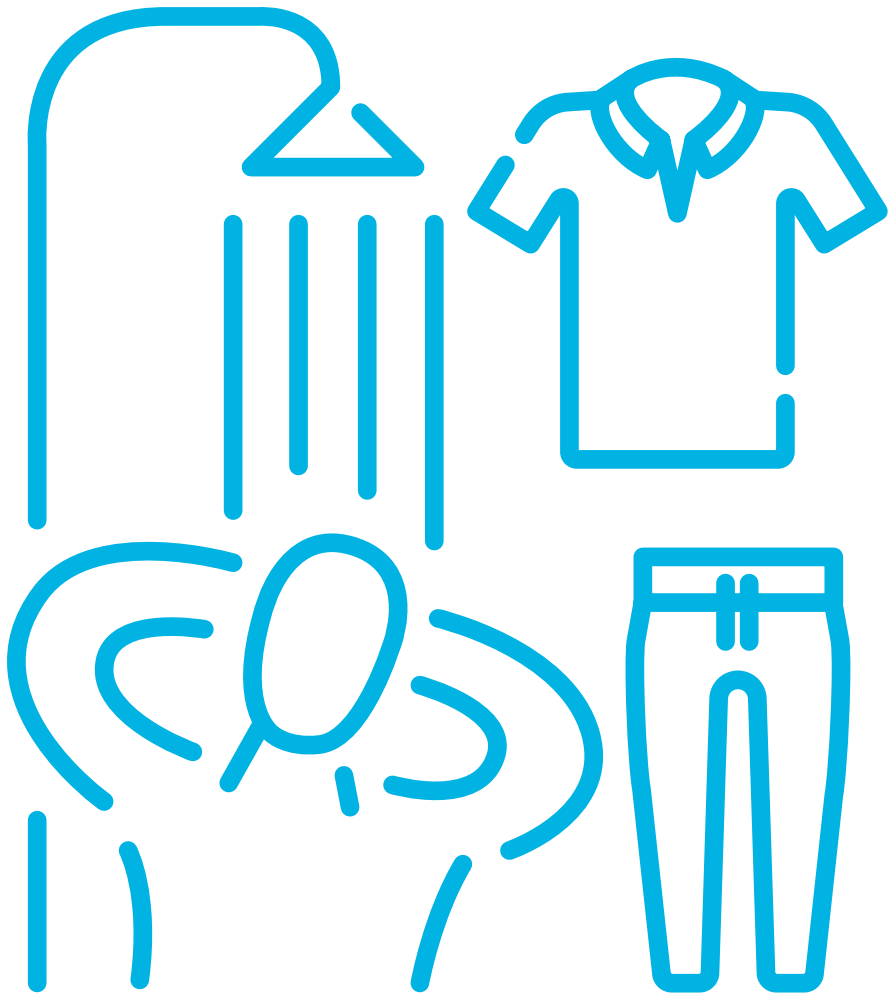




VILLEURBANNE SOCIAL EMERGENCY GUIDE

LIVRET TRADUIT
EN ANGLAIS

CCAS Centre
communal
d'action
sociale
VILLEURBANNE



HYGIENE AND CLOTHING

DAY CENTRES

LES AMIS DE LA RUE

For all adults

- ➔ Mondays Wednesdays and Fridays
access to showers, laundry and donated underwear from 2.30 to 5.30 pm
➔ Saturday mornings from November to April
from 9.30 am to 12.30 pm

📍 28 bis rue d'Alsace
☎ 04 78 03 55 91
🌐 rhone.amisdelarue@habitat-humanisme.org



LE PHARE

Aimed at families. Guidance and support.

- ➔ breakfast and a snack
- ➔ access to hygiene – showers, laundry room and toilets
- ➔ Social support
- ➔ A place where you can rest and take a breather
- ➔ Events

- ➔ ➔ Mondays to Fridays from 10 am to 4 pm
(closed on Thursday afternoons)

📍 35 avenue Marcel Cerdan,
Stade Georges Livet Villeurbanne
☎ 04 74 07 92 11
(during opening hours)



CLOTHES

EMMAÜS GRATTE-CIEL

Cheap clothes, priced at from €1 to 3

- ➔ ➔ Tuesdays to Saturdays
except for Thursday mornings
from 10 to 11.45 am and 1.30 to 5.45 pm

📍 40 rue Hippolyte-Kahn
Villeurbanne
☎ 04 28 38 24 96
🌐 coordinateurboutiques@emmaus-lyon.org
🌐 www.emmaus-lyon.org



SECOURS POPULAIRE

Cheap clothes and hygiene products. Free on presentation of a letter from a social worker.

