

EMERGENCY SHELTER GUIDE

2024/2025



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

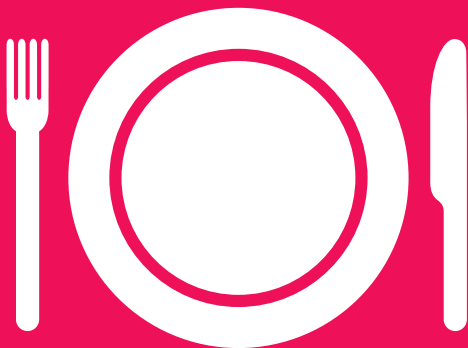


33 Places to access healthcare



40 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 line 5 - stop: Gare de l'État

2 5 Ponts

Eaux vives

Social restaurant

Monday to Friday from 11:30am to 2:30pm

 12 allée Nicole Girard-Mangin - Nantes

Bus 26 - stop: Gustave Roch

Bus C5 - stop: Nizan or République

Tram lines 2 and 3 - stop: Mangin

3 ABEJ

Small-scale food distribution all year round - 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 ActionFroid Nantes

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

 City centre - Nantes

6 **Aidons notre prochain**

Food distribution

Every second Sunday from 7pm

 Talensac - Nantes

Tram line 2 - stop: 50 Otages

Buses 12, 23 and C2 - stop: Talensac

7 **Aumônerie des étudiants nantais**

Food distribution

Sundays from 7:15pm to 8:45pm

 Outside Galeries Lafayette

Tram lines 1, 2 and 3 - stop: Commerce

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

8 **Une vie sans faim**

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

Buses 12, 23 and C2 - stop: Talensac

10 **L'ordre de Malte**

• Food distribution (pastries and hot drinks)

From November to the end of March on Sundays from 9am to 11:30am

 Square la Psalette behind the cathedral
Cours Saint-Pierre - Nantes


• Soli'Malte mobile outreach - food distribution, clothing, hygiene, medical care

Wednesday evenings from 7pm to 9:30pm



11 The Red Cross


- Red Cross van at meeting point
Saturdays from 7:15pm to 8pm

11a  Pirmil - Nantes
Tram lines 2 and 3 - stop: Pirmil

Saturdays from 8:15pm to 9pm

11b  Beauséjour - Nantes
Tram line 3 - stop: Beauséjour

Saturdays from 9:15pm to 10pm


11c  Talensac - Nantes
Tram line 2 - stop: 50 Otages

- Mobile outreach on Sundays from 6:30pm to 10pm
- Mobile outreach on Wednesdays from 6:30pm to 9pm

12 Le Devoir d'agir

Mobile food outreach

Fridays from 6pm to 10pm, from 22 November 2024

 City Centre / Talensac / Manufacture / Gare Sud train station

13 Les P'tits gilets

Mobile outreach - food, hygiene and social support


Monday evenings from 7:30pm to 10pm

 City Centre / Talensac / Saint-Mihiel / Gare Nord train station


14 Les Restos du cœur

• Bus du cœur - food

Monday to Thursday from 8pm to 8:45pm
Fridays from 8pm to 9:30pm

14a  Pirmil - Nantes
Tram lines 2 and 3 - stop: Pirmil

Monday to Thursday from 8pm to 8:45pm

- 14b**  Talensac - 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 **CampusSolidaire**

Distribution of food parcels

Every 2nd Thursday from October to June from 6:30pm to 8:30pm

Registration required by email: campusolidaire@gmail.com

 Santos Dumont municipal hall
11 rue Santos Dumont - Nantes

Tram line 2 - stop: Santos Dumont

Bus 96 - stop: Santos Dumont

19 **Diaconat protestant mutual aid**

• Distribution of food products

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

Tuesdays from 1pm to 4:30pm

• Solidarity kitchen, third-party food outlets

Open Monday and Thursday mornings

call +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 2pm to 5pm

Tel. +33(0)2 40 74 12 93

 10 rue d'Athènes - Nantes

Bus 80 - stop: Tréca ou Glacisol


Buses C7 and 87 - stop: Bois des Anses

21 **La SurpreNantes Épicerie**

Food distribution for students only

Mondays from 5pm to 6:45pm

Pre-registration for time slots posted on social media

 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

For food aid - limited number of places, registration every three months (mid-September, mid-December, mid-March and mid-June)

