



**Information Booklet for
Exchange Students
EM Strasbourg Business School**

General Information

Strasbourg: A capital of Europe

Strasbourg is France's 9th largest city with a total of over 450 000 inhabitants in the greater Strasbourg area and 270 000 in its centre. Strasbourg is the capital of its region, Alsace, one of the most prosperous economic regions of France.



Moreover, Strasbourg hosts three important European Institutions:

- The European Parliament
- The Council of Europe
- The European Court of Human Rights

These three institutions, combined with the city's geographical proximity to other European countries, make Strasbourg a very cosmopolitan city and one of the capitals of Europe. Germany can be reached within minutes by crossing one of the many bridges over the Rhine River. Switzerland, Luxembourg and Belgium are only one to two hours car or train journey from Strasbourg.

EM Strasbourg Business School

In January 2009, EM Strasbourg Business School became the business school of the second largest multi-disciplinary university in France, the University of Strasbourg.

In addition to being part of a university, we are part of a national network of prestigious Business and Engineering Schools entitled the *Grandes Ecoles* network. This dual status enables EM Strasbourg Business School to offer courses in disciplines such as Audit/Control/Finance, General and Sectorial Management, Project Management, Entrepreneurship, Marketing, Human Resources, research, across five main programme tracks:

- Programme *Grande Ecole*
- Bachelor in International Business
- University master's programme
- PhD programme (jointly with the *Ecole Doctorale Augustin Cournot* of the University of Strasbourg)
- Executive Education programmes

Our Diversity Policy

Sustainable development, ethics and diversity are the three core values that lie at the heart of EM Strasbourg Business School.

Our diversity policy is especially important to us as a higher education institution and the School has adopted a **Diversity Chart**.

Our diversity policy translates into the following key actions:

- A **confidential listening cell** *bien vivre ensemble* is available for all staff and students who wish to report discrimination or problems encountered at the School.
- **Contact:** bienvivreensemble@em-strasbourg.eu or +33 3 68 85 89 33.
- The School is engaged into a continuous effort to accommodate the needs of **students with disabilities** (mobility, physical, sensorial or cognitive) both in terms of their physical access to our premises and of their full integration into the academic and school life.
- Every year the School organizes the **Days of the Three Values**. A number of awareness raising events and debates are organized throughout three days joining representatives from the academic sphere, business and the press.
- The School also has a **scholarships and social affairs officer** which works with students with specific social needs.
- **Contact:** Samiya Safer, samiya.safer@em-strasbourg.eu or +33 3 68 85 83 28.

Practical Information before Arrival

Applying to EM Strasbourg Business School

The selection of candidates for an exchange semester or year at EM Strasbourg Business School is done by students' home universities.

IMPORTANT DATES:

Deadline for the 1st semester or full academic year: 30 April

Deadline for the 2nd semester: 31 October

After the registration period is closed, we will send acceptance letters and certificates of housing to all registered students, if needed, so that they can start applying for visas (for those who come from outside of the EU). Should students need the acceptance letters earlier (due to lengthier visa application procedures in some countries) we will provide them upon request.

Visas and other immigration formalities

All students should check the expiration date of their passport before they leave their home country. It should be valid for at least 6 months after the end of your stay in Strasbourg.

- Students from the EEA:

Students who hold the nationality of an EEA State (28 EU Member States + Switzerland, Norway and Liechtenstein) do not need a visa for France and do not need to go through any immigration procedures while in France. Nevertheless, we advise students to bring the following documents:

- proof of medical insurance (the European Health Insurance Card) or a private national insurance (**mandatory**)
- a valid passport or an Identity Card (**mandatory**)

- Students from outside of the EEA:

Students coming from outside of the EEA area will need to apply for a French visa for their studies in France. **Students should start the visa application process as soon as possible as this may take a long time to obtain.**

To start the visa application process, students should:

- Go to the [Campus France](#) website for their home country and follow the instructions
- Contact the local French consulate and follow their instructions for getting a student visa. Students must make an appointment with them which they must attend in person. To secure an appointment, please book it as soon as possible after confirmation from Campus France because there is often a long wait.

Depending on the duration of students' stay in France, one of the following types of visa may be issued:

- Short-term student visa which does not involve the OFII procedure. This visa will bear the mention '*Dispense temporaire de carte de séjour*' and will not allow students to either work or claim housing subsidies in France. Students holding this type of visa will not need to undergo any additional immigration procedures on their arrival in France.
- Extended-stay student visa which involve the OFII procedure. In most cases, the extended-stay visa is valid for 1 year. When the visa is issued, the consulate will give the applicant an official form (with instructions) that the applicant must present to the French office of immigration and integration (OFII). Holders of the visa have to report to the OFII and complete several administrative formalities.

