



WELCOME

Bienvenue

Bienvenida

ДОБРО ПОЖАЛОВАТЬ

مرحبا

Benvenuto



Saint-Ghislain



► *Summary*

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► *Editorial*

If you have this guidebook in hand, we would like to wish you a warm welcome to our town, Saint-Ghislain.

From this point, we would like you to know that we leave no one by the wayside, and that we do everything in our power to continuously improve citizen wellbeing and community life.

We know that integration can sometimes be a challenging and complicated pathway. You undoubtedly come from far away, and you may not be aware of the habits and customs of this new land that welcomes you. We are here to help.

While our town is aptly, and for many reasons, known for its multiculturalism, certain aspects of its operations can seem off-putting, or at least complicated, to those from other cultures.

Our primary objective, which is clearly stated in our “Interdisciplinary Strategic Programme”, is that Saint-Ghislain is a town where everyone feels comfortable. It is therefore essential that we make life as smooth as possible for all of our fellow citizens, which hail from some 60 global locations.

The idea for this booklet, the “User Manual”, was proposed by the town and its Immigrant Advisory Board (see below), its Immigration Forum [Carrefour de la Personne Immigrée], and the Cross-Cultural Association for Immigrants [Association de fait Interculturelle-Personnes immigrées], and is available in five different languages.

This initiative also forms part of our Social Cohesion Plan, led by the Region of Wallonia.

Welcome to the home of the ‘Saint-Ghislainois’!



Florence MONIER
Deputy Mayor for Social Action



Daniel OLIVIER
Mayor

► *Immigrant Advisory Board*

[Le Conseil consultatif de la Personne immigrée]

It is not easy to arrive in a new country or town, and to integrate and take part. It can be challenging for newcomers to find a way to establish your bearings and to understand how everything works and what motivates a town, its neighbourhoods, organisations and associations, as well as its sociocultural, educational and healthcare activities.

The sole ambition of the booklet you are holding is to help you, specifically to make it easier for you to settle into our community. We simply hope that this tool will support newcomers as they join our beautiful town, and will promote cooperation and living together.

We would like to thank all of the associations, the town of Saint-Ghislain, and the Mons and Borinage Intercultural Centre, as well as Wallonia, the Immigrant Advisory Board and all those who have helped to create this tool that we hope will be of daily use to you!



► Discover Saint-Ghislain



- ① SNCB railway station + TEC bus station
- ② Town hall
- ③ Hospital
- ④ Police
- ⑤ Mons and Borinage Cross-Cultural Centre
[Centre Interculturel de Mons et du Borinage (CIMB)]
- ⑥ Public Centre for Social Action
[Centre Public d'Action Sociale (CPAS)]
- ⑦ Post Office

► Introduction

Have you just arrived in Saint-Ghislain?
Are you looking for practical information?

The Social Action service is available to help with:

- Finding housing
- Training
- Finding a job
- Learning French
- Finding a school for your children
- Resolving health problems
- Practicing sport, entertainment, etc.

Social Action, Youth and Cooperation Service

📍 Rue de Chièvres 17 - 7333 Tertre

☎ 065 76 19 23

✉ angelique.simon@saint-ghislain.be

Service available by appointment



► *Public Centre for Social Action*

[Centre Public d'Action Sociale (CPAS)]

Social service

📍 Parc communal 1 - 7331 Baudour

☎ 065 71 83 10

✉ info@cpassaintghislain.be



For initial enquiries to the social service:
Monday and Thursday 08:30 to 11:30 or by appointment

Focus areas:

- Reception, support and guidance
- Social integration income
- Social integration in the form of a job
- Granting of advances on social allowances such as unemployment allowances, insurance payments, family allowances, etc.
- Granting of assistance for payment of a rental deposit or first rent payment
- Granting of financial support under the Social Fund for Fuel [Fonds Social Mazout]
- Granting of in-kind support through restaurant vouchers and/or food aid
- Provision of homelessness certification or registration for a reference address at the CPAS

You will also find:

- Family Support Service [Service d'Aide aux Familles]
- Service for 18 - 24 years of age
- Handicontact
- Free legal consultations
- Payphone Service
- Temporary housing
- Home meal delivery service



Support and reception service for political asylum applicants



📍 Rue Pêtre 5 - 7331 Baudour
Open Wednesday 08:30 to 11:30

You will also find:

- Debt mediation service
- Socio-professional integration service

► *Mons and Borinage Cross-Cultural Centre*

[Centre Interculturel de Mons et du Borinage (CIMB)]

📍 Rue Grande 38 - 7330 Saint-Ghislain
☎ 065 61 18 50
✉ cimb@skynet.be



The Mons and Borinage Cross-Cultural Centre (CIMB) is one of 8 Regional Integration Centres in Wallonia. It aims to promote the integration of foreign nationals residing in the area of their jurisdiction.

During an interview, as part of their **pathway to integration**, the CIMB can:

- **answer** your questions about your rights and obligations in Belgium, your residential status (ID card), an application for naturalisation, etc.
- **advise** you regarding the regional support services available (housing, health, education, migrant associations, social and cultural activities, etc.)
- **guide** you towards resources to learn French, even for those who do not know how to read and write in their own language, and training where you can learn how Belgian society works (citizenship training)
- **support** you in finding a job (assist you in writing a CV and cover letter, help you to obtain a qualification certificate of equivalence, direct you towards suitable training and integration services, etc.)



