



Libertà Culture migrazioni Accoglienza

Informative brochure about violence
against women and children in
foreign communities.

Services working in Palermo

LUNA Project

***Libertà cUlture migrazioNi Accoglienza
(Freedom Cultures Migration Reception)***

An intervention in favour of migrant women and
against gender violence, managed by the
Association "Le Onde-onlus" and financed by the
Comune di Palermo (Council of Palermo)





LUNA Project – An intervention in favour of migrant women and against gender violence, managed by the Association “Le Onde-onlus” and financed by the Comune di Palermo (Council of Palermo) aims to improve the access to services for migrant women.

In this brochure there are mentioned all the services that since 1998 take part in the “Network against violence on women and children in the city of Palermo”, indicating the specific ones for foreigners.

We have chosen those services and utility numbers that can be accessed by immigrant women searching for help, as first step of a project to get out of violence.

This brochure has been written in three languages: English, French and Arabian but we hope the in the future we will be able to translate it in other languages in order to distribute it among women belonging to other communities.

We reckon that information is the first step to support a request of help coming from women who experience violence and face the difficulty of not speaking or reading correctly Italian.

We want to work more and more in connection with groups of foreign women and promote the assistance in each service of a culture and language mediator.

A definition of Violence against Women

"Any violent action based on the gender belonging that can or could bring for women who are victims any physical, sexual or psychological sufferance or damage including even the only threat of these actions, the arbitrary deprivation of freedom both in public and private life." (2002 Council of Europe)

There are different kinds of **violence** that can affect you.

PHYSICAL

Any form of violence against yourself, your body and your belongings.

The one using physical violence is:

who shoves you, breaks your things, threatens you with taking away your children, slaps you or beats you up, kicks you, burns you with cigarettes, abducts you, prevents you from going out or escaping etc.

ECONOMIC

Any form of deprivation and/or control affecting your economic autonomy, reducing or stopping you using money, your freedom to buy and to have your own job or work activity.

Examples: Forcing you to make debts, holding you in a situation of continuous economic deprivation, refusing to pass you a monthly allowance for your sustaining, resigning for not paying your alimony, preventing you from working or keeping your working post.

SEXUAL

Any unwanted **imposition** in sexual practices coming either from strangers or your acquaintances or/and your partner.

Examples: your partner imposes you sexual behaviour or intercourse against your own will, forces you to use pornographic materials, to have an intercourse in front of other people, insults you, humiliates or brutalises you during a sexual intercourse.

Among sexual violence we have : women trade for sexual purposes, genital mutilations and forced marriages

PSYCHOLOGICAL

It consists in attacks wanting to hurt your **personal dignity**, any form of lack of respect towards you, attitudes aiming to underline continuously your status of submission and inferiority.

Examples: diminishing your womanliness or sexuality, insulting you in your role of mother, insulting you, humiliating you, offending you even in front of other people, controlling you, keeping you isolated from relatives and friends, threatening you, your children and your family, making you feel guilty etc

Stalking

Psychological violence can also reveal itself as a real persecution or harassment aiming to put you in a status of alert, emergency and psychological stress. Phone calls, text messages, e-mails, continuous unwanted visits and even shadowing, collecting information about you and your movements: persecution can even take to real threats. Normally known as stalking, this behaviour can be adopted not only by strangers but also by members of the family pushed by resentment or fear of losing the relationship.

CONSEQUENCES OF VIOLENCE

On Women

Violence brings serious physical and psychological consequences sometimes with fatal result. The most immediate effects are bruises, fractures and other things.

Violence represents an invasion of yourself, can destroy your self-esteem and your trust in other people, makes you feel powerless, passive, isolated, confused, incapable to take decisions and suffer of a generic fear.

Violence and its consequent stress can also affect your health bringing gynaecological and intestinal disturbs, chronic pains, chronic asthenia, persistent headache and depression

On children

They call **witnessed violence** when a minor has to witness to any act of violence either physical or verbal and economic against his/her mother or another relevant person of the family: these children show health and behaviour problems as well as problems with their weight, alimentation and sleeping. They can find difficulties in school and when they have to develop intimate and positive relationships.

