

GUIDE FOR ACTION IN THE FACE OF GENDER-BASED VIOLENCE



GOBIERNO DE ESPAÑA

MINISTERIO DE IGUALDAD

SECRETARÍA DE ESTADO DE IGUALDAD Y CONTRA LA VIOLENCIA DE GÉNERO

DELEGACIÓN DEL GOBIERNO CONTRA LA VIOLENCIA DE GÉNERO



This guide is available in the following languages:







This guide aims to be a useful tool for society as a whole, but especially for the environment of the victims of male violence. You may know that a woman close to you is facing violence. Perhaps you have witnessed an assault in the street or heard it from the other side of the wall, and are unsure how to proceed. You may even be experiencing violence yourself.

With this tool we want to help you to know what to do, to understand what gender-based violence is and why it happens. Every person can be a key player, a punto violeta (purple dot), in accompanying and caring for victims. By downloading this guide, you are already taking a huge step, not only to be able to help someone, but to put an end to the discrimination against

women in our society.

THANKS FOR JOINING



We need you to ask yourself the following questions:

What can I do if I witness or know of a case of genderbased violence?

What do I do if I am a victim of gender-based violence?

This guide is for you.

#PuntoVioleta

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Let's talk about male violence



I HAVE WITNESSED ANASSAULT





You may not know the victim. You may have met her in the park, in the supermarket, in the pharmacy or in any public space.

If you find yourself in a situation of gender-based violence... ask yourself:

What can I do?



Is life of the victim endangered?

CALL IMMEDIATELY



112 Emergencies
 091 National Police
 062 Civil Guard

DESCARGA ALERTCOPS



The **app** <u>ALERTCOPS</u> allows you to send an alert signal to the police with your geolocation.

DON'T PUT YOURSELF AT RISK

Your safety is important if you want to help. Wait for emergency and security services to arrive.



Is it not a situation of extreme risk nor is there danger of an imminent threat to the victim's life?

In that case, if you witness an assault, we recommend the following: call and act.



- **091** National Police
- 062 Civil Guard
- **112** Please call the emergency services



The **app** <u>ALERTCOPS</u> allows you to send an alert signal to the police with your geolocation.



TRY TO RECORD WITH YOUR MOBILE PHONE

This type of evidence is **very important** for the attestation. Make these recordings available to the police and/or Guardia Civil. Do not spread or share them on social media!!!



Are you inside of a public place or establishment?

Are you in a supermarket, a pharmacy, a shop, a bar or a discotheque, for example?

Ask for help from others in the area. **Come to the aid of the victim.** Ask them what they need, respecting their rhythms and decisions.

Consider whether it is necessary to call the emergency services, the police and/or Guardia Civil.

You can **notify the person in charge,** tell him/her what is happening and together, keeping calm,

accompany the victim in whatever he/she needs.



Have the police or Guardia Civil arrived?

OFFER TO COLLABORATE WITH YOUR TESTIMONY

Contribute by providing all the information and evidence you have. It is very important and will help to make the attestation more complete.

IT IS THE VICTIM'S DECISION TO FILE A COMPLAINT

You should be aware that there are **many women** who, due to the circumstances in which they find themselves, will have difficulties in reporting, and they may or may not decide to do so at that moment.

In any case, your testimony is very valuable.



CAN I FILE A COMPLAINT?

Filing a complaint is the victim's decision, it is an important step, but also a complicated one for the victim.

In any case, if you ask yourself this question, you should know that, **when we are talking about gender violence in the context of a partner or ex-partner, other people can file a complaint.**



These are public crimes, they affect all of us as a society, that is why they can be reported by anyone or by any

institution having knowledge of them.



I HAVE WITNESSED AN ASSAULT 13 Sexual violence

Have you witnessed a sexual assault?

CALL IMMEDIATELY

112 Emergencies
091 National Police
062 Civil Guard

DOWNLOAD ALERTCOPS



The **app** <u>ALERTCOPS</u> allows you to send an alert signal to the police with your geolocation.



