

WHAT CAN WE FIND HERE ? (Que trouve-t-on ici ?)

This section is intended for Besançon foreign newcomers and for people who wish to help them.



The different articles on the right present useful addresses and the way to use the different resources in Besançon in the following fields: accommodation, work, health, rights/law, daily life, French learning.

The central part of each field is a summary of the articles and gives essential addresses.

Each field has been translated in two ways:

- for the 9 languages, the central part is called “version courte”.
- For English, Arabic, Russian, Turkish and Serbo-Croatian the whole of the articles is called “version longue”.

All these translations are downloadable and printable on request.

The difficulty of such a section is its updating: so, we thank in advance the institutions, associations or people mentioned in this section for letting us know all useful information in case of changes (this section was written in September 2011).

ACCOMMODATION (se loger)

In France, there are several kinds of accommodations.

- Social housing:

They are designed for people with medium or low wages. This kind of accommodation gives the right to benefit from the “APL” (Aide Personnalisée au Logement) – this is a financial help to pay the rent. It is necessary to have a residence permit to have a social accommodation.

To have some information about the way to apply for social housing you can go on Besançon city’s website on the page <http://www.besancon.fr/index.php?p=957>

- Private housing:

You rent private accommodations to private landlords. To find this kind of accommodation you can for example look in newspapers’ classified advertisements or contact estate agents (their services are not free).

- Accommodations for people in difficulties:

residences, hostels, centres for asylum seekers or refugees.

To receive information and/or support you can contact:

- Proxim’Social - provides information, help and guidance.

(you can go directly to the service or phone).

0805.01.2530 free call from a landline.

You can have access to the service from Monday to Friday from 8.30 a.m. to 12 and from 13.30 to 17.30 - address: CCAS de Besançon, 9 rue Picasso.

- Social workers in Besançon’s “Centres médico-sociaux (CMS)” (health and social care centres). There are several centres in Besançon:

- CMS Bacchus (city centre) – 1 place Bacchus – 03 81 25 87 00

- CMS Planoise – 7 avenue Léonard de Vinci – 03 81 51 00 41

- CMS Saint Ferjeux – 30 rue Caporal Peugeot – 03 81 41 40 10
- CMS Saint-Claude – 6 rue Jean Wyrsh – 03 81 50 31 41
- CMS Tristan Bernard (Palente – Clairs-Soleils) – 19 rue Tristan Bernard – 03 81 25 44 44
- CMS Montrapon – 7 chemin de l'Épitaphe – 03 81 50 42 84

You have to go in the one which corresponds to your neighbourhood.

To have information about housing benefit (“allocations logement”) and know if you have the right to this, you can contact the CAF (Caisse d'Allocation Familiale) of Besançon- 2 rue Denis Papin- Tel: 0.810.25.25.30- www.besancon.caf.fr or the “Mini-CAF” in the neighbourhood of Planoise- 1 avenue de l'Île de France- Tel: 0.810.25.25.30.

Asylum seekers.

They are centres specially designed for asylum seekers' accommodation: the “CADA” (Centres d'Accueil pour Demandeurs d'Asile). The CADA propose accommodations and support for asylum seekers.

You can contact the « Plate-forme d'Accueil et d'Orientation », 20 rue Gambetta- Tel: 03 81 47 99 15- Email: cauda@ahs-fc.fr. You can go there without appointment on Monday, Wednesday and Friday from 10.30 a.m. to 11.30 a.m.

Asylum seekers can find some information, help or support in the «Plate-forme d'Accueil et d'Orientation» even if they are not or do not want to be accommodated in CADA.

Statutory refugees and subsidiary protection beneficiaries.

To access a temporary accommodation centre (called “CPH” (Centre Provisoire d'Hébergement)), you have to contact the OFII (Office Français de l'Immigration et de l'Intégration) – address: 29 avenue Carnot, Immeuble le Vesontio- Tel: 03 81 82 34 31.

Emergency accommodation.

You can contact:

- the SAAS (Service d'Accueil et d'Accompagnement Social).

Address: 10 rue Champrond. Tel: 03 81 41 22 60.

Opening times: Monday from 9am to 12, Tuesday, Wednesday and Friday from

9am to 12 and from 14 to 17.30, Thursday from 14 to 17.30. Outside these times, call by phone the “115”.

- Solidarité femmes - (for women and their children in cases of domestic violence).

Address: 15 rue des roses (Neighbourhood “Palente”) – open from Monday to Thursday from 9am to 18 and on Friday from 9am to 17. Tel: 03 81 81 03 90.

WORKING (Travail)

Non-French nationals need a work permit to work in France.

The permit to work depends of people's country of origin and status.

