



# Guide to access to rights, health, food and clothing aids, education and literacy

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This booklet was made by a group of people involved in L'AVIH (regional care network) as well as La Maison Départementale des Solidarités of Noisiel - Departmental Council of Seine-et-Marne

Contact L'AVIH for further information: 01 64 80 49 10



## Get information on my rights

The organization dealing with my profile (CAFDA, CASP, “Ordre de Malte”, 115...) can give me the information I need. I must think about indicating any changes in my situation, like a pregnancy for example, so that it can guide the best possible in my procedures.

**Otherwise, I can also go to:**

### **La Maison Départementale des Solidarités of Noisiel**

Grande allée des Impressionnistes – 77186 NOISIEL  
**RER A/Bus 220, 211**, get off at ‘Remise aux fraises’

### **Service Social Départemental**

Tel: 01 69 67 31 99

Public reception by social workers, at the reception center, every day from Monday to Friday, from 8 :45 am to 12 :00 am, in order to be listened, get information and receive assistance about your rights.

### **La Maison de la Justice et du Droit (MJD)**

The MJD is a place providing support, information and legal aid. Parents can also ask about social matters and issues as well as citizenship related matters (access to law, victim assistance, amicable settlement). The place is free of charge and open to everyone and the staff ensures the confidentiality of all information. Qualified agents are available upon request during their service, free of charge.

#### **How to get to the MJD:**

4 place Gaston Defferre – 77186 Noisiel  
Tel: 01 60 95 16 90

**RER A**, get off at ‘Noisiel’ (2 min walk)  
**Bus 220, 211 and 213**, get off at ‘Noisiel le Luzard’

## Turbulences

The association Turbulences brings its support to fight against all types of discrimination (gender bias, homophobia, racism...). Meeting sessions called "Droits des étrangers" (Foreigners Rights) are organized every other Thursday from 18:30, except during school breaks. No appointment needed but the first group meeting is mandatory. You can request an individual follow-up if necessary. To check the days and hours of the sessions, go to: [www.turbulences.org](http://www.turbulences.org)

Service hours of Turbulences/Droit des étrangers:  
MJC MPT Centre social de Noisiel, 34 cours des Roches – 77186 Noisiel  
e-mail: [etranger@turbulences.org](mailto:etranger@turbulences.org)  
**RER A**, get off at 'Noisiel' (2 min walk)

To contact the staff of Turbulences: 06 52 15 83 32 – from Monday to Friday, from 11:00 am to 1:00 pm and from 3:00 pm to 5:00 pm.  
No vocal message please.

## Access to health coverage

In France, health care is not free. You can have access to a “health insurance” called “Sécurité sociale” or “Couverture sociale” that will cover all or part of the health care you need. To apply or for any information concerning the health insurance or to have access to a facility providing computers in order to proceed to the online application, you can go to:

### **CPAM Lognes**

24 rue de la maison Rouge – LOGNES  
**Bus 211**, get off at ‘Maison rouge’

### **CPAM Bussy Saint Georges**

2 rue Raoul Follereau – 77600 BUSSY SAINT GEORGES  
**RER A**, get off at ‘Bussy-Saint-Georges’

**Tel: 36 46** (service fee + local call rate from a landline, depending on your operator. To know the fee, listen to the vocal message at the beginning of the call).

The CPAM (Health Insurance Provider) is opened from Monday to Friday, from 8:30 am to 5:00 pm. Open from 11:00 am every last Thursday of the month.

The staff who will received me will be able to give me the necessary information to fill the application file in.

**Attention: I must send the files back or submit them to the CPAM of my place of residence**

**If you have trouble accessing health insurance, you can contact:**

### **The L’AVIH Association**

1 place de l’Eglise – 77200 TORCY  
Tel: 01 64 80 49 10 – **Bus 220**, get off at ‘Mairie de Torcy’  
Opening hours: from Monday to Friday, from 9:00 am to 5:00 pm

You will receive assistance when applying for health insurance and will receive advice on where to go/who to talk to in order to get a personal follow-up.

