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 a 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.
SAFETY AND SECURITY

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 ARCIDIECZNI 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
**MEDICAL CARE**

**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

**ÚSTAV PRO PĚČI 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

**CASE MANAGEMENT**

**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

**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

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

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 • pomoc@strada.cz • www.strada.cz
Mon-Thu 10-16, Fri 10-14

PORADNA MAGDALA
ADVICE CENTRE MAGDALA UNDER ARCIDIECÉZI CHARITA PRAGA
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
**CASE MANAGEMENT**
Including immediate psychosocial support

**PROFEM – CENTRUM PRO OBĚTI DOMÁCÍHO 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](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)

**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

**MHPSS**
Mental health and psychosocial support

**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

- Online chat
  [https://www.rosacentrum.cz](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](http://www.rosacentrum.cz)

- [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](http://www.rosacentrum.cz)
**AGENCY FOR MIGRATION AND ADAPTATION (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

**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  •  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

**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@csspraaha.cz
**MHPSS**

**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

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**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

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**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

Centre of psychosomatic medicine Praha 17 - https://www.cephysmed.cz

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**ROS A CENTRUM PRO ŽENY**
ROSSA 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

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**NÁRODNÍ ÚSTAV DUŠEVNÍHO ZDRAVÍ**
NUDZ - ZDRAVI 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

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**MHPSS**

Mental health and psychosocial support
**LEGAL HELP AND ASSISTANCE**

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

Legal counselling

By appointment via +420 608 222 277, poradna@profem.cz
V luhu 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

**LEGAL HELP AND ASSISTANCE**

**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
Elíškova 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
**LEGAL HELP AND ASSISTANCE**

**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

**FOLLOW-UP & OTHER SERVICES**

**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

**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

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