

EMERGENCY SHELTER GUIDE

2023/2024



Where to seek help



3 Places to eat



11 Places to take shelter
for the night



16 Places to wash



19 Places to find,
wash and store clothes



23 Daytime drop-in centres



31 Places to use as an address

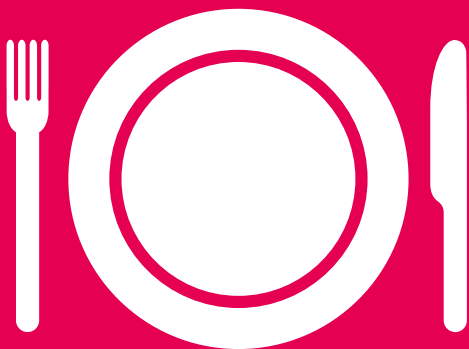


33 Places to access healthcare



38 Need help with a procedure?

**This guide was produced in collaboration
with emergency shelter partners
and beneficiaries.**



PLACES TO EAT

metropole.nantes.fr/aide-alimentaire





MEAL DISTRIBUTION, FOOD DISTRIBUTION AT FIXED LOCATIONS AND MOBILE OUTREACH

1 Espace Agnès Varda (City of Nantes)

Social restaurant

Monday to Friday from 11:30am to 1:30pm

 16 rue Pierre Landais - Nantes

Tel. : +33(0)02 40 41 53 00

Busway 5 - stop: Gare de l'État

2 5 Ponts

Eaux vives

Social restaurant

Monday to Friday from 12pm to 2pm

 12 allée Nicole Girard-Mangin - Nantes

Bus 26 - stop: Gustave Roch

Bus C5 - stop: Nizan or République

Tram lines 2 et 3 - stop: Mangin

3 ABEJ

Small-scale food distribution - stop: Haluchère

The 1st and 3rd Tuesdays of the month from 8:30pm to 10pm


 Rue de la Petite Baratte - Nantes

Tram line 1 - stop: Haluchère-Batignolles

4 Action froid

Mobile outreach - food, hygiene and social support

Fridays from 8pm

 City Centre, starting point: 9 chaussée de la Madeleine (opposite Hôtel-Dieu) - Nantes

5 ADRA

Mobile outreach - food, hygiene and social support

Sundays from 11:30am to 2pm


No mobile outreach on 24 December 2023
or Sunday 28 January 2024

 City centre - Nantes

6 Aidons notre prochain

Food distribution

Every second Sunday from 7pm


 Talensac - Nantes

Tram line 2 - stop: 50 Otages

7 Aumônerie des étudiants nantais

Food distribution

Sundays from 7:15pm to 8:45pm

 Outside Galeries Lafayette


Tram lines 2 and 3 - stop: Commerce

Buses C2, C3, 11 and 26 - stop: Commerce

8 Hom'less

Food distribution

Fridays from 8pm


 Talensac - Nantes

Tram line 2 - stop: 50 Otages

Buses 12, 23 and C2 - stop: Talensac

9 L'Autre Cantine

Every day from 7pm

 Talensac - Nantes


Tram line 2 - stop: 50 Otages

10 L'ordre de Malte

• Food distribution

Sundays from 9am to 11:30am

(from 12 November 2023 to 31 March 2024)

 Square la Psalette behind the cathedral

Cours Saint-Pierre - Nantes



11 The Red Cross

• The Red Cross van

Saturdays from 7:15pm to 8:30pm

11a Pirmil - Nantes

Tram lines 2 and 3 - stop: Pirmil

Saturdays from 8:45pm to 10pm

11b Talensac - Nantes


Tram line 2 - stop: 50 Otages

• Mobile outreach on Sundays from 6pm to 10pm

12 Le Devoir d'agir

Mobile food outreach

Fridays from 6:45pm to 8pm, from 10 November 2023

 City Centre / Talensac / Manufacture / Gare Sud train station


13 Les P'tits gilets

Mobile outreach

Monday evenings from 7:15pm to 10:30pm

Schedule on their website, see link:

<https://associationlesptitsgilets.org/lassociation/nos-actions/>

 City Centre / Talensac / Saint-Mihiel / Train station

14 Les Restos du cœur

• Bus du cœur - food

Monday to Friday from 8pm to 8:45pm

14a Pirmil - Nantes

Tram lines 2 and 3 - stop: Pirmil

Monday to Friday from 9pm to 9:45pm

14b Nantes


Tram line 2 - stop: 50 Otages

Buses 12, 23 and C2 - stop: Talensac

- **Mobile outreach - food, hygiene and social support**
Monday to Friday from 6pm to 11:30pm

- **Day centre for homeless women**
Lunch served

Mondays, Tuesdays, Thursdays and Fridays
from 12pm to 1:30pm

- 14c  2 bis boulevard Boulay Paty - Nantes
Tram line 3 - stop: Rond-point de Vannes
Bus 10 - stop: Boulay Paty


- 15 **Saint Vincent de Paul**
Mobile food outreach

Wednesdays from 8pm to 10pm

 City Centre

- 16 **Un Brin de Causette**
Breakfast

Monday to Saturday from 7am to 10:45am

 1 bis rue Sarrazin - Nantes
Tram line 3 - stop: Jean Jaurès

DISTRIBUTION OF FOOD PRODUCTS OR PARCELS UPON REGISTRATION WITH VOLUNTARY ORGANISATIONS

- 17 **Cafej 44**
Mobile food outreach

Thursdays from 7:30pm to 8:30pm

 Place de la Petite-Hollande - Nantes
Tram line 1 - stop: Médiathèque




18 **CampuSolidaire**

Distribution of food parcels

One Thursday a month from 6pm to 8pm

Registration required by email: campusolidaire@gmail.com

 Santos Dumont municipal hall
11 rue Santos Dumont - Nantes

Tram line 2 - stop: Santos Dumont

19 **Diaconat protestant**


• Distribution of food products

Registration required, only in January
(registration valid for the year)

