

Contents

HEALTHCARE.....	3
General note.....	4
For those who have a French working contract.....	4
For those who are expat within the EU.....	5
European Insurance card (EHIC).....	5
Doctolib service.....	5
Vaccinations requirements for child.....	6
Social security number.....	6
CAF.....	6
FINANCE.....	7
Bank account.....	7
PROPERTY.....	7
Properties in France.....	8
Finding property.....	8
Moving in.....	9
Gas, electricity:.....	9
Water.....	9
Maintenance of the property.....	9
CHILDCARE & EDUCATION.....	9
General notes.....	10
Enrolling your child at school or leisure center.....	10
OVERCOMING THE LANGUAGE BARRIER.....	11
Learning french.....	11
Small useful tips.....	11
NON-EU CITIZENS.....	12
Applying for a DCEM for your child.....	12
OFII procedure for visa holders.....	12
PUBLIC TRANSPORT.....	13
Specific for children.....	13
TOURISM.....	14
Tourist information office in Lille.....	14
Some resources to help you discover Lille.....	15
DRIVING IN FRANCE.....	15
Driver's license.....	15

Car insurance.....	16
DISCLAIMER.....	16
CONTACTS.....	17

HEALTHCARE

Carte Vitale picture



General note

Please be advised after arrival to France that you can choose your general practitioner using the Doctolib service described in the next section. Please note that not all doctors are accepting new patients and sometimes you need to wait a few weeks before you will be able to see a doctor due to availability.

Doctolib is not the only service to find a doctor (though it is the easiest one). You can also find a general practitioner by contacting each doctor directly.

"SOS Médecins" is an emergency doctor service. It is open at all hours and may be especially useful to those who do not yet have a general practitioner <https://www.sosmedecins-lille.fr/>

Address:

3 avenue Louise Michel
Métro Porte de Douai
59000 LILLE

Phone number 0826 46 91 91 (0,18€/mn)

For those who have a French working contract

In France, you can either choose to have private or public medical treatment. Most doctors and specialists work in private practice. In the case of an illness, you must first consult a general practitioner, except ophthalmologists, dentists, gynecologists, and pediatricians. A general practitioner may prescribe treatment, medical tests, give you a prescription to take to a pharmacy, refer you to a specialist or have you admitted to hospital. You should go to the hospital only in the case of an emergency. Hospitals provide surgery, obstetrics, and other special interventions. In other cases, you must first visit your general practitioner. They may refer you for hospitalization if necessary. Public hospitals provide high quality services, and treatment is fully covered by insurance. Private hospitals tend to be more expensive, and you are more likely to pay part of the costs that will not be covered by insurance. In France, you are covered by the French Social Security System and Complementary Health Insurance also called a Mutuelle. The French Social Security system provides a basic level of insurance. It covers about 70% of your expenses and about 100% in case of a serious illness. Complementary Health Insurance could pay the rest of the costs that French Social Security does not cover. Depending on the chosen option you will be reimbursed less or more for some special treatments like dentists, ophthalmologists and so on. The French health system operates on the basis of reimbursement. This means that when you visit a doctor, you pay for a consultation, and then Social security and Complementary insurance return you all or part of expenses depending on the case and your insurance <https://www.ameli.fr/sites/default/files/formualires/168/736.cnamts.pdf>

For those who are expat within the EU

In this case, your Company most likely provided you with third-party health insurance to cover your medical costs while you are in France. Please read your insurance policy carefully before going to the doctor. Most of the time, you will need to pay for the visit or medical tests with your money and then you will be reimbursed from your insurance if this service is covered by it.

European Insurance card (EHIC)

If you have a French employment contract, you could apply for an EHIC.

