

Welcome to Luxembourg

Useful information for Arabic speaking refugees with status



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Ministère de la Famille, de l'Intégration
et à la Grande Région
Office luxembourgeois de l'accueil
et de l'intégration



Fonds « Asile, Migration et
Intégration » (AMIF)

Welcome to Luxembourg

This information booklet is a useful guide for individuals who have been granted international protection.

This means it is addressed to people who have received the refugee or subsidiary protection status.

The booklet gives an overview and good understanding of the laws and administrative procedures in Luxembourg as well as an insight into Luxembourg's history.

Please note that for asylum seekers (demandeur de protection internationale), there is a special brochure available at OLAI.

This brochure is drawn up by ASTI asbl. The only reliable source shall be the text of the legislation.

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Glossary

- **AIS** (Agence immobilière sociale)
= Social housing agency
- **BPI** (Bénéficiaire de protection internationale)
= Individual who has been granted the international protection/has received the refugee or subsidiary status
- **CAI** (Contrat d'accueil et d'intégration)
= The Welcome and Integration Contract
- **CCSS** (Centre Commun de la sécurité sociale)
= Joint Social Security Centre
- **CDD** (Contrat à durée déterminée)
= temporary contract
- **CDI** (Contrat à durée indéterminée)
= permanent contract
- **GEDIES** (Centre de Documentation et d'Information pour l'Enseignement Supérieur)
= Information Center of Superior Education
- **CNS** (Caisse nationale de la Santé)
= National Health Fund
- **DPI** (Demandeur de protection internationale)
= asylum seeker/individual who seeks asylum
- **FNS** (Fonds national de solidarité)
= National Solidarity Fund
- **INL** (Institut national des langues)
= National Institute of Languages
- **MAE** (Ministère des Affaires étrangères et européennes)
= Ministry of Foreign and European Affairs
- **MEN** (Ministère de l'Éducation nationale, de l'Enfance et de la Jeunesse)
= Ministry of National Education, Childhood and Youth
- **OLAI** (Office luxembourgeois de l'Accueil et de l'Intégration)
= Luxembourgish office for reception and integration
- **PACS** = legal alternative to marriage in Luxembourg
- **RMG** (Revenu minimum garanti)
= Minimum guaranteed income
- **SNAS** (Service national d'action sociale)
= National Service for Social Action
- **SNHBM** (Société Nationale des Habitations à Bon Marché)
= Affordable Housing Association
- **SRAS** (Service régional d'action sociale)
= Regional Service for Social Action

Section 1 > I have the status! What now?

1.1. Family reunification with a third country citizen

You have the right to bring your family on a legal way to Luxembourg.

The law in charge of the family reunification is the national immigration law.

The procedure of family reunification is very complicated. It is advised to seek the help of an expert.

Who is entitled to be reunited?

- Parents
- Children under 18
- Husband or wife

General conditions for family reunification

- Prove the identity of the person
- Prove the family link
- Prove the fact that the person is depending on you
- Prove that you are able to take financial care of them
- > Prove 12 months of (at least) minimum income (The "Revenu minimum garanti" (RMG) is NOT accepted)
- > Prove that you rent a house that meet the criteria for the number of people you intend to invite

Documents to be enclosed in every application

- copy of the sponsor's residence permit that must be valid for more than a year
- a recent Luxembourgish residence certificate of the sponsor
- proof of the sponsor's sufficient resources to be able to cover his own needs as well as the needs of his family members (e.g. salary slips, tax declaration).

The proof must cover the 12 months prior to the application

- Proof of appropriate housing in Luxembourg for him/her and the family members (e.g. rental contract, proof of property ownership/title deed)
- proof of health insurance for the sponsor and the family members
- if need be, a mandate/proxy (if a social worker is doing the steps in your place)

1 BIG EXCEPTION :

Proceed to the family reunification in the first 3 months after you obtained the refugee status. In this case, the refugee does not need to give a proof of his income or housing condition.

Additional documents to be enclosed according to the case :

For the spouse or the registered partner :

- a certified copy of the entirety of the valid passport of the spouse/PACS-partner
- a birth certificate from the country of origin of the spouse/ PACS-partner;
- a recent extract from the spouse/ PACS-partner's police record or an affidavit issued in the country of residence
- a document attesting the existence of the marriage or the registered partnership (e.g. marriage certificate, partnership declaration, family booklet)



For the descendant (child) of the sponsor or of his/her spouse/ PACS-partner :

- a certified copy of the valid passport of the child;
- a document attesting the family relationship with the sponsor (e.g. birth certificate of the child, family book)

In case of divorce (for minors only) :

- the judgment confirming the custody of the minor child to the parent living in Luxembourg and if the other party has a visitation right: the notarial authorization of the parental party living abroad to prove this party's agreement that the minor child is allowed to reside in Luxembourg (a copy of the identity document of the parental party living abroad has to be enclosed);

In case of joint custody (for minors only) :

