

## EMERGENCY TELEPHONE NUMBER 112

Common emergency telephone number that can be dialed free of charge from any telephone or mobile phone in order to reach emergency services (Ambulances, Fire & Rescue, & Police) in the European Union and EEA countries.

### WHO TO CONTACT FOR ASSISTANCE

#### AUSTRIA - WEISSER RING

**T:** +43 1712 1405 **E:** office@weisser-ring.at

#### BELGIUM - STEUNPUNT ALGEMEEN WELZIJSWERK

**T:** +32 3 340 4900 **E:** kris.degroof@steunpunt.be

#### BULGARIA - SVCC FOUNDATION

**T:** +359 2-9800262 **E:** stopcrimes@abv.bg

#### CROATIA - BIJELI KRUG HRVATS

**T:** +385 217 834 49 **E:** bijeli.krug@gmail.com

#### CROATIAN VICTIM AND WITNESS SUPPORT SERVICE

**T:** +385 1 3714 007 **E:** pzs@pzs.hr

#### CZECH REPUBLIC - BILY KRUH BEZPECI

**T:** +420 257 317 110 **E:** centrala@praha.bkb.cz

#### DENMARK - OFFERRAADGIVNING

**T:** +45 116 006 **E:** info@offerraadgivning.dk

#### VICTIM AID DENMARK

**T:** +45 86 41 59 00 **E:** voldsofre@voldsofre.dk

#### ESTONIA - OHVRIABI

**T:** +372 673 38 45 **E:** ohvriabi@ohvriabi.ee

#### FRANCE - INSTITUT NATIONAL D'AIDE AUX VICTIMES ET DE MEDIATION (INAVEM)

**T:** +33 141834200 **E:** sbellucci@inavem.org

#### FINLAND - RIKOSUHRIPAIVYSTYS SUOMESSA

**T:** +358 (0) 405106210 **E:** petra.kjallman@riku.fi

#### GERMANY - ARBEITSKREIS DER OPFERHILFEN

**T:** +49 30 39 407 780 **E:** info@opferhilfen.de

#### WEISSER RING GERMANY

**T:** +49 6131 830 30 **E:** info@weisser-ring.de

#### HUNGARY - FEHER GYURU KOZHASZNU EGYESULET

**T:** +36 14721161 **E:** fehergyuru@t-online.hu

#### IRELAND - COMMISSION FOR THE SUPPORT OF VICTIMS OF CRIME

**T:** +353 1 4768675 **E:** csvc@justice.ie

#### CRIME VICTIMS HELPLINE

**T:** +353 1 408 6118 **E:** info@crimevictimshelpline.ie

#### IRISH TOURIST ASSISTANCE SERVICE

**T:** +353 1 661 0562 **E:** info@itas.ie

#### MALTA - VICTIM SUPPORT MALTA

**T:** +356 2122 8333 **E:** info@victimsupportmalta.org

#### NETHERLANDS - SLACHTOFFERHULP NEDERLAND

**T:** +31 30 2340116 **E:** info@slachtofferhulp.nl

#### PORTUGAL - ASSOCIACAO PORTUGUESA DE APOIO A VITIMA (APAV)

**T:** +351 21 358 7900 **E:** apav.sede@apav.pt

#### SUBVENIA VICTIMA

**T:** +48 33817 2838 **E:** contactus@subvenia.pl

#### RUSSIA - SOPROTIVLENIE

**T:** +7 499 241 3733 **E:** soprotivlenye@soprotivlenye.ru

#### SPAIN - ASOCIACION NACIONAL DE VICTIMAS DE DELITOS VIOLENTOS (A.N.V.D.V)

**T:** +34 91 551 3217 **E:** victimas@victimas.org

FAVIDE **T:** +34 96 192 3034 **E:** rrrh.favide@gva.es

#### SLOVAKIA - POMOC OBETIAM NASILIA

**T:** +421 2 5263 2496 **E:** info@pomocobetiam.sk

#### SWEDEN - BROTTSOFFERJOURERNAS RIKSFORBUND SWEDEN

**T:** +46 8 664 8800

#### SERBIA - VICTIMOLOGY SOCIETY OF SERBIA

**T:** +381 11 303 4232 **E:** vds@eunet.rs

#### SCOTLAND - VICTIM SUPPORT SCOTLAND

**T:** +44 131 668 4486 **E:** info@victimsupportscotland.org.uk

#### UNITED KINGDOM - VICTIM SUPPORT ENGLAND & WALES

**T:** +44 207 268 0200 **E:** contact@victimsupport.org.uk

#### VICTIM SUPPORT NORTHERN IRELAND

**T:** +44 28 9024 4039 **E:** contact@victimsupportni.org.uk

#### SWITZERLAND - WEISSER RING SWITZERLAND

**T:** +41 444226565 **E:** info@weisser-ring.ch

#### UNITED STATES - INTERNATIONAL CRUISE VICTIMS ASSOCIATION

**T:** +1 602 852 5896 **E:** kcarver17@cox.net



## STRENGTHENING CRIME PREVENTION BETWEEN EU MEMBER STATES

# STAYING

# SAFE



Europe  
for Citizens

**VICTIMSUPPORTMALTA**  
Malta's support and information centre for victims of crime

 Victim Support Europe

This project is being implemented with the financial support of the 'Europe for Citizens' Programme (2007-2013) of the European Union

## STREET SECURITY

- | Keep a low amount of cash and avoid carrying debit/credit cards you don't need.
- | Whenever possible, avoid travelling alone.
- | Avoid walking during the night, and if it is a must, try to be accompanied by someone.
- | Avoid wearing expensive jewellery while walking in the street.
- | Whilst using public transport, try to sit close to the exit.
- | Put wallets and purses out of sight and hold bags close to you.
- | Whilst traveling by car, always lock the doors.
- | Avoid use of alcohol as it is frequently a factor in sexual assaults.
- | Meet new people in public places.
- | In case of immediate danger, shout "fire," not "help" or "rape" to attract a crowd and surprise the attacker.



## HOME SECURITY

- | Change all locks when you move into a new house and when you lose the keys.
- | All doors and windows should be locked at all times during day and night.
- | Fit a door viewer to be able to know who you are opening the door for.
- | Ask for specific details before opening the door to strangers.
- | Fit a door chain/limiter.
- | Fit 3 locking points locks at the door with special locks fitted to the top and bottom.
- | Never leave windows or door keys in their locks.
- | Fit sensor lighting in front of your door.
- | Install an alarm and CCTV camera.
- | Fit double glazing windows.
- | Number your house clearly so that civil protection will find your house quickly in case immediate help is necessary.

## INTERNET SECURITY

- | Never disclose passwords.
- | Change passwords every now and then.
- | Log out of every account that you use.
- | Always delete history after using a public computer.
- | Install trustworthy protection software.
- | Ask a professional to inspect your computer to check for spyware and viruses.
- | Protect wireless internet.
- | Never post anything online that can shame you or others.
- | Remember that any posted information is then public information.
- | Record and report any cyber stalking.
- | Monitor children while browsing the internet.

## ABUSE

There are various forms of abuse:

Physical abuse  
Psychological abuse  
Financial abuse  
Material abuse  
Sexual abuse  
Neglect  
Cyber abuse

**A person can be abused in a number of different forms.**

**The law prohibits abuse and neglect, even within the family. If you, or someone that you know, are being abused, it is important that you report it to the authorities.**