

# OUR SERVICES

ZEEBRUGGE • ZWANKENDAMME • LISSEWEGE • DUDZELE

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*Vertaling Nederlands-Engels. Deze vertaling mag enkel verspreid worden met de originele brontekst.*

# Dear Resident of Bruges-North

A wide range of services tailored to each resident of Bruges: that is what we at the Bruges OCMW wish to provide. All year round, our staff are hard at work in the boroughs of Lissewege, Dudzele, Zeebrugge and Zwankendamme. They answer your questions, provide practical support, or refer you to other services if necessary.

Many services are available at d'Oude Stoasie community centre in Zeebrugge. The *Energiekloket* [energy advice desk], the *Woonkloket* [housing advice desk], the *Netwerk Vrijetijds participatie* [leisure participation network]: they all hold consultation sessions there. Experienced Bruges OCMW social workers will answer your questions and help you out.

The Bruges OCMW are forerunners of the *Geïntegreerd Breed Onthaal* [integrated broad welcome] or GBO, which provides neutral information on the availability of local social support and services. We work with several core partners to do so: the North-West-Flanders CAW and the Social services of the health insurance funds. This brochure incorporates their contact details too.

These services ensure that as a Bruges-North resident, you will quickly get the help or support you need. Every single day, with a smile.

See you soon.

PABLO ANNYS

Alderman for Social Affairs, Employment and Business

Cabinet contact details

Ruddershove 4, 8000 Bruges

050 32 73 01 or 050 32 73 02

# SERVICES

BRUGES OCMW & ASSOCIATIONS

# **DIENST EERSTE ONTHAAL**

[initial reception desk]

**The *dienst Eerste onthaal* is your first point of contact if you make use of the services and support provided by the Bruges OCMW.**

The staff will help you:

- explore your rights;
- apply for a living wage, an equivalent living wage or an advance on your social benefits;
- apply for financial support (such as the installation premium for homeless persons, reimbursement of medical costs and taking charge of social contributions);
- apply for material support (food package, clothing, and chores at home);
- request a reference address;
- with guidance and support for the homeless;
- apply for the OCMW daycare rate;
- apply for the Pelicano Foundation and administrative follow-up of Pelicano children;
- apply for funeral arrangements in case of insufficient resources.

Do you need general information, do you have other help requests or do you need administrative support? Feel free to come by. We will look at how we can help you and refer you to other services if necessary.

## **Zeebrugge consultation sessions**

Every Thursday from 09:00 through 11:30 (no appointment required). Please bring your ID card when you come to the consultation session.

## **Contact details**

d'Oude Stoasie community centre,  
Venetiëstraat 1, 8380 Zeebrugge  
050 32 77 70  
eerste.onthaal@ocmw-brugge.be

# € **BUDGET- EN SCHULDHULPVERLENING**

[budget and debt support service]

The *dienst Budget- en Schuldhulpverlening* provides advice on urgent financial support requests, such as negotiations with a creditor. You can also ask them to have a look at an invoice or a contract.

Our staff will also check your eligibility for:

- budget counselling to help you manage your day-to-day finances and payments;
- budget management to manage the entirety of your income;
- *collectieve schuldenregeling* [collective debt settlement] or CSR whereby the Bruges OCMW will act as your debt mediator.

## **Zeebrugge consultation session**

You will need to make an appointment to attend a consultation session in Zeebrugge.

To make an appointment, please call 050 32 63 40 (d'Oude Stoasie) or 050 32 73 69 or send an email to [budget@ocmw-brugge.be](mailto:budget@ocmw-brugge.be).

Please bring your ID card and all documents relating to your income, costs, and debts to the consultation session.

## **Contact details**

d'Oude Stoasie community centre,  
Venetiëstraat 1, 8380 Zeebrugge  
050 32 73 69  
[budget@ocmw-brugge.be](mailto:budget@ocmw-brugge.be)

# **WOONLOKET** [housing advice desk]

**Do you have questions about housing, renting or your rental contract? Or are you looking for a place to live? The *Woonloket* provides customized advice and support.**

The *Woonloket* provides advice on:

- social housing
- the rental legislation and your rent guarantee
- the rent guarantee loan from the *Vlaams Woningfonds* [Flemish housing fund]
- imminent homelessness
- the Flemish rent subsidy and rent premium.
- moving with Dozen & Co [boxes and co]
- crisis mediation in the event of imminent eviction
- residential counselling
- rent arrears counselling.

If necessary, the *Woonloket* will refer you to a specialised service.

## **Zeebrugge consultation sessions**

You will need to make an appointment for a house call or to attend a consultation session in Zeebrugge. Please call 050 32 63 77 to make an appointment.

