

# WATZAT

## Toulouse

**! CHANGES TO CERTAIN  
REGULARISATION CRITERIA**  
● See end of guide

### THE INFORMATION GUIDE FOR PEOPLE IN EXILE

**APRIL • MAY • JUNE  
2025**

**IMPORTANT!** During public holidays  
(21/4 • 1, 8, 29/5 • 9/6)  
some places  
may be closed.

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# ARRIVING IN TOULOUSE

## WHAT IS MY ADMINISTRATIVE SITUATION?

### Your right to residency

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

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



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

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

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

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

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



## YOUR DOCUMENTS

### Keep a copy of all your documents!



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

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

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

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

#### Examples of proofs to keep:

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

**ADOBE SCAN application allows you to scan your documents.**



## GETTING AROUND TOULOUSE

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

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

### Tisseo subscription

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

- **Free for asylum seekers** To get a **Pastel card** for 6 months (to be renewed), bring an identity photo, a valid certificate of asylum application ("récepiissé") and 9€.

- **Also free for some job seekers and people with disabilities.** Bring the documents justifying your situation.

- **Discount for recipients of AME** (bring your active AME card)

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

### If there is an inspection

If you travel without a valid ticket, you risk a fine. If there is an inspection, your identity papers might be requested. If you don't have any ID, the inspectors could ask the police to come and check your identity. If you are arrested, see your rights on page 60.

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

### If you receive a fine

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

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

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

You can also pay it online:

📄 <https://bit.ly/TisseoPV>



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

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



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

## Traffic rules

### ALPHACODE

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

Does not provide you with a permit: you must take an exam afterwards. Membership fee 8€. Information and registration by email.

✉ [alphamirail.code@alliancesetcultures.org](mailto:alphamirail.code@alliancesetcultures.org)

☎ 06 18 92 02 07

📍 84 rue Aristide Maillol

🚌 14 École d'architecture



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

# EMERGENCY NUMBERS

- free -

## 15 • SAMU

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

## 18 • FIREMEN

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

## 17 • POLICE

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

## 114 • EMERGENCY SMS

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

## 115 • EMERGENCY SHELTER

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

## 119 • CHILDREN IN DANGER

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

## 3919 • WOMEN VIOLENCE INFO

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



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

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

# HOUSING IN TOULOUSE

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

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

115



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

The map is here:

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



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

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

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

# PHONE

## Buy a phone

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

Some associations can give you a phone, ask them!

## Buy credit for your phone

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

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

→ Find a terminal:

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



Then you can:

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

## Where to charge your phone in Toulouse?

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

# Use/Get a computer

In most multimedia libraries ("médiathèques") and libraries you have access to computers and to the Internet (page 10).The association La Rebooterie, 29 bis avenue des Mazades (page 25), offers free computers if you come and repair them at two workshops (by waitlist).



## At drinking water taps behind and in public restrooms.

List of public toilets:

<https://bit.ly/WCToulouse>

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



## At public fountains.

List of public fountains:

<https://is.gd/cartotls>

→ On Google Maps search "fontaine à boire"



## FREETAPS

Drinking water map.



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

# FOOD VOUCHERS

## LA CLOCHE

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

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

Thursday 2-4pm

07 84 77 18 59

[toulouse@lacloche.org](mailto:toulouse@lacloche.org)

(from April 28th) Place Commune, 2 rue des jumeaux

Marengo SNCF

# UNACCOMPANIED MINORS

**-18** (UNDER 18)

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

**Now called Mineurs Non Accompagnés (MNA)**

You are an “unaccompanied minor” if:

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

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

## 2. Your rights in France

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

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

## 3. When you arrive in Toulouse

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

### DDAEOMI

- 🕒 Monday to Friday 9am-5pm
- ☎ 05 82 08 04 50
- ✉ [ddaeomi-toulouse@anras.fr](mailto:ddaeomi-toulouse@anras.fr)
- 📍 22 rue de Stalingrad
- 🚶 M A Marengo SNCF - M B Jeanne d’Arc

## 4. The evaluation interview at the DDAEOMI

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

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

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

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

During the evaluation process, the ASE can ask for “complementary examinations”: an

inspection of your identity papers if you have them, and sometimes a bone age assessment

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

## 5. After the interviews at the DDAEOMI

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

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

## 6. In case of a rejection

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

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

### COLLECTIF AUTONOMIE

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

- ✉ [autonomie@riseup.net](mailto:autonomie@riseup.net)
- 🌐 <https://qrco.de/AutonoMIE>
- 📘 [autonomie31](https://www.facebook.com/autonomie31)



## 7. Applying for asylum as an unaccompanied minor

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

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

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

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

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

**For more information on seeking asylum, see page 44.**





# USEFUL ADDRESSES

## RECEPTION AND ORIENTATION

### CVH - SPADA 31

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

- 📞 To collect your mail without appointment: Monday to Friday 9-11:45am
- 📞 Reception w/o appointment: Tuesday 1-4:30pm
- 📞 With an appointment for a follow-up: Monday to Friday 9-11:30am and 1-4:30pm (except Thursday afternoons)
- 📞 Telephone helpline Mondays, Wednesdays and Fridays 1-5pm
- 📞 05 31 26 60 90
- ✉️ [spada34@cvh34.com](mailto:spada34@cvh34.com)
- 📍 28 rue Théron de Montaugé
- 🚶‍♂️ 🚶‍♀️ 🚶‍♂️ Balma-Gramont

### MAISONS DES SOLIDARITÉS (MDS)

Social accompaniment and guidance, by appointment.

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



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

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

- Public social service which provides short-term help with essential needs and social rights. **For longer-term support, you will be referred to a social worker.**
- 📞 Telephone helpline Monday to Friday 1-5pm.
- 📞 To book an appointment, come in the morning (9am-12pm) No appointments given by phone.
- 📞 05 34 36 40 95.
- 📍 66 bis avenue Étienne-Billières
- 🚶‍♂️ 🚶‍♀️ 🚶‍♂️ Patte d'Oie

### ESPACE SOCIAL DU GRAND-RAMIER

Social worker present to welcome, refer and inform.

- 📞 Monday - Friday 10.30 am - 2pm
- 📞 Psychologist on site, Tues/Thurs 10:30am-1pm.
- 📞 Educational support the first Friday (morning) each month.
- 📞 Telephone helpline everyday 2-4pm: 05 61 32 03 24
- 📞 Reception: 05 61 32 95 21
- 📍 10 avenue du Grand-Ramier
- 🚶‍♂️ 🚶‍♀️ Palais de Justice - T1 T2 Île du Ramier

### DROITS DU CŒUR

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

- Printer, scanner, and usb outlets available.
- 📞 Wednesdays 7-8:30pm
- 📍 42 avenue Frédéric Estèbe 🚶‍♂️ 🚶‍♀️ Minimes
- 📞 Thursdays 7-8:30pm
- 📍 42 bis avenue de Ranguel

## HELP WITH PROCEDURES

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

### LIBRARIES/MEDIA LIBRARIES (BIBLIOTHÈQUES)

- 📖 For borrowing books, Cds/DVDs, access to a computer. Free library card upon presentation of an ID (or récépissé), proof of address/domiciliation and/or proof of low income.
- 📄 <https://bit.ly/BiblioToulouse>
- 🚶‍♂️ Accessibility for disabled people depends on the library.



### SECOURS CATHOLIQUE

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

- 📞 For residents of postal code 31500.
- 📞 Monday 9am-12pm by appointment, call for scheduling. 📞 05 34 25 67 40
- 📍 56 rue de Périole
- 🚶‍♂️ 🚶‍♀️ Marengo SNCF 🚶‍♂️ 🚶‍♀️ Arago

### SECOURS POPULAIRE

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

- Social and legal aid (help accessing food, healthcare, doctors, employment services...).
- Appointments can be made on site, by e-mail or by telephone:
- 📞 Monday to Friday 9am-12pm and 2-5.30pm
- ✉️ [permanence.jeunes@spf31.org](mailto:permanence.jeunes@spf31.org) (with first and last names, date of birth)
- 📞 05 34 40 34 40
- 📍 147 avenue des États-Unis
- 🚶‍♂️ 🚶‍♀️ La Vache 🚶‍♂️ 🚶‍♀️ Dulong

### ARGOS Open on national holidays

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

- Not for undocumented people.**
- 📞 Monday to Friday 9:30am-12pm, 1:30-5pm by appointment only
- 📞 06 42 46 23 10
- ✉️ [argos@toulouse-metropole.fr](mailto:argos@toulouse-metropole.fr)
- 📍 45 rue Gatien-Arnoult
- 🚶‍♂️ 🚶‍♀️ Jeanne-d'Arc

### CLUBS DE PRÉVENTION

Closed May 30th and June 9th  
Social and educational support for young people from 11 to 25 years old. The help provided depends on your needs (administrative help, reorientation, health and career/school advice...).

- Go to your neighbourhood's club:**
- <https://bit.ly/ClubPrevention>
- 📞 Club du Centre : Monday to Friday without appointment.
- Hours may vary, calling ahead is recommended.
- 📞 07 86 52 57 67 - 06 24 08 37 53
- ✉️ [club-centre@toulouse-metropole.fr](mailto:club-centre@toulouse-metropole.fr)
- 📍 28 rue Bertrand de Born
- 🚶‍♂️ 🚶‍♀️ Marengo SNCF
- 🚶‍♂️ 🚶‍♀️ Jean-Jaurès



### BOUTIQUE SOLIDARITÉ - ARPADE

- Appointments possible with a social worker weekday afternoons.
- 📞 Social support at the PAIO (on a first come, first served basis) Wednesdays 9am-12pm.
- 📞 06 99 11 40 49
- ✉️ [cpva.equipeboutique@arpade.org](mailto:cpva.equipeboutique@arpade.org)
- 📍 48 rue Michel Ange
- 🚶‍♂️ 🚶‍♀️ Lapujade

### CENTRE SOCIAL RAYMOND IV

- Closed April 21-28, May 1, 2, 8, 9, 29, 30th
- Assistance from a public writer: reception, support, guidance with admin. procedures and info.
- 📞 Make an appointment by phone.
- 📞 06 31 38 31 93
- 📍 4 rue de l'Orient 🚶‍♂️ 🚶‍♀️ Jeanne d'Arc

### LA FABRIQUE SOLIDAIRE DES MINIMES (FA SOL MI)

- Closed on 2 and 9 May
- ★ Help with administrative procedures (except taxes, over-indebtedness and naturalization) and writing letters.
- 📞 Appointments or open hours by phone or in person.
- 📍 Access to computers, printer and scanner : 4 free copies, then 10 cents/copy.
- 📞 Mon. - Fri. 9:30am-12:30pm and 2-5pm
- 📞 05 61 25 38 28
- 📍 29bis avenue des Mazades
- 🚶‍♂️ 🚶‍♀️ Minimes 🚶‍♂️ 🚶‍♀️ Puget

### CENTRE SOCIAL POLYGONE

- Closed April 22-27
- ★ Help with administrative procedures, no appointment needed:
- 📞 Centre social Polygone : Mon., Wed., Thurs. 9am-12:30pm and 4-6pm
- 📍 free computer access Mon. to Fri.
- 📞 05 61 41 29 90
- 📍 18 rue Vincent Scotto
- 🚶‍♂️ 🚶‍♀️ Patte d'oie 🚶‍♂️ 🚶‍♀️ Turenne 🚶‍♂️ 🚶‍♀️ Barrière de Bayonne



### ÉCOLE ET NOUS

- Help with administrative and school procedures, access to rights, without appointment.
- 📞 Monday to Friday 8:30am -12:30pm and 1:30 - 4:30pm (Fridays til 4pm)
- 📞 05 61 40 49 68
- 📍 10 cheminement le Tintoret
- 🚶‍♂️ 🚶‍♀️ Bellefontaine

### L'ESCABEL

- 📞 Tues.- Wed. 1:30-5:30pm and Thurs.- Sat. 10am-5:30pm
- Access to a printer as well.
- ★ 📞 By appointment Thursday and Saturday afternoons and for student 2 Thursday per month upon registration
- 📞 06 51 98 20 04
- ✉️ [lescabel.numerique@gmail.com](mailto:lescabel.numerique@gmail.com)
- 📍 36 rue Gatien Arnoult
- 🚶‍♂️ 🚶‍♀️ Jeanne d'Arc

### CENTRE SOCIAL BAGATELLE

☎️ ⭐ ⓧ Wed. and Thurs. afternoon.

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

**No appointment needed.**

📄 Photocopies (0,10€)

ⓧ Mon.-Fri. 8:30-12am and 1:30-6pm (5pm on Wednesdays, closed on Tuesday mornings and on Friday afternoons) Holiday hours : Mon-Thurs. 9am-5pm ; Fri. 9am - 12:30pm

☎️ 05 67 77 44 42

✉️ [centresocial.bagatelle@assqot.com](mailto:centresocial.bagatelle@assqot.com)

📍 117 r. Henri Desbals

🚇 **A** **BUS** **13** Bagatelle

### ★ **TOULOUSE OUVERTURE 7 (TO7)**

Possibility to scan/print documents.

ⓧ Monday to Wednesday 9am-12pm and 2pm-4:30pm and Thursday 9am-11:30am.

☎️ 05 61 44 27 74

📍 4 bis Cheminement Robert Cambert

🚇 **A** **BUS** **14** Le Lac Reynerie

### ★ **CROIX-ROUGE/RED CROSS**

ⓧ Make an appointment by phone or in person Monday to Friday 9:30am-12pm and 2-5pm.

