



# **WELCOME TO GRENOBLE ALPES MÉTROPOLE**



**WELCOME GUIDE  
FOR NEWCOMERS FROM ABROAD**



“

We want Grenoble Alpes Métropole to be a welcoming place. This is not only a choice, but also a commitment rooted in our humanity.

Welcoming means recognising the dignity of each individual, regardless of their background or origins. We believe that the true greatness of a region lies in the ability of its residents, associations, institutions and elected representatives to reach out, open their doors and show solidarity.

It is by honouring this commitment that we build a strong community, united and resolutely looking to the future. We have a duty to enable everyone to live with dignity, to dream, to flourish, to pursue their lives and to contribute to our city, rich in its diversity and its humanist values.

That's why we're delighted to have been able to organise the policy labs as part of the European MUST-a-Lab project, which took place from June to December 2023 in Grenoble Alpes Métropole and led to a number of projects for our region, including this guide. Stakeholders involved in the reception of newcomers in the metropolitan area, including associations, public institutions, newcomer residents and elected representatives from local authorities, joined us in this work.

The participants jointly identified that information was sorely lacking for newcomers and that this needed to be remedied.

A working group of participants from associations and newcomer residents, all volunteers, therefore took on the task of producing this guide, benchmarked what already existed, surveyed the needs of newcomer residents, and came up with a list of essential content.

Once the information had been collected by the Metropolitan Council's departments, the guide was reviewed by AGORA, a local participation body for newcomer



residents, and by several of our partners in the Territorial Contract for Reception and Integration, the framework contract for our reception policies. The project's graphic facilitator, Vincent Kober, added here and there drawings from the graphic vocabulary of welcome developed during the hospitality laboratories.

It's a great lesson in how we can work together to meet a challenge facing our metropolitan area: improving the quality of reception for new arrivals.

This guide is intended for everyone, and we hope that it will continue to be a collective project for the associations, public institutions and elected representatives of the Grenoble metropolitan area.

Thank you to all our partners for their contributions and for the time they have spent imagining and testing it. Thanks to Mamdouh Alqudsi and Maria Laarson from AGORA, and to Fanny D'Halescourt, Miranda Shusterman, Cannelle Nommay and Alexandra Devaux for their work in the laboratory project group. Thanks to Lisa Legeay, Project Manager at IREPS, for her advice on writing this guide using the FALC method (French that is easy to read and understand) to make it accessible to as many people as possible. And a big thank you to our trainee Pauline Creugny, who did a great deal of information gathering and writing, and coordinated the finalisation of this guide.

We hope you enjoy reading it!

Céline Deslattes

Grenoble Alpes Métropole  
Vice-president

Employment, Integration and Youth



Photos of the workshops and the public presentation of the hospitality laboratories.

# TABLE OF CONTENTS

## INTRODUCTORY INFORMATION 7



UNDERSTANDING KEY TERMS 7



I NEED EMERGENCY ASSISTANCE 10



MY IMPORTANT DOCUMENTS 11



WHAT WEBSITES CAN BE USEFUL? 12

## WELCOME TO GRENOBLE ALPES MÉTROPOLE 13

### I'VE JUST ARRIVED. WHERE CAN I GO? 14



I WANT TO APPLY FOR ASYLUM 14



I WANT TO APPLY FOR A RESIDENCE PERMIT 19



I NEED HELP 23



I WANT TO FIND A PLACE TO SLEEP 32



I NEED SOMEWHERE TO REST DURING THE DAY 33



I WANT TO EAT 38



I NEED ACCESS TO A SHOWER 47



**I WANT TO FIND AFFORDABLE  
OR FREE CLOTHES**

49



**I WANT TO DROP OFF MY BELONGINGS**

53



**I WANT TO RECEIVE MAIL**

54



**I WANT TO SEE A DOCTOR**

56



**I WANT TO ENROL MY CHILDREN AT SCHOOL**

74



**I WANT TO FIND A RELATIVE,  
SUCH AS A FRIEND OR A FAMILY MEMBER**

76



**I WANT TO MOVE AROUND**

77



**I WANT TO ACCESS MY RIGHTS**

82



**I WANT TO LEARN FRENCH**

89



**I WANT TO OPEN A BANK ACCOUNT**

105



**I WANT TO USE A COMPUTER**

106



**I WANT TO GO BACK INTO EDUCATION**

109



**I WANT TO FIND A JOB**

114

## TABLE OF CONTENTS



**I WANT TO FIND A PLACE TO LIVE**

**122**



**I WANT TO HAVE FUN: DO ACTIVITIES**

**126**



**I WANT TO ENGAGE AS A CITIZEN:  
CONTRIBUTE TO SOCIETY**

**132**

**ACKNOWLEDGEMENTS**

**134**



## GENERAL INFORMATION



## UNDERSTANDING KEY TERMS

### Right of asylum and the right of residency:

**Foreign national:** a person who does not have French nationality.

**Asylum seeker:** a person applying for refugee status or subsidiary protection. Asylum seekers have the right to remain in France while awaiting a decision from OFPRA or CNDA. They receive a residence permit if their application is accepted.

**Residence permit:** this is a document authorising foreign nationals over the age of 18 to stay in France. There are different residence permits (for private and family life, students, employees, workers, etc.).

**Refugee:** This is a foreign national persecuted in his or her own country because of race, religion, nationality, membership of a particular social group or political opinion. They have a residence permit that allows them to stay in France for 10 years, and can be renewed.

**Beneficiary of international protection (BPI):** this is a person whose asylum application has been accepted by OFPRA or CNDA. They include refugees, beneficiaries of subsidiary protection and stateless persons.

**Beneficiaries of Subsidiary Protection (BPS):** these are people who do not qualify for refugee status but who are protected by OFPRA because they are under threat in their own country. They receive a 4-year residence permit, which can be renewed.

**Beneficiaries of Temporary Protection (BPT):** these are non-Europeans who flee their country, for example because of war or violence. This protection is provided by the European Union if large numbers of people are concerned. It was triggered for the first time on 3 March 2022 for displaced persons from Ukraine fleeing their country at war. They are currently the only ones to benefit from it.

**Stateless person:** a foreign national with no nationality. An application must be made to OFPRA to be recognised as stateless.

**Unaccompanied minor (MNA):** this is a foreign national under the age of 18. They have arrived on French territory unaccompanied by one of their parents.

**First-time immigrant:** a person from a foreign country outside the European Union who is authorised to live in France.

**Legal foreign national:** a person authorised to live in France. They have a valid residence permit.

## ■ GENERAL INFORMATION



**OFPRA (The French Office for the Protection of Refugees and Stateless Persons):** this institution has several missions:

- Accept or refuse applications for asylum and stateless status
- Issue civil status documents to beneficiaries of international protection.

**CNDA (National Court of Asylum.):** this is a court, i.e. a group of judges, which accepts or rejects appeals against OFPRA decisions.

**Dublin procedure:** If I am placed under the Dublin procedure, a single European State is responsible for my asylum application. This is either the State through which I entered Europe and in which I was checked, or the State which granted me a visa or residence permit.



**OFII (The French agency in charge of immigration and integration):** OFII is responsible for a number of matters:

- Family immigration: the OFII receives applications for family reunification: when a foreign national wants to bring his or her family to France.
- Assisting voluntary return and reintegration in the country of origin: the OFII assists illegal immigrants who wish to return voluntarily to their country of origin (financial and technical assistance).
- Support for asylum seekers: the OFII provides an allowance for asylum seekers (ADA) and accommodation if required.
- Issuing a medical opinion for applications for residence permits on medical grounds.

**CIR ( Republican Integration Contract):** this is a contract signed during the appointment at OFII by the French State and the foreign national authorised to reside in France. By signing the CIR, the foreign national undertakes to respect the principles and values of France. They also undertake to take any training courses requested.

**ADA (Asylum Seeker's Allowance):** this is financial assistance paid monthly to asylum seekers if they have little or no income.

## Support and social rights:



**CAF (Family Allowances Fund):** Legally resident foreign nationals can receive financial assistance from the CAF.

There are various forms of assistance:

- Family allowances
- Active Solidarity Income (RSA)
- Disabled Adult Allowance (AAH)
- Activity allowance, etc.





**CCAS (Communal Centre for Social Welfare):** This is a public body present in every municipality, whose aim is to help people in financial or social difficulty. For example, the CCAS distributes social assistance.

**SLS (Local Solidarity Service):** This is where the social workers in each département work. These professionals provide advice and help with applications for social assistance.



**City Hall:** this is the building housing the administration of a commune or town. There is one in every commune/city. This is where certain administrative procedures are carried out (marriage, birth registration, school enrolment, etc.).

**Community Residents Centre (MDH):** these are reception centres for all residents, offering services to make daily life easier (information, legal advice, cultural activities, French lessons, etc.). MDHs also help residents to get involved in the life of their neighbourhood.

**Emergency shelter:** this is a place for people who are homeless. They can live there free of charge for a short time before finding a place to live.

**Housing:** this is a place where people live on a stable basis, i.e. for a long time. To live in a house, you have to pay rent. Financial assistance may be available.

**Social housing:** this is a low-rent housing for people who earn little money and have difficulty finding a place to live. Priority is given to people who are homeless, victims of domestic violence or disabled.

**Volunteer:** a person who gives their time free of charge to help an association.

**Social worker:** this is a professional who helps people and their families to find a job, complete administrative paperwork, find a place to live, etc. He/she may have other names: socio-educational assistant, social assistant, social service assistant, social and family economics adviser, specialist educator.

**A lawyer:** this is a legal professional who assists and represents a person before the courts. There are lawyers specialising in immigration law, family law, etc.





## I NEED EMERGENCY ASSISTANCE



If I am in danger I can call the following numbers for help:

 SAMU (Emergency Medical Service):  **15**

 European emergency contact:  **112**


 Firefighters:  **18**



 Police:  **17**



 Emergency number if I am deaf or partially-hearing:  **114**

 Emergency accomodation:  **115**

Having emergency accommodation:

 [refugies.info/fr](https://refugies.info/fr) : avoir un hébergement d'urgence 115

 Children in danger:  **119**

 Women victims of violence:  **3919**

 Victim support:  **116 006**



## MY IMPORTANT DOCUMENTS

**IMPORTANT:** In France, I should keep a copy (photo, e-mail, etc.) of all my documents as soon as I arrive. I should do the same with any mail I receive.

These documents may be useful to prove my presence in France if I apply for a residence permit.

### List of documents:

- Identity papers
- Birth certificate
- Asylum application certificate
- Social security certificates
- Certificates of residence
- Income tax returns
- Pay slips
- Water or electricity bills
- Registration for French courses and diplomas...



**If I want to translate a document,** I can contact a sworn translator:



[refugies.info/fr](https://refugies.info/fr) : demander la traduction officielle d'un document





## WHAT WEBSITES CAN BE USEFUL?

I'm looking for information on administrative procedures:

 <https://refugies.info>

Citizen service: [www.service-public.fr](http://www.service-public.fr)

I want to know where I can get help in Grenoble:



**Solidarités Grenoble**

 [www.solidarites-grenoble.fr](http://www.solidarites-grenoble.fr)

**WELCOME TO  
GRENOBLE ALPES MÉTROPOLE**



## I'VE JUST ARRIVED. WHERE CAN I GO?



## I WANT TO APPLY FOR ASYLUM

### Where to?



First Reception Centre for Asylum Seekers (**SPADA**) of **ADATE**  
96 rue de Stalingrad - 38100 Grenoble



Bus C5 bus station Stalingrad-Alliés or Bus C3 and 16 bus station Eugène Sue



04 58 17 64 70



From monday to Friday, 9am to 12.30pm and 2pm to 5pm  
**PLEASE NOTE:** Thursday from 8.30am to 12.30pm  
I can visit **without an appointment**



### What is asylum?

Asylum is the protection granted by a host state to a foreign national who is threatened in his or her country of origin.



### Who is it for?

I am not protected by the authorities in my country of origin.  
I can apply for asylum in another country.



### What rights do I have?

I am applying for asylum. **I have rights** while my application is being examined:



**Accommodation:** in a Reception Centre for Asylum Seekers (CADA) or similar accommodation. This depends on my situation and the places available. In such accommodation, I can receive social and administrative support.



**Financial assistance:** I am over 18. I can receive an Asylum Seeker's Allowance (ADA).



**Health:** I have been in France for **more than 3 months** and I have applied for asylum. I can get **Universal Health Protection (PUMa)**.






## I want to apply for asylum: 7 Steps

### Stage 1: Pre-registration


I will go to ADATE's SPADA.

### Stage 2: Registration

ADATE gives me an appointment at the Prefecture's Guichet Unique for Asylum Seekers (GUDA), between 3 to 10 days from now.

-  **Prefecture of Isère** at 12 Place de Verdun – 38000 Grenoble
-  Tram A or Bus 12, 13, 16 et 82 bus station Verdun-Préfecture.
-  Monday to Friday, 9am to 3.30pm.

1) I meet the official on duty at the prefecture:

- I submit my **fingerprints**. 
- I speak to the prefecture official in French or my own language.
- He tells me whether I am in the Dublin, accelerated or normal procedure.
- I receive documents, including:
  - An **asylum application certificate**
  - Depending on my situation, an 'Asylum application' form to fill in.

2) I meet with the OFII agent:

I will sign the "Material Reception Conditions" document (CMA) to apply for accommodation and financial assistance: the Asylum Seeker's Allowance (ADA).

### Step 3: I return to the SPADA

If I'm in the accelerated or normal procedure:

- I create my personal digital space on the OFPRA website.
- I will send the form to OFPRA within 21 days at the following address: OFPRA, 201 rue Carnot – 94136 Fontenay-sous-Bois.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

**Step 4:** I will receive a notice of my appointment with OFPRA by email, or on my 'personal digital space' on the OFPRA website.

**Step 5:** Several weeks or months later, I will go to OFPRA for a personal interview.

**Step 6:** I'm waiting for OFPRA's decision.

**If my application is successful:** OFPRA will grant me the refugee status (10 years) or subsidiary protection (4 years).


### **If my application is rejected:**

- I do not agree with OFPRA's decision. I can appeal: I can send a letter to the National Asylum Court (CNDA), at the following address  
35 rue Cuvier – 93100 Montreuil.
- I will send this document within one month.  
I will apply for state legal aid: a free lawyer.
- If I don't make an appeal, I will no longer have the right to stay in France.


**Step 7:** I will apply for my **residence permit** on the **ANEF** (Digital Administration for Foreigners in France) website

 <https://administration-etrangers-en-france.interieur.gouv.fr>

I need help filling in the asylum application form, my appeal and my application for legal aid, and to prepare for my appointments at OFPRA and CNDA. If I don't have a social worker, I will go to ADA:

 **ADA (Reception center for asylum seekers)** at 5 rue de l'Ancien Champ de Mars – 38000 Grenoble.

 Tram A, B or E stop Alsace-Lorraine.

 04 76 50 24 06


 Monday to Friday 9am to 11am.

 [www.ada-grenoble.fr](http://www.ada-grenoble.fr)

I am appealing to the CNDA. I have been a victim of physical or psychological abuse in my country. I can ask for a medical report as evidence.

 **MéDA 38** at 5 rue de l'ancien Champ de Mars – 38000 Grenoble.

I will ask my lawyer or the association I work with to book an appointment for me:

 <https://meda38.org/demander>





## I have been granted asylum I am following the OFII procedure:

I have been granted asylum, meaning I am a refugee or a beneficiary of subsidiary protection. I will apply for my residence permit online. I am going through the OFII procedure.



OFII: [www.ofii.fr](http://www.ofii.fr)

I will receive an appointment at OFII.

I will have an interview with an OFII officer.

I will sign the Republican Integration Contract (CIR) -> I commit to doing:

- Citizenship education: I will learn the values of the Republic and of French society.
- Language training: I will take a written and oral language test.  
If I don't have A1 level French, the OFII will refer me to a French language course.



<https://refugiés.info/fr/dispositif/605c972be5424d0014b4c827>



## I need help to find accommodation, a job...:

I have been granted asylum, meaning **I'm a refugee or a beneficiary of subsidiary protection**: I would like to be supported by the **AGIR programme**:

At my OFII appointment, I am offered support under the AGIR programme (Accompagnement Global et Individualisé des Réfugiés). This is a programme to help you find accommodation, a job or training. It will last for a maximum of 2 years.

**I am a BPI or a newcomer and I do not have any social support**: I will go to the **Grenoble Alpes Métropole first reception office** (by appointment):

I will be informed and referred to:

- training
- French language courses
- health care
- sports and cultural activities, etc.



I can ask for an interpreter: someone who speaks my language.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?



### **Grenoble Alpes Métropole first point of call**

Site Marie Reynoard (Grenoble Alpes Métropole premises)  
47 avenue Marie Reynoard – 38000 Grenoble



Tram A stop Grand Place



06 70 54 99 04



Monday afternoon



ctai@grenoblealpesmetropole.fr

## **I want to bring my family to France, so I'm applying for family reunification:**

I am a beneficiary of international protection. I can bring my close family members who have stayed in another country.



[refugies.info/fr](https://refugies.info/fr) : Fiche « Faire une demande de réunification familiale »



## I WANT TO APPLY FOR A RESIDENCE PERMIT



### What are the different residence permits?

There are 5 main categories of residence permit which allow people to stay in France for long periods:

- Long-stay visa valid as a residence permit
- Temporary residence permit: generally valid for 1 year.
- Multiannual residence permit: valid for 2 or 4 years.
- Residence permit: valid for 10 years.

3 other documents allow foreign nationals to stay in France:

- Certificate of Asylum Application
- Receipt of application for a residence permit
- Provisional residence permit (APS)
- Attestation of Prolongation of Instruction (API)

### I want to bring my family to France

I have a residence permit. I want to bring my wife or husband and children under 18 years old to France.

I can apply for family reunification under certain conditions:



[www.service-public.fr](http://www.service-public.fr) « regroupement familial »

### I need legal help

#### I will see a legal expert

**ADATE (Accompaniment and Dignity for the Reception of All Foreigners)** runs drop-in centres for access to rights in various locations:





<http://www.adate.org/acces-aux-droits>

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

 **MDH Les Baladins** at 31 Place des Géants - 38100 Grenoble

 Bus 12 stop Les Géants

 I will book an appointment on 04 76 33 35 03

 2nd Wednesday of the month from 2pm to 5pm

 **MDH Le Patio** at 97 Galerie de l'Arlequin - 38100 Grenoble


 Tram A stop Arlequin or Bus 81 stop Le Mail

 I can visit without an appointment on Fridays from 9am to 12pm

 **MDH Anatole France** at 68 bis Rue Anatole France - 38100 Grenoble


 Bus 12 and C5 stop Docteur Schweitzer

 I will book an appointment on 04 76 20 53 90

 I can visit without an appointment on one Wednesday a month from 9am to 12pm


 **MDH Prémol** at 7 Rue Henry Duhamel - 38100 Grenoble

 Bus 81 stop Reynoard or tram A stop Arlequin

 I will book an appointment on 04 76 09 00 28


 Monday 2pm to 5pm


 **MDH Capuche** at 58 rue de Stalingrad – 38100 Grenoble

 Bus C3 and 16 stop Capuche


 I will book an appointment at 04 76 87 80 74





 First Wednesday of the month







 **CCAS de Fontaine** at 32 bis rue de la liberté - 38600 Fontaine






 Bus C6, 19 and 81 stop Curie-Vercors

 I can book an appointment on 04 76 28 76 28

 Second Tuesday of the month, from 9am to 12pm

-  **APARDAP** at 6 Rue Berthe de Boissieux - 38000 Grenoble
-  Bus 16, 12 and C3 stop Caserne de Bonne
-  I can come without an appointment on Tuesdays from 9am to 12.30pm and from 1pm to 5.30pm
-  I can book an appointment to come on other days: 09 51 93 48 18

-  **ODTI (Observatory on Discrimination and Intercultural Territories)**  
7 Place Edmond Arnaud - 38000 Grenoble
-  Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée
-  04 76 42 60 45
-  [contact@odti.org](mailto:contact@odti.org)
-  I can book an appointment from Monday to Friday from 9 a.m. to 12 p.m.  
I can also ask my questions by phone:  
Tuesday from 9:30 a.m. to 12 p.m. at 04 76 44 99 51  
Tuesday from 2:30p.m. to 5 p.m. at 04 76 44 99 58  
I can come without an appointment on certain Fridays from 9 a.m. to 11 a.m.:
-  Office hours from January to December 2024: [odti.org](https://odti.org) – [permanences juridiques](#)


-  **La Cimade** at 6 Rue Berthe de Boissieux - 38000 Grenoble.
-  Bus 16, 12 et C3 stop Caserne de Bonne
-  04 76 50 16 39
-  [grenoble@lacimade.org](mailto:grenoble@lacimade.org)
-  Tuesday from 9 a.m. to 12 p.m. Wednesday from 6 p.m. to 8 p.m.


## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

I need free legal advice from a lawyer specialising in immigration law. I can book an appointment at a Community Residents Centre (MDH) in Grenoble:

- I live in the Abbaye-Jouhaux, Châtelet, Teisseire – Malherbe district


 **MDH Teisseire-Malherbe** at 110 Avenue Jean Perrot - 38100 Grenoble


 Bus C5 stop Teisseire or Bus C4 stop Paul Claudel


 04 76 25 49 63


 The second Thursday of every month from 10 am to 12 pm

- I live in the Berriat, Saint-Bruno, Europole, Centre-Gare, Arago, Eaux-Clares Nord, Jean Macé, Martyrs, Presqu'île neighborhoods.

 **MDH Chorier-Berriat** at 10 Rue Henry Le Chatelier - 38000 Grenoble


 Tram A and B stop Saint-Bruno or Bus 12 stop Chorier-Saint Bruno


 04 76 21 29 09

 Every 4th Thursday morning of the month from 9am to 11am


## By phone

I can call **Info droits étranger** (Foreign rights information). A lawyer from ADATE will answer me.

 04 76 44 51 85

 Monday to Friday from 9:30 a.m. to 12:30 p.m. and from 2 pm to 5 pm  
(except Wednesday afternoon)

I can call **Info Migrants**. A professional from ISM Interpretation specialising in immigration law will answer me.

 01 53 26 52 82

 Monday to Friday



## I NEED HELP



### I am a woman





### I am a victim of violence

### I NEED TO



 **Pluri-elles** (ex Solidarité Femmes – Miléna)  
34 TER avenue Marie Reynoard – 38100 Grenoble

 Tram A or Bus C5 stop Malherbe

 04 76 40 50 10


 [contact@sfm.fondation-boissel.fr](mailto:contact@sfm.fondation-boissel.fr)

 Monday to Friday from 9 am to 5 pm

 **Issue de secours – Rialto – SOS femmes 38**  
106 Cours de la Libération et du Général de Gaulle – 38100 Grenoble


 04 76 70 02 05

 [rialto@hotmail.fr](mailto:rialto@hotmail.fr)

 Monday to Friday from 10 am to 5 pm

I am **over 18 years old** and I am a victim of violence.

I am **over 14 years old** and I want to take care of my sexual health.

 **La Maison des femmes / Unies Vers Elles**  
Hôpital Couple Enfant : Quai Yermoloff 38700 La Tronche

 Tram B stop La Tronche Hôpital

 04 76 76 68 00

 [maisondesfemmes@chu-grenoble.fr](mailto:maisondesfemmes@chu-grenoble.fr)


 [www.uniesverselles-grenoble.fr](http://www.uniesverselles-grenoble.fr)

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?



### I am homeless

 **Association Femmes SDF – Le Local des Femmes**  
16 boulevard Jean Pain – 38000 Grenoble.

 Tram A ou C arrêt Chavant.

 04 76 70 35 29

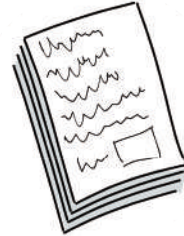
 Monday, Wednesday and Friday from 1:30 pm to 5:30 pm

I need help with my documentation: I can come on Tuesday from 2 pm to 5 pm

I want to meet other people: I can come on Thursday from 2 pm to 4 pm

I can come with my pet.

 [www.association-femmessdf.fr](http://www.association-femmessdf.fr)



### I am a victim of prostitution


I need a place to rest. I need help with the necessary procedures.

 **ALTHEA : L'Appart** at 8 rue du Vieux Temple – 38000 Grenoble

 Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée

 04 76 43 14 06

 [contact@althea38.org](mailto:contact@althea38.org)

 Monday to Friday, 9am to 12pm and 2pm to 5pm.

I'm coming for the first time. I can come on Thursdays from 2pm to 4pm.

I'm under 21. Call 07 56 41 48 25. Monday to Friday from 8am to 8pm.

*I NEED TO*



### I want to rest. I want to get help with the procedures.

 **Amicale du Nid** at 9 Rue Raoul Blanchard - 38000 Grenoble.

 Tram A and B stop Hubert Dubedout-Maison du Tourisme.


 04 76 43 01 66

 [amicaledunidisere@wanadoo.fr](mailto:amicaledunidisere@wanadoo.fr)



 <https://amicaledunid.org/isere>

 @amicaledunid38

 I can visit without an appointment on Tuesday from 9:30 am to 12 pm  
I want help with my procedures: I can book an appointment from Tuesday afternoon to Friday morning.  
I want sexual health advice and advice to access my rights:  
I can visit without an appointment on Fridays from 9 am to 1 pm

 07 85 24 82 08 : Tuesday and Thursday from 2 pm to 4 pm



**I am a family**





**I want to help my child at school**


I would like to learn French.



 **ADATE** at 96 rue de Stalingrad – 38100 Grenoble

 Bus C5 stop Stalingrad-Alliés ; Bus C3 and 16 stop Eugène Sue

 06 13 44 44 96 or 07 68 11 05 19

 I can come without my children on Wednesdays from 9:15am to 11:15am.  
I can come with my children on Wednesdays from 2pm to 4pm.

I would like to learn French and understand how the education system works in France.

I'd like to sign up for the nearest '**OEPRE**' (Ouvrir l'Ecole aux Parents pour la Réussite des Enfants) **workshop**:

 [www.intercariforef.org/formations/recherche-formations.html](http://www.intercariforef.org/formations/recherche-formations.html)

Various schools in the Grenoble metropolitan area offer these workshops:

- Grenoble: Collège Aimé Césaire, Collège Lucie Aubrac, Collège Olympique, Collège Vercors
- Echirolles: Ecole Jean-Paul Marat, Collège Jean Vilar
- Fontaine: Collège Gérard Philippe

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?








### I want to do family activities



#### I want to do activities with my children.






I can find out more at the Community Residents Centre (MDH), the Maison de Quartier or the nearest social centre.

#### I want to do activities with my children and other parents.

-  **Maison des Familles de Grenoble** at 53 place Saint Bruno – 38000 Grenoble
-  Tram A and B and Bus 81 stop Saint-Bruno
-  04 38 12 98 50
-  [sophia.dlimi@maisondesfamilles.fr](mailto:sophia.dlimi@maisondesfamilles.fr)
-  Tuesday, Thursday and Friday, 9am to 4pm. Wednesday from 2pm to 5pm.




### I want to book an appointment with a legal expert in family law, or a psychologist.

-  **CAF : La Cité des Familles** at 3 rue de Belgrade – 38000 Grenoble
-  Bus 81, 82 and C2 stop Docteur Mazet
-  04 76 50 11 00
-  Monday to Friday, 8.30am to 12pm and 1.30pm to 5pm (closed on Tuesday mornings).
-  [www.caf.fr](http://www.caf.fr) : Cité des familles Grenoble

It's free or very low-cost.





### I am looking for a space where my children and I can play and read.









-  [www.grenoble.fr/demarche/421/659-soutien-dans-le-role-des-parents.htm](http://www.grenoble.fr/demarche/421/659-soutien-dans-le-role-des-parents.htm)

## I would like support with my paperwork

I live on the streets. I have kids. I need help applying for financial and social support.

-  **Service de développement social** at 32 rue de New York – 38000 Grenoble
-  Bus 12 stop Abbé Grégoire
-  To book an appointment, you can call on 04 57 38 44 00
-  Monday to Friday, 8.30am to 12.30pm and 1.30pm to 5pm (closed on Tuesday mornings).





## I have children at school.

-  **RESF38 (Réseau Education Sans Frontière Isère)**  
6 bis rue Berthe de Boissieux – 38000 Grenoble
-  Bus 16, 12 or C3 stop Caserne de Bonne
-  06 81 03 52 27
-  First and third Wednesday of the month
-  [resf38@no-log.org](mailto:resf38@no-log.org)
-  @RESF38







## I want to divorce or separate. I am a victim of domestic violence.


I can book an appointment with a **CIDFF lawyer (Women's and Family Rights Information Centre)**

-  **Cité des Familles** at 3 rue de Belgrade – 38000 Grenoble.
-  Bus 81, 82 and C2 stop Docteur Mazet.
-  04 76 50 11 00
-  First and third Friday of the month from 8.30am to 12pm.  
2nd, 4th and 5th Fridays of the month from 1.30pm to 4.30pm.





-  **Maison des Associations** at 6 rue Berthe de Boissieux – 38000 Grenoble
-  Bus 16, 12 and C3 stop Caserne de Bonne.
-  09 78 08 47 48
-  Monday, 9am to 12.30pm and 1pm to 5pm. 2nd, 4th and 5th Wednesday of the month from 9am to 12pm

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?


 **MDH Anatole France** at 68 bis Rue Anatole France – 38100 Grenoble

 Bus 12 and C5 stop Docteur Schweitzer


 04 76 20 53 90


 Tuesdays from 8.45am to 12pm.


 **MDH Teisseire-Malherbe** at 110 Avenue Jean Perrot – 38100 Grenoble

 Bus C5 stop Teisseire or Bus C4 stop Paul Claudel

 04 76 25 49 63

 Third Thursday of the month.


 **MDH Prémol** at 7 Rue Henry Duhamel – 38100 Grenoble

 Bus 81 stop Reynoard or Tram A stop Arlequin


 Wednesday.

I can book an appointment at the reception desk.


 **MDH Le Patio** at 97 galerie de l'Arlequin – 38100 Grenoble


 Tram A stop Arlequin or Bus 81 stop Le Mail

 04 76 44 57 71

 Tuesdays from 6.30pm to 8pm (except during school holidays).

 **CCAS de Fontaine** at 32 bis rue de la Liberté – 38600 Fontaine

 Bus 19, C6 or 81 stop Curie-Vercors

 To book an appointment, you can call on 04 76 28 76 28

 Last Tuesday of the month, 2pm to 5pm.



## I am an Unaccompanied Minor

When I arrive in France, I have to have my minority status recognised.

After that, I'll be provided with accommodation, enrolled at school and assisted with all the necessary formalities.

### Where to?



**Cellule MNA du département à la Cité administrative Dode**  
17-19 rue Commandant l'Herminier, bâtiment 3 – 38000 Grenoble



Bus 16 and 82 stop Hôtel de Police or Bus 13 stop Mutualité



04 76 00 38 38



Monday to Friday, 8.30am to 11am



**Commissariat de Police** at 36 boulevard Maréchal Leclerc – 38000 Grenoble



Bus 16 and 82 stop Hôtel de Police or Bus 13 stop Mutualité



04 76 60 40 40

### I'm not considered a minor. Where can I go?



**Secours Catholique** at 10 rue Sergent Bobillot – 38000 Grenoble



Tram C or Bus C3 stop Foch Ferrié or Bus C3 stop Marceau-Jardin des Vallons



04 76 87 23 13



On fridays, from 2pm to 5pm.



**La Cimade** at 6 rue Berthe de Boissieux – 38000 Grenoble



Bus 16, 12 and C3 stop Caserne de Bonne



04 76 50 16 39







grenoble@lacimade.org



Tuesday, 9am to 12pm. Wednesday, 4pm to 6pm.





## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

### I want to get back to school or do some professional training.

-  **3aMIE** at 13 rue Henri Le Chatelier – 38000 Grenoble
-  Tram A and B stop Saint-Bruno or Bus 12 stop D'Alembert
-  07 69 66 46 26
-  <https://3amie.org/>

### I am a former Unaccompanied Minor. I am over 18 years old.

I need help to get into college

-  **EOLE : La Correspondance**, 30 bis Avenue Marcelin Berthelot – 38000 Grenoble
-  Tram A stop MC2 : Maison de la Culture
-  [info.eole69@gmail.com](mailto:info.eole69@gmail.com)
-  [www.associationeole.org](http://www.associationeole.org)









refugies.info : Être accompagné pendant ses études supérieures



### I am an LGBTQIA+ person

I'm between 18 and 25 years old.


I want to feel safe and begin my recovery. I need to see a doctor or psychologist

-  **Le Refuge** at 4 Rue Étienne Marcel – 38000 Grenoble
-  Bus 12 stop Chorier-Condorcet
-  09 84 41 29 00
-  [grenoble@le-refuge.org](mailto:grenoble@le-refuge.org)
-  From monday to Friday, 10am to 12pm and 2pm to 5pm. Saturday from 2.30pm to 4.30pm.
-  [@LeRefugelsere](https://www.facebook.com/LeRefugelsere)

I need help applying for a residence permit.

 **Centre LGBTI de Grenoble** at 8 rue Sergent Bobillot – 38000 Grenoble

 [contact@centrelgbi-grenoble.org](mailto:contact@centrelgbi-grenoble.org)

 I can look at the schedule on: [www.centrelgbi-grenoble.org](http://www.centrelgbi-grenoble.org)

## I'VE JUST ARRIVED. WHERE CAN I GO?





### I WANT TO FIND A PLACE TO SLEEP





### I am an asylum seeker

OFII will direct me towards suitable housing depending on the number of places available. I can obtain this information from the SPADA:

 **Structure de Premier Accueil pour Demandeurs d'Asile (SPADA)** de l'ADATE  
96 rue de Stalingrad - 38100 Grenoble.

 Bus C5 stop Stalingrad-Alliés, Bus C3 and 16 stop Eugène Sue.

 04 58 17 64 70

 Monday to Thursday, 9:30am to 12:30pm and 2pm to 4:30pm.  
Friday from 9:30am to 12:30pm.




### I need to find a bed as soon as possible

I am a man or woman looking for free accommodation.

I am a woman who is a victim of domestic violence.

*I NEED TO*



 **I can call 115** -> It is free and available 24 hours a day, every day.

115 is an emergency number for the SIAO (Integrated Reception and Orientation Service) of the Isère department.



### Social housing


I am a man or woman looking for free accommodation. I'm looking for a room in a local person's home for a few days or months, through associations.

Who do I contact?




 **L'Ouvre-Porte** at 59 rue Nicolas Chorier – 38000 Grenoble


 <https://louvreporte.org>

 First Tuesday of each month at 7pm

I am a beneficiary of international protection. WHO do I contact?

 **J'Accueille** - online only : [www.jaccueille.fr](http://www.jaccueille.fr)

 [grenoble@jaccueille.fr](mailto:grenoble@jaccueille.fr)

 I can stay for a period of 3 to 12 months.




## I WANT TO REST DURING THE DAY




**I am homeless and have no permanent residence.**

### **I am looking for a meal. I want to shower.**

 **Accueil des SDF** at 4 Rue du Vieux Temple – 38000 Grenoble

 Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée


 Wednesday, Friday and Saturday from 9am to 11am





*I NEED TO*

### **I would like to rest. I need help with the procedures I need to undertake.**

 **Point d'Eau** at 9 rue Joseph François Girot – 38000 Grenoble

 Tram B stop Ile Verte or La Tronche Hôpital, or Bus 16 stop Hôtel de Police

 04 76 44 14 04


 Monday to Friday, 8.30am to 12pm





*I NEED TO*


## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

### I want to shower. I need access to a computer. I want to read.

 **La Croix-Rouge** at 4 Rue Kléber – 38000 Grenoble

 Bus C3 or 12 stop Championnet, or Bus 16 stop Caserne de Bonne, or Tram E stop Condorcet

 07 87 16 39 05


 Monday and Wednesday, 9am to 12pm and 2pm to 5pm. Thursday from 6pm to 8pm. Saturday from 9am to 12pm. I want help to access my right. I go to the Red Cross on Thursdays.


*I NEED TO*




### I need a place to rest, engage in activities, have a meal and access social support.

 **Le Fournil** at 17 Quai de la Graille – 38000 Grenoble


 Bus C1 stop Arago, or le Tram A or B stop Gares

 04 76 22 35 58

 Monday, Tuesday, Thursday and Friday, 10 a.m. to 5.30 p.m.

*I NEED TO*





 **Restos du cœur Centre Chorier** au 36 Rue Parmentier – 38000 Grenoble


 Bus 12 stop d'Alembert, or Bus C5 stop Cémoi

 Monday, Thursday, Friday and Saturday, 9am to 1pm

### I need a place to rest, and access social support.

 **Secours Catholique** at 10 rue Sergent Bobillot – 38000 Grenoble

 Tram C or Bus C3 stop Foch Ferrié, or Bus C3 stop Marceau-Jardin des Vallons





 04 76 87 23 13

 Monday, Tuesday, Wednesday and Friday, 9am to 11am

*I NEED TO*







## I need a place to rest, and have a meal.




-  **Nicodème – café associatif** at 4 place Claveyson – 38000 Grenoble
-  Tram B stop Sainte-Claire les Halles or Notre-Dame Musée
-  04 76 51 55 31
-  Monday to Friday, 12 noon to 5pm. One Sunday a month, from 12pm to 5pm






## Je veux me reposer.

-  **La Bienvenue** at 8 rue Frédéric Taulier – 38028 Grenoble
-  Bus 16, 82 and 62, or Tram B stop Notre-Dame Musée
-  04 38 38 00 20
-  Monday to Friday, 3pm to 6pm. During school holidays: Monday, Wednesday and Friday from 3pm to 6pm.



-  **Escalé Saint Marc** at 6 avenue Malherbe – 38000 Grenoble
-  Tram A stop Malherbe, or Bus C5 stop Louis Jouvét
-  Wednesday and Thursday from 2pm to 4.30pm

## I am a lonely person, and have a child. I need weekend shelter, a place to rest and participate in activities.

-  **La petite pause** at 1 rue Pauline Léon – 38000 Grenoble
-  Bus 12, stops Abbé Grégoire or D'Alembert
-  Saturday and Sunday from 1.30 pm to 5.30 pm









## I am between 18 and 25 years old

I am homeless.

I need help understanding and accessing my legal rights and take the necessary steps. I want to be referred to services tailored to my needs.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?





-  **MFI – Appui Jeunes**, at 21 rue Christophe Turc – 38100 Grenoble
-  Tram A stop Grand Place or Bus C3 stop Christophe Turc
-  04 76 40 12 65 - I call every day except Monday mornings and Friday afternoons.
-  [appuijeunes@mutualiteisere.org](mailto:appuijeunes@mutualiteisere.org)
-  I can come without appointment on Tuesdays, Wednesdays and Thursdays from 9.30am to 1pm.
-  [www.mutualite.org/etablissement/appui-jeunes](http://www.mutualite.org/etablissement/appui-jeunes)



### I am a woman




I am a single woman or a woman with children.

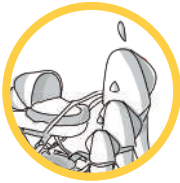
### I am looking for a welcoming place, a meal, and access to laundry services.

-  **Pluri-elles** at 34 TER avenue Marie Reynoard – 38100 Grenoble
-  Bus 12 ou C6 stop Raymond Chanas
-  04 76 40 50 10
-  Monday to Friday, 9am to 5pm



### I am a homeless woman

-  **Homeless women - Le local des femmes** at 16 Boulevard Jean Pain – 38000 Grenoble
-  Tram A or C stop Chavant
-  Monday from 10:30am to 5pm. Wednesday to Friday, 1:30pm to 5pm.





## I have a family

I have a child under the age of 4 years olds (or a disabled child under the age of 6 years old). I'm about to have a child.

### I need a place to rest, and information about childrens education.


 **L'Étincelle (CCAS) à La Correspondance**  
30 avenue Marcelin Berthelot – 38000 Grenoble.


 Tram A stop MC2 : Maison de la Culture.


 Tuesday and Thursday, 8:30am to 11:30am. Friday from 2pm to 5:30pm.




### I want to spend quality time with my child, and learn more about their education.

 **La Maison des Familles** at 53 Place Saint Bruno – 38000 Grenoble

 Bus 12 stop Chorier Saint-Bruno

 04 38 12 98 50

 sophia.dlimi@maisondesfamilles.fr

 Monday to Friday, 9am to 4pm. Wednesdays from 2pm to 5pm.

I can book an appointment with a family mediator on Mondays from 1pm to 6pm, Wednesdays from 9am to 12pm or Fridays from 9am to 6pm.

