



*Paris*

**INFORMATION GUIDE FOR  
PEOPLE IN EXILE**

**APRIL-MAY 2025**

Caution! 21st April and 1st, 8th, 20th and 30th May are bank holidays. Some places might be closed.

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# ARRIVING IN PARIS

## YOUR ADMINISTRATIVE SITUATION

You are a foreigner and wish to stay in France: in order to stay on French territory without risking expulsion, you should apply for a residency permit. There are various possibilities (**asylum claim, applying for residency permit**) depending on your personal situation. In the box below you will find information on how to start an asylum claim. This is not the only available option. These procedures are long and complicated.



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



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

## ASYLUM CLAIM



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

**Monday to Friday: 9am-3:30pm**  
Wait for the language options to choose your language. There are lots of people calling at once: The waiting time can be very long. Every call cuts off automatically after 45 minutes. You have to try several times.

**⚠ Careful, this number is not free. It's the price of a local call.**  
**If you don't have a phone, go to a day center (page 15), the people working there will lend you one.**

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



## HOUSING

### Emergency accommodation for all



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

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

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

More information on page 29.

### Accommodation for asylum seekers

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

The waiting time can be very long.

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

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





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

## **Single men**

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

### ACCUEIL DE JOUR CITÉ

 1 boulevard du Palais, 75004 Paris

  Cité

 Monday to Friday 9am-4pm.

**Come early to register** for a housing transit centre (**CAES or SAS**).


More information on page 16.


### ACCUEIL DE JOUR AUSTERLITZ

You can get help there to call the OFII number.

 24 quai d'Austerlitz, 75013 Paris

  Quai de la gare,     Gare de Lyon

 Monday, Wednesday, Thursday, Friday 9am-4pm.

 Tuesday 9am-2:30pm.

**Come here to register** for a transfer to accommodation (**CAES or the region's SAS**).

More information on page 16.

## **Families, couples and single women**

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

**If you haven't submitted an asylum claim yet, you are less likely to be provided with housing.**

Call the OFII number (see **green box** to the left) to ask for accommodation during your asylum procedure. The Aboukir day centre specialises in helping families, couples and single women who have only just arrived in Paris.

### ACCUEIL DE JOUR ABOUKIR

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

 6 rue Aboukir, 75002 Paris   Sentier

 Monday to Sunday from 9am-6pm

On Tuesdays, it closes at 2.30pm.

**Get there early!**

For more information see page 17.

### UTOPIA 56

 Place de l'Hôtel de Ville, 75004 Paris

   Hôtel de Ville

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

 Monday to Sunday at 6pm

**For unaccompanied minors, see page 8**



## YOUR DOCUMENTS

⚠ It is very important to keep photographs and copies of all documents and letters in your name that may be given to you while you're staying in France.

Keep these copies in various different places (at a friend's place or at an organisation) and online (in your emails...).

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

- They can be **useful for your asylum procedure or in case of arrest to prove your presence** on French territory and allow organisations to better understand your situation.
- These proofs of presence in France will be **mandatory if you request a resident permit**. Examples: your income declarations (taxes), medical prescriptions, social security certificate, phone and electricity bills, Pass Navigo, proof of domiciliation, pay slips, French class registration and diplomas, various letters...

## USEFUL APPS



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



### TARJIMLY

Allows you to contact a volunteer translator directly via the Messenger application (written, audio and voice messages) [f Tarjimly](#)



### SPIKY COMMUNITY

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



## GETTING AROUND

### Tickets

Metro tickets t+ (2,10€) allow you to make a single trip on the metro or RER (you can take various metro lines but once you leave the metro your ticket is no longer valid).

- It is cheaper to buy a ticket in the metro than on the bus.
- It is cheaper if you buy a pack (carnet) of 10 tickets in the metro.

### Pass Navigo

This is a travel pass that you can top-up to get the bus, metro and RER. It costs 84,10€ a month but some discounts are available:

- CSS beneficiaries (ex CMU-C) get a 75% discount
- AME beneficiaries get a 50% discount
- RSA beneficiaries get it for free

### To get a Navigo Pass

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

### To benefit from the “Solidarité transport” discount

[www.solidaritetransport.fr/first-request/online/home](http://www.solidaritetransport.fr/first-request/online/home)

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

## If there is an inspection

If you travel without a valid ticket, you risk a fine. If there is an inspection, your identity papers might be requested. If you don't have any ID, the inspectors could ask the police to come and check your identity. If you are arrested, see your rights on page 29.

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

## If you are fined

In the event of a fine, please note the time limits:

- You have a maximum of 3 months from the date of the offence to pay your fine. After this period, the fine may increase.
- If you pay it within the first 20 days, you will get a 20€ discount.
- Please note, if you don't have a bank card, you can only pay with cash for the first 30 days, in the 5 following offices:

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

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

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

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

## EMERGENCY NUMBERS

### 15 SAMU

If you have serious coronavirus symptoms and difficulty breathing.

### 18 Firemen

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

### 17 Police

Call to get help in case of assault

### 114 SMS emergency

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

### 115 Samusocial

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

### 119 Children in danger

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

### Women violence info

For female victims of violence (domestic, sexual, psychological, forced marriages, sexual mutilation, harassment...). Doesn't deal with emergency situations.



# UNACCOMPANIED MINORS

(UNDER 18 WITHOUT A LEGAL GUARDIAN)

## 1. What is an ‘unaccompanied minor’?

You are an “unaccompanied minor” if:

- You are **under 18 years old**
- You don’t have **parents or legal guardians (adults with legal authority over you)** in France.

As an unaccompanied minor, you are considered “in danger”. You will therefore be protected and taken into care by Child Welfare Services: Aide Sociale à l’Enfance (ASE).

## 2. Your rights in France

The French State is legally responsible for unaccompanied minors on its territory and therefore has to protect them. Child Welfare Services (ASE) is responsible for accommodating and protecting these unaccompanied minors. Before being taken into care, you will first need to take an “**underage and unaccompanied**” evaluation with the ASE. This evaluation is mandatory to be taken into care and protected by the ASE who will interview you to assess if you truly are underage and unaccompanied. Usually, this only takes a few days, **but it can take up to a few weeks.**

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

## 3. Arriving in Paris

### Halte humanitaire day centre page 15

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

#### UTOPIA 56

**Material support (blankets, hygiene products) and guidance.** 🏠 Place de l’Hôtel de Ville, 75004 Paris 🇲 🇧 1 🇫 11 Hôtel de Ville

🕒 Monday-Friday: 6-8pm for young male minors in an appeal

🕒 Monday-Sunday at 6pm for female minors, couples, and families: guidance, information and overnight accommodation in private homes.

#### ADJIE

Legal help. 🏠 1 rue de Nantes, 75019 Paris

🇲 🇧 7 Crimée Corentin Cariou **Closed 21st April**

🕒 Mondays 6-9pm come early 📧 [contact@adjie.fr](mailto:contact@adjie.fr)

### **POINT D’ACCÈS AU DROIT DES JEUNES (YOUNG PEOPLE’S RIGHTS ADVICE CENTRE)**

🏠 4 place du Louvre, 75001 Paris

🇲 🇧 1 Louvre rivoli

• **Information, guidance and support (generalist legal practitioners)**

🕒 Monday-Friday, 2-5.30pm

🕒 Thursday, Friday 9.30am-1pm and 2-5.30pm

• **Legal aid: specialists in employment, immigration and criminal law**

🕒 Wednesday and Friday 2-5pm

Closed March: 6th morning, 7th, 12th afternoon

• **Representative from ‘Défenseure des droits’**

(human rights advocates) 🕒 Thursdays, 2-5pm

The detailed monthly PAD-Jeunes schedule is available on their instagram page:

<https://www.instagram.com/padjeunesparis/>

**Closed 21st April, 1st, 8th, and 29th May**

When you feel ready, go to one of the 3 evaluation centres below (no appointment needed):

#### AMNA in Paris

🏠 127 rue de Tolbiac, 75013 Paris

🇲 🇧 7 Tolbiac 🇫 14 Olympiades

🕒 Monday to Saturday 9am-6pm

**Closed 1st, 8th, 20th and 30th May**

#### PEMIE in Bobigny

🏠 1-15 rue Benoît Frachon, 93000 Bobigny

🇫 11 Libération 📞 01 82 46 81 00

🕒 Monday-Friday 9am-12.30pm, 1.30-4.30pm

**Arrive very early.** Closes Wednesdays at 12pm

**Closed 1st, 8th, 20th and 30th May**

### **SERVICE D’EVALUATION ET DE MISE À L’ABRI POUR MIE (EX POEMIE)**

🏠 85 Av. du Général de Gaulle, 94000 Créteil.

Access via the 3rd floor

🇲 🇧 8 Créteil-Bichat

🕒 Monday-Friday: 9.30am-5.30pm. Arrive very early. 📞 01 42 07 09 02

**Closed 1st, 8th, 20th and 30th May**

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**You will most likely have a quick 1st interview,** then will be placed in a shelter while you wait for a second interview. Usually, you must stay in the shelter before the next interview.

**The 2nd interview will be longer,** and you will have to discuss: your identity, your family, your life in your home country (living conditions,



education), the reasons you left, your journey to France, your living conditions since your arrival in France, what you plan to do in France.

- Don't forget to bring the documents that prove you are underage. **Warning: it is very dangerous to show fake identity papers.**
- **You can ask an organization (see page 11) to help you retrieve documents from your home country.**
- **You have the right to an interpreter of your native language.**

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

## 5. After the interview

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

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

## 6. In case of rejection

**If you aren't recognized as a minor, the reasons for the rejection should be explained in a document.** It is important for you to keep that document for the next steps. You have the right to appeal the decision before a children's judge. **The judge will set up a meeting to hear your case.** They can also ask for complementary examinations: the verification of your papers and medical exams, with your consent. Once they have reviewed your case, the judge can either recognize you as an unaccompanied minor or confirm the ASE's rejection.

- **You have the right to an attorney**
- **When waiting for the judge's decision, you will not receive housing or financial aid from the Government.** For info on where to eat,

shower and get help, see page 10.

### ANTENNE DES MINEURS

Free lawyers for unaccompanied minors who were refused minority recognition and want to appeal. **Bring your original documents.**

- 📍 Tribunal judiciaire, in front of the reception, 29-45 avenue de la Porte de Clichy 75017 Paris
- 🚶 M 13 14 Porte de Clichy
- 🕒 Monday, Tuesday, Friday 9.30am-12.30pm
- 🕒 Monday to Friday 2-5pm
- ☎ 01 42 36 34 87 telephone helpline
- 🕒 Monday-Friday 2-5pm

**Closed 21st April, 1st, 8th, 29th and 30th May**

### CENTRE ACCUEIL DE JOUR DE PANTIN MSF

Unaccompanied female minors who's status as minors has been refused. Legal, psychological, somatic and social support...

- 📍 101bis av Jean Lollive Pantin
- 🚶 M 5 Eglise de Pantin
- 🕒 Monday-Friday 9am-1pm, 2-5pm
- 🕒 Closed Wednesday morning
- ✉ msff-pantin-accueil@paris.msf.org
- ☎ 09 78 81 80 24

**Closed 21st April, 1st, 8th, 29th and 30th May**

### PERMANENCE PLURIDISCIPLINAIRE

Legal and administrative advice:  
- Utopia 56, Le Barreau de Paris Solidarité.  
- Health monitoring: Médecins du Monde  
- Reestablishing family links: Croix-Rouge.

- 📍 Jardin Pali Kao, 75020 Paris
- 🚶 M 2 Couronnes M 11 Pyrennées
- 🕒 Wednesday 9:30-11:30am
- Unaccompanied minors and families
- Utopia 56 and Médecins du monde:
- 📍 **Place de l'Hôtel de Ville, 75004 Paris**
- 🚶 M 1 11 Hôtel de Ville 🕒 Monday 6:15am-9pm

## 7. Seeking asylum as a minor

If you are underage, have fled your country in fear for your life, or have been persecuted, you can also apply for asylum in addition to the procedure for recognition that you are underage. Because you are underage, an ad hoc administrator (a legally responsible adult) will be appointed to help you through your asylum application. This person is a professional (sometimes someone who works for an organization like France terre d'asile). If a member of your family is currently in another European Union country, you can ask to join them. **Please note:** As a minor, you will not be granted an asylum seekers allowance (ADA). Only the ASE can house unaccompanied minors because you cannot be housed in adult centers adults. For more info on asylum see p 40.

# USEFUL ADDRESSES

## RECEPTION, GUIDANCE, ADMIN SUPPORT

### ACCUEIL DE JOUR AUSTERLITZ

**Men - Asylum seekers and refugees**  
**From 1st-18th July and 26th July-31st August:**

🏠 24 quai d'Austerlitz, 75013 Paris  
🚇 6 Quai de la gare, 14 RER C Gare de Lyon  
🕒 Monday-Friday 9am-4pm  
Tuesday 9am-2.30pm

- ✉ [ajdarapine@aurore.asso.fr](mailto:ajdarapine@aurore.asso.fr)
- Breakfast, hot meals, IT room, laundry, showers, French lessons (Tuesday-Thursday morning: BPI, afternoon DA)
- **Asylum seekers:** Regional SAS housing registration
- **New-arrivals processes** 10.30am-1pm, 2-4pm
- **Refugees:** CAIR and CARSA programme.
- **Psychological consultations:**  
🕒 Monday 9am-12.30pm and Friday 9am-4pm
- **Help registering at the GUDA:** Max. 25 people
- **Reception and administrative services (no appointment needed):** 🕒 Tuesday, Wednesday, Thursday 9am-1pm **Come 7.30am**
- **Sports workshop:** vendredi 10h-11h30
- **Cultural activities:** Friday afternoons
- **CPAM:** Monday morning, by appointment
- **Information group on Asylum Claims:** Mondays at 2pm (with translation)

**Closed 1st, 8th, 29th and 30th May**

### ACCUEIL DE JOUR CITÉ Men

**Asylum seekers and refugees.**  
🏠 1 bd. du Palais, 75004 Paris 🚇 4 Cité  
🕒 Monday-Friday: 9am-4pm Tuesday 9am-3pm  
Breakfast 9-10.30am, Lunch 12-1.30pm

- **Asylum seekers:** Phones available to call OFII
- **Asylum seekers and refugees: registration for a transfer to housing (CAES ou SAS)**
- **Refugees:** social support and vocational integration (CAIR registration for working refugees) 🕒 Monday-Friday, by appointment
- 🕒 Tuesday 9am-12pm, without appointment
- **Psychologist EMPP (l'Équipe Mobile Psychiatrie Précarité, the Mobile Psychiatry and Vulnerability Team)** 🕒 Monday 9am-12pm
- **French class:** Monday, Thursday 10am-12pm

### HALTE HUMANITAIRE

**Asylum seekers and refugees without housing**

- 🏠 2 rue Perrault, 75001 Paris
- 🚇 1 Louvre Rivoli
- 🕒 Monday - Sunday 9am-6pm
- 🕒 Closed everyday between 12.30-2pm
- **Showers:** everyday, 9am-12pm, 2-5.15pm
- **Social Support:**  
🕒 Register for drop-ins 9-10am.  
Monday-Friday 9:30am-1pm, 2-5pm.  
Thursday afternoon 3-6pm
- **Medical support:** 🕒 Monday, Wednesday, Friday 9:30am-1pm and 2pm-6pm  
Tuesday and Saturday 2-5pm  
Thursday and Sunday 9.30am-1pm
- **Psychological support, by Halte referral:**  
🕒 Monday-Sunday, by appointment
- **Cultural activities and sports** on-site  
🕒 afternoon

### CEGRE

**Day Centre.**

🏠 23 bd. de la Commanderie, 75019 Paris  
🚇 7 Porte de la Villette 🚇 12 Aimé Césaire

- **One-to-one information on your rights:** Monday, Tuesday, Thursday at 9-11am

**Closed 21st April, 1st, 9th, 27th and 29th May**

### PSA GAUTHEY

**Unconditional welcome. Single men and women over 25 years old / Couples / Families**

🏠 39 rue Gauthey, 75017 Paris  
🚇 13 Brochant 🚇 14 Pont Cardinet  
🕒 Monday-Friday 8.30am-5pm.  
Closed Thursday afternoons.