ASK FOR HELP FROM WHOEVER IS AROUND YOU

If you find yourself with other people or you are at a party, venue or establishment, ask for help from whoever is around you, go to the punto violeta if it exists (purple point, safe spaces to report male aggressions) and/or inform the organisation.

DON'T PUT YOURSELF AT RISK

Your safety is important if you want to help. Wait for emergency and security services to arrive.

REMEMBER THAT THE FIRST THING TO DO IS TO ACCOMPANY AND CARE FOR THE VICTIM

Be empathetic, active listening and non-judgemental.



Have you ever encountered a woman who tells you that she has been sexually assaulted?

STAY CALM AND ASSESS THE SITUATION

Assess their physical and emotional state. If you notice that you need medical attention or police assistance, **call**:



Try to talk calmly with the victim. **Listen to her story**, without judging her words. Show an

empathetic and active listening attitude.

You are in a difficult situation. The victim may be in a traumatic state and their account may not be linear or congruent. Remember that you are with a victim who has just gone through a traumatic experience, so you need to deal with the moment very calmly. **Empathise with her**.



YOU TALK TO HER AND SHE DOESN'T WANT **TO CALL**

Give her time and suggest calling 016

Ask for information from this service, which will help you to find out about the social, health and **legal** services to which you can turn.



016 24 h / 365 days a year It leaves no trace on the invoice

Maybe you find yourself at a party or a venue,

then you can go together with her to the **punto** violeta (purple point, safe spaces where you can report sexist aggressions) or ask the **person in** charge of the place to help you.

The main thing is to move her to a space where she can be safe and calm.



CAN I FILE A COMPLAINT?

No, but your collaboration in accompanying the victim, alerting the Emergency Services, the police and/or Guardia Civil and offering your testimony is key.

When we talk about sexual violence it is different than in cases of gender-based violence. These are semi-public crimes, what does that mean? In order to be criminally prosecuted by the private prosecution, by the public prosecutor's office or by the people's prosecution, the victim must first have filed a complaint.

> THANK YOU FOR HAVING MADE IT THIS FAR!

SOMEONE I KNOW IS A VICTIM





Do you know the victim?

For example, do you share a gym with her? Maybe you know her from the school your child attends? Are you a neighbour of the victim?

In the latter case, you may have heard shouting, or even banging, on a more or less regular basis.

Do you fear for the life of the victim?

CALL IMMEDIATELY

Don't be afraid or ashamed. Remember that your call is anonymous, the police will come to the scene without having to say who provided the information.



112 Emergencies
091 National Police
062 Civil Guard

DOWNLOAD ALERTCOPS



The **app** <u>ALERTCOPS</u> allows you to send an alert signal to the police with your geolocation.

If you are in a position to warn others, do so. For example, if it is an event that is happening in your community, go and look for others, ask your **neighbours** to accompany you, ask them to get involved with you and help you manage the situation.

DON'T PUT YOURSELF AT RISK

Your safety is important if you want to help. Wait for emergency and security services to arrive.

WHAT CAN YOU DO WHEN THE POLICE ARRIVE?

Share your testimony about the situation with the police or Guardia Civil. Your testimony and that of people who may have witnessed what happened, as you did, will be essential for the officers to cover the police report.

Remember that the decision to report is the victim's decision. If she does not want to file a complaint, whether out of fear, shame or any other circumstance, you can still accompany her and be there for her. In any case, you could file a complaint as a witness to a crime of gender-based violence.

Perhaps this is a situation which is not of extreme risk

How do I act towards this woman? What do I say?

DO I OFFER MY SUPPORT, DO I TALK TO HER?

Yes. It is very important for her to know that she can count on you, that she is not alone.

Do this by avoiding any risky situations and **making sure that the perpetrator is not there.** When you have the opportunity, try to talk to her and do so in a calm and collected manner so that she does not feel judged or embarrassed.

AS WELL AS TALKING TO HER, HOW CAN YOU HELP HER?