 [www.maisondesfamilles.fr/nos-maisons-des-familles/maison-des-familles-grenoble](http://www.maisondesfamilles.fr/nos-maisons-des-familles/maison-des-familles-grenoble)




### I'm looking for shelter at the weekend.

I need a place to rest, and engage in games and activities.

 **La petite pause** au 1 rue Pauline Léon – 38000 Grenoble

 Bus 12, stop Abbé Grégoire ou D'Alembert

 Saturday and Sunday from 13:30pm to 17:30pm.








## I AM LOOKING FOR A MEAL



I want to have a free or cheap meal

 **Accueil des SDF** at 4 bis rue du Vieux Temple – 38000 Grenoble


 Bus 16, 82 et 62 or Tram B stop Notre-Dame Musée


 Wednesday, Friday and Saturday, 9am to 11am. Monday and Thursday from 12pm to 1pm. During the winter (November to March): Friday and Saturday from 6pm to 7.30pm. I need to register.




**I need food to take away. I register with the Accueil des SDF and fill in a form.**


- If I'm a single person, I can collect my food package on Wednesdays from 9am to 11am.
- If I am a family, I can collect my food package on Tuesdays from 2pm to 4pm.

 **Point d'eau** at 9 rue Joseph-François Girot – 38000 Grenoble


 Tram B stop Ile Verte ou La Tronche Hôpital, or Bus 16 stop Hôtel de Police

 Monday to Friday, 8.30am to 12pm. In winter (November to March) Tuesdays from 6pm to 7.30pm in front of the 'Gares' tram stop.





 **Restos du Cœur – Chorier** at 36 rue Parmentier – 38000 Grenoble

 Bus 12 stop D'Alembert

 Monday, Thursday, Friday and Saturday from 11am to 1pm.

 **Secours Catholique** at 14 Place Lavalette – 38000 Grenoble

 Bus 16, 82 et 62 at Tram B stop Notre-Dame Musée

 Monday, Tuesday and Thursday from 8.30am to 10am. Sundays (from October to June) from 8.30am to 10am.



**Secours Catholique – Equipe locale de Teisseire**

6 avenue Malherbe – 38100 Grenoble. Dans le centre œcuménique Saint-Marc.



Bus C5 stop Louis Jouvét



Mondays from 11am to 2pm.



**Secours Catholique – Equipe locale des Eaux-Clares**

72 rue Joseph Bouchayer – 38100 Grenoble



Tram C or le Bus C5 stop Vallier Catane



Tuesdays from 10.30am to 2pm.



**Secours Catholique – Le Pont de Claix à La Ruche**

2 rue Stendhal – 38800 Pont de Claix



Tuesdays from 4pm to 9pm: social time from 4pm to 7pm, meal at 7pm.



I must register by calling 04 76 99 77 64 before noon on Monday.  
In an emergency, I can call 06 71 67 63 25.



**Le Fournil** at 17 Quai de la Graille – 38000 Grenoble



Bus C1 stop Arago, ou le Tram A or B stop Gares



Monday, Tuesday, Thursday and Friday from 12 noon to 2pm.  
In winter (November to March) Thursdays from 7pm to 8.30pm  
in front of Grenoble station.  
Meal €1.



**Nicodème** on Place Claveyson – 38000 Grenoble



Tram B stop Sainte-Claire les Halles or Notre-Dame Musée



Monday to Friday from 12pm to 1.30pm.  
In winter (November to March) Mondays and Sundays from 6pm to 7.30pm.  
Starter and dessert €1. Dish of the day €1.20. Drinks between €0.50 and €1.



## I'VE JUST ARRIVED. WHERE CAN I GO?

### I would like to attend cooking workshops or share a meal.



**Les Petites Cantines** at 1 rue Marius Gontard – 38000 Grenoble



Tram A or B stop Victor Hugo



06 82 64 39 07



<https://grenoble.lespetitescantines.org>



Tuesdays, Wednesdays, Thursdays, Fridays and Sundays at 9.30 a.m. to cook, and at 12.15 p.m. for the meal.  
Friday evenings at 5.30pm for cooking, and at 7.30pm for the meal.  
I'm a member of the association. Booking required. Free.



**Magdalena** at 4 rue Emile Gueymard (Basilica of the Sacré Cœur) – 38000 Grenoble



Tram A or B, Bus C1 or C5 stop Gare (Terminals)



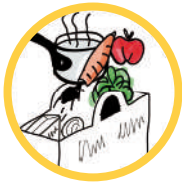
Wednesdays from 7pm to 10pm.



**Cuisine du Cœur.** It's a mobile kitchen (food-truck) where I can come to eat and cook.



Tuesdays from 6pm to 8pm in different parts of the city.  
To find out where the food is distributed, check the schedule:  
Evening meals ([solidarites-grenoble.fr](http://solidarites-grenoble.fr)).



### I need food to take away

It's free if I bring documents proving that I don't have a lot of money.

### I am in Grenoble



**Association humanitaire musulmane**  
au 51 rue Georges de Manteyer – 38000 Grenoble



Bus C4 et Bus C5 stop Teisseire



To register, I can call 07 81 28 80 61





Saturday, 9am to 12.30pm




## I need food and washing-up liquid.


 **Préludes** at 16 rue Général Mangin – 38100 Grenoble


 Tram C, Bus C3 or Bus 25 stop Foch Ferrié


 Tuesday from 8.30am to 11.30am.




 **Restos du Cœur – Gay Lussac** at 3 rue Gay Lussac – 38000 Grenoble


 Tram A stop Mounier

 Monday and Friday, 1pm to 3pm. Tuesday, 9am to 12pm and 1.30pm to 3pm.  
Saturday from 9.30am to 12.30pm


 **Restos du Cœur – Stalingrad** at 78 rue de Stalingrad – 38100 Grenoble

 Bus C3 stop Capuche

 Monday, Thursday and Friday, 12 noon to 3.30pm. Tuesday, 9am to 12.30pm

 **Restos du cœur – Sidi Brahim** at 8 rue Sidi-Brahim – 38100 Grenoble

 Tram E or tram C stop Vallier Libération

 Tuesday from 1pm to 4.30pm and Saturday from 10am to 12pm


 **Secours Populaire Français – Antenne Les Trembles**  
27 rue des Trembles – 38100 Grenoble

 Tram A stop La Bruyère Parc Jean Verlhac

 Monday to Friday, 1.30 to 4.30 pm


 **Secours Populaire Français – Antenne Mistral**  
2 rue de la Solidarité – 38000 Grenoble.

 Bus 12 stop Anatole France.


 Tuesday and Wednesday, 1.30 pm to 4 pm.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

### I'm in the Teisseire, Jouhaux or Abbaye district


 **L'Echoppe (Diaconat protestant)** at 51 rue Georges de Manteyer – 38000 Grenoble


 Bus C4 and Bus C5 stop Teisseire

 I will register on Tuesday from 2pm to 4pm.  
I can pick up my parcel on Thursday from 9am to 2pm.


I have a baby under 12 months old.

I want baby food, and baby clothes or toys.

 **Restos Bébé du cœur** at 13 rue Docteur Mazet – 38000 Grenoble

 Bus C1 stop Docteur Mazet


 04 76 86 49 49

 I can register from 9.30am on Tuesdays and Wednesdays.  
I will collect my package from 1.30 to 4.30 pm:

- Monday at Restos du cœur Gay Lussac
- Tuesday at Restos du cœur Mayencin or Echirolles
- Wednesday at Restos du cœur Fontaine
- Thursday at Restos du cœur Stalingrad.



### I am in Echirolles

 **Restos du Cœur – Echirolles** at 1 allée du Limousin – 38130 Echirolles

 Tram A or Bus C6 stop Essarts La Butte




 Tuesday and Friday, 9am to 12pm and 1.30pm to 4.30pm. Thursday from 9am to 12pm.

 **Secours Populaire Français – Echirolles** au 20 allée du Gâtinais – 38130 Echirolles.




 Tram A stop Surieux.

 Fridays from 8.30am to 11.30am.




## I am in Eybens

-  **Association familiale protestante Eybinoise – AFPE** at 1 rue du Muret – Eybens
-  Bus C4 and C7 stop Odysée
-  Thursday from 4pm to 5.30pm. I register on site.




## I am in Fontaine

-  **Restos du Cœur – Fontaine** at 11 rue Henri Roudet – 38600 Fontaine
-  Tram A stop Charles Michels
-  Monday to Thursday, 9am to 11.45am and 1.30pm to 4pm.

## I am in Gières

-  **Restos du Cœur – Mayencin** at 9 rue Mayencin – Gières
-  Tram B stop Mayencin Champ Roman
-  Monday, Tuesday and Friday, 8.30am to 11.30am and 1.30pm to 3.30pm.  
Thursday from 9.30am to 11.30am and from 1.30pm to 3.30pm.

## I am in Pont de Claix

-  **Secours Populaire** at 9 avenue du Marquis de l’Oisans – 38800 Pont de Claix
-  Bus C2 Pont-de-Claix Mairie
-  I will collect my package on the 1st Tuesday of the month from 1.30pm to 4.30pm.





## I am in Saint-Martin d’Hères

-  **Secours Populaire Français – Antenne Saint Martin d’Hères**  
66 avenue du 8 mai 1945 – 38400 Saint Martin d’Hères
-  Bus C6 stop Zella Mehlis
-  Monday and Friday from 1.30 pm to 3.30 pm.  
If I’m a student, I can come on Saturdays from 10am to 1pm.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

### I am in Saint-Martin le Vinoux




I'm a family and I don't have much money.

-  **CCAS Saint Martin le Vinoux** at 1 rue du 26 mai 1944 – 38950 Saint-Martin-le-Vinoux
-  Tram E stop Horloge
-  04 38 88 47 60 - I register for the SLS
-  I'll pick up my package on Monday afternoon.





### I am in Sassenage

I need food. I would like some products to clean my body. I want products to clean my house.





Book an appointment at the CCAS to sign up for the distribution of parcels.

-  **CCAS Sassenage**  
Place de la Libération – 38360 Sassenage (salle des voûtes, under the town hall)
-  Bus 50 or 54 ou 20 or T64 stop Place de la Libération
-  Monday afternoon.

### I am in Seyssins







-  **CCAS Seyssins au Patio**, at 40 rue de la liberté – 38180 Seyssins
-  Tram C stop Mas des Îles
-  04 76 96 97 18 - I would like to sign up for the distribution of packages from the CCAS.
-  I will collect my package on Friday from 10am to 12pm.

### I am in Seyssinet-Pariset






-  **CCAS Seyssinet Pariset à L'Arche**  
79 avenue de la République – 38170 Seyssinet-Pariset
-  Tram C, Bus C6 or Bus 20 stop Seyssinet-Pariset Hôtel de Ville
-  04 38 12 38 66 - I would like to sign up for the distribution of packages from the CCAS.
-  I collect my package 2 Wednesdays a month from 10am to 12pm.

## I am a student

I would like to benefit from the CROUS €1 meal. To apply, go to:






-  **Espace d'accueil Colibri : Tour Irma**, Salle 009  
51 rue des Mathématiques, Domaine universitaire - 38400 Saint Martin d'Hères
-  Tram B, C, D and E stop Gabriel Fauré
-  04 38 38 83 14 Book an appointment
  
-  **Services bourses et logements du CROUS** dans le Bâtiment Muse  
80 allée Ampère à Saint-Martin-d'Hères
-  09 72 59 65 38
-  Monday to Friday, 9am to 5pm.

I want to buy cheap food.

-  **AGORAé**, at Résidence Ouest, au 107 rue des Taillées – 38400 Saint-Martin d'Hères
-  Tram B and D stop Les Taillés-Universités
-  06 86 61 03 54 - I fill in a form to become a beneficiary.
-  Tuesday to Thursday, 5pm to 7pm.
-  @agorae\_grenoble\_alpes

## I want free food and washing products.

I'm going to pick up a package:

-  **La Croix Rouge – Distribution Alimentaire Etudiante** à « la Petite Pause »  
1 rue Pauline Léon – 38000 Grenoble
-  Bus 12, stops Abbé Grégoire or D'Alembert
-  Thursdays from 9am to 2pm.  
I need to register to receive a package:
  -  04 76 46 99 66
  -  On site at 4 rue Kléber: Monday and Saturday, 9am to 12pm.  
Wednesday from 2pm to 5pm. Thursday from 6pm to 8pm.


## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

I can't pick up my food package myself.


I can have my parcel delivered to my home.



 **L'équipage Solidaire** – service Délivr'aide

 I register on their website 24/7: <https://delivraide.org/addkit>

I'm going to a free food distribution:

 Collectif génération précarité : [@Gprecarite](#)

### **Muslim Students of France Grenoble:**

 [presidence@grenoble.emf-asso.com](mailto:presidence@grenoble.emf-asso.com)

 [www.emf-asso.fr](http://www.emf-asso.fr)

 [@EMF.Grenoble](#)



## I NEED ACCESS TO A SHOWER



### I need access to free a shower



**Water supply** at 9 rue Joseph François Girot – 38000 Grenoble



Tram B stop Ile Verte or La Tronche Hôpital, or Bus 16 stop Hôtel de Police



Monday to Friday, 8.30am to 12pm.



**Municipal showers** at 5 rue des Minimes – 38000 Grenoble



Bus 16, 82 et 62 or the Tram B stop Notre-Dame Musée



Monday to Friday from 7.30am to 11.45am.

I am a woman. I can come from Monday to Thursday from 3.30 to 5.30pm, and on Saturdays from 10.30am to 12.30pm.

### I am a woman.



**Femmes SDF – Le local des femmes** at 16 Boulevard Jean Pain – 38000 Grenoble



Tram A or C stop Chavant



Monday from 10:30am to 5pm. Wednesday and Friday, 1:30pm. to 5pm.



### I want to use free toilets

I can find free toilets on the map of public toilets in Grenoble:






[www.grenoble.fr/2728-toilettes-publiques.htm](http://www.grenoble.fr/2728-toilettes-publiques.htm)

I can use the toilets in the cafés and bars listed on the **ICI Toilets App**.






<https://ici-toilettes.fr/telechargez-ici-toilettes>

## I'VE JUST ARRIVED. WHERE CAN I GO?

-  **Water supply** at 9 rue Joseph François Girot – 38000 Grenoble
-  Tram B stop Ile Verte or La Tronche Hôpital or Bus 16 stop Hôtel de Police
-  Monday to Friday, 8.30am to 12pm.






## I need access to laundry services

-  **Water supply** at 9 rue Joseph François Girot – 38000 Grenoble
-  Tram B stop Ile Verte or La Tronche Hôpital, or Bus 16 stop Hôtel de Police
-  Monday, Wednesday, Thursday and Friday from 8.30am to 12pm.

## I am a woman.

### Pluri-elles (ex Solidarité Femmes – Miléna)

-  34 TER avenue Marie Reynoard – 38100 Grenoble
-  Tram A or Bus C5 stop Malherbe
-  Monday to Friday, 9am to 5pm.



## I want to drink

I can find a drinking water fountain on this map of Grenoble:

-  [www.grenoble.fr/2729-points-d-eau-potable.htm](http://www.grenoble.fr/2729-points-d-eau-potable.htm)







## I WANT TO FIND AFFORDABLE OR FREE CLOTHES

### I can go to a second-hand clothes shop


#### Je suis à Grenoble


 **Emmaüs Grenoble** at 11 rue Saint-Jacques – 38000 Grenoble

 Tram A and B stop Hubert Dubedout-Maison du Tourisme

 Tuesday to Saturday, 11 a.m. to 6 p.m.

 **Vestiboutique** at 5 rue André Maginot – 38000 Grenoble

 Tram C and E and Bus 16 stop Gustave Rivet

 Tuesday, Wednesday, Thursday and Friday, 10am to 12.30pm and 1.30pm to 6pm.  
Saturday from 2pm to 5pm

 **La Remise** at 29 and 35 rue général Ferrié (Capuche)  
at 122 avenue Jean Perrot (Teisseire)


 Bus C3 stop Capuche


 Bus C5 stop Teisseire

 Tuesday to Saturday, 9.30am to 5pm.



 **La Ressource** at 3 rue Emile Zola – 38100 Grenoble


 Tram A stop MC2 : Maison de la Culture


 Tuesdays and Thursdays from 10am to 5pm.  
2nd Saturday of the month from 10am to 1pm


 <https://laressource38.org>



## ■ I'VE JUST ARRIVED. WHERE CAN I GO?


 **ULISSE Grenoble Solidarité** at 2 rue Hippolyte Muller – 38100 Grenoble


 Bus C3 or Bus 16 stop Capuche


 Tuesday, Friday and 2nd Saturday of the month, 9.30am to 4.30pm.


 **La Machinerie – Ressourcerie Pêle-Mêle** at 11 Rue des Peupliers – 38100 Grenoble

 Tram A stop la Bruyère

 Wednesday, 9am to 12pm. Thursday, 9am to 12pm and 2pm to 8pm.  
Friday, 9am to 12pm and 2pm to 5pm. Saturday from 9am to 12pm.  
I can also find books, children's games, and other items.


 **La P'tite boutique solidaire** at 20 Rue Berthe de Boissieux – 38000 Grenoble


 Bus 12 stop Championnet, or Bus 16 stop Caserne de Bonne,  
or Bus C3 stop Marceau-Jardin des Vallons

 Wednesday, 2.30pm to 6pm. Friday and Saturday, 2pm to 6pm.

## I want to buy sportswear and sports equipment.

 **Recyclerie sportive** at 3 Rue Raoul Blanchard – 38000 Grenoble

 Tram A stop Hubert Dubedout-Maison du Tourisme

 Wednesday to Friday, 1pm to 7pm. Saturday 11am to 7pm.


*I NEED TO*




I can pick up clothes free of charge at my local Community Residents Centre (MDH) in Grenoble 'free zones':


 **MDH Les Baladins** at 31 Place des Géants – 38100 Grenoble


 Bus 12 stop Les Géants

 Monday to Friday, 9am to 12pm and 1.30pm to 5.30pm. Closed on Thursday afternoon.


 **MDH Chorier-Berriat** at 10 Rue Henry Le Chatelier – 38000 Grenoble

 Tram A and B stop Saint-Bruno

 Monday to Wednesday, 8.30am to 12.30pm and 1.30pm to 6pm.  
Thursday from 8.30am to 12.30pm. Friday, 8.30am to 12.30pm and 1.30pm to 5pm.


 **MDH Prémol** at 7 Rue Henry Duhamel – 38100 Grenoble

 Bus 81 stop Reynoard or Tram A stop Arlequin

 Monday to Friday, 8.30am to 12pm and 2pm to 5.30pm.  
Thursday from 8.30am to 12pm and from 4.30pm to 5.45pm.


 **MDH Centre-Ville** at 2 rue du Vieux Temple – 38000 Grenoble

 Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée

 Monday, Tuesday, Wednesday and Friday, 8.30am to 12pm and 1.30pm to 5.30pm.  
Thursday from 8.30am to 12pm.


 **MDH Teisseire Malherbe** at 110 avenue Jean Perrot – 38100 Grenoble

 Bus C5 stop Teisseire


 Monday to Friday, 8.45am to 12.15pm and 1.30pm to 6.30pm.  
Closed at 5.30pm on Tuesdays and Wednesdays. Closed at 5pm on Fridays.  
Closed on Thursday afternoons.

## I am in Echirolles

My family income is less than €700.

 **Dounia textiles** at 12 Place Beaumarchais – 38130 Echirolles




 Tram A and Bus C6 stop Essarts-La Butte

 Monday to Friday, 9am to 12pm and 2pm to 5pm. I can register on site.  
Monday, 9am to 12pm and 2pm to 5pm. On Wednesdays and Thursdays from 9am to 12pm.

 **Dounia Cosmétiques**




 The shop is open at the same times as Dounia Textiles, except on Tuesday mornings.

## I'VE JUST ARRIVED. WHERE CAN I GO?




-  **Pro'pulserie** at 13 rue Clément Ader – 38130 Echirolles
-  Tram A stop Denis Papin or Bus 66 stop Gay Lussac
-  Wednesday, 9am to 12pm and 2pm to 4pm. Friday from 12pm to 4pm.

*I NEED TO*






-  **Secours Populaire Français – Echirolles** at 20 allée du Gâtinais – 38130 Echirolles
-  Tram A stop Surieux, Bus C6 or Tram A stop Essarts-La Butte
-  Tuesday and Thursday, 8.30am to 11.30am and 1.30pm to 4pm.

