

## **Introduction**

Welcome to this guide, a space designed especially for you, a migrant woman who, like all of us, has gone through unique and brave challenges. We want you to know that this guide is yours, it is personal and it is made with the purpose of offering you support, knowledge and the assurance that you are not alone on this journey.

We understand that your path may have been marked by uncertainty, adapting to a new environment and, possibly, fighting situations of violence. We want you to feel that this guide is like a warm hug, like a conversation with friends who understand you, who have lived similar experiences and who want to accompany you in your search for a life free of violence.

Each of us is unique, with our own story and challenges. Therefore, this guide addresses a variety of topics such as gender violence, violence suffered during and after the immigration process as women, how to identify signs of abuse, how to seek support and how to support someone who suffers violence. We know how confusing it can be to arrive in a new country and not know where to start all the necessary administrative procedures. A situation that represents a barrier to access to rights and the fight against violence, which is why we will provide you with valuable information about the document regularization process in Spain.

We want you to feel that this guide is a valuable and personal resource, designed for you and by women like you, who have overcome similar challenges. Your story is important, your worth is undeniable, and you deserve a life free of violence.

## **What is gender violence in migrant women?**

They are acts of violence that specifically affect women who have migrated to another country or place. These forms of violence include any act that harms migrant women due to their gender, race, and class. Although both men and women emigrate, the phenomenon does not affect them equally. Whether migrating regularly or irregularly, data indicates that migrant women are at high risk of being victims of violence, including gender-based violence, exploitation, trafficking, slavery or detention. This violence can be compounded by challenges such as:

- Language barriers
- Administrative situation
- Economic dependence
- Lack of knowledge of the laws of the host country
- Lack of information
- Lack of support networks
- Immigration grief
- Fear of being expelled from the country

## **What types of violence can be suffered?**

In this section, the different types of violence that can affect women in general and, more specifically, migrant women will be examined. Understanding these various manifestations of violence is essential for making decisions and seeking support in similar situations, since violence can arise not only from partners or ex-partners, but also from co-workers, employers or any member of society.

- Physical violence: Physical attacks that may include hitting, kicking, pushing or any form of bodily harm.
- Psychological violence: Emotional and mental tactics to control, humiliate or frighten a woman, such as insults, threats, emotional manipulation or social isolation.
- Sexual violence: Non-consensual or coercive sexual acts, such as rape, sexual harassment, touching, deprivation of privacy, pressure to engage in unwanted sexual activities, and even an inappropriate and non-consensual sexual comment.
- Economic violence: Control of women's financial resources, limiting their economic independence, such as denying access to money, destroying property or control over their salary.
- Vicarious violence: The aggressor uses the victim's children as a tool to exert control, power or coercion over her.
- Institutional violence: Discrimination and abuse that can come from institutions or systems, such as linguistic barriers in accessing services, questioning the victims' stories or the lack of protection for women who report gender violence.
- Workplace violence: Abuse in the workplace, such as unfair wages, labor exploitation, or harassment by employers or co-workers. Even if a person is in an irregular administrative situation, they have the same labor rights as any person with a DNI or NIE.
- Violence in education: Barriers to access to education, whether due to discrimination in the school system, lack of resources adapted to immigration needs or restrictions to obtain recognition of degrees and credentials.
- Violence in access to housing: Discrimination in the search for housing, whether through discriminatory practices by landlords, segregation in neighborhoods or poor housing conditions.
- Immigration violence: Abuse related to the immigration process, such as human trafficking, detention in immigration centers, or abuse by human traffickers.

### **What facts can be reported?**

Recognizing which situations are reportable is essential to raising awareness about the importance of ending any form of violence that you may suffer as migrant women. Next, we will explore some of the facts that may be the subject of a complaint:

- **Threats**: Threats, whether verbal, written or through electronic means. They can be threats to cause physical harm, direct harm to the children to affect the mother, unjustified eviction from the place of residence by the landlord, deportation to silence complaints or resistance, among others.
- **Coercion**: Coercion involves pressuring, forcing, or manipulating a woman to do something against her will. The most common are emotional manipulation using children as a control tool, the use of child custody as a form of control, abuse by human traffickers, unequal treatment in the educational system, among others.
- **Insults and humiliations**: Some of them are denigration through offensive and derogatory words, constant devaluation of the victim's self-esteem, public or private ridicule of appearance, skills or behavior, among others.
- **Physical attacks**: Physical attacks, even if they do not cause serious injuries, are absolutely reportable. These include hitting, slapping, kicking, damage to personal property, physical restraint, involuntary confinement, among others.
- **Sexual assaults**: Sexual assaults, which include rape, sexual abuse, sexual harassment

or sexual assault either by an intimate partner or at work or in any social setting; coercion to engage in unwanted sexual activities; and even inappropriate comments or jokes of a non-consensual sexual nature.

