

École nationale
supérieure
des beaux-arts
de Lyon

BOOKLET

2024-2025

HEALTH SERVICES



This guide lists the various health services available within the school, outside of the school, as well as a number of telephone and online facilities.

ORGANIZED AND MANAGED BY THE ENSBA

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PSYCHOLOGICAL SUPPORT



The Ensba has partnered with the mental health structure **Troisième Rive**, to provide a psychological support service, where students are listened to and accompanied.

A psychologist is available for meetings which are **free of charge**, in a neutral, non-judgmental setting where every and any subject can be discussed.

In order to allow as many students as possible to have access to this service, the number of appointments per student per year is limited to four.

Following those four meetings the psychologist can refer you to more appropriate organizations or structures. This service is only available to students of the Ensba.

The psychologist is present in the school once a week for a three-hour period. The calendar with the times and dates indicating the psychologist's presence is displayed on the wall outside of the student affairs department. To make an appointment with the psychologist send an e-mail to: permbalyon@gmail.com

DISABILITIES

If you have a disability or particular condition, please inform the student affairs department so that the school can accompany to you as best as possible.

If your particular disability or situation requires technical or human assistance, or specific arrangements, the school will do its best to implement them with the support of the University Lyon1 Health Service.



UNIVERSITY LYON 1 HEALTH SERVICE

The Ensba is covered by the University Lyon1 Health Service (SUU) located on the Doua campus for support in making arrangements for students with disabilities.

If you would like to have a medical opinion from a CDAPH-certified doctor (CDAPH = The Commission for the Rights and Autonomy of People with Disabilities), you can contact the student affairs department in the Ensba who will put you in touch with the SUU.



COMBATING DISCRIMINATION



Contact people at the Ensba Lyon:

Nathalie PIERRON

Student Equality Officer

06 19 14 37 15

Claire COLDERS

Student Health and Social Affairs Advisor

04 72 00 11 54

The Ensba, along with its director and assistant director are committed to **preventing sexist, sexual, and discrimination-based violence** in order to provide everyone in the school with a study environment which is respectful of others and inclusive. A place where everyone can evolve, create, and work in complete safety.

When the director and/or assistant director are informed of a situation which could be considered to be violent, they are under an obligation to ensure the safety of the person who reported the situation, to initiate an internal investigation, and, if necessary, to sanction the person responsible for the violence. While this procedure is being carried out the Ensba is legally obliged to respect the confidentiality of victims, witnesses, and the person accused of the reported acts. An online platform is available to you where you can make a report.

CONCEPT RSE :

Toll-Free Number : 0801905910 (Monday-Friday, 9a.m.-1p.m.)

E-mail address : signalement-culture@conceptrse.fr

Website : <https://conceptrse.fr/signalement-culture/>

or by flashing the QR code below (code1959)



This platform for **anonymous** reporting is here to listen to you, provide support and information, and to alert and accompany.

SPIKY COMMUNITY

A PARTNER APPLICATION
FOR FOREIGN STUDENTS



The Ensba Lyon has partnered with the **SPIKY COMMUNITY**, a free application which facilitates access to all of the key information that you need to get settled in France.

In particular it provides information about health matters and can **help you to find a doctor who speaks your language.**

Links to download the app:

Website : <https://spikycommunity.com/>

iOS Application : <https://apple.co/3AKU3ys>

Android Application : <https://bit.ly/32q8XHV>



DROP-IN CENTERS AND INFORMATION FOR YOUNG PEOPLE



YOUTH DROP-IN AND LISTENING CENTERS (PAEJ)

This service provides a listening ear, reception, and guidance for young people between the ages of 12 and 25 who have encountered difficulties. **It also acts as a link to other adapted structures.**

Address : 27 rue Paul Verlaine - 69100 Villeurbanne
Telephone : 04 78 03 67 73

LYON YOUTH HEALTH CENTER

A place where young people up to the age of 25 can find **advice, information and guidance, anonymously and confidentially.**

Professionals are present to meet you from Monday to Friday, by appointment from 9a.m. to 12:30p.m., and with or without an appointment from 1:30p.m. to 5p.m. This service is entirely free of charge, thanks to the support of the City of Lyon and various partners.

