



GENDER-BASED VIOLENCE REFERRAL PATHWAYS IN THE PRAGUE AREA

WHAT TO DO WHEN A SURVIVOR DISCLOSES GENDER-BASED VIOLENCE TO YOU

Always practice a survivor-centred approach

- ✔ **Believe the survivor** and reassure them that this was not their fault.
- ✔ Ensure that both the survivor and you are **safe from immediate danger** and in a **private space**. **Provide practical care** and support (e.g., offer water, somewhere to sit, etc.).
- ✔ **Set aside your own judgments** and **listen** to the person without asking questions. **Inform, do not give advice.**
- ✔ **Prioritize the needs, wishes, and decisions of the survivor.** Respect the right of the survivor to **make all decisions** about accessing services and sharing information regarding their case.
- ✔ **Do not share any information with other actors** without the informed consent, free and voluntary, of the survivor, with the exception of children disclosing child abuse or abuse of sexual nature.
- ✔ If the survivor is a **child**, and family/guardian makes decisions on their behalf, **ensure priority is given to their best interest.** Preferably, the accompanying adult should be selected by the child.
- ✔ If the survivor is a child, explain to them that they are doing the right thing by talking to a trusted adult. Let them know that you may have to follow procedure and report the disclosed information to the national authorities for their own safety.
- ✘ **Don't proactively identify or seek out GBV survivors.** Be available in case someone asks for support.
- ✘ **Don't blame, doubt or contradict** the survivor.
- ✘ **Don't pressure the survivor** for more details, investigate or advise, or into accessing any services or reporting the act to the authorities.
- ✘ **Don't mediate** between the survivor and the perpetrator or a third person (e.g., family).
- ✘ **Don't write down details** of the incident or personal details of the survivor.
- ✘ **Don't assume you know what the survivor wants** or needs. Some actions may put them at further risk of stigma, retaliation, or harm.

Obtain informed consent

If agreed and requested by the survivor, obtain informed consent and make referrals; accompany the survivor to assist in accessing services.

Ensure that the survivor agrees to participate on the basis of having all information (including of risks and benefits); being competent to decide; and no coercion, threats or promises of benefits being used to secure that consent.

Prioritise immediate needs

Ensure safety & security

If there is a life-threatening risk to the safety of the survivor, contact competent authorities (police, security actors, emergency support, child protection services).

Follow the **SAFETY & SECURITY** section.

Ensure access to emergency medical care

Always provide information on available health services. Let the survivor decide if they want to access them.

Physical violence: If the survivor needs it, seek medical care for severe pain, bleeding, or the treatment of non-sexual violence related injuries.

Sexual violence: If the survivor needs it, ensure immediate access to available medical care, it can prevent transmission of sexually transmitted infections within 72 hours and unwanted pregnancy within 120 hours.

Follow the **MEDICAL CARE** section.

Involve Case Management

A GBV Case Management organization will ensure referrals of the survivor to other specialized services (e.g., legal assistance, psychological support, material support) of their needs and choice.

Follow the **CASE MANAGEMENT** section.

If there are no urgent health or safety & security needs, respond to other service needs.

Follow the **FOLLOW UP AND OTHER SERVICES** section.



EMERGENCY NUMBERS IN THE CZECH REPUBLIC

112 Integrated Emergency System
 158 Police
 150 Fire Emergency Brigades
 155 Medical Emergencies
 156 Municipal Police



ACORUS

Crisis shelter at a secret address (up to 7 days) •
 Support to long-term housing (secret address-safe shelter)

24/7 Helpline
 +420 283 892 772



PORADNA MAGDALA

ADVICE CENTRE MAGDALA UNDER ARCIDIECÉZNÍ CHARITA PRAHA

Crisis shelter at a secret address • Shelter for women with kids

24/7 Helpline
 +420 737 234 078
 kancelar.magdala@praha.charita.cz • magdala@praha.charita.cz

Human Trafficking Crisis Line
 +420 739 002 905 Mon-Thu 10-14



KRIZOVÉ CENTRUM CSSP, RIAPS

CRISIS CENTRE CSSP, RIAPS

Crisis shelter at a secret address (up to 5 days)