Certain individuals will be required to follow an **integration pathway**. This mainly applies to refugees and non-European nationals in family groups with non-European nationals, but any foreign national can complete this course if they wish to do so.

► Administrative formalities

General administrative procedures

Civil Status / Population / Foreign Nationals Service

[Service Etat Civil / Population / Etrangers]

📍 Rue de Chièvres 17 - 7333 Tertre

☎ 065 76 19 00

✉ pop.ec@saint-ghislain.be

Further info at www.saint-ghislain.be



Administrative procedures:

- Legalise a signature
- Apply for an ID card, residence permit or passport
- Obtain a driving licence
- Register a birth
- Get married
- Register a death
- Apply for Belgian nationality
- Obtain the following documents:
 - Certificate of residence
 - Household composition
 - Criminal record certificate
 - Certified copies of qualifications

Opening hours

Monday	08:30-12:00	13:00-16:00
Tuesday	/	13:00-19:00
Wednesday	08h30-12:00	13:00-16:00
Thursday	08h30-12:00	13:00-16:00
Friday	08h30-12:00	13:00-16:00
Saturday	10:00-12:00	/

In order to optimise the processing of your applications, the service closes to the public a quarter of an hour before closing!

Have legal documents translated

Seek the assistance of a sworn translator:

Mons Court of First Instance [Tribunal de première instance de Mons]

📍 Rue de Nimy 35 - 7000 Mons

☎ 065 35 65 11

Further info at www.cass.be



Request academic acknowledgement (equivalence) of a qualification

Directorate General of Compulsory Education [Direction générale de l'enseignement obligatoire]

Equivalence service

📍 Rue A. Lavallée 1 - 1080 Bruxelles [Brussels]

☎ 02 690 86 86 ou 0800 20 000 (freephone green number)

✉ equi.oblig@cfwb.be

Further info at www.equivalences.cfwb.be

Assert your professional skills

Experience to gain acknowledgement of your professional skills:

- internship
- volunteering
- leisure activities

Wallonia Employment and Training Public Service [Service Public Wallon de l'Emploi et de la Formation (FOREM)]

☎ 0800 939 47

Further info at www.validationdescompetences.be



Have documents legally certified

Federal Public Justice Service [Service Public Fédéral de Justice]

📍 Boulevard de Waterloo 115 - 1000 Bruxelles [Brussels]

☎ 02 542 65 11

✉ info@just.fgov.be

Further info at www.just.fgov.be

Have your driving licence legally certified:

Civil Status / Population Service [Service Etat Civil / Population]

📍 Rue de Chièvres 17 - 7333 Tertre

☎ 065 76 19 00

✉ pop.ec@saint-ghislain.be

► Housing



Orange and black signs saying “TO LET” [“A LOUER”] are displayed on available housing.

The following organisations can help you to find housing:

Logis Saint-Ghislainois

Public housing association

📍 Cité des Aubépinés 5 - 7330 Saint-Ghislain

☎ 065 61 19 00

✉ info@logis-sg.be

Further info at www.logis-sg.be

Social service opening hours:

- Monday 10:00 to 12:00
- Wednesday 14:00 to 16:00
- or by appointment





“The Rivers” Social Housing Agency
[“Les Rivières” Agence Immobilière Sociale]

Acts as an intermediary between property owners and lessors, and tenants seeking housing.

📍 Rue du Parc 44 - 7331 Saint-Ghislain

☎ 065 63 20 47

✉ info@aisdesrivieres.be

Further info at www.aisdesrivieres.be

Service available Monday and Friday from 09:00 to 11:00 or by appointment

Housing Office

Land Development Service [Service Aménagement du Territoire]

📍 rue de Chièvres 17 - 7333 Tertre

☎ 065 76 19 41

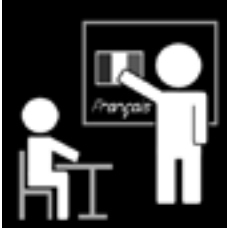
✉ info@saint-ghislain.be

Service available from Tuesday to Friday from 09:00 to 12:00 and from 13:00 to 16:00 or by appointment.

For complete information about housing in Saint-Ghislain:

- premiums and aid available for work
- referral to housing support organisations
- instructions for efficient energy use [Utilisation Rationnelle de l'Énergie (URE)] and introduction of good environmental practice
- letting permits/certificates of compliance
- hygiene support, rights and obligations
- etc.

► *Learning French*



Espac'&change Alpha

Literacy classes

📍 Place d'Hautrage 6 - 7334 Hautrage

Convent of the Franciscan Sisters [Couvent des Sœurs Franciscaines]
(entry via the front steps)

☎ 065 65 43 87

✉ alphahautrage@hotmail.com

School of Social Advancement [École de Promotion Sociale]

Classes in French as a Foreign Language

📍 Rue Quatrième - 7330 Saint-Ghislain

(in the premises of the Royal Atheneum [Athénée Royal], access via the car park)

☎ 065 80 35 21

✉ info@eps-saintghislain.be

Further info at www.eps-saintghislain.be

A Home for All [Maison de Tous]

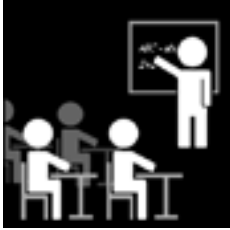
Literacy classes for non-French-speakers

📍 Cité des Aubépines, rue Courte Voie 1A 25 - 7330 Saint-Ghislain

☎ 065 76 20 02

✉ arnaud.bruyere@saint-ghislain.be

► *Education and training*



Compulsory education in Belgium is from age 5 to age 18 (on 1/9/2020).