Address : 66 cours Charlemagne 69002 Lyon

Telephone : 04 78 37 52 13

DROP-IN CENTER FOR TEENAGERS

Welcome, support and care for young people (aged 11 to 21) and/or their families living in the Rhône region.

The telephone service is operational from Tuesday to Thursday (9a.m.—12p.m./2:30p.m.-5p.m.) and Friday afternoon (2:30p.m.-5p.m.).

No appointment is necessary on Mondays or Wednesdays between 2:30 and 4:30p.m.

The Maison des adolescents can **provide an individual interview by appointment, or group activities depending on your needs.**

Telephone : 04 37 23 65 03

Address : 1 bis cours Gambetta 69003 Lyon

Website : <https://mda69.fr/>

MEDICAL CONSULTATIONS



PREVENTATIVE HEALTH EXAMINATION

Financed by the French Assurance Maladie, preventative health examinations are intended for those aged 16 and older who are insured under the national general health insurance scheme. The exam is fully covered and no payment is required.

Website for making an appointment :

<https://www.service-public.fr/particuliers/vosdroits/F170>

ON-CALL MEDICAL CLINICS

The “Maisons médicales de Garde” (On-Call Medical Centers) allow you to contact a doctor for common pathologies, during periods of strong demand.

You must first make an appointment by calling 116 117 or 0472330033 before going to the Maison médicale de garde indicated to you.

PSYCHOLOGICAL SUPPORT



STUDENT PSY HEALTH

Launched by the Minister for Higher Education, Research, and Innovation, this platform is open to students for the purposes of **making an appointment with a psychologist**, close to one's home or school.

If you are interested in this service, **you must first consult your own doctor or GP** in order to be referred to this service.

Once you have a letter from your doctor, you can make an appointment with one of the partner psychologists (a list is available on their website).
You can then benefit from up to 8 sessions free of charge.

Website : <https://santepsy.etudiant.gouv.fr/>

MY PSY SUPPORT

A scheme which provides **psychological support sessions covered by the Assurance Maladie health insurance scheme**.

To have access, you must first consult your own doctor who can provide a letter of referral. Depending on your needs, up to 8 sessions can be refunded.

Website: <https://monsoutienpsy.sante.gouv.fr/>

THE LYON ASSOCIATION FOR MENTAL HEALTH

Psychologists propose **free, anonymous** listening sessions.

These face-to-face sessions take place every Wednesday and Thursday afternoon from 1:30p.m. to 4:30p.m. at the Mairie de Lyon 1er (2 place Sathonay 69001 Lyon). No appointment necessary.

Website :

<https://association-alsm.fr/nos-actions/permanence-ecoute>

CENTRE MÉDICO-PSYCHOLOGIQUE (MENTAL HEALTH CENTER) (CMP)

The CMP, or Mental Health Center is a public service which provides medical, psychological, and social consultations to anyone experiencing psychological difficulties (with the possibility of consulting psychiatrists, psychologists, nurses, and social workers, etc.).

The CMP that you should contact depends on where you live.

You can find the list of CMPs on the Health portal of the University of Lyon : <https://bit.ly/3Acpkvr>



PSYCHOANALYTIC CONSULTATION AND TREATMENT CENTER (CPCT)

The psychoanalysts at the CPCT in Lyon will receive, free of charge, any person over 18 who wants to talk about their difficulties (situations of isolation, distress, anxiety, etc.)

Appointments can only be made over the phone : 04 78 96 10 56.