 3, 5 rue Amiral du Chaffault - Nantes

Tram line 1 - stop: Du Chaffault

23 Les Restaurants du cœur

Distribution centres

• Benelux


Food distribution by appointment only on Mondays from 3pm to 5pm and Thursdays from 5pm to 7pm by calling +33(0)9 83 56 34 68 (closed on public holidays)

Mondays from 6pm to 7:30pm,

Fridays from 10am to 12pm and from 1:30pm to 3:30pm,

Saturdays from 10am to 12pm

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

23a  3 rue du Benelux - Nantes

Buses 80 and 87 - stop: Benelux

• Dalby

Food distribution Mondays from 2pm to 4:30pm, Tuesdays and Thursdays from 10am to 12pm and 2pm to 4:30pm

upon registration on Wednesdays and Fridays from 9:30am to 11:30am except in July, August and September


23b  7 rue des Stocks - Nantes

Tram line 1 - stop: Moutonnerie

24 Secours Catholique - Espace Gambetta

Open Mondays to Thursdays from 9:30am to 12pm

Cooking workshop every fortnight on Wednesdays, registration required on +33(0)2 40 74 00 70

 98 rue Gambetta - Nantes

Buses 11, 12 et C1 - stop: Trébuchet



25 Nantes Secours Populaire

Solidarity space

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 drinks

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 4:30pm to 5:30pm

Sundays from 3pm

 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

Tel. +33(0)6 52 35 04 10



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 Mondays, Tuesdays, Wednesdays, Thursdays, Fridays and Sundays from 6:30pm to 11:30am
Saturday closes at 9am



12 allée Nicole Girard-Mangin - Nantes

Bus 26 - stop: Gustave Roch

Bus C5 - stop: Nizan ou République

Tram lines 2 and 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 **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

34 **ADELIS Ma Demande Habitat Jeunes**

For 16-30 year olds: applications for furnished studios only at: www.mademande-habitatjeunes.fr

Tel. +33(0)2 51 86 73 00

 3 bd Vincent Gâche - Nantes

Bus 5 - stop: Fonderies

Tram lines 1 and 2 - stop: Vincent Gâche

35 **Édit de Nantes Habitat Jeunes**

for 16-30 year olds

- **Furnished studios**

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

- **Passerelle Nantes Métropole CLLAJ**

(local committee for independent housing for young people)

Helping young people aged 18 to 30 find and stay in accommodation

Reception open Monday to 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

36 **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



37 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

In front of La Maison des Syndicats
from November 2024 to September 2025

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

Busway 5 - stop: Gare de l'État

38 5 Ponts

Eaux vives

Access to showers on Mondays, Wednesdays, Thursdays,
Fridays and Sundays from 11:30am to 5pm

 12 allée Nicole Girard-Mangin - Nantes

Bus 26 - stop: Gustave Roch

Bus C5 - stop: Nizan ou République

Tram lines 2 and 3 - stop: Mangin

39 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




40 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

41 La Halle aux Bagages

Association Saint-Benoît Labre

Subject to availability of showers, Wednesdays
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, C1 and C20 - stop: Bas Chantenay

- **Find a list of public toilets and water fountains here**
metropole.nantes.fr/toilettes-publiques
- **Access to free sanitary products 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





CLOTHING DONATIONS, EMERGENCY CLOAKROOMS, SECOND-HAND CLOTHES

42 Vestiboutique - French Red Cross

Tuesdays and Thursdays from 9:30am to 12am
and from 14pm to 17pm and every 1st Saturday of the month
from 9am to 12am