Boys show rather an internalisation of violence as a way of solving conflicts.

Girls are more likely to accept violence as the normality.

You can come out of this violence!

Try to acknowledge and admit to yourself that you have experienced or are experiencing a situation of violence. Think that violence, under any form, is not admissible and it is a legal offence.

Accept your fears and your concerns. You are not responsible for anything and you do not have to feel ashamed. The violence that you are suffering is a **"violation of your rights", a severe legal offence.**

There is something you can do to stop the violence. Ask for help the Antiviolence centres or the services that work on the territory. You will find competent people to talk with, ask for suggestions in absolute privacy and discretion. They will listen to you, grant you and you will not feel lonely.

If your life is in danger call immediately the police (112-113).

Start an agreed **"exit route from violence"** : "together" is easier. With competent and attentive people you can find the best solution to your situation.

IF YOU ARE VICTIM OF ANY FORM VIOLENCE REMEMBER:

- ❖ the Istituto per il Patrocinio (Institute for legal aid) is paid by the State and offers you, if you do not have any income, a legal support without any cost
- ❖ do not be afraid if your partner threatens you with taking away your children: only a Court can decide about it and always in the interest of the children
- ❖ if you are not economically independent the Court will decide for your right to receive economic support for you and your children
- ❖ if you are married to an Italian man you have the right to apply for the Italian citizenship
- ❖ if you do not have documents there are legal instruments to make legal you staying in Italy

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These specifications are about the services able to help you in case of mistreatment or violence.

You will find here:

Free lines of the Department for Rights and Equal Opportunities

Free line against violence on women 1522

Free line against women trade 800.290290

Free line against any kind of discrimination
800.90.10.10

Emergency services

113

112

Hospital first aid

Protection services

List of Police stations (Commissariati di Polizia)

List of Carabinieri stations

Social – health centres (servizio socio – sanitari)

Services of the Council of Palermo (Comune di Palermo) and its premises

Family advisory centres (Consultori familiari) and their addresses

Services against violence

Woman free line (Telefono Donna of Azienda Sanitaria 6)

Services for minors

The anti-violence centre “Le Onde Onlus”



LARGO CHIGI, 19 – 00187 ROMA
Sito web: www.pariopportunita.gov.it

Free line for women
1522

The public utility free number 1522 (financed by the Department for Rights and Equal opportunities) offers to the victims of violence a psychological and legal support and addresses them towards public and private structures for assistance and protection that exist on the territory.

It is a multilingual service working 24 hours a day and 365 days a year that offers the first answer to the victims giving the opportunity to get in touch with the services in a completely anonymous way. Even who is aware or witnesses a case of violence can report it anonymously.

National free number against women trade
800-290290
Free – anonymous - 24h

You will be able to talk to experts about the phenomenon of women trade in the following languages: Italian, English, Spanish, Rumanian, Bulgarian, Serbian/Croatian, Russian, Arabian.

The expert will take the information and will evaluate the opportunity for immediate intervention according to the level of danger in which the victim is and her intention to start a route to get away from the control of the criminal organisations; if necessary a crisis unit will intervene and will be disposed the sheltering in a protected place (escape point). You will be contacted for an answer by an expert in a short time.

UNAR

Ufficio Nazionale

Antidiscriminazioni Razziali

(National Office Against Racial

Discriminations)

Contact center: SOS Immediato

800.90.10.10

UNAR guarantees the equal treatment for anybody who is victim of a discrimination caused by his/her ethnic or racial origins. UNAR has a multilingual Contact Centre in Italian, English, French, Spanish, Albanian, Rumanian, Russian, Arabian and Mandarin Chinese that you can call at the **free number 800.90.10.10** and is available everyday from 10 am to 8 pm to collect all notices, mentions and reports about facts, events, actions and procedures that can harm, for racial or ethnical reasons, the equal treatment for all the people.

EMERGENCY SERVICES

In case of a furious argument, when you are victim of sexual violence or you are beaten or there is a situation of danger for you or your children you can call or ask somebody else to call the following emergency numbers:

113

You only have to dial 113 to ask for **Police** intervention.