### LA MAISON VERTE

**Unconditional welcome.**

🏠 127-129 rue Marcadet 75018 Paris  
🚇 12 Jules Joffrin et Lamarck - Caulaincourt

- **Administrative support:**  
🕒 Monday 2-5pm  
🕒 Wednesday 10am-1pm and 4-7pm
- Locker room:** Wednesday 10am-12pm, 4-6pm
- Academic support:**  
🕒 Monday, Thursday 4.30-6pm **primary students**  
🕒 Tuesday 5-6.30pm 17h-18h30  
🕒 Saturday 10am-12pm **college students**
- French lessons for women:** Come on Mondays at 4pm for a test, classes by registration  
🕒 Monday and Thursday 2.30-6pm

### BAAM PÔLE SOCIAL

• Healthcare (AME, CMU, carte vitale), work (CV and research), Solidarity Transport, housing, residency permit applications  
🏠 8 rue Duchefdelaville 75013 Paris  
🚇 M14 Bibliothèque François Mitterrand  
🕒 Wednesday 6.30-8.45pm  
Online help everyday ✉ Social.Baam@gmail.com

### MAISON DES COURSIERS

UBER, DELIVEROO, STUART etc delivery drivers  
🕒 Monday-Friday 1-6pm.  
Battery chargers, toilets, hot drinks  
Administrative support with: problems with platforms, housing or prefecture procedures, access to rights and healthcare support.  
✉ Any questions, contact mdc@coopcycle.org

### WASSLA

🏠 22 rue Malher 75004 Paris 🚇 M1 Saint Paul  
Help for LGBTQI+ people with asylum and BPI (international protection beneficiary) claims  
Queer safe and arabic-speaking psychologist  
Cultural and artistic activities  
By appointment only: wassla.org@gmail.com  
Insta : wassla.ngo



## FREE LEGAL AID

Help and advice for your procedures depending on your situation:

- 🟡 Asylum procedure
- 🔴 Dublin information
- 🟣 Refugees
- 🟡 Residence permits

See page 40 for more information about procedures.

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

### AMNESTY INTERNATIONAL

Asylum claims and stateless persons.  
🏠 72-76 boulevard de la Villette, 75019 Paris  
🚇 M2 Colonel-Fabien  
🕒 Wednesday 3-6pm ☎ 01 53 38 65 65

### ESSOR

Help with the OFPRA interview, CNDA appeals, Dublin appeals, CMA appeals, OQTF and family rights. Help with the reexamination procedure, come before you collect the form from the prefecture. **Make an appointment** by phone, SMS text or WhatsApp:  
☎ 07 51 49 52 29 or 06 51 82 31 92

### BUS DE LA SOLIDARITÉ

Free lawyers from the Paris Bar. **For asylum procedure and immigration law.**  
The blue bus in front of : 🏠 Avenue de la porte d'Aubervilliers, by the Jardin Anaïs Nin 75019 Paris 🚇 M13 Porte d'Aubervilliers  
🕒 Fridays 2-5pm. **Arrive early!**  
🏠 Place de la Chapelle, 75018 Paris  
🚇 M2 La Chapelle  
🕒 Tuesdays 1-4pm **Arrive early!**  
**Closed 2nd, 9th and 30th May**

### LA MIF

Legal and Administrative help  
🏠 4 bis rue d'Oran 75018 Paris  
🚇 M4 12 Marcadet-Poissonniers  
🕒 Tuesday 6-8pm:  
15th, 21st April and 13th, 27th May

### CIMADE BATIGNOLLES

Assistance with OQTF and IRTF appeals.  
🏠 46 bd. des Batignolles, 75017 Paris  
🚇 M2 Rome.  
• **Without an appointment:**  
🕒 Wednesday 9.30am-12.45pm, 1.45-5.30pm  
Thursday 9.30am-12.30pm, 2-5.30pm

#### • Call to make an appointment:

☎ 01 40 08 05 34  
🕒 Monday 2.30-5.30pm  
🕒 Wednesday 9.30am-12.30pm

#### • With an appointment:

🕒 Wednesday 5-9pm  
🕒 Thursday 9.30am-12.30pm, 2-5.30pm, 6-9pm

### CIMADE LUXEMBOURG

🏠 58 rue Madame, 75006 Paris (entrance on 11 rue Jean Bart 75006 Paris)  
🚇 M12 Rennes M4 Saint Placide

#### • Without appointment :

🕒 Thursday 2-8pm (residency, 'séjour').

#### • To make an appointment call:

☎ 01 42 22 75 77 🕒 Monday 9am-1pm

#### • With an appointment:

🕒 Tuesday 9am-1pm (asylum)  
🕒 Wednesday 10am-12.30pm (residency)

### CIMADE BELLEVILLE

🏠 25 rue Fessart, 75019 Paris 🚇 M11 Jourdain  
**With or without appointment:**  
By phone: ☎ 01 42 45 65 07  
🕒 Monday 6.30-9pm  
Tuesday 8.30am-12.30pm

### CIMADE DENFERT-ROCHEREAU

🏠 76 rue Daguerre, 75014 Paris 🚇 M13 Gaité  
**With or without appointment:**  
By phone: ☎ 01 40 08 05 34  
🕒 Monday 1.30-5.30pm  
🕒 Wednesday 9.30am-12.30pm

**FASTI****Drop-in sessions and information without appointment.**

🏠 58 rue des Amandiers, 75020 Paris

🚇 2 3 Père Lachaise

🕒 Tuesday 5-8.30pm Thursday 2-4pm

**Closed 1st and 8th May**

**LE KIOSQUE**

Information and advice about asylum claims and Dublin procedures (medical insurance, transport discounts, CMA, OQTF appeals etc.) No support for "reexamen". First application for RSA benefits for asylum seekers.

🏠 218 rue du Faubourg Saint-Martin, 75010 Paris

🚇 7 Louis Blanc 4 5 7 Gare de l'Est

✉ [lekiosque@emmaus.asso.fr](mailto:lekiosque@emmaus.asso.fr)

**Without appointment:**

🕒 Monday, Wednesday, Friday:

9.30am-12.30pm and 2-4pm

🕒 Tuesday, Thursday: 9.30am-12.30pm

**Closed 21st April, 1st, 8th, 29th and 30th May**

**LDH 18/19 - AMNESTY INTERNATIONAL****MONTMARTRE**

🕒 Tuesday 2-6pm

**Make an appointment by phone first on**

**Monday, Wednesday, Thursday and Friday.**

☎ 07 51 51 29 25 leave a message or email:

✉ [permanence18@ouvaton.org](mailto:permanence18@ouvaton.org)

**MARAUDE FRANCE TERRE D'ASILE**

🏠 Place de la Chapelle, in front of the Louise Marillac park, 75018 Paris

🚇 2 La Chapelle

🕒 Monday 1.30-5pm (Attended by Red Cross for Family Reunification + Médecins du Monde)

🕒 Tuesday 2-4:30pm (Attended by Samusocial and Bus de la Solidarité)

**MRAP**

Asylum, French nationality, and residency applications:

🏠 43 bd de Magenta, 75010 Paris

🚇 5 Jacques Bonsergent

**Appointments in person or** ☎ 01 53 38 99 99

🕒 Monday-Friday 10am-12pm, 2-5pm

Saturday mornings by appointment.

**Closed 21st April, 1st, 2nd, 8th and 29th May**

**AVOCATS DU BARREAU DE PARIS**

Free legal consultations. Employment, housing, family and general law for victims of crime

🏠 Parvis du tribunal de Paris, Paris 75017 Porte de Clichy

🚇 13 14 T3b Porte de Clichy

🕒 Monday-Friday 9.30am-12.30pm.

No appointment necessary. Arrive at 8.30am

**Closed 21st April, 1st, 9th, 27th and 29th May**

**ATMF**

🏠 10 rue Affre, 75018 Paris

🚇 2 La Chapelle

Legal and Social Help with Immigration Law

By appointment 🕒 Wednesday and Thursday

☎ 07 45 00 20 79 ☎ 01 42 55 91 82

✉ [permanence.atmf@gmail.com](mailto:permanence.atmf@gmail.com)

**Closed 21st April, 1st, 2nd, 8th and 29th May**

**PERMANENCE POUR LES EXILÉ·E·S**

**LA CHAPELLE** (ADDE, ATMF, Dom'asile, ELENA, GISTI, MRAP)

Problems with prefectures, the OFII (CMA appeals) and OFPRA. Information and Dublin, OQTF and CNDA appeals.

**French, English, Arabic, Pashto and Dari.**

🏠 10 rue Affre, 75018 Paris

🚇 2 La Chapelle

🕒 Mondays at 2pm **Closed 21st April**

**SCIENCES PO REFUGEE HELP**

🏠 Maison des Initiatives Etudiantes

50 rue des tournelles 75003 Paris

🚇 8 Chemin Vert 5 Bréguet-Sabin

Help with 'réexamen' requests, your story and the OFPRA interview. Make an appointment by message or voice message. Specify languages spoken.

☎ 07 65 22 36 67

✉ [asylum.aid@refugeehelp.fr](mailto:asylum.aid@refugeehelp.fr)

**Telephone helplines****GISTI**

Telephone helpline, try calling several times:

☎ 01 84 60 90 26

🕒 Monday to Friday 3-6pm

🕒 Wednesday and Friday 10am-12pm

**LIGUE DES DROITS DE L'HOMME**

Call for information and advice:

☎ 01 56 55 50 10 🕒 Monday-Friday: 10am-1pm

**Closed 21st April, 1st, 2nd, 8th and 29th May**

**MRAP**

Asylum and French nationality applications:

☎ 01 53 38 99 99

🕒 Monday-Friday, 9am-12.30pm and 2-5pm

**CIMADE ÎLE-DE-FRANCE**

Legal aid for people with a deportation order.

Urgent appeals against OQTF (Order to leave

French territory) and support for people

who have received a deportation order

or a court-ordered ban on entering France.

For information and to make an appointment

by phone ☎ 01 40 08 05 34

🕒 Monday 2.30-5.30pm,

🕒 Wednesday 9.30am-12.30pm



# Women's centres

## **CIMADE ÎLE-DE-FRANCE**

For women and foreign nationals who are victims of violence. ☎ 06 77 82 79 09

🕒 Wednesday 9.30am-12.30pm, 2.30-5.30pm

## **BUS DE LA SOLIDARITÉ**

For women who are victims of violence.

The blue bus in front of:

🏠 7 rue des Maraîchers, 75020 Paris

🚇 1 Porte de Vincennes

🕒 Wednesday 23rd April and 28th May 12-3pm

By appointment:

✉ [barreausolidarite@avocatparis.org](mailto:barreausolidarite@avocatparis.org)

## **FEMMES DE LA TERRE**

For foreign nationals' rights: Women and young people under 25 years old

🏠 2 rue de la Solidarité, 75019 Paris

🚇 7<sup>th</sup> Danube 🕒 Monday 1-5pm

By appointment, call: ☎ 01 48 06 03 34

**Closed 21st April**

## **PERMANENCE FAMILLE/MIE - MARAUDE FRANCE TERRE D'ASILE**

Attended by Utopia 56

🏠 Place de l'Hôtel de Ville, 75004 Paris

🚇 1 11 Hôtel de Ville

🕒 Monday-Thursday 6-8pm



## **ARDHIS**

Support for OFPRA, CNDA, Dublin procedure for LGBTQI+ people. Workshops and friendly outings. Social and psychological support.

🏠 La bulle, Maison des solidarités LGBTQI+, 22 rue Mahler, 75004 Paris 🚇 1 Saint-Paul

**No appointment needed:**

🕒 Saturday 9:30-10:30am

(check the website [ardhis.org](http://ardhis.org))

✉ [contact@ardhis.org](mailto:contact@ardhis.org) ☎ 09 72 47 19 55

## **LA MIF LGBT**

Administrative and legal support for LGBTQIA+ people. 🏠 4 bis rue d'Oran, 75018 Paris

🚇 4 12 Marcadet-Poissonniers

🕒 Monday 14th, 28th April and 12th and 26th May: 6-8pm

## **ARC ESSENTIEL**

Reception centre, advice and facilitation services: support with administrative procedures (residency permit, job centre, CAF financial support, health insurance, social housing search, driving licence etc.)

## **Maison des réfugiés:**

🕒 10 bis Henri Ribière, 75019 Paris

🚇 7<sup>th</sup> Place des fêtes 🚇 11 Téligraphe

🕒 Saturday: 2pm-6pm

By appointment:

✉ [contact@arcessentiel.fr](mailto:contact@arcessentiel.fr) ☎ 06 71 92 95 16

## **14th arrondissement's Town Hall Annex:**

12 Rue pierre Castagnou, 75014

🚇 13 Pernety 🚇 4 Mouton-Duvernet

• Writing consultant (writing emails, CV and Cover Letters)

🕒 Tuesday 2-6.30pm

• Naturalisation

🕒 Thursdays 10am-2pm

## **BAAM**

Help with your story, OFPRA interviews and CNDA appeals

🏠 8 rue Duchefdelaville 75013 Paris

🚇 6 Chevaleret 🚇 14 RER C Bibliothèque

François Mitterrand

🕒 Tuesdays 6-8pm with or without

appointment: [baam.lgbt@gmail.com](mailto:baam.lgbt@gmail.com)

## **CENTRE LGBTQI+ DE PARIS ET D'ÎLE DE FRANCE**

Information sessions on OFPRA and CNDA

Individual support for LGBTQI+ people

French lessons and cultural outings.

🏠 63 rue Beaubourg, 75003 Paris

🚇 Rambuteau or Arts et Métiers

No appointment: Sundays 2-5pm come early.

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

☎ 01 43 57 21 47



# Sex Workers

## **BUS DES FEMMES**

**Sex workers.**

🏠 58 rue des Amandiers, 75020 Paris

🚇 2 3 Père Lachaise

🕒 Monday-Friday 9:30am-5:30pm

🕒 Closes at 5pm on Fridays.

**Social help without appointments:**

Call ☎ 01 43 14 98 98

🕒 Friday 10-12am

• Administrative domiciliation services for sex workers only.

