



Gender-Based Violence Constant Companion

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.

- Responding to a GBV disclosure:

Do's and Don'ts, and response flowchart

- Location-specific contact details for

GBV Focal Point

Gender-Based Violence Constant Companion

GBV Focal Point Contact Details:

Location: _____

For emergency support and assistance for
GBV Survivor Contact:
GBV Hotline: 0-800-A-WAY-OUT
(0-800-2-929-688)
SMS/WhatsApp: 672-9628

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

PREPARE

Be aware of existing services

A GBV incident is disclosed to you...
...by someone else

...by the survivor
her/himself

Provide support, using guidance on the reverse of this card.

Note: not all situations require further action. If in doubt, seek support from a GBV Focal Point.

Provide up-to-date information on services and support that may be available to the survivor. Encourage the individual to share this information safely and confidentially with the survivor so that s/he may seek support as willing.

Note: Do not seek out GBV survivors. Ask advice from a GBV Focal Point if you believe the survivor to be in imminent danger.

YES

Is the GBV Focal Point available?

Provide the survivor the 24/7 GBV hotline number 0-800-2-929-688. Offer her/him to use your mobile phone if s/he asks. Provide up-to-date information on any services and support that may be available to the survivor.

NO

Explain to the survivor that there is a GBV focal person who can tell you more about available services and support. Ask her/him if s/he wants to be linked to the focal point.

Does the survivor choose to be referred to a GBV Focal Point?

NO

Maintain confidentiality regarding the information shared. Explain that the survivor may change his/her mind and receive support at any time. Provide a contact of the GBV focal point and up-to-date information on any services and support that may be available to the survivor so that the survivor may seek services as willing. *Note: If the survivor is in imminent danger, seek advice from a GBV Focal Point.*

YES

Refer the survivor to the GBV Focal Point in a safe and confidential manner. Call the GBV Focal Point. Support the survivor to directly communicate the matter to the GBV Focal Point.

Do not share information about the case to anyone without explicit and informed consent of the survivor. Do not record details of the incident or personal identifiers of the survivor. *Note: If concerned about the well-being of the survivor after referral, reach out to the GBV service provider directly, not to the survivor.*

72-hour window

Receiving quality clinical management of rape within 72 hours from an incident can prevent unwanted pregnancy and transmission of STD.

CHILD PROTECTION

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

* based on the Shelter Cluster's GBV constant companion (www.sheltercluster.org/gbv)