

Resources in the Case of Sexual Assault

- **Local Police Department Information**

Local police departments:

Calle Ibarrekolanda, 9 – Deusto area – Bilbao

Calle Gordóniz, 8 – Bilbao downtown

Emergency phone number

- ▶ In an EMERGENCY, i.e. in order to contact the police or an ambulance, call **112** (valid in the European Union).

- **Dean of Students Information or equivalent**

Students at the study abroad programs will be assigned a personal advisor at CIDE.

The authority at the University of Deusto equivalent to the Dean of Students would be the *Vicerrector de Comunidad Universitaria*.

- **Campus Public Safety Information**

CIDE Office of Student Assistance for any issue related to study abroad students enrolled in the University of Deusto in the Bilbao Campus.

- **Counseling and Health Center Information**

Counseling: DeustoPsych – at the University of Deusto, psychologists and counselors available for study abroad students

Health Center – students have a travel insurance policy as part of their study abroad program enrollment package, and will receive information before and upon arrival on the procedures to set appointments at health centers, and use emergency services.

- **Sexual Assault Center Information**

Several centers for the assistance to victims of sexual assault are available in Bilbao:

Public Services:

- Phone 24 hours for information and assistance to victims of sexual assault: **900 840 111**
- Área de Igualdad. Plaza Venezuela, 2, 4ª planta. 48001 Bilbao Phone: 94 420 4838 berdintasuna@bilbao.eus
- Bilbao Courts. Office of attention to the victims: Ibañez de Bilbao, n. 3, Planta baja 48001 Bilbao. Teléfono: 900400028 – 944016487 Email: sav48-1@justizia.eus

Association Clara Campoamor: Offers psychological assistance for victims of sexual assault and gender violence. Ercilla Kalea, 13, 48009 Bilbao Teléfono: 944 23 91 55

• **Local clinics/hospitals with accessible psychologists or counselors**

DeustoPsych – at the University of Deusto, psychologists and counselors available for study abroad students

Hospitals in Bilbao:

- Hospital Universitario de Basurto. Avenida Montevideo, 18, 48013 Bilbo
- Clínica Zorrozaurre. Ballets Olaeta, 4 48014 Bilbao, Bizkaia