## **Contact details**

d'Oude Stoasie community centre,  
Venetiëstraat 1, 8380 Zeebrugge  
050 47 55 17  
woonloket@sasbrugge.be

# **ENERGIELOKET** [energy advice desk]

The staff at the *Energieloket* will answer all your questions on energy and on saving energy.

They will provide advice and tips on:

- mediation in the event of energy debts;
- budget meters;
- compensation on your heating oil invoice;
- how to report your meter readings (gas, electricity, and water)
- how to compare and switch energy suppliers;
- which documents concerning your gas, electricity and water supply you need to fill out when you move;
- minimum natural gas supply;
- social rates for gas, electricity, and water;
- energy scans;
- group purchases of gas and electricity;
- the *Lokale Adviescommissie* [local advisory committee] (LAC), which review files of people at risk of being cut off.

## **Zeebrugge consultation sessions**

You will need to make an appointment to attend a consultation session in Zeebrugge. Call 050 32 63 75 to make an appointment.

## **Contact details**

d'Oude Stoasie community centre,  
Venetiëstraat 1, 8380 Zeebrugge  
050 32 63 75  
[energieloket@ocmw-brugge.be](mailto:energieloket@ocmw-brugge.be)

# **TRAJECTBEGELEIDING** [programme guidance] **CONSULTATION SESSION**

**Social workers provide support to clients receiving a *leefloon* [social integration income]. At the programme guidance counselling sessions, you will get answers to your questions on your income, your debts (if any), your health and your living situation.**

During the consultation sessions at the d'Oude Stoasie community centre, you can discreetly talk about your questions or problems and ask for personalized support.

You will draw up a GPMI contract, a '*Geïndividualiseerd Project voor Maatschappelijke Integratie*' [individualised social integration project] with the social worker.

## **Zeebrugge consultation sessions**

Every Wednesday morning from 09:00 through 11:30 (no appointment needed).

## **Contact details**

d'Oude Stoasie community centre,  
Venetiëstraat 1, 8380 Zeebrugge  
050 32 63 40



# **THUISZORG** [home care] **SERVICE** **CONSULTATION SESSION**

**A care coordinator (social worker) provides advice on practical questions concerning your home situation. The Bruges OCMW hopes that providing this service will help the elderly to keep living at home as long as possible.**

You can apply for:

- domestic help
- meals at home
- *Minder Mobielen Centrale* [mobility impaired transport]
- taxi vouchers
- a personal alarm system
- a heating allowance
- care budgets
- family care

## **Zeebrugge consultation sessions**

### **d'Oude Stoasie community centre**

Every second Tuesday of the month from 14:00 through 16:00 (no appointment needed).

Venetiëstraat 1, 8380 Zeebrugge

050 32 63 40

### **Zeebrugge community centre**

Every first Tuesday of the month from 14:00 through 16:00 (no appointment needed).

Marktplein 12, 8380 Zeebrugge

050 79 99 37

# BRUGES VRIJETIJDSPARTICIPATIE [leisure participation] NETWORK

**Even on a tight budget, you are entitled to leisure time. The Bruges *Vrijetijdsparticipatie* Network can help you with this. For example, you can participate in activities and excursions for free or at low prices.**

The Bruges Leisure Participation Network is a joint project of the Bruges OCMW and the City of Bruges. The goal: to make leisure accessible and affordable for everyone. To this end, we work with aid organizations, associations where the poor have their say and numerous leisure organizations (sports, culture, and youth work).

A selection from the possibilities:

- free participation in cultural and sports activities
- the Sportshop card (€1)
- swimming in the Bruges swimming pools (€0.50)
- Senior Sports Academy multi-admission card (€1)
- ice skating at the Boudewijn Seapark (€1)
- cinema tickets (€1)
- activities of the *Vlaams Fonds Vrijetijdsparticipatie* [Flemish leisure participation fund]
- activities of the *Steunpunt Vakantieparticipatie* [vacation participation support centre]
- contribution in the cost of leisure activities (culture, sports, or youth work)
- participation card
- a discount card for Bruges organisations
- UiTPAS (with or without opportunities tariff)

## **Zeebrugge consultation sessions**

You will need to make an appointment for the Zeebrugge consultation sessions.

Please call 050 32 63 40 to make an appointment.