It is available 24 hours a day and they can come to your house. The policeman or policewoman will take minutes of the fact. These minutes do not represent a denunciation. You can dial for *free the 113 number from any telephone*.

112

Just dial the number 112 to contact **the Radio-mobile Force of Carabinieri** who are able to guarantee, 24 hours a day, their immediate intervention.

You can dial for *free the 112 number from any telephone*. The Carabinieri will collect all the evidences of the fact and take the necessary measures.

IT IS IMPORTANT TO KNOW:

Taking a legal action is an important act and can be done even afterwards within **three months** after the violent episodes have happened.

In any case attend the First Aid service (**Pronto Soccorso**) in a hospital e ask for a **medical report (referto)** of the evidences of violence, declaring who is responsible for the violence. This is very useful to demonstrate the violence if you decide to take a legal action.

Remember that for certain crimes as sexual violence the deadline to take a legal action is six months after the crime has happened. This is made to give the possibility to reflect calmly about what is the best thing to do. While for sexual violence and mistreatments against minors the legal process will start automatically therefore you can always take a legal action even after the six months have expired and once the legal action has been taken it follows its legal route independently from your will.

Where can you attend to ask for a medical report of mistreatments or violence:

**HOSPITAL: AZIENDA DI RILIEVO
NAZIONALE E DI ALTA
SPECIALIZZAZIONE OSPEDALI:**

"Civico e Benfratelli"

P.zza N. Leotta 4 – tel.

0916665528/24/90

Pediatrico "G. Di Cristina", "M. ASCOLI"

P.zza P. Montalto 2 - 0916066028

For urgent medical services and surgery attend the following First Aid open 24 hours a day

The Hospital A.R.N.A.S. Civico di Palermo will guarantee all the relevant procedures and *operative instructions to take in charge women who have been victims of mistreatments or sexual violence* and start a "supportive route" concerning the "taken in charge" of the person who has been victim of mistreatments or sexual violence.

Together with the **hospital G. di Cristina** they guarantee *the right for all children to be protected* against any kind of violence, outrage and physical or mental brutality, abandon or negligence, mistreatment or exploitation, including sexual violence.

**HOSPITAL: AZIENDA OSPEDALIERA
"V. CERVELLO"**

**Via Trabucco n. 180,
Tel.091/68021111**

This hospital is part of the "Antiviolence city network" that aims to give more effective answers to those people who are victims of violence or mistreatments. The referent for these issues is the Responsible for Social Services (Responsabile del Servizio Sociale Aziendale).

You can call and ask for an appointment or attend directly the Service: you will be helped anyway. The Social Assistant has to respect the professional secrecy and you will be the one taking your choices that will be always respected.

In the hospital you can also attend the First Aid of UU.OO. Medicina di Accettazione e D'Urgenza and U.O. Ostetricia e Ginecologia.

You will find here doctors and nurses who will be able to help you to face the problem of violence while guaranteeing your privacy

- **First Aid: Pronto Soccorso Medicina di Accettazione e d'Urgenza** Aperto 24 ore Tel. 091 680 27 20
- **Gynaecology Division: Ostetricia e Ginecologia** Tel. 091 680 25 66
- **Social Service: Servizio Sociale Aziendale** Open from Monday to Saturday from 9 am to 2 pm. Tuesday and Thursday open by appointment Tel. 091.6802877-091.6802991 fax 091.6887879

**HOSPITAL: AZIENDA OSPEDALIERA
UNIVERSITARIA
POLICLINICO "PAOLO GIACCONE"**

The Hospital Policlinico of Palermo has started a specialised service for people who are victims of sexual violence. A group of professionals made of doctors, nurses, forensic doctors, surgeons and psychiatrists are ready to offer you understanding, tact and competence.

**In case of "violence" you can contact these
departments:**

**Ostetricia e Ginecologia
Pronto Soccorso Ostetrico
Via Alfonso Giordano, 3
091 6552000**

Open every day from 8 pm to 8 am

**Medicina Legale
Via del Vespro, 129
091 6553200**

From 8 am to 8 pm during working days

PROTECTION SERVICES

Carabinieri and Police are in charge for helping all citizens who are victims of any crime and to investigate on the event.