• Weekly CPAM (health insurance) consultations

• All-round social support

• HIV, Hepatitis B and Hepatitis C rapid testing (TROD) available

• Various advice centres for access to social and medical rights



Halal or vegetarian options available for breakfast, lunch and dinner. **حلال**

## Breakfast

### P'TIT DÉJ' SOLIDAIRES

🏠 Jardin d'Éole, 75019 Paris  
(Entrance at the intersection of rue d'Aubervilliers and rue du Département)  
 (M) 2 5 7 Stalingrad  
 ⌚ Monday to Sunday around 8.30am

### SOLIDARITÉ MIGRANTS WILSON

🏠 5 av. de la Porte de la Villette, 75019 Paris  
 (M) 7 Porte de la Villette  
 ⌚ Saturday 10am-12pm

## Lunch

### L'UN EST L'AUTRE / RESTO DU CŒUR

🏠 15 avenue Porte de la Villette, 75019 Paris  
 (M) 7 Porte de la Villette  
 ⌚ Monday to Friday 11am-1pm  
 ⌚ Saturday and Sunday 12-2pm

### AERI

Pay what you can cantine  
 🏠 57 rue Étienne Marcel, 93100 Montreuil  
 (M) 9 Croix de Chaux  
 ⌚ Wednesday and Thursday 12.30-2.30pm

## Dinner

### L'UN EST L'AUTRE / LA CHORBA

🏠 15 avenue Porte de la Villette, 75019 Paris  
 (M) 7 Porte de la Villette  
 ⌚ Monday to Sunday 6-8pm

### LA GAMELLE DE JAURÈS

🏠 29 av. de la Porte d'Aubervilliers, 75018 Paris  
 (M) T3b Porte d'Aubervilliers  
 ⌚ Mondays at 8pm

### SOLIDARITÉ MIGRANTS WILSON

🏠 29 av. de la Porte d'Aubervilliers, 75018 Paris  
 (M) T3b Porte d'Aubervilliers  
 (M) 12 Porte de la Chapelle  
 ⌚ Tuesday, 8pm

### LA FABRIQUE DU SOURIRE

🏠 Gare de Lyon, rue Roland Barthès, 75012 Paris  
 (M) 1 14 RER C Gare de Lyon  
 ⌚ Monday at 8pm

### UNE CHORBA POUR TOUS

🏠 In front of the (M) 2 5 7 Jaurès, 188 boulevard de la Villette, 75019 Paris  
 ⌚ Monday to Saturday at 4pm. **Come early.**

### RESTOS DU CŒUR

🏠 1 avenue de Verdun, 75010 Paris  
 (M) 4 5 7 Gare de l'Est  
 ⌚ Monday, Wednesday, Friday 8-9pm  
 Sunday 7:30-9pm  
 🏠 Place de la république 75003 Paris  
 (M) 3 5 8 9 11 République  
 ⌚ Tuesday, Thursday and Saturday 8-9pm

### AERI

Pay what you can cantine  
 🏠 57 rue Étienne Marcel, 93100 Montreuil  
 (M) 9 Croix de Chaux  
 ⌚ Friday 14th February at 7pm

## Food parcels

### AERI

Pay what you can fruit and vegetables  
 🏠 57 rue Étienne Marcel, 93100 Montreuil  
 (M) 9 Croix de Chaux ⌚ Monday 1.30-3pm

### LES RESTOS DU CŒUR

Register to 'restaurants du cœur' in your area/arrondissement. Operational hours and registration sites:

- **10<sup>th</sup> arrondissement:**  
 🏠 18 rue Boy-Zelenski, 75010 Paris  
 (M) 2 Colonel Fabien  
 ⌚ Tuesday 9am-12pm and 1.30-4.30pm, Thursday 9am-12pm
- **3<sup>re</sup>, 4<sup>th</sup>, 11<sup>th</sup> and 12<sup>th</sup> arrondissements:**  
 🏠 3-5 impasse Cresselin, 75011 Paris  
 (M) 8 Faidherbe-Chaligny  
 ⌚ Tuesday-Friday, 12.30-4pm
- **17<sup>th</sup> and 18<sup>th</sup> arrondissements:**  
 🏠 124 rue des Poissonniers, 75018 Paris  
 (M) 4 12 Marcadet-Poissonnier  
 ⌚ Monday 12.30-4.30pm, Tuesday and Thursday 9am-12pm and 1.30-4.30pm

For addresses other than those of Watizat, more food distributions can be found on: [www.soliguide.fr](http://www.soliguide.fr)

- **19<sup>th</sup> arrondissement:**
  - 🏠 7/15 av. de la Porte de la Villette, 75019 Paris
  - 🚇 7 Porte de la Villette
  - 🕒 Monday and Tuesday 9am-12.30pm, Thursday 9am-12.30pm et 2-4.30pm
- **20<sup>th</sup> arrondissement:**
  - 🏠 6/10 rue Pierre Bayle
  - 🚇 2 Philippe Auguste
  - 🕒 Monday, Tuesday and Thursday 1-4.30pm

*Numerous fountains with drinking water are available for everyone to hydrate themselves. Scan the QR code to locate them:*




# SHOWERS

**Free** Individual shower cubicles  
Bring your own towel and soap

### BAINS-DOUCHES NEY

- ♿ Disabled Access
- 🏠 134 boulevard Ney, 75018 Paris
- 🚇 4 Porte de Clignancourt
- 🕒 Monday to Saturday 7:30-11:30am  
Sunday 8-11:30am **Closed on Thursdays.**  
**Closed 21st April and 1st, 8th, 29th, 30th May**

### BAINS-DOUCHES DES HAIES

- ♿ Disabled Access
- 🏠 27 rue des Haies, 75020 Paris
- 🚇 9 Buzenval
- 🕒 Monday-Sunday 7.30am-12.30pm **Come early!** **Closed 21st April and 1st, 8th, 29th May**

### BAINS-DOUCHES PYRÉNÉES

- 🏠 296 rue des Pyrénées, 75020 Paris
- 🚇 11 Pyrénées
- 🕒 Monday-Saturday 7:30am-1:30pm  
Sunday 8am-12pm. Closed on Wednesdays  
**Closed 21st April and 1st, 8th, 29th, 30th May**

### BAINS-DOUCHES SAINT-MERRI

- 🏠 18 rue du Renard, 75004 Paris
- 🚇 11 Rambuteau
- 🕒 Monday to Saturday 7.30am-1pm  
Sunday 8am-12.30pm Closed on Thursdays.  
Last entry 30 mins before closing time. **Closed 21st April**

### BAINS-DOUCHES MEAUX

- ♿ Disabled Access
- 🏠 18 rue de Meaux, 75019 Paris
- 🚇 2 Colonel Fabien
- 🕒 Monday to Saturday 7.30am-12.30pm  
Sunday 8am-12:30pm Closed on Wednesdays.  
**Closed 21st April and 1st, 8th, 29th May**

### BAINS-DOUCHES OBERKAMPF

- ♿ Disabled access
- 🏠 42 rue Oberkampf, 75011 Paris
- 🚇 5 9 Oberkampf
- 🕒 Monday-Saturday 7.30am-12.30pm, Sundays 8am-12pm. Closed Thursdays. **Closed 21st April**

### BAINS-DOUCHES LES AMIRAUX

- ♿ Disabled Access
- 🏠 6 rue Hermann-Lachapelle, 75018 Paris
- 🚇 4 Simplon 13 Diane Airbus
- 🕒 Tuesday to Saturday 12-5pm **Closed 21st April and 1st, 8th, 29th May**



# Laundry

### LAVERIE SOLIDAIRE

- 🏠 1 rue Aboukir, 75002 Paris
- 🚇 3 Sentier 1 7 Palais Royal
- 🕒 Saturday 9:30am-4:30pm, **come early!**  
Bring the clothes you want to wash.  
Sanitary products distributed.  
Computers available.  
Access depending on availability.  
Scan for more information:



# DAY CENTRES

**FREE**

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



Showers: limited spots



Laundry: to wash your clothes

### HALTE HUMANITAIRE DIDEROT

For minors who have done an AMNA (Paris) evaluation.

- 🏠 164 boulevard Diderot, 75012 Paris
- 🚇 1 2 9 6 RER A Nation
- Access to washrooms, social and medical support, artistic workshops and trips.
- By referral.** Contact them before you go:  
📞 06 11 80 71 63 or 06 03 23 26 53  
🕒 Monday-Sunday 9am-12.30pm, 2-6pm

For addresses other than those of Watizat, more showers can be found on:  
[www.soliguide.fr](http://www.soliguide.fr)

**AUTREMONDE****Adults with or without children**

🏠 30 rue de la Mare, 75020 Paris

(M) 2 Couronnes (M) 11 Pyrénées

🕒 Wednesday and Friday 2pm-5.30pm and 2nd and 4th Sunday of the month 3-6pm

- **French lessons without registration:** Monday and Wednesday 10am-12pm
- **Administrative clinic:** Monday 7.30-9pm

**ESI AGORA****Adults without children**

🏠 32 rue des Bourdonnais, 75001 Paris

(M) 1 4 7 11 14 RER B Châtelet-Les Halles

**Without appointment:**

🕒 Monday-Friday 9am-12pm

**With appointment:**

🕒 Monday-Friday 9am-12pm

Closed Wednesday afternoons.

**Closed 21st April, 1st, 8th and 29th May**

**MAISON DANS LA RUE****Adults without children.**

🏠 18 rue Picpus, 75012 Paris (M) 2 Nation

- **Day centre and café:** 🕒 Monday-Friday 8am-4pm and Wednesday 1-4pm
- **CPAM clinic:** Tuesday morning
- **Legal expert:** 🕒 Friday morning
- **Doctor:** 🕒 Wednesday afternoons
- **Nurse:** 🕒 Monday and Friday mornings
- **Psychologist:** 🕒 Friday morning
- **Laundry:** by appointment

**Closed 21st April, 1st, 8th and 29th May**

**ESI LA MAISON DU PARTAGE****Adults without children.**

🏠 32 rue Bouret, 75019 Paris

(M) 2 5 7bis Jaurès

🕒 Monday - Thursday: 8am-12.45pm and 2pm-4.30pm. 🕒 Friday 11th, 25th April and 9th, 23rd May 8am-12.30pm. 🕒 Sunday 6th, 20th April and 18th May 9-12.45 and 2-4.30pm  
**Closes 30th April at 12.45pm and all-day 21st April, 1st, 8th and 29th May.**

- **Showers:** Monday-Friday mornings
- **Laundry:** By appointment on-site

**ESI HALLE SAINT DIDIER**

🏠 23 rue Mesnil, 75016 Paris (M) 2 Victor Hugo

🕒 Monday-Friday 9am-12.30pm, 1.30-5pm.

- **Social and legal support** (including CPAM)

For addresses other than those of Watizat, more day centers can be found on:

[www.soliguide.fr](http://www.soliguide.fr)

- **Healthcare:** nurse, psychologist, podiatrist
- **Hygiene and well-being:** showers, laundry, podiatrist, solidarity wardrobe, hairdresser
- **IT Support**
- **Activities** in the afternoons

**Closed 21st April and 1st, 8th, 29th May**

**Men****HALTE HUMANITAIRE****Asylum seekers and refugees without housing.**

🏠 2 rue Perrault, 75001 Paris

(M) 1 Louvre Rivoli

🕒 Monday-Sunday 9am-6pm

🕒 Closed everyday between 12.30-2pm

**Showers:** Monday-Sunday 9am-12pm, 2-5.15pm

**ACCUEIL DE JOUR AUSTERLITZ****Asylum seekers and refugees.**

🏠 24 quai d'Austerlitz, 75013 Paris

(M) 6 Quai de la gare, 1 14 RER C Gare de Lyon

🕒 Monday to Friday 9am-4pm

🕒 Tuesday 9am-2.30pm

✉ [ajdarapine@aurora.asso.fr](mailto:ajdarapine@aurora.asso.fr)

- Breakfast, hot meals, IT room, laundry room, showers, lounge, French lessons (Monday-Friday morning: BPI, afternoon: DA)
- Registration for transfers to SAS accommodation outside Paris, CAIR and CARSA
- New arrivals procedures: 2pm-4pm
- Psychological and medical support: Mondays 9am-12.30pm (psychology clinic) Wednesdays 9am-1pm (Samusocial clinic) Thursdays 9am-4pm (Samusocial clinic)
- Sports workshop: Fridays 10-11.30am
- Cultural activities: Friday afternoons
- Starting administrative procedures (no appointment necessary): Tuesday, Wednesday and Thursday 9am-1pm. Come at 7.30am
- CPAM: Tuesday mornings by appointment
- Information group on asylum claims: Mondays at 11am (with translation)
- French lessons: For International Protection Beneficiaries (BPI): Monday-Thursday mornings For asylum seekers: Monday and Wednesday 10am-12, 2-4pm and Thursday 2-4pm

**ACCUEIL DE JOUR CITÉ****(France Horizon) Asylum seekers and refugees.**

🏠 1 bd. du Palais, 75004 Paris (M) 4 Cité

🕒 Monday-Friday 9am-4pm, Tuesday 9am-3pm

- Breakfast 9-10.30am, lunch at 12-1.30pm
- Asylum seekers: phones to call the OFII
- Asylum seekers and refugees: register for



- transfer to housing (CAES or SAS)
- Refugees: general social support (registering for CAIR programme for people who work) Monday-Friday by appointment, Tuesday 9-12 without appointment (arrive early)
- EMPP psychologist: Monday 9am-12pm
- French lessons for refugees and asylum seekers: Mondays and Thursdays, 10am-12pm



## Women + Families

### ACCUEIL DE JOUR ABOUKIR

Families, couples and single women.

Priority to newcomers.

🏠 6 rue Aboukir 75002 Paris (M) (3) Sentier

🕒 Monday to Sunday 9am-5pm

🕒 Closed on Tuesdays at 2.30pm. **Come early!**

- **Families:** social support
- **Women & couples:** information and referrals.



### ACCUEIL DE JOUR AUSTERLITZ

For families without housing or in precarious housing. Pregnant women.

🏠 24 quai d'Austerlitz 75013 Paris

(M) (6) Quai de la gare (5) Gare d'Austerlitz

🕒 Monday-Friday 9.30am-4.30pm. Tuesdays

closes: 3pm **Hours may vary. Closed 1st, 8th 29th and 30th May. Services:**

- Breakfast, hot meals, toilets and kitchen by appointment
- Laundry by appointment: Closed Wednesdays
- Lockers, Bag storage" Closed Wednesdays
- Distribution of nappies and sanitary/ menstrual products: Monday and Friday

Clinics:

- Midwife: Monday afternoon
- Psychologist: Monday morning, Wednesdays afternoon and Thursday.
- Medical: Wednesday afternoon
- Medical: young children: Thursday afternoons
- Osteopath and wellbeing massages: alternate Wednesday mornings
- Access to a social worker without an appointment, depending on demand

**Social support offered to new families when places become available.**



### ESI GEORGETTE AGUTTE

Pregnant women or women with children

Space to relax, luggage storage, social workers and psychologists.

🏠 9/11 rue Georgette Agutte, 75018 Paris

(M) (13) Guy Moquet

🕒 Tuesday to Saturday 9.15am-4.30pm

🕒 Closed Thursday mornings.



### ESI BONNE NOUVELLE (CASP)

For families. Closed on Thursday afternoons.

🏠 9 rue Thorel 75002 Paris

(M) (8) (9) Bonne Nouvelle

🕒 Monday to Friday 9.40am-1pm, 2-5pm

- Breakfast, snacks, showers, break room, food donations
  - Child-care: Monday and Friday
  - Games: Tuesday
  - Writing service: Monday morning
  - Legal expert: Tuesday afternoon
  - Psychologist: Monday afternoon and Wednesday morning
  - Midwife: Wednesday morning
  - Nurse for children: Tuesday morning
  - Nurse: Wednesday, Thursday and Friday
  - Paediatrician: Friday morning by appointment
  - Socio-aesthetician: Monday afternoon
  - Hairdresser: Monday morning.
  - CPAM (social security): 3rd Friday of month
- Closed 1st, 8th, 29th and 30th May**



### ESI FAMILLES PITARD EMMAÜS

**SOLIDARITÉ**

Families and pregnant women.

