

GBV Referral Pathway | Lublin, Poland

Updated 30.05.2024

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 confi-

Is the survivor experiencing an emergency?

YES. Refer to Emergency section or call 112-

dentially with the survivor.

NO

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

DO NOT seek out GBV survivors.

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
- 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.

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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
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 / pomocprawna@federa.org.pl / 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)

Hotline +48 81 743 68 00 Mon-Friday, 8:00-16:00 (PL/UA/RU/EN)
email: fundacja@panstwoprawa.org
Legal assistance

Specialized Support

LUBLIN SPECIALISED SUPPORT

Crisis Intervention Center

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Homo Faber Association - Community Center "Baobab"

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
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

MOPR- Municipal Family Welfare Center

Counseling Center for Families

ul. Popieluszki 28E 20-052 Lublin
Tel.: 603 780 650 Mon- Fri, 7:30-15:30 email: poradnia@mopr.lublin.eu
phoneline in PL, psychological support, social assistance, and specialized support for survivors of domestic violence (PL/UA)

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)

Integration Center for Foreigners in Lublin - ADRA

ul. Krakowskie Przedmiescie 21, Lublin
Tel.: +48 535 595 750, Monday-Thursday 8:30-15:30 (PL/UA)
Support for refugees from Ukraine with integration and adaptation activities (psychological, legal support, language classes, vocational support, childcare assistance, massage therapy)
Women Club - club for women, led by a psychologist (PL/UA)

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): 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/RU/ENG) email: 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,
Shelter for refugees from Ukraine who experience violence or discrimination based on their sexual orientation or gender identity