

MANUAL IN SUPPORTING INTERVENTION FOR MIGRANT WOMEN IN RECEPTION CENTERS



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1. INTRODUCTION

This guide has been prepared by the professional team from the MPDL's women area in the framework of the AMIF project titled "SAFE HOUSES- Support and Assistance before the Exploitation in Hosting coUntries of third country national victims of trafficking for Sexual purposeS". The project intervenes in transit migration areas to support the integration of women and girls who are third-country nationals (TCNs) and are victims of trafficking for the purpose of sexual exploitation.

The project strengthens the capacities of civil society, local authorities, law enforcement agencies, and other supporting organizations in Sicily (Italy), Cyprus, Provence-Alpes-Côte d'Azur (France), Madrid (Spain).

A first axis of intervention of the project is in fact directed to enhance the capacities of the above-mentioned stakeholders in providing appropriate assistance and support to women and girls who are TCNs as soon as there are reasonable grounds to believe that they are victims of trafficking.

A second component of the project strengthens the capacities of social workers and professionals working in shelters and reception centres for refugees, asylum seekers, UAM and THB victims in adopting victim-centred approaches which guarantee gender-specific and child sensitive assistance and support measures and take into account specific needs of the victims.

Finally, the project fosters the exchange of experiences and good practices related to the ground work for integrating women and girls who are victims of trafficking and sexual exploitation taking into account the perspective of the victims, their empowerment and self-determination.

The action applies Participatory methodologies and a victim-centred approach, which have been integrated in the preparation work leading to the formulation of the present guide.

The project is promoted by:

CISS - International South South Cooperation (www.cissong.org) is an Italian no profit association funded in 1985 with the objective to address development issues in favour of the most marginalized population groups living in the Global South as well as in southern Italy.

The CyRC - Cyprus Refugee Council (www.cyrefugeecouncil.org) is the first NGO in Cyprus to focus primarily on refugees. The team of CyRC follows an inter-disciplinary approach, by providing individualized legal, social and psychological support to persons of concern with the aim to

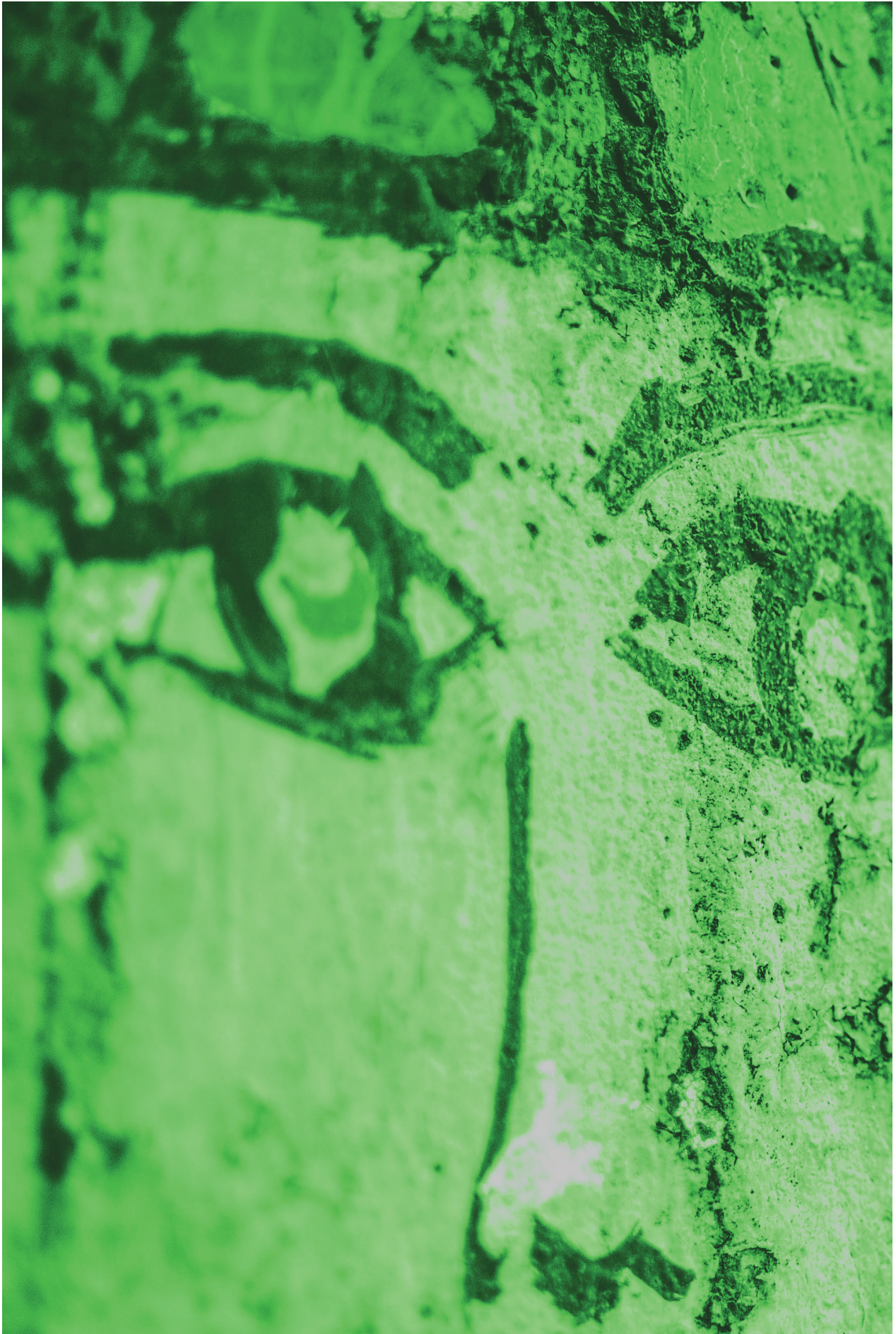
ensure access to rights. The team is made up of dedicated professional with extensive experience working directly with refugees, asylum seekers, detainees, trafficking victims and survivors of torture.

ALC - Accompagnement Lieu d'Accueil (<http://association-alc.net>) has more than 50 years of experience in the provision of social services and in the protection of vulnerable groups; based in a transit migration area, in Nice, since 2001 ALC is coordinating the National Network Ac. S, an integral part of the means of protection available to victims of human trafficking in France

MPDL - Movimiento por la Paz, el Desarme y la Libertad (www.mpdl.org) is a non-profit organisation created in 1983, present in 11 countries and based in Spain where, through its Social Affairs Department, provides support to migrants and refugees. Since 2002 MPDL runs an emergency shelter for migrant women victims of GBV in Madrid.

This guide, has been developed considering the MPDL Reception Centre's management and the integral and multidisciplinary intervention with women who are under vulnerable and violence situations.

MPDL does not directly work with women VoT; but it participates on the cases 'detection and refers them to specialized organizations.



2. WHAT IS GENDER VIOLENCE?

The Organization of the United Nations, in its Declaration on the Elimination of Violence against Women (UN, 1993), defines in its Article 1, violence against women as: *“Act of violence based on belonging to the female sex that has or may result in physical, sexual or psychological harm or suffering for women, as well as threats of such acts, coercion or arbitrary deprivation of liberty, both if they occur in public life as in private life”*. And adds in the article 2, that: *“Violence against women shall be understood as encompassing, but not limited to: physical, sexual and psychological violence in the family, including abuse, sexual abuse of girls in the home, dowry-related violence, rape by the husband, female genital mutilation and other traditional practices harmful to women, acts of violence perpetrated by other members of the family and violence related to exploitation”*.

Gender Violence is present all over the world as a generalized violation of women's human rights and one of the main obstacles to achieve gender equality.

It is a social problem that has its root and cause in the same socio cultural structure, in its way of functioning and assigning specific roles and positions to men and women.

The fact of going from being considered as a private problem (which occurs in the intimacy of a family nucleus) to being a social problem thanks to women's claim for equality regarding to their condition and position, carried out by the feminist struggle; devolves responsibility in their intervention and eradication on public authorities.

Other assumptions of violence are coined under the concept of Gender Violence as reflected in the definition of the UN, such as:

- Violence that occurs in the family or in the household unit, including, among others, physical and mental aggressions; emotional and psychological abuse,

economic violence, rape and sexual abuse, incest, spousal rape, or the one experienced by occasional or stable partners and people with whom they live.

- Crimes of honour, female genital mutilation, cutting and sexual and traditional practices harmful to women (such as forced marriage).
- Violence that occurs within community at large, including among others, rapes, sexual abuse, sexual harassment and intimidation at work, in institutions or any other place; the illegal trafficking of women for the purpose of sexual exploitation and economic exploitation and sex tourism.
- Violence perpetrated or condoned by the state or its officers.
- Violation of women's human rights in circumstances of military conflict, in particular the taking of hostages, forced displacement, systematic rape, sexual slavery, forced pregnancies, and trafficking for the purpose of sexual and economic exploitation.

The basic characteristics of Gender Violence are the following ones:

- It is founded on an **inequality** between men and women derived from a patriarchal code.
- It is used as a **control** mechanism and punishment on women.
- It causes a sense of **guilt** in those who experience it.

Gender Violence builds a relationship with two differentiated roles: power and subjection on one side, and fear and submission on the other one .

2.1 TRAFFICKING FOR SEXUAL EXPLOITATION PURPOSES AS A FORM OF GENDER VIOLENCE

Trafficking in human beings understood as contemplated in the Palermo Protocol (United Nations, 2003) is: “the recruitment, transport, transfer, hosting or reception of people, falling back on the threat or use of force or other ways of coercion, abduction, fraud, deception, abuse of power or a situation of vulnerability or the

granting or receipt of payments or benefits to obtain the consent of a person having control over another person , for purposes of exploitation. That exploitation shall include, at the very least, the exploitation of the prostitution of others or other ways of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude

or the removal of organs”. According to the General Report on human trafficking (UNODC, 2016); 79% of trafficking is intended for sexual exploitation. Eurostat indicates that 80% of the victims of trafficking are women, 68% are adults and 12% minors.

It is understood that human trafficking does not have a neutral position regarding gender; since it takes place in a context in which unequal power relations prevail, in which there is a significant divergence in access to rights and opportunities, an evident discrimination and an important lack of equality affecting women and girls and their comprehensive development.

Violence against women persists in every country in the world as a widespread violation of human rights and one of the main obstacles to achieve gender equality. Such violence is unacceptable, whether committed by the State and its agents, by relatives or by strangers, in the public or private sphere, in times of peace or in times of conflict.

Trafficking in women and girls is a way of violence against women that takes place in numerous scenarios and in which different agents participate; among them, families, national and international criminal networks. The trafficking contextualizes in a reality of violence to women and girls in conditions of exploitation and servitude such that the United Nations it is considered

as a form of modern slavery. Some of the causes that foster Trafficking in Women are:

- **Patriarchy and other relations of domination and submission.** Historically, gender roles have been hierarchically arranged, so that men exercise power and control over women.
- **Culture and violence against women:** culture is made up of the values, practices and power relations that are intertwined in people’s daily lives and their communities.
- **Use of violence in the resolution of conflicts:** the use of force to resolve political and economic controversies generates violence against women in armed conflicts.
- **Inequality between boys and girls in access to education and training and economy.**
- **Discrimination in the labour market.**
- **Domestic violence, partner violence, forced marriages:** situations in which women try to flee looking for opportunities abroad.
- **Feminization of poverty,** gender roles and responsibility of women as the only head of family with non-shared family burdens.



3. WHAT IS SOCIAL EXCLUSION?

The concept of social exclusion refers to all those situations that go beyond economic deprivation (poverty), and are related to difficulties to the access of goods and services that entails the limitation in the exercise of basic rights and fundamental freedoms for people regardless of their sex, origin, nationality ... etc. Social exclusion is a process of disqualification and downgrading that goes from underemployment (or absence of it and therefore economic dependence) to dependence on social assistance and ends with the total breakdown of social ties. Social exclusion can occur in political, economic and social spheres.

In this way, and contextualizing it within this perspective; poverty, despite being a constant in many situations of exclusion, can be understood as an important factor of social vulnerability, which together with other difficulties (such as illness, domestic overload and long-term unemployment) can lead individuals towards a situation of social exclusion.

The concept of social vulnerability refers to “a whole series of situations that are presided over by a precarious social balance that can be transformed into social exclusion through a process of

intensification or emergence of new factors of social exclusion that may or may not be related to the rest of pre-existing factors”.

Situations such as unemployment, job insecurity, access to housing, education, etc., do not affect the population in the same way, since there are social groups (such as migrants, people with disabilities, young people ... etc.) more vulnerable to these scenarios, obtaining from this, a context of social exclusion in their lives, to a greater or lesser extent. In this sense, within all of these groups, women face the greatest risk of social exclusion.

Gender violence against women is about a type of violence based on a gender construction that establishes unequal power relations between men and women, and that is intertwined with other types of discrimination and social exclusion, either due to cultural factors, ethnic, generational, of sexual orientation and economic and social condition.