Mistreatments and violence are crimes and as such are considered by police forces.

To report a crime to the police, specially if the crime is repeated more times (in particular for family mistreatments), is the best way to stop it and to start legal proceedings against the one who is doing it.

If you want report somebody to police because you are victim of violence you can attend the closest Police (Commissariato) or Carabinieri station (see the list here beneath)

N.B. It is possible to report a crime to any Police or Carabinieri station independently from the place where one lives.

QUESTURA DI PALERMO COMMISSARIATI DI POLIZIA

Commissariati	Via	Telefono
Libertà	Gen. Arimondi , 2/q	091.721.31.11
Politeama	Via Bentivegna , 58	091.749.18.11
San Lorenzo	Via San Lorenzo Colli, 271/a	091.672.51.11
Mondello	Viale Regina Margherita, 43	091.684.56.32
Zisa-Borgo Nuovo	Via Noce, 91	091.686.21.11
Porta Nuova	Corso Calatafimi, 421	091.656.14.11
Oreto -Stazione	Via Roma, 194	091.743.81.11
Brancaccio	Via F. Pecoraino , 7	091.649.09.00

COMANDI CARABINIERI

Compagnia Palermo "CENTRO"	Via Mura S.Vito, 1	091 26 11 11
Compagnia Palermo "SAN LORENZO"	Perpignano n. 350	091 40 00 55
ACQUA dei CORSARI	Messina Marine n. 600	091.6361850
ALTARELLO di BAIDA	Perpignano n.350	091 676 13 58
BORGNO NUOVO	Perpignano n. 350	091 40 34 63
BRANCACCIO	Messina Marine n. 411/b	091 39 20 00
CRISPI	via del Carabiniere n. 3	091 52 56 22
FALDE	C. Giordano n. 3d	091.36 26 03
MEZZO MONREALE	Corso Calatafimi n. 92	091.488729
OLIVUZZA	Largo Siviglia n.27	091.6112244
ORETO	Viale dei Picciotti n. 49/D	091.6218505
PALLAVICINO	Vicolo Mons. Comboni n. 19	091.6711183
PARTANNA MONDELLO	Patroclo n. 18	091.530521
PORTA MONTALTO	P.zza Marina n. 56	091.6161423
PORTO	F. Crispi n. 248	091.582962
PRETORIA	Torino n. 27/d	091.6168917
RESUTTANA COLLI	Villa Barbera n. 7	091.513661
ROCCA MONREALE	Corso Calatafimi n. 812	091.6681272
SCALO	Viale dei Picciotti n. 49/A	091.6216389
UDITORE	Uditore n.18	091.228346
VILLAGRAZIA	V.le Reg. Siciliana n. 5150	091.6307420

SOCIAL HEALTH CENTRES

SERVICES OF THE COUNCIL OF PALERMO

If you are experiencing a problem with violence you can consult the closest Social Service to receive information, support and help to build up an exit route from violence that can see involved, where necessary, other specialised services.

We suggest you to call to fix a meeting.

The Social Assistant has to respect the professional secrecy and you will be the one taking the choices that will be always respected.

The Social Assistant can help you in case of violence specially when this happen within the family.

Here beneath you can find addresses and phone numbers of the Services of the Council of Palermo divided per council areas (circostrizioni):