Tuesdays from 1pm to 4:30pm

• Solidarity kitchens, third-party food outlets

Registration on Mondays and Thursday mornings
on +33 (0)6 86 89 45 05

 15 bis place Édouard Normand - Nantes

Tram line 3 - stop: Viarme-Talensac

20 **The French Red Cross**

Mondays, Tuesdays, Thursdays and Fridays from
1:45pm to 4:30pm

Antenne Trébuchet

 10 rue d'Athènes - Nantes

Bus 80 - stop: Tréca


Bus C7 - stop: Bois des Anses

Bus 87 - stop: Helvétie

21 **La SurpreNantes Épicerie**

Food distribution for students only

Mondays from 5pm to 6:45pm

 local C015 Censive campus Tertre - Nantes

Tram line 2 - stop: Facultés

22 Les œuvres sociales de la fraternité

Distribution of food products

Wednesdays from 9:30am to 12pm

Registration required every Tuesday (places are limited)

 3, 5 rue Amiral du Chaffault - Nantes

Tram line 1 - stop: Du Chaffault

23 Les Restaurants du cœur

Distribution centres

• Benelux

Mondays from 6pm to 7:30pm, Fridays from 10am to 12pm and from 1:30pm to 3:30pm, Saturdays from 10am to 12pm (except during school holidays)

In July and August, Fridays from 10am to 1pm

Upon registration

Mondays from 3pm to 5pm and Thursdays from 5pm to 7pm on +33(0)9 83 56 34 68 (closed on public holidays)

23a  3 rue du Benelux - Nantes

Buses 80 and 87 - stop: Benelux

• Dalby

Mondays from 2pm to 4:30pm, Tuesdays and Thursdays from 10am to 12pm and from 2pm to 4:30pm, register on Wednesdays and Fridays from 10am to 12pm

23b  7 rue des Stocks - Nantes

Tram line 1 - stop: Moutonnerie

24 Secours Catholique - Espace Gambetta

Solidarity kitchens, third-party food outlets

Registration on +33(0)2 40 74 00 70 or on site every morning from 9:30am to 12pm

Saturdays from 10:30am to 1pm

 98 rue Gambetta - Nantes

Buses 11, 12 and C1 - stop: Trébuchet



25 **Le Secours Populaire**

Welcome service and food solidarity by appointment for registered persons.

For non-registered persons without appointment during opening hours.

Access to self-service food from Monday to Friday,

from 9:30am to 11:30am and from 1:45pm to 4:30pm

Closed on public holidays.

 16 rue du Maine - Nantes

Tel.: +33(0)2 40 74 48 41

Tram line 3 - stop: Poitou

Bus C2 - stop: Bruneau

26 **Saint Vincent de Paul**

Distribution of food products

Tuesdays, Wednesdays and Thursdays from 2pm

to 4pm by appointment

 115 boulevard de la Liberté - Nantes

Bus 10 - stop: Cabrol


27 **Tinhikmou**

Food distribution

Tuesdays, Thursdays and Fridays from 5:30pm to 6:30pm

Saturdays from 3:30pm to 5:30pm

Sundays from 1:30pm to 2:30pm

 43 boulevard Gustave Roch - Nantes


Bus 26 - stop: Gustave Roch

28 **Vérité partage**

Distribution of food products

Every 3rd Thursday of the month from 1:30pm to 4pm

Every 1st Friday of the month from 1:30pm to 4pm

 14 boulevard Gustave Roch - Nantes

Tram lines 2 and 3 - stop: Vincent Gâche



PLACES TO TAKE
SHELTER
FOR THE NIGHT

metropole.nantes.fr/ou-dormir





Call 115 for the emergency shelter hotline

Free of charge 24/7, 115 is intended for everyone, including members of the public wishing to report a situation of distress, and professionals seeking information or advice in relation to an emergency situation:

- to request accommodation
- to ask for advice or information on a social service
- to report that someone is living on the street or in a squat and is in difficulty
- to request a visit from the SAMU Social humanitarian emergency service

29 Ôvives welcome centre - 5Ponts Mixed night shelter

Open every day

- 📍 12 allée Nicole Girard-Mangin - Nantes
- Bus 26 - stop: Gustave Roch
- Bus C5 - stop: Nizan or République
- Tram lines 2 et 3 - stop: Mangin

EMERGENCY AND CONTINUITY ACCOMMODATION CENTRES REFERRED BY 115

30 CHRS AMETIS

"La Tannerie" site

Association Saint-Benoît Labre

- 📍 10 rue de la Tannerie - Nantes
Buses 10 and C1 - stop: Jean Macé
Bus 81 - stop: Liberté
Tram line 1 - stop: Égalité

31 Foyer de Rezé - Association Trajet

- 📍 2 rue Georges-Boutin - Rezé
Bus 30 - stop: Le Corbusier
Bus 97 - stop: Clos Bonnet

NIGHT SHELTER FOR HOMELESS WOMEN

32 Foyer Saint-Martin (Les Eaux vives)

Open 6pm to 9am, 7 days a week

- 📍 16 boulevard Maréchal Juin - Nantes
Buses 81 and C20 - stop: Bois Hardy



ACCOMMODATION FACILITIES, THROUGH YOUR REFERRING SOCIAL WORKER

33 **Hôtel social**

(Saint-Vincent de Paul Society)

