



PSYCHOLOGICAL FIRST AID IS ABOUT SAFETY, DIGNITY AND RIGHTS

DO

- DO **provide practical care and support** (e.g. offer water, somewhere to sit)
- DO **listen** to the person without asking questions about her/his experience of violence and making judgements
- DO **offer comfort** to help reduce anxiety (e.g. "I understand that must have been very difficult for you")
- DO **ensure confidentiality** at all times and ensure, wherever possible, you are in a **secure place**.
- DO **ensure the safety** of the survivor, in addition to that of yourself.
- DO **limit the number of people informed** about this case (Refer only to relevant colleagues e.g. your organisation's Team Leader or Gender Advisor confidentially and with the **informed consent** of the survivor).
- DO respect the right of the survivors to make their own decision. **Inform, do not give advice**.
- DO be aware of and **set aside your own biases** and prejudices.
- DO make it clear that even if they refuse help **they can change their mind** and access help in the future.
- DO behave according to **local cultures/customs**.
- DO **be aware of the services** that may be available in the location.
- DO **know how to safely and confidentially refer** or link survivors with services where available.

DO NOT

- DO NOT ask questions that make survivor **relive the experience**.
- DO NOT **pressure** the survivor into providing information or further details.
- DO NOT offer advice or **judgements**.
- DO NOT **provide counselling**. This is the role of a social worker/case manager.
- DO NOT **make false promises** or provide false information.
- DO NOT **force help** on people and be intrusive or pushy.
- DO NOT **unnecessarily share the story** with other people.
- DO NOT **mediate** between the survivor and the perpetrator or a third person (e.g. family).
- If following up on a GBV referral, DO NOT **ask for extra information or contact the survivor directly**.

Fold along these lines

Gender-Based Violence Constant Companion

Location: _____

Available services and contacts:

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.

- Psychological First Aid: Do's and Dont's
- GBV responder flow chart
- Context-specific available services

www.sheltercluster.org/gbv



GBV RESPONDER FLOW CHART

A Gender-Based Violence incident is disclosed

Provide Psychological First Aid (PFA), using guidance on the reverse of this card. If in doubt, seek support from a GBV specialist.

IS A REFERRAL PATHWAY AVAILABLE?

yes

no

Use the referral pathway process to inform the survivor on available services.

Keep providing basic Psychological First Aid and seek advice from GBV specialist about where to refer the case.

Does the survivor choose to be referred to a GBV specialist service?

no

Keep providing PFA and document the disclosure **in a confidential manner**. Explain to survivor that they have the right to change their mind and receive support at any time.

yes

Refer and document **in a confidential manner**. If appropriate and safe follow up with the GBV service provider to ensure that the service was provided, without requesting further information or contacting survivor directly.

CHILD PROTECTION

If the person is under the age of 18, inform her/him that you need to obtain consent from her/his parent/caregiver. If she/he does not want this (the perpetrator can often be the parent/caregiver), respect the decision, ask in what other ways you can support them and seek advice from your Team Leader/Gender Specialist. N.B. Children aged 15-18 can be believed to have enough maturity to provide their own consent, but always seek advice from child protection/GBV specialists wherever possible. If the survivor is under 15 and it is not possible to get consent from parents, staff must consult a GBV/protection expert by escalating the issue to senior staff.