

RESOURCES FOR CASES OF **VIOLENCE** **AGAINST WOMEN** IN MUNGIA

You, or a woman around you, may be in any of these situations.

Keep this pamphlet!

It contains details of all the available resources for you to use.

**READ IT CAREFULLY
AS SOON AS YOU CAN.**



**REMEMEBER:
IN CASE OF EMERGENCY
CALL 112 (SOS DEIAK)**

What is violence against women?

It is the violence perpetrated by men against women just because they are women, as a consequence of inequality of rights and opportunities between men and women.

The definition is described in Act 4/2005 dated February 18th, for the Equality of Women and Men:

“It is considered violence against women any act of gender-based violence which results in or is likely to result in physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life”.

Violence in a relationship, expressed in any way, is a **CRIME** that must be reported. However, several studies reveal that it takes from 7 to 10 years for an average woman to report the crime. In 1980 the United Nations admitted that violence against women is the most often hidden crime around the world.

What is the cycle of violence?



RESOURCES FOR CASES OF VIOLENCE AGAINST WOMEN IN MUNGIA

When we are not referring to an isolated event, but to events which occur repeatedly, violence appears as a cyclical pattern with relatively the same phases:

- 1 **Remorse and reconciliation or honeymoon phase:** the abuser may become very apologetic and the victim usually forgives him. He promises he is going to change. Woman's feelings are fear, pity, shame, confusion, guilt, hope, recovery from trust lost...
- 2 **Tension building phase:** Family arguments start again and tension begins to rise. Woman's feelings are anguish, anxiety, fear, disenchantment, disappointment.
- 3 **Aggression or violent phase:** Abuse occurs. This can be physical, sexual, financial, emotional...Woman's feelings are fear, hate, helplessness, loneliness, she feels angry with herself.
- 4 **Promise of change:** He is afraid of losing his partner and he offers presents, money...Woman's feelings are confusion, guilt, hope, recovery from trust lost...

The frequency and severity of the abuse tends to increase over time, the abuse becomes more frequent and severe.

Abuse situations are complex and very often the victim may experience a confusion of emotions because the abuser is the same person who treats her well and is nice and caring in other moments. We have been taught that marriage is for life, that is an end in itself, in the good times but also in the bad ones. We could be living a situation of emotional dependence or maybe we are financially dependent on our abuser. Victims of abuse are often isolated, with no friends or family they can rely on. Sometimes the victims do not recognise the signs of domestic abuse because domestic abuse is not only physical. When there are kids involved, the whole situation is immediately much harder. These are some reasons that could explain why domestic violence victims do not leave and decide to stay with their aggressor.

What is abuse?

If your partner, relative or person you live with or has lived with regularly...

- » He threatens, insults, humiliates you.
- » He blames you for everything that goes wrong at home.
- » He undermines you in public, or he says very often that your opinion is not important or is irrelevant.
- » He treats you with indifference, making you feel he does not care about you.
- » He humiliates you and criticizes your body shape and size, your appearance, the way you dress, the way you think, your hobbies... Maybe he says you are fat or thin or ugly and you should change.
- » He prevents you from having contact with others or he tries to isolate you from your friends and family.
- » He is extremely jealous and he controls your cell phone, checks your text messages and controls your social network.
- » He is extremely protective of you just to make you dependant on him and he says everything is for your own good and he only wants to take care of you and help you.

RESOURCES FOR CASES OF VIOLENCE AGAINST WOMEN IN MUNGIA

- He tries to make you feel responsible for his problem and the solution of it: he says you are the only one who can help him to change.
- He withholds money from you or forces you to account for all the money you spend.
- He destroys objects of sentimental value to you.
- He pushes you or hits you.
- He says because you are an immigrant or due to your irregular immigration status you cannot report him or no one is going to believe you.
- You may feel that you need to be very careful with any words that you speak just to avoid getting him angry.
- He forces you to have sex with him, he imposes on you when and how. He forces you to have sex without a condom.

