

**ROSA - Centre for Women, z.s. provides three registered social services to women victims of domestic violence:**

**Professional social counselling at the ROSA Information and Counselling Centre for women victims of domestic violence.**

**The target group of professional counselling** is women victims of domestic violence.

**Services:** at the ROSA Information and Counselling Centre we offer free one-off and long-term counselling: individual psychosocial, socio-legal and social-therapeutic consultations. In case of need and possibilities of the organization, we provide psychological and legal counseling to our clients.

**Reception of clients:** The reception of clients is always by telephone appointment. For consultations, it is always necessary to make an appointment in advance by calling 241 432 466. Due to the safety of other victims of domestic violence, it is not possible to enter the centre without an appointment.

**Consultations are ongoing:**

Mon, Tue 9am-6pm, Wed 9am-4pm, Thu, Fri 9am-2pm.

Price: consultations are free of charge.

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**Objectives of counselling:**

- To ensure the safety of clients and children who have witnessed domestic violence or may be at risk of domestic violence.
- Identification of risk factors and development of a safety plan.
- Increasing the client's awareness of the possibilities of solving her situation.
- Helping the client understand the dynamics of violence in relationships.
- Support and empowerment of the client.

**The counselling is free of charge**, free of charge, the workers are bound by confidentiality. The client co-determines the duration of the services (consultations are provided repeatedly, according to the client's needs). The counsellor is on the side of the victim (this criterion is a key pillar in establishing trust in the counselling relationship and in preventing secondary victimisation of the victim).

We also provide basic advice via email at [poradna@rosacentrum.cz](mailto:poradna@rosacentrum.cz) within 24 hours and via chat at [www.chat.rosacentrum.cz](http://www.chat.rosacentrum.cz)

**Scope:** capital city of Prague

**Service address:**

**Na Slupi 1483/14, 128 00 Prague 2,**

**Appointments for consultations: 241 432 466,**

**E-mail for clients:**

**[poradna@rosacentrum.cz](mailto:poradna@rosacentrum.cz)**

**Web: [www.rosacentrum.cz](http://www.rosacentrum.cz)**

**ROSALIN - centre of comprehensive crisis assistance for women victims of domestic violence**

**The target group of crisis assistance** is women acutely threatened by domestic violence.

**Services:** Crisis assistance is provided as a residential service for a maximum of 7 days. It has a total of 15 beds and up to 3 clients with their children can stay at the same time.

**Reception of clients:** For admission to the residential form of crisis assistance, the woman's threat to her life and health as a result of domestic violence is decisive. For information on the possibility of crisis assistance, call the toll-free crisis line 800 60 50 80, which is the basic contact for admission to the service.

**Cost:** Crisis assistance in residential form is provided free of charge by law.



**The service is provided by:**

- women, victims of domestic violence over the age of 18 and their minor children,
- women, victims of domestic violence who have declared permanent residence in the Czech Republic, persons granted asylum, citizens of a Member State of the European Union who have declared residence in the Czech Republic for more than three months and other persons referred to in Section 4 of Act No 108/2006 Coll. on Social Services

**Residential crisis service is not provided:**

- Other than the target group of victims of domestic violence.
- Women who are obviously under the influence of alcohol or other addictive substances.
- Women who exhibit aggressive behavior.
- Women who have acute manifestations of a psychiatric illness that prevents the provision of services, if their health condition requires care in a health facility, if they are unable to stay in a social services facility because of an acute infectious disease, if their behaviour would seriously disrupt collective coexistence because of a mental disorder.

The Centre also provides **crisis telephone assistance** to women victims of domestic violence 24 hours a day and free of charge on the **800 60 50 80** line.

**Scope:** the ROSALIN Crisis Assistance Centre is nationwide.

**Operation:** continuous

**Contact address of the service:**

Na Slupi 1483/14, 128 00 Prague 2, tel. 800 60 50 80, main e-mail: [info@rosacentrum.cz](mailto:info@rosacentrum.cz)

**ROSA - a shelter with a secret address for women victims of domestic violence and their children**

**The target group of the shelter accommodation** with a concealed address are women, victims of domestic violence and their children at risk of domestic violence.

