat de Séverac

HYGIENE LAUNDRY**DOUCHES MUNICIPALES BONNEFOY**

Free showers for men/women. Laundromat (once per person per week). Distribution of hygiene kits.

Laundromat access upon referral from a social worker at l'Espace social du Grand Ramier (see Reception and Orientation section, p.12) or through the PAIO.

Tues-Sat 8:30am-3pm. Laundromat: last wash 2pm

05 61 11 87 31

13 rue du Docteur Paul-Pujos

M A BUS L9 39 Arago

ACCUEIL SANTÉ SOCIAL - CROIX-ROUGE

Shower and sanitary facilities for men/women Hygiene kits and towels available. Can have a coffee there. Healthcare providers (doctor, pharmacist or nurse - see «Health» section) are sometimes on site.

Mon-Fri 8:30-11:30am.

05 61 77 87 93

Hôpital La Grave, Place Lange

M A BUS 13 14 45 66 Saint Cyprien

BOUTIQUE SOLIDARITÉ - ARPADE

Showers (0.15€) 9-11:30am

Laundromat (0.50€) at 11am once every 15 days by appointment. Sign-up in person.

06 99 11 40 49

36 rue Emile Brouardel

M B BUS 14 45 63 L1 Héracles

L'ÔSTALADA - SECOURS CATHOLIQUE

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

Monday to Saturday 8:30-11:30am

andrew.nguyen@secours-catholique.org

22 place Arnaud-Bernard M B Compans

LE CAMION DOUCHE

Truck with showers and free hygiene kits

06 37 31 45 17 lecamiondouche@gmail.com

For men/women:

Wednesdays 7-10pm Maison de la Pétanque

42 av. Frédéric Estèbe M B Minimes

Dimanche 9h-13h, quai des Savoires

allée Jules Guesde M B T1 T2 Palais de Justice

For women only: Saturdays 9am-12pm

in front of Hôpital La Grave, place Lange

M A BUS 13 14 31 45 66 Saint Cyprien

1st Sunday of the month 10am-1pm

Place commune, 2 rue des Jumeaux

BUS 39 Raynal 15 27 Pont Matabiau M A Marengo

CLOTHING



CROIX-ROUGE (RED CROSS)

Closed August 9-18th

Clothing distribution for those receiving food distributions. Clothes and hygiene kits (according to stocks).

- 🕒 Tuesday, Thurs. and Saturday 9:30am-12pm,
- ☎ 05 61 99 24 69
- 📍 20 rue Raymond IV
- 🚶 M B Jeanne d'Arc

SECOURS POPULAIRE

- 🆓 Free clothes available for homeless people. Sleeping bags, blankets, hygiene kits, breakfast...
- 🕒 Mondays 9:15-11:30am
- Store with joint participation fee.
- 🕒 Monday-Friday except Wed. 2:15-4:45pm
- ☎ 05 34 40 34 40
- 📍 147 avenue des États-Unis
- 🚶 M B La Vache - BUS 15 Dulong

REFLET 31 **Closed August 5-24th**

Professional clothes available for job-searchers.

- 🕒 Individual reception by appointment.
- Tuesday - Friday 9am-5pm
- ☎ 05 61 47 21 78
- ✉ reflet31@gmail.com
- 📍 19 rue Marc Arcis
- 🚶 M B Minimes

LES FRIPOUILLES **Closed July 29th - Aug. 18th**

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

- 🕒 Tue - Sat 10am to 6pm (Wed closes at 2pm)
- ☎ 07 66 72 05 55.
- 📍 3 rue Adolphe Coll M A Saint Cyprien

SOLIDARITÉ MIGRANTS PATTE D'OIE

Closed in August.

- 🆓 Free clothing for asylum seekers, those who have been refused status, or undocumented migrants. Clothes (men/women/baby), shoes, blankets, household linen, bags...
- 🕒 Tuesdays, Wednesdays, Thursdays 9:30-11:30am
- ☎ 05 36 89 64 87
- 📍 Paroisse Sacré Cœur - 2 place de la Patte d'Oie
- 🚶 M A Patte d'Oie

LA ROULOTTE SOLIDAIRE

Closed Aug. 15th - Sept. 2nd.

🆓 Free clothes available for men/women, for homeless people exclusively. Outlets to charge your phone and help with administrative procedures possible. Free and no appointment needed.

- 🕒 Mondays, Wednesdays, Fridays 10am-1pm.
- ☎ 07 71 84 18 69
- ✉ laroulottesolidaire@gmail.com
- 📍 11 rue Charles Laganne
- 🚶 BUS 14 T T1 T2 Fer-à-cheval

TOULOUSE OUVERTURE 7 (TO7)

Closed in August.

Free clothing available.

- 🕒 Mon, Tues, Wed, 9am-12pm, 2-4:30pm,
- Thursday 9-11:30am.
- ☎ 05 61 44 27 74
- 📍 4 bis cheminement Robert Cambert
- 🚶 M A Reynerie - BUS 14 Le Lac Reynerie

LE GRENIER D'ESPOIR

heap clothing and storage.

- 🕒 Mondays 10am-5pm
- ☎ 05 61 14 76 76
- 📍 16 chemin de Fages
- 🚶 M B Saouzelong - BUS 27 Fages

EQUIPE SAINT VINCENT

🆓 Free clothes for men/women/children. 5 distributions during the summer:

- 🕒 Wed. July 3, 17, 31st and Aug. 14 and 28th
- 2-4:30pm no appointment needed
- 📍 2 rue du Docteur Hervé
- 🚶 T T1 T2 BUS L2 45 Cartoucherie

CAISSE DES ÉCOLES - CITÉ DE

L'ALLIANCE ÉDUCATIVE

School supplies, backpacks, clothing and new shoes for children enrolled in a pre-school (maternelle) or primary school in Toulouse. Ask for the forms to complete at your child's school or from your social assistant and provide documents (proof of resources, domiciliation/rental receipts or attestation of accommodation...). The application can be sent by email to:

- ✉ cde-toulouse@wanadoo.fr Once the application is processed, distribution is by appointment
- ☎ 05 61 25 99 14.
- 📍 4 cheminement Jean François Lesueur
- 🚶 M A Reynerie - BUS 14 Kiev - Cité du Parc

LEARN FRENCH, DIGITAL SKILLS



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

DIAPASON **Closed in August**

No classes in July. Registration resumes Aug. 29th.

- € Membership fee 11€ per year.
- △ ▲ Levels A1.1 - B1: 2 classes of 2 hours per week
- ▢ a 2-hour class per week
- 🕒 registration and schedules on site by appointment.
- ☎ 05 61 40 16 64
- 📍 7bis rue du Cher
- 🚶 M A BUS 13 Bagatelle

AVENIR - NOUVELLE MAISON DES CHÔMEURS

Closed July 14 and 26th and Aug 15th

- € Membership fee 20€ (5€ if you're unemployed)
- △ 1 class per week, levels A1 to B2.
- ▢ 🕒 Tuesday to Friday, 9am-12pm and 2pm-5pm
- ☎ 05 34 31 33 11
- ✉ avenir.toulouse@outlook.fr
- 📍 115 rue Bonnat
- 🚶 M B BUS 44 Saouzelong

△ SOLIDARITÉ MIGRANTS PATTE D'OIE

Closed in August

Reserved for asylum seekers.

- Beginner to intermediate level (A1) French classes 3 classes (1.5 hours each) per week
- 🆓 Free classes. Registration in person, Mon-Fri 10am-5pm except during school holidays.
- ☎ 05 36 89 64 87
- ✉ migrants.pattedoie@gmail.com
- 📍 2 place de la Patte d'Oie
- 🚶 M A Patte d'Oie

ATELIER JAMMES - GAF

Closed July 8-14th and Aug. 10-11th

Adults only!

- △ ▲ Beginner level.
- 🕒 Mondays and Fridays 10am-12pm
- ☎ 05 61 57 95 20
- 📍 13 rue du Professeur Jammes
- 🚶 M B BUS 15 70 Canal du Midi



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

July 7 to September 2.

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

- 🆓 All levels Free and without registration.
- 🕒 Classes are at Bagatelle and La Vache.
- Write retse31@gmail.com for times and specific addresses of classes.

△ ▲ LIGUE DE L'ENSEIGNEMENT 31

Classes end July 6. Registration in September.

