

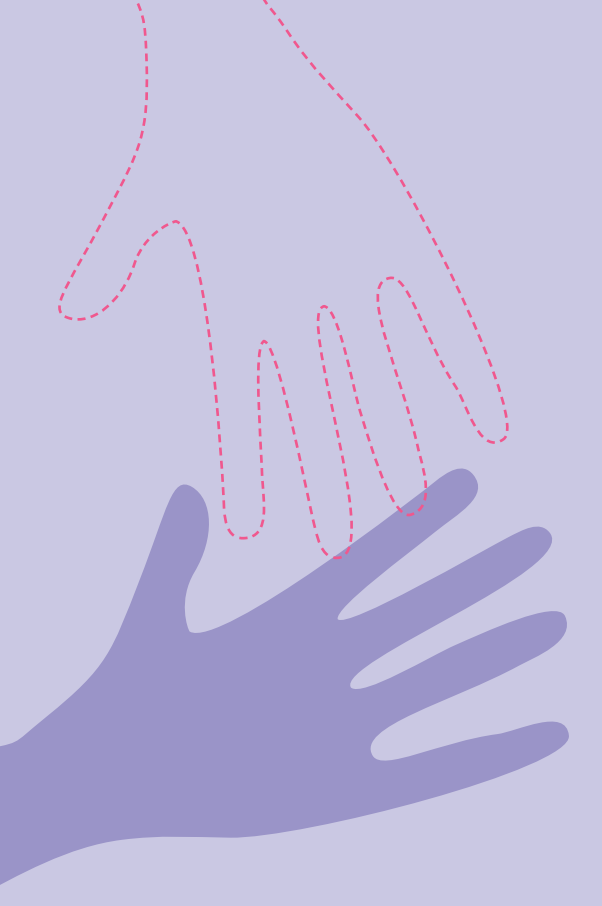


directory

of resources and services
for domestic violence against women
in Vitoria-Gasteiz



Ayuntamiento
de Vitoria-Gasteiz
Vitoria-Gasteizko
Udala




Hoy vas a descubrir que el
mundo es solo para ti
que nadie puede hacerte daño,
nadie puede hacerte daño

Hoy vas a comprender
que el miedo se puede romper
con un solo portazo.

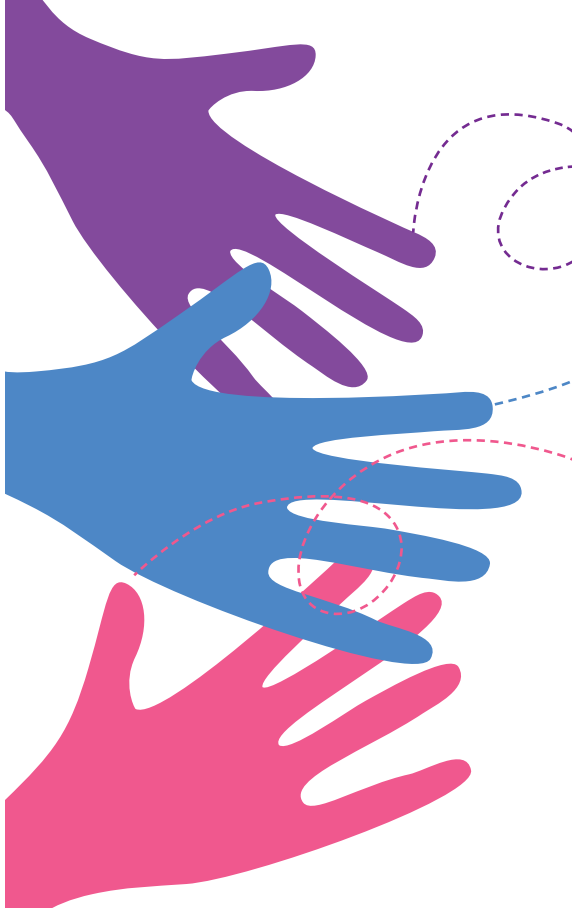
Hoy vas a hacer reír
porque tus ojos se han cansado
de ser llanto, de ser llanto...

