





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/Heath 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







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

- ENSURE the survivor makes ALL regarding her case
 DO NOT PROVIDE ADVICE
- NEVER blame the survivor
- LISTENER, and be **NONJUDGEMENTAL**



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



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

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





GBV REFERRAL PATHWAYS - BELIZE CITY

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

CASE MANAGEMENT SERVICES

FOR ADULTS

Women and Family **Support Services** Department (24h) 227-3888 / 227- 1764

FOR CHILDREN

Child Protection Services (24h) 0-800-PROTECT (0-800-776-8328)

Dav: 615-7247

Nights/Weekend/Holidays: 615-5179

COUNSELLING & PSYCHOSOCIAL SUPPORT

BFLA Headquarters (counselling)

(9:00 am - 5:00 pm) 203-1018 / 613-5018

Our Circle Resource Center (10:00-16:00) 623-6062

Women and Family Support Services Department (8:00 am - 5:00 pm) (501) 227-3888 / 227- 1764

Belize Community Counselling Center (Community Rehabilitation Department) (10:00 am - 5:00 pm) 227-2716 / 227-1406









SECURITY

Family Violence Unit (24h) 0-800-A-WAY-007 (0-800-2-929-688) WhatsApp: 672-9628

Queen Street Police Station (24h) 227-2222 Raccoon Street Police Station (24h) 227-2222

SHELTER / SAFE HOUSE

Women and Family Support Services Department (24h) (501) 227-3888 / 227-1764



MEDICAL SERVICES

SPECIALIZED SRH SERVICES

Karl Heusner Memorial Hospital (24h) 223-1548

FAMILY PLANNING/STI CARE & TREATMENT/HIV TESTING, COUNSELLING & CARE

Cleopatra White Polyclinic (7:00 am - 7:00 pm) 227-2513/224-4012

Matron Roberts Polyclinic (7:00 am - 7:00 pm) 227-7170

Port Loyola Health Center (7:00 am - 4:00 pm)

BFLA Clinic (Mon-Fri 8:00 am - 5:00 pm) 203-1018 / 613-5018

NHI Clinic (7:00 am - 6:00 pm) 203-1018 / 203-4399 / 613-5018

Promoting Empowerment Through Awareness for Les/Bi-Women (PETAL) Headquarters (9:00 am -5:00 pm) 607-8428 / 607-4865

FOOD ASSISTANCE / CRISIS ASSISTANCE



Women and Family Support Services Department (8:00 am - 5:00 pm) (501) 227-3888

BLUE TEXT = REMOTE SERVICE PROVISION





GBV REFERRAL PATHWAYS - BELIZE DISTRICT

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

CASE MANAGEMENT SERVICES

FOR ADULTS

Women and Family Support Services Department (24h) 227-3888 / 227-1764

FOR CHILDREN

Child Protection Services (24h) 0-800-PROTECT (0-800-776-8328)

Day: 615-7247

Nights/Weekend/Holidays: 615-5179

COUNSELLING & PSYCHOSOCIAL SUPPORT

BFLA Headquarters (counselling)

(9:00 am - 5:00 pm) 203-1018 / 613-5018

Our Circle Resource Center (10:00-16:00) 623-6062 Women and Family Support Services Department (8:00 am - 5:00 pm) 227-3888 / 227-1764

Belize Community Counselling Center (Community Rehabilitation Department) (10:00 am - 5:00 pm) 227-2716 / 227-1406







MEDICAL SERVICES



FAMILY PLANNING/STI CARE & TREATMENT/HIV TESTING, COUNSELLING & CARE

Caye Caulker Health Center (7:00 am - 4:00 pm) 226-0166

Hattieville Health Center (7:00 am - 4:00 pm) 225-6106

Ladyville Health Center - (7:00 am - 4:00 pm) 225-2764

SECURITY

Family Violence Unit (24h) 0-800-A-WAY-OUT (0-800-2-929-688) WhatsApp: 672-9628

Queen Street Police Station (24h) 227-2222 Raccoon Street Police Station (24h) 227-2222







FOOD ASSISTANCE / CRISIS ASSISTANCE

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nily Support Services

Women and Family Support Services Department (8:00 am - 5:00 pm) (501) 227-3888 / 227-1764

SHELTER / SAFE HOUSE

Women and Family Support Services Department (24h) (501) 227-7397 / 227-3888



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GBV REFERRAL PATHWAYS - COROZAL TOWN

