



**National  
Women's  
Commission**



# GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS

# Survivor of GBV tells someone and seeks help

Survivor tells a family member, friend, community member - that person accompanies survivor to GBV "entry point"

Survivor self-reports to any service provider

## IMMEDIATE RESPONSE

Service provider must provide a safe, caring environment and respect the confidentiality and wishes of the survivor, learn the immediate needs, give honest and clear information about services available. If agreed and requested by the survivor, obtain informed consent and make referrals; accompany the survivor to assist in accessing services.

Medical/Health entry point

Police/Security entry point

Psychosocial support entry point

IF SURVIVOR WANTS TO PURSUE POLICE/LEGAL ACTION - OR - IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS  
Refer and accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police

Police/Security

Legal assistance/Protection services

AFTER IMMEDIATE RESPONSE, FOLLOW UP AND OTHER SERVICES  
Over time and based on survivor's choices, you can include any of the following services

Specialised Health Care

Specialised Mental Health and Psychosocial Services

Basic needs such as Shelter, child protective services, food security, dignity kits



# 1

## A SURVIVOR DISCLOSES GENDER-BASED VIOLENCE TO SOMEONE TRUSTED

The survivor tells a trusted family, friend, or a community member OR The survivor self-reports to any service provider

### IMMEDIATE RESPONSE

- Respect the confidentiality and wishes of the survivor
- Reliable and comprehensive information on the available services and support to survivors of GBV must be provided
- Obtain informed consent.
- When family/guardians make decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child
- Support survivors of rape to access medical care within 72 hours (but it is their choice).

#### DO

- DO believe the survivor. Reassure the survivor that this was not his /her fault.
- DO make sure that both the survivor and you are safe from immediate danger.
- 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.
- Inform, do not give advice.
- DO limit the number of people informed about the case (refer the case confidentially to appropriate GBV focal point, and only with the informed consent of the survivor).

#### DO NOT

- DO NOT force help on people, be intrusive or pushy. 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.

#### 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 her case
- DO NOT PROVIDE ADVICE
- NEVER blame the survivor
- Be patient, be a GOOD LISTENER, and be NONJUDGEMENTAL

# 2

## IF THE SURVIVOR HAS GIVEN INFORMED CONSENT, THE IMMEDIATE 2 RESPONSE SHOULD BE:

PRIORITIZE URGENT HEALTH CARE! PRIORITIZE SAFETY AND SECURITY!

#### SEXUAL VIOLENCE

If the survivor needs it - ensure immediate access to available medical care (within 3 days or 72 hours for emergency HIV treatment; within 5 days for emergency contraceptives and prevention of sexually transmitted infection).

#### PHYSICAL VIOLENCE

If the survivor needs it - seek medical care if she is experiencing severe pain, bleeding, or for the treatment of non-sexual violence related injuries

#### IF THERE IS AN IMMEDIATE RISK OF SAFETY FOR THE SURVIVOR/THERE IS A LIFE-THREATENING CONCERN

Contact competent authorities (e.g. police - 911) or other appropriate emergency support (e.g. Ambulance, Fire Dept.).

# 3

## IF THERE ARE NO URGENT HEALTH OR SAFETY & SECURITY NEEDS, RESPOND TO OTHER SERVICE NEEDS

These can include Mental Health Services, Shelter, Non-food Items, Food, or Legal Information & Advice.



