

**Contributions Dianova International
for the report of the UN High Commissioner for Human Rights on the
implementation of the UNGASS joint commitment to effectively addressing and
countering the world drug problem with regard to human rights to be submitted to
39th session of the Human Rights Council**

[Dianova](#) is an international NGO, which comprises associations and foundations operating in the Americas, Europe, Asia and Africa. Dianova's member organizations contribute to the development of individuals, communities and organizations through a variety of programs and interventions in the social, health and humanitarian sectors. Dianova holds ECOSOC special consultative status since 2007.

Dianova has been offering drug treatment for more than four decades in different countries around the globe. As of 2016, we had 18 residential addiction treatment centers and 6-day services and outpatient centers around the world. We are committed to provide quality drug addiction treatment with the maximum respect of human rights.

Access to treatment of different highly vulnerable populations is strengthened by working with other entities of the network that can derive beneficiaries from the judicial system for complying alternative sentencing and giving access to homeless people or people without economic resources that can not afford a co-payment of the treatment. All treatments are evidence-based and comply with minimum quality standards.

Beyond Dianova's direct services, the organization engages in advocacy activities to change and strengthen the policies and practices that affect them.

Regarding the implementation of the UNGASS outcome document and particularly *"Section 4 on the Operational recommendation on cross-cutting issues: drugs and human rights, youth, children, women and communities"* we would like to highlight the best practices of our network concerning the following subsections:

(c) Promote effective supervision of drug treatment and rehabilitation facilities by competent domestic authorities to ensure adequate quality of drug treatment and rehabilitation services and to prevent any possible acts of cruel, inhuman or degrading treatment or punishment, in accordance with domestic legislation and applicable international law;

The members of the Dianova Network comply with the International Standards on Drug Treatment developed by UNODC and the EU and are committed to implementing the best quality standards in the countries where they operate by giving the highest priority to the on-going training of their addiction professionals.

All facilities and programmes have regulations, house rules and procedure manuals designed to ensure treatment quality.

All centres are subject to the authorities of the country where they operate, thus ensuring treatment quality. In addition, Dianova organizations voluntarily submit themselves to quality assessment measures, which further ensure treatment quality.

Some of our best practices are:

- **Dianova Spain** received the ISO-9001 certification in 2016 for quality services. This certification implies that quality control procedures are now applied to all services, processes and facilities and a Quality Management Manual has been produced to that effect. In addition, satisfaction surveys are conducted in all programmes, whether residential or outpatient, and target all people involved. All programmes and centres have established complaints procedures in accordance with regional regulations. Lastly, a system of participatory action has been developed through which clients and families can make suggestions for improvement.
- **Dianova Portugal's** treatment facilities have been certified since 2005 with the ISO 9001:2008 quality management system. As a result, the Quinta das Lapas therapeutic community has been able to maintain a 100% level of client satisfaction and service recommendation over the last five years.

(g) Mainstream a gender perspective into and ensure the involvement of women in all stages of the development, implementation, monitoring and evaluation of drug policies and programmes, develop and disseminate gender-sensitive and age appropriate measures that take into account the specific needs and circumstances faced by women and girls with regard to the world drug problem and, as States parties, implement the Convention on the Elimination of All Forms of Discrimination against Women;

The Dianova network is firmly committed to addressing gender-based differences and inequalities within its programmes and activities. Member organizations work to implement initiative that address women's specific needs, whether resulting from biological differences between women and men (e.g. maternal and reproductive health) or stemming from gender-based discrimination in society (e.g. domestic violence, poor access to services). In addition, Dianova's residential treatment programmes take into account a number of variables considered key to the effectiveness of each individual intervention, including age, sexual orientation and gender expression.

Residential and outpatient treatment programs take into account the intersectionality of variables like age, sexual orientation, gender expression, interculturality and those derived gender mandates, considered key to the effectiveness of each individual intervention. In this regard, the programmes provide interventions and conditions tailored to each person's needs and expectations, and developed with an array of external resources and partners that can best meet these needs.

Dianova believes it essential to combat discrimination and facilitate women's access to rehabilitation programmes. For example, Dianova programmes endeavour to provide addicted women with counselling and support on a number of other issues including, but not limited to, reproductive and maternal health, child care, and domestic violence, an endeavour which may help to reduce barriers to treatment and improve treatment adherence.

The Dianova network is firmly committed to achieving gender equality and the empowerment of women in its programmes and organizational structure. This is why the Dianova Network advocates the implementation of programmes that meet women's specific needs through individualized treatment plans and reintegration modalities. Furthermore, Dianova believes that research investigating the relationships between development, women and addiction issues is of utmost importance to face these increasingly complex challenges.

Some of our best practices are:

- **Dianova Chile** has been operating two programmes, residential (since 2005) and outpatient (since 2013), designed to address drug- and alcohol-related issues and their health consequences among adult women. The programmes address the specific needs of women with or without dependent children and/or pregnant. Both treatment programmes integrate a gender perspective, which has proven to increase their effectiveness. The programmes have an intake capacity of 37.
- **Dianova Spain** has endeavoured to redesign its treatment programmes to integrate gender-based approaches and methodology in all aspects of intervention procedures.

Dianova Spain is a member of the Catalan Federation of Drug Addiction. Together with a partner organization, Dianova is now leading the 'women and gender' working group. This working group is dedicated to assessing, promoting and integrating gender-based approaches within the Catalan network of services. After the data collection phase, Dianova Spain will proceed to their analysis before disseminating the project's outcomes.