- the notarial authorization of the parental party living abroad to prove this party's agreement that the minor child is allowed to reside in Luxembourg (a copy of the identity document of the parental party living abroad has to be enclosed)

For the ascendant (parent/s) of the sponsor or the spouse/partner :

- a certified copy of the valid passport of the Parent;
- a birth certificate of the Parent;
- a recent extract from the Parent's police record or an affidavit issued in the country of residence;
- a document attesting the family relationship (e.g. a birth certificate of the sponsor or the sponsor's spouse/partner)
- a document attesting of the civil status and the family situation of the Parent as well as proof that he/she is deprived of the necessary family support in the country of origin (e.g. family booklet, any other equivalent document issued by the competent authorities of the country of origin);
- proof that the Parent is dependent on the sponsor before the application for family reunification (e.g. proof of regular money transfers from the sponsor to the ascendant);
- A document attesting of the financial situation of the Parent in the country of origin (e.g. proof of personal resources like income, property, etc)



How to proceed ?

- Apply for a temporary authorization to stay from the Immigration Directorate of the Ministry of Foreign and European Affairs;
- The visa has to be requested from the embassy representing Luxembourg in the country of origin (mostly the Belgian embassy)
- If granted, the third-country national receives a “temporary authorization to stay” (“authorisation de séjour temporaire”).
- This temporary authorization to stay is valid for a period of 90 days. During this time, the third-country national must: -either request a visa to enter the Schengen area, if subject to visa obligation; -or, if not subject to visa obligation, enter on the territory of Luxembourg and make his/her declaration of arrival at the municipality (“administration communale”) of the chosen place of residence. After entering Luxembourg, the third-country national has to follow the procedure to apply for the residence permit (“titre de séjour”).

ATTENTION

- Our law is presenting an important exception :
If a refugee cannot bring all the necessary proofs of their family links, they have the possibility to prove it by any other means.
- It is important not to proceed to the family reunification request without an expert helping you; as any small mistake could have huge consequences.
- Be aware that a lawyer is only free as long as you earn less than the minimum wage. Once you are working, your lawyer will charge you for his help.

- Remember that the social services exist to help you free of charge.
 - The request is introduced and analyzed as long as the family member is still outside of Luxembourg. Some exceptions are however possible. The Ministry has 9 months to give an answer to the request. It can take longer than 9 months in case the file is very complex.
-

What to do once your family is with you ?

- Proceed to their registration in your local commune.
 - Undergo the medical check the MAE will ask the family member to do.
 - Inform the FNS or SNAS in case you have RMG and inform your insurance.
 - Attention: your family member will NOT get the same status as you, they will get a normal “titre de séjour”. This has a big influence on the RMG, as they are NOT entitled to it before 5 years of residency.
 - Register them as co-affiliate in the social security system, be aware a free co-affiliation only exists for the husband/wife or the children. If your parents join you, you will have to proceed to a voluntary affiliation.
-

BE AWARE

The housing situation is difficult and very expensive in Luxembourg. Do consider this before you proceed with a family reunification. Your family members will not get the refugee status. They will get a permit to live in Luxembourg, which has to be renewed after 1 year.

1.2. How to find accommodation in Luxembourg

Because of the high prices, it is important to know rental costs in Luxembourg and not to underestimate them. You can get a good overview of prices by consulting websites such as www.athome.lu or www.luxbazar.lu.

If you rent an apartment or house through an agency, you should be aware that the agency fees will probably be equal to a month's rent.

In addition to these costs, the owner requires a deposit in advance corresponding to the amount of 2-3 months' rent.

Another difficulty lies in the fact that owners can be very demanding when choosing their tenants.

They often refuse to rent to individuals, who do not have a permanent employment contract (CDI).

Some alternatives do exist, but are often hard to find and/or are not always ideal :

- Renting rooms in bed and breakfasts, often managed by cafes
- Sharing a flat/house with other people; for more informations: www.appartager.lu

There is also the possibility to rent from social housing for low-income people who are in housing distress :

- AIS - Agence immobilière sociale (rent, 3 years, application must be made by a social service)
- "Wunnéngshëllef" (rent, 3 years, application must be made by a partner)
- "Ennerdaach" (rent, 3 years, has only housing in the territory of the commune of Differdange)
- "Social Estate Agency Kordall" (3 years, for those living in one of the following towns : Differdange, Pétange, Bascharage and Sanem, application must be lodged with the social office)
- Housing Fund (rental and sale)
- "SNHBM" - Société Nationale des Habitations à Bon Marché (especially rental and sale)
- Municipal housing (refer to town of residence)

IMPORTANT TO CLARIFY

In order to increase your chances to qualify for social housing, it is advisable to introduce the application with all services working in this area.





1.3. Subvention of renting

This grant, awarded by the Ministry of Housing, is designed to help the poorest households to rent decent housing.

The amount of monthly assistance may depend on income and household composition - up to a maximum of 300 euros.