Education Service [Service Education]

For municipal pre-school, primary and secondary education

📍 Rue de Chièvres 17 - 7333 Tertre

☎ 065 76 19 59

✉ info@saint-ghislain.be

Further info at www.saint-ghislain.be

Newcomer Reception and Schooling Plan [Dispositif d'Accueil et de Scolarisation des Primo-Arrivants (DASPA)] or “bridging classes”

The DASPA works with a high number of international students from foreign countries that have no academic background or knowledge of French language within a school system that is unfamiliar to them. It provides targeted support for these students in order to ensure their, and other students', opportunities for emancipation through education.

- **DASPA in primary education** (6-12 years of age)
Arthur Haulot Municipal Primary School [Ecole fondamentale communale Arthur Haulot]
📍 Boulevard des Combattants 134 - 7500 Tournai
☎ 069 22 95 92

- **DASPA in secondary education** (12-18 years of age)
Morlanwelz French Community Technical Institute [Institut Technique de la Communauté Française (ITCF) de Morlanwelz]
📍 Rue Raoul Warocqué 46 - 7140 Morlanwelz
☎ 064 43 21 80

Centre for Education and Vocational Training
[Centre d'Éducation et de Formation en alternance (CEFA)]

A CEFA makes it possible to train while working
(2 years in a training centre + 3 days paid employment in a company).

Saint-Luc Institutes [Instituts Saint-Luc]

📍 Rue de Saint-Luc 3 - 7000 Mons

Boulevard Charles Quint 6 - 7000 Mons

☎ 065 33 71 21



► *Qualifying and pre-qualifying training*



Saint-Ghislain Local Council [Régie des Quartiers de Saint-Ghislain]

Rue du Parc 44 - 7331 Baudour

☎ 065 62 20 47 or 0470 67 19 80

✉ rdqstghislain@hotmail.com

Available from Monday to Wednesday from 07:30 to 12:30 and from 13:00 to 16:30, Thursday from 07:30 to 12:00

Pre-qualifying training in certain building trades and sales.

Training Employment Forum [Carrefour Emploi Formation (CEFO)]

📍 Rue des Canonniers 32 - 7000 Mons

☎ 065 38 21 00

✉ cefo.mons@forem.be

To receive information and advice on training, job hunting, activity creation and guidance.

Mons Borinage Regional Mission for Employment

[Mission Régionale pour l'Emploi Mons Borinage]

Hornu-Frameries Hospital [Centre Hospitalier Hornu-Frameries]

📍 Rue de France 2 (3e étage) - 7080 Frameries

☎ 065 32 87 87

✉ contact@mramb.be www.mramb.be

To transition into the workplace through training programmes (theoretical and practical).

► *Finding a job*



Forem Mons

Wallonia Employment and Training Public Service
[Service Public Wallon de l'Emploi et de la Formation]

📍 Rue des Canonniers 32 - 7000 Mons

☎ 0800 93 947 –or 065 38 20 11

✉ conseildemarchesadministratives.mons@forem.be

Further info at www.forem.be

First steps:

- register as a job seeker
- apply for a work permit

Employment Office [Maison de l'Emploi]

📍 Place de Tertre 3 - 7333 Tertre

► **FOREM local branch**

☎ 065 45 00 00

✉ maisondelemploi.saintghislain@forem.be



- Access to job offers
- Free telephone and internet access
- Seek the help of a public writing consultant
- Receive job coaching

▶ **Local Employment Agency [Agence Locale pour l'Emploi (ALE)]**

☎ 065 60 02 09

✉ alesaintghislain@skynet.be

Legally supplement your unemployment allowance with temporary work (cleaning, laundry, ironing, sewing, shopping, meal preparation, etc.).

▶ **Enterprise Creation Support System [Système d'Accompagnement à la Création d'Entreprises (SACE)]**

Business incubator

☎ 065 67 92 00

✉ info@sace-asbl.be

CIMB

📍 Rue Grande 38 - 7330 Saint-Ghislain

☎ 065 61 18 50

✉ cimb@skynet.be

- Write a Curriculum Vitae (CV)
- Qualification equivalence support

CPAS

Socio-professional integration service

📍 Rue Pêtre 5 - 7331 Baudour

☎ 065 71 83 10

✉ info@cpassaintghislain.be

You can also find out more about the Interim agencies!



Good to know

Further info at www.passeport-emploi.be

► *Rights and obligations*



There are trade unions available in Belgium to protect your employment rights.

Their remit covers the following areas:

- To advise you regarding social legislation
- To support your legal defence against an employer
- To process the payment of your unemployment allowance
- Unemployment allowance is calculated by the National Employment Office [Office National de l'Emploi (ONEM)], who then instructs the employment union to process the payment.
- To assist you with the availability and job seeking efficacy checks conducted by the ONEM.

