

WOMAN
IF YOU **SUFFER FROM VIOLENCE**
FROM YOUR COUPLE
THERE IS ONLY ONE CULPRIT,
AND IT IS NOT YOU

**DON'T
DOUBT IT**
GET INFORMED
AND ACT

PLA **miq** Pla Municipal per a la
Igualtat d'Oportunitats
entre Dones i Homens

CENTRE MUNICIPAL DE LA DONA
cmio

www.valencia.es/mujereseigualdad



AJUNTAMENT DE VALÈNCIA
ÀREA DE PROGRÉS HUMÀ
REGIDORIA DE BENESTAR SOCIAL I INTEGRACIÓ
SECCIÓ DE LES DONES I IGUALTAT



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You can ask for basic specialized information at the Public Administration Services and Centers of Valencia.

- **Municipal Social Services Centre (CMSS)** of your area.
Tel: **010** Valencia's town council.
- **Municipal Information and Guidance Centre for Women (CMIO).**
Tel: **963 287 258**
- **Women's Center 24/24h** of the Valencia's Regional Government, specialized in consideration of women who suffer from gender-based violence or sexual abuse.
Tel: **900 58 08 88** with attention 24/24h.
Phone information specialized in gender based violence.
- **Department of Equality**
Tel: **016** with attention 24/24h. This call is not registered neither on call logs nor on phone invoices.
- **Attention for deaf persons.**
Department of Equality
Tel: **900 116 016** with attention 24/24h.

FACING AN AGGRESSION

Emergency numbers:

- Emergency: **112**
- Local city police: **092**
- Police: **091**
- Woman's Center 24 hours: **900 58 08 88**
- Ministry of Equality: **016**

If you need medical attention go to your healthcare center or hospital's emergency service. You should explain the causes of your injuries and request a medical bulletin with the doctor's diagnostic (describing physical, psychological or sexual abuses). Do not wash yourself or change your clothes.

If you can't move, call the emergency service (**Tel: 112**). They will take you to the hospital.

If you are a foreigner, act in the same way.

TO MAKE AN OFFICIAL COMPLAINT

REPORT

You must to go to any police station, gender-based violence court or police court (Justice Estate, Avenue. del Saler, 14).

In any of these services, request a private lawyer or legal-aid lawyer specialized in domestic violence, who will advise you in order to make an official complaint. Having this advice is **important**.

The information about the aggression has to be as complete as possible(what happened, date, time/hour, place and if it is not the first time this has happened, mention it too). You can present medical reports and provide information about witnesses of any episode of violence you may have suffered. Ask them (family, friends) to come with you when you make a official complaint and give theirs declarations.

TO MAKE REQUEST A PROTECTION ORDER

Request a **protection order**, it will grant you an integral frame of protection to guarantee you and your children physical and psychological integrity with civil and penal measures.

- With **civil measures** it is possible to apply for a fast divorce and/or child care and protection for your children under the age of 18.
- Among the **penal measures**, the most important one is the restraining order which will prevent your aggressor from approaching or communicating with you by any means. If he doesn't respect this order, call the police and tell them what has happened, and they will proceed to his arrest.

If you are a foreign woman and have suffered violence, denounce, **your stay in our country is not compromised**, you are protected.

It is important that you take **measures of self-defence on top of the restraining order**, keeping the highest possible level of alert.

- Never go out alone.
- Avoid lonely places.
- Always keep your judicial measure of protection with you.
- Protect your important documentation: ID card, passport, family record book , sanitary card and savings book.
- Call the police without hesitation, if you see that the aggressor gets close to you.
- Change the lock of your home as soon as the judicial measure allows.
- Try to change your daily routine as much you can.

TO ASK FOR THE SOCIAL CARE AND HELP YOU ARE ENTITLED TO:

With your protection order:

Go to Municipal Social Services Centre of your area. Remember that you have to call the Municipal Information Service **010**. They will indicate the most appropriate service. You can request :

- Service of mobile teleassistance.
- Information about economic and social provisions.



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IF YOU KNOW A CASE OF GENDER-BASED VIOLENCE:

Gender-based violence is not only a problem of a person's private environment, you can and have to act too:

- If you have some suspicions about a person who is suffering violence, if you hear frequent noises or screams you have to call the police.
- If you witness a violent incident present yourself as a victim's witness.
- If you are in a woman's family who suffers from gender-based violence you can ask for specialized advice. It's advisable to go with the victim to make the necessary.

Do not put pressure on her to take measures, listen to the victim without pressures or judgments. It is important that you show you support her, show the victim that she is not alone, and, above all, she is not to blame for the situation she is living.

IT IS ALSO OUR
RESPONSIBILITY

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