🏠 4 rue Georges Pitard, 75015 Paris

(M) (13) Plaisance

🕒 Monday- Friday, closed Tuesday afternoons:

**Without appointment:** 9.15am-1pm, 2-5pm

**By appointment with social worker:** 2pm-5pm



### REPAIRE SANTÉ BARBÈS (ADSF)

For women, with or without children.

Medical screenings (STDs, covid, cancer...), assessment of overall health needs and referrals. Midwives, nurses and psychologists.

🏠 70 boulevard Barbès 75018 Paris

(M) (4) (12) Marcadet-Poissonniers

🕒 Monday, Tuesday and Thursday 9.30am-12.30pm

🕒 Tuesday, Wednesday and Friday 1.30-5pm

🕒 Monday afternoon, Wednesday and Friday morning by appointment.

**Closed 1st, 8th, 29th and 30th May**

### AUTREMONDE

For women, with or without children

🏠 30 rue de la Mare, 75020 Paris

(M) (11) Jourdain (M) (2) Couronnes

🕒 Admin clinic: Monday 7.30-9pm

Welcome, listening, activity: Monday 2-5.30pm

**Workshop by registration:** ☎ 01 43 14 77 84

✉ louise.rouge@autremonde.org



In a medical emergency, call 15

## General health

● **Emergencies: patients who must be treated urgently.**

**You don't need health insurance or a pass sanitaire to access emergency care.**

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

● **PASS («Permanences d'Accès aux Soins de Santé»): free medical consultation without health insurance. Come very early, there are often many people.**

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

**Important:**

● **If you don't have health insurance (AME, PUMA, CSS), don't leave the hospital without seeing a social worker.**

● **It can help to be accompanied by a French speaker.**

● **The translation website Traducmed (39 languages) may be very useful for medical appointments: [www.traducmed.fr](http://www.traducmed.fr)**

● **Medical associations**

### ● ● HÔPITAL SAINT-LOUIS

**PASS general medicine**

🏠 1 avenue Claude-Vellefaux, 75010 Paris

🚇 2 Colonel Fabien

🕒 Monday-Friday from 8.30am **By appointment only, call before going:** ☎ 01 42 49 91 30

**Closed 21st April, 1st, 2nd, 8th, 9th, 29th and 30th May**

### ● ● HÔTEL-DIEU

**Go to the 'Centre diagnostic:**

🏠 1 rue de la Cité 75004 Paris

🚇 4 RER B Saint Michel / Cité

**From 15 years old:**

Without appointment 7.30am, registration at 7.30 and between 10.30am-1pm

🕒 Without appointment at 7:30am, by registration at 11:30am

**Access to ophthalmological (eye) and**

**oral-dental PASS on request from a doctor.**

**Closed 21st April, 1st, 8th, 29th and 30th May**

### ● ● HÔPITAL AVICENNE

**PASS - Medical polyclinic: general care**  
Go to 'Unité Villermé'.

🏠 125 rue de Stalingrad 93000 Bobigny  
(Larrey Building A door 1)

🚇 7 La Courneuve - 8 mai 1945

**Make an appointment on-site:**

🕒 Monday - Friday, 9am-5pm

Secretary: ☎ 01 48 95 51 93

**Closed 21st April, 1st, 8th, 29th May**

### ● ● HÔPITAL LARIBOISIÈRE

**PASS general medicine**

Ask for «Consultation Arc-en-ciel»

🏠 2 rue Ambroise-Paré 75010 Paris

🚇 4 5 RER B Gare du Nord

**No appointment needed:**

🕒 Monday to Friday 8am-4.30pm. **Come early!**

**Closed 21st April, 1st, 8th, 29th and 30th May**

### ● ● HÔPITAL PITIÉ SALPÊTRIÈRE

**PASS general medicine**

🏠 47-83 bd. de l'Hôpital, 75013 Paris

🚇 5 Saint-Marcel

🕒 Monday-Friday. **Come at 7am** for an

appointment between 8.30am-1pm, subject to availability. ✉ [accueil-medint1.pass-pitie@aphp.fr](mailto:accueil-medint1.pass-pitie@aphp.fr)

**Closed 21st April, 1st, 8th, 29th May**

### ● ● HÔPITAL SAINT-ANTOINE

**PASS - Medical polyclinic**

**(specialised in scabies treatment)**

🏠 184 rue du Faubourg Saint-Antoine

75012 Paris (Accès par la rue Crozatier).

🚇 8 Faidherbe-Chaligny 🚇 2 Nation

Available to 16 year olds and over

**Ask for «Polyclinique Baudelaire»**

**Without appointment:**

🕒 Monday to Friday, come at 8am.

☎ 01 49 28 29 53/54

**Closed 21st April, 1st, 8th, 29th and 30th May**

### ● ● COMEDE

**Unconditional reception, open to all.**

Medical consultations, gynecological prevention and follow-ups, therapeutic education, vaccinations, psychotherapies, podology, addictology, osteopaths and socio-judicial consultations.

● **Access to an interpreter**

● **First meeting without appointment (cont..)**

Consultations are also available for unaccompanied minors.

🏠 Hôpital Bicêtre 78 rue du Général Leclerc  
 94270 Le Kremlin Bicêtre (M) 7 Le Kremlin-Bicêtre  
 (M) 14 Hôpital du Kremlin Bicêtre  
 Access: Second floor, Gate 58, Brown section  
 🕒 Monday-Friday, 9am-1pm and 2-5.30pm  
 🕒 Closed Thursday afternoons  
**Closed 21st April, 1st, 8th, 29th and 30th May**

● **MÉDECINS DU MONDE (CASO)**  
 🏠 8 rue des blés, 93210 La Plaine St Denis  
 (RER) B La Plaine - Stade de France  
 (M) 12 Front Populaire  
 • **Medical Consultation (without AME):**  
 🕒 Monday, Tuesday, Thursday 9.15am-12pm  
 • **Collective information about AME:**  
 🕒 Monday (in hindi, urdu, punjabi), Tuesday and Thursday (in French) at 9.15am  
 • **Social clinics (information about l'AME):**  
 🕒 Tuesday and Thursday 2pm-5pm  
 • **HIV and Hepatitis Prevention and tests:**  
 🕒 Monday 9.30am-12pm, Tuesday and Thursday 2pm-5pm  
**Closed 21st-25th April, 1st, 8th, 29th May**

● **MÉDECINS DU MONDE (CAOA)**  
**Open to all. Interpreters available.**  
 Assessment of medical or social needs.  
 Referrals to relevant services. Doctors, social workers, psychologists / psychiatrists available.  
 🏠 15 bd. de Picpus, 75012 Paris (M) 6 Bel Air  
 🕒 Monday, Tuesday, and Thursday at 9am  
 Without reservation. **Come early.**  
**Closed 21st April, 1st, 8th, 29th May**

● **VEILLE SANITAIRE SAMUSOCIAL, MDM, MSF**  
**Doctors with interpreters in Arabic, Pachtu and Dari for people without housing.**  
 🏠 In front of (M) 2 La Chapelle, 75018 Paris  
 🕒 Monday: 1.30-5pm (MDM)  
 🕒 Tuesday: 1.30-4.15pm (samu social)  
 🏠 'Glazart' 15 avenue de la Porte de la Villette next to Restaurants du Cœur, 75019 Paris  
 (M) 7 Porte de la Villette  
 🕒 Tuesday 10am-3pm **Come early (MSF)**  
 🏠 Halte humanitaire 2 rue Perrault, 75001 Paris  
 (M) 1 Louvre Rivoli  
 🕒 Monday, Wednesday, Friday 9.15am-5.30pm (samusocial)  
 🏠 Amarres (samusocial) 24 Quai d'Austerlitz, 75013 Paris  
 (M) 6 Quai de la gare, (1) 14 (RER) C Gare de Lyon  
 • **Single Men:**  
 🕒 Wednesday and Thursday 9.15am-4pm  
 • **Families:** 🕒 Wednesday 1.30-4.30pm  
 Scabies treated by samu social: Tuesday

(M) 2 La Chapelle, Halte humanitaire, Amarres  
**Closed 21st April, 1st, 8th, 29th, 30th May**

● **MIGRATIONS SANTÉ**  
**Healthcare clinic and access to healthcare rights. Active listening, help accessing healthcare, medical and social support, mediation and guidance.**  
 • 🏠 4 place du Louvre, 75001 Paris 2<sup>nd</sup> floor (QJ Quartier Jeune)  
 (M) 1 Louvre-Rivoli (RER) A Châtelet-les-Halles  
**By appointment:** ☎ 01 42 33 24 74  
 🕒 Friday 3-6pm (**office 202**)  
 • 🏠 77b Rue Robespierre, 93100 Montreuil  
 (M) 9 Robespierre (RER) A Vincennes  
 🕒 Friday 10am-1pm  
**By appointment** ☎ 01 42 33 24 74  
 • 🏠 Maison des Réfugiés, 10bis, rue Henri Ribière 75019 (M) 11 7<sup>th</sup> Place des fêtes  
 🕒 Thursday 10am-1pm  
**By appointment** ☎ 01 77 37 71 54  
 • 🏠 Cité de la santé, Bibliothèque niveau -1 (M) 7 Porte de la villette  
 🕒 9th, 14th, 18th, 26th **April:** 2-6pm (no appt)  
 🕒 2nd, 14th, 16th, 24th **May:** 2-6pm (no appt)  
**Closed 21st April, 1st, 2nd, 8th, 29th May**

 **Medical helpline**

**COMEDE**  
 Assistance and expertise concerning residency rights based on medical reasons.  
 Access to health care services and to social benefits for foreigners living in Île-de-France.  
 • **Medical and psychological questions:**  
 ☎ 01 45 21 38 93  
 🕒 Monday, Tuesday, Thursday: 9.30am-12.30pm, 2.30pm-5.30pm  
 🕒 Wednesday: 9.30am-12.30pm only  
 • **Social and legal questions:** ☎ 01 45 21 63 12  
 🕒 Monday, Tuesday, Friday: 9.30am-12.30pm  
 🕒 Tuesday, Thursday: 2.30-5.30pm  
**Closed 21st April, 1st, 8th, 29th and 30th May**

 **Teeth**

● **HÔPITAL PITIÉ SALPÊTRIÈRE**  
**Oral and dental PASS**  
**A partir de 16 ans**  
 🏠 47-83 bd. de l'Hôpital, 75013 Paris  
 (M) 5 Saint-Marcel  
 Make an appointment on site  
 🕒 Monday-Friday: 8.30am-4.30pm

## LE BUS SOCIAL DENTAIRE

**Emergency dental care.** Identity card required. Register before 9am to get an appointment during the day. **Scan for opening hours and schedule:**

☎ 06 80 00 94 21 [www.busdentaire.fr](http://www.busdentaire.fr)



### Adults only:

🏠 Samusocial, 35 av. Courteline, 75012 Paris

🚇 **M** 1 Saint-Mandé.

🕒 Monday, Tuesday, Wednesday 9am-1pm

### Adults and children:

🏠 Restos du cœur, 70 rue Douy Deculpe,

93100 Montreuil 🚇 **M** 9 Croix de Chavaux

🕒 Thursday 9am

**Closed 21st April, 1st, 8th, 29th May**

## Hearing

### ● **AUDITION SOLIDARITÉ**

Hearing test, hearing aids and annual check-ups. For people who don't have social security cover or AME (State Medical Aid).

First speak to an ENT (ear nose and throat) doctor for a referral then contact Marion by phone (call or text) ☎ 06 72 83 79 55

✉ [marion@auditionsolidarite.org](mailto:marion@auditionsolidarite.org)

## Eyes

### ● **PASS O**

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

🏠 55 avenue Jean Jaurès, 75019 Paris

🚇 **M** 2 5 7<sup>J</sup> Jaurès

**Make an appointment:** ✉ [passoph@for.paris](mailto:passoph@for.paris) or ☎ 01 48 03 62 93 **Closed 21st April, 1st, 8th, 9th, 29th, 30th May**

## Skin

To get treated for scabies, go to Saint-Antoine hospital and Samu Social (health monitoring at La Halte, Austerlitz and on Tuesdays at La Chapelle).

### ● **HÔPITAL SAINT-LOUIS**

#### Dermatology PASS

🏠 1 avenue Claude-Vellefaux, 75010 Paris

🚇 **M** 2 Colonel Fabien

🕒 Monday-Friday: 8am. **Come from 6am.**

**Closed Thursday afternoons.**

Register your name at the Dermatology department on arrival. ID or r  c  piss   required.

**Closed 21st April, 1st, 2nd, 8th, 9th, 29th, 30th May**



## Women & Children

### ● **HÔTEL-DIEU**

#### Maternity welfare centre (Cit  )

**For pregnant women without housing.**

Pregnancy monitoring up to 28 weeks (ultrasound, medical analysis), help obtaining health insurance rights. No delivery on-site, possible referral to a maternity hospital for delivery. **Closed 21st April, 1st, 8th, 29th May**

🏠 1 parvis Notre-Dame 75004 Paris

🚇 **M** 4 **RER** B Saint Michel / Cit  

**Make an appointment:** ☎ 01 71 28 13 30

🕒 Monday-Friday 9am-5pm, Thursday 9am-1pm

### ● **HÔPITAL ROBERT-DEBR  **

**PASS for unaccompanied minors**

**PASS for pregnant women.**

Gynecology and maternity consultations.

Access through the «Point VERT» zone

🏠 48 boulevard S  rurier, 75019 Paris

🚇 **M** 7<sup>Pr  </sup> Pr   Saint-Gervais

Without appointment: 🕒 Monday-Friday:

9am-4.30pm ☎ 01 40 03 24 94

**Closed 21st April, 1st, 8th, 29th May**

### ● **HÔPITAL NECKER ENFANTS MALADES**

**PASS for unaccompanied minors**

🏠 149 rue de S  vres, 75015 Paris 🚇 **M** 13 Duroc

🚇 **M** 6 S  vres-Lecourbe 🚇 **M** 12 Falgui  res

🕒 Monday to Friday 9am-4pm. **Make an appointment by phone:** ☎ 01 44 38 17 93

**Closed 21st April, 1st, 2nd, 8th, 9th, 16th, 29th, 30th May**

### ● **REPAIRE SANT   BARBES (ADSF)**

**For women only, with or without children.**

Medical tests (STDs, covid, cancer...), general health check-ups and useful addresses, midwives, nurses, psychologists, waiting room.

🏠 70 boulevard Barb  s, 75018 Paris

🚇 **M** 4 **M** 12 Marcadet-Poissonniers

🕒 Monday, Tuesday, Thursday 9.30am-12.30pm

🕒 Tuesday, Wednesday and Friday 1.30-5pm

**Closed 21st April, 1st, 8th, 29th May**

### **SOLIPAM**

**Pregnant women or women with children under 3 months.** Telephone helplines staffed by midwives and social workers for advice on social support, pregnancy and abortions (IVG).

🕒 Monday-Friday 9am-12:30pm and 1:30-5pm  
 Call the green number free: ☎ 0801 801 081

● **PMI CURIAL**

For pregnant women and 0-6 year old children: midwife consultations, pregnancy certificates, vaccinations.

🏠 11 bis rue Curial, 75019 Paris (M) 7 Riquet  
 🕒 Monday-Friday 8.30am-12.30pm, 1.30-5.30pm  
**Closed 21st April, 1st, 8th, 29th, 30th May**

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

Pregnant women, young mothers, parents and medical check-ups for 0-6 year old children.