Specifically, a visa holder must, upon arriving in France, send to the OFII by registered mail (return receipt requested):

- The official form received from the consulate that issued the visa.
- A copy of passport pages showing the visa holders identity and the stamp indicating entry into France (or into the Schengen area).

Upon receipt of these documents, the local office of the OFII will send the visa holder, by regular mail to the address provided by the visa holder), a letter acknowledging receipt of the form and possibly asking the holder to report for a medical examination if such an examination was not performed in the holder's country of origin or upon entering France.

To help students with the OFII process, the EM Strasbourg International Office will collect the OFII forms during the Orientation week and will send them to OFII in one batch. Please have the documents ready.

After sending these documents, students will be summoned for a medical examination; students are strongly advised to keep this date as it is difficult to re-arrange. For the visit, students will need:

- The passport or an identity card
- A proof of residence (Electricity bill, rental contract, certificate from residence)
- An ID picture
- The printout of the 58 euro stamp. The stamp may be purchased:
 - online at www.timbresofii.fr
 - in certain shops that sell tobacco products (Tabacs)

The medical examination will validate your visas which will from then on acquire the value of a residence permit (*titre de séjour*). This type of visa allows students to work for a limited number of hours and to apply for a housing subsidy.

Contacting your embassy/consulate:

We recommend that students contact your embassy/consulate upon arrival in France to inform them of the length of your stay. This information will be helpful in case of personal injury or theft of identity documents.

Accommodation

Students who are accepted into EM Strasbourg Business School will receive detailed information about accommodation before they arrive. The following accommodation options are available:

- **University dorms.** EM Strasbourg Business School is granted a limited number of rooms for exchange students in University of Strasbourg student dorms. The procedure for these rooms runs in June and November. The number of on-campus rooms will be limited and rooms will be allocated on a first come, first served basis.
- **Private student residencies.** These are privately owned and managed student residencies. They may offer a higher level of comfort than university residencies; however, they are also more expensive. Students interested in staying in one of these residencies should contact them directly, independently of the EM Strasbourg Business School.
- **Private accommodation.** Students may rent a room, studio or an apartment privately by responding to adverts on local housing websites. Please note, however, that applications for private housing are made by the students independently of the EM Strasbourg Business School. Please also note that some landlords might ask for a French guarantor and that often privately rented accommodation is not furnished.

A separate accommodation guide is available for more detailed information. European students and students whose visa requires them to go through the OFII procedure may apply for a housing subsidy from [CAF](#), a French welfare office.

What to bring

- **Clothing:** If you are spending the whole year in Strasbourg, be sure to pack for all seasons. It gets very cold in winter (up to -10°C) and very warm in summer (up to $+39^{\circ}\text{C}$). If you are coming for only one semester, pack accordingly.
- **Don't pack too much:** Strasbourg is a modern city with shopping malls, pharmacies, and grocery stores so you don't need to pack a year's worth of shampoo for example (unless you use a very specific kind that cannot be found outside of your country). Also keep in mind the weight limits of airline baggage on your trip over.
- **Electronics:** Plugs are different in France than in other parts of the world so if you are bringing any electronics (including chargers, hair dryers, alarm



clocks etc.) either use an adaptor or buy new or second hand appliances when you get to France.

- Copies of important documents: It is always good to photocopy important documents (passport, birth certificate, ID card) and keep them in a separate place than the originals. This provides a backup in case of theft, and you will also need copies of important documents for various administrative procedures in France.

Living costs in Strasbourg

Strasbourg is considered a slightly more expensive city than other French cities of similar size due its peculiar political, geographical and economic situation. However, it has a large student population (about 45,000 students) and it is adapted for student budgets as well.

Generally speaking, monthly living costs in Strasbourg may amount to the following:

- Accommodation: between 250 and 500 euros depending on the type of accommodation
- Food and other daily expenses: between 300 and 500 euros per month.
- Transport: €24.20 for a monthly bus/tram

All students registered at EM Strasbourg Business School will receive a University of Strasbourg student card, which is also a cash card, and which will allow them to get two-course lunches in University canteens for €3,20 only.

Also, all newly registered students will receive a free Culture card, with which students can get discounted tickets for cinema, concerts, exhibitions and other cultural events.

We advise students to have some additional funds with them when they arrive in Strasbourg as costs during the first month tend to be higher than usual (housing deposit, purchase of kitchen utensils, etc.).

Arriving in Strasbourg

- **By plane**

If you are planning on arriving by airplane, you will most probably connect in Paris, London, Frankfurt, or Amsterdam and arrive at Entzheim airport (SXB), which is Strasbourg's airport.