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

CASE MANAGEMENT SERVICES

FOR ADULTS

Women and Family **Support Services** Department (24h) (501) 402-2120/615-9658

FOR CHILDREN

Child Protection Services (24h) 0-800-PROTECT (0-800-776-8328) (501) 402-2120/615-7214

COUNSELLIING & PSYCHOSOCIAL SUPPORT

Belize Community Counselling Center (Community Rehabilitation Department) (10:00am - 5:00pm) (501) 402-2120/615-7215

BFLA Headquarters (counselling) (9:00am -

6:00pm) 602-8628

Women and Family Support Services Department (8:00 am - 5:00pm) 402-2120

Corozal Mental Health Clinic 422-3909 / 422-2076

PRIORITIZE







MEDICAL SERVICES



SPECIALIZED SRH SERVICES & FAMILY PLANNING SERVICES

Corozal Community Hospital (501) 402-3909 (24h)

FAMILY PLANNING/STI CARE & TREATMENT/ HIV TESTING, COUNSELLING & CARE

Corozal Polyclinic II, San Antonio Rd, Santa Rita (8:00am - 5:00pm) (501) 422-3909 ext. 271

SECURITY

Family Violence Unit (24h) 0-800-A-WAY-OUT (0-800-2-929- 688) WhatsApp: 672-9628

Corozal Police Station (24h) (501) 402-0022







SHELTER / SAFE HOUSE

Women and Family Support Services Department (24h) (501) 402-2120



FOOD ASSISTANCE / **CRISIS ASSISTANCE**



Women and Family Support Services Department (8:00 am - 5:00 pm) (501) 402-2120

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GBV REFERRAL PATHWAYS - ORANGE WALK TOWN

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

CASE MANAGEMENT SERVICES

FOR ADULTS

Women and Family Support Services Department (24h) 615-8531 / 302-2058

FOR CHILDREN

Child Protection Services (24h) 0-800-PROTECT (0-800-776-8328) 615-8531 / 302-2058 / 615-9668

COUNSELLING & PSYCHOSOCIAL SUPPORT

BFLA Headquarters (counselling)

(9:00 am - 6:00 pm) 602-8628

Psychiatric Nurse (Ministry of Health) (24h) 322-1469 / 322-2072 Women and Family Support Services Department (8:00am - 5:00pm) (501) 302-2058

Belize Community Counselling Center (Community Rehabilitation Department) (10:00am - 5:00pm) 302-2058 / 302-2313

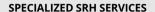








MEDICAL SERVICES



Northern Regional Hospital (24h) 322-1469 / 322-2072

FAMILY PLANNING/STI CARE & TREATMENT/ HIV TESTING. COUNSELLING & CARE

San Felipe Health Center (7:00 am - 4:00 pm) 627-0304

Orange Walk Health Center (7:00 am - 4:00 pm) 670-9439

San Jose/ San Pablo (7:00 am - 4:00 pm) 670-9416

Guinea Grass Center (7:00 am - 4:00 pm) 671-6457 / 624-0823

August Pine Ridge Center (7:00 am - 4:00 pm) 670-9478 / 614-3849

BFLA Clinic (8:00 am - 5:00 pm) (Emergency Contraception Services) 302-3481/620-3761 (Nurse Basto)

SECURITY

Family Violence Unit (24h) 0-800-A-WAY-OUT (0-800-2-929-688) WhatsApp: 672-9628

Orange Walk Police Station (24h) 322-2022 / 322-2200



SHELTER / SAFE HOUSE

Women and Family Support Services Department (24h) (501) 302-2058

Help Age Belize 633-9830



FOOD ASSISTANCE / CRISIS ASSISTANCE



Women and Family Support Services Department (8:00 am - 5:00 pm) (501) 302-2058

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GBV REFERRAL PATHWAYS - SAN IGNACIO/SANTA ELENA TOWNS

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

CASE MANAGEMENT SERVICES

FOR ADULTS

Women and Family Support Services Department (24h) 804-2098 / 615-7217

FOR CHILDREN

Child Protection Services (24h) 0-800-PROTECT (0-800-776-8328) 615-7217 / 804-2098

COUNSELLING & PSYCHOSOCIAL SUPPORT

BFLA Headquarters (counselling)

(9:00 am - 6:00 pm) 203-1018 / 613-5018

Psychiatric Nurse (Ministry of Health) (24h) 804-2761 / 824-3192

Corner Stone Foundation 671-4679 / 667-0210

Women and Family Support Services Department

(8:00am - 5:00pm) 804-2098

Belize Community Counselling Center

(Community Rehabilitation Department) (10:00am - 5:00pm)

