

## GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAY POLAND

Services for survivors of physical, sexual, emotional, psychological, and other types of violence

### Important Note

#### ALWAYS PRACTICE THE SURVIVOR-CENTERED APPROACH

**PRIORITIZE** the needs, wishes, and decisions of the survivor

**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 with other actors without obtaining the informed consent of the survivor

**DO**  
**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.  
**DO provide reliable and comprehensive information** on the available services and support to survivors of GBV.  
**DO ensure the best interest of the child** is given priority when the 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 referral.**

**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**)

## IMMEDIATE RESPONSE

### Case Management & Psychosocial Support

#### Centrum Praw Kobiet /Center for Women's Rights

📍 Warsaw & Countrywide

CPK's Centres: Warsaw, Krakow, Łódź, Poznań, Gdańsk, Wrocław

Information, general and specialized support for all women who have experienced gender-based violence (GBV), including those who fled Ukraine. National hotline:

+48 800 107 777, Monday-Friday 10:00-18:00 (UKR)  
+48 600 070 717, 24 h / 7 days a week (POL)

#### Feminoteka

📍 Warsaw & Countrywide

Hotline for women and adolescents who experience violence including sexual violence. Referrals for psychological, social support, and legal assistance.  
+48 888 88 79 88, Monday-Friday 14:00-17:00 (UKR, RUS)  
+48 888 883 388, Monday-Friday 11:00-19:00 (POL)

### Psychosocial Response

#### Polskie Forum Migracyjne/ Polish Migration Forum

📍 Warsaw & Countrywide

Hotline for women and adolescents who experience violence including sexual violence. Referrals for psychological, social support, and legal assistance.  
+48 888 887 988, Monday-Friday 14:00-17:00 (UKR, RUS)  
+48 888 883 388, Monday-Friday 11:00-19:00 (POL)

#### Niebieska Linia/ Blue Line

📍 Warsaw & Countrywide

Hotline managed by a team of psychologists, psychotherapists, psychiatrists, and lawyers. Provision of psychological short-term intervention and long-term therapies; legal aid and other forms of assistance  
+48 22 668 70 00, 7 days a week, 10:00-20:00 (POL, UKR)

#### Niebieska Linia/ Blue Line (domestic violence cases)

📍 Warsaw & Countrywide

Psychological support and legal counselling.  
+48 22 800 120 002, 24h/ 7 days a week (POL); Monday 18:00 -22:00 (ENG); Tuesday 18:00-22:00 (RUS)

#### Ukraiński Dom - Fundacja Nasz Wybór/ Ukrainian House - Our Choice Foundation

📍 Warsaw & Countrywide

Psychosocial support  
+48 727 805 764, Monday-Friday 9:00 -19:00 (UKR)

#### Fundacja Dajemy Dzieciom Siłę/Empowering Children's Foundation

📍 Warsaw & Countrywide

Psychological support for children and teenagers who experience violence including sexual violence.  
116 111 ,Monday-Friday 14:00-18:00 (UKR and RUS),  
24h/ 7 days a week (POL)

#### Fundacja dla Somalii/Foundation for Somalia

📍 Warsaw & Countrywide

Psychological counseling and legal assistance for persons who experienced gender-based violence (GBV)  
+48 736 380 203, Monday-Thursday 9:00-18:00 (UKR, RUS, POL) and Friday 9:00- 15:00 (UKR, RUS, POL)

#### LAMBDA

📍 Warsaw & Countrywide

Psychological counseling, legal assistance, and shelter for refugees from Ukraine who experience violence or discrimination based on their psychosexual orientation or gender identity  
+48 226285252, Monday Friday, 12:00-14:00 (POL)  
16:00-18:00 (UKR, RUS)

#### Ośrodki Interwencji Kryzysowej /Crisis Intervention Centres

📍 Countrywide

Psychological support, legal assistance, and shelter.  
<http://www.interwencjakryzysowa.pl/osrodki-interwencji-kryzysowej>

### Health Support

#### National Emergency Lines

📍 Countrywide

112 (general emergency line)  
999 Ambulance

List of Government Hospital Emergency Departments in Poland:  
<http://nfz-warszawa.pl/dla-pacjenta/naratanek/szpitalne-oddzialy-ratunkowe/>

#### Fundacja na rzecz kobiet i planowania rodziny FEDERA

📍 Warsaw & Countrywide

Sexual and reproductive health hotline for ALL.  
+48 22 635 93 93, Monday-Friday 16:00-22:00 (POL)  
+48 573 185 626, Monday, Wednesday, Friday 17:00-21:00 (UKR, POL) (For Legal Counseling)

