

VILLE DE

**TOURS**

**GUIDE TO**

**BASICS**

**NECESSITIES**

TO RESPOND TO SOCIAL EMERGENCIES



IN  
**TOURS**



This guide to basic necessities, initiated by the SNCF, Entraide et Solidarités, Emergence, government services and the city of Tours Community Social Action Centre (CCAS), is intended for all those living in precarious conditions.

It lists the services offered by Ville de Tours, institutional bodies and community partners, in terms of basic needs such as “food”, “clothing”, “washing facilities” and “shelter”.

This guide sets out the city of Tours’ initiatives to promote the dignity of all.



**Emergency shelter:**  
call 115 (free number)



**Share:** talking, listening  
and support space



**Eat:** a hot meal  
**Food aid:**  
packed lunch distribution



**Domicile:** have an address  
to receive your post and to  
access rights such as RSA  
income support



**Food aid**



**Women with or  
without children only**



**Washing facilities:**  
take a shower or go  
to a public toilet



**Families accepted**



**Clothing:**  
clothing repairs



**Dogs accepted**



**Laundry facilities**



**Luggage storage**



**Health care:** medical  
consultations or  
emergencies

In order to ensure that the information is up to date and of good quality, this guide contains QR codes linking to partner websites where possible.

# For an appointment with a social worker in Tours

## Maisons de la Solidarité du Conseil Départemental :



### • Monconseil :

177, rue du Pas-Notre-Dame - +33 247 426 768

### • Mame :

47 bis, boulevard Preuilly - +33 247 377 424

### • Dublineau :

24-26, rue Dublineau - +33 247 202 131

### • Fontaines :

2, allée Monteverdi - +33 247 284 486

## If you are homeless:

### Reception and Guidance Service

Entraide & Solidarités

55, rue Marcel Tribut - +33 247 054 848

# SLEEP

## EMERGENCY SHELTER



## Call 115

free number available 7 days a week from 3pm to 8am

**During the winter period, additional places may become available.**

**Victims of domestic violence can also call 115 for emergency shelter.**



## LA TABLE DE JEANNE MARIE (Collective of associations)

+33 651 269 773

65, rue Febvotte – TOURS

**Breakfast**

**Open 7 days a week**



## "LE VOLTAIRE" SOCIAL COMMUNITY RESTAURANT Tours CCAS

+33 218 961 118

14, rue de la Moquerie - TOURS

**Upon referral from CCAS Tours (p.17).**



## WASH EAT AND



## FAMILY WELCOME CENTRE Emergency

+33 953 377 038

1, rue Georges Colomb – TOURS

**Welcomes homeless families 7 days a week. During the day**

**Leisure activities: 9am to 4pm**



# WASH EAT AND



## MORNING DROP-IN CENTRE Emergency



+33 622 477 293

47, rue Jules Guesde – TOURS

**Welcomes single homeless men and women every morning, 7 days a week. Breakfast.**

**Monday to Friday: 8am to 12pm**

**Saturday, Sunday and bank holidays: 8am to 11am**



## LUNCHTIME DROP-IN CENTRE Emergency



+33 247 445 169

24 bis, avenue du Général de Gaulle – TOURS

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

**Pre-register at the morning drop-in centre.**



## SECOURS CATHOLIQUE Interm'Aide



+33 247 464 578

37, rue de la Fuye - TOURS

**For women with or without children.**

**Cooking facilities available. Leisure activities.**

**Monday to Friday: 9:30am to 5:30pm**





## "L'ENVOL" SOCIAL CORNER SHOP

French Red Cross

+33 247 050 371

2, rue Mermoz - TOURS

**Wednesday and Friday: 9am to 12pm  
and 2pm to 4pm**

**Make an appointment to register on site**



## RESTOS DU CŒUR

+33 247 470 378

Marché de gros Avenue Vatel - TOURS

**Access by registration**

**Website: <https://www.ad37.restosducoeur.org>**



## SECOURS POPULAIRE FRANÇAIS

### • **Tours Nord:**

20, rue de Tourcoing - TOURS

+33 247 413 147

### • **Tours Centre:**

2, allée de Luynes - TOURS

+33 247 647 217

### • **Maryse Bastié branch:**

118, bld Tonnellé 37000 - TOURS

+33 247 388 985





## SOLIDARITÉ TOURS NORD

+33 247 412 521

Champ Chardon shopping centre  
rue de Verdun - TOURS



## CONFÉRENCE SAINT-VINCENT-DE-PAUL

+33 247 205 910

9B, rue Balzac - TOURS

Packages distributed on Tuesday and Thursday afternoons  
from 2pm to 5pm upon referral by the social workers of the  
Mame, Dubineau and Fontaines Maisons de la Solidarité.



## ELAN RETROUVÉ DE TOURAINE

+33 247 382 626

56, rue Walvein - TOURS



## PANIER Suspendus TOURAINE

Browse the online map to locate  
your nearest Paniers Suspendus  
donation boxes if you need to  
dip into them.