There are 3 main trade unions in Belgium:

- **The Belgian Confederation of Christian Unions**
[Confédération des Syndicats Chrétiens de Belgique (CSC)]
Regional branch: CSC Mons-La Louvière
📍 Rue Claude de Bettignies 10-12 - 7000 Mons
☎ 065 37 25 11
Further info at www.lacsc.be
- **The Belgian General Labour Federation**
[Fédération Générale du Travail en Belgique (FGTB)]
Regional branch: FGTB Mons-Borinage
📍 Rue Lamir 18/20 - 7000 Mons
☎ 065 32 38 00
Further info at www.fgtb-mons-borinage.be
- **The Belgian General Central Organisation of Liberal Trade Unions**
[Centrale Générale des Syndicats Libéraux de Belgique (CGSLB)]
Administrative office: CGSLB Mons
📍 Rue des Canonnières 30 - 7000 Mons
☎ 065 31 12 67
Further info at www.cgslb.be

However, workers are never obliged to join a trade union.
There is an alternative for any individual not affiliated with a trade union:

► **The Auxiliary Fund for Payment of Unemployment Allowance [Caisse Auxiliaire de Paiement des Allocations de Chômage (CAPAC)]**

📍 Rue de la Grande Triperie 42 - 7000 Mons

☎ 065 35 48 72

Further info at www.hvw-capac.fgov.be



To assist the young become aware of social, cultural, economical and political factors they are concerned by and to look at them with a critical mind:

Infor-Jeunes

📍 Rue des Tuileries 7 - 7000 Mons

☎ 065 31 30 10

✉ mons@inforjeunes.be

Further info at www.inforjeunesmons.be



► Healthcare



You are strongly advised to join a health insurance scheme (mutual fund), which intervenes in the following cases:

- contribution to medical expenses
- maternity allowance
- incapacity to work or disability allowance
- etc.


Public organisations


- **Auxiliary Sickness and Disability Insurance Fund**
[Caisse auxiliaire d'assurance maladie-invalidité (CAAMI)]
📍 Rue Neuve 20 - 7000 MONS
☎ 065 35 22 44
Further info at www.caami-hziv.fgov.be

Private organisations

- **Picardy Mons-Wallonia Solidaris Mutual Fund**
[Mutualité Solidaris Mons-Wallonie Picarde]
📍 Rue du Parc 66 - 7331 Saint-Ghislain
☎ 068 84 89 54
✉ 315.emut@solidaris.be
Further info at www.solidaris.be
- **Christian Mutual Fund [Mutualité Chrétienne]**
📍 Rue Grande 65 - 7330 Saint-Ghislain
☎ 065 80 33 45 ou 0800 10 987
✉ haiji@mc.be
Further info at www.mc.be
- **Liberal Mutual Fund [Mutualité Libérale]**
📍 Rue des Arbalestriers 88 - 7000 Mons
☎ 065 35 22 57
✉ contact@mut409.be
Further info at www.ml.be


▶ **Partena Free Mutual Fund [Mutualité Libre - Partena]**


 Rue de Mons 114 - 7301 Hornu

 065 35 60 42

Further info at www.partenamut.be

▶ **Hainaut Neutral Mutual Fund [Mutualité Neutre du Hainaut]**


 Rue André Masquelier 8 - 7000 Mons


 065 84 29 32


Further info at www.lamn.be

Healthcare organisations

▶ **“L’Atlante” Healthcare Centre**


 Rue de l’Industrie 94-96 - 7330 Saint-Ghislain

 065 75 58 05

 fmf@fmf.be

Further info at <http://mm-atlante.puzl.com>

▶ **General Practitioners**

Call  1733 for medical emergencies (open 24 hours a day on weekends and holidays, 18:00-07:00 midweek)

The “White Pages [Pages Blanches]” telephone directory contains a list of medical doctors, or you can visit www.ordomedic.be (Find a doctor)

Duty pharmacies


Visit www.pharmacie.be to find the pharmacy closest to your home.

Hospitals

EPICURA

▶ **Baudour Site**


 Rue Louis Caty 136 - 7331 Baudour

 078 150 170

Baudour Emergency Department:  065 76 81 00

▶ **Hornu Site**

 Rue de Mons 63 - 7301 Hornu

 078 150 170

Hornu Emergency Department:  065 71 30 91

CHU Ambroise Paré

📍 Boulevard Kennedy 2 - 7000 Mons
☎ 065 41 40 00

Regional Hospital [Centre Hospitalier Régional]

▶ **Saint-Joseph Site**

📍 Avenue Baudouin de Constantinople 5 - 7000 Mons
☎ 065 38 55 11

▶ **Warquignies Site**

📍 Rue des Chauffours 27 - 7300 Boussu
☎ 065 38 55 11

Emergency medical assistance

(for persons residing illegally in the country only)

Public Centre for Social Action (CPAS)

📍 Parc communal [Municipal Park] - 7331 Baudour
☎ 065 71 83 10

Mental health / Psychological distress / Someone to talk to

Léa Lor Family Planning Centre [Centre de Planning familial Léa Lor]

📍 Onzième rue 3 - 7330 Saint-Ghislain
☎ 065 79 22 32
✉ centre.lea.lor@live.be



- For someone to talk to in full confidentiality
- To obtain general healthcare related information

Semaphore Space [Espace Sémaphore]

📍 Chaussée du Roeulx 387 - 7000 Mons
☎ 0484 17 53 67
✉ espace.semaphore@gmail.com

- To obtain psychological distress management with an interpreter (private consultations).