## I am in Sassenage

-  **Emmaüs Sassenage aux Moironds**, at 33 avenue de Valence – 38360 Sassenage
-  Bus 20 et 54 stop Praparis Usine
-  On Tuesday, Thursday and Friday from 1.30 p.m. to 5.30 p.m.  
On Wednesday and Saturday from 10am to 12pm and from 1.30pm to 5.30pm.





## I am in Saint-Martin-d'Hères

-  **ULISSE La Brocante de Mamie** at 17 rue du Pré Ruffier – 38400 Saint Martin d'Hères
-  Bus C6 stop Zella Melhis
-  Tuesday, Friday and 3rd Saturday of the month, 9.30am to 1pm and 2pm to 4.45pm.







## I WANT TO DROP OFF MY STUFF

### In complete safety. Whenever I want.

-  **Point d'eau** at 9 rue Joseph François Girot – 38000 Grenoble
-  Tram B stop Ile Verte or La Tronche Hôpital, or Bus 16 stop Hôtel de Police
-  09 67 02 14 04
-  Monday to Friday, 8.30am to 12pm.

### I am a homeless woman in a very vulnerable situation.





-  **Femmes SDF - Le local des femmes** at 16 Boulevard Jean Pain – 38000 Grenoble
-  Tram A or C stop Chavant
-  04 76 70 35 29
-  Monday from 10.30am to 5pm. Wednesday and Friday, 1.30 p.m. to 5 p.m.



## I NEED A POSTAL ADDRESS TO RECEIVE MY MAIL

I don't have a **permanent residence** but I **need a postal address** to receive my mail.

### I am an asylum seeker:

-  **ADATE** at 96 rue de Stalingrad – 38000 Grenoble
-  Bus C3 or Bus 16 stop Eugène Sue
-  04 58 17 64 86
-  Monday to Friday, 9.30am to 12.30pm and 2pm to 5pm, except Wednesday afternoons.

### I am not an asylum seeker:




I would like to receive my mail at my local **CCAS (Communal Centre for Social Action)**.

The CCAS must also give me a certificate of domiciliation.




This certificate will enable me to prove my address for all my formalities.

 [refugiés.info](http://refugiés.info) : Avoir une domiciliation postale

### I live in Grenoble:




-  **47 avenue Marcelin Berthelot** – 38000 Grenoble
-  Tram A stop MC2 : Maison de la Culture
-  04 80 70 12 00

### I live in Echirolles:

-  **1 place des Cinq Fontaines** – 38433 Echirolles (at the town hall)
-  Bus 66, 68 or C7 stop La Rampe Centre-Ville, or Tram A stop Marie Curie
-  04 76 20 99 00






**I live in Saint-Martin-d'Hères:**

-  **Maison communale**, bâtiment annexe  
34 avenue Benoît Frachon – 38400 Saint-Martin-d'Hères
-  Bus 14 or Tram D stop Maison Communale
-  04 76 60 74 12




**I live in Meylan:**

-  **4 avenue du Vercors** – 38240 Meylan
-  Bus C1 stop Meylan Mairie
-  04 76 41 69 32




**I live in Seyssinet-Pariset :**

-  **L'Arche**, 79 avenue de la République – 38170 Seyssinet-Pariset
-  Tram C Bus C6 or Bus 20 stop Seyssinet-Pariset Hôtel de Ville
-  04 38 12 38 60





**J'habite à Pont de Claix :**

-  **27 avenue Antoine Girard** – 38800 Pont de Claix
-  Bus C2 stop Irène Joliot Curie
-  04 76 29 86 40

**I live in Fontaine :**

-  **32 Bis rue de la Liberté** – 38600 Fontaine
-  Bus C6 or Bus 19 stop Curie Vercors
-  04 76 28 75 03

**I live in Eybens :**

-  CCAS services are available at the **L'Illiad and Coulmes residents' centres.**
-  Bus 65 or Bus 67 to stop at L'Illiad
-  Bus C6 or C4 stop Général de Gaulle - Coulmes
-  04 76 60 76 07

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?



### I NEED TO SEE A DOCTOR

I don't speak French? I can ask my doctor for an interpreter: someone who speaks my language.

He can call ISM Interpretariat.

ISM Interpretariat's translators can translate by telephone (24/7) or by videoconference (Monday to Friday, 9am to 6pm).



### I feel sick. I've had an accident. I need emergency medical care.

I have a serious health issue.



I can call **15**



I can go to the **Emergency**: this is the part of the hospital reserved for people who need immediate medical care.



[refugies.info/fr](https://refugies.info/fr) : aller aux urgences



**Hôpital Sud** at 19 Avenue de Kimberley – 38130 Echirolles



Bus C3 or C7 stop Hôpital Sud



Monday to Sunday, 8am to 8pm.



**Hôpital Nord** at Avenue du Grésivaudan – 38700 La Tronche



Tram B stop Michallon or La Tronche Hôpital



24/7



**Clinique des Cèdres** at 21 rue Albert Londres – 38130 Echirolles



Bus C7 stop Antoine Polotti




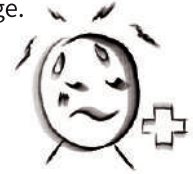
24/7



 **Groupe hospitalier mutualiste** at 8 rue du Docteur Calmette – 38000 Grenoble

 Tram C or Bus 1 stop Vallier – Docteur Calmette


 Monday to Sunday, 8am to 8pm. I want to see a doctor Free of Charge.  
I do not have health insurance.  
I have been an asylum seeker for less than 3 months.




### I feel sick. I'm in pain.


 **Centre départemental de santé de l'Isère** at 23 avenue Albert 1er de Belgique


 Tram A stop Albert 1er de Belgique

 Tuesdays and Fridays from 8:30am to 10am.

### I'm sick or in pain and I want access to my health insurance.

 **Médecins Du Monde at CASO (Reception, Care and Guidance Centre)**  
3 rue Léon Sestier – 38000 Grenoble


 Tram A or Bus C5 stop Berriat-Le Magasin

 04 76 84 17 21  
During the medical consultation, I can benefit from the services of an interpreter:  
someone who speaks my language.

I go to the PASS (Health Care Service):


 **CHU Grenoble Alpes dans le Pavillon St Eynard** (ground floor)  
1 avenue du Grand Sablon – 38700 La Tronche

 Tram B stop Grand Sablon


 04 76 76 94 66


 I can visit without an appointment on Mondays from 9am to 12.30pm  
and from 2pm to 5pm.  
I come by appointment on Mondays and Tuesdays from 2pm to 5pm.  
Wednesdays from 9am to 12pm. Thursday from 10am to 12.30pm  
and from 2pm to 4pm. Fridays from 9am to 12.30pm.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

 **Groupe hospitalier mutualiste** au 124 rue d'Alembert – 38000 Grenoble

 Tram C or Bus 12 stop Vallier – Docteur Calmette

 I need to see a doctor. I can book an appointment on Mondays from 9am to 12pm.  
I can visit without an appointment on Mondays from 2pm to 5pm.  
I want to see a social worker. I can book an appointment from Monday to Friday.

 04 76 70 89 08



## I want to obtain health insurance

In France, there is a charge for medical care, but I am entitled to health insurance that reimburses all or part of my healthcare expenses.

### I am an undocumented immigrant

I've been living in France for more than 3 months.

I am entitled to **AME ( State Medical Assistance)**: this is a scheme that allows undocumented foreign persons to receive free medical care in a hospital or a doctor's practice.

I am under 18 years old. I am entitled to AME upon arrival.

I complete an application and fill in a form:


 [www.service-public.fr/particuliers/vosdroits/R1266](http://www.service-public.fr/particuliers/vosdroits/R1266)


I can submit my first application at a **CPAM ( Primary Health Insurance Fund)** in my local office.


The AME is granted for 1 year. I have to apply for a renewal every year.

To book an appointment, I can call 36 46.

 **CPAM de l'Isère – siège de Grenoble** at 2 rue des Alliés – 38045 Grenoble

 From Monday to Friday, 8am to 12:15pm and 1:30pm to 4pm.

 **CPAM de l'Isère – accueil de Grenoble-Maginot**  
27 rue André-Maginot – 38045 Grenoble.

 From Monday to Friday, 8am to 12:15pm and 1:pm to 4pm.

## I have a residence permit or I have been an asylum seeker for more than 3 months

**PLEASE NOTE:** If I have a child under 18 years old, I can apply for health insurance as soon as my asylum application is registered.

I work or reside in France on a stable and regular basis.

I am entitled to **health insurance**. This is a solidarity-based system that refunds me for medical and hospital care (visits to the doctor, medication, etc.). It is a combination of the **Protection Universelle Maladie (PUMa)** and the **Complémentaire Santé Solidaire (CSS)**.



[www.service-public.fr/particuliers/vosdroits/F34308](http://www.service-public.fr/particuliers/vosdroits/F34308)

### • I apply for PUMa (Protection Universelle Maladie)

I fill in the « Demande d'ouverture des droits à l'Assurance Maladie » form:



[www.service-public.fr/particuliers/vosdroits/R45084](http://www.service-public.fr/particuliers/vosdroits/R45084)

I send it to the **CPAM (Caisse primaire d'assurance maladie)** in my département of residence, along with the necessary supporting documents.

**If I am an asylum seeker:** I do this at **SPADA**, which sends the form with my asylum application certificate.

### • If I have a residence permit:

To be reimbursed for my healthcare costs when I have a residence permit, I have a **carte vitale**.

Before obtaining this carte vitale, I have a **certificate** with a temporary number.

To receive my carte vitale, I have to wait until I have a definitive social security number. I should inform my CPAM of any **changes in my situation**.

If I am an **asylum seeker**, I send a copy of :

- My new asylum application certificate
- My new certificate of domiciliation
- My residence permit application receipt



I can update the information on my carte vitale every year.

**Getting a carte vitale:** [refugies.info/fr](http://refugies.info/fr) : [Avoir une carte vitale](#)

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

• **I don't have much money. I'm applying for CSS (Complémentaire Santé Solidaire).**

Online from my Ameli account:

 <https://assure.ameli.fr>

By post to my CPAM :




I complete and send the 'Request for Supplementary Health Insurance' form:

 [www.service-public.fr/particuliers/vosdroits/R54651](http://www.service-public.fr/particuliers/vosdroits/R54651)


Obtaining the Complémentaire Santé Solidaire (CSS):


 [refugies.info/fr](http://refugies.info/fr) : Avoir la complémentaire santé

## I want to see a doctor free of charge. I have health insurance.

 **SOS Médecins** at 3 Avenue du 8 mai 1945 – 38130 Echirolles


 Tram A stop Marie Curie


 04 38 70 17 01

 I can book an appointment from Monday to Sunday between 8am and 8pm.

 **Maison médicale de garde Grenoble Nord** at Quai Yermoloff – 38700 La Tronche


 Tram B stop La Tronche Hôpital

 04 76 89 98 99

 Monday to Friday, 8pm to midnight. Saturday from 12am to midnight.  
Sunday from 8am to midnight.

 **Maison médicale de garde du Groupe Hospitalier Mutualiste**  
8 rue docteur Calmette – 38000 Grenoble







 Tram C or Bus 12 stop Vallier-Docteur Calmette

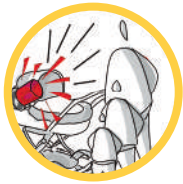
 Monday to Friday, 8pm to midnight. Saturday from 12am to midnight.  
Sunday from 8am to midnight.









## I have questions about my health

PoPS Isère supports me in my healthcare journey.

-  **Community Residents Centre Le Patio** at 97 Galerie de l'Arlequin - 38100 Grenoble
-  Grenoble Tram A stop Arlequin or Bus 81 stop Le Mail
-  I book an appointment at 04 76 22 92 10
-  2nd and 4th Monday of the month from 1.30 pm to 4.30 pm
-  I can ask my questions by calling 04 76 89 31 42  
Monday to Friday, 9.30am to 4.30pm
-  <https://pops38.fr>




## My child is sick

-  **PASS pédiatrique – CHU Grenoble Alpes à l'Hôpital couple-enfants**  
Chemin de L'Agnelas – 38000 Grenoble
-  Tram B stop La Tronche Hôpital
-  04 76 76 88 24
-  **Urgences pédiatriques – Hôpital couple enfant**  
Boulevard de la Chantourne – 38700 La Tronche
-  Tram B stop La Tronche Hôpital
-  24/7

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

### I need advice on my child's health.

 **Les Restos Bébé du Cœur** au 13 rue Docteur Mazet – 38000 Grenoble

 Bus C1 stop Docteur Mazet

 Monday, Tuesday and Wednesday, 1.30 pm to 4.30 pm.

### I have a child under the age of 6

 **Centre départemental de santé de l'Isère** au 23 avenue Albert 1er de Belgique

 Tram A stop Albert 1er de Belgique.

 **Service PMI (Protection Maternelle et Infantile) de l'Isère**


I can contact the PMI service in the various Local Solidarity Services (SLS) in my department.

 04 57 38 44 00

 [www.isere.fr/contact](http://www.isere.fr/contact)

### My child is scared, sad or angry...


 **Centre médico-psychologique enfants et adolescents**  
2 boulevard Paul Langevin – 38 600 Fontaine


 Bus 20 stop Karl Marx ou Tram A stop Louis Maisonnat


 04 56 58 82 50

### I have a child. I'm going to have a baby soon. I want to talk to a psychologist about my role as a parent.

 **Les pâtes au beurre** au Tiers lieu de l'Abbaye, 11 place Charpin – 38100 Grenoble

 Bus C5 stop Saint-Augustin ou Bus 13, stop Suzanne Noël - Les Bains

 04 58 00 59 74

 Fridays from 3pm to 5pm.

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

### I want to talk and ask my questions over the phone



I call **Le Fil des Pâtes au Beurre** on 02 40 16 90 50.



Monday from 9am to 11am and Friday from 12pm to 2pm.



### I have a toothache

I can ask the professional or association accompanying me to book me an appointment at **Solident**.

It's a free service.



[refugiés.info/fr](https://refugiés.info/fr) : avoir accès à des soins dentaires



### I want to see a physiotherapist

I don't have health insurance: I can ask the professional or association that supports me to book an appointment for me with **Rééducateurs solidaires**.

It's a free service.



### I'm sad or anxious

I have thoughts about death. I can call 3114.

24h/24 et 7j/7.


## ■ I'VE JUST ARRIVED. WHERE CAN I GO?


### I need to see a psychologist


A **psychologist** is a professional who I can talk to and who listens and supports.


#### I don't have health insurance or a place to live.

 **PASS PSY** at 51 Rue Thiers – 38000 Grenoble


 Tram E and Bus 12 stop Condorcet


 04 56 58 83 70

 I come without an appointment on Mondays from 9.30am to 12.30pm and Thursdays from 9.30am to 12.30pm. Appointments are available from Monday to Friday, 9am to 5pm (closed on Tuesday afternoons).

 **ODTI (Observatoire sur les discriminations et les territoires interculturels)**  
7 place Edmond Arnaud – 38000 Grenoble.


 Bus 16, 82 et 62 or Tram B stop Notre-Dame Musée


 04 76 44 99 51 ou 06 84 62 20 94


 Fridays from 9am to 5pm. I can carry out my consultation in French, English or Arabic..

#### I have health insurance.

 **Centre de santé Mistral-Eaux Claires**  
69 bis Avenue Rhin et Danube – 38100 Grenoble

 Bus 12 stop Anatole France or Bus C5 stop Docteur Schweitzer

 04 76 21 40 41

 Monday to Friday, 8.30am to 12pm and 2pm to 6.45pm. Saturday from 8.30am to 12pm.

I have to pay €7.50 per consultation.

#### I can ask a professional to talk about my problems, alone or in a group.

I can ask a professional or the association accompanying me **to book an appointment for me at Le Caméléon.**

I can ask for an interpreter: someone who speaks my language.

 [contact@asso-le-cameleon.org](mailto:contact@asso-le-cameleon.org)

 <http://asso-le-cameleon.org>




**I've been through a very difficult time, and I feel terrible.**


I can ask the professional or association accompanying me to make an appointment for me at **ECLAT (Ensemble Créons du Lien, Aller vers Après le Trauma)**.

I've been in France for **less than 3 years**. I can ask my social worker or the association supporting me to sign me up for the **"santé mentale des exilés" scheme run by the Centres de santé Agecsa**.

@ He must request the address form from [santementale.exil@agecsa.fr](mailto:santementale.exil@agecsa.fr)


**I need to talk about my problems. I need to discuss them with someone else**


 **Les pys du cœur** at 2 rue Pinal – 38000 Grenoble

 Bus 82 and C1 stop Félix Viallet, or Tram A, B and E stop Alsace-Lorraine


 Saturdays from 9am to 12pm.

 **La Bienvenue** at 8 Rue Frédéric Taulier – 38000 Grenoble

 Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée

 Monday to Saturday, 3pm to 6pm.

During school holidays: Mondays, Wednesdays and Fridays from 3pm to 6pm.


 I can also discuss my problems by calling 04 38 38 00 20.


*I NEED TO*


I can go to the **MDH discussion rounds**:


 **Médecins du Monde** at 3 rue Léon Sestier – 38000 Grenoble

 Tram A or Bus C5 stop Berriat – Le Magasin

 Mondays from 3pm to 4.30pm.

 **Salle polyvalente Ile Verte**, at 37 rue Blanche Monier – 38000 Grenoble


 Tram B or E stop Île Verte

 On Mondays from 2pm to 3.30pm. 1 Monday out of 2.

## I'VE JUST ARRIVED. WHERE CAN I GO?


 **MDH Centre-Ville** at 2 rue du Vieux Temple – 38000 Grenoble


 Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée

 Tuesdays from 3pm to 4.30pm.


 **7 rue de Paris** – 38000 Grenoble

 Bus 12 stop Chorier-Saint-Bruno

 Wednesdays from 1.15pm to 2.30pm.

 **MDH Chorier Berriat** at 10 rue Henri le Châtelier – 38000 Grenoble

 Tram A or B stop Saint-Bruno

 From 5.45pm to 7.30pm on the 2nd Wednesday of each month.



## Sexual health

I am a woman or a man, and I need:


- gynaecological consultations
- pregnancy monitoring
- contraception
- screening and treatment for sexually transmitted diseases (STDs)
- abortion
- an appointment with a professional

## I am in Grenoble

 **Centre départemental de santé Grenoble**  
23 avenue Albert 1er de Belgique – 38000 Grenoble

 Tram A stop Albert 1er de Belgique

 I can book an appointment at 04 76 12 12 85.

 From Monday to Friday, 8.30am to 12.30pm and 1.30pm to 5.30pm.

**Planning familial Grenoble Gambetta**

30 boulevard Gambetta (5ème étage) - 38000 Grenoble



Bus 82, C1 and C4 stop Docteur Martin



Lundi et mercredi de 9h à 19h. Mardi de 13h à 19h. Jeudi et vendredi de 9h à 17h30.

**Planning familial Grenoble interquartiers**

MDH de l'Abbaye - 1 place de la commune de 1871 - 38100 Grenoble



Bus C5 stop Saint-Augustin or Bus 13 stop Suzanne Noël-Les Bains



I can book an appointment at 04 76 43 13 76.



Thursday 9am-5pm and Friday 9am-4pm.

**I am in Echirolles****Family planning and education centre (CPEF) Echirolles - Eybens**

12-14 avenue des Etats Généraux - 38130 Echirolles



Bus C6 stop Essarts-La Butte



I can book an appointment at 04 76 59 37 69.

Tuesdays and Wednesdays from 2pm to 6pm with or without appointment.  
Thursday from 3pm to 6pm by appointment.**I am in Fontaine****Family planning and education centre (CPEF)**

11 place des Ecrins - 38600 Fontaine, dans les locaux de l'Espace santé Simone Veil.



Bus 19 stop Les Ecrins

Monday, Tuesday and Friday, 8.30am to 12pm and 1.30pm to 5pm.  
Wednesday closes at 7pm and Thursday closes at 6pm.**I am in Meylan****Le Douze - Centre de santé sexuelle de Meylan Grésivaudan**

12 rue des Aiguinards - 38240 Meylan



Bus 13 stop Grésivaudan or Bus C1 stop Aiguinards-Hexagone.



Tuesday, 9am to 5pm. Wednesday, 2pm to 6pm. Thursday, 9am to midnight. Friday from 14pm to 18pm.


## I'VE JUST ARRIVED. WHERE CAN I GO?


### I am in Pont de Claix

I'm under 21 years old or I have no health insurance: I can see a doctor or psychologist free of charge.