804-2098







MEDICAL SERVICES

SPECIALIZED SRH SERVICES

San Ignacio Community Hospital 804-2761 / 824-3192

FAMILY PLANNING/STI CARE & TREATMENT/ HIV TESTING, COUNSELLING & CARE

San Ignacio Community Hospital 804-2761

Help Age Belize (Octavia Waight Centre) 824-2214

BFLA Clinic (8:00 am - 4:00 pm) (Including Emergency Contraception Services) 824-2648 / 632-1918

SECURITY

Family Violence Unit (24h) 0-800-A-WAY-OUT (0-800-2-929-688) WhatsApp: 672-9628

San Ignacio Police Station (24h) 804-2022 / 911







SHELTER / SAFE HOUSE

Women and Family Support Services Department (24h) 804-2098

HelpAge Belize 824-2214





Women and Family Support Services Department (8:00 am - 5:00 pm) 804-2098

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GBV REFERRAL PATHWAYS - CITY OF BELMOPAN

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

CASE MANAGEMENT SERVICES

FOR ADULTS

Women and Family Support Services Department (24h) 615-5457/804-2098

FOR CHILDREN

Child Protection Services (24h) 0-800-PROTECT (0-800-776-8328) 615-2527 / 804-2098

COUNSELLING & PSYCHOSOCIAL SUPPORT

(9:00 am - 6:00 pm) 203-1018 / 613-5018

Psychiatric Nurse (Ministry of Health) (24h) 828-4600

Child Development Foundation 615-7010

BFLA Headquarters (counselling) Women and Family Support Services Department (8:00am - 5:00pm)

822-2246 / 822-2161 / 822-2685 / 822-2687

Belize Community Counselling Center (Community Rehabilitation Department) (10:00am - 5:00pm) 822-2246 / 822-2161 / 822-2684







MEDICAL SERVICES

SPECIALIZED SRH SERVICES

Western Regional Hospital (24h) 822-1815 / 828-4582

FAMILY PLANNING/STI CARE & TREATMENT/HIV TESTING. COUNSELLING & CARE

Western Regional Hospital (24h) 822-1815 / 828-4582

BFLA Clinic - mobile (8:00 am - 2:00 pm) 636-0274

SECURITY

Family Violence Unit (24h) 0-800-A-WAY-OUT (0-800-2-929-688) WhatsApp: 672-9628

Belmopan Police Station (24h) (Headquarters) 822-2222 (Police Station) 822-0201







SHELTER / SAFE HOUSE

Women and Family Support Services Department (24h) (501) 822-2246/ 2161/2685/ 2687

Marlas House of Hope - 822-3982



FOOD ASSISTANCE / CRISIS ASSISTANCE

Women and Family Support Services Department (8:00 am - 5:00 pm) (822-2246 / 822-2161 / 822-2685 / 822-2687

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GBV REFERRAL PATHWAYS - DANGRIGA TOWN

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

CASE MANAGEMENT SERVICES

FOR ADULTS

Women and Family Support Services Department (24h) 615-5213

FOR CHILDREN

Child Protection Services (24h) 0-800-PROTECT (0-800-776-8328) 615-5213

MCOUNSELLING & PSYCHOSOCIAL SUPPORT

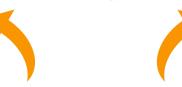
BFLA Headquarters (counselling)

(9:00 am - 6:00 pm) 203-1018 / 613-5018

Psychiatric Nurse (Ministry of Health) (24h) 522-3832 / 522-3833 Women and Family Support Services Department (8:00am - 5:00pm) (501) 502-0038

Belize Community Counselling Center (Community Rehabilitation Department) (10:00am - 5:00pm) 502-0038

PRIORITIZE IMMEDIATE NEEDS!







SECURITY

Family Violence Unit (24h) 0-800-A-WAY-OUT (0-800-2-929-688) WhatsApp: 672-9628

Dangriga Police Station (24h) 522-2022 / 522-3000

SHELTER / SAFE HOUSE

Women and Family Support Services Department (24h) 502-0038



MEDICAL SERVICES

FAMILY PLANNING/STI CARE & TREATMENT/ HIV TESTING, COUNSELLING & CARE

Southern Regional Hospital (24h) 522-3832 / 522-3834

Dangriga Polyclinic (7:00 am - 4:00 pm) 522-0865

Hopkins Health Center (7:00 am - 4:00 pm) 533-7054

Independence Polyclinic (7:00 am - 4:00 pm) 523-2018

Placencia Health Center (7:00 am - 4:00 pm) 503-3326

Pomona Health Center (7:00 am - 4:00 pm) 502-3507

San Juan Health Center (7:00 am - 4:00 pm) 631-4168 / 532-7375

Seine Bight Health Center (7:00 am - 4:00 pm) 614-0324 / 639-8274

Productive Organization for Women in Action - POWA (Mon-Fri 8:00 am - 5:00 pm) 622-867 / powa2grow@gmail.com