24/7 Helpline
 +420 222 586 768



ROSA CENTRUM PRO ŽENY

ROSA CENTER FOR WOMEN

Crisis stay at a secret address (up to 7 days)

SOS Helpline (Rosalin Crisis Centre)
 +420 800 60 50 80 24/7 - free of charge



GONA

Obstetric and gynecological care

Gynecology, urogynecology, psychotherapy

Koněvová Street 221, Praha 3

+420 284 823 572 Mon-Wen 8-15:30, Thu 9-12

Gynecology

Hviezdoslavová Street 520, Praha 11

+420 272 916 739 • chodov@gona.in Mon, Tue, Thu 7-15, Wed 9-14, Fri 7-13

Gynecology

Hostinského Street 1533, Praha 13

420 235 512 954 • 235 517 642 • stodulky@gona.in Mon-Thu: 8-16, Fri 8-12

www.gona.in



ON REQUEST



ÚSTAV PRO PÉČI O MATKU A DÍTĚ

INSTITUTE FOR MOTHER AND CHILDCARE

Obstetrics • Gynecology • Reproductive medicine • Urogynecology •
Internal medicine • Pediatrics

Phone

+420 296 511 111 • 296 511 315

Information for foreigners

Podolské nábřeží 157/36, Praha 4, 14700

ivana.hrubcova@upmd.eu • +420 296 511 211 • 296 511 176

www.upmd.cz • info@upmd.eu

Including immediate psychosocial support



ACORUS

Crisis help • Information and counselling • Psychological stabilization •
Support for women and men • Specialized assistance for child survivors

Intervention Centre

Dělnická 213/12, entrance from Tovární Street 11 Praha 7

For children

Haštalská 766/28, Praha 1

Online chat

www.acorus.cz Tue 11-13, Thu 20-22

24/7 Helpline

+420 283 892 772 • info@acorus.cz



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BÍLÝ KRUH BEZPEČÍ

WHITE CIRCLE OF SAFETY

Case management

Free helpline for victims of crime and domestic violence

+420 116 006 24/7

Case management

ksp.centrala@bkb.cz • +420 257 317 110 • 736 540 024

Counselling

U Trojice 2, 150 00 Praha 5 Mon-Thu 17-20 (no appointment needed), Fri 9-13 for
appointments only • bkb.praha@bkb.cz • www.bkb.cz

CASE MANAGEMENT

Including immediate psychosocial support

 |  THU 16-18

CENTRUM LOCIKA

Assistance for child survivors/witnesses of domestic violence • Children's Advocacy Centre • Crisis intervention • Counselling for children and families

Children's Advocacy Center - Crisis Intervention

Umělecká 588/6, Praha 7, 170 00 Mon-Thu 8-18, Fri 8-16

+420 734 441 233 • www.centrumlocika.cz

Counselling line

+420 601 500 196 Mon-Thu 9-12 • poradna@detstvibeznasili.cz

Online help or Chat

www.detstvibeznasili.cz Mon-Fri 13-17:30, Sat 9-13:30

CHILDREN'S CRISIS CENTRE PRAGUE

Professional assistance for abused/neglected children
Crisis intervention services • Health support • Helpline

24/7 Free Helpline

+420 241 484 149 • +420 777 715 215

Crisis counselling

problem@ditekrize.cz

Online chat

<https://iporadna.cz/elinka-chatova-poradna>

Crisis Centre

Cílkova 796/7, Praha 12 – Kamýk

+420 241 480 511 • +420 777 664 672 • ambulance@ditekrize.cz

<https://www.ditekrize.cz>

CASE MANAGEMENT

Including immediate psychosocial support

 |  ON REQUEST

KRIZOVÉ CENTRUM CSSP, RIAPS

CRISIS CENTRE CSSP, RIAPS

Immediate psychological help

24/7 Helpline

+420 222 586 768

Address

Chelčického 39, 130 00 Praha 3

LA STRADA

Case management for victims of trafficking

Contact

+420 222 717 171 • +420 800 077 777 Mon-Thu 10-16, Fri 10-14

pomoc@strada.cz • www.strada.cz

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PORADNA MAGDALA

ADVICE CENTRE MAGDALA UNDER ARCIDIECÉZNÍ CHARITA PRAHA

Crisis help • Information and counselling • Case management

24/7 Helpline

+420 737 234 078

Intervention Centre

Reinorova 614/7, 152 00 Praha 5 • <https://praha.charita.cz/sluzby/magdala>
magdala@praha.charita.cz • kancelar.magdala@praha.charita.cz