📍 2 bis rue Bertrand Geslin - Nantes

Tel.: +33(0)2 40 71 74 09

Buses 23, C1 and C3 - stop: Édité de Nantes

Buses 26, 54 and C6 - stop: Delorme

34 **Les colocs Lazare (association Lazare)**

Shared single-sex housing for women and men

📍 3 rue du Refuge - Nantes

To apply for shared housing: www.lazare.eu

Buses 11, 12, C1 and C6 - stop: Foch-Cathédrale

Busway 4 - stop: Foch-Cathédrale

35 **ADELIS Ma Demande Habitat Jeunes**

for 16-30 year olds: apply for studios

furnished accommodation only at:

www.locstudio.fr

www.mademande-habitatjeunes.fr

Tel.: +33(0)2 52 56 02 70 - +33(0)2 51 86 73 00

36 **Édit de Nantes Habitat Jeunes**

for 18-30 year olds

- **Furnished studios**


Housing application form at:
www.edit-nantes.fr

- **CLLAJ Passerelle Nantes Pays de la Loire**

(local committee for independent housing for young people aged 18 to 30)

Helping young people find and stay in accommodation

Reception open Monday, Tuesday and Thursday from 9am to 12:30pm and from 1:30pm to 6pm, Wednesday and Friday from 1:30pm to 6pm.

 9 rue de Bréa - Nantes


Tel.: +33(0)2 40 69 61 72

Tram line 1 - stop: Médiathèque or Chantiers navals

37 **SOLIDARITÉS Femmes Loire-Atlantique**

Single women and women with children, victims of domestic or family violence.

Shelter facilities (emergency, safety and temporary accommodation) to ensure safety are available once the situation has been assessed.

 23 rue Jeanne d'Arc - Nantes

Tel.: +33(0)2 40 12 12 40

Tram line 2 - stop: 50 Otages

Buses 12, 23 and C2 - stop: 50 otages



PLACES TO WASH

metropole.nantes.fr/ou-se-laver



38 **Showers at Espace Agnès Varda**

Mondays, Tuesdays, Wednesdays and Fridays
from 8:30am to 3:30pm

Thursdays from 8:30am to 1:30pm

Saturdays from 8:30am to 12:30pm

 16 rue Pierre Landais - Nantes

Tel.: +33(0)02 40 41 53 00

Busway 5 - stop: Gare de l'État

39 **5 Ponts**

Eaux vives

Access to showers from Monday to Sunday,
from 10am to 5pm

 12 allée Nicole Girard-Mangin - Nantes

Bus 26 - stop: Gustave Roch

Bus C5 - stop: Nizan or République

Tram lines 2 et 3 - stop: Mangin


40 **Et ma douche ?**

Mobile hygiene outreach

Mondays, Tuesdays and Thursdays from 6:30pm

Every 3rd Wednesday of the month

Hygiene kit distribution at 7pm

 Talensac - Nantes

Tram line 2 - stop: 50 Otages

Buses 12, 23 and C2 - stop: Talensac




41 **Les Restos du cœur**

Day centre for homeless women

Access to showers

Mondays, Tuesdays, Thursdays and Fridays from 10am to 4pm


 2 bis boulevard Boulay Paty - Nantes
Tram line 3 - stop: Rond-point de Vannes
Bus 10 - stop: Boulay Paty

42 **La Halle aux Bagages**

Association Saint-Benoît Labre

Access to showers on Tuesdays from 10am to 12pm
by appointment on +33(0)6 81 67 79 14

Accessible only to persons registered at the luggage storage

 10 rue de la Tannerie - Nantes
Buses 10, 81 and C1 - stop: Bas Chantenay

- **Find a list of public toilets and water fountains here:**

metropole.nantes.fr/toilettes-publiques

- **Access to free sanitary protection in various dispensers in Nantes:**

Consult the map:

metropole.nantes.fr/zerotabou



PLACES TO FIND, WASH AND STORE CLOTHES

**[metropole.nantes.fr/ou-trouver-
laver-vetements](https://metropole.nantes.fr/ou-trouver-laver-vetements)**





CLOTHING DONATIONS, EMERGENCY CLOAKROOMS, SECOND-HAND CLOTHES

43 Vestiboutique - French Red Cross

Tuesdays and Thursdays from 9:30am to 12pm and from 2pm to 5pm and every 1st Saturday of the month from 9am to 12pm

📍 10 rue d'Athènes - Nantes

Tel.: +33(0)2 51 89 10 70

Bus 80 - stop: Tréca

Bus C7 - stop: Bois des Anses

Bus 87 - stop: Helvétie

44 Saint Vincent de Paul

By appointment on Tuesdays, Wednesdays and Thursdays from 2:30pm to 4:30pm only for beneficiaries known to the organisation
Except during school holidays

📍 115 boulevard de la Liberté - Nantes

Tel.: +33(0)2 51 80 97 25

Buses 10 and 11 - stop: Mairie de Chantenay

Tram line 1 - stop: Égalité

45 Secours populaire

45a Ernest - Secours populaire

Tuesdays and Fridays from 2pm to 4:30pm

📍 2 rue des Salorges

Tram line 1 - stop: Gare maritime

45b Fripes & bidules - Secours populaire

Monday from 2pm to 5pm

Tuesday, Thursday and Friday from 10am to 1pm and from 2:30pm to 5pm

📍 31 chaussée de la Madeleine - Nantes

Tram lines 2 and 3 - stop: Aimé Delrue

46 **Association La Fraternité**

Free clothing distribution Monday to Friday
from 9:30am to 11:45am
"VETI" and "BRIC" second-hand shops: Monday,
Wednesday and Friday from 2pm to 5:30pm

 3 rue Amiral du Chaffault - Nantes

Tel.: +33(0)2 40 69 37 63

Buses 11, 23 and C1 - stop: Mellinet

Tram line 1 - stop: Amiral Du Chaffault

47 **Free-shop - L'autre Cantine**

Saturdays from 2pm to 5pm

 18 rue de Cornulier - Nantes

Buses C2, 54 and 63 - stop: Gare sud




LAUNDRY SERVICE

48 **Hepdalé laundrette**

Access with a card issued by the Municipal Centre for
Social Action (CCAS) or vouchers issued by authorised
organisations.

