Gender-Based Violence (GBV) Visual Pocket Guide

HOW TO SUPPORT SURVIVORS WHEN A GBV ACTOR IS NOT AVAILABLE IN YOUR AREA
ACKNOWLEDGEMENTS

This visual version of the GBV Pocket Guide was developed through a consultative process led by CARE and Be the Change Group, based on the interagency tool of the same name, available at www.gbvguidelines.org/en/pocketguide. Support for the visual adaptation was generously provided by the US Centers for Disease Control and Prevention. Illustrations and design by Be the Change Group.
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In this Pocket Guide, these are the survivors of GBV.

**WHAT IS GBV?**

GBV means any harmful acts against a person based on their gender. It mostly happens to women and girls, but it can happen to anyone.

**IT CAN INCLUDE:**

Sexual violence, like unwanted touching or rape.
Physical violence, like hitting someone.

Mental/Emotional violence, like bullying.

Economic harm, like taking money or items away from someone.
Making a person do something they don’t want to do, like child marriage or forced marriage.
GBV CAN HAPPEN TO ANYONE:

It mostly happens to women and girls, but it can happen to anyone.

In this Pocket Guide, these people are committing GBV.
ANYONE CAN DO HARM:

- Married people can harm each other.
- Parents can harm their children.
- Lovers can harm each other.
- Strangers can harm people.
- Children can harm their parents.
IF THERE IS A GBV ACTOR, GO TO THEM FIRST:

If you know someone who is a GBV actor, talk to them first.

Find any other services that could be of help.

Think about other places that can help.

Tell survivors about health services.
KNOW YOUR ROLE:

Listen.

Do not judge.

Provide good information.
Let them make their own decisions.
Know if you can or cannot help.

Do **not** force them to get help if they do not want to.
ENSURE SAFETY:

Make sure they are safe.

ENSURE PRIVACY:

Do not write down, do not take pictures, do not record their story.

Info about a survivors should be a secret.

Do not share their story. If you have to tell the story, do not give details about the people in it.
RESPECT ALL AND BE FAIR:

Be respectful to everyone.

Help all survivors equally.

Listen to all survivors and try to help.
Survivors with disabilities can talk to you without a caregiver...

...if they want to and if it is safe to.
DO NOT LOOK FOR GBV SURVIVORS:

Let survivors come to you.

Do not look for them.

It is unsafe and harmful to look for survivors.
Talk to a GBV actor to know what GBV services are in your area.

Read the GBV Pocket Guide.

Be ready to share information about these services later.

Know about available services.

You can use the Information Sheet.
Practice saying the examples so that you get comfortable.

You can practice out loud with someone you trust.
REMEMBER:

Do not record the survivor’s story.

Taking action could be unsafe. Do not put yourself or the survivor at risk.

Do not try to solve the problem. Never try to bring together the survivor and the person who did the harm.
This woman experienced GBV.

When the woman goes to seek support, a non-GBV actor follows these steps:

**STEP 1: INTRODUCE YOURSELF AND YOUR ROLE.**

Ask how you can help.
STEP 2: ADDRESS BASIC NEEDS.

Ask if they feel safe with where they are and who they are with. Do not assume.

Ask if they are hurt.

Ask if they need water, help finding a loved one, or a blanket.

Offer clothes if they need them.
STEP 3: BE AWARE OF DIFFERENT WAYS THAT PEOPLE CAN REACH OUT.

People show emotion differently. Allow them to express themselves however they want.

Ensure female staff is present to provide support to the survivor, if needed.
Some situations may require special help from specialists. There may be other people or services that can better support the survivor, such as:

- When survivors are children
- When the survivor is in danger
- When you have to report the event
- When the survivor may cause harm to themselves or their communities
- There may be other people or services that can better support the survivor.
STEP 5: ASK THE SURVIVOR IF THERE IS SOMEONE THEY TRUST TO GO TO FOR SUPPORT.

Do not tell survivors what to do.

Don’t give your opinion. The survivor should decide who to go to, when, and why.
If you are not sure a service exists, say you are not sure.
STEP 7: KINDLY END THE CONVERSATION.

Maintain privacy. Keep it a secret. Support the decisions made by the survivor.

It is okay if the survivor does not make a decision. Let the survivor come to you in the future, if they need support.
STEP 8: AFTER THE CONVERSATION.

You cannot fix what happened to the survivor.

Take care of yourself and seek your own support.

The survivor may experience GBV again, but it is not your fault.

You cannot change what happened.
Do not judge the survivor, even if you have talked to them before. You can do your best to support them.

Think about how you can create a safer place for survivors of GBV.
HOW THE SURVIVOR MIGHT FEEL

It is not always safe for a survivor to look for services. Give a survivor information, but let them choose what to do.

Here are some reasons why a survivor may or may not look for services or help.

GETTING HELP COULD BE GOOD:

Fast medical care can stop HIV and unwanted pregnancy.

