

# GBV Referral Pathway | Lublin, Poland

Updated 1.10.2024

How did you learn about the case?

From the survivor

From somebody else

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

**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.

Is the survivor experiencing an emergency?

**YES.** Refer to Emergency section or call 112

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

**NO**

Does the survivor choose to be linked to a service?

**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 survivor.

## 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.

## 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
- **DO** 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
- **DO** provide reliable and comprehensive information on services and support available 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.
- **DO** 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 Institute of Health Psychology

Tel.: +48 22 668 70 00 Tel.: 116 123 (24h/7)  
Psychological support and legal assistance

### Hotline of the National Health Fund

Tel.: +48 800 190 590 (PL/UA/EN)  
Hospital registration, doctor appointments, information about health services

### Emergency Care Units and Emergency Hospitals

ul. Staszica 16, Lublin, Tel.: +48 81 532 39 35  
ul. Jaczewskiego 8, Lublin, Tel.: +48 81 747 82 46  
ul. Al. Krasnicka 100, Lublin, Tel.: +48 81 537 42 29  
ul. Kruczkowskiego 21, Lublin, Tel.: +48 81 760 42 02  
ul. Lubartowska 81, Lublin, Tel.: +48 81 760 44 44  
ul. Grenadierow 4, Lublin, Tel.: +48 81 728 45 25  
ul. Chodzki 2, Lublin, Tel.: +48 81 718 53 23

### Neuropsychiatric Hospital

ul. Abramowicka 2, Lublin, tel.: +81 728 64 02  
Information point tel.: +48 81 728 64 07

### Crisis Intervention Center

ul. Probostwo 6a, Lublin, Tel.: 81 466 55 46/47  
Tel.: +48 733 588 900 (24h/7; the helpline is in Polish, psychological support PL/ENG/UA) Consultation point, tel.: 733 588 600  
Helpline for children, tel.: 789-777-981 (PL) Mon-Fri 14:00-22:00  
Help line for people fleeing Ukraine, tel.: 575-983-457 (UA)  
Psychological support, legal assistance, social support, and intervention housing

### Specialized Support Center for Victims of Family Violence (SOW)

Tel.: +48 81 525 42 08 (24h/7) (PL)  
email: [kierownik.sow@lublin.caritas.pl](mailto:kierownik.sow@lublin.caritas.pl)  
Safe shelter, psychological and social assistance

## Sexual and Reproductive Health

### FEDERA — Foundation for Women and Family Planning

Tel. +48 22 635 93 95 — Monday-Friday, 10:00-17:00 (PL/ENG)  
Tel.: +48 22 635 93 92 — Nationwide Hotline (psychologist, gynecologist, pharmacist and sex educator), Monday - Friday, 16:00-20:00 (PL)  
Email: [info@federa.org.pl](mailto:info@federa.org.pl) / [pomocprawna@federa.org.pl](mailto:pomocprawna@federa.org.pl) / [ginekolozki@federa.org.pl](mailto:ginekolozki@federa.org.pl)  
Support in sexual and reproductive health, related legal aid

## Legal Assistance

### Fundacja Instytut na rzecz Państwa Prawa/ The Rule of Law Institute Foundation (FIPP)

ul. Chopina 14/70, 20-023 Lublin  
Hotline +48 81 743 68 00 Mon-Friday, 8:00-16:00 (PL/UA/RU/EN)  
email: [fundacja@panstwoprawa.org](mailto:fundacja@panstwoprawa.org)  
legal support

### Free legal aid

Telephone registration: 81 466 12 10 or online at  
<https://www.gov.pl/web/nieodplatna-pomoc> (PL/ENG)

