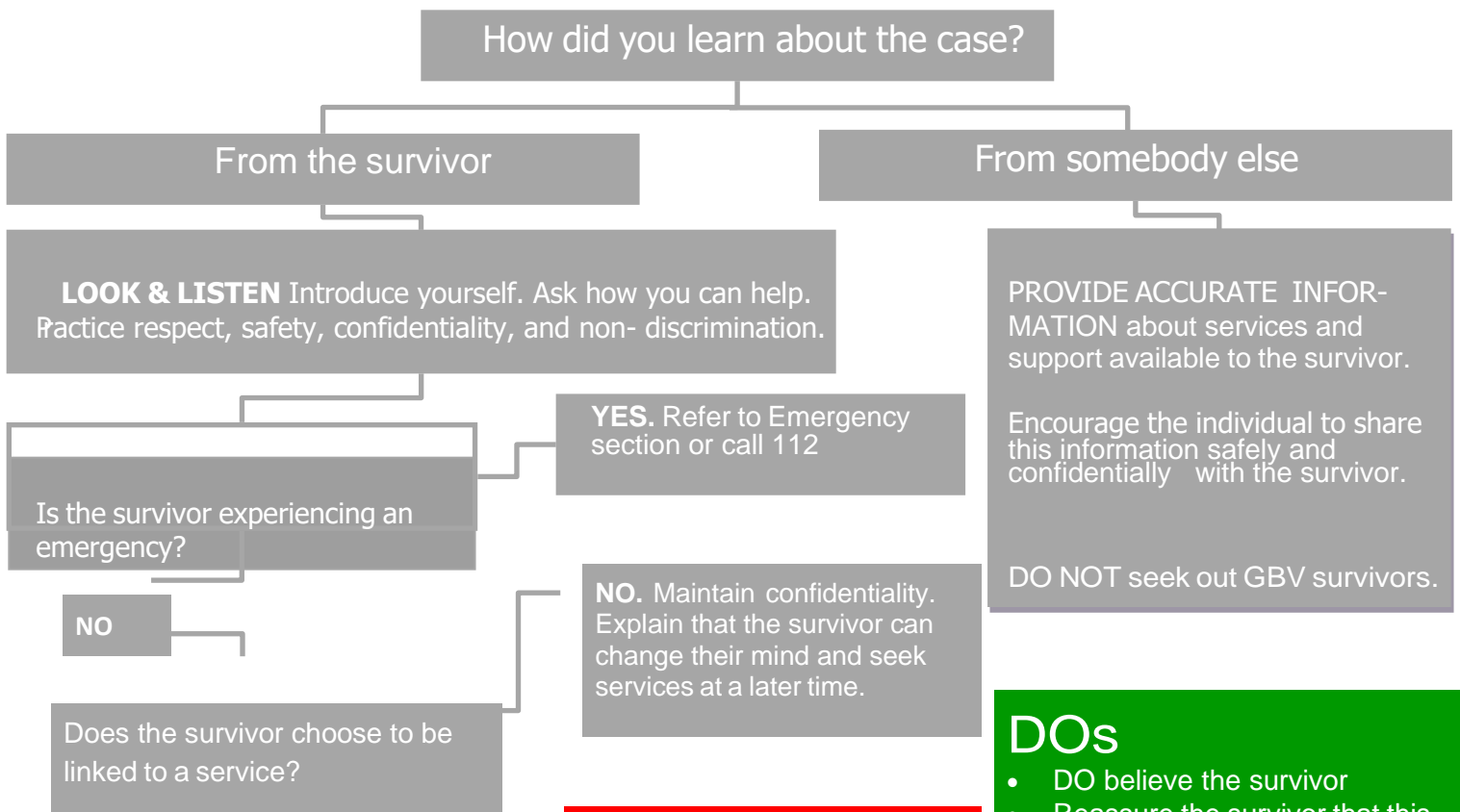


GBV Referral Pathway | Warsaw, Poland

Updated 10.12.2023



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
- 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 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.
- Obtain informed consent of the survivor before any referrals are made.
- **DO** refer the case confidentially to appropriate GBV focal point.

Emergency support

National emergency numbers

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

The Justice Fund helpline

Tel: +48 222 309 900 (24h/7; PL/UA/EN)
 24-hour helpline for victims of crime; support
 psychological, legal assistance, material assistance.

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

MSWiA Central Clinical Hospital, 137 Woloska Street, Tel.: +48 22 508 15 10
 Czerniakowski Hospital, Stępińska 19/25, Tel.: +48 22 318 63 06; 22 318 62 36
 University Clinical Centre, 4 Lindley Street, Tel: +48 22 502 15 25
 Praga Hospital, ul. Solidarności 67, Praga Północ, Tel: +48 22 818 50 61
 Mazowiecki Szpital Bródnowski, 8 Kondratowicz Street, Tel.
 Solec Hospital, 99 Pileckiego Street, Tel.
 Międzyleski Specialised Hospital, 2 Bursztynowa Street, Tel.
 Wolski Hospital, 17 Kasprzaka Street, Tel.

