



INTEGRAL NETWORK OF SHELTERS TO ATTENTION OF GENDER VIOLENCE IN COMUNIDAD DE MADRID

Law 5/2005, Comprehensive against Gender Violence of Comunidad de Madrid (Madrid Regional Government), holds comprehensive and multidisciplinary measures and protection for the victims of Gender Violence in all its manifestations. Comprehensive Care Network for Gender Violence is composed by shelters for gender violence victims, a Regional Observatory of Municipal Points on Gender Violence and services and resources.

The Shelters for victims of this violence consist of specific, residential and non-residential resources, intended to provide comprehensive care for women, children and dependants who have been victims of gender violence. The main services provided are, accommodation, food support, psychosocial care, legal counseling, labor law services and security.

Municipal Points of the Regional Observatory on Gender Violence are being created, with the goal to develop actions of preventive character and sensibility. Likewise, they will offer information, orientation, offshoot and escort services for the gender violence victims who require it.

Other services and resources of specific nature, addressed to both victims of gender violence and its family members.

General Information Telephone: 012



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INTEGRAL NETWORK OF SHELTERS FOR THE ATTENTION OF GENDER VIOLENCE IN COMUNIDAD DE MADRID

The shelters for gender violence victims in Comunidad de Madrid are composed by residential and non-residential resources, aimed at gender violence's victims.

RESIDENTIAL CENTERS

These shelters provide accommodation and temporary support both for women and their children. They also, develop support programs, provide expert advice and help to look for stable alternatives.

1. EMERGENCY SHELTERS

The main purpose is to provide safe and prompt accommodation, as well as maintenance and other expenses for women and their children, for a maximum period of two months.

2. ACCOMMODATION SHELTERS

The main purpose is to provide a safe accommodation, as well maintenance and other expenses for the women and the people who are their dependants during the time required to carry out recovery, no longer than twelve months.

3. PROTECTED FLAT

The main purpose is to provide accommodation and psychosocial following for the women and their dependants who have finished the attention process at **Accommodation Shelter** but still need to continue with the support to recover their personal autonomy, for a maximum time of eighteen months.

4. SHELTERS FOR WOMEN VICTIMS OF TRAFFICKING FOR SEXUAL EXPLOITATION AND WOMEN WHO WISH TO LEAVE PROSTITUTION

They are centers which offer an individual plan of intervention for adult women who want to leave prostitution and women victims of trafficking for sexual exploitation. They provide temporary residential care and individual action plans.

5. SHELTERS FOR YOUNG WOMEN VICTIMS OF VIOLENCE

These centers cater for young women victims of violence with personal problems, family and / or social breakdown, lacking family support and / or financial resources. All of these centers offer temporary accommodation and an individual plan of intervention.

6. SHELTERS FOR CONVICT OR EX-CONVICT WOMEN

The main purpose of these centers is to provide an accommodation service and integral attention to convict or ex-convict women, victims of gender violence with or without children, without familiar support or financial resources, and in many different prison situations (third degree, probation, women without access to prison leave, etc.).

NON-RESIDENTIAL CENTERS

They are targeted specialized care centers for victims of domestic violence, either to treat sexual violence or treat, from a psychosocial perspective, post-traumatic stress suffered for the same reason.

1. PSYCHOSOCIAL CARE CENTER. *MIRA* PROGRAM

It is a specialized psychosocial care resource that aims at the emotional and social recovery of women, their children and dependants, victims of gender violence.

2. INTEGRAL CARE CENTER FOR VICTIMS OF SEXUAL ASSAULT (*CIMASCAM*)

It aims to provide psychological treatment, counseling, support, assistance and legal protection for women victims of harassment, abuse and sexual assault and members of their families. In addition to direct assistance, prevention, outreach, awareness and education, they hold conferences, seminars, etc.

3. DAY CENTER FOR WOMEN VICTIMS OF TRAFFICKING FOR SEXUAL EXPLOITATION AND PROSTITUTION

It aims to provide psychological treatment, counseling and legal support to women victims of trafficking for sexual exploitation. In addition to direct assistance, it provides awareness-raising and training to the general public and key stakeholders.



4. DAY CENTER FOR WOMEN *AYAAN HIRSI ALI*

It aims to care for Spanish women and immigrants (North Africans in particular) that are in conflict due to violence, for personal, family or social reasons. It provides information and legal and psychosocial counseling, promotes personal autonomy and responsibility, fostering mutual aid. It offers kindergarten and mediation services.

5. DAY CENTER FOR WOMEN *PACHAMAMA*

It aims to focus on Spanish and migrant women (Latin American, especially) that are in conflict due to violence, for personal, family or social reasons. It provides information and legal and psychosocial counseling, promotes personal autonomy and responsibility, fostering mutual aid. It offers kindergarten and mediation services.