4. METHODOLOGY OF WORK WITH MIGRANT WOMEN IN SITUATION OF GENDER VIOLENCE. INTEGRATED INTERVENTION AND DIFFERENTIAL APPROACH

Integrated intervention is based on a multidisciplinary and integral care directed not only to women who are in a situation of violence, but also to family members and the community. This type of intervention involves a diversity of responses that goes beyond the traditional ways of attention to harm, and is also aimed at creating the necessary conditions to facilitate the exit of the situation of violence for the woman and people involved and the identification of actions that strengthen their autonomous and independent life project.

The integrated intervention is complete when considering the situation of violence experienced by women and children from all possible dimensions, namely: social and communal, psychological, emotional, legal and physical / biological, with a complex and dynamic perspective of the problem of violence against women.

The integrated intervention must start from the consideration of subject to women (both on an individual and collective level) and a differential approach with which it assumes, contemplates and respects the peculiarity of the differences inherent in each case derived from such variables as: the socioeconomic level, gender, ethnicity, disability, cultural identity and the variables implicit in the life cycle (childhood, youth, adulthood and old age).

Considering the differential approach as a way of intervention with women who are in situations of gender violence not only facilitates the development of programs that contemplate and understand the characteristics, problems, needs, demands, interests and particular interpretations that the populations have, to assist them in an appropriate and adapted way; It also recognizes the multiple vulnerabilities and discrimination faced by various groups such as: children, indigenous people, people of African origin, persons

deprived of liberty, people in situations of prostitution, LGTBI people, homeless people, etc.).

This integral intervention is based on the following principles and characteristics:

PRINCIPLES

- A rights-based approach.
- The promotion of gender equality and the empowerment of women.
- Adequacy and awareness to both culture and age.
- Focus on victims / survivors.
- The promotion of security.

CHARACTERISTICS

- **Availability:** the various services must be available in sufficient quantity and quality for all victims and survivors of violence, regardless of personal and social characteristics.
- **Accessibility:** services must be accessible to all women and girls, without discrimination. Accessibility must be physical (that is, women and girls must be able to access services safely and at an adequate distance), and linguistic (information must be provided in various formats).
- **Adequacy:** adequate services for women and girls are considered essential services, those that are provided in a way adapted to them, that is, that respect their dignity, guarantee their confidentiality, be sensitive to their needs and perspectives and reduce secondary victimisation.
- **Priorization of safety** women and minors face numerous risks to their safety, in the short, medium and long term. These risks are specific to the individual

circumstances of each woman and each child. Risk assessment and management can reduce the level of risk. Best practices in risk assessment and management include coherent and coordinated approaches among the social, health, police and legal sectors.

- **Informed and confidentiality:** as far as possible, the provision of any essential service must protect the privacy of women and minors, guarantee their confidentiality and only reveal information when they have given their informed consent. Information about a woman's experience of violence can be extremely sensitive. The fact of sharing this information inappropriately may have very serious consequences and even endanger the lives of women and girls, as well as the people who assist them.
- **Effective communication and participation** of stakeholders in the design, execution and evaluation of services: women and children must know that they are being listened to and that services understand and respond to their needs. The information and the way it is

communicated can empower women and children to seek essential services. Any communication with women and children should promote their dignity and be respectful.

- **Data collection and information management:** to support the continuous improvement of services it is important to carry out a constant and accurate collection of data about the services provided to women and minors. The services provided must have clear and documented processes that allow the exhaustive registration and confidential and secure storage of information regarding women and girls, as well as the services provided to them.
- **Linkage with other sectors and agencies through referral and coordination:** Establishing synergies with other sectors and agencies through coordination (for example, referral itineraries) helps to provide women and children with adequate services at the right time. Coordination and referral processes must incorporate standards regarding informed consent.

4.1 GOOD PRACTICES IN INTERVENTION WITH WOMEN IN SITUATION OF SOCIAL VULNERABILITY

When making an integrated intervention with women and children who are in situation of gender violence, we must take into account that the professionals who perform the intervention must do a previous job that involves **becoming aware** of what implications this phenomenon has, from the personal to the collective or social level.

When we refer to intervention with a gender approach, we talk about introducing a **critical perspective** that allows us to reflect and analyze the situation of women and men in the world from multiple dimensions: biological, psychological, historical, social, cultural, economic, political...; to identify and find the lines of action that help us to put an end to **inequalities** linked to gender. It involves creating new social constructions that are not hierarchical or discriminatory.

The fact that people are educated and socialized in a patriarchal system means that, throughout our lives, both personally and professionally, we apply sexist stereotypes and prejudices

unconsciously, since we have assimilated these patterns as normal ones. Accepting this reality is the first step to carry out a process of deconstruction, as the fact of reflecting on what it means to be a woman and be a man, how is the distribution of tasks in the domestic sphere, who performs the care of the sons and daughters, who are in positions of power, as well as behaviours, demands on women's bodies, and so on; they will make professionals start to intervene from another field, leaving the value judgments little by little which will let them carry out an intervention with conscience and listening.

On the other hand, the technical team in the intervention with women should apply practical concepts such as intersectionality, understood as "an analytical tool to study, understand and respond to the ways in which gender intersects with other identities and how these crosses contribute to unique experiences of oppression and privilege" (2004)¹. This means that we must understand the

¹ SYMINGTON, Alison (2004): "Intersectionality: a tool for gender justice and economic justice". In Women's Rights and Economic Change, No. 9, Canada, Awid, August.

phenomena, circumstances or identities that go through a person. We have to consider class, sex, sexual orientation, religion, culture and all the conditions that go through a person, because each of these elements will give women different experiences and therefore interventions will be different for each of them. In response to this, among the most vulnerable groups we can find: women belonging to ethnic minorities, migrants, in a situation of social exclusion, women from rural areas or women with disabilities.

It is necessary, in turn, to overcome some psychological barriers that hinder adequate intervention, such as guilt. The fact of laying the blame on the female user, can generate certain refusals to work with her (for example, barrier: “as she does not have many injuries, it cannot be a serious aggression.” Answer: violence can cause psychological damage to health and behaviour that may not be visible, but are very serious). For this reason, the complexity of violence against women and its existing types must be understood, as this will make it possible to conceptualize, identify and raise awareness about it. Assuming that ideas as harmful as romantic love, idealization, jealousy, control, unwanted sexual relationships, etc. ; are a risk to life as a couple.

Once the reflections on gender, patriarchal system, violence against women and intersectionality have been made, we must move on to the intervention and keep in mind several factors that will help us to make a good support. The acronym ANIMA (launched by the Ministry of Health of Uruguay and Health Initiatives, 2018) offers a series of guidelines that facilitate the first professional interventions carried out with women in situation of violence:

- Active listening: understanding communication from the point of view of the speaker; understanding and making sense of what you hear.

4.2 SOCIAL INTERVENTION

The intervention with migrant women victims of male violence is marked by the migratory process and by the scarcity of social networks in the country of destination, which increases their vulnerability and their risk of social exclusion. In addition, we must bear in mind that the term migrant refers to people who are not originally from the host country, but it is very general and each of the women we intervene with come from different places, have different cultures, traditions, religions , languages, etc., so it is necessary to address each of these factors in order to prepare

SUMMARY OF GOOD PROFESSIONAL PRACTICE

- Specialized training in gender violence.
 - Self-reflection and change of one's own beliefs and attitudes that justify, minimize, normalize or tolerate violence against women.
 - Involvement of the professional people.
 - Active and empathetic listening.
- Expressing to the other person that you are listening to her with verbal and non-verbal communication.
 - Do not get distracted.
 - Do not interrupt.
 - Do not reject or underestimate what the person is feeling.
 - Do not counter-argue.
 - Avoiding the syndrome of the expert: offering help or solution without having listened to the whole message.
 - Showing empathy: listening to the emotions of others, trying to put ourselves in their place to understand their motives-problems.
 - Paraphrasing: it helps to understand what the other person is saying and allows you to verify if you are understanding.
 - Emitting reinforcement words: so you know we believe you.
 - Creating a safe and trustworthy space.

Two basic principles for people who intervene with victims of gender violence:

- The involvement of professional people.
- Active and empathic listening.

an Individualized Intervention Program that includes all of them as far as possible.

The Social Worker is the professional who carries out the first interview with the woman, the first interview of analysis and assessment of the situation, as well as information about the resource and about the future intervention that will start from it. In this first contact, it is essential to create an appropriate environment in which the woman feels comfortable and safe, since it is the basis for trying to start a relationship of trust based on respect. If during this interview signs of violence

that require an immediate referral to other specific resources are detected, this will always be done by informing the woman beforehand and trying to accompany her in the process, if she decides to go. Sometimes we find women who do not want to be referred to other places, either because they are “tired” of telling their story in different resources or because they feel safe and do not want to abandon ours; in those cases it is important to try to establish channels of communication and coordination with these specific resources and assess whether within the intervention that is going to start from ours we have to work a future derivation. Throughout the intervention, from the first contact we have with women, it is essential to continually assess the level of risk that they have, activating the prevention mechanisms at our disposal and informing them of those who have at theirs. It is important to bear in mind that the male violence suffered by a woman can be diverse and sometimes they are not identified, but they are not less dangerous for that reason. Throughout the intervention we must be alert and have action mechanisms adapted to the different situations that can be developed, establishing security plans according to each case and depending on the means we have within our reach.

In subsequent interviews, if the woman decides to continue with us, the information and the analysis initiated during the first one are broadened, taking into account from the beginning the

times of the woman, gathering the necessary information without forcing her to count all again if not it is necessary (if it is, respecting her time), interpreting and controlling silences throughout each of the interviews held and reporting at all times about the resource, in relation to services, professionals and the means put within reach of the woman.

From the collection of information and the completion of the analysis of the situation, it is important to assess the case in a multidisciplinary way, among all the professionals who will participate in the intervention. The main objective of this intervention is to support women in their recovery process, reinforcing their strengths and capabilities.

After making an assessment and preparing the intervention proposal, which will be included in the Individualized Intervention Program, the woman will be informed about this proposal, so that she will decide whether to continue with the intervention or not. If she decides not to do so, it is important to re-inform her on everything, so that she has this information in case she changes her mind and needs support again to get out of the situation she is in. If, on the other hand, she accepts the proposal, it is essential that she continues to be an active part of the intervention.

From this moment, once the proposal has been transmitted and accepted, the Individualized Intervention Program that has been prepared and



approved in a consensual manner with the rest of the team begins to be executed. In this Program, the following sections must appear detailed:

- **Objectives:** in addition to the general objective of the intervention, it is necessary to develop the specific objectives that will mark the concrete issues that are to be achieved
- **Phases:** the different phases of the intervention will be collected, developing each of them to serve as a script throughout the entire process.
- **Activities:** all the activities that will be carried out to reach the objectives will be detailed, as well as the means that will be used for this and the interventions that will be carried out from the different areas that participate in the Program.
- **Calendar:** a calendar will be set (susceptible to modification depending on the needs of the woman at each moment) to serve as a guide when executing each of the activities marked.
- **Agents participating in the intervention:** it is important to point out the professionals who will participate in the intervention, so that the woman knows

the multidisciplinary nature of the intervention.

- **Coordination:** throughout the intervention, coordination channels will be established among the professionals who participate in the execution of the I.I.P. and among others that can be part of it externally.
- **Evaluation:** it is very important to carry out a continuous evaluation throughout the intervention, so that the necessary changes can be made in each of the phases, always in consensus with the woman. In addition, when the intervention ends, it is necessary to carry out a final evaluation in which the achievement or not of the objectives set, the performance of the activities and the final result obtained is analyzed, making a global assessment of said intervention.

It is very important that the intervention be linear, so that at no time the position of the professional is above that of the woman in intervention. Assertiveness, empathy and active listening are key concepts to be taken into account from the beginning of the intervention until its closure.

4.3 PSYCHOLOGICAL INTERVENTION

The psychological attention directed to women in situations of violence is focused on the psychotherapeutic work of repairing and dealing with the traumatic experiences suffered and pursues the following objectives:

- Fostering awareness of the problem and motivation for change.
- Tackling the consequences of migratory grief.
- Dismantling the stereotypes on which the inequality between men and women is based on, which helps to perpetuate and justify violence.
- Enhancing their competences and personal skills preserved despite the violence, restoring those that have been damaged as a result of it and incorporating those that are missing.
- Working on feelings of guilt generated by the aggressor.
- Questioning the religious rituals or voodoo to which some women victims of trafficking are subjected as a coercive element to justify the violence suffered.
- Strengthening their self-esteem, and self-concept.

- Regaining their dignity and their personal identity.
- Promoting behaviours of independence and labour and economic autonomy.
- Enhancing social skills to expand their support network and with it their leisure activities.
- Identifying the indicators that may favour the repetition of violence in future relationships.
- In the case of women who are also mothers, establishing a healthy and secure attachment with their children.

The key to achieving these objectives is based on the accompaniment of women in their recovery process, but with the responsibility to improve their living conditions. This contributes to their feeling of control be greater and, therefore, they feel more prepared to face the demands of their environment, preventing relapses and improving their quality of life.