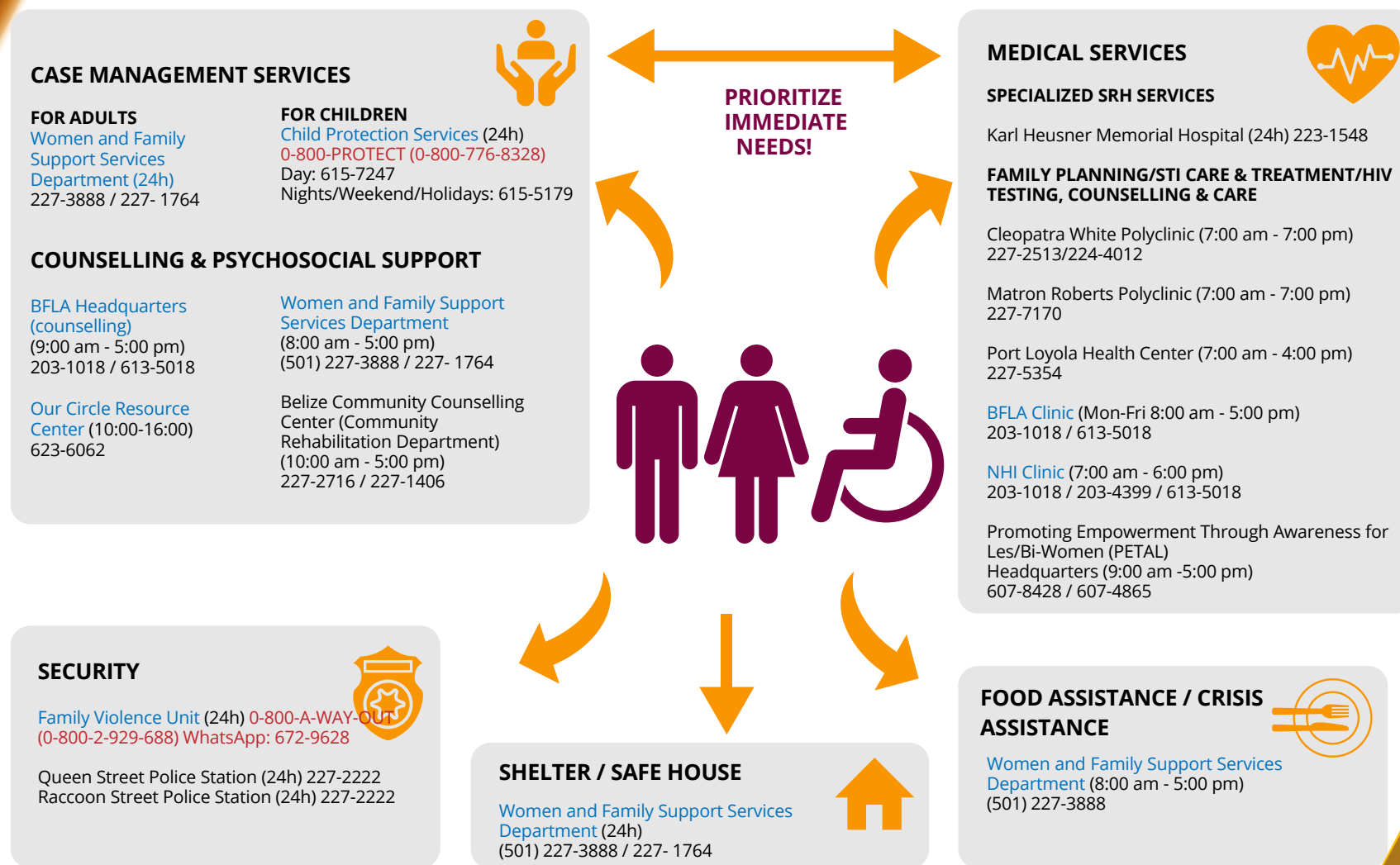
National Women's Commission

GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS



# GBV REFERRAL PATHWAYS - BELIZE CITY

(TO BE USED ONLY BY TRAINED CASE WORKERS/SOCIAL WORKERS)



BLUE TEXT = REMOTE SERVICE PROVISION

RED TEXT = HOTLINE



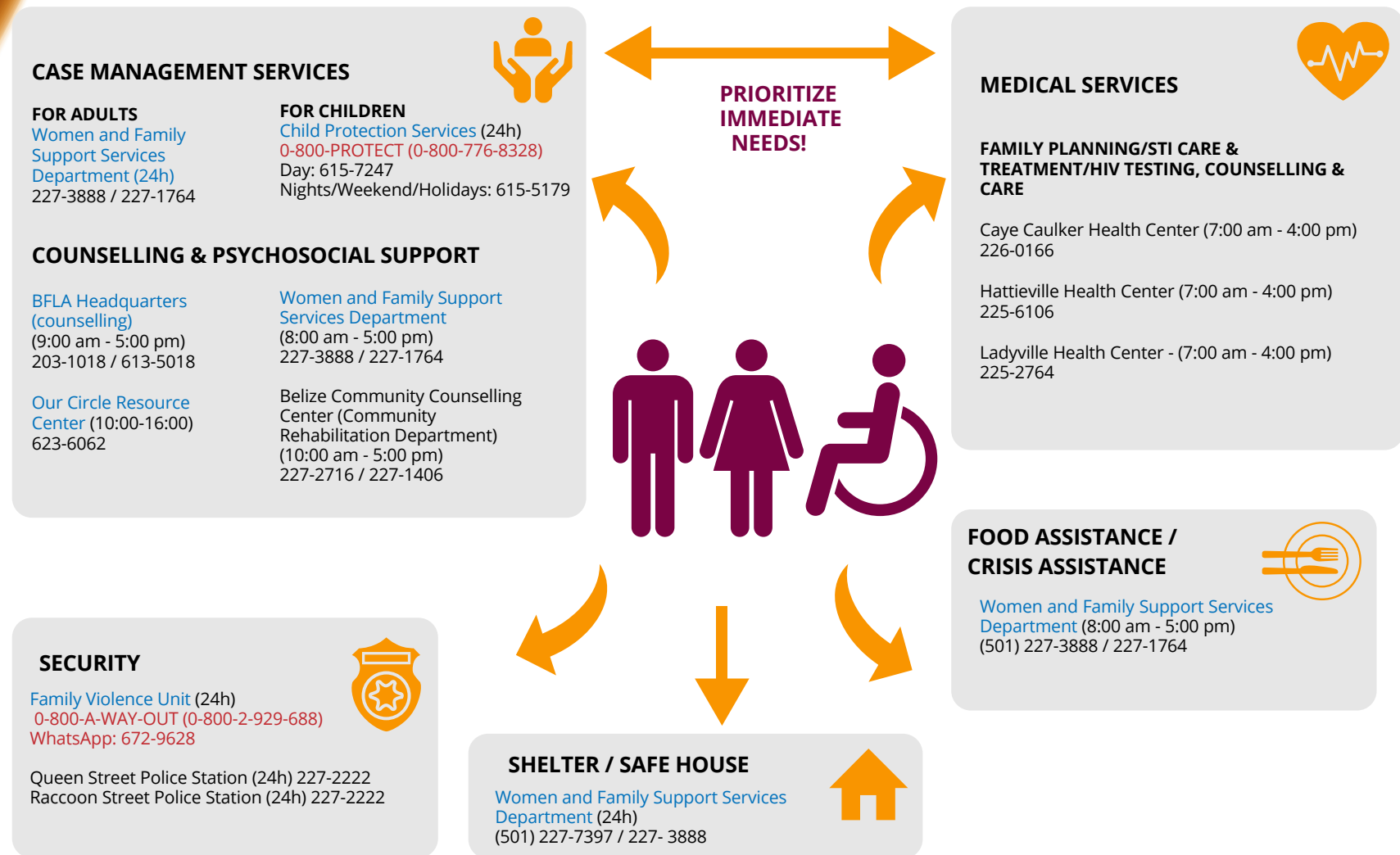
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GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS



# GBV REFERRAL PATHWAYS - BELIZE DISTRICT

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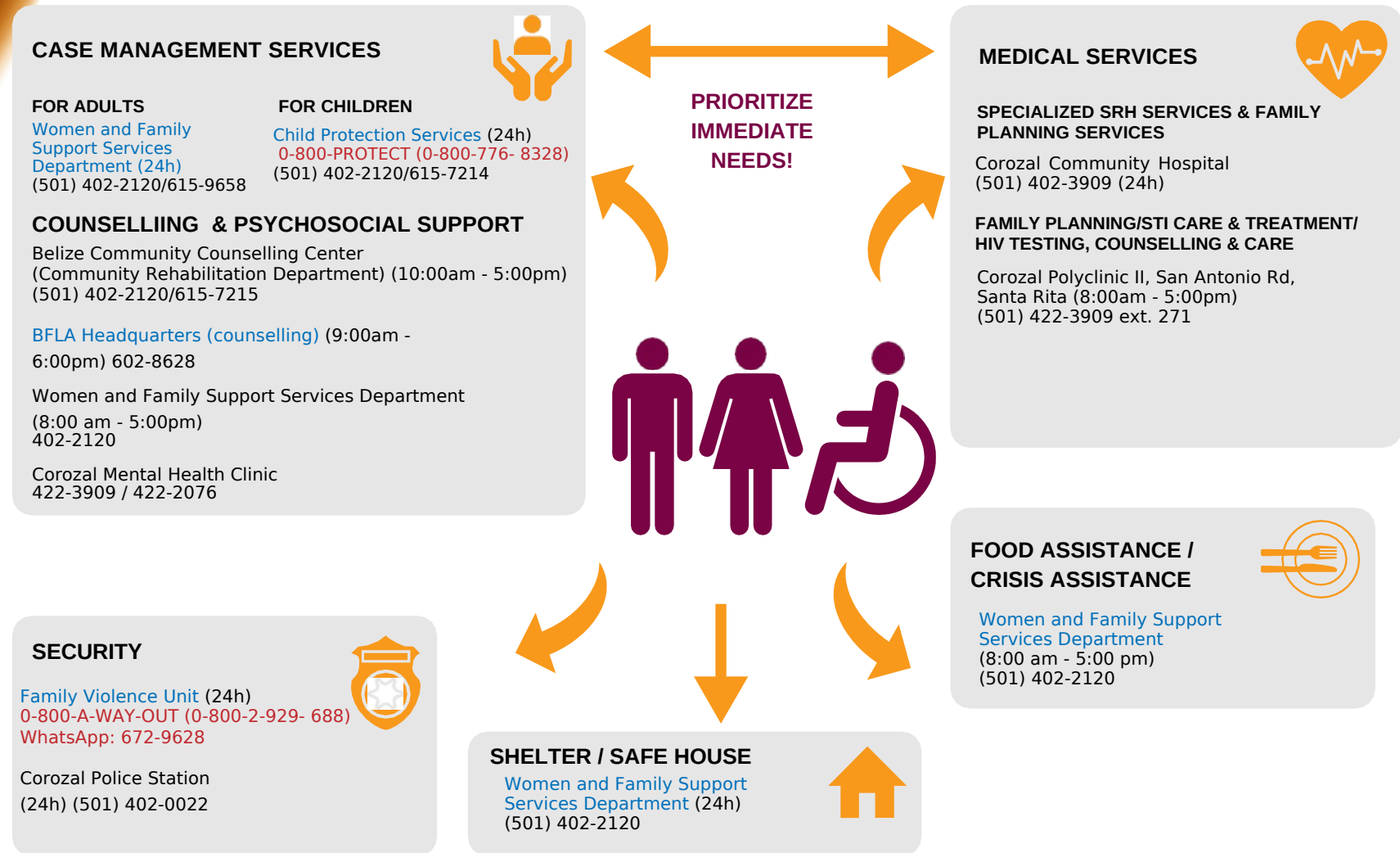
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GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS



# GBV REFERRAL PATHWAYS - COROZAL TOWN

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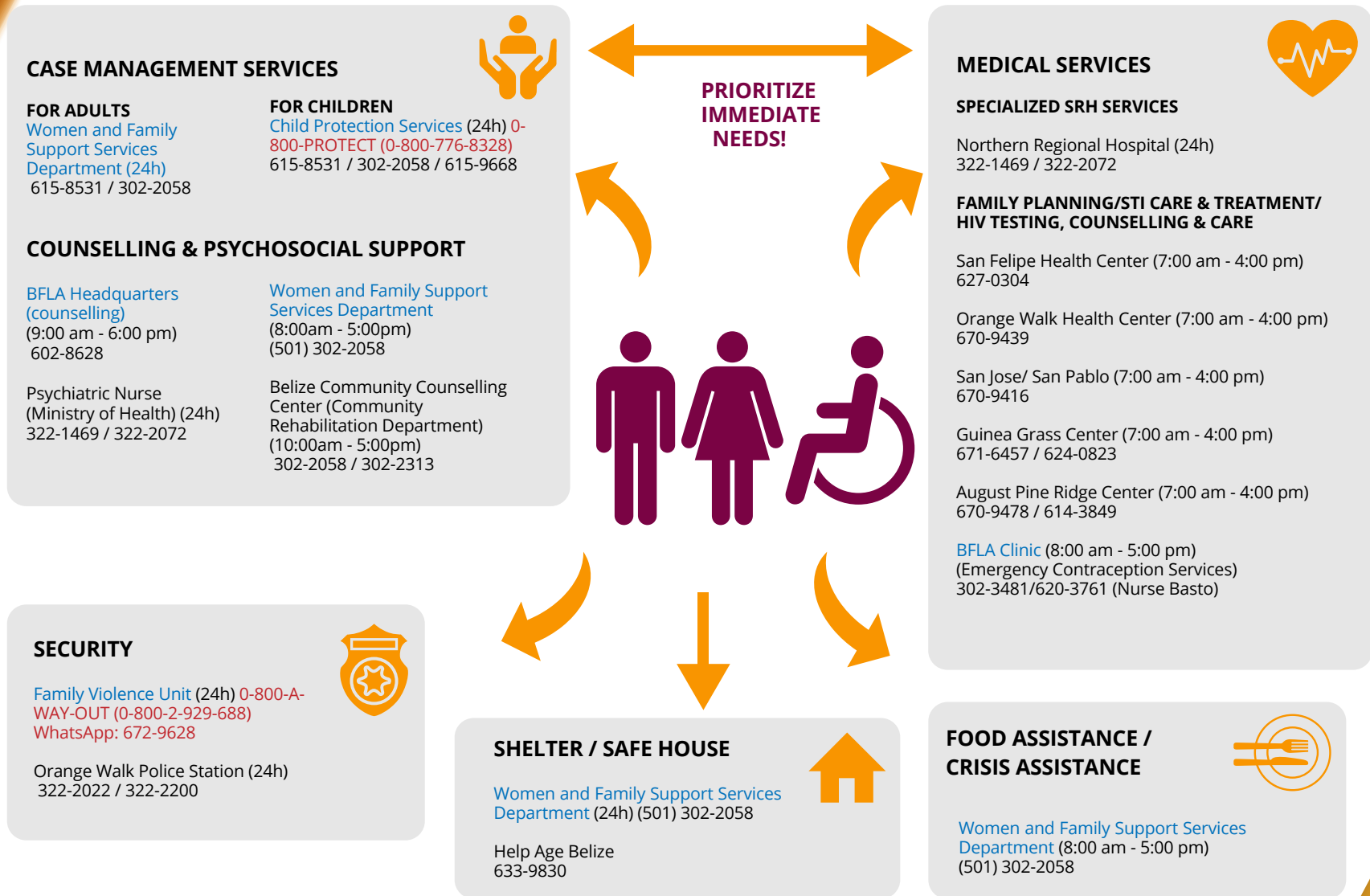
GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS





# GBV REFERRAL PATHWAYS - ORANGE WALK TOWN

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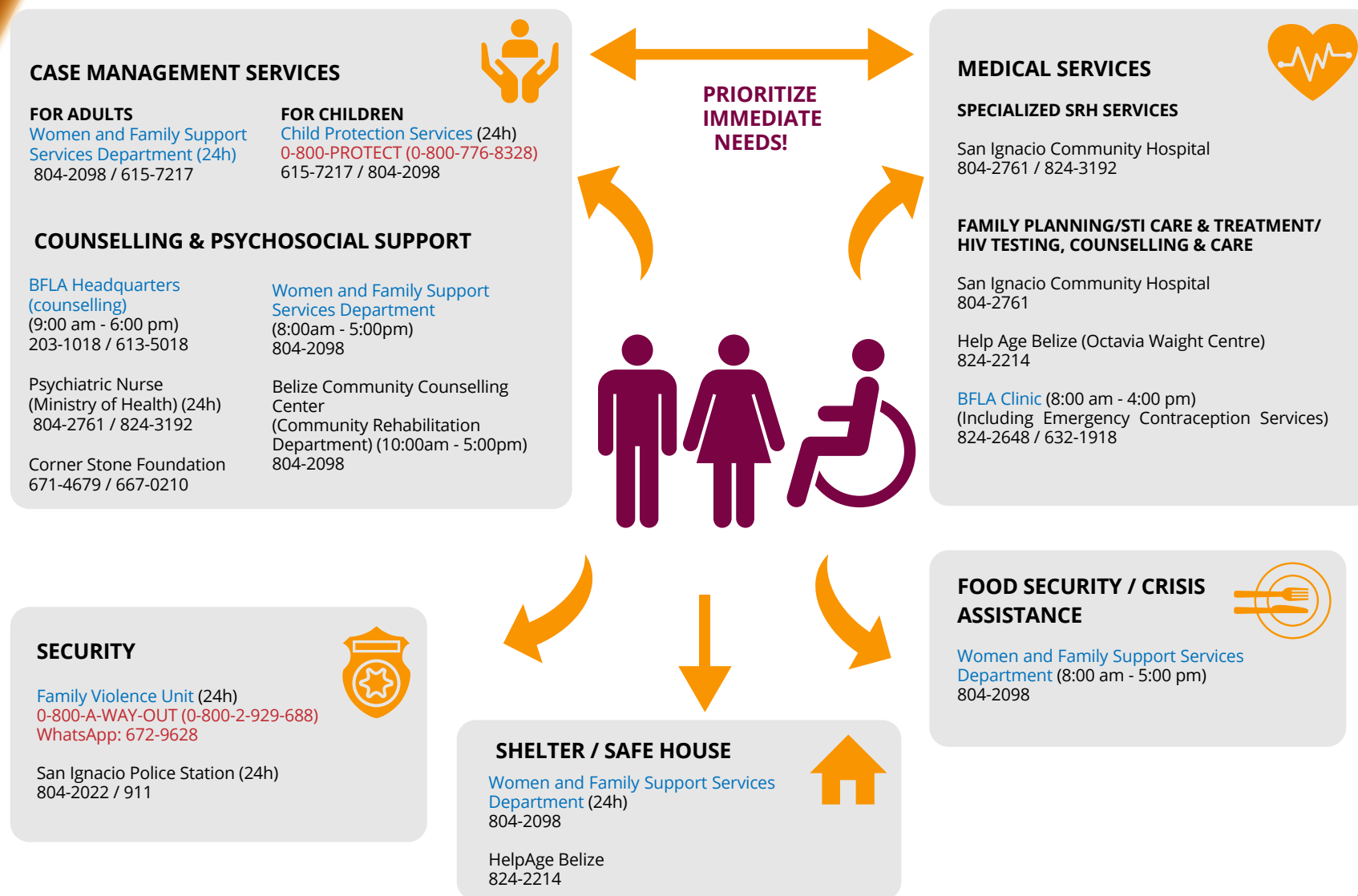


GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS



# GBV REFERRAL PATHWAYS - SAN IGNACIO/SANTA ELENA TOWNS

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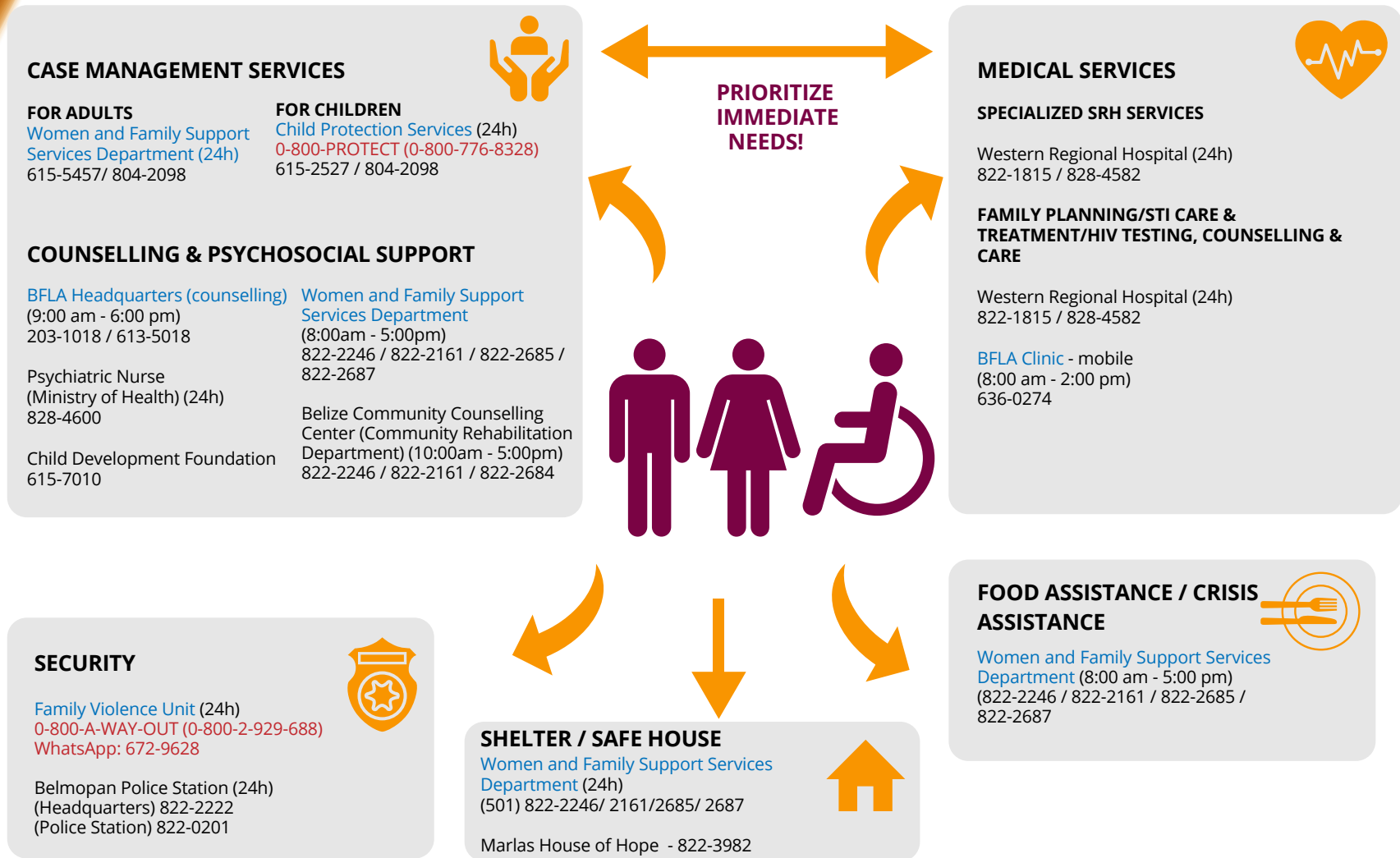
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# GBV REFERRAL PATHWAYS - CITY OF BELMOPAN

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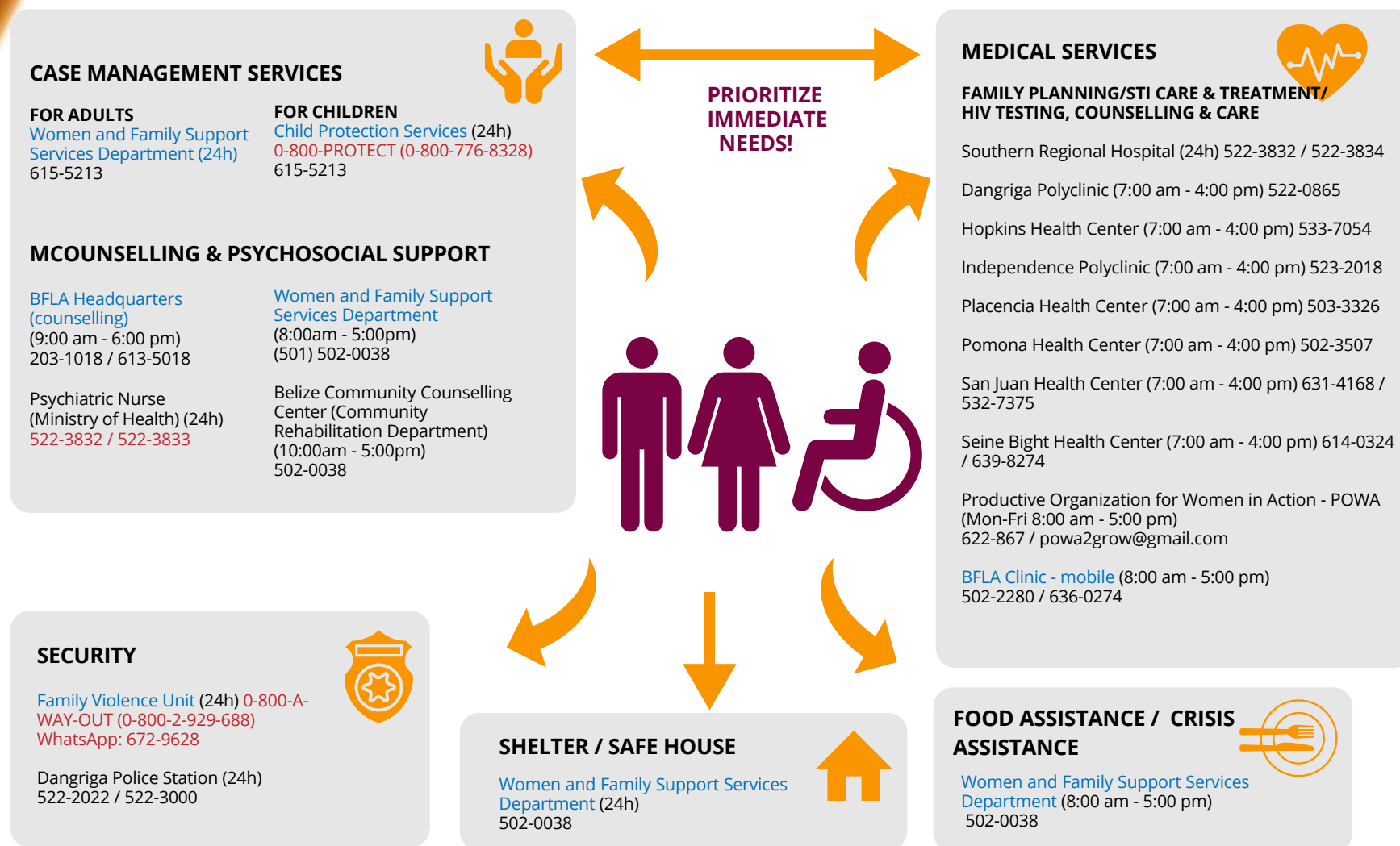
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# GBV REFERRAL PATHWAYS - DANGRIGA TOWN

