



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

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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 has been the capital of the region of Alsace, and will be the capital of the greater Alsace – Lorraine - Champagne Ardennes region following the ongoing territorial reform in France.



The city of Strasbourg hosts three important European Institutions:

The European Parliament

The Council of Europe

The European Court of Human Rights

These three institutions, and the city's geographical proximity to other European countries, make Strasbourg a highly 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 – a tram line connecting Strasbourg to the nearest German town of Kehl will be launched by 2017. Switzerland, Luxembourg and Belgium are only one to two hours car or train journey from Strasbourg.

EM Strasbourg Business School

In January 2009, following the merger of three Strasbourg based universities into the University of Strasbourg, EM Strasbourg Business School became the business school of the second largest multi-disciplinary university in France.

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 nomination and application procedure for an exchange at EM Strasbourg consists of the following **three steps**:

Step 1. The selection of candidates for an exchange semester or year at EM Strasbourg Business School is done by students' home universities who formally nominate students by **31 October 2016** (students arriving in January 2017).

Step 2. Once nominated, students fill out our on-line application form which can be accessed here:

<https://unistra.moveonfr.com/form/56cc2a4bef189d491c000001/eng>

(NB: Students will need to register before filling out the form).

Students then print out the filled in application form, attach a passport-sized picture and have the form signed and stamped by the exchange coordinator at their home university.

Step 3. Students then upload the scan of their application form along with the supporting documents listed below to our on-line student platform:

<http://si.em-strasbourg.eu/incoming/>

(NB: Students will need to create an account when they first access the platform).

Proof of health insurance (only for students coming from the European Union countries (EHIC Card) or from Quebec (RAMQ document));

A copy of their passport (page with personal information) – students coming from outside of the EEA (EU28 + Switzerland, Norway and Liechtenstein) who need a visa;

Proof of language proficiency in the main language of instruction (English or French) at EM Strasbourg Business School should this not be their mother tongue (this could be a TOEFL, IELTS, TOIC etc. certificate or a letter from home university/language teachers);

Proof of French language proficiency required only for students who have already studied French and wish to study French during their exchange in Strasbourg (DALF, DELF or other language test certificate or a letter from French language teacher/Department of languages).

Students wishing to start their exchange at EM Strasbourg Business School in January 2017 must complete the above application procedure by the deadline of **15 November 2016**.

After the application 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 six months after the end of their 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:

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 a housing allowance 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 involves the OFII procedure. In most cases, the extended-stay visa is valid for one 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 original OFII form received from the French consulate that issued the visa.

A copy of passport pages showing the visa holder's 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 post 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 in France (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 visa 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 allowance (see below more information).

Contacting your embassy/consulate:

We recommend that students contact their embassy/consulate upon arrival in France to inform them of the length of their 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. We will invite applications for these rooms through a special housing procedure in early 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.

An 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 allowance from [CAF](#), the 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°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 euros for a monthly bus/tram pass.

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 slightly over 3 euros 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 to arrive by plane, you will most probably connect in Paris, London, Frankfurt, or Amsterdam and arrive at Entzheim airport (SXB), which is Strasbourg's airport.

From Strasbourg airport a train can take you in less than 10 minutes to the main train station which is near the Strasbourg city centre for 4,30 euros .

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

The taxi fare from the airport to the city centre is about 40 euros.

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 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 5:00 pm.

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

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

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:

| | |
|---|--------------------|
| 1 January | Pentecost Monday |
| Good Friday (before Easter) and Easter Monday | 14 July |
| Assumption Thursday | 15 August |
| 1 May | 1 November |
| 8 May | 11 November |
| | 25 and 26 December |

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 Mutuel

2 Avenue du Général de Gaulle
67000 STRASBOURG
(Close to school but they have other branches throughout Strasbourg)
0 820 03 05 03

Crédit Agricole

36 av Forêt Noire
67000 STRASBOURG
03 88 61 34 92

Caisse d'Épargne

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 euros) 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 following documents to MGEL or LMDE to finalize their registration:

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 1 October 2016: 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, may cause to other persons 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 organised 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
Tel. 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.

Administrative and Academic Procedures

Administrative registration

The administrative registration of newly arrived students is completed during the Orientation Session (starting on 4 January for students arriving in Strasbourg in January 2017). 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 Health Insurance Card if you are coming from an EU Member State.

Students coming from outside of the European Union need to know/bring the following:
Your Strasbourg address and telephone number for the semester.
Means to settle the 215 Euro mandatory health insurance fee (for more details, please see the section on health insurance, p.11). Students will be able to pay in cash or by credit/debit card.