→ <http://www.guichet.public.lu/citoyens/fr/logement/location/aides-au-logement/subvention-loyer/index.html>

Different Individual grants awarded by the Ministry of Housing

- Rent subsidy (financial assistance to pay the rent)
- Help to finance the rent guarantee

→ http://www.ml.public.lu/fr/aides-logement/aides-indivuelles-logement/location/garantie_locative/index.html

- State aid for the acquisition of housing (the most interesting aid: state guarantee)

→ <http://www.ml.public.lu/fr/aides-logement/aides-indivuelles-logement/construction/garantie-etat/index.html>

1.4. Recognition and equivalence of diplomas

If you are looking for a job, employers need to know about your prior studies or competences.

In Luxembourg, a good knowledge of languages, both spoken and written, will help a lot in your search for employment. You should obtain the recognition of your diploma as soon as possible, which will assist the credibility of your application.

In general, only university diplomas established by a country of the European Union are “officially recognised” or “homologated”.

Your college (lycée) diploma also needs to be recognized in order for you to continue studies at the university.

Recognition of your baccalauréat (college) diploma means that it is equivalent to the Luxembourgish baccalauréat.

Recognition of your university diplomas means that your diploma is registered at the Luxembourg commune “registre des titres”.

The following documents must be enclosed in your application :

- A written request (form available)
- A Curriculum Vitae
- A copy of your birth certificate or identity card or residence permit
- A copy of the diploma
- A translation by an official translator
- A proof of payment of 75 EUR (bac) 125 EUR (university)



For more information :

Baccalauréat (Lycée)

- > Ministère de l'Éducation nationale, de l'Enfance et de la Jeunesse (Ministry of National Education, of Children and Youth)
29, rue Aldringen L-1118 Luxembourg
Phone : (+352) 247 85100
www.men.public.lu

Bachelor and Master

- > Ministère de l'Enseignement Supérieur et de la Recherche (Ministry of Higher Education and Research)
18, montée de la Pétrusse L-2327 Luxembourg
Phone : (+352) 247-85135
www.mesr.public.lu

Certain secondary school certificates and diplomas obtained abroad may be recognised as equivalent to those obtained here in Luxembourg.

Certificates and diplomas in the health sector are subject to a specific procedure.

In order to request the recognition of all diplomas received in the health sector (except for the profession of social assistant "assistant social").

The following documents must be enclosed in your application :

- Motivation letter
- Curriculum vitae
- A copy of your identity card
- A copy of your diploma(s)
- A copy of the transcript of records
- A copy of the internship certificate(s)
- Copy of the work certificate(s)
- Email address
- Proof of payment



1.5. Homologation

The homologation of your diploma is required if you want to work in one of the following regulated professions :

- “Professeur de lettres de l’enseignement secondaire”
- “Professeur de sciences de l’enseignement secondaire”
- Lawyer (Law)
- Doctor (Medicine)
- Dentist (Dentistry)
- Veterinary doctor (Veterinary medicine)
- Pharmacist (Pharmacy)

Your request for homologation must be made before the Homologation Commission of the Ministry of Higher Education and Research (“Commission d’Homologation du Ministère de l’Enseignement supérieur et de la Recherche”).

The following documents must be enclosed in your application :

- A written request (form available)
- A Curriculum Vitae
- A copy of your birth certificate or identity card
- A copy of the graduate or post-graduate diploma you wish to have homologated
- A copy of your secondary school diploma recognized as equivalent to the Luxembourgish one
- A proof of payment of 125 EUR

If your diploma in medicine, dentistry, veterinary medicine or pharmacy was delivered by a member state of the European Union, you may directly contact the Ministry of Health (“Ministère de la Santé”) to request the authorisation to practise the profession without the requirement of homologation.

If you have the authorisation to practise as a lawyer in another member state of the European Union, you may directly contact the Ministry of Justice (“Ministère de la Justice”) to request an authorisation to practice the profession in Luxembourg.

For more information :

- > Ministère de l’Education nationale, de l’Enfance et de la Jeunesse (Ministry of National Education, of Children and Youth)
29, rue Aldringen L-1118 Luxembourg
Phone : (+352) 247 85100
www.men.public.lu
- > Ministère de l’Enseignement Supérieur et de la Recherche (Ministry of Higher Education and Research)
18, montée de la Pétrusse L-2327 Luxembourg
Phone : (+352) 247-85135
www.mesr.public.lu

1.6. Finding a job in Luxembourg

The right to enter the job market in Luxembourg

Immediately after the international protection has been granted, the beneficiary has the right to work (activity as an employed and self-employed person).

In Luxembourg, the legal working time is 8 hours per day and 40 hours per week. An employee cannot work more than 10 hours per day, nor 48 hours a week. Every employee has the right to 25 days paid leave per year.

It is not easy to find a job in Luxembourg. You may find a job through the ADEM (Agency for Job Development), through the Internet, through newspaper or temporary recruitment agencies. In the current of each year, there are also different job meetings (foire aux jobs vacances pour jeunes, Jugend-JobDag Nordstad Jugend, RTL Job-Dag, etc.)