If you arrive at Entzheim airport, a train can take you, in less than 10 minutes, to the main train station which is near the Strasbourg city centre for 2,60€ .

You can check the time table [here](http://www.voyages-sncf.com/): <http://www.voyages-sncf.com/>

A taxi from the airport to the city centre is about 40€.

Other international airports nearby are Basel-Mulhouse-Fribourg [EuroAirport](#) in Switzerland and [Baden Airpark](#) in Germany.

- **By Train**

You can come from Paris by high speed train that leaves from the Charles de Gaulle Airport (Roissy) and also stops at Paris' Gare de l'Est. A high speed train journey from Paris to Strasbourg takes about 2 hours.

From the Strasbourg train station, you can get to the city centre by tram A, C or D.

A pick-up service is organised every semester for newly arriving students during the week before orientation. The pick-up service is organised by the International Club (BDI).

- **EM Strasbourg Business School Location**

Address: 61 avenue de la Forêt Noire
67085 Strasbourg
Tél : +33 (0)3 68 85 67 76

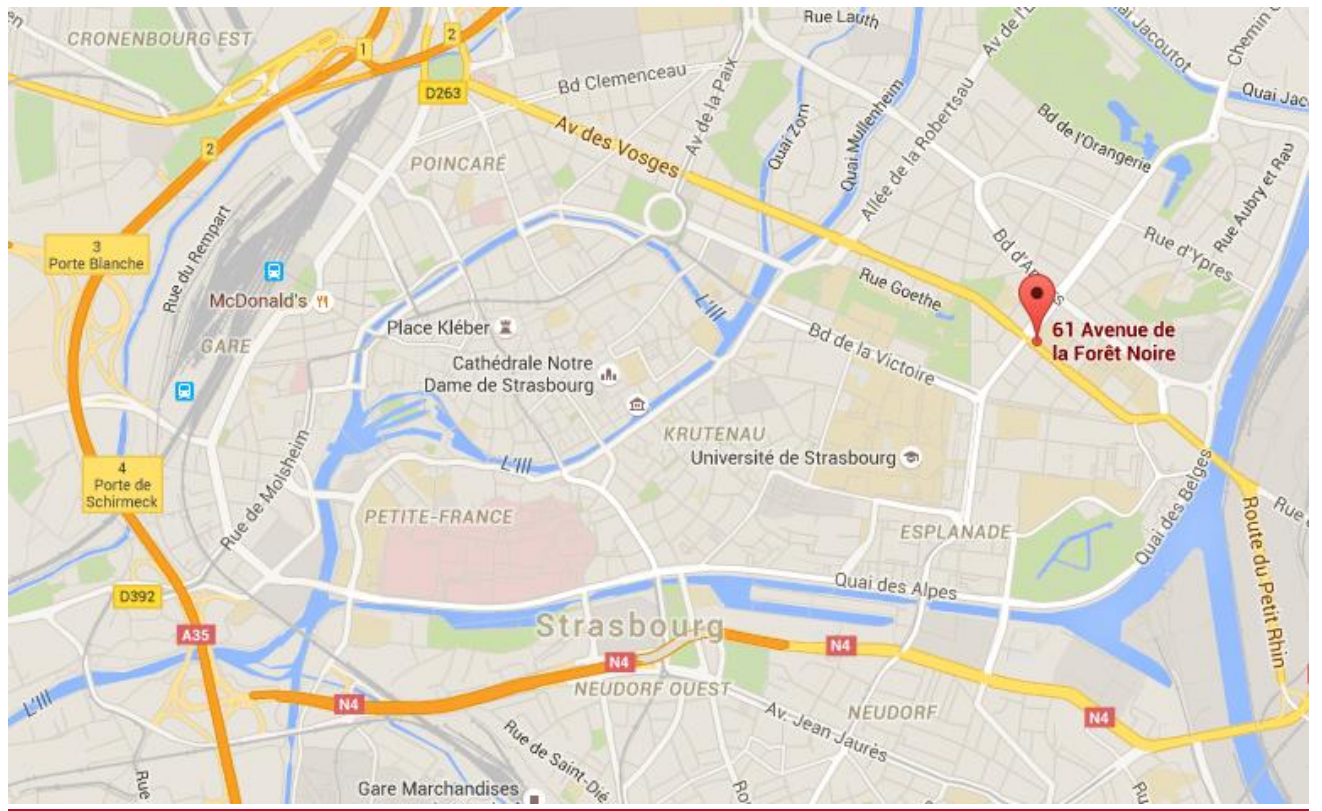
The EM Strasbourg Business School premises are also known as PEGE (*Pole Européen de Gestion et d'Economie* – European Pole of Management and Economy). This is a red-brick building about five minutes away from the main university campus (walking distance).



