GBV Referral Pathway | Kraków, Poland

Updated March 07, 2023

How did you learn about the case?

From the survivor

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

Is the survivor experiencing an emergency?

YES. Refer to Emergency section or call 112

NO

Does the survivor choose to be linked to a service?

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

YES. Communicate information about available resources/services — how to access it, relevant times and locations, focal points at the service, safe transport options, etc. Do not share information about the survivor or their experience to anyone without explicit and informed consent of the survivor. Do not record details of the incident or personal identifiers of the survior.

ALWAYS PRACTICE THE SURVIVOR-CENTERED APPROACH

- PRIORITIZE the needs, wishes, and decisions the survivor expresses.
- ENSURE the survivor makes all decisions about accessing services and sharing information regarding their case.
- NEVER blame the survivor.
- **BE** patient, be a good listener, and be non-judgemental.
- DO NOT share any information without obtaining informed consent from the survivor.

From somebody else

PROVIDE ACCURATE INFORMATION about services and support available to the survivor.

Encourage the individual to share this information safely and confidentially with the survivor.

DO NOT seek out GBV survivors.

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.

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 questions
- 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

National Emergency Lines
112 General emergency line
999 Ambulance
997 Police
Foreign language operators available (PL/EN/ I/ D /UA)

Blue Line — Domestic Violence and Crime Victims' Support Hotline (24/7)
Tel.: +48 22 668 70 00
Tel.: 116 123

Domestic Violence Victims' Support Centre Caritas Archidiecezji Krakowskiej
Tel.: +48 12 425 81 70 (working 24/7)
ul. Krakowiaków 46, Kraków
Shelter, psychological, legal and social support. Requires PESEL number.

Hotline of the National Health Fund
Tel.: +48 800 190 590 (PL/UA/EN/RU)
Hospital registration, doctor appointments, information about health services

Emergency Care Units and Emergency Hospitals
Os. Na Skarpie 66, Kraków, Tel.: +48 12 622 92 60, +48 12 686 40 56
ul. Jakubowskiego 2, Kraków, Tel.: +48 12 400 17 50
ul. Prądnicka 35/37, Kraków, Tel.: +48 12 416 22 66. +48 12 257 82 62
Os. Złotej Jesieni 1, Kraków, Tel.: +48 12 646 80 00
ul. Wrocławska 1-3, Kraków, Tel.: +48 12 630 83 24

Crisis Intervention Center in Kraków Ośrodek Interwencji Kryzysowej
Tel.: +48 12 421 92 82 (24/7)
ul. Radziwiłłowska 8b, Kraków
On-site psychological assistance (UA) available Monday to Friday.

Case Management

Centrum Praw Kobiet (Centre for Women's Rights) in Kraków
ul. Juliana Dunajewskiego 5, Kraków
Tel.: +48 780 079 988 — Monday to Friday, 10:00-18:00
Tel.: +48 800 10 77 77 — UA Hotline, Monday to Friday, 10:00-18:00
Safehouse for survivors, safe shelter, experienced psychologists and case managers, legal assisstance. Services available in Polish and Russian.

Sexual and Reproductive Health Support

FEDERA — Fundacja na rzecz Kobiet i Planowania Rodziny
(Foundation for Women and Family Planning)
Tel. +48 22 635 93 95 — Monday to Friday, 9:00-17:00 (PL/UA)
Tel.: +48 22 635 93 92 — Hotline (psychologist, gynecologist), Monday to Friday, 16:00-20:00
info@federa.org.pl, pomocprawna@federa.org.pl
Support in sexual and reproductive health, related legal aid.

Legal Assistance

Centrum Pomocy Prawnej im. Haliny Nieć (Halina Niec Legal Aid Center)
Tel.: +48 725 449 374 — Hotline (PL/UA/RU/EN)
Monday to Friday, 9:00-15:00
Tel.: +48 693 390 502 — Aid in urgent cases (phone, WhatsApp)
ul. Krowoderska 11, Kraków
General and dedicated legal-aid for people from Ukraine.

Mental Health Support

Zustricz Foundation
Tel.: +48 722 297 725 — Monday to Friday, 9:00-18:00 (UA/RU)
Tel.: +48 786 674 005 — Hotline with psycholgical assisstance, Monday to Friday, 10:00-18:00 (UA/RU)
ul. Karmelicka 34/100, Kraków
Child Psychology, childcare, support groups, activities for adults and children.

University Psychological Health Center
Tel.: +48 12 424 87 23 (PL/UA)
ul. Mikołaja Kopernika 21a, Kraków
Psychiatric and psychological aid for adults living in Kraków city center.

Good Therapy Centre
Tel: +48 12 264 17 41 — Monday to Friday 8:00-21:00, Sat 8:00-19:00
ul. Miłkowskiego 7, Kraków
Psychiatric and psychological aid, in person and via phone.

Specialised Support

FEMINOTEKA — Hotline for women who experience violence
Tel.: +48 888 88 79 88 — Monday to Friday, 14:00-17:00 (UA)
Tel.: +48 888 88 33 88 — Monday to Friday, 10:00-19:00 (PL, ENG)
First psychological aid, long and short term psychotherapy and trauma-therapy, legal advice, social assistance, workshops

Mudita Foundation
Tel.: + 48 792 763 713
Support, shelter, legal and psychological aid for persons with disabilities

Patchwork Association (UA)
Królowej Jadwigi 103/2, Kraków, Poland, 30-213
Tel.: +48 12 687 44 26, patchworkstow@gmail.com
Support for Ukrainian families with persons with disabilities

MOPS Miejski Ośrodek Pomocy Społecznej w Krakowie
Tel.: + 48 12 616-54-27 (Monday to Friday, 7:30-15:30)
ul. Józefińska 14, 30-529 Kraków

Autonomia Foundation
Tel.: +48 515 47 66 59 (PL, UA, RUS, BY)
osiedle Centrum C 9, Kraków, fundacja@autonomia.org.pl
Support groups for women and girls, self-defence and assertive attitude classes (WenDo), safe space for women and girls

DOMEQ — LGBTQ+ Support Center
Tel.: +48 533 350 951
ul. Czyżówka 43, Kraków
Psychological support, classes and workshops, community center for LGBTQ+ persons, including young adults

Fundacja Dajemy Dzieciom Siłę
Hotline for children and young adults (UA/RU): 116 111
Monday to Friday 14:00-20:00
Online support: https://116111.pl/ua

La Strada – Fundacja Przeciwko Handlowi Ludźmi i Niewolnictwu (Foundation Against Trafficking in Persons and Slavery)
Tel.: +48 22 628 99 99 (24/7)
https://strada.org.pl/ — strada@strada.org.pl

"Koala" Maternity Center
Tel.: +48 574 262 969 — Monday to Friday, 9:00-17:00 (UA)
ul. Piłsudskiego 29, Kraków
koala@koala.krakow.pl — https://pomocna.koala.krakow.pl/
Childbirth preparation, baby care, formalities related to documentation.