🏠 52 av. du Flandres, 75019 Paris (M) 7 Riquet  
 🕒 Monday-Thursday: 8.30am-12.30pm, 1.30-5.30pm and Friday: 8.30am-12.30pm  
**Closed 21st April, 1st, 8th, 29th May**



# Mental health

## Emergencies

● **HÔPITAL SAINT-ANNE**

**From 16 years old.**

Call before going:

☎ 01 45 65 81 09 / 01 45 65 81 10

🏠 1 rue Cabanis, 75014 Paris (M) 6 Glacière

🕒 24/7 - every day, at any time or call the free emergency number 112

● **HÔPITAL AVICENNE**

🏠 125 rue de Stalingrad, 93000 Bobigny (Mantout Building)

(M) 7 La Courneuve - 8 mai 1945

**Mental health: psychologists specialised in psychotraumatology, interpreters available.**

Make an appointment by phone or email:

☎ 01 48 95 54 74

✉ [psychotrauma.avicenne@aphp.fr](mailto:psychotrauma.avicenne@aphp.fr)

🕒 Monday-Friday: 9am-4pm

● **PARCOURS D'EXIL**

For anyone in exile who is suffering from **psychological trauma.**

**For minors, check the website.**

🏠 4 avenue Richerand (2<sup>e</sup> étage), 75010 Paris

(M) 2 Colonel Fabien (M) 11 Goncourt

🕒 6th June at 10am ☎ 01 45 33 31 74

✉ [accueil@parcours-exil.org](mailto:accueil@parcours-exil.org)

● **LE CHÊNE ET L'HIBISCUS**

Asylum seekers and refugees without housing.

Psychologists and psychotherapists with interpreters. **Closed 21st April, 1st, 8th, 29th May**

🏠 Halte humanitaire

2 rue Perrault, 75001 Paris (M) 1 Louvre-Rivoli

🕒 Monday 2-4pm, 🕒 Tuesday and Wednesday 10.30am-1.30pm 🕒 Thursday 2-6pm,

🕒 Friday 10am-12pm and 2-4pm

🏠 Accueil de jour Austerlitz

24 quai d'Austerlitz, 75013 Paris

(M) 6 Quai de la gare, (1) 14 (RER) C Gare de Lyon

🕒 Monday 9.30am-1pm

🏠 Accueil de jour Diderot, 164 Boulevard Diderot 75012 Paris

(M) 1 2 6 9 Nation

🕒 Monday 9.30-1pm

● **CENTRE PRIMO LEVI**

For victims of torture and political violence in their own country.

🏠 63, rue de Croulebarbe 75013 Paris

(M) 6 Corvisart (5) 6 (7) Place d'Italie

**By appointment only:**

✉ [primolevi@primolevi.org](mailto:primolevi@primolevi.org)

**Telephone hotlines:**

☎ 01 43 14 88 50

🕒 Monday, Wednesday and Friday: 2-5pm

● **LE CENTRE MINKOWSKA**

**By appointment.** Have this form filled out by a professional and send it to:

🏠 11 rue des réglises, 75020 Paris

(M) 9 Porte de Montreuil

To access the form, scan the QR code:



## Women who've been victims of violence

● **FEMMES ENTRAIDE AUTONOMIE**

**Female victims of violence.**

🏠 Pépinière Mathis, 9 rue Mathis, 75019 Paris

(M) 7 Crimée

People to speak to, individual psychological support, women's discussion groups, sport and well-being workshops.

🕒 without appointment: Wednesday and Friday 9am-1pm, 2-5pm

🕒 By appointment: Tuesdays and Thursdays

☎ 07 45 69 01 37

# Tuberculosis

**Free** access without medical insurance

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

## CMS BOURSAULT

🏠 54 bis rue Boursault, 75017 Paris

🚇 M 2 Rome M 13 La Fourche

Make an appointment in person or over the phone: ☎ 01 53 06 35 60

🕒 Monday-Friday: 8.45am-12.30pm, 1.30-5pm

From 16 years old.

Closed 21st April, 1st, 8th, 29th, May

## CMS BELLEVILLE

🏠 218 rue de Belleville 75020 Paris

🚇 M 11 Télégraphe M 13 Porte des Lilas

Make appointments by phone (appointments for general practitioners and lung specialists by telephone only):

☎ 01 40 33 52 00 or Doctolib

🕒 Monday-Friday: 9.15am-4.30pm

Closed everyday between: 12.30-1.30pm

• **Vaccination** 🕒 Tuesday 9.15am-12.15pm and Friday 9.15am-4.30pm

• **Testing** 🕒 Saturday 9.15-11.45am

Monday, Thursday and Friday 12.15-4.30pm

• **General Practitioner** (without social security cover) 🕒 Tuesday, Wednesday, Thursday and Friday: 9.15am-4.30pm

• Midwife 🕒 Monday 9.30am-4.30pm

• Pneumologist: Tuesday, Wednesday morning and Thursday morning

• Psychology consultations for young people 18-30 (by referral from a doctor): Friday morning

Closed 21st April, 1st, 8th, 29th May



## Sexual health

### CMS RIDDER

Sexual health center (screening for HIV and sexually transmitted infections (STDs), medicated abortion, contraception, PrEP, etc.).

🏠 3 rue Ridder 75014 Paris 🚇 M 13 Plaisance

You must make an appointment online:

<https://bit.ly/3N4SbX7>

If you have STD symptoms: make an appointment by phone

☎ 01 58 14 30 30

🕒 Monday-Friday 8.45am-6.45pm

Closed 21st April, 1st, 2nd, 8th, 29th, May



## ACT UP PARIS

Access to rights and healthcare for people seropositive for HIV/hepatitis.

🏠 8 rue des Dunes, 75019 Paris

🚇 M 2 Belleville M 7<sup>bis</sup> Buttes Chaumont

🕒 Wednesday 1-5pm

Appointments can be made on

another day: [perm.actupparis.org](http://perm.actupparis.org)



## ACTIONS TRAITEMENTS

For anyone with HIV.

Patient association representing those using the healthcare system.

🏠 23 rue Duris, 75020 Paris

🚇 M 2 3 Père Lachaise

• Centre for therapeutic, psychological and social support

By appointment 🕒 Monday-Friday: 10am-6pm

☎ 01 43 67 66 00 or

✉ [accompagnement@actions-traitements.org](mailto:accompagnement@actions-traitements.org)

• Active listening hotline: Information, guidance, support and legal advocacy for people living with HIV infection and co-infections.

Leave a Whatsapp message: ☎ 06 66 45 47 03

✉ [at@actions-traitements.org](mailto:at@actions-traitements.org)

Closed 21st April, 1st, 8th, 9th, 29th, 30th May

## AIDES PARIS 19

For any foreign national affected by a medical condition.

• **Tax stamps:** full cost for first-time applications, half cost for renewals

• Testing for HIV-AIDS, hepatitis B and C, syphilis

🕒 by appointment only: Thursday 3-9pm

Call before going: ☎ 01 81 69 59 88

Closed 21st April, 1st, 8th, 9th, 29th May

## Addictions

Services specifically for people using psychoactive substances.

### ● ESPACE FEMME

For women who are victims of violence, in sex work, addicts or HIV positive.

🏠 3 boulevard Magenta, 75010 Paris

🚇 M 4 Château Rouge M 11 République

• **Group sessions:**

🕒 Monday and Friday 9.15am-3.30pm,

🕒 Tuesday-Thursday 9.15am-12.30pm

• **Nurse:** 🕒 Monday 1-3.30pm

🕒 Tuesday and Wednesday 9.15am-12.30pm

• **Socio-aesthetician:** 🕒 Friday 9.15am-3.30pm

• **Podiatrist:** 🕒 Monday 9.15am-1pm

- **Individual sessions by appointment:**  
⌚ Tuesday and Wednesday 1.30-4.30pm

Hours are susceptible to change  
Closed 21st April, 1st, 8th, 29th May

### CAARUD - RÉPUBLIQUE

🏠 9 rue Beaurepaire 75010 Paris

🚇 3 5 8 9 11 République

☎ 01 53 38 96 20

- **Group welcome:** light meal, shelter  
⌚ Monday-Friday 9.30am-12.30pm. Closed Wednesday afternoons.
- **Individual help, by appointment:** showers, administrative help, educational monitoring, risk reduction, access to legal rights and healthcare ⌚ Monday, Tuesday, Thursday and Friday 2-4.30pm
- **Arabic-speaking psychologist:**  
⌚ Tuesday 9.30am-12.30pm
- **Medical clinic:** ⌚ Thursday 9.30am-12.30pm
- **Legal clinic:** ⌚ Friday 2-4.30pm
- **Podiatrist:** Monday 2-4.30pm
- **Substance analysis:** all opening hours  
Closed 21st April, 1st, 8th, 29th May

### CAARUD - BOUTIQUE 18 Mixed space

🏠 3 rue Binet, 75018 Paris

🚇 4 Porte de Clignancourt

- **Group support:** ⌚ Monday-Friday 9.30am-12.30pm
- **Nurse and podiatrist:** ⌚ Tuesday, Wednesday, Thursday 9.30am-12.30pm
- **Arabic-speaking psychologist:** ⌚ Monday and Friday 9.30am-12.30pm
- **Addiction psychiatrist:** ⌚ Friday 10am-12.30pm
- **Individual support by appointment:**  
⌚ Monday, Tuesday and Thursday 2-4.30pm
- **Procedures, washing machines and showers**  
Closed 21st April, 1st, 8th, 29th May



## RESTORING FAMILY LINKS

### LA CROIX ROUGE FRANÇAISE RÉTABLISSEMENT DES LIENS FAMILIAUX

1. **For those who need help finding a lost family member:** help for people who lost a family member due to conflict, a natural disaster, or migration. ☎ 07 77 46 62 40

✉ [rif.dt75@croix-rouge.fr](mailto:rif.dt75@croix-rouge.fr)

This is a free service. All personal details will stay confidential.



Free telephone available to call family and friends internationally.

### 2. If you want to contact a family member internationally by phone/text:

🏠 In front of the subway (M) 2 La Chapelle

⌚ Monday 2-5pm

🏠 Halte humanitaire 2 rue Perrault 75001 Paris

🚇 1 Louvre Rivoli

⌚ Wednesday 2nd, 16th, 30th April and 14th, 28th May: 2-6pm

🏠 Amarres 24 quai d'Austerlitz 75013 Paris

🚇 6 Quai de la gare, 1 14 RER C Gare de Lyon

⌚ Wednesday 9th, 23rd April and 7th, 21st May 2-6pm

### SAFE PASSAGE

**For minors and families with children. Help for people who have a minor/underage family member, wife, husband or vulnerable adult family member stranded in Europe.**

☎ 06 42 56 17 30

✉ [reunification-ue@safepassage.fr](mailto:reunification-ue@safepassage.fr)

## DOMICILIATION



⚠ SPADA domiciliation is mandatory for asylum seekers: see page 36

### PARIS ADRESSE

🏠 25 rue des Renaudes, 75017 Paris

🚇 2 Ternes

To make your first request or to renew your domiciliation for domiciliation:

[paris.fr/pages/vivre-au-quotidien-112](https://paris.fr/pages/vivre-au-quotidien-112)

**New places open up everyday.**

⌚ Monday-Friday 9am-5pm

Wednesday 9am-12.30pm

Closed 21st April, 1st, 8th, 29th May




## CLOTHES

### VESTIAIRE ÉGLISE SAINT-BERNARD

🏠 5 rue Pierre l'Ermitte, 75018 Paris

🚇 4 Château-Rouge (M) 2 La Chapelle

🚇 2 4 Barbès-Rochechouart

• **Men** ⌚ Saturday 8.30am-12pm

• **Women and Families** ⌚ Thursday 9am-12pm

**Limited availability. Come early!**

### VESTIAIRE ÉGLISE SAINT-AUGUSTIN

Men, Women and Children

Call them before you come! ☎ 01 42 93 20 52

🏠 46 bis boulevard Malesherbes, 75008 Paris (dans le sous-sol de l'église)

🚇 9 Saint-Augustin 🚇 3 12 13 Saint-Lazare

🕒 Tuesday 2.30-4.30pm



## BAG STORAGE

### BAGAGERIE

Luggage storage and retrieval. General public. Pets can be tethered in the courtyard.

🏠 8 rue des Deux-Ponts, 75004 Paris

🚇 7 Pont-Marie 🚇 1 Saint-Paul

Access via the 1st floor of the baths/showers.

🕒 Tuesday and Thursday: 12.30-1.30pm

**Closed on bank holidays and depending on the washrooms.**

### ASSOCIATION LA MIE DE PAIN

Anyone over 18 years old

🏠 113 rue Regnault, 75013 Paris

🚇 7 Porte d'Ivry 🚇 14 Olympiades

🕒 Tuesday-Saturday 8.30am-12pm, 1.45-5pm.

Closes at 4pm on Tuesdays

**Make an appointment:** ☎ 01 44 06 96 88

on Wednesday 1.30-1.45pm

**Closed 1st, 8th, 29th and 30th May**



## SOCIAL HOUSING

### ADIL DE PARIS

Local agency for housing information.

**Information on housing assistance schemes, housing rules and laws.**

• **Information and advice on the phone:**

☎ 01 42 79 50 50

🕒 Monday 2-6pm

🕒 Tuesday to Friday 9am-12.45pm and 2-6pm

• **For unpaid rent, eviction:**

☎ 01 42 79 50 39

🕒 Monday: 1:45-6pm, Tuesday to Friday 9:30am-12:45pm, 2-6pm

**For all other information, go directly to your local town hall (mairie d'arrondissement).**

### POINT D'ACCUEIL LOGEMENT

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



## LEARNING FRENCH

### By registration

#### ESSOR

All levels welcome. To make an appointment, send a whatsapp text: 📞 07 81 86 79 15

#### ABAJAD

For refugees. Short, intensive courses in French for professional purposes (linguistics and targeted vocabulary training for construction work, market gardening and cleaning) Call on whatsapp: 📞 06 28 25 81 20

**Closed 21st April, 1st, 8th, 29th May**

### Without registration

#### PAROISSE SAINT-BERNARD

🏠 6 rue Saint-Luc, 75018 Paris

🚇 4 Barbès-Rochechouart

🕒 Level **A1 and A2**: Saturday 10-11.30am

🕒 **Literacy**: Saturday 11.30am-1pm

🕒 **French conversation**

🕒 Sunday 10am-12pm

#### AERI

French and literacy lessons

🏠 57 rue Étienne Marcel, 93100 Montreuil

🚇 9 Croix de Chavaux

🕒 Tuesday 4-6pm, Friday 6.30-8pm

#### KARIBU

For people who speak Arabic, Pashto and Ukranian. Free application for learning French (administrative procedures, health, transport, writing a CV, interview preparation, professional vocabulary...)