☎️ 05 61 99 24 69

📍 20 Rue Raymond IV

🚇 **B** **BUS** **L1** **L9** **45** Jeanne d'Arc

### **ATELIERS JAMMES - GAF**

📄 Reception and free access to a computer (ask at the bar)

ⓧ Monday to Saturday from 8:30am-5pm (except Thursday) and 8:30am-1:30pm Sunday.

★ ☎️ Free, by appointment

ⓧ Wednesday to Friday, 9am-12pm and 2-5pm

☎️ 05 61 57 95 20

📍 13 rue du professeur Jammes

🚇 **B** **BUS** **15** **70** Canal du Midi

### **AVENIR - NOUVELLE MAISON DES CHÔMEURS**

**Closed May 8-9th**

☎️ Membership fee 20€ (5€ if you're unemployed)

📄 Access to printers as well (for work or if the person is accompanied by the org).

ⓧ Monday to Friday, 9am-12pm:

★ By appointment (in person, by phone or by email)

☎️ 05 34 31 33 11

✉️ [avenir.toulouse@outlook.fr](mailto:avenir.toulouse@outlook.fr)

📍 115 rue Bonnat

🚇 **B** **BUS** **44** Saouzelong

### **L'ÔSTALADA (SECOURS CATHOLIQUE)**

Social support by appointment.

ⓧ Wednesdays and Fridays 8:30-11:30am

☎️ 06 85 62 61 58

📍 22 place Arnaud Bernard

🚇 **M** **B** Compans-Caffarelli - **M** **B** Jeanne d'Arc

### **SOZINHO**

📄 Scanner and printer also available (cost price)

ⓧ Tuesday-Friday 9am-5pm, Sat. 10am-5pm.

★ Public writers' office: administrative and legal assistance. Without appointment, take a ticket at the community café.

ⓧ Tuesday and Wednesday 10am-12pm, Friday 10am-12pm and 2-4pm.

☎️ 09 83 53 39 03

📍 La Passerelle Negreneys - 38 rue des Anges

🚇 **M** **B** **BUS** **29** Minimes

### ★ **UTOPIA 56**

For all exiles, including unaccompanied minors.

Support with administrative procedures (CPAM, CAF, France Travail, etc.) and access to healthcare rights (AME, CSS, etc.)

☎️ 06 56 69 33 81 (Louise)

☎️ 06 09 16 90 67 (Clémentine)

✉️ [toulouse@utopia56.org](mailto:toulouse@utopia56.org)



## BAG STORAGE

### **BOUTIQUE SOLIDARITÉ - ARPADE**

☎️ Free luggage storage as space allows

ⓧ Call before coming in person.

Mon-Fri 9-11:45am.

☎️ 06 99 11 40 49

📍 48 rue Michel Ange

🚇 **BUS** **39** Lapujade

### **SOLIDARITÉ MIGRANTS PATTE D'OIE**

**Closed on May 23rd**

☎️ Free luggage storage for asylum seekers.

**Bring your récépissé.**

ⓧ Tuesday to Friday 9:30-11:30am

☎️ 05 36 89 64 87

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

🚇 **M** **A** Patte d'Oie

### **LE PETIT SALON - ESPOIR**

Free luggage storage for women.

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

📍 37 boulevard Matabiau

🚇 **M** **B** Canal du Midi **BUS** **15** **27** Passerelle

## DAY CENTRES



### **BOUTIQUE SOLIDARITÉ - ARPADE**

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

ⓧ Monday to Friday 9am-12pm.

☎️ Free snack until 10:30am, hot drinks (pay-what-you-can). ☎️ one blanket (free) per year / per person while supply lasts.

ⓧ Free showers 9-11:30am, personal hygiene products (0.15€), laundromat (0.50€ by Appt).

ⓧ Social support from the PAIO Wed. mornings.

ⓧ Support from a psychologist Mon. Tues. and Wed. from 9am-12pm / by appointment Mon. afternoons + various workshops

📍 48 rue Michel Ange

🚇 **BUS** **39** Lapujade

### **L'ÔSTALADA (SECOURS CATHOLIQUE)**

Day centre. Pets welcome.

ⓧ Monday-Friday 8:30-11:30am: Laundromat by appointment (0,50€) and showers (0,20€)

ⓧ Wed & Fri 8:30-11:30am: social support by apptmt

☎️ 06 85 62 61 58 📍 22 place Arnaud Bernard

🚇 **M** **B** Compans-Caffarelli

### **ATELIERS JAMMES - GAF**

ⓧ Mon-Sat 8:30am-5pm. Closed Thursdays.

Sundays: 8:30am-1pm. *Pets welcome.*

☎️ 05 61 57 95 20 📍 13 rue du Professeur-Jammes

🚇 **M** **B** Canal du Midi **M** **B** Minimes

### For women isolated or with children:

### **LA CASÈLA (SECOURS CATHOLIQUE)**

Open on national holidays

ⓧ Monday-Friday, 8:30am-12:30pm: Breakfast (0,20€), showers (0,20€), laundromat (0,50€).

Option to cook on site. Children welcome if accompanied by mother (boys up to age 14).

☎️ 09 80 49 29 39

📍 6 bis boulevard Maréchal Leclerc

🚇 **M** **B** Compans **BUS** **L1** **31** **63** Barcelone Leclerc

### **LE PETIT SALON - ESPOIR**

Pets welcome (leashed, with muzzle).

Coffee, tea and snacks available. Workshops upon registration some afternoons. Medical, psychological and social aid (information on-site).

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

📍 37 boulevard Matabiau

🚇 **M** **B** Canal du Midi **BUS** **15** **27** Passerelle

## FINDING A RELATIVE



### **RECONNECTING WITH FAMILY MEMBERS - CROIX-ROUGE (RED CROSS)**

**Closed April 12-27th**

For those who need help finding a lost family member because of war, a natural disaster or migration. This service is **free** and the information you give will remain confidential. Make an appointment by phone or email.

☎️ 05 34 50 14 84 and 06 83 99 50 17

✉️ [rif.dt31@CROIX-ROUGE.fr](mailto:rif.dt31@CROIX-ROUGE.fr)

📍 71 chemin des Capelles

🚇 **BUS** **46** École CROIX-ROUGE



## Morning

### **BOUTIQUE SOLIDARITÉ - ARPADE**

☎️ Free snack, pay-what-you-can drinks

ⓧ Monday to Friday 9am-10:30am

Free Wifi

☎️ 06 99 11 40 49

✉️ [cpva.equipeboutique@arpade.org](mailto:cpva.equipeboutique@arpade.org)

📍 48 rue Michel Ange

🚇 **BUS** **39** Lapujade

### **ATELIERS JAMMES - GAF**

☎️ Free breakfast on site and hot drinks (about 0,20€).

ⓧ Every day 8:30-11:30am (except Thursday)

☎️ 05 61 57 95 20

✉️ [jammesateliers@gmail.com](mailto:jammesateliers@gmail.com)

📍 13 rue du Professeur Jammes

🚇 **M** **B** Canal du Midi **M** **B** Minimes

### **L'ÔSTALADA (SECOURS CATHOLIQUE)**

Breakfast on site (0,20€).

ⓧ Monday to Friday 8:30-11:30am

Tuesday 2pm-4:30pm: games & coffee

✉️ [andrew.nguyen@secours-catholique.org](mailto:andrew.nguyen@secours-catholique.org)

📍 22 place Arnaud-Bernard

🚇 **M** **B** Compans **M** **B** Jeanne d'Arc

**SECOURS CATHOLIQUE**

Free breakfast to take away.

🕒 Every day 7-9am

📍 62 rue Cazeneuve

🚇 Minimes - Marengo SNCF

**Noon****ESPACE SOCIAL DU GRAND-RAMIER**

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

Sit down eating for homeless after appointment from social worker

🕒 Monday - Friday 10:30am-2pm

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

📍 10 avenue du Grand-Ramier

🚇 Palais de Justice Île du Ramier

**FOOD NOT BOMBS**

Distribution of free vegan meals.

🕒 Last Sunday of the month at 1:30pm

📍 Place Belfort (or Médiathèque José Cabanis if rain)

🚇 Jean Jaurès Marengo SNCF

**L'ASTRONEF**

Pay-what-you-can vegetarian cafeteria

🕒 every other Sunday

☎ 05 61 52 90 70

✉ [cafelastronef@gmail.com](mailto:cafelastronef@gmail.com)

📍 3 place des Avions

🚇 Saouzelong / Rangueil

**Evening****RESTOS DU CŒUR TRUCK**

Free hot meal service on site.

🕒 Every day 7pm-8:30pm

📍 42b avenue de Rangueil + Restaurant Jules Julien (except Saturdays.) Saouzelong

📍 Across from 61 rue Pierre Cazeneuve (except Sundays) Minimes Raisin

📍 42 avenue Frédéric Estèbe Minimes

**RESTO'RUE - MAIN TENDUE**

Free hot meal distribution.

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

📍 Across from 61 rue Pierre Cazeneuve

🚇 Minimes

**Food boxes**

Register to access after your situation is assessed.

**SECOURS POPULAIRE**

Food box (products to cook). Food assistance (if approved by interview). Make an appointment the following days:

🕒 Monday, Wednesday and Friday 9am-12pm (book by phone or in person until 11:30am).

☎ 05 34 40 34 40

📍 147 avenue des Etats-Unis

🚇 La Vache - Dulong

**CROIX-ROUGE (RED CROSS)**

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

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

Come with your ID.

☎ 05 61 99 24 69

📍 20 rue Raymond IV Jeanne d'Arc

**LES RESTOS DU CŒUR**

Call to be directed to the nearest distribution centre.

☎ Telephone helpline available in the mornings:

05 34 40 12 12 (then press 1)

**EQUIPE SAINT VINCENT**

**Closed May 26-30th**

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

🕒 Wed. 10am-12:30pm, 2-4pm and Thurs. 1-4pm

✉ [esv.toulouse@gmail.com](mailto:esv.toulouse@gmail.com)

📍 2 rue du Docteur Hervé

🚇 Cartoucherie Ducis

**LEGAL ASSISTANCE**

Help and advice depending on your situation:

ASYLUM PROCEDURES

DUBLIN INFORMATION

REFUGEES

CARTE DE SÉJOUR/RESIDENCE PERMIT

WORK RULES AND REGULATIONS

**Need a lawyer?**

List of lawyers from the Organisation for the Defense of Foreigners,» ADE

🌐 <https://bit.ly/ADETou>

✉ [ade.toulouse@gmail.com](mailto:ade.toulouse@gmail.com)

**COLLECTIF AUTONOMIE**

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

✉ [autonomie@riseup.net](mailto:autonomie@riseup.net) autonomie31

**MAISON DES DROITS DES ENFANTS ET DES JEUNES**

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

🕒 Fridays 2-5pm, with and without appointment

☎ 05 61 53 22 63

📍 22-24 rue Monserby

🚇 Jolimont

**AMNESTY INTERNATIONAL**

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

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

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

Contact EADA (Asylum Seekers Help Team):

☎ 06 07 76 84 03

✉ [asiletoulouse@amnesty.fr](mailto:asiletoulouse@amnesty.fr)

📍 2 rue Renée Aspe François Verdier

**LA PREM**

Welcomes all foreigners who wish to talk, be informed, or need solutions regarding their situation.

🕒 Legal advice, no appointment Mon. 2pm- 6pm

📍 L'Escabel - 36 rue Gatien Arnould

🚇 Jeanne d'Arc

**COLLECTIF MIGRANT·E·S**

**CGT 31 Open May 1, 8, and 29th**

Requests for legal immigration status through work and help with labour law.

🕒 Without appointment Mondays 3-6:30pm

☎ 05 61 21 53 75

✉ [collectifimmigrationcgt31@laposte.net](mailto:collectifimmigrationcgt31@laposte.net)

📍 19 place Saint-Sernin

🚇 Jeanne d'Arc

**SECOURS CATHOLIQUE - SERVICE MIGRANTS**

Administrative and legal assistance with the asylum procedure (Material welcome conditions, help with your story for OFPRA, legal aid for the CNDA) and for requests or renewals of residency permits, family entry and reunification, naturalisation

🕒 By appointment Tues. and Thurs. afternoons. Call ☎ 05 34 25 67 40 (Mon-Fri 9am-12pm, 2-5pm) or ✉ [migrants.311@secours-catholique.org](mailto:migrants.311@secours-catholique.org)

📍 56 rue de Périole

🚇 Marengo SNCF - Arago

**CONSULTATIONS MÉDICO- SOCIALES- ESPOIR**

Free consultations for certificate of agreement for asylum seekers, file preparation for residency permit based on medical needs, guidance regarding various situations: work accidents, inability to work, reclassification, social security disputes.

🕒 By appointment (email or phone) Tuesdays starting from 6pm

☎ 07 68 64 49 21

✉ [secretariat.ets@espoir31.org](mailto:secretariat.ets@espoir31.org)

📍 Hôpital Joseph-Ducuing, 15 rue de Varsovie, basement level

🚇 Saint Cyprien

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

**Closed May 30th**

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

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

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

✉ [cidff31@cidff31.fr](mailto:cidff31@cidff31.fr)

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



LA CIMADE

Information and support to obtain residency and asylum.

Contact and appointment scheduling: by phone Mon. and Thurs. 1-3:30pm. 05 61 41 13 20

Telephone hotlines

LA CASE DE SANTÉ - HEALTHCARE RIGHTS DEPARTMENT

Help with access to healthcare rights (right to stay for medical reasons, AME, visas, discrimination in healthcare...). Interpreters in over 100 languages.

COMITÉ POUR LA SANTÉ DES EXILÉ·E·S (COMEDE)

Medical and psychological assistance from doctors by phone. Questions about a healthcare need or a medical exam. Support and expertise concerning medical needs, prevention, mental health exams, medical-legal resources for foreigners.