What is the advice from ASTI to help ?

- Register as soon as possible with ADEM
- Consult the websites (*www.monster.lu*, *jobs.lu*, *jobfinder.lu*, etc.)
- Consult the newspapers, including the Luxemburger Wort
- To go to a temporary working agency to find short term, part time work

ATTENTION

To get access to the job market you need at least one of the official languages (mostly French).

1.7. Higher education

It is possible to continue or to start studies in Luxembourg

For more information :

- > University of Luxembourg
Belval Campus
Main address :
2, avenue de l'Université L-4365 Esch-sur-Alzette
Phone : (+352) 46 66 44 1

There are different faculties on Campus Belval, Kirchberg and Limpertsberg.

List of what the University of Luxembourg is offering :

- Faculty of Language and Literature, Humanities, Arts and Education
- Faculty of Science, Technology and Communication
- Faculty of Law, Economics and Finance

For more information : (University, training and schoolings)

- > CEDIES
18-20, montée de la Pétrusse L-2327 Luxembourg
Phone : (+352) 247-88650
E-mail : info@cedies.public.lu
www.cedies.public.lu



1.8. The right to the minimum guaranteed income (RMG – Revenu minimum garanti)

The beneficiaries of international protection shall benefit from the same necessary social assistance provided to Luxembourgish nationals.

Minimum guaranteed income (RMG - Revenu minimum garanti) is a public financial help for people who live with less than what our system considers necessary to survive. There are two different systems of RMG : integration allowance (indemnité d’insertion) and supplementary allowance (allocation complémentaire). Combining both systems is also possible. The National Solidarity Fund (FNS) is responsible for the payment of the RMG. The National Service for Social Action (SNAS) is responsible for the integration allowance.

Conditions/Criteria to obtain the RMG :

- Being older than 25
- The income has to be smaller than the RMG
- Living and being registered in Luxembourg
- Having the status of refugee

Be ready to explore every other way to obtain a salary or money, before asking for public assistance !

How to ask for the RMG :

- All the allowances have to be asked in one single form. That form will then be treated by the FNS. The FNS, in case of a positive decision will transfer the file to the SNAS, who will then send a notification to attend them.
- The person who asks for the RMG has the right to contact the “social office” of his/her commune or directly the FNS.

Documents to bring :

- A certificate of residence for every adult living in the household
- A certificate of household composition (“composition de ménage”)

1.9. The welcome and integration contract (CAI - Contrat d'accueil et d'intégration)

The Luxembourg Government set up a provision, which enables you to actively take part in your integration, namely the Welcome and Integration Contract (CAI), provided by OLAI.

A contract aimed :

- To teach one of the languages of the country
- To give you an overview of the History of Luxembourg
- To participate in an orientation day

The CAI is aimed at you, if you :

- Are a foreign national
- Legally remain in the territory of the Grand Duchy of Luxembourg and wish to stay here long-term
- Are at least 16 years old

Your benefit from :

- A reduction in the registration fees for language classes
- Exemption from payment for training on civic information and an information day
- Exemption from one of the optional courses on civics intended for the acquisition of Luxembourg nationality
- Taking into account the CAI when requesting the status of long-term resident

For more information :

> OLAI
Office luxembourgeois de l'Accueil et de l'Intégration
Phone : 2478 5785
E-mail : cai@olai.public.lu
www.olai.public.lu

1.10. Lisko

Lisko is a new service by Croix-Rouge Luxembourg and is in charge of a big part of the social integration of refugees with status.

Their role?

- Individually supports beneficiaries of international protection in all social processes, including access to housing, work, education and training, health and assistance to existing local integrative actions.
- Assists refugees in their efforts to reunite with their family.
- Uses network services and associations to assist.

For more information :

> Lisko
Lëtzebuerger Integratiouns- a Sozialkohäsiounscenter
64, rue Charles Martel L-2134 Luxembourg
Phone : (+352) 2755-5603
E-mail : ressource.integration@croix-rouge.lu

Lisko is available by telephone Monday to Friday from 10:00 - 12:00 and 14:00 - 16:00.

Office hours are every Wednesday morning from 8:30 - 11:30 and Thursday afternoons from 14:00 - 16:00 (except holidays).



