



مركز تفوق الإستشاري لدعم قضايا النساء  
**Tafawuq** Center For Women & Gender



## Centers Services for Victims of Violence Directory





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# **Centers Services for Victims of Violence Directory**



## **Why this directory:**

**To make a database consisting of names and addresses of centers and institutions that provide services to women, children and housemaids whom have been victims of violence, available for those in need of such data. To emphasize the importance of issuing the Domestic Violence Protection Law in the kingdom of Bahrain and raise awareness of it as a protection mechanism and enjoined at the same time.**

## **Contents:**

1. Defining domestic violence as per the universal declaration on the elimination of violence against women and the Domestic Violence Protection Law in the kingdom of Bahrain.
2. The categories covered by the protection from the Domestic Violence Protection Law in the kingdom of Bahrain.
3. Types of violence as per the Domestic Violence Protection Law in the kingdom of Bahrain.
4. Reporting violence and the authorized entities that receive such reports as per the Domestic Violence Protection Law in the kingdom of Bahrain.
5. Order for protection as per the Domestic Violence Protection Law in the Kingdom of Bahrain.
6. Names and addresses of the centers and institutions that provide services to victims of domestic violence.

## First: Definition of Domestic Violence:

- The meaning of the term (violence against women) is any violent action from the opposite sex which results in pain or suffering to the woman it has befallen. Whether physical, sexual or psychological violence as well as, threatening, coercing and depriving from freedom be it in her general or private life<sup>1</sup>.
- Domestic violence: any act of abuse that falls within the family by (the aggressor towards the (victim / person who was attacked)<sup>2</sup>.

## Second: Categories covered by the Protection from violence law

1. Husband and wife with a legal marriage contract as well as their children and grandchildren.
2. Step Children of either husband or wife that came from a previous legitimate marriage.
3. Father/ mother of either of the married couple.
4. Brothers / sisters of either of the married couple.
5. The person covered by the custody of foster parents.

## Third: Types of violence<sup>3</sup>:

1. Act of physical violence: any sort of violence on the victim's body.
2. Act of psychological violence: Any act that results in hurting the victim psychologically including (insulting the victim).
3. Act of sexual violence : In accordance to the provisions of this law ,if the aggressor commits any of the following against the victim :

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1 .Declaration on the Elimination of Violence against Women adopted by the United Nations General Assembly in its resolution 48/104 of 20 December 1993.

2. Law on Protection from Domestic Violence, issued in the Kingdom of Bahrain on August 6, 2015.

3 . Article 1, section 1, law on protection from domestic violence, Kingdom of Bahrain, August 6<sup>th</sup> 2015

## Sexual abuse:

- a. Sexual abuse or exploitation of the victim in any means to satisfy the sexual desires of the aggressor or other parties.
  - b. Exposing the victim to sexual conduct / matter.
4. Act of economical violence: any act that results in depriving the victim from his rights or freedom of using his own money.

## Fourth: Reporting domestic violence and the authorized authority receiving these reports.

1. Any person subjected to violence or any member of the family has the right to report an act of domestic violence.
2. Any person who comes across a domestic violence case due to his nature of work or his profession ( medical / teaching) to report it to the public prosecution<sup>4</sup>.
3. The public prosecution and the police stations should receive such reports and all necessary legal action should be taken<sup>5</sup>.

## Fifth: Order of domestic protection

1. Protection order : Order issued from the public prosecution, court or to investigating judge to protect the victim accordingly<sup>6</sup>.
2. The public prosecution can issue a temporary warrant on moving the victim away from his family to protect him where he will need to go through the lower criminal court if he were a minor or incapacitated within two weeks<sup>7</sup>.