GISTI Legal advice by phone (expect a bit of a wait) Mon-Fri. 3-6pm and 10am-12pm Wed. & Fri

WOMEN



Violence against women info: 3919

OLYMPE DE GOUGES - SAVIF Centre for women who are survivors of violence (reception, support, information and orientation).

By appointment. Telephone helpline from Monday to Friday 9am-5pm. 06 26 47 62 85 savif@olympede2gougues.org

APIAF

Mental support and guidance, social and legal assistance for women survivors of violence. First reception without appointment Tues. 1-4:30pm and Thurs. 2-5pm, other days by appointment. 05 62 73 72 62 association@apiaf.fr

PLANNING FAMILIAL 31

Free information, support and guidance (anonymous and non-medical): emotional/sex life, contraception, abortion, STIs, LGBTQIA+, violence. Monday to Thursday 1:30-5pm without appointment. 44 place Nicolas Bachelier - 1st floor up Jean-Jaurès Nat. hotline (0800 08 11 11) Mon-Sat. 9am-8pm.

CHILDREN



Emergency number for children or teens: 119

8 MAISONS TOULOUSE SERVICES (MTS)

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

ASSOCIATION MAISON DES FAMILLES

Closed April 21-27 and May 1, 2, 8, and 9 Space of welcome and gathering (anonymous, free, and without registration) for parents, who may come with or without their children. For single or struggling parents. A space of exchange to break from isolation and to support parenthood. Mon and Tue 9:30am-5pm. Wed 1:30-5pm. Thur 9:30am-5pm. Fri 8:30-11:30am. 05 36 25 25 189 rue de Faubourg Bonnefoy Sainte Hélène Hauts de Bonnefoy

LES RESTOS BÉBÉS

Distribution of food, diapers and clothes (while supplies last) for babies under 1 year old. Call first to provide your information and make an appointment for registration Mon 1:30-4pm, Wed 10am-12pm, 2-4:30pm, Fri 2-4:30pm. 05 61 42 96 13 7 Grande rue Saint-Nicolas Saint Cyprien L4 L14 L44 Cours Dillon

PROTECTION MATERNELLE INFANTILE (PMI)

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



LGBTQIA+

ACT UP SUD-OUEST

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

accompagnement@actupsudouest.org By telephone appointment, Tuesdays and Thursdays 10am-12pm / 2-5pm 06 47 00 74 17 Espace Diversités Laïcité - 38 rue d'Aubuisson Jean-Jaurès François-Verdier

CLAR-T

Mutual aid organisation for trans, non-binary or questioning people. Appointment with a social worker for individual accompaniment. Access to rights, orientation, legal and administrative help. Interpretation possible. Make an appointment by Whatsapp or by email: 06 59 83 97 90 clar.t.social@disroot.org

ALDA - LESBIENNES RÉFUGIÉES

Support and administrative guidance for lesbian asylum seekers or refugees. 2nd Wed. of each month from 6-8pm. reseau.alda@yahoo.com AldaToulouse Espace Diversités Laïcité - 38 rue d'Aubuisson Jean-Jaurès François-Verdier

FONDATION LE REFUGE

Reception, temporary accommodation, support for young people aged 18 to 25 who are victims of LGBT+ phobia separated from family. By appointment Mon-Thurs 9am- 5pm, Fri 9am-1pm 07 61 80 67 22 30 rue de Soupetard toulouse@le-refuge.org Jolimont - 37 Soupetard Salonique National helpline 8am-midnight) 06 31 59 69 50

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

Reception, support, and guidance for LGBT+ people and their friends/family. Free and confidential. By appointment Tuesday to Saturday and without appointment Friday and Saturday 3-7pm Telephone helpline from Tues. to Sat. 10am-7pm 05 34 66 81 48 - 06 42 38 74 97 cesame.occitanie@enipse.fr 7 rue des Puits Clos Esquirol, Capitole

LE JEKO

Friendly space for discussions, mutual aid and support for LGBTQI+ migrants (non-mixed). 2nd and 4th Thursdays of the month at 6:30pm. No appointment necessary. 06 89 51 99 54 - 06 74 51 98 08 jeko.toulouse@gmail.com Espace Diversités Laïcité - room 5 38 rue d'Aubuisson Jean-Jaurès

DREAMS

Orientation and accompaniment of newly-arrived LGBTQI+ individuals. Monday and Friday 6-8pm. assodreamsfr@gmail.com Espace Diversités Laïcité - 38 rue d'Aubuisson Jean-Jaurès François-Verdier

QUEER SEX & PRODS - COMMUNITY-BASED LGBTQIA+ SERVICES

Risk-reduction services (RdR) and discussions about consumption practices for psychoactive substances. Friendly and caring reception - supplies and advice - testing for HIV and hepatitis viruses B and C - substance analysis - themed workshops. Wednesdays 6:30-9pm. Agenda: https://linktr.ee/queer.sex.prods queer.sex.prods@gmail.com 07 49 97 65 29 (sms) 2bis rue Clémence Isaure Esquirol



## Emergency Care

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

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

### HÔPITAL PURPAN

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

### HÔPITAL DES ENFANTS (Children's Hospital)

☎ 05 34 55 84 10  
📍 330 avenue de Grande-Bretagne  
🚶 T1 T2 Purpan - BUS L2 45 63 Hôpital Purpan

### HÔPITAL RANGUEIL

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



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

• **Do not leave the hospital** without seeing a social worker.

• **Coming with a French-speaking** person can help.

• **Traducmed** is a very useful translation site (39 languages) for medical appointments:  
🌐 [www.traducmed.fr](http://www.traducmed.fr)



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

### PASS CITÉ DE LA SANTÉ - HÔPITAL LA GRAVE

For anyone with difficulty accessing healthcare.  
🕒 By appointment Monday to Friday 9am-12pm and 1:30-4pm. Possibility to be seen without appointment depending on cancellations.

☎ 05 61 77 78 31  
✉ [pass@chu-toulouse.fr](mailto:pass@chu-toulouse.fr)  
📍 place Lange  
🚶 M A BUS 13 14 45 66 Saint Cyprien

### PASS HÔPITAL JOSEPH DUCUING

Consultations for patients who require urgent medical attention.

Walk-in access without appointment through the Emergency Room ("les Urgences" in French).

🕒 Monday to Friday 9am-1pm and 1:30-3pm  
☎ 05 61 77 34 00 then ask for PASS  
✉ [secretariat.social@hopitaljosephducing.fr](mailto:secretariat.social@hopitaljosephducing.fr)  
📍 15 rue de Varsovie  
🚶 M A BUS 14 Saint Cyprien

## Medical consultations

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

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

Reception, guidance, and access to hygiene care. Nurses, pharmacists and a doctor present depending on availability (typically Mon., Tues or Thurs.). Doctor present Mon. Tues. and every other Thursday. Coffee and shower available.

🕒 Mon-Fri 8:30-11:30am without appointment  
☎ 05 61 77 87 93  
📍 Hôpital La Grave - Place Lange  
🚶 M A BUS 13 14 45 66 Saint Cyprien

### PLATEFORME SANTE PRECARITE (PSP)

🆓 Free general healthcare assistance for vulnerable individuals living in squats or slums.

🕒 Without appointment 2nd and 4th Tuesdays from 10:30am-12:30pm.  
📍 Espace social - 10 avenue du Grand-Ramier  
🚶 M B Palais de Justice T1 T2 Île du Ramier  
🕒 Possibility to make an appointment for the team to come to your place.  
☎ 06 10 67 58 02 or email:  
✉ [santeprecarite@hopitaljosephducing.fr](mailto:santeprecarite@hopitaljosephducing.fr)

### CASO - MÉDECINS DU MONDE (MDM)

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

🕒 Monday, Wednesday, Friday 9:15-11:30am (arrive early) without appointment.  
☎ 05 61 63 78 78  
✉ [info.midi-pyrenees@medecinsdumonde.net](mailto:info.midi-pyrenees@medecinsdumonde.net)  
📍 5 boulevard Bonrepos  
🚶 M A BUS L8 14 Marengo SNCF

### CENTRE DE SANTÉ DU CCAS

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

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

## Healthcare helplines

### LA CASE DE SANTÉ

Questions about healthcare access (health insurance, right to residency for medical reasons...), making appointments for a healthcare need, checkups and medical care, mental health care. **Interpreters for more than 100 languages.**

🕒 Mon, Wed, Thurs, Fri 2-5pm, Tues 10-12am  
☎ 05 61 23 62 35

### COMITÉ POUR LA SANTÉ DES EXILÉ·E·S (COMEDE)

Medical and psychological help from doctors by phone. → Questions about checkups and medical care. Support and information about medical care, preventative healthcare, mental health check-ups, and medical-legal aspects of foreigners's rights. **Interpretation available in all languages.**

🕒 Monday, Tuesday, Thursday 9:30am-12:30pm and 2-5:30pm. Wednesday 9:30am-12:30pm  
☎ 01 45 21 38 93

## Audition

### AUDITION SOLIDARITÉ

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

→ First meet with an ENT doctor (médecin ORL) to get a prescription, then contact Marion by email or phone to make an appointment with a hearing aid specialist.  
☎ 06 72 83 79 55  
✉ [marion@auditionsolidarite.org](mailto:marion@auditionsolidarite.org)

## Dental - Vision

### PASS DENTAIRE - HÔTEL DIEU DENTISTRY

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

### CENTRE DENTAIRE MUTUALISTE (UGRM) - HÔPITAL JOSEPH DUCUING

Dental care for those with health insurance (CSS, AME...) without exceeding the reimbursable services.

🕒 Consultations Mon-Fri 8am-7pm. Make an appointment through [Doctolib.fr](http://Doctolib.fr) or by phone. Come with a person who speaks French.  
☎ 05 61 77 34 54  
📍 15 rue de Varsovie  
🚶 M A BUS 14 Saint Cyprien

### OPHTALYS - DENTYLIS

Consultation with an **orthoptist** (then referral to an ophthalmologist) and/or with a **dentist**.  
🕒 By appointment (Doctolib or by phone) Mon.-Fri. 9am-6:30pm  
Those who don't speak French must come with someone to translate.  
Minors must be accompanied.  
AME and CMU accepted.

Minors must be accompanied by an adult.

☎ 05 32 26 16 55  
✉ [info-bayard@dentytis.fr](mailto:info-bayard@dentytis.fr)  
📍 19 rue Bayard  
🚶 M B Jeanne d'Arc

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

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



## Mental health

### Psychiatric healthcare and emergency services

#### URGENCES PSYCHIATRIQUES - HÔP. PURPAN

Emergency psychiatric consultations for evaluation of suicide risk, delusional disorders, psychiatric illnesses... The **3114** hotline is free and provides support and aid for those with suicidal thoughts. If help by phone isn't enough, call the number 15 (or text the number 114 📞) and go to the emergency room if you are advised to.

📍 Avenue du Professeur Jean Dausse, for emergencies («Urgences») go up to the first floor to the reception desk.

🚌 T1 T2 Purpan 🚌 L2 45 63 Hôpital Purpan

#### CENTRE DE SANTÉ DU CCAS

🆓 Free consultation with:

🕒 a psychiatrist by appointment (by email) Fridays 9am-12:30pm. Interpretation upon request:

✉️ [secretariat.methadone@chu-toulouse.fr](mailto:secretariat.methadone@chu-toulouse.fr)

🕒 a psychologist, without appointment Tuesday 9am-12:30pm

☎️ 05 61 77 80 82

🏠 2 bis rue de Belfort

🚇 M A Marengo SNCF - 🚇 M A B Jean-Jaurès

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

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

🕒 Monday to Friday 9am-8pm

☎️ 05 61 43 45 46

### Consultations and support spaces with a psychologist

#### PASS PSY CITÉ DE LA SANTÉ - HÔP. LA GRAVE

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

🕒 Monday-Friday 9am-12pm and 2-4pm

☎️ 05 61 77 80 36 • 05 61 77 79 98 • 05 61 77 80 44

Translation possible for non French speakers.

📍 Place Lange 🚇 M A 🚌 13 14 45 66 Saint Cyprien

#### MÉDECINS DU MONDE (MDM) Programme en Santé Mentale et Soutien Psychosocial

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

🕒 One-on-one psycho-social support by appointment (interpretation possible).

🕒 Therapeutic or artistic group workshops Mon. and Wed. afternoons (must register).

🕒 The « Café du Monde » (World Café) is a space designed for relaxing and speaking freely about mental health while creating social connections. No appointment needed, every Friday from 1:30-4:30pm.

☎️ 06 78 23 27 06 - 05 61 63 78 78

✉️ [smsps.toulouse@medecinsdumonde.net](mailto:smsps.toulouse@medecinsdumonde.net)

🏠 5 boulevard Bon Repos 🚇 M A Marengo SNCF

#### MAISON DES CHÔMEURS - PARTAGE

On-site psychologist. One-on-one discussion with an intercultural psychologist without appointment for first contact and needs assessment.

Assistance for any psychological difficulties, particularly those related to the trauma of exile.

🏠 Partage Faourette, 13 rue de l'Ukraine

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

☎️ 05 34 56 33 86

✉️ [partage-faourette@orange.fr](mailto:partage-faourette@orange.fr)

🚇 M A 🚌 13 Bagatelle

🏠 Partage Bordeloungue

📍 11 chemin des Martyrs de Bordeloungue

🕒 Tuesdays, Wednesdays, Thursdays 2-6pm

☎️ 05 61 72 56 96

🚌 L4 13 Bordeloungue

#### UN PSYCHOLOGUE DANS MON QUARTIER ASSOCIATION ICS

🆓 First 10 psychological consultations are free.

🕒 By appointment.

