



CPAS
OCMW

BERCHEM-SAINTE-AGATHE
SINT-AGATHA-BERCHEM

Are you a Ukrainian refugee? Below you will find a list of the support the Public Centre for Social Welfare (PCSW) of Berchem-Sainte- Agathe may be able to offer you.

1. What is your status?

If you haven't been registered in the Registre des Etrangers (foreign nationals register) of the municipality of Berchem-Sainte-Agathe yet, the PCSW will still be able to help you with food parcels and urgent medical attention.

If you are registered in the foreign nationals register of Berchem-Sainte-Agathe and have been issued with a card A (temporary protection) or a document entitled annex 15, you will qualify for all the assistance the PCSW normally provides (medical assistance, food aid, financial support, educational assistance, housing assistance, labour-market integration support, etc.)

2. Make an appointment

You can visit the PCSW, which is situated at 91, avenue de Selliers de Moranville, in 1082 Berchem-Sainte-Agathe, in person or contact them by email at **info@cpas-ocmwberchem.brussels** or call them at **+32 2 482 13 55**, and a social assistant will arrange an appointment for you within 24 hours.



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3.

First appointment

For your first appointment, please bring along:

- a form of identity (identity card, residence permit, passport) and your temporary protection certificate and/or document entitled annex 15.
- a person of trust who is able to translate for you. If that is not an option, the PCSW will find a translator for you.
- the details (copy of the identity card) of the person you are staying with.

4.

Next, the PCSW will process your application

Your social assistant will carry out a means test to determine what type of support you are entitled to:

- Food aid (access to the social grocery store and food parcels)
- Housing assistance (finding housing and housing support)
- Financial support
- Medical assistance
- Psychological support
- Labour-market integration
- Integration into cultural activities
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You will receive a reply within 30 days of your first appointment at the latest. Given that this is a priority issue, the PCSW will get back to you as soon as possible.