The intervention must follow an order and address the areas proposed below:

- Initial evaluation
- Initial diagnostic assessment

- Return of information to the mother and the minor (according to their age)
- Treatment
- Identification and emotional expression of the violence suffered
- Reconstruction of personal identity
- Personal growth
- Self-protection measures
- Family relationships
- Social skills
- Cognitive restructuring
- Relaxation
- Exposure to trauma
- Follow-up

The work with these women, in addition, requires a specific approach in the legal field, also called psycho-juridical approach, which raises the recognition of violence as a crime and the accompaniment in the legal process when necessary. Due to the significant psychological and emotional damages that affect the self-esteem and dependence of women who suffer violence, they often show difficulty in making decisions about the court process that begins at that moment. For this reason, it is intended to guarantee advice to women so that they can decide whether or not to report, having all the necessary information about what options exist, how is the procedure and possible consequences under the judicial decision.

4.3.1 INTERVENTION WITH MINORS

When we talk about violence against women, they are not the only victim, so are the sons and daughters who are in their family setting. It seems clearly demonstrated that exposure to this violence has a clear negative impact on their lives, well-being and development. Living in an environment where the mother is mistreated means exposure to situations of oppression and control and a relationship model based on the abuse of power and inequality.

The restorative approach of the intervention in the context of violence against women, implies that the child is protected and feels that he/she can have a space to calm his pain and stress, as well as using playful strategies to be able to elaborate such pain, through the processing of traumatic events.

It is necessary that each child understands the contexts in which the damage occurred, that he / she also understands who the responsibility is, as well as that he / she can assimilate why he / she has been mistreated and exposed to violence. When a child can elaborate an explanation to the most confusing events, a rehabilitation of the damage takes place and certain wounds are healed producing a relief effect in him / her.

There are several areas to work directly with the minor victims whose intervention depends on the degree of exposure they have had to situations of violence.

- **Direct:** The behaviours and violent acts of the aggressor are aimed both towards them and towards the mother: insults, threats, devaluations, active mistreatment, instrumentalization.
- **Indirect:** Assaults can occur in their presence or absence, but they influence the deterioration of the most appropriate protective links and contexts.

Children who have lived or are living situations of violence, manifest a varied symptomatology according to age, violence suffered and family situation such as physical problems (growth retardation, sleep and appetite disturbances, delay in motor skills, etc.), emotional disturbances (anxiety, anger, depression, low self-esteem, post-traumatic stress disorder, etc.), cognitive alterations (delay in language, impairment in school performance, etc.) and behavioural alterations (Deficits in social skills, aggressiveness, ADHD, criminal episodes, toxic dependent habits, deficits in the development of empathy, etc.). These manifestations must be taken into account when pursuing the achievement of the following work objectives.

SPECIFIC OBJECTIVES TO WORK WITH MINORS:

- Teaching the child to recognize their emotions, expressing them properly and putting themselves in other people's position.
- Ensuring that the child has opportunities to develop their own capacities, abilities and interests.
- Promoting the right social skills to develop with their peers.
- Learning nonviolent conflict resolution strategies.
- Encouraging the child's participation in leisure and free time activities.
- Strengthening helpful behaviours towards others in the minor.
- Increasing their autonomy.
- Promoting and reinforcing children to make decisions for themselves and assume responsibilities appropriate to their age.
- Strengthening the child's confidence in their own abilities and virtues.
- Exonerating the child for the experiences suffered.
- Increasing their self-esteem through reinforcement and validation of feelings.

Many of the interventions directed to these women focus on the recovery of the person as a woman from the physical, psychological and emotional point of view, and the rehabilitation of the mother and the bond with her sons and daughters are left in the background ; a link which in most cases is damaged by the feeling of lack of protection in which these children grow up in situations of violence.

When a woman makes the decision to separate herself from her aggressor, she assumes the care and protection of the children in her charge, so that they become monomarental families in situations of social vulnerability and with it the risk of social exclusion increases. Therefore, it is essential to focus part of the intervention on the reparation of the role of mother, to empower women through educational guidelines and thus be able to establish a secure attachment with their children.

For women to be part of the process of accompanying their children, it is necessary that they have gone through a process of psychological intervention on the aftermath of violence and thus be able to empathize, to a greater extent, with the phases their son / daughter will go through. Therefore, the psychological reconstruction work of mothers pursues the following objectives.

SPECIFIC OBJECTIVES TO WORK WITH THE MOTHER

- Generating problem awareness and motivation for change.
- Strengthening their skills and maternal skills preserved despite the violence, restoring those that have been damaged as a result of this and incorporating those that are missing.
- Working on feelings of guilt associated with situations in which their children could not be protected by their figure.
- Strengthening their self-esteem, self-knowledge, self-concept and self-image.
- Regaining their dignity and their personal identity.
- Promoting behaviours of independence and autonomy.
- Training the mother in the search for help.
- Identifying indicators of possible situations that could put the child at serious risk.
- Avoiding the repetition of violence in other relationships.
- Strengthening their ability to defend themselves and to make appropriate decisions in case of aggression.

On many occasions, women have ambivalent feelings towards their children, since their presence has been a great source of stress in the quarrels that began with the aggressor, as well as having feelings of guilt on the other hand. and desperation to try to satisfy their demand and not be fulfilled. Therefore, the following objectives are proposed to strengthen the mother-child bond

SPECIFIC OBJECTIVES TO WORK ON THE MOTHER-CHILD BOND

- Protecting women and children and eliminating risk situations.
- Repairing and stabilizing the new household unit.
- Establishing a healthy and safe attachment between mothers and children.
- Helping to understand and accompanying the process of recovering violence from each of their children.
- Enhancing the emotional self-control of the mother by putting into practice the educational guidelines on their children.
- Facilitating strategies that motivate the need to put limits and rules to the behaviour of children.
- Establishing communication strategies between mother and child that motivate the expression of their feelings so that the child can trust the availability of the mother.
- Providing spaces where mother and child can share playful activities in which the child needs the support of the mother to complete a task or game.

MIGRATORY GRIEF

Many of the women who require psychological attention are migrants, so it is necessary to make a special mention of the process of migratory grief that they suffer and that interferes negatively when it comes to addressing the issue of violence.

Migrant mourning refers to the loss suffered by people who are forced to leave their country and migrate to another to seek a better future. And it is that the migration of these women is not done voluntarily most of the times, but different economic, social, personal and emotional factors lead them to make this tough decision. In all cases, together with the inherent problems of the migratory process, there is also the suffering that comes from leaving the home country and trying to integrate into a host country that is sometimes not very hospitable.

On many occasions, before departure, migrants usually idealize destination. However, upon arrival, not everything is as they were told or as they

imagined. They frequently meet difficult living conditions, problems finding work, difficulties for regularisation, housing, language, external pressures, difficulties of adaptation, rejection, exclusion, etc. All this hinders the acceptance of the new situation and the integration of alienation from their country of origin.

Taking this into account, each person elaborates migratory grief in a different way depending on various factors such as personality, previous experiences lived since childhood, resources and personal strategies, social support networks, the level of social integration, the conditions of life, the cause of migration, etc.

Therefore, a good development of migratory grief entails, on the one hand, that the factors mentioned above are favourable, and on the other hand, a good integration of the new situation, including the rules, rites, customs, etc. of the host country, feeling part of it, but not for that reason forgetting the country of origin, but on the contrary, incorporating their memory in daily life reconciling both experiences.

Focusing on the migratory grief suffered by migrant women in particular, it should be noted that they often start from a series of personal, administrative, economic, social, legal and emotional situations that increase the degree of vulnerability with regard to male violence. And not only that, it also has to face very often an institutional context that, in a high percentage, reproduces prejudices, racist, macho and not very empathetic attitudes towards the situation they are living.

Although the violence suffered by migrant women in the country of destination does not

differ from that suffered by national women, there are specific factors and contexts of the migratory processes that place these women in contexts of greater vulnerability and helplessness in the face of violence. The insecurity of their individual situation, the lack of family and social support networks, the economic dependence of the aggressor, the linguistic barriers or the perception of public institutions more as a threat than as a source of protection, are some of the social factors that make this group of women find additional difficulties to escape the spiral of violence.

On the other hand, references to inequality between men and women are sometimes more evident in some of the places of origin, which causes the use of violence to take on legitimacy and normality for the aggressors and also for the victims. And therefore, in this sense, it is necessary for women to know that, in the new socio cultural context of arrival, certain situations that have been enduring in their countries of origin are constitutive of crime.

As a final conclusion, to emphasize that in order to increase the effectiveness of interventions with migrant women victims of violence, we must give voice to their experiences related to the migratory process, take into account their experiences in the country of origin and respect their actions and cultural customs in the country of destination. All this will help women to feel the protagonists and architects of their own recovery process, which will activate their empowerment, resilience and emotional well-being.

4.4 LEGAL ORIENTATION

In interventions with women victims of gender violence and especially with trafficked ones, it is essential to place women at the center of the process.

The main objective of this intervention is legal empowerment, because we start by listening to the needs and objectives of women and our intervention goes beyond conveying information.

In this way, we provide them with the necessary legal information so that they can choose and make decisions based on their rights.

During the first intervention it is very important to generate a climate of trust and use a simple language that they can know and avoid legal terms that are complex so that they can express everything they feel and can understand what legal options they have. If necessary we should seek the help of an interpreter.

You may only see the woman on one occasion, and you have to be clear about what information

you want to convey to them. That is why it is very important that at least they will take the information of the rights they have as victims of trafficking.

Rights of women victims: (DIRECTIVE 2012/29/UE OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL 25th October 2012 establishing minimum standards on the rights, support and protection of victims of crime)

- a. Right to receive free legal assistance, in Spain it is not necessary to credit insufficient means to litigate and there is a specific shift of duty lawyers specialized in trafficking.
- b. Right to be a party to the criminal procedure: to appear, to be heard and to have their opinion taken into account at all stages of the process.



If the woman has a lawyer from the beginning of the procedure,

- She can appear as a private accusation, being a party to the proceedings, not just as a witness.
- Her lawyer will be able to propose as many measures of enquiry in her interest as necessary so that they are practiced and the court decisions issued will be notified to her.

On the other hand, if the victim does not appear before the court, they may not implement all the measures of enquiry convenient for her or may not be notified on the decisions issued by the judge, except those ones expressly provided by law.

- c. Right to compensation
- d. Right to request the ban of approaching or communication from traffickers.
- e. Right to be a protected witness and not to include in the proceedings carried out her name, surnames, address, place of work and profession, or any other data that could serve to identify them.
- f. Right to have her lawyer's office set as domicile, for the purpose of summons and notifications.
- g. Right to be assisted by an interpreter.
- h. Right to medical care.

In that **first intervention** it is also very important to inform them about the legal options available to them so they can make a decision:

1. Inform on how the criminal procedure will be if they decide to cooperate with the judicial authorities:
 - Explaining what each of the phases of the procedure consists of
 - How a complaint should be structured
 - All people or legal operators who will intervene during the procedure
 - Possible incidences that may arise
 - The possibility that the process could last for a few years.
2. Assessing the evidence we own. Many times, if we do not have enough evidence we must explain that we may not get the expected result if we start the criminal procedure at that time.
3. Protective measures available such as requesting a restraining order so that traffickers cannot approach her.
4. The possibility of receiving financial compensation
5. Possibility of deciding if she wants to return to her country of origin
6. Informing her about the regularization processes and the possibility of applying

for a temporary residence permit if the victim is a foreign citizen.

7. Letting her know about the possibility of requesting International Protection if she has suffered any type of violence against women in her country of origin, whether it is Female Genital Mutilation, Forced Marriage or intimate partner violence.

It is important to inform them that as a lawyer you have the obligation to keep professional secrecy. This implies that if during the interventions, she consults you about a possible criminal action that was forced to do while it was being treated as it can be drug trafficking or document forgery, we are not obliged to report it.

8. Providing our contact information so she can call us whenever she needs it or if she has any questions.

If after knowing all their rights and the judicial procedure, the woman decides to collaborate with the judicial process:

- We have to bear in mind that accompaniment is fundamental because women victims of trafficking are anguished by unpredictable situations. Therefore, we must be very clear when explaining the legal situations that are going to occur, which can be repeated several times and that can be extended in time.
- Once she is appointed a lawyer it is important that we coordinate with her because we may have legal information that may interest her.
- Throughout the process it is very important to accompany and prepare women with the support of the psychologist in all criminal proceedings, from the first report or statement, until the time of the trial that will give her confidence to know when she will have to testify, who can ask

her questions or what people she will find in the room.

- It is good to pre-empt developments and request an interpreter if necessary.
- Making sure that the ex officio lawyer will request a medical examination that includes injuries and physical consequences and their psychological situation.
- Assessing if necessary the practice of pre-constituted evidence to avoid that the victim has to declare again in court if for example this happens after one year, during this time may be contacted by the trafficking network or pressured and threaten through their relatives so they do not continue with the procedure.
- That the lawyer requests that the victim to be a protected witness and in the proceedings that are carried out will not be mentioned her name, surnames, address, place of work and profession, or any other data that could be used to identify her.
- That the lawyer also requests the seizure of assets of the trafficking network for the collection of compensation.
- It is important not to raise false expectations that the procedure will go well because it will not depend solely on the work done by the lawyer or the statement made by the victim.

