GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAY POLAND

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

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

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 makes 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, Lodz, Poznan, Gdansk, Wroclaw
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)

Health Support

National Emergency Lines
Countrywide
112 (general emergency line)  
999 Ambulance

List of Government Hospital Emergency Departments in Poland:  

Fundacja na rzecz kobiet i planowania rodziny
Warsaw & Countrywide
Sexual and reproductive health hotline for ALL.  
+48 22 635 93 92, Monday-Friday 16:00-20:00 (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 9:00- 17:00 (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, RUS, ENG)

Other Legal & Psychological Services

**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)

Safety / Security

**POLICE**
- **Countrywide**
  - 997

**Krajowe Centrum Intervencyjno-Konsultacyjne dla Ofiar Handlu Ludzmi (KCJIK) / National Intervention and Consultation Center for Victims of Human Trafficking**
- **Countrywide**
  - +48 22 628 01 20, 24 hours / 7 days a week (POL, UKR, RUS) 
  - KCJIK
  - +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 Intervencji Kryzysowej / Crisis Intervention Centres**
- **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

**LAMBDÁ**
- **Warsaw**
  - Shelter for refugees who experience violence or discrimination based on their sexual orientation or gender identity
  - +48 226285252, Monday Friday, 12:00-14:00 (POL)

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

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

**Polski Czerwony Krzyż / Polish Red Cross**
- **Warsaw**
  - ul. Szańcowa 25, 01-485, Warszawa
  - Lublin
  - ul. Puchacz 6, 20-323 Lublin
  - Kraków
  - ul. Studencka 19, 31-116 Kraków
  - Wrocław
  - ul. Bujwida 34, 50-345 Wrocław

Material Support

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