► *Child support*

Office of Birth and Childhood [Office de la Naissance et de l'Enfance (ONE)]

☎ 065 78 43 19
🌐 www.one.be

- for childhood vaccinations
- for all questions relating to childhood, parenting support and childcare

Opening hours:

- Saint-Ghislain, Onzième rue: Wednesday 13:30 to 15:30
- Baudour, parc communal [Municipal Park]: 1st and 3rd Friday of the month from 09:00 to 11:00
- Sirault, rue des Déportés: the last Wednesday of the month from 16:00 to 18:00 and 2nd Thursday of the month from 10:00 to 12:00

Childcare centres

► **“Children’s Island” Municipal Childcare Centre**
[Crèche communale “L’île aux Enfants”]

📍 Rue Louis Caty 133
7331 Baudour
☎ 065 64 10 30
Open from Monday to
Friday from 06:30 to 18:30
(Visits by appointment only)



► **“La Bambinade” Childcare Centre**

📍 Onzième rue 6
7330 Saint-Ghislain
☎ 065 77 85 41
Open from Monday to Friday from 06:30 to 18:00

► **“Little Rascals First” Saint-Nicolas Childcare Centre**
[Crèche Saint-Nicolas «Les Coquins d’abord»]

📍 Rue d’Ath 33 - 7330 Saint-Ghislain
☎ 065 78 90 92
Open from Monday to Friday from 06:30 to 18:30

Approved child carers

Pour tout renseignement : service Education de la Ville de Saint-Ghislain

☎ 065 76 19 12
🌐 www.saint-ghislain.be

Extracurricular activities

Les Gribouill'art [The Gribouill'arts]

📍 Parc communal [Municipal Park] - Baudour

☎ 0476 45 08 03

- Open daily for children aged 2.5 to 12 years
- Monday to Friday from 15:20 to 19:00 (20:00 upon request), Wednesday from 12:00 to 19:00 (20:00 upon request)
- Free transport by bus from all Saint-Ghislain primary schools
- Homework and study supervision, introduction to the arts, creative workshops, cooking, health education, educational games, psychomotor education, etc.
- Cost: €3.50 per day (€1.50 snack pack)



Early years music lessons

- For children aged 3 to 5 years
- Cost: €2.50 / session (10 session subscription)
Info: Baudour Music Academy [Académie de musique de Baudour]
☎ 065 64 49 39
Saint-Ghislain Music Academy [Académie de musique de Saint-Ghislain]
☎ 065 79 17 28

Youth

Arpège Open Air Activity Centre [Arpège AMO]

📍 Rue Zéphirin Caron 39 b

7333 Tetre

☎ 065 75 05 71

✉ arpegeamoasbl@gmail.com

Welcome, guidance, listening, assistance and support of young people and their parents



The Child Lighthouse [L'Enfant Phare]

(previously Garance Charity [asbl Garance])

📍 Rue Rogier 7 - 7300 Boussu

☎ 065 736 59 30

✉ secretariat@enfant-phare.be

Tailored support for children aged 6 to 12 years of age, assisting with schooling and various sociocultural activities

▶ **The Word Case [La Malle à Mots]**

📍 Rue Quatrième - Saint-Ghislain

(Jean Rolland school court module)

☎ 065 76 59 34 or 0475 28 85 31

- Free homework supervision
- creative activities, educational activities, cooking, etc. for free
- Wednesday afternoon activities (sport, cooking, creativity, etc.) for the price of 2€
- themed training courses during the school holidays for 15 to 35€ per week depending on marital status

▶ **The Starting Word [Le Mot Démarre]**

📍 Rue Olivier Lhoir, Tertre

☎ 065 76 59 33 or 0470 59 49 41

► *Travel*

Car

In order to drive a car, you will need a valid licence in Belgium. Contact the Civil Status / Population Service to have your driving licence legalised.

☎ 065 76 19 00



Bus

- There is a TEC bus station in Saint-Ghislain, near the SNCB railway station.
- To travel by bus, you should own a travel pass. Service-self kiosks are to be found in Saint-Ghislain (train station) et in Baudour (Place de la Résistance). You can purchase a ticket directly on the bus.
- Pass cards for multiple journeys can be purchased in bookshops (reduced rate).

TEC Hainaut

📍 Place Léopold 9a - 7000 Mons

☎ 065 38 88 15

✉ info.ht@letec.be

🌐 www.infotec.be

Trains

- You need to purchase a train ticket before boarding the train.
- You can purchase tickets either from the ticket office, or from the electronic terminal on the station platform.

SNCB Railway Station

📍 Place Albert Elisabeth 42

- 7330 Saint-Ghislain

☎ 02 528 28 28

🌐 www.belgiantrain.be



Social Taxi [Taxi Social]

📍 Rue de Chièvres 17 - 7333 Tertre

☎ 065 76 19 97

For whom?

- Individuals experiencing financial and/or social difficulties in agreement with the CPAS or another approved social service, individuals with reduced mobility [personnes à mobilité réduite (PMR)] and/or increased contribution beneficiaries [bénéficiaires de l'intervention majorée (BIM)]
- Individuals aged 60 years and over

What for?

- Administrative formalities
- Medical and paramedical consultations
- Visits to a hospitalised friend or family member
- Weekly market at Saint-Ghislain (Wednesday) and Baudour (Friday)
- Household shopping



To help you to get around, there are free street maps of Saint-Ghislain available from public buildings (town hall, library, tourist office, etc.) or you can request them by telephone on 065 76 19 00.

