

MUNICIPAL PROGRAMME OF MALE VIOLENCE AGAINST WOMEN

You are not alone!



Bilbao

UDALA
AYUNTAMIENTO



IF YOU ARE IN TROUBLE, CONTACT US!

**We are here to help you,
and will help with whatever you need**

- **If you need information and guidance** on your rights, and the services and resources available to you, call the Equality Area at Bilbao City Council and ask for an appointment on **944 204 838**.
- **If you need protection**, safety or to report the abuse, call the local police (24/7) **092/112**.
- **If you need emergency services and resources** or emergency access to a shelter, call the Municipal Social Emergency Services of Bilbao (24/7) on **94 470 14 60**.

There is also a Specialist Hotline and Information
Service at your disposal
SATEVI **900 840 111** (24/7)

HOW DO YOU KNOW IF IT IS MALE VIOLENCE AGAINST WOMEN?

You have suffered or are suffering male violence...

- **IF HE CONTROLS YOU:** He calls you all the time, he checks your mobile phone, asks you to explain where and with whom you are going or about what you do or say; controls the money that you spend, how you dress and asks you to change what you are wearing when he does not approve, makes decisions for you, etc.
- **IF HE ISOLATES YOU:** He does not like you to have friends, does not want you to see or contact your family, does not want you to work or study, etc.
- **IF HE INTIMIDATES YOU:** He sneers at you in front of other people, you are frightened of him, he shouts at you, insults you or humiliates you. He takes important documents away from you, such as your passport or bankbooks, he coerces you, he blackmails you, etc.
If he forces you to have sex.
- **IF HE MANIPULATES YOU:** He is always telling that you are to blame and that you are always wrong; he threatens you that he will kill himself or keep your children, etc.

Article 50.2 of the General Provisions of Act 1/2022, of 3 March, of the second amendment of the Gender Equality Act establishes male violence against women as “a violation of human rights, a major public health and social problem, and an expression of the unequal power relations and of discrimination against women, which, furthermore, performs the social function of perpetuating the structural inequalities that exist according to gender. It covers all the violence exercised against women, including girls and female adolescents, and transexual women, due to the fact of being women, or which affects them disproportionately in the public and private spheres alike...”.

IF YOU WANT A LIFE FREE OF VIOLENCE, WE WILL WORK WITH YOU ON A PERSONALISED PATHWAY TO GET YOUR LIFE BACK

Just ask for an appointment with the **EQUALITY AREA** at Bilbao City Council; you will receive support, information and help on the steps you can take.

MUNICIPAL SUPPORT SERVICE FOR WOMEN VICTIMS OF MALE VIOLENCE:

This service offers coordinated, specialist, ongoing, comprehensive and personal support to all women residing in Bilbao, regardless of their age, origin, culture, functional diversity, sexual orientation, etc.

- Specialist service offering **information, assessment and advice on** your rights, resources and services:
 - Social support and mentoring
 - Psychological care
 - Legal advice
 - Guidance and access to social and economic benefits

- We offer **accessible** support to women with functional diversity
- We have a translation, **interpretation and sign language** service
- We ensure **confidentiality**
- You do not need to report the abuse, but if you want to, we will help you and be there with you to file the **report** and to apply for a **Protection Order**



WE WILL BE WITH YOU AT EVERY STEP OF THE WAY AND GIVE YOU THE HELP YOU WANT

You have the right to:

- **LEGAL AID:** The local police will contact a lawyer to help you file the report and advise you, if you want, on the steps you are going to take before filing it (for cases of violence or sexual violence) or to help you apply for a Protection Order
- **TEMPORARY EMERGENCY ACCOMMODATION 24/7:** If you have to leave the family home in a case of violence, you can directly apply to go to a shelter with your local social services or through the police, medical centre, etc.
- **APPLY FOR HOUSING:** We will help you to look for housing. You can also sign up with Etxebide [Basque Housing Service] to apply for a rented property.
- **APPLY FOR ECONOMIC BENEFITS:** The one-off benefit managed by the Social Services Directorate of the Basque Government. You are also entitled to apply for the Income Guarantee Scheme (RGI).

- **PERSONAL SUPPORT AND ADVICE TO FIND A JOB:**
We will offer you a tailored pathway to join the job market and to sign up for training courses. You are entitled to a mentor at the Lanbide - Basque Employment Service offices.
- **COMPREHENSIVE SOCIAL ASSISTANCE:**
You and your family are entitled to receive support, care and shelter to ensure your right to physical and moral integrity. We will offer you a tailored pathway to recover a life free of violence.