# Seeking treatment... with or without health coverage

## Seeking treatment on a daily basis (non-urgent treatments)

### General practitioner

When benefiting from health insurance, you must choose a general practitioner and inform it to the CPAM. The role of the practitioner is to ensure the coordination of health care. In case of specific needs, he/she directs you to a specialist. The choice of the general practitioner is totally personal but not final. You can change any time you wish (e.g. in case you move).

#### I have a health insurance

##### **I schedule an appointment with my general practitioner:**

When I get sick, he/she is the one who I consult first.

If I require special handling, he/she directs me to the most appropriate health professional.

**During the night and on Sunday, I can contact [SOS médecin](#) who can come to my house – Tel: 08 25 33 36 15**

**Or go to the offices\_ [l'Institut Médical de Serris](#)**

2 cours du Rhin- 77700 SERRIS

**Tel : 0825.56.77.00**

By appointment during opening hours:

- Friday from 8:00 p to midnight

- Saturday from 14:00 pm to midnight/ Sunday and public holiday from 9:00 am to midnight

## I don't have a health insurance

**I can go to:**

**The PASS hospitalière of the hospital of Jossigny Marne la Vallée**

2/4 cours de la Gondoire – 77600 Jossigny

**RER A**, get off at 'Val d'Europe' then 10 min walk (800 meters)

**Bus**: 22, 32, 42 and 44, get off at 'Centre hôpitalier'

You are required to take an appointment with the PASS,

Tel: 01 61 10 69 15

The appointment enables you to:

- meet a social worker working at the hospital
- get a doctor appointment
- have access to the hospital pharmacy

## Dental care

### I have a health insurance

**I schedule an appointment with a dentist or a dental center near my house**

I think about asking him/her:

- if my health insurance covers his/her fees
- an estimate for expensive treatments

### I don't have a health insurance

#### **PASS dentaire of la Pitié-Salpêtrière Hospital**

Stomatology building, 1<sup>st</sup> floor

47-83 bd de l'hôpital – 75013 PARIS

Metro line 5, get off at 'Saint Marcel'

To get an appointment: 01 42 16 14 41

PASS dentaire de l'Hôpital Henri Mondor Créteil

51 avenue du Maréchal de Lattre de Tassigny – 94000 Créteil

Metro line 8 (from Créteil to Balard), get off at 'Henry Mondor'

Transval and 392: get off at 'Eglise de Créteil'

Torcy station (RER A): Take the CIF bus 100, get off at 'Créteil l'Echat'

From Monday to Friday, from 1:30 pm to 6:30 pm

You will meet a social worker who will estimate whether you can have access to health insurance. To get an appointment: 01 49 81 22 82

## Vaccinations

### I have a health insurance

**My general practitioner can do vaccinations**

### With or without a health insurance

#### For children under 6-years-old

**Maison Départementale des Solidarités of Noisiel  
PMI office**

Grande allée des Impressionnistes – 77186 NOISIEL  
**RER A/Bus 220 or 211**, get off at ‘Remise aux fraises’

#### For adults and children over than 6-years-old

#### **Vaccination center of Jossigny Hospital**

2/4 cours de la Gondoire – 77600 JOSSIGNY

Tel: 01 61 10 65 82

**RER A**, get off at ‘Val d’Europe’ then 10 min walk (800 meters)

**Bus: 22, 32, 42 and 44**, get off at ‘Centre hôpitalier’

To get an appointment: Monday from 2:00 pm to 6:00 pm

Friday from 9:00 am to 12:00 am noon



## Pregnancy follow-up

### Before the seventh month of pregnancy

Liberal professions (general practitioner, midwife, gynaecologist, obstetrician)

Register to the maternity ward as soon as possible to get the ID number needed for future care (last two months).

### From the seventh month

#### Jossigny Hospital

2/4 cours de la Gondoire – 77600 JOSSIGNY

Tel: 01 61 10 61 10

**RER A**, get off at 'Val d'Europe' then 10 min walk (800 meters)

**Bus: 22, 32, 42 and 44**, get off at 'Centre hôpitalier'

**To get an appointment:** 01 61 10 62 62

**To get a room in the maternity ward:** 01 61 10 60 30

**To get social assistance:** 01 61 10 66 45

If you do not have a health insurance, please contact a social worker from the maternity ward.

