

## If you are experiencing an emergency while on the streets

Mobile teams of social workers **meet people experiencing rough sleeping in Metz**. **Reception, listening and referral centers** are available for people experiencing homelessness in the city (**see map**).

### 29 AIEM Mobile Outreach Team

Tel.: +33 6 76 63 60 35

29a Porte Serpenoise: Wednesday, 2.30–5.00 pm

29b Place de la Comédie: Mon, Tue, 2.30–5.00 pm

29c Station forecourt: Thu, Fri, Sat and Sun, 2.30–5.00 pm

### Est Accompagnement Mobile Outreach Team (SAO)

1 Pont des Grilles: Tue–Fri 9.00 am–12.00 pm

2 Accueil Jean Rodhain: Mon, Thu, 9.00 am–12.00 pm

3 Foundation for Housing the Disadvantaged:  
Mon, Thu, 9.00 am–12.00 pm

19 Youth Reception Listening Center:  
Wed, 9.00 am–12.00 pm

### For people under 21

#### 18 Specialised Prevention Team (CMSEA)

6 place Valladier

Tel.: +33 3 87 75 37 65

Mon–Fri, 9.30 am–12.00 pm  
2.00–6.00 pm

### Aged 18 to 25

#### 19 Youth Reception Listening Center

33 bis bd. André Maginot

Tel.: +33 3 87 76 23 26

Mon–Fri, 9.30 am–12.00 pm  
Appointments only

(afternoons), 2.00–5.00 pm  
Closed Tuesday and  
Thursday afternoons  
Registered address  
available for young adults  
up to 25

### For asylum seekers

#### 20 First Reception Structure for Asylum Seekers (SPADA)

174 avenue André Malraux

Tel.: 03 87 37 99 54

Mon, Thu, Fri,

8.30 am–5 pm

Tue, 8.30 am–4.00 pm

Wed, 8.30–11.00 am

### 21 Reception

#### Collective for Asylum Seekers in Moselle

7 rue Clérisseau

Tel.: +33 9 77 64 43 83

Appointments only  
Thu, 3.00–6.00 pm  
Sat, 9 am–12 pm

### 22 La CIMADE

Justice and Rights Center

17 place Jean Perrin

in Woippy

Appointments only:  
metz@cimade.org

### 30 French League for Human Rights (LDH)

1 rue du Pré Chaudron

Tel.: +33 6 41 94 12 69

Appointments only:  
ldh.metz@ldh-france.org

### 23 OFFII

2 rue Lafayette

Tel.: +33 3 87 66 64 98

Appointments only:

Mon, 1.15–4.30 pm

Tue–Fri, 8.30 am–12.00 pm

1.30–4.30 pm

## Practical answers to your questions

### Looking for emergency accommodation? Call 115

Provides information and referral 24 hours a day for anyone seeking emergency social accommodation in Moselle.

Free phone number.

### Do you need an official address?

If you need an address in order to apply for an identity card, access Universal Health Cover (CSS) or RSA benefits, receive your mail, or register to vote, some approved organisations can offer you a registered address (domiciliation) and individualised social support.

### 26 CCAS – Metz Municipal Social Action Center

24 rue du Wad–Billy

Tel.: City Hall Helpline

+33 800 891 891

Mon–Fri,

9.00 am–12.00 pm

1.30–4.30 pm

### 19 Youth Reception Listening Center

33 bis bd. André Maginot

Appointments only:

+33 3 87 76 23 26

### Do you need medical cover?

### 5 City Access to Healthcare Service (PASS)

3 avenue Robert Schuman

Tel.: +33 3 10 45 52 59

Free medical consultation  
and health support  
(appointments only)

Telephone reception:

Mon, Tue, Thu and Fri,

9.00 am–12.00 pm

2.00–5.00 pm

### Practical information / access to rights

#### 26 Victim Support Service

24 rue du Wad Billy

Tel.: +33 3 87 76 03 48

Appointments only:

Mon–Fri 9.00 am–5 pm

#### 27 Mobility Hub «Le Met'»

1 avenue Robert Schuman

Tel.: 0 800 00 29 38

### 3 Foundation for Housing the Disadvantaged

«Boutique Solidarité»

7A rue Clovis

Appointment only:

+33 3 87 15 75 81

### 24 UDAF–SASI (UDAF Moselle–Social Support and Integration Service)

17 rue du Pré Gondé

Appointment only:

+33 3 87 75 89 20

### 25 Primary Health Insurance Fund (CPAM)

27 rue des Messageries

Tel.: +33 36 46

### 10 Access to Healthcare Service

Mercy Hospital Campus –  
Zone A – Level 2

57530 Ars–Laquenexy –

Tel.: +33 3 87 55 77 60

### 28 Moselle solidarités Center

36 place Saint–Thiébauld

Tel.: +33 3 87 35 02 90

28a 7 rue Sainte–Barbe

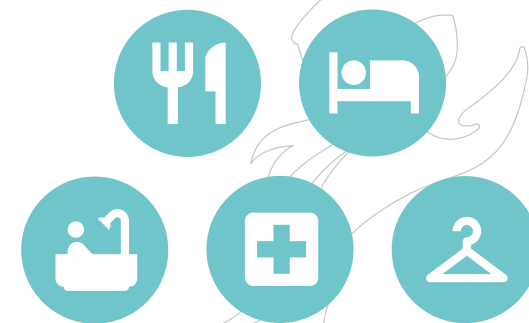
Tel.: +33 3 87 21 56 57

28b 1 rue Claude Chappe

Tel.: +33 3 87 78 06 00

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# Social emergency guide in Metz



metz.fr

City Hall Helpline

+33 800 891 891

Service & appel gratuits



## Useful numbers

**Emergency accommodation 115** 24/24 and 7/7  
FREE CALL

Ambulance.....	<b>15</b>
Fire brigade .....	<b>18</b>
Police .....	<b>17</b>
Municipal police .....	<b>+33 3 87 55 84 84</b>
Médigarde.....	<b>+33 820 33 20 20</b>
European emergency number .....	<b>112</b>
Emergency for deaf or hard of hearing people (fax or SMS only) .....	<b>114</b>
Domestic violence helpline.....	<b>3919</b>
Child protection .....	<b>119</b>

### City Hall Helpline – CCAS

+33 800 891 891

Service & appel gratuits

**Appel gratuit**

### AIDS info-service

+33 800 84 08 00

Service & appel gratuits

**Appel gratuit**

### Drugs info-service

+33 800 23 13 13

Service & appel gratuits

**Appel gratuit**

## Where to sleep, eat and wash?

For any accomodation advice, call 115

### 1 Pont des Grilles Day Center

1 avenue de Blida  
+33 3 87 30 51 33  
Open 6 days a week, closed on Mondays  
Access to rights by appointment:  
10.00 am-12.00 pm  
Reception 1.00-4.45 pm  
Food assistance during the week  
Lunch at the week-end



### 2 Catholic Relief-Jean Rodhain Reception

5 rue des Augustins - +33 3 87 37 06 65  
Open Mon-Fri 8.30-11.30 am (times may vary in the summer)  
Refreshments, hairdressing, showers (Mon, Wed and Fri), emergency clothing, support  
Men over 25 without stable housing



### 3 Foundation for Housing the Disadvantaged

7A rue Clovis - +33 3 87 15 75 81  
Open 8.00-11.30 am  
Breakfast: Mon-Fri 8.00-9.00 am  
Lunch: 12.00-12.45 pm



### 4 AIEM - Sainte-Croix Emergency Reception and Accommodation Center

4 place Sainte-Croix - +33 3 87 76 07 55  
Reception and referral service  
By appointment 7 days a week  
Single women or women with children under 3, men with children, couples



### 6 Le Passage - Salvation Army

15 en Nexirue - +33 3 87 37 79 60  
7/7 - Young people under 30



### 7 AEA Accommodation and Social Reintegration Center C. Zercher

17 bis avenue de Blida  
+33 3 87 32 33 07



### 8 Les restos du Cœur

20 rue du Dauphiné - +33 9 82 61 55 10  
Mon, 1.30-4.30 pm  
(students: 5.00-6.00 pm)  
Wed, 9.30 am-12.00 pm and 1.30-4.30 pm  
Fri, 1.30-4.30 pm  
Food parcels by registration