How to get there: Tram C from the train station and it will take you directly to *Observatoire* (7 stops), which is the closest tram station.

Trams F and E also stop at the tram stop Observatoire. Tram F comes from the centre of town and tram E from the European Parliament.

It is also possible to rent or buy a bike. The school is only a 10-minute bike ride from the city centre.



Practical Information upon Arrival

Opening Hours in France

In France, public services and administrative offices are usually open without interruption from 8:00 am to 4:00 pm.

Shops and other services usually open between 9:00 and 10:00 am and close around 7:00pm.

Most shops and banks will close for one or two hours at lunchtime (between 12:00pm and 2:00pm).

You should expect to find most banks closed on Mondays (traditional closing day for banks in France). Everything, except some bars and restaurants, will be closed on Sundays.

Below is a list of French public holidays when everything is closed:

- January 1st
- Good Friday (before Easter) and Easter Monday (Generally in April)
- Assumption Thursday (Generally in April)
- May 1st
- May 8th
- Pentecost Monday (April or May)
- July 14th
- August 15th
- November 1st
- December 25th and 26th

Banks

Students will need to open a French bank account if they want to apply for the housing allowance from CAF, sign up for a mobile phone plan, or want to get insurance for their housing.

Société Générale

Partnership with students association

34 Boulevard d'Anvers

67000 STRASBOURG

03 90 41 04 30

Crédit Agricole

36 av Forêt Noire

67000 STRASBOURG

03 88 61 34 92

Crédit Mutuel

2 Avenue du Général de Gaulle

67000 STRASBOURG

(Close to school but they have other branches throughout Strasbourg)

0 820 03 05 03

Caisse d'Epargne

27 bd Anvers

67000 STRASBOURG

08 20 32 00 61

Phone operators

There are four main mobile phone providers in France. Each of these providers has different plans that can include internet, television, mobile phone, WiFi, etc.

Providers also offer mobile phone plans that one can sign up for only online. These plans are often cheaper and require no contract or cancellation fees.

[Free Mobile](#) – operating on-line services only (offers no-contract monthly plans from as little as 2 euro).

[SFR](#)

4 Rue des Francs Bourgeois
or
49 rue du 22 Novembre
67000 Strasbourg
(Tram Stop Homme de fer, Line A, B, C, D, F)

[Orange](#)

28 Place Kleber
67000 Strasbourg
(Tram Stop Homme de fer, Line A, B, C, D, F)

[Bouygues Telecom](#)

28 Place Kleber
67000 Strasbourg
(Tram Stop Homme de fer, Line A, B, C, D, F)

Insurances

- **Health Insurance**

European Students and Students from Quebec

If you come from one of the countries of the European Economic Area ([EEA](#)) AND if you pay for your national health insurance, your health protection in France will be ensured by your home country via the [European Health Insurance Card](#) which you need to arrange before coming to France.

Students from Quebec benefit from an agreement between France and Quebec and have the same rights as the European students.

Non-European Students

Students under 28 years old: Students who are less than 28 years old will need to pay the French social security EVEN IF they might already have travel insurance for France. Students will be able to pay the fee (215€ for 2015-16) during the orientation week.

When paying for the French social security, students will be able to choose between two insurance companies providing insurance services to students: [MGEL](#) or [LMDE](#).

All students will have to provide the MGEL or LMDE with the following documents to finalize their registration with them:

- The proof of registration at the university which shows that you have paid for the insurance (MGEL will cover you for the few weeks that you will be here before the registration without this document but they will stop in October if you don't provide it) which you will get during the orientation week;
- Your bank information in France to be able to reimburse you for your medical expenses
- The invitation to OFII (Immigration office) or a copy of your visa if you do not need to go through OFII to complete your immigration process;

- A birth certificate translated into French if the original is not in English, French, Spanish or German (For students staying the entire year).

Students older than 28 years old as of October 1st 2015: The French health/social security system does not cover students who are older than 28 years. Such students are advised to either arrange for an insurance covering your stay in France from your home country, or get a private health insurance on your arrival in France.

- **Civil Liability Insurance** (*responsabilité civile*)

This is a third party compulsory insurance that covers any accidental damage that you, as a private person, cause to others or to their property. Most often this is included in the home insurance policy but please check.

It is compulsory to have it when renting an apartment or a room in a university dorm.

- **Housing Insurance**

It is compulsory to insure your home if you are a tenant (even in a university dorm) – all tenants are liable for damage to property including the common spaces of an apartment building.

Both the civil liability insurance and the housing insurance can be arranged with a French bank or with either [MGEL](#) or [LMDE](#).

