

GBV Referral Pathway | Lublin, Poland

Updated 30.10.2023

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?

NO

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.

YES. Refer to Emergency section or call 112-

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

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.

From somebody else

INFORMATION about services and support available to the survivor.

Encourage the individual to share this information safely and confi-

dentially with the survivor.

DO NOT seek out GBV survivors.

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.

GBV Referral Pathway | Lublin, Poland

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/RU)
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.: +48 81 744 30 61

Crisis Intervention Center

ul. Probostwo 6a, Lublin, Tel.: 81 466 55 46
Tel.: +48 733 588 900 (24h/7; psychological assistance, PL + 2 ENG speaking psychologists + 2 UKR speaking staff)
Psychological and legal assistance, social support, and intervention housing.

Specialized Support Center for Victims of Family Violence (SOW)

Tel.: +48 81 525 42 08 (24h/7)
kierownik.sow.lublin@gmail.com
Safe shelter, psychological and social assistance.

Sexual and Reproductive Health

FEDERA — Foundation for Women and Family Planning

Tel. +48 22 635 93 95 — Monday to Friday, 9:00-17:00 (PL/UA)
Tel.: +48 22 635 93 92 — Nationwide Hotline (psychologist, gynecologist),
Monday to Friday, 16:00-20:00
info@federa.org.pl, pomocprawna@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

Hotline +48 881 91 71 71 Mon-Friday, 8:00-16:00 (PL/UA/RU/EN)
Community Center/Baobab:
Monday & Tuesday, 9:00-14:00; Wed & Thursday, 10:00-15:00 (UA/PL/EN/RU)
General and dedicated legal aid for people from Ukraine.

Fundacja Rozwoju Europy Środkowo-Wschodniej/ Foundation for the Development of Central and Eastern Europe

Community Center/Baobab:
Monday - Friday, 10:00-12:00 (UA/PL/EN/RU)
General and dedicated legal aid for people from Ukraine.

Specialized Support

LUBLIN SPECIALISED SUPPORT

Crisis Intervention Center

ul. Probostwo 6a, Lublin, Tel.: 81 466 55 46
Tel.: +48 733 588 900 (24h/7; psychological assistance, PL + 2 ENG speaking psychologists + 2 UKR speaking staff)

Homo Faber Association

ul. Krakowskie Przedmieście 39A, Lublin
Tel.: +48 696 800 262 — Monday to Friday, 9:00-19:00
Community Centre "Baobab" run by Homo Faber offers psychological support, legal assistance, material assistance, and empowerment activities. Services are available in PL, ENG, UA, and RU.

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

Interdisciplinary team for the prevention of domestic violence

Ul. Głęboka 11, 20-612 Lublin
Tel.: +48 81 466 54 86 (87) — Monday-Friday, 7:30-15:30
Social assistance and specialized support for survivors of domestic violence.

Sempre a Frente

ul. Nadstawna 4 unit 6 20-120 Lublin
Tel.: +48 690 080 886 — Monday-Friday, 9:00-17:00
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 Przedmieście 21, Lublin
Tel.: +48 535 595 750, Monday-Thursday 8:30-15:30
Support for refugees from Ukraine with integration and adaptation activities (psychological, legal support, language classes, vocational support, childcare assistance, massage therapy)

Lena Grochowska Foundation

ul. Lubartowska 58, Lublin
Tel.: +48 25 644 14 64
Housing support for refugees, integration and adaptation programs, and specialized support for persons with disabilities.

NATIONWIDE SPECIALISED SUPPORT

FEMINOTEKA — Nationwide hotline 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 (UA, RU): 116 111 Monday-Friday
14:00-20:00; 24h/7 (PL)
Online support: <https://116111.pl/ua>

La Strada — Foundation Against Trafficking in Persons and Slavery

Tel.: +48 22 628 99 99 (24h/7) (PL, UA, RU, ENG)
Hotline for victims of human trafficking, forced labour, and slavery.
Psychological, legal, and social assistance.

LAMBDA (Warsaw)

Tel.: +48 226285252, Monday-Friday, 12:00-14:00 (PL)
16:00-18:00 (UA, RU)
Shelter for refugees from Ukraine who experience violence or discrimination based on their sexual orientation or gender identity