## Specialized Support

### Crisis Intervention Center

ul. Probostwo 6a, Lublin, Tel.: 81 466 55 46/47  
Tel.: +48 733 588 900 (24h/7; the helpline is in Polish, psychological support PL/ENG/UA) Consultation point, tel.: 733 588 600  
Helpline for children, tel.: 789-777-981 (PL) Mon-Fri 14:00-22:00  
Help line for people fleeing Ukraine, tel.: 575-983-457 (UA)  
Psychological support, legal assistance, social support and intervention housing

### MOPR- Municipal Family Welfare Center

#### - Center for Prevention of Domestic Violence

Ul. Głęboka 11, 20-612 Lublin  
tel: 81 466 54 86 email: [sekcjank@lublin.eu](mailto:sekcjank@lublin.eu) psychological support, social assistance, and specialized support for survivors of domestic violence (PL/UA)

#### - Specialist Counseling Center for Families

ul. Popieluszki 28E 20-052 Lublin Mon- Fri, 7:30-15:30  
Tel.: 603 780 650/603 780 650 email: [poradnia@mopr.lublin.eu](mailto:poradnia@mopr.lublin.eu)  
Legal, psychological, family counseling. (PL/UA)

### Homo Faber Association – Baobab community center

ul. Krakowskie Przedmieście 39A, Lublin, tel.: +48 696 800 262 - Mon - Fri, 9:00-19:00 (PL/ENG/UA/RU) email: [baobab@hf.org.pl](mailto:baobab@hf.org.pl)  
Psychological support for children below 12 y, tel.: 451 192 439  
Psychological support for adolescent and adults, tel.: 604 074 353  
Psychological support, legal assistance, integration activities

### Spilno

Ul. Kazimierza Wielkiego 8, 20-400 Lublin  
On-site psychological support provided by Bona Fides and Sempre a Frente  
Monday 15:00-19:00; Wednesday 10:00-16:00 or 16:00-20:00  
Tel.: +48 730 248 836; email: [info.spilno.lublin@gmail.com](mailto:info.spilno.lublin@gmail.com)

### Sempre a Frente

ul. Nadstawna 4 unit 6 20-120 Lublin  
Tel.: +48 690 080 886 – Monday-Friday, 9:00-20:00  
Assistance to children experiencing abuse and their non-offending caregivers, including interdisciplinary psychological, psychiatric, legal, social worker

### Volunteer Centre

Ul. Gospodarcza 2, Lublin  
Tel.: +48 81 534 26 52- Monday-Friday 8:30-18:30 (PL/UA/ENG)  
Support for refugees from Ukraine with integration and adaptation (psychological, legal support, housing, language classes, vocational support)

### AGAPE

Ul. Bernardyńska 5, 20-109 Lublin  
Tel: 81 534 38 87 / +48 782 515 474 @: [poczta@agape.lublin.pl](mailto:poczta@agape.lublin.pl)  
Center for Assistance to People experienced Crime  
Legal, psychological, psychiatric, psychotherapeutic and social support.  
Psycho-educational and self-help groups for women (PL).

### NATIONWIDE SPECIALISED SUPPORT

#### FEMINOTEKA- helpline 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, empowerment workshops

### Empowering Children Foundation/ FDDS

Hotline for children and young adults (PL/UA/RU), te.:116 111 (24/7)  
online support: <https://116111.pl/ua>

### La Strada – Foundation Against Trafficking in Persons and Slavery

Intervention center: +48 22 628 0120 (24h/7) intervention number: +48 605 687 750 (PL/UA/RUS/ENG) email: [strada@strada.org.pl](mailto:strada@strada.org.pl)  
Helpline for victims of human trafficking, forced labour, and slavery.  
Psychological, legal, and social assistance

### LAMBDA (Warsaw)

Tel.: +48 22 628 52 22, Monday-Friday, 12:00-14:00 (PL)  
16:00-18:00 (PL/UA/RU) email: [prawo@lambdawarszawa.org](mailto:prawo@lambdawarszawa.org),  
Shelter for refugees from Ukraine who experience violence or discrimination based on their sexual orientation or gender identity