Address : 84 rue de Marseille 69007 Lyon

CENTER FOR THERAPEUTIC ACTION TO PREVENT ISOLATION AND SUICIDE (ATIS)

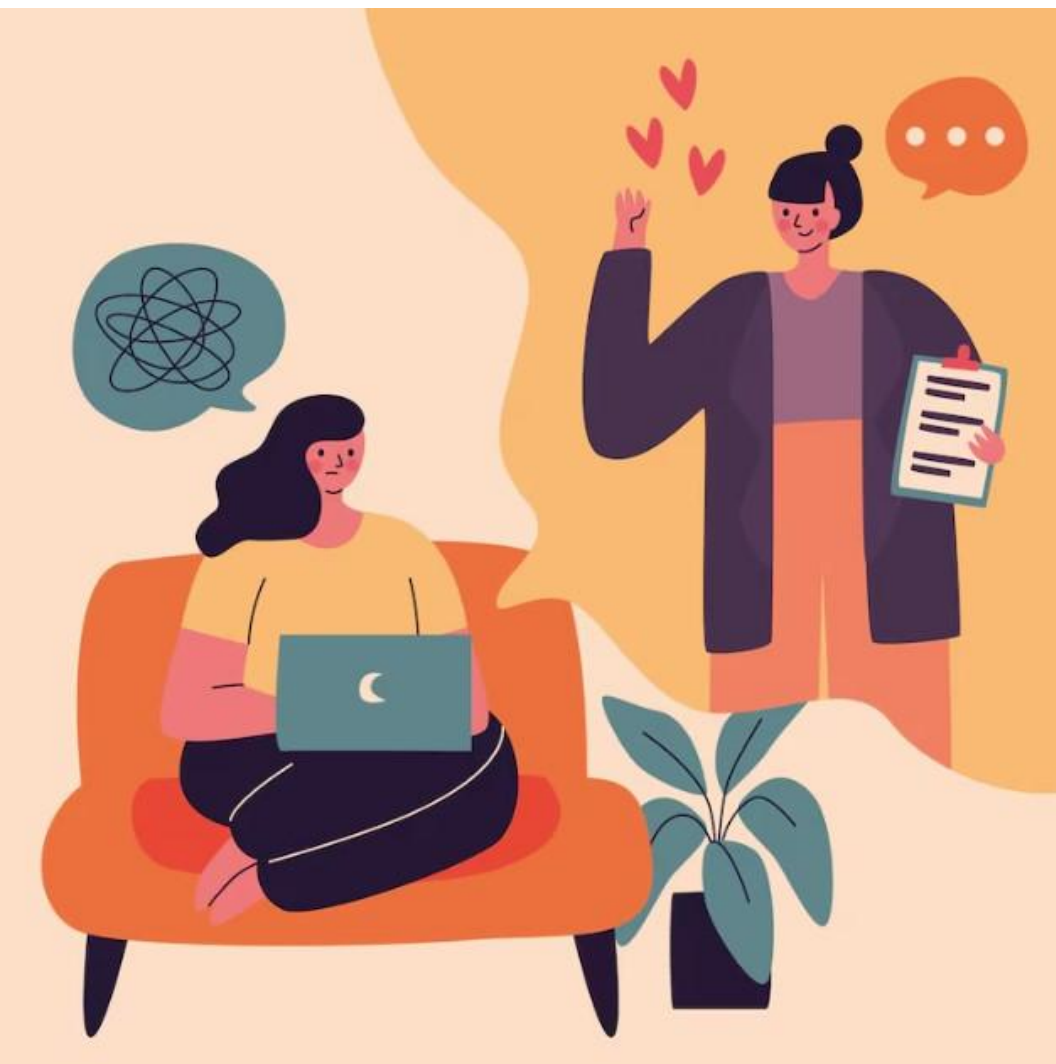
This center is attached to the Saint Jean deDieu Hospital, and strives to combat isolation and prevent suicide.

Address: 5 rue Pizay 69001 Lyon

Telephone : 04 78 28 77 93

Open Monday to Friday from 2p.m. to 5p.m.

ONLINE FACILITIES AND CALL LINES



- **Crous de Lyon**

The Crous in Lyon proposes a service for telephone consultations with psychologists (ACCA), available free of charge 24 hours a day, 7 days a week, by calling: 0800730815

- **Student Solidarity Collective (CSE)**

To consult an up-to-date list of psychologists' telephone numbers, we would suggest that you consult the collective's website:

<https://www.cselyon.org/aides>

- **The Lyon Association for Mental Health**

Psychologists propose anonymous listening sessions that are free of charge every Wednesday and Thursday afternoon from 4:30p.m. to 6p.m. You can call 0472985409.

