

Gender Based Violence (GBV)

What is GBV?

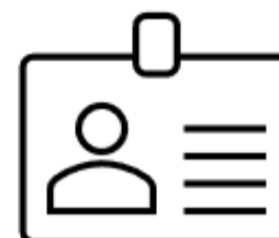
- GBV is any kind of violence committed because of a person's gender (social roles, limitations or expectations related to being male or female) or that has more impact on a person because of their gender. GBV affects more women and girls.
- GBV can include physical, sexual, psychological, and economic harm.
- GBV happens everywhere, including in transit/reception centers and collective centers. You must stay alert to this type of violence and recognize that it is likely to be affecting women and girls here.



What is your role?

If someone approaches you and tells you about violence they or someone else has experienced and you are NOT a trained GBV specialist your role is to:

- Follow the **Look-Listen-Link** protocol (see accompanying poster)
- **Do not discriminate** against survivors based on their gender, race, sexual orientation or other identity features.
- Listen to survivors **without judgement** and keep the details they share **confidential**.
- Support survivors to address any **urgent basic needs** they have.
- Provide survivors with information about **GBV services** and other relevant services.



As a Humanitarian you must adhere to the Humanitarian Principles:

Safety and Respect: When working with survivors of GBV you must ensure their safety is prioritized and that you treat them with respect at all times.

Humanity: Humanitarian action is focused on protecting life, health and respect for human beings. Humanitarians must tackle human suffering wherever they find it.

Neutrality: Humanitarian actors must remain neutral at all points. They must not take sides in matters that are political, racial, religious or ideological.

Impartiality: Humanitarian actors must support people based on their needs, giving priority to the most urgent cases. Assistance should not be prioritized to people because of their nationality, race, gender, religious belief, class or political ideology.

Independence: Humanitarian actors must act independently of political and other interests.



You can reduce GBV risks in transit/reception and collective centers by :

Sleeping areas keeping families together; provide privacy partitions; provide sleeping areas solely for women/children; create separate spaces for unaccompanied older boys, older girls and young children; ensure children are accompanied by an adult at all times.

Toilets and bathrooms ensuring separate toilets are available for women, that they are well lit and are conveniently located for women, near communal and sleeping areas.

Communal areas providing separate spaces for men and women; ensure doors lock from the inside; ensure there is sufficient lighting in communal areas; provide menstrual and other hygiene supplies in multiple locations.

Staffing ensuring center teams are mixed gender with women supporting women and girls; ensure there is always a member of staff or volunteer who speaks the resident's first language at any time; avoid unsupervised interactions between staff and children; establish a code of conduct for staff and volunteers that they are trained on, which includes preventing sexual exploitation, abuse and harassment and clarity on reporting procedures; where possible ensure a trained counselor is onsite at all times; ensure you have contact information for remote support. Ensure all staff wear an official name tag to help distinguish them. Encourage staff to prepare in advance by downloading the GBV Pocket Guide smartphone app.

External visitors monitoring who enters and exits the building; require external visitors to show identification and sign in/out; ensure staff wear a uniform to identify themselves. ensure staff are trained in how to respond if journalists come to the facility.





To support survivors of GBV you must

LOOK, LISTEN, LINK

(adapted from the [GBV AoR Pocket Guide](#))



While you are working here someone may approach you to tell you about a GBV incident they experienced.

If someone tells you about an incident of GBV they are aware of:

- Provide accurate information about GBV protection services and support.
- Encourage the person to share this information confidentially and safely with the survivor
- DO NOT seek out the survivor yourself.

LOOK

- ✓ **DO** stay calm and allow the survivor to speak with you.
- ✓ **DO** ask how you can support them with urgent needs.
- ✓ **DO** ask the survivor where they would feel most comfortable speaking to you. If they are accompanied, do not assume it is safe to talk in front of that person.
- ✓ **DO** offer water, somewhere private to sit, a tissue etc.
- ✓ **DO** encourage the survivor to choose someone they feel comfortable with to translate and support them.



DO NOT ignore a survivor who has approached you.



DO NOT be pushy or intrusive when offering help.



DO NOT ask anyone if they have experienced GBV, have been raped, or have been hit etc. **You must not seek survivors out. They must come to you.**



DO NOT overreact.



DO NOT pressure the survivor to share more information than they feel comfortable sharing.

LISTEN

- ✓ **DO** treat all information confidentially. Ask for the survivor's permission before seeking advice from a GBV specialist.
- ✓ **DO** let the survivor know the limits of your confidentiality. Check with your GBV specialist for instances where you are required to report.
- ✓ **DO** manage expectations about your role and capacity.
- ✓ **DO** try to comfort the survivor, and reinforce that what has happened to them is not their fault.



DO NOT write anything down, take photos of the survivor, record the conversation, or inform others.



DO NOT ask questions about what happened. Instead, let the survivor choose what to share with you. Listen and ask what you can do to support them.



DO NOT suggest the experience is "not a big deal". What matters is how the survivor feels.



DO NOT doubt or contradict what someone tells you. Your role is to listen without judgement.

LINK

- ✓ **DO** respect the survivor's right to make decisions.
- ✓ **DO** share information on all GBV and other services that they may find helpful.
- ✓ **DO** reassure the survivor that they do not need to make any decisions now and that they can change their mind in the future.
- ✓ **DO** encourage the survivor to find someone they trust to go to for support.
- ✓ **DO** offer the survivor access to a phone or other communication device, if you feel safe doing so, so that the survivor can contact a trusted person.
- ✓ **DO** ask the survivor's permission before acting.
- ✓ **DO** end the conversation supportively.



DO NOT provide false information, make false promises, or exaggerate your skills.



DO NOT offer personal advice or opinions on the best course of action.



DO NOT assume you know what someone wants or needs or what is best for them. Some actions may put them at further risk of harm.



DO NOT discriminate against the survivor based on any identify feature e.g. gender, race, sexuality etc.



DO NOT try to resolve the situation between the person who experienced GBV and anyone else, including the perpetrator.



DO NOT share the details of the incident with anyone.



DO NOT contact the survivor after your conversation.

Make sure you are prepared with the information you need about GBV services. Download the "GBV Pocket Guide" smartphone app and review its content: [iPhone](#); [Android](#).