## SOUP RUNS

Entraide et Solidarités - French Red Cross  
**Food assistance: call 115**

# FOOD AID



## NAYA

+33 758 166 418

4, allée Robert Couillaud - Saint-Pierre des Corps  
**Patrols, help with administrative procedures,  
referrals to appropriate facilities, distribution of  
food parcels, clothes and toys, etc.**



# BE WELCOMED



## LA BARQUE

Community café

+33 247 660 689

118 rue Colbert - Tours



# FOR STUDENTS



## "LE PETIT KDI" STUDENT TRUCK ON WHEELS

French Red Cross –  
Touraine food bank

+33 673 992 848

**Specific days and times – contact:  
[claude.laurendeau@croix-rouge.fr](mailto:claude.laurendeau@croix-rouge.fr)**

**10% of standard price**



# FOR STUDENTS



## LES HALLES DE RABELAIS

+33 652 512 545

Parc de Grandmont Student Centre

1, avenue d'Arsonval - Tours

Referral by the University social service Association  
contact: [hallesderabelais@gmail.com](mailto:hallesderabelais@gmail.com)



## TEMELEIA ETUDIANTS

+33 760 576 276

114, rue Georges Sand



## REGIONAL STUDENT WELFARE OFFICE (CROUS) UNIVERISTY RESTAURANTS

U.R. Saint Symphorien, Tonnellé, Tanneurs,  
du Plat d'Etain, du Technopôle, Grandmont.  
Open during lunchtime from Monday to  
Friday Information on the CROUS website:  
<https://www.crous-orleans-tours.fr/>



## UNIVERSITY SOCIAL WELFARE DEPARTMENT

+33 238 242 700

For information on student social welfare  
and to make an appointment with a social  
worker: [secretariat.service-so-  
cial@crous-orleans-tours.fr](mailto:secretariat.service-social@crous-orleans-tours.fr)



# GO TO PUBLIC TOILETS



Source : <https://data.tours-metropole.fr/Sanitaires-publics> - Tours Métropole Val de Loire

**Access to all public toilets in Tours is free.**  
Some are accessible at specific times, and others are open 24 hours a day (the automatic ones).

You can find details of each public toilet on the city of Tours website:  
<https://www.tours.fr/services-infos-pratiques/761-sanitaires-publics.htm>



# CLOTHING



## ACTIVE

+33 247 642 044

155, rue Edouard Vaillant - TOURS

+33 247 371 333

153, rue St François - LA RICHE

**Tuesday to Friday: 2pm to 5:45pm For a small fee. Free for people without means, referred by a social worker.**



## SECOURS POPULAIRE FRANÇAIS

+33 247 388 985

118, boulevard Tonnellé - TOURS

**Tuesday to Friday: 2:30pm to 5pm For a small fee. Free for people without means, referred by a social worker.**



## SOLIDARITÉ TOURS NORD

+33 247 412 521

Champ Chardon shopping centre  
rue de Verdun - TOURS



# CLOTHING



## "LA VESTIBOUTIQUE" FRENCH RED CROSS

+33 247 371 161

25 rue Bretonneau - TOURS

**Wednesday and Saturday: 2pm to 6pm**



## CONFÉRENCE SAINT-VINCENT-DE-PAUL

+33 247 205 910

9B, rue Balzac - TOURS

**Clothes distributed Tuesday and Thursday  
afternoons: 2pm to 5pm**



# HEALTH CARE



## DOCTOR'S SURGERY Entraide & Solidarités

+33 247 054 848

55, rue Marcel Tribut - TOURS

**Monday to Friday: 9am to 12pm**





## **DROP-IN CENTRE**

### **Emergency**

+33 247 666 322

1, place Anne de Bretagne - TOURS

**Open Monday to Friday: 2pm to 4pm**



## **CONTINUOUS ACCESS TO HEALTH CARE (PASS)**

### **Medical PASS:**

**Trousseau Hospital, social service**

+33 247 475 952

**Tuesday and Thursday: 9am to 5pm**

**Friday: 1:30pm to 5pm**



### **Psychiatry PASS**

+33 218 370 570

19 rue Edouard Vaillant - TOURS

**By appointment, Monday to Friday: 9am to 5pm (except Wednesday)**



## **EMPPE**

**Mobile Team for Psychiatry,  
Precariousness and Exclusion**

+33 234 379 608

19 rue Edouard Vaillant - TOURS





## **CSAPA37 - CENTRE LA ROTONDE**

+33 234 378 981

4, rue Jules Mourgault - TOURS

**Open by appointment. Treatment of addictive behaviours with and without psychoactive substances.**



## **CSAPA37 - CENTRE PORT BRETAGNE**

+33 247 479 191

26, rue Richelieu - TOURS

**Open by appointment. Treatment of addictive behaviours with and without psychoactive substances and METHADONE dispensing centre.**



## **SOS MÉDECINS**

**Reception and guidance centre for women victims of violence**

+33 754 327 183

19, rue de la Dolve - TOURS



## **CAARUD (AIDES)**

+33 762 932 276

310, rue d'Entraigues - TOURS

**At the station on Mondays: 6pm Wednesday and Friday: 10am to 12pm Welcome and support for drug users. Provision of single-use equipment, recovery of used equipment.**