- **Lyon Student Listening Service**

The Jean Bergeret regional institute proposes, free of charge, psychological support in the form of a listening service for **international students** living in Lyon. Interviews can be done online or face-to-face, with a professional, bilingual psychologist (English, Arabic, Chinese, Spanish, Portuguese, Romanian, Greek, with more to come).

Website :

www.institutbergeret.fr/ecouteetudiantslyon/

- **Youth Health Line**

A telephone service dedicated to 12 to 25 year-olds where you can find answers to all of your health-related questions (care, addictions, contraception, unhappiness, nutrition...): 0800 235236.

- **Nightline Lyon**

A free-of-charge confidential nocturnal listening service open every day from 9p.m. to 2:30a.m. It is a service FOR students, run BY student volunteers.

Telephone : 04 85 30 00 10.

Website : <https://www.nightline.fr/lyon>

- **Drugs Information Service**

Information, support, advice, and guidance for people experiencing difficulties related to drugs or drug use. (Open 7 days a week, from 8a.m. to 2a.m. the next morning).

Telephone : 0 800 23 13 13

- **Suicide Helpline**

The structure proposes an anonymous and confidential call line 24 hours a day, 7 days a week.

Telephone : 01 45 39 40 00

- **Suicide Prevention**

3114 is a free of charge national number for suicide prevention. Professionals are on hand to take your call 24 hours a day, 7 days a week.



- **The Red Cross Call Line**

A free of charge confidential support service (depression, solitude, violence, addictions, etc.): 0 800 858858.

Volunteers are available to listen on weekdays from 10a.m. to 6p.m., and on Saturdays from Midday to 6p.m.

- **The Vinatier Info Line**

The Le Vinatier Hospital provides a help line which provides mental health information and guidance.

Call (free), 7 days a week, 24 hours a day, from 8a.m. to 8p.m.: 0805050569.

- **S.O.S Friendship**

Volunteers are on hand to listen for callers who are experiencing difficulties and who feel the need to be heard and listened to:

Telephone : 09 72 39 40 50 (24h/24, 7j/7)

Chat : <https://www.sos-amitie.com/chat/> (every day from 1p.m. to 1a.m. in the morning)

Messages : <https://www.sos-amitie.com/messagerie/>
(responds within 48 hours)

- **Association Traces**

This association accompanies people experiencing periods of grief. A free call line is available at 0142380808.

- **SOS Doctor**

A help line for medical assistance, which operates 24 hours a day, 7 days a week, with the possibility of visits depending on your situation.

Telephone : 04 78 83 51 51



- **Teleconsultations**

Online platforms for teleconsultations allow you to meet a health professional online. A number of different sites exist: Qare, Livi, Hellocare, Medadom...

- **Obee Chatbot**

The city of Lyon has launched a chatbot intended for students. Its goal is to reduce social isolation, improve mental health, and encourage access to a self-help community. Contact with the chatbot is anonymous and it is accessible 24 hours a day on the Lyon Campus website by clicking on the small bee icon on the bottom left of the page :

<https://www.lyoncampus.com/>

- **StudeeLink**

The website proposes a chatbot as well as a directory of mental health resources. It is free of charge, anonymous, and accessible at all times.

Website : <https://studeelink.arhm.fr/>

WOMEN'S RIGHTS AND COMBATING VIOLENCE



CENTER FOR INFORMATION ON THE RIGHTS OF WOMEN AND FAMILIES (CIDFF)

The CIDFF accompanies women experiencing particular difficulties in finding employment, but also in their personal and family lives.

Address : 18 place Tolozan 69001 Lyon

Telephone : 09 78 08 47 48

(From Monday to Thursday, 9a.m. to 1p.m., and 1:45p.m. to 5p.m., and Friday from 9a.m. to 1p.m.)