Section 2 > Managing daily life in Luxembourg

2.1. General Information

History and other facts

- A very small country in the heart of Europe
- The only Grand-Duchy in the World
- Surrounded by Germany, Belgium and France
- One of the founding members of the European Union (EU)
- Luxembourg is a representative democracy in the form of a constitutional monarchy, with hereditary succession in the Nassau-Family
- Grand-Duke : chief of state and has a representative function
- Prime Minister : head of the Luxembourg government and of a multi-party system. He is democratically elected by the people of Luxembourg

List of the parliamentary parties in Luxembourg

ADR - Alternativ Demokratesch Reformpartei
(Alternative Democratic Reform Party)

Conservatism, National conservatism

CSV - Chrëschtlech Sozial Vollekspartei
(Christian Social People's Party)

Christian democracy

DP - Demokratesch Partei (Democratic Party)

Liberalism, Conservative liberalism

Déi Greng (The Greens)

Green politics

Déi Lénk (The Left)

Democratic socialism

LSAP - Lëtzebuenger Sozialistesche Arbechterpartei
(Luxembourg Socialist Workers' Party)

Social democracy

In 2015, the population of Luxembourg : around 530,000 and the number is constantly growing.

Proportion of Luxembourg nationals in the total population : 53.3% (as at January 2016).

Proportion of foreigners : 46.7% (as at January 2016). There are more than 170 different nationalities living in the Grand Duchy.

Proportion of foreigners in the total population (as at January 2016)

- Portuguese : 16,2%
- French : 7,2%
- Belgians : 3,4%
- Italians : 3,5%
- Germans : 2,2%

Most of the foreigners living in the Grand Duchy are nationals of another European Union country (86%).

Capital and largest city :
Luxembourg-City, over 110.000 habitants

Your freedom and rights

- In Luxembourg, you are under the protection of this country's laws.
- Here you enjoy the freedom of thought, opinion, speech, press and religion. There is also freedom of art and science.

- Everyone is treated equally before the law, regardless of origin, gender, sexual orientation, religion, or skin colour.
- Women and men enjoy equal status before the law. They also share the same rights and obligations.

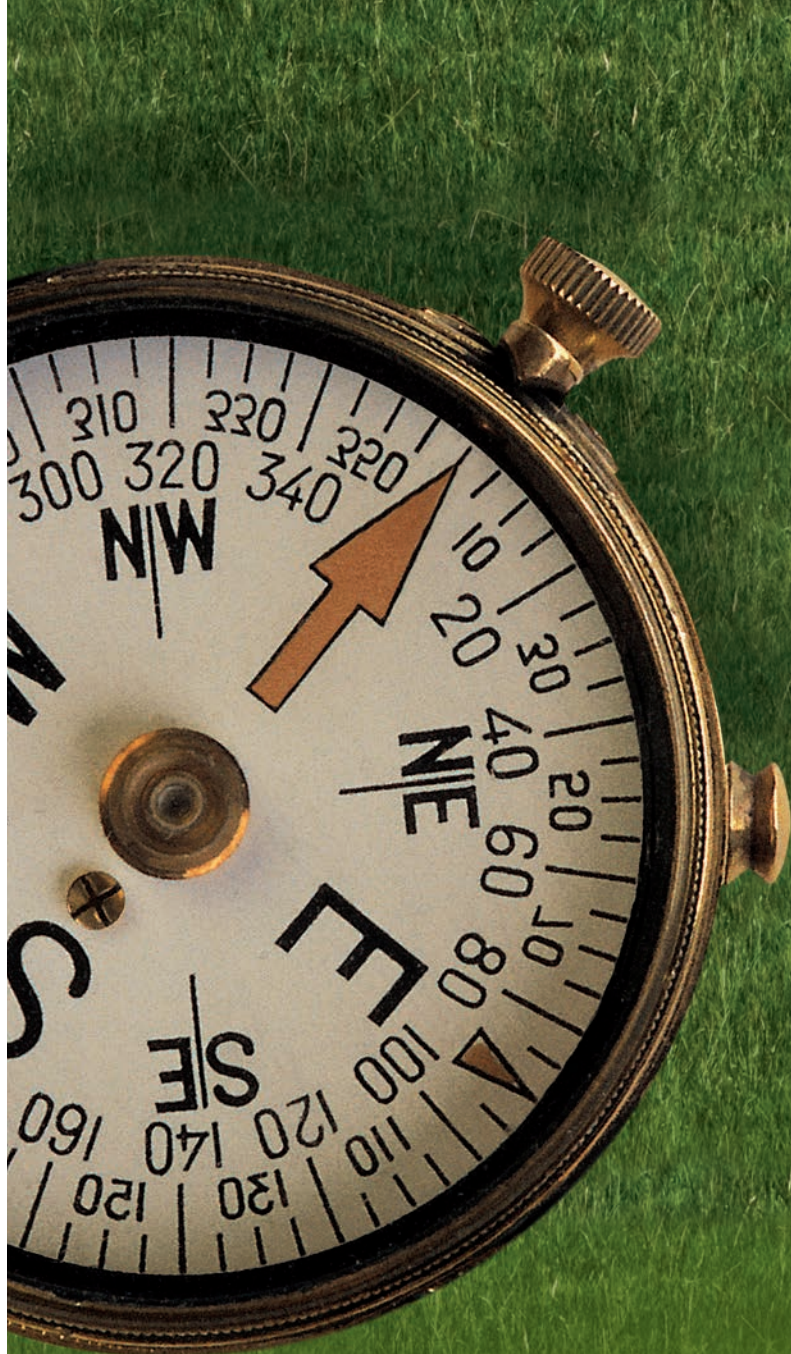
Languages

- 3 official languages co-exist in day to day communication : Luxembourgish, French and German.
- Each of the languages play an important role in the education system, but also in private and public aspects of everyday life.
- Luxembourgish language (Lëtzebuergesch) is the everyday language for communication, German (Deutsch), but mostly French (Français) are the main administrative languages.