### **What to do in a situation of violence?**

Addressing and overcoming a situation of violence is a brave and fundamental process, and an essential step on this path is reporting. Although it may seem terrifying, the complaint triggers crucial protection mechanisms of the Administration of Justice. To carry out this step, having adequate support and advice is essential.

If you have physical or mental injuries or think you may have them, go to the health center or the emergency department of a hospital. If you are a foreigner and have not yet applied for a health card, don't worry, they will also assist you.

You must request medical attention, a complete examination and a duplicate of the medical report or assistance report showing the injuries. You can tell healthcare personnel how the injuries occurred and who caused them, as well as the relationship you have with the aggressor.

Afterwards, it is required to file a complaint or present a protection order in the case of gender violence. Filing a complaint is a crucial step in the search of help and justice. Knowing where to do this process can make a difference in the response and support you receive. The places to file a complaint are:

- National Police Station.
- Civil Guard Post.
- Duty court.
- Local Police Office: when it is urgent and there is no National Police station, Civil Guard barracks or court on duty.

If you are going to report a situation of racism, theft, loss of documents or any other type of complaint and the person is in an irregular administrative situation, it is advisable to go to the Court on duty and not to the Police. Audio and/or video recordings and other evidence will be helpful. If there are people who can and want to testify, take their information such as name and contact phone number. In addition, to file the complaint you can request a public defender.

### **What to do in the event of sexual assault?**

Initially, it is recommended to contact the emergency services (091, 092, 112 or 062). Subsequently:

- It is not recommended that you return or stay at your home, the most convenient thing is that you go without washing and with the same clothes that you were wearing at the time of the attack to the security forces or the nearest health center.
- The case will be derived from these areas and you will be accompanied to the relevant services. - You can request that the complaint be taken by female staff, in private and without unnecessary delays.
- Gynecological examination may also be required in private and that the taking of biological samples, preventive treatment of pregnancy and sexually transmitted diseases, be

done as soon as possible.

### **What to do if I suffer violence at work?**

Remember, as a worker, you have fundamental rights that guarantee fair and equitable working conditions. You have the right to have a written contract, although a verbal contract is also valid under the law. From the first hour of work, even during the trial period, you must be legally registered. In addition, you are guaranteed a remuneration that cannot be less than the Minimum Interprofessional Wage, proportional to the hours worked. Likewise, if you work overtime beyond those specified in the contract, you have the right to receive the corresponding payment for these additional hours. These rights are fundamental to ensure fair and decent working conditions.

To file a complaint if you suffer any type of discrimination or violence at work, you must go to the Provincial Labor and Social Security Inspection office. Once there, you can report the employer.

Currently there is no regulated form that allows people in an irregular administrative situation to access employment. However, even if a person

If you are in this condition, you have the same employment rights as any person with a DNI or NIE. Including access to resources to report abuses and labor exploitation.

If you have suffered sexual harassment at work, it is recommended:

- Inform the works council, the legal representation of the workforce or the unions, who will be responsible for initiating the pertinent legal procedures. - Request psychological support.
- Report the situation:
  - ❖ To the Labor Inspection.
  - ❖ To the Criminal Court.
  - ❖ To the social court.

### **What to do if I suffer gender violence?**

An invaluable resource to take this first step is to seek guidance. Various NGOs and public administration points are specifically dedicated to providing the necessary support for migrant women or victims of violence.

These places not only offer a safe and confidential space, but also have trained professionals who can provide detailed information about the reporting process, providing guidance on the steps to follow in the legal process, emotional support, psychological counseling and comprehensive services. that address the diverse needs of women in these situations. At the end of this guide you will find a series of entities and places to go to if you need it.

Migrant women in an irregular administrative situation who report an attack of gender violence will not be subject to the opening of a disciplinary file until there is a final ruling.

Rights of women victims of gender violence:

- Protection and security measures.

- Comprehensive social assistance.
- Free legal assistance in all direct or indirect processes and procedures related to the violence suffered.