10 rue d'Athènes - Nantes

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

Bus 80 - stop: Tréca ou Glacisol

Buses C7 and 87 - stop: Bois des Anses

43 Saint Vincent de Paul

By appointment on 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)7 61 62 30 98

Buses 10 and 11 - stop: Mairie de Chantenay

Tram line 1 - stop: Égalité

44 Secours populaire

44a Solidarity Cloakroom

Tuesdays and Fridays from 1:30pm to 4:30pm



2 rue des Salorges

Tram line 1 - stop: Gare Maritime

44b Madelaine - Fripes et bidules

Mondays from 2pm to 5pm

Tuesdays, Thursdays and Fridays from 10am to 1pm
and 2:30pm to 5pm



31 chaussée de la Madeleine - Nantes

Tram lines 2 and 3 - stop: Aimé Delrue

45 Association La Fraternité

Free clothing distribution Monday to Friday
from 9:30am to 11:45am

"VETI" and "BRIC" second-hand shops: Mondays, Wednesdays
and Fridays 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

46 Free-shop - L'autre Cantine

Saturdays from 2pm to 4:30pm

 18 rue de Cornulier - Nantes

Buses C2, 54 and 63 - stop: Gare sud



**LAUNDRY
SERVICE**

47 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

48 Espace Agnès Varda

Hepdalé Laundrette laundry service

Tuesdays and Fridays from 9am to 12:15pm

 16 rue Pierre Landais - Nantes

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

Busway 5 - stop: Gare de l'État

49 **Les Restos du cœur**

Laundry service, day centre for homeless women

Available by appointment to women attending the centre on 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

50 **La Halle aux Bagages**

(Association Saint-Benoît Labre)

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

Mondays and Fridays from 2:30pm to 4:30pm

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

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

Thursdays from 2:30pm to 5:30pm

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

 10 rue de la Tannerie - Nantes
Buses 10, 81, C1 and C20 - 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





51 Espace Agnès Varda (City of Nantes)

• Coffee distribution

Mondays, Tuesdays, Wednesdays and Fridays from 9:30am to 11:30am and from 1:30pm to 5pm

Thursdays from 9:30am to 11:30am and from 1:30pm to 3pm

Saturdays from 9:30am to 2pm

• Day centre

Mondays, Tuesdays, Wednesdays and Fridays from 8:30am to 11:30am and from 1:30pm to 3pm

Thursdays from 8:30am to 11:30am and from 1:30pm to 3pm

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


52 Day centre for families (Nantes City Council)

On referral. Parents with minor children, pregnant women.

Day centre: kitchen, games room, rest area, etc.

Mondays, Tuesdays, Wednesdays and Fridays from 9am to 4:30pm

Thursdays from 9:30am to 3pm

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

Tel. +33(0)02 40 41 32 80

Tram lines 2 and 3 - stop: Vincent Gâche

Bus C5 - stop: Nizan

Bus 26 - stop: République

53 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

Tuesday to Friday from 9:30am to 4pm

 12 boulevard Gustave Roch - Nantes

Tram lines 2 and 3 - stop: Vincent Gâche

54 **Ôvives welcome centre - 5Ponts**

- **Day centre**

Mondays, Wednesdays, Thursdays, Fridays and Sundays from 9am to 5:30pm
9am to 11:30am: reserved for people arriving the previous evening at the night shelter.