Several institutions offer language courses and even literacy courses in Luxembourg.

For more information :

- > ASTI
Association de Soutien aux Travailleurs Immigrés
Phone : +352 43 83 33 1
E-mail : ensemble@asti.lu
- > INL
Institut national des langues
Phone : +352 26 44 30 1
E-mail : info@inll.lu
- > MEN
Ministère de l'Education nationale, de l'Enfance et de la Jeunesse
Phone : +352 2478 5100
E-mail : info@men.lu



You already want to get started?

Here are some useful everyday words and phrases :

English	A little bit of Lëtzebuergesch	A little bit of Deutsch	A little bit of français
Hello	Moien	Hallo	Bonjour
Bye	Äddi	Tschüss/Auf Wiedersehen	Au revoir
Thank you	Merci	Danke	Merci
Please	Wann ech gelift	Bitte	S'il vous plait/S'il te plait
You are welcome	Gärgeschitt	Gerngeschehen	Je vous en prie/je t'en prie
Excuse me ?	Wat gelift?	Wie bitte ?	Excusez-moi? Excuse-moi?/Pardon ?
I am sorry	Et deet mir Leed	Es tut mir Leid	Je suis désolé(e)
Yes	Jo	Ja	Oui
No	Nee	Nein	Non
Maybe	Villäicht	Vielleicht	Peut-être
How are you?	Wéi geet et dir?	Wie geht es dir?	Comment allez-vous? Comment vas-tu?
I am fine/not fine	Mir geet et gutt/schlecht	Mir geht es gut/schlecht	Je vais bien Je ne vais pas bien
Where is... ?	Wou ass ... ?	Wo ist...?	Où se trouve... ?
...the bakery?	...d'Bäckerei?	...die Bäckerei?	...la boulangerie?
...the supermarket?	...de Supermarché?	...der Supermarkt?	...le supermarché?
...the school?	...d'Schoul?	...die Schule?	...l'école?

Please ask about the dictionary published by ASTI asbl!



2.2. Interpretation and Translation

Intercultural Interpretation (Interprétariat Interculturel)

The Luxembourgish Red-Cross has an oral translation service (in person or per telephone).

The request must be made by the interlocutor (doctor, lawyer, etc.) at least 72 hours in advance. The interlocutor must also pay the fees.

For more information :

Phone : +352 27 55-3610

Fax : +352 27 55-3011

E-mail : interpretariat@croix-rouge.lu

www.croix-rouge.lu

Intercultural mediators from the Ministry of National Education (Ministère de l'Éducation nationale)

Parents, teachers or other education authorities may apply for the aid of intercultural mediators.

The mediators assist parents and teachers in the

reception of students, translate information on prior education in the country of origin, provide oral or written translations and occasionally help in class.

The languages spoken by the intercultural mediators, apart from the official languages in Luxembourg, are the following : Albanian, Cape Verdean Creole, Chinese, Italian, Iranian, Portuguese, Serbo-Croatian and Russian (other languages are available upon request).

The service is free of charge.

For more information :

Phone : (+352) 247 - 85909

E-mail : mediateurs@men.lu

→ www.men.public.lu/fr/themes-transversaux/scolarisation-eleves-etrangeurs/se-faire-aider-mediateurs-interculturels/index.html

2.3. Education

Elementary School :

Early education "précoce" (optional)

> Age : 3, Length : 1 year

Pre-School education (compulsory)

> Age : 4, Length : 2 years
Cycle 1

Primary School

> Age : 6, Length : 6 years
Cycles 2, 3 and 4

General Secondary School :

> Age : 12, Length : 7 years

Technical Secondary School :

> Age : 12, Length : 6-8 years

Primary School (kindergarden and primary school) covers the first 8 years of education divided into 4 learning cycles. School is compulsory for everyone between the age of 4 to 16.

The registration for the primary school takes place in the municipality where you live. For more information you may contact the Ministry of National Education (www.men.public.lu, Tel: 247 – 85100).

Any foreign child who has completed primary school in his country of origin must contact the CASNA (Education for Newcomers to Luxembourg 58, boulevard Grande-Duchesse Charlotte L-1330 Luxembourg, Phone: 247-85277) upon their arrival in Luxembourg.