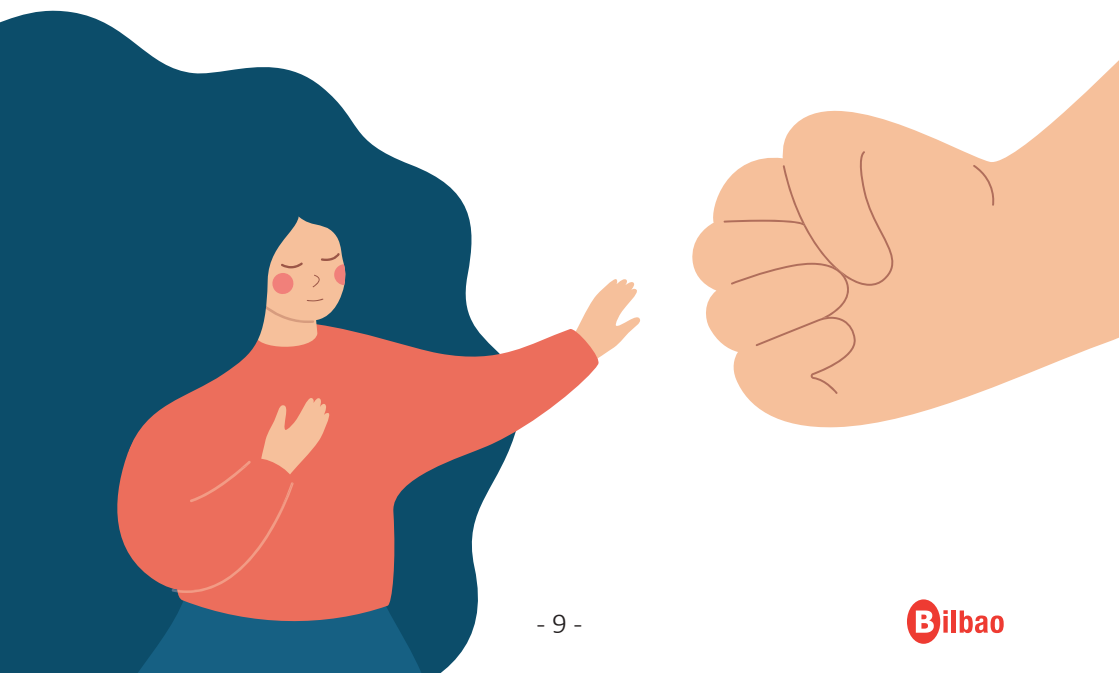


SELF-PROTECTION MEASURES

- **If you believe you are in danger**, you can call **092** or **112**, or go to the nearest police office.
- **If you live with your abuser and are afraid**, ask for specialist information and advice as soon as possible. If necessary, have an escape plan. Always keep the emergency numbers (092 and 112) close at hand. You can store them in your mobile telephone under a speed dial number on the keypad to call them automatically.
- **If you need medical care** you can go to a health centre or hospital (24 hours a day) and explain what has happened. If necessary, they will contact the Social Services or the local police or the Ertzaintza [Basque Police Force].
- You can download the **112 SOS DEIAK application** onto your mobile phone: You can speak or send messages 24 hours a day. The application is adapted for people with hearing or speaking impairments.
- You can download the **EraStop/AgreStop application** onto your **Android/IOS** mobile: You can use it in emergency situations to get help; geolocation, virtual mentoring, panic button, etc. It is free and helps to protect you in the case of possible sexual assaults.



- **You can call 900 840 111 SATEVI** (Specialist Hotline and Information Service for Women Victims of Male Violence). Professionals will help you immediately and ensure confidentiality and anonymity 24/7. The call is free and safe, and will not appear on the telephone bill.
- **You can be supported by the associations** that work to prevent and assist women victims and survivals of violence. They can help you and inform you about your rights and be at your side throughout your process. The associations can refer your demands to the EMAKUNDE advisory committee (emakunde@euskadi.eus or 945 01 67 00). And don't forget that the associations also offer self-defence and empowerment workshops for women that can make you stronger in your recovery and growth process.





**IF YOU ARE HAVING TROUBLE,
CONTACT US!**

**WE WILL HELP YOU WITH
WHATEVER YOU NEED**

WE ARE HERE TO HELP YOU!

- **EQUALITY AREA**
Plaza Venezuela nº2, 4ª planta. 48001 Bilbao
944 204 838 berdintasuna@bilbao.eus
Specialist social care in non-urgent situations.
By appointment from 8.30 a.m. to 2.00 p.m.
Mondays to Fridays (from 8.30 a.m. to 1.00 p.m.
from 1 June to 15 September)
- **LOCAL POLICE**
092/112 (24/7)
- **MUNICIPAL EMERGENCY SOCIAL SERVICES - SMUS**
Uribitarte 11. 48007 Bilbao
944 701 460 (24/7) urgencia@bilbao.eus
- **SPECIALIST HOTLINE AND INFORMATION SERVICE – SATEVI**
900 840 111 (24/7)



**YOU ARE NOT
ALONE!**

**AS WOMEN, WE ARE ENTITLED TO A
LIFE FREE OF VIOLENCE**