Mondays and Tuesdays from 9am to 12:30pm and from
2pm to 5pm

Wednesdays, Thursdays and Fridays from 9am to 12:30pm

 21 avenue de la Vendée - Rezé

Tram line 3 - stop: Espace Diderot

49 **Espace Agnès Varda**

Hepdalé Laundrette laundry service

Tuesdays and Fridays from 9am to 12:15pm

 16 rue Pierre Landais - Nantes


Tel. : +33(0)2 40 41 53 00

Busway 5 - stop: Gare de l'État

50 **Les Restos du cœur**

Laundry service, day centre for homeless women

Mondays, Tuesdays, Thursdays and Fridays from 10am to 2pm

 2 bis boulevard Boulay Paty - Nantes
Tram line 3 - stop: **Rond-point de Vannes**
Bus 10 - stop: **Boulay Paty**



LUGGAGE STORAGE

51 **La Halle aux Bagages**

(Association Saint-Benoît Labre)

Items left unclaimed after three months will be removed from storage.

Mondays from 10am to 12pm and from 2:30pm to 4:30pm

The 2nd and 4th Tuesday of the month from 2:30pm to 4:30pm

Wednesdays, Thursdays and Fridays from 2:30pm to 4:30pm

Appointment recommended on +33(0)6 81 67 79 14

 10 rue de la Tannerie - Nantes
Buses 10, 81 and C1 - stop: **Bas Chantenay**

Le Carillon de Nantes - (La Cloche)

Free everyday services (access to toilets, glass of water, phone charging, etc.) and “pay it forward” products, provided by a network of solidarity shops (logos in the window).

List of retailers available from social partners and at La Cloche.



DAYTIME DROP-IN CENTRES

metropole.nantes.fr/accueil-jour





52 Espace Agnès Varda (City of Nantes) 

Day centre

Mondays, Tuesdays, Wednesdays and Fridays
from 9:30am to 5pm

Thursdays from 9:30am to 3pm

Saturdays from 9:30am to 2pm

 16 rue Pierre Landais - Nantes

Tel.: +33(0)2 40 41 53 00


Busway 5 - stop: Gare de l'État

53 Day centre for families (Nantes City Council)

On referral. Parents with minor children, pregnant women. Day centre: kitchen, games room, rest area, etc.

Monday, Tuesday, Wednesday and Friday
from 9:30am to 4:30pm

Thursdays from 9am to 3pm

 6 rue de Hercé - Nantes (Île de Nantes area)

Tel.: +33(0)2 40 41 32 80

Tram lines 2 and 3 - stop: Vincent Gâche

Bus C5 - stop: Nizan


Bus 26 - stop: République

54 L'abri des familles

Day centre for couples and single-parent families
with minor children

Relaxation area, kitchen, activity room, French as a
Foreign Language (FLE) workshop and classes for
children not attending school

Monday to Friday from 9am to 4pm

 12 boulevard Gustave Roch - Nantes

Tram line 2-3 - stop: Vincent Gâche

55 Ôvives welcome centre - 5Ponts 

- **Day centre**

Every day from 10am to 6pm

- **Café solidaire**

Monday to Friday from 11am to 5:30pm

 12 allée Nicole Girard-Mangin - Nantes

Bus 26 - stop: **Gustave Roch**


Bus C5 - stop: **Nizan or République**

Tram lines 2 et 3 - stop: **Mangin**

56 Écoute de la rue 

Mondays, Wednesdays and Fridays from 9am to 11:30am

Tuesdays and Thursdays from 2pm to 4:30pm

 43 rue de Coulmiers - Nantes

Tram line 1 - stop: **Moutonnerie**


57 L'Acôthé (CAARUD)

Monday to Friday from 10am to 12pm

Mondays and Wednesdays from 1pm to 4pm

Tuesdays from 4:30pm to 6pm

Women's Space: Tuesdays from 1pm to 4pm

 1 bis boulevard de Launay - Nantes

Tram line 1 - stop: **Chantiers Navals**



58 La Cloche  *Outdoors only*

• **Wattignies**

Wednesdays from 9:30am to 11:30am

58a  13 bd des Martyrs Nantais de la Résistance - Nantes
Tram lines 2 and 3 - stop: Wattignies

• **Le Grand Bain**


Mondays from 5:30pm to 7pm

58b  20 allée de la Maison Rouge - Nantes
Tram lines 2 and 3 - stop: Hôtel Dieu

59 La Maison

Day centre

Mondays, Tuesdays, Thursdays and Fridays
from 9am to 12pm

 17 rue Joseph Turbel - Rezé
Tram line 2 - stop: Pont Rousseau

60 ANEF Ferrer Maison d'accueil de jour (day centre)

Mondays, Tuesdays, Thursdays and Fridays
from 10am to 12pm

 2 rue Francisco Ferrer - Nantes
Tram line 1 - stop: Moutonnerie

61 La Maison des Familles de Nantes

Public: families (parents with or without their children of all ages). Kitchen, socialising, workshops, rest
Tuesday and Friday from 9am to 4pm (meals cooked together)
Wednesday from 9am to 12:30pm and from 1:30pm to 5pm (parents and children activities)
Thursdays from 9am to 12:30pm and from 1:30pm to 4pm