☎️ 07 48 72 25 48 or 07 66 06 69 89

✉️ [ics@therapist.net](mailto:ics@therapist.net)

📍 Centre Social Alliances et Cultures

🕒 Wednesdays 1-5pm

84 rue Aristide Maillol 🚇 M A Mirail-Université

🚌 87 Ecole espagnole 14 Cité scolaire Rive Gauche

📍 Pradettes

🕒 Mon. 10am-14pm, Wed. 9am-12.30pm

📍 12 rue Julien Forgues 🚌 18 46 Pradettes

#### PSYCHOLOGUES DU MONDE

Consultations with psychologists and interpreters.

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

🏠 Espace social, 10 avenue du Grand-Ramier

🚇 M B Palais de Justice - 🚌 T1 T2 Île du Ramier

#### PALABRE, ESPACE INTERCULTUREL

🆓 Space of welcome and free psychological consultations and support. **Interpretation possible.** Group reception while waiting for 1<sup>st</sup> appointment, then consultations possible every 15 days.

🕒 Without appointment: Tuesdays 9-11am

Call for more information ☎️ 07 68 27 03 87

✉️ [palabre.interculturel@gmail.com](mailto:palabre.interculturel@gmail.com)

📍 2 esplanade Pierre Garrigues 🚇 M B Empalot

#### SOZINHO

Psychological assistance by appointment.

🕒 First and third Tuesday of each month, 2-5pm. Register by email:

✉️ [permanencepsy.lapasserelle@gmail.com](mailto:permanencepsy.lapasserelle@gmail.com)

## Contraception, Pregnancy / Abortion

#### HÔP. JOSEPH DUCUING-SERVICE ORTHOGÉNIE

Services for those seeking an abortion.

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

🕒 Mon-Fri. 9am-4pm: **always call before coming.**

Possibility for interpretation starting from 2nd apnt.

☎️ 05 61 77 50 79

✉️ [pole.orthogenie@hopitaljosephducing.fr](mailto:pole.orthogenie@hopitaljosephducing.fr)

📍 15 rue de Varsovie 🚇 M A 🚌 14 31 Saint Cyprien

#### LA CASE DE SANTÉ

Community health center, medical abortions.

**Interpreters for more than 100 languages.**

Midwife or doctor present.

🕒 By appointment at:

☎️ 05 61 23 01 37

📍 17 place Arnaud-Bernard

🚇 M B Compans 🚌 L1 29 45 70 Arnaud Bernard

#### HÔPITAL PAULE DE VIGUIER (MATERNITY)

Pregnancy care, gynecological emergencies and abortion services.

- Gynecology consultation: 05 67 77 11 45

- Abortion consultation: 05 67 77 10 01

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

- For pregnancy care, register on the

[mychu.chu-toulouse.fr](http://mychu.chu-toulouse.fr) website.

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

📍 Allée Jean Dausset - 🚌 T1 T2 Purpan

## Sexual health Consultations for HIV / STIs / Hepatitis

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

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

Minors must be accompanied by an adult.

🕒 By appointment **unless in case of emergency** Mondays, Wednesdays and Thursdays 9am-6pm. Tuesdays 9am-9pm. Fridays 9am-12:30pm.

☎️ 05 61 77 80 32

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

🚇 M A Saint Cyprien 🚌 L4 L7 Cours Dillon

#### ACT UP SUD-OUEST

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

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

☎️ 06 47 00 74 17 ou 06 18 41 20 99

✉️ [accompagnement@actupsudouest.org](mailto:accompagnement@actupsudouest.org)

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

🚇 M A 🚌 13 14 45 66 Saint Cyprien

#### ASSOCIATION AIDES Closed May 5-13th

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

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

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

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

☎️ 05 67 63 06 18

✉️ [caarud.toulouse@aides.org](mailto:caarud.toulouse@aides.org)

#### Le LOUNGE

Listening, prevention, risk reduction and guidance in sexual health aimed for practicers of chemsex or for gay men who use drugs.

Free consultations by appointment: psych., addictology, sexology, and general medicine designed for chemsex practicers.

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

✉️ [lounge.toulouse@aides.org](mailto:lounge.toulouse@aides.org)

📍 14-16 Place Laganne

🚇 M A 🚌 13 14 45 66 Saint Cyprien

## ÉQUIPE NATIONALE

## D'INTERVENTION EN PRÉVENTION

## ET SANTÉ (National Prevention and

## Health Intervention Team - ENIPSE)

## Testing and info on LGBTQI+ sexual health.

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

## Addiction support

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

### CAARUD - AIDES

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

🕒 Individual reception Mon-Wed 1.30--5.30pm  
 🕒 Groups: Mon, Tues., Wed 10:30am-1:30pm and Fri. 10:30am-1:30pm and 3-5:30pm  
 ☎ 05 34 31 36 60 - 06 16 49 59 62  
 ✉ [caarud.toulouse@aides.org](mailto:caarud.toulouse@aides.org)  
 📍 16 avenue Etienne Billières  
 🚶 M A Saint-Cyprien

#### • Outdoors:

🕒 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> Tues. of the month 2:30-5:30pm  
 📍 Place Belfort  
 🚶 M A Marengo SNCF - M A Jean-Jaurès

### CSAPA - MAURICE DIDE *Closed May 29th-June 1st*

☎ Free and anonymous addiction consultations by appointment.

☎ Call 05 61 77 80 82

🕒 Mon-Thurs 9:30am-1:30pm & 2-4:30pm and Fri. 9:30am-12pm for an evaluation of your situation. **Interpretation possible.**

✉ [secretariat.methadone@chu-tlse.fr](mailto:secretariat.methadone@chu-tlse.fr)  
 📍 Hôpital La Grave - Place Lange, cours St-Joseph  
 🚶 M A B 13 14 45 66 Saint Cyprien

### LOW-THRESHOLD METHADONE MAINTENANCE PROGRAM - CLÉMENCE ISAURE

(PMSA) Services for people dependent on opioids.

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

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

☎ 05 34 45 40 40

✉ [secretariat.intermede@clemence-isaure.org](mailto:secretariat.intermede@clemence-isaure.org)

📍 2bis rue Clémence Isaure

🚶 M A Esquirol

### CSAPA - CLÉMENCE ISAURE

☎ Free & anonymous consultations by appointment

☎ 05 61 61 65 50

✉ [secretariat@clemence-isaure.org](mailto:secretariat@clemence-isaure.org)

📍 42 rue des Champs-Élysées

🚶 M A B 8 L 14 Marengo SNCF

### CAARUD - INTERMÈDE

Services reserved for drug-users.

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

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

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

🕒 Joint services: (hygiene services & resources, care from nurses, administrative help): Mon.-Thurs. 2-5:30pm and Friday 10am-12:30pm

🕒 Community-based LGBTQIA+ services: See p.17

🕒 Social event hours: Thursdays 6:15-8:30pm

☎ 05 34 45 40 40

✉ [intermede@clemence-isaure.org](mailto:intermede@clemence-isaure.org)

📍 2bis rue Clémence Isaure 🚶 M A Esquirol

### CSAPA - ARPADE

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

🕒 Call to make an appointment.

☎ 05 61 61 80 80

📍 3 bis rue Berthelot

🚶 M A Marengo SNCF B 23 Providence

## Vaccines & tuberculosis

### CENTRE DÉPARTEMENTAL DE VACCINATION DE LUTTE

#### ANTI-TUBERCULEUSE (CDV-CLAT 31)

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

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

🕒 Make an appointment in person or call:

☎ 05 61 77 50 30 Phone interpretation possible

✉ [secretariat.cdyclat@hopitaljosephducing.fr](mailto:secretariat.cdyclat@hopitaljosephducing.fr)

📍 Hôpital Joseph Ducing - 15 rue de Varsovie - basement level -1

🚶 M A B 14 Saint Cyprien

## PROSTITUTION SEX WORKERS



### GRISÉLIDIS *Closed May 26-30th*

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

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

🕒 By appointment from Monday to Thursday.

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

☎ 05 61 62 98 61

✉ [association@griselidis.com](mailto:association@griselidis.com)

✉ @assogriselidis

📍 4 rue Bernard Ortet

🚶 M A B 8 L 14 Marengo SNCF

### AMICALE DU NID 31

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

🕒 Without appointment Mondays 2-5pm

☎ 05 34 41 57 60

✉ [contact@amicaledunid31.fr](mailto:contact@amicaledunid31.fr)

### REP'AIR

Accompaniment for minors at risk and/or involved in sex-work between the ages of 12 and 21.

Professional support.

Individual reception in the form of a day centre and free membership.

☎ 07.66.20.97.05

✉ [repair@amicaledunid31.fr](mailto:repair@amicaledunid31.fr)

📍 52 boulevard Déodat de Séverac

🚶 M A Arènes - T T1 T2 Déodat de Séverac

## HYGIENE LAUNDRY



### ACCUEIL SANTÉ SOCIAL - CROIX-ROUGE

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

🕒 Mon-Fri 8:30-11:30am.

☎ 05 61 77 87 93

📍 Hôpital La Grave, Place Lange

🚶 M A B 13 14 45 66 Saint Cyprien

### BOUTIQUE SOLIDARITÉ - ARPADE

☎ Free showers 9-11:30am

🕒 Laundromat (0.50€) at 11am once every 2 weeks by appointment. Sign-up in person.

☎ 06 99 11 40 49

📍 48 rue Michel Ange

🚶 B 39 Lapujade

### L'ÔSTALADA - SECOURS CATHOLIQUE

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

🕒 Monday to Friday 8:30-11:30am

✉ [andrew.nguyen@secours-catholique.org](mailto:andrew.nguyen@secours-catholique.org)

📍 22 place Arnaud-Bernard 🚶 M B Compans

### LE CAMION DOUCHE

Truck with showers and ☎ free hygiene kits

☎ 06 37 31 45 17

✉ [lecamioudouche@gmail.com](mailto:lecamioudouche@gmail.com)

#### • For men/women:

🕒 Wednesdays 6.45pm-8.30pm

Maison de la Pétanque

📍 42 av. Frédéric Estèbe 🚶 M B Minimes

🕒 Dimanche 9h-13h, Quai des Savoirs

📍 allée Jules Guesde 🚶 M B T T1 T2 Palais de Justice

#### • For women only:

🕒 Saturdays 9am-12pm

📍 in front of the children playground

🚶 M A B 13 14 31 45 66 Saint Cyprien



# CLOTHING



## CROIX-ROUGE (RED CROSS)

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

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

## SECOURS POPULAIRE

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

## REFLET 31

- Professional clothes available for job-searchers.
- 🕒 Individual reception by appointment.
  - Tuesday - Friday 9am-5pm
  - ☎ 05 61 47 21 78
  - ✉ [reflet31@gmail.com](mailto:reflet31@gmail.com)
  - 📍 19 rue Marc Arcis
  - 🚶♿️
  - 🚇🚏 **B** Minimes

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

- 🕒 Mon.-Fri. 9am-6pm, Wed. until 1pm,  
Sat. 10am-6pm
- ☎ 07 66 72 05 55.
- 📍 3 rue Adolphe Coll 🚶♿️
- 🚇🚏 **A** Saint Cyprien

## SOLIDARITÉ MIGRANTS PATTE D'OIE

*Closed on May 23rd*

🆓 *Free clothing for asylum seekers, those who have been refused status, or undocumented migrants. Clothes (men/women/baby), shoes, blankets, household linen, bags...*

- 🕒 Tuesdays, Wednesdays, Thursdays 9:30-11:30am
- ☎ 05 36 89 64 87
- 📍 Paroisse Sacré Cœur - 2 place de la Patte d'Oie
- 🚶♿️
- 🚇🚏 **A** Patte d'Oie

## LA ROULOTTE SOLIDAIRE

🆓 *Free clothes available for men/women, for homeless people.*

Outlets to charge your phone and help with administrative procedures possible. *Free and no appointment needed.*

- 🕒 Mondays, Wednesdays, Fridays 10am-1pm.
- ☎ 07 71 84 18 69
- ✉ [laroulottesolidaire@gmail.com](mailto:laroulottesolidaire@gmail.com)
- 📍 11 rue Charles Laganne
- 🚶♿️
- 🚇🚏 **14** T1 T2 Fer-à-cheval

## TOULOUSE OUVERTURE 7 (TO7)

*Free clothing available.*

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

## LE GRENIER D'ESPOIR

*heap clothing and storage.*

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

## EQUIPE SAINT VINCENT

*Closed May 26-30th*

- 🆓 *Free clothes for men/women/children.*
- 🕒 Wed. 10am-12:30pm and 2-4pm, Thurs. 1-4pm
- 🏠 2 rue du Docteur Hervé
- 🚶♿️
- 🚇🚏 **T1** **T2** Cartoucherie **BUS** **66** Ducis

## CAISSE DES ÉCOLES - CITÉ DE L'ALLIANCE ÉDUCATIVE

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

- The application can be sent by mail or email to:*
- ✉ [cde-toulouse@wanadoo.fr](mailto:cde-toulouse@wanadoo.fr) Once it is processed, distribution is by appointment
  - ☎ 05 61 25 99 14.
  - 📍 4 cheminement Jean François Lesueur
  - 🚶♿️
  - 🚇🚏 **A** Reynerie **BUS** **14** Kiev - Cité du Parc

# LEARN FRENCH, DIGITAL SKILLS



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

## ▲ KARIBU

Free application to learn French for English, Arabic, Pashto, or Ukrainian speakers. For daily life and job-search.