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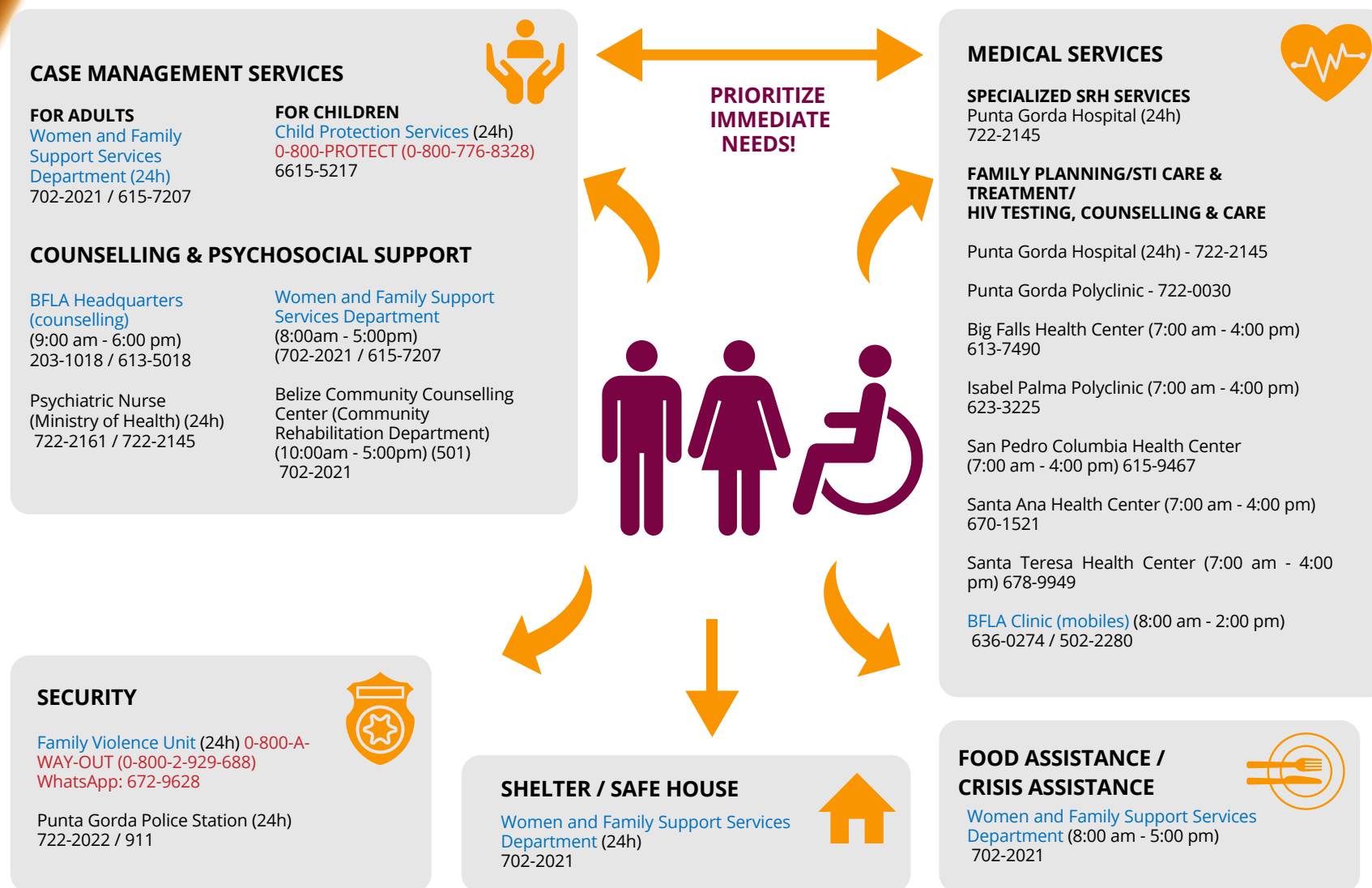
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GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS



# GBV REFERRAL PATHWAYS - PUNTA GORDA TOWN

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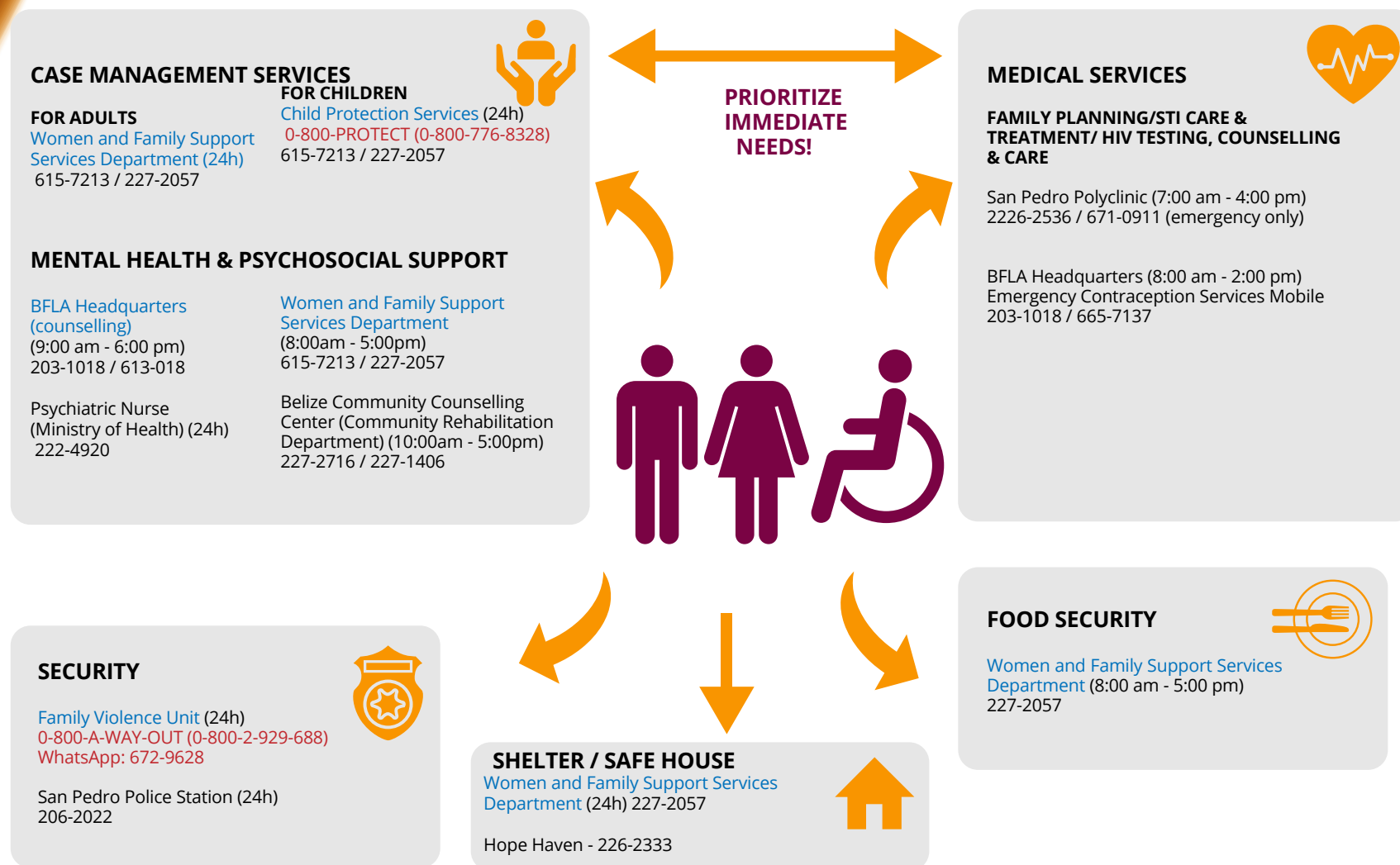


GENDER BASED VIOLENCE (GBV) REFERRAL PATHWAYS



# GBV REFERRAL PATHWAYS - SAN PEDRO TOWN

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