Benefits you can access:

- Minimum Vital Income.
- Active Insertion Income.
- Help of Art. 27 LOVG or single payment aid.
- Advance payment guarantee fund for food.
- Right to recognition of a widow's pension in cases of gender violence, as long as they can prove their status as victims of gender violence at the time of judicial separation or divorce.

### **What is an Order of Protection?**

It is a legal instrument designed to protect victims of gender violence against all types of attacks. The Protection Order may be requested by the victim or by those people who have a family or emotional relationship with them. You can appear at any Police Station, Civil Guard post or Regional or Local Police offices; in the Court or Prosecutor's Office; in the Victim Assistance Offices; in social services or assistance institutions dependent on Public Administrations; or in the Legal Guidance Services of the Bar Associations.

Once the request is received, it will be sent to the Court of Duty. Whenever the Judge on Duty considers it appropriate, depending on the seriousness of the facts and the need for comprehensive protection of the victim, he may adopt any of the legally provided precautionary measures such as: provisional detention, prohibition of approach, prohibition of residence, prohibition of communication or any other.

Subsequently, the victim or his legal representative must request provisional civil measures. These measures may consist of the attribution of the use and enjoyment of the family home, the determination of the custody regime, visits, communication and stay with the children, the food provision regime and any provision that is considered appropriate in order to remove the minor from danger. Measures of a civil nature must be requested by the victim or his legal representative, or by the Public Prosecutor's Office when there are minor or incapable children.

The Protection Order issued by the Judge confers on the victim a comprehensive protection status that incorporates an enabling title to access social assistance measures and, particularly, active income for social insertion, free and specialized legal assistance, and any other assistance or protective measure.

Once again, the administrative situation will not affect the right to comprehensive assistance that the law recognizes as a victim of gender violence.

Furthermore, the foreign victim in an irregular situation has the right to regularize his or her situation for humanitarian reasons, as established by the regulations on immigration matters. To do this, the following requirements must be met:

- Having reported being a victim of gender violence.
- Provide the Protection Order or a Report from the Public Prosecutor's Office that indicates the existence of signs of gender violence.

## **Who can report?**

Anyone can come forward and report situations of violence. The main protagonist to report is the direct victim of the aggression, who has all the right and support to do so. However, it is also recognized that any person who has knowledge of the crime, whether direct witness or informed, can intervene and communicate what they know. Police, medical services, social services and judicial authorities are available as resources for those who wish to file a complaint and seek assistance and justice. The collaboration of the community in general is essential to address and eradicate gender violence.

## **What advantages does reporting abuse have for women?**

Reporting abuse gives women the opportunity to end the abuse and humiliation they have endured, marking the beginning of a process to free themselves from oppression. By taking this brave step, the doors are opened to leave behind the fear and dread that have dominated their lives, allowing them to regain control over their emotional and physical well-being.

Furthermore, reporting abuse is an act that encourages women to learn to be free, and responsible for their own lives. By breaking the control exerted over them, the possibility of rebuilding relationships with family and friends opens, strengthening the ties that violence may have affected. This brave step also marks the beginning of a new life, where women stop living under the shadow of control, without having to ask permission and freeing themselves from the feelings of guilt that often accompany situations of gender violence.

## **What can I do if it is another woman who is experiencing violence?**

When a friend or family member has suffered or is suffering from gender violence, it is essential to provide support and be a source of strength in their recovery process. The first objective should be to accompany her in the process so that she can recognize the situation she is experiencing and overcome it until she manages to get out of it and leave it behind. All cases are different and depend on the person, their support network, their tools, their current situation, the aggressor or the type of violence.

Listening is the first and most important action we will take so that the person feels understood and can have a space that provides security and confidence. It consists of allowing you to share what you want with us without interruptions, questions or judgments. Accepting their story without questioning it is essential, as is respecting their times and decisions.

It does not imply thinking the same as the person, but rather understanding without judging, without offering solutions and assuring them that they can count on our support. It can be difficult to understand why someone claims to love someone who mistreats them.

Helping the person recognize that they are a victim of violence is difficult. Instead of imposing solutions, let's offer companionship and a safe space without judgment. Let's help her understand that he is not guilty, but a victim, and that getting out of violence is possible. Accompanying her in her process is essential for her recovery and empowerment.

## **I just arrived in Spain, now what?**

The migratory experience, especially for women who have decided to start a new life in Spain, is intrinsically linked to the need to obtain information about the first steps upon arriving in the country. However, this journey is not without challenges, and for migrant women, reality is even more complicated when facing different types of violence.