Google Store



Apple Store



#### UTOPIA 56

**For minors only** French lessons for all levels.

🏠 Cité Fertile, 14 avenue Édouard Vaillant, 93500 Pantin

🚇 RER E Pantin 🚇 T3b Ella Fitzgerald

🕒 Wednesday 2.45-6pm, Saturday 2.45-6pm

To find more french classes:

[www.reseau-alpha.org](http://www.reseau-alpha.org)



### BIBLIOTHÈQUE PUBLIQUE D'INFORMATION

🏠 Ground Control, 81 rue Charolais 75012 Paris  
📍 **1 8 14** Garde de Lyon, Reuilly-Diderot, Montgallet. **French conversation workshops** :  
🕒 Friday 1pm (complete beginners), 2, 4, 6pm  
*Closed 21st April, 1st, 8th, 29th May*

### BAAM

Courses for all levels, non-degree or certificated courses, without registration. More information and timetables on the website:  
[baamasso.org/fr/ateliers-francais](http://baamasso.org/fr/ateliers-francais)

*Closed 15th and 22nd April*



# EMPLOYMENT



## Professional support

- 🔵 Asylum procedure
- 🔴 Dublin information
- 🟪 Refugees
- 🟡 Residence permits

### MISSION LOCALE

**Unconditional access. For young people aged 16 to 25 with a residence permit, work permit or API for young people with BPI.** On-site enrollment, Monday-Friday: 9am or 1.30pm.  
🕒 Monday-Friday 9-12.30, 1.30-5.30pm. **Closes at 4.30pm on Fridays and Thursday afternoons**

- **For those domiciled in the 1<sup>er</sup>, 2<sup>e</sup>, 3<sup>e</sup>, 4<sup>e</sup>, 9<sup>e</sup>, 10<sup>e</sup> et 11<sup>e</sup> arrondissements :**  
🏠 29/31 rue des boulets, 75011 Paris  
📍 **9** Rue des boulets
- **For those domiciled in the 5e, 12e, 13e, arrondissements:**  
🏠 93 rue Jeanne d'Arc, 75013 Paris  
📍 **6** National
- **For those domiciled in the 6e, 7e, 14e, 15e et 16e arrondissements :**  
🏠 24/26 rue de Chatillon, 75014 Paris  
📍 **4** Alesia
- **For those domiciled in the 8e, 17e et 18e arrondissements :**  
🏠 9 impasse Milord, 75018 Paris  
📍 **13** Porte de Saint-Ouen
- **For those domiciled in the 19<sup>e</sup>:**  
🏠 65 rue d'Hautpoul, 75019 Paris  
📍 **5** Ourcq
- **For those domiciled in the 20<sup>e</sup> :**  
🏠 3 rue de l'Est, 75020 Paris  
📍 **11** Jourdain

*Closed 21st April, 1st, 8th, 29th May*

### SINGA

**Free support for refugees and asylum seekers with a business start-up project.**

🏠 50 Rue de Montreuil, 75011 Paris  
📍 **9** Rue des Boulets 📍 **6** Nation  
🕒 Monday to Friday : 10am - 5pm

**To make an appointment :**

✉ [gonca@singa.fr](mailto:gonca@singa.fr) or ☎ 07 67 16 43 18

### KODIKO

- Career support with a professional support worker for 6 months: one-to-one meetings with companies / group workshops for finding a job or training / French lessons / computers available to borrow and IT training course.
- Planned activities
- Adjustments for young people, women and more experienced people
- Requirements: be looking for a job or training / be a refugee or receive subsidiary or temporary protection or family reunification / have A2 level French and be available one day a week.



**To enroll, fill in this form before the 30th April:**

<https://airtable.com/appeDD9mTFMf073rO/shr96d434hwNwFobW>

### BATIK ET MADERA

Project Migr'ation - Ali Jan (MAJ)  
**People with international protection:** Immersion stays in France for professional and/or discovery purposes; socio-professional support towards employment, training or housing.  
☎ 07 81 40 99 88 / 06 89 68 88 62  
✉ [migration@batik-international.org](mailto:migration@batik-international.org) and [programmealijan@madera-asso.org](mailto:programmealijan@madera-asso.org)  
🏠 Maison des Réfugiés, 10 bis Henri Ribière, 75019 Paris  
📍 **7** Place des fêtes 📍 **11** Télégraphe  
🕒 Tuesday and Wednesday 10am-4pm

### BIMBAMJOB

**Project Mobil'Emploi :** Social, Training and Job support (professional projects, job search workshops, interview training and contact with recruiters)  
• Requirements: Living in Ile-de-France / high school diploma / ability to speak English and French / Having no job nor trainings / having no

For training offers, look into the calls for projects of the city of Paris:  
<https://bit.ly/3MxJdzZ>

or discontinued help from France Travail

• Group information sessions some ☎  
Tuesdays and Thursdays 9.30am-12.30pm and 2-5pm

• Registration compulsory: ☎ 01 76 39 10 98

✉ [accompagnement@bimbamjob.fr](mailto:accompagnement@bimbamjob.fr)

or via this form:

### ●●● REFUGEE FOOD

#### Romarin (Rosemary) Training:

Introduction to catering jobs.

- Free and paid

- From 20th March 2025

- 4 days a week during 3 months and a half

- Requirements: have international or temporary protection / have newly arrived in France with a work permit, being over 18 years old, A2 oral and A1 written French level, have signed the CIR, have finished attending the OFII French classes, motivation to work in catering.

**To enroll:** Send your name, surname and the name of the program you want to join to:

✉ [formations@refugee-food.org](mailto:formations@refugee-food.org) or

☎ 07 65 80 58 19

### ●●● METISHIMA

Socio-professional support. People in exile and new arrivals

• Requirements: Have a residency permit, A2 level French, be motivated and available

• Personalised interviews

• Collective coaching sessions over 3 days: remobilisation, maximising your strengths, sophrology, job hunting techniques.

☎ Monday to Friday: 9am-5pm

write to: ✉ [bonjour@metishima.org](mailto:bonjour@metishima.org)

### ●●● SISTECH

Women refugees with level A2 in French.

Training program for technology and digital professions. By registration, using this form:

<http://sis.tech/apply/> or ✉ [france@sis.tech](mailto:france@sis.tech)



## The Right to Work

### ●●● POINT D'ACCÈS AU DROIT

Legal assistance for all questions (disputes with employers, regularization through work, etc.)

☎ 3039 for information about the closest «point d'accès au droit»/access to legal aid.

**Closed 21st April and 1st, 8th, 29th May**

### POINT D'ACCÈS AU DROIT DES JEUNES

🏠 4 place du Louvre, 75001 Paris

🚇 1 Louvre Rivoli

• The right to work

☎ Friday 28th February at 2pm

Closed 6th, 7th and 12th March

Legal aid and information (generalist lawyer)  
Special lawyers for criminal, employment and immigration law.

The detailed monthly schedule of PAD-Jeunes is available on their instagram page: <https://www.instagram.com/padjeunesparis/>

### ●●● AVOCATS DU BARREAU DE PARIS

• **Employment rights, housing, family and general law, and for victims of crimes.** ☎ Monday-Friday 9.30am-12.30pm **Come 8.30am**

**By appointment:** only by phone.

• **Civil or public service law:** 16th April and 21st May 3-6pm

• **Private employment law:** 10th, 29th April and 8th, 27th May: 2-5pm

🏠 Cité des métiers 30 av. Corentin Cariou, 75019 Paris (M) 7 10 13 Porte de la Villette

Dates of clinics on site and link

to make a phone appointment

here: <https://bit.ly/3I8DUWL>

**Closed 21st April and 1st, 8th, 29th May**



## ACTIVITIES



## Sports

### JRS FOOTBALL

Football. Send a message or Whatsapp:

☎ 06 37 24 70 35

Next dates 9th, 30th April and 14th, 28th May

### TERRAIN D'AVENIR

Several sports (climbing, basketball, rugby, football, swimming, yoga (women and mixed), step, modern dance, running with or without registration

### NOUR

**Beginners, mixed, women-only yoga sessions.**

By registration: [reservation.nour-yoga.com](https://reservation.nour-yoga.com)

🏠 For other courses in Paris, ☎ 06 12

64 83 64

✉ [contact@nour-yoga.com](mailto:contact@nour-yoga.com)



To see Parisian swimming pool opening times and addresses: <https://bit.ly/33MAvgE>. All swimming pools are free for all asylum seekers having the «carte ADA». To see all the public sports sites in Paris click here: <https://bit.ly/3Jdq1G0>



# Social and cultural activities

Avril-Mai 2025 27

- Artistic mediation workshop with drawing and painting supported by 4A art therapists.

🕒 Friday 2-5pm

**Women:** Artistic mediation workshops

🕒 Friday 11am-12pm **To join:** ☎ 06 09 14 00 63

## BRIGADE DE LA SOLIDARITÉ POPULAIRE

Reading, games, creative activities, discussions

🏠 Square Anaïs Nin, Paris 75019

🚶 T3<sup>b</sup> Porte d'Aubervilliers

🕒 Sunday 6.30-8pm

## MADERA

- **Club Ali Jan:** Monthly activities (Cinema, game nights, picnics, museums...).

☎ 07 81 40 99 88 or 07 49 37 70 10

✉ Programme.alijan@madera-asso.org

- **Projet Point Virgule:** Project promoting the well-being and mental health of migrant people through weekly workshops during a 4-month session. **By registration:** ☎ 07 81 40 99 88 or 06 20 62 96 63 ✉ [pointvirgule@madera-asso.org](mailto:pointvirgule@madera-asso.org)

🏠 **Maison des réfugiés:** 10 bis Henri Ribière, 75019 Paris (M) 7<sup>b</sup> Place des fêtes (M) 11 Télégrophe

### En Route:

Referral to a job or training course after 6 months of support.

- Social support

- Group workshops on writing CVs and preparing for job interviews

- Discovery and professional immersion trips

Register on this link: [https://docs.google.com/forms/d/e/1FAIpQLSeLbv6pAGKz2xuNhX6GcH582nX4Acp5gJ\\_wRMuYJhPzIxxhpQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSeLbv6pAGKz2xuNhX6GcH582nX4Acp5gJ_wRMuYJhPzIxxhpQ/viewform) or write to us at [enroute@madera-asso.org](mailto:enroute@madera-asso.org)

## SINGA

🏠 **Maison des réfugiés:** 10 bis Henri Ribière, 75019 Paris (M) 7<sup>b</sup> 11 Place des fêtes

🕒 Monday-Friday 10am-6pm, Sunday 1-6pm

**Singa blabla:** Get-togethers with games and fun activities to build relationships, share stories

📱 and practise languages.

For dates, hours and registration

📱 @singa\_paris



## Libraries

**FREE** Access to books, computers, internet, WIFI, plug sockets to charge your phone...

Find all the libraries in Paris here:



All activities are free, open to everyone and all abilities.

## LA MAISON BAKHITA

For any exiled people

🏠 5 ter rue Jean Cottin, 75018 Paris

(M) 12 Marx Dormoy

🕒 Monday to Friday 9am-5.30pm

- Help finding work
- Medical and psychological consultations
- DIY, conversation, dancing, singing workshops

For more information, contact:

✉ [bonjour@maisonbakhita.fr](mailto:bonjour@maisonbakhita.fr)

## CEDRE

🏠 23 bd. de la Commanderie, 75019 Paris

(M) 7 10 13<sup>b</sup> Porte de la Villette

(M) 12 Aimé Césaire

- **Café Papote:** Space to rest and relax, board games, group games, discussions

🕒 Monday, Tuesday and Thursday 2-5pm

- **Speaking group:** Monday 3-4pm

- **Creative workshops:** Thursday 2-5pm

- **Football training:** 🕒 Saturday 8-10am, Paris 18th. Contact Boubacar on ☎ 07 69 92 97 53

Cultural outings (by registration): Check the Facebook page @ CEDRE.SCCF for more

information.

Annual CEDRE party 27th May afternoon

*Closed 21st April and 1st, 9th, 27th,*

*29th May*

## LIMBO

🏠 '104', 5 rue Curial, 75019 Paris

(M) 2 5 7 Stalingrad, Riquet and Marx Dormoy

- **Art mediation workshops:**

🕒 Thursdays 2.30-5pm (with bank holidays)

**Mixed discussion group:** once a month

🏠 Maison des Réfugiés, 10b rue Henri Ribière, 75019 Paris (M) Place des Fêtes

**Drop-in open to everyone:** Tuesday 3-5pm (including bank holidays).

**Women's speaking group with Family**

**Planning:** First Tuesday of the month.

🏠 Various locations

- **Cultural outings:** Twice a month

Contact: ✉ [ateliers.limbo@gmail.com](mailto:ateliers.limbo@gmail.com)

## ASSOCIATION 4A - L'ÉDITION ORIGINALE

**Pour mineurs et jeunes majeurs :** For minors and young adults

# ACCESS TO RIGHTS

## What are my rights?

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

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

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



## Who can help me?


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

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

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

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

# EMERGENCY ACCOMMODATION

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

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



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

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

# IF YOU ARE ARRESTED


## If you are a victim of or witness any police abuse:

Contact the Collective Access to Law to report any situations of physical or verbal violence, expulsions, confiscations or destruction of property.



<https://collectifacesaudroit.org/202-2/>

You may also be referred to lawyers, doctors, or psychologists.

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

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

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

## Documents and information that you must always have on you:

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

## Unaccompanied minors:

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

- Any document regarding **your family situation in France** (ex: your child's school registration certificate, marriage certificate...)
- A **phone card and/or a phone without a camera**.
- The phone number of **someone you trust**: a friend, a member of an organisation or a lawyer to be notified **IMMEDIATELY** if you are arrested or detained.

**Keep copies of your documents in different places (a friend's house, the offices of an organization) and online (email, etc...).**

Never give anyone your passport (even if it's expired) because that can lead to your deportation. However, the absence of a passport can be used as an argument to place you in an Immigration Detention Center.

## Your rights in a police station

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

**You have 4 basic rights. You can ask:**

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

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

## If you're released

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

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

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

**If you have been insulted or mistreated by the police, you can file a complaint.**

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

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

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

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

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

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

## How long can you be detained for?

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

### 1. Appealing against your detention.

The Judge of Liberties and Detention (JLD) has 48 hours to decide whether or not to extend your detention.

### 2. Appealing against the deportation decision.

The Administrative Court will be asked to revoke the deportation decision (only if that decision is recent, less than 48 hours).

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

For someone to be deported, the French State must be in possession of the individual's **valid passport or a "consular pass"**.

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

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

The maximum 90-day detention will start over.

## Your rights in a detention centre

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

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

For the **Palaiseau centre (CRA)**, contact "France terre d'asile":

☎ 01 69 31 65 09

✉ [crapalaiseau@france-terre-asile.org](mailto:crapalaiseau@france-terre-asile.org)

For the **Vincennes centre (CRA)**, contact "Groupe SOS":

☎ 06 69 29 52 26

For the **Mesnil-Amelot centre (CRA)**, contact "La Cimade":

CRA 2 : ☎ 09 72 41 64 90

CRA 3 : ☎ 09 72 41 57 14

✉ [der.mesnil.amelot@lacimade.org](mailto:der.mesnil.amelot@lacimade.org)

For the **Plaisir centre (CRA)**, contact "France terre d'asile":

☎ 01 30 07 77 68

✉ [craplaisirfrance-terre.asile.org](mailto:craplaisirfrance-terre.asile.org)

- Ask for help from the OFII with your **Voluntary Return to go back to your home country.** In certain countries, reinsertion assistance is offered in your home country:  
<http://www.retourvolontaire.fr/>



## ASYLUM SEEKER BENEFITS (CMA)

### What are the CMA benefits (*Conditions Matérielles d'Accueil*)?

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

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

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

To benefit from it, you need to sign the form given to you by the OFII at the GUDA, agreeing to the material reception conditions («Conditions matérielles d'accueil» or CMA).