11:30am to 5:30pm: unconditional welcome

- **Café solidaire**

Monday to Friday from 11:30am to 2:30pm

 12 allée Nicole Girard-Mangin - Nantes

Bus 26 - stop: Gustave Roch

Bus C5 - stop: Nizan ou République

Tram lines 2 and 3 - stop: Mangin

55 **Fraternité 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


56 **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



57 La Cloche  *Outdoors only*

• **Wattignies**

Every last Wednesday of the month: dog advice, dry food and accessory donations

57a  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

57b  20 allée de la Maison Rouge - Nantes
Tram lines 2 and 3 - stop: Hôtel-Dieu

58 La Maison

Day centre

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

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

59 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

60 La Maison des Familles de Nantes

Public: families (parents with or without their children of all ages). Cooking, socialising, activities, games and relaxation.
Tuesdays from 9am to 4pm (meals cooked together)
Wednesdays from 9am to 12:30pm and from 1:30pm to 5pm (parent/child activities)
Thursdays from 9am to 12pm and 1:30pm to 4pm
Fridays from 9am to 3:30pm (meals cooked together)

 17 rue Étienne Coutan - Nantes
Tel. +33(0)9 72 53 80 40

Tram line 1 - stop: Romain Rolland

61 La R'SSOURCE

Day centre for 16-25 year olds

Walk-in centre: Mondays from 10am to 12:30pm
and from 2pm to 4:30pm
Tuesdays from 2pm to 4:30pm
Wednesdays from 10am to 12:30pm: women only
Thursdays and Fridays from 10am to 12:30pm
group action on Wednesdays from 2pm to 4:30pm upon registration

 124 boulevard Dalby - Nantes
(change of address in autumn)

Tram line 1 - stop: Moutonnerie

62 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



63 Les œuvres sociales de la fraternité

Day centre and Solidej solidarity breakfast

Monday to Friday from 9:30am to 12pm

Without appointment

3-5 rue Amiral du Chaffault - Nantes

Tram line 1 - stop: Du Chaffault

64 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

65 Le Secours catholique

Gambette day centre – Guidance and coffee

Cooking workshop every fortnight on Wednesdays

registration required on +33(0)2 40 74 00 70

98 rue Gambetta - Nantes

Buses 11, 12 and C1 - stop: Trébuchet

66 Un brin de causette

Breakfast

Wednesday to Saturday from 7am to 10:45am

1 bis rue Sarrazin - Nantes

Tram line 3 - stop: Jean Jaurès

67 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

68 Espace Tamo

Day centre for young people aged 14 to 25 with a migration background

Open 7 days a week from 2pm to 6pm

 102 rue Saint-Jacques - Nantes

Tram lines 2 and 3 - stop: Pirmil

Busway 4 - stop: Bonne Garde

Bus 42 - stop: Saint-Jacques



MOBILE SOCIAL SUPPORT OUTREACH

- 69 Fraternité Écoute de la rue**
Mondays to Fridays from 2pm to 4pm and from 6pm

 City Centre

- 70 La Cloche**
Mondays from 6pm to 8pm


 City Centre

- 71 CAFEJ44**
Mondays from 7pm to 9pm
Wednesdays from 9am to 11am
Thursdays from 8:30pm to 10:30pm

 City Centre

- 72 L'ordre de Malte**
Outreach on foot in the city centre
Wednesdays from 6pm to 8pm all year round
(hot drinks, hygiene, clothes)

- 73 Association Entourage**
Social outreach: 2nd and 4th Wednesday of the month

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

TO BE AWARE OF

- 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/egalite-solidarite-sante/urgence-sociale/accueil-jour



PLACES TO USE AS AN ADDRESS

metropole.nantes.fr/domiciliation





75 Nantes Municipal Centre for Social Action (CCAS)

 1 bis place Saint-Similien - Nantes

Tel. +33(0)2 40 99 27 00

Tram line 2 - stop: 50 Otages

Tram line 3 - stop: Jean Jaurès

**76 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

77 If you are an asylum seeker

Emergency facility for asylum seekers (SPADA)

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: Eraudière



PLACES TO ACCESS HEALTHCARE

metropole.nantes.fr/ou-se-soigner





EMERGENCY MEDICINE.