E-mail : lyon.contact@cidffrhone.fr

ASSOCIATION FOR HELPING VICTIMS (VIFFIL)

The association Intra Familial Violence Women Information Freedom (VIFFIL) proposes to welcome and listen to women who have been victims of violence. It organizes drop-in sessions in order to provide support with legal, administrative, and social procedures.

Telephone : 04 78 85 76 47

E-mail : viffil.association@viffil.com

Website : <https://www.viffil.com/contact-viffil/>

OTHER RESOURCES



PORTAL “MY STUDENT ASSISTANCE”

The University of Lyon, in partnership with the academy of Lyon and the Crous in Lyon, launched a digital portal dedicated to student aid in the region. This portal lists all of **the aid and support schemes as well as useful contacts for all aspects of your life as a student.** You will notably find information about health and well-being in the section “Taking Care of Myself.”

Website : <https://mesaides.universite-lyon.fr/>

HEALTH PORTAL OF THE UNIVERSITY OF LYON

On its Health Portal, the University of Lyon lists all of the information, procedures, facilities, and contacts that are useful for students’ physical and mental health.

Website : <https://masante.universite-lyon.fr/accueil/>

PLATFORMS FOR MAKING APPOINTMENTS

These platforms allow you to consult the availabilities of doctors in your area in order to make an appointment online.

Different websites exist : Doctolib, KelDoc, Clickdoc, Vitodoc...

OUTRANS

A feminist trans self-help group for transmasculine, transfeminine, non-binary, questioning people, and their cisgender allies, established by the transmasculine community.

Website : <https://www.outrans.org/>

EMERGENCY TELEPHONE NUMBERS

Samu (Ambulance Service)

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Police

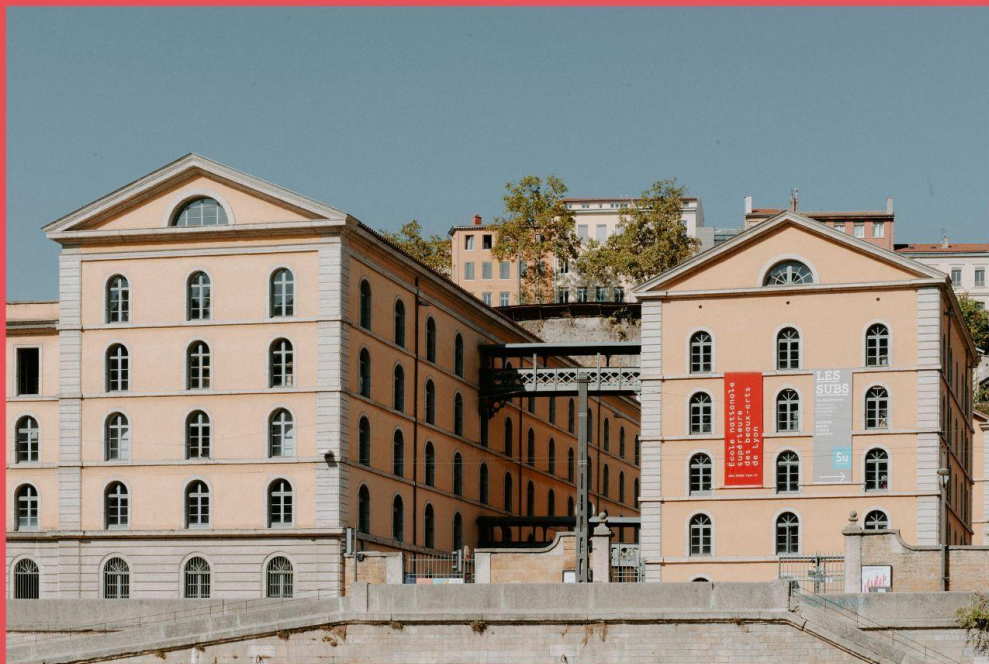
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Sapeurs-pompiers (Fire Department)

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For the Deaf and Hard of Hearing

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8 bis quai Saint-Vincent, 69001 Lyon - France
T +33 04 72 00 11 71 - www.ensba-lyon.fr

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