... If you are going through any of these situations continually, **you are suffering domestic abuse.** This pamphlet will help you to find a way out of this situation.

You are not the only one, **many women** in our country and around the world **are suffering domestic abuse.** No matter your age, ethnicity, nationality or socio-economic background you can become a victim of domestic violence. You also need to know that your personal or social circumstances could make you more vulnerable to domestic violence (for instance if you are a disabled person, or an immigrant or if you don't have a legal visa)

Domestic abuse is a serious violation of the Human Rights. No one has the right to do this and **there is no justification for this behavior. It is never your fault.**
The abuser is the only one who is to blame.

What is sexual violence?

It refers to sexual activity when consent is not obtained or not given freely. The range of sexual violence includes sexual assault, abuse and sexual harassment.

If you don't want to do it, just say no. You don't have to participate in any sexual activity against your will. Don't feel guilty if you say no (even if you already said yes before, you have the right to change your mind). If you have said no and you are forced to have sexual activity, don't feel guilty either.

If you are suffering or you have suffered sexual harassment at work, don't quit your job. Inform your work committee and your union. Try to gather evidence and find co-workers who can back you up. Report the incident and seek professional support (legal and psychological assistance).

There are several legal and social services that can help you to face this problem

THE DECISION TO MAKE USE OF THEM IS IN YOUR HANDS

Remember: you are not alone. You don't need to report the crime at the police station to have access to legal and social services although you may fulfil some requirements to have access to some of them, you will be informed of the details.

In Mungia several services are available for you, all of them are free, professional and confidential.

However, if you decide to use any service out of the municipality, you will find more information on next pages.

24/7 SERVICES

SOS DEIAK

For all cases, especially the urgent ones

**URGENT HELP FOR PEOPLE
WITH A HEARING
AND /OR
SPEECH IMPAIRMENT**

In case of emergency please press the 112 icon and another menu with options will be displayed. It is intuitive and easy to use. If you press the "Call 112" button (if your cellular data is on) 112-SOS Deiak Coordination Centre will receive your geolocation position using the GPS device.

ERTZAINZA

(Basque Autonomous Police Force)

The headquarters is situated in Gernika, but they patrol Mungia continually.

They will go to your aid wherever you are (you can also go to the police station) and protection measures will be taken.

You can also report the crime immediately. If you are not ready for this, you can do it any time. Reporting is not mandatory.

MUNGIA LOCAL POLICE DEPARTMENT

They provide the first assistance to the victims. Sometimes they will stay with the victim until the Ertzaintza arrives. They will coordinate their services with Social Services and Ertzaintza if you agree with it and respecting the current protocol.

112

**Download
the 112 App**
from Google Play
or App Store

94 465 34 90

**94 615 66 77
092** (from Mungia)

24/7 SERVICES

MUNGIA HEALTH CENTRE

They will provide medical care for you at Loradi Enparantza 1 (Loradi Square 1) (besides the showground)

94 600 71 50

BASQUE GOVERNMENT'S DOMESTIC ABUSE HELPLINE SERVICE (SATEVI)

Basque Government's service, totally free and confidential. A service offered to domestic abuse victims or whoever detects the abuse. Professional Psychological helpline. Helpline provided in 51 languages. Service available for people with a hearing and/or speech impairment.

This is a safe space, no one will know you have contacted them because the call will not be registered on the phone bill.

900 840 111

NATIONAL DOMESTIC ABUSE HELPLINE

It provides guidance and juridical advice about domestic violence from the Ministry for Equality
It also offers assistance through via email communication:
016-online@igualdad.gob.es; 016-online@mmsi.es

016

LOCAL RESOURCES | Community social services of Mungialde

SOCIAL
SERVICES

You can ask for an appointment or you can go to the Social Services office. An immediate answer will be provided in urgent matters.