Hoy vas a conseguir
reírte hasta de ti y ver que lo
has logrado que...

(extract of the song ELLA of Bebe, 2004)



**It is your right,
Make it possible
You have support**



directory



MUNICIPAL CARE NETWORK

Municipal Service for Social Emergencies
Basic Social Services
Local Police – Domestic Violence Group



SPECIALIZED SERVICES

Psychological Assistance Program
Legal Comprehensive Assistance
Free Duty Attorneys



SUPPORT RESOURCES

Telephone 900 840 111
GPS – Mobile Assistance Program
Financial aids
Translation and Interpreting Service
Social and Work Integration Programs
Loremaitea
Immediate Shelter
Emergency social apartments

MUNICIPAL CARE NETWORK



1 Municipal Service for Social Emergencies

What is it?

A social service for immediately sheltering women and providing personal support (at the hospital, in court, at the police station...), in emergency and crisis situations.

How can I use this service?

By requesting it directly or through social services, the police or legal system.

Contact

24 hours a day, 365 days a year.

San Antonio 10, **945 134 444**



2 Basic social services

What are they?

Public services for free social services for residents of Vitoria-Gasteiz, that offer the following:

- Information and advice on the different financial aids, resources and specialized services for any type of social problem.
- Individual support.

How can I access it?

Just make an appointment in advance.

Contact

Monday thru Friday: 9am to 2.30 pm

At the Civic Centre in your neighbourhood.

Campillo

Santa María 4 - 945 161 682

Aldabe

Portal de Arriaga 1-A - 945 161 919

Iparralde

Plaza Zuberoa 1 - 945 161 741

Arana

Aragón, 7 - 945 161 735

Judimendi

Avenida de Judimendi 26 - 945 161 739

El Pilar

Pza. Constitución 5 - 945 161 280

Arriaga

Fco J Landaburu, 9-A - 945 161 774

Hegoalde

Alberto Schommer, 10 - 945 161 877

Ariznavarra

Ariznavarra 19-C - 945 162 651

Lakua

Senda Echanove 2 - 945 162 634

Ibaiondo

Landaberde 31 - 945 161 815

Abetxuko

PI Cooperativa 8 - 945 162 657

3 Local Police 092

Immediate intervention
Priority police response

Domestic Violence Group

An specialized group in charge of:

- Taking domestic violence complaints, risk situations protection and investigation.
- Personal information and advice.
- Protection Orders processing and monitoring.
- Coordination with other relevant services.





How can I access it?

In case of an emergency:

- Calling 092 24 hours a day,
365 days a year.

Regularly:

- Calling 945 16 16 35 or 646 95 85 83
From 7:30am to 19:00 pm
- At the Local Police Station,
c/ Aguirrelanda,
8 permanently open.
- By e-mail:
proteccion5.policia@vitoria-gasteiz.org

SPECIALIZED SERVICES

1

2

3



1 Psychological assistance program for victims of domestic violence and sexual assault

This program offers

Psychological support and assistance, group and individual therapy.

The service is free and open to immediate family members if needed.

How can I access it?

Make an appointment personally or through the municipal Social Services.

Contact

INSTITUTO DE BIENESTAR SOCIAL
(INSTITUTE OF SOCIAL WELFARE)
Diputación 13, 945 151 015
8h30 - 14h30

2 Comprehensive legal assistance to women

This program offers

Legal advice on issues related with social problematics and family law, such as separation/divorce, custody and child support and also in situations of mistreatment, harassment and sexual assault.

Judicial proceedings follow up.

How can I access it?

Make an appointment personally or through the municipal Social Services.