 **Family and educational planning centre (CPEF)**  
27 avenue Antoine Girard – 38800 Le Pont-de-Claix

 Bus C2 stop Marcelline

 04 76 29 86 50


 I can come without an appointment. Monday, 9am to 12pm and 1.30pm to 6.30pm. Tuesday, 9am to 12pm and 1.30pm to 5pm. Wednesday, 9am to 12pm and 1pm to 6pm. Thursday, 9am to 12pm and 1pm to 7pm. Friday, 9am to 12pm and 1.30pm to 4pm.

### I am in Saint Egrève

 **Centre de santé sexuelle du Planning Familial** in the Le Fié building  
2 rue du 19 mars 1962 – 38120 Saint-Egrève

 Tram E stop Fiancey-Prédieu

 04 76 75 33 04

 Tuesday, 1.30pm to 7pm. Wednesday, 9am to 1pm. Thursday and Friday from 1.30 p.m. to 5.30 p.m. I can make an appointment outside these times.

### I am in Saint Martin d'Hères

I'm a student and I'm ill or sad or anxious.

#### University Health Centre:


 **Muse (Student services center)**  
80 allée Ampère – 38400 Saint-Martin-d'Hères

 Tram B and C stop Gabriel Fauré Muse

 Monday, Wednesday, Thursday and Friday, 8am to 5pm. Tuesday from 1pm to 5pm.

 **10 rue Vassieux en Vercors** – 38000 Grenoble.

 Tram B stop Marie-Louise Paris-CEA

 Monday and Thursday, 8am to 5pm. Tuesday from 1.30 pm to 5 pm.

If I am under 21 or have no health insurance, I can see a doctor or psychologist free of charge:



**Local centre for family and educational planning**

5 rue Anatole France – 38400 Saint Martin-d’Hères



Tram D or Bus 14 stop maison Communale



04 76 60 74 59



Appointments are available from Monday to Friday, 8.30am to 12.30pm and 1.30pm to 5pm. Wednesday until 6pm. Thursday until 7pm.

I'm having problems with my husband/wife or family. I can see a **marriage and family counsellor** without an appointment.



**I have HIV/AIDS**



**AIDES Association nationale de lutte contre le SIDA**

8 rue Sergent Bobillot – 38000 Grenoble.



Tram C and E stop Foch Ferrié or Bus C3 stop Marceau-Jardin des Vallons.



Monday and Friday, 2pm to 4.30pm. Wednesday and Thursday from 5pm to 8pm.

I need information about Aids, and want free condoms.



**Tempo au 13 rue Gay Lussac – 38100 Grenoble.**



Tram A stop Mounier



Tuesday, 2pm to 6pm. Thursday, 9am to 12pm. Friday from 10am to 4pm.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?



### I want to be vaccinated

#### I am in Grenoble

I am a newcomer and I have no health insurance.

I want to have the compulsory vaccinations in France.



#### **Centre départemental de santé**

23 Avenue Albert 1er de Belgique – 38000 Grenoble



Tram A stop Albert 1er de Belgique

#### I have tuberculosis.



#### **CLAT (Tuberculosis Prevention Centre)**



04 76 12 12 81



From monday to Friday, 8.30am to 12.30pm and 1.30pm to 5.30pm.

I want to **be vaccinated** against hepatitis A, hepatitis B and human papillomavirus (HPV).



#### **CEGIDD (A free centre for information, testing and diagnosis)**



04 76 12 12 85



#### **Municipal vaccination centre at the MDH Centre-Ville**

2 rue du Vieux Temple – 38000 Grenoble.



Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée



04 76 03 43 33



From monday to Friday, 8.30am to 12pm and 1.30pm to 4.30pm.

For everyone aged 6 and over.

**I am in Saint-Martin-d'Hères****Municipal Health and Hygiene Service**

5 rue Anatole France – 38400 Saint Martin-d'Hères.



Tram D or Bus 14 stop maison Communale



04 76 60 74 62



Monday to Friday, 8.30am to 12.30pm and 1.30pm to 5pm.

**I have liver disease.****Prométhée au Parc Héliopolis – Entrée F**

16 rue du Tour de l'Eau – 38400 Saint-Martin-d'Hères



Tram B, C, D and E stop Condillac-Universités



Monday to Friday, 9am to 12pm and 2pm to 5pm.

I want to have a general health check-up, and I want to be vaccinated before I travel abroad.

**ISBA Santé Prévention** at 31 rue des Glairons – 38400 Saint-Martin-d'Hères

Bus C7 and C5 stop les Alpilles



04 76 63 27 27



Monday, Tuesday and Thursday, 8am to 12pm and 1.30pm to 6.30pm.

Wednesday 8am to 12.30pm. Friday, 8am to 12pm and 1.30pm to 4.30pm.

**I am in Fontaine :****Espace santé Simone Veil** at 11 place des Ecrins – 38600 Fontaine

Bus 19 stop les Ecrins



04 76 26 63 46

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?




### I suffer from an addiction


- I drink alcohol
- I take drugs
- I gamble
- I want to help a friend or family member who has an addiction

### I am between 12 and 25 years old

I have health insurance.

 **Arlequin Health Centre (Agecsa)** at 162 Galerie de l'Arlequin – 38100 Grenoble


 Tram A stop Arlequin or Bus 81 stop Le Mail


 I can book an appointment by text message or by telephone on 07 61 75 82 70.

 I can visit without appointment on Tuesdays from 3pm to 6pm.

 **CSAPA SAM (Mutualist Addictology Service of the Alps) des Alpes**  
34 avenue de l'Europe, Trident Building, Building A - 38100 Grenoble

 Tram A or Bus C3 stop Polesud-Alpexpo

 04 76 12 90 80

 Monday to Friday, 9am to 6pm. Closed on Tuesday mornings.

### I am between 18 and 25 years old:

 **Point d'accueil et écoute jeunes (PAEJ) à l'Espace Santé**  
11 place des Ecrins – 38600 Fontaine

 Bus 19 stop Les Ecrins

 Monday to Friday, 9am to 6pm.



**I am over 25 years old:****CSAPA (Addiction care, support and prevention centre)**

**Point Virgule** au 19 rue des Bergers – 38000 Grenoble



Bus 12 or C3 stop Championnet



04 76 17 21 21



Monday to Wednesday, 9am to 12pm. Thursday, 9am to 12pm and 2pm to 7pm.  
Friday, 9am to 12pm and 2pm to 5pm.

**CSAPA SAM des Alpes (Mutualist Addictology Service of the Alps)**

34 Avenue de l'Europe – 38100 Grenoble



Tram A or Bus C3 stop Polesud-Alpexpo



04 76 12 90 80



Monday to Friday, 9am to 6pm, Tuesday 2pm to 6pm.

**Vivre sans addictions-alcool (VSA2) au 6 rue Berthe de Boissieux – 38000 Grenoble**

Bus 16, 12 and C3 stop Caserne de Bonne



Wednesdays from 6pm to 8pm.

**CSAPA du CHU – Service universitaire de pharmaco-addictologie**

8 place du Conseil national de la Résistance – 38500 Saint Martin d'Hères



Tram D or Bus 14 stop maison Communale



04 56 58 89 70



Monday and Tuesday, 9am to 1.30pm.  
Wednesday and Thursday, 9am to 1.30pm and 2pm to 4pm.  
Friday from 9am to 2pm.



## I WANT TO ENROL MY CHILDREN AT SCHOOL

### My child is between 3 and 11 years old. I want to enrol them in school.

I will go to the nearest **MDH, Maison de Quartier** or **Centre Social** to fill in a pre-registration form.

#### I will bring my documents with me:

- My child's birth certificate
- My child's health record
- Proof of address

I will receive an enrolment certificate by email or post. This certificate indicates in which school my child is registered.

I will book an **appointment with the school** to admit my child.

#### I will bring my documents:

- The school enrolment certificate
- My child's health record
- A family record book



refugies.info/fr : inscrire ses enfants à l'école

### My child is between 11 and 18 years old. I want to enrol him or her in collège or high school.

I will go to the **town hall** or a **school in my commune** to be directed to a CIO (Information and Guidance Centre).

#### I can schedule an appointment directly with the CIO:

##### In Grenoble



58 avenue Marcelin Berthelot



Tram A stop Malherbe







04 76 25 22 80



ce.ia38-cio-grenoble-olym@ac-grenoble.fr





### In Saint-Martin-d'Hères

-  22 avenue Benoît Frachon
-  Tram D or Bus 14 stop Maison Communale
-  04 76 00 76 01
-  ce.dsden38-cio-belledonne@ac-grenoble.fr

### The CIO assesses my child's level of education.

If my child does not speak French, they will be enrolled in a special class to learn the language. CASNAV Isère decides which class my child will go to.

 <https://eduscol.education.fr/1201/casnav>

-  CASNAV de l'Académie de Grenoble  
1 Avenue du Général Champon (7th floor) – 38031 Grenoble
-  Tram A stop Albert 1er de Belgique
-  04 76 74 76 41
-  ce.casnav@ac-grenoble.fr

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?



### I WANT TO FIND A RELATIVE, SUCH AS A FRIEND OR A FAMILY MEMBER

I'm searching for a family member or a friend, I've lost contact with.

I can contact the **Red Cross** association to help me find this person.



I can call the **Restoring Family Links Service** on 01 44 43 12 60.



[www.croix-rouge.fr/retablissement-des-liens-familiaux/recherche-d-un-proche](http://www.croix-rouge.fr/retablissement-des-liens-familiaux/recherche-d-un-proche)



[refugies.info/fr](http://refugies.info/fr) : retrouver sa famille avec le réseau international  
« rétablissement des liens familiaux »



## I WANT TO TRAVEL LOCALLY

### I have questions about means of transport in Grenoble Alpes Métropole

I'm looking for a job. I'd like advice on how to move around, and I'd like to take part in training courses or mobility workshops.



**Plateforme Mobilité Emploi de Grenoble Alpes Métropole**  
47 avenue Marie Reynoard – 38100 Grenoble



Tram A stop Grand Place



04 85 59 50 50



Monday to Friday, 8.45am to 12pm and 1.30pm to 5pm  
(closed on Monday mornings, closed on Fridays until 4pm).



plateforme.mobilite@grenoblealpesmetropole.fr



### I want to use public transport with M Réso



[www.reso-m.fr](http://www.reso-m.fr)

### How can I buy a ticket or pass?

I can buy a single ticket or a pass:

- At a shop (Relais M réso)
- At a vending machine
- At a Mobility agency or service point



Where can I go? Mobility Agencies and Service Points.  
You can find addresses on [www.reso-m.fr](http://www.reso-m.fr)

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

If I have a contactless bank card, I can buy a single ticket:

- By placing it on a validator
- On my mobile phone by text message or by downloading the App M



How do I use my ticket?

- To take the tram, **I validate my ticket before getting on.**
- To take the bus, **I validate my ticket on the bus.**
- **My ticket is valid for 1 hour.** I must validate my ticket at each connection.

### **I don't have much money. I'm asking for a monthly discount:**


**I am a CAF beneficiary.** I will go to a **Mobility agency**. I will bring a document stating my family income.

**I benefit from CSS or CMU.** I will go to a **Mobility agency**. I will bring a document to prove it.


**I'm not a CAF beneficiary but I have a tax return.** I can go to my local **Community Residents Centre (MDH)** to have my family allowance calculated.


**I don't have any of these documents,** but I don't have much money. I can call a **SMAG mobility advisor** on 04 38 70 38 70.

### **I'm new to the area. I'm going to an association to calculate my family allowance:**


 **APARDAP** at 6 Rue Berthe de Boissieux - 38000 Grenoble

 Bus 16, 12 and C3 stop Caserne de Bonne

 I can book an appointment at 09 51 93 48 18

 Thursday, 9am to 12.30pm and 1pm to 5.30pm.

### **I'm an asylum seeker.**

 **ADA (Accueil Demandeurs d'Asile)**  
5 rue de l'Ancien Champ de Mars – 38000 Grenoble

 Tram A, B or E stop Alsace-Lorraine

 From onday to Friday, 9am to 11am.



## I want to travel locally by bike: Mvélo+

### I hire a cheap bike for a day or several months

 [www.veloplus-m.fr](http://www.veloplus-m.fr)

My family income is less than €900. I have a student grant.

I want to pay less for my season ticket.

#### I'm calling for solidarity pricing:

I can go to a Mvélo+ branch

 [https://boutique.veloplus-m.fr/Mveloplus/presentation\\_agences](https://boutique.veloplus-m.fr/Mveloplus/presentation_agences)

**Please note:** To hire a bike, I have to pay a deposit (a sum of money). This deposit is cashed. If I return my bike in good condition, the deposit will be returned to me. The deposit is €100 for a normal bike and €400 for a special bike.

### I hire scooters and electric bikes from Dott

**How does it work?** I can download the Dott application on my phone and register.

I can look on the map to see where the nearest scooter or bike is. I can pay €1 to take the scooter or bike, then €0.22 per minute.

I have a **"Abonnement solidaire pastel"** card. I can get a 75% discount on my Dott.

**What do I do?** I can send an email to [support@ridedott.com](mailto:support@ridedott.com) with:


- A photo of my ID
- Proof of my valid "Abonnement solidaire pastel" card

### I want to buy a cheap bike

I want to buy a second-hand bike. I want to repair my bike.

 **Cycles&Go** at 15 rue Abbé Vincent – 38600 Fontaine

 Tram A stop La Poya

 Monday to Friday, 10am to 12pm and 1pm to 5pm. Saturday from 10am to 2:30pm

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

I'm applying for **funding from the metropolitan authority** to buy a bike.


Depending on my income and the bike I buy, I could receive up to €1,500. I have to buy my bike from a partner bike shop to get this aid.


 <https://aidevelo.mobilites-m.fr>



## I want to travel by train: SNCF

I want to travel by train in France.

I want to know the train timetables and prices:  <https://www.sncf-connect.com>

I can also buy low-cost Ouigo train tickets:  [www.ouigo.com](http://www.ouigo.com)

## I don't have much money. I want a solidarity subscription:

**I benefit from the RSA.** I am registered with France Travail. I am an asylum seeker or a beneficiary of International Protection. I am under 26.

I'm applying for the TER illico solidaire pass.

This card gives me a -75% discount on TER trains and coaches, and on Région Express coaches.

It is free and valid for a year.

## I receive the AAH or an invalidity pension.


I can get the TER illico mobilité card.

This card gives me a -90% discount on TER trains and coaches, and on Cars Région Express.

It's free and valid for one year.

I can apply online:  <https://illicosolidaire.cba.fr>

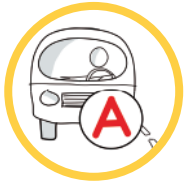
**I'm an asylum seeker.** I can get help from the ADA to get a solidarity fare:

 **ADA (Accueil Demandeurs d'Asile)**  
5 rue de l'Ancien Champ de Mars – 38000 Grenoble

 Tram A, B or E stop Alsace-Lorraine

 Monday to Friday, 9am to 11am.





## I want to drive in France

### I have already obtained my driving licence in my country:

To exchange my driving licence for a French one, I must :

- Have a residence permit
- Have obtained my driving licence in a country that has an agreement with France
- Have a valid driving licence
- Have obtained my permit before my first residence permit or long-stay visa was issued
- I have a permit written in French or an official translation

**Please note:** I must submit my application to the prefecture within 1 year of obtaining my residence permit.

 [refugies.info/fr](https://refugies.info/fr) : échanger son permis de conduire

If I have a student residence permit, I can drive with my foreign driving licence for the duration of my residence permit.



## I WANT TO ACCESS MY RIGHTS

### I would like to receive financial assistance

I am registering with the CAF: **Caisse d'Allocations Familiales**

The CAF gives financial aids to people who don't have much money. I can get social benefits (AAH, RSA or prime d'activité) depending on my income, and family benefits if I have children.

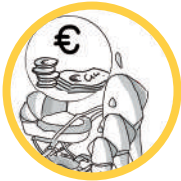


[www.caf.fr](http://www.caf.fr)

I want to register and apply for assistance from the CAF:



[refugiés.info/fr](http://refugiés.info/fr) : s'inscrire et demander une aide à la CAF



### I want financial assistance for my family

I have children. The CAF can pay me various types of financial assistance, depending on my situation:

- **Family Allowances:** From the birth of my 2nd child until the age of 20. This helps me pay for school, clothes, food and leisure activities.

Claiming child benefit:



[refugiés.info/fr](http://refugiés.info/fr) : demander les allocations familiales

- **Childcare benefit for young children (Paje):** From the birth of my child until the age of 3.
- **Family Support Allowance (Asf):** If I am separated from my husband/wife.
- **Emergency assistance for victims of domestic violence :** If my husband/wife is violent.

If I have very little money, I can also receive :

- **Allocation de rentrée scolaire:** If I have children between 6 and 18 years old.
- **Complément familial:** If I have at least 3 children between 3 and 21 years old.

I receive these grants every month. The amount of support is different for each family depending on their financial resources, the number of children and their age.

 [www.caf.fr/allocataires/aides-et-demarches/droits-et-prestations/vie-personnelle](http://www.caf.fr/allocataires/aides-et-demarches/droits-et-prestations/vie-personnelle)



## Financial assistance for employment and job-seeking

I am unemployed or looking for work. I can receive financial assistance such as:

### The Active Solidarity Income (RSA)

I am over 25 years old. I have been legally resident in France for at least 5 years. Resident's card or BPI, or Algerian: **right away**.

**I do not have a job.** I have **no unemployment benefit** or only **limited resources**.

In some cases I receive RSA, and I am helped by a professional to find a job.

**I'm applying for RSA:**

 [refugies.info/fr](http://refugies.info/fr) : demander le RSA

### Employment initiative allowance

I work or receive unemployment benefit, but I don't have much money.

I receive the activity allowance every month: it's a supplement to my income.

**Apply for "la prime d'activité":**

 [refugies.info/fr](http://refugies.info/fr) : demander la prime d'activité

**Please note:** I can register at the CAF and apply for the RSA or the activity allowance **as soon as I apply for asylum**.

When OFPRA or the CNDA grants me international protection, I will send the document to the CAF.

The CAF calculates my RSA or activity allowance from the moment I apply.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?



### I need financial assistance for housing

The CAF (Caisse des Allocations Familiales) can help me pay my rent. It offers 3 different types of financial assistance:

- Personalised housing benefit (APL)
- Family housing allowance (ALF)
- Social housing allowance (ALS)



I'm applying for housing assistance:



[refugiés.info/fr](https://refugiés.info/fr) : demander des aides au logement



### Financial assistance for people with disabilities

#### Disabled Adult Allowance (AAH)

The Maison Départementale des Personnes Handicapées (MDPH) provides assistance to disabled people, depending on their situations.

Applying for aid from the MDPH in the event of disability: [refugiés.info](https://refugiés.info) sheet



[refugiés.info/fr](https://refugiés.info/fr) : demander des aides à la MDPH en cas de handicap



### I am between 18 and 25 years old

#### Youth Aid Fund (FAJ)

I can't find training or a job.

I can benefit from the Fonds d'aides aux jeunes (Youth Aid Fund): this provides individual financial assistance, support measures and emergency aid (FAJU).

Only a professional can make a request, via the [faj.grenoblealpesmetropole.fr/](http://faj.grenoblealpesmetropole.fr/)

A local allocation committee processes applications (within 48 to 72 hours for emergency assistance).

 [www.grenoblealpesmetropole.fr/335-le-fond-d-aide-aux-jeunes.htm](http://www.grenoblealpesmetropole.fr/335-le-fond-d-aide-aux-jeunes.htm)



## What are my obligations? I must declare my income

### I do my tax return

Anyone living in France is liable to pay tax.

This tax is calculated on the basis of financial income. I may be declared 'non-taxable' if I don't have much money.

In all cases, I have to complete my tax return every year:

- By post
- On the website: [www.impots.gouv.fr](http://www.impots.gouv.fr)



[impots.gouv.fr](http://impots.gouv.fr)  
un site de la Direction générale des Finances publiques

If I am non taxable, I can apply for social assistance on the basis of my notice of non-taxation.



[refugiés.info/fr](http://refugiés.info/fr) : avis de non-imposition

### I make my quarterly declaration to the CAF

If I receive welfare benefits, I have to justify my income, i.e. the money I receive (wages, unemployment benefit, etc).