## Birth National Registration Services

Birth registration is mandatory and must be done by the father or any other person present at the birth within 5 days following the birth at the city hall of the place of birth. The birth certificate is immediately drafted by a registry officer. This service is available within the hospital of Jossigny.

Documents needed:

- A written certificate from the doctor or the midwife;
- Parents' IDs;
- The family record book if one or both the parent(s) own(s) it.

## Contraception

### Centre for Family Planning and Education, MDS of Noisiel

Grande allée des Impressionnistes – 77186 NOISIEL

**RER A/Bus 220 or 211**, get off at ‘Remise aux fraises’

Reception by a nurse every operating day except Tuesday.

Medical consultation only

by appointment at 01 69 67 31 68

## Prevention and Screenings

### The CeGIDD (Centre Gratuit d’Information de Dépistage et Diagnostique)

(Free and anonymous screening center)

Jossigny Hospital

Tel: 01 64 35 14 06

2/4 cours de la Gondoire – 77600 JOSSIGNY

**RER A**, get off at ‘Val d’Europe’ then 10 min walk (800 meters)

**Bus: 22, 32, 42 and 44**, get off at ‘Centre hospitalier’

HIV screening, Hepatitis B and C, Syphilis and STI. Results are available about 7 days after the screening. Please keep the anonymous ID number given on the first appointment.

#### **Consultations without appointment:**

Monday and Thursday from 9:00 am to 1:00 pm

Tuesday and Friday from 12:30 am noon to 6:00 pm

### **Tuberculosis: CLAT (Center Against Tuberculosis)**

**Jossigny Hospital**

Tél. : 01.61.10.65.81

Follow-up of people suffering from tuberculosis or people who have been in contact with a sick person, including infants and children with consultation of a pneumo-pediatrician.

**Consultations with appointment:** Monday and Tuesday from 9:30 am to 12:30 pm and 2:30 pm to 4:30 pm. From Wednesday to Friday from 9:30 m to 12:30 pm.

### **CSAPA Center of Noisiel**

Consultation Jeunes Consommateurs et Entourage (CIC)

7 cours des roches – 77186 NOISIEL

Tel: 01 60 95 03 20

A place where you can be listened and where anyone can talk about their personal issues (drinking, smoking, drug-taking, gambling etc). A team specialized in youth problem is available (CIC).

### **Emergency**

LCR Jules Raimu

Allée Jules Raimu – 77200 TORCY

Tel: 01 64 62 07 73

Prevention of STI and blood-transmitted infections, sterile medical injection material (syringes) and other medical material available.

### **Mental Health**

#### **Mental Health Center**

Centre Médico psychologique adulte

3 bis rue Pierre Mendès France – 77200 TORCY

Tel: 01 60 05 61 82

# Emergencies

When immediate care is required

## Free emergency numbers

You have to call the Samu or the firemen **only** when a relative or yourself is in a worrying situation (ex: loss of consciousness...)

You can also call the Samu when you have a medical problem and don't know what to do or no one to turn to.

**To call the Samu, dial 15 or 112**

**To call the firemen, dial 18 or 112**

**Attention: you must speak French and be able to describe the symptoms**

## The hospital emergency departement

### General emergencies

2/4 cours de la Gondoire – 77600 JOSSIGNY

Accueil : 01.61.10.61.10

RER A, get off at 'Val d'Europe' then 10 min walk (800 meters)

Bus: 22, 32, 42 and 44, get off at 'Centre hôpitalier'

## Pediatric emergencies

### Necker-Sick Children Hospital

149 rue de Sèvres – 75015 PARIS

Tel : 01 44 49 40 00

Metro 10 and 13 Duroc

### Robert Debré Hospital – Pediatric specialty

01 40 03 20 00

Metro 10 or 13, get off at 'Duroc'

Metro 6, get off at 'Sève Lecourbe'

Metro 12, get off at 'Falguière'

## Dental Emergencies

### I have a health insurance

#### Emergency dentist in Seine-et-Marne

A duty service is organized on Sunday and during national holidays  
Call 01 60 63 08 08 to know the emergency dentist's contact details

#### SOS Dentaires

87 boulevard du Port-Royal – 75013 PARIS

Tel: 01 43 37 51 00

**RER B**, get off at 'Port-Royal'

During weekdays from 8:00 pm to midnight/Saturday and Sunday all day  
long /School holidays from 8:00 am to 12:00 am noon

All emergency treatments are provided by approved specialists.