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4. Article 8, section 3, law on protection from domestic violence, Kingdom of Bahrain, August 6<sup>th</sup> 2015

5. Article 10 section 3 , the same source.

6. Article 1 , general provisions , Section 1, the previous source.

7. Article 13 Section 3, the previous source .

3. The public prosecution can issue a protection order on its own or upon the victims request thus compelling the aggressor to the following.
  - A. Not harming the victim in any way.
  - B. Not approaching any of the places of protection or any place mentioned in the protection order.
  - C. Not damaging any of the victims properties nor any property of the family members.
  - D. Empowering the victim or his delegates to receive his personal necessary belongings.
5. The protection order shouldn't increase more than a month and may be renewed by an order from the civil small court not more than three months in case of the aggressor violating or breaching.
6. Any of the conflict parties have the right to appeal on the court order seven days from the date of issue, requesting to get it amended or cancelled and the appeal is to be in front of the lower civil court if the protection order was issued by the public prosecution , but if it was issued by the lower civil court then the appeal should be in front of the higher civil court<sup>8</sup>.

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8. Article15, Section 3,law on protection from domestic violence , Kingdom of Bahrain, August 6<sup>th</sup> 2015.



## **Sixth: Names and addresses of the centers and institutions that provide services to the victims of domestic violence in the Kingdom of Bahrain**

### **1.The Centers and Institutions under the Government**



#### **The Social Services Department in the Health Centers of the Ministry of Health**

-The Services provided to women who have been subjected to violence :

- Receiving the battered woman after the doctor at the health center transfers her.
- The social researcher notes down the victims data on the social research form of the victim.
- Determining the type of violence the victim was subjected to and the extent of danger she was exposed to. Based on this a suitable remedial plan is setup which includes the protection plan for protecting the victim which focuses on three important stages :
  - Crisis stage
  - Need of help stage
  - Future Planning stage
- All the efforts are gathered on family counseling services for the victim and her family. Family counseling is a specialized service, aiming to help the victim on discovering her personal capabilities, understanding her problem and developing her ability to face abuse, solving her family issues and gaining the needed life skills.

- The services provided include coordination and follow up to transfer the victim to the concerned authorities that provide the needed service from the following services: legal services / specialized health services / psychological services / shelter services / economical services.

## List of the Health Centers and the Contact Numbers of the Social Researchers

No	Health Center	Health center no.	.Ext	
1	Bilad Al Qadeem Health Center	17408888	132	6
2	Bahrain & Kuwait Health center - Hidd area	17165888	237	
3	Shaikh Salman Heath Center	17348888	134	6
4	Aali Health Center	17648888	172	6
5	Mohammed Jassim Kanoo Health Center	17436888	259	
6	Nuwaidrat Health Center	17891111	159	
7	Isa Town Health Center	17480888	158	6
8	Kuwait Health Center	17608888	124	6
9	East Riffa Health Center	17768888	144	6
10	Hamad Town Health Center	17418888	124	6
11	National Bank of Bahrain Health Center - Arad area	17463888	159	
12	Naim Heath Center	17286826	direct	
13	Zallaq Health Center	17637888	123	

14	IbnSina Health Center	17516888	142	6
15	Al Hoorra Health Center	17318888	128	6
16	HamadKanoo Health Center	17768555	130	6
17	National Bank of Bahrain Health Center – Al Dair area	17478888	130	6
18	Shaikh Subah al Salem Health Center	17821888	150	6
19	Al Budaiya Health Center	17698888	138	
20	Northern Muharraq Health Center	17460888	146	6
21	Shaik Jabber AlahmedHelth Center	1769688	736	5
22	Jidhafs Health Center	17558777	144	6
23	Sitra Health Center	17459888	150	6
24	Yousif Engineer Health Center	17372888	162	



## Women Support Center Supreme Council for Women

**Summary about the Center:** it started work through the complaints unit that was established at the beginning of the Supreme Council for Women on August 2001. The work at the unit became effective on July 2004 and with the rising number of complaints that were being received, the unit developed to become a complete center for receiving complaints at the end of the year 2006. Due to the different types of complaints and requests the center was receiving and the Bahraini woman's need of support and care it was transferred to a Woman Support Center on April 2011.