BFLA Clinic - mobile (8:00 am - 5:00 pm) 502-2280 / 636-0274

FOOD ASSISTANCE / CRISIS ASSISTANCE

Women and Family Support Services Department (8:00 am - 5:00 pm) 502-0038

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GBV REFERRAL PATHWAYS - PUNTA GORDA TOWN

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

CASE MANAGEMENT SERVICES

FOR ADULTS

Women and Family Support Services Department (24h) 702-2021 / 615-7207

FOR CHILDREN

Child Protection Services (24h) 0-800-PROTECT (0-800-776-8328) 6615-5217

COUNSELLING & PSYCHOSOCIAL SUPPORT

BFLA Headquarters (counselling) (9:00 am - 6:00 pm)

203-1018 / 613-5018

Psychiatric Nurse (Ministry of Health) (24h) 722-2161 / 722-2145 Women and Family Support Services Department (8:00am - 5:00pm) (702-2021 / 615-7207

Belize Community Counselling Center (Community Rehabilitation Department) (10:00am - 5:00pm) (501) 702-2021











MEDICAL SERVICES

SPECIALIZED SRH SERVICES
Punta Gorda Hospital (24h)

722-2145

FAMILY PLANNING/STI CARE & TREATMENT/

HIV TESTING, COUNSELLING & CAREPunta Gorda Hospital (24h) - 722-2145

Punta Gorda Polyclinic - 722-0030

Big Falls Health Center (7:00 am - 4:00 pm) 613-7490

Isabel Palma Polyclinic (7:00 am - 4:00 pm) 623-3225

San Pedro Columbia Health Center (7:00 am - 4:00 pm) 615-9467

Santa Ana Health Center (7:00 am - 4:00 pm) 670-1521

Santa Teresa Health Center (7:00 am - 4:00 pm) 678-9949

BFLA Clinic (mobiles) (8:00 am - 2:00 pm) 636-0274 / 502-2280

SECURITY

Family Violence Unit (24h) 0-800-A-WAY-OUT (0-800-2-929-688) WhatsApp: 672-9628

Punta Gorda Police Station (24h) 722-2022 / 911



SHELTER / SAFE HOUSE

Women and Family Support Services Department (24h) 702-2021



FOOD ASSISTANCE / CRISIS ASSISTANCE

Women and Family Support Services Department (8:00 am - 5:00 pm) 702-2021

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GBV REFERRAL PATHWAYS - SAN PEDRO TOWN

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

CASE MANAGEMENT SERVICES FOR CHILDREN

FOR ADULTS

Women and Family Support Services Department (24h) 615-7213 / 227-2057 Child Protection Services (24h) 0-800-PROTECT (0-800-776-8328) 615-7213 / 227-2057

MENTAL HEALTH & PSYCHOSOCIAL SUPPORT

BFLA Headquarters (counselling)

(9:00 am - 6:00 pm) 203-1018 / 613-018

Psychiatric Nurse (Ministry of Health) (24h) 222-4920 Women and Family Support Services Department (8:00am - 5:00pm) 615-7213 / 227-2057

Belize Community Counselling Center (Community Rehabilitation Department) (10:00am - 5:00pm) 227-2716 / 227-1406







MEDICAL SERVICES

FAMILY PLANNING/STI CARE & TREATMENT/ HIV TESTING, COUNSELLING & CARE

San Pedro Polyclinic (7:00 am - 4:00 pm) 2226-2536 / 671-0911 (emergency only)

BFLA Headquarters (8:00 am - 2:00 pm) Emergency Contraception Services Mobile 203-1018 / 665-7137

SECURITY

Family Violence Unit (24h) 0-800-A-WAY-OUT (0-800-2-929-688) WhatsApp: 672-9628

San Pedro Police Station (24h) 206-2022



SHELTER / SAFE HOUSE

Women and Family Support Services Department (24h) 227-2057

Hope Haven - 226-2333



FOOD SECURITY

Women and Family Support Services Department (8:00 am - 5:00 pm) 227-2057



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