### With or without a health insurance

#### Hôpital Pitié-Salpêtrière - Pavillon Gaston Cordier

83 boulevard de l'Hôpital – 75003 PARIS

Tel: 01 42 16 14 52

Emergencies: 24/7

**Metro 6**, get off at 'Chevaleret'

PASS dentaire: 01 42 16 14 41

## Ophtalmologic Emergencies

### With or without health coverage

#### Hôtel-Dieu

1 place du Parvis Notre Dame – 75004 PARIS

Tel: 01 42 34 80 36

**Metro 4**, get off at 'Cité'/'**Metro 1 and 11**, get off at 'Hôtel de Ville'

**RER B and C**, get off at 'Saint-Michel Notre Dame'

## Access to food aid/clothing

Some associations offer an aid to those who cannot afford food or clothes. The following associations are here to bring assistance:

### Les restaurants du cœur of Torcy

2 rue Gérard Philippe – 77200 TORCY      Tel: 01 60 06 46 83

8 min walk from Torcy RER A STATION

**Bus 220** and **421**, get off at 'Torcy RER'

**Bus 211**, get off at 'Médiathèque du Segrais'

**Winter season** (from December to March):

Monday and Thursday from 8:45 am to 12:00 am noon and from 2:00 pm  
to 4:45 pm

**Inter season** (from April to November)

Thursday from 8:45 to 12:am noon and from 2:00 pm to 4:45 pm

Other services: Workshops helping to go back on the job market, French lessons, legal aid, micro-credit, budget assistance, cram school, CAF-related services, cloakroom, library, children-oriented workshops, family or single holiday grant system. All information available at the center or by telephone.

### Champs-sur-Marne Center:

Maison de la solidarité

Place Pablo Picasso – 77420 Champs-sur-Marne

Tel: 01 64 68 57 43

**RER A**, get off at 'Noisiel'+ **Bus 213**, get off at 'Place Pablo Picasso'

**Winter season** (from mid-November to mid-March):

Tuesday and Thursday from 2:00 pm to 4:30 pm

**Inter season** (from mid-March to Mid-November):

Thursday from 2:00 pm to 4:30 pm

Closed from 30 July to 19 August

### Secours Catholique of Val Maubuée

9 cours des Deux parcs – 77186 NOISIEL – Tel : 01 60 05 83 97

RER A – BUS 220 Stop: “Commissariat”. The premises are located at ground level, inside the orange tower. The entrance is opposite side of the main entrance.

#### **Housing (prefectural approval)**

Tuesday from 9:30 to 12 :00 am noon and Friday from 3:00 pm to 6:00 pm

#### **Assistance and listening center**

Monday from 9:00 am to 11:00 am (all year long) and Tuesday from 2:00 pm to 4:00 pm (except during school holidays)

**Clothing for children up to 6 years-old:** Make an appointment, Monday from 2:00 pm to 5:00 pm

**Cram school, children-oriented activities and holiday program:** At the fron desk, Monday morning or Tuesday afternoon

### Secours Populaire Français

Depending on your income, you can receive food packages twice a month, a financial contribution of the families is required.