*If the woman manifests during the procedure her willingness to settle it, she must be informed that the facts denounced, are punishable and subject of enquire ex officio, so that the Prosecuting Authority may continue with the accusation, although she does not want to go ahead with the process.

However, we will support her in her decision without judging her and we will always end our intervention in a positive way recognizing her strength and courage to talk about those negative experiences and be part of the process if she has decided so.

5. HOST RESOURCES

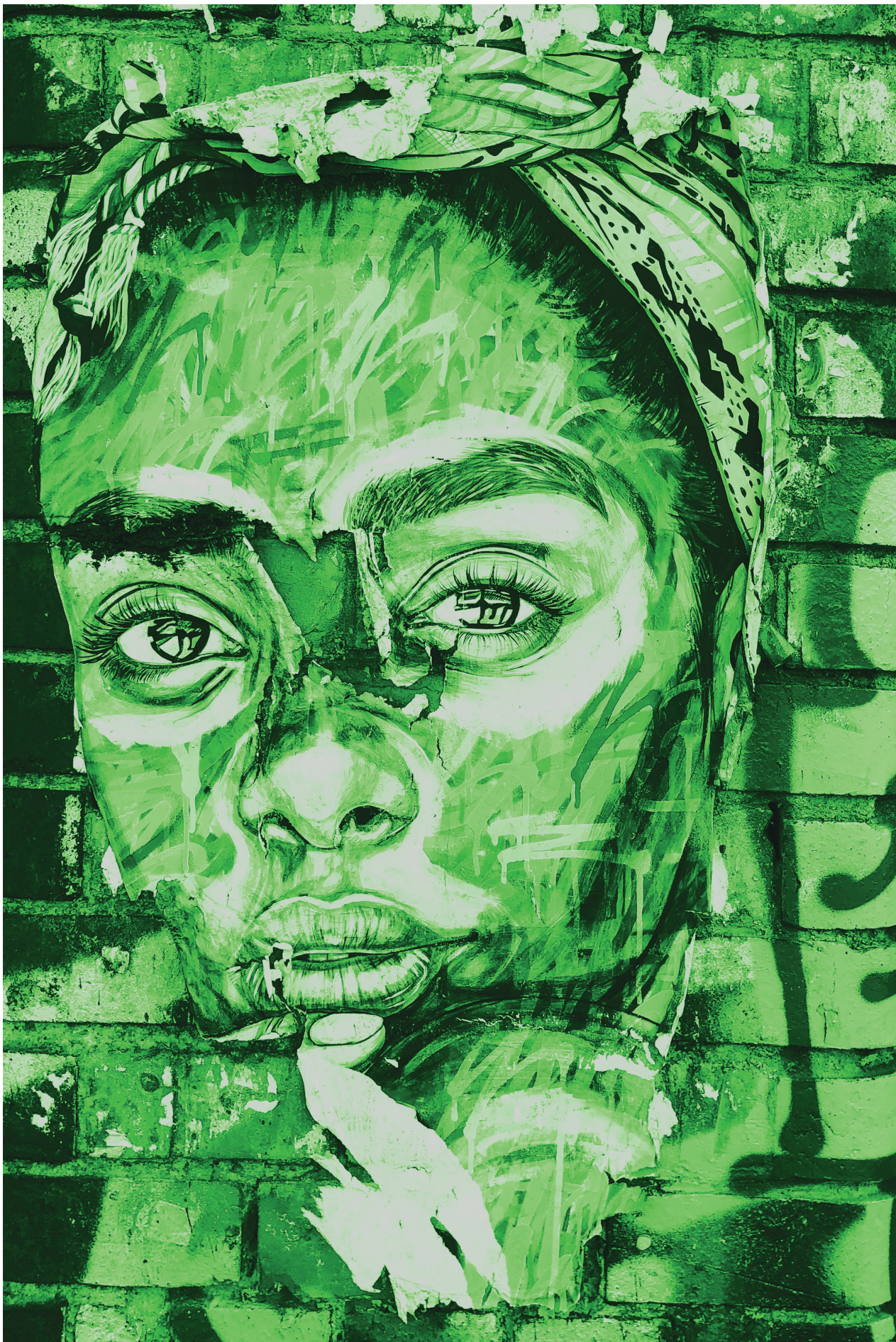
Reception resources are essential to be able to respond to the need for protection and temporary safe accommodation for women who live a situation of gender violence and / or social exclusion. They are considered a suitable response to favour the processes of personal autonomy within a framework of intimacy and privacy, and the normalization and social integration of women who are forced, for different reasons, to leave their habitual residence and do not have other accommodation alternatives.

Within the Community of Madrid (either within the CAM Network of Integrated Care for Gender Violence, or outside it), there are different types of residential resources for women with or without minors in situations of gender violence and / or social exclusion. The difference between them, is qualified by the profile of the recipients and the length of stay that women can use them and the objectives of intervention.

- **Emergency center.** They are centres aimed at the initial integrated care, on a temporary basis, of women who need a host site on an urgent basis for different reasons. These are centers created to give an immediate response of shelter and

protection to the users and their dependent children. The average stay ranges between 2 and 3 months, although it can be extended in certain circumstances.

- **Safe Houses.** They are centers of temporary accommodation and comprehensive care for women and their dependants during the time required to their recovery. The stay ranges between 6 and 12 months, extendable if the situation requests it.
- **Supervised flats.** They are functional homes whose purpose is to provide accommodation and psychosocial monitoring to women and their dependants who have completed the care process in a reception center and who continue needing support in the attainment of their personal autonomy where they live together with other women (with or without dependent children). External professional teams are in charge of supervising the processes of women and minors. The maximum stay in these resources is of 18 months.



6. DESCRIPTION OF THE MPDL CENTER FOR MIGRANT WOMEN IN SITUATION OF GENDER VIOLENCE AND / OR SOCIAL EXCLUSION

6.1 GUIDING PRINCIPLES, OBJECTIVES AND SERVICES

The present protocol is effective in the Emergency Center for Migrant Women in situation of gender violence and / or social exclusion of Movement for Peace - MPDL (hereinafter, the Emergency Centre).

The Emergency Center, as not being considered as a specific resource of the Comprehensive Care Network for Gender Violence of CAM or any other Network, has its own independent running.

The Emergency Center is a social resource designed to welcome and provide female users and their children with the attention they may need during a specific period of time. Through an Individualized Intervention Program, an integrated intervention (from all areas where a need is detected) is carried out permanently and continuously with the users. For this, there is a specific and limited work schedule on the flat and an emergency telephone service 24 hours a day, all year long.

Regarding to the **guiding principles** that support the functioning of the Emergency Center, include the following:

- Integration and inclusion in social life favouring adaptation to the setting.
- Prevention to avoid situations of physical and / or psychological risk.
- Stimulation and development of functional autonomy.
- Promotion of solidarity, participation and social awareness.
- Coordination with public and private institutions that act in the area of women.

Therefore, taking into account the defined guiding principles, the integrated intervention developed from the Emergency Center must pursue the following **objectives**:

OVERALL GOAL

Offering a specific resource that provides security and integrated intervention to women who are in a situation of gender violence and / or social exclusion, and to their minor children, endowing them with personal tools and mechanisms to start a responsible, independent, and autonomous way of life, with the ability to do well in society.

SPECIFIC OBJECTIVES

- Developing an Individualized Intervention Program that marks concise and achievable and measurable objectives in all areas of intervention, according to the specific and targeted needs of each woman.
- Involving each woman in her own intervention process, giving her responsibility for its development and actively engaging her in the steps to follow.
- Promoting beliefs and attitudes based on equality to modify the stereotypes assigned to gender roles.
- Working on life organization strategies in general and conflict resolution.
- Enhancing self-confidence, strengthening self-esteem and self-concept.
- Reinforcing parenting styles that promote the autonomy of their children based on a democratic educational style (affection, smooth communication and establishment of rules, limits and habits).

Likewise, and for the fulfilment of said objectives from the Emergency Center for Women in situation of gender violence and / or social

exclusion of Movement for Peace -MPDL, the following services are offered:

- Housing.
- Maintenance costs.
- Coverage of other daily needs (transportation costs and medicines).
- Psychological intervention for women and children.
- Social intervention.
- Legal advice.
- Intercultural mediation.
- Orientation and job training (taking into account the resources of the area).
- Accompaniment and follow-up in each intervention area.
- Wardrobe service.

6.2 BENEFICIARIES AND LENGTH OF STAY

The reception in the Emergency Center is aimed at women of legal age, of non-EU nationality in a regular or irregular situation and their children (until the age of 12) and minor daughters (without age limit); residents in Spain.

For women over 65 years of age, the responsible team values the preference of residential care for the elderly.

In the case of female users who access the resource by the fact of living a situation of gender violence, it **is not necessary** that the applicant has filed the corresponding police report against the aggressor as an entry requirement.

The maximum length of stay in the Emergency Center is **three months** with the possibility of extension for another three months in exceptional circumstances and after the assessment of the Intervention Team. In the event that the User is in charge of children under three years of age, the maximum length of stay is 6 months. The stay is extended monthly based on the achievement of the objectives, the adaptation to the Individualized Intervention Program by the Woman and the compliance with the Internal Regime Regulations.

In the event that the female user has some type of added problem such as: an infectious disease,

mild mental disorder, drug and / or alcohol consumption, or prostitution at that time; their admission is routinely assessed and these circumstances can be exclusive if the woman needs specific attention and treatment that cannot be addressed by the Emergency Center's Intervention Team. In these cases, an updated medical report will be provided (by the deriving Entity) that proves the possibility or impossibility of coexistence, as well as the specific treatment required.

In those cases in which a Female User is expelled from another reception resource, and a place is requested for her in the Emergency Center, the Intervention Technical Team can assess her admission only if she has a detailed report on the reasons that have generated that situation, issued by the entity requesting the place.

At the moment of assessing the referrals made to the Emergency Center the particularities of the users residing in the Emergency Center at that moment are taken into account, trying to prevent conflicting situations that can seriously alter the coexistence, under the assessment of the Technical Team of intervention.

6.3 RIGHTS AND DUTIES OF HOSTED WOMAN

Below it is a list of general rights and duties of women users of the Emergency Center (also included in the Regulation of Internal Regime).

RIGHTS

- Safe accommodation and feeding of women and children.
- Respect for their privacy, ideas and own convictions.
- Individualized intervention in all areas: social, intercultural, psychological, legal and labour mediation.
- Participation in all decisions made regarding their life.

DUTIES

- Commitment, involvement and follow-up in the Individualized Intervention Plan.
- Acceptance and compliance with the Internal Regime Regulations established by the Emergency Center.
- Participation in mandatory monthly assemblies.
- Carrying out the tasks entrusted to them by the Intervention Technical Team (cleaning, food, etc.).
- Respect to the partners and their private life.

- Respect the private areas of the house (bedrooms, toilets, etc.).
- Respect the hours of the resource.
- Maintenance of personal hygiene in her and her children.

6.4 ACCESS CHANNELS

Since the Emergency Center is part of the services offered to women in emergency situation of the Department of Equality and Public Safety of the City of Fuenlabrada, priority is given to access it to women and children who are in situation of gender violence and / or social exclusion of the municipality by virtue of the Municipal Women's Program.

Outside working hours, the Law Enforcement Agencies of the municipality of Fuenlabrada, can contact the Intervention Technical Team through the emergency service of the resource to request an emergency entrance.

The Social Services of any municipality of the Autonomous Community of Madrid can contact the Emergency Center directly to propose a referral.

In addition, requests for admittance sent by any Entity and / or resource that intervenes socially, in some area, with potential users of the service are received.

All referrals must be accompanied by a "referral social report" explaining the current situation and everything relevant to it, so that the need for accommodation is argued and substantiated.

6.5 VALUATION PROCESS

After receiving the referral request and the corresponding report, the Intervention Technical Team contemplates the possibility of admission in relation to the available places and special situations that occur in the Emergency Center, generating a database with all referrals as a "waiting list".

Once an application is assessed as a possible entry, a professional of the Intervention Technical Team proceeds to call an interview with the Woman in a neutral place (never in the Emergency Center); in which its suitability to the resource is evaluated and the possibility of proposing and achieving short-term objectives. During this meeting, the person conducting the interview informs the woman of the operation of the Emergency Center with the intention of letting her know in advance the resource, and whether or not she thoughtfully accepts, her admission to it.

After this meeting between the worker and the potential user, the Intervention Technical Team analyzes the case and studies whether it is appropriate not only for the beneficiary user, but also for coexistence.

The requesting entity must be informed of the decision taken. In the case of accepting the admission, an admission report must be sent and, on the contrary, in the case of not accepting it, the reasons that support such denial must be explained.

Once the final response has been received by the requesting entity, and if it is favourable, the entrance to the Emergency Center is scheduled in an orderly and coordinated manner so that the female user and her children can receive the information and necessary attention during their first moments in the resource.

6.6 RECEPTION, FOLLOW UP AND LEAVE OF WOMEN AND MINORS

The reception of Women and Minors is carried out once the referral by the Intervention Technical Team has been favourably evaluated.