From practical issues such as searching for housing and registration to more complex aspects such as regulating their documentation, these women find themselves on a path where vulnerability is intertwined with the need to integrate into the host society.

Addressing these everyday aspects becomes an essential task not only to ensure a stable and safe start in the country, but also to create an environment that protects migrant women from the various forms of violence they may experience during this adaptation process.

### **How do I register?**

The first step and one of the most important is to register. Registration is the registration in the Municipal Register, where the people who live in a territory are registered. To do so, look for the Municipal Registry closest to your home (it is recommended to request an Appointment). It is an important step because it will serve as proof to demonstrate how long you have been living in Spain. Additionally, being registered allows you to:

- Request regularization or residence and work permits.
- Request family reunification of your spouse or children.
- Request the health card.
- Access social services and aid.
- Homologize titles.
- Enroll your children in an educational center.
- Procedures to obtain the definitive papers.

The registry must be renewed every two years for non-EU foreigners. If you cannot register at your home address, you must go to Social Services to prove it.

### **Document Regularization**

This section provides resources that can help you find and obtain the necessary documentation, providing general guidance on the necessary requirements:

- **Social roots:**

Have remained continuously in Spain for a minimum period of three years and have a pre-contract or indefinite employment contract signed by the worker and employer, or have family ties in Spain, or present a report that certifies their social integration issued by the Autonomous Community.

- **Work roots:**

Have remained continuously in Spain for a minimum period of two years and demonstrate the existence of employment relationships whose duration is not less than six months.

· Establishment due to collaboration with administrative authorities or public interest:  
Having collaborated with the labor administration, proving to the Labor and Social Security Inspection that they have been working in an irregular situation for a minimum period of 6 months in the last year.

- Family roots:

Being the father or mother of a minor of Spanish nationality, being the spouse or de facto partner or accredited ascendant of a citizen of Spanish nationality, or being the children of a father or mother who had originally been Spanish.

- Rooting for training:

Have stayed continuously for two years in Spain and commit to completing regulated training after which an application for residence and work authorization will be submitted along with a contract to the Immigration Office.

- Residence authorization for humanitarian reasons:

Being a victim of crimes against workers' rights, crimes in which the aggravating circumstance of commission for racist reasons has occurred, or being a victim of violent behavior carried out in the family environment, or having suffered an unexpected illness of a serious nature that requires specialized medical treatment, not accessible in their country of origin or in the case of people whose transfer to the country of origin implies a danger to their safety or that of their family.

- Foreign women victims of gender violence:

Having reported being a victim of gender violence or sexual violence, providing a protection order, or a report from the Public Prosecutor's Office indicating the existence of evidence of the same. For the definitive concession, the criminal procedure will be required to conclude.

with a conviction or with a judicial resolution from which it is deduced that the woman has been a victim of gender violence or sexual violence.

· Asylum and Refuge:

People who escape due to violence or persecution in their countries of origin or residence must, upon arrival in the host country, in this case Spain, individually request international protection.

· Family reunification:

This is a temporary residence authorization that may be granted to relatives of foreigners residing in Spain, by virtue of the right to family reunification. The spouse or partner, children or ascendants may be reunited.

- Community family member residence card:

Be a member of the family of a citizen of an EU Member State, who does not hold the nationality of one of said States, when accompanying or meeting him.

## Support Contacts

Below, we show you several telephone numbers that you can call and report if you suffer gender violence:

- If you need urgent attention as a result of physical or sexual violence, you must immediately call 112.
- If you are looking for information and advice, both legal and psychological, on how to act against the gender violence that you are suffering, you should call 016 , a free line that operates 24 hours a day, 365 days a year.
- You can also find information and advice via WhatsApp through 600 000 016.
- Write to the email: [016-online@igualdad.gob.es](mailto:016-online@igualdad.gob.es)
- To call the National Police, do so through 091.
- To call the Civil Guard, do so through 062.
- Download the Alertcops application using the following QR code. In case you find yourself in danger, it sends an alert signal to the police with your geolocation.

