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 Location-specific contact details for GBV Focal Point

- Responding to a GBV disclosure: Do's and Don'ts, and response flowchart

Contents of the fold-out:
This fold-out contains two basic tools for field practitioners to know what to do in case a GBV incident is disclosed to them.

Gender-Based Violence Constant Companion

GBV Hotline: 0-800-X-W-V-OUT (0-800-2-929-688) 8MS/Whatshep: 672-9628

	3BV Survivor Contact:
assistance for	or emergency support and

	For emergency support and assistance for
_	
4	
	3BV Focal Point Contact Details:
_	ocation:

Gender-Based Violence Constant Companion

ESSENTIAL DO'S AND DON'TS

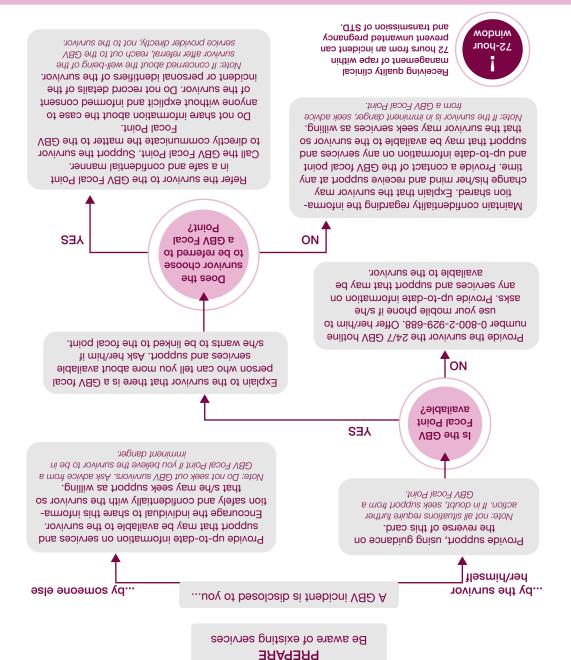
DO

- DO believe the survivor. Reassure the survivor that this was not his/her fault.
- DO make sure that both the survivor and you are safe from immediate danger.
- DO provide practical care and support (e.g. offer water, somewhere to sit, etc.)
- DO listen to the person without asking questions.
- DO be aware of and set aside your own judgements.
- DO respect the right of the survivors to make their own decision. Inform, do not give advice.
- DO limit the number of people informed about the case (refer the case confidentially to the appropriate GBV focal point, and only with the informed consent of the survivor).
- DO **link survivors immediately** with the GBV Focal Point where available, if the survivor wants,

DO NOT

- DO NOT force help on people, be intrusive or pushy.
- DO NOT pressure the survivor into providing information or further details.
- DO NOT doubt or contradict the survivor.
- DO NOT investigate the situation or provide advice.
- DO NOT mediate between the survivor and the perpetrator or a third person (e.g. family).
- DO NOT write down or share details of the incident or personal details of the survivor.
- DO NOT assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.
- Once a GBV referral has been made, DO NOT ask for extra information or contact the survivor directly.

SAFELY AND ETHICALLY RESPONDING TO A GBV DISCLOSURE



Always seek advice from a Child Protection/GBV Specialist wherever possible.