At the time of admission, the woman and minors are informed again about the Internal Regime Regulations, as well as about their rights and duties.

To this end, the woman must sign a document that reflects her commitment to accept compliance. The document is also signed by the worker of the Intervention Technical Team present at the time of entry.

In addition, in cases corresponding to an entry derived from situations of gender violence, it is necessary to report on the General Security Plan for Women with a Protection Order and the General Security Plan for Women without a Protection Order; which can be modified and shaped according to the needs in the first social interview and / or in the different gradual follow-ups.

In a margin of one to two weeks from the date of admission, the female user and the social worker must leave in writing and signed by both parties, an Individualized Intervention Program that

serves to mark the objectives to be achieved by the User in all the possible areas of intervention.

Weekly or biweekly (depending on the needs of each case), the Social Worker and the Intercultural Mediator, are responsible for monitoring the intervention, evaluating the progress and keeping track of them in the Monitoring document.

If the attitude and involvement of the female user in the intervention process is properly assessed, her stay can be extended monthly until the maximum period of three months (or six if the user has a son or daughter under three years of age).

On the contrary, if it is determined that the adaptation, involvement and development of the

Individualized Intervention Program are not adequate; the User's stay in the Emergency Center may be interrupted before the maximum period established in each case has been met.

However, a female user may end her stay in the resource for other reasons and motives related to the achievement of the objectives pleasantly, or the conflicts arising from the coexistence that require the Intervention Team to carry out a registry of incidents taking the decision to expel or precipitate the departure of the woman from the resource.

6.7 TECHNICAL INTERVENTION TEAM

Regardless of the functions to be developed by each professional profile, the Technical Team of Intervention of the Emergency Center, has entrusted the following tasks, which are carried out jointly:

- Valuation and admission or denial of applications for admission to the host resource.
- Information, guidance, and advice on the specific problems of women and their children.
- Implementation of the Individualized Intervention Program for each user in the following areas:
 - Social area.
 - Labour area.
 - Psychological area.
 - Legal area.
 - Socio-educational area.
 - Any other determined by the technical team.
- Evaluation and monitoring of women's situation.
- Assessment of faults and incidents and their possible penalties.

The functions of each professional profile are described below:

COORDINATOR

- Coordinating with the Intervention Technical Team to monitor and supervise women's situation.
- Establishing regular meetings with the Technical Team of intervention for the supervision of the Individual Intervention Programs with each one of the users.
- Producing and preparing the reports and coordination with the Funding Bodies.

- Collaborating along with the rest of professionals of the Intervention Technical Team in those interventions that require it.
- Supervising and coordinating the work of the professionals of the Intervention Technical Team.
- Visiting the Emergency Center periodically.
- Justifying and managing expenses.
- Administrating the Emergency Center.
- Supervising the adequacy of the equipment and maintenance of the Emergency Center.

SOCIAL WORKER

- Managing requests for admittance.
- Informing about the documentation to be submitted before admission.
- Requesting the social report to the Entity / Organization that derives the case.
- Reporting on the performance of the resource.
- Explaining in detail the Internal Regulations to potential candidates.
- Coordinating along with the rest of professionals of the Intervention Technical Team for the preparation and monitoring of the Individual Intervention Programs.
- Managing the user's exit permits (collection and processing of documentation).
- Coordinating with the Intervention Technical Team in relation to the maintenance and functioning of the Emergency Center: maintenance of the house, control of the food, compliance with the internal regulations of the center, etc.
- Informing and guiding women about the resources and social services existing in

the corresponding Community and municipality.

- Facilitating arrangements in Public Organizations (Social Services, Health Centers ... etc.).
- Promoting the participation of users in associations or entities that have a benefit for their self-esteem and social inclusion.
- Managing with the Law Enforcement Agencies the collection of the children of the women and personal belongings of their home if the situation requires it.
- Referring to the Social Services and necessary resources.
- Coordinating with the Social Services of reference of the users.
- Coordinating and communicating with public bodies, entities, associations, etc.
- Managing the schooling of children and extracurricular activities.
- Managing the necessary procedures for the provision of health care for women and their children.
- Facilitating the search for a home.
- Accompanying the users to the corresponding agencies for document processing.
- Writing accurate documentation for cases, reports, intervention programs, and social reports.

- Evaluating and continuously monitoring the personal, social, familiar, financial, working and relational situation of women during the reception process.
- Ensuring compliance with the rules, regulations of internal regime and approved protocol regarding the functioning of the house.

INTERCULTURAL MEDIATOR

- Welcoming women users and minors.
- Explaining in detail the Regulations of Internal Regime and delivering said document to Women.
- Coordinating along with the rest of professionals of the Intervention Technical Team for the preparation and monitoring of the Individual Intervention Programs.
- Evaluating and continuously monitoring the personal, social, familiar, financial working and relational situation of women during the reception process.
- Managing the user's exit permits (collection and processing of documentation).
- Coordinating with the Intervention Technical Team for the operation of the Emergency Center: maintenance of the



house, control of the food, compliance with the internal regulations of the center, etc.

- Receiving the woman and her children in the resource and assigning her the necessary room and equipment.
- Facilitating the development of personalized educational programs designed by the team responsible for the host resource.
- Supporting women in their process of social inclusion.
- Controlling and guaranteeing the collective coexistence of women.
- Carrying out the plan of distribution of domestic tasks according to their work-training schedule.
- Accompanying women in and out of the Emergency Center when the situations of each one so require.
- Knowing the existing devices and resources and the legal and administrative procedure to file complaints and other proceedings.
- Preparing reports and necessary documentation periodically.
- Coordinating, through regular meetings with the coordinator of the Technical Team of Intervention of the Emergency Center, and other professionals.
- Providing an adequate atmosphere of relationship between minors living in the Emergency Center promoting activities in which all users can participate.
- Developing non-formal education in the leisure time of the users and minors.
- Developing school support, coexistence, solidarity, respect, non-discrimination activities, workshops, excursions, leisure and recreational activities, sports, games, and any other that results in the benefit of users and minors.
- Encouraging the participation of women in the educational tasks of their sons and daughters.
- Ensuring compliance with the regulations, the Internal Operating Regulations and the protocol relating to the functioning of the Emergency Center.

PSYCHOLOGIST

- Assessing cases.
- Proposing intervention itineraries according to each case.
- Collecting a responsible statement, in which the user bases the absence of parental authorization to receive psychological intervention by the minor.

- Coordinating along with the rest of professionals of the Intervention Technical Team for the preparation and monitoring of the Individual Intervention Programs.
- Facilitating the expression of emotions referring to each user's personal situations.
- Identifying risk factors to raise awareness about the risk of the case.
- Creating a personalized plan that promotes the increase in the safety of women and their children through protection strategies and resources, and allows them to reflect on their situation in order to solve problems.
- Developing strategies of endurance that facilitate the decision making of women.
- Developing the skills and abilities of women to improve their well-being and quality of life at a personal and family level, as well as to establish healthy relationships with their children.
- Making women aware of the importance of establishing rules and habits in their children and limits in their behaviours in order to provide them with an environment of security and calm and contribute to their personal development.
- Raising awareness and sensitizing women to use an educational model based on coeducation as a means to establish personal relationship styles based on equality between men and women and to prevent gender violence.

LEGAL ADVISER

- Providing legal guidance to women in all those civil and / or criminal aspects derived from the circumstances that have led them to admission to the Emergency Center as well as the options that may exist at the level of Immigration Law.
- Proposing intervention itineraries according to each case.
- Coordinating along with the rest of professionals of the Intervention Technical Team for the preparation and monitoring of the Individual Intervention Programs.
- Establishing a communication with the lawyer that has been designated to the user.
- Following up on the process.
- Accompanying women in all those procedures that are necessary before the Law Courts.

6.8 COORDINATIONS

COORDINATION WITHIN THE INTERVENTION TECHNICAL TEAM AND WITH THE WOMEN'S AREA OF MOVEMENT FOR PEACE-MPDL

A part of the Intervention Technical Team meets weekly or biweekly to assess the development of current cases and propose modifications and improvements in them. In addition, timely referrals are made within the Movement for Peace Women's Area-MPDL to which the Emergency Center corresponds, to cover those aspects susceptible to intervention that cannot be addressed from the resource.

Every day, each worker reflects the relevant information of her turn in the document "Field Notebook" with the objective of informing the rest of the team members of the Technical Team of Intervention of the most important aspects of each User.

Every month, a coordination meeting is held with the entire MPDL Women's Area Work Team, where opinions are shared and solutions are sought to reorient the cases and achieve greater independence and autonomy of the Users.

COORDINATION WITH OTHER RESOURCES

Effective intervention and attention to situations of gender violence and / or social exclusion requires a coordinated and integrated response among all the professionals and social agents involved in the case from the very start.

The Technical Intervention Team must maintain a close collaboration with other resources to offer an adequate intervention to all the needs posed by the Woman user and her sons and daughters.

COORDINATION WITH MUNICIPAL SOCIAL SERVICES

The person in charge of the Emergency Center must notify the entrance to the resource and the exit of the same to the reference professional of the Municipal Social Services Center that corresponds by registration to the Female user; Indicating her social, family and working situation and in the opportune cases, of the minors dependent upon the person concerned.

In the case of women and minors who access the Emergency Center but are not registered, the Intervention Technical Team values the possibility of managing this process through the network of family and social support of the female user; the social resources that make this procedure

possible and ultimately (and cases of extreme need), raises the option of registering at the headquarters of Movement for Peace -MPDL to facilitate access to Social Services.

Before the exit of the resource, the female user must have arranged an appointment at the corresponding Municipal Social Services Center.

COORDINATION WITH THE SPECIFIC MUNICIPAL RESOURCES OF GENDER VIOLENCE

When in the Emergency Center for Migrant Women in situations of gender violence and / or social exclusion of Movement for Peace-MPDL, a woman in a situation of gender violence with judicial protection measures is hosted, Law Enforcement Agencies in charge of monitoring and intervening with them are contacted. In the event that those responsible for this monitoring are in another location, the procedure to transfer the case to the corresponding municipal offices (Fuenlabrada National Police or Fuenlabrada Municipal Police) is carried out.

In addition, this type of women users (with or without protection order), are referred to the Municipal Point of the Regional Observatory of Gender Violence (PMORVG) of the municipality of Fuenlabrada, where they can have an access to the security device "ATENPRO", In order to extend their protection as much as possible.



7. ADMINISTRATION AND DOCUMENTATION OF RECORDS

All the referrals received requesting a place in the Emergency Center, are registered and numbered in an Excel document nominated with the correlative year. In addition, a copy of the referral report and a copy of the response issued from the Emergency Center to the Referring Entity are kept.

Each person who enters the Emergency Center (either Female or minor), is given a registration number that is reflected in a general Database and in the (physical) Book of Entries and Exits. When Female Users access without minors, their file is identified with the corresponding registration number; however, the family units (women with children) only have a nominated file with the registration number belonging to the mother.

The way to identify the file is to protect the personal data of Female users in an effective way to identify their correspondence. For this reason, it is proposed to write in the first instance the year to which the file corresponds, followed by an underscore and the registration number, followed by another underscore and the initials of the first name and surnames of the female user. For example: **2019_REGISTERN°_ABC.**

All records are kept in a computer folder according to the year of entry into the Emergency Center; within which there are two other sub-folders, the first one of Active Files (corresponds to the cases that maintain intervention) and the second one of Inactive Files (corresponds to the cases that have paralyzed or finished the intervention during the current year). Within each file, there are different folders and a document:

FOLDER OF ENTRY AND DEPARTURE DOCUMENTATION

Common to all records with the following documents:

- Social derivation report issued by the applicant entity.
- Admission report.
- Signed entry contract.
- Signed data protection clause.
- Regulations of Internal Regime signed.
- General security plan for women WITH or WITHOUT Order of Protection, as necessary.

- Deposit of documents (where all the documentation that is provided is indicated, to later be stored in the folder to which it corresponds).
- Photocopy of the DNI / NIE / PASSPORT of the applicant and each of the minors under their care.
- Legal documentation, especially a photocopy of the report and injury report, if any, as well as the Order of Protection or Sentence condemning the aggressor and including the protection measures.
- In necessary cases, updated medical report of the woman and of the minors under her care, in order to provide them, where appropriate, with the attention they need.
- Family Book (provision is not mandatory).
- Photocopy of the woman's health card and of her children (in case she has), if she has them (her provision is not compulsory).
- Vaccination card for minors (provision is not obligatory).

SOCIAL INTERVENTION FOLDER

In which the following documents must necessarily be found (attachments in the annexes):

- Social report.
- Social monitoring.
- Individualized Intervention Program.
- A subfolder of "Economic Itinerary"
- A subfolder of "Incidences".
- A subfolder of "Coordinations".
- A subfolder of "Stay extensions".
- A subfolder of "Exceptional permits".
- Any other necessary subfolder of inclusion.

AREA SPECIFIC FOLDER

A specific folder to carry out a register and follow-up of the intervention from each one of the areas from which the users receive intervention.