The European Health Insurance Card covers the holder for healthcare that becomes medically necessary during a temporary stay (vacation, business trips, etc.) in another European Union member State, Norway, Liechtenstein, Iceland, or Switzerland. The EHIC guarantees direct access to the public health system in the country you are visiting, with no need for prior application to the local health authority. When you show your EHIC, you will receive the same health services as if you were insured in the country you are visiting. What the European Health Insurance Card does not do: It does not replace travel insurance. It does not cover private health care or costs such as a flight back to your home country or loss or theft of property. It does not cover the costs of medical treatment that you have scheduled in another EU country, does not guarantee free services. As healthcare systems vary from

country to country, some services provided free of charge in your country may not be available elsewhere. You can order the card on ameli.fr

Doctolib service

If you are looking for a doctor, try to use <https://www.doctolib.fr/>. There is also a mobile application which is called Doctolib and available for IOS and Android. This service will allow you to find doctors (in most specializations), as well as make appointments for labs and other tests. Please note that there is a possibility to filter doctors who speak English or other languages as well.

Vaccinations requirements for child

In France, 11 vaccines are mandatory for children born after 2018, against diphtheria, tetanus, polio, whooping cough, hemophilic influenza B (Hib), hepatitis B, pneumococcal diseases, meningococcal C infections, measles, mumps and rubella. For children born before 2018, there were only 3 mandatory vaccines (against diphtheria, tetanus and polio). When you move from your country, you should bring a vaccination certificate. Unvaccinated children are not allowed in nurseries, kindergartens, schools and childcare centers unless your physician has given them an exemption for medical reasons.

Social security number

The chapter below is valid only if you have a local French work contract. If you are an expat from the EU, this does not apply to you and your social security is maintained (subject to your work contract) in your home country.

This individual and unique identification number is composed of 13 digits: gender (1 digit): 1 or 7 for men, 2 or 8 for women, year of birth (2 digits), month of birth (2 digits), county / département of birth (2 digits), place of birth (3 digits) . When you start working in France, your new employer will register you with the URSSAF (Union de Recouvrement des Cotisations de Sécurité Sociale et d'Allocations Familiales). If you do not work in France you can register yourself with the French social security. You must contact your local CPAM (Caisse Primaire d'Assurance Maladie). Your local CPAM depends on the place of your residence. You can find your local CPAM office on the Social Security website ameli.fr. Once you have your temporary or permanent social security number you are immediately entitled to the reimbursement of your medical expenses by the French health insurance system. You will need to ask the doctor or pharmacist to give you a care bill, which you will fill out and mail back to the CPAM. You will still be reimbursed, but it will take a little longer. After a while, you will get a social security card, it's called the Carte Vitale. It may take some weeks, even months. It is not a payment card, but if you present your social security card to your French doctor, you will automatically be reimbursed for your medical expenses by French social security. When you receive medical treatment the card is presented to your French doctor/chemist who places it into a card reader enabling you to later obtain direct reimbursement from the insurance fund. With your Carte Vitale, you can benefit from the third party payer system. In the case of some health professionals, the presentation of the Carte Vitale can exempt you from advancing the fees for treatment which is covered by your health insurance: this is the third party payer system.

CAF

CAF stands for “Caisse des Allocations Familiales’ and it is a branch of the French government which might help you with some financial support in some areas such as: early life childcare, school, after school activities, educational holidays, family allowances, etc. You can find a basic guide and eligibility criteria on their website <https://www.caf.fr/>

FINANCE



Bank account

You will likely need to open a bank account despite having bank accounts in your home country, as there are some limitations - not all online shops accept cards issued by non French banks, as well as cheques being sometimes the only way to pay for certain services. After opening a bank account, you will have RIB (your identifier) which might be required in situations like opening contracts (gas, electricity, internet etc..). It is better to have it with you at the beginning.

For US citizens: It can often be difficult because of the United States’s FATCA which is respected here in France. Banks are reluctant to want to work with Americans because they have to file with the IRS every year. There are some banks, however, that are known to work with Americans. Here is the list: BNP, Monabanq, Fortuneo, Credit Agricole, CIC, LCL, Banque Postale and HSBC.

PROPERTY



Properties in France

Please note, that most of the time properties will be rented with no furniture, apart from a kitchen and no appliances. Make sure to check and ask when visiting the property for evaluation.

Finding property

It is usually quite a complicated and lengthy process, therefore, leave some time for it. First, you would need to find the property which suits you. It is often better to go through an agency for this as they have a better network. After finding the property and confirming your firm interest to the landlord (usually through their agent), you will be asked to provide quite a few documents. It might take a few months before you will receive the final answer.