Warsaw Crisis Intervention Centre

ul. 6 Sierpnia 1/5, Warsaw
 Tel: +48 514 202 619 (24h/7) and Tel: +48 511 200 200 (24h/7) (PI)
 Crisis intervention, psychological, psychiatric, and social support, legal advice,
 safe shelter.

Crisis Intervention Centre

7 Dąbrowskiego Square, Warsaw
 Tel: +48 535 430 902 (Mon-Fri, 9am-8pm; EN)
 Crisis intervention, psychological support, material support.

Counselling Centre for the Prevention of Family Violence

Belgijska 4, Warsaw
 Tel: +48 667 833 400 (Mon-Fri, 9am-8pm; EN)
 Individual and group psychological support, short- and long-term therapy.

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, 9:00-17:00 (PL/UA)
 Tel: +48 22 635 93 92 - Helpline (psychologist, gynecologist), Mon-Fri, 4pm
 -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 9:00-21:00, weekends 24h/7) (PI, UA)

Legal support

Association for Legal Intervention (SIP)

Tel: +48 880 145 372 (Mon-Fri 15:00-16:00, PL, UA, RU, ENG)
 Email: porada@interwencjiprawna.pl

Helsinki Foundation for Human Rights

Tel: +48 22 556 44 40 (Mon-Fri, 10:00-14:00, PL, UA, RU, ENG)
 Email: refugees@hfhr.pl

Ocalenie Foundation

6/14a Krucza St.
 Tel: +48 22 828 0450 (Mon-Fri 11:00-17:00, PL, UA, RU, ENG)
 Email: cpc@cpc.org.pl

Mental health support

Polish Migration Forum

Psychological support; Tel: +48 22 255 22 02 (Mon.-Fri. 12:00- 18:00; UA, RU,
 PL, ENG)
 Email: slowopomoc@forummigracyjny.org

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.

Blue Line - Polish National Referral Service for Victims of Family Violence (Association for the Prevention of Family Violence)

Tel.: 800 120 120 (24h/7, PL; Mon 18:00-22:00 ENG; Tues 18:00-22:00 RU)
 Psychological support and legal aid.

116 123 Crisis Hotline

Centre for Women's Rights (CPK)

60 Wilcza Street, Warsaw
 Tel: +48 800 107 777 (Mon-Fri 10:00-17:00, PL, UA)
 Tel.: +48 600 070 717 (24/7, EN)
 Helpline for women who have experienced violence. Specialist
 support, psychological support, legal assistance, safe shelter. The
 Women's Rights Centre runs a **Specialist Support Centre**.

Specialist support

Foundation for Migrants "Dobry Start"

Women's Support Centre, 13 Elektoralna Street, Warsaw
 Tel: +48 736 380 203 (Mon.-Fri. 9:00-18:00, PL, UA, ENG)
 Psychological assistance, legal aid, career counselling, language learning,
 integration activities for children.

Empowering Children Foundation (FDDS)

Helpline for children and adolescents (UA, RU): 116 111 Mon-Fri,
 14:00-20:00; 24h/7 (PL)
 Online help: <https://116111.pl/ua>
 Psychological, legal, medical assistance to children and adolescents victimised
 by crime, primarily with experience of violence and sexual abuse.

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.

Ukrainian House

Tel: +48 727 805 764 (Mon-Fri, 10:00-18:00, Sat 10:00-17:00, UA, PL)
 Psychosocial support, job search assistance, health and education
 information. The Ukrainian Women's Club is active.

Ocalenie Foundation

Tel: +48 22 828 0450 (Mon-Fri 11:00-17:00, PL, UA, RU, ENG)
 Psychological assistance, legal assistance, career counselling, information on
 education, health, legalisation of residence.

Caritas - Help Centre for Migrants and Migrant Women

25a Towarowa Street, Warsaw
 Tel: +48 668 928 431 and Tel: 694 485 564 (PL)
 Psychological assistance and counselling; in-kind and social assistance; help with
 organising day-to-day matters such as contacting the authorities, hiring
 housing, preparation of letters and applications, translation from Polish into
 during visits to offices, for example.

Social Assistance Centres (OPS)

Safe shelter support, psychological support and legal advice; in-kind and social
 assistance.
 OPS Mokotow Tel: +48 22 849 44 66
 OPS Ochota Tel: +48 22 822 11 24
 OPS Bemowo Tel: +48 22 487 13 00
 OPS Śródmieście Tel: +48 22 831 58 80
 OPS Praga Południe Tel: +48 22 277 33 00
 OPS Praga Północ Tel: +48 22 511 24 00