

News letter 2



ATENPRO - Care and Protection Service for female victims of gender-based violence

Hello readers, a retrospective of a topic discussed during the Flavie project in Spain.

1 What is ATENPRO

ATENPRO, takes its name from two words: “Attention” and “Protection”. These important two words have a vital role in creating a service to support the women victims of gender violence regardless of where they are and when it occurs.

“Attention and Protection” is a system that uses a technological smartphone that delivers protection for women victims of violence 24 hours and 365 days. The ATENPRO service uses mobile phone communication with human sensitivity in order to solve certain restrictions and liabilities that regular mobile devices have. It is only activated when the user of the service presses the corresponding buttons.

“It allows women who are victims of gender-based violence to be in contact at any time with a centre staffed by personnel that are specifically trained”

Terms of use

2

Women victims of gender-based can benefit from the ATENPRO service by coming to a care center or Red Cross location where they will be given instructions on how to receive the device and any other benefits and resources. They receive not only security and assistance, but also resources in terms of a program adapted to each of them such as social or professional integration. The Centre that issued the telephone is in regular contact with the users to carry out a permanent follow-up. In emergency situations, the Centre's staff is trained and ready to provide an adequate response to each situation.

Beneficiaries

A few conditions are required to benefit from the ATENPRO:

- That woman does not live with her aggressor.
- Participate in the specialized care programs for victims of gender-based violence.
- Accept the rules of the service and cooperate in its functioning.

How this service is possible

Many organizations have cooperated to make this service possible:

- The Ministry of health social services and equality.
- The government office for gender-based violence.
- The organization that manages it the Spanish Local Government Association (FEMP).
- The Red Cross.

ATENPRO :

https://violenciagenero.igualdad.gob.es/informacionUtil/recursos/servicioTecnico/docs/ATENPRO_ingles_bueno.pdf

ATENPRO is committed to facilitating access for all victims of violence. The new service that is called ATENPRO SoTA makes the device available to persons with hearing disabilities. This is made possible through an application installed on the ATENPRO for hearing-impaired users who already have the active service, or it can be made available for new registrations.

Similarly, in a critical situation, ATENPRO SoTA with the Centre collects information directly from the victims and provides a personalized solution.

Profile of the beneficiaries of the SoTA module:

A few conditions are required to benefit from the ATENPRO SoTA. The basic characteristics of the service must be met in order to receive the help. In addition to the following features such as the ability to read and write, and the ability to communicate by SMS, using the keyboard of on touch screen mobile phone. The correct use of the SoTA module requires the user, accompanied by an interpreter, if necessary, to attend an explanatory interview with the referent on how to use it, in order to practice and become familiar with the type of questions/answers, both predefined and open.

The ATENPRO service is activated when the user of the service presses the corresponding buttons. It allows contact with the Attention Centre through a dialogue using text messages like "SMS". Large touch-sensitive button facilitates responses with predefined messages for hearing impaired victims.

Use of the ATENPRO SoTA module in 3 forms:

- EMERGENCY ALARMS.
- FOLLOW-UP CALLS.
- ALARM COMMUNICATION/CONTROL.



ATENPRO SoTA:

<https://violenciagenero.igualdad.gob.es/informacionUtil/recursos/servicioTecnico/docs/DossierSOTA2013.pdf>

More information:

- **Web site:** <https://violenciagenero.igualdad.gob.es/informacionUtil/recursos/servicioTecnico/home.htm>
- **Information for Local Entities:** atenpro@femp.es
- **Ministry Information:** atenpro-sei@igualdad.gob.es

Specials Thank you to:

- Tera - Maison de l'Europe de la Charante
- Faal Dergeni
- Come Una Mares Onlus
- Mujeres por Mujeres