**⚠ Careful: It's a "package" deal: You can either benefit from housing AND financial allowance, or have neither.**

The OFII can refuse or cancel your right to material conditions of reception for various reasons (more information on page 32)

For example:

- If you **refuse to go to the accommodation offered by the OFII**,
- If you **move out of your accommodation**,
- If you **don't go to your Prefecture appointments** especially when you are in the Dublin procedure (see page 45)



### Financial benefits (ADA)

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

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

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

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

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

#### 1. Stolen or lost card:

call the this number to block your card so it can't be used anymore:

 05 32 09 10 10

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

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

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

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





## Asylum seekers Accommodation

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

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

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

Note that in France, not every asylum seeker will benefit from accommodation because of a lack of housing. To get help: go to the organisation where you receive your mail (SPADA).

If you are seeking asylum in Paris and you have never benefited from any accommodation, go to a specialised DAY CENTRE to get registered on the waiting list for an accommodation application (see page 16)

### Single men

#### **ACCUEIL DE JOUR CITÉ**

🏠 1 boulevard du Palais, 75004 Paris

🚇 4 Cité

#### **ACCUEIL DE JOUR AUSTERLITZ**

🏠 24 Quai d'Austerlitz, 75013 Paris

🚇 6 Quai de la gare, 14 RER C Gare de Lyon

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

## Appealing against the refusal or withdrawal of CMA

**You may be **refused** your rights to “conditions matérielles d'accueil” (CMA: financial and accommodation benefits):**

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

**Your CMA rights may also be **suspended**:**

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



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

# Asking for the CMA to be reinstated

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

**Send the letter to the OFII headquarters:**

**44 rue Bague  
75732 Paris Cedex 15**

If the OFII doesn't change its decision, **that letter will be very useful for your lawyer during the administrative appeal.**

If the decision to suspend your CMA is maintained, you can:

**1. Send an informal appeal ("recours gracieux")** against the suspension of your CMA to the OFII Director within two months  
✉ [contentieux.cma@ofii.fr](mailto:contentieux.cma@ofii.fr)

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

If your CMA were suspended or denied over two months ago, you can always ask the OFII to reinstate your CMA by sending a registered letter ("lettre recommandée") to the postal address above, or an email:

✉ [contentieux.cma@ofii.fr](mailto:contentieux.cma@ofii.fr)

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

⚠ It is necessary to justify any specific vulnerable situation to get a positive answer.

You can also go through this procedure if you have not received the letter indicating that your CMA are being suspended.

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

## Special cases

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

- **For people "re-qualified", meaning for those who went through a normal or a fast-tracked procedure after the time frame on their Dublin transfer expired:**  
to ask for the reinstatement of your CMA, follow the same procedure as the one indicated above.
- **For people coming back to France after a Dublin transfer:**  
it is possible to immediately appeal against the refusal of your CMA by the OFII in front of an administrative court.

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



## HOUSING

### ACCOMMODATION (HÉBERGEMENT)

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

Whereas, **HOUSING (LOGEMENT)** is **stable and long-term**. It is **only available to legal residents in France** ('en situation régulière'), who have been granted asylum (refugee status or subsidiary protection) or who have

a residency permit. A fee is charged.

employees. Ask your employer for more information.

## How do I apply?

To apply for accommodation or long-term housing (known as a “demande SIAO”), you must get help from a social worker in your current accommodation, from the city’s social services or from an organisation (see page 11). **You should update your application regularly, especially if your situation changes.**

⚠ Please note that delays can be very long.

## Social housing

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

To do so, you must fill in an online form here: [www.demande-logement-social.gouv.fr](http://www.demande-logement-social.gouv.fr)

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

You can get help from a social worker.

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

## Other steps

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

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

**Action Logement:** This is only possible if you work for a company with more than 10

# € FINANCIAL SUPPORT

### What is an allowance?

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

For asylum seekers: see the ADA on page 32.

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

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

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

## Other benefits

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



## DOMICILIATION

### What is a “domiciliation”?

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

## For asylum seekers

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

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

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

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

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

## For refugees

People who are granted international protection (refugee status, subsidiary protection or stateless status) have the right **to remain domiciled and supported at the SPADA for 6 months after receiving a decision.**

However, you will be asked **to find another domiciliation address quickly before your domiciliation at the SPADA is closed** (page 23)

- Either the person housing you agrees to provide you with appropriate proof of housing (signed, dated proof of housing, a copy or their ID card or residency permit and supporting housing documents);
- Or you can prove a link with a municipality and go to its CCAS (see ‘For other situations’);
- Or if you can’t prove a link with a municipality or its CCAS refused you, you can go to an organisation recognised by the prefecture. (A list of authorised organisations in Ile de France is available here: <http://bitly.ws/lqCn>).

## For other situations

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

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

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

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

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



## SCHOOL ENROLLMENT FOR CHILDREN

### From school to high school

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

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

## GOING BACK TO UNIVERSITY

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

### To qualify to apply you must:

1. have your baccalaureate
2. have a sufficient level of French (B2 for a bachelor and C1 for a master). Registration details (and chances of acceptance) depend on

the university, the type of training/education, your status and the level of entry you are applying for (L1, L2, master...).

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

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

€ Students who have a refugee status or are beneficiaries of subsidiary protection have access to scholarships based on social criteria and access to university residences managed by CROUS.

### You can find more information on resuming your studies here:

<https://uniondesetudiantsexiles.org/archives/category/a-propos-des-etudes> in English, Arabic and French

Registering as a student in exile can be difficult, lengthy and costly. Some organisations can help you with the application.

- You can ask any questions you may have on this Facebook group: "Studies in France for migrants and refugees"
- Or contact UNI-R (For statutory refugees, beneficiaries of subsidiary protection and asylum seekers only):  
✉ [contact@uni-r.org](mailto:contact@uni-r.org) / ☎ 07 67 14 02 63  
To make an appointment:  
<https://www.uni-r.org>

<https://uniondesetudiantsexiles.org/archives/category/a-propos-des-etudes> in English, Arabic and French



## EMPLOYMENT

### For asylum seekers

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

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

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

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

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

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

### For refugees

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

Contact organisations to get help in your search for employment.

## For young people

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

[www.mission-locale.fr/annuaire/agence/mission-locale-de-paris](http://www.mission-locale.fr/annuaire/agence/mission-locale-de-paris)

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

[www.service-civique.gouv.fr](http://www.service-civique.gouv.fr)



## OPENING A BANK ACCOUNT

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

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

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

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

### To open a Livret A, you need:

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

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



## State Medical Aid : “Aide Médicale d’État” (AME)

### Emergency care

While waiting to be granted the health protection best suited to your situation, you can use the **Free Medical Access Points (Permanences d’Accès aux Soins de Santé -PASS)** found in certain hospitals (see page 18). You will be taken care of by doctors and have access to free medication.

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

### Universal Health protection (PUMA - Formerly called CMU)

#### For people with legal residence papers

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

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

#### For people without legal residence papers

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

### Conditions to meet in order to get the AME:

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

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

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

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

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

# PROCEDURES

**You are a foreigner and wish to stay in France:** in order to stay on French territory without risking expulsion, you should apply for a residency permit. You have various possibilities (asylum claim, applying for a residency permit) which depend on your personal situation.

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

See page 11 to find social and legal help.



## ASYLUM, WHAT IS THAT?

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

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

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

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

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

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

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

## RESIDENCE PERMITS

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

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

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

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

More information on page 58.





## SPADA appointment:

**1. During the appointment an officer will give you information about asylum in France and ask for information about yourself. You will have to give:**

- **Personal information (name, age...)**
- **Your date of departure from your country and date of arrival in France.** Careful: if you say you entered France more than 90 days ago, your file will be processed with the Fast-Track Procedure, which is not ideal.
- **The route you took to get to France.**
- **The language you wish to use during the entire asylum process**

**2. They will ask you to fill in your information on the computer in their office.** This information will be shared with the prefecture (French administration centre). Any false information might lead to your file being processed using the unfavourable Fast-Track Procedure. (see page 44)

**3. They will give you a «convocation» letter to go to the «single central reception desk» (GUDA).** At this single central reception desk, you will be able to register your asylum application.



## Unaccompanied minors

**Go to the evaluation services** (see page 8) to be recognized as an unaccompanied minor. This will grant you the protection of the **Child Social Services (Aide Sociale à l'Enfance)** which will give you access to housing, education and healthcare until you turn 18.

**You can still ask for asylum and make an appointment at the SPADA.**

**However, if you wish to ask for asylum,** you must go through a specific procedure, so be sure to ask help from specialist organisation (see page11)

## FIRST RECEPTION



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

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



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

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

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

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

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

**Families: go to the SPADA with EVERY MEMBER OF THE FAMILY, including those who have already been granted asylum in France.**



# THE ASYLUM APPLICATION

All the information you need will be indicated on your convocation letter inviting you to your obligatory appointment at the GUDA (Guichet Unique pour Demandeurs d'Asile - Single counter for asylum seekers). You will have the address, date and time of your appointment.

**Be there on time! If you arrive late to your appointment, you will not be accepted.**

Be aware that you might spend half a day to a whole day there.

## At the GUDA, you will find:

1. **The Prefecture counter** to register your asylum claim
2. **The OFII counter** which will evaluate your vulnerability during an interview (accommodation and medical state)



**DO NOT LOSE THE DOCUMENTS** given to you by the prefecture and the Ofii. Take photos, photocopy them and be sure to keep copies (paper and digital) in different places.

The asylum procedure is for people who are in danger in their home countries. It is possible to ask for a residency permit for **another reason (health issues, family ties...)**

**If you wish to start your residency permit procedure at the same time as your asylum claim**, you have 2 months from your visit to the single central reception desk (GUDA) to do so. Once that delay has passed the prefecture could refuse to register your resident permit claim.

Go to a specialized organisation for more information (see page 11)

## What to do when you arrive at the «single central reception desk» (GUDA)?

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

An officer in charge of registering your asylum claim will:

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

The distribution of OFPRA documents is digitalised for new asylum seekers. It means that the OFPRA will give you the reception notice of your file, your appointment date and the answer to your asylum request through your online personal space: <https://www.usager.ofpra.gouv.fr/ofpra/user/login>

You can apply for a dispensation from the digitalisation of the OFPRA notifications, especially for people without housing (who do not have access to a computer).

⚠ **Careful: the opening of your mail on your online personal space marks the beginning of the appeal timeframe.**

Find help and access to a computer at the SPADA for the first access to your online personal space.

## 2. Go to the OFII's counter

### What is OFII?

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

An Ofii officer will:

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

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

The OFII can send you to an accommodation/shelter in a region that is different to the one where you applied for asylum. The Ofii will provide you with a transportation ticket and the SPADA or accommodation address that you have to go to within 5 days. You will have to remain in this area throughout the whole asylum procedure.

**You won't have access to accommodation or financial benefits (ADA) if you refuse to go.** However, the OFII should direct you to a SPADA in Île-de-France.

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

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

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

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

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

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

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

### What is «domiciliation»?

In order to carry out all their administrative procedures, asylum seekers need a registered mailing address.

This allows the person to receive letters from French administration offices like OFPRA or CNDA and to access their rights.

**Domiciliation** is only valid while the asylum process is underway.

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

# THE ASYLUM PROCEDURES

## Normal procedure

Your asylum application will be examined in the normal way by the **OFPRA (Office Français de Protection des Réfugiés et Apatrides - French Office for the Protection of Asylum Seekers and Stateless People)**.

You are entitled to specific social rights for asylum seekers (social security), financial and housing assistance (depending on your agreement with the OFII's benefit form)



You have **21 days** to fill in the OFPRA form that you were given at the GUDA and to go to the post office to send it to the OFPRA with all of the requested documents.

If your file is complete, the OFPRA will send you a confirmation letter. This letter enables you to renew your asylum application attestation (**récépissé**) for another 9 months.

**⚠️ Renewing your asylum application attestation (récépissé) can take a few days, so be sure to go to the prefecture a few days before the expiry date with a recent proof of domiciliation.**

If your attestation of asylum application is expired, you run the risk of getting arrested during an identity check (see page 29)

## Fast-track procedure

### This procedure is not ideal:

The time they take to examine your file will be shorter and you may not be able to benefit from material help (financial support and housing).

You should ask the Prefecture to give you a **document explaining** why your application was sent to a fast-track procedure.

This document must be put in your OFPRA file, as it is essential to your application. Follow the advice given for the normal procedure **to renew your asylum application attestation (the récépissé)**.

### Possible reasons why you have been placed on a Fast-Track Procedure:

- If you **refuse to have your fingerprints taken** or if they cannot be read,
- If you **hid or gave false information** about yourself or your journey,
- If you **have received an order to leave French territory (OQTF)**,
- If you **have already applied for asylum** or are applying for reconsideration (page 50),
- If you **sent your application more than 90 days after your arrival in France** and you can't justify why. This is considered a sign that you don't have urgent need of your application being accepted.
- If you **come from a country that is considered safe**: Albania, Armenia, Bosnia-Herzegovina, Cape Verde, Georgia, India, Kosovo, Macedonia, Moldova, Mongolia, Montenegro, Serbia.

**If you think that your application should be assessed using the normal procedure, you can tell the OFPRA (in your story (récit) or during the interview) why you disagree.**

The OFPRA can put you in normal procedure. If the OFPRA doesn't move you, you can take your arguments to the CNDA. You can also make this request if you come from Benin, Ghana or Senegal and registered your asylum claim before July 2021.

# Dublin procedure



**If the Prefecture decides to process your file in the Dublin Procedure**, it may mean that your fingerprints were found in another European country where you already sought asylum, or that you obtained a visa in another European country. That country is responsible for your asylum application.

The Prefecture will therefore ask that country to take you back in order to examine your application there.

While you wait for the country's answer, you are allowed to stay in France and should be granted access to asylum seekers' assistance such as the asylum seekers' financial help (ADA) and social health insurance (PUMA). The Prefecture will arrange various appointments that you must attend if you wish to continue to be eligible for housing and financial aid.



Careful: you will be given a **transfer order** during one of these appointments at the Prefecture. From this point onwards, you risk being sent to a detention centre and transferred to the country in charge of the asylum application. The French state has 6 months after the date that the country agreed to take you back to transfer you there.



**It is possible to appeal** and request that France be responsible for your asylum application and not to be transferred. (Time of appeals: 48 hours if you are under house arrest, otherwise 15 days). Your chances of winning the appeal depend on your personal situation (health, family, countries through which you have travelled...) but they are generally slim.

**If you lose the appeal, you will have to wait 6 extra months to be able to apply for asylum in France, during which you still risk being transferred.**

**Go to a specialist legal organisation as soon as possible to get help and advice if you want to appeal.**



**If you haven't been transferred to the country in charge** of your asylum application within the transfer period ( 6 months or more depending on your situation), France should be in charge of your application if all goes well.

Careful, every Dublin procedure is different, what may have worked for one person might not work for you.



**If you have been transferred but have returned to France**, you must re-register your asylum application at the prefecture.



**If you didn't show up to your Prefecture appointments or if you refuse to be transferred**, you risk being considered «on the run». In that case you will no longer be entitled to your asylum seekers rights (housing and ADA financial aid). Transfer delays will be extended to 18 months. At the end of that period, France will become responsible for your asylum application.

Careful: It is very complicated to calculate these delays. Ask a lawyer for advice.



**Whatever happens, go to a Free Legal Aid office with all your documents as soon as possible to get more information about your specific situation in the Dublin Procedure (see page 11).**

# OFPRA FILE AND INTERVIEW

## What is OFPRA?

**L'Office Français de Protection des Réfugiés et Apatrides** (French Office for the Protection of Refugees and Stateless People).