Contact

INSTITUTO DE BIENESTAR SOCIAL
(INSTITUTE OF SOCIAL WELFARE)

Diputación 13, 945 151 015

8h30 – 14h30

3 Free Duty Attorneys and attorneys for victims of domestic violence

This program offers

Immediate, face-to-face, free legal aid for:

- Filling a complaint and requesting a protection order.
- Appearing to get the Protection Order approved and get a summary judgment proceedings if necessary.

How can I access it?

It is requested from the police station, courts or social services.

Telephone 902 103 908

SUPPORT RESOURCES



1 Hotline for women victims of domestic violence

What is it?

A resource reporting to the Basque Government Department of Assistance to Victims of Domestic Violence, free of charge, anonymous and confidential, that provides permanent telephone support 24 hours a day, 365 days a year.

This program offers

- Emotional support and active listening.
- Personal information and advice.
- Coordination with help and support services for victims.

How can I access it?

Calling **900 840 111**

2 GPS – Mobile Assistance Program for victims of domestic violence

What is it?

A free service for locating you, via mobile telephone system, in situations where you may be at risk of becoming a victim of violence.

Connected to a Support Centre 24 hours a day, 365 days a year from wherever you are.

Immediate police response for emergency calls.

How can I access it?

By filling out a form with the MUNICIPAL SOCIAL SERVICES.

Turn to them to be informed.

3 Financial Aids

What are they?

Periodic or one-time public financial services geared to cover basic needs as well as those stemming from a situation of violence.

We make sure the requirements are met for each one of these.

How can I access it?

By filling out a form with the MUNICIPAL SOCIAL SERVICES.

Turn to them to be informed.



4 Translation and Interpreting Services

What are they?

The local officers working at the Vitoria-Gasteiz City Council has at its disposal several translation and interpreting services to ensure assistance: a pool of translators and interpreters arranged by language, remote interpretation service by mobile phone and sign language interpreters.

How can I access it?

The local officers should submit an internal application.



5 Social and Work Integration Programs

What are they?

Employment training programs and job-training that provide to the unemployed people at risk of social vulnerability a comprehensive training and a qualification to work at labour fields with professional insertion possibilities.

How can I access it?

By filling out a form with the MUNICIPAL SOCIAL SERVICES.

Turn to them to be informed.

6 Loremaitea

What is it?

Occasional attention service for you minor children in case you should go to court, fill a complaint, visit an attorney, etc. and you don't have anyone who can take care of them.

How can I access it?

By filling out a form with the MUNICIPAL SOCIAL SERVICES or with the LOCAL POLICE SERVICE.

Turn to them to be informed.



7 Immediate shelter for women

What is it?

Immediate shelter service for women, their children or other dependents that need to urgently leave home.

Professional support during their temporary.

How can I access it?

Through the MUNICIPAL SOCIAL EMERGENCY SERVICE.



8 Emergency social apartments

What are they?

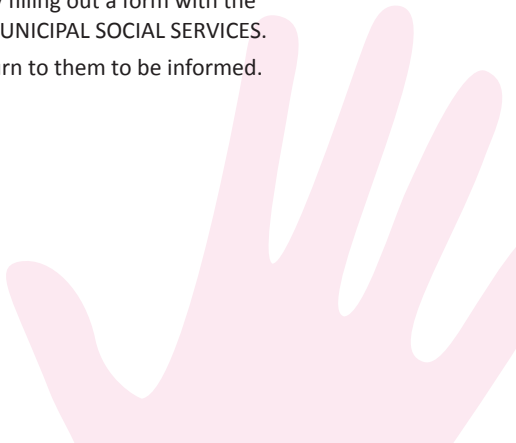
Institutional housing for temporary shelter of women or families who need housing during the recovery process.

Protection is guaranteed and comprehensive, individual and standard follow up is provided.

How can I access it?

By filling out a form with the MUNICIPAL SOCIAL SERVICES.

Turn to them to be informed.





EUSKO JAURLARITZA
GOBIERNO VASCO



▶ Arabako Foru Aldundia
▶ Diputación Foral de Álava