() In the case of intervention and monitoring from the area of psychology, all the information related to the users is password protected.*

DOCUMENT REGISTRATION OF ACTIONS

Word document in which all the dates are recorded and only the type of intervention that is carried out with each case with the intention of making the annual reports more effective and efficient.

The documents and folders mentioned above are distributed in WORD and PDF format in the virtual file, by the different folders of the intervention areas, as necessary; meanwhile the originals are all together attached to a physical file that only intends to collect the original documentation susceptible to signing relative to each case in paper format.

In case a file is opened during a year and continues during the following year, a direct access of the original file is created within the folder of active records of the new year in course, in such a way that, all the changes and modifications in both documents and avoid opening folders of years that are already closed.

8. INTERNAL OPERATING REGULATIONS

INTERNAL REGIME REGULATIONS OF THE
EMERGENCY CENTER FOR IMMIGRANT WOMEN
VICTIMS OF GENDER VIOLENCE AND / OR AT RISK

OF SOCIAL EXCLUSION OF MOVEMENT FOR
PEACE - MPDL

8.1 PROGRAM DESCRIPTION

The Center for immigrant women is a temporary shelter service, with an INTEGRAL intervention. The duration of the stay will be determined in the individualized program of intervention that, adjusting to their profile, will be carried out by the Center's team of professionals, for a specified period of

time, beginning with an initial month trial and a maximum duration of three months.

The Center hosts immigrant women in situations of gender violence and / or at risk of social exclusion, as well as their children (under 12 years old) and daughters who are in their care.

8.2 RIGHTS AND DUTIES OF THE USER

During her stay in the Center, the woman lodged there and her children have the following **rights**:

- Safe housing and feeding of women and children.
- Respect for their privacy, ideas and own beliefs.

- Individualized intervention in all areas: social, intercultural, psychological, legal and labour mediation.
- Participation in all decisions made regarding to their lives.

And the following **duties**:



- Maintain the Center's confidentiality, as well as other data that might identify it locally or by telephone. **THE NON-CONFIDENTIALITY OF THE CENTER WILL BE CAUSE OF IMMEDIATE REMOVAL.**
- Commitment, involvement and follow-up in the Individualized Plan of Intervention (making known the circumstances that may affect their financial, health and family situation relevant to the development of the Program).
- Acceptance and compliance with the Internal Regulations and the Guidelines regulating their daily lives set up by the Emergency Center.
- The users of the Center are responsible for letting their sons and daughters know the basic rules of operation of the resource and ensuring its compliance.
- Participation in mandatory monthly assemblies.
- Carrying out the tasks assigned by the Intervention Technical Team (cleaning, food, etc).
- Respect to their companions and their private life; based on tolerance and collaboration, in order to facilitate coexistence between all users and workers.
- Respect the private areas of the house (bedrooms, toilets, etc).
- Compliance with the hours of the resource.
- Maintenance of personal hygiene in them and their children.

8.3 BASIC RULES OF INTERNAL COEXISTENCE

1. BEHAVIOUR

All users must maintain a behaviour based on mutual respect, tolerance and collaboration, in order to facilitate coexistence among all users and workers of the Center.

2. DURATION

The duration will be determined by the appropriate development of the individualized program established for each user and by the compliance with the rules being renewed monthly; in any case, the renewal may not exceed three months of stay, counting from the signing of the contract to enter the resource).

The stay in the apartment can be interrupted by:

- Failure to comply with the regulations.
- Completion of the Intervention Process.
- Voluntary withdrawal from the Program
- Other different reasons such as, removal, etc.

3. EQUIPMENT

At the entrance to the Emergency Center, the user receives the following equipment (with its respective identification number) and is responsible for its care and maintenance.

- A set of keys.
- A pillow.
- A mattress cover.
- A complete set of sheets.
- A quilt with its respective cover.

- A blanket (in winter).
- A large towel.
- Two lunch boxes.

If during the stay, it is necessary to increase the quantity of any of the delivered pieces (or incorporate a new one), it must be reflected in the corresponding file.

At the end of the stay the responsible user has to deliver all the equipment received.

4. BEDROOMS

The **use and care of the rooms** is restricted to **women and minors who sleep in them**. The entrance to the rooms of the other users is not allowed.

The rooms are a space for **rest and calm**. **School work** and leisure and **fun activities** should be done in other **common areas** ready and prepared for it, such as the kitchen, the dining room and the courtyard.

Food is NOT allowed in rooms.

It is **not allowed** to make significant **changes** in the **arrangement of the furniture** in the rooms.

Valuable items that women keep **in their rooms**, remain entirely **under their responsibility**. MPDL **does not assume any responsibility**, under any circumstances, for any losses or disappearances that may occur.

The users must agree to share a room with another user and / or their minor children when this is established due to the needs of the Center. They must also accept to be moved from a room during their stay in the resource when the circumstances of the Center require so.

The users must allow access to the workers of the Center to their rooms and places of common use, to verify their state of conservation and cleanliness, and to prepare the inventory at the exit of the Center.

5. SCHEDULES

The Center's schedule is common for all users, as well as for their children, and exceptions can be considered with due justification, communication and approval by the Intervention Team.

INS AND OUTS

The **time of arrival** at the Center is **22.00 at night in winter, and 23.00 at night in summer**, being completely **forbidden the night outings** under any circumstances. Women may arrive an hour and a half later provided the **cause is justified, communicated and approved** in advance by the Center.

The users and their minor children must always **spend the night in the Center**. Users who are not in a situation of gender violence with a medium risk, high or extreme, can request exceptionally, sleep one night a month outside the Center. They must communicate this fact in advance and sign the necessary permission to do so.

MEALS

Eating outside the dining room or kitchen is not allowed. The use of the kitchen has a schedule. Cooking is not allowed before 07.00 in the morning, or later than 10.00 in the evening. The woman who arrives before or after the indicated hours with the need to eat, has to anticipate this situation and leave the food prepared in advance.

After cooking, each woman is responsible for cleaning the utensils used and leaving everything clean and collected.

PERSONAL CARE

Personal hygiene must be done **from 07.00 in the morning and before 23.00 at night**.

In the case of **the room that has a bathroom** inside, the personal hygiene must be done **from 07.30 in the morning and before 22.00 at night**.

In the case in which **the women** of this room **need**, for previously justified cause to the proper workers, to make **use of the shower outside of these schedules; they have to use the common bathroom** of the house **to avoid noise and discomfort** towards the people with whom they share a room.

Women and children cannot fill the bathtub with water. The **personal hygiene** is carried out

by means of **showers** favouring a responsible use of water and resources.

For everybody **the maximum time** per person to stay in the bathroom **for personal hygiene is 20 minutes**.

All adult **women** are **responsible** for **leaving the bathroom as they and their children find it before using it**. Drying the soil that gets wet, collecting the hair that falls and putting everything that has been used into place, always maintaining an order.

COMMON PLACES

The users have a living room with TV, which they can use during the day.

If there are several women interested in making use of a common area and do not reach an agreement (bathroom, TV, kitchen ... etc.); **a maximum time of use of 30 minutes** for each one is established (in the case of the bath **20 minutes per person**), starting to enjoy it on even days the woman who entered the floor before, and on odd days the one who entered later.

Mothers are responsible for the **play area** of their sons and daughters is **collected and cleaned** after its use.

REST TIME

It is the period of time that goes from 22:30 to 08:00 in working days. The rest time for weekends is from 12:00 to 10:00. All users must respect this time.

In rest time, floor activities cease, so any noise (such as those generated by the use of appliances) should be moderate, so that the rest of the users, or their minor children, are not disturbed neither the neighbourhood of the community, or the professional of the Center.

The maximum time to put the children to bed is 22.00 at night. In case of doing it later, the reason for this should be explained to the workers.

From this time on, the level of conversation and noise among adult women has to decrease considerably in order to provide adequate rest and not to disrupt minors.

CLEANING SCHEDULE

The **daily tasks** are done according to the established shifts and exposed on the bulletin board. They must be done in the **morning** and if not, the **reason** for completion in the afternoon must be **explained** to the proper worker. At the end of the tasks, it must be signed, at this time being subject to review and evaluation by the Intervention Technical Team.

VISITING HOURS

Visits are not allowed, on any day or schedule. Nor is it permissible for anyone to accompany the user to the door or surroundings of the Center.

EMERGENCIES DURING THE NIGHT

In case of emergency, the worker on duty must be notified.

6. BELONGINGS

Each user can bring their personal belongings such as clothes, personal hygiene items, desk supplies, books, etc., as long as they do not pose a risk or inconvenience to other users.

Women can request the custody of small amounts of money in the workers office to avoid losses or disappearances.

When it is time to leave the flat each user should take their belongings with them and leave the room available and in a clean and good condition.

After the departure of the users, the Center will keep the objects or equipment that could have been left by them for a maximum period of 7 days; after this period has elapsed, they will be disposed of.

7. CHILD CARE

If the **children** are left **in charge of another person** and / or the user of the flat, the **mothers**

are **responsible** for notifying the workers in writing and in **advance** of this fact.

The mother must sign a document in which she agrees to be the only responsible for the welfare of the child, since she is ultimately the guardian or legal guardian of the child. This document must include an identification document and the telephone number of the caretaker.

The **person left in charge of the child**, assumes the **responsibility** of covering **the basic needs and attention** during the period of absence of the mother.

8. PERMISSIONS

Everything that goes out of daily routine, requires authorization by the Technical Team Intervention and must be notified in writing to the workers of the center with the intention of having knowledge and respond appropriately.

9. MANAGEMENT

The request of money to the Center / MPDL to cover any expense, must be made, at least, 24 hours in advance, and, the invoice must be compulsorily delivered.

Data for billing will be provided.

10. SERVICES AND ACTIVITIES

Internal and external activities organized and planned in advance, require mandatory attendance. If not attend, it is necessary to submit a



supporting document explaining the reasons for the absence.

A monthly assembly, that requires the participation of all users, is held in order to improve coexistence and mediate possible conflicts.

11. MEDICATION

The users must communicate to the Intervention Technical Team the medication prescribed by a

professional that they or their minor children are taking. Medication must always be out of the reach of minors.

12. DRUGS

It is totally forbidden to smoke, consume alcoholic beverages and / or any other type of toxic or narcotic substances within the Center, as well as to reach it under its effects.

8.4 BREACHES AND SANCTIONS

The users, by signing this regulation, undertake to comply with all the duties and obligations stipulated in it, as well as to abide by and comply with all guidelines for behaviour and coexistence that are indicated to them by the Technical Team of Intervention of the Center of Emergency.

Failure to comply with any of these rules may result in committing a slight, serious or very serious incident, with a negative impact on the user's file.

1. MINOR INFRACTIONS

A mild misconduct is considered:

- Failure to attend mandatory activities, meetings and / or individual and / or group appointments scheduled from MPDL and not previously justify the absence, as well as being late to them.
- Do not perform the cleaning shift or any other common task that has been assigned by the Center team, unless prior justification and authorization of the MPDL professional team.
- Consume any food or drink (other than water) in the rooms.
- Minor faults of respect towards other users and / or program professionals.
- Failure to respect the rest time of the Center.
- Leave the room untidy and / or do not clean the bathroom or kitchen once they have been used.
- Exceed in an hour and a half (maximum) the time of arrival at the Center without justification and prior authorization by the program team.
- The constant interruption of the daily work of the users.
- The commission of a minor fault will be reflected in a PART OF INCIDENCE, it will reflect what happened and must be signed by the user and the worker of the Center.

2. SERIOUS MISCONDUCT

Serious faults are considered:

- Consume alcohol or any other toxic substance inside or outside the vicinity of the center and / or arrive under the effects of it.
- Smoking in the Center.
- Failure to provide the INVOICE necessary for the justification of expenses.
- Failure to maintain the necessary hygiene in themselves and in the minors in charge.
- Leave the children in charge of another user without prior authorization signed by both women.
- Change of room and / or bed without prior authorization from the Intervention Technical Team.
- Intentional damage to the property and / or belongings of other program users and / or MPDL professionals.
- Any robbery or theft that occurs in the Emergency Center.
- Loss of Emergency Center keys.
- Provide any person with the address of the Emergency Center, as well as turning up accompanied by someone outside the Center or someone waiting for them at the entrance or in the vicinity of the property.
- Breaking a Protection Order or Precautionary Measure.
- If the user is a victim of gender violence, to be in direct contact with her alleged aggressor in any way.
- To have violent behaviours, both physical and verbal, towards the residents, their minor sons and daughters and towards the Intervention Technical Team.
- Having psychotropic substances, dangerous objects (knives, weapons, sticks or similar), and / or having alcoholic beverages.
- Refusal to carry out any of the steps that the professionals of the Center have

planned in the Individualized Intervention Program.

- Overnight outside the Center without authorization from the Intervention Technical Team.
- The commission of a serious misconduct will be reflected in a PART OF INCIDENCE, it will record what happened and must be signed by the user and the worker of the Center.

C. VERY SERIOUS FAULTS

Very serious faults are considered:

- Any verbal and / or physical aggression, and / or threat to another user, to minors residing in the center and to any of the professionals of the Intervention Technical Team, as well as to the facilities.
- Leave the children in charge of and care for another person without prior authorization signed by both and without providing documentation and contact of the other party.
- The fraudulent concealment of any circumstance or event whose prior knowledge by the technical team would have meant not entering the program.
- The commission of three minor faults.
- The commission of two serious faults.