## **Contact details**

d'Oude Stoasie community centre,

Venetiëstraat 1, 8380 Zeebrugge

050 32 74 96 or 0496 90 50 15 (Bart Hollevoet)

[vrijetijdsparticipatie@ocmw-brugge.be](mailto:vrijetijdsparticipatie@ocmw-brugge.be)

# BRUGES HUIS VAN HET KIND

[house of the child]

**Are you looking for daycare or do you have questions about daycare? Would you like to talk about the upbringing of your children, or would you like to meet other parents? Or would you like to get more information about the *Groeipakket* [growth package - child benefits], the child code, student grants, education vouchers, the reduced daycare rate...?**

Then please make an appointment with the staff at the Bruges *Huis van het Kind*. You can drop in at the *Huis van de Bruggeling* [house of the Bruges resident] or at De Joert. House calls are also possible.

## **Zeebrugge parent meetings manager**

Joke Vandecasteele 0487 67 00 85

## **Contact details**

*Huis van de Bruggeling*

Frank van Ackerpromenade 2, 8000 Bruges

De Joert

Weidestraat 81, 8310 Assebroek

Request a house call or a session in your neighbourhood (for example at the d'Oude Stoasie community centre).

To make an appointment, please call 050 47 55 15 or send an e-mail to [info@huisvanhetkindbrugge.be](mailto:info@huisvanhetkindbrugge.be).

# **MOBILE SOCIALE KRUIDENIER**

## [social grocer] **(KABA)**

**The mobile *sociale kruidenier* sells foodstuffs, cleaning products and toiletries to people on a limited budget. You can shop there upon referral by a social service.**

The mobile *sociale kruidenier* KABA is part of the association 't Sas, a partnership between the Bruges OCMW, the City of Bruges, and the North-West-Flanders CAW.

### Conditions

You come by after a referral and financial review by the Bruges OCMW, the CAW, or another social service.

You will receive a fixed monthly budget to shop at the KABA. How much you receive depends on the size of your family. You will have a free budget and a paying budget. With your free budget, you buy products at a fixed price. With your paying budget you buy products that are at least 25% cheaper than in the store.

### **Zeebrugge opening hours**

The KABA comes to Zeebrugge on Mondays and Wednesdays.

#### **d'Oude Stoasie community centre**

Venetiëstraat 1, 8380 Zeebrugge  
every Monday from 13:30 through 15:00

#### **Playground next to the Albatros parish centre**

Ploegstraat 28, 8380 Zeebrugge  
every Wednesday from 10:00 through 11:30

### **Contact details**

Association 't Sas  
050 32 76 70  
info@sasbrugge.be

# ZEEBRUGGE COMMUNITY CENTRE CONSULTATION SESSIONS SUMMARY

## WITHOUT APPOINTMENT

MONDAYS

TUESDAYS

### DIENST EERSTE ONTHAAL

[initial reception desk]

### TRAJECTBEGELEIDING

[programme guidance]

### DIENST THUISZORG

[home care service]

14:00 - 16:00

### MOBIELE SOCIALE KRUIDENIER

[mobile social grocer] (KABA)

13:30 - 15:00

## By appointment

### BRUGS NETWERK VRIJETIJDSPARTICIPATIE

[Bruges leisure participation  
network]

Every working day, by appointment only.

Every working day, by appointment only.

### BUDGET- EN SCHULDHULPVERLENING

[budget and  
debt support service]

Every working day, by appointment only.

### HUIS VAN HET KIND BRUGGE

[Bruges huis van het kind]

**WOONLOKET**  
[housing advice desk]

Every working day, by appointment only.

**ENERGIELOKET**  
[energy advice desk]

Every working day, by appointment only.

**WEDNESDAYS**

**THURSDAYS**

**FRIDAYS**

09:00 -11:30

09:00 -11:30

10:00 - 11:30



# MINTUS COMMUNITY CENTRES

**Mintus community centres are great places to just drop in, have a drink, meet people, have a chat, or participate in the activities.**

A selection from the possibilities:

- lectures and information sessions
- language, computer, and creative courses
- cultural and sports activities
- community work

In addition, Mintus provides information, advice and support relating to home care services:

- shopping service
- domestic help
- personal care
- meals and transport service

You will find an overview of the full range of activities at your community centre or on [www.mintus.be](http://www.mintus.be).

Subscribe to the digital newsletter on [buurtcentra@mintus.be](mailto:buurtcentra@mintus.be) or on the website.

d'Oude Stoasie community  
centre,  
Venetiëstraat 1, 8380 Zeebrugge  
050 32 63 40  
[oudestoasie@mintus.be](mailto:oudestoasie@mintus.be)

Levensvreugde community centre,  
Lisseweges Vaartje 43, 8380 Lissewege  
050 32 62 80  
[levensvreugde@mintus.be](mailto:levensvreugde@mintus.be)

# CITY OF BRUGES INITIATIVES

## GUIDES IN DIVERSITY

**Guides in diversity form a bridge between Bruges residents of foreign origin who are new to the city and services and organisations that are active in Bruges.**

It is sometimes difficult for newcomers to find their way around and to know who to turn to with questions and problems. The guides will happily show you the ropes, both online and offline, with documents, provide information or accompany you to the various services or organizations.