► *Managing your money*

It is increasingly discouraged to pay for items using cash. The simplest solution to manage your money is to open a current account in a bank or at the post office and to acquire a bank card.



This card allows you to:

- deposit money
- withdraw money
- wire money
- pay bills
- pay for most items

For further information, enquire within the bank of your choice.



If your bank card is lost or stolen, call **CARDSTOP** on ☎ 070 344 344 (24/7) to block your card and make sure it cannot be used.

Then contact your bank as soon as possible and visit the police station to report the card as lost or stolen.



If your ID card is lost or stolen, attend the police station to report it as missing. Visit the town hall (civil/ population registration service) to request a new card and obtain a provisional document

► Entertainment

Saint-Ghislain offers various recreational activities for people of all ages: cooking and baking classes, painting workshops, gardening classes, etc. For further information: Social Welfare, Youth and Cooperation Department [Service Action Sociale, Jeunesse et Coopération]

📍 Rue de Chièvres 17 - 7333 Tertre

☎ 065 76 19 23

✉ angelique.simon@saint-ghislain.be

It also organises interesting events, which are mostly free:

- The Town of a Thousand Faces [La Ville aux 1 000 Visages]
- The Generations Forum [Le Carrefour des Générations]
- The Elder's Lodge [Le Salon des Aînés]
- The Cross-cultural Festival [La Fête interculturelle]
- Make way for children [Place aux enfants]
- Come and dance! [Venez danser !]
- The Festivities of the Ascension [Les festivités de l'Ascension]
- The Global Folklore Festival [Le Festival Mondial de Folklore]
- The Park Rock Festival [Le Park Rock Festival]
- Interceltic Meet-ups [Les Rencontres Interceltiques]
- Etc.



For further information:

Town Hall Reception

📍 Rue de Chièvres 17 - 7333 Tertre

☎ 065 76 19 00

✉ info@saint-ghislain.be

► The “Rollandine” Library

[Bibliothèque “La Rollandine”]

📍 Avenue de l'Enseignement 2

7330 Saint-Ghislain

☎ 065 76 20 20

✉ larollandine@saint-ghislain.be

Book lending, reading room, literary evenings, conferences, multimedia area, IT workshops and repairs, children's events, etc.



- ▶ **Toy library [Ludothèque]**
 - 📍 Avenue de l'Enseignement 3
7330 Saint-Ghislain
 - ☎ 065 76 20 26
 - ✉ ludotheque@saint-ghislain.be



Toy and game lending, recreational activities during the school holidays, games evenings for adults, etc.

- ▶ **Music and spoken arts academies**
 - [Académies de musique et des arts de la parole]**
 - Saint-Ghislain
 - 📍 Venelle Saint-Georges 1 - 7330 Saint-Ghislain
 - ☎ 065 79 17 28
 - ✉ academie.stgh@saint-ghislain.be

Baudour

- 📍 Parc communal [Municipal Park] - 7331 Baudour
- ☎ 065 64 49 39
- ✉ academie.baudour@saint-ghislain.be

Early learning classes in music and music theory, instrument and singing lessons, theatre workshops, diction and public speaking workshops, etc.

- ▶ **Tourist Office [Syndicat d'Initiative]**
 - 📍 Place des Combattants 21 - 7330 Saint-Ghislain
 - ☎ 065 78 41 41
 - ✉ sisg@skynet.be
 - 🌐 www.sisg.be

- ▶ **Twinning organisations**
 - **Saint-Ghislain/Sierakowice twinning committee**
 - ☎ 065 67 31 67
 - ✉ raymiecarek@hotmail.com
 - **Saint-Ghislain/Saint-Lô twinning coordination**
 - ☎ 0479 77 38 68
 - ✉ jakhiolle@gmail.com

Global Folklore Festival (www.festifolk.be), Festivities of the Ascension, town centre events, fairs, youth fair, Christmas market, etc.

- ▶ **Funfair and Heritage Museum**
[Musée de la Foire et de la Mémoire]
 📍 Onzième rue 1A - 7330 Saint-Ghislain
 📞 065 76 19 80
 ✉ museecommunal@saint-ghislain.be
 🌐 www.foire-memoire.be

Open house, guided and/or hosted visits, birthday parties, etc.
 Free entry on the 1st Sunday of the month from 14:00 to 18:00.

- ▶ **Cultural Centre [Foyer culturel]**
 📍 Grand-Place 37 - 7330 Saint-Ghislain
 📞 065 80 35 15
 ✉ fcsaintghislain@skynet.be
 🌐 www.foycerculturesaintghislain.be



Shows, concerts, exhibitions, etc.

- ▶ **Local activities**
[Animations de quartiers]
 📞 065 76 19 99
 ou 0479 97 92 04

Various qualified hosts supervise young people aged 12 to 26 years during the school holidays. They offer cultural, sporting, and recreational activities etc. for free or for a minimal financial contribution.

- ▶ **The Young Persons' Hangout [L'Antre-Jeunes]**
 📍 Venelle Saint-George 1
 7330 Saint-Ghislain
 📞 065 76 19 99 or 0479 97 92 04



A space for freedom, expression and participation for young people aged 12 to 26 years.