- Centre Social Empalot
 - € Membership fee 15€ per year, Registration in person
 - Levels: Literacy through B1
 - 🕒 Mon. 2-4:30pm and 6:30-9pm. Wed. 10:30am-12pm + 6:30pm-9pm, Thurs. 2-4:30pm
 - ☎ 06 08 25 40 82
 - 📍 38 avenue Jean Moulin
 - 🚶 M B BUS L5 L9 54 152 Empalot
- Espace familles de Blagnac
 - Free. Registration by phone.
 - Levels: Literacy through B1
 - 🕒 Reserved for residents of Blagnac. (proof of address/domiciliation)
 - ☎ 05 34 36 45 30
 - 📍 1 cheminement du Four à briques, Blagnac
 - 🚶 T T1 Odyssud-Ritoret
- Old centre d'animation at Bagatelle
 - € Membership fee 15€ per year
 - Beginner level
 - 🕒 Tues. 2-4:30pm, Thurs. 9:30am-12pm
 - ☎ Sign up by telephone at 06 79 30 25 58
 - 📍 13 impasse du Bachaga Boualam
 - 🚶 M A BUS 13 Bagatelle

CENTRE SOCIAL BAGATELLE

Closed July 26th - Aug. 31st

- € Membership fee 10€/year.
- △ ▲ Levels: literacy to advanced French
- Registration and placement test by appointment
- Sociolinguistic French workshops (2hrs/week - hours during the daytime, on weekdays).
- ▢ 🕒 From Monday to Friday, 9-10:30am and 10:30am-12pm. Several levels, sign up in person
- ✉ centresocial.bagatelle@assqot.com
- 📍 117 rue Henri Desbals
- 🚶 M A BUS 13 Bagatelle

△ ▲ CENTRE JEAN RIEUX

Closed until Sept. 16th.€ 33€ per year + 11€ membership
2 classes per week→ **Registration reopens in Sep. (June for members) in person** : Mon-Fri 8:30am-12pm (ends at 10:30am on Mondays) - 2pm-5pm (6:30pm on Wednesdays)

☎ 05 61 54 80 00

📍 157 avenue Jean Rieux

🚌 L8 51 Barrau - 🚌 23 37 Balansa

▲ LES RESTOS DU CŒUR MALPERE

☎ Free, no registration required.

☎ Fridays 2-4pm.

☎ 09 83 98 46 19

✉ ad31.malepere@restosducoeur.org

📍 286 route de Revel

🚌 L7 109 Laure Delerot 🚌 78 Marcaissonne

△ ▲ LE CABRI CSF

Closed July 10-Sept 2nd

Up to 8 hours of classes per week. Regular attendance recommended.

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

→ **Registration starting in September.**

☎ 06 89 82 67 05

• Centre social Jolimont

☎ Mondays and Thursdays 2-4pm, Fridays 9-11am

📍 11 avenue de l'Observatoire

🚌 M A 🚌 37 Jolimont

• Local Le Cabri

☎ Mondays and Fridays 2-4pm

📍 10 rue de Chambéry

🚌 39 Roubichou

🚌 M A 🚌 19 36 Roseiraie

△ ▲ ARPEJ 31

Closed until August 28th→ **Classes resume August 26. Registration in person (language placement test before beginning) starting September 2nd**
2 or 3 classes/week. From alpha to level A2

€ 15€ for the year

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

📍 162, rue Henri Desbals

🚌 M A 🚌 13 Mermoz

△ LES RESTOS DU CŒUR CASSELDIT

☎ Free French classes. Intermediate level.

→ **Registration** by phone or in person Thursdays between 10am-2pm and 2-4pm.

☎ Mondays from 2-4pm

☎ 05 62 87 23 52

📍 Centre de Casselardit - 268 avenue de Grande-Bretagne

🚌 T1 T2 🚌 25 45 Cartoucherie

△ LA CASÈLA (SECOURS CATHOLIQUE)

Closed August 5-25th

☎ Free. For women only. All levels.

→ **Registration in person just before class.**

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

☎ 09 80 49 29 39

📍 6 bis boulevard Maréchal Leclerc

🚌 M B Compans 🚌 L1 31 63 Barcelone Leclerc

CENTRE SOCIAL POLYGONE

Closed August 5-30th

€ Membership fee: 10€/year.

△ ☎ French workshops. Register in person in July for the 2024-2025 school year.

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

☎ 05 61 41 29 90

📍 Centre social Polygone :

18 rue Vincent Scotto

🚌 M A Patte d'oie 🚌 45 Turenne

📍 Antenne des Arènes :

7 Boulevard de Larramet

🚌 M A T T1 🚌 L2 L3 14 34 67 Arènes

△ SECOURS CATHOLIQUE

Closed in July and August

Two classes a week. Level A2.

→ **Registration in person start September 16th 2-4pm and Sept. 17th 10am-12pm and 2-4pm**

☎ Every day from 10:30am-12pm (except Mon.) and 2-4pm

☎ 05 34 25 67 40

📍 56 rue de Périole

🚌 M A Marengo SNCF 🚌 L9 39 Arago

LA FABRIQUE SOLIDAIRE DES MINIMES

(FA SOL MI) Closed Aug. 5-16th.

✚ ☎ Monday- Friday (9am-5pm). Make an appointment by phone

☎ 05 61 25 38 28

📍 29 bis avenue des Mazades

🚌 M B Minimes 🚌 27 Puget

✚ LA REBOOTERIE

Closed August 1st-18th

€ Membership fee 10€/year, or ☎ free for people in need. Help using computers or smartphones

☎ Usually Monday afternoon.

Computer or smartphone self-repair workshop.

☎ Usually Wednesday afternoon.

• ☎ PC for 0€ after reparation during two workshops (French, English, or with an interpreter)

By reservation with waiting list

☎ Precise schedule of workshops on:

📍 29 bis avenue des Mazades

🚌 M B 🚌 29 Minimes 🚌 27 Puget

TOULOUSE OUVERTURE 7 (TO7)

Closed in August

✚ Computer literacy classes.

☎ Tues. 9-10am & Wed. 9-10am or 10-11am, registration by phone and in-person.

☎ 05 61 44 27 74

📍 4 bis Cheminement Robert Cambert

🚌 M A Reynerie - 🚌 14 Le Lac Reynerie

ÉCOLE ET NOUS

Closed July 27th - Aug. 18th.

✚ Make an appointment by phone or in person.

☎ Monday to Friday 8:30am -12:30pm and 1:30 - 4:30pm (4pm on Fridays)

☎ 05 61 40 49 68

📍 10 cheminement le Tintoret

🚌 M A 🚌 14 Bellefontaine

✚ L'ESCABEL

Closed August 4th - 19th

Individual or group workshops, registration and schedule available in person, by phone or by email.

Only for seniors.

☎ 06 51 98 20 04

✉ lescabel.numerique@gmail.com

📍 36 rue Gatien Arnoult

🚌 M B Compans 🚌 L1 14 70 Arnaud Bernard

CULTURAL SPACES

L'ESCABEL

Closed August 4th-19th

Community cafe. ☎ Free activities and events: concerts, board games, debates, creative workshops for adults and children...

Schedule on the website :

☎ 06 51 98 20 04

✉ lescabel.cafe@gmail.com

📍 36 rue Gatien Arnoult

🚌 M B Compans 🚌 L1 14 70 Arnaud Bernard

LA MAISON BLANCHE

Closed in August

Cultural café with concerts and activities.

€ Membership required, pay-what-you-can

☎ cafemaisonblanche

✉ cafe-maison-blanche.com

📍 10 rue Arnaud Bernard

🚌 M B Compans

🚫 **DEPENDING ON ACTIVITIES**
(check by phone or email)

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

🚫 Cultural and sports activities open to all.
Various activities (dance, singing, music), shared meals, karaoke evenings...

📧 Send an email to know the schedule

✉️ retser31@gmail.com

BOUTIQUE SOLIDARITÉ - ARPADE

Adults only. 🆓 Free. Various workshops (sports, cultural, other).

🕒 Sign up in person at reception Monday to Friday 9am-12pm.

Workshop schedule by phone, email, or Facebook:

☎️ 06 99 11 40 49

📘 facebook.com/BoutiqueSolidariteToulouse

✉️ cpva.boutique@arpade.org

📍 36 rue Emile Brouardel

🚌 Compans-Caffarelli

🚶 Héracles

SINGA

Gatherings, discussions, sports and cultural activities. 🕒 Group gardening Sundays 11am in a shared garden

→ Register on the website or WhatsApp

☎️ 07 68 76 62 21

✉️ contacttoulouse@singa.fr

🌐 <https://singafrance.com/toulouse/>

ATELIERS JAMMES - GAF

Closed July 8-14th and Aug. 10-11th

Adults only!

Various workshops: art, music, boxing, wrestling, weight training, cooking...

📅 Membership fee 4€ per year + 8€ per month for sports only (can be discussed according to your situation).

🕒 Open Mondays, Tuesdays, Wednesdays, Fridays from 10am-4pm

☎️ 05 61 57 95 20

✉️ jammesateliers@gmail.com

📍 13 rue du professeur Jammes

🚌 Canal du Midi ou Minimes

DIAPASON

Closed in August

📅 Membership fee 11€ per year.

Workshops and outings: painting, sculpting, museums, cinema... Workshops and outings for parents and children during school vacations.

Registration in person or by phone.

☎️ 05 61 40 16 64 - 07 84 70 44 76

📍 7bis rue du Cher

🚌 Bagatelle



SPORT INTERNATIONAL SOLIDAIRE (SPORTIS)

Intercultural sport activities for displaced people in Toulouse and in the countryside (mini-stays, rock climbing, cycling, football, boxing, tennis, pétanque).

📘 <https://facebook.com/sport.terre.daccueil>

🌐 <http://.sport-is.org>

CENTRE SOCIAL BAGATELLE

Closed July 26th - Aug. 31st

Hands-on/physical workshops and cultural outings for families (0 to 5€)

Free breakfast Wed. morning.

📅 10€ yearly membership. Register in person.