There are few potential strategies you could take:

- Hire a relocation agent who will conduct the search for you based on your preferences, but this option has some costs behind it. If you choose this option, you could visit from your home country and see few potential places at once;
- Or upon your arrival, book a temporary accommodation while you are searching - in this case you are better positioned to quickly react to new ads, but it might take a few months to find something suitable (unless you are very lucky)

Some web resources, you could use to search for properties to rent:

www.leboncoin.fr

www.seloger.com

<https://gensdeconfiance.com/fr/> it is not public - you need to have 3 sponsors, who can confirm your identity before joining.

Moving in

Before moving in, you will need to open contracts for utilities- gas, water, electricity as well as have insurance for the property (this is an obligatory step).

Some suggestions about the potential providers- please note that this list is not complete.

Gas, electricity:

www.engie.fr

www.edf.fr

These two are the historical providers. EDF has the government regulated price for electricity. There are many other providers of both gas and electricity. You are free to choose who you want and can change providers whenever you like.

Water

www.mel-ileo.fr

Maintenance of the property

Please note that many properties are equipped with a gas boiler which is used for heating water and heating the property. It has specific maintenance procedures which should be done by an authorized person (called a "chauffagiste") once a year, otherwise there is a risk of losing heat very suddenly. Many insurance providers also require proof that the maintenance was performed if you were to have a problem. Depending on your gas contract, it may be included in it or should be purchased separately.

CHILDCARE & EDUCATION



General notes

Apart from school (which is mandatory for all children), there are a few other things to consider:

- Leisure centers- which could be used on Wednesdays, as at the European school, lessons finish at noon or during school holidays (roughly 2 weeks every 2 to 3 months). In these centers, children will have different fun activities all day long;
- Before and after-school care (garderie)- it is a service provided for parents, which takes care of your child early in the morning starting from 7:30am till the lessons start, and could take care of him/her after lessons until 18:30 in the evening. This service has additional costs and the amount to pay depends on your income.

Education is free of charge (in public schools), but you would need to pay for additional services, like lunch or after-school care.

Enrolling your child at school or leisure center

You need to register your child in France before going to school. You need to contact the city hall and they will provide you with all information required to build the file for your child. You might need to contact a few town halls in case you live in a different town from the school location.

OVERCOMING THE LANGUAGE BARRIER



Learning french

There are quite a few different free resources you could use:

<http://www.netprof.fr>

<http://www.francaisfacile.com/>

<http://www.ciel.fr/learn-french/french-exercises.htm>

http://www.loecsen.com/travel/discover.php?lang=fr&to_lang=3

<https://www.fondation-alliancefr.org/>

<https://www.fle.fr>

www.cned.fr

[Duolingo application](#)

“Première classe” is a learning program linked to TV5 monde, a channel broadcasting only French programs

Small useful tips

When you need to use a French website and the language is challenging at the beginning, try using the Google Chrome browser which has a built-in function for translation. It can translate all websites to your preferred language.

There are also different translation applications for your phone, which could help when dealing with the language barrier at the beginning.

NON-EU CITIZENS



If you are not an EU citizen, and you come with a working or other type of visa, there are additional procedures you will need to go through.

Applying for a DCEM for your child

While children are covered under their parents' "titres de séjour", they will need a DCEM if they leave France on a trip with the school. It can take a few months to process so it is best to apply right away even before a trip is planned.

<https://administration-etrangers-en-france.interieur.gouv.fr/particuliers/#/>

OFII procedure for visa holders

Most new arrivals with visas need to register with OFII.

<https://administration-etrangers-en-france.interieur.gouv.fr/particuliers/#/> There is an obligation to register within 90 days of arrival; otherwise independently of your visa's validity period, it may be canceled. After registration, OFII will eventually contact you and provide

the date and time of your first appointment, which will launch all procedures, and you will be provided with guidelines for going through it.

PUBLIC TRANSPORT



Specific for children

Ilevia - Children who live in the MEL qualify for free public transportation if they apply for a pass pass card with the MEL child profile. Having the card helps reduce the costs of field trips with the school if public transportation is used.

