
Support for People Experiencing Domestic Violence



Domestic violence can affect anyone. Charles University has therefore established a **network of trained ambassadors** of the Charter against Domestic Violence who can be contacted discreetly. In this way, we are working together to create a safer university environment in which domestic violence is not overlooked.

Ambassadors are contact persons who have completed training focused on recognising domestic violence, communicating sensitively with a person at risk, and safely referring them to appropriate professional support. Their role is not to replace specialist services, crisis intervention, therapy or legal counselling. However, they can help with initial orientation, share basic information and provide contacts for specialised organisations or relevant support services.

You can contact an ambassador if:

- * you are experiencing psychological, physical or other forms of domestic violence,
- * you are concerned about someone close to you,
- * you need help understanding the situation you are experiencing and considering possible next steps,
- * you are looking for a first safe contact and do not want to face the situation alone,
- * you are going through a difficult time in a relationship and are not sure whether it is domestic violence, but would like to talk it through safely with someone.

Who Can Help

The list of trained ambassadors, including their faculty or unit affiliation and contact e-mail address, is available on the [Charles University intranet](#) after logging in.

What to Expect When You Get in Touch

After contacting an ambassador, you can expect a respectful and sensitive approach. Together, you can discuss your situation, possible next steps and available forms of support. The aim is not to put pressure on you, but to offer orientation, support and help with finding the right further assistance.

Resilience Centre at CU Point

Additional support for Charles University employees is also available through CU Point counselling services, which are free of charge. If needed, you can contact counsellors who, in addition to their professional qualifications, have also been trained in supporting people experiencing domestic violence. For contact details and more information, please [visit the website](#).

Where to Turn in a Crisis Situation

If you are in immediate danger, call 158 or 112. In situations involving domestic violence, you can also contact specialised support organisations and crisis services. The number 116 016 is a free 24/7 helpline for women, operated by [ROSA](#) – Centre for Women. The number 116 006 is a free 24/7 helpline for anyone who has become a victim of crime or domestic violence, operated by [Bílý kruh bezpečí](#).