🕒 Mon-Fri 8:30am-12pm and Mon-Thurs 1-5pm.

Holidays: Mon.-Thurs: 9am-5pm; Fri. 9am-12:30pm

🌐 [Programme sur bit.ly/ASSQOT](https://programme.sur.bit.ly/ASSQOT)

☎️ 05 67 77 44 42

📍 117 rue Henri Desbals

🚌 Bagatelle



CENTRE SOCIAL RAYMOND IV

Closed July 29th - Sep. 2nd

Activities for children and adults, with membership. Toy and game library for children under 6 years old. Homework help for ages 6-17. Workshops and opportunities for exchange between adults. Family outings and activities.

- Activities and outings for 12-25 year-olds Wednesdays and during school holidays
- Educational support for 6-17 years-old

🕒 Registration in person on Tues, Wed, Thurs 9:30am-12pm - 2-6pm. Fri 9:30am-12pm.

🌐 <https://is.gd/CentreRayIV>

📍 4 rue de l'Orient

🚌 Jeanne d'Arc

🚌 L1 L9 15 23 29 39 45 70 Jeanne d'Arc



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

July 7 to September 2, 2024

BIEN-ÊTRE LIBERTÉ SOLIDARITÉ (BLS 31)

Closed in August

Community mixed sports club.

🆓 Free access possible.

Register by email or Whatsapp.

• 7-a-side football - Mixed

🕒 Tuesday 7:40-10pm

☎️ 07 69 80 10 49

✉️ blssport31@gmail.com

📍 Complexe sportif Cheminots, 65 rue St Roch

🚌 Saint Agne-SNCF

• 7-a-side football - with selective mixing: cis-gender women, trans and/or non-binary people

🕒 Fridays 4-7pm

📍 Bazacle site, impasse des Ramiers des Catalans

🚌 Amidonniers

☎️ 06 12 78 02 41

✉️ blsmixitechoisie@proton.me

• Boxing, mixed section

🕒 Monday and Thursday 6-8pm

📍 Bazacle site, impasse des Ramiers des Catalans

• Hikes (Pyrénées) Once a month

✉️ blssport31@gmail.com

TOULOUSE OUVERTURE 7 (TO7)

Closed in August.

• Mealtime debates (art, science, politics...):

📅 2 to 5€.

🕒 Schedule at <https://is.gd/TO7Repas>

Sign up the day before, before 12pm by phone or email -

• «Artelier»: Introduction to the arts

Schedule by phone or email.

☎️ 05 61 44 27 74

✉️ to7@to7.org

📍 4 bis cheminement Robert Cambert

🚌 Reynerie - 14 Le Lac Reynerie

SECOURS POPULAIRE

Cultural activities and outings, all are welcome.

🕒 Assistance Tues. and Thurs. 9am-12pm and Mon. - Fri. 2-4:30pm

☎️ 05 34 40 34 40

✉️ contact@spf31.org

📍 147 avenue des États-Unis

🚌 La Vache 15 Dulong



AVENIR - NOUVELLE MAISON DES CHÔMEURS

Closed July 14 and 26th and Aug. 15th

Art workshops and cultural events.

📅 Outings (cinema, museum, theatre...) at reduced prices. Membership fee of 20 € (5 € for those who are unemployed + prices of the activities).

→ Register in person.

🕒 Mon. - Fri. 9am-12pm and 2-5pm

☎️ 05 34 31 33 11

✉️ avenir.culture31@gmail.com

📍 115 rue Bonnat

🚌 Saouzelong

LA FABRIQUE SOLIDAIRE DES MINIMES (FA SOL MI)

Closed Aug. 5-16th

☎️ 05 61 25 38 28

✉️ accueil@lafabriquesolidaire.org

📍 29bis avenue des Mazades

🚌 Barrière de Paris

CENTRE SOCIAL POLYGONE

Closed Aug. 5-30th

Cultural activities, outings, and group projects.

📅 Membership fee: 10€/year.

→ Registration at the Polygone location.

☎️ 05 61 41 29 90

✉️ centresocial.polygone@assqot.com

📍 18 rue Vincent Scotto

🚌 Patte d'Oie

🚌 Turenne 66 Barrière de Bayonne

SOCIAL RIGHTS

WHAT ARE MY RIGHTS?

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

- to get help with administrative procedures (see below “Who can help me?”),
- to healthcare (page 38),
- to have a registered postal address to receive mail (*domiciliation*, page 32),
- to emergency accommodation (page 33),
- to have access to financial support,
- to go to university or attend training programs (pages 42-43)...

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

- **Asylum application:** Access to your rights depends on certain conditions and stops at the end of the asylum application procedure (for housing and financial assistance see page 34-35, for work see page 39, for CSS health insurance see page 38).
- **Refugees:** Social rights are almost the same as for French people (page 36-37, 39).
- **Residence permit:** For people with a *récépissé* (certificate of application for a residence permit) or a residence permit issued by the prefecture, your rights depend on the type of residence permit. For example, not everyone has the right to work (page 58) or to leave the country.

WHO CAN HELP ME?

A social worker

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

To get an appointment :

- **PAIO** for homeless people (page 12)

• The closest Maison des Solidarités (MDS) to where you live.

MDS addresses are online :

📄 <https://bit.ly/MDS-HG>



- The Centre communal d'action sociale (Communal centre for social action, CCAS) in Toulouse, for isolated people who benefit from RSA.

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

Public writers

Help you write your official documents

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



TO HAVE A MAILBOX :

DOMICILIATION

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

For asylum seekers

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

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

For refugees

If you get international protection (refugee status, subsidiary protection or stateless status) you can have a *domiciliation* and get support from the SPADA for 6 months.

To find a new address, see the next point: “other situations”.

For other situations

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

- The Croix-Rouge
Domiciliation for people without stable housing, **except for asylum seekers**.
Make an appointment in person 🕒 Monday - Friday 9:45am - 12pm to start or renew your *domiciliation*.
☎ 05 61 55 47 42 (call between 1:30 and 4:30pm)
✉ domiciliation-ul.toulouse@croix-rouge.fr
📍 10 avenue du Grand-Ramier
🚇 **T T2** Île du Ramier
🚇 **M B** Palais de Justice

- At the CCAS
If you receive RSA or could potentially be eligible for it (couple, or single person).
Centre Communal d'Action Social (CCAS) :
📍 2bis rue de Belfort
🚇 **M A** Marengo SNCF - 🚇 **M A** Jean Jaurès
🕒 Make an appointment and mail collection at the reception desk Monday to Friday: from 9am-12:30pm and from 1:30-4pm. (Thursdays from 10am-12:30pm and from 1:30-4pm)
☎ General reception desk: 05 67 72 85 85



ACCOMMODATION

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

- **EMERGENCY HOUSING is temporary.** A specific accommodation service is available for asylum seekers (page 35).

- You can apply for a **MORE STABLE ACCOMMODATION** called an *hébergement d'insertion* with the help of a social worker through a SIAO request. It is open 24/7.

For one night

For anyone without shelter : 📞 **115**

The main solution is to call 115 often, to insist and call again until they answer, and to hope to get an overnight stay or a hotel (according to defined criteria).

You can call 115 24 hours a day, but the wait on the phone can last 2 hours or more. There are not enough places for everyone, so it is rare to have a place every night. **Make sure to mention if you are in a fragile situation** (children, isolated woman, illness...). It is very rare to get a place if you are a single man. **Accommodation is unconditional and free:** you do not need to have legal status.

It is advised to continue to call 115 once a day, even if the request for shelter does not work. This can help with the next steps (proof of calls), see page 34.

If it is very cold and you must sleep outside, some places remain open at night, and it is possible, especially in winter, to take refuge there: the emergency hall of the Paule de Viguier maternity hospital and the Purpan hospital. If you have legal immigration status (in case the police come by): at the Matabiau train station (closed for a few hours per night) and at the Toulouse-Blagnac airport (the doors are closed between 11pm and 4am but you may be able to stay inside during the winter).

A more stable accommodation: the SIAO request

To have a more stable accommodation, you have the right to make a SIAO request with a social worker (MDS or CCAS, page 32).



The lines are very long. You must confirm your application every two months with your social worker and report any change of situation (address, telephone, family...). Continue to call 115 to have a better chance of getting stable housing.

You still don't have an accommodation?

If you have applied through the SIAO and been calling the 115 for a while and you are still not housed: you can make an appeal for accommodation through the DAHO (*Droit À l'Hébergement Opposable*). For the DAHO, you must prove that you are in housing that is short-term and/or in poor condition and/or not properly housed (homeless, staying with relatives, in a hotel). AND you have completed a SIAO application and been calling 115 and have not received a suitable answer. See the organisations below for help.

Need help?

DAL31

Closed July 9th - Aug. 31st. Occasional support sessions announced through social media.
Organisation fighting for housing rights which accompanies homeless and poorly housed people.

Walk-in assistance:

- 🕒 **Tuesday 10am-12pm** at the association Partage
📍 13 rue de l'Ukraine
🚶 **A** Bagatelle
- 🕒 **Tuesdays 5:30pm-7pm** at the CASC
📍 10 bis rue du Colonel Driant
🚶 **B** Empalot

Once a month: meetings between homeless or poorly-housed individuals to organise actions with the aim of obtaining decent housing because, often, administrative procedures are not enough. Contact them for places and dates.