- ▶ **Saint-Ghislain Cultural Dance Association [Association de danses culturelles de Saint-Ghislain Lucerito – Blues Angels Théâtre du Copion asbl]**
 📍 Rue des Merles 8 - 7331 Baudour
 📞 0496 13 35 00
- ▶ **Copion Theatre Charity [Théâtre du Copion asbl]**
 📍 Avenue Louis Goblet 112 - 7331 Baudour
 📞 065 64 35 31
 🌐 www.theatreducopion.be

► Sport

Saint-Ghislain offers a range of high-quality sporting facilities that are accessible to all:

- Saint-Ghislain swimming pool and multi-sports centre
- Saint-Lô Stadium [Stade Saint-Lô] in Saint-Ghislain
- Raoul Leclercq Stadium [Stade Raoul Leclercq] in Baudour
- Achille Bavier Stadium [Stade Achille Bavier] in Tertre
- Sirault multisports centre [Salle omnisports de Sirault]
- Herbières Tennis Centre [Tennis des Herbières]
- Small neighbourhood facilities
- Fitness trail in the Baudour wood [Bois de Baudour]
- Outdoor fitness areas
- Etc.



For further information:

Saint-Ghislain Sports

📍 Avenue de l'Enseignement 16 - 7330 Saint-Ghislain

☎ 065 62 13 64

🌐 www.sgsports.be

Sports/Communications/External Relations Service

[Service Sports/Communication/Relations extérieures (SCORE)]

☎ 065 76 19 71

✉ info@saint-ghislain.be

Youth Action workshops



The action allows children living within Saint-Ghislain to benefit from a **50% discount** on workshops organised in conjunction with the town (maximum contribution €25/ workshop).

☎ 065 76 19 71

✉ info@saint-ghislain.be

► *Migrant support organisations*

► **CIMB**

📍 Rue Grande 38 - 7330 Saint-Ghislain
☎ 065 61 18 50
✉ cimb@skynet.be
🌐 www.cimb.be

The Mons and Borinage Cross-Cultural Centre (CIMB) aims to establish initiatives to promote the integration of foreign nationals, irrespective of their philosophical or political opinions, religion, culture and nationality



► **Picardie Laïque**

📍 Rue des Belneux 4 - 7000 Mons
☎ 065 84 73 22

To:

- Receive help writing a CV and cover letter when job hunting
- Receive general social support
- Participate in various think tanks and citizen action groups (parenting support group, housing group, culinary, artistic development and cultural focus groups, etc.)

► **CIEP Hainaut Centre**

📍 Rue Marguerite Bervoets 10 - 7000 Mons
☎ 065 35 39 63

The Centre for Information and Popular Education [Centre d'Information et d'Éducation Populaire (CIEP)] Hainaut Centre provides support services in literacy and French as a foreign language.

To receive support in the asylum procedure and in other administrative procedures.

► **Interfederal Centre for Equal Opportunities**
[Centre interfédéral pour l'égalité des chances]

☎ 02 212 30 00

✉ info@unia.be

🌐 www.unia.be

To promote equal opportunities and to combat any form of distinction, exclusion, restriction or preference regarding employment, media and internet, teaching, housing, goods and services, legal matters, etc.

► **Charitable Association for the Rights of Foreign Nationals**
[Association pour le Droit des Etrangers (ADDE asbl)]



📍 Rue du Boulet 22 - 1000 Bruxelles [Brussels]

☎ 02 227 42 42

✉ servicejuridique@adde.be or social@adde.be

🌐 www.adde.be

To:

- General legal information (residency, reunification, family, asylum, social work)
- Matters of international family law
- Social support (comprehensive situational analysis, guidance and support through proceedings and referral to the relevant resources available)

► **Refugee and Foreign National Coordination and Initiatives**
[Coordination et Initiatives pour Réfugiés et Etrangers (CIRE)]

📍 Rue du Vivier 80-82 - 1050 Bruxelles [Brussels]

☎ 02 629 77 10

✉ cire@cire.be

🌐 www.cire.irisnet.be

The objective is to reflect and take concerted action on matters relating to asylum seekers, refugees and foreign nationals.



- ▶ **Unia Wallonia Picardy [Unia Wallonie Picarde] - Hainaut Centre**
 - ☎ 0479 99 28 63 or 0800 12 800 (freephone)
 - ✉ wapihc@unia.be
 - 🌐 www.unia.be

Independent public service to combat discrimination and promote equal opportunities. Unia can intervene with your employer, property owner, the services you use or who work to protect your rights.

Associations for immigrants within the region

- ▶ **Badour Street School – People’s Teams**
[Ecole de la Rue – Equipes populaire Baudour]
 - 📍 Rue des Bonniers 19 bis - 7331 Baudour
 - ☎ 0473 79 06 88
- ▶ **IDE Network - Initiatives for the Rights of Foreign Nationals**
[Réseau IDE - Initiatives pour les Droits des Etrangers]
 - ✉ idemonsborinage@gmail.com

A group of associations and initiatives in the region of Mons-Borinage which take action in the following areas:

- Social and legal support for foreign nationals
- Actions to raise awareness of migrant reception in Belgium and to promote intercultural society to the wider public
- Proposals to improve initiatives established by the political authorities regarding the rights of foreign nationals



► *Emergency support*

Red Cross Housing [Maison Croix Rouge]

Saint-Ghislain / Quaregnon / Frameries

📍 Rue du Village 118 - 7390 Quaregnon

☎ 0478 88 29 56

Vestiboutique (Red Cross second hand clothing store), paramedical equipment rental, blood donation



The Kangaroo [Le Kangourou] (Maternity home)

📍 Rue Jules Escoyez 28 - 7331 Baudour

☎ 065 64 33 50

Reception and temporary accommodation for young mothers and mothers in challenging circumstances with their children.

