

# DEMA

Dispositivo de Emergencia para Mujeres Agredidas  
Emergency Procedure for Women  
suffering from Aggression

**NO more violence  
against women**



**IT'S TIME TO CALL  
RING 112**



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## WHAT IS DEMA?

It is a **round-the-clock** service offering **immediate** assistance for women who are victims of domestic violence who have suffered an aggression or who are in a situation of imminent risk. **DEMA is run by specialist staff and is available 24 HOURS A DAY, 7 DAYS A WEEK.**

## WHAT DOES DEMA OFFER?

- **We will accompany you to the immediate medical examination**, if necessary.
- **We will give you legal advice** on your rights and means of protection for victims and persons dependent on you.
- **We will accompany and assist women** for all the steps that it is necessary to take.
- **We will give you information** on all the actions and possible alternatives that are open to you (legal, conjugal, family and/or labour-related) for the solution of the situation of violence you have suffered.
- **We can give you an immediate place in a secure refuge** as a means of protection and without any need for a prior complaint.

## HOW DO YOU ACTIVATE DEMA?

The DEMA system can be activated with a simple phone call, by the victim herself or by any other person who has knowledge of the situation of violence, to the **Emergency Number 1-1-2**, where you will be attended to by specialist staff who will mobilise all the necessary resources for accompanying the victim directly and immediately if there is an emergency situation.

## WHAT HAPPENS IF DEMA IS ACTIVATED?

Once the system is activated and DEMA staff have acted, the woman will be directed to the specific resources of attention, intervention and/or a temporary place in a secure refuge, if necessary, as well as the rest of the standard resources according to need in each case.

You can find the leaflet translated into a number of different languages on the web page of the *Instituto Canario de la Mujer* (Canary Islands Institute for Women):  
**[www.gobiernodecanarias.org/icmujer/](http://www.gobiernodecanarias.org/icmujer/)**

 **24 HOURS EVERY DAY OF THE YEAR**