The representatives will arrange a meeting with you (face to face meeting or by phone) to inform you about all the services and benefits available. Social Workers and educators will accompany you through the whole process (i.e. criminal report, lawyer or public defender, court, hospital, economic procedures, school, etc.) or they will listen to you and stay with you until you are ready to make a decision.

We are located at 4 Aita Elorriaga Street (ground floor)

Our social services also include:

94 615 55 51

PSYCHOLOGICAL ASSISTANCE FOR WOMEN	JUDICIAL ADVICE FOR WOMEN AND CHILDREN	TEMPORARY SHELTER SERVICE
Free psychological assistance for women is provided through the Community's social workers	In this free program, you can receive information, counselling and coordination with other services through social workers in the community, however, they do not process requests.	This is available for single women or women accompanied by dependents who are in a vulnerable situation due to domestic violence. The access to this service is through the Community's social workers. During her stay in the shelter she will be accompanied by the professional team of this service.

LOCAL RESOURCES

MUNGIA EQUALITY SERVICE

It works on developing policies of equality to eradicate violence against women and promote equality between women and men. Other programs include creating awareness campaigns, training and educating the community about equality and domestic violence (in schools, companies, social workers, etc.)

It leads and coordinates the protocols to assist female victims of domestic violence. It empowers women by providing self-defense courses to them and information about different women's associations and the services they provide.

94 674 10 43

**Mungian Bardinetik
Bardinerako bidean**
Mungia hacia la Igualdad



OTHER RESOURCES | attention

SOCIAL WORKERS OF THE COUNCIL (TARTEKARI SAREA)

This service is offered in Mungia.

This service is provided in Bizkaia by Bizkaia's Provincial Council in coordination with women associations (in our municipality with Diz-Diz). For women who are victims of domestic violence, they offer support and accompany them through the proceedings (i.e. attending Social Services office, Provincial Council resources or other services)

688 826 204

VICTIM SERVICE (SAV) OF THE BASQUE COUNTRY GOVERNMENT

Voluntarily access to this service which provides:

- Assistance with mental health services
- Information about the judicial procedure and how to receive the accompaniment service
- Guidance with trial preparation
- Support with attaining free judicial services (i.e. public defender), if you meet the requirements
- Information about rights, legal procedures, social resources and other services available
- Arrange victim's travel to their court appearance
- Emotional support for the victim to endure the wait prior to all the procedures.

900.400.028

**This service is
located in the
Palace of Justice of
Barakaldo, Bilbao,
Donostia and Gasteiz**

OTHER RESOURCES | attention

EMERGENCY SHELTER SERVICE FOR DOMESTIC VIOLENCE VICTIMS OF THE COUNCIL

Bizkaia's provincial council manages this service which covers the whole territory of Bizkaia. This service is available 24/7, every day, all year round.

For any domestic violence victim and her children or dependents who are in a vulnerable situation due to domestic violence and need to leave their home.

The access to this service is through the Ertzaintza (either visit the police station or call 112)

**SOS DEIAK
112**

ZUTITU

Psychological Help Program and Family Intervention in domestic abuse and sexual abuse.

They deal with the effects of domestic and sexual abuse, including its consequences on women, men and minors. They also educate on how to modify violent behaviors

**94 445 07 60
info@zutitu.com**

OTHER RESOURCES | attention

FAMILY INTERVENTION PROGRAM FOR DOMESTIC VIOLENCE VICTIMS OF THE PROVINCIAL COUNCIL

Bizkaia's provincial council offers this service through specific intervention for the victims by helping them in the decision-making process and with breaking their emotional dependency on their abusers.

This service is specifically provided for women who live with their abusers or who are at risk to return to them. It is also aimed at dependents who are minors and victims of domestic violence

Women and
Family Service

94 406 60 00

94 406 69 00

FAMILY INTERVENTION PROGRAM IN CHILD-TO-PARENT VIOLENCE OF THE PROVINCIAL COUNCIL

Assistance provided by Women Service and Family Intervention program of the Bizkaia's Provincial Council which deals with the problem of child/adolescent to parent /relative abuse.