### DIVERSITY GUIDES

You will find guide Georgiana in the Zeebrugge community centre, Marktplein 12, 8380 Zeebrugge. Besides Dutch, she also speaks Romanian and English. At the *Huis van de Bruggeling* you will also find guides Habiba, Cynthia and Irina. If necessary, they can go to Zeebrugge.

To make an appointment with the diversity guides:

- go to [www.brugge.be/toeleiders-in-diversiteit](http://www.brugge.be/toeleiders-in-diversiteit).
- send an e-mail to [toeleiders@brugge.be](mailto:toeleiders@brugge.be)
- call 050 32 42 40
- go to the reception desk at the *Huis van de Bruggeling*

## **GEBIEDSWERKING** [regional project operators] ZEEBRUGGE

**Many large and smaller planned infrastructure projects will have a significant impact on people living or working in Zeebrugge.**

The *gebiedswerking* are working towards a sustainable future for Zeebrugge incorporating a healthy balance between port activities and a liveable environment. Various services, associations, and residents are participating to achieve this.

Do you have questions on large or small (infrastructure) projects in Zeebrugge or do you have good ideas for Zeebrugge?

Please contact the regional projects staff, at Marktplein 12, 8380 Zeebrugge.  
Karel Masureel – karel.masureel@brugge.be – 0473 31 44 03  
Peter d'Aubioul – peter.daubioul@brugge.be – 0473 92 49 47

More information about (infrastructure) projects by and in Zeebrugge can be found on [www.brugge.be/zeebrugge](http://www.brugge.be/zeebrugge)

## **BUS VAN DE BRUGGELING** [the Bruges' residents' bus]

**The new *Bus van de Bruggeling* brings city services closer. The bus carries all information on the City's services, and you can request all official documents, such as ID cards and driving licences.**



Zeebrugge stops (since 1 June 2023):

d'Oude Stoasie community centre,  
Venetiëstraat 1, 8380 Zeebrugge  
Mondays and Wednesdays 14:00 through 15:30

Stella Maris chapel, Bastenakenstraat, 8380 Zeebrugge  
Mondays: 16:00 through 18:00

# SERVICES

NORTH-WEST-FLANDERS CAW

# NORTH-WEST-FLANDERS CAW

## BRUGES REGION

The CAW [centre for general wellbeing] provides support and assistance to adults. Youngsters between 12 and 25 years of age can turn to the Bruges JAC.

### **What can the CAW provide?**

- a sympathetic ear
- exploration of your rights
- the right help
- information, advice, and counselling

### **What does the CAW stand for?**

- The CAW is for everyone.
- It is free.
- You can come by for one or more talks or for counselling.
- Everything you share with us is handled with care and you will be involved in every step.

### **What can the CAW provide support for?**

- your relationship, family, and context (divorce, upbringing, relationship...)
- your well-being
- administration and finances (translating forms, drawing up documents ...)
- housing and homelessness (shelter options, housing counselling ...)
- migration (voluntary return, administration...)
- identity and sexuality
- victimization (counselling after a traumatic event, legal information, and advice ...)
- perpetratorship (counselling and support of detainees, court-mandated help...)

## **Bruges reception desk contact details**

Ruddershove 8, 8000 Bruges  
050 66 30 00 or 0800 13 500 (toll-free general number)  
onthaal.brugge@cawnoordwestvlaanderen.be

You can drop in without an appointment on:

**TUESDAYS** 09:00 - 12:30

**THURSDAYS** 09:00 - 12:30

You can also come by at other times, but then you will have to make an appointment. Please call us or send us an e-mail to make an appointment.

Parking is free at the CAW car park (behind the barrier).

# BRUGES JAC

The *Jongeren Advies Centrum* [youth advice centre] or JAC provides information, advice, and support to young people aged 12 to 25.

## **What can the JAC provide?**

- a sympathetic ear
- exploration of your rights
- the right help
- information and advice
- counselling

## **What does the JAC stand for?**

- It is free and anonymous.
- You can come by for one or more talks or for counselling.
- Everything you share with us is handled with care and you will be involved in every step.

## **What can the JAC provide support for?**

- family, home situation
- personal problems
- identity, sexuality, pregnancy
- poverty, homelessness
- ...