**8a** 69 rue Pierre et Marie Curie +33 3 87 32 20 61,  
Wed, 2.00-4.45 pm, Thu, 9.00-11.45 am, 2.00-4.45 pm

**8b** 191 avenue André Malraux +33 3 87 62 37 83,  
Mon, 1.30-4.30 pm, Tue, 8.30-11.30 am, Thu, 9.00-11.30 am  
and 1.30-4.30 pm, Fri, 1.30-4.30 pm

**8c** 20 avenue de Thionville +33 9 82 61 55 10,  
Thu, 8.30 am-12.00 pm and 2.00-5.00 pm,  
Fri, 8.30 am-12.00 pm

### 9 Secours Populaire

12 bis rue aux Osons - +33 3 87 75 08 16  
Mon.-Fri. 2.00 pm - 4.30 pm  
Food parcel provided every two weeks with a referral (including students at Technopôle and Saulcy)



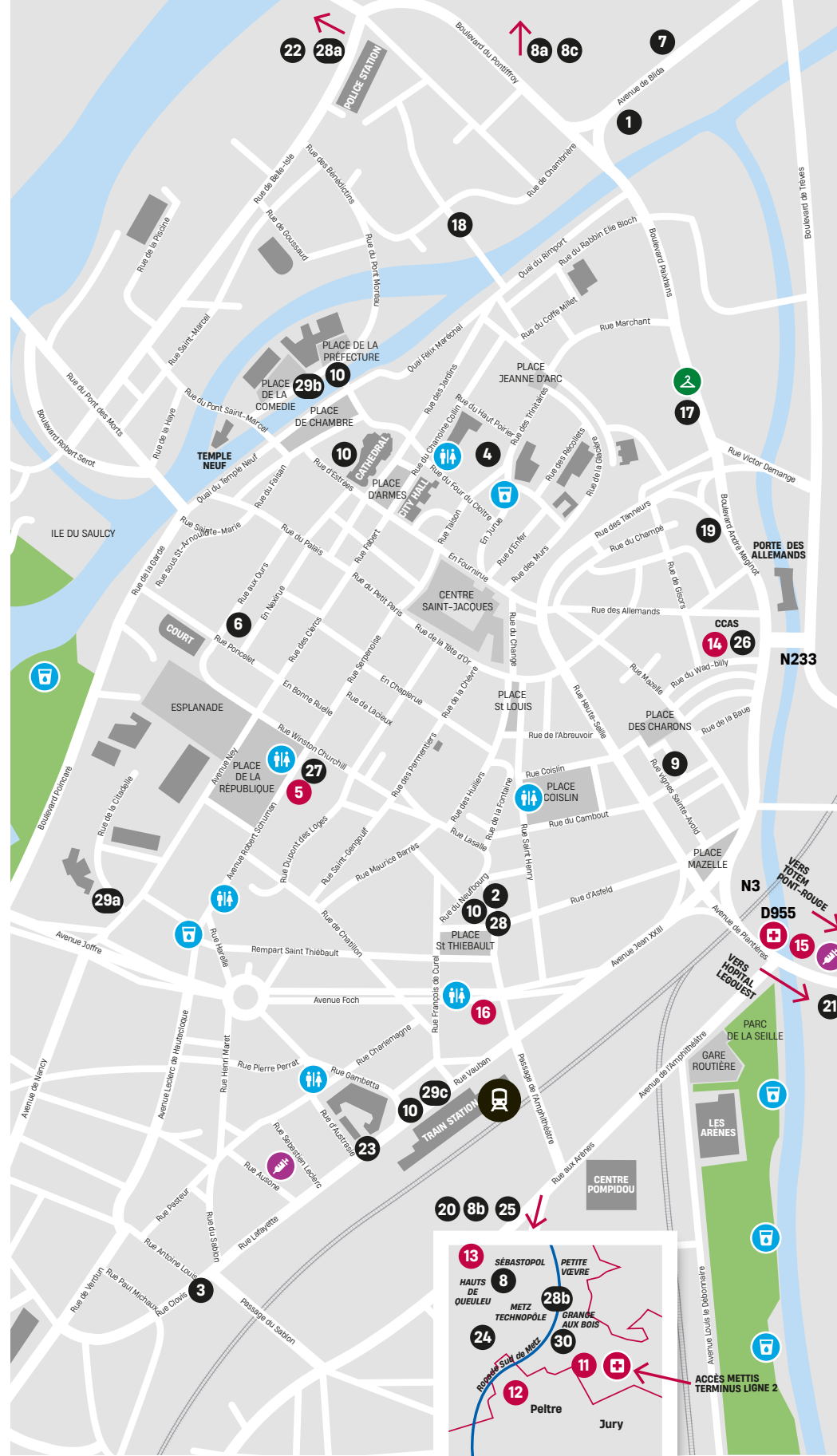
### 10 Food distribution

Winter period (November to March)

