

# ACTION GUIDE IN CASE OF ABUSE



PHONE 112

**Emergencies**, contact, and referral to Police, Health Services, and Victim Care Center (CAVI).

Psychological crisis intervention.

Referral to specialized duty counsel for gender violence.

Management of accommodation in the Emergency Center for women



## OTHER IMPORTANT PHONE NUMBERS

National Police: 968 801 100

Local Police: 968 801 500

Virgen de la Arrixaca Hospital: 968 369 500

Social Services Center: 968 898 065

Alcantarilla Casco Health Center: 968 892 722

Alcantarilla-Sangonera Health Center: 968 805 892

## YOU ARE NOT ALONE

### WHAT IS GENDER VIOLENCE?

Gender violence is the one exerted on women by their partners or ex-partners.

### HOW TO KNOW IF IT'S HAPPENING TO ME?

By identifying among the types of violence that exist:

#### SOCIAL:

He isolates you  
Doesn't let you go out alone  
Doesn't let you have friendships  
Is jealous

#### PSYCHOLOGICAL:

He insults you  
He humiliates you  
He threatens you  
He controls and watches you (the phone, for example)

#### ECONOMIC:

He doesn't allow you to work  
Controls the money  
You have to ask permission to buy

#### SEXUAL:

He rapes you  
He threatens you to have relations

#### PHYSICAL:

He pushes you  
He hits or beats you  
He pulls your hair



# REMEMBER



- What has happened is not your fault, the only guilty party is the aggressor
- Leaving the family home for a justified reason is not an abandonment of the home
- The COMPLAINT, however difficult it may be, is the only way to protect yourself, assert your rights, stop the aggressor, and prevent further aggression against yourself and other women.
- There are many forms of Gender-Based Violence, and they are also reportable.
- If the aggressor is your husband or partner, you can request a protection order with measures for the children
- In cases of Gender Violence, you have the right to free legal aid from specialized duty counsel even before filing a complaint
- Lack of financial resources does not imply loss of custody of children
- If you are in an irregular administrative situation, you also have the right to access emergency health services for free, to have an interpreter, and, if you decide to report, as well.
- You have the right to a life free of violence, and there are many people who can help you. Taking the first step is a decision you can make, and no one will force you to do anything you haven't decided.

## HOW TO ACT IN CASE OF SUFFERING OR WITNESSING GENDER-BASED AGGRESSIONS

Receive medical attention. DO NOT FORGET TO REQUEST A COPY OF THE MEDICAL REPORT

Have your documents located (cards, cash, family book, ID, Health Card, Driving License, ...) and some clothes.

Always carry the mobile with you, and have this card, police, and emergency numbers (112) handy

At home, avoid entering the kitchen, there are objects that can be used to harm you.

Locate the safest place in your house (room with a bolt, where you can block furniture, have windows to ask for help, ...)

In case of physical aggression, curl up into a ball (protect your face, neck, and head)

Do not threaten your aggressor. If you have to leave home, do it quickly and without warning  
Tell what happens to you to your family and friends and lean on them. Report it in court or at the police station (you can report physical, sexual, and psychological aggressions)

If you are a witness, call the Police, offer your testimony to the victim. If the victim decides not to report, try to understand her. It's a difficult decision for her. But you will have done the right thing.

## WHAT ARE THE CAVIS?

The Specialized Care Center for Women Victims of Violence (CAVI) is a service dependent on the General Directorate of Women and Diversity, in collaboration with the municipality, which offers individual and group treatment to women victims of abuse. The attention is carried out in an integral and free manner from different professional approaches: legal, social, and psychological.

It is a service that offers complete and confidential attention.

It is not necessary to file a complaint to request an appointment and be attended.

Address: C/ Felipe López Navarro, s/n 30820 Alcantarilla



Previous  
appointment:  
900 710 061

CAVI Phone:  
968 898 520