When a non-French national works legally in France, he has the same rights and duties than French nationals.

“**Pôle emploi**” is an essential organism concerning employment. If you have a work permit, the first thing to do is to register there.

There are several “Pôle emploi” in Besançon. To register, you have to go in the one which corresponds to your neighbourhood.

The different “Pôle emploi” in Besançon:

- *pôle emploi BESANCON CENTRE*, 9 RUE PROUDHON -
- *pôle emploi BESANCON PALENTE*, 10 RUE DES AUBEPINES -
- *pôle emploi BESANCON PLANOISE*, 2 RUE DU COLONEL JEAN MAURIN -
- *pôle emploi BESANCON TEMIS*, 17 A RUE ALAIN SAVARY -

Website: <http://www.pole-emploi.fr/accueil/>

Some public and private organisms can help and guide job seekers. The services of guidance, help, advice... regarding employment (CV, covering letters, job offers search, vocational guidance...) are most of the time free.

- For young people from 16 to 25 years-old: “**Mission locale**”

Address: 5 rue de la Cassotte - Tel: 03.81.85.85.85

<http://missionlocale-grandbesancon.org/>

- For all: “permanences emploi” in different “Maisons de quartier” (neighbourhood community centres): Palente, Clairs Soleils, Montrapon, Planoise, Grette/Butte, Rosemont/Saint Ferjeux/Amitié.

- For women specific requests and needs: “CIDFF” - Centre d'Information sur les Droits des Femmes et des Familles (women and family rights information centre). Address: Espace associatif, 14 rue Violet – Tel: 03 81 83 48 19 – national website: <http://www.infofemmes.com>

You can find many information on the website « *Portail Emploi Formation en Franche-Comté* »

<http://www.formation-emploi.org/>

On this website, you can find many useful information and addresses regarding employment in Franche-Comté region (job search, trainings, accreditation of prior experience and learning, skills assessment, agenda of events linked with employment...).

Learning French (Apprendre le français)

There are two different concepts :

-literacy tuition for people who have never been to school

-*Français Langues Etrangères* -FLE- (French Foreign Languages) aimed at people who have been taught in their mother tongue at school.

Learning French : How does it work in France?

There are three different situations :

-People who have been in France for less than 2 years and who sign the *Contrat d'accueil et d'intégration* -CAI-(Welcoming and Integration Contract).

The *OFII* : *Office Français de l'Immigration et de l'Intégration* (French Office for Immigration and Integration) is in charge of advising people who need to learn French on which authorized training centres to go. After the training courses, one has to sit an exam called *DILF Diplôme Initial de Langue Française* (Initial Diploma for French Language) mainly based on oral skills. This diploma is required to get a residence permit. The training courses are free.

-People who live legally in France and are seeking a job : they may have access to training courses which costs are covered.

Pôle Emploi, the Mission locale or other bodies that help to find a job are in charge of advise these people.

-People who are not seeking a job or illegal migrants can register in maison de quartier (equivalent of community centres) or associations that provide French classes.

Learning French where to go in Besançon ?

-Office Français d'Immigration et d'Intégration (OFII)

Immeuble « Le Vesontio » 29, avenue Carnot 25000 Besançon. Tél. : 03 81 82 34 31

- pôle emploi Besançon Centre, 9 rue Proudhon

- pôle emploi Besançon Palente, 10 rue des Aubépines

- pôle emploi Besançon Planoise, 2 rue du Colonel Jean Maurin

- pôle emploi Besançon Thémis, 17 A rue Alain Savary

- For young people from 16 to 25 years old : la Mission locale

5 rue de la Cassotte - Tel: 03.81.85.85.85

- Associations and community centres exist in 9 neighborhoods in the city of Besançon, they are opened to everybody and offer to take part in 2 classes every week.

For more information you can ask the MJC de Palente that is coordinating the activities

24 rue des Roses - tel : 03 81 80 41 80

Or to each community centres :

Maison de quartier de Planoise

Centre Nelson Mandela

13 avenue de l'Île de France. Tél. : 03 81 87 81 20

Maison de quartier Grette/Butte

Association AGIR abcd

31 bis, rue Brûlard. Tél : 03 81 87 82 40

Maison de quartier Montrapon Fontaine-Ecu

1, place Pierre de Coubertin. Tél : 03 81 87 82 80

Espace associatif et d'animation des Bains Douches (Battant)

1, rue de l'École. Tél. : 03 81 41 57 58

MJC Besançon – Clairs Soleils

Centre Martin Luther King. Tél : 03.81.41.55.66 ou 03.81.50.69.93

Comité de Quartier Rosemont St-Ferjeux

1 avenue Ducat. Tél : 03 81 52 42 52

Centre social des Chaprais / Viotte

ASEP – 22 rue Résal. Tél : 09 81 80 66 83

Comité de quartier de St Claude

5, rue Jean Wyrsh. Tél 03 81 50 62 25

HEALTH (Santé)

With the French health system, everyone can have access to health care whatever his situation and nationality.