#### **Noisiel Center:**

9 cours des deux parcs – 77186 NOISIEL Tel: 01 64 62 00 80

Monday, from 2:00 pm to 5:00 pm – Thursday, from 9:00 am to 11:30 am

Food packages available the second and fourth Friday of the month from 8:30 am to 12:00 am noon

**RER A**, get off at ‘Noisiel’ (8 min walk) – **Bus 220**, get off at ‘Commissariat’

#### **Torcy Center:**

6 rue de l’Eau vive – 77200 TORCY Tel: 09 65 22 91 92

Monday and Thursday from 2:00 pm to 4:30 pm

Food packages available the second and fourth Friday of the month from 2:00 pm to 4:30 pm

**Bus 220**, get off at ‘Rive de Maubée’ or ‘Salvador Allende’

#### **Champs-sur-Marne Center**

Maison des solidarités – Allée des Noyers – 77420 Champs-sur-Marne

Tel: 01 60 05 54 64

RER A, get off at ‘Noisiel’ (7 min walk)

Thursday from 1:30 pm to 4:00 pm

Food packages available the second and fourth Friday of the month from 8:30 am to 11:30 am

**These associations of volunteers run thanks to donations. They cannot guarantee full service every time.**

## Children schooling

### **In France, children schooling is compulsory from 6 years old**

Once enrolled, the student must go to school every day. Absences are controlled and can lead to a sanction if they are not justified (justifications: illness, important appointment ...)

In case of absence, you must notify the school as soon as possible, either by phone or on the liaison or correspondence booklet.

### **Primary School (from 6 to 11 years old)**

#### **To get my children enrolled in school, I must:**

Go to the city hall of Torcy – social service with the following documents:

- official documents confirming your marital status
- proof of accommodation (Mister bed)
- certificate of the association which follows me for my administrative procedures (CAFDA, 115 of Paris, etc .....

The application for schooling is presented to the commission which gives authorization for enrolment. The responses will be given to me by telephone. If it is positive, then I must go to the city hall where my child's (children) certificate of enrolment will be issued.

### **School canteen and recreational centers**

**The access to school canteen and recreational centers is to be paid:** a financial contribution is asked to families, depending on their income.

The social service of the city hall of Torcy calculates your family quotient (QF) that will allow you to know if you can receive a reduced rate for the canteen and recreational centers. **It is important to re-evaluate your QF every year.**

The CCAS does not provide any food aid and does not support any bills.



## Middle School and High School (from 12 to 18 years old)

### Social support for middle school et high school

When it exists, the social service for pupils of middle and high school (social worker) can help you if you have family or financial difficulties: scholarships, canteen, school supplies, sports or cultural activities.

### For a first registration for middle and high school

Make an appointment at the **IOC: Information and Orientation Center**  
Square Philippe Lebon - 77185 LOGNES / Tel. 01.64.68.24.81

Open Monday to Friday from 9h to 12h30 and from 13h30 to 17h

RER A - "Lognes" stop

**At the IOC, children will be tested to know in which classes they will be educated**

### Aid for supplies and school insurance (primary, middle and high school)

Charities can also help you pay for school insurance and school supplies, including:

#### **RESTAURANTS DU COEUR**

Gérard Philippe Street - 77200 TORCY

8 min walk from the train station Torcy-RER A / BUS 220 and 421, stop "Torcy RER" / BUS 211, stop "Médiathèque du Segrais"

***Attention: these associations work thanks to donations. Their distribution is made according to what they could receive.***

### Exams in middle and high school

To take the exams, your child will need a piece of identification. In the absence of an identity card, he must present a very recent certificate of education with a photo, certified by the head of the institution where he is registered.

## Internships and learning

As part of the schooling, internships are possible for all students, regardless of the administrative situation of parents and students. For dual or apprenticeship training, students must have a residence permit with work permit.

Young nationals of the European Union do not need this residence permit.

## Getting a scholarship

### Your child is enrolled in junior or senior high school

You can get a scholarship (financial aid given to a family, depending on their global income).

Please ask the administrative staff of the school your child is enrolled in to fill in a file and make a request.

