GBV Referral Pathway | Podkarpackie

How did you learn about the case?

LOOK & LISTEN Introduce yourself. Ask how you can help. Practice respect, safety, confidentiality, and nondiscrimination.

(ES. Refer to Emergency section or call 112-

Is the survivor experiencing an emergency?

YES. Communicate information about

available resources/services — how to access it, relevant times and locations, focal points at the service, safe trans-port options, etc. Do not share infor-mation about the survivor or their experience to anyone without explicit

experience to anyone without explicit

and informed consent of the survivor. Do not record details of the incident or

ALWAYS PRACTICE THE SURVIVOR-

PRIORITIZE the needs, wishes, and

decisions about accessing services

and sharing information regarding

BE patient, be a good listener, and

without obtaining informed consent

DO NOT share any information

decisions the survivor expresses.

ENSURE the survivor makes all

NEVER blame the survivor.

be non-judgemental.

from the survivor.

personal identifiers of the survivor.

CENTERED APPROACH

their case.

NO

linked to a service?

NO. Maintain confidentiality. Explain that the survivor can change their mind and seek services at a later time.

DON'Ts

- 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.

From somebody else

INFORMATION about services and support available to the survivor.

Encourage the individual to share this information safely and confi-

DOs

- DO believe the survivor
- Reassure the survivor that this . was not their fault
- DO provide practical care and support (e.g. offer water, somewhere to sit, etc.)
- DO listen to the person without • asking guestions
- DO be aware of and set aside your own judgments
- DO respect the right of the • survivors to make their own decision
- Provide reliable and comprehensive information on services and support availiable to survivors
- DO inform survivors of rape . about clinical management of rape and importance of accessing them within 72 hours .
- DO ensure the best interest of • the child is given priority when family/guardian make decisions on behalf of the child. Preferably, the accompanying adult should be selected by the child.
- Obtain informed consent of the survivor before any referrals are made
- DO refer the case confidentially • to appropriate GBV focal point.

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Emergency support

Police

National emergency numbers

General emergency number 112 Emergency 999 997 (PL/EN/UA)

Blue Line - Polish National Referral Service for Victims of Family Violence (Association for the Prevention of Family Violence) Tel.:800 120 002 (24h/7, PL; Mon 18:00-22:00 ENG; Tues 18:00-22:00 RU) Psychological support and legal aid.

Infoline of the National Health Fund (NFZ) Tel: +48 800 190 590 (PL/UA/EN/RU) Registration for hospital, doctor,

information on medical services. Hospital Emergency Departments (Podkarpackie)

Rzeszów Clinical Provincial Hospital Nr 2, ul. Lwowska 60, Tel.+48 17 866 44 44 Przemyśl Provincial Hospital. Św. Ojca Pio (ul. Monte Cassino, Tel.+48 18 16 677 50 00 Lubaczów (Budomierz BCP) Independent public health care, ul. Adama Mickiewicza 168, Tel.: +48 16 632 81 00 Ustrzyki Dolne (Krościenko BCP) Independent public health care, ul. 29 Listopada 57, Tel.: +48 134 611 028 Radymno (Korczowa BCP) Independent public health care "ARS MEDICA" ul. Legionów 1, Tel: +48 16 628 10 12 Medyka Independent public health care "HIPOKRATES", Medyka 479A Tel: +48 16 671 52 10

Center for Specialist Counseling and Crisis Intervention

Rzeszów ul. Skubisza 4, Tel: +48 17 863 53 89 (24h/7) Crisis intervention, psychological, psychiatric, and social support, legal advice, safe shelter.

Crisis Intervention Team at the Municipal Center for Addiction Prevention

Przemyśl ul. Brata Alberta 10, Tel. +48 16 672 30 04 (24h/7)

Help and support for people experiencing domestic violence by providing social, legal, psychological assistance, and safe shelter.

Specialized Support Center for Victims of Domestic Violence

Korytniki 14, Tel. +48 16 671 85 94 (24h/7)

Help and support for people experiencing domestic violence by providing social, legal, psychological assistance, and safe shelter.

Comprehensive support

FEMINOTEKA - National helpline for women experiencing violence and a

support point for women who have experienced sexual violence.