Counseling

If you need counseling, the “CROUS” offers social services for students and is available by appointment to discuss personal matters as well as practical issues such as housing, part-time employment, etc.

They can be reached at:

CROUS –Social Service

1, quai du Maire Dietrich
Bureau des boursiers du Gouvernement Français
BP 50168
67004 Strasbourg Cedex
03 88 21 28 48
9h00-12h00; 2h00- 4h00

CROUS – International Relations

1 Boulevard de la Victoire
67004 Strasbourg Cedex
relations.internationales@crous.u-strasbg.fr

Supermarkets

There are a number of express and large supermarkets in the Strasbourg city centre and in the suburbs. These open from 08.00 – 09.00am to 19.00 – 20.00pm Monday to Saturday.

One can also shop for groceries and fresh fruit and vegetables in the farmers markets which are organized on certain days of the week in specific places in Strasbourg. For example, on Tuesdays a farmers market is open in the Boulevard de la Marne, which is right next to the Business School.

Work Opportunities

You can register on the [CROUS](#) website if you are interested in working part-time during your stay in Strasbourg. Please register online before your arrival and after your arrival try to make an appointment with them. For the appointment, be sure to bring your student card and passport containing your visa or your *carte de séjour*.

CROUS: 1 quai de Maire Dietrich – BP 50168
67004 Strasbourg cedex
03 88 21 28 00

Opening hours: Monday to Friday 9:00am – 12:00pm and 1:30pm – 4:00pm

You can also contact the Job Service at the EM Strasbourg Business School. This is a student association that collects ads for student jobs.

Academic Procedures

Administrative registration

The administrative registration of newly arrived students is completed during Orientation. Exchange and dual degree students do not need to pay any tuition fees at EM Strasbourg Business School (these must be settled at their home university).

ERAMUS + students need to know/bring the following:

- Your Strasbourg address and telephone number for the semester
- Your European Medical Insurance Card if you are coming from a EU Member State
- Proof of means of funding for your stay in Strasbourg (parents, student loans, etc.)

Students coming from outside the European Union need to know/bring the following:

- Your Strasbourg address and telephone number for the semester
- You will have to pay the French social security fee (about 215€). This is mandatory and cannot be replaced with travel insurance. Please bring your credit card if you are planning to pay with it. Please make sure you have enough money/high limit to pay the fee. You can also pay with cash in a different university building.
- Printed copy of your passport/Visa/page with the entrance stamp for the OFII papers
- Proof of means of funding for your stay in Strasbourg (parents, student loans, etc.)

After finalising the registration the students will receive an enrolment certificate that will allow the students to receive:

- A student card (to be used in university restaurants, library, as a public transportation card, etc.)

Orientation Session

At the beginning of each semester, we will organize an Orientation Session for students starting their exchange at EM Strasbourg. It is strongly recommended that all students on exchange at EM Strasbourg Business School attend the Orientation Session.

Course Selection

The EM Strasbourg Business School has two types of programmes. Depending on the agreement with the sending institution, students will either be enrolled in the Programme *Grande Ecole* or the Bachelor in International Business programme.

Please note that the list of courses available is different according to the programme as well as the academic calendars.

When selecting courses, please make sure to check with your home university advisor that the courses that you would like to select meet any subject/class hours/credit requirements that you may have at your home university.

- [Programme Grande Ecole](#)

The list of courses open to visiting students may be found here (please note that this list includes courses that are offered in both the 1st and the 2nd semester:

http://intranet.em-strasbourg.eu/views/list_cours_visitants.php

(NB: 2A stands for undergraduate courses, 3A stands for graduate courses; the language of instruction is indicated next to each course – ‘en’ for English and ‘fr’ for French; please click on the course title to see the course description; the number of credits for each course is indicated in the ECTS column – while most courses have 3 ECTS, there are also a number of courses worth 5 ECTS).

Course pre-registration

Before each semester, we will run a course pre-registration procedure. This will allow us to duplicate the courses in high demand (where possible). Some of the pre-selected courses will be validated and they will appear on students’ course lists before the final registration.

However, final course registrations will take place during the first week of class and students will then be able to add or drop courses as they wish.

Course registration

For more information on dates please check the academic calendar.

Once you complete your administrative registration and receive your student card, you will be able to register for courses. Registration for courses will take place in the week following orientation, we will let you know the exact date and time when this will start during the Orientation Week.

You will need to register for courses online, on the EM Strasbourg student portal, the Intranet. Further details about the course registration procedure will be circulated closer to the time.

The average number of courses that students register for during one semester is 10 – this involves twenty to twenty seven hours of in-class hours per week.

The maximum number of courses that students may register for is 12.

