GBV Referral Pathway | Wrocław, Poland

Updated March 7, 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

Violence Survivors' Support Centre (Nadodrzańskie Centrum Wsparcia) (24/7)
Tel: +48 717 964 085
ul. Rydygiera 43A, 50-248 Wrocław
Services available for persons living in Wrocław

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 (24/7)
SOR 4. Wojskowy Szpital Kliniczny z Polikliniką SPZOZ
ul. Rudolfa Weigla 5, 50-981 Wrocław, Tel.: +48 261 660 130

SOR Uniwersytecki Szpital Kliniczny we Wrocławiu
ul. Borowska 213, 50-556 Wrocław, Tel.: +48 71 733 29 64

Wojewódzki Szpital Specjalistyczny we Wrocławiu Ośrodek Badawczo-Rozwojowy
ul. H. M. Kamieńskiego 73a, 51-124 Wrocław , Tel.: +48 45 95 95 454

SOR Dolnośląski Szpital Specjalistyczny im. T. Marciniaka
ul. Gen. A. E. Fieldorfa 2, 50-996 Wrocław, Tel.: + 48 71 306 43 00

Case Management

Centrum Praw Kobiet (Centre for Women's Rights) in Wrocław
ul. Ruska 46A, 50-079 Wrocław, cpk_wroclaw@cpk.org.pl
Tel.: +48 71 358 08 74 — Mon to Thu 10:00-18:00, Fri 10:00-14:00
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 (PL/RU)

Legal Assistance

NOMADA Stowarzyszenie na Rzecz Integracji Społeczeństwa Wielokulturowego
ul. Paulińska 4/8, 50-247 Wrocław, help@nomada.info.pl
+48 536 149 008 — UA Hotline, Monday to Friday 10:00-16:00
Legal-aid program for people from Ukraine, assisstance with health care system procedures and administrative formalities

Centrum Pomocy Prawnej im. Haliny Nieć (Halina Nieć Legal Aid Center)
Tel.: +48 725 449 374 — Hotline (PL/UA/RU/EN),
Monday to Friday, 9:00-15:00
General and dedicated legal-aid program for people from Ukraine

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

Mental Health Support

Support Center for Victims of Domestic Violence Stowarzyszenie Pomocy "Akson"
Tel.:+48 884 084 820, akson.sow@wp.pl
ul. Bora Komorowskiego 31, 51-210 Wrocław
Free shelter, medical aid, pedagogical, psychological, legal and social aid

Crisis Intervention Center (24/7) Stowarzyszenie Pomocy "Akson"
Tel.:+48 792 022 322, owiik@wp.pl
ul. Gliniana 28/30, 50-525 Wrocław
Free shelter, medical aid (24/7), therapy and legal aid

Centrum PSR MOPS Wrocław
Tel.: +48 7178 23 590 (psychology), +48 71 78 22 437 (pedagogy), Monday-Friday 7:30-15:00, centrum.psr@mops.wroclaw.pl
Free psychological consultations, via phone and by appointment

Specialized 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 advise, social assistance, workshops

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

MOPS Dział Adaptacji Osób Niepełnosprawnych (DAON)
ul. Strzegomska 6, 51-611 Wrocław
Tel.: +48 71 78 22 322 — Infoline, Monday to Friday, 7:30-19:00
Disability assistance and support, translation services for deaf persons and persons with impaired hearing, administrative support for persons with disabilities, family, accommodation and crisis support

LGBTQ+ Support in NOMADA Stowarzyszenie na Rzecz Integracji Społeczeństwa Wielokulturowego
ul. Paulińska 4/8, 50-247 Wrocław, help@nomada.info.pl
+48 22 628 52 22 — Hotline for LGBTQ+ persons in crisis of homelessness, Monday to Friday 18:00-21:00