It is a public institution responsible for reviewing the asylum applications and taking their decision to grant (or not) International protection. The decision taken by the OFPRA can then only be reconsidered by appeal before the National Court for Asylum (CNDA )



## 1. The OFPRA file

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

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

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

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

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

## How to fill in the OFPRA file?

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

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

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

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

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

## If you need help with your OFPRA file:

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

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

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

## How and when should you send your file?

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

Send your file to this address:

**OFPRA**  
**201 rue Carnot**  
**94136 Fontenay-sous-Bois**

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

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

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



## 2. The interview

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

You will receive your notification by mail. Check for letters at your postal address every week! The date, hour and details of the interview will be in the letter.

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

You will receive your notification through your OFPRA online personal space.

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

⚠ Careful, the OFPRA is now organising interviews in two different locations in Fontenay-sous-Bois or Paris. Read your letter carefully to check the address of your meeting.

## Who will be at the interview?

These people have to remain neutral and confidential:

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

## What happens during the interview?

The protection officer will ask questions based on the information you gave in your OFPRA file. However, everything you say during the interview will be more important than what you wrote in the file for the final decision.

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

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

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

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

## How to prepare for the interview?

**Your interview is confidential: you can speak freely.**

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

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

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

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

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


## How and when will you receive the decision?

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

**The OFPRA should send you the final decision by registered mail to your address.** It is therefore very important to check your letters in your domiciliation centre as often as possible! If possible, once a week.

The postman will leave a notification slip («Avis de passage») at your domiciliation centre. You should check the Post Office branch address on the notification slip and you must go to that address within 15 days with the notification slip and your asylum seeker certificate, as proof of identity. It is very important that you collect your letter at the Post Office **within 15 days** of reception of the notification.

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

 When the OFPRA notify you of their decision on your online profile, you have 15 days to read it. After 15 days, the OFPRA will



assume that you have read it. If you are rejected, the time to request a lawyer with legal aid or the time to make an appeal may have already passed. The time and date you were notified is very important if you have to appeal!

### 3. The decision

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



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

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

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



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

**⚠ If you have been put into a Fast-Track procedure, you might lose your right to stay once the OFPRA has rejected your application.**

You might be sent back to your country, even during the CNDA appeal. In that case, go straight to a free legal aid office for advice (see page 11)



# MAKING AN APPEAL TO THE CNDA

## What is the CNDA?

### Cour Nationale du Droit d'Asile:

The National Court for Asylum is an administrative jurisdiction. It's Judges review any appeal you can make against OFPRA's decision to reject your asylum application. They closely examine the arguments presented by both parties (the OFPRA and the asylum seeker), and then make their decision. The CNDA can cancel the OFPRA's decision and grant the asylum seeker refugee status or subsidiary protection.

They can also reject the appeal. In this case the asylum seeker is denied the right to benefit from asylum in France.

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

## How to lodge an appeal with the CNDA?

The appeal must be presented as a letter, accompanied by enclosed documents if necessary, and must be written in French. In this letter, some important elements must be written:

- **Your civil status and personal information** (name, date and place of birth, nationality, address...)
- **Arguments to refute elements of the OFPRA's decision that you want to contest.** Clearly explain the reasons why you think OFPRA was wrong about your case.

The appeal must reach the CNDA within one month from the date you received the decision from OFPRA ; this means within one month from the day you picked up the letter from the Post-Office, or the date written on the postman's non-delivery notice (avis de passage) in your domiciliation centre.

## Appealing to the CNDA isn't that easy.

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

### You have 3 options:

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



## 1. Free lawyer

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

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

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

## Two ways of applying for a free lawyer:

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

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

Or by fax: ☎ **01 48 18 43 11**

Or you can drop off your letter at the address yourself.

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

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

**You will receive two letters within 15 days:**

- The registration of your application
- The acceptance of your application with the name and address of your lawyer.

Once you've received this letter, your lawyer will have a very short period of time to appeal!

Your lawyer will need to meet you and listen to your story to prepare your case against the OFPRA's decision.

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

## 2. A private lawyer

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

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

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

## 3. Appeal without a lawyer

⚠ **This is not recommended.**

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

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

## What happens after you have sent your appeal?

The CNDA processes your file

- You should receive your **appeal registration** letter from the CNDA (lettre d'enregistrement du recours à la CNDA), proving that your appeal has been registered.
- You should then receive a **letter scheduling your public hearing** (lettre de convocation) at the CNDA. In French it is called "convocation à la CNDA"

⚠ if your case isn't considered to have a good enough defence to contest the OFPRA decision, the CNDA can reject your appeal without a thorough review or a hearing. (It is called "décision de rejet par ordonnance CNDA").

**The hearing** takes place at the CNDA's

building (National Court of Asylum) in Montreuil, near Paris. Be careful, there are two different locations! Read your letter carefully to check the address of your meeting.

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

During the hearing, you will sit in front of a court made up of three people. Your lawyer will sit on your right hand side, and your interpreter on your left hand side.

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

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

## The hearing runs as follows:

1. The **rapporteur** explains your case,
2. The **judge(s)** ask you questions in order to clarify some points in your story. This part is very important. Speak as naturally and spontaneously as possible, while offering the details and circumstances asked, as the judge will be listening to see if you seem truthful and whether your fears and concerns are believable. (see page 36 with our advice for the OFPRA interview)  
Your lawyer will not be able to help you during that part: you know your story much better than they do !
3. Finally, your lawyer will speak and defend your asylum application, insisting on some important elements of your story and criticizing the OFPRA's decision.

You will receive the CNDA's decision within the next three weeks by registered letter. The decision will also be displayed at the CNDA on a date which will have been specified the day of the hearing.

## What to do once you have received the decision?

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

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



**If you have been granted refugee status or subsidiary protection:**  
read page 54 for information about how to go about the next steps.



If the CNDA refuses to grant you protection:  
**You have very few possibilities left:**

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

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

## **Assisted voluntary return:**

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

For more information, visit this website, which is translated into many languages:  
<http://www.retourvolontaire.fr/>



# APPLYING FOR YOUR CASE TO BE RECONSIDERED “RÉEXAMEN”

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

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

**Be sure to understand what defines a new fact.**

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

## What is a **new fact**?

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

Therefore, a fact is new if it happened:

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

Examples of events that can be considered as new facts if they have not been mentioned before to the OFPRA or CNDA:

- The **evolution of the political and/or security situation** in the country if it has an impact on your personal situation.
- The **grant of protection status to a relative whose fears of persecution are related to your own situation.**

**⚠ New evidence is not a new fact.**

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

Examples:

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

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

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

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

## IMPORTANT TO KNOW

Even if your fact is considered new, it will not automatically ensure protection.

Do not add any documents in your file without explaining how you found them and why you didn't present them during your first asylum application.

It is important to know that even though some documents contain new facts, applications for reconsideration are often rejected by OFPRA and CNDA as they are doubtful about their authenticity.

# How to apply for your case to be reconsidered?

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

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

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

**In Paris and Île-de-France, you can call the OFII number ☎ 01 42 500 900** (not free) and specify you want to apply for reconsideration.

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

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

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

If the application is declared valid but, after the re-examination, is rejected by the OFPRA, you can also appeal to the CNDA (see page 53)



# IF YOU HAVE BEEN GRANTED PROTECTION

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

This means that:

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

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

## What are your rights?

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

**Right to remain: after receiving your civil status documents from OFPRA,**

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

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

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

Find translated and simplified information aimed at refugees on the **Réfugiés.info** app :





# Family reunification (“réunification familiale”)

## Your family can join you in France:

- This can be your **husband, wife or partner**  
 ⚠ Beware: If the marriage was conducted after your asylum application, then you will go through a different and more difficult procedure called “regroupement familial” in French.
- Your **children** (under 20 years old) and your partner’s children (under 18 years old)

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

## How to have your family join you?

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

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

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

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

## How to get help?

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

- **The SPADA reception centre or housing centre** you were living in during the procedure. They can help you seek full citizen rights and find new accommodation.
- **The communal social action centre (centre communal d’action sociale, or CCAS)** of the town or region you live in. Make an appointment with a social worker, who should assist you with your financial and employment procedure as well as your application for social housing.
- **You can also go to the legal help centres** specialising in helping refugees (see page 11)

Titre de séjour



## RESIDENCE PERMITS

A **residence permit** and receiving refugee status do not have the same purpose. When applying for asylum, you will be asked about the persecutions that you face in your home country, whereas to obtain a residence permit, it is your situation in France that matters.

In many cases, you will need documented proof on how long you have been staying in France, how well you speak the language, your ties to French citizens or foreigners who have a residence permit.

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

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

**Residence permits are mostly applied for at the French consulate of your home country.**

There you will apply for a long-stay visa (**visa D**) that enables you to obtain a residence permit (for example: for a family reunification, to study in France, to work in France). The long-stay visa differs from the tourist visa, which only lasts 3 months (**visa C**).

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

### It is possible to apply for a residency permit:

- **If you are in an “irregular situation,”** meaning if you do not have papers that give you the right to stay in France.
- **If you are seeking asylum.** When you file your asylum application at the prefectures, you will be asked if you also want to apply for a residency permit. **You will need to give a response within two months, except for the ‘residency permit for health reasons’ for which you have 3 months.** Your application for a residency permit will only be processed once you have received an answer on your asylum application. You will not be able to apply for a new residency permit if your asylum application is rejected, except in certain specific cases.

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

It is therefore important to get advice from lawyers before applying for a residency permit.

Go to a legal help centre to evaluate your specific situation and to fill in your application (see page 11)

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

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

“Discretionary” residence permits are riskier and more difficult to obtain because, as indicated in the name, they are subject to the discretionary assessment of the prefect, allowing them to make the final decision. This means that even if you meet the criteria for a residence permit, the prefect can still reject your application. For instance, the work permit is discretionary.

Please note that to meet all the conditions (even for “residence permits as fundamental rights”) does not mean you will automatically be approved for a residency permit. Keep in mind that if your application is rejected, you are always at risk of expulsion. Don’t start the procedure by yourself. Ask for help from an organization that specializes in residence permits (see page 11)

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

- FUNDAMENTAL RIGHTS (meet the conditions, sometimes unclear)
- DISCRETIONARY (meet the conditions + application accepted by prefect)

YOUR SITUATION				RESIDENT PERMITS
● M2 students looking for employment (APS* 12 months)	● Visitors	● Employees/ temporary workers	● Person entrusted to the Youth Social Welfare (ASE) before the age of 16 and undergoing training	→ Residence permit for work
	● Marriage with a French citizen (if entry with visa)	● Personal and family ties (intense, stable, long-established)	● Parents of a French child	→ Residence permit for family life
	● Sick foreigner (serious illness that cannot be treated in the home country)	● Parents of a sick child (APS* 6 months)	● Work accident / sickness caused by profession	→ Residence permit for health
● Birth / entry before the age of 13 and continuous residence in France	● Person entrusted to the Youth Social Welfare (ASE) before the age of 16	● Particular or humanitarian motives	● Has lived on the territory for at least 10 years	→ Residence permit for private life
● Victims of domestic violence	● Victims of trafficking or prostitution	● Beneficiaries of a protective order	● Following a programme to transition out of prostitution (APS* 6 months)	→ Residence permit for victims of violence

\*APS = Temporary Resident Permit

⚠ The residence permits Algerians can apply for differs from others because they depend on the Franco-Algerian agreement.

# APRIL 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
31 1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

# MAY 2025

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1



City Mapper is a free phone app to get around in Paris and work out your journey in advance so you don't get lost.

**M** The Metro works in Paris and its suburbs.

**RER** The RER is a train network that allows you to get around between Paris and the rest of the region.

Porte de Clignancourt

Porte de la Chapelle

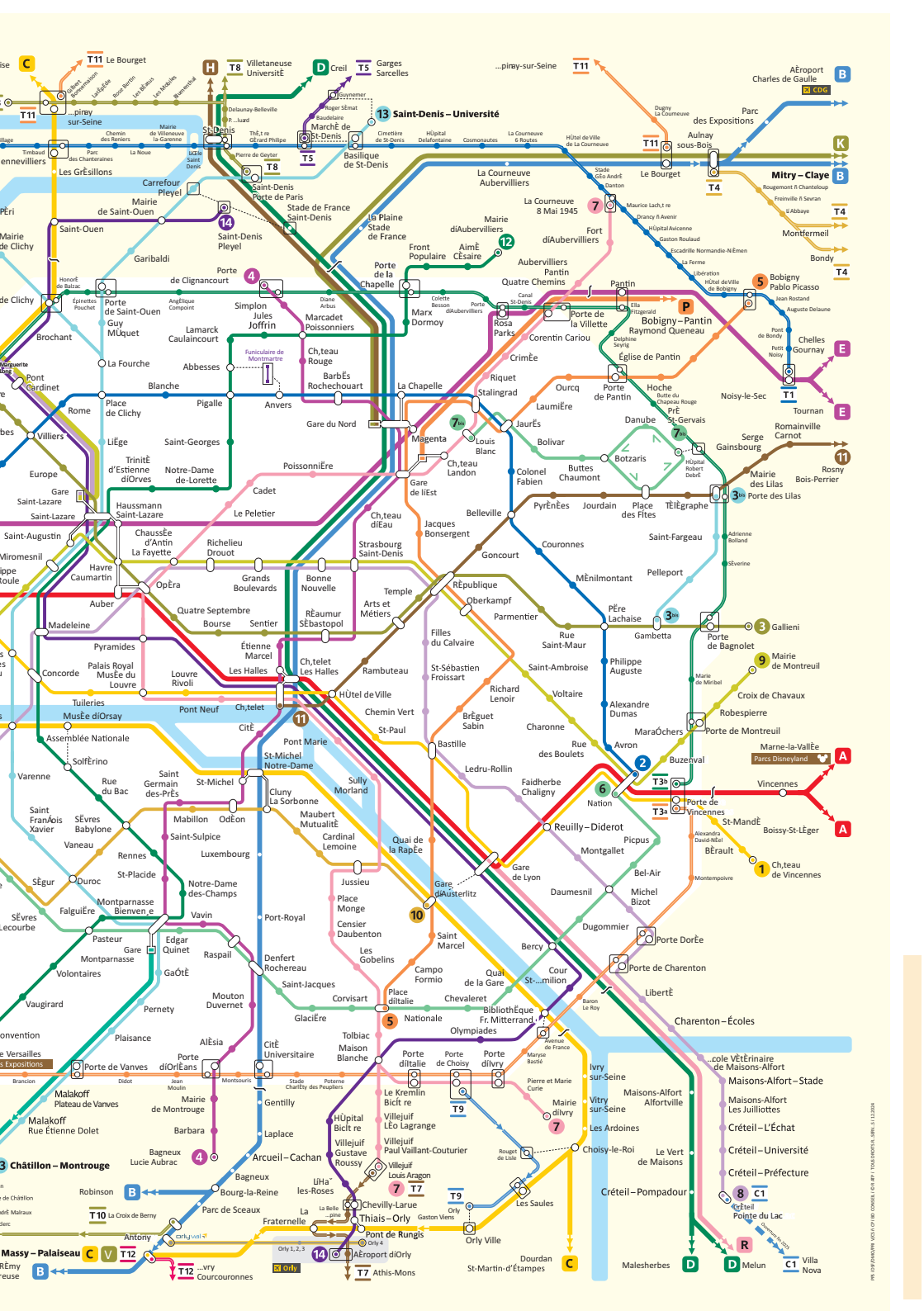
Porte d'Aubervilliers

Porte de la Villette

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# APRIL-MAY 2025

## ENGLISH - PARIS

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

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

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

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

**Watizat guides also exist in Lyon and Toulouse.**



**You can find online contents on [www.watizat.org](http://www.watizat.org)  
and video tutorials on:**



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