



# HELP NEEDED?

## STUDENT WELFARE OFFICE (SWO)

Having trouble paying your tuition fees? Want to know more about funding your studies? Looking for a student job? The Student Welfare Office is there to welcome and support you throughout the year. Its staff will lend you an ear, tell you about your rights, and point you to the relevant departments.

The SWO can also provide administrative support for other institutions (e.g. the Wallonia-Brussels Federation, CPAS, family allowances, etc.). In addition, it can offer financial support under various forms: contribution to the cost of your course materials, reduced rent, reimbursement of transportation costs, etc.

The Student Welfare Office also gives transgender students the possibility to get their preferred name officially recognised at the ULB. At any point during the academic year, you can simply visit the SWO's main office.

ULB Student Welfare Office  
[www.ulb.be/en/campus-life/student-welfare-office](https://www.ulb.be/en/campus-life/student-welfare-office)

## STUDENTS WITH DISABILITIES

The ULB is a non-discriminatory institution, welcoming students with all kinds of disabilities. While the university curriculum is the same for all students, you are entitled to reasonable accommodations, specific aid, and support, depending in your needs. The ULB operates a contact point for such students, providing them with help and guidance in various ways: mediating with teachers, finding ways of adjusting, offering support during courses and exams, etc.

For more information, see: [www.cefes.be/](http://www.cefes.be/) (in French)

## EMERGENCIES AND SAFETY

If you experience or witness a medical emergency, an accident, or an assault, or if you have found a suspicious object, please contact our Protection and Safety unit, open 24/7.

**From any ULB landline, please dial the following numbers as soon as possible:**

- 7 (for Solbosch, La Plaine, Parentville, and Gosselies campuses)
- 22 (for Erasme campus)
- 112 (for other campuses).

**From a mobile phone:**

- +32 2 650 26 14

**Beneath you can find all the other relevant emergency numbers**

- Medical Emergencies (Fire and Ambulance) **100**
- European number in case of violent crime and accidents **112**
- Federal Police (accidents without injured) **101**
- Red Cross **105**
- Anti-Poison Centre **070/245.245**
- Burn Victims Centre **071/448.000**