The education system is based on 4 languages :

- **Luxembourgish** : the language used for the first cycle of pre-schooling teaching and the language children use to communicate between themselves
- **German** : the language for literacy and used in teaching in the cycles 2,3 and 4
- **French** : taught from the age of 7-8
- **English** : taught in the secondary school

School starts mid September and ends mid July and generally students attend school 3 full days (Monday, Wednesday, Friday) and 2 half days (Tuesday, Thursday).

For more information :

- > Ministère de l'Education nationale, de l'Enfance et de la Jeunesse
Phone : 247 - 85100
www.men.public.lu



2.4. Health Care System

Luxembourg shall ensure that beneficiaries of international protection have access to health care under the same eligibility conditions as nationals of Luxembourg. Either your employer or the FNS is responsible for providing you with CNS (Caisse nationale de santé) insurance.

Caisse de maladie volontaire

If you reside in Luxembourg but you do not benefit from any health insurance, you can request a voluntary insurance via the optional or continued health insurance scheme (costs around 110 euros/month).

Once you are a member of the voluntary health insurance, you receive benefits in kind paid by CNS, i.e. to obtain the reimbursement of medicine costs, medical fees, etc.

You can register for voluntary sickness and maternity insurance :

- in a personal capacity (e.g. : employee, trainee, self-employed, etc.), or
- as a co-insured person (e.g.: the employee's children, a spouse without professional occupation, etc.).

For more information :

> CNS

Caisse nationale de la Santé
125, route d'Esch L-1471 - Luxembourg
Phone : (+352) 27 57-1
E-mail : cns@secu.lu
www.cns.lu

> CCSS

Centre commun de la sécurité sociale
125, route d'Esch L-2975 - Luxembourg
Phone : (+352) 40141-1
www.ccss.lu

→ Please visit : www.guichet.public.lu



2.5. Legal Information Service

The Legal Information Service welcomes and orientates individuals who seek information about civil law, rental leases, divorcing, criminal law and labor law.

The work of this service consists mainly of :

- informing individuals about judicial procedures
- undertaking and reviewing surveys
- explaining the legal steps and actions which don't require the presence of a lawyer

This service can be used for free by people who are not yet assisted by a lawyer.

For more information :

- > Service d'accueil et d'information juridique
Luxembourg
Cité judiciaire - Bâtiment BC
L-2080 - Luxembourg
Phone : (+352) 221846
- > Service d'accueil et d'information juridique
Diekirch
Justice de paix
Place Joseph Bech L-9211 - Diekirch
Phone : (+352) 802315
- > Service d'accueil et d'information juridique
Esch sur Alzette
Justice de paix
Place Norbert Metz L-4239 - Esch-sur-Alzette
Phone : (+352) 54 15 52

2.6. Driving licence

As a non-EEA national, you can keep using your foreign license for 6 months (185 days). But you must apply for a Luxembourgish driving license within 12 months of arrival. This means, you have exactly 6 months to change it.

The Ministry of Transport is very precise on the term "arrival". They consider 2 dates depending on which situation you are in :

1. You are still an asylum seeker: They consider the day you got your pink paper. They will then ask a special permit from the Ministry of Foreign Affairs and give you a temporarily driving licence for 2 years.
2. You are a recognized refugee: They consider the date written on your first residence certificate. This is the same procedure as for any other non-European citizen in Luxembourg.

Those people who are not inside those dates will have to pass a driving test (no theoretical test).

→ *You can download the application form to obtain a Luxembourgish driving license ("demande en obtention d'un permis de conduire luxembourgeois") from www.snca.lu.*

For more information :

- > SNCA - Société Nationale de Circulation Automobile (Sandweiler)
Service des permis à conduire,
11, rue de Luxembourg
Phone : (+352) 8002 3666 (free call)
Open from Mondays-Fridays from 7.30am - 4.45pm

2.7. Weekends and Public Holidays

On Saturdays and Sundays, most opening hours of stores, supermarkets and public services (public transport, banks, post offices etc.) will be altered.

In Luxembourg, we celebrate 10 public holidays a year :

- New Year's Day (1 January)
- Easter Monday
- 1 May (Labor Day)
- Ascension Day
- Whit Monday
- The Luxembourg National Day (public celebration of the Grand Duke's birthday)

- Assumption
- All Saints Day
- Christmas Day and the second day of Christmas (Saint Etienne – Boxing Day).

During these days, schools and universities are closed. Moreover, supermarkets and other utility stores as well as numerous (public) services will mostly remain closed or have altered opening hours.