## **JAC contact details**

North-West-Flanders CAW Youth reception  
Vlamingdam 36, 8000 Bruges  
0478 99 00 37  
jac.brugge@cawnoordwestvlaanderen.be

You can come by for a first meeting, by appointment only, on:

**WEDNESDAYS**      13:00 - 18:00

**THURSDAYS**      15:00 - 19:00

To make an appointment:

- go to: jac-brugge2.reservio.com
- call 0478 99 00 37
- send an e-mail to jac.brugge@cawnoordwestvlaanderen.be
- facebook.com/Jacbrugge
- instagram.com/jac.brugge

Chat

Mondays through Fridays, you can chat with the CAW from 13:00 to 19:00 on [www.caw.be/jac/contacteer-ons/chat](http://www.caw.be/jac/contacteer-ons/chat).



# **OVERKOP-HUIS** [overhead house]

**On Friday evenings, you can find the JAC youth welfare workers at the OverKop house in Zeebrugge. They will gladly help you find the right help.**

## **Contact details**

Former Seamen Centre, Ploegstraat 24, 8380 Zeebrugge

Bonny: 0478 75 15 33

Marloes: 0478 66 37 65

Opening hours:

**FRIDAYS**      17:00 - 18:30: food moment  
                     18:30 - 21:30: party

# SERVICES

HEALTH INSURANCE FUNDS' SOCIAL SERVICES

# SOCIAL SERVICES – HEALTH INSURANCE FUNDS

Your health insurance fund's social workers will lend you a sympathetic ear and, in all discretion, will help you look for an appropriate solution to your situation.

Everyone can call on them for help free of charge, but what they can provide is mainly aimed at people experiencing problems due to disability, illness, or old age, and at informal caregivers.

*CHRISTELIJKE MUTUALITEIT (CM)* [Christian health insurance fund]

Blankenberge region:  
social worker Charlotte Pattyn

Zeebrugge-Zwankendamme-Lissewege-Dudzele region:  
social worker Vicky Van Den Bossche

Knokke-Heist region:  
social worker Ilse Demuyck

You can make an appointment to come by the office or you can request a house call. For an appointment, please call the *Zorglijn* [care line] (050 20 76 76) or send an e-mail to [zorglijn.westvlaanderen@cm.be](mailto:zorglijn.westvlaanderen@cm.be).

## SOLIDARIS

Knokke-Heist and Zeebrugge region:  
social worker Lara Serruys, [dmw.heist@solidaris.be](mailto:dmw.heist@solidaris.be)

Blankenberge region:  
social worker Annick Samyn, [dmw.blankenberge@solidaris.be](mailto:dmw.blankenberge@solidaris.be)

For an appointment to come by the office, please send an e-mail to [dmw.brugge@solidaris.be](mailto:dmw.brugge@solidaris.be) or call 050 447918.

## HELAN

Do you have a question for a social worker of the Helan health insurance fund social work department?

Please call 09 269 85 77, send an e-mail to [dmw@helan.be](mailto:dmw@helan.be) or go to [www.helan.be/contact](http://www.helan.be/contact).

## LMPLUS

Zeebrugge-Zwankendamme-Lissewege-Dudzele region:  
social worker Myriam Strumane

To contact the LMPlus health insurance fund, please call social worker Myriam on 050 89 15 23 or send an e-mail to [tomyriam.strumane@LMPlus.be](mailto:tomyriam.strumane@LMPlus.be).

## **NEUTRAAL ZIEKENFONDS VLAANDEREN** [Flanders neutral health insurance]

Zeebrugge-Lissewege-Dudzele-Knokke and Knokke-Heist region:  
social worker Justien Talpe

Blankenberge region:  
social worker Dany Callenaere

To contact the *Neutraal Ziekenfonds Vlaanderen* staff, please call 053 76 99 71 (08:00 through 12:00) or send an e-mail to [dmw@nzvl.be](mailto:dmw@nzvl.be).

## **VLAAMS & NEUTRAAL ZIEKENFONDS** [Flemish and neutral health insurance fund]

To contact the *Vlaams & Neutraal Ziekenfonds* staff, please call 03 491 86 50 or send an e-mail to [dmw@vnz.be](mailto:dmw@vnz.be).

You can come by the Bruges VNZ office, by appointment only, on Thursdays from 14:00 through 16:00 (Koning Albert I-laan 98B, 8200 Bruges). To make an appointment, please call 03 491 86 50, go to [www.vnz.be](http://www.vnz.be) or send an e-mail to [dmw@vnz.be](mailto:dmw@vnz.be).