 17 rue Étienne Coutan - Nantes
Tel.: +33(0)9 72 53 80 40
Tram line 1 - stop: Romain Rolland

62 La R'SSOURCE

Day centre for 16-25 year olds

Walk-in centre: Monday, Tuesday from 2pm to 4:30pm; Wednesday, Thursday and Friday from 10am to 12:30pm; women's drop-in sessions on Wednesdays from 10am to 12:30pm; group action on Wednesdays from 2pm to 4:30pm upon registration


 124 boulevard Dalby - Nantes
Tram line 1 - stop: Moutonnerie

63 Le Logis Saint-Jean

Day centre, snacks/coffee


Mondays, Wednesdays and Fridays from 1pm to 4pm

 11 rue du Chapeau rouge - Nantes
Buses 23, 26, 54, C1, C3 and C6 - stop: Saint Nicolas

64 Les œuvres sociales de la fraternité  *Outdoors only*

Day centre and mutual aid


Monday to Friday from 9:30am to 12pm
By appointment on +33(0)2 72 74 90 24

 3, 5 rue Amiral du Chaffault - Nantes
Tram line 1 - stop: Du Chaffault

65 Les Restos du cœur

Day centre for homeless women

Mondays, Tuesdays, Thursdays and Fridays from 10am to 4pm

 2 bis boulevard Boulay Paty - Nantes
Tram line 3 - stop: Rond-point de Vannes
Bus 10 - stop: Boulay Paty



66 Le Secours catholique
Gambette day centre – Guidance and coffee

Monday to Friday from 9:30am to 12pm

 98 rue Gambetta - Nantes
Buses 11, 12 and C1 - stop: Trébuchet


67 CAFEJ44
Day centre

Centre Dulcie September
Wednesdays from 9am to 11am

 5 rue Fénelon - Nantes
Buses 11, 12, C1 and C6 - stop: Hôtel de Ville

68 Un brin de caouette
Breakfast


Wednesday to Saturday from 7am to 10:45am

 1 bis rue Sarrazin - Nantes
Tram line 3 - stop: Jean Jaurès

69 SOLidarités Femmes Loire-Atlantique

Single women and women with children, victims
of domestic or family violence

Monday, Wednesday, Thursday and Friday
from 9:30am to 5:30pm (closed on Tuesdays)

 23 rue Jeanne d'Arc - Nantes
Tel.: +33(0)2 40 12 12 40
Tram line 2 - stop: 50 Otages
Buses 12, 23 and C2 - stop: 50 Otages

MOBILE SOCIAL SUPPORT OUTREACH

- 70 Écoute de la rue**
Monday to Friday from 2pm to 4pm and from 6pm
 City Centre
- 71 La Cloche**
Mondays from 6pm to 8pm
 City Centre
- 72 CAFEJ44**
Mondays from 7pm to 9pm
Wednesdays from 9am to 11am
Thursdays from 8:30pm to 10:30pm
 City Centre
- 73 L'ordre de Malte**
Mobile outreach on foot in the city centre
on Wednesdays from 6pm to 8pm all year round

IMPORTANT TO KNOW


- 74 Solidair'hiver**
Every Sunday and public holiday from mid-December to the end of February
- Solidair'été**
Every day from mid-July to the end of August, Monday to Friday from 10am to 12pm
More information at metropole.nantes.fr/services/ega-lite-solidarite-sante/urgence-sociale/accueil-jour



75 **Citad'elles**

A reception centre for women victims of violence

(all types and areas of violence), open 24/7 for reception, support, pathway coordination with on-site operators and local partners, and any necessary safety measures

 8 boulevard Vincent Gâche - Nantes

Tel.: +33(0)2 40 41 51 51

contact@nantescitadelles.fr


nantescitadelles.fr

Tram lines 2 and 3 - stop: Île de Nantes

Busway 5 - stop: Fonderies

76 **Association Entourage**

Social mobile outreach: 2nd and 4th Wednesday of the month

 Starting point: Place Saint-Pierre from 6:15pm
(duration: 1.5/2 hours)




PLACES TO USE AS AN ADDRESS

metropole.nantes.fr/domiciliation





77 Nantes Municipal Centre for Social Action (CCAS)

 1 bis place Saint-Similien - Nantes

Tel: +33(0)2 40 99 27 01

Tram line 2 - stop: 50 Otages

Tram line 3 - stop: Jean Jaurès

**78 La MAJ - Maison Accueil de Jour
(Association Anef Ferrer)**

Group reception on Monday, Tuesday, Thursday and Friday from 10am to 12pm without appointment. Individual reception by appointment in the afternoon. Domiciliation after interview. Mail distribution every morning.