✉ permanences@daltoulouse.org

☎ 06 56 82 73 08

(send a text message or leave a voice message)

SECOURS CATHOLIQUE

Closed in August.

Help with a DALO appeal.

- 🕒 **Monday 2-5pm:** by appointment
📍 56 rue de Périole
🚶 **A** Marengo SNCF
✉ dalo.311@secours-catholique.org
☎ 05 34 25 67 40

(call from Monday to Friday between 9am-12pm and 2pm-5pm, they will call you back)

Accommodation for unaccompanied minors

- If you are recognised as an unaccompanied minor, you will receive support from the Aide Sociale à l'Enfance (ASE): you will be housed (in a shelter or an apartment, or in some rare case in a foster family).
- The situation in Toulouse is very difficult if your minority has been denied and if you are appealing to a juvenile court judge (more or less 6 months). Many young people sleep in squats. You can get help from organisations (see page 17).
- If your minority status has been denied, showing your rejection document gives you the right to accommodation for adults. You can call the number 115 and explain your situation.

MATERIAL RECEPTION CONDITIONS (CMA)

What are the CMA (material reception conditions)?

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

- a monthly allowance called ADA
 - the right to accommodation
- These benefits are part of the DNA (*Dispositif national d'Accueil*). To benefit from them, you must sign the form given to you by the OFII at the «single central reception desk» and agree to the "material reception conditions" (*Conditions Matérielles d'Accueil, CMA*).

- ⚠️ • If you refuse a housing proposal, you will no longer get your monthly allowance or any future accommodation. In this case, contact a legal support session (page 17)
- If you don't have accommodation, the amount of the ADA allowance is higher.
- If you are not applying for asylum, there are other solutions, for example, for accommodation (page 33).

ADA (Allowance for asylum seekers)

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

- It is not possible to pay on the Internet
 - Cashback is only possible in some stores
- You will receive your ADA allowance at the beginning of each month during the asylum application. The amount of the ADA (about 7€/day) depends on your family situation (single, in a couple, with family) and whether or not you have accommodation.

⚠️ You must wait for the card to be activated, which takes 45-50 days. If it is not activated after that time, go to a legal support session (page 17) or to a lawyer to have your situation reviewed sooner by a judge (*référé-liberté*).

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

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

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

OFII TOULOUSE

✉ ada.toulouse@ofii.fr

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

Access to accommodation for asylum seekers

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

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

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

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

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

- Go to the SPADA (CVH) (page 12)
- For emergency accommodation, call 115 (page 33)
- You can rest during the day and ask for help in a day centre (page 15)
- You can also go to a legal support session (page 17) to find out about your options

Refusal/removal of CMA

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

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

They can also be **taken away**:

- If you refuse or move out of an accommodation (for example, if you return to Paris after being sent to another city in France),
- If you are expelled from the accommodation given by the OFII (for example, for violent behaviour or seriously breaking the rules),
- If you don't respect the authorities' requirements (if you don't go to your prefecture appointments for people in the Dublin procedure, if you refuse to provide information, if you don't go to your interviews...).

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

Asking for the CMA to be reinstated

A “*recours*” (*appel*) is the contestation of an administrative decision in court.

1. If you do not receive a document from the OFII about refusing or suspending your CMA, ask for one:

- at CVH
- at your place of accommodation
- by mail (✉ ada.toulouse@ofii.fr)

2. After receiving the document, you will have 15 days to send a letter or an email (✉ rapo@ofii.fr) with information about your identity and your reasons for contesting the decision. Postal address:

OFII

7 rue Arthur-Rimbaud CS 40310
31203 Toulouse Cedex 2

3. If the decision to remove CMA does not change you have two months to:

- **Send an informal appeal** (*recours gracieux*) to the OFII director
✉ ada.toulouse@ofii.fr
✉ contentieux.cma@ofii.fr
- **Appeal the decision in an administrative court** (*recours contentieux*).

⚠ The informal appeal (*recours gracieux*) doesn't delay the timeframe for an administrative appeal (*recours contentieux*).

If the CMA were taken away or refused more than two months ago, it is too late to contest the decision of refusal or removal. You can request that the OFII reinstate them by sending a registered letter or an email

✉ ada.toulouse@ofii.fr
✉ contentieux.cma@ofii.fr

If the answer is negative or if the OFII has not answered you after two months, you have two months to appeal to the administrative court to contest this decision.

You can also do this if you have not received the letter indicating that your CMA is being suspended.

Special cases

To ask for your CMA to be reinstated:

- **If you are returning to France after a Dublin transfer:** you can immediately make an appeal against the refusal of your CMA by the OFII in front of an administrative court.
- **If your status is being reconsidered,** get help from a social worker to access your rights.

⚠ **You must be able to prove you are in a vulnerable situation,** by explaining why the lack of accommodation and financial allowance puts you in danger. For example: French (or translated) medical certificate proving a serious illness.

⚠ **It can be difficult to write these documents alone,** and the time limits for appeals vary depending on your situation. It is strongly recommended that you **go to a legal support session to be assisted by a lawyer** (page 17).

If you are recognised as a refugee

When you obtain refugee status or subsidiary protection, **you are no longer considered an asylum seeker:** you don't have access to the same accommodation places anymore. **You now have other rights, for example the right to apply for social housing.**

→ Ask for help at your shelter or from a social worker (page 32).

PROGRAMME AGIR 31 – FORUM RÉFUGIÉS
Closed on bank holidays.

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

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

☎ 05 34 58 19 15

✉ agir31@forumrefugies.org

📍 7 avenue des Herbettes  23  27 Herbettes



HOUSING

Social housing is available if:

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

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

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

⚠ People with only a receipt (*récépissé*) for their first application for a residence permit cannot have social housing. You must already have a residence permit or a receipt for the renewal of your residence permit.

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

- online at <https://www.demandelogement31.fr>
- in the city hall (*mairie* or *hôtel de ville*)
- with a social landlord

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

⚠ **Be sure to update your application as soon as your situation changes** (family, financial situation, etc.) and to renew your application every year. To apply, you can ask for help from a social support organisation (page 12) or a social worker.

You haven't managed to get social housing?

You can appeal to obtain housing through the DALO procedure (the *Enforceable Right to Housing*) if you are in a situation of “poor housing” (no housing at all, threat of eviction with no other housing proposed, overcrowded housing, unusually long wait for housing...). Ask for help from an organisation (page 34) to do so or if it takes too long to get an answer: **the prefecture has 3 months to process your application.** If the answer is positive, they have another 6 months to actually propose housing.

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



→ Information sheet “Take action when facing deportation” explaining rights and best practices when facing a deportation procedure as well as possibilities for appeals:
✉ <https://is.gd/Expulsion>



FINANCIAL SUPPORT

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

⚠ **For asylum seekers:**
see ADA (page 35).

The RSA (Revenu de Solidarité Active)

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

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

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

Other allowances

Other allowances may be available depending on your family, work or housing conditions. A social worker can help you with these procedures (page 32).

For young people

• Missions locales :

Provide personalised professional and social support for youth from ages 16 to 25 recognised as minors, asylum seekers, beneficiaries of subsidiary protection or refugees, **not attending school**.

🕒 Open from Tuesday to Friday, 1:30-5:00pm. No need for an appointment.

Find your Mission Locale on the website:

🌐 <https://www.mltoulouse.org/trouvez-votre-antenne>



• Services civiques :

Until you turn 26, if you have the right to work, it is possible to do a *service civique* (6 months to 1 year), paid between 580 and 690€ per month.

🌐 <https://bit.ly/ServCivic>



You don't have a work permit

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

However, if you do work for someone, then:

- **you cannot be sued** for this reason: employers can be sued, not workers.
- your employer must respect the rules of the French labour code! **You have the same rights as any other legally hired employee** (L8252-2 of the Labour Code), right to an employment contract (CDD, CDI, Interim, CESU...), right to payment for all the hours you worked, right to pay slips, right to health and safety, right to holidays, right to severance pay (a sum of money paid when a contract is ended)...
- **you can defend these rights** through collective action (right to strike) or legal action (at the Conseil des Prudhommes).



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

To find out more and stand up for your rights, contact a union in your company or city (for example, SUD, CNT, CGT, CFTD, FO...).

Social rights

As a worker, even if you are undocumented, your employer must declare you to the URSSAF and pay contributions to social organisations. However, your status does not allow you to benefit from unemployment benefits. You cannot receive daily *Sécurité Sociale* benefits either, except in one case: if you are the victim of an accident at work (ministerial *circulaire ministérielle* 95-11, 17/2/1995).

Regularisation through work

The "Valls circulaire" of 2012 makes it possible for *prefectures* to grant exceptional regularisations through work, even without a permit.

Several time requirements must be met in terms of presence in France and working hours:

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

You will also need your employer to complete an application for "authorisation to hire a foreign employee".

To get support with the procedures and with your employer, go to a legal support session (page 17) or a union for advice.

COLLECTIF MIGRANT·E·S CGT 31

Closed July 15th to August 18th.

For people with no residence permit and requests for regularisation through work.