## DIAPASON

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

## AVENIR - NOUVELLE MAISON DES CHÔMEURS

- Closed May 8-9th*
- € Membership fee 20€ (5€ if you're unemployed)
- △ 1 class per week, levels A1 to B2.
- Registration in July to start in September, by phone, email, or in-person.
- 📄 Level A2 required.
- Registration in person
- Mon. to Fri., 9am-12pm and 2-5pm
- ☎ 05 34 31 33 11
- ✉ [avenir.toulouse@outlook.fr](mailto:avenir.toulouse@outlook.fr)
- 📍 115 rue Bonnat 🚶♿️
- 🚇🚏 **B** **BUS** **44** Saouzelong

## △ ASSOCIATION P.A.R.L.E.

- € Membership fee 50€ per year
- Registration by phone or email
- ☎ 06 69 11 89 82
- ✉ [parle.asso@aol.fr](mailto:parle.asso@aol.fr)

## • Maison des Associations

- 📍 3 Place Guy Hersant
- 🚶♿️
- 🚇🚏 **B** **BUS** **L4** **54** Empalot

## • Maison des Associations Arnaud Bernard

- 📍 3 Rue Escoussières
- 🚶♿️
- 🚇🚏 **B** **BUS** **L1** **14** Jeanne d'Arc

## • Salle Castelbou

- 📍 22 Rue Léonce Castelbou
- 🚶♿️
- 🚇🚏 **B** **BUS** **L1** **14** Compans

⚠ Places which **NAME IS RED** are closed during school holidays:  
*April 12-28, May 29 to June 2 and from July 5*

## △ SECOURS CATHOLIQUE « ESPOIR, ÉDUCATION BONNEFOY »

*French classes for adults and tutoring for children from year «CP» to last year of high school, at the same time.*

- Registration by phone or email.
- 🕒 Wednesdays afternoons + second class possible during the week.
- ☎ 06 16 57 17 27
- ✉ [accompagnementscolaire.311@secours-catholique.org](mailto:accompagnementscolaire.311@secours-catholique.org)
- 📍 1 place du Chanoine Ravary
- 🚶♿️
- 🚇🚏 **L9** **39** Église Bonnefoy - **M** **A** Jolimont

## △ SOLIDARITÉ MIGRANTS PATTE D'OIE

- Closed on May 23rd*
- 🆓 *Free classes. with récépissé. 5 levels from beginner to advanced. No diplomas. 3 classes (1.5 hours each) per week*
- Registration in person, Mon-Wed 10am-4pm and Thurs. and Fri. 10am-12pm.
- ☎ 05 36 89 64 87
- ✉ [migrants.pattedoie@gmail.com](mailto:migrants.pattedoie@gmail.com)
- 📍 2 place de la Patte d'Oie 🚶♿️
- 🚇🚏 **A** Patte d'Oie

## ATELIER JAMMES - GAF

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

## ▲ LES RESTOS DU CŒUR MALEPERE

- 🆓 *Free, no registration required.*
- 🕒 Fridays 2-4pm
- ☎ 09 83 98 46 19
- ✉ [ad31.malepere@restosducoeur.org](mailto:ad31.malepere@restosducoeur.org)
- 📍 286 route de Revel
- 🚶♿️
- 🚇🚏 **L7** **109** Laure Delerot **BUS** **78** Marcaissonne

## CENTRE SOCIAL BAGATELLE

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

### △ ● RÉSEAU TOULOUSAIN EN SOUTIEN AUX EXILÉ·E·S ET RÉFUGIÉ·E·S (RETSEUR)

☑ All levels **Free** and **without registration**.  
 📍 Classes are at Bagatelle, La Vache and St-Michel.  
 📅 Agenda available on: 🌐 Réseau Toulousain en Soutien aux Exilé.es et Réfugié.es, 📷 retser31  
 Or by email: ✉ [retser31@gmail.com](mailto:retser31@gmail.com).

### △ ▲ LIGUE DE L'ENSEIGNEMENT 31

#### • Centre Social Empalot

€ Membership fee 15€ per year,  
 → **Registration** in person  
*Levels: Literacy through B1*  
 🕒 Mon. 2-4:30pm and 6:30-9pm. Wed. 10:30am-12pm + 6:30pm-9pm, Thurs. 2-4:30pm  
 ☎ 06 08 25 40 82  
 📍 38 avenue Jean Moulin  
 🚇 M B BUS L5 L9 54 152 Empalot

#### • Espace familles de Blagnac

→ **Free. On-site registration for September.**  
*Advice and guidance.*  
*Levels: Literacy through B1*  
 🕒 Reserved for residents of Blagnac. (proof of address/domiciliation)  
 ☎ 05 34 36 45 30  
 📍 1 cheminement du Four à briques, Blagnac  
 🚇 T T1 Odysud-Ritouret

#### • Old centre d'animation at Bagatelle

€ Membership fee 15€/year. *Beginner level*  
 ☎ Sign up by telephone at 06 79 30 25 58  
 📍 13 impasse du Bachaga Boualam  
 🚇 M A BUS 13 Bagatelle

### △ ▲ ALPHA MIRAIL

*Priority for those who live in the neighborhood.*  
 Classes twice a week in the morning, alpha A2-B1.  
 € Membership fee 8€  
 ✉ Information and registration through waitlist, by email: [alphamirail.code@alliancesetcultures.org](mailto:alphamirail.code@alliancesetcultures.org)  
 ☎ 06 18 92 02 07

📍 Centre Social Mirail - 84 rue Aristide Maillol  
 🚇 M A BUS 14 18 École D'Architecture

### △ LES RESTOS DU CŒUR CASSELDARIT

☑ *Free French classes. Intermediate level.*  
 → **Registration** by phone or in person Thursdays between 10am-2pm and 2-4pm.  
 ☎ 05 62 87 23 52  
 📍 Centre de Casselardit - 268 avenue de Grande-Bretagne  
 🚇 T T1 T2 BUS L2 45 Cartoucherie

### △ ▲ LE CABRI CSF

*Up to 8 hours of classes per week. Regular attendance recommended.*  
 € 27€ membership fee (20€ for those with limited means) + 7€ per trimester.

→ **Registration by telephone:**

☎ 06 89 82 67 05

#### • Centre social Jolimont

📍 11 avenue de l'Observatoire  
 🚇 M A BUS 37 Jolimont

#### • Local Le Cabri

📍 10 rue de Chambéry  
 🚇 BUS 39 Roubichou M A BUS 19 36 Roseraie

### △ CROIX-ROUGE (RED CROSS)

*Two or three sessions (of 2.5 hours) per week + individualised support if needed.*  
*DELFL preparation up to level B2.*  
 🕒 30€ per year, discount possible by interview (minimum 5€).

→ **Registration with waiting list by email**, by providing first and last names, level of French and phone number.

🕒 Tues 9:30am-12:30pm/2-5pm - Fri 2-5pm

✉ [file-ul.toulouse@CROIX-ROUGE.fr](mailto:file-ul.toulouse@CROIX-ROUGE.fr)

☎ 05 61 99 24 69

📍 20 Rue Raymond IV

🚇 M B BUS L1 L9 45 Jeanne d'Arc

### △ ▲ MAISON DES CHÔMEURS - PARTAGE

→ **Registration** preferred in September in person or by phone (only for rue de l'Ukraine site)  
*All levels. 2 hours of classes per week.*

☑ Tues. 10:30am-5pm.

#### • Partage Faourette

✉ [partage-faourette@orange.fr](mailto:partage-faourette@orange.fr)  
 📍 13 rue de l'Ukraine  
 🚇 M A BUS 13 Bagatelle

#### • Partage Bordelongue

☎ 05 61 72 56 96  
 📍 11 chemin des Martyrs de Bordelongue  
 🚇 BUS L4 13 Bordelongue

### LA FABRIQUE SOLIDAIRE DES MINIMES (FA SOL MI)

*Closed May 2nd and 9th*  
 ☑ Monday- Friday (9am-5pm). Make an appointment by phone  
 ☎ 05 61 25 38 28  
 📍 29 bis avenue des Mazades  
 🚇 M B Minimes BUS 27 Puget

### △ SECOURS CATHOLIQUE

☑ *Free. All levels. Two classes per week.*  
 → **Registration** possible during the year for non-beginners in person or by phone  
 🕒 Every day from 10:30-11:30am/12pm (except Mon.) and 2-4pm.  
 ☎ 05 34 25 67 40  
 📍 56 rue de Périole  
 🚇 M A Marengo SNCF

### CENTRE SOCIAL POLYGONE

*Closed April 22-27th*

€ Membership fee: 10€/year.  
 △ 🕒 also French workshops. Register in person  
 Every day : 9am-12:30pm (except Tues.) and 2-5pm (except Fri.)  
 ☎ 05 61 41 29 90

#### • Centre social Polygone :

📍 18 rue Vincent Scotto  
 🚇 M A Patte d'oie BUS 45 Turenne



### ☑ LA REBOOTERIE

€ Membership fee 10€/year, or ☑ *free* for people in need. *Help using computers or smartphones Computer or smartphone self-repair workshop.*

🕒 Precise schedule of workshops on:

☎ 05 62 72 88 86

✉ [contact@larebooterie.fr](mailto:contact@larebooterie.fr)

📍 29 bis avenue des Mazades

🚇 M B BUS 29 Minimes BUS 27 Puget



### TOULOUSE OUVERTURE 7 (TO7)

☑ Computer literacy classes.

→ **Registration** by phone and in-person.

🕒 Wed. mornings 9-10am or 10-11am

☎ 05 61 44 27 74

📍 4 bis Cheminement Robert Cambert

🚇 M A Reynerie - BUS 14 Le Lac Reynerie

### ÉCOLE ET NOUS

☑ Make an appointment by phone or in person.

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

☎ 05 61 40 49 68

📍 10 cheminement le Tintoret

🚇 M A BUS 14 Bellefontaine L4 Camus

### △ LES RESTOS DU CŒUR NÉGOGOUSES

☑ *Free. Beginners and from levels A1-B1*

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

🕒 Fridays 9:30am-12pm

☎ 09 83 85 29 35 📍 63 rue de Négogousses

🚇 M A T T BUS L2 L3 14 Arènes



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

**April 12-28, May 29 to June 2 and from July 5**

### △ PAVÉ F.L.E

☑ *Free - All levels*  
 🕒 Tuesdays: 10-11:30am  
 📍 12 chemin des Pradettes  
 🕒 Mon., Thurs., Fri.: 10-11:30am  
 • **Centre culturel de quartier Bordeblanche**  
 📍 5 Rue Yves Rouquette  
 ☎ Call before coming at: 06 20 93 01 71  
 🚇 BUS 18 46 Pradettes

### ☑ L'ESCABEL

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

Only for seniors.

☎ 06 51 98 20 04

✉ [lescabel.numerique@gmail.com](mailto:lescabel.numerique@gmail.com)

📍 36 rue Gatien Arnoult

🚇 M B BUS L1 L9 45 Jeanne d'Arc

## CULTURAL SPACES

### BIBLIOTHEQUE MUNICIPALE

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

📄 <https://bibliotheque.toulouse.fr>

Media-library centre: José Cabanis

🕒 Tues., Wed., Fri., Sat.: 10am-7pm

Thurs. 2-7pm. Sun. 2-6pm

📍 1 Allée Jacques Chaban-Delmas

🚇 M A Marengo SNCF



### L'ESCABEL

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

Schedule on the website :

☎ 06 51 98 20 04

✉ [lescabel.cafe@gmail.com](mailto:lescabel.cafe@gmail.com)

📍 36 rue Gatien Arnoult

🚇 M B BUS L1 L9 45 Jeanne d'Arc



### LE KIOSK (À LA CHAPELLE)

*Community bookstore ☑ Free and open-access*

🕒 Mon 6-8pm

☎ 05 61 12 37 55

✉ [contact@atelierideal.lautre.net](mailto:contact@atelierideal.lautre.net)

📍 36 rue Danielle Casanova

🚇 M B Canal du Midi

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

### **BIEN-ÊTRE LIBERTÉ SOLIDARITÉ (BLS 31)**

Community mixed sports club.

🆓 Free access possible.

Register by email or Whatsapp.

✉ [blssport31@gmail.com](mailto:blssport31@gmail.com)

#### • 7-a-side football - Mixed

🕒 Tuesday 7-9pm

📍 Complexe sportif Cheminots,  
65 rue St Roch

🚇 **M B** **BUS** 34 115 Saint Agne-SNCF

#### • Football and futsal with selective mixing: cisgender women, trans and/or non-binary people

🕒 Mondays 8-10pm and Fridays 4-5pm

📍 Bazacle site,  
impasse des Ramiers des Catalans

🚇 **BUS** 14 45 Amidonniers

📞 06 12 78 02 41

✉ [blsmixitechoisie@proton.me](mailto:blsmixitechoisie@proton.me)

#### • Boxing, mixed section

🕒 Monday and Thursday 6-8pm

📍 Bazacle site,  
impasse des Ramiers des Catalans

#### • Hiking

🕒 Once a month, registration by email

### **CENTRE SOCIAL RAYMOND IV**

**Closed April 21-28, and May 1, 2, 8, 9, 29, and 30**

Activities for children and adults,  
with membership. Toy and game

library for children under 6 years  
old. Homework help for ages 6-17.

Workshops and opportunities for exchange  
between adults. Family outings and activities.

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

🌐 <https://is.gd/CentreRayIV>

📍 4 rue de l'Orient

🚇 **M B** **BUS** L1 L9 Jeanne d'Arc

### **SECOURS POPULAIRE**

Cultural activities and outings, all are welcome.