The commission of a **very serious fault** will mean the IMMEDIATE REMOVAL OF THE CENTER.

The severity of the faults will be determined according to the above. In any case, MPDL

personnel will have the power to respond to exceptional circumstances or special vulnerability in order to change the degree of severity of sanctions as it deems appropriate.

Conflicts and disagreements caused by the development of coexistence in common will be resolved through the mediation of the professionals of the Center's technical team.

In accordance with Organic Law 3/2018, of December 5, Protection of Personal Data and digital rights guarantee you give your consent for the treatment of the data provided in this contract. We inform you that these data will be incorporated into the MPDL databases, in order to provide you with the best psychosocial, legal and labour assistance. Your refusal to provide them will imply the impossibility of doing this work.

In accordance with Organic Law 3/2018 you have the right at any time to access, rectify or cancel the data referring to your person included in our databases at the following address: C / Martos, 15, 28053 Madrid.

User Signature:

NOTE

The personal data provided at all times from the beginning of the intervention, are solely for the purpose of inclusion in the database of the MPDL Program, keeping their privacy outside the Programs managed by MPDL.

These standards are subject to modification and adaptation to the circumstances by the team of MPDL professionals in order to guarantee the normal development of the coexistence in the shelter flat and its effectiveness.

It is the obligation of all users and / or professionals to maintain order and make good use of the facilities (electricity, gas, television, etc.).

9. GOOD PRACTICES IN THE INTERVENTION IN THE CENTER OF EMERGENCY

When intervening and being part of the process that women live within the Emergency Center, it is necessary to take into account a series of transversal aspects contemplated in the integral methodology and the differential approach, which start from the reception, support and the professional and personal acceptance of those who are going through complicated situations. Therefore, we must immediately emphasize establishing an environment of security and calm.

The following is a series of guidelines that facilitate the work of the Intervention Technical Team in terms of the most appropriate work methodology throughout the stay of women in the resource:

- Asking her what name she prefers to be referred to by the Intervention Technical Team.
- Believing the woman and letting her know. Offering positive messages and pointing out their abilities and achievements.
- Supporting the decisions of women and promoting involvement in their own process so that it is she who makes the decisions. Do not impose your own criteria and be flexible to her needs.
- Offering information that will help her understand what is happening and working the referral to other specialized professionals who can intervene positively.
- Continuous attention: the user should perceive that what she says is being listened to with interest and both verbal and non-verbal communication should be taken care of.
- Empathy: active listening, without interruptions or judgments, that the woman

perceives that her story is relevant, that her situation is comprehended and her suffering is understood.

- Clarity of language: in the case of women subjected to gender violence, special care must be taken, since they are under high levels of anxiety that can make understanding difficult and, therefore, communication. We must respect their silence and favour a space for reflection.
- The effectiveness of the questions: when women are asked, they must opt for those questions that require a greater specification in their explanation, avoiding revictimization as much as possible and having to tell their story on numerous occasions.
- Respect: it is very important that she feels understood and not judged. Her values and convictions must always be respected. The attitude of the Technical Intervention Team must convey support throughout the process.
- Not to reinforce self-responsibility over decisions made in the past and not to blame on women for them.
- Reviewing beliefs and own attitudes as professionals, as well as working and expressing as a team those situations or conflicts that may be affecting the development of daily work.
- Using an inclusive and non-sexist language to eliminate stereotypes, detect topics that devalue them, etc. The empowerment of women during the intervention must be encouraged.



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10. ANNEXES

- 10.1 Admission report
- 10.2 Entry agreement
- 10.3 Information clause and registry data approval
- 10.4 Document repository
- 10.5 Delivery and return of material document
- 10.6 Social report
- 10.7 Comprehensive security plan for women with a protective order
- 10.8 Comprehensive security plan for women without a protective order
- 10.9 Individualized intervention programme
- 10.10 Intervention follow up
- 10.11 Action log
- 10.12 Affidavit
- 10.13 Stay extension
- 10.14 Certification of stay
- 10.15 Pernocta authorization outside the emergency center
- 10.16 Authorization care of the minor
- 10.17 Incident report
- 10.18 Acknowledgement of receipt
- 10.19 Exceptional temporary leave
- 10.20 Leaving part

10.1 ADMISSION REPORT

In Fuenlabrada on June 15th 2019

The Emergency Center for immigrant women victims of gender violence and / or at risk of social exclusion addresses you after having received from your Center the corresponding social report requesting a place for Ms and her sons and daughters and after the timely interview carried out by the social worker of the Center with the user,

WE INFORM YOU THAT:

Entrance request shall be admissible for Ms and their minor children who may remain in the resource for a period of no more than three months, establishing a trial period of one month, from to

If this trial period is not passed, derivation will be proceeded.

If during the period of stay in the Center, the user incurs a breach of the rules of coexistence that she has been previously read, explained and consented, the immediate expulsion from the host program will be carried out.

Signed. Center Employee

10.2 ENTRY AGREEMENT

FILE NUMBER:

DATE:

NAME AND SURNAME:

N.I.E./PASSPORT:

MINORS DEPENDENT:

Having read the aforementioned **Regulation** and once received the pertinent information, given by the professional of the Emergency Center for Immigrant Women victims of gender violence and / or at risk of social exclusion, Ms

I STATE THAT

FIRST - I undertake to respect the mentioned **Internal Regime Regulations**.

SECOND - The duration of the stay will be extended from to, from the date and signature of this document.

THIRD - The breach or non-acceptance of any of the clauses of the Internal Operating Regulations will cause an **INCIDENCE**, and depending on its severity or the number of incidences accumulated, it may lead to **WITHDRAWAL**, bringing about the end of her stay in the Center immediately.

Which I certify for the record. by signing this contract in Fuenlabrada, on 15th June 2019.

Signed. Worker

Signed. User

In accordance with Organic Law 3/2018, of December 5, Protection of Personal Data and digital rights guarantee you give your consent for the processing of personal data to benefit from some of the social supports available. The personal data will be transferred or communicated to any public or private body that finances the project, in order to evaluate your request or justify the help received.

In accordance with the Organic Law 3/2018 you have the right at any time to access, rectify or cancel the data referring to your person included in our databases at the following address: C / Martos, 15, 28053 Madrid. Telephone 91 429 76 44. Responsible for data protection.mailto:dpo@mpdl.org.

Signed: User

10.3 INFORMATION CLAUSE AND REGISTRY DATA APPROVAL WOMEN'S AREA

(Petitioner's personal data)

Ms
CIF/NIF/NIE Identification number
Domiciled at
Contact phone
E-mail address

RESPONSIBLE FOR DATA PROCESSING

Name	MOVEMENT FOR PEACE, DISARMAMENT AND FREEDOM
CIF	G28838001
Mailing Address	CL MARTOS, 15-LOCAL 28053-MADRID
Contact Phone	91 429 76 44
E-mail address	mpdl@mpdl.org
Data Protection Delegate	dpo@mpdl.org

PURPOSE OF USE

A. I **authorize** my personal data to be treated and maintained as long as it s necessary for the intervention carried out by the Movement for Peace Women's Area. The personal data will be transferred or communicated to any public or private body that finances the project, in order to evaluate your request or justify the aid received.

☐ Yes ☐ No

B. I **authorize** the collection of health, racial or ethnic origin and judicial procedures data to the extent necessary for the development of services and / or participation in the requested projects.

☐ Yes ☐ No

C. I expressly **authorize** the Women's Area professionals so that they can contact other professionals and / or social agents who are also intervening with me (Social Services, lawyers, other social entities) to achieve the objectives of the intervention agreed with them.

☐ Yes ☐ No

D. I expressly **authorize** the use of my image in the field of group and community activities organized by Movement for Peace.

☐ Yes ☐ No

E. I **authorize** the sending of informative communications by any means present or future, including emails, watshapp or sms.

☐ Yes ☐ No

Personal data will be kept for as long as necessary to be able to help you, with a limit of ten years from the last assistance, unless the rules of the funders indicate otherwise. They will only be communicated to third parties by legal compliance, rules of the funders or authorization by the interested party.

LEGITIMACY

All the purposes indicated with respect to the beneficiaries' personal data are treated with the legitimate basis of consent. All requested data are compulsory.

RECIPIENTS

Personal data will only be communicated to third parties to comply with legal obligations, to the competent public authorities when necessary, to public or private funders or to our suppliers to the extent required.

RIGHTS

Any person has the right to revoke their initial consent, to request access to personal data concerning them, to request their rectification or suppression, to request the limitation of their treatment, to oppose their treatment (if there is public interest or legitimate interest) and / or the right of portability. In all cases you can exercise your rights by email to mpdl@mpdl.org accompanied by an identity document. Anyone can submit a claim to the Spanish Agency for Data Protection through the website www.agpd.es if they consider that their rights have not been met.

The signer is informed of the foregoing, and gives his consent for the purpose intended, as required by the General Data Protection Regulations 2016/679.

Beneficiary:
NIF/CIF:

In Fuenlabrada on June 15th 2019

10.4 DOCUMENT REPOSITORY

Ms

As a holder of the identification document N°

I ACKNOWLEDGE THAT

On the day of the date indicated below, I have delivered in the Integrated Women's Advice Program / Emergency Supervised flat of the Movement for Peace, MPDL, a simple photocopy of the documentation related below, to handle administrative processes in my own interest in relation to the activity being advised.

☐ PASSPORT COPY

☐ CARD COPY

☐ RESOLUTION COPY

☐ COPY OF THE SENTENCE

☐ COPY OF THE WORK CONTRACT

☐ COPY OF THE REPORT

☐ OTHER
.....
.....

Which I certify for the record, by signing this document in Madrid on June 15th 2019

Signed:

10.5 DELIVERY AND RETURN OF MATERIAL DOCUMENT

In Fuenlabrada on June 15th 2019

Ms of legal age, with identification document
acting as Hosted Woman in this Center,

DECLARE:

FIRST – That upon my arrival at the Center I received the following materials:

☐ A BATH TOWEL

☐ A LUNCH BOX

☐ BED SHEETS

☐ PILLOWS

☐ QUILTS

☐ OTHERS
.....
.....

Signed. – Worker

Signed. – User

SECOND – When leaving the resource, I give them back in a perfectly preserved condition, as well as leaving the room I occupied clean and in running order, just as I found it when I arrived.

Signed. – User

10.6 SOCIAL REPORT

FILE NUMBER

USER PHONE NUMBER

REPORT						
Recipient		Performance date		Contact person		Phone
BENEFICIARY						
Name	Surname	Date of birth	Nationality	ID N°	Entry date	Leaving date
CHILDREN						
Name and Surname		Nationality	Date of birth		Custody	
DERIVATIVE ENTITIES - INVOLVED IN THE CASE						
Entity	Contact person		E-mail address		Phone	
SOCIAL SERVICES						
Census	City REGISTRATION					
Health Center	Reference professional			Contact		
ASSESSMENT OF THE SITUATION						
Life History						
Present personal and social framework						
Present psycho-emotional framework						
Present financial and labour framework						
Health situation						
Administrative situation						

WORK PROJECT - Case general approach
Social Intervention
Psychological Intervention
Legal Intervention (criminal, immigration formalities and civil)

In Fuenlabrada on June 15th 2019

SIGNED: Staff worker

10.7 COMPREHENSIVE SECURITY PLAN FOR WOMEN WITH A PROTECTIVE ORDER

If you have suffered Gender Violence, lodged a complaint and requested an Protective Order you are granted the comprehensive protection statute that includes: precautionary measures of criminal order addressed to the accused, such as the prohibition of residing and / or going to a certain place, neighbourhood, municipality, province or any other location, or Autonomous Community; the prohibition of approaching you and specific individuals; the prohibition of communicating with you and with certain people; the deprivation of the right to possession and carrying weapons, and even pre-trial detention.

However, the Protective Order does not guarantee effective compliance by the accused who may be tempted to break it, for this reason you must have prepared a SECURITY PLAN, aimed at protecting you with the best guarantees or the chance of escaping from a situation of violence in case that such breach occurs.

WHEN THE AGGRESSOR BREACHES OR YOU BELIEVE THAT THESE PROTECTION MEASURES MAY NOT BE MET

1. If the **non-compliance occurs in your home**, follow the guidelines of the previous Security Plan (Security Plan for Women **WITHOUT** a Protective Order).

- a. Make up a sign language or signals that allow you to communicate to your children when they should leave the family home and go to a neighbour's house where they can take refuge and ask for help.
- b. Tell some neighbour of your trust about your situation and ask them to call the police at the moment they hear any violent incident in the family residence.
- c. Think of the address of a friend or family member to take refuge until there is no risk and you can return your home.
- d. Teach your children to dial the emergency telephone number ⁽¹¹²⁾ where they can request the help of the Police, Civil Guard and Emergency Medical Services.

2. If **the breach occurs on public roads**, enter the nearest place where other people are, never run away to a place where you are alone.

