Referral Pathway for Survivors of Gender-Based Violence

1. **Survivor of Violence and**
   - **Counselor/ Social Worker/ Health Worker/**
2. **Safety and Security Services**
   - Police
   - 919/911 Point/Hotline
3. **Medical and Psychological Care Services**
   - Hospital, Clinic, or Health Centre
4. **Investigative Services**
   - Police—Sexual Offences Unit
   - (investigation, counseling and prosecution)
5. **Legal Justice Services**
   - (Legal Aid/Court/ Prosecution)
6. **Social Protection Services**
   - (Counseling, Case Management
     Shelter and Support Systems)
7. **Child Protection Services**
   - If under 18, refer to SAFE or SCAN for follow up
8. **Trafficking Of Persons Services**
   - Detection / Reporting / Rescuing
9. **Community Care Services**
   - (Home, Shelter, NGO, FBO, other)

Endorsed by the GBV SWG on October 4th 2019—For more details contact GBV SWG Coordination: Director Jacinta Higgs (Department of Gender) JACINTAHIGGS@bahamas.gov.bs
GBV in Emergencies Coordinator (UNFPA on surge) anaraujo@unfpa.org
### IMMEDIATE RESPONSE AND FOLLOW UP SERVICES

<table>
<thead>
<tr>
<th>Case Management and Psychosocial Support</th>
<th>Medical Support Services</th>
<th>Social Protection Services</th>
<th>GBV Prevention/Response Coordination Services</th>
<th>Justice and Prosecution Services</th>
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<tbody>
<tr>
<td>Assess survivor’s needs &amp; plan actions to meet needs. Provide Basic emotional support (counselling) Follow-ups on survivor’s needs Skill building and recreational activities Promote social networks and community integration Empower and provide skill building activities Provide information about GBV Facilitate referral to other services (CMR, safety and other community support services)</td>
<td>Conduct examination Treat injuries Prevent unwanted pregnancies Prevent STIs and HIV/AIDS Safe and consented referrals to other service providers Provide mental health care</td>
<td>Provide Basic emotional support (counselling) Follow-ups on survivor’s needs Promote social networks and community integration Provide information about GBV Facilitate referral to other services (CMR, safety and other community support services)</td>
<td>Provide referral Information and contacts of Multi-Sectoral support and resources for the survivor Provide GBV Advice Advocacy and Awareness for survivors Conduct Education and Training Coordination of activities of civil society and other stakeholders Communications Services for Survivors and Families Family Island Advocacy</td>
<td>Ensure that the survivor is comfortable during the interview and medical examination Show utmost respect for the survivor’s privacy Convey no judgmental behavior during the interview, Demonstrate a high level of sensitivity toward the survivor/family at all phases of this ordeal Assign a family liaison officer to liaise and to arrange meetings with the survivor/family to keep them abreast of all information regarding the status of the case.</td>
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<tr>
<th>Organization: Bahamas Crisis Center Phone Number: Contact Persons:</th>
<th>Organization: Princess Margaret Hospital Phone Number: Contact Persons:</th>
<th>Organization: Department of Social Services Phone Number: Contact Persons:</th>
<th>Organization: Department of Gender and Family Affairs Phone Number: Contact Persons:</th>
<th>Organization: Police - Sexual Offences Unit (CDU) Phone Number: Contact Persons:</th>
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**For Child Protection Services**

| SCAN | SAFE |

- **In case of sexual violence and/or domestic violence, or incident related to a minor, there is mandatory reporting and specific procedures to follow up to keep evidence for potential legal investigation.**
- **Reporting and seeking help in case of sexual violence and abuse will not result in deportation of immigrants or investigation of legal status.**
Key Messages for Non-GBV Specialists

What is Gender-based Violence?
(GBV) refers to any harmful act that is perpetrated against a person’s will, and that is based on socially ascribed (gender) differences between males and females. The nature and extent of specific types of GBV vary across cultures, countries, and regions.

Different forms of GBV that may arise in the current context of the emergency response:

- Physical violence: any act of physical violence that is not sexual in nature and results in pain, discomfort or injury, such as domestic violence.
- Sexual violence: any form of non-consensual sexual contact, such as rape (including in the context of marriage), sexual exploitation, forced prostitution, trafficking and inappropriate touching.
- Economical violence: Denial of resources, opportunities or services, assets or livelihood opportunities, education, health or other social services.
- Psychological/emotional abuse: threats of physical or sexual violence, intimidation, humiliation, forced isolation, stalking, harassment, unwanted attention, remarks, gestures or written words of a sexual and/or menacing nature, destruction of cherished things, etc.

What to do if someone asks for your help?

- Remember your role. Introduce yourself, say calming words. Listen but never judge, practice respect. Do not try to solve their problem yourself.
- Provide reliable and comprehensive information on the available services and support. Let the survivor make their own choices. Know what you can and cannot manage. Even without a GBV actor in your area, there may be other partners, such as a child protection or mental health specialist, who can support survivors that require additional attention and support. Ask the survivor for permission before connecting them to anyone else. Do not force the survivor if s/he says no.
- Do not proactively identify or seek out GBV survivors but be available in case someone asks for support. Maintain confidentiality and respect their wishes. Do not record their personal data.
- Remember your mandate. All humanitarian actors are mandated to provide non-judgmental and non-discriminatory support to people in need regardless of: gender, sexual orientation, gender identity, marital status, disability status, age, ethnicity/tribe/race, who perpetrated/committed violence, and the situation in which violence was committed.

Why it is important to refer to Health Services?

If someone has experienced physical or sexual violence, encourage them to access health services as soon as possible. To prevent sexually transmitted infections (STIs) it is important to access health services within 72 hours and within 120 hours to prevent unwanted pregnancy.

Always provide information on what is available. Share what you know and let the survivor decide if s/he wants to access them.
Key Messages for Non-GBV Specialists

If the survivor is a child... Children are particularly vulnerable to any kind of violence and depending on their age may be unable to take decision. It is important to ensure the child/adolescent is always in the company of a trusted adult, ideally selected by the child.

Do no harm. Do not seek out child survivors. It is not your job to investigate if a child/adolescent is experiencing violence. Doing so can lead to more violence and risks for the child/adolescent. Be approachable if a child/adolescent wants to seek your help. If you have concerns that a child/adolescent is being abused contact the Child Abuse Hotline – 322-2763/422-2763 for advice.

Ensure the safety of the child. The physical and emotional safety of the child is the primary concern. This can be particularly complicated in situations where the parent/caregiver or someone close to the child is the alleged perpetrator. Consider the child’s safety throughout all interactions with him or her, and in relation to any next steps taken.

Use a Survivor-Centered Approach:

- **Respect**: all actions you take are guided by respect for the survivor’s choices, wishes, rights and dignity.
- **Safety**: the safety of the survivor is the number one priority.
- **Confidentiality**: people have the right to choose to whom they will or will not tell their story. Maintaining confidentiality means not sharing