🕒 Without appointment. Monday and  
Thursday 2pm-4.30pm, Tuesday 9am-12pm and  
2pm-4.30pm

📞 05 34 40 34 40

📍 147 avenue des États-Unis

🚇 **M B** La Vache **BUS** 15 Dulong

### **RÉSEAU TOULOUSAIN EN SOUTIEN AUX EXILÉ·E·S ET RÉFUGIÉ·E·S (RETSEUR)**

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

🕒 Agenda available on:

📍 Réseau Toulousain en Soutien aux Exilé.es et  
Réfugié.es 📧 [retser31](mailto:retser31)

Or by email: ✉ [retser31@gmail.com](mailto:retser31@gmail.com)

🚇 **M B** Empalot

### **ARTS EN ACTE**

**Closed April 14-27th and May 31st.**

🕒 Membership fee 2€/year. Register in person  
or by email.

✉ [contact@arts-en-acte.com](mailto:contact@arts-en-acte.com)

#### • Circus workshops

🕒 Saturdays 12pm-2pm

📍 Centre Culturel Bonnefoy - 25 rue de  
Périole

🚇 **M A** Marengo SNCF

#### • Multi-lingual writing workshops or multi-lingual café (games and discussions in different languages)

🕒 Every other Wednesday 3:30-5:30pm

📍 Le Poinçonneur - 19 rue du Faubourg  
Bonnefoy

🚇 **M A** Marengo SNCF

### **ATELIERS JAMMES - GAF**

Adults only!

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

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

🕒 Mon, Tue, Wed, Fri 10am-4pm

📞 05 61 57 95 20

✉ [jammesateliers@gmail.com](mailto:jammesateliers@gmail.com)

📍 13 rue du professeur Jammes

🚇 **M B** Canal du Midi ou Minimes

### **TOULOUSE OUVERTURE 7 (TO7)**

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

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

🕒 2 to 5€.

🕒 Thurs. at 12pm. Sign up Wed. before 12pm  
by phone or email

• **«Artelier»**: Introduction to the arts

🕒 One Tues. afternoon per month

Schedule by phone or email.

📞 05 61 44 27 74

✉ [to7@to7.org](mailto:to7@to7.org)

📍 4 bis cheminement Robert Cambert

🚇 **M A** Reynerie - **BUS** 14 Le Lac Reynerie



Places which **NAME IS RED** are closed during school holidays: **from Saturday, April 12 to Monday, April 28, from Thurs. May 29 to Mon. June 2 and from Sat. July 5.**

### **SPORT INTERNATIONAL SOLIDAIRE (SPORTIS)**

Intercultural sports activities in

Toulouse and in the countryside for  
people in exile (mini-stays, rock clim-  
bing, cycling, football, boxing, tennis,  
pétanque).

🌐 <https://sport-is.org/actions-en-france/sport-terre-daccueil-2>



### **AVENIR - NOUVELLE MAISON DES CHÔMEURS**

**Closed on 9 May**

Art workshops and cultural events.

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

→ Register in person.

🕒 Mon. - Fri. 9am-12pm and 2-5pm

📞 05 34 31 33 11

✉ [avenir.culture31@gmail.com](mailto:avenir.culture31@gmail.com)

📍 115 rue Bonnat

🚇 **M B** **BUS** 44 Saouzelong

### **DIAPASON**

**Closed from 21 to 27 April**

🕒 Membership fee 11€ per year.

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

Registration in person or by phone.

📞 05 61 40 16 64 - 07 84 70 44 76

📍 7bis rue du Cher

🚇 **M A** **BUS** 13 Bagatelle

### **SINGA**

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

🕒 **Blabla meetings** :

📍 Passerelle Negreneys **M B** Minimes

🕒 2 Tuesdays a month : 6:30pm-8pm

📍 Community café l'Escabel **M B** Compans

🕒 Last Wednesday of the month: 6:30 pm-8pm

🕒 **Gardening** : Sundays 11am

📍 in the collective garden at Ramier

🚇 **M B** Palais de Justice - **Ti Ti** Île du Ramier

→ Register on the website or WhatsApp

📞 07 68 76 62 21

✉ [contacttoulouse@singa.fr](mailto:contacttoulouse@singa.fr)

🌐 <https://singafrance.com/toulouse/>



### **BOUTIQUE SOLIDARITÉ - ARPADE**

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

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

Workshop schedule by phone, email, or Facebook:

📞 06 99 11 40 49

📍 [BoutiqueSolidariteToulouse](https://www.facebook.com/BoutiqueSolidariteToulouse)

✉ [cpva.boutique@arpade.org](mailto:cpva.boutique@arpade.org)

📍 48 rue Michel Ange

🚇 **BUS** 39 Lapujade

### **CENTRE SOCIAL POLYGONE**

**Closed April 22-27th**

Cultural activities, outings, and group projects.

🕒 Membership fee: 10€/year.

→ Registration at the Polygone location

📞 05 61 41 29 90

✉ [centresocial.polygone@assqot.com](mailto:centresocial.polygone@assqot.com)

📍 18 rue Vincent Scotto

🚇 **M A** Patte d'Oie

🚇 **BUS** 45 Turenne **BUS** 66 Barrière de Bayonne



### **CENTRE SOCIAL BAGATELLE**

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

Free breakfast Wed. morning.

🕒 10€ yearly membership. Register in person.

🕒 Monday to Friday 8:30am-12am and 1:30pm-  
6pm (except 5pm on Wednesdays). Closed Tuesday  
mornings and Friday afternoons

🌐 [Programme sur bit.ly/ASSQOT](http://Programme%20sur%20bit.ly/ASSQOT)

📞 05 67 77 44 42

📍 117 rue Henri Desbals

🚇 **M A** **BUS** 13 Bagatelle



### **LA BRIC**

Touch or tackle rugby practices (every other  
week). Mixed and anti-fascist.

🕒 Newcomers welcome the 1st Sunday of the  
month at 3pm. Registration by email, Facebook or  
Instagram

✉ [bourrassol.rugby@gmail.com](mailto:bourrassol.rugby@gmail.com)

📍 [BRICrugby](https://www.facebook.com/BRICrugby)

📍 @bric.bourrassol

📍 Parc de Bourassol, impasse Pouvillon (touch)

🚇 **M A** Patte d'oie

📍 Maison du rugby des Argoulets (tackle)

🚇 **M A** Argoulets



# SOCIAL RIGHTS

## WHAT ARE MY RIGHTS?

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

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

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

- **Asylum application:** Access to your rights depends on certain conditions and stops at the end of the asylum application procedure (for housing and financial assistance see page 32, for work see page 38, for CSS health insurance see page 37).
- **Refugees:** Social rights are almost the same as for French people (page 30, 35, 39).
- **Residence permit:** For people with a *récepissé* (certificate of application for a residence permit) or a residence permit issued by the prefecture, your rights depend on the type of residence permit. For example, not everyone has the right to work (page 58) or to leave the country.

## WHO CAN HELP ME?

### A social worker

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

To get an appointment :

- **PAIO** for homeless people (page 10)
- The closest *Maison des Solidarités* (MDS) to where you live. MDS addresses are online : <https://bit.ly/MDS-HG>



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

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

## Public writers

Help you write your official documents

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

## TO HAVE A MAILBOX : DOMICILIATION

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

## For asylum seekers

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

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

## For refugees

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

## For other situations

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

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

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

## ACCOMMODATION

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

For anyone without shelter : ☎ **115**

You can call 115 24 hours a day, but the wait on the phone can last 2 hours or more. Specify if you are in a fragile situation (children, isolated woman, illness...).

You can apply for SIAO with a social worker (MDS or CCAS, pages 30-31). The application must be confirmed every two months. The number of beds is insufficient, and it is rare to get a place. We advise you to keep calling 115 until they pick up the phone, several times a week. The more times 115 has you on the phone, the better your chances of finding

accommodation. Calls picked up are important for other procedures. To get a record of your 115 calls, go to the PAIO (see page 10)

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

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

## You still don't have an accommodation?

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

## Need help?

### DAL31

Closed April 21-27.

Organisation fighting for housing rights which accompanies homeless and poorly housed people.

Walk-in assistance:

- ☎ **Tuesday 10am-12pm** at the association Partage
- 📍 13 rue de l'Ukraine
- 🚶 Bagatelle
- ☎ **Tuesdays 5:30pm** at the CASC
- 📍 10 bis rue du Colonel Driant
- 🚶 Empalot
- ☎ **Wed. 5:30pm** at the Utopia Borderouge cinema
- 📍 59 Avenue Maurice Bourges-Maunoury
- 🚶 Borderouge

Last Sunday of the month: meetings between homeless or poorly-housed individuals to organise actions. Meal and meeting. Contact them for places and dates.

✉ [dal@daltoulouse.org](mailto:dal@daltoulouse.org)

☎ 06 56 82 73 08

(send a text message or leave a voice message)



**SECOURS CATHOLIQUE**

Help with  
a DALO appeal.

- 🕒 **Thursday 2-5pm:** by appointment
- 📍 56 rue de Périole
- 📞 **M** Marengo SNCF
- ✉️ [dalo.311@secours-catholique.org](mailto:dalo.311@secours-catholique.org)
- ☎️ 05 34 25 67 40  
(call from Monday to Friday between 9am-12pm and 2pm-5pm, they will call you back)

## Accommodation for unaccompanied minors

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

## MATERIAL RECEPTION CONDITIONS (CMA)

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

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

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

## ADA (Allowance for asylum seekers)

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

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

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

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

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

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

### OFII TOULOUSE

✉️ [ada.toulouse@ofii.fr](mailto:ada.toulouse@ofii.fr)  
☎️ 05 34 24 09 01 from Monday to Thursday 9am-12am

## Access to accommodation for asylum seekers

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

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

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

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

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

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

## Refusal/termination of CMA

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

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

They can also be **taken away:**

- If you refuse or move out of an accommodation or the region you were directed to (for example, if you return to Paris after being sent to another city in France). The absence must be for more than one week without an acceptable reason.
- **If you don't respect the authorities' requirements** (if you don't go to your prefecture appointments for people in the Dublin procedure, if you refuse to provide information, if you don't go to your interviews...).
- **If you claimed asylum under more than one identity** (each time your fingerprints are taken in Europe, the identity you provided is recorded)
- **In case of fraud, hiding information**, giving false information

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

**You may face penalties:**

- if you show violent behaviour or disrespect the rules of the place accommodating you.

⚠️ The penalties have not yet been defined. As such, for the moment, you cannot yet face penalties and your CMA can not be taken away for this reason. If this is the case, contact a lawyer.

## Filing an appeal against the refusal and termination of CMA

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

### Appealing CMA refusals

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

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

### Appealing against termination of CMA

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

⚠️ Remember to **keep proof that you have sent your letter.**

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

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

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

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

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

- CVH
- your accommodation
- by e-mail (✉ [ada.toulouse@ofii.fr](mailto:ada.toulouse@ofii.fr))

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

## Applying for reinstatement of CMA

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

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

- Either by email to:  
✉ [toulouse@ofii.fr](mailto:toulouse@ofii.fr) and ✉ [ada.toulouse@ofii.fr](mailto:ada.toulouse@ofii.fr)
- Or by post to :

**OFII - Direction territoriale de Toulouse**  
7 rue Arthur-Rimbaud  
31203 Toulouse Cedex 2

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

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

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

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

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

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

## Expulsion from accommodation for asylum seekers

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

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

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

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

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

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

## If you are recognised as a refugee or have subsidiary protection

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

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

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

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

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

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

**For help you with your case, call on:**

### **PROGRAMME AGIR 31 – FORUM RÉFUGIÉS**

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

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

☎ 05 34 58 19 15

✉ [agir31@forumrefugies.org](mailto:agir31@forumrefugies.org)

📍 7 avenue des Herbettes

🚌 23 27 Herbettes



## HOUSING




### Social housing is available if:

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

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

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


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

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

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



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

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

## You haven't managed to get social housing?

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

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

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

→ Romeurope's practical information sheet on access to social housing and the Droit au Logement Opposable (DALO):

[https://is.gd/logement\\_Dalo](https://is.gd/logement_Dalo)




→ Information sheet "Take action when facing deportation" explaining rights and best practices when facing a deportation procedure as well as possibilities for appeals:

<https://is.gd/Expulsion>



## FINANCIAL SUPPORT

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

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

## The RSA (Revenu de Solidarité Active)

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

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

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

## Other allowances

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

## ACCESS TO HEALTHCARE

### Healthcare

If you don't have healthcare coverage such as the AME (*Aide Médicale d'Etat – State Health Care*) or the CSS (*Complémentaire Santé Solidaire*):

- Go to the **Free Health Access Points (Permanences d'Accès aux Soins de Santé 'PASS')** in the listed hospitals (page 18). There you will be taken care of by doctors and social workers and you can be provided with free medication.
- Go to the **CASO de Médecins du Monde** *Information about accessing healthcare*
  - 🕒 Monday, Wednesday and Friday 9:15-11:30 am without appointment (be there early).
  - 📍 5 boulevard de Bonrepos 🇫🇷 🇦🇷 Marengo SNCF
- Go see a **doctor or a nurse** (page 18).

• **In case of a life-threatening emergency**, call the number **15 (SAMU)** or send a **text message to the number 114** (if you must communicate by text) or go to the nearest hospital with an Emergency Room ('Urgences').

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

## Universal Health Protection (CSS)

→ **People with a residence permit**

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

## AME State Medical Aid (AME)

→ **People without legal immigration status**

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

**Requirements to get the AME:**

- **You don't have a residence permit** or a certificate of asylum application or any document saying that you are applying for a residency permit
- **You have lived in France for more than three consecutive months**
- **You have a limited income** that doesn't exceed a certain amount

**First AME application:**

- Download the form on [ameli.fr](http://ameli.fr) and print it or pick it up at one of the reception points of the Caisse Primaire d'Assurance Maladie (CPAM).
- **Drop off your AME form at a CPAM reception point.**



• If you are an unaccompanied minor or if you cannot go to the reception point to submit your application (due to reduced mobility), you can send it by mail with proof of your situation.