 2, rue Francisco-Ferrer - Nantes

Tel.: +33(0)2 40 29 21 00


Tram line 1 - stop: Moutonnerie

79 If you are an asylum seeker

**Plateforme d'accueil pour les demandeurs d'asile
(Reception Platform for Asylum Seekers - PADA)
France terre d'asile**

Reception of newcomers & domiciliation

Mondays, Tuesdays, Thursdays and Fridays from 9am to 12pm and from 2pm to 4:30pm
Wednesday mornings closed to the public and by appointment from 2pm to 4:30pm

 2 rue du château de l'Éraudière - Nantes

Buses 23 and C6 - stop: Éraudière



PLACES TO ACCESS HEALTHCARE

metropole.nantes.fr/ou-se-soigner





EMERGENCY MEDICINE

80 **Hôtel-Dieu University Hospital**

- 📍 Place Alexis-Ricordeau - Nantes
Tram lines 2 and 3 - stop: Hôtel Dieu
Buses C2 and C3 stop: Hôtel Dieu

81 **Women and Children's Hospital**

- 📍 38 boulevard Jean-Monnet - Nantes
Tram lines 2 and 3 - stop: Aimé Delrue

82 **Medical and psychological emergencies (psychiatrists on call 24/7)**

- 📍 Hôtel Dieu - Place Alexis-Ricordeau - Nantes
Tram lines 2 and 3 - stop: Hôtel Dieu
Buses C2 and C3 - stop: Hôtel Dieu

REFERRING A VICTIM UNDER THE AGE OF 15

- Immediate treatment at the paediatric emergency department of Hôtel-Dieu Hospital +33(0)2 40 08 38 06
- Deferred treatment with an appointment at the Children at Risk Unit of the Women and Children's Hospital on +33(0)2 40 08 44 54

83 **La Pass (Nantes University Hospital)**

Medical and social consultations for all those facing barriers to healthcare.

By appointment on +33(0)2 40 08 42 16

- 📍 "Le Tourville" Building - 1st floor
5, rue du professeur Yves-Bocquien - Nantes
Bus 26 - stop: Gaston Veil
Tram line 1 - stop: Médiathèque

84 **Gynaecology-obstetrics medico-psycho-social unit**

At Nantes University Hospital
Women and Children's Hospital

📍 38 boulevard Jean-Monnet (Ground Floor) - Nantes
Tel.: +33(0)2 40 08 30 32

Buses 42 and 52 - stop: Gaston Veil
Tram lines 2 et 3 - stop: Aimé Delrue

85 **Free information, screening and diagnosis centre for sexually transmitted infections, HIV and Hepatitis (Nantes University Hospital)**

By appointment

📍 "Le Tourville" Building - 3rd floor
5 rue du professeur Yves-Bocquien - Nantes
Tel.: +33(0)2 40 08 31 19

Bus 26 - stop: Gaston Veil
Tram line 1 - stop: Médiathèque
Bus C3 - stop: Hôtel Dieu

86 **Infectious and Tropical Diseases Unit (Nantes University Hospital)**

📍 1 place Alexis-Ricordeau - Nantes
(7th floor - west wing) - Tel.: +33(0)2 40 08 31 12

Tram lines 2 and 3 and bus C3 - stop: Hôtel Dieu

87 **AIDES**

Fighting AIDS

Sexual health services for HIV and/or hepatitis screening, equipment collection, information on PrEP and consultations on sexual health and/or the use of psychoactive substances:

Free and confidential.

By appointment during the week and drop-in on Thursdays from 6pm to 9pm

📍 20 rue Baron - Nantes
Tel.: +33(0)2 40 47 99 56 - +33(0)7 62 93 22 35

Tram lines 2 and 3 - stop: Aimé Delrue



88 Médecins du Monde

Drop-in service Mondays and Thursdays from 2pm to 5pm - Tel.: +33(0)6 69 58 70 79

Medical and social assessment, information and referrals to support structures (food, health, clothing, legal, schooling, etc.), help with making medical appointments, referrals and support in accessing care, support in accessing healthcare benefits (supplementary health insurance (CSS), state medical aid (AME), etc.), workshops to promote health and improve psychosocial skills, mental health counselling and referrals.

📍 At the corner of Passage de la Poule Noire and rue Sanlecque - Nantes - Tel.: +33(0)2 40 47 36 99

Tram line 1 - stop: Duchesse Anne

Tram lines 2 et 3 - stop: Aimé Delrue

Busway 4 - stop: Cité des Congrès

Bus C3 - stop: Monteil

89 Oppelia - Le Triangle

Addiction, anonymous and free treatment, therapeutic flats, youth reception, prevention/training (CSAPA)

Open Monday to Friday from 9:30am to 12:30pm and from 2pm to 5:30pm. Closed on Tuesday afternoons. Consultations by appointment.

📍 18 rue de Bouillé - Nantes - Tel.: +33(0)2 40 48 48 58

Buses 12, 23 and C2 - stop: Bel Air

Tram line 2 - stop: Motte Rouge or Saint-Mihiel

• Single-use equipment distribution/used equipment collection machines:

- Chaussée de la Madeleine car park - Nantes

Tram lines 2 and 3 - stop: Hôtel Dieu

- Boulevard Stalingrad - Nantes
(near Parc de la Moutonnerie)

Tram line 1 - stop: Moutonnerie

- Nantes Nord - Giraudière - Nantes

Tram line 2 - stop: Santos Dumont


90 **L'Acôthé**

Reception and support centre for harm reduction among drug users (CAARUD)

Drop-in social support from Monday to Friday from 10am to 12pm, Monday and Wednesday from 1pm to 4pm and Tuesday from 4:30pm to 6pm

Women's reception from 1pm to 4pm

Mobile team Mondays and Wednesdays from 4:30pm to 6pm and Fridays from 1:30pm to 4pm

 1 bis boulevard de Launay - Nantes

Tel.: +33(0)2 51 72 06 59

caarud.letriangle@oppelia.fr

Tram line 1 - stop: Chantiers Navals

91 **Planning Familial 44 family planning clinic**


Mondays, Wednesdays and Fridays

- reception by appointment from 9am to 1pm

- walk-in reception from 2pm to 5pm

- telephone reception from 9am to 12:30pm and from 2pm to 5:45pm and Thursdays from 2pm to 5:30pm

Weekly schedule updates on the PlanningFamilial44 Facebook page

 4 rue Meuris - Nantes - Tel.: +33(0)2 40 20 41 51

Tram line 1 and bus 81 - stop: Gare maritime

Heatwave, hot weather... where can you cool down in summer?

