GENDER-BASED VIOLENCE

RESOURCE GUIDE

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Euskara - Castellano – **ENGLISH** - Urdu اردو - Arabic عربي - Français

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REMEMBER!

You don't need to file a complaint to receive help.

All women have the right to assistance, regardless of their background or legal status.



hernani.eus/eu/indarkeria-matxista **ENGLISH**

1. WHAT IS GENDER-BASED VIOLENCE?

It is violence that women face simply for being women, used to uphold structural inequality. The aim of this violence is to create and maintain power hierarchies between men and women, keeping women in a position of discrimination and dependence.

This violence can take different forms: physical, sexual, psychological (silencing, belittling, controlling...), and economic (restricting financial independence, controlling money...).

It also includes violence against people who break traditional ideas of what it means to be male or female, like intersex, transgender, gay and lesbian individuals. The goal here, too, is to enforce the existing power structure.

2. WHAT RESOURCES AND SERVICES ARE AVAILABLE?

IN HERNANI



KULTURARTEKO PLAZA FEMINISTA **Hernani Town Hall**

943 337 017
kulturartekoplazafeminista@hernani.eus
Florida auzoa, 28

Reception and support
This is a space where you can meet with the coordinators without needing an appointment, in a calm and relaxed setting. They can also provide you with additional resources to help with your empowerment right on the spot.

Monday-Friday from 9.30 am to 9 pm and Saturdays from 9.30 am to 2 pm
July and August: from 9.30 am to 2 pm

RESOURCES AND SERVICES: by appointment
- **Legal advice**
- **Mutual support group for women**

HERNANI SOCIAL SERVICES **Hernani Town Hall**

943 557 854
zerbitzusozialak@hernani.eus
Monday-Friday from 8 am to 2 pm
Sandiusterri, 1

HERNANI MUNICIPAL POLICE **Hernani Town Hall**

943 248 900
Agustindarren Plaza, 6 (1st floor)

HERNANI MEDICAL CENTRE

943 006 666
Aristizabal kalea, no number
Monday-Friday from 8 am to 8 pm
Emergency Services: Monday-Friday from 5pm to 8 pm.
Saturdays, Sundays and bank holidays: 24 hours

ERTZAINTZA POLICE STATION IN HERNANI

For filing complaints or in case of an emergency

943 538 840
Latxunbe auzoa, no number
Everyday, 24 hours a day
Gender-Based Violence and Domestic Violence Unit
Monday-Friday from 7 am to 3pm

3. WHAT RESOURCES AND SERVICES ARE AVAILABLE?
OUTSIDE HERNANI

These services are immediate, free, confidential, and anonymous.

Remember:
Through Hernani's services (Kulturarteko Plaza Feminista, Social Services...) you can also receive information about services outside Hernani.

IF YOU WANT TO SPEAK TO PROFESSIONALS

- 900 840 111 (SATEVI) or 016
- They offer 24-hour information and telephone support services, and the call leaves no trace.

COMPREHENSIVE SUPPORT SERVICE FOR SEXUAL VIOLENCE

Available 24 hours a day, 365 days a year.
For women aged 16 and over, as well as their family members or close friends.

- **In-person support hours:**
  Monday to Friday from 8 am to 8 pm, and Saturdays from 10 am to 2 pm
- 900 840 188
- hariberria@gipuzkoa.eus
- Kale Berri, 10 (Donostia-San Sebastián)

SERVICE FOR SOCIAL EMERGENCIES

Immediate shelter and professional support

- 943 224 411
- Monday to Sunday from 7 am to 9 pm

IN CASE OF EMERGENCY call 112 (SOS DEIAK).
The Municipal Police or Ertzaintza will respond immediately.

If you are experiencing violence, take some time to calmly assess the resources available to you and choose what you believe is best for your situation. Remember, there are several options to help change the situation, even without filing a complaint. Additionally, if you do decide to file a complaint, the resources mentioned will assist you in preparing it and guide you through the process that follows.

4. WHERE TO GO TO FILE A COMPLAINT?

Directly: To the Ertzaintza / To the court

If you have decided to file a complaint, remember:

- If you do not have a lawyer, request a public defender specialised in violence cases (you are entitled to receive this service free of charge). This service is available even before filing the complaint; in fact, it is advisable to file the complaint with the lawyer present.
- Give as many details as possible about what happened to you, and if you have previously experienced any other instances of violence, explain those as well.
- If you have evidence, bring it: broken objects, torn or bloodstained clothing... If you have ever suffered any injuries, bring a medical report. Also bring any messages, video and audio recordings, witness statements, and, if you have been assisted by a professional, their reports.
- You can request a Protection Order.
- Read and check the contents of the complaint before signing it.
- Request the identification number or details of the professional who helped you file the complaint, and ask for a copy of the complaint.
- If you have children, they are also victims of the violence. Therefore, they are also entitled to protection and other related measures.
- In cases where language is a barrier, you have the right to request a free translation service.
- If you are underage, you may need to be accompanied by your parents and/or guardians. Check beforehand.

5. HOW TO ACT AFTER A SEXUAL ASSAULT?

Call 112. If not, go to the resources mentioned earlier.

Important:
Do not wash or change your clothes after the assault. If the assault was oral, do not eat or drink, as this can erase crucial evidence needed to identify the attacker.

If you visit healthcare services, request a copy of the medical report issued.

6. HOW TO HELP A WOMAN EXPERIENCING VIOLENCE

- Listen, and do not doubt what she tells you; try to understand the significance of the problem she is experiencing.
- Ensure she doesn't become isolated; stay in contact and try to maintain the closeness of family and/or friends.
- Even if she doesn't accept the help you're offering, don't assume she doesn't need it. She will ask for it when she's ready, and it's crucial that she knows you're there and willing to help her.
- Do not offer help to the aggressor.
- Try to help her understand that the situation was not caused by her and that there is no justification for the violence.
- Provide her with information to contact the appropriate professionals. If possible, accompany her to one of these services.
- If you notice a danger to the woman's safety or life, call Emergency Services (112). Your information will always be handled with complete confidentiality by those services.
- If you're unsure what to do, you can call 900 840 111 (SATEVI), where professionals will provide guidance on your specific case. You can also request information from the other resources mentioned earlier.