To go to a CPAM reception point you must **make an appointment:**

- by phone at ☎ **36 46**
- at the CPAM Haute-Garonne/Toulouse reception points:
  - Downtown: 📍 3 boulevard du Professeur Léopold Escande 🚇 🚏 François Verdier
  - Bagatelle: 📍 33 rue du Lot 🚌 13 Bagatelle
  - Oncopole: 📍 5 rue Irène Joliot-Curie 🚌 L5 25 Oncopole Courrière

#### To renew your AME card:

You can drop off your renewal documents at the reception desk or send them by mail: **CAISSE PRIMAIRE D'ASSURANCE MALADIE DE HAUTE-GARONNE**  
31093 Toulouse Cedex 9

#### To apply for the CSS and AME

You can ask for help:

- at the CPAM reception point, by booking an appointment from your 📧 [ameli.fr](https://www.ameli.fr) account or by calling ☎ **36 46**
- at the hospital's social service department (page 18)
- organisations (page 10) or day centres (page 13)

**The CPAM has two months to inform you of its decision.** If your application is accepted, you will receive your CSS or AME card. **It lasts one year from the date of application.** Be careful, **renewal is not automatic.** You have to fill out and submit a renewal form **two months before the expiry date** printed on the card.

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

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

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

• **Information about healthcare access** (health insurance, CSS and AME), **right to residency for medical reason, social benefits related to foreigners' state of health** (CAF, pole emploi, AAH...).

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

## Case de santé Healthcare Rights Department telephone service

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

## ACCESS TO WORK

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

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

## For asylum seekers

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



**The work permit is valid only:**

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

## For refugees

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

## For young people

• **Missions locales : Closed May 2, 9, and 30th.** Provide personalised professional and social support for youth from ages 16 to 25 recognised as minors, asylum seekers, beneficiaries of subsidiary protection or refugees, **not attending school.**

🕒 🚶 Open from Tuesday to Friday, 1:30-5:00pm. No need for an appointment.  
Find your Mission Locale on the website:

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



• **Services civiques :**

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



## For legal residents

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

## For people with a récépissé

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

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

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

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

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

However, if you do work for someone, then:

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



Be aware that if you have a residence permit and are receiving government assistance, working without a work permit may result in the cancellation of this assistance and/or a requirement to repay in full the aid you received.

It is also strongly recommended NOT to use a fake ID. The use of someone else's ID card



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

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

## Social rights

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

## Regularisation through work

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

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

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

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

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



### New procedure for jobs in shortage :

For these jobs, criteria for time spent in France and working hours have been lightened: you need three years in France / 12 payslips (or CESU). You do not need to give the employers request for authorization to hire.

Please note: this is still a case of exceptional admission to the country, and not an automatic procedure.

**To get support with the procedures and with your employer, go to a legal support session (pages 15-16) or a union for advice.**

### COLLECTIF MIGRANT·E·S CGT 31

**Open May 1, 8 and 29th.** For undocumented people and requests for regularisation (legal immigration status) through work.

🕒 No appointment Monday. 3-6:30pm.

☎ 05 61 21 53 75

✉ [collectifmigrationscgt31@laposte.net](mailto:collectifmigrationscgt31@laposte.net)

📍 19 place Saint-Sernin

🚶 M B Jeanne d'Arc



## OPENING A BANK ACCOUNT

You can open a **Livret A** at **La Banque Postale** in **post offices**. It's a savings account that allows you to deposit and take out money in cash or by bank transfer. You will then have a bank identity statement (RIB), a document sometimes requested in administrative procedures. An Arabic-speaking advisor is available at the La Banque Postale branch on rue Matabiau M B Jeanne d'Arc.

Everyone has the right to open a bank account. If you are an asylum seeker, the organisation managing your accommodation can make an appointment for you. If you are having difficulties, you can ask for help from an organisation (page 10).

## To open a Livret A, you need

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



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

## SCHOOL ENROLLMENT FOR CHILDREN



## From primary school to high school

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

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

🌐 <https://is.gd/InscripEcole>

or at the **Maison Toulouse Services (MTS)** (see page 16)

🌐 <https://is.gd/MaisonTLS>



### The Espace social du Grand Ramier

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

### ESPACE D'ACCUEIL EANA 31

**Closed April 12-27 and May 30th.**

**Reception by telephone from April 14-18th.**

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

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

You can ask for an interpreter to be present.

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

🌐 [https://is.gd/mail\\_casnav](https://is.gd/mail_casnav)

☎ 05 67 52 41 99

✉ [primo.arriv@ac-toulouse.fr](mailto:primo.arriv@ac-toulouse.fr)

📍 58 allée de Bellefontaine

🚶 M A Bellefontaine



### RESF - RÉSEAU ÉDUCTION

#### SANS FRONTIÈRES 31

**Open on national holidays.**

*Aid and support with regularisation for undocumented families with children attending school. Encourages relationships with school networks and collectives.*

✉ [resf31@abri31.org](mailto:resf31@abri31.org)

### COLLECTIF JAMAIS SANS TOIT

#### DANS MON ÉCOLE

Collective bringing together parents of students, residents, and teachers who mobilise for school-going students living on the streets and their families. No administrative assistance.

✉ [jamais\\_sans\\_toit@riseup.net](mailto:jamais_sans_toit@riseup.net)

### ÉCOLE ET NOUS

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

🕒 No appointment needed Monday

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

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

☎ 05 61 40 49 68

✉ [assoecoleetnous@gmail.com](mailto:assoecoleetnous@gmail.com)

📍 10 cheminement le Tintoret

🚶 M A B 14 Bellefontaine

🚶 L 4 René Valmy



# UNIVERSITY

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

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

**To apply to a university you must:**

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

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

**Fees** for international students can be expensive.

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



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

## Start of the 2024-25 academic year enrollment in Universities

UT1 Capitole, UT2 Jean Jaurès, UT3 Paul Sabatier

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

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

**UT1 Capitole**

📄 <https://bit.ly/InscrUT1>



**UT2 Jean Jaurès**

📄 <https://bit.ly/InscrUT2>



**UT3 Paul Sabatier**

📄 <https://is.gd/InscripUniTLS3>



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

## Organisations that can help you

**CGT SELA 31**

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

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

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

✉ [sela.cgt31@gmail.com](mailto:sela.cgt31@gmail.com)

or via social networks

**More information about going back to school :**

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

Facebook group to ask for help and information.

→ Register to access the group

**SILLAT**

**formerly Union des étudiants exilés**

Online help (by phone or video) for resuming studies, diploma equivalencies, scholarships, housing and the CROUS.

To make an appointment:

• Sillat Paris :

📄 <https://forms.office.com/e/DsBjsnYjff>

• Sillat Lille :

📄 <https://airtable.com/appb2MWNd7ZvDbaG1/pagb8ocKX9FzP5K1q/form>

• Sillat Lyon :

📄 <https://airtable.com/appzKliSS4Tt6DS8H/pagzQXyPC6zxixst6/form>

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

**DILAMI**

**Applications for 2025-2026 closed.**

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

✉ [dilami@univ-toulouse.fr](mailto:dilami@univ-toulouse.fr)

☎ 05 61 14 80 23

**DEFLE**

**Closed from 12 to 27 April and on 9 and 30 May. Applications for 2025-2026 closed.**

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

Baccalaureate or high school diploma required

ELAO test required for levels below A2.

Official DELF-DALF or TFC/TEF certificate

required for level A2 or above.

☎ 05 61 50 42 38

✉ [defle@univ-tlse2.fr](mailto:defle@univ-tlse2.fr)

📄 <https://is.gd/CandidatDEFLE>

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

**Closed in June.**

One to two times per month. Assistance with registration for university (DILAMI, DEFLE, bachelor, master).

For hours and additional information, email:

✉ [retser31@gmail.com](mailto:retser31@gmail.com)

📍 CASC, 10 rue du Colonel Driant

📍 Empalot

**Some organisations also offer French lessons (page 25).**



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

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

## WHAT IS ASYLUM ?

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

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

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

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

## REGISTERING YOUR ASYLUM REQUEST

### First reception at the SPADA

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

In Toulouse, the SPADA is managed by the CVH:

- CVH - SPADA 31**
- 🕒 **To collect mail without an appointment:** Monday to Friday 9-11:45am
- 🕒 **Reception without appointment:** Tuesdays 1-4:30pm
- 🕒 **Reception by appointment, with follow-up:** Monday to Friday 9-11:30am and 1-4:30pm (except Thursday afternoons)
- 📞 **Telephone helpline** Mondays, Wednesdays and Fridays 1-5pm
- ☎ 05 31 26 60 90
- ✉ [spada31@cvh34.com](mailto:spada31@cvh34.com)
- 📍 28 rue Théron de Montaugé
- 🚇 **M A** Balma-Gramont

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

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

### At the SPADA (CVH), they will:

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

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

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

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

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

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

## The single central reception desk (GUDA) at the prefecture

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

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

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

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

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

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

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

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

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

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

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



- give you a **certificate of request for asylum (récépissé)**. This certificate indicates the way your asylum request will be examined: **normal procedure, fast-track procedure or Dublin procedure (pages 47-48)**

- give you an **OFpra file** (except for the Dublin procedure). It is very important to complete this file correctly. **Carefully read the advice on pages 48-51 and ask for help from specialised organisations (pages 15-16).**



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

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

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

## 2. Go to the OFII desk at GUDA

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

An OFII officer will:

- **ask for your date of entry into France.** Please note that if you present yourself to the SPADA more than **90 days after your entry into France**, the OFII may refuse you the Conditions Matérielles d'Accueil (financial allowance and possibly accommodation). If you are obliged to give the date of entry into France (because you entered with a visa or because you have or had a residence permit), explain why you did not apply for asylum immediately.

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

- give you a form called: "Offre de prise en charge au titre du dispositif national d'accueil" (Offer of support from the national reception centre). This will allow you to **obtain accommodation and receive a financial allowance (ADA).** **If you have accommodation from someone you know,, do not mention it. If you have accommodation from the 115, you must tell the OFII.** To get this help offered by the OFII you must sign the form and tick the box that says "Oui j'accepte de bénéficier des conditions matérielles d'accueil" ("Yes I agree to accept the material reception conditions").

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

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

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



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



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

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

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

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

# ASYLUM PROCEDURES

## Normal procedure and fast-track procedure: France examines your asylum application

Your asylum application will be examined by the **French Office for the Protection of Refugees and Stateless Persons (OFpra)**. You must fill out the OFpra file that was given to you at the GUDA (prefecture) and send it to the OFpra by going to the post office with all the documents **requested within 21 days**. If your file is complete, the OFpra will send you a **registration letter** in response.

The fast-track procedure is less favorable than the normal procedure: the time required to examine your file is reduced. If you wish to contest the reason for your placement in the accelerated procedure, you can tell OFpra (by registered letter, in your story or during the interview) the reason for your disagreement. For advice, contact an association (pages 15-16).



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

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



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

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

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





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



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



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



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



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



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

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



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

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

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

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

## OFPRA FILE AND INTERVIEW

### 1. The OFPRA file

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



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

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

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

### How to complete the OFPRA file?

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

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

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

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



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

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

### How and when to send the OFPRA file?

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

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

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

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



## 2. The interview

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



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

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

### Who will be present at the interview?

Those people are subject to neutrality and confidentiality:

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



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

### How is the interview conducted?

During the interview, the OFPRA protection officer will ask questions based on the information in your OFPRA file, but it is your

statements during the interview that will carry the most weight in the final decision.

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

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

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

### How to prepare?

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

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

**It is important to say:**

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

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

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

### When and how will you receive the answer?

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

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

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

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

## 3. The decision

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

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

- **If the OFPRA rejects your application:** you can appeal to the Cour Nationale du Droit d'Asile (CNDA) (pages 52-53).



Please note that asylum seekers in the following situations may receive an OQTF after an OFPRA rejection, even if they appeal to the CNDA:

- if you are from a safe country
- if you have applied for reconsideration
- if the prefecture has placed you under house arrest or detention because your behavior constitutes a threat to public order
- if the prefecture has placed you under house arrest or in detention because you applied for asylum during a police control
- if the prefecture considers that you represent a serious threat to public order.

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



## MAKING AN APPEAL

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

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

# How to appeal to the CNDA?

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

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

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

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

You have three options:

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

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

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

🕒 Mon. - Fri. 9am-4pm

☎ 05 61 77 23 80

✉ Make an appointment by email:

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

📍 Raymonde Fournet building - Place du D' Baylac

🚶 T1 T2 Purpan

🚌 L2 45 63 Hôpital Purpan

## 1. Free lawyer / public defender

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

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

**Two ways to apply for a lawyer:**

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

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

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

Or by fax to 01 48 18 43 11

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

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

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

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

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

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

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

## 2. Private lawyer

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

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

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

## 3. File an appeal without a lawyer

**This is not recommended.**

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

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

## What happens after you file your appeal?

It is the CNDA that will examine your application.

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



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

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

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

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

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

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

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

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

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



### The hearing will proceed as follows:

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

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

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

The final decision will be sent by registered mail to your address. **It is very important to check every week if you have received mail at the address where you receive your mail.** The CNDA can either decide to cancel the OFPRA's decision, meaning you are given refugee status or «subsidiary protection,» or refuse your asylum application.

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


**If the CNDA refuses to grant you protection,** very few options are still possible:  
- An appeal to the Conseil d'Etat within two months is possible, but the conditions are

very strict: it is an appeal that only concerns problems related to the procedure and not the content of your file.  
- A re-examination of your asylum application is possible but you must have new elements to request this (page 54).

