



European  
Commission

# Good practices for tackling domestic violence in the context of COVID-19

Webinar, 19<sup>th</sup> of May 2020

**Spain: Contingency Plan to  
combat gender violence  
during the crisis stemming  
from COVID-19**

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Justice

# Basic information

- **Royal Decree 463/2020**, of 15 March: declared a state of emergency for the management of the health crisis situation caused by COVID-19.
- The Ministry of Equality, aware of the need for extraordinary actions to protect women and their children from gender violence, immediately decided to put into action a **Contingency Plan to combat gender violence during the crisis stemming from Covid-19**.
- **Royal Decree-Law 12/2020**, of 31 March, establishing urgent measures for the protection of and assistance to victims of gender violence.

# 1. Declaring the specialised services that protect and assist victims of gender violence and their children essential.

- ✓ Their adequate functioning is guaranteed.
- ✓ Their modes of provision are adapted to the exceptional circumstances.
- ✓ Interventions and work carried out with women and children in this regard will continue, unchanged.

**Services:** 016 telephone helpline / ATENPRO Service / Online services monitoring compliance with restraining orders / Emergency centres, shelter houses and any other safe accommodation (if there are no available places in the regular shelter houses, tourist accommodation will be made available).

## 2. New instant messaging service via WhatsApp

- Implementation of a new instant messaging service via WhatsApp available 24/7, for advice and immediate **emotional and psychological counselling** for victims.
- The service is run by a team of women psychologists specializing in gender violence.

### 3. Prevention and awareness campaign against gender violence during the confinement period

Launching of a prevention and awareness campaign against gender violence during the confinement period, targeting the general public and women victims of gender violence:

**“ESTAMOS CONTIGO, LA  
VIOLENCIA DE GÉNERO LA  
PARAMOS UNIDAS”  
(WE ARE WITH YOU;  
TOGETHER WE WILL STOP  
GENDER VIOLENCE)**



**#Todo  
Saldrá  
Bien**



**#Todo Saldrá Bien**

# We are with you

TOGETHER WE WILL STOP GENDER VIOLENCE

**If you are a victim of gender violence, remember:**

- 016  INFORMATION
- 112  EMERGENCY
- 682916136  PSYCHOLOGICAL SUPPORT
- 682508507  SUPPORT (WhatsApp)

**#ESTE VIRUS LO PARAMOS UNIDOS**  **016**

GOBIERNO DE ESPAÑA MINISTERIO DE IGUALDAD

SECRETARÍA DE ESTADO DE POLÍTICA Y PARTICIPACIÓN CÍVIL Y CONTRA LA VIOLENCIA DE GÉNERO

UNIDAD NACIONAL DEL SERVIDOR CONTRA LA VIOLENCIA DE GÉNERO

# We are with you

TOGETHER WE WILL STOP GENDER VIOLENCE

**#Todo Saldrá Bien**



**#WeAreWithYou**

Male violence against women is not tolerated in this town. If you are a victim and need help, your neighbours are with you, we can help you.

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## 4. Guide for women suffering gender violence under domicile confinement stemming from the state of emergency resulting from COVID-19

The publication and dissemination of this guide addresses the principal questions posed by women suffering gender violence.



- The guide contains a list of **questions, procedures, and information about this situation and on resources** such as integrated services, emergency assistance, State and Autonomous Community shelters, as well as support provided by state security forces and the Spanish justice system.
- In this guide women can also find all the **information concerning the exceptional measures** put into place as a result of the state of emergency, letting them know that integrated assistance, emergency, and accommodation services are still operational, as well as information about new measures.
- Of the resources included in this Guide that have been reinforced as a result of the RDL, the **ALERTCOPS App** for women in emergency situations who cannot call the police has also been reinforced; this app sends an emergency signal to the police with the victim's location.
- The guide also includes **guidelines on the visiting arrangements** of the children of victims of gender-based violence during the state of emergency.



# Challenges and lessons learned

## CHALLENGES

- Coordination between different levels of Administration.
- Information during confinement: reaching all women.
- Awareness-raising.
- Next: Action Plans Post-COVID-19.

## LESSONS LEARNED

- Reinforce systems to guarantee and protect rights during crisis.
- Services for GBV victims: essential.
- Additional measures.
- Dialogue with specialized NGOs.

<https://violenciagenero.igualdad.gob.es/>