78 Hôtel-Dieu University Hospital

- Place Alexis-Ricordeau - Nantes
Tram lines 2 and 3 - stop: Hôtel-Dieu or Aimé Delrue
Bus 54, C2 and C3 - stop: Hôtel-Dieu

79 Women and Children's Hospital

- 38 boulevard Jean-Monnet - Nantes
Tram lines 2 and 3 - stop: Hôtel-Dieu or Aimé Delrue
Bus 54, C2 and C3 - stop: Hôtel-Dieu

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

- Hôtel Dieu - Place Alexis-Ricordeau - Nantes
Tram lines 2 and 3 - stop: Hôtel-Dieu or Aimé Delrue
Buses 54, 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

81 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

82 **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

Tram lines 2 and 3 - stop: Hôtel-Dieu or Aimé Delrue

Buses 54, C2 and C3 - stop: Hôtel-Dieu

83 **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

84 **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 - stop: Hôtel-Dieu or Aimé Delrue

Buses 54, C2 and C3 - stop: Hôtel-Dieu

85 **AIDES**

Fight against AIDS

Sexual health services for HIV and/or hepatitis, syphilis, chlamydia and gonorrhoea 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 or without appointment 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



86 Médecins du Monde

86a Unaccompanied Minors programme

Drop-in service on Mondays and Thursdays from 2pm to 5pm
Medical and social assessments, referrals and support in accessing care, support in obtaining healthcare entitlements, workshops to promote health and improve psychosocial skills, and referrals to mental health counselling.

📍 At the corner of Passage de la Poule Noire and rue Sanlecque - Nantes

Tel. +33 (0)6 69 58 70 79 / +33 (0)2 40 47 36 99

The location of the Unaccompanied Minors programme is likely to change during 2025.

Information will be posted on the door of the premises.

Tram line 1 - stop: Duchesse Anne

Tram lines 2 and 3 - stop: Aimé Delrue

Busway 4 - stop: Cité des Congrès

Bus C3 - stop: Monteil

86b 4i programme, in unfit, unhealthy, unstable and informal living environments

Women's Health Workshop every Wednesday afternoon from 2pm to 4pm
Group sessions for women on the health issues they wish to discuss, particularly sexual and reproductive health. Coming together around a cup of tea or coffee.

📍 At the corner of Passage de la Poule Noire and rue Sanlecque - Nantes

Tel. +33(0)6 42 59 84 89 / +33(0)2 40 47 36 99

Tram line 1 - stop: Duchesse Anne

Tram lines 2 and 3 - stop: Aimé Delrue

Busway 4 - stop: Cité des Congrès

Bus C3 - stop: Monteil

87 **Oppelia - Le Triangle**


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

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

Tuesday mornings from 9:30am to 12:30pm

Thursdays from 10am to 12:30pm and from 2pm to 5:30pm

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



88 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 Drop-in for women Tuesdays 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

89 Family Planning Clinic 44

Mondays, Wednesdays and Thursdays - reception by appointment from 9am to 1pm and 2pm to 6pm
- reception without appointment from 2pm to 5pm
- telephone reception from 9am to 12:30pm

and 2pm to 5pm,

and on Tuesdays and Fridays from 9:30am to 12:30pm

Weekly schedule updates on the PlanningFamilial44 Facebook page

"Abortion, contraception, sexuality" toll-free number

+33 (0)800 08 11 11

Service & appel
gratuits

Number and chat available every day except Sundays from 9am to 8pm.

 4 rue Meuris - Nantes

Tel. +33(0)2 40 20 41 51

Tram line 1 and bus 81 - stop: Gare maritime

90 ANEF FERRER Maison d'accueil de jour (day centre)

Nurse on call on Tuesdays, Thursdays and Fridays from 10am to 12pm and a psychologist on Thursdays and Fridays from 10am to 12pm

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

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

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



NEED HELP WITH
A PROCEDURE?

metropole.nantes.fr/domiciliation




ACCOMPANIED BY A SOCIAL WORKER

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

 1 bis place Saint-Similien - Nantes
Niveau 4
Tel. +33(0)2 40 99 27 00
Tram line 2 - stop: 50 Otages
Tram line 3 - stop: Jean Jaurès

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

Mondays from 2pm to 5pm, Tuesdays to Thursdays 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

93 **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. Hotline Mondays and Tuesdays from 2pm

to 4:30pm and from Wednesday to Friday from 9:30am to 4pm
permanencechaptal@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

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.