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

## APPLYING FOR YOUR CASE TO BE RECONSIDERED ("RÉEXAMEN")

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

 Pay attention to what is considered as a new element.

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

### New facts

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

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

The fact is new if it happened:

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

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

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

#### New evidence is not a new fact.

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


Examples:

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

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

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

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

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

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


### How to apply for reconsideration?


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

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

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

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

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

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

# IF YOU HAVE BEEN GRANTED PROTECTION (REFUGEE)

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

This means that :

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



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

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

## What are your rights?

- **The OFPRA will deliver you civil status documents**, such as documents in your name which will be recognized by the French administrations (birth certificate, marriage certificate...). You are no longer allowed to contact the administration of your country of origin, or you will lose the protection of France.
- **Right to residency:** after receiving the civil status documents issued by OFPRA
  - **refugees** obtain a 10-year residence permit.
  - **beneficiaries of subsidiary protection** obtain a multi-year residence permit for a period of 4 years (renewable).
- **You have the right to obtain a travel document** that will allow you to travel abroad, except in your country of origin. The application must be filed at the prefecture by making an appointment on the website. You will need 2 passport photos, your

resident card, proof of residence, and proof of protection from the OFPRA. The travel document costs 45€.

- As soon as you receive the decision from the OFPRA or the CNDA, **you can have the right to receive social and family benefits** (RSA, CAF, social housing application, etc.)
- You have **the right to work** in France and to register with Pôle Emploi.
- You can **resume your studies and get a diploma:** pages 42-43.
- You can exchange your driving licence for a French driving licence. To do this, the licence must be valid, have been obtained before the first residence permit or long-stay visa was issued, and be written in French or accompanied by an official translation. The application must be submitted to the prefecture. Deadlines: you have less than one year to start this procedure from the beginning of your *récépissé's* date of validity recognising the international protection.
- You can **apply for French citizenship** (if you have had a stable and personal income for more than one year and have a good level of French):
  - If you have obtained refugee status: you can do so as soon as your refugee status is recognised.
  - If you have obtained subsidiary protection: you must prove 5 years of residence in France. You must apply for it at the prefecture of your place of residence.

## Family reunification

You can bring your family members to France:

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

## How to bring your family?

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

## How to get help?

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

- **Les Maisons des Solidarités (page 10) or the shelter centre** where you had your registered mailing address (domiciliation) during your asylum application. They can help you access your rights, find a new address and find accommodation.
- **PROGRAMME AGIR 31 - FORUM**

## RÉFUGIÉS:

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

☎ 05 34 58 19 15

✉ [agir31@forumrefugies.org](mailto:agir31@forumrefugies.org)

📍 7 avenue des Herbettes    Herbettes

- **Make an appointment with a social worker** to get help with your procedures. In Toulouse: contact the Maison des Solidarités (MDS) closest to where you live (page 10). If you live in one of the towns around Toulouse, you can contact the CCAS of the commune in which you live.
- You can also go to a **legal support sessionspecialised in assisting refugees** (pages 15-16)





# WHAT ARE RESIDENCE PERMITS

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

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

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

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

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

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

It is possible to apply for a residence permit:

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

deadline is 3 months. Your application for a resident permit will only be processed once you have received a response to your asylum application.

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

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

**You could receive an OQTF (Obligation to leave French territory) if your application for a residence permit is rejected.**

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

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

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

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

**For residency rights for European citizens (explanatory diagrams and list of statuses entitling the holder to a right of residence):**

<https://www.romeurope.org/droit-au-sejour-citoyens-ue/>

## Once you have the residence permit, pay attention to:

- **the commitment to respect the "principles and values of the Republic":** Most foreign nationals applying for a residence permit must sign a contract (CERPR) and promise to respect a certain number of principles. Failure to

comply with this contract may result in the person's residence permit being refused or withdrawn.

- **the obligation to improve their level of French in order to renew a residence permit:** The person must sign a Republican Integration Contract (CIR) and promise to take French classes with a written and oral test to assess their level of French. To obtain a multi-annual residence permit (2 to 10 years), the minimum level required is A2. If necessary, contact one of our legal advice centers for more information (pages 15-16). Be careful: if you have reached an A2 level in French after 3 years, you will not be able to renew your residence permit for another year.

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

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

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

APS = Temporary residence permit

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



# IF YOU ARE ARRESTED BY THE POLICE

You can be arrested in the event of an identity verification stop - to check if you have the right to stay in France - and/or if authorities think you may have broken a law.

If you are undocumented and you are arrested, you may receive an Obligation to Leave the French Territory (OQTF) and could be assigned house-arrest or be detained in an Administrative Detention Centre (CRA).

## Documents to have with you:

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



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

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

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

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

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

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



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

## If you are released

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

Be careful, **you often only have 48 hours from the time you signed the document to make an appeal**.

As soon as you are released, contact a lawyer or a non-profit organisation to help you (page 15-16).

**If you were insulted and mistreated by the police**, you can file a complaint. The police cannot refuse to file a complaint, even if you are undocumented.

**If they were violent, you can go to a doctor and get a certificate proving your injuries.**

## If you are sent to an Administrative Detention Centre (CRA)

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

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

### LA CIMADE

☎ 05 34 52 13 92 or 05 34 52 13 93

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

📍 Der Toulouse (Cimade Retention Centre Toulouse)

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

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

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

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

## How long in the CRA?

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

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

### ADMINISTRATIVE DETENTION CENTRE (CRA) in Toulouse

📍 21 Avenue Pierre Georges Latécoère à Cornebarrieu (31700)

### To return to Toulouse once released:

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

- **BUS 17** Dewoitine (next to Intermarché). Beware, the bus only runs every hour, check the timetable.
- **BUS 118** Dewoitine, goes to Colomiers station.

## Your rights in detention:

- **Make phone calls** from the centre's phone booths or with your mobile phone without a camera. Mobile phones that can take pictures will be taken away from you.
- **Receive visits from your relatives**. They must have legal immigration status and have to present an identity document. They can bring you clothes, new and individually wrapped non-perishable food (cakes, sodas), documents, money, a mobile phone without a camera, cigarettes.
  - 🕒 Visits every day 8:30-11:30am and 2:30-6:30pm (try to arrive before 5:30pm).
- **Be visited by a non-profit organisation/ support collective:**

### CERCLE DES VOISINS (CIRCLE OF NEIGHBOURS)

*Collective that defends the free movement of people and denounces the system of deportation of undocumented people.* For a visit to a person detained in the CRA, contact them by email.

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

### TOULOUSE ANTI CRA

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

✉ [toulouseanticra@riseup.net](mailto:toulouseanticra@riseup.net)

☎ 07 58 21 68 70

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

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

# GLOSSARY

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

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

## Legende

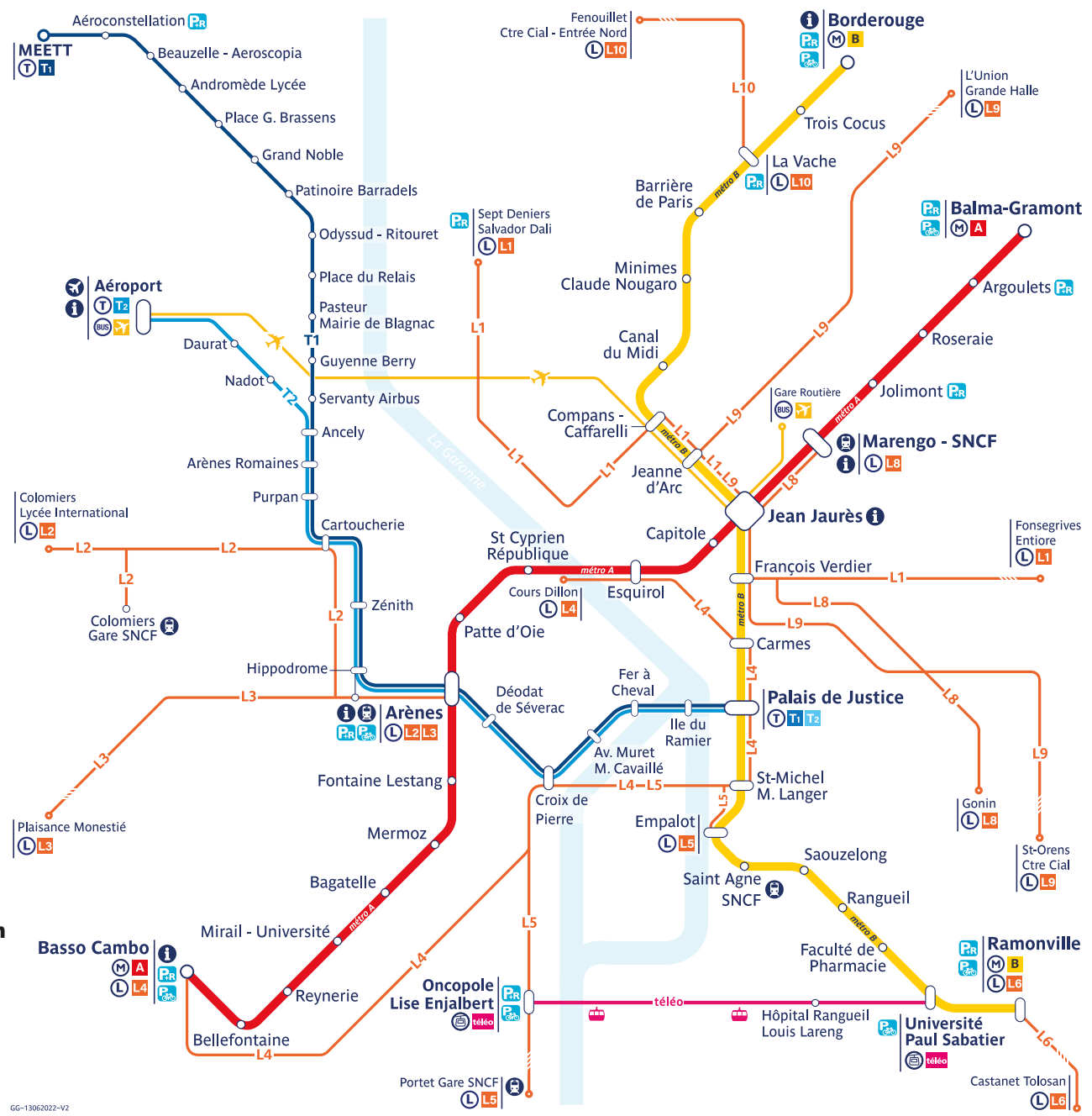
### Tisseo services

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

### Other transportation

- Airport
- Train station

# METRO AND TRAM MAP OF TOULOUSE



GG-13062022-V2



**APRIL-MAY-JUNE 2025**

**ENGLISH**   
*Toulouse*

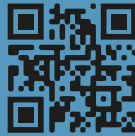


If you are in Toulouse as an asylum seeker, refugee, or undocumented person, **this guide is for you.**

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

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

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



To download the guide:  
**[www.watizat.org](http://www.watizat.org)**



**watizat.toulouse**



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# CHANGES TO CERTAIN REGULARISATION CRITERIA

*Very exceptionally, we have had to add an update on legal procedures after printing the guide.*

The replacement of the Valls Circular by the **Retailleau Circular** of 24 January 2025 has led to changes in the information concerning :

- regularisation through work page 40
- criteria for obtaining residence permits page 59

**The Retailleau circular introduces 3 main changes:**

1

## ABOLITION OF THE VALLS CIRCULAR

This concerns the criteria for exceptional admission to the country ("AES - Admission exceptionnelle au séjour" in French), which are listed in the table on page 59 with the 'discretionary' title and the 'personal and family ties' title.

In concrete terms, there are three major changes:

- For the majority of Exceptional Admissions to Residence, it was **necessary to have resided in the country** for at least 5 years; now **it's 7 years!**
- The family criteria for children attending school or for the spouses of legal residents are no longer specified and will be known when the new text is applied.
- **Access to regularisation through work is restricted** and will be possible mainly through the new procedure for "**jobs in shortage**", indicated in a regional list of the jobs concerned (see page 40).

2

## REMINDERS OF ELEMENTS ALREADY IN LAW

The Retailleau circular states that the following criteria must be met in order to have access to a regularisation procedure:

- **No threat to public order**
- **No polygamy in France**
- **Signature of a commitment to respect the principles of the Republic**

- The French language proficiency criterion has been raised, with people now having to prove their level of French by means of a diploma, language certification or 'any other proof' (this is in addition to the French language proficiency requirements for people who have already been regularised, see p 59).

The question now is: is a certificate from an association enough? For example, proof of regular attendance at French language courses?

- If the person has already been subject to an "Obligation de Quitter le Territoire Français" (OQTF), the application must be submitted after a period of 3 years from the date of notification of the OQTF and, in the case of an "Interdiction de Retour sur le Territoire Français" (IRTF), after the expiry of the period specified therein.

However, if your situation changes, you may be able to submit an application without waiting for the 3-year deadline.

**The criteria in this circular, which is far less precise than the Valls Circular, will be analysed and understood over the coming months, with the first feedback from the field and the first case law.**

## Get advice and support!

For support with your administrative formalities and dealings with your employer, go to a legal aid office (pages 15-16 of the guide) or a trade union.

For applications to regularise your situation through work, you can contact :

### **COLLECTIF MIGRANT·E·S CGT 31**

***Open May 1, 8 and 29th.*** For undocumented people and requests for regularisation (legal immigration status) through work.

🕒 No appointment Monday. 3-6:30pm.

☎ 05 61 21 53 75

✉ [collectifimmigrationcgt31@laposte.net](mailto:collectifimmigrationcgt31@laposte.net)

📍 19 place Saint-Sernin

🇫🇷 🇧🇫 Jeanne d'Arc