Find maps of parks, gardens, fountains and drinking water stations: metropole.nantes.fr/fortes-chaleurs



NEED HELP WITH
A PROCEDURE?

metropole.nantes.fr/domiciliation



ACCOMPANIED BY A SOCIAL WORKER

92 **Municipal Centre for Social Action (CCAS) - Nantes City Council**

 1 bis place Saint-Similien - Nantes
4th floor - Tel.: +33(0)2 40 99 27 01
Tram line 2 - stop: 50 Otages
Tram line 3 - stop: Jean Jaurès
Bus C2 - stop: Cirque-Marais

93 **Reception of foreign families in precarious situations (AFEP)**

Mondays from 2pm to 5pm, Tuesday to Thursday from 9:30am to 12pm and from 2pm to 5pm
afep@asbl44.com
www.asbl44.com/services/afep

 9 rue Chaptal - Nantes - Tel.: +33(0)2 40 13 89 24
Tram line 1 - stop: Gare maritime

94 **CLLAJ Passerelle Nantes Pays de la Loire (Local Committee for Independent Housing for Young People)**

Digital space: Mondays, Tuesdays, Thursdays from 9am to 12:30pm and from 1:30pm to 6pm Wednesdays and Fridays from 1:30pm to 6pm

 9 rue de Bréa - Nantes
Tel.: +33(0)2 40 69 61 72
Tram line 1 - stop: Médiathèque or Chantiers navals

Departmental Solidarity Space (EDS) Loire-Atlantique Departmental Council

Find my EDS: www.loire-atlantique.fr | Daily life, budgeting, integration, children's health, etc. – a place to find answers to your questions or problems.

95 Permanence Chaptal


Mondays and Tuesdays from 9:30am to 12pm
with a translator

Wednesdays, Thursdays and Fridays from 1:45pm
to 4:45pm with a translator

Phone lines open on Mondays and Tuesdays from
2pm to 4:30pm and from Wednesday to Friday from
9:30am to 4pm

malina@asbl44.com

www.asbl44.com/services/permanence-chaptal

 9 rue Chaptal - Nantes - Tel.: +33(0)2 28 00 04 60

Tram line 1 - stop: Gare maritime

96 AEMINA

Reception and assessment of unaccompanied minors

For separated minors

www.asbl44.com/services/aemina


 22 bd des Martyrs Nantais de la Résistance - Nantes

Tram lines 2 and 3 - stop: Wattignies

97 Cap Jeunes – Adelis

16-25 year olds - Reception, social support, guidance

Monday from 10am to 1pm, Tuesday from 2pm to 5pm
and Thursday from 3pm to 6pm


 23 rue Louis Joxe - Nantes - Tel.: +33(0)2 40 12 24 12

Tram lines 2 and 3 - stop: Vincent Gâche

Bus C5 - stop: Fonderies

ONLINE**98 Municipal Centre for Social Action (CCAS) Digital Space**

Monday to Friday from 9am to 1pm and from 2pm to 5pm
By appointment

 1 bis place Saint-Similien - Nantes

4th floor - Tel.: +33(0)2 40 99 27 01

Tram line 2 - stop: 50 Otages

Tram line 3 - stop: Jean Jaurès

Bus C2 - stop: Cirque-Marais

99 **Digital space - Espace Agnès Varda**

Mondays, Tuesdays, Wednesdays and Fridays from 1:30 pm to 5pm, Thursdays from 1:30pm to 3pm, and Saturdays from 8:30am to 2pm

 16 rue Pierre Landais - Nantes

Tel.: +33(0)02 40 41 53 00

Busway 5 - stop: Gare de l'État

100 **Cap Jeunes Digital Space**

16-25 year olds - Help with online administrative procedures

Mondays, Wednesdays and Fridays from 10am to 1pm
Tuesdays and Thursdays from 2pm to 6pm

 23 rue Louis Joxe - Nantes - Tel.: +33(0)2 72 01 23 53

Tram lines 2 and 3 - stop: Vincent Gâche

Bus C5 - stop: Fonderies

101 **SOLIDarités Femmes Loire-Atlantique**

Single women and women with children, victims of domestic or family violence

Monday, Wednesday, Thursday and Friday from 9:30am to 5:30pm (closed on Tuesdays)

An anonymous and confidential telephone helpline, staffed by professionals, is available on

+33(0)2 40 12 12 40, Mondays, Wednesdays, Thursdays and Fridays from 9:30am to 5:30pm

 23 rue Jeanne d'Arc - Nantes - Tel.: +33(0)2 40 12 12 40

Tram line 2 - stop: 50 Otages

Buses 12, 23 and C2 - stop: 50 Otages


FOR AN ASYLUM APPLICATION

102 **SPADA France terre d'asile**

User relations and access to rights unit

For any questions, phone lines are open Monday to Thursday 9am to 12pm, or email:

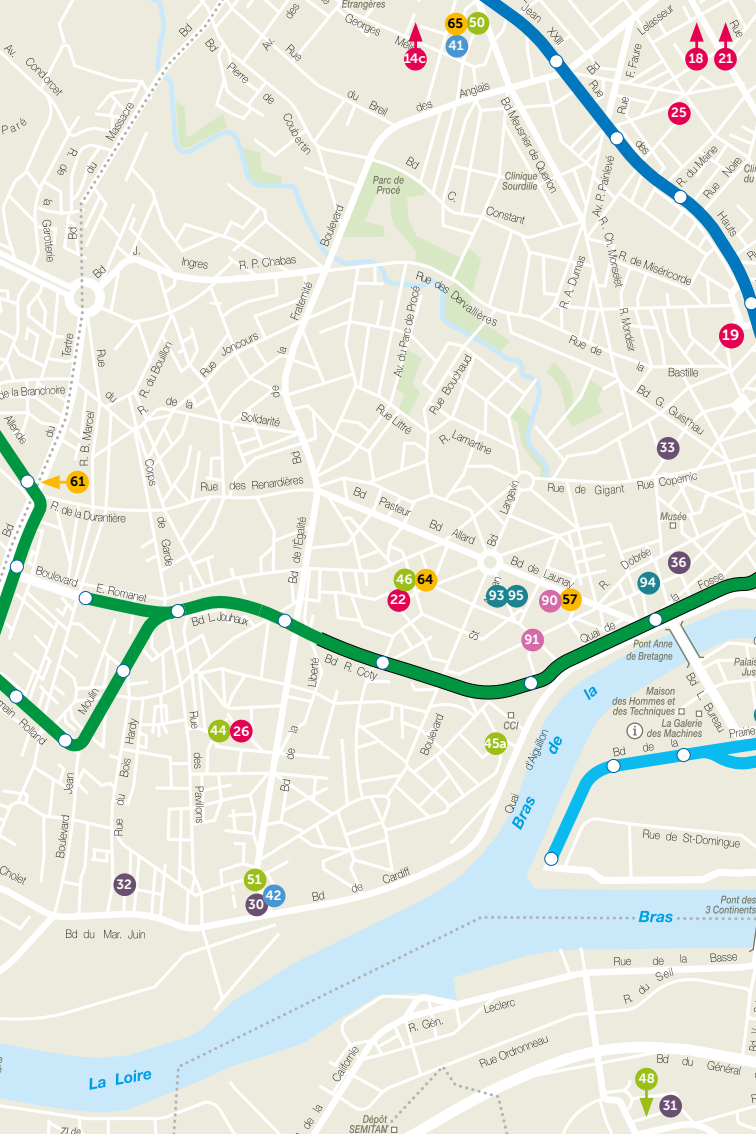
padanantes@france-terre-asile.org

 2 rue du château de l'Éraudière - Nantes

Immeuble le Montana - Bâtiment A

Tel.: +33(0)2 28 29 92 90

Bus C6 - stop: Éraudière

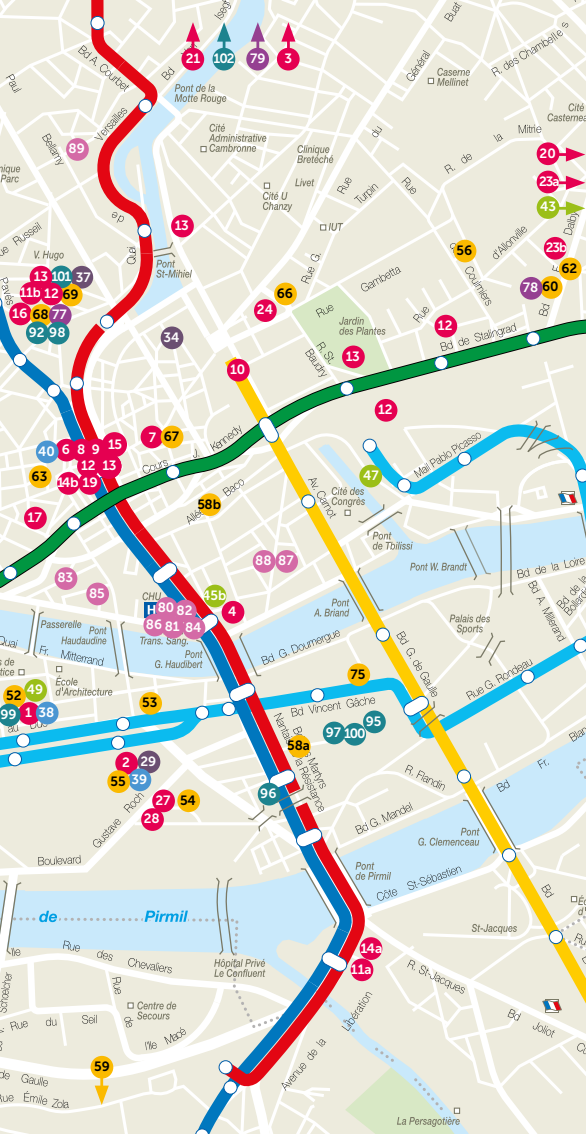


La Loire

Pont des 3 Continents

Dépôt SEMITAN

Map showing streets, bus routes (blue and green lines), and numbered bus stops (e.g., 14c, 18, 21, 25, 19, 61, 65, 50, 41, 46, 64, 22, 93, 95, 90, 57, 91, 45a, 44, 26, 32, 51, 42, 30, 48, 31). Landmarks include Parc de Procé and Musée.



Places to eat



Places to take shelter for the night



Places to wash



Places to find, wash and store clothes



Daytime drop-in centres



Places to use as an address



Places to access healthcare



Need help with a procedure?

EMERGENCY AND FREEPHONE NUMBERS

Who to contact in an emergency

Emergency shelter	115
SAMU humanitarian emergency service	15
Police	17
Fire brigade	18
Violence against women info	3919
European emergency number	112
Emergency line for the deaf and hard of hearing	114



Application App-Elles

In an emergency, distress or danger situation, App-Elles® allows you to alert and contact your family and friends quickly.

www.app-elles.fr



Find all the information
on the Nantes Métropole
dans ma poche app



Find this guide translated into English, Arabic,
Romanian and Russian on
metropole.nantes.fr/urgence-sociale