During the summer, call to get the contact of the person from the collective that can give you info by phone:

☎ 05 61 21 53 75

✉ collectifimmigrationcgt31@laposte.net

📍 19 place Saint-Sernin 🚶🏻‍♂️ 🚶🏻‍♀️ Jeanne d'Arc



OPENING A BANK ACCOUNT

You can open a **Livret A** at **La Banque Postale** in **post offices**. It's a savings account that allows you to deposit and take out money in cash or by bank transfer. You will then have a bank identity statement (RIB), a document sometimes requested in administrative procedures. An Arabic-speaking advisor is available at the La Banque Postale branch on rue Matabiau 🚶🏻‍♂️ 🚶🏻‍♀️ Jeanne d'Arc. Everyone has the right to open a bank account. If you are an asylum seeker, the organisation managing your accommodation can make an appointment for you. If you are having difficulties, you can ask for help from an organisation (page 12).

To open a Livret A, you need

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



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

SCHOOL ENROLLMENT FOR CHILDREN

From primary school to high school

In France, all children from age 3 to 16 years (starting from *la petite section* in preschool) have the unconditional right to go to school. **School is free** and your children's access cannot be refused, no matter your legal status. If you have any difficulties with this, contact a legal support session (page 17).

To register your child for school, contact the city hall (*mairie*) closest to where you live. If you are in Toulouse, you can do it on the city website (section «Inscrire son enfant pour la rentrée scolaire» —in French)

🌐 <https://is.gd/InscripEcole>

or at the **Maison Toulouse Services (MTS)** (see page 17)

🌐 <https://is.gd/MaisonTSL>



The Espace social du Grand Ramier

hosts someone from Éducation nationale along with someone from the organisation *Espoir* once a month to offer support towards schooling (see page 13), outside of school holiday periods.

ESPACE D'ACCUEIL EANA 31

Closed July 10 to Aug. 25th.

For the education of non-francophone and newly arrived children aged 6-15.

🕒 Reception in person Mon. 1:30-4:30pm, Tues., Wed., Thurs. 9am-12pm and 1:30-4:30pm, Fri. 9am-12pm.

📞 Reception by telephone Mon. - Fri. 9am-12pm and 1:30-4:30pm.

You can ask for an interpreter to be present.

For all other information, contact the **CASNAV Toulouse** via their website :

🌐 https://is.gd/mail_casnav

✉ primo.arriv@ac-toulouse.fr

☎ 05 67 52 41 99

📍 13 rue de l'Ukraine

🚶🏻‍♂️ 🚶🏻‍♀️ Bagatelle



RESF - RÉSEAU ÉDUCATION SANS FRONTIÈRES 31

Aid and support with regularisation for undocumented families with children attending school. Facilitates the link between members of the network and school collectives.

✉ resf31@abri31.org

ÉCOLE ET NOUS

Closed July 27th - Aug. 18th.

Help with academic procedures in the Mirail area. Support with enrollment in school and extracurricular activities.

🕒 No appointment needed Monday

Friday 8:30am-12:30pm and 1:30-4:30pm (4pm on Fridays)

🌐 <https://ecole-et-nous.weebly.com/agenda.html>

☎ 05 61 40 49 68

✉ assoecoleetnous@gmail.com

📍 10 cheminement le Tintoret

🚶🏻‍♂️ 🚶🏻‍♀️ Bellefontaine

🚶🏻‍♂️ 🚶🏻‍♀️ 14 25 49 50 58 René Valmy



UNIVERSITY

Whatever your situation is (without legal status, asylum seeker, refugee or beneficiary of subsidiary protection), you have the right to start or resume your studies in France.

The university is not supposed to check whether or not you have a residence permit.

To apply to a university you must:

- have your baccalaureate
- have a certificate for your French level (B2 for the *Licence*, year L1 to L3, and C1 for the *Master's*).

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

Fees for international students can be expensive.

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



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

Start of the 2023-24 academic year enrollment in Universities

UT1 Capitole, UT2 Jean Jaurès, UT3 Paul Sabatier

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



Since December 15, 2023, applications for the year 2023-24 are closed.

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

UT1 Capitole

📄 <https://bit.ly/InscrUT1>



UT2 Jean Jaurès

📄 <https://bit.ly/InscrUT2>



UT3 Paul Sabatier

📄 <https://is.gd/InscripUniTLS3>



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

In any case, make sure you apply early for your L2/L3/M1/M2. Some applications close as early as March/April 2023.

Organisations that can help you

CGT SELA 31

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

Union that is active in every place of education (schools, universities, private schools, IUT, CFA...), of life (student residences), and of work. Advocacy and fight for better conditions of studies, life, and work.

✉ sela.cgt31@gmail.com

or via social networks

More information about going back to school :

📍 **Studies in France for migrants and refugees**

Facebook group to ask for help and information.

→ Register to access the group

UNION DES ÉTUDIANTS EXILÉS (UEE)

(Union for exiled students)

📄 <https://is.gd/UnEtEx>

(available in English, Arabic and French)



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

DILAMI

Closed July 26 - Aug. 22nd.

The "Dispositif Langues Accueil Migrant-es" is a university course that allows refugees, asylum seekers and people with subsidiary or temporary protection who want to pursue or resume their studies in higher education to learn French at a sufficient level (baccalaureate or high school diplomas required).

✉ dilami@univ-toulouse.fr

☎ 05 61 14 80 23

DEFLE

The "Département d'Etudes du Français Langue Étrangère" (Department of French as a foreign language studies) offers a French learning program each year at University Toulouse 2 Jean-Jaurès. It starts in September and lasts 400 hours over the course of 26 weeks. Baccalaureate or high school diploma required, as well as certification of French level (minimum A2). &

Registration closed for Sept. 2024.

☎ 05 61 50 42 38

✉ defle@univ-tlse2.fr

Some organisations also offer French lessons (page 27).



PROCEDURES

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

The information in this guide will be useful for you, but it can not replace the advice of a legal expert who can evaluate your specific situation: what worked for someone you know may not work for you. If you need help, go to a legal support session (page 17).



WHAT IS ASYLUM ?

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

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

The protected person has the right:

- to live on the French territory
- to obtain a residence permit
- to work
- to ask to bring their family to France (family reunification)

If returning to your country does not pose a risk for you, you have little chance of obtaining asylum in France. To get advice from a specialised organisation, see page 17. For more information on the different steps of the asylum request procedure, see page 47 and more.

WHAT ARE RESIDENCE PERMITS?

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

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

- **Residence permit for healthcare**, for very sick foreigners who cannot be treated in their country.
- **Residence permit for students**, to continue their higher education in France.
- **Residence permit for family reasons**, for example if you are married to or in a civil union with a French citizen, or if you are the parent of a French child.
- **Residence permit for exceptional admission to residence in the context of personal or family life.**
- **Residence permit for exceptional admission in the context of work**, for people who have been working in France for several years who want to get legal immigration status.

Other residence permits exist. They are individual and can vary according to your nationality. Each situation is different!

Requesting a resident permit is a complicated and risky procedure. **It is very important to ask a legal specialist for advice before starting a procedure to request a resident permit.**

Go to a legal support session for advice specific to your personal situation and get help preparing your request (page 17). For more information on requesting a resident permit, see pages 58-59.

The right of residence for European citizens (explanatory diagrams and list of statuses giving entitlement to a right of residence) : <https://www.romeurope.org/droit-au-sejour-citoyens-ue/>

REGISTERING YOUR ASYLUM REQUEST

To be recognised as an unaccompanied minor, go to the DDAEOMI 31 (page 10). If you are recognised as an unaccompanied minor, the Aide Sociale à l'Enfance will take care of your accommodation, schooling and medical care until you are 18.

All minors can apply for asylum. The reasons for requesting asylum are the same for minors and adults, but the procedure is a little different for minors (page 11). If you do not already receive assistance, ask an organisation for help (page 17).

First reception at the SPADA

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

In Toulouse, the SPADA is managed by the CVH:

SPADA (CVH)

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

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

If you have any questions, go to a free legal support session (page 17) before going to SPADA.

At the SPADA (CVH), they will:

1. Give you information about asylum in France and ask you a few questions about:
 - **Your personal information:** first and last names, age, family situation...
 - **Your dates of departure** from your country and arrival in France. Warning, if you say that you arrived in France more than 90 days before, you will be placed in a "fast track procedure": this is unfavourable to you and you will probably not have access to the material conditions of reception (accommodation and financial allowance).
 - **The route** you took to get to France.
 - **The language** you want to use during your asylum request procedure.
2. Enter this information in the computer system so it can be sent to the prefecture. If you give false information and the OFII realises it (notably giving a different identity), you risk being placed in a "fast track procedure": this is unfavourable to you and you will probably not have access to the accommodation and financial allowance.
3. Give you a convocation to go to the prefecture's single central reception desk (GUDA) and record your request for asylum.
4. Take your picture and give you identity photos that you can use to obtain your "Pastel card" for public transportation.

The single central reception desk (GUDA) at the prefecture

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

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

PRÉFECTURE DE HAUTE-GARONNE

📍 1 rue Saint-Anne - M B François Verdier

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

- 1. The prefecture:** they register your asylum request.
- 2. The OFII:** they evaluate your vulnerability during an interview (your accommodation situation and medical problems).