**Address:** building 103, Road 2825, Block 928, West Riffa P.O box 38886

### Channels of Communication:

- **Personal attendance:** directly going to the Woman Support Center located in the Supreme Council for Women.
- Communicating with the offices of Woman affairs of the five governorates of the kingdom.
- **Phone ( recorded messages ) – fax :** communicating through the toll free line on 80008006 or via **fax no.:+973 17415304**
- Communicating through email and social media by sending a request or complain via the following email : @scwbahrain or hfkklig.dlnvm@hxd.ys

- An office of the supreme council for Women located in Riyadat Center.
- Sending the request or complain on the Supreme Council for Women's address : Building 103, Road 2825, Block 928, West Riffa - P.O box 38886
- **Visit timings :** From Sunday – Wednesday 07:30 am – 2:00pm, Thursday 7:30 am – 1:45 pm

**Services of the Center:** in coordinating with the three departments of the center (complaints section / Counseling section / Projects section) which provide the following services:

**First: legal services:**

1. Providing free legal consultation and advice for women.
2. Providing free judicial assistance for needy women as well as providing partial support for women with low incomes on marital cases of which all efforts of making up failed.
3. Providing free judicial assistance for needy women for civil marital cases that require handing over official certificates of the children / proving the woman's share in the place of residence.
4. Investigating complaints related to sex discrimination at the work place.

**Second: Counseling Services**

1. The section provides marital & family reconciliation services as well as agreement of maintaining good terms before, during and after a divorce. In case reconciliation was not possible nor any sort of agreement the section transfers the request to the legal services section to provide legal advice on the problem.
2. The section provides its services for mutual agreed upon divorce where both parties have agreed on ending the marriage to minimize any financial or emotional damage that

might befall any member of this relationship ( either of the spouses or children ).

3. The Support Program's service that aims on solving disputes which emphasizes marital ties through lessening psychological pressure that by signing contracts with experts specialized in family counseling and behavioral rehabilitation.
4. Annually follow up service to check on the family's situation.

### **Third: Request's follow up Service**

The complaints section receives requests of divorced Bahraini women, widows responsible for children which includes:

1. Following up on the Nationality applications of the children of Bahraini women married to non-Bahrainis after they have applied in the Nationality, Passports and Residency Affairs directorate in the Ministry of Interior .
2. Following up on Residency and Visit visa applications for non-Bahraini women who have the custody of their Bahraini children as well applications of husband and children of Bahraini women as per conditions laid down by the Ministry of Interior.
3. Following up on housing applications for divorced women, widows and women supporting their parents.
4. Following up on social security applications and cost of living allowance for divorced women, widows and single women.



## Dar Al Aman Shelter

**Summary on the shelter:** Dar Al Aman shelter is a place to shelter those in need for free (women and their under age children subjected to violence), female domestic workers subjected to violence, females subjected to human trafficking. It was opened in the year 2006 which represents social coordination in the kingdom and it is run by a civil society. A ministerial decision was issued to form Al Aman Shelter's board of members consisting of representatives of all the concerned governmental and civil institutions specialized in laying down the shelter's general policies to be able to reach its objectives , as well as laying down its financial , administrative and technical plans necessary for its work.

**Address:** Building 259, Road 1104, Block 711, Tubli.

**Contact number:** +973 1784614

**Email:** sawan.qaheri@social.gov.bh

### The Services the shelter provides :

#### 1. Accommodation Service :

- 1) **Temporary accommodation:** Accommodating the cases that are unable to go back to their families which endangers their lives until they have been counseled and able to be independent. ( accommodation period : 8 weeks – renewable )

- 2) **Emergency accommodation:** provided to emergency cases that have proven after a primary quick investigation that they deserve to be accommodated before completing the necessary investigation that meet the shelter's conditions of accommodation. This service is to be provided on the shelter's official timings or on weekends or public holidays.
- 3) **Family Care:** what is meant by family care is the shelter's follow up on the case and its family or after their return to their families to make sure they haven't been harmed in any way.