Letting her know that **you are there** and that she can count on you is the best way to help her. Communicating your full readiness is a great form of support. You can request legal or social information by calling **016** (also via WhatsApp or email). Try to provide them with these resources in a safe way and remind them that they can contact the police or the Guardia Civil. You can do it too.



016 (no trace on the invoice) **600 000 016** (WhatsApp) <u>016-online@igualdad.gob.es</u>

091 National Police062 Civil Guard

Find out about <u>specialised care services for victims</u> <u>of gender violence</u> in your area or women's associations.

When appropriate, pass this information on to the victim in the easiest and most accessible way for the victim, always in a safe place and ensuring that it does not reach the aggressor.



SOMEONE CLOSE TO ME IS A VICTIM





Do you know and have a relationship with the victim? Maybe it's someone you love.

Is it your friend, your sister, your classmate, your work colleague?



Is that person's life at risk?

CALL IMMEDIATELY



112 Emergencies091 National Police 062 Civil Guard

DOWNLOAD ALERTCOPS



The **app** <u>ALERTCOPS</u> allows you to send an alert signal to the police with your geolocation.

DON'T PUT YOURSELF AT RISK

Your safety is important if you want to help. Wait for emergency and security services to arrive.



Have the police or Guardia Civil arrived?

CONTRIBUTE YOUR TESTIMONY

Contribute by providing all the information and evidence you have. It is very important and will help to make the attestation more complete.

IT IS THE VICTIM'S DECISION TO FILE A COMPLAINT

You should be aware that there are many women who, due to the circumstances in which they find themselves, will have difficulties in reporting, and they may or may not decide to do so at that

moment. In any case, your testimony is very valuable.

CAN I FILE A COMPLAINT?

It is the victim's decision to file a complaint. This is an important but also complicated step for her.



In any case, if you ask yourself this question, you should know that, when we are talking about gender violence in the context of a partner or ex-partner, other people can file a complaint. **They are public crimes**, they affect all of us as a society, that is why **they can be reported by anyone** with knowledge of the events.





Perhaps it is not an extreme risk situation but you suspect that this woman may be a victim of male violence

Don't know how to act?

There are different resources where you can go and where they will inform you and her:



016 They are **specialists in violence against women**. They can inform and advise you and the victim.



600 000 016 (WhatsApp)







016-online@igualdad.gob.es

CONTACT the services of your municipality, province or Autonomous Community.

They are many *resources available* and close at hand, such as women's associations, NGOs, specialised social services and entities, etc.



DO YOU WANT TO SHARE INFORMATION WITH HER?

Find a time when she is alone or away from her abuser and calmly and empathetically convey to her that you are and will be with her.

ACCOMPANY THE VICTIM

It is important for her to know that you will be there to help her, when she needs it, without judgement.

SHARE INFORMATION

Inform her about resources and services she can access. Offer to accompany her. Do it in a way that is safe for her.

MAYBE SHE DOESN'T WANT TO TAKE ANY STEPS

It may be hard to understand but keep showing your support. This can be a frustrating situation for you as accompaniment, but it is important to understand the complexity of gender-based violence. You may be the only person they can turn to.



Have you witnessed a sexual assault?

CALL IMMEDIATELY



112 Emergencies091 National Police 062 Civil Guard

DOWNLOAD ALERTCOPS



The app **ALERTCOPS** allows you to send an alert signal to the police with your geolocation.



ASK FOR HELP FROM WHOEVER IS AROUND YOU

If you find yourself with other people or you are at a party, venue or establishment, ask for help from whoever is around you, go to the punto violeta - (purple point, safe spaces to report male aggressions) and/or inform the organisation.

DON'T PUT YOURSELF AT RISK

Your safety is important if you want to help. Wait for emergency and security services to arrive.



The first thing to do is to





Perhaps this is not an emergency situation.

Did she tell you that has been sexually assaulted recently or in the past?

That person may be your friend, partner or family member. What can you do to help her?



