

# What is ATENPRO?

## What services does it offer?

The **Attention and Protection Telephone Service for Victims of Gender Violence (ATENPRO)** is a mobile telephony device that allows users to contact at any time a centre staffed by personnel specifically trained to specifically trained to provide an appropriate response to their personal situation.

It offers immediate and remote attention, ensuring a rapid response to any eventualities that may arise, 24 hours a day, 365 days a year, whenever they may be.

The Service Centre is in regular contact with the users of the service with the aim of carrying out permanent follow-ups. In emergency situations, the Centre's staff is prepared to provide an adequate response to the crisis, either by using its own resources or by mobilising other human and material resources.

The service is accessible for women with hearing impairment (SOTA Module) via an application installed on the terminal and allows contact with the Service Centre through textmessage correspondence.

NIPO: 048-21-209-5

# ATENPRO

## More information:

Your local council's Equality or Social Services

Telephone: 900 22 22 92

Information to Local Entities:  
atenpro@femp.es

Website:



<https://violenciagenero.igualdad.gob.es/informacionUtil/recursos/servicioTecnico/home.htm>

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Delegación del Gobierno  
contra la Violencia de Género



# ATENPRO

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



**016**  
ATENCIÓN A VÍCTIMAS  
DE VIOLENCIA CONTRA LAS MUJERES



## Peace of mind when you need it, 365 days of the year



Support, information  
and advice 24 hours a day

Immediate response to  
emergency situations  
by telephone



Connected to a call centre that informs the law enforcement authorities in risk situations

Mobile device, with  
GPS tracker



### Requirements for access to the service:

- ✓ You are a female victim of gender-based violence
- ✓ You are not living with the aggressor who has abused you
- ✓ You participate in the specialised care programmes existing in your autonomous region
- ✓ You accept the service's operating rules and cooperate in their proper functioning.

If you meet these access requirements, you can apply to join the ATENPRO service at the local Equality Services or Social Services that correspond to your address.

Find out more by calling 900 22 22 92.

## Calls from the client to the Centre

- You can call for different reasons: to communicate contact details, to report changes in your situation, to request psychosocial care, to ask for information about resources and services, etc.

- You will also be able to respond to follow-up calls made by the Call Centre

- In the event of an emergency situation, you will be able to call the Call Centre, which will mobilise the appropriate resources for the situation (notification of the local law enforcement authorities, health resources, etc.) and provide solutions.

## Calls from the Customer Service Centre

- Once you have registered for the service, you will receive regular calls from the Service Centre (you can opt for fortnightly or monthly calls) to follow up on the situation.

- In addition to these calls, you may also receive other calls on the occasion of relevant events (e.g. if you have to attend a trial), or communications to verify the correct functioning of the system.



- Finally, following an emergency call, post-emergency follow-ups will be scheduled to provide continuity to the intervention started at the time of the alarm and to assess your psychosocial state after the alarm.