Credits

Courses at EM Strasbourg Business School are worth either 3 ECTS credits or 5 ECTS credits. Students coming from an EU country usually need to validate 30 ECTS credits in order to complete their exchange semester at EM Strasbourg Business School (according to the Bologna system).

For students coming from outside of the EU, please check with your home university how the transfer between ECTS credits and home university credits is made so that you can calculate the number of ECTS credits, and therefore the number of courses that you need to take.

Dropping courses

You will have one week from the start of the semester to make adjustments to the courses that you have registered for. After this first week, you will no longer be able to add or change courses.

However, if after the first week you decide that you no longer wish to take certain courses, you will be able to drop them later in the semester. You will not be graded for any courses that you drop and these will not appear on your final transcript. However, if you forget to drop a class that you haven't participated in it, you will receive the grade of 0 at the end of the semester.

Please note that you will only be able to drop and not add courses later in the semester. It is therefore very important to you choose any required courses in the first week of the semester.

- [Bachelor of International Business](#)

The list of courses available is available on our website:

<http://www-english.em-strasbourg.eu/exchange-students/>

Students are asked to send us their list of courses before arrival. The registration will be done by the International Office.

French and European Grading Systems

Scale and validation: In France, grades can go from 0 to 20, with 20 being the highest grade. Yet, most teachers do not use the full scale. A grade 18, therefore, is probably the highest grade a student can expect. This is considered excellent.

To validate or pass a course, one must receive at least 10 out of 20.

Transcripts

The transcripts for the students will be sent to students' home universities in the beginning of February or July. Students will also be able to see their grades on the ENT (University of Strasbourg student portal).

All transcripts issued at EM Strasbourg Business School will show the French grades only. They will be converted to your national grades by your home universities.

Language requirements

- **French :**

It is highly recommended that students study at least some basic French before their arrival in France in order to be able to get around Strasbourg and the rest of France.

However, knowledge of the French language is not required either for selection or for studies at EM Strasbourg Business School.

We offer French language courses for all levels and these are available to our exchange students.

Students who are planning to follow management classes in French must have a minimum B2 in French (according to the Common European Reference Framework of Languages).

- **English :**

EM Strasbourg Business School offers numerous courses taught in English and most of the courses that are available for exchange students are taught in English (although a large number of management courses taught in French are also available).

We require students who are non-native English speakers to have a minimum level of B2 in English.

Contact information

For any questions regarding your exchange in Strasbourg, please contact the International Office, EM Strasbourg Business School at: sri-incoming@em-strasbourg.eu or +33 3 68 85 67 76

International Office contacts:

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Dr. José Vallejo

Latin America

E-mail: Jose.Vallejo@em-strasbourg.eu

Annex 1. English Speaking Doctors in Strasbourg (Bas-Rhin)

A more complete list of physicians can be found in the Yellows Pages. General practitioners are listed under *Médecin Généralistes*. Specialist doctors are listed as *Médecins Qualifiés* and their specialty is normally indicated.

GENERAL PRACTITIONERS

Dr. Nathalie Baur

16 Rue Du Dr Maurice Freysz

67000 Strasbourg

Tél : 03 88 31 48 13

Dr. Pierre Ritter

16 Rue Du Dr Maurice Freysz

67000 Strasbourg

Tél : 03 88 31 48 13

Dr. Susan Essayag

30 Quai Rouget De L Isle

67000 Strasbourg

Tél : 03 88 36 50 26

Dr. Bernard Rohmer

46, Boulevard d'Anvers

67000 – Strasbourg

tel: 03 88 60 69 69

Dr. Marie-Dominique Wagner-Stumpf

Villa Wallaram

10 Avenue d'Alsace

Tel : 03 88 36 66 66

Cell : 06 60 40 46 66

CARDIOLOGISTS

Dr. Philippe Soskin

1 Rue Goethe

67000 Strasbourg

Dr. Philippe Germain

1 Rue 1Ere Armee 67000 Strasbourg

Tel: 03 88 36 13 50

DENTISTS

Dr. Nicholas Fuchs

5, rue de Londres

67000 – Strasbourg

tel: 03 88 60 64 76

Dr. Yves Houot

5, Place Clément

67100 – Strasbourg

tél: 03 88 32 06 15

Dr. Thierry Roos

9, Boulevard Dordogne

67000 – Strasbourg

tél: 03 88 36 00 10

Dr. Jean-Luc Schneider

2, Place Broglie

67000 – Strasbourg

tél: 03 88 32 82 09

Dr. Eric Steimle

17, Boulevard Jacques Preiss

67000 – Strasbourg

tél: 03 88 35 07 64

DERMATOLOGISTS

Dr. Marc Abensour

80 Allee De La Robertsau 67000 Strasbourg
tel: 03 88 36 79 31
fax: 03 88 25 68 96

Dr. Patrick Caussade

19 Rue de l' Observatoire
67000 Strasbourg
Tél : 03 88 60 13 12

Jean-Marie DALLARA

8 Rue de Londres
67000 Strasbourg
Tél : 03 88 61 10 78

Dr Corinne MULLER-STORCK

31 Rue du Faubourg National
67000 Strasbourg
Tél : 03 88 75 11 16

E.N.T.(OTO-RHINO-LARYNGOLOGIST)