94 AEMINA**Reception and assessment of unaccompanied minors**

For separated minors

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


95 Cap Jeunes – Adelis**16-25 year olds - Reception, social support, help with administrative procedures, referrals**

Drop-in open Mondays from 10am to 1pm,
Tuesdays from 2pm to 5pm
and Thursdays 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**96 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 Niveau 4 - Tel. +33(0)2
40 99 27 01
Tram line 2 and buses C2, 12, 23 - stop: 50 Otages
Tram line 3 - stop: Jean Jaurès

97 Digital space - Espace Agnès Varda

Mondays, Tuesdays, Wednesdays and Fridays from
1:30pm 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

98 Cap Jeunes Digital Space

16-25 year olds – Help with online administrative procedures

Open from Monday to Friday:

Without appointment: Mondays and Fridays from 10am to 1pm

Tuesdays and Thursdays from 2pm to 6pm

By appointment: Tuesdays and Wednesdays from 10am to 1pm and Mondays, Wednesdays and Fridays 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

99 ANEF FERRER Maison d'accueil de jour (day centre)

Every afternoon, social support by appointment for people staying at the day centre.

Help with minor administrative procedures on Mondays, Tuesdays, Thursdays and Fridays from 10am to 12pm

 2 rue Francisco Ferrer - Nantes


Tram line 1 - stop: Moutonnerie

100 Le Secours catholique

Accueil Gambetta - Café orientation

Administrative assistance on registration.

Appointments can be made on Wednesdays from 2pm to 5pm on site or by calling +33 (0)6 73 25 28 17.

 98 rue Gambetta - Nantes

Buses 11, 12 and C1 - stop: Trébuchet

101 **SOLIDARITÉS Femmes Loire-Atlantique**

Single women and women with children, victims of domestic or family violence Mondays, Wednesdays, Thursdays and Fridays from 9:30am to 5:30pm (closed 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

FOR SHELTER

103 Citad'elles

A reception centre for women victims of violence

Open 7 days a week, 24 hours a day (with or without an appointment) for reception, support, 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