- **Les Restos du Cœur Bus** 27/10/2025 to 27/03/2026  
place de la Comédie 6.00-9.15 pm
- **Ordre de Malte France** place St-Étienne  
Sun, 9.30 am-12.00 pm
- **Accueil Jean Rodhain** 5 rue des Augustins  
Sun, 9.30 am-12.30 pm. Adult men only.

All year round

- **Emmaüs Bus** place de la Comédie Sat, approx. 6.30-7.30 pm, station forecourt approx. 7.45-8.45 pm



## Where to get medical care?

### 5 City Access to Healthcare Service

3 avenue Robert Schuman - Tel.: +33 3 10 45 52 59  
Free medical consultation by appointment and support with accessing healthcare rights (by appointment)  
Telephone reception:  
Mon, Tue, Thu, Fri, 9.00 am-12.00 pm and 2.00-5.00 pm

### 11 Mercy Hospital Campus

1 allée du Château 57530 Ars-Laquenexy +33 3 87 55 34 91  
**Access to Healthcare Service**  
Zone A - Level 2  
57530 Ars-Laquenexy - +33 3 87 55 77 60  
Free medical consultation by appointment  
Social support service: Mon-Fri, 8.30 am-4.00 pm  
Free psychological consultation by appointment:  
Mon-Fri, 8.30 am-12.15 pm

### 12 Women, Mother and Child Hospital

Mercy Hospital Campus  
1 allée du Château 57530 Ars-Laquenexy +33 3 87 34 54 28  
Mon, Tue, Thu, Fri, 8.30 am-4.00 pm  
Wed, 8.30 am-5.00 pm

### 13 Specialist Nursing Outreach Team

Access to Healthcare  
5 rue Thomas Edison - +33 3 87 66 41 50

### 14 CSAPA / CAARUD

26 rue du Wad-Billy - +33 3 87 74 41 58  
**Harm reduction equipment:**  
Mon, Wed, 9.00 am-12.00 pm, 1.30-5.30 pm  
Tue, 9.00 am-12.00 pm, 1.30-6.30 pm  
Thu, 9.00 am-12.00 pm, 3.30-6.30 pm  
Fri, 9.00 am-12.00 pm, 1.30-4.30 pm  
**Group sessions:**  
Tue, Thu, 4.00-6.30 pm  
Fri, 2.00-4.30 pm  
Showers available and laundry by appointment



### 15 MEDIGARDE 57

Legouest Hospital  
Rue des frères Lacretele - +33 820 33 20 20  
Mon-Fri, 8.00 pm-midnight  
Sat, 9.00 am-midnight, Sunday and public holidays,  
8.00 am-midnight (by appointment only)

### 16 AIDES / CAARUD

2b rue Lafayette - +33 3 87 75 10 42 / +33 6 35 50 04 50  
Mon-Fri, 10.00 am-7.00 pm

### AEA - Mobile Health Team

ihssmobiles@est-accompagnement.fr  
Social worker: +33 7 68 32 43 87  
Nurse: +33 7 82 19 06 52

## Where to find clothing?

### 17 Vestiaire Saint-Martin - Cari Bout'chou

Mon, Tue, 2.00-5.00 pm  
Wed, Thu, Fri, 9.00 am-12.00 pm  
Social referral required and by appointment only  
Clothing for adults and babies up to 3 years, plus childcare equipment and infant formula (stage 1 and 2)

## Légende

Accomodation

Food services

Toilets available

Men

Women

Women with children

Couples

Clothing bank

Laundry room

Pets

Luggage storage

Healthcare center / hospital

Harm reduction totem

Drinking water

Free public toilets