Women Service
and
Family Intervention

94 608 35 81

94 406 62 72

94 406 62 66

OTHER RESOURCES | financial resources

FINANCIAL HELP FROM THE BASQUE GOVERNMENT FOR DOMESTIC VIOLENCE VICTIMS



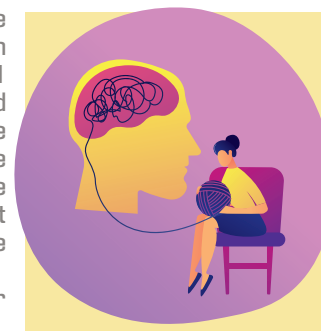
You need to meet the requirements established in Ministerial Order dated October 29th 2014; for example, domestic violence must be certified accordingly with a protection order, judgement or report by the Ministry of Public Prosecutions.

A one-time payment for women who are victims of domestic violence by their current or former partner is provided to help them achieve financial independence, social inclusion and escape the abusive situation. If they are immigrants, a regular visa is required. Also, for women who have difficulty finding employment because of their age, lack of education or social circumstances. It's a monthly benefit amount. When a domestic violence victim asks for this resource, LANBIDE (Basque Employment Service) gives preferential treatment to aid her circumstances. State and regional program for employment insertion which allows to receive a monthly benefit amount for 11 months. If you are a victim of domestic or gender-based violence, and you are forced on changing your residence in the 12 months prior to requesting entry into the Active Insertion Income Programme or while you are benefiting from it, you can ask for a one-time payment supplementary benefit equal to 3 months due to change of residence.

You will be informed about the requirements needed for the application process in SEPE, Lanbide's office.

You can submit the request through
<https://www.euskadi.eus/servicios/0082402>

Or you can request help from Mungialde Community of Social Services through prior appointment by calling
94.615.55.51



OTHER RESOURCES | financial resources

GUARANTEED INCOME BENEFIT FROM THE BASQUE GOVERNMENT

It's a monthly benefit amount. When a domestic violence victim asks for this resource, LANBIDE (Basque Employment Service) gives preferential treatment to aid her circumstances

ACTIVE INSERTION INCOME PROGRAMME

State and regional program for employment insertion which allows to receive a monthly benefit amount for 11 months. If you are a victim of domestic or gender-based violence, and you are forced on changing your residence in the 12 months prior to requesting entry into the Active Insertion Income Programme or while you are benefiting from it, you can ask for a one-time payment supplementary benefit equal to 3 months due to change of residence.

You will be informed about the requirements needed for the application process in SEPE, Lanbide's office.

Lanbide
Olalde Beresia, 3
945 160 600
630 305 452

OTHER ACCOMODATION RESOURCES | accomodation resources

SOCIAL RENTAL HOUSING OF THE BASQUE GOVERNMENT

You need to meet the requirements established in Ministerial Order dated October 4th 2006. Domestic violence victims can apply for this service at Etxebide as victims of domestic violence.

Etxebide's citizen
advice service
945 160 600
630 305 452

RESIDENTIAL SHELTERS FOR WOMEN WHO ARE VICTIMS OF DOMESTIC VIOLENCE (PROVINCIAL COUNCIL'S SERVICE)

There are two kind of resources available: Medium/long-stay residential shelter and Socio-Labour Insertion Housing.

These resources are aimed at domestic violence victims and their children/dependents who live in Bizkaia, and are in a vulnerable situation due to domestic violence in need of a medium/long-stay residential shelter.

The access to this service is provided by Women Service and Family Intervention program of the Bizkaia's Provincial Council

Women and
Family Service
94 608 35 82
94 406 72 67

OTHER ACCOMODATION RESOURCES

EMAKUNDE

The Basque Institute for women; it is an autonomous body of the Basque Government. Emakunde advises the community, businesses and women's associations on gender discrimination.

945 01 67 00

