



**EUROPEAN COMMISSION**

DIRECTORATE-GENERAL

HUMAN RESOURCES AND SECURITY

Directorate HR.D – Health and Well-being – Working Conditions

**The Director**

Brussels, 24 August 2021

**Subject: Information for retired members of staff of the European institutions on the availability of a new welfare officer for retired members of staff residing in Luxembourg**

Dear Sir/Madam,

We would like to inform you that a new welfare officer is now available for retired members of staff living in the Grand Duchy of Luxembourg and the surrounding region. Her name is Ms Celine Watrinet, and she can be contacted by telephone on +352 43034584 (Monday to Friday, 9.00-12.00 and 14.00-16.30) or by email at: [Celine.Watrinet@curia.europa.eu](mailto:Celine.Watrinet@curia.europa.eu).

Ms Watrinet's role is to provide social assistance and useful information, as well as psychological support and help with administrative procedures, particularly in the following areas:

- family (guidance service, integrated centre for the elderly, care homes, home help, etc.);
- emotional problems (guidance and information about the relevant services);
- issues relating to national social security or JSIS;
- information on and assistance with social assistance applications for elderly people (social assistance for pensioners, home care, assistance for a surviving spouse who has a serious or protracted illness or a disability, etc.);
- guidance and referral to other services if necessary, depending on the request.

In carrying out her duties, the welfare officer is bound by professional secrecy and interviews are conducted in the strictest confidentiality.

Social assistance can be provided to recipients of a retirement pension, invalidity allowance, survivor's pension or orphan's pension, to the surviving dependants of deceased pensioners or to the relatives of a recipient of a pension from a European Union institution.

Yours faithfully,

(e-signature)

Christian Roques