



From the Fair Trade and Responsible Consumption Network of Vitoria-Gasteiz we want to highlight the value of the domestic and care work carried out by **migrant women**.

Our unfair system doesn't give them work options so they come to our societies to carry out the important and less valued **work of care and housework**.



## **CARERS ! We support life**

We are professionals.  
**We are part of the GlobalCare Chain.**

Organized by:

Collaborators:

Funded by:



Ayuntamiento  
de Vitoria-Gasteiz  
Vitoria-Gasteizko  
Udala

# How can employing FAMILIES take care of the working environment, taking into account the risks associated with household and care work?

- 1 Being **realistic** with what we demand from the workers, with their time, responsibilities and concrete tasks.
- 2 Care is a job with a lot of responsibility and stress, workers **cannot assume everything** on their own. Families must share this task with them.
- 3 If we discover that the dependent person does not have a good relationship with the worker, we will have to **look for solutions**.
- 4 Let's make sure that the cleaning products in our home are **not harmful**.
- 5 We should go to an employment consultancy (not to a care temping agency) to **sign a contract which is going to be safe for both parties**.
- 6 The hour **limits** of live-in care workers **have to be respected**: 40 hours per week, 2 hours rest per day and 36 hours of consecutive rest at weekends.
- 7 We have to **value the essential work they do**. They sustain the lives of the people we love most.

## Resources for families:

### MUNICIPAL RESOURCES:

**Maiteki:** Assistance for families who care at home.

Tel.: +34 945 161 356 ♦ Working hours: **from 8:30 to 14:00**

**Home Help Service (SAD)**

Tel.: +34 45 161 374 ♦ Working hours: **from 9:00 to 14:00**

[sad@vitoria-gasteiz.org](mailto:sad@vitoria-gasteiz.org)

### OTHER RESOURCES:

**Ascudean**

<http://www.ascudean.es/eu/hasiera/>

**Caritas**

<https://www.caritasvitoria.org/eu/>

**Cruz Roja**

<http://www.cruzrojaalava.es/>

# How can HOUSEHOLD AND CARE WORKERS carry out our tasks with responsibly?

- 1 By knowing our **rights and duties**.
- 2 By developing the ability to **set limits** between working and non-working time, clarifying which are the agreed tasks, and when it is a matter of attending to emergencies.
- 3 By **recognising** the value of our work.
- 4 By committing ourselves on the work, but respecting the **emotional boundary** that caring entails.
- 5 By acquiring **communication** skills to resolve any setbacks.

## Resources for workers:

### IF YOU SUFFER FROM MALE VIOLENCE:

**SATEVI**

Tel.: **900 840 111**

(Basque Government phone number. 24 hrs., different languages and call without trace)

**Local Police**

Tel.: **092**

### FOR WORK ISSUES:

**Socio-labour consultancy** for domestic and care workers

[emakumeenetxea@vitoria-gasteiz.city](mailto:emakumeenetxea@vitoria-gasteiz.city)

**Women's House**, Santa Maria 11

Tel.: **+34 945 161 214** ♦ Wednesdays, working hours: **from 17:30 to 19:30**

**Athca**, Association of domestic and care workers of Álava

[athca.aezle@gmail.com](mailto:athca.aezle@gmail.com)

Tel.: **632 432 261** ♦ Working hours: **from 18:00 to 19:00**

### OTHER USEFUL RESOURCES:

**Women's Space for Women from Diverse Backgrounds**, at Women's House.

Tel.: **945 161 214** ♦ Ostegunetan, working hours: **from 17:30 to 19:30**

**Municipal Service of Social Urgency (SMUS)**

Tel.: **945 134 444**