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 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.

From somebody else

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.

Kujawsko-Pomorskie Province: Support for people who have experienced violence

Emergency support

National emergency numbers (PL/EN/UA)
112 General emergency number
999 Ambulance
997 Police

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

National Health Fund (NFZ) hotline Tel.: +48 800 190 590 (PL/UA/EN/RU) Hospital and doctor registration, information about medical services.

Hospital emergency departments
Bydgoszcz, Marii Skłodowskiej Curie 9, Dr. A. Jurasz University Hospital No. 1, Tel: +48 525 854 222
Toruń, ul. Św. Józefa 53-59, L. Rydygier Provincial Hospital, Tel: +48 56 679 31 29
Włocławek, Wieniecka 49, Provincial Specialist Hospital in Włocławek, Tel.: +48544129157

Crisis **Intervention Center**
Bydgoszcz, Ul. Ks. Stanislawa Konarskiego 1-3, Tel:+ 48 52 583 54 00
Toruń, ul. Skłodowskiej-Curie 80F, Tel:+48 56 477 00 91
Włocławek, ul. Żytnia 58, room 32. Tel: +48 054 413 50 96

Comprehensive support

FEMINOTEKA — National helpline for women experiencing violence and support center for women who have experienced sexual violence
Tel.: +48 888 88 79 88 — Mon. & Wed., 2:00 p.m.-7:00 p.m. (UA, RUS)
Tel.: +48 888 88 33 88 — Mon-Fri, 11:00 a.m.-7:00 p.m. (PL)
— Thu 3:00 p.m. to 7:00 p.m. (ENG) & Fri 11:00 a.m. to 7:00 p.m. (ENG)
Psychological assistance, long- and short-term psychotherapy, and trauma therapy, medical assistance, legal advice, social assistance, empowerment workshops.

Reproductive health support

FEDERA — Foundation for Women and Family Planning Tel. +48 22 635 93 95 — Mon-Fri, 9:00 a.m.-5:00 p.m. (PL/UA)
Tel.: +48 22 635 93 92 — Hotline (psychologist, gynecologist), Mon-Fri, 4:00 p.m.
-8:00 p.m. info@federa.org.pl, pomocprawna@federa.org.pl
Reproductive and sexual health support, legal support in matters related to reproductive health.

HIV & AIDS Helpline run by the National AIDS Center Tel.: 800 888 448 (Mon-Fri 9:00 a.m.-9:00 p.m., weekends 24/7) (Polish, Ukrainian)

Mental health support

Blue Line - National Emergency Service for Victims of Domestic Violence (Institute of Health Psychology) Tel.: +48 22 668 70 00 (24/7) and Tel.: 116 123 (24/7) Psychological support and legal assistance.

Blue Line - National Emergency Service for Victims of Domestic Violence (Association for the Prevention of Domestic Violence) Tel.: 800 120 120 (24/7, PL; Monday 6:00 p.m.-10:00 p.m. ENG; Tuesday 6:00 p.m.-10:00 p.m. RU) Psychological support and legal assistance.

Crisis Helpline 116 123

Legal support

Legal Intervention Association
Tel.: +48 880 145 372 (Mon-Fri 3:00 p.m.-4:00 p.m., PL, UA, RU, ENG)
Email: porada@interwencjaprawna.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
Tel.:+48 22 828 0450 (Mon-Fri, 11:00 a.m.-5:00 p.m., PL, UA, RU, ENG)
Email: cpc@cpc.org.pl

Specialist support

Dajemy Dzieciom Siłę Foundation
Helpline for children and young people (UA, RU): 116 111 Mon-Fri, 2:00 p.m.-8:00 p.m.; 24/7 (PL) Online help: https://116111.pl/ua
Psychological, legal, and medical assistance for children and young people who have been victims of crime, especially those who have experienced violence and sexual abuse.

Caritas
Bydgoszcz, ulica Cienista 2, Tel: +48 52 371 67 21
Toruń, szosa Bydgoska 1A, tel: +48 566 540 543
Włocławek, Wojska Polskiego Street 2, Tel: +48 543 312 653
Psychological assistance and counseling; material and social assistance

Pro Omnis Foundation
Bydgoszcz, Toruńska 59, Tel: +48 601 388 088 (PL/UA/ENG)
Psychological support, career counseling, support for people with special needs

Ari Ari Foundation
Bydgoszcz, ul. Tadeusza Boya-Żeleńskiego 6/77, (PL/UA/ENG)
Support for people with disabilities, information, material assistance, legal and psychological support, transport with humanitarian aid, translation and language assistance.

Emic Foundation
Toruń, ul. Sebastiana Klonowica 40/1, Tel: +48 507 412 653 (PL/ENG/UA/RU)
Education, information, integration, career counseling, psychological support, support for people with refugee experience.

Wędka Association
Toruń, ul. Jęczmienna 10, Tel: + 48 889 264 889 (PL/ENG/UA)
Help for children and young people – psychological support, education, integration.

Kujawsko-Pomorskie Ukrainian House
Bydgoszcz, Jezuicka 5, Tel: +48 667 467 150 (PL/UA/ENG)
Toruń, ul. Jęczmienna 10/6, Tel: +48 782 579 742
Information, education, integration, legal assistance.

Red Cross - PCK
Bydgoszcz, Doktora Emila Warmińskiego 10 Tel: +48 523 225 568 (PL/UA)
Toruń, ul. Jęczmienna 10, Tel: +48 566 583 060
Włocławek, ul. Zduńska 14, Tel: +48 543 314 656
Education, information, material and legal assistance, psychological counseling, psychological support.

La Strada – Foundation Against Human Trafficking and Slavery
Tel.: +48 22 628 99 99 (24/7) (PL, UA, RUS, ENG)
Hotline for victims of human trafficking, forced labor, and slavery.
Psychological, legal, and social assistance.

Family Assistance Centers
Bydgoszcz, Ul. Ks. Stanislawa Konarskiego 1-3, Tel: +48 525 835 400
Toruń, Towarowa Street 4-6, Tel: +48 566 628 750
Włocławek, Ul. Stodólna 68, Tel: +48 542 304 629

Social Welfare Center (OPS)
Bydgoszcz, Ogrodowa Street 9, Tel: +48 523 254 410
Toruń, Słowackiego Street 118a, Tel: +48 566 508 565
Włocławek, Ogniowa 8/10, Tel: +48 544 232 300