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

The asylum request procedure concerns people who are in danger in their country of origin. It is possible to request a residence permit for another reason (illness, family ties...)

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

Visit a specialised organisation for more information (page 17).

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

An officer in charge of registering your asylum request will:

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

way your asylum request will be examined: **normal procedure, fast-track procedure or Dublin procedure (pages 47-48)**

- give you an **OFPPA file** (except for the Dublin procedure). It is very important to complete this file correctly. **Carefully read the advice on pages 49-50 and ask for help from specialised organisations (page 17).**



Do not give a friend or host's address to the OFII or the prefecture. Otherwise, you will be considered as being hosted by them and receiving your mail there. Keep your registered postal address at the SPADA during the whole procedure (page 32).

If your visit at the GUDA takes place after May 2, 2022: you will receive a login ID and code to access your **personal OFPPA online account:** <https://www.usager.ofpra.gouv.fr/ofpra/user/login>

Since May 2022, the distribution of OFPPA letters is digitalised for new asylum seekers. This means that OFPPA will use your online personal account to send you the proof of reception of your file, your convocation and its answer.

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



The moment you open the mail on the online personal account marks the beginning of the appeal period. Please contact SPADA for more information.

2. Go to the OFII desk at GUDA

The OFII (Office Français d'Immigration et d'Intégration) is the French Office in charge of Immigration and Integration, supervised by the Ministry of the Interior. It is responsible for the initial reception of asylum seekers in France during their asylum request (it finances structures for asylum seekers - SPADA). It manages the national reception system (accommodation for asylum seekers, allowance).

An OFII officer will:

- ask you questions about your personal situation. You should **tell them if you have any special needs** (if you are disabled, pregnant, ill, if you need to see a psychologist, etc.).
- give you a form called: "Offre de prise

en charge au titre du dispositif national d'accueil" (Offer of support from the national reception centre). This will allow you **to obtain accommodation and receive a financial allowance (ADA). If you have accommodation, do not mention it.** To get this help offered by the OFII you must sign the form and tick the box that says "Oui j'accepte de bénéficier des conditions matérielles d'accueil" ("Yes I agree to accept the material reception conditions").



You cannot receive the financial allowance (ADA) without asking for an accommodation. **It is a "package deal":** either you get accommodation **and** the financial allowance, or you get neither.

The OFII may direct you to a different region than the one where you filed your request. The OFII will give you a transportation ticket and the address of the SPADA or the accommodation location where you must go within 5 days. You will have to stay in this area during the whole asylum procedure. If you refuse to go to this region, you won't have the right to receive accommodation and the financial allowance (ADA).

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

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

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



If the SPADA doesn't provide you with legal support, make an appointment with a legal support organisation (page 17)



Your registered postal address (domiciliation) should be in the same region as the prefecture handling your

asylum claim. If you are sent to an OFII in another region, your registered postal address will be transferred there, even if you refuse accommodation in that region. **Make sure to inform the SPADA if your phone number changes at any point: the OFPPA may use this number to give you an appointment.**

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

- 2. To pick up your mail:**

SPADA (CVH)

📍 28 rue Théron de Montaugé

📞 05 31 26 60 90

✉️ spada31@adelphiteparcvh.com

🕒 **To collect mail without an appointment:** Monday to Friday 9-11:45am

🕒 **Reception without appointment:** Tuesdays 1-4:30pm

🕒 **Reception by appointment, with follow-up:** Monday to Friday 9-11:30am and 1-4:30pm (except Thursday afternoons)

🕒 **Telephone helpline** Mondays, Wednesdays and Fridays 1-5pm

ASYLUM PROCEDURES

Normal procedure

Your asylum application will be examined by the **French Office for the Protection of Refugees and Stateless Persons (OFPPA)** without any special provisions. You will benefit from social rights granted to asylum seekers (health insurance...), and from aid if you answered «Yes» on the OFII form (allowance/housing).

You must fill out the OFPPA file that was given to you at the GUDA (prefecture) and send it to the OFPPA by going to the post office with all the documents **requested within 21 days**. If your file is complete, the OFPPA will send you a **registration letter** in response.

In any case, go to a legal support session with all your relevant documents (page 17) to get more information about the Dublin procedure and your personal situation.

OFPPA FILE AND INTERVIEW

1. The OFPPA file

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



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

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

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

How to complete the OFPPA file?

- It must be completed in French,
- It must be signed by the person requesting asylum,
- It must include:
 - 2 passport-size photos in official format
 - a photocopy of the certificate of asylum application (récépissé)
 - a photocopy of your passport, your identity card or any other identification documents you may have

Go quickly to a legal support session or to a lawyer to get advice and help for a possible appeal (page 17).



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



Every Dublin situation is different and what worked for one person may not work for you.



If you were transferred but have returned to France, you can re-file your asylum application. This can be risky: go to a legal support session for more information (page 17). In Toulouse, the prefecture often places these people in the Dublin procedure again. Go to the prefecture accompanied by someone. Otherwise, visit a legal support session or a lawyer (page 17).



If you don't show up for the appointments you are given by the prefecture or if you refuse to be transferred, you may be considered as "on the run". In this case, you will no longer have the right to accommodation under the asylum application, nor to the ADA allowance. The transfer deadline during which France can expel you is then further extended, and you will no longer have a valid récépissé. **As a precaution, you should wait 18 months after the moment you stopped going to appointments** before going to the prefecture. After 18 months, France should become responsible for your asylum application.



As it is complicated to calculate the timelines, you should ask a lawyer or a legal support session for advice (page 17).

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

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



When your asylum application certificate (récépissé) expires, the prefecture should send you a new one by mail. If you have not received it a few days before the end of your old application certificate, make an appointment at the prefecture (with your most recent domiciliation document) or go to a legal support session (page 17). If your asylum application certificate is no longer valid, you can be arrested during an identity check. In case of arrest by the police, see page 60.

Fast-track procedure

This procedure is not ideal: the timeline for examining your file is reduced, and you may be denied housing and financial assistance (depending on the reason for which you were placed in the fast-track procedure).

Ask the prefecture for a document justifying the decision to place you in the fast-track procedure. Keep this notice, which will be essential in your file. To renew your asylum application certificate (récépissé), follow the same advice as for the normal procedure.

You can be placed in the fast-track procedure for the following reasons:

- If you refuse to be fingerprinted or if your fingerprints are not readable.
- If you have withheld information about your journey or your identity.
- If you have received an Obligation to Leave the French Territory (OQTF).
- If you have already applied for asylum and you are having the decision reviewed (page 55).
- If you applied more than 90 days after your arrival in France, without justifying this delay. For the OFPPA, this shows that you do not have an urgent need to be taken care of.
- If you come from a so-called safe country: Albania, Armenia, Bosnia-Herzegovina, Cape Verde, Georgia, India, Kosovo, Macedonia, Mauritius, Moldova, Mongolia, Montenegro, Serbia.
- If the prefecture believes that you are a threat to the public order.

If you think that your application should be treated under the normal procedure, you can

tell the OFPPA (by registered mail, in your story (récit) or during the interview) the reason why you disagree. The OFPPA can place you in the normal procedure track. If the OFPPA does not do so, you can ask for a reclassification under the normal procedure during your appeal to the CNDA (National Court for Asylum) with the help of a lawyer.

Dublin procedure



If you are "Dublin" it may be because you have applied for asylum, obtained a visa or your fingerprints have been found in another European country (or you have declared that you have arrived via another European country). It is this country that is responsible for your asylum application. The prefecture will then ask this country to examine your asylum application. While waiting for the answer from the country that is responsible for your application, you will be able to stay in France with assistance such as the ADA benefits, health insurance (CSS, AME)... The prefecture will schedule several appointments that you must attend if you wish to continue to be eligible for housing and benefits.



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



When you receive the transfer order, it is possible to appeal to ask France to be responsible for your asylum application and that you not be deported. The time limit to file an appeal is 48 hours if you are under house arrest or in a detention center, and 15 days if you are not. **The chances of winning this appeal are very low.** They depend on your personal situation (health, family, countries that you traveled through...).



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

- It must be filled in with your personal information and that of your family: first and last names, date and place of birth...

Be careful to give the right information so that you do not have problems later on in benefitting from family reunification.

- It must specify the language in which you wish to be heard during the interview.
- It must contain your story in French with all the reasons why you left your country to seek asylum in France.

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

For your story, the SPADA (CVH) must write it down for a minimum of one hour (at the end of the interview, ask for a copy of the file). If they don't, go to a legal support session (page 17).

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



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

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

The oral interview is more important than your letter.

How and when to send the OFPRA file?

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

OFPRA

201 rue Carnot
94136 Fontenay-sous-Bois.

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

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

2. The interview

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



The OFPRA can also notify you of your interview date by email and SMS. If you have provided this information to the administration, remember to check your email and phone regularly.

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

Who will be present at the interview?

Those people are subject to neutrality and confidentiality:

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

If you request it, an **association representative** can be present. This person is a silent witness during the interview. They can make comments only at the end of the interview.

How is the interview conducted?