U.O. NOMADI E IMMIGRATI

Piazza Kalsa, 31

091 616 18 64 – 091.616 27 50 –091. 6162943

U.O. INDAGINI DI I° LIVELLO E PROGETTI A BREVE TERMINE

Via Messina Marine, 15

091.621 79 19 – 091. 47 67 73

Circoscrizione	sede	telefono
I Palazzo Reale, Monte di Pietà, Tribunali Castellammare	Centro Sociale "Maricò" Via Mongitore, 3/B 90134	091.7402408 091.7402409 091.7402410 fax 091.651 8417
II Settecannoli, Brancaccio, Ciaculli, Sperone	Via Messina Marine 15 - 90123	091.621 46 37 091.621 70 86 091.621 33 63
III Oreto, Stazione, Villagrazia, Falsomiele	Via Raiti, 13 90128	091.657 04 42 091. 645 5714 091 645 57 14
IV Altarello, Boccadifalco, Cuba, Calatafimi, Mezzomonreale, Villatasca, Montegrappa, S. Rosalia	V.le Regione Siciliana, 95 - 90129	091.740 22 49 091.59 92 36
V Borgo Nuovo, Noce, Uditore, Zisa, Passo di Rigano	Centro Sociale "Città Aperta" Largo Pozzillo 90135 Piazzale F.Pirandello n. 6 90135 Via Bevignani, 74 90145	091.6730 714 091.673 57 31 091.740 46 48 091.673 78 90 091.740 33 12
VI Cruillas, Cep, Resuttana, San Lorenzo	Via Monte San Calogero, 26/28 90146	091.740 76 83/88/80 – 091 740 76 88
VII Arenella, Vergine Maria, Pallavicino, San Filippo Neri ex Zen Partanna Mondello, Tommaso Natale, Sferracavallo	Via Cottolengo n. 18-20 90146 C/o Casa di Riposo ex ONPI Piazzetta della Serenità, 5 90151	091.671 88 23 091.672 11 95 091.6843479 091.6840897
VIII Libertà, Montepellegrino, Malaspina, Palagonia, Politeama	C/o Ospedale E. Albanese Via Papa Sergio, 1 90142	091.54 75 88 091.631 47 35

**TERRITORIAL SOCIAL SERVICES
AZIENDA USL N. 6
FAMILY ADVISORY CENTRES
(CONSULTORIO FAMILIARE)**

The family advisory centre is a public service of the Health Centre that you can attend for free.

In the centre you will find: gynaecologists, obstetricians, social assistants, psychologists. A working team ready to listen to you, help you and give you information about your problems:

- Women and couple health (ex. Procreation, interruption of pregnancy, diseases prevention, exams)
- Family relationships (ex. Protection for mothers and girls, for children born outside a marriage, children problems, youth or teenagers problems, couple problems, problems between parents and children, foster care for minors)

There are many services that the advisory centre can offer to you and to minors. You will see here the list of the centres that you can attend.

In case of violence you can call them and fix an appointment to talk about it and find a solution for the problems affecting yourself and your children.

You can ask for a visit in order to get suggestions about physical harms suffered following sexual violence (diseases etc.).

This is a service where you will only find highly specialised professionals who are able to answer your needs and work in network with all the other services in the territory.

The Advisory centre is a discrete place created for women, couples, families and children.

By calling them you will know what they can offer to you and all their work will be done in full respect for your privacy.

You can safely attend an Advisory centre in order to obtain the help that you need.

DISTRETTO SANITARIO	INDIRIZZO	TELEFONO
D.S.10: Tribunali- Castellammare, Palazzo Reale-Monte di Pietà, Montegrappa- S.Rosalia, Politeama Comuni: Ustica (Pa), Lampedusa e Linosa (Ag)	Via Cesalpino, 19/a 90128 Palermo Via Roma, 519 90139 Palermo	091.7037308 091.7032234/35/36
D.S. 11: Altarello, Boccadifalco, Cuba-Calatafimi, Zisa Mezzomonreale, Comuni: Altofonte, Belmonte Mezzagno, Monreale, Piana degli Albanesi, S. Cristina Gela	P.zza Micca, 26 90137 Palermo P.zza Danisinni 90134 Palermo Pietratagliata 50 90135 Palermo Via Venero, 212 Monreale: Via Kastriota, 219 Piana degli Albanesi	091.6684608/41/71 091.6520644 091.59 94 39 091-6402767 091-8574330
D.S.12: Borgo Nuovo, Cruillas - S. Giovanni Apostolo, Malaspina- Palagonia, Noce, Tommaso Natale - Sferracavallo, Uditore-Passo di Rigano	Largo Pozzillo, 7 90135 Palermo Via del Cedro, 6 90148 Palermo Via N.C. 1 n.3 90145 Palermo Via Monte S. Calogero, 28 90146 Palermo	091.7035301/02 /06 091.7036781/82 091.7035502/07/08 091.7407689/90
D.S.13: Arenella, Vergine Maria, Libertà, Montepellegrino, Pallavicino, S.Filippo Neri, Partanna Mondello, Resuttana- S. Lorenzo	Via Papa Sergio I°, N°5 c/o Osp. E. Albanese Palermo Via Padre Rosario da Partanna, 7 – 90146 Palermo Via L. Einaudi, 16 90146 Palermo Via M. D’Azeglio, 6/a 90143 Palermo	091.7036834 091.7036742/44/54 091.7036715/ 18 091.703 21 74/75
D.S.14: Brancaccio, Ciaculli, Oreto-Stazione, Settecannoli, Villagrazia-Falsomiele Comune: Villabate	Via delle Vega, 25 90124 Palermo Via Regina Maria di Sicilia, 16 90123 Palermo Via G. Arcoleo, 25 Palermo Corso V. Emanuele, 138 Villabate	091.7037280/81 /82/83/84 091.7037271/55 091.7037336 091.7037288