Dr Guy BRONNER

62 Rue du Faubourg National
67000 Strasbourg
Tél : 03 88 32 33 70

Dr Philippe BILGER

11 Place Du Temple Neuf
67000 Strasbourg
Tél : 03 88 32 14 48

GYNECOLOGISTS

Dr Catherine GAY

7 Bd Paul Deroulede
67000 Strasbourg
Tél : 03 88 35 19 19

Dr Jean-Pierre GUIKOVATY

9 Bd President Edwards
67000 Strasbourg
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Fax: 03 88 81 44 60

Dr Chahrokh ELAHI

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24 Rue Fischart
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Dr. Bernard De Geeter

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Tél : 03 88 35 56 61

Annex 2. General Hospitals in Strasbourg with English speaking staff

HOPITAL UNIVERSITAIRE DE STRASBOURG
1 PLACE DE L'HOPITAL
67000 STRASBOURG
Tel: 03 88 11 67 68 (STANDARD)
"Nouvel Hôpital Civil" Tel: 03 88 12 82 00.

HOPITAL UNIVERSITAIRE DE STRASBOURG
HAUTEPIERRE
AVENUE MOLIERE
Tel: 03 88 12 70 20 (URGENCES)

67000 STRASBOURG
Tel: 03 88 12 80 00 (STANDARD)

CENTRE DE TRAUMATOLOGIE ET D'ORTHOPEDIE
10, AVENUE BAUMANN
67403 ILLKIRCH GRAFFENSTADEN (Strasbourg)
Tel: 03 88 55 20 00 (STANDARD)
Tel: 03 88 55 20 00 (URGENCES) same number...

Annex 3. List of consulates in Strasbourg

Algerian General Consulate

101 rte Schirmeck 67000 STRASBOURG
Tél. : 03 88 30 17 51

Austrian General Consulate

29 av Paix 67000 STRASBOURG
Tél. : 03 88 35 13 94

Belgian General Consulate

41 all Robertsau 67000 STRASBOURG
Tél. : 03 88 76 61 15
Fax : 03 88 76 61 12
03 88 52 18 52

German General Consulate

6 Quai Mullenheim
67000 Strasbourg
Tél.: 0388246730

Greek General Consulate

2 av Pont de l'Europe 67000 STRASBOURG
Tél. : 03 88 45 05 14

Ivorian General Consulate

11 r Labaroche 67000 STRASBOURG
Tél. : 03 88 84 83 73

Japanese Consulate

20 pl Halles 67000 STRASBOURG
Tél. : 03 88 52 85 00

Luxembourg General Consulate

65 all Robertsau 67000 STRASBOURG
Tél. : 03 88 15 26 36
Fax : 03 88 15 26 37

Morocco General Consulate

7 r Erckmann Chatrian 67000 STRASBOURG
Tél. : 03 88 35 23 09
Fax : 03 88 35 68 51

Mexico Embassy

8 bd Prés Edwards 67000 STRASBOURG
Tél. : 03 88 24 07 72 - 03 88 24 26 81
Fax : 03 88 24 10 87