Listen to her calmly and ask her what she needs, respecting her rhythms and decisions. Offer her your support and your company, she has found a safe space in you to be able to talk about something like this. Avoid unnecessary questions or a value judgement. Don't ask uncomfortable questions.



It is also important not to ask questions that make them think you don't believe them. Keep the person and the events confidential.

Inform her that there are **specialised resources** where she can be assisted. She has the right to health and psychological care, as well as legal advice and support.



If it is a **recent event**, you may need medical assistance. This step is important because biological samples can be taken and possible Sexually

Transmitted Infections (STIs) can be detected. **For this purpose, it is advisable not to wash.**



SHE DOESN'T WANT TO ACT NOW

Respect her. Don't judge her. Don't show disapproval or reproach. It may be difficult to understand her decision, it may even be frustrating for you, but respect her. Show your support and accompany her in her process.

In any case, sexual violence can be reported for the next 5 to 15 years, depending on the offence. If the **events occurred in the past and the victim is a minor**, the statute of limitations starts to run from the age of 35.



THANK YOU FOR GETTING INVOLVED!

I AM THE VICTIM




Are you in an emergency situation?

Are you afraid because you feel that you or those close to you may be in danger?

Remember that in this case **you should** contact the emergency telephone number **immediately**. You can also contact the National Police and Guardia Civil.

If you are **unable to make a call**, you can use the ALERTCOPS APP, which will send an alert to the

police with your location.



112 Emergencies091 National Police062 Civil Guard



<u>Alertcops</u>



YOU CAN ALSO GO TO YOUR PHARMACY

An initiative has recently been launched to make your neighbourhood or village pharmacy a safe place to go for qualified information, provided by professionals.

YOU LIVE WITH YOUR ABUSER

Call **016** to find out what services are available to support you in your decision. You can also communicate via WhatsApp or by sending an email.



They are **specialists in violence against women**. They can inform and advise you and the victim.





600 000 016 (WhatsApp)

016-online@igualdad.gob.es



Do you feel that the time has come to break away from the situation of violence?

ASK FOR HELP

Call **016** or write a WhatsApp to the following number **600 000 016**. Get in touch with someone you know, perhaps a friend, a relative... Even your neighbour can help you to get out of a situation of gender-based violence.

Remember that in addition to going to the police and/or Guardia Civil, **there are other ways to get out of a situation of violence**, such as women's

and feminist organisations, NGOs, Women's Information Centres in your area.

All the Autonomous Communities have a network of <u>specialised services</u> made up of lawyers, psychologists, social workers, etc., who will attend to you and accompany you in a confidential and safe manner.



Have you experienced sexual violence?

IF YOU ARE AT RISK

Call **112** and ask for police protection.

You can also call **016**, where they will inform you about the care and counselling resources (psychological, social, legal) that exist in your area and the steps to take if you want to file a complaint.



016

Attention and advice of a social, psychological and legal nature

This type of crime is only prosecuted if there is a complaint from the victim. At the same time, you do have the right to social, psychological and legal assistance provided by the specialised services or resources in your area.



IF YOU HAVE BEEN RAPED

Go to the nearest hospital for a gynaecological examination (including STI and HIV testing) and forensic collection of biological samples. Where appropriate, ask for preventive treatment for pregnancy and STIs to be done as soon as possible. **You have the right to a copy of the medical report.**

Remember **not to change your clothes or wash yourself**, and in case of an oral rape, **do not eat or drink until you have been examined at the hospital**, as essential evidence for the identification of the perpetrator could be eliminated.

If you decide to report it, inform the health personnel who are treating you so that they can call the police or the Guardia Civil, who will come to the hospital where you are. Once the complaint has been made, you have the right to be given a copy.

AVAILABLE RESOURCES





Where can I go?

There are a number of resources available to victims that constitute different doors to leave situations of gender-based violence.



Resources for any person

DO YOU NEED SPECIALISED INFORMATION AND ADVICE?



