constant companion
Location:
Available services and contacts:

www.sheltercluster.org/gbv

**Constant Companion** 

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

- Context-specific available services

## PSYCHOLOGICAL FIRST AID IS ABOUT SAFETY, DIGNITY AND RIGHTS

**DO NOT** 

**Gender-Based Violence** 

Constant Companion

• DO NOT ask questions that make survivor relive the

experience.

information or further details. • DO NOT pressure the survivor into providing

• DO NOT offer advice or judgements.

worker/case manager. • DO NOT provide counselling. This is the role of a social

DO NOT make false promises or provide false

people.  $\bullet$  DO NOT unnecessarily share the story with other • DO NOT force help on people and be intrusive or pushy.

perpetrator or a third person (e.g. family). • DO NOT mediate between the survivor and the

• If following up on a GBV referral, DO NOT ask for extra

information or contact the survivor directly.

link survivors with services where available. • DO know how to safely and confidentially refer or

• DO be aware of the services that may be available in DO behave according to local cultures/customs. can change their mind and access help in the future. • DO make it clear that even if they refuse help now they

• DO be aware of and set aside your own biases and

DO respect the right of the survivors to make their own

confidentially and with the informed consent of the

your organisation's Team Leader or Gender Advisor

DO limit the number of people informed about

• DO ensure the safety of the survivor, in addition to

• DO ensure confidentiality at all times and ensure,

• DO provide practical care and support (e.g. offer

DO

• DO offer comfort to help reduce anxiety (e.g."|

understand that must have been very difficult for you")

her/his experience of violence and making judgements

• DO listen to the person without asking questions about

this case (Refer only to relevant colleagues e.g.

wherever possible, you are in a secure place.

decision. Inform, do not give advice.

the location.

brejudices.

that of yourself.

water, somewhere to sit)

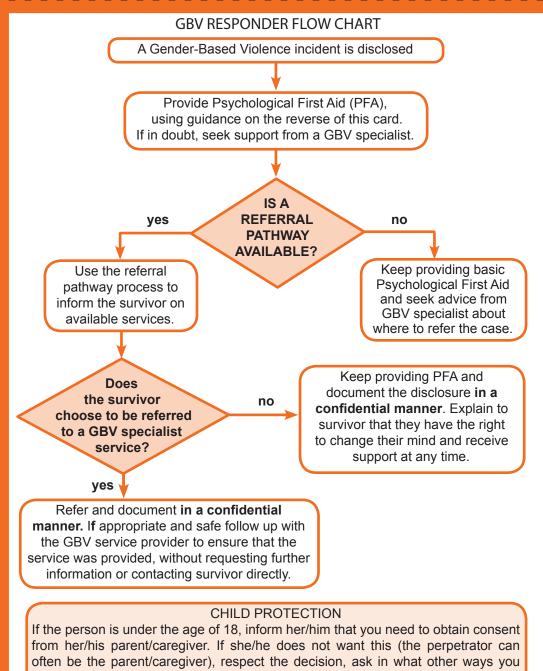
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Fold along

## **Gender-Based Violence**

Contents of the fold-out:

- GBV responder flow chart



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.

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