## HOSPITALS

### medical emergencies only



#### **TROUSSEAU HOSPITAL**

+33 247 474 747

Avenue de la République  
CHAMBRAY LES TOURS

**All medical emergencies.**  
**Hand emergencies.**



#### **BRETONNEAU HOSPITAL**

+33 247 474 733

2, boulevard Tonnellé - TOURS

**Ophthalmic emergencies.**

+33 247 479 290

2, boulevard Tonnellé - TOURS

**Obstetric emergencies.**



#### **CLOCHEVILLE HOSPITAL**

+33 247 474 747

49, boulevard Béranger - TOURS

**Paediatric emergencies, children aged 0 to 15 years.**



# PREVENTION ACCESS TO RIGHTS



## **EMERGENCY FACILITY FOR ASYLUM SEEKERS COALLIA**

+33 247 310 170

70 rue Blaise Pascal - TOURS

**Open for new asylum seekers.**

**By appointment from Monday to Friday:  
08:45am to 12pm and 13:30pm to 4pm  
except Tuesday afternoon.**



## **WOMEN'S FAMILY LAW INFORMATION CENTRE (CIDFF)**

+33 247 275 400

6-8, rue Johann Strauss - TOURS

**Psychological and legal consultation by  
appointment on Monday, Tuesday and  
Thursday: 9:30am to 1pm and 2pm to 5:30pm,  
Friday: 9:30am to 1pm and 2pm to 3:30pm**



## **DEPARTMENTAL COUNCIL FOR ACCESS TO LAW 37 (CDAD)**

+33 247 313 900

10, Place Neuve, Centre de vie du Sanitas - TOURS

**Monday and Tuesday, 9am to 11:30am Wednesday,  
Thursday and Friday from 1:30pm to 4pm Make an  
appointment by phone from Monday to Friday:  
9am to 12pm and 2pm to 5pm**



# PREVENTION ACCESS TO RIGHTS



## **FAMILY PLANNING CLINIC**

+33 247 209 743

10, Place Neuve, Centre de vie du  
Sanitas - TOURS

**On appointment only apart from  
Wednesday and Friday: 2pm to 6pm**



## DOMICILE



## **TOURS CCAS**

Tours Community Social  
Action Centre

+33 218 961 118

2, allée des Aulnes - TOURS

**Domiciliation, emergency assistance, advice,  
guidance. Open from Monday to Friday: 8:30am  
to 12:30pm and 2pm to 5pm**



## **SOCIAL AND MEDICAL CENTRE RECEPTION AND GUIDANCE SERVICE**

Entraide & Solidarités

+33 247 054 848

55, rue Marcel Tribut - TOURS

**For homeless people with regular  
administrative status.**



# DOMICILE



## DROP-IN DAY CENTRE Emergency



+33 247 445 169

24 bis, Avenue du Général de Gaulle - TOURS

**Tuesday and Thursday: 2pm to 4pm**



## FRENCH RED CROSS

+33 247 371 161

25 rue Bretonneau - TOURS

**For foreign nationals without a residence permit.**

**Monday and Thursday: 9am to 12pm and**

**1pm to 4pm Tuesday: 9am to 12pm and 2pm**



# TEMPORARY ANIMAL SHELTER



## DIGNITÉ RETROUVÉE AUX SANS NICHE FIXE



+33 650 113 535

**Pet care and support for people in need. Pet food distribution outreach. Help with veterinary care.**



# WiFi PUBLIC ACCESS



Source : [https://data.tours-metropole.fr/Equipements - Bornes wifi public - Tours Métropole Val de Loire](https://data.tours-metropole.fr/Equipements-Bornes-wifi-public-Tours-Metropole-Val-de-Loire)

**WiTM** is the free WiFi offered by Tours Métropole Val de Loire. Public WiFi can be accessed throughout the region via a single identification portal, through a simplified procedure (all you have to do is accept the general conditions of use).

**Find all the WiFi access terminals:**

<http://carto.tours-metropole.fr/?theme=Num%C3%A9rique%20et%20innovation>



# EMERGENCY NUMBERS

# 115

## SOCIAL EMERGENCIES

FREE, 7 days a week, from 3PM TO 8AM

- 15 AMBULANCE
- 17 POLICE
- 18 FIRE BRIGADE
- 112 EMERGENCIES AND RESCUE
- 114 EMERGENCIES (BY SMS)  
*for people unable to express themselves verbally*
- 119 CHILD ABUSE
- 39 19 DOMESTIC VIOLENCE

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Traduction : TRADUTOURS - 15 Rue du Sergent Leclerc, 37000 Tours

- 0 800 05 95 95 RAPE HELPLINE
- 0 800 235 236 YOUNG PERSONS HELPLINE
- 02 47 54 54 54 EMOTIONAL SUPPORT HELPLINE
- 0 800 840 800 AIDS HELPLINE

VILLE DE   
**TOURS**