016 (No trace on the invoice)

600 000 016 (WhatsApp)

016-online@igualdad.gob.es

www.igualdad.gob.es

016 operates **24 hours** a day, **365 days** a year. They are experts in male violence, they can advise you on your rights, on the resources available



On the <u>website of the Ministry of Equality</u> you will find information about the existing resources.



ARE YOU IN AN EMERGENCY SITUATION?



112 Emergencies091 National Police062 Civil Guard



The app <u>ALERTCOPS</u> allows you to send an alert signal to the police with your geolocation.



Resources for victims

DO YOU NEED LEGAL ADVICE?

016 (No trace on the invoice)



600 000 016 (WhatsApp)

016-online@igualdad.gob.es

All Autonomous Communities have free and confidential specialised services, with a legal team. If you call 016, they will give you information on the most appropriate resource.

FOR WOMEN WITH DISABIL



Servicie <u>TELESOR</u> Servicie <u>SVISUAL</u> From 8 a.m. to 10 p.m. (daily)

This service is provided in **52 languages** and with a video-interpretation service adapted to possible situations of disability.





THERE ARE EMERGENCY CENTRES AND SHELTERS

If you need to leave your home, you can go to them in all the Autonomous Communities. When you ask for assistance, **state that you need temporary safe accommodation**.

If you have minors in your care, all the Autonomous Communities have adapted accommodation for your sons or daughters.

SAFE SPACES FOR ANIMALS

In addition, **if you have an animal in your care**, you should know that there is also a service for them.





ATENPRO SERVICE

(Care and Protection Service for female victims of gender-based violence)

Information at your local town hall



You can also consult the <u>"Guide to rights for</u> <u>victims of gender-based violence"</u> prepared by the Government Delegation against Gender Violence (DGVG) in 2021.



Government Delegation against Gender Violence

For more information, please consult their **website**



Sexual violence resources

Call 016 and ask for information about the **specialised service for victims and survivors of sexual violence** in your Autonomous Community or City Council.

You can also request this information via WhatsApp or email.



016

600 000 016 (WhatsApp)

016-online@igualdad.gob.es

LET'S TALK ABOUT MALE VIOLENCE





In addition to knowing how to act, do you want to know more about what male violence is?



What should I know about male violence?

When we talk about male violence, we are referring to a concept of violence that goes beyond genderbased violence within the context of a partner or expartner, we are also talking about sexual violence.

Gender-based violence is the manifestation of discrimination, of the situation of inequality and power relationships of men over women, is exercised over women by those who are or have been their spouses or by those who are or have been linked to them by similar relations of affection, even if they do not **live together**.

Sexual violence is any act of a sexual nature that is not consensual or that conditions the free development of sexual life in any public or private sphere, whether within a partner or ex-partner relationship and outside of it, including the digital sphere.



It does not affect only women!

When we talk about victims of gender-based violence, we are referring to women who suffer it at the hands of their partner or ex-partner, but also to minors who are relatives or close friends of the women. This is one of the worst forms of violence against women, called vicarious violence, in which minors are used to inflict the greatest possible harm on the woman. It is a type of direct gender-based violence.

Sexual violence is perhaps one of the most common and hidden human rights violations in Spanish society, specifically and disproportionately affecting women and girls, but also children.

You may think that this is an unusual problem, but we would like you to know that of all women over 16 years of age living in Spain:

1 in 2 women have experienced violence in their lifetime because they are women.

 14.2% have suffered physical and/
2.905.489 or sexual violence from a current or **women** | former partner in the last 12 months.

 1.8% have suffered physical and/
374.175 or sexual violence from a current or women | former partner in the last 12 months.

96,9%

96.9% of women who have suffered physical violence and/or sexual violence from a current or former partner also report having suffered some type of psychological violence (emotional, control, economic or fear-based).



What types of male violence are there? How can l identify them?