Students will be issued an enrolment certificate and 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 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. The Orientation Session for students arriving in Strasbourg in January will take place between 4 and 6 January 2017. We would therefore expect exchange students to arrive in Strasbourg by 3 January 2017 at the latest. More information about the programme of the Orientation and other events scheduled for the week will be sent to students in the coming weeks.

Course registration

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

The list of courses offered within these two programmes is different, as are the academic calendars by which they operate.

When selecting courses, we urge students to check with their home university advisors that the courses that they select meet any subject/class hours/credit requirements that they may have at their home universities.

Grande Ecole Programme

The list of courses open to visiting students in the January 2017 semester is available here:

http://intranet.em-strasbourg.eu/views/list_cours_visitants_b.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 run a course pre-registration procedure. This allows 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.

Course registration

Final course registrations will take place during the first week of classes (w/c 9 January) when students will be able to add or drop courses as they wish.

Students 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

Students will have one week to make adjustments to the courses that they register for. After this week, students will no longer be able to add courses.

However, students will be able to drop courses later in the semester if they decide that they no longer want to attend one course or another. If dropped by the deadline given to students by the Registrar’s Office, students will not be graded for these and they will not appear on the final transcripts.

Please note that you will only be able to drop and not add courses later in the semester. It is therefore very important that you choose all your required courses at the start of the semester.

Bachelor in International Business

The list of courses available to students enrolled in our **Bachelor in International Business (BIB)** programme (dual degree and simple exchange students) will be sent to the students coming from our BIB partner universities. Students will need to send their list of chosen courses to the International Office before their arrival in Strasbourg. 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, there is an important cultural element to grading in France and most teachers do not use the full scale. A grade 18 is probably the highest grade a student can expect and is considered excellent. Grade 20 is given in rare, exceptional cases. This is taken into account upon the conversion of French grades into grades at students' home universities.

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

Transcripts

Transcripts for the semester(s) spent at EM Strasbourg Business School will be sent to students' home universities in the beginning of February or July (for the September – December and January – April semesters respectively). Students will also be able to see their grades on the University of Strasbourg student portal, the ENT.

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.

Management classes in French are also available; students who are planning to sign up for these must have a minimum B2 level in French (according to the Common European Reference Framework of Languages). The language of instruction is indicated for each course in the list of courses.

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.

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 at +33 3 68 85 67 76.

The **International Office Welcome Desk** is located in office D14 and is open to students from Monday to Friday from 07.45 to 17.00, except on Fridays when we close at 16.00.

International Office:

Dr. Kevin Mac Gabhann
Director of International Relations
Tel.: +33 (0)3 68 85 83 95
E-mail: Kevin.MacGabhann@em-strasbourg.eu

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E-mail: zita.fonyodi@em-strasbourg.eu

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E-mail: jordis.seiler@em-strasbourg.eu

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Elodie Thevenet
International Programmes Coordinator
Tel.: +33 (0)3 68 85 84 03
E-mail: elodie.thevenet@em-strasbourg.eu

Regional Academic Coordinators:

Dr. Claude CHAILAN
Spain, Portugal, Ukraine, Turkey, South Africa, Morocco, Russia
E-mail: chailan@unistra.fr

Dr. Kevin MacGabhann
United Kingdom, Ireland, India
E-mail: Kevin.MacGabhann@em-strasbourg.eu

Dr. Sabine Menu

Australia, Europe (Italy, Malta, Greece, Croatia, Hungary, Bulgaria, Czech Republic, Slovenia, Slovakia)

E-mail: Sabine.Menu@em-strasbourg.eu

Dr. Enrico Prinz

Germany, Austria, Switzerland

E-mail: Enrico.Prinz@em-strasbourg.eu

Dr. Rachel PRICE-KREITZ

Director of US Programs

Email: Rachel.Kreitz@em-strasbourg.eu

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
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Fax: 03 88 81 44 60

Dr Chahrokh ELAHI
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Dr. Bernard De Geeter
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1 Rue Schongauer, 68000 Colmar
Tel: 0389233741

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Dr Jean-Marc HOECHSTETTER
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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
67000 STRASBOURG
Tel: 03 88 12 80 00 (STANDARD)
Tel: 03 88 12 70 20 (URGENCES)

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

Tél. : 03 88 35 31 04

Services culturels

Tél. : 03 88 35 38 20

Service commercial

Tél. : 03 88 35 50

United States General Consulate

15 av Alsace 67000 STRASBOURG

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:

State the **location** where assistance is needed

State their **name** and telephone **number**

State **what happened**, and if it is still happening

State **how many** people need help

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)

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.

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 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, traffic 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.