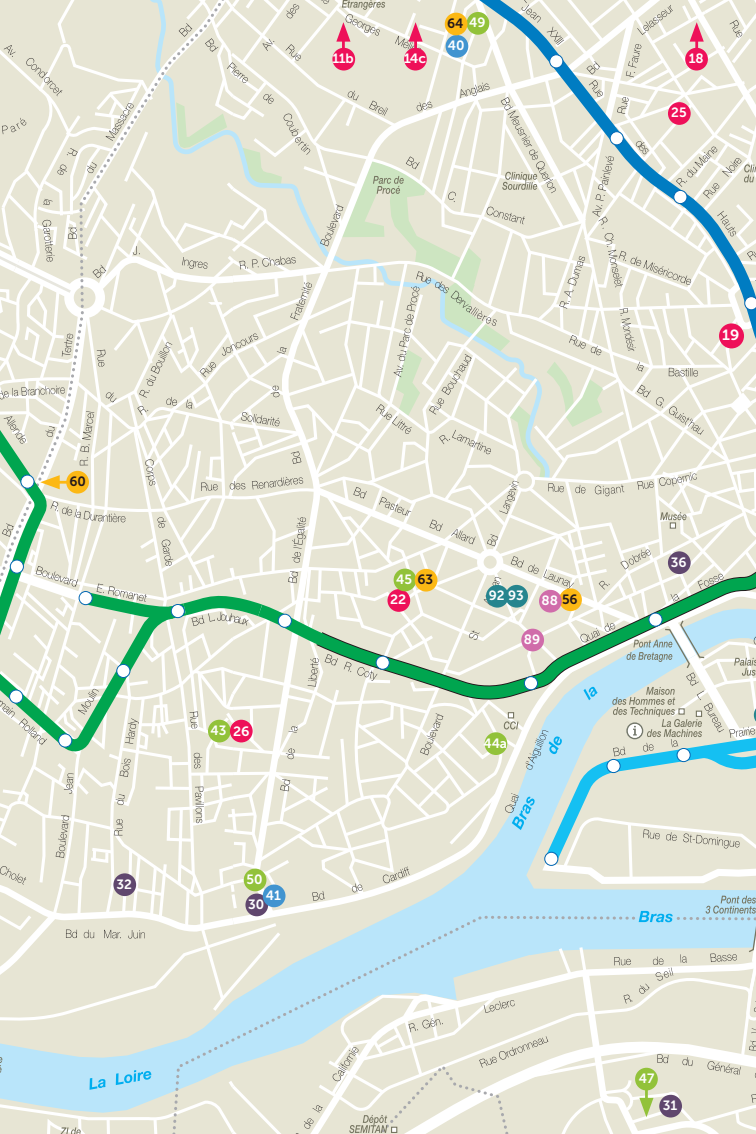
contact@nantescitadelles.fr

nantescitadelles.fr

Tram lines 2 and 3 - stop: Île de Nantes

Busway 4 - stop: île de Nantes

Busway 5 - stop: Fonderies



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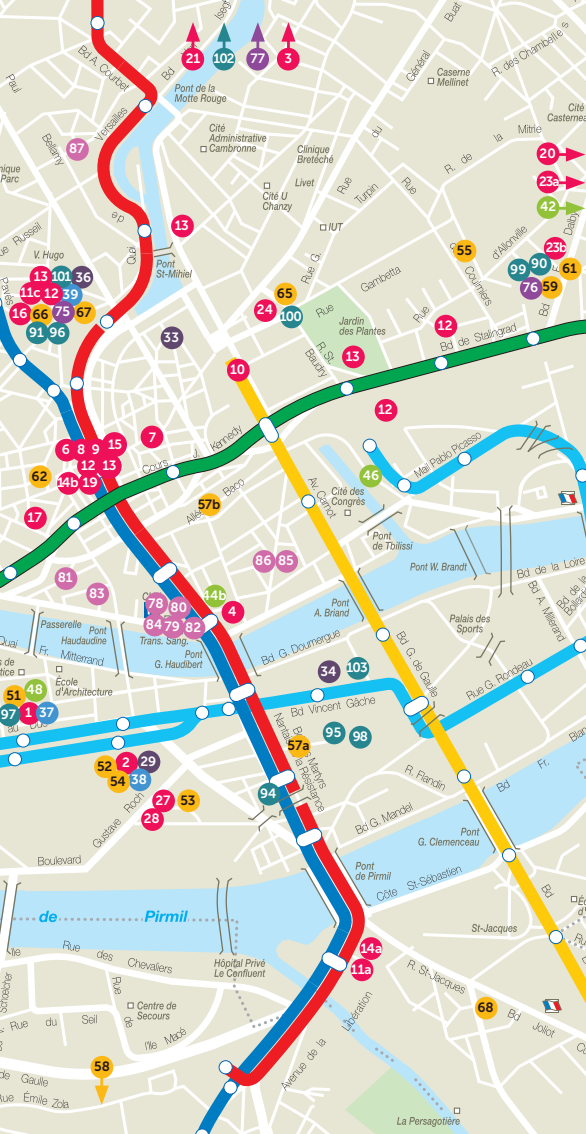
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Places to eat



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

NANTES
METROPOLE
dans ma poche

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