It is not just about physical aggression

PHYSICAL VIOLENCE*

It consists of causing or attempting to cause harm to the woman by hitting, kicking, burning, grabbing, pinching, shoving, slapping, pushing her, slapping her, pulling her by the hair, biting, withholding medical care or forcing her to consume alcohol or drugs, or using any other physical force against her. May include damage to property.

SEXUAL VIOLENCE

Any act of a sexual nature that is not consensual or that conditions the free development of sexual life in any public or private sphere, whether within a partner or ex-partner relationship and outside of it, including the digital sphere.



ECONOMIC VIOLENCE*

It involves making or attempting to make another person financially dependent by maintaining total control over their financial resources, preventing them from accessing them and prohibiting them from working or attending school.

PSYCHOLOGICAL VIOLENCE*

It consists of provoking fear through intimidation; threatening to cause physical harm to a person, their partner or children, or to destroy their pets and property; subjecting a person to psychological abuse or forcing them to isolate themselves from friends, family, school or work. It can have different variants, such as the emotional variant that consists of undermining a person's selfesteem through constant criticism, undervaluing their abilities, insulting them.

DIGITAL VIOLENCE

This is a form of gender-based violence that is perpetrated through digital technologies,



social networks or the Internet. Among them, cyberbullying is one of the most characteristics.

It is a form of limitation of freedom that generates domination and unequal relations between men and women who have or have had an affective relationship. It also involves domination over the victim through humiliating strategies that affect privacy and intimacy, as well as damage to the victim's public image.

VICARIOUS VIOLENCE

This is a form of violence perpetrated by perpetrators against their children with the sole aim of hurting their partners or ex-partners. The use of children to continue violence against expartners is one of the most extreme forms of male violence. Sometimes abusers end up killing their sons or daughters. It is widespread and hidden violence.

* Source: **UN WOMEN**



Why do we need you? Why is it important to have your answer?

Because **male violence is not a private matter**, but an issue that challenges everyone, both society and institutional.

What we want to convey is that as a society we do not tolerate violence of any kind. We don't care what type and sphere of life it occurs in. **Don't look the other way in the face of male violence**.

It is a **social problem of the highest priority**, a **violation of human rights and**, moreover, a **public crime** that is prosecuted ex officio by police and legal operators even without a complaint from the aggrieved person.



For you, who have come all the way here, this is very important

You should be aware that getting out of a situation of male violence is complicated for many women. There are many factors that make it difficult for a victim to break the link with her aggressor. In most cases they will need professional help or emotional support to do this.

The way in which an aggressor exercises male violence has a direct impact on the victim, generating feelings and emotions that make it difficult to make decisions, such as shame, guilt, fear, terror, anxiety, learned helplessness, blockage, insecurity, confusion, etc. **It is a**

process of destruction that generates serious psychological problems as a consequence of abuse.

Other times, women do not have adequate information to know the exit options and think that it will not be possible.



This is why **believing and accompanying the** victim may be the most important factor in

helping to keep her safe. Your involvement can be crucial for her to find the strength to get out of the violent situation. Some people believe that there is only one way out of a situation of gender-based violence, which is to file a complaint or contact the police and/or Guardia Civil. However, although it is a very important avenue, there are also **numerous resources and professionals** (psychologists, social workers, social educators, lawyers, health personnel, etc.) whose work is essential to support and **accompany the process of breaking the link and recovery.**

At times, the exit and repair process can also be difficult and frustrating for the person

accompanying the victim, but **remember that your reaction and your commitment can save lives and create an environment free of gender-based violence.**



Male violence is not a private problem, it is not something that happens to certain women or that only happens at home. It affects a vast majority of women in our country and takes many forms.

It is a structural problem, a violation of human rights. As such, it requires, first and foremost, strong public policies that curb violence, recognise

the rights of victims, and translate into resources.



Secondly, the **involvement of society as a whole**: each person must be an active agent in the fight against violence, helping to detect it and accompanying the victims.

If you've made it this far, **thank** you for reading this guide.

WE STOP MALE VIOLENCE TOGETHER

#PuntoVioleta

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