You must provide a **'avis de non imposition'** (French document proving that you do not pay taxes) **given by your local tax office upon request.**

How to get a 'avis de non imposition':

- Go to your local tax office (CDI – Centre des impôts). CASP OF Paris works with the CDI located in the 12<sup>th</sup> district
- Fill in your tax declaration (the amount of all incomes that you received during the previous year).
- The tax office will send you the document within a few months

## Listening Centers for Parents and Children

### **Grain de sel**

Espace petite enfance, place du Front Populaire – 77186 NOISIEL

Tel: 01 60 06 83 30

Monday from 1 :30 pm to 4 :00 pm, Tuesday from 9:00 am to 11:00 am -  
1:30 pm to 4:00 pm, Friday from 9:00 am to 11:00 am

Grain de sel is a place free of charge where confidentiality is guaranteed. It is made for parents and their children up to 6-years-old as well as parents-to-be. You can meet other parents, talk to professionals specialized in young children education and health and fully realize your parenthood abilities thanks to the workshops and conversations you can have with other participants.

### **Grain de café**

Place du Front Populaire – 77186 NOISIEL

Tel: 01 60 06 83 30

Monday from 9:00 am to 12:00 am noon, Wednesday from 9:00 am to  
12:00 am noon – 2:00 pm to 6:00 pm

Grain de café is a family-like place, free of charge, where confidentiality is guaranteed. It is open to parents and grand-parents whose children are more than 6-years-old who wish to get information and share their experiences and issues about parenting. The center also welcomes teenagers in need of emotional and material support (training, job-hunting, health, school issues, emotional distress...)

### **Association La brèche**

23 rue de la Maison Rouge – 77185 LOGNES

Tel: 01 80 45 02 04 (Le Fil service)

Tel: 01 80 45 02 05 (Trapèzes service)

Le Fil is a prevention service aiming at youngsters in great need of emotional support. Trapèzes is a prevention service aiming at helping parents in their parenthood.

## To speak and understand French better

### Arabesque Association:

LCR Baudelaire - 5 rue Charles Baudelaire - 77200 Torcy

Tel: 06 47 06 67 35

e-mail: [arabesque77.torcy@gmail.com](mailto:arabesque77.torcy@gmail.com)

**RER A**, get off at 'Torcy' (10 min walk)

**Bus 211**, get off at 'Baudelaire'

*Arabesque* offers socio-linguistic workshops: to acquire independence in everyday life activities. These are context workshops which will therefore be almost exclusively oral.

These workshops are aimed at foreign people who do not manage French language.

**Subscription: on site, depending on the places available**

**Fees: 100 € per year**

### MJC MPT Camille Claudel Lognes

LCR Les Riverains, 23 rue de la Tour d'Auvergues – 77185 LOGNES

Email: [contact@mjcmtlognes.org](mailto:contact@mjcmtlognes.org)

RER A , get off at 'Lognes' (8 min walk)

The MJC MPT Camille Claudel offers sociolinguistic workshops in which participants can have their first encounter with French language, or improve their language skills. These workshops emphasize on speaking tasks so that the participants can tackle everyday life situation as soon as possible. They are aimed at foreigners from 26 to 65-years-old who do not speak French.

Subscription: depending on availability

Information: 01 60 05 26 49

Fees: 11 € per year

## Public transport

### The "Solidarité transport" card (Discount for public transport)

**Conditions: I can ask for the "Solidarité transport" card if I am a beneficiary of:**

- the basic RSA (increased or not);
- the Specific Solidarity Allowance (ASS), for the unemployed;
- the Supplementary Health Care Coverage (CMUC).

#### **How to get the card:**

Call the « Solidarité Transport » Office at **0 800 948 999**

(Free call from a landline, from Monday to Friday, from 8:00 am to 8:00 pm). You will receive a form to fill in once your profile is created.

Please send the form duly filled in and signed, with a photo, in the joined postage-paid envelope, along with the documents requested (CMU-C certificate, a situation update certificate from Pôle Emploi, a proof of payment from your CAF center, your CAF or CPAM number).

You will receive your Pass Navigo (metro and bus card) free of charge as well as those of your beneficiaries within 3 weeks.

How to charge your Pass Navigo:

- Go to any point of sales (metro station, RATP ticket office etc)
- Follow the instructions at the charging point

You can benefit from a discount or get full cover for all metro lines, suburban trains and buses.

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