

**SUPPORT SERVICE FOR WOMEN VICTIMS  
OF GENDER-BASED VIOLENCE**  
through the emergency telephone number

**we're working  
for you**



**24 hours a day, every day of the year.  
Because a VIOLENCE-FREE  
life project is possible.**



[www.gobiernodecanarias.org/icmujer](http://www.gobiernodecanarias.org/icmujer)



**Instituto Canario  
de la Mujer**  
Gobierno de Canarias

## ABOUT US

The Support Service for Women Victims of Gender-based Violence is a regional project that is staffed by a team of professionals who are specialised in gender-based violence.

### How does it intervene?

**When an alert is received through the 1-1-2 line regarding gender-based violence**, not only are the necessary health, police and social resources activated in order to control the emergency situation, but **the call is also taken by the Support Service for Women Victims of Gender-based Violence** in order to inform women about their rights, protective measures that can be taken, resources that are available, and to activate the Assaulted Women's Emergency Service (D.E.M.A.), whenever immediate support is required by this service.

### What does DEMA do?

When the Assaulted Women's Emergency Service has been activated, the woman agrees on a place where she can meet up with DEMA and other professionals. Their work includes:

- **To accompany and help women** to report the incident to the police, request legal protective measures, be seen by a doctor, and any other arrangements that are advisable or necessary in order to provide immediate support.
- **To inform on women's rights**, offering guidance and advice on what steps to take.
- **To make immediate accommodation arrangements**, organising a temporary place for women and any children in their care to stay, if this is necessary to ensure protection.
- **To refer women and put them in contact** with other services and specialised centres, as required in each individual case.

After one decade of operation (1999 – 2009) we have intervened in more than 86,000 incidents related to gender-based violence. **We work for you, so that experts can give you the key support that you need to stop gender-based violence.**

## SERVICES

The Support Service for Women Victims of Gender-based Violence forms part of the Emergency and Security Coordination Centre of the Canary Island Government (CECOES 1-1-2).

**It is an immediate support service** that provides specific telephone support to citizens' demands related to **gender-based violence in any of its forms** (physical, psychological or sexual violence), regardless of where it takes place (in the family, by the partner, at work, school or socially).

The support service acts in coordination with other emergency services in order to provide an effective response, in particular by mobilising resources that are available for the specialised social support of women who are victims of gender-based violence on the Canary Islands.

**Anyone, professional or otherwise, or the women themselves**, who know of or are in an at-risk situation **can ask for the immediate support service to be activated by calling 1-1-2.**

**The alert call is a starting point to activate coordinated action using the resources that are required in each individual case**, such as citizen protection and security, as well as healthcare and social support.

At the Support Service for Women Victims of Gender-based Violence, **we work for you** non-stop, twenty-four hours a day, every day of the year, **because a VIOLENCE-FREE life project is possible.**

**THIS LEAFLET HAS BEEN TRANSLATED INTO SEVERAL LANGUAGES AND CAN BE FOUND ON THE WEBSITE**

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