Support services can give: comfort, respect, and safety.

Support services can stop more violence from happening and can save a person’s life.
The survivor’s friends, family, or other people might find out. They might harm the survivor more.

The person who hurt the survivor might find out and try to hurt or kill them.

It can be dangerous for a service provider to help a survivor. Some people might try to harm the service provider.

Some service providers can be rude or unkind to survivors.
Sometimes there might be no services for a survivor. It is important you are honest about this. You may feel helpless, but there are things you can do to help. You can:

- Tell them you are sorry there are no services.
- Listen to the survivor’s story and show you care.
- Tell the survivor that sharing their story with you is brave.
Maintain eye contact.

Do not face away from the survivor.

Do not cross your arms.

Do not be on your phone.
PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE (PSEA)

Humanitarian workers can be:
- Aid workers
- Volunteers
- Drivers
- Security guards
- UN mission staff
- People who supply items and services

Humanitarian workers support and protect people.

Humanitarian workers should not harm people or commit GBV.
The UN has a zero tolerance policy against sexual violence or any other form of GBV. This means that unwanted touching, rape, or other harm by humanitarian workers is never allowed.

If someone reports harm by a humanitarian worker, tell them that you must report it.

Always explain that reporting will be done in a safe way. ALWAYS REMEMBER PRIVACY AND SAFETY when you report harm.

Reporting harm by a humanitarian worker must not hurt the survivor or the person who told you about the harm. Please follow the PSEA reporting steps in your area. Except when reporting, keep the survivor’s story private.
Only report to the PSEA team lead.

Learn how to protect yourself and survivors from harm by a humanitarian worker. Ask someone you trust about what to do.
You should know how to respond to GBV involving children.

Talk to a GBV actor and child protection specialist to know what services are in your area.

The GBV actor or child protection specialist will know what to do best.

If a child survivor comes to you, safely connect them to services. Remember—there are local laws you must follow when supporting child survivors.
Let child survivors come to you.

Do not look for them. It is unsafe and harmful to look for survivors.

Listen.

Comfort them.
Do not share his or her story.

Connect the child to an adult they trust.

Do not force or make decisions for the child.
Treat every child with respect.

Keep the child safe.

Know that the child may not directly ask for help. They may not know what to say.

If you do not know what to do, tell the child you must ask someone else. Ask someone trusted who may know how to act.
There are different ways to talk to children of different ages, but each child is different.

15 YEARS AND OLDER:

They are usually mature enough to make their own decisions about what kind of help they would like.
Listen to the child’s story.

Find an adult they trust to support them.

Tell them about available services and how to access them.
6 TO 14 YEARS OLD:

They may or may not be able to tell you what happened to them. They may or may not be able to make decisions on their own.

Support the child.
0 TO 5 YEARS OLD:

They may be too young to tell you what happened to them. Another person, such a friend, caregiver, family member or community member, may seek help for the child instead.

This baby experienced GBV.

Tell the person with the infant or toddler about available services and how to access them.
If someone asks you for help about a child in need, here are some steps to follow:

Provide information about services that can help the child.

Do not look for the survivor. It is unsafe and harmful to look for survivors.

Keep this information private.
If a child seeks your help, here are some steps to follow.

Sit at their eye level. Show you are there to listen.

Ask the child if they want to talk to a man or a woman.
Do not touch or hug as this may scare or upset the child.

Listen carefully. Be aware if they look scared. Be calm and patient. Do not judge the child. Let the child express themselves and use their own words.

Do not panic or get angry. This may upset the child.
Do not use big words. Make sure the child understands you.

Tell the child it is OK that they asked you for help.

If the child doesn’t want to talk to you, do not force them.
Ask the child if they have someone they trust to help. Stay with the child until they feel safe.

Do not leave the child alone if they are upset, crying, or angry.
Tell the child about services that can help.

If you are not sure a service exists, say you are not sure.
The child’s caregiver or parent does not have to be there.

The caregiver or parent may be the person who hurt the child, or the child may not want to talk to them.
If services are needed, an adult may need to be there. It does not have to be the parent or caregiver.

If the child agrees, introduce the child to the child protection specialist. The child protection specialist will know what to do best.

Do not try to fix the problem. Do not make promises you cannot keep.
**Information Sheet**

Fill in this information sheet for services in your area and keep it in a place where it is easily accessible.

Work with a GBV specialist, your team leader and partners to identify (1) available service provided by a humanitarian partners and (2) community-based services such as religious groups/places of worship, women’s groups, Disabled Persons’ Organizations, etc.

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<td>Mental health/ psychosocial support</td>
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<td>Non-food items/ WASH incl. dignity kits</td>
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<tr>
<td>Shelter</td>
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<td>Health</td>
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<td>Legal</td>
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<td>Sexual and reproductive health</td>
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<td>Services for adolescents/youth</td>
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