With the “*protection maladie*” (French health system to help people to have access to health care) people can have access to health care at low cost.

It is better to ask for the “protection maladie” before being ill.

A person in legal situation has a “couverture sociale » (social cover) with a “sécurité sociale” number (“sécurité sociale”= French system of social cover):

- or because she works (or is attached to her spouse who works).
- or, if she does not work, because she is in France for more than 3 months.

This cover is made of the basic “sécurité sociale” and supplementary insurances: “mutuelles”, private insurances, “CMU” (Couverture Maladie Universelle) or “AME” (Aide Médicale d’Etat).

The “CMU complémentaire” and the “AME” are granted on certain conditions. They give access to several medical cares (doctor, dentist, hospital, laboratory, pharmacy) – without paying or paying almost nothing.

Centre de sécurité sociale de Besançon (Besançon “sécurité sociale” centre) → **CPAM du Doubs** - address: 2 rue Denis Papin – tel: 36 46 (national phone number – about 6 cents (euro) per minute)).

- Official national website: www.ameli.fr
- Doubs department website: http://www.ameli.fr/employeurs/votre-caisse-doubs/index_doubs.php

Without money and /or without “protection maladie”, people can go without any condition at:

- La **PASS (Permanence d’Accès aux Soins de Santé)**: la PASS is in the hospital *Jean Minjot* – address: 3 boulevard Alexandre Fleming (near the neighbourhood of “Planoise”/ “Chateaufarine”).

People who do not have money or not much and/or do not have “protection maladie » can receive necessary health cares at la PASS of the hospital in every situation if they need it. It is free. There, they can consult a doctor, receive information (about their rights for example), be guided and obtain if necessary a medical paper aimed at accelerating the opening of their rights at the “Sécurité sociale”.

Open from Monday to Friday from 8:30am to 16:30 – Tel: 03 81 66 86 81.

- **Médecins du monde** - 7 rue Champrond – 03 81 51 26 47.
- **France humanitaire** – free dental care – Address: 10 avenue Fontaine Argent – Tel: 03 81 80 97 13 – you can go without appointment on Thursdays from 14 to 17.

You can find more information on the “livret de santé de l’INPES » from the web page <http://www.lasantepourtous.com/liste-des-langues.htm>

Emergencies

- Hôpital *Jean Minjoz* – emergency department – Address: 2 Boulevard Fleming – Tel: 03.81.66.81.66
- Doctor on call in Besançon → Tel: 36 24
- On duty pharmacy → call the police station: 03 81 21 11 22
- Fire brigade → Tel: 18
- SAMU – (emergency medical service) → Tel: 15
- Police emergency services → Tel: 17
- SOS Médecins (emergency medical service) - Address: 20 avenue Ile de France – Tel: 0826.88.24.24
- Child abuse → Tel: 119

Useful addresses

- **Hopital *Saint-Jacques*** (hospital) - Address: 2, place Saint-Jacques (city centre) Tel: 03 81 66 81 66
- **CICS - Centre d'Information et de Consultation sur la Sexualité** (Information and consultation centre on sexuality) – Tel: 03.81.83.34.73.

- **CDAG - Centre de dépistage anonyme et gratuit** (anonymous and free screening of Aids, hepatitises and sexually transmitted infections - Address: 15 rue Denfert Rochereau - Tel: 03 81 65 44 50.
- **Comede** (Comité Médical pour les Exilés) answering service: to have information on the access to health care and to a “protection maladie” (French health system to help people to have access to health care) - Tel: 01 45 21 63 12 on Monday, Tuesday, Wednesday and Friday from 9am to 13.

INFORMATION - GUIDANCE - HELP

- **Social workers of the “Centre médico-social (CMS)”** (health and social care centre) of your neighbourhood.
- **Proxim’Social** - Tel: 0805.01.2530
- **Solidarité femmes**: women abuse - Tel: 03 81 81 03 90.

Mental health: les “Centres Médico-Psychologiques” (CMP) → medical and psychological centres.