- ➔ ➔ Mondays Tuesdays and Thursdays
from 2 to 5 pm

📍 50 B cours Émile-Zola
Villeurbanne, entrance
in the place des Dentelliers
☎ 04 72 75 07 38
🌐 secours-populaire-francais69100@orange.fr



THE RED CROSS

Cheap clothes, priced at from €1 to 3

- ➔ ➔ Tuesdays from 2 to 5.30 pm

📍 152 rue Anatole-France
Villeurbanne
☎ 04 78 38 80 30
🌐 ul.villeurbanne-estlyonnais@croix-rouge.fr





**CLAIMING
ENTITLEMENT**

Call **115** for the **twenty-four-hour** social emergency line.

VILLEURBANNE CCAS

→ Domiciliation operations

→ Claiming entitlement

There are social workers there to help domiciled people, plus financial help (health, energy, funeral expenses, etc.)

Information in person or by telephone

-  → Mondays Tuesdays Wednesdays and Fridays
→ From 9 am to 5 pm
No appointment needed for domiciliation on Mondays, Tuesdays and Wednesday mornings.

 110 rue du 4 Août 1789
Until the end of 2024
 04 78 03 69 00

  
RUE DE FRANCE 4 AOÛT FLACHET

 10 place du Dr Lazare Goujon
69100 Villeurbanne
From the start of 2025
 04 78 03 69 00


GRATTE-CIEL

To see a social worker, by appointment:

 Maison des Services
Publics de Saint-Jean (Espace 30)
30 rue de Saint-Jean
 04 78 80 29 82

 
CITÉ SAINT-JEAN

MAISON DE LA VEILLE SOCIALE

-  Telephone reception
→ Mondays to Fridays from 9 am to 12 pm

 04 78 95 00 01

LA CIMADE

Information about residence permits, OQTF (deportation orders), IRTF (prohibitions on returning to French territory)

Physical reception: Cimade Villeurbanne

-  → Mondays from 2 to 4.30 pm

 Maison Berté Albrecht,
15 place Jules Grandclément,
69100 Villeurbanne
 lyon@lacimade.org

 
 
 
GRAND CLEMENT

By telephone from 2 to 5 pm on Wednesdays
 04 78 28 47 89

MAISONS DE LA MÉTROPOLE

→ Claiming entitlement

Social workers, PMI (mother and child welfare), children, health, social, integration, elderly and disabled people.

-  → From Mondays to Fridays
→ From 8.30 am to 12 pm and 1.30 to 5 pm
Except 4.30 pm on Fridays
Closed on Tuesday mornings

 mdm.villeurbanne@grandlyon.com

 MDM Villeurbanne Nord
Buers, 64 rue du Huit Mai 1945
 04 28 67 34 40

 
DUPEUPLE
 
PLACE DES BUERS

 MDM Tonkin,
2 allée Henri-Georges Clouzot
 04 28 67 34 20

 
LE TONKIN
 
 
LE TONKIN

 MDM Villeurbanne
Centre Zola, Square Pellet,
74 cours Émile-Zola
 04 28 67 13 00


REPUBLIQUE

 MDM Villeurbanne Sud
Baïsse, 30 rue de la Baïsse
 04 28 67 35 00


FLACHET

ALPIL

Open with no appointment needed for people in precarious living environments (squats, garages, shanty towns, etc.)

-  → Tuesdays from 2 pm to 5 pm

For further information, please contact

 mdm.villeurbanne@grandlyon.com

 281 rue de Créqui, Lyon 7^e |  CITÉ GAMBETTA

MAISON SESAME

Support with claiming entitlement, freely accessible digital area and French classes (for people engaged in the asylum procedure)

-  → Tuesdays from 9.15 am to 12 pm
→ Wednesdays from 2.30 to 4.30 pm
→ Thursdays from 2.30 to 6.30 pm
→ Fridays from 9.15 am to 12 pm
→ Saturdays from 9.30 to 11.30 am



FOOD

FOOD PARCELS

LES RESTOS DU CŒUR

- ➔ Registration Mondays, Tuesdays and Wednesdays from 9 to 11.30 am
- ➔ Food is handed out on Monday, Tuesday and Wednesday from 1.30 pm to 4.30 pm

📍 25 rue Hippolyte-Kahn, Villeurbanne
☎ 09 81 83 20 14
🌐 ad69.villeurbanne@restosducoeur.org



SECOURS POPULAIRE

- ➔ Initial registration Fridays afternoon from 2 to 5 pm
- ➔ Food is handed out on Wednesdays from 2 to 5 pm

📍 50 B cours Émile-Zola, Villeurbanne, entrance in the place des Dentelliers
☎ 04 72 75 07 38
🌐 secours-populaire-francais69100@orange.fr



HOT MEALS

CAMIONS DU CŒUR

Handing out of hot meals. No registration required.