(Insert QR code)

- In addition, you can consult the AESCO website through this QR code, where more detailed information appears:  
(Insert QR code from the program)

Below, you will find contact numbers that can help you in the following cities in Spain:

### Madrid

- Violence Attention Unit. Telephone: 91 480 12 56. Email: [atencionviolencia@madrid.es](mailto:atencionviolencia@madrid.es)
- SAVG 24-hour Assistance Service for Women Victims of Gender Violence. Telephone: 900 222 100. Email: [svg24h@madrid.es](mailto:svg24h@madrid.es)
- Municipal Point II. Telephone: 91 472 20 01. Email: [puntomunicipalop2@madrid.es](mailto:puntomunicipalop2@madrid.es)
- Specialized Information (Woman). Telephone: 012. Email: [atencionalciudadano@012.madrid.org](mailto:atencionalciudadano@012.madrid.org)
  - Specialized Legal Guidance. Telephone: 91 720 62 47. Email: [soj@madrid.org](mailto:soj@madrid.org)
- Center for Comprehensive Care for Women Victims of Sexual Assaults - CIMASCAM. Telephone: 91 534 09 22. Email: [Cimascam@madrid.org](mailto:Cimascam@madrid.org)

### Barcelona

- Care, Recovery and Reception Service (SARA). Telephone: 900 922 357. Email: [sara@bcn.cat](mailto:sara@bcn.cat)
- Barcelona Emergency and Social Emergencies Center (CUESB). Telephone: 900 703 030.
- Attention to Women in Situations of Violence. Telephone: 900 900 120. WhatsApp: 671 778 540. Email: [900900120@gencat.cat](mailto:900900120@gencat.cat)
- Specialized Intervention Service (SIE). Telephone: 936 398 589 / 603 411 535. Email: [bustia.sieraval@gencat.cat](mailto:bustia.sieraval@gencat.cat)
- Offices for Attention to Victims of Crime. Telephone: 900 121 884. Email: [victimabarcelona.dj@gencat.cat](mailto:victimabarcelona.dj@gencat.cat)

## **Valencia**

- Office of Complaints and Assistance for Victims of Gender Violence. Telephone: 900 50 55 50. Email: [Officiadenuncias@gva.es](mailto:Officiadenuncias@gva.es)
- 24-hour Women's Center (of the Women's Institute). Telephone: 900 58 08 88. Email: [centromujer\\_valencia@gva.es](mailto:centromujer_valencia@gva.es)
- Violence against Women Courts. Telephone: 961 92 92 92.
  - Unit for Prevention, Assistance and Protection against Abuse of Women (UPAP). Telephone: 963 539 651. Email: [upa.proteccion.valencia@policia.es](mailto:upa.proteccion.valencia@policia.es)
  - Women's Assistance Service (SAM). National Police. Telephone: 963 539 651.
- Action Group against Bad Treatment (GAMA). Local police. Telephone: 963 730 515.

## **Bilbao**

- Telephone Assistance Service for Women Victims of Violence against Women. Telephone: 900 840 111.
- Victim Assistance Service (SAV). Telephone: 900 400 028. Email: [sav48-1@justizia.eus](mailto:sav48-1@justizia.eus)
- Specialized Care in Gender Violence. Telephone: 944 204 838. Email: [berdintasuna@bilbao.eus](mailto:berdintasuna@bilbao.eus)
- Municipal Social Emergency Service (SMUS). 944 701 460.
- Night Court. 944 016 481.

## **Zaragoza**

- Comprehensive Care Service for Gender Violence. Telephone: 976 726 040. Email: [casamujer@zaragoza.es](mailto:casamujer@zaragoza.es)

- 24-hour telephone number of the Aragón Women's Institute. Telephone: 900 504 405.

- Victim Assistance Office. Telephone: 976 208 459. Email:  
[oav.justicia.zgz@aragon.es](mailto:oav.justicia.zgz@aragon.es)

## Sevilla

- Information for Women. Telephone: 900 200 999.

- Victim Assistance Service in Andalusia (SAVA). Telephone: 955 005 010. Email:  
[sava.sevilla.iuse@juntadeandalucia.es](mailto:sava.sevilla.iuse@juntadeandalucia.es)

- Andalusian Women's Institute (IAM). Telephone: 955 035 957. Email:  
[cmujer.sevilla.iam@juntadeandalucia.es](mailto:cmujer.sevilla.iam@juntadeandalucia.es)

- Comprehensive Women's Care Centers (CIAM). Telephone: 955 472 624.  
Email: [atencio.n.mujer@sevilla.org](mailto:atencio.n.mujer@sevilla.org)

- Assistance to Women Victims of Sexual Assaults. AMUVI. 955 513 090. -

Violence against Women Court. Telephone: 954 787 917.

- Seville Judicial Police. Family Protection Group II. Telephone: 955 473 980.

- Family Care Service (SAF). National Police. Telephone: 954 289 313.

**Now that you know all the information, we leave you this space to take notes or reflect on your own situation. We are here for you!**