Dealing with gender violence outside the university environment

As a member of the university community, it is possible that at some point someone will tell you that they are experiencing gender violence outside the university environment, which means the situation cannot be dealt with via the UOC's Protocol for the prevention, detection, handling and resolution of cases of sexual harassment and harassment on the grounds of sex, sexual orientation, and gender identity and/or expression.

This document contains a number of guidelines to help you support this person.

How can I help the victim?

Listening and supporting

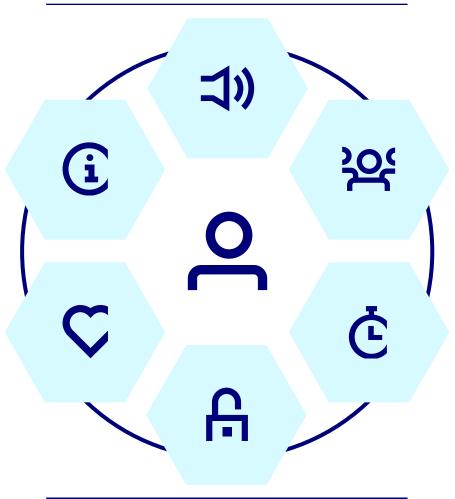
Do not doubt the victim's story or blame them. Show understanding and do not minimize the impact of violence.

Providing information and resources

Ensure communication is smooth, clear and adapted to the circumstances of the person, and provide them with all the information available, so that they can act independently, according to their needs.

Treating the victim with empathy

Avoid being condescending, acknowledging their feelings as an equal and giving them space to express those feelings.



Stressing the UOC's commitment

Bear in mind the systemic nature of gender-based and LGBTIQ-phobic violence in society, condemn it and stress the UOC's institutional commitment to eradicating it.

Providing calm, respectful support

Focus on the needs of the person, listen actively and do not pressure them to give details. Do not rush them and make sure any decisions are their own.

Ensuring confidentiality and privacy

Respect and guarantee their right to privacy.

What resources can I offer?

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Catalonia

It is an emergency: the victim or those around them are in imminent physical danger.

violence: phone 900 900 120 or email
900900120@gencat.cat

This helpline can put you in touch with a **Crisis Interve**

24-hour specialist helpline for victims of gender

This helpline can put you in touch with a **Crisis Intervention Service (SIC)** that provides immediate psychological and emotional support, both by telephone and in person, to help victims at critical moments.

It is not an emergency: the victim or those around them are NOT in imminent physical danger.

- Specialized Intervention Services (SIE): specialized care and support for women and their children affected by gender-based violence.
- Care, Recovery and Reception Service (SARA): walk-in centres providing care for victims of gender violence, including children from 0 years old.
- Women's Help and Information Services (SIAD): information, guidance and legal and psychological advice on women's rights.
- Women's Help and Information Points (PIAD): local municipal services with information and advice in each district.
- **Resource Finder:** https://igualtat.gencat.cat/ca/ambits-dactuacio/violencies-masclistes/recursos-per-a-labordatge-de-les-violencies-masclistes



International

• Emergency telephone number: 016 / 600 000 016 / 016-online@igualdad.gob.es

• Search engine for support and prevention resources in cases of gender violence in all the autonomous communities: https://wrap.igualdad.gob.es/recursos-vdg/search/Search.action



• EU emergency telephone number: 112

victims of gender violence 900 22 22 92.

- ice or
- Emergencies outside the EU: contact the local police or contact the specialized gender violence helplines advertised on government websites in many countries.
- to victims of gender-based violence.
 https://www.womensaid.org.uk
 OMCT: help for victims of torture and domestic violence,

• Women's Aid: offers shelter, legal and emotional support

- OMCT: help for victims of torture and domestic violence, including legal and psychological support. https://www.omct.org
- **UN Women:** offers resources to empower women and support victims. https://www.unwomen.org/es
- Amnesty International: provides legal advice. https://www.amnesty.org