I do my tax return every 3 months:

- By mail
- On the CAF website
- On the CAF application



[refugiés.info/fr](http://refugiés.info/fr) : déclaration trimestrielle CAF

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?


### I need support with my administrative procedure


I can book a free appointment with a "écrivain public".

#### I'm in Grenoble


 **MDH Anatole France** at 68 BIS Rue Anatole France – 38100 Grenoble

 Bus 12 and C5 stop Docteur Schweitzer


 04 76 20 53 90

 On Monday from 2pm to 5pm. Wednesday and Friday, 9am to 12pm.

 **MDH de l'Abbaye** at 1 Place de la Commune de 1871 - 38100 Grenoble


 Bus C5 stop Saint-Augustin or Bus 12 stop Jeanne d'Arc


 04 76 54 26 27


 I can visit without an appointment on Wednesdays from 9am to 12pm.  
I book an appointment on Tuesdays from 1.30pm to 5pm.  
I'd like help with my administrative tasks on the computer. I can book an appointment on Thursdays from 9.15am to 11.15am.


 **MDH des Baladins** at 31 place des Géants – 38100 Grenoble


 Bus 12 stop Les Géants or Tram bus Grand'Place

 04 76 33 35 03

 On Tuesdays from 2pm to 5pm. Friday, 9am to 12pm.


 **MDH du Centre-Ville** at 2 Rue du Vieux Temple - 38000 Grenoble


 Bus 16, 82 et 62 or Tram B stop Notre-Dame Musée


 04 76 54 67 53

 **MDH Prémol** at Quartier village Olympique – 7 rue Henri Duhamel


 Bus 81 stop Reynoard or Tram A stop Arlequin

 04 76 09 00 28


 **MDH Chorier-Berriat** at 10 Rue Henry Le Chatelier - 38000 Grenoble


 A and B stop Saint-Bruno or Bus 12 stop Chorier-Saint Bruno


 I call on Monday before 10am on 04 76 21 29 09


 I come without an appointment on Mondays from 8.30am to 10am.  
I book an appointment on Mondays from 10am to 5pm and  
on Wednesdays from 9am to 5pm.


 **MDH de la Capuche** at 58 Rue de Stalingrad - 38100 Grenoble


 Bus C3 or Bus 16 stop Capuche

 04 76 87 80 74


 **MDH du Bois d'Artas** at 3 Rue Augereau - 38000 Grenoble


 Bus C3 stop Marceau-Jardin des Vallons or Tram C and E stop Foch-Ferrié


 04 76 17 00 37

 Monday afternoons. Wednesday mornings and Thursday mornings.


 **MDH le Patio** at 97 galerie de l'Arlequin - 38100 Grenoble

 Tram A stop Arlequin or Bus 81 stop Le Mail


 04 76 22 42 20

 On Tuesday afternoons and Friday mornings.

 **MDH Teisseire-Malherbe** at 110 Avenue Jean Perrot - 38100 Grenoble





 Bus C5 stop Teisseire or Bus C4 stop Paul Claudel




 04 76 25 49 63





 Monday, 2pm to 6pm. Tuesday, 2pm to 5.30pm. Thursday, 9am to 12pm.



## I'VE JUST ARRIVED. WHERE CAN I GO?

### I'm in Echirolles

-  **MDH Les Essarts-Surieux** at 1 Place de la Convention - 38130 Échirolles
-  Tram A or Bus C6 stop Essarts-La Butte or Bus 16 stop Les Essarts
-  04 76 20 99 50
-  Wednesday from 1.30pm to 4.30pm at the CCAS. Friday from 9am to 11.30am at the MDH.

-  **MDH Anne Franck/Les Granges** at 1 rue de Lorraine – 38130 Echirolles
-  Tram A stop les Granges
-  Tuesdays from 9am to 12pm at the CCAS.  
To book an appointment, go to the MDH reception desk.

-  **MDH La Ponatière** at 8 avenue Paul Vaillant-Couturier – 38130 Echirolles
-  Bus C7 stop Musée Géo Charles
-  04 76 23 36 72
-  Fridays at the CCAS.

-  Some appointments are held at the Echirolles CCAS  
1 place des Cinq Fontaines – 38130 Echirolles.
-  Tram A arrêt la Rampe - Centre-Ville

### I'm in Saint-Martin-d'Hères

I want help with my administrative formalities. I can make an appointment at one of the daily life offices of the **Maisons de Quartier Fernand Texier, Gabriel Péri, Paul Bert, Romain Rolland and Louis Aragon.**





## I WOULD LIKE TO LEARN FRENCH

I speak little or no French.

I want to take French classes so that I can be independent in everyday life: I can enrol in a **sociolinguistic workshop (ASL)**.

I want to improve my level of French so that I can do training and find a job: I'm enrolling on a **FLE (French as a Foreign Language)** course.

There are different courses depending on my language level.



## I would like to learn French for free online

I would like to learn French from English, Arabic, Dutch, Russian, Ukrainian or Pashto. I use the Karibu application.

 [www.bibliosansfrontieres.org/karibu](http://www.bibliosansfrontieres.org/karibu)

I want to discover France and understand its culture and values: I'm going to 'Ensemble en France'.

 [www.ensemble-en-france.org](http://www.ensemble-en-france.org)



## I want to find a French language course nearby

I go to these websites:

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

Parlera ('Language Actions and Resources Portal for the Auvergne-Rhône-Alpes Region'):

 <https://parlera.fr/wp>

I can also find out where the exam centres are for passing language diplomas. .

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?



refugiés.info/fr : trouver des cours de français en Auvergne Rhône Alpes

### I would like to find a language programme suited to my level of proficiency

I ask my employment adviser to make an appointment for me at the **PLIE-O (linguistic platform for information, assessment and guidance)**.

They will send me a application form to [cri38.orientation@ireps-ara.org](mailto:cri38.orientation@ireps-ara.org).

They will arrange an appointment::

- Maison de l'Emploi Grenoble Echirolles (Monday afternoon and Wednesday morning),
- Maison de l'Emploi Nord-Ouest (Tuesday),
- Maison de l'Emploi Nord-Est Saint-Martin-d'Hères (Thursday).

### Find a language programme that suits you



refugiés.info/fr : trouver une formation linguistique



### I would like to learn French for daily life

I sign up at the nearest **sociolinguistic workshop. It's free.**

### I live in Grenoble

I live in Berriat, Saint-Bruno, Europole, Centre-Gare, Arago, Eaux-Clares Nord, Jean Macé, Martyrs, or Presqu'île (**sector 1**).



**MDH Chorier-Berriat** at 10 Rue Henry Le Chatelier - 38000 Grenoble




Tram A and B stop Saint-Bruno or Bus 12 stop Chorier-Saint Bruno



04 76 17 00 37 ou 07 85 68 04 74




[melly.walhin@grenoble.fr](mailto:melly.walhin@grenoble.fr)


 **Cours de français autogéré** at 102 rue d'Alembert – 38000 Grenoble

 Bus 12 stop D'Alembert

 [coursdefrançais@labaf.org](mailto:coursdefrançais@labaf.org)

I live in Championnet, Foch, Jean Jaurès, Centre-Ville Notre-Dame, Mutualité, Ile- Verte, or St-Laurent Rive Droite (**sector 2**).


 **MDH Bois d'Artas** at 3 Rue Augereau – 38000 Grenoble


 Bus C3 stop Marceau-Jardin des Vallons or Tram C and E stop Foch-Ferrié


 04 76 17 00 37 ou 07 85 68 04 74


 [aurelie.heilliette@grenoble.fr](mailto:aurelie.heilliette@grenoble.fr)


### I live in sector 2 or I'm homeless


 **MDH Centre-Ville** at 2 Rue du Vieux Temple - 38000 Grenoble

 Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée

 Registration at the end of August:

 04 76 54 67 53


 [coline.picaud@grenoble.fr](mailto:coline.picaud@grenoble.fr)

 At the reception desk


### I'm an asylum seeker or refugee.

 **ADA** at 5 rue de l'Ancien Champ de Mars – 38009 Grenoble

 Tram A, B and E stop Alsace-Lorraine


 04 76 50 24 06

 [accueil@ada-grenoble.org](mailto:accueil@ada-grenoble.org)

 **Association AMAL** at 57 avenue Maréchal Randon – 38000 Grenoble


 Tram C and E stop Foch Ferrié

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?


 04 76 44 71 14


 Registrations:

 [coursdefrancais@amal38.fr](mailto:coursdefrancais@amal38.fr)


 At reception on Thursdays between 9.30am and 12.30pm and 2pm and 5pm


 [@atelierdefrancaisamal](https://www.facebook.com/atelierdefrancaisamal)


 **Association AGIR abcd** at 17 rue Chenoise – 38000 Grenoble

 Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée

 04 76 51 12 77 or 06 89 59 84 37

 [agirabcd.isere@wanadoo.fr](mailto:agirabcd.isere@wanadoo.fr)


 Tuesday, 2pm to 4.30pm.


 **ODTI** at 7 place Edmond Arnaud – 38000 Grenoble


 Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée


 07 67 60 19 68

 [estellemallet@odti.fr](mailto:estellemallet@odti.fr)

 Registration on Mondays from 9am to 12pm at the Resource Centre  
at 42 rue Très Cloître – 38000 Grenoble


 **APARDAP** - On registration.

 06 79 70 79 08


 [nicole.maymorel@orange.org](mailto:nicole.maymorel@orange.org)





## I want to take French lessons. I want to do digital workshops in French.


 **Maison des associations** at 6 rue Berthe de Boissieux – 38000 Grenoble

## I want to take FLE courses.


 **Annexe Babel Saint Bruno** at 13 rue Henri Le Chatelier – 38000 Grenoble


 Tram A and B stop Saint-Bruno or Bus 12 stop D'Alembert

 **Croix Rouge française** at 4 rue Kléber – 38000 Grenoble


 Bus 12 and C3 stop Championnet

 Registration form:


 01 44 43 13 00


 At the reception


 **Secours Catholique** at 10 rue Sergent Bobillot – 38000 Grenoble

 Tram C and E stop Foch-Ferrié or Bus C3 stop Marceau-Jardin des Vallons


 Registrations in September /I want to sing. I can join the choir on Thursdays from 2 to 4pm.

 04 76 87 23 13


 isere@secours-catholique.org

 **Point d'eau** at 9 rue Joseph François Girot – 38000 Grenoble


 Tram B stop Ile Verte or La Tronche Hôpital, or Bus 16 stop Hôtel de Police


 Monday and Thursday from 10am to 12pm.

 **Ligue de l'enseignement Isère** at 33 rue Joseph Chanrion – 38000 Grenoble

 Bus 12, 14 and 15 stop Bir Hakeim or Tram C and E stop Grenoble Hôtel de Ville


 **La Cimade à la Maison Des Associations**  
6 rue Berthe de Boissieux – 38000 Grenoble

 Bus 16 stop Caserne de Bonne or Bus C3 stop Marceau-Jardin des Vallons


 Tuesdays and Wednesdays from 1.45pm to 4pm.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?


I live in the Eaux-Clares, Rondeau-Libération, Mistral-Lys Rouge, Camine, Abry or Sidi Brahim **(area 3)**.

 **MDH Anatole France** at 68 BIS Rue Anatole France – 38100 Grenoble

 Bus 12 and C5 stop Docteur Schweitzer


 Registrations in October and January.

 06 08 23 34 60

 celine.giacomazzi@grenoble.fr

I live in the Alliés-Alpins, Beauvert, Reyniès, Capuche Grands-Boulevards or Exposition- Bajatière neighbourhoods. **(area 4)**.


 **MDH Capuche** at 58 Rue de Stalingrad - 38100 Grenoble

 Bus C3 or Bus 16 stop Capuche

 04 76 87 80 74 ou 07 88 66 09 70

 chloe.paulin@grenoble.fr

 **Association Préludes** at 16 Rue Général Mangin – 38100 Grenoble

 Tram C and E or Bus 25 stop Foch Ferrié


 06 79 17 09 83


 **Restos du Cœur Centre Stalingrad** au 78 rue Stalingrad – 38000 Grenoble


 Bus 16 stop Capuche


## I am a woman or a transgender person.

 **Espace de vie sociale le Moulin aux idées** at 1 avenue Léon Blum – 38100 Grenoble





 Bus C3 stop Clos d'Or or Bus 16 stop Massenet





 06 21 55 23 97

 cours-français-vendredi@riseup.net

 On Fridays from 2pm to 4pm.

I live in the Abbaye-Jouhaux, Châtelet, Teisseire - Malherbe district (**area 5**).

-  **MDH Teisseire-Malherbe** at 110 Avenue Jean Perrot - 38100 Grenoble
-  Bus C5 stop Teisseire or Bus C4 stop Paul Claudel
-  To register, you can book an appointment at the MDH reception desk.
-  nelly.rubion@grenoble.fr






-  **MJC Abbaye** at 1 Place de la Commune 1871 – 38100 Grenoble
-  Bus C5 stop Saint-Augustin or Bus 12 stop Jeanne d’Arc
-  04 76 54 26 27
-  asl.abbaye@grenoble.fr

I live in the Villeneuve Arlequin, Baladins-Géants, Village Olympique or Vigny Musset neighbourhoods. (**area 6**).

I live in the **Village Olympique or Vigny Musset area**.

-  **MDH Prémol** at 7 rue Henri Duhamel – 38100 Grenoble
-  Bus 81 stop Reynoard or Tram A stop Arlequin
-  I can register after each school holiday, subject to availability.
-  04 76 09 00 28 ou 07 88 59 88 45
-  coralie.guillemin@grenoble.fr


I live in the **Arlequin** district.

-  **MDH Le Patio** at 97 galerie de l’Arlequin - 38100 Grenoble
-  Tram A stop Arlequin or Bus 81 stop Le Mail
-  Registration at the reception desk
-  04 76 22 92 10
-  agnes.roche@grenoble.fr


## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

I live in the district of **Baladins**.

 **MDH Les Baladins** at 31 place des Géants – 38100 Grenoble

 Bus 12 arrêt Les Géants or Tram A stop Grand'Place

 06 75 73 67 99

 [judith.pennetier@grenoble.fr](mailto:judith.pennetier@grenoble.fr)

## I live in **Saint-Martin-d'Hères**

I can enrol at the beginning of the school year (late August/early September).

To enrol:


- I will go to the reception of a **Maison de quartier**
- 04 76 24 84 00
- [marie-christine.olivier@saintmartindheres.fr](mailto:marie-christine.olivier@saintmartindheres.fr)

 **Maison de quartier Romain Rolland**  
111 avenue Ambroise Croizat – 38400 Saint-Martin-d'Hères

 Tram D or Bus 14 stop Maison Communale


 **Maison de quartier Gabriel Péri**  
16 rue Pierre Brossolette – 38400 Saint-Martin-d'Hères

 Tram C and E stop Péri-Brossolette

 **Maison de quartier Fernand Texier**  
163 avenue Ambroise Croizat – 38400 Saint-Martin-d'Hères





 Bus 14 stop Cité Labeye

 **Maison de quartier Paul Bert** at 4 rue Frédéric Chopin – 38400 Saint-Martin-d'Hères





 Bus C6 stop Chopin or Bus 13 stop Paul Eluard







**I want to speak French and have a good time.**




-  **Maison de quartier Louis Aragon** at 27 rue Chante-Grenouille – Saint-Martin-d’Hères
-  Tram D or Bus 12 stop Etienne Grappe
-  Tuesday, 9am to 11am.
-  04 76 24 80 10



**I live in Echirolles**

-  **CCAS d’Echirolles**  
1 place des Cinq Fontaines – 38433 Echirolles (dans les bâtiments de la Mairie)
-  Bus C7, 66 and 68 stop La Rampe-Centre Ville ou Tram A stop marie Curie
-  04 76 20 99 00
-  Monday to Friday from 8:30am. to 12pm. and from 1:30pm. to 5pm.

-  **Croix Rouge Echirolles** at 56 avenue de la République – 38130 Echirolles
-  Bus 68 stop Stade
-  Tuesday from 6:30pm. to 8pm. Wednesday from 8:30am. to 5pm.
-  04 76 22 54 90

**I live in Eybens**

-  **CCAS d’Eybens** : ateliers de français dans les MDH de la ville
-  04 76 60 76 07
-  @ [accueilmdh@eybens.fr](mailto:accueilmdh@eybens.fr)

-  **Maison des Habitants des Coulmes** at 10 place des Coulmes – 38320 Eybens
-  38320 Eybens Bus C4 stop Général de Gaulle


## I I'VE JUST ARRIVED. WHERE CAN I GO?


 **Maison des Habitants et de l'Environnement L'Iliade**  
10 place Condorcet – 38320 Eybens.

 Bus 65 and 67 stop L'Iliade.


## I live in Fontaine


 **Maison des habitants George Sand** au 14 boulevard Joliot Curie

 Curie Tram A stop Louis Maisonnat

 04 56 38 22 23

 **Maison des habitants Romain Rolland** at 113 boulevard Joliot Curie

 Joliot Curie Bus C6 stop Charmettes


 04 76 27 13 03

## I live in Pont-de-Claix

 **Centre social Jean Moulin : rue de la Fraternité**

 Tram A stop Edmée Chandon

 Registration starts on 11 septembre.

 04 76 29 86 60


 [cs.jmoulin@ville-pontdeclaix.fr](mailto:cs.jmoulin@ville-pontdeclaix.fr)

## I live in Saint-Egrève

 **Association Familiale de Saint Egrève (AFSE)**  
33 avenue de l'Europe – Saint-Egrève






 Bus 51 and 54 stop Les Bonnais

 Registration can be made by appointment at the secretariat of the Family Association.






 Monday, Wednesday and Thursday, 9am to 12pm and 2pm to 6pm.

 @AFSE38






## I live in Saint Martin le Vinoux

-  **ODTI à la Maison des Moaïs**, at 3 rue des Rosiers – Saint-Martin-le-Vinoux
-  Tram E stop Horloge
-  04 76 42 60 45 - On registration
-  [estellemallet@odti.fr](mailto:estellemallet@odti.fr)
-  Tuesday from 9:15 a.m. to 11 a.m.

## I live in Sassenage

-  **CCAS de Sassenage Espace Familles** at 4 rue Pierre de Coubertin – 38360 Sassenage
-  Bus 54 stop Complexe sportif
-  04 76 26 34 90 - On registration
-  [espace-familles@sassenage.fr](mailto:espace-familles@sassenage.fr)
-  Monday from 9am to 10:30am (except during school holidays).

## I live in Seyssinet-Pariset

-  **L'Arche** at 79 avenue de la république – Seyssinet-Pariset
-  Tram C and Bus C6 stop Seyssinet-Pariset Hôtel de Ville
-  04 38 12 00 50
-  [l-arche@seyssinet-pariset.fr](mailto:l-arche@seyssinet-pariset.fr)
-  Monday to Friday from 9 a.m. to 12 p.m. and from 1:30 p.m. to 5:30 p.m. (closing at 4:30 p.m. on Friday).



## I would like to learn French so I can work

### I want to do a language programme for French.

- I want to do **ALVP** (ateliers Linguistiques à Visée Professionnelle): these are French courses to learn words and expressions useful in my job. The **ALPES** and **IFRA** training organisations offer ALVPs.
- I want a French diploma (DILF, DELF, etc.). The GRETA training centre offers them.



I can contact my employment or social adviser for guidance.

Or I can contact the coordinator at **Grenoble Alpes Métropole**:



06 70 54 99 04



ctai@grenoblealpesmetropole.fr

### I am registered at France Travail. I am a BPI, BPT or a newcomer.

I want to work in the **digital sector**:

I'm doing a training course with **Refugeek**. It's a free 6-week course that certifies my skills.



**Refugeek** 34 avenue de l'Europe, Bâtiment D – 38100 Grenoble



Tram A, Bus 12 and C6 stop Grand'place



07 56 95 51 59



cdupont@simplon.fr



<https://simplon.co> I am applying online at <https://simplon.co/i-apply/refugeeks/20>

## I have a residence permit authorising me to work.

I have an **A1 level** in spoken and written French. I am **available 5 days and 30 hours a week**.

I want to do a training programme to get a job in a professional sector where there are jobs available.

I'm doing a **Weaver** training course, which lasts **15 weeks**, with **3 weeks of work** experience. After that, I have a **6-month full-time fixed-term contract**. I'm **paid** during my training.



**Weavers** at 30 bis Avenue Marcelin Berthelot – 38100 Grenoble



Tram A stop MC2 Maison de la Culture



06 75 32 47 09



geraldine@weaversfrance.org



To apply, I fill in an online form and then go for an interview.