Human Trafficking Crisis Line

+420 739 002 905 Mon-Thu 10-14



PROFEM – CENTRUM PRO OBĚTI DOMÁCIHO A SEXUÁLNÍHO NÁSILÍ

CENTER FOR VICTIMS OF DOMESTIC AND SEXUAL VIOLENCE

Crisis intervention counselling for male and female survivors above 16 years • Professional social counselling

Infoline survivors of sexual violence

+420 777 012 555 Tue 17-19, Thu 19-21

Online help and Chat

<https://chat.profem.cz> Wed 18-21, Fri 9-12

PORT - Comprehensive center for victims of sexual violence (from 22 / 01 / 2024)

Břevnovská 1692/6, Praha 6 Mon, Tue, Thu 9-17:30, Wed, Fri 8:30-14:30 • service accessible also anonymously

Counselling

+420 608 22 22 77 Mon-Fri 9-15 • poradna@profem.cz

Crisis counselling without appointment (until 21 / 01 / 2024)

V luhu 715/6 Praha 4 Wed 9-18 • service accessible also anonymously



ACORUS

Special social counselling • Individual and group psychotherapy • Pedagogical help • Programs for women • Specific programs for children

Online chat

www.acorus.cz Tue 11-13, Thu 20-22

24/7 Helpline

+420 283 892 772 also for appointment arranging



BÍLÝ KRUH BEZPEČÍ

WHITE CIRCLE OF SAFETY

Psycho-social counselling • Individual psychological and psychosocial recovery program support

Counselling

+420 257 317 110

Mon-Thu 17-20 (no appointment needed) Fri 9-13 (for appointments only)



ROSA CENTRUM PRO ŽENY

ROSA CENTER FOR WOMEN

Crisis intervention, information and counselling

SOS Helpline (Rosalin Crisis Centre)

+420 800 60 50 80 24/7, free of charge

Online counselling via web form

<https://www.rosacentrum.cz/nase-sluzby/internetova-poradna>

Online chat

<https://www.rosacentrum.cz> Tue 13-15, Thu 9-11, Fri 9-12

Information and Counselling Centre

Na Slupi 1483/14, 128 00 Praha 2 Mon, Tue 9-18, Wed, Thu 9-16, Fri 9-14
+420 241 432 466 • poradna@rosacentrum.cz • www.rosacentrum.cz



CENTRUM LOCIKA

Assistance for child survivors/witnesses of domestic violence • Psychological support • Trauma therapy for children and non-abusive parents • Family situation stabilization

Counselling line

+420 601 500 196 Mon-Thu 9-12 • poradna@detstvibeznasili.cz

Online help or Chat

www.detstvibeznasili.cz Mon-Fri 13-17:30 Sat 9-13:30

**AGENCY FOR MIGRATION AND ADAPTION (AMIGA)**

Specialized psychosocial support • Psychotherapy • Crisis intervention

Contact

+420 778 979 211, Mon- Fri 9-17 • dumka@amiga-migrant.cz • www.dumka.cz

**INBÁZE**

Social counselling and psychological support • Intercultural assistance (including accompanying and translation services)

Contact

+420 739 037 353 Mon-Thu 9 - 16:30 • info@inbaze.cz

**PORADNA MAGDALA**

ADVICE CENTRE MAGDALA UNDER ARCIDIECÉZNÍ CHARITA PRAHA

Social counselling in CZ and EN • Music therapy (individual and group, all languages) • Individual psychotherapy in CZ and EN

Contact

+420 739 002 913 • muzikoterapie.magdala@praha.charita.cz • poradna.magdala@praha.charita.cz • magdala@praha.charita.cz

Supervised meetings

+420 737 280 626 • rodiny.magdala@praha.charita.cz;

Supported communication

+420 737 280 614 • socialni.magdala@praha.charita.cz

**PRAGUE PRIDE**

Psychological counseling for LGBTIQ+ • LGBTIQ+ Community Centre • LGBTIQ+ friendly therapy • Queer support group