SERVICES AGAINST VIOLENCE

Services against violence

AZIENDA USL N. 6

TELEFONO DONNA

(Woman free line)

Numero verde gratuito 800 397 363

Free number against violence, mistreatments, psychological or sexual abuses. This service works every day from Monday to Friday from 8 am to 2 pm.

Is a service that listens to you, advises you and informs you.

You can call for free the number and talk about your problems connected with violence or family conflicts to somebody who can help you to understand better and face them.

You can make an anonymous call. You will be answered by social assistants and psychologists who are ready to inform you about legal issues, how to come out of a situation of violence and how to get in touch with the other services that exist in Palermo.

This service has been created by the Azienda Sanitaria 6 to listen to you and give you support but also to address you towards where you can find help through a personal talk, a medical visit, an economic support, hospitality etc.

This service works in network with all the other public and private services in the territory.

AND IN CASE OF VIOLENCE AGAINST MINORS?

**TAKE THE SITUATION IS
HAND, PROTECT THEM !**

Attend :

- The **Social services** of the Council of Palermo (Comune) (see the list) or the **Family advisory centres** (see the list) that will activate the specialised services: **G.O.I.A.M.** (Interinstitutional Operational Groups Against Abuse and Mistreatment on Minors);
- The **Police Force** that will report the violence to the judicial authority (**Procura della Repubblica** at the Tribunale Ordinario). Within the Police Questura acts as well an **Office for Minors**;
- The **Court for Minors, TRIBUNALE PER I MINORENNI**, Via Principe di Palagonia, 135 – 90145, Tel Centralino 091.6866811;
- The **PROCURA DELLA REPUBBLICA by the TRIBUNALE DEI MINORENNI**, Via Principe di Palagonia, 135 – 90145 Tel Centralino 091.6867911

For any emergency you can call the number 114 active 24 hours a day on the whole national territory

**Antiviolence centre
LE ONDE O.N.L.U.S.
Palermo – via XX Settembre 57
Tel. 091.327973**

If you are victim of violence or you were in the past and you cannot get over with the trauma you can call us or come to our centre.

We work by appointment. You can have on the phone the first information about the problems you are experiencing and we will give you an appointment with one of our experts to talk about your situation and identify the kind of support that you need in order to build up a life project without violence.

The centre is connected with the other services and the police forces in Palermo.

We work together with the Legal Advisory Centre of U.D.I. (Unione Donne Italiane) that can support you with legal advises about civil and penal law.

The centre is a place for women that you can attend also anonymously and it has been created to give an answer for problems caused by domestic and sexual

violence. We know how difficult is to start a new life project and how much strength you need to think about it, even before doing it.

Our centre is open on Monday, Wednesday and Friday from 9 am to 1 pm and on Tuesday and Thursday from 3.30 pm to 7.30 pm.

Our centre offers:

A space for talking and social support.

Individual psychological advise and therapy groups.

Evaluation of risks and search of hospitality (in the Casa delle Moire or in another shelter that we manage) for yourself and your children.

Civil and legal advices.



Settore attività socio-assistenziali
U.O. Nomadi e immigrati



FREEDOM
CULTURES
MIGRATION
RECEPTION



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www.leonde.org