

The women's shelter house
LUCHA Y SIESTA



If your home is not a safe place, remember that YOU ARE NOT ALONE

YOU CAN CONTACT 24/7 THE WOMEN'S SHELTER HOUSE
LUCHA Y SIESTA IN THE FOLLOWING WAYS

CALL OR TEXT 3291221342

WRITE TO NONSEISOLA.LUCHA@GMAIL.COM

CHATTI SU FACEBOOK @LUCHA.YSIESTA



Call us when you go out to throw
the trash or to the supermarket

REMEMBER



● YOU CAN ALWAYS CALL THE NATIONAL NUMBER AGAINST DOMESTIC VIOLENCE 1522
TO KNOW WHERE THE NEAREST WOMEN'S SHELTER IS

● LEAVING YOUR HOUSE TO GO TO A WOMEN'S SHELTER IS NEVER FOBIDDEN. YOU CAN ALSO GO
OUT WITHOUT DOCUMENTS.

IF YOU GET STOPPED ON THE WAY, EXPLAIN THAT YOU NEED TO TALK IMMEDIATELY TO A
FEMALE ANTI- VIOLENCE PROFESSIONAL (IF THEY DON'T UNDERSTAND YOU, SAY IT IN ITALIAN:
"HO BISOGNO DI AIUTO, DEVO PARLARE CON UNA OPERATRICE ANTIVIOLLENZA")

● YOU CAN ALWAYS CALL THE EMERGENCY NUMBER 112



YOU ARE NOT ALONE

ARE YOU AFRAID THAT YOUR PHONE COULD BE CONTROLLED?

Here are some useful advice

- SAVE OUR NUMBER IN YOUR MOBILE PHONE USING A CREATIVE CONTACT NAME



- AFTER CALLING OR WRITING US, CLEAR YOUR PHONE HISTORY



- COLLECT AND SECURE USEFUL ELEMENTS FOR A POSSIBLE LEGAL PROCESS: TAKE PICTURES OF THE SIGNS OF VIOLENCE, SAVE AUDIOS, CHATS, TEXT MESSAGES OR EMAILS THAT REPORT THREATS, OFFENSES AND HUMILIATIONS; SEND THESE FILES TO AT LEAST ONE PERSON YOU TRUST AND DELETE THEM FROM YOUR PHONE



YOU ARE NOT ALONE

- **CHANGE YOUR EMAIL ACCOUNT AND SOCIAL PROFILE PASSWORDS**
- **TURN OFF SERVICES YOU DON'T NEED: BLUETOOTH, GPS AND WIFI [NEVER USE AN OPEN WIFI IF YOU DON'T KNOW THE SOURCE]**
- **CHECK AND CLOSE THE ACTIVE WHATSAPP WEB AND FACEBOOK SESSIONS**

How?

- Open WhatsApp, touch the button with the three dots at the top right, then "WhatsApp Web" and "Log out from all devices"
- Open Facebook, touch the button with the triangle at the top right and then follow the path Settings > Security and Login > Where you are logged in



IF YOU SEE A SUSPICIOUS DATE OR DEVICE IN THE LIST, PRESS THE BUTTON WITH THE CORRESPONDING THREE DOTS AND CLICK LOG OUT



YOU ARE NOT ALONE

● CHECK THE APPS WITH ADMINISTRATOR PRIVILEGES

- For **Android** follow the path: **Settings > Security > Advanced > Administration apps** (or **Device administrators**).

 If some of the listed apps look strange, disable or delete them 

- For **iPhone** follow the path: **Settings > General > Profiles**

If you don't see the Profiles menu, then there are no customized configuration profiles on your iPhone

THE MENUS COULD CHANGE ACCORDING TO THE OPERATING SYSTEM VERSION,
IF YOU CANNOT FOLLOW THE INDICATED PATHS GO TO THE FOLLOWING ADVICE



YOU ARE NOT ALONE

● **HARD-RESET YOUR SMARTPHONE: TAKING THE DEVICE BACK TO THE FACTORY SETTING WILL REMOVE ALL THE APPS IN THE DEVICE, INCLUDING THE SPYING ONES**

How?

FIRST YOU NEED TO BACKUP THE DATA YOU NEED
(DO NOT INCLUDE THE APPS IN THE BACKUP!)

- For **Android**, follow the path: Settings > Backup and reset > Factory data reset and confirm by pressing Reset phone and Erase everything

- For **iPhone**, follow the path: Settings > General > Reset, press Erase All Content and Settings, and confirm by pressing Erase now



YOU ARE NOT ALONE