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MUNICIPAL POINTS OF THE REGIONAL OBSERVATORY ON DOMESTIC VIOLENCE

The Municipal Points of the Regional Observatory on Domestic Violence are formed to address the prevention of gender violence and care for victims integrally through coordination between the Community of Madrid and the municipalities of the region.

They aim to:

1. Establish basic municipal services in preventing domestic violence and caring for victims.
2. Coordinate actions aimed at unifying intervention criteria to gender violence, under the supervision of the General Directorate on Women.
3. Offer a professionalized service in prevention and comprehensive care to victims at a local (municipality) level.

Currently, under the coordination of the Consejería de Políticas Sociales y Familia, through the General Directorate on Women, a total of 52 municipal Points are becoming this type of specialized care spaces.

What it is done in the Municipal Points of the Regional Observatory of Domestic Violence?

- Provide legal advice, psychological and social care to individual victims, and monitoring of protection orders or judgments.
- Provide information and counseling to victims of domestic violence.
- Perform the referral and support for victims who apply to the various specialized services.
- Provide individualized psychosocial care to women victims of domestic violence and their children and dependants.
- Execute preventive and awareness-raising actions.

Who is this all directed to?

- Victims of domestic violence.
- Professionals who need information and / or support for developing the activities aimed at preventing violence against women



POINT FOR COORDINATION OF PROTECTION ORDERS

C / Madrazo 34, 3rd Floor.

CP: 28014 Madrid

Phone: 91 720 62 38

It is the administrative unit to which the courts refer the Orders of Protection of women victims. It provides real-time access to assistance and protection time, according to the measures agreed in the Orders of Protection or originating in Depending on the situation of victims and their children.



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OTHERS SERVICES AND RESOURCES FOR THE ATTENTION TO VICTIMS

- **012 MUJER phone line**, information phone line 012 Madrid.
- **Women's resource guide** online:
www.recursosmujeres.org
- **Free legal counseling for women**
Tel 91 720 62 47 (by appointment).
- **Comprehensive Points for employment for women**, in 20 job centers
- **Care program for teenage women victims of gender violence in their relationships and their families.**

The program aims to recognize and address gender violence when the direct victim is a woman under age, establishing a first level of consultation and guidance through a free, secure and confidential service through a hotline online, a telephone line and an email address, and a second level of care and intervention through a psychological care unit for teenage girls victims of domestic violence in their relationships. It provides care and counseling for their families.

- **Program of psychosocial support for victims of gender violence in the legal field.**

The program's goal is to ensure that women know the legal environment in which they will make their statements and ensure that they feel safe, banishing potential fears and uncertainties through the preparation of the judicial process, the assessment of the specific needs each victim woman to adjust the accompaniment, coordination with all the professionals involved and the physical accompaniment.

- **ATIENDE program.**

Intervention Unit for emotional harm to women and children victims of gender violence, in collaboration with the Consejería de Sanidad. Access through the Centers for victims of gender violence and the Municipal Points of the Regional Observatory on Gender Violence.

- **Unit support to the families of victims killed by gender violence in Comunidad de Madrid.**

Support and assist the families of those killed by gender violence in the Comunidad de Madrid, through an immediate response, ensuring their maintenance at a scheduled time by monitoring and coordinating care for serious non-fatal assaults in which the unit will provide the same service to support the family, coordinating the activities of the different resources in order to ensure that the victim receives adequate attention.

- **Individual aid for the Empowerment of women victims of gender violence.**

AGREEMENT on 5th December 2012; the Council of Government, by direct award procedure, individual aid was approved for the Empowerment of women victims of gender violence (BOCM No. 37, February 13th, 2013)

- **Financial supports single payment referred to in Article 27 of the Organic Law 1/2004 of 28 December on Comprehensive Protection Measures against Gender Violence.**

Order 218/2013, 13th March, establishing the rules for the direct granting of financial support single payment, referred to in Article 27 of the Organic Law 1/2004 of 28 December, approving Measures Comprehensive Protection against Gender Violence (BOCM No 79 of 4 April 2013).

- **Victim Care Unit with Intellectual Disability (UAVDI)** launched by the Foundation Carmen Pardo Valcárcel. Tel. 91 735 57 90 Ext. 712 and Ext. 306.

Link en español:

http://www.madrid.org/cs/Satellite?c=CM_InfPractica_FA&cid=1142695661770&idConsejeria=1109266187278&idListConsj=1109265444710&idOrganismo=1109266228570&language=es&pagename=ComunidadMadrid%2FEstructura&pid=1109265444699&sm=1109170600517