- ➔ From Mondays to Fridays all the year round
- ➔ From 7.30 to 9.30 pm

📍 This takes place in the car park behind the Maison du Livre, de l'Image et du Son.
Access via 247 cours Émile-Zola, Villeurbanne
🌐 ad69.camionducoeur@restosducoeur.org



SALVATION ARMY SOCIAL RESTAURANT

- ➔ Hot meals are handed out seven days a week
- Lunchtimes from 12 to 1.30 pm and in the evenings from 6.55 to 8.15 pm
- ➔ Mondays to Fridays meals are handed out unconditionally subject to the presentation of a free card that we issue. In order to get a card, please come to the reception at 131 avenue Thiers from 10 am to 1 pm or 2.30 to 4.30 pm

📍 131 avenue Thiers, Lyon 6°
(entrance at the back of the building, rue Pétrequin)
☎ 04 78 52 60 80



ÉPICERIE SOCIALE

THE RED CROSS

Registration after the application has been assessed (income, bills, etc.) by a Red Cross volunteer, for which you will need to make an appointment. Cut-price food (approximately 10% of the value in traditional shops).

- ➔ Tuesdays and Thursdays
- ➔ From 10 am to 2 pm

📍 152 rue Anatole-France Villeurbanne
☎ 04 78 38 80 30
🌐 ul.villeurbanne-estlyonnais@croix-rouge.fr



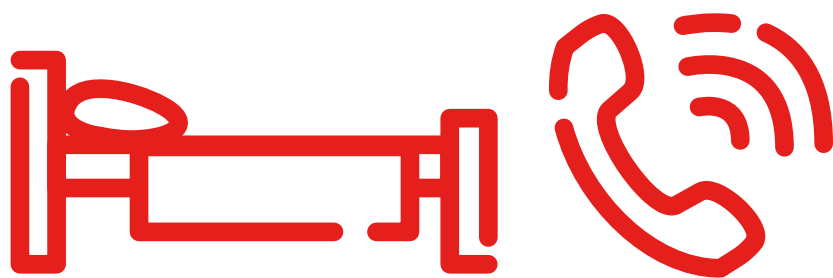
LOW-COST RESTAURANT

L'ESCALE SOLIDAIRE

Meals at €2 once you have registered, hot drinks and events taking place throughout the day. Entitlement condition: only available if you register (in person or by telephone) for all events and meals. You can register either in person or over the telephone.

- ➔ Wednesdays from 8.30 am to 9 pm
- ➔ Friday from 8.30 to 2 pm

☎ 09 74 13 73 23



**ACCESSING
HEALTH**

MÉDIPÔLE EMERGENCIES

Emergency medicine and nursing treatment for adults and children over the age of sixteen.

→ Twenty-four hours a day and seven days a week

158 rue Léon Blum

BON COIN
MÉDIPÔLE

BUS C3

PSYCHIATRIC EMERGENCIES, LE VINATIER

For people aged over sixteen.

95, boulevard Pinel
69500 Bron

T 2

T 5

T 6

VINATIER

PERMANENCES ACCÈS SOINS SANTÉ PASS HEALTHCARE ACCESS SERVICES

Free medical consultations for people with no healthcare cover.

MÉDIPÔLE NURSING PASS

→ Consultations with nurses on Mondays, Tuesdays and Fridays
→ From 8.30 am to 12 pm

158 Rue Léon Blum,
69100 Villeurbanne
04 87 65 01 87

BUS C3

BON COIN
MÉDIPÔLE

DENTAL PASS

For dental pain or infections.

→ Mondays to Fridays from 8.45 am to 3 pm
→ Saturdays to Fridays from 8.45 to 11 am
(you may have to wait a long time)

5, place d'Arsonval,
Lyon (PAVILLON A)
04 72 11 03 65

M D

T 1

GRANGE
BLANCHE

PASS FOR WOMEN, MOTHERS AND CHILDREN

Paediatric consultations (under sixteen years of age). Make an appointment by telephone or e-mail. Appointments are booked two to three weeks ahead.

→ Secretarial offices Mondays to Fridays
→ From 9 am to 5 pm

59, boulevard Pinel
69500 Bron

04 27 85 56 49 / 04 27 85 56 47

hfme.passpediatrique@chu-lyon.fr

T 6

HOPITALUX
EST PINEL

BUS C8

BUS C9

HÔPITAL MÈRE ENFANT

MÉDECINS DU MONDE: CASO

Medical and social consultations, no appointment necessary, although please come early as you may have to wait a long time.

→ Mondays and Fridays at 9 am
→ Wednesdays at 1.30 pm

LES INFORMATIONS CONTENUES
DANS CE GUIDE ONT ÉTÉ MISES À JOUR
EN **FÉVRIER 2024**

CE GUIDE A ÉTÉ RÉALISÉ
PAR LE **CCAS DE VILLEURBANNE**,
EN COLLABORATION AVEC
LES **ASSOCIATIONS DE SOLIDARITÉ**
DE VILLEURBANNE