## Legal Information and Assistance

### Centrum Pomocy Prawnej im. Haliny Nieć/ Halina Nieć Legal Aid Center (HNLAC)

#### 📍 Warsaw & Countrywide

Legal advice services

+48 725449374 and +48 693390502, Monday-Friday 9:00-15:00 (POL, UKR, RUS, ENG)

### Stowarzyszenie Interwencji Prawnej/Association of Legal Intervention

#### 📍 Warsaw & Countrywide

Legal advice services

+48 880145372, Monday- Friday 14:00-16:00 (POL, UKR, RUS, ENG)

### Centrum Koordynacji Pomocy Prawnej/ Centre of Coordination of Legal Help

#### 📍 Warsaw & Countrywide

Legal advice services

+48 800 088 544, Monday- Friday 9:00- 19:00 (POL, UKR, RUS, ENG)

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

#### 📍 Lublin & Countrywide

Legal advice services

+48 606 703 933, Monday-Friday 12:00- 14:00 (UKR, POL)

## Other Legal & Psychological Services

### Homo Faber

#### 📍 Lublin

Psychological support, legal assistance, and referral to a shelter.

+48 533391569, 24h/ 7 days a week (UKR, RUS, PL, ENG)

### Fundacja Ocalenie Help Centre for Foreigners

#### 📍 Warsaw, Łódź, Łomża

Legal advice, psychological counseling, and material support

+48 22 828 50 02, Monday-Friday 08:00-17:00 (UKR, POL)

### Kampania Przeciwno Homofobii/Campaign Against Homophobia

#### 📍 Warsaw & Countrywide

Legal advice services for all individuals who experience discrimination based on sexual orientation or gender identity/expression

+48 22 423 64 38, Monday-Friday 10:00-17:00 (POL)

## Safety /Security

### POLICE

#### 📍 Countrywide

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### Krajowe Centrum Interwencyjno-Konsultacyjne dla Ofiar Handlu Ludzmi (KCIK)/ National Intervention and Consultation Center for Victims of Human Trafficking

#### 📍 Countrywide

Hotline for victims of human trafficking, forced labor, and slavery. Psychological, legal, and social assistance. Operated by [La Strada organization](#).

+48 22 628 01 20, 24 hours / 7 days a week (POL, UKR, RUS) **KCIK**

+48 22 628 99 99, 24 hours/ 7 days a week (POL, UKR, RUS, ENG) **La Strada**

+48 605 687 750, 24 hours/ 7 days a week (POL, UKR, RUS, ENG) **La Strada**

### Ośrodki Interwencji Kryzysowej/Crisis Intervention Centres

Shelter for women & children who experience domestic violence

#### 📍 Warsaw

+48 514 202 619

#### 📍 Lublin

+48 733 588 600

#### 📍 Rzeszów

+48 17 863-53-89

#### 📍 Kraków

+48 12 421 92 82

#### 📍 Poznań

+48 61 814 22 71

#### 📍 Wrocław

+48 71 352 94 03

#### 📍 Gdańsk

+48 58 511 01 21

#### 📍 Szczecin

+48 91 48 57 601

#### 📍 Toruń

+48 56 477 00 91

#### 📍 Olsztyn

+48 89 523 64 02

#### 📍 Łódź

+48 42 630 11 02

#### 📍 Katowice

+48 32 251 15 99

#### 📍 Opole

+48 77455 63 90

#### 📍 Kielce

+48 41 366 4847

#### 📍 Zielona Góra

+48 68 3244900

#### 📍 Białystok

+48 85 740 39 11

### Centrum Praw Kobiet/ Women's Rights Centre

#### 📍 Warsaw, Kraków, Wrocław

Shelter for women who have experienced gender-based violence (GBV)

+48 600 070 717, 24 h / 7 days a week (POL)

### LAMBDA

#### 📍 Warsaw

Shelter for refugees from Ukraine who experience violence or discrimination based on their sexual orientation or gender identity

+48 226285252, Monday Friday, 12:00-14:00 (POL) 16:00-18:00 (UKR, RUS)

## Material Support

Food and non - food items including clothing, hygiene items, baby supplies

### Uniters Volunteers

#### 📍 Warsaw

Dom Kultury Śródmieście,  
al. Jerozolimskie 2, Warszawa  
Monday-Friday 12:00-19:00

### Polski Czerwony Krzyż/ Polish Red Cross

Monday- Friday 8:00-16:00

#### 📍 Warsaw

ul. Szańcowa 25, 01-485, Warszawa

#### 📍 Lublin

ul. Puchacza 6, 20-323 Lublin

#### 📍 Kraków

ul. Studencka 19, 31-116 Kraków

#### 📍 Wrocław

ul. Bujwida 34, 50-345 Wrocław

### CARITAS

#### 📍 Warsaw

+48 660 424 014

+48 22 619 44 76