**Residential service is provided:**

women, victims of domestic violence over the age of 18 and their minor children, women, victims of domestic violence who have declared permanent residence in the Czech Republic, persons granted asylum, citizens of a Member State of the European Union who have declared residence in the Czech Republic for more than three months and other persons referred to in Section 4 of Act No 108/2006 Coll. on Social Services

**Residential shelter service with a concealed address is not provided:**

Other than the target group of victims of domestic violence.

Women who are obviously under the influence of alcohol or other addictive substances.

Women who exhibit aggressive behavior.

Women who have acute manifestations of a psychiatric illness that prevents the provision of services, if their health condition requires care in a health facility, if they are unable to stay in a social services facility because of an acute infectious disease, if their behaviour would seriously disrupt collective coexistence because of a mental disorder.

**ROSA Asylum House is not wheelchair accessible.**





ROSA - centre for women, z.s.

## Helping women victims of domestic violence

We provide services to women victims of domestic violence:

- Professional social counselling at the ROSA Information and Counselling Centre
- Asylum accommodation with concealed address
- Crisis assistance (crisis stay, crisis line)



Free crisis line  
**800 60 50 80**  
nonstop

### Basic services provided in the shelter:

According to the law, the **residential service** is provided for a period not exceeding one year as a rule.

**Help with meals:** clients have their own kitchenette with a fridge, built-in cooker and utensils.

**Social and legal assistance and counselling:** women can use our services for drafting court petitions and consultations on social and legal issues.

**Social assistance and counselling:** we help clients with the processing of material need benefits and state social support. The shelter's workers will help you to find out about social services and social security. Women can also ask us to accompany them to the authorities or to court. We help our clients to find housing, employment, deal with official documents or other materials and support them in other difficult situations.

### Reception of clients in the asylum:

The reception of clients is always based on a telephone appointment and an initial consultation at the organisation's headquarters, where those interested in the service can make an appointment by telephone at 736 739 467. During the consultation, the woman's situation is assessed and a safety plan is drawn up.

**Cost:** Women have to pay part of the cost of asylum accommodation. For the current price list, please visit: [www.rosacentrum.cz/nase-sluzby/azylovy-dum/](http://www.rosacentrum.cz/nase-sluzby/azylovy-dum/)

**Operation:** Continuous.

**Scope:** capital city of Prague

**Address withheld, contact address:**

Na Slupi 1483/14, 128 00 Prague 2

**Head of AD tel. +420 736 739 467** (Mon-Fri 9am-4pm)

Email: [azyl@rosacentrum.cz](mailto:azyl@rosacentrum.cz)

Web: [www.rosacentrum.cz](http://www.rosacentrum.cz)



Domestic violence is not a marginal phenomenon. 38% of women in the Czech Republic will experience some form of domestic violence in their lifetime. Children witness violence in up to 90% of cases. Domestic violence (abuse of a person living in a shared home) is a criminal offence under Section 199 of the Criminal Code. The perpetrator of domestic violence can be banned from the common home for 10 days.

Remember that no one has the right to beat, humiliate, control or blackmail another. If domestic violence occurs once, it will most likely happen again. Moreover, violence that is not addressed tends to increase in intensity and frequency. The situation will not change until the perpetrator accepts responsibility for his actions. Do not feel ashamed of your situation, violence is not your fault, do not apologise or blame yourself for violence.

### ROSA - centre for women, z.s.

registered office/billing/contact address:

Na Slupi 1483/14, 128 00 Prague 2

Tel./fax: +420 241 432 466

Advisory e-mail: [poradna@rosacentrum.cz](mailto:poradna@rosacentrum.cz)

Main e-mail: [info@rosacentrum.cz](mailto:info@rosacentrum.cz)

[www.rosacentrum.cz](http://www.rosacentrum.cz)

[www.stopnasili.cz](http://www.stopnasili.cz)

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ROSA centrum pro ženy



stopnasili.cz



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**DMS ROSA 60**

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**to the phone number 87 777**



The price of the SMS is 30, 60 or 90 CZK, ROSA will receive 29, 59 or 89 CZK of this amount.