Free reception and care (without accommodation) of adults suffering from mental disorders. Specialised consultations for people in personal or family crisis. Go in the CMP of your neighbourhood:

- CMP Jules Verne - Address: 2, rue de l'industrie - Tel: 03.81.40.38.00
- CMP Blaise Pascal - Address: 5, rue Blaise Pascal- Tel: 03.81.41.85.40
- CMP Le point du jour - Address: 15, avenue Denfert Rochereau - Tel: 03.81.25.43.34

Interpreting

People who do not speak French or English have to be accompanied as long as possible by an interpreter or a friend or relative who speaks his tongue and French (or English) in their different consultations.

When there is no interpreter, the website “TRADUCMED” (<http://www.traducmed.fr>) can help patients and the medical staff to communicate and can help the medical staff to consider and understand patients’ health state as it proposes sound translations for different languages.

DAILY LIFE (Vie quotidienne)

To discover your new city and its services you can have information at:

Besançon Info'cité

This reception and information service helps you with your everyday life questions: accommodation, health, culture, leisure, family, sports, childhood, environment, administrative procedures, daily and practical life...

You can find this service at "l'Hôtel de ville" (city hall), located "place du 8 septembre (place Saint Pierre)".

From Monday to Saturday from 9:30 am to 12:30 and from 13:30 to 17:30.

By phone: 03 81 625 625 - from Monday to Friday from 8am to 12:30 and from 13:30 to 18.

http://www.besancon.fr/index.php?p=1161&art_id=3993

CRIJ (Centre Régional d'Information Jeunesse)

It is an essential place of information for young people under 30.

Address: 27 rue de la République – Tel: 03 81 21 16 16.

Leisure and culture

Numerous possibilities according to the interests and desires of each one: cinema, theatre, dance, reading (libraries), music, visits, museums, shows, multimedia libraries, walks, painting, meeting people, cooking, nature walks, cultural outings, manual or sports activities, events, celebrations...

Les **maisons de quartiers** (neighbourhood community centres) propose services, entertainment, cultural and sports activities, for adults and children. Many activities are free or not expensive.

With the cards « **carte avantages jeunes** » and « **carte vie quotidienne** » you can have access to all multimedia libraries, activities centres and municipal "cyber-

bases » (internet accesses). These cards give the right to reductions, free services or activities for culture, leisure and daily life.

Many associations propose activities and support different causes. Notably, there are numerous foreign nationals associations where you can meet compatriots, and human rights protection associations which can help you. The *Centre 1901* publishes a directory of associations. You can get it free directly at the *Centre 1901* or at the *Hôtel de Ville* (city hall) reception (located “place du 8 septembre »).

Centre 1901 – address: 35 rue du Polygone, Entrée (entrance) rue Michel Servet –
Tel: 03.81.87.80.82.

You can find **some foreign or foreign languages books, newspapers and magazines** in libraries, multimedia libraries (free consultation) and at the “Maison de la Presse » in city centre.

For people who are isolated or in difficulty:

Proxim’Social - provides information, help and guidance.

(you can go directly to the service or phone).

0805.01.2530 free call from a landline.

You can have access to the service from Monday to Friday from 8:30am to 12 and from 13:30 to 17:30 - address: CCAS de Besançon, 9 rue Picasso.

Rights (Droit)

In France, the body that advises and guides newcomers is the OFII : *Office Français d'Immigration*

et d'Intégration : French Office for Immigration and Integration.

Immeuble « Le Vesontio » 29, avenue Carnot 25000 Besançon

Tél. : 03 81 82 34 31

e-mail : besancon@ofii.fr

In case of difficulty with French, writers called *écrivains publics* can help you to write every type of documents. Ask for information to community centres or to the Town Hall (place du 8 septembre).

Foreigners Rights Association can accompany people who have trouble legalizing their status in France. They are based 13E, rue Brulard, 7ème étage.

CDDLE (*Comité de défense des droits et libertés des étrangers*) Foreigners Rights Defence

Association Tél. 03 81 47 14 53

CIMADE : Tél. 03 81 86 20 11

· **In France, men and women have equal rights.**

Associations for women and/or families :

CIDFF (*Centre d'Informations des Droits des Femmes et des Familles*) Information Centre for

Women and Families Rights

14 rue violet – 03 81 83 48 19.

Women solidarity (abuses on women)

15 rue des roses (Palente) – 03 81 81 03 90.

Tél : 39 19 *Violences Conjugales Info* (Partner Abuse Information)

· **School is a right for every children** who lived in France, whether they are French or foreigners. School is free and mandatory until 16 years old.

Information : Besançon Town Hall, Direction Education, 2 rue Mégevand. Entrance Hall

· **There are many very important official documents :**

- It is strongly recommended to keep the official documents safe and make photocopies of each of them.
- be careful with details and deadlines of administrative documents : for example, the driving licence of the native country must be switched before the end of the first year of the residence permit.
- read very carefully any contract before signing it.