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

1. The first part of the interview is about your civil status: the protection officer will ask you questions in order to verify your identity and your family situation. It is important to confirm the personal information of your family (spelling, for example) and not to forget anyone.

2. The second part of the interview focuses on your personal history and fears. It allows you to tell the events that led you to leave your country. You will be asked for details on the circumstances of these events (dates, places...). Your answers must be as detailed as possible and emphasise what has happened to you personally.

3. At the end of the interview, you will be asked to explain your current fears and what might happen to you if you return to your country.

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

How to prepare?

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

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

It is important to say:

- if you don't know something
- if you forgot something

- if you do not understand the question asked
- if you feel you have not been understood or that the translation is wrong.

If you suffer from memory loss, have frequent nightmares, and if recalling events is too painful for you, it is important to tell the protection officer during the interview so that they understand your situation. You may be suffering from post-traumatic stress disorder. It may be useful to go see a doctor to talk about this and obtain a medical certificate to submit to OFPRA (page 20).

When and how will you receive the answer?

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

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

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



The OFPRA can also communicate the decision to you by e-mail. If you have given your email address to the administration, please check your email inbox regularly. **The date on which you are notified of your decision is important for calculating the time limit for the appeal.**

You went to the GUDA after May 2, 2022: The OFPRA will notify you of its final decision on your **online account**. It is very important to check at least once a week if you have received new information.

3. The decision

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

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



Since the new asylum law, **some people in the FAST-TRACK PROCESS (re-examination, safe country of origin...) no longer have the right to stay after an OFPRA rejection decision.**

They may receive an OQTF, be placed under house arrest or, worse, be detained and sent back to their country, even during the appeal period to the CNDA. In this case, go immediately to a lawyer or to a legal support session (page 17).



MAKING AN APPEAL

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

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

How to appeal to the CNDA?

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

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

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

Writing an appeal is not easy. It is best to seek the help of a specialised organisation or a lawyer (page 17).

You have three options:

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

If, for your appeal before the CNDA, you want to bring medical evidence of cruel, inhuman or

degrading treatment you have experienced, it is necessary to contact the forensic medicine department at the Rangueil hospital, which will be able to provide you, free of charge, with a certificate of your psychological and/or physical after-effects to be sent to the CNDA before your hearing.

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

☎ Mon. - Fri. 9am-4pm

☎ 05 61 77 23 80

☑ Make an appointment by email:

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

📍 Raymonde Fournet building - Place du D^r Baylac

🚶 T1 T2 Purpan 🚌 L2 45 63 Hôpital Purpan

1. Free lawyer / public defender

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

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

Two ways to apply for a lawyer:

- **Ask for help from the SPADA or a non-profit organisation.** You must go to the SPADA or a legal support session to get help (page 17).
- **Apply for legal aid yourself.** Write a hand-signed letter yourself, specifying your personal information and the number of your OFPRA file, or fill out a CERFA application for legal aid and add a copy of the OFPRA decision.

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

COUR NATIONALE DU DROIT D'ASILE
Bureau d'aide juridictionnelle
35 rue Cuvier - 3558 Montreuil Cedex

Or by fax to 01 48 18 43 11

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

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

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

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

From the moment you receive this letter, your lawyer has little time to make the appeal.

They need to meet with you and listen to your story in order to prepare arguments against the OFPRA's decision.

Contact them quickly! Lawyers are often very busy, but don't hesitate to ask for an appointment with them. If you cannot make an appointment with your lawyer, you can ask for help from a non-profit organisation (page 17).

2. Private lawyer

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

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

If you are unable to make an appointment with the lawyer you paid for, you can ask for help from a non-profit organisation (page 17).

3. File an appeal without a lawyer

This is not recommended.

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

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

What happens after you file your appeal?

It is the CNDA that will examine your application.

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



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

The hearing will take place in the CNDA office (35 rue Cuvier, 93100 Montreuil, near Paris).

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

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

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

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

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

The hearing will proceed as follows:

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

- 3. Finally, your lawyer will take the floor to plead your asylum application**, emphasising the most important points of your story to criticise the OFPRA's decision.

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

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

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

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

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

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

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

- An appeal to the Conseil d'Etat within two months is possible, but the conditions are very strict: it is an appeal that only concerns problems related to the procedure and not the content of your file.
- A re-examination of your asylum application is possible but you must have new elements to request this (page 55).

If the CNDA refuses to grant you asylum, it means that you no longer have the right to stay on French territory. You can receive an Order to Leave the French Territory (Obligation de Quitter le Territoire Français, OQTF). You can be arrested and sent back to your country. Go to a legal support session to ask for advice (page 17) and see «In case of arrest by the police» to know your rights (page 60).



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

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



Pay attention to what is considered as a new element.

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

New facts

A new fact is an event that indicates that you still have a fear of persecution or serious threat, meaning that these fears are current. The fact is new if it occurred after the final rejection of your previous asylum application.

The fact is new if it happened:

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

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

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

New evidence is not a new fact.

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

Examples:

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

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

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

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



Just because the element is considered «new» does not mean you will automatically be granted protection. **Do not add any documents to your file without explaining how you obtained them and why you did not submit them during your first asylum application.** It is important to know that even if some documents report a new fact, applications for reconsideration are very often rejected by the OFPRA and the CNDA because they doubt their authenticity. **In case of rejection, it is possible to receive an Order to Leave the French Territory (Obligation de Quitter le Territoire Français, OQTF), and possibly an Prohibition against Returning to France (Interdiction de Retour sur le Territoire Français, IRTF).**

How to apply for reconsideration?

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

First, you must go to the SPADA to get an appointment at the prefecture and file your application for reconsideration.

You should typically go to the SPADA of the department of the prefecture where you made your first asylum application, but this is not required.

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

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



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

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

IF YOU HAVE BEEN GRANTED PROTECTION (REFUGEE)

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

This means that :

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



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

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

What are your rights?

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

have had a stable and personal income for more than one year and have a good level of French):

- If you have obtained refugee status: you can do so as soon as your refugee status is recognised.
- If you have obtained subsidiary protection: you must prove 5 years of residence in France. You must apply for it at the prefecture of your place of residence.

Family reunification

You can bring your family members to France:

- **Your spouse** (husband or wife) or your partner (if you are not married)
If the union or marriage took place after your asylum application, this will be a different procedure called «regroupement familial».
- **Your children** (under 20 years old) and **your spouse's children** (under 18 years old).
- **If you are a minor**, you can bring your parents and minor brothers/sisters to France.

How to bring your family?

- 1. Your family must apply for a long-stay visa** at the French Consulate closest to their place of residence. **The application** they need to give to the consulate includes a form, the passport(s) of the members of your family, 4 identity photos per member, proof of your OFPRA protection and a copy of the birth and/or marriage certificate for each family member. **It costs 99€ to have the application reviewed.**
- 2. Once the application has been filed at the consulate, the Office of the Families of Refugees (Bureau des familles de réfugiés) will contact you** to get a copy of both sides of your residence permit or *récépissé*, a form concerning your family situation, proof of address or domiciliation, and any element likely to prove your family ties.
- 3. The procedure can take up to 8 months. Visit a lawyer 2 months after the visa application.**
 - If the long-stay visa is granted, your family has 3 months to travel to France.
 - If the visa application is refused or if the consulate does not reply, you have 2 months to file an appeal to the Commission de recours against the visa refusal.

Visit a lawyer, especially if it is a question of civil status.

How to get help?

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

• **Les Maisons des Solidarités (page 12) or the shelter centre** where you had your registered mailing address (domiciliation) during your asylum application. They can help you access your rights, find a new address and find accommodation.

• **PROGRAMME AGIR 31 - FORUM RÉFUGIÉS:**
Closed national holidays.

Assistance for people granted an international protection (refugees, subsidiary protection, stateless persons and parents of minor refugee children) with accessing their rights, resources, accommodation, housing and employment.
🕒 Monday, Wednesday and Thursday: 9am-12pm and 1:30pm-5pm.
Fridays: 9am-12pm and 1:30pm-4:30pm.
Tuesday: 1:30pm-5pm.

☎ 05 34 58 19 15

✉ agir31@forumrefugies.org

📍 7 avenue des Herbettes (BUS 23 27) Herbettes

• **Make an appointment with a social worker** to get help with your procedures. In Toulouse: contact the Maison des Solidarités (MDS) closest to where you live (page 12). If you live in one of the towns around Toulouse, you can contact the CCAS of the commune in which you live.

• You can also go to a **legal support sessionspecialised in assisting refugees** (page 17)

RESIDENCE PERMITS

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

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

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

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

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

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

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

you have received a response to your asylum application.

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

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

You could be deported if your application for a residence permit is rejected. For more information on what to do if you are arrested by the police: page 60.

For these reasons, **it is very important to seek legal advice before starting a residence permit application procedure.** Go to a legal support session to assess your personal situation, to see if you meet the criteria for a residence permit, and have help with your application (page 17).

Some residence permits are more reliable than others. There is a difference between "residence permits by right" and "discretionary residence permits".

The criteria for obtaining a "residence permit by right" are written in the law. Normally, if you meet these criteria, the residence permit should be provided by the prefecture. In case it's refused, you can seek a lawyer to appeal.

