

### Protective Order

The victim or alleged victim of violence within the family or the support center with the consent of the latter may submit to the court an application for protection order. If the victim of violence within the family is a minor or a person ruled by the court as incapable or with limited capability, the motion for the protection order could be made by close relatives, the legal representative and the guardianship and trusteeship body.

### The protective order may apply the restrictions, ruled out by the emergency intervention order, as well as

- 1) Require the perpetrator of violence within the family to share with the victim of violence within the family the living expenses for their common minor children or adult children with disabilities and persons under their joint care. The court may require the perpetrator of violence within the family to cover other necessary expenses of the victim of violence within the family resulting from the violent act;
- 2) Prohibit child visitations, if necessary;
- 3) Require the perpetrator of violence within the family to attend a rehabilitation program.

### ✓ Public Defender's Office (The Chamber of Advocates of the Republic of Armenia)

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### ✓ NGOs, providing social-psychological, legal services and referral to medical institutions if needed.

*Useful telephone numbers for cases of sexual assault:* 0800 01 280, 077 99 12 80

*Useful telephone numbers for cases of domestic violence:* 099 88 78 08, 010 54 28 28



## INFORMATION GUIDE

ON HANDLING  
HOTLINE BY THE STAFF  
OF THE HUMAN RIGHTS  
DEFENDER'S OFFICE

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### USEFUL SERVICES AND LINKS

- ✓ **Ministry of Labor and Social Affairs of Republic of Armenia**  
Hotline service number: 114
- ✓ **Department of Family, Women and Children Issues of Ministry of Labor and Social Affairs of Republic of Armenia**  
Head of Department: Geghanush Gyunashyan  
Tel: (010) 54-27-35  
Email: geghanush.ghyunashyan@mlsa.am
- ✓ **Women's Affairs Department**  
Deputy Head of the Department, Head of Division' Armenuhi Tanashyan  
Tel: (010) 56-53-21  
Email: armine.tanashyan@mlsa.am
- ✓ **Department of Children's Affairs**  
Head of Department: Lena Hayrapetyan  
Tel: (010) 56-53-21  
Email: lena.hayrapetyan@mlsa.am
- ✓ **Department for the Prevention of Juvenile Delinquency and Domestic Violence of the General Department of Criminal Intelligence of the RA Police**  
Provincial Divisions  
Hotline service number:  
(+374) 10 54-69-14  
(+374) 10 54-69-12
- ✓ **Ministry of Healthcare of Republic of Armenia**  
Hotline service number: 8003



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EUROPEAN UNION FOR ARMENIA

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**The main objectives of the hotline service are as follows:**

- ✓ to listen with empathy and without condemnation;
- ✓ to refer to the victim's primary concerns and needs, including emotional, physical, social and household issues. For instance, the victim may have stayed outdoors at night, is hungry etc.
- ✓ to inject trust: one of the main goals of the hotline service is to convince the victim, that she is not to blame for the violence.
- ✓ to discuss and to assist in creating a safety plan, if necessary.
- ✓ to support with the resources at hand and to refer to relevant institutions.



**The risk assessment peculiarities during a telephone consultation**

**IMPORTANT TO KNOW**

**The assessment by the victim of violence of the threat/risk level his/her current situation poses, is usually very precise. If the victim of violence thinks his/her life is under threat or, for instance, says: "He/she will kill me", then this alarm needs to be taken seriously.**



**IMPORTANT TO KNOW**

**One can apply for the following measures of protection for the persons subjected to violence in a family:**

- ✓ Warning (by the police),
- ✓ Decision on immediate intervention (by the police),
- ✓ Protection Order (by the Court).

**The warning**

Warning shall be applied when the Police identifies a case of violence within the family for the first time, it does not have evident elements of an offence and there are no grounds for an emergency intervention.

**Emergency intervention order**

An emergency intervention order is made by a competent police officer to protect the life and health of a member of the family if one member of the family has committed violence against another member of the family and there is a reasonable belief of imminent risk of repeated or continuing violence.

An emergency intervention order may also be made if a violent act without elements of offence is committed within one year after receiving a warning.

**A number of important points to know while answering hotline calls**

- ✓ The telephone call supports no visual contact, thus the operator's voice and tone are of significant importance, as well as the frequent repetition of the expression: "Yes, I hear you", to assure the caller that he/she is being listened to.
- ✓ Attach special importance to the information shared by the caller and never criticize her: for instance, never insist, that she has not conducted this or that action, or has left something half done.
- ✓ Let the caller finish his/her statements: do not speak instead of him/her, do not interrupt him/her.
- ✓ Ask open questions which do not imply a 'Yes/No' answer.
- ✓ Reformulate the caller's main statements to be sure that you perceive her thoughts correctly.
- ✓ Ask for clarifications, if the caller's statements seem unclear.
- ✓ Summarize the important ideas touched upon in the phone call and explain the next steps.

**Below a set of main questions is proposed, answers to which may help to assess the risk level.**

1. Has violence become more frequent or has it been expressed in harsher and worse ways during the last six months?
2. Does the violence perpetrator use drugs or alcohol?
3. Has he/she ever used a gun or threatened you with a gun?
4. Has he/she ever attempted to suffocate you or injure you?
5. Do you believe that he/she can kill you?
6. Did he beat you when you were pregnant?
7. Does the perpetrator pursue, follow or control you through different means, such as control of telephone calls and their recording, pursue you on the way to work etc.?

**An emergency intervention order may apply the following restraining measures:**

- 1) Immediately and forcibly remove the perpetrator of violence from the residence of the victim of violence within the family and prohibit his return until the deadline established in the order;
- 2) If they live separately, prohibit the perpetrator of violence within the family to visit the workplace, school, leisure places or residence of the victim of violence within the family and, if necessary, persons under victim's care as well as other venues attended by the latter;
- 3) Order the perpetrator of violence within the family to stay from the victim of violence within the family (and persons under the victim' care, if

**Frequently asked main questions, which may be important for a hotline phone conversation**

- ✓ How can we support or help you?
- ✓ Would you like to add something to what you told us?
- ✓ How do you feel?
- ✓ Am I right in my feeling that you are worried about your children or you have nowhere to go?

**Expressions that are more preferred to use**

- ✓ That is not your fault.
- ✓ You are not to blame for the violence.
- ✓ Help can be provided/we can help you with that issue (we say that only if confident that we can organize support).
- ✓ You are not alone: unfortunately, there are many women in the world who experience this.
- ✓ You are not alone, unfortunately, many women acquired such an experience throughout the world.
- ✓ Everyone deserves to feel safe at her home.
- ✓ It is natural that you want to talk about what happened.

If more than half of the above statements are typical for the given case, then the risk for the victim of violence is high.

If it is not safe for a woman to return home, refer her to a shelter or try to identify a safe place where she can settle, and of which the perpetrator has no knowledge.

In order to design an effective safety plan. It is important to understand those risk factors, which intensify violence and lead to its repetition.

necessary) at such a distance that will not raise in the latter a reasonable fear for personal safety.

4) Order the perpetrator of violence within the family to surrender all firearms under his possession until the expiry of the deadline specified in the order.

5) Prohibit the perpetrator of violence within the family to communicate with or contact the victim of violence within the family (and persons under her care, if necessary) through phone, mail or other forms of communication.