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-JUDGMENTAL

DO NOT share ANY information with other actors without obtaining the informed consent of the survivor

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.

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.

DONTs

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, Łódz, 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 psychosocial orientation or gender identity

+48 226285252, Monday, Friday, 12:00-14:00 (POL)

16:00-18:00 (UKR, RUS)

Ośrodki Intervencji Kryzysowej /Crisis Interventon 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/narzad/naprawdzie-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

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| **Centrum Pomoc 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) |  |

### Safety /Security

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| **POLICE** | **Countrywide**  
997  
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)  
+48 22 628 99 99, 24 hours / 7 days a week (POL, UKR, RUS, ENG)  
+48 605 687 750, 24 hours / 7 days a week (POL, UKR, RUS, ENG)  
La Strada  
La Strada  
Konsultacyjne dla Ofiar Kołpaka/ Consultation Centers for Victims of Human Trafficking |  |

### Other Legal & Psychological Services

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| **Homo Faber** | Lublin  
Psychological support, legal assistance, and referral to a shelter.  
+48 53391569, 24h/7 days a week (UKR, RUS, PL, ENG) |  |
| **Fundacja Ocalenie** | Warsaw, Łódź, Łomża  
Legal advice, psychological counseling, and material support  
+48 22 828 50 02, Monday-Friday 08:00-17:00 (UKR, POL) |  |
| **Kampania Przeciwko 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) |  |

### Material Support

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| **Unwersy Volunteers** | Warsaw  
Dom Kultury Śródmieście, al. Jerozolimskie 2, Warszawa  
Monday-Friday 12:00-19:00 |  |
| **Polski Czerwony Krzyż/ Polish Red Cross** | Warsaw  
ul. Szańcowca 25, 01-485, Warszawa  
Lublin  
ul. Puchacza 6, 20-323 Lublin  
Kraków  
ul. Studencka 19, 31-116 Kraków  
Wrocław  
ul. Bujwiida 34, 50-345 Wrocław |  |

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