3. Call 112 and wait for the Law Enforcement Authorities to come.

SECURITY MEASURES YOU MUST TAKE

1. AT YOUR RESIDENCE AND YOUR DAILY LIFE

- a. If you stay at your usual address you **must change the lock** for a new one.
- b. If somebody shows up at the address for whatever reason, **do not let him in under any circumstances**.
- c. Keep a **copy of the Protective Order** and always carry it with you.
- d. Call the Police at any time that the restraining order is violated.
- e. You can request the TAM Teleassistance Mobile service to be able to report the emergency situation at the same time it occurs. The TAM terminal will allow you, at a simple click of a button, to mobilize the protection resources (Police, Civil Guard, etc.), and you will be easily located since it incorporates a GPS system.
- f. Immediately report the court that issued the Protective Order on any transgression of it.
- g. If you have children and visiting arrangements have been established, **do not bring the children yourself**, ask somebody else to take the children and always outside the house.
- h. If the Judge does not decree the exchange to be done in a Meeting Point, you can request it in your **Social Services**, where the security of the minors and yours will be guaranteed.

2. AT YOUR JOB

- a. **Inform** at work that you own a Protective Order and ask for their collaboration in case he can call or show up at your place of work.
- b. You can **request a change** of Work Center or schedule, and that the confidentiality of these changes is guaranteed.
- c. Have a plan prepared for the departure of work. Find a companion to go by car, bus or train. Use a variety in your routes to go home if possible.
- d. Keep a **copy of the restraining order** at the workplace.
- e. Deliver to security staff and friends a photo of the abuser.
- f. Try not to go alone to breakfast or lunch.
- g. If the abuser calls your work, **save the messages**. Also save any electronic message and report it.
- h. Always carry **money**.
- i. If someone chases you in the street, in no case should you go to your home.

3. AT YOUR CHILDREN'S SCHOOL

- a. Let your children's School Management **know** about the situation and that you hold a Protective Order.
- b. Ask the School Principal to inform the teachers of the minors so that they are only delivered to you when they leave the classes.
- c. Also inform that if you cannot go to pick them up and another person goes they will be only delivered in case a written authorization signed by you is shown.

4. If the aggressor fails to comply with the Protective Order, you must denounce him, in this way the Police will be able to arrest and bring him to court and the Judge will decide whether to adopt tougher measures against the aggressor and start a new judicial procedure.

10.8 COMPREHENSIVE SECURITY PLAN FOR WOMEN WITHOUT A PROTECTIVE ORDER

If you experience gender based violence, but you have not made the decision to denounce your aggressor yet or continue living with him, you must have prepared a SECURITY PLAN, designed to protect you with the greatest guarantees or escape from a situation of future violence.

IF YOU FEEL YOUR SECURITY AND THAT OF YOUR CHILDREN OR DEPENDANTS IS THREATENED:

1. WHEN YOU THINK AN AGGRESSION MAY BE PRODUCED:

- a. Try not to be in places where the aggressor can have an access to dangerous objects.
- b. Try to stay in a room out of the reach of the aggressor and near the outside door in order to facilitate moving out
- c. If you can, take refuge with your children at a neighbour's house.
- d. Close all entries, if the aggressor has left the place.

2. **Make up a sign language or signals** that allow you to communicate to your children when they should leave the family home and go to a neighbour's house where they can take refuge and ask for help.

3. **Tell some neighbour of your trust about your situation** and ask them to call the police at the moment they hear any violent incident in the family residence.

4. Think of the **address of a friend or relative in which to take refuge** until there is no risk and you can return to your home.

5. Teach your children to dial the **emergency telephone number (112)** where they can request the help of the Police, Civil Guard and Emergency Medical Services.

6. **Always** keep at hand:

- a. **DNI, NIE or passport.**
- b. **A set of keys** to your house and car.
- c. **A set of clothes** for you and your children.
- d. **Medical cards.**
- e. **Family Book.**
- f. **Phone book** in which you must include all the contacts of friends or relatives who can support you, as well as the phone numbers you can call for help.
- g. Sales or rental contract of the house.
- h. **Complaints and medical reports** of previous aggressions (if any).
- i. Passbook and / or **bank cards.**
- j. **Documents** accrediting income and family expenses (payroll, payment slips...).
- k. **Mobile and charger.**

7. Keep in mind that it is convenient that you have an amount of money that allows you to meet your and your children's expenses until there is a court decision that sets an financial contribution by your partner or spouse. If possible, have a small amount of money saved.

8. If your phone records the last numbers dialled, when you make a call asking for information or help in relation to the situation of abuse, take care to subsequently dial a phone number that does not trigger suspicion to the aggressor, friends or relatives, for prevent the abuser from discovering the number you have actually called.

10.9 INDIVIDUALIZED INTERVENTION PROGRAMME

INDIVIDUALIZED INTERVENTION PROGRAMME.
PERSONAL DATA: FILE NUMBER:
PROJECTED INTERVENTION:
STARTING DATE OF INTERVENTION PROGRAMME:
ASSESSMENT OF THE SITUATION:
INTERVENTION FROM THE PROGRAMME:
OBJECTIVES OF THE INTERVENTION: LENGTH (SPECIFIC TIMELINE): PROPOSED ACTIVITIES:

I commit myself to be part of the Individualized Intervention Program and to participate actively in the activities collected,, being previously agreed between the Program beneficiary and the professional, taking into account that said intervention will be carried out in coordination with the Social Services of reference and may be subject to the changes that may be necessary for the best results of it.

In Madrid, on June 15th 2019.

User File Number

Ana Casado Prieto
Social Worker with the Registration Number 9985

10.10 INTERVENTION FOLLOW UP

FILE NUMBER:

[illegible]

10.11 ACTION LOG

FILE NUMBER:

[illegible]

10.12 AFFIDAVIT

Mr./Ms with DNI/NIE/Passport number
..... and usual address
..... number located in the city of
zip code number and mobile phone number, as father
/ mother of the minor born on the (day)
of (month) of (year)

STATES THAT

Understands and accepts that any decision that exceeds those related to the exercise of ordinary parental authority must be taken by mutual agreement of both parents.

That the authorization that accompanies this declaration is signed only by the mother because of:

- ☐ Single-parent family
- ☐ Death of the other parent
- ☐ Deprivation of the other parent of the custody of the children by court decision
- ☐ Restraining order or sentence or other precautionary measures
- ☐ Material impossibility to contact the other parent, because of living in another country or ignorance about his/her residence
- ☐ Express assent of the other parent to act in the ordinary exercise of parental authority (Article 156 of the Civil Code)
- ☐ Other circumstances (specify):
.....
.....

Providing the following documentation:
.....
.....

Being aware that this decision is subject to the knowledge and endorsement of the other parent and, in case of disagreement, with the decision of the competent judicial body.

For this to be recorded and to have the appropriate effects, sign this declaration in, on June 15th 2019.

Signed: Mr./Ms

10.13 STAY EXTENSION

In Fuenlabrada on June 15th 2019

FILE NUMBER
SURNAME AND NAME

The Emergency Center for Migrant Women victims of gender violence and / or at risk of social exclusion of Movement for Peace - MPDL, states in this document that Ms is a user of this resource from (the day) and that she ends her stay on

From the Emergency Center, we give a positive assessment to the fact that Ms extends her stay in the resource and can continue being a user of it until (the day)

Signature.- Staff Center

Signature.- User

10.14 CERTIFICATION OF STAY

In Fuenlabrada on June 15th 2019

From the Emergency Center for Immigrant Women in situation of gender violence and / or at risk of social exclusion of Movement for Peace - MPDL, it is hereby stated that Ms with identification document number and their children, are residing in our facility from (the day) so far.

For any further information do not hesitate to contact the Intervention Technical Team on the telephone

Signed: Center Employee

10.15 PERNOCTA AUTHORIZATION OUTSIDE THE EMERGENCY CENTER

In Fuenlabrada on June 15th 2019

I, Ms, of legal age, with ID/PASSPORT number acting as a hosted woman.

CERTIFY THAT:

I have been informed by the workers of the Emergency Center for Migrant Women victims of gender violence and / or at risk of social exclusion of Movement for Peace - MPDL, on its operating rules and specifically about the impossibility of staying overnight more than a night per month (with sound previously communicated reasons) outside the Emergency Center because of motives addressed below:

- 1.- The risk that it poses for my physical integrity in relation to my aggressor.
- 2.- For being an operating standard of the Emergency Center I was verbally informed of on the day of my admission and in writing when I was delivered the Operating Regulations Document.
- 3.- Even so, and under my responsibility, I decide to spend the night of of 20 outside the Center, making use of the permission to stay overnight a night corresponding to the month of of 20 This means that, during this month, I will not be able to raise the option of sleeping outside except for emergency and / or medical emergency reasons.

For all this to be recorded and have the appropriate effects, I sign the present document.

Signature. Center employee

Signature. User

10.16 AUTHORIZATION CARE OF THE MINOR

CENTER OF EMERGENCY FOR IMMIGRANT WOMEN VICTIMS OF GENDER VIOLENCE AND AT RISK OF SOCIAL EXCLUSION OF MOVEMENT FOR PEACE - (MPDL)

In Fuenlabrada on June 15th 2019

Ms, of legal age and with identity document number.....;
acting as a user of the Emergency Center for Immigrant Women victims of gender violence and at risk
of social exclusion of MPDL, I sign this document to manifest my responsibility on my son / daughter:
..... underage, to stay in the Center in the care of the user
..... holder of the identity document number
..... (from to); and / or in the care of my friend
..... of legal age and identity document number and with
telephone number (from to) during my absence for
labour reasons.

All signatories declare claim responsibility for the child/children mentioned above.

Signature.: Minor/s mother

Signature.: User who is staying in their care

Signature.: Person who is remaining in their care

10.17 INCIDENT REPORT

In Fuenlabrada on June 15th 2019

FILE NUMBER
Surname and name
Date of entry in the Center

Events occurred:

Signed .- The User

Signed.- Center Employee

10.18 ACKNOWLEDGEMENT OF RECEIPT

CENTER OF EMERGENCY FOR IMMIGRANT WOMEN AT RISK OF SOCIAL EXCLUSION AND / OR VICTIMS OF GENDER VIOLENCE OF MOVEMENT FOR PEACE-MPDL

RECEIPT

Ms, Holder of Passport / NIE number, user of the Emergency Center for women immigrants in situation of gender violence and / or risk of social exclusion has received from Movement for Peace Disarmament and Freedom (MPDL) the amount of € (..... euros) in concept of

In Fuenlabrada on June 15th 2019

User signature

10.19 PART OF TEMPORARY LEAVE FOR EXCEPTIONAL CIRCUMSTANCES

In Fuenlabrada on June 15th 2019

FILE RECORD:

APPEARING

On the one hand, Ms, acting as a (social educator / social worker) of the Emergency Center for immigrant women victims of gender violence and at risk of social exclusion belonging to Movement for Peace(MPDL) with professional collegiate number

And on the other one, Ms, of legal age, with identity document number on behalf of her and her minor children, of years of age and with ID number

STATE

1. That at the date of, the user, Ms decides to leave the center voluntarily, despite not having completed the maximum stay time.

2. That her reason for leaving the center is, SINCE UNTIL, so it is absolutely impossible for her to spend the night in the center during this period.

3. That because it is an EXCEPTIONAL AND JUSTIFIED SITUATION, the user may re-enter the center immediately, until completing the full period of stay in the center, this is , until the day (PUT ON WHAT DATE THE STAY WOULD END BY COUNTING FROM THE DAY OF HER THEORETICAL RETURN TO THE CENTER), or until he decides to leave the center voluntarily.

4. That the TEMPORARY LEAVE AGREEMENT FOR EXCEPTIONAL CIRCUMSTANCES is not extendable.

To have the appropriate effects, both parties sign this document in on June 15th 2019

Signed- Center employee

Signed- User

10.20 LEAVING PART

In Fuenlabrada on June 15th 2019

FILE NUMBER:

APPEARING

On the one hand, Ms, with Identity Document number, acting as a worker of the Emergency Center for immigrant women victims of gender violence and / or at risk of social exclusion belonging to Movement for Peace (MPDL).

And on the other hand, Ms, of legal age, with identity document number on behalf of her and her minor children, of years of age and with identity document n°

STATE

That both parties sign the present leaving part in the Emergency Center for immigrant women victims of gender violence and / or at risk of social exclusion of MOVEMENT FOR PEACE(MPDL).

Leaving motivated by:

- ☐ Completion of maximum stay period
- ☐ The user on her own volition (indicate causes)
- ☐ Expulsion penalty
- ☐ Other causes (specify)
.....
.....

Signed. – Center Employee

Signed. – User

In accordance with Organic Law 3/2018, of December 5, Protection of Personal Data and digital rights guarantee, you give your consent for the treatment of the data provided in this contract. We inform you that these data will be incorporated into the MPDL database, in order to provide you with the comprehensive intervention foreseen in this program. Your refusal to provide them will imply the impossibility of doing this work.

In accordance with Organic Law 3/2018 you have the right at any time to access, rectify or cancel the data referring to your person included in our database at the following address: C / Martos, 15, 28053 Madrid.

Signed. – User



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