Tel: +48 888 88 79 88 - Mon-Fri, 14:00-19:00 (UA)

Tel: +48 888 88 33 88 - Mon-Fri, 11:00-19:00 (PL, ENG)

Psychological support, long- and short-term psychotherapy and trauma therapy, medical support, legal advice, social support, empowerment workshops.

Support for reproductive health

FEDERA - Foundation for Women and Family Planning

Tel.+48 22 635 93 95 - Mon-Fri, 09:00-17:00 (PL/UA) Tel: +48 22 635 93 92 - Helpline (psychologist, gynecologist), Mon-Fri, 16:00 -20:00

info@federa.org.pl, pomocprawna@federa.org.pl

Reproductive and sexual health support, legal support on matters of related to reproductive health.

HIV & AIDS Helpline run by the National AIDS Centre

Tel.:800 888 448 (Mon-Fri 09:00-21:00, weekends 24h/7) (PL, UA)

Legal support

Halina Nieć Legal Aid Center

Tel.: +48 725 449 374 - Hotline (PL/UA/RU/EN), Mon-Fri, 09:00-15:00 Tel.: +48 693 390 502 - In case of emergency (telephone, WhatsApp) Legal support for refugees.

Mental health support

Blue Line - Polish National Referral Service for Victims of Family

Violence (Institute of Health Psychology) Tel: +48 22 668 70 00 (24h/7) and Tel: 116 123 (24h/7) Psychological support and legal aid.

District Family Assistance Center (PCPR)

Rzeszów ul. Stefana Batorego 9, Tel: +48 519 585 857 (Mon-Fri 07:30-15:30, PL, UA) Crisis intervention, management of GBV cases, providing specialist counseling.

District Family Assistance Center (PCPR)

Przemyśl Plac Dominikański 3, Tel: +48 (16) 675 00 11 (Mon-Fri 07:30-15:30, PL, UA) Crisis intervention, management of GBV cases, specialist counseling.

Social Psychoprophylaxis Foundation PRO-FIL

Rzeszów ul. Unii Lubelskiej 6/8, Tel: +48 574 907 904 Individual counseling and referrals; mobile consultation center, psychosocial assistance for children and adults.

Specialist support

MEDYK Medical Center

Rzeszów ul. Podkarpacka 1 Tel: +48 17 865 21 06 Mon-Fri, 07:00-18:00 Clinic for refugees from Ukraine (UA PL) Primary health care, family doctors, pediatricians, nurses.

La Strada - Foundation Against Trafficking in Human Beings and Slavery Tel: +48 22 628 99 99 (24h/7) (PL, UA, RUS, ENG)

Helpline for victims of human trafficking, forced labour and slavery. Psychological, legal and social assistance.

Lambda Warsaw

Tel: +48 226285252, Mon-Fri, 12:00-14:00 (PL) 16:00-18:00 (UA, RU) Shelter for refugees from Ukraine who experience violence or discrimination based on sexual orientation or gender identity.

Consilium Association of Civic Initiatives, Mediation and Legal Protection Przemyśl, ul. Asnyka 4, stowarzyszenie.consilium@protonmail.com Social assistance, legal advice, psychological support and accommodation for people experiencing domestic violence.

Social Assistance Centres (OPS, MOPS or GOPS)

Safe shelter support, psychological assistance and legal advice; material and social assistance. GBV case diagnosis, Blue Card procedures, monitoring; individual counseling; referrals to other state institutions (Family Court/Police)

MOPS Rzeszów, ul. Poniatowskiego 10 Tel: +48 863 71 56 Team of Social Workers for Counteracting Domestic Violence

MOPS Przemyśl, ul. Leszczyńskiego 3 Tel: +48 16 307 14 14 Interdisciplinary Team for Counteracting Domestic Violence

GOPS Medyka, Medyka 288, Tel: +48 (16) 67 53 75

- GOPS Radymno (Korczowa BCP), ul. Lwowska 38, Tel: +48 16 628 10 05
- MOPS Lubaczów (Budomierz BCP), ul. Kard. S. Wyszyńskiego 4, Tel: +48 16 632 90 45
- MGOPS Ustrzyki Dolne (Krościenko BCP), ul. Wyzwolenia 7, Tel: +48 13 461 18 68