

## What is gender violence?

It is produced as a manifestation of historically unequal social, economic and cultural relations and includes any physical or psychological aggression against a woman that is likely to adversely affect her health, her bodily integrity, her sexual freedom, or any other situation of distress or fear that restricts her freedom. Likewise, Gender Violence is considered to be violence against minors and dependents of a woman when they are assaulted with the intent to do harm to the woman.

## Where can I go?

Women in these situations can access the **NETWORK OF MUNICIPAL POINTS OF GENDER VIOLENCE OF THE COMMUNITY OF MADRID**, where a global and comprehensive social, psychological and legal intervention is available.

You will find a multidisciplinary team of professionals who will assist you and, if necessary, refer you to the different specialized services.

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DIRECT HELPLINES

012 & 016



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Dirección General de Igualdad  
CONSEJERÍA DE FAMILIA,  
JUVENTUD Y POLÍTICA SOCIAL

# WE WANT TO HELP YOU



NETWORK OF COMPREHENSIVE CARE  
FOR VICTIMS OF GENDER VIOLENCE

DIRECT HELPLINES

012 & 016



Comunidad  
de Madrid

# What does the Community of Madrid offer?

## NON-RESIDENTIAL CENTERS

• **Day Center:** These centers provide information and psychosocial counseling, with specialized professional teams made up of psychologists, social workers, lawyers, intercultural mediators and educators. The objective is to help women to promote their personal autonomy.

Access is direct at the woman's own initiative.

### "Ayaan Hirsi Ali"

Tel.: 915 23 06 44

Email: [centrodiamujer@intress.org](mailto:centrodiamujer@intress.org)

### "Pachamama"

Tel.: 915 72 05 12

Email: [cdpachamama@candelita.org](mailto:cdpachamama@candelita.org)

• **ADOLESCENT UNIT "No te cortes":** Provides information, guidance, legal advice and specialized psychosocial assistance to adolescent girls who are victims and their families. The team is made up of professionals specialized in psychology, social work, legal advice and social education.

Tel.: 012 Mujer

Email: [vgjovenes@madrid.org](mailto:vgjovenes@madrid.org)

• **CIMASCAM (Center for comprehensive care for women who are victims of sexual violence):** Provides psychological treatment, counseling, support, assistance and legal defense to adult women who are victims of sexual violence and their family members.

Tel.: 91 534 09 22

Email: [cimascam@madrid.org](mailto:cimascam@madrid.org)

• **Psychosocial Center. MIRA Program:** Offers specialized psychosocial care for victims of violence against women in any of its forms, supporting their recovery process from psychological after-effects, offering post-traumatic stress treatment. For this purpose, they have a professional team made up of specialists in psychology, child and adolescent psychology, social work, intercultural mediation and social education.

• **24h Crisis Center:** Assisting women who are victims of sexual violence 24 hours a day, every day of the year. The team of professionals is made up of specialists in social work, psychology and legal advice and defense.

Tel.: 900 599 316

Email: [centrodecrisis24@madrid.org](mailto:centrodecrisis24@madrid.org)

## RESIDENTIAL CENTERS

Providing safe housing and support for women and their children, as well as specialized counseling and support programs.

### We have:

- Emergency centers
- Shelters
- Protected apartments
- Centers for women victims of trafficking for the purpose of sexual exploitation
- Centers for young women victims of violence and/or at risk of social exclusion
- Centers for women prisoners and ex-prisoners
- Centers for women over 65 years of age who are victims.

## OTHER SERVICES

• **ATIENDE:** Offers evaluation, care and treatment of emotional damage to women and children who are victims. The team is made up of professionals specialized in psychiatry, psychology and social work.

• **SOJ (Legal Guidance Service):** Offers individualized, free, face-to-face legal advice to women residing in the Community of Madrid on Civil, Criminal, Labor and Penitentiary Law.

Tel.: 91 720 62 47

Email: [soj@madrid.org](mailto:soj@madrid.org)

• **UNIT FOR ATTENTION TO WOMEN WITH INTELLECTUAL DISABILITY AND VICTIMS OF ABUSE (U.A.V.D.I.):** Psychological, legal and social attention to women with intellectual disability and victims of abuse.

Tel.: 900 33 55 33

### Victim Information Telephone 012 WOMAN.

Provides information and guidance on rights and resources to women, family members and professionals.

### Telephone Information WOMAN 016.

Provides information and guidance on rights and resources to women who are victims, family members and professionals.