**REFUGIÉS .INFO** <https://refugies.info/fr/dispositif/6412e5d64db119a9c3d95cc2>

## I would like to learn French and train for a career in manufacturing, construction or personal services.

I'm doing a training course at AFPA Isère.



**AFPA Isère** at 38 Avenue Victor Hugo – 38800 Le Pont-de-Claix



Bus C2 stop Clos Dominique



celine.bonnet@afpa.fr

## I'm a BPI or newcomer. I have already worked in the personal services sector.

I'm doing the **LIFHE training course (Integration of Women and Men through Employment)**.

It's a 9-month course and I get paid for it.



09 72 72 39 36




celine.bonnet@afpa.fr

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

### I'm a refugee. I want to work in construction, services or manufacturing.

I'm doing the **HOPE** training course ('Housing, Orientation and Pathways to Employment').

I'm learning **French** and also a **trade**. I can get help with administrative and social formalities while I'm on the course. I'm **paid** during the course.


 09 72 72 39 36

 [refugies.info/fr](https://refugies.info/fr) : avoir accès à une formation qualifiante et un logement

### I signed the CIR. I've done the OFII training courses. I'm registered with France Travail. I want to find out about farming.

I can attend the **DEMAR** training course (Employment through Agricultural Trades for Refugees), organised by the **IMPRODETT** association.

The course lasts 26 hours a week for 7 months. I'll be paid during the course.

 Nouveaux Jardins de Solidarité at 836 Route du Vieux Chêne – 38430 Moirans

 [Improdett38@gmail.com](mailto:Improdett38@gmail.com)

 [refugies.info/fr](https://refugies.info/fr) : DEMAR découvrir les métiers de l'agriculture



**I would like to learn French and find a job.  
I'm under 26 years old.**

**I am a refugee, beneficiary of subsidiary protection or stateless person.**

I can attend a programme at E2C.

It offers courses in FLE, mathematics, IT and general knowledge. During my training, I also do a sandwich course in a company. I can also get help with administrative and social formalities.



**L'École de la 2<sup>ème</sup> chance de l'Isère (E2C)** au 8 rue Aimé Pupin – 38100 Grenoble



Bus C3 stop Christophe Turc or Bus C6 and 12 stop Maison des Anciens



04 76 29 03 03



info@e2c38.fr



[refugies.info/fr](https://refugies.info/fr) Ecole de la Deuxième chance

I can take out a **BPI Youth Commitment Contract (CEJ BPI)**.

This involves several months' support to help you find a long-term job. I will be paid for the duration of the contract.



**Mission Locale de Grenoble** at 16 boulevard Agutte Sambat – 38000 Grenoble



Tram A and C stop Verdun ou Chavant

Bus 12, 13, 16, C1, C3, C4 stop Docteur Martin



04 76 86 58 58



## I want to certify my level of French

These diplomas and certifications are compulsory for:

- Applying for French nationality
- Apply for an initial 10-year residence permit
- Applying to university

There are various certifications:

- **Certification tests** (valid for 2 years): French assessment test (TEF), French knowledge test (TCF).
- **Diplomas** (valid for life): Initial diploma in French language (DILF), Diploma of studies in French language (DELF), Advanced Diploma in French (DALF).

	Informations	Price
<b>TEF</b>	<b>IFRA</b> (Echirolles), <b>Alliance Française Grenoble Alpes</b> (5 rue Beyle Stendhal – 38000 Grenoble) To apply for French nationality or a residence permit, you need to take the TEF (Integration, Residence and Nationality).	Average cost €170 to €190
<b>TCF</b>	<b>Alliance Française Grenoble Alpes</b> (5 rue Beyle Stendhal – 38000 Grenoble), <b>Centre universitaire d'études françaises</b> 1491 rue des Résidences – 38400 Saint-Martin-d'Hères) To apply for French nationality or a residence permit, you need to take the TCF 'Integration, Residence and Nationality' test.	Average cost €150 to €180
<b>DILF</b>	<b>IFRA</b> (Echirolles) <b>GRETA de Grenoble</b> (Grenoble)	€150 to €250
<b>DELF</b>	<b>Alliance Française Grenoble Alpes</b> (5 rue Beyle Stendhal – 38000 Grenoble),	€150 to €250
<b>DALF</b>	<b>Centre universitaire d'études françaises</b> (1491 rue des Résidences – 38400 Saint-Martin-d'Hères)	

Have official certification of your level of French:



[refugiés.info/fr](https://refugiés.info/fr) : avoir une certification officielle du niveau de français





## I WANT TO OPEN A BANK ACCOUNT

### I want to have a Livret A

The **Livret A** is a savings account offered by all banks.

It's for everyone. I can open one **regardless of my age, nationality or status**.

It allows me to **save money** if I ever need it.



[www.service-public.fr/particuliers/vosdroits/F2365](http://www.service-public.fr/particuliers/vosdroits/F2365)

### I want to have a bank account

#### How do I open a bank account?

- I have a residence permit or a *récépissé*.
- I have proof of residence less than 3 months old, or proof of housing.

I will go to a bank branch. I can book an appointment with an adviser to find out about the different options available.

**PLEASE NOTE:** some banks may ask you for a work contract or a tax assessment.

Opening a bank account:



[refugies.info/fr](http://refugies.info/fr) : ouvrir un compte bancaire

If a bank does not want to open a bank account for me, I can apply to the Banque de France for a **'right to an account'**.



[refugies.info/fr](http://refugies.info/fr) : faire une demande de « droit au compte »



## I NEED ACCESS TO A COMPUTER



### I want free wifi access

I can ask at the reception desk:

- a municipal library.
- a community residents centre.
- a social centre.

I can go to other public places in the city:


 [umap.openstreetmap : bornes-wifi-de-grenoble](https://umap.openstreetmap.org/fr/bornes-wifi-de-grenoble)


 [wifimap.io : grenoble](https://wifimap.io/grenoble)



### I want to buy computer equipment or a low priced telephone

 Emmaüs Connect at 7 Allée du Jardin Hoche – 38000 Grenoble





 Tram A, C and E stop Chavant


 Tuesday, Thursday and Friday, 9:30am to 12:30pm and 2pm to 5:30pm.  
Wednesday from 2pm to 5:30pm. Saturday from 9:30am to 12:30pm.



## I want to learn how to use a computer

### I ask a digital mediator for help


-  **Emmaüs Connect** at 7 Allée du Jardin Hoche – 38000 Grenoble
-  Tram A and C, or Bus C1 and C4 stop Chavant
-  01 80 05 98 80 on registration
-  Tuesday from 5.30pm to 7pm. Wednesday and Friday, 2pm to 5pm. Saturday from 9.30am to 12.30pm.

-  **La Machinerie** at 11 rue des peupliers 38 100 Grenoble

-  Tram A, between the stop La Bruyère and Arlequin

-  06 30 29 29 40



-  lamachinerie@regiegrenoble.org

-  I need help with my digital procedures. I can visit without an appointment to the digital drop-in sessions on Thursdays and Saturdays from 9am to 12pm.

I want to see a digital mediator to get individual help with my digital procedures. I can make an appointment on Wednesdays from 2pm to 5pm, Thursdays and Friday from 2pm to 8pm.

I want to take part in digital discovery workshops. I can come on Fridays from 10am to 12pm.


### I'm doing a training programme


-  Je fais une formation gratuite de 12h avec **Emmaüs Connect**.
-  C'est le mardi, le mercredi et le jeudi de 14h à 16h pendant 2 semaines.

### I want to learn the basics of computing.

I'm offering free training for 3 months.

-  **Secours Catholique** at 10 rue Sergent Bobillot – 38000 Grenoble

-  Tram C and E stop Foch-Ferrié or Bus C3 stop Marceau-Jardin des Vallons

-  I register at reception

-  Monday, Tuesday, Wednesday and Friday from 9am to 11am.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

### **I can go to a Community Residents Centre (MDH), a neighbourhood centre or a social centre**

- I have access to digital spaces.
- I can get help from digital advisers and mediators.
- I can take part in digital workshops or training courses.

### **I'm learning to use a computer online**



Les bons clics : [www.lesbonsclics.fr](http://www.lesbonsclics.fr)



It's free and available 24/7

### **I can get help from a digital mediator by telephone**



I can call Solidarité numérique on 01 70 772 372 from Monday to Friday, 9am to 6pm.



[www.solidarite-numerique.fr](http://www.solidarite-numerique.fr)



## I WANT TO GO BACK INTO EDUCATION



### I want my diploma to be recognized

I obtained diplomas or other forms of qualification during my studies in my country.

I want them to be recognised in France.

I'm applying for **diploma equivalence**. This is necessary if you want to resume your studies without starting from scratch or if you want to find a job.

#### I would like a certificate of comparability of diplomas

The certificate of recognition of diplomas helps me to understand the studies I have done in another country (specialism, establishment), and the level of my diploma or skills (length of study, etc.).

This will help me to determine my level in relation to the French system.

If I studied or trained in another country but did not obtain an official diploma at the end, I can apply for a certificate of recognition of the duration of my studies or training.

This allows me to continue studying in France without starting my course all over again.

Having a foreign diploma recognised in France (ENIC-NARIC):



[refugies.info/fr](https://refugies.info/fr) : faire reconnaître un diplôme étranger en France (ENIC NARIC)

#### I want to apply for a European Qualifications Passport for Refugees (EQPR)

The EQPR (European Qualification Passport for Refugees) is an official document that proves my level of education and the professional skills I acquired before arriving in France.

If I am a refugee, asylum seeker or a person benefiting from temporary protection and I have no documentary evidence, this document can be used to assess my educational and professional qualifications.

This document also enables me to resume my studies or find a job in France without having to take all my qualifications again.

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

Applying for the European Qualifications Passport for Refugees (EQPR):



refugies.info/fr : Faire une demande de passeport européen des qualifications des réfugiés (EQPR)

## I want a Diploma of Access to University Studies (DAEU)

I stopped my studies before the baccalauréat. This national diploma allows me to prove that I've passed the baccalauréat.

It allows me to study in higher education, to take administrative competitions and to have a diploma that validates my level of general knowledge.



refugies.info/fr : avoir le DAEU



## I want to upgrade my skills

I want to do a course to brush up my French or other subjects (maths, IT, etc.).

## I'm a foreign student.

I want to take French language and culture classes. I want to prepare for certifications in French as a Foreign Language (DELF, DALF) or diplomas (Diplômes Universitaires d'Études Françaises).



### **CUEF – Centre universitaire d'études françaises**

Université Grenoble Alpes, 1491 rue des Résidences – 38400 Saint-Martin-d'Hères



Tram B, C, D and E stop Condillac-Universités.

To enrol, I fill in a pre-registration form and send it to the CUEF.

There is a charge for the courses.



04 76 74 34 60




cuef@univ-grenoble-alpes.fr



<https://cuef.univ-grenoble-alpes.fr>

## I'm an exiled person.

I want to do a postgraduate course at university.


 **DU PASS – étudiants en exil.** Centre universitaire d'études françaises (CUEF) de Grenoble, 1471 Rue des Résidences – 38400 Gières

 Tram B, C, D and E stop Condillac-Universités

It's a one-year intensive programme in French language and culture and university methodology, which will prepare me to enter a French university.

I'm applying in April.

 How to prepare my application?  
[cuef.univ-grenoble-alpes.fr : candidatures-du-pass 2024-2025](https://cuef.univ-grenoble-alpes.fr/candidatures-du-pass-2024-2025)


 04 76 82 43 70


 [cuef@univ-grenoble-alpes.fr](mailto:cuef@univ-grenoble-alpes.fr)


 <https://cuef.univ-grenoble-alpes.fr>

 [refugies.info/fr](https://refugies.info/fr) : apprendre le français pour entrer à l'université

I want to take French, English, maths and IT/office automation classes.


 **Dispositif Coformer – UGA** au 51 rue des Mathématiques – 38610 Gières

 Tram B and C or Bus C5 and C7 stop Bibliothèques Universitaires

 04 76 51 46 38

 [accueil-coformer@univ-grenoble-alpes.fr](mailto:accueil-coformer@univ-grenoble-alpes.fr)

 <https://coformer.univ-grenoble-alpes.fr>

 Wednesday (by appointment in the morning / without appointment from 1.30 p.m. to 5 p.m.), Fridays (mornings by appointment from 8.30am to 12.30pm / afternoons by appointment). Classes are given by students in these specialities.


## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

### I'm a refugee.

I want to study management.

I can join the Refugee Grant Program at GEM (Grenoble Ecole de Management)

 **GEM** at 12 Rue Pierre Semard – 38000 Grenoble

 Tram A and B, or Bus 26, 81, 82 and C1 stop Gares

 04 76 70 60 60

 [www.grenoble-em.com](http://www.grenoble-em.com)



### I want to apply to university


I have the Bac level or I finished high school. I have B2 level in French.

I can start or continue my studies by enrolling at university.


What do I need to do?


 [refugies.info/fr](http://refugies.info/fr) : s'inscrire à l'université

### I want to apply to university or go back to education

 **Espace d'accueil Colibri** : Tour Irma, Salle 009  
51 rue des Mathématiques, Domaine universitaire - 38400 Saint Martin d'Hères

 Tram B, C, D and E stop Gabriel Fauré

 04 38 38 83 14

 I can book an appointment: On Wednesday mornings and Friday afternoons.  
I can visit without an appointment on Wednesdays from 1.30 p.m. to 5 p.m.  
and on Fridays from 8.30 a.m. to 12.30 p.m


 [espace-colibri@univ-grenoble-alpes.fr](mailto:espace-colibri@univ-grenoble-alpes.fr)


 <https://colibri.univ-grenoble-alpes.fr>

I can find writing materials and use a printer-scanner and a computer.



 **RUSF38 - Réseau université sans frontière** : Tour Irma, Salle 8  
51 rue des Mathématiques, Domaine Universitaire -  
38400 Saint Martin d'Hères

 Tram B, C, D and E stop Gabriel Fauré


 Tuesdays from 12pm to 2pm.

 @RUSF38

### **I'm a international student, and I want to discover Grenoble and meet other students. I want to improve my French.**

 **Integre**, in the Building EVE 701 avenue Centrale - Saint-Martin-d'Hères

 Tram B, C, D and E or Bus 25, C5 et C7 stop Bibliothèques Universitaires

 07 49 49 73 02

 contact@integre-grenoble.org

 @Association.IntEGre

 @association.integre



## I WANT TO FIND A JOB

### I am an asylum seeker under the Dublin procedure

I don't have the right to work.

### I am an asylum seeker under the normal or accelerated procedure

I've been in France for less than 6 months:

- I don't have the right to work.

I've been in France for over 6 months:

- I may be authorised to work if OFPRA has not given its decision within 6 months of the date of submission of my asylum application.

To be able to work, I need a work authorisation.

Only my employer can apply for this. He must provide these documents:

- My valid asylum application certificate, or application for renewal.
- A promise of employment or an employment contract.

### How long can I work?

The duration of the work permit cannot exceed the duration of my asylum application certificate (6 months).

The work permit is renewable until Ofpra's decision.

If I was granted the right to work before Ofpra's rejection decision, I retain this right in the event of an appeal to the CNDA.

**Please note :** I cannot make a first application for a work permit while I am in appeal proceedings with the CNDA.

### I am a refugee or a beneficiary of Subsidiary Protection or Temporary Protection

I can work as soon as I receive my first certificate recognising my status as a refugee or beneficiary of subsidiary or temporary protection.

I can have a fixed-term contract (CDD) or a permanent contract (CDI).

I can register with France Travail, the service that helps jobseekers.

I can go on a training course.

The residence permits for family members of refugees and multi-annual residence permits for family members of BPS entitle them to work.



## I want to validate my skills

I'm a self-service worker, bricklayer, catering agent, personal assistance worker, order picker or logistics worker.

I want to have a certificate that proves the worth of my skills.



**Eval'Aptitudes** at 38 Avenue Victor Hugo – 38800 Le Pont-de-Claix



Bus C2 stop Clos Dominique and Bus 64 stop 120 Toises



cecile.bonnet@afpa.fr

I can do half-day tests on a technical platform to demonstrate my skills.



## I want help finding a job

### I have a work authorisation

I can register with France Travail, a public service that helps people find jobs, training or work placements.



France Travail candidate area: [www.francetravail.fr/candidat](http://www.francetravail.fr/candidat)



## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

I can obtain 'jobseeker' status, which entitles me to:

- Free access to all France Travail services,
- Receive support with my career plan,
- Receive an allowance if I have already worked, and if I meet the conditions for receiving it. This is the ARE (Allocation chômage d'aide au Retour à l'Emploi), financial assistance if I'm unemployed: if I don't have a job.

I want to find a job or training thanks to France Travail:



[refugies.info/fr](https://refugies.info/fr) : trouver un travail ou une formation avec France travail

I can register with France Travail as soon as OFPRA or CNDA grants me international protection.



[refugies.info/fr](https://refugies.info/fr) : S'inscrire à France Travail



**France Travail La Bruyère** at 78 avenue la Bruyère - 38100 Grenoble



Tram A stop La Bruyère



[grenoblelabruyere.38017@pole-emploi.fr](mailto:grenoblelabruyere.38017@pole-emploi.fr)



**France Travail Europole** at 1 rue d'Arménie - 38000 Grenoble



Tram A and B, or Bus 26, 81, 82 and C1 stop Gares



[ale.38013@pole-emploi.fr](mailto:ale.38013@pole-emploi.fr)



**France Travail Pont de Claix** at 1 avenue Maréchal Juin - 38800 Pont-de-Claix



Bus 25 and C2 stop Pont-de-Claix Mairie



[aepontdeclaix.38101@pole-emploi.fr](mailto:aepontdeclaix.38101@pole-emploi.fr)



**France Travail Echirolles** at 33 rue de Normandie Niemen - 38130 Echirolles



Bus 66, 68 and C7 stop La Rampe-Centre-Ville or Tram A stop Marie Curie



[ale.38075.38017@pole-emploi.fr](mailto:ale.38075.38017@pole-emploi.fr)

**France Travail Saint-Martin-d'Hères**

22 avenue Benoît Frachon - 38400 St-Martin-d'Hères



Tram D or Bus 14 stop Maison Communale



ale.st-martin-dheres@pole-emploi.fr

**France Travail Fontaine** at 26 rue de la Liberté - 38600 Fontaine

Bus 19 and C6 stop Curie-Vercors



alefontaine.38091@pole-emploi.fr

**I am a refugee or a beneficiary of subsidiary protection**

At my OFII appointment, I was offered 12 to 24 months' support in finding employment and housing. This is the AGIR programme (Accompagnement Global et Individualisé des Réfugiés).

The aim of this programme is to facilitate access to rights (right of residence, social and family benefits, access to health care, particularly mental health care, support for parenthood, access to a bank account, exchange of driving licence, etc.).

I can get help to find housing and a job or training.

**I am between 16 and 25 years old****I go to a local Mission:****Mission Locale de Grenoble** at 16 boulevard Agutte Sembat – 38000 Grenoble

C1 or C4 stop Docteur Martin



04 76 86 58 58



info@ml-grenoble.org

**Mission Locale de Saint-Martin-d'Hères**

20 rue Galilée – 38400 Saint-Martin-d'Hères



Tram C and Bus 15 stop Péri Brossolette or Tram D and Bus C5 stop Neyrpc Belledonne



04 76 51 03 82



missionlocale@mljsmh.com

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?



### **Mission Locale Isère Drac Vercors**

Site de Fontaine au 28 rue de la Liberté - 38600 Fontaine



Bus 19 and C6 stop Curie-Vercors



04 76 53 34 10



contact@mlidv.com



### **Site de Saint-Egrève** at 4 avenue du Général de Gaulle - 38120 Saint-Egrève



Bus 51 and 54 stop Les Bonnais



04 76 13 34 34



contact@mlidv.com



### **Mission Locale Grésivaudan-Alpes-Métropole**

29 chemin du Vieux Chêne - 38240 Meylan



Bus C1 stop Norbert Ségard



04 76 08 08 70



accueil@mlgresivaudan.com



### **Mission Locale Sud Isère** at 31 rue de Normandie Niemen - 38130 Echirolles



Bus 66, 68 and C7 stop La Rampe-Centre-Ville



04 76 23 67 80



echirolles@missionlocale-si.com



### **Site d'Eybens** at 8 rue Mendès France – 38320 Eybens



Bus C7 and C4 stop Odyssée



04 76 51 00 49




eybens@missionlocale-si.com


 **Site de Pont de Claix** at Place Winsen Luhe - 38800 Le-Pont-de-Claix


 C2 ou 25 stop Pont-de-Claix Mairie

 04 57 04 35 50

 vif@missionlocale-si.com

 **Mission Locale Alpes Sud Isère** at 205 chemin des Mattons – 38220 Vizille

 Bus 70 stop Vénaria or Bus 65 stop Le Grimpillon

 04 76 78 88 76

 contact@ml-asi.com


### **I'm between 18 and 26 years old. I'm a BPI. I have no employment, no training and no education.**

I would like to learn French. I want to do a training course, and find a job.