Contact

Železná 492/18, Praha 1

+420 604 417 742 • office@praguepride.com • www.praguepride.cz



ON REQUEST

**PROFEM – CENTRUM PRO OBĚTI DOMÁCÍHO A SEXUÁLNÍHO NÁSILÍ**
CENTER FOR VICTIMS OF DOMESTIC AND SEXUAL VIOLENCE

Psychotherapeutic counselling for individuals and groups

Information and booking

+420 608 22 22 77 Mon-Fri 9-15 • poradna@profem.cz

Online help and chat<https://chat.profem.cz/> Wed 18-21, Fri 9-12**Helpline for victims of sexual violence**

+420 777 012 555 Tue 17-19, Thu 19-21



ON REQUEST

**KRIZOVÉ CENTRUM CSSP, RIAPS**
CRISIS CENTRE CSSP, RIAPS

Psychological and psychiatric help in acute crisis (outpatient, inpatient)

24/7 Helpline

+420 222 586 768 • riaps@csspraha.cz



SDRUŽENÍ PRO INTEGRACI A MIGRACI

SIMI - ASSOCIATION FOR INTEGRATION AND MIGRATION

Social counselling • Psychotherapeutic support • Intercultural assistance • Information and capacity building services

Social department

+420 773 713 046 • poradna@migrace.com Mon, Wed, Thu 9-12, 13-17

Address

Havlíčkovo náměstí 2, 130 00, Praha 3 • www.migrace.com



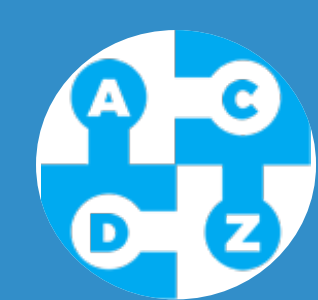
CENTRUM SOCIÁLNÍCH SLUŽEB PRAHA

CSSP - CENTRE FOR SOCIAL SERVICES PRAHA / PRAHA INTERVENTION CENTRE

Psychosocial counselling

Intervention centre Praha

Chelčického 39, 130 00 Praha 3 • +420 734 510 292
281 911 883 Mon -Thu 9-16, Fri 9-14 • icpraha@csspraha.cz • www.csspraha.cz



ALIANCE CENTER DUŠEVNÍHO ZDRAVÍ

CDZ - ALLIANCE OF MENTAL HEALTH CENTRES

Complex support in difficult life situations • Psychological and psychosocial counselling • Individual psychotherapy • Inpatient and outpatient care

CDZ Praha 8 - <https://cdz8.cz> • CDZ Praha 9 - <https://cdz9.cz> •
CDZ Praha 10 - <https://www.cdzeset.cz> • CDZ Praha 2 - <https://www.dumtriprani.cz>
CDZ Praha 6 - <https://www.cdz6.cz> • CDZ Praha 8 - <https://fokus-praha.cz> •
Centre of psychosomatic medicine Praha 17 - <https://www.cepsymed.cz>



ROSA CENTRUM PRO ŽENY

ROSA CENTER FOR WOMEN

Individual psychosocial and social therapeutic counselling

SOS Helpline (Rosalin Crisis Centre)

+420 800 60 50 80 24/7, free of charge

Online counselling via web form

<https://www.rosacentrum.cz/nase-sluzby/internetova-poradna>

Online chat

<https://www.rosacentrum.cz> Tue 13-15, Thu 9-11, Fri 9-12

Counselling Centre

Na Slupi 1483/14, 128 00 Praha 2 Mon, Tue 9-18, Wed, Thu 9-16, Fri 9-14

+420 241 432 466 • info@rosacentrum.cz



NÁRODNÍ ÚSTAV DUŠEVNÍHO ZDRAVÍ

NUDZ - ZDRAVÍ NATIONAL INSTITUTE OF MENTAL HEALTH

Inpatient and outpatient care • Day care center

Contact

Topolová 748, 250 67 Klecany
+420 283 088 244 • ambulance@nudz.cz

Special support for UA

infoua@nudz.cz • sr@nudz.cz.