The majority of «personal and family life» residence permits are issued by right (parent of a French child, marriage to a French person if you have entered the country legally, intensive personal and family life ties). This is also the case for the health residence permit for very serious illnesses that cannot be treated in the country of origin. But, there are many conditions to get one of these permits, and they may be «vague»!

Discretionary residence permits are more difficult to obtain because they are «at the discretion of the prefecture» i.e. subject to their goodwill. This means that even if you meet the criteria for a residence permit, the prefecture can still refuse to give it. The work permit is discretionary.

⚠ Fulfilling the conditions - even for a residence permit by right - does not mean that you will automatically be granted a residence permit. There is always a risk of refusal and deportation. Do not start this procedure on your own, ask for help from an organisation specialised in residence permits (page 17).

If you have a residence permit from another EU country, go to a legal support session (page 17) before going to the prefecture. Some residence permits will allow you to apply for a work permit, others will not.

Residence permits in the context of a regularisation in France

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

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

APS = Temporary residence permit

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

IF YOU ARE ARRESTED BY THE POLICE

You can be arrested in the event of an identity verification stop - to check if you have the right to stay in France - and/or if authorities think you may have broken a law.
If you are undocumented and you are arrested, you may receive an Obligation to Leave the French Territory (OQTF) and could be assigned house-arrest or be detained in an Administrative Detention Centre (CRA).

Documents to have with you:

- Documents about your immigration **procedure** (asylum application certificate/récépissé, application for a residence permit...)
- Proof of **residence or accommodation**
- Health insurance certificate (CSS, AME), documents related to your **medical care**, contact information for your doctor
- Documents about your **family situation** in France: school enrollment certificate for your child(ren), marriage certificate, etc.
- A **telephone card and/or a mobile phone without a camera** (these are the only ones allowed during detention in the CRA)
- The **telephone number of a trusted person**, a member of a non-profit and a lawyer to be notified immediately if you are arrested or detained.



Keep these copies of your documents in several places (at a friend's house or a non-profit's office) and on the internet (emails...).

It is not always recommended to give your passport (even if it is out of date) because it can make it easier for you to be deported. But, not showing your passport could be an argument to place you in an administrative detention centre (CRA).

If you go to the PAF (Border Police) or the police station:

You can be detained for a maximum of 4 hours for an identity check, 24 hours to check your right to residency, 48 hours in police custody if they think you may have broken the law.

You have **4 essential rights**. They can help you to be released. Ask for:

- **an interpreter**: in the language you speak best, even if it is a rare language!
- **a doctor**
- **a lawyer**
- **to phone** a trusted person, a non-profit organisation. Give details of your arrest (where, when) so that they can help you.



Do not sign any documents if you do not understand what is written. Ask to speak to an interpreter!

If you are released

If you don't have legal immigration status, you might leave the police station with an Obligation to leave the French territory (OQTF) and possibly a Prohibition on Returning to France (IRTF). This decision may be accompanied by a house arrest.

Be careful, **you often only have 48 hours from the time you signed the document to make an appeal**. As soon as you are released, contact a lawyer or a non-profit organisation to help you (page 17).

If you were insulted and mistreated by the police, you can file a complaint. The police cannot refuse to file a complaint, even if you are undocumented.
If they were violent, you can go to a doctor and get a certificate proving your injuries.

If you are sent to an Administrative Detention Centre (CRA)

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

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

LA CIMADE

☎ 05 34 52 13 92 or 05 34 52 13 93

✉ der.toulouse@lacimade.org

📍 Der Toulouse (Cimade Retention Centre Toulouse)

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

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

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

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

How long in the CRA?

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

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

ADMINISTRATIVE DETENTION CENTRE (CRA) in Toulouse

📍 21 Avenue Pierre Georges Latécoère à Cornebarrieu (31700)

To return to Toulouse once released:

- Walk around the landing tracks of Blagnac airport and take the **T** to Toulouse.

- **BUS 17** Dewoitine (next to Intermarché). Beware, the bus only runs every hour, check the timetable.
- **BUS 118** Dewoitine, goes to Colomiers station.

Your rights in detention:

- **Make phone calls** from the centre's phone booths or with your mobile phone without a camera. Mobile phones that can take pictures will be taken away from you.
- **Receive visits from your relatives**. They must have legal immigration status and have to present an identity document. They can bring you clothes, new and individually wrapped non-perishable food (cakes, sodas), documents, money, a mobile phone without a camera, cigarettes.
⌚ Visits every day 8:30-11:30am and 2:30-6:30pm (try to arrive before 5:30pm).
- **Be visited by a non-profit organisation/ support collective:**

CERCLE DES VOISINS (CIRCLE OF NEIGHBOURS)

Collective that defends the free movement of people and denounces the system of deportation of undocumented people.
For a visit to a person detained in the CRA, contact them by email.

✉ contact@cerclledesvoisins.org

TOULOUSE ANTI CRA

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

✉ toulouseanticra@riseup.net

☎ 07 58 21 68 70

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

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

GLOSSARY

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

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

Legende

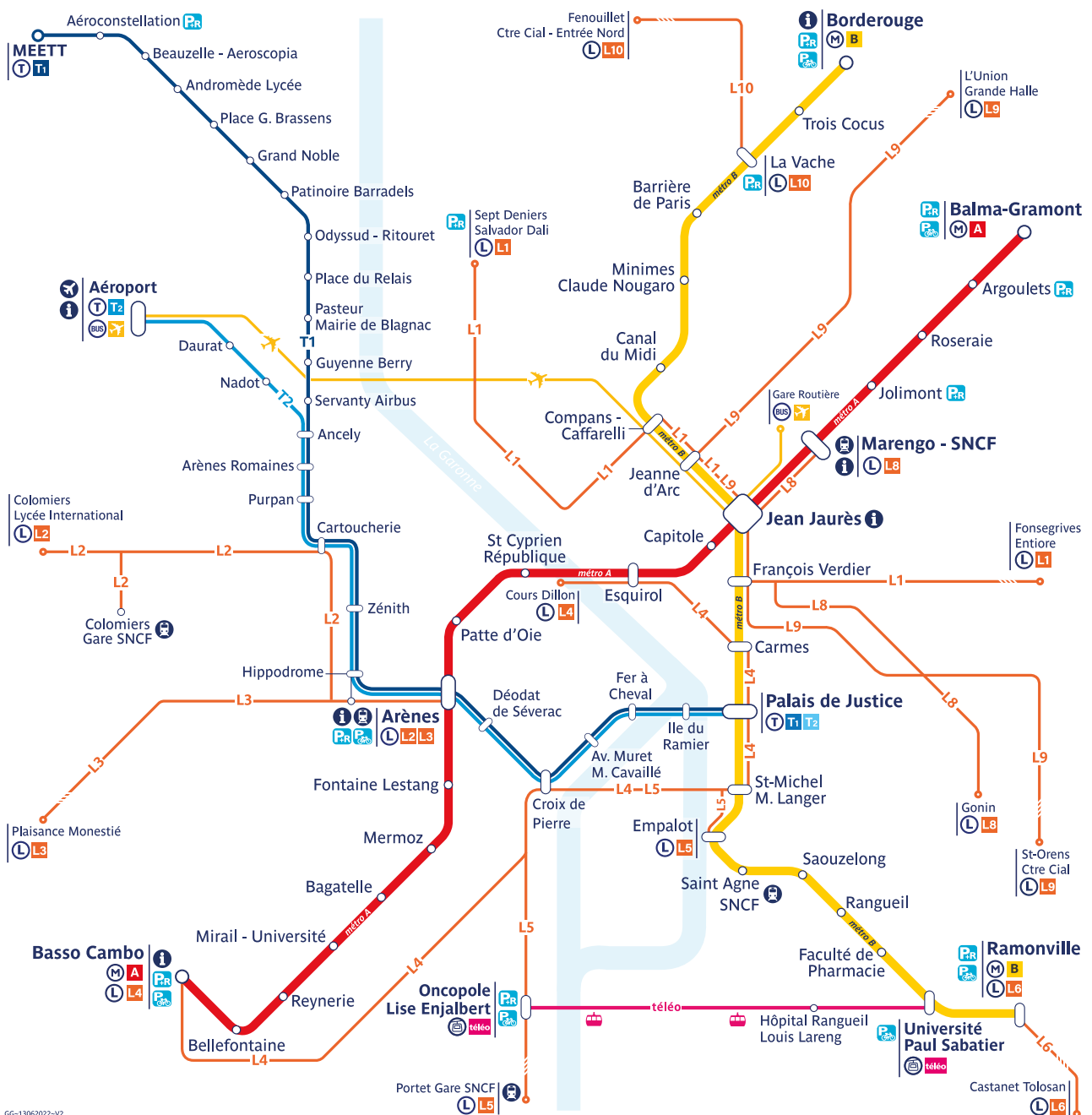
Tisseo services

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

Other transportation

- Airport
- Train station

METRO AND TRAM MAP OF TOULOUSE





JULY-AUGUST 2024

ENGLISH

Toulouse

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

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

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

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



To download the guide:
www.watizat.org



watizat.toulouse



Watizat Toulouse

Questions? Contact us:
toulouse@watizat.org

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

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