Mexico Temporary Consulate

19 r Lovisa 67000 STRASBOURG
Tél. : 03 88 45 77 11

Norwegian General Consulate

1 bd Gambetta 67000 STRASBOURG
Tél. : 03 88 77 87 52
Fax : 03 88 77 95 56

Netherlands Consulate

12 r Wimpheling 67000 STRASBOURG
Tél. : 03 88 61 00 29

People's Republic of China General Consulate

35 r Bautain 67000 STRASBOURG
Tél. : 03 88 45 32 32
Fax : 03 88 45 32 23

Polish General Consulate

2 r Geiler 67000 STRASBOURG
Tél. : 03 88 37 23 20
Fax : 03 88 37 23 30

Portuguese General Consulate

16 r Wimpheling 67000 STRASBOURG
Tél. : 03 88 45 60 40

Romanian General Consulate

25 r Trubner 67000 STRASBOURG
Tél. : 03 88 61 98 96
Fax : 03 88 61 44 25

Russian General Consulate

75 all Robertsau 67000 STRASBOURG
Tél. : 03 88 36 73 15
Fax : 03 88 35 34 81

Spanish General Consulate

13 quai Kléber 67000 STRASBOURG
Tél. : 03 88 32 67 27
Fax : 03 88 23 07 17

Swiss General Consulate

11 bd Prés Edwards 67000 STRASBOURG

Tél. : 03 88 35 00 70

Turkish General Consulate

10 r Auguste Lamey 67000 STRASBOURG

Tél. : 03 88 36 68 14

United States General Consulate

15 av Alsace 67000 STRASBOURG

Tél. : 03 88 35 31 04

Services culturels

Tél. : 03 88 35 38 20

Service commercial

Tél. : 03 88 35 50

Annex 4. Emergency Numbers in France

Who to call and what to say in an emergency...

Service	Telephone
Medical help/SAMU	15
Police/Police Nationale (<i>Gendarmerie</i>)	17
Fire & accident/Sapeurs Pompiers	18
SOS - all services (calling from a mobile)	112
SOS - all services (hearing assisted)	114
Emergency Shelter	115
Child in danger (child protection)	119
Missing Child	116 000

The caller must:

1. State the **location** where assistance is needed
2. State their **name** and telephone **number**
3. State **what happened**, and if it is still happening
4. State **how many** people need help
5. State if there are **weapons** involved

All emergency numbers can be reached from pay phones, without the use of a phone card or money.

European SOS 112

The number 112 can be dialled to reach emergency services - **medical, fire and police** - from anywhere in Europe. This Pan-European **emergency number 112** can be called from any telephone (landline, pay phone or mobile cellular phone). Calls are free. It can be used for any life-threatening situation, including:

- Serious medical problems (accident, unconscious person, severe injuries, chest pain, seizure)
- Any type of fire (house, car)
- Life-threatening situations (crimes)
- Information on the 112 number from the [European Commission website](#)

Pharmacies/Chemist/Drug Store

Pharmacies are generally open from Monday to Saturday from 08:30 to 19:30. Many pharmacies close between 12:00 and 14:00, although in shopping centres and large towns, pharmacies will stay open non-stop.

At least one local pharmacy will be open on Sundays. Details of and schedule for this "duty pharmacy" (*pharmacie de garde*) can be found in every pharmacy window, in local newspapers or by contacting the local commissariat.

Find a duty pharmacy (in French) Enter or validate your area postcode when prompted; then chosen the time a pharmacy is required when prompted. The details of available pharmacies are given. **Tel: 32 37** [Website](#)

Understanding the French Emergency Services

- In the event of an emergency dial the appropriate number: medical (SAMU) 15, police 17, fire and accident 18 or the Pan-European number 112
- Explain the situation to the operator (English may be spoken but there is no guarantee). Calls to 112 are received by either SAMU or the fire brigade and then instantly rerouted to the appropriate service or handled on the spot

The services reached by dialling 15 and 18 operate in conjunction, with the emergency teams having skills, training and facilities suitable to many situations. "Firefighters" are qualified to provide first rescue and ambulance services.

Medical emergencies and accidents (SAMU)

SAMU: The Emergency Medical Assistance Service (*Service d'Aide Médicale d'Urgence*) reached by dialling 15 or 112.

There is always a qualified doctor is on hand to determine the most suitable response to a call and implement it. This may involve giving the caller information or advice, or sending the appropriate emergency vehicle:

- an ambulance for a street accident or home emergency
- a private ambulance
- a mobile resuscitation or intensive care vehicle or medical helicopter

Sapeurs-pompiers (firefighters and first rescue)

The *sapeurs-pompiers* are the firefighters of France, supervised and trained by the Ministry of the Interior. Firefighting brigades work closely with SAMU and are trained and equipped to respond to fires, auto accidents and emergency medical situations. They include professional (SPP), health and medical (SSSM) and volunteer (SVP) brigades.

Understanding the French Police Services

National Gendarmerie (Gendarmerie Nationale): The military police force operating under management by the French Ministry of Defence. It is responsible for policing the countryside, rivers and coastal areas, and small towns which fall outside the jurisdiction of the *Police Nationale*. The force is also authorised to carry out criminal investigations, crowd control and security activities of airports and military locations and attend ceremonial and state occasions.

National Police (*Police Nationale*): The civil law enforcement agency of France, with jurisdiction over cities and large towns. The National Police comes under the management of the Ministry of the Interior and is responsible for security operations (patrols, traffic control, identity checks) and conducting criminal enquiries.

Local Municipal Police (*Police Municipale*): Responsible for local policing in towns and villages, law enforcement, lost property and handling minor traffic or domestic offences.