2. **Conditions of Acceptance :**

- 1) Both female Bahraini Nationals and non-Bahrainis residing in the Kingdom of Bahrain , married , single , domestic worker whom have been subjected to any sort of violence.
- 2) The social and legal research, medical and psychological checkup all should prove that the case was subjected to family violence.
- 3) The case should want to benefit from the services provided by the shelter.
- 4) Regarding domestic workers they should be transferred from the ministry of interior and all the above mentioned conditions should be present.
- 5) The case should be free from contagious diseases' and mental disorders for the shelter to be accept providing accommodation.

a. **To benefit from the service :**

1. The cases are to be transferred by the police station's or other concerned authorities.
2. Some emergency cases are accepted in a separate room until completing all other procedures.



b. **Procedures of Acceptance :**

1. Submitting an application for accommodation at the shelter by the battered woman herself or by any official or civil concerned authority.
2. Completing the procedures of accommodation by the ministry of interior and its concerned departments.
3. To gain the approval of the responsible person (in Shariaah) of the case or the security concerned departments for accommodation to be provided by the shelter.
4. Completing the psychological, social and legal research to evaluate the case.
5. Preparing a medical and social file for the case.
6. Full medical checkup.



وزارة التنمية الاجتماعية  
Ministry of Social Development

## Child Protection Center

**Summary on the Center:** The Child Protection Center was established in the year 2007, and is a social care establishment under the Ministry of Social development – Child Protection department for protection of children under the age of 18, protecting them from all sorts of mistreatment and negligence (sexual abuse, psychological abuse, and extreme negligence)

**Address:** Building 288, Shaikh Duaij Road 2510, Block 325 Gudaibiya Area

**Hotline:** Child protection Center, emergency child protection and support hotline 998

**Contact number:** Landline: +973 17242533

**Fax number:** +97317230019

### Services the Center provides:

- Providing care for the child when subjected to physical or psychological harm.
- Providing medical care
- Providing psychological , social and educational services
- Coordinating legal and judicial services
- Providing temporary or permanent foster care in at most necessary cases
- Evaluating the other children of the family situation.
- Counseling the child and family .Preparing them to remerge the child back in the family

- Following up the case from an educational , psychological and social aspect

### **How the reports reach the Center:**

1. The center receives all the reports on the child protection emergency hotline 998 related to child mistreatment or transferred from the concerned authorities in ( the ministry of justice and Islamic affairs , ministry of interior , ministry of health , ministry of education , police stations , public prosecution . The center also receives complaints from children themselves and their families, medical staff and specialists, teachers and other citizens.
2. The abused child is met in the center along with his family, where educational, psychological and social services are provided, he is also transferred to other concerned authorities to benefit from the services provided by them that he is in need of.
3. Spreading public awareness on child protection through workshops on preventive, healing, and developmental measures) aimed at all segments of society inside and outside of the center.

### **Procedures of providing protection:**

- 1- Meeting the Social specialist
- 2- Medical and sexual assault check up
- 3- Health care
- 4- Evaluation and psychological support
- 5- Evaluation and Social support
- 6- Evaluation and Schooling support
- 7- Evaluation of legal support

مرکز بتلكو لرعاية حالات العنف الاسري

*Batelco Care Center For Family Violence Cases*



## Batelco Center for Family Violence

**Summary on the center:** The center provides support services to all family members.

**Address:** Office no 12 – Building 1309, Road 5043, Block 450 Budaiya Road Ruyan Building. P. O box 32215, Isa town, Kingdom of Bahrain

**Work timings:** Sunday –Thursday from 8:30 am to 2:00 pm

**Contact number:**+973 17597777

**Instagram:** batelcocarecenter

**YOUTUBE:** batelcocarecenter

**LinkedIn:**batelco care center

**Facebook:** BatelcoCarecenter

**Twitter:** @batelcocarecent

**Website:** www.batelcocarecenter.org

**Email:**info@batelcocarecenter.org-support@batelcocarecenter.org

### Services provided by the center:

- Counseling and guiding
- Psychological , behavioral and cognitive treatment
- Psychological services
- Marital counseling
- Teenage counseling
- Provide support to cases with physical, sexual, economical and school abuse

## 2.The Centers and Institutions of Civil Associations



### **Aisha Yateem Center for Family Counseling** “Consult to make yourself and family happier”

**Summary on the center:** Aisha Yateem Center for Family Counseling was established on 21<sup>st</sup> March 2007 to provide counseling services (psychological and legal services) by specialized team of experts.