<https://www.ilevia.fr/fr/accueil/294-titre-moins-de-18-ans.html>

TOURISM



[Tourist information office in Lille](#)

The Tourist information office is a very useful place for all foreigners in Lille. The Tourist information office of Lille is at your disposal 7 days a week: From Monday through Saturday

from 9 h 30 - 18h30, every Sundays and holidays from 10h to 12 h and from 14h to 17h. All information at: www.lilletourism.com/bienvenue-a-lille.htm

Some resources to help you discover Lille

Here is a map to discover Lille that is printable : <https://www.use-it.travel/cities/detail/lille/>
Lille and its surroundings have a lot to offer in terms of hobbies... museums, swimming pools, amusement parks .

Discover a full range of ideas by following this link:

<https://maps.app.goo.gl/jgCxWTpeoZsZSfM18>

If you are looking for the perfect place to have a drink or a meal with children, discover them here: <https://maps.app.goo.gl/mZtXDjGTYsHuC6wo7> Want to spend some time in nature...

The region offers you a multitude of possibilities :

<https://maps.app.goo.gl/k4cbm3tdv5A1KWRv8>

DRIVING IN FRANCE



Driver's license

If you are coming from the EU or Switzerland, it should be fine. In some countries- you need to exchange (if there is an agreement with France) within 1 year of your arrival. In some cases, you will need to pass the exam if there is no agreement with France. Check if your non-European driving license (EU/EEA) is exchangeable for a French license (Simulator) : <https://www.service-public.fr/particuliers/vosdroits/R64185?lang=en>

The exchange of driver's licenses is done at the prefecture. To know the documents you need , you can follow this link : <https://www.service-public.fr/particuliers/vosdroits/F1460?lang=en>

If you have to retake your license exam in France, you have to pass 2 parts: - the theory : the highway code and the practical part: the driving test. You are not obliged to register at a driving school to take your exam. You can do it as an independent candidate.

<https://www.service-public.fr/particuliers/vosdroits/F2825?lang=en>

If you are a European citizen, you will only have to change your license for a French license in the following cases: - your license from your country of origin is expired - you have lost your license - you have committed a traffic violation In France. Driving alone is allowed from 18 years old. The French license system is a point-based license that punishes violations of the highway code with a loss of points. Normally, the license includes 12 points except for someone who has just obtained his license where it will be reduced to 6 points. When you lose all your points, your license is suspended. There is a system of redemption of points by taking an educational course. In case of a police check, you must be able to present: your identity card or passport, vehicle documents (registration documents, registration certificate) the vehicle insurance certificate, the roadworthiness test certificate of the vehicle if it is concerned in restricted traffic areas related to pollution, the Crit'Air sticker must be affixed to the vehicle (to obtain it, [go to the official Crit'Air website](#)).

Some points of the highway code : <https://www.onisr.securite-routiere.gouv.fr/en/road-safety-policy/highway-code>

Normally, all non-French identity papers must be accompanied by a translation of the document to be valid in France.

Car insurance

If you come with your car, check if insurance coverage is international and covers you in France.

DISCLAIMER

This guide was prepared by members of the Parents' Association of the École Européenne Lille Métropole (EELM) this webpage to give some guidance to families arriving to France. Our goal is to keep this information timely and accurate. If errors are brought to our attention, we will try to correct them. However the Parents' Association of the École Européenne Lille Métropole (EELM) accepts no responsibility or liability whatsoever with regard to the information on this site.

This information is:

- of a general nature only and is not intended to address the specific circumstances of any particular individual or entity;
- not necessarily comprehensive, complete, accurate or up to date;
- sometimes linked to external sites over which Parents' Association of the École Européenne Lille Métropole (EELM) have no control and for which the Parents' Association of the École Européenne Lille Métropole (EELM) assumes no responsibility;
- not professional or legal advice (if you need specific advice, you should always consult a suitably qualified professional)

CONTACTS

In case you have any questions or you need some help or advice, please feel free to contact us at welcome@ape-eelm.eu we would be happy to help you.