EMERGENCY SHELTER GUIDE

2023/2024

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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
**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**

**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

**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

**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

14 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

16 Un Brin de Causette
    Breakfast
    Monday to Saturday from 7am to 10:45am

17 Cafej 44
    Mobile food outreach
    Thursdays from 7:30pm to 8:30pm
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**
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

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)
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
7 rue des Stocks - Nantes
Tram line 1 - stop: Moutonnerie

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 **Tinhïkmou**
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: Édit 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
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

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
### 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

### 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

### 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](http://metropole.nantes.fr/toilettes-publiques)
- Access to free sanitary protection in various dispensers in Nantes:  
  Consult the map:  
  [metropole.nantes.fr/zerotabou](http://metropole.nantes.fr/zerotabou)
PLACES TO FIND, WASH AND STORE CLOTHES

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

**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
**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

**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

**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

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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

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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
La R’SOURCE
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

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

Les œuvres sociales de la fraternité
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

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
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

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

Un brin de causette
Breakfast
Wednesday to Saturday from 7am to 10:45am
1 bis rue Sarrazin - Nantes
Tram line 3 - stop: Jean Jaurès

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
**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**

**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
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

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.

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

If you are an asylum seeker
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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 Francisco-Ferrer - Nantes
Tel.: +33(0)2 40 29 21 00
Tram line 1 - stop: Moutonnerie
PLACES TO ACCESS HEALTHCARE

metropole.nantes.fr/ou-se-soigner
EMERGENCY MEDICINE

80 Hotel-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 Hotel-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
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

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

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

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
**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

**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
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

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.
**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

**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

**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

**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
**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

**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

**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**

**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’Éraudiere - Nantes
  - Immeuble le Montana - Bâtiment A
  - Tel.: +33(0)2 28 29 92 90
  - Bus C6 - stop: Éraudiere
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