Food parcels [Colis alimentaires]

Help and reassurance for individuals in challenging circumstances and victims of catastrophes: food, clothing, blankets, furniture, household utensils, advice in the case of administrative issues, etc.

Home of Goodwill - Bethesda [Maison de la Bonté - Bethesda]

📍 Rue des Juifs 124

7331 Baudour

☎ 0491 63 74 21

Second hand store: clothing, shoes and accessories for women, men and children.



Rucksack [Sac à dos]

📍 Rue Defuisseaux 96

7333 Terre

☎ 065 78 01 78

✉ sis_sacados@yahoo.fr

Second hand store and social inclusion service

Another way of life [Un autre mode de vie]

📍 Rue de Condé 2 - 7331 Baudour

☎ 0477 37 42 62

Second hand store

► *Useful contacts*



Town hall

📍 Rue de Chièvres 17 - 7333 Tertre
☎ 065 76 19 00 – fax: 065 76 20 00
☎ Freephone: 0800 99 506
✉ info@saint-ghislain.be

The “Rollandine” Library [Bibliothèque “La Rollandine”]

📍 Avenue de l’Enseignement 2 - 7330 Saint-Ghislain
☎ 065 76 20 20
✉ larollandine@saint-ghislain.be

CPAS

📍 Parc communal [Municipal Park] - 7331 Baudour
☎ 065 71 83 10
✉ info@cpassaintghislain.be

Red Cross [Croix Rouge]

📍 Rue du Village 118 - 7390 Quaregnon
☎ 0478 88 29 56

Financial Management

☎ 065 76 20 70
✉ direction.financiere@saint-ghislain.be

Cultural Centre [Foyer culturel]

📍 Grand-Place 37 - 7330 Saint-Ghislain
☎ 065 80 35 15
✉ fcsaintghislain@skynet.be



Guardians of Peace [Gardiens de la Paix]

Rue de Chièvres 17 - 7333 Tertre
☎ 065 76 19 90



Housing Office

 Rue de Chièvres 17 - 7333 Tertre
 065 76 19 41



Epicura Hospital [Hôpital Epicura]

 Rue Louis Caty 136 - 7331 Baudour
 078 150 170



Public housing association [Logis Saint-Ghislainois]

 Cité des Aubépines 5 - 7330 Saint-Ghislain
 065 61 19 00



Citizenship Centre [Maison de la Citoyenneté]

 Parc communal [Municipal Park] - 7331 Baudour
 065 76 19 99




ORES

Manages the gas and electricity distribution network
 078 15 78 01 - In the event of a leak  078 78 78 00




Municipal swimming pool [Piscine communale]

 Avenue de l'Enseignement 16 - 7330 Saint-Ghislain
 065 62 13 64



Community Policing [Police de Proximité]

 Rue du Peuple 57 - 7333 Tertre
 065 76 10 10 – fax: 065 76 10 20
In case of emergency  065 619 619

Post Office

 Rue Grande 54 - 7330 Saint-Ghislain
 Rue Z. Caron 3 – 7333 Tertre
 02 201 23 45


Recyparc

 Rue des Hauts Monceaux - 7331 Baudour
 065 64 10 22


Fire Service (firefighters) [Pompiers]


 112

Wallonia Water Service [Société Wallonne des Eaux (SWDE)]

 087 87 87 87

Tourist Office [Syndicat d'Initiative]


 Place des Combattants 27 - 7300 Saint-Ghislain

 065 78 41 41

 sisg@skynet.be


Social Taxi



 Rue de Chièvres 17 - 7333 Tertre

 065 76 19 97

 taxi.social@saint-ghislain.be

Boraine Police Zone


 Avenue Schweitzer 160 - 7340 Colfontaine

 065 61 96 00 – In case of emergency  065 619 619

► *Freephone emergency numbers*



AIDS Info Support [Aide Info SIDA]


 0800 20 120

Ambulance (Emergency Medical Service [Service médical d'urgence (SAMU)])


 112

Card Stop

To block a bank debit or credit card


 070 344 .344

Antipoison Centre [Centre Antipoison]

 070 245 245

Child Focus

European centre for missing and sexually exploited children

 116 000


Red Cross [Croix Rouge]

Assistance and intervention in the event of accidents and disasters

 105

Doc Stop


24 hour service to block a Belgian ID card or passport following loss or theft

 0800 2123 2123

Child Helpline [Ecoute-Enfants]

 103

Drug Info [Infor-Drogues]

 02 227 52 52

Duty doctor [Médecin de garde]

 1733

Police

 101


Fire Service (firefighters)

 112

Non-urgent interventions (actions in the event of a storm or flood)

 1722


Suicide prevention [Prévention du suicide]

 0800 32 123

Helpline [Télé-accueil] (Someone to talk to)

 107

Domestic violence [Violences conjugales]

 0800 30 030

Saint-Ghislain, ça va loin !



Town hall

Rue de Chièvres 17

7333 Tertre

Tel. 065 76 19 00

Fax: 065 76 20 00

info@saint-ghislain.be

www.saint-ghislain.be