**Address:** Building 1892, Road 1123, Bock 1211, Rounabout17 Hamad Town. P.O box 26726, Kingdom of Bahrain.

Working hours: Sunday- Thursday from 7am to 2pm

**Contact number:**+973 17430488

**Fax number:**+973 17430557

**Hotline:** 80001488

**Email:** ayfcc@batelco.com.bh

**Instagram:**@aishayateem

#### **Services the center provides:**

- **Social Counseling unit:** receiving specialists to deal with the case and to help her find appropriate solutions to her problem
- **Psychological Counseling unit:** Providing psychological counseling to the case and providing help and support.
- **Legal Consultation unit :** providing legal consultation and following up the cases at court
- **Hotline :** providing immediate consultation to the abused woman on the toll free hotline



## Bahrain Woman Union Family Support Committee

**Summary on the committee :** The committee was established on September 1<sup>st</sup> 2008 to support women harmed in family status cases and family violence as well as all the family members harmed due to violence.

**Address:** Building 642, Road 5916, Block 359, Zinj Area, P.O box 39162 East Riffa, Kingdom of Bahrain.

**Contact No:** +973 17141180 --+973 35045450

**Fax:**+973 17141168

**Instagram:** @bahwu

**Facebook:**bahwu Bahrain

**Email:**bahwu@batelco.com.bh-Bahwu@hotmail.com

**Website:** www.bahwu.com

### Services provided by the Committee

- Receiving cases and listening to them
- Legal consultation
- Free of charge judicial support ( temporarily stopped )
- Cooperating with the concerned governmental authorities to support Domestic violence victims
- Rehabilitation of victims of violence
- Preparation of statistics related to Domestic violence from the cases the committee receives

**Visit timings:** Sunday – Thursday from 8:00am – 2:00 pm



## Al Reef Woman Society Family Counseling and Guidance Committee

**Summary on the committee:** the Committee started working on 2011 with a grant from the ministry of Social development. The committee provides family, psychological and social guidance services and works upon finding preventive and healing plans for the cases received and their families.

**Address:** Building: 45 , flat 2 , Road 50, Block 426 Muqsha Area

**Contact No:** 77168816

**Facebook:**alreef.yls

**Instagramaccount:** @alreefylys

### **Services the committee provides:**

- Receiving the cases and providing social and psychological counseling and support for the women and their families.
- Finding communication channels with specialized concerned authorities.
- Raising family awareness through displaying social and family problems to find suitable solutions for each problem.



جمعية حماية العمال الوافدين  
Migrant Workers Protection Society  
(MWPS)

## Migrant Workers Protection Society

### Summary on the Society:

The society was established in 2005 in the Kingdom of Bahrain for the purpose of helping the migrant workers from both sexes to obtain their human rights in accordance to the International standards, and it is the only society in the Arab Gulf that focuses its efforts exclusively to support migrant workers. The society also has a temporary shelter for the victims of violence and abuse.

Address: Flat 2, Building 647, Road 3625, block 336, Adlya. Office of Migrant Workers Protection Society, P.O box 5561, Kingdom of Bahrain.

Telephone number: +973 17827895

Fax number: +973 17827895

Mrs. Marietta Dias (Chairperson) : +973 38452470

Mrs. Beverly Hamadeh (General Secretary): +973 39737548

Mrs. Evone Bhaskaran (Head of Action Committee): +973 39843609

Email: [info@mwpsbahrain.com](mailto:info@mwpsbahrain.com)



The services provided by the society for victims of violence and abuse:

- Provide temporary stay at the society's shelter
- Provide medical and legal services
- Provide Visa fees/ flight tickets in case of deportation
- Provide translators in several languages
- Follow up on migrant works legal cases with: police stations, manpower agencies, Ministry of Labor, LMRA, foreign embassies, General Directorate for Nationality, Passports and Residence, hospitals, Prosecutors and courts.
- Provide food, clothes and other needs for migrate works when required
- Organize lectures to raise awareness of the community on the rights of the migrate workers and the violations that they suffer from with media coverage



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