Map of psychosocial assistance to Ukrainians

www.nudz.cz



PROFEM – CENTRUM PRO OBĚTI DOMÁCIHO A SEXUÁLNÍHO NÁSILÍ

CENTER FOR VICTIMS OF DOMESTIC AND SEXUAL VIOLENCE

Legal counselling

By appointment via +420 608 222 277, poradna@profem.cz
 V Iuhu 715/6 (until 21st January 2024)
 Břevnovská 1692/6, Praha 6 (from 22nd January 2024)
 Legal help line
 +420 608 222 277 Wed 17:30-20:30 • poradna@profem.cz, www.profem.cz



ACORUS

Legal assistance • Counselling • Representation

Counselling at Intervention Centre
 Dělnická 213/12, entrance from Tovární Street 11 Praha 7
24/7 Helpline
 +420 283 892 772 • info@acorus.cz



BÍLÝ KRUH BEZPEČÍ

WHITE CIRCLE OF SAFETY

Legal information • Victim support • Help with state financial aid

Counselling
 U Trojice 2, 150 00 Praha 5
 +420 257 317 100 Mon - Thu, 17-20, Fri 9-13 (booking only) • bkb.praha@bkb.cz



ROSA CENTRUM PRO ŽENY

ROSA CENTER FOR WOMEN

Individual legal counselling and assistance

Information and Counselling Centre
 Na Slupi 1483/14, 128 00 Praha 2 Mon, Tue 9-18, Wed, Thu 9-16, Fri 9-14
 +420 241 432 466 • info@rosacentrum.cz



IN IUSTITIA

Social and legal services for victims of hate crime/bias motivated violence/
 war crimes • Special social counselling • Crisis intervention • Psychological
 and therapeutic help

Counselling phone line
 +420 800 922 922, +420 773 177 636 Mon-Fri 9-17 (🇺🇸 and 🇨🇪 on Thu 16-18)

Reporting form
poradna@in-ius.cz • <https://in-ius.cz/form/index.php>

Counselling at centre
 Eliášova 467/28, 160 00 Praha 6 or anywhere across the Czech Republic according
 to the client's needs



INBÁZE

Legal information and counselling

Contact
 +420 739 037 353 • info@inbaze.cz Mon-Thu 9:00 - 16:30



SDRUŽENÍ PRO INTEGRACI A MIGRACI/ SIMI

ASSOCIATION FOR INTEGRATION AND MIGRATION

Legal counselling

Contact

+420 224 224 379 • poradna@migrace.com

Legal department

Havlíčkovo náměstí 2, 130 00, Praha 3

+420 776 263 033, +420 605 263 035, +420 603 547 450

Mon, Wed, Thu 9-12, 13-17, Tue, Fri upon appointment • www.migrace.com



CHILDREN'S CRISIS CENTRE PRAGUE

Socio-legal protection of children • Legal aid

Crisis Centre

Cílkova 796/7, Praha 12 – Kamýk

+420 241 480 511, +420 777 664 672 • ambulance@ditekrize.cz

<https://www.ditekrize.cz>



ON REQUEST



PORADNA MAGDALA

ADVICE CENTRE MAGDALA UNDER ARCIDIECÉZNÍ CHARITA PRAHA

Legal information and counselling

Contact

+420 739 002 900 • socialni1.magdala@praha.charita.cz

<https://praha.charita.cz/sluzby/magdala>

After immediate response



ON REQUEST



INTERVENČNÍ CENTRUM CSSP, RIAPS

INTERVENTION CENTRE CSSP, RIAPS

Support to housing

Consultation

+420 281 911 883

Shelters

Shelter home for families – Horáčkova 1096/3, Praha 4 • Jasmínová 2904/35, Praha 10

Šromova Shelter home – Šromova 862, Praha 14

Michle Shelter home / for men – Chodovská 3137/6, Praha 4

Skloněná Shelter home / for men – Malá Skloněná 521, Praha 9

Shelter home for women – Šromova 862/3, Praha 9

Shelter home with nursing service – Šromova 861/1, Praha 14



ACORUS

Support to long-term housing (secret address-safe shelter)

24/7 Helpline

+420 283 892 772



PORADNA MAGDALA

ADVICE CENTRE MAGDALA UNDER ARCIDIECÉZNÍ CHARITA PRAHA

Mediated accommodation to long-term housing • Shelter for women with kids

24/7 Helpline

+420 737 234 078 • magdala@praha.charita.cz