I can benefit from a BPI youth commitment contract.

I will be supported in my social and professional endeavours for 10 months. I can build my career plan. I will be paid.

I want to enrol:


 04 76 86 58 58

 lyse.jacquemard@ml-grenoble.org

 **REFUGIÉS .INFO** [refugies.info/fr](https://refugies.info/fr) : CEJ BPI Mission Locale de Grenoble

### **I am a woman**

I want to follow programmes with the AFPA to gain easier access to employment.

 **Centre Afpa Grenoble Pont-de-Claix**  
38 Avenue Victor Hugo – 38800 Le Pont-de-Claix


 Tram A stop L'Etoile, Bus C2 stop Clos Dominique and Bus 64 stop Marianne


## ■ I'VE JUST ARRIVED. WHERE CAN I GO?


### I'm raising my children as a single parent.

I want to work on my **self-confidence** and learn the skills I need to find a job.

 **Form'elles**


 celine.bonnet@afpa.fr


 07 82 70 04 67


 Monday, Tuesday, Thursday and Friday from 9am to 12pm and from 1pm to 4pm. It's a 7-month course.  
I get help to **find childcare** for my child.

I want to **explore careers** and training, and find a job.

 **Passer'elles**

 celine.bonnet@afpa.fr

 07 82 70 04 67

 Monday, Tuesday, Thursday and Friday from 9am to 11am.  
I can attend workshops on a range of topics: language, digital technology, employment, etc.  
I can get help to find childcare for my child.  
I choose which workshops I attend.

### I need extra support to find a job


#### I am a jobseeker. I am registered with France Travail.

I can receive support from the Grenoble Alpes Métropole PLIE (Local Integration and Employment Plan).

A PLIE advisor at a Maison de l'Emploi helps me to build my career path. I have meetings with him every month.


 <https://emploi.grenoblealpesmetropole.fr>

#### I am a refugee or a member of a refugee family. I benefit from a special PLIE scheme run by the VIAE38 association.

 ctai@grenoblealpesmetropole.fr








I want to be supported as part of the PLIE, I go to the Maison de l'emploi nearest to me:

-  **Maison de l'emploi « Grenoble Nord » et « Grenoble Sud »**  
 Bâtiment Prémalliance - 47 avenue Marie Reynoard – 38100 Grenoble
-  Tram A or Bus 12 and C6 stop Grand'place
  
-  **Maison de l'emploi « Grand Sud – Echirolles »**  
 Place Winsen Luhe – 38800 Pont-de-Claix
-  Bus C2 or 25 stop Pont-de-Claix Mairie
  
-  **Maison de l'emploi « Nord Est »**  
 au 20 rue Galilée - Bât l'Intemporel - 38400 Saint-Martin-d'Hères
-  Tram C and D or Bus C5 stop Neyrpcic Belledonne
  
-  **Maison de l'emploi « Nord Ouest-Rive gauche du Drac »**  
 au 28 rue de la liberté – 38600 Fontaine
-  Bus C6 or Bus 19 stop Curie Vercors
  
-  **MEE (Maison de l'emploi et de l'Entreprise) – MIFE Isère à St-Égrève**  
 4 Avenue du Général de Gaulle, at Eybens at 9 Rue Cure bourse –Bâtiment W

### I'm an executive or recent graduate. I'm looking for an executive job.

I need help with applications (CV, covering letter, etc.) and finding a job.

-  **APEC (Association Pour l'Emploi des Cadres) Grenoble**  
 34 rue Gustave Eiffel, ZAC de Bouchayer Viallet Les Reflets du Drac – 38000 Grenoble
-  Bus C5 stop Cémoi or Tram A stop Berriat-Le Magasin
-  Monday to Friday, 9am to 12pm and 2pm to 5pm.
-  08 09 36 12 12
-  [www.apec.fr](http://www.apec.fr)



## I WANT TO FIND A PLACE TO LIVE



I'm looking for information on housing

### I would like information and advice on administrative procedures.



**La caravane des droits** at Square Léon Blum – 38100 Grenoble



Bus 16 stop Clos d'Or or Bus C3 stop Vigny



04 76 46 55 36



caravanedroits@ccas-grenoble.fr

I've already applied for social housing, I've already called 115 and I've already applied for housing. I still don't have a solution.

### I want to access my rights concerning housing.



**Équipe Juridique Mobile** at 8 rue Sergent Bobillot – 38000 Grenoble



Tram C or Bus C3 stop Foch Ferrié or Bus C3 stop Marceau-Jardin des Vallons



04 76 48 66 28



ejm@grenoble.fr

### I want free legal advice on housing.



**ADIL** (Agence Départementale d'Information sur le Logement)  
2 boulevard du Maréchal Joffre 38000 Grenoble



04 76 53 37 30



contacts@adil-isere.com



www.adil38.org

I can attend a meeting at the Grenoble courthouse (Place Firmin Gautier). I can visit without an appointment on the first Tuesday of the month from 9am to 12.30pm.

## I want to know about the right to housing. I want help with my administrative file for housing.



**Un Toit Pour Tous** at la Maison des Association  
6 rue Berthe de Boissieux – 38000 Grenoble



Bus 16 stop Caserne de Bonne or Bus C3 stop Marceau-Jardin des Vallons



04 76 09 26 56



Mondays from 13pm to 16pm.



contact@untoitpourtous.org

Making a DAHO or DALO request:



refugies.info/fr : faire une demande DALO ou DAHO



## I am young. I'm looking for cheap housing.

### I am between 16 and 30 years old

I want to find housing and have the support of a social worker.



**Mutualité Française de l'Isère** - Pôle Habitat Insertion Jeunes  
76 avenue Léon Blum – 38100 Grenoble



Bus 1 stop Beauvert or Bus 12 stop Verlaine



04 76 40 12 65



[www.mutualiteisere.org/services/habitat-jeunes](http://www.mutualiteisere.org/services/habitat-jeunes)


### I'm between 18 and 30 years old.

I am a beneficiary of international protection (BPI). I need temporary housing (between 1 and 12 months).

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?

I joined the MFI's REILOGE (Réfugiés Inclusion LOGEment) scheme.

### REILOGE

 07 63 84 98 06

 gmollard@mutualiteisere.org


 [refugies.info/fr](http://refugies.info/fr) : mutualité française isère – trouver un logement temporaire

## I am young. I want a cheap room in an elderly person's home.

In exchange, I undertake to spend time with the person who is hosting me.

 **DiGi** (Domicile Inter Générations Isérois)  
2 boulevard Maréchal Joffre 38000 Grenoble

 Tram A and C stop Chavant

 04 76 03 24 18

 secretariat@digi38.org

 [www.digi38.org](http://www.digi38.org)



## I want to apply for social housing

- I am over 18
- I have a residence permit that allows me to work.
- I have stable and regular resources.

**Social housing (HLM: habitation à loyer modéré):** this is housing with lower rents for people who earn little money and have difficulty finding housing. Priority is given to people who are homeless, victims of domestic violence or disabled.

**Please note:** the waiting time for social housing can be very long (around 2 years).

## I want to apply for social housing



**Pôle Habitat Social** at 6 Boulevard Roger Salengro – 38100 Grenoble



Tram E and Bus C5 stop Alliés



04 76 53 53 21



I come Monday to Friday from 8:30am to 12:30pm.

I call Monday to Friday from 8:30am to 12:30pm and from 1:45pm to 4:15pm.

I can apply for social housing:

- online at
  -  [www.pole-habitat-social.fr/demander-logement-social/faire-demande](http://www.pole-habitat-social.fr/demander-logement-social/faire-demande)
- at one of your local reception and information centres
  -  [grenoblealpesmetropole.fr : Demande-logement-social-2024.pdf](http://grenoblealpesmetropole.fr: Demande-logement-social-2024.pdf)

If I am an employee of a contributing company, I can apply to the Action Logement group: Action Logement - Facilitating housing to promote employment.

I want to understand how to apply for social housing in the Grenoble Metropolitan Area:



[www.youtube.com/watch?v=yEJluv3aayA&t=13s](http://www.youtube.com/watch?v=yEJluv3aayA&t=13s)

Applying for social housing:



[refugies.info](http://refugies.info) / : demander un logement social

## I have a valid residence permit. I don't have much money.

I need a temporary accommodation.

I can contact **ADOMA**, a housing operator.

I'll be provided with accommodation and offered support with all my administrative formalities (access to rights, health, etc.).

I can apply for social housing online:



<https://ddl.adoma.cdc-habitat.fr/homepage>



## I WANT TO HAVE FUN: DO ACTIVITIES



### I want to do sports

I can do sport for free or cheap using public facilities:

#### I want to swim

**Municipal swimming pools:** Piscine Bulle d'O, Piscine Jean Bron, Piscine du Clos d'Or, Piscine des Dauphins, Piscine Vaucanson.

I am an asylum seeker. I am a foreign national awaiting regularisation. I pay €1.20 for entry.

#### I want to play football, basketball or handball

Multisports pitch. Free of charge.



[www.grenoble.fr/669-terrains-de-proximite.htm](http://www.grenoble.fr/669-terrains-de-proximite.htm)

#### I can also do sport with associations

**I want to go out in the mountains.**

**I want to do activities: go to the swimming pool, the ice rink...**



**Ligue de l'enseignement** at 33 rue Joseph Chanrion – 38000 Grenoble



Bus 12, 14 and 15 stop Bir Hakeim or Tram C and E stop Grenoble Hôtel de Ville



07 49 49 96 62 Je m'inscris sur place




[www.hospitalite@laligue38.org](mailto:www.hospitalite@laligue38.org)




[refugiés.info/fr](http://refugiés.info/fr) : Ligue de l'enseignement Isère

**I want to take part in regular sporting activities (basketball, handball, multisport, etc.).**

 **Big Bang Ballers** at 2 rue Gustave Flaubert – 38100 Grenoble

 Tram A stop MC2 : Maison de la Culture

 07 71 28 71 89

 contact@bigbangballers.fr


 I come without registering.


I'm a woman and I only want to play basketball with women:  
I come on Wednesdays from 7pm to 8.30pm.


 [www.bigbangballers.fr/index.php/association](http://www.bigbangballers.fr/index.php/association)


**I want to do sport regularly.**


I'd like to do some sporting activities from time to time, such as hiking, kayaking, cycling...

 **Humacoop - AMEL France** – Inclusion par le sport au 8 Rue Chenoise – 38000 Grenoble

 Bus 16, 82 and 62 or Tram B stop Notre-Dame Musée

 04 76 51 11 06


 info@humacoop.com

 Monday to Friday, 9am to 12pm and 2pm to 5pm.


It's free and open to everyone.


**I want to play football.**

I can go to the training sessions organised by the **Apardap** association.

 **Stade Raymond Espagnac** at 4 rue du Repos – 38000 Grenoble

 Bus 13 or Bus C5 stop Paul Cocat

 06 34 96 60 75


 Saturday from 9am to 11am.


## ■ I'VE JUST ARRIVED. WHERE CAN I GO?


### I am between 7 and 20 years old

I live in a Priority Urban District: les Essarts-Surieux in Echirolles; Villeneuve- Village Olympique, Teissère, Abbaye-Jouhaux and Bajatière in Grenoble.

#### I want to play football, basketball and tennis.

 Sport dans la Ville au 6 rue Rolland Garros – 38320 Eybens

 Tram A, Bus 12 and C6 stop Grand'place

 07 83 59 69 22

 [apique@sportdanslaville.com](mailto:apique@sportdanslaville.com)

**Maisons Des Habitants, Maisons de quartier and Centres sociaux** also offer physical and sporting activities.

I can get information from the reception desk at my local community centre.



### I want to take part in cultural activities

 Babel Saint Bruno au 13 rue Henri le Châtelier – 38000 Grenoble.

 Tram A and B stop Saint-Bruno or Bus 12 stop D'Alembert.

Babel Saint Bruno is home to several associations:

### I have children between 4 and 12 years old.

I can go to Beyti, an association that shares the culture of the Arab world.

 [beytimamaison.org](http://beytimamaison.org)

 @BeytiMaMaison

### I want to cook.

 Cuisine sans frontières.


 [contact@cuisine-sans-frontières.fr](mailto:contact@cuisine-sans-frontières.fr)



 [www.cuisine-sans-frontieres.fr](http://www.cuisine-sans-frontieres.fr)

**I want to do activities such as theatre or computing. I want to share good times.**

 **Apardap**


 Monday to Friday, 2.30 p.m. to 5.30 p.m.


I want to take a sewing course. I come on Wednesdays and Thursdays.

Ask at reception for the timetable of other activities.

I'd like help finding a training course or a job. I'll make an appointment.

**I want to do activities. I want to go out.**


 **Point d'eau** at 9 rue Joseph François Girot - 38000 Grenoble

 Tram B stop Ile Verte or La Tronche Hôpital, or Bus 16 stop Hôtel de Police

 04 76 44 14 04

 [accueilpointdeau@gmail.com](mailto:accueilpointdeau@gmail.com)


 [www.pointdeau.org](http://www.pointdeau.org)


 **Sewing** workshops. I come on Fridays from 8.30am to 12pm.

**Cookery** workshops. I come on Wednesdays from 8.30am to 12pm.

**I want to do artistic activities such as music, writing, photography... I want to go to museums, the theatre, the cinema...**

 **Ligue de l'enseignement** at 33 rue Joseph Chanrion – 38000 Grenoble





 Bus 12, 14 and 15 stop Bir Hakeim or Tram C and E stop Grenoble Hôtel de Ville

 07 49 49 96 62 on registration

 [hospitalite@laligue38.org](mailto:hospitalite@laligue38.org)

## ■ I'VE JUST ARRIVED. WHERE CAN I GO?













### I want to see shows for free.


-  **Cultures du Cœur Isère** au 11 rue Docteur Valois – 38610 Gières
-  Bus 14 and 15 stop Edelweiss
-  04 76 24 08 48 or at 06 24 61 83 46
-  [cdc38@culturesducoeur.org](mailto:cdc38@culturesducoeur.org).


Maisons Des Habitants, Maisons des Jeunes, Maisons de quartier and Centres sociaux offer cultural activities. I can ask for information at the reception desk of my local community centre.


### I want to meet people and speak French

I go to an **MDH's Café International**:

-  **MDH Les Baladins** at 31 place des Géants – 38100 Grenoble
-  Bus 12 stop Les Géants or Tram stop Grand'Place
-  Vendredi de 9h30 à 11h30.
  
-  **MDH Bois d'Artas** at 3 rue Augereau – 38000 Grenoble
-  Bus C3 stop Marceau-Jardin des Vallons or Tram C and E stop Foch-Ferrié
-  Vendredi de 9h30 à 11h.
  
-  **MDH Prémol** at 7 rue Henri Duhamel – 38100 Grenoble
-  Bus 81 stop Reynoard or Tram A stop Arlequin
-  Mardi de 9h à 11h.
  
-  **MDH Capuche** at 58 rue de Stalingrad – 38100 Grenoble
-  Bus C3 or Bus 16 stop Capuche
-  Mardi de 9h à 11h.

 **MDH Chorier-Berriat** at 10 Rue Henry Le Chatelier - 38000 Grenoble

 Tram A and B stop Saint-Bruno or Bus 12 stop Chorier-Saint Bruno


 Tuesday, 2:30pm to 4pm

## I want to go to the library

I can read on site or borrow documents (books, films, records, etc.).

I have free wifi access.

Grenoble :  <https://bm-grenoble.fr>

Saint-Martin-d'Hères, Echirolles, Fontaine, Pont-de-Claix :  [www.biblio.sitpi.fr](http://www.biblio.sitpi.fr)

Seyssinet-Pariset :  <https://biblioludo.seyssinet-pariset.fr>



## I WANT TO ENGAGE AS A CITIZEN: CONTRIBUTE TO SOCIETY



### I want to volunteer

**Volunteer:** A volunteer is someone who gives their time free of charge to help an association.

I want to join an association as a volunteer. I will explore volunteering opportunities on the following websites

**France bénévolat :**  [www.francebenevolat.org](http://www.francebenevolat.org)

**Je Veux Aider :**  [www.jeveuxaider.gouv.fr](http://www.jeveuxaider.gouv.fr)


**Tous bénévoles :**  [www.tousbenevoles.org](http://www.tousbenevoles.org)


**Isère Bénévolat :**  <http://benevolat.isere.fr>


### Volontaires solidaires de Grenoble :

 [www.grenoble.fr/1700-volontaires-solidaires-de-grenoble.htm](http://www.grenoble.fr/1700-volontaires-solidaires-de-grenoble.htm)

I want help to become a volunteer in an association:

 **APARDAP** au 6 Rue Berthe de Boissieux - 38000 Grenoble

 Bus 16, 12 and C3 stop Caserne de Bonne

 09 51 93 48 18

 Tuesdays, 9am to 12.30pm and 1pm to 5.30pm.

 [apardap@gmail.com](mailto:apardap@gmail.com)

### I want to do civic service

(for young people between 16 and 25, or 30 years old if disabled)

 [refugies.info/fr](http://refugies.info/fr) : faire un service civique

Government website to find a civic service:

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


## I'm a young refugee. I'm a young Roma man. I don't speak French.


I want to develop my professional and language skills. I want to do civic service in a group that mixes young foreigners and young French people.

The **COOP'R programme** is an 8-month civic service programme (from November to June) that brings together 12 young volunteers from France and abroad.

 **Unis-cité Isère – Programme COOP'R** at 1 rue Victor Lastella - 38000 Grenoble

 Bus C5 stop Cémoi or Tram A stop Berriat-Le Magasin

 04 76 63 92 26

 [ucra-grenoble@uniscite.fr](mailto:ucra-grenoble@uniscite.fr)

 **RÉFUGIÉS .INFO** <https://refugies.info/fr>

## I want to get involved in democratic life

I am a newcomer, refugee, BPI or BPT.

I want to take part in improving reception policies for exiles in the metropolitan area.

Contact the Metropolitan Council's Participation Service.

 [participation@grenoblealpesmetropole.fr](mailto:participation@grenoblealpesmetropole.fr)

I can go to a **citizen participation platform**:

On these platforms, I can give my opinion on the projects run by my local authority. I can also propose projects.

**For the Métropole :**

I can create an account on the website:  <https://metropoleparticipative.fr>

I have access to all the participatory democracy platforms of the municipalities in the metropolitan area.

## ACKNOWLEDGEMENTS

We adress our warmest thanks to all those who have contributed to the elaboration of this guide, and in particular :

- Members of the 'Newcomer's Guide' working group at the Hospitality Laboratories
- Lisa Legeay, from the Centre Ressources Illettrisme - IRIS (Isère Relais IllettrismeS)
- Lucie Ponvert and Tiphaine Rendu from PoPS (Point Précarité Santé)
- Metropolitan staff from the Mobility Platform, the Social Housing and accomodation Management Department, the Prevention and Educational Success Unit and the Innovative Projects for Employment and Youth Unit
- The ASL coordinators and trainers from the Capuche and Teisseire-Malherbe MDHs (Community Residents Centre ), Chloé Paulin and Nelly Rubion, as well as all the learners who took part in the guide's co-construction and review sessions.
- Vincent Kober, graphic facilitator
- AGORA members

...And all the members of the host laboratories, who thought up the idea for the guide in response to the need for information!





**I AM A FOREIGNER  
AND I HAVE JUST ARRIVED IN  
GRENOBLE ALPES MÉTROPOLE:**



**THIS GUIDE WAS MADE FOR ME!**

I don't know the Grenoble metropolitan area:

- Where can I get free meals?
- Where can I find free clothes?
- How do I apply for asylum? ...

This guide gives me the answers to all my questions.

I can see which structure can help me, depending on my needs:

-  Where to go?
-  How?
-  Who to contact?
-  When?



[www.grenoblealpesmetropole.fr/guidemigrants](http://www.grenoblealpesmetropole.fr/guidemigrants)