→ For a listing with all public school holidays, please visit : www.men.public.lu/fr/vacances-scolaires

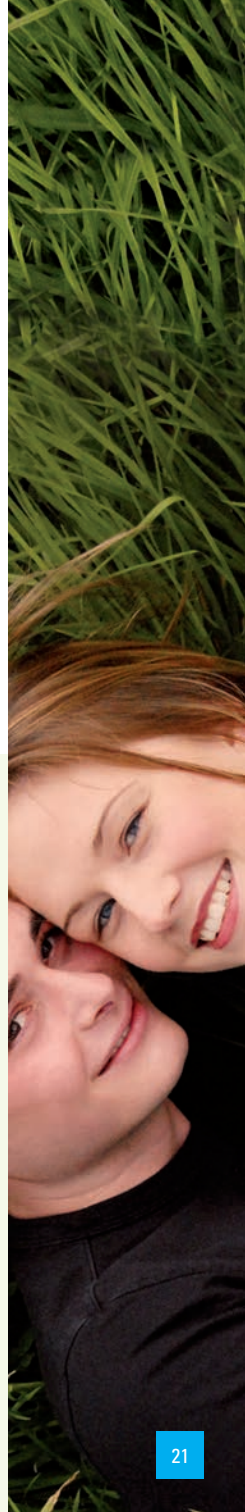
2.8. Public transport

Luxembourg has a well functioning and principally punctual public transport system.

The website and app of the “Mobilitéitszentral” are useful tools to find information and assistance on public transport in Luxembourg. You can look up various itineraries as well as the schedules of buses and trains.

For more information :

- > Mobilitéitszentral - Central Trainstation
Phone : (+352) 24 65 24 65
www.cfl.lu (English, German, French)
www.mobiliteit.lu (French)
Mobilitéit (App) (French, English)
CFL mobile (App)





2.9. Associations

ASTI

Association de soutien aux travailleurs immigrés

[Association Supporting Immigrant Workers]

10-12, rue Auguste Laval L-1922 Luxembourg

Phone : +352 43 83 33-1

E-mail : partenariat@asti.lu

www.asti.lu

ADEM

Agence pour le développement de l'emploi

[Agency for the Development of Employment]

10, rue Bender L-1229 Luxembourg

Phone : 247 888 88

Fax : +352 40 61 40

E-mail : info@adem.public.lu

www.adem.lu

CASNA

Cellule d'Accueil Scolaire pour Nouveaux Arrivants

[Educational reception centre for newly arrived students]

58, boulevard Grande-Duchesse Charlotte

L-1330 Luxembourg

Phone : 247-85207

E-mail : eliane.kettels@men.lu

CIGALE - ROSA LËTZEBUERG

[Gay and Lesbian Information Centre]

3, rue des Capucins L-1313 Luxembourg

Phone : +352 26 19 00 18

E-mail : info@cigale.lu

www.cigale.lu

www.rosa-letzebuerg.lu

CROIX-ROUGE LUXEMBOURGEOISE

[Red-Cross Luxembourg]

44, Boulevard Joseph II L-1840 Luxembourg

B.P. 404 - L-2014 Luxembourg

Phone : +352 2755-2000

Fax : + 352 2755-2001

DIRECTION DE L'IMMIGRATION

[Immigration Directorate]

26, route d'Arlon L-1140 Luxembourg

B.P. 752 - L-2017 Luxembourg

Phone : +352 247-84040

Fax : +352 22 16 08

www.mae.lu

MINISTÈRE DE L'ÉDUCATION NATIONALE, DE L'ENFANCE ET DE LA JEUNESSE

[Ministry of National Education]

29, rue Aldringen L-2926 Luxembourg

Phone : +352 2478-5100

www.men.public.lu

OLAI

Office luxembourgeois de l'accueil et de l'intégration

[Luxembourg Reception and Integration Agency]

7-9, avenue Victor Hugo L-1750 Luxembourg

Phone : +352 2478-5785

Fax : +352 2478-5730

E-mail : cai@olai.public.lu

www.olai.public.lu

LIGUE DES DROITS DE L'HOMME (ALOS-LDH)

[League of Human Rights]

12, rue Auguste-Laval L-1922 Luxembourg

Phone : +352 621 324 456

E-mail : ldh@ldh.lu

www.ldh.lu

AMNESTY LUXEMBOURG

23, rue des Etats-Unis, BP 1914, L-1019 Luxembourg

Fax : + 352 48 36 80

E-mail : e-mail@amnesty.lu

www.amnesty.lu/home

LEGISLATION

www.legilux.public.lu



2.10. Useful Directory

EMERGENCY

Phone : 112
(Fire brigade, ambulance, doctors, pharmacies)

POLICE

Phone : 113

SOS ONLINE HELP

Phone : 45 45 45
www.454545.lu

CHILDREN'S HELPLINE

Phone : 116 111 (children/young people)
Phone : 26 64 05 55 (parents)
www.kjt.lu

CET - CENTER FOR EQUAL TREATMENT

Phone : 26 48 30 33
www.cet.lu

ADEM (job seekers)

Phone : 247 88888
www.adem.lu

HEALTH PORTAL

www.sante.public.lu

INFANCY/SCHOOLING

www.guichet.public.lu
www.men.public.lu
www.accueilenfant.lu

HIGHER EDUCATION

www.uni.lu
www.cedies.lu

LUXEMBOURG RAIL STATION

Phone : 24 89 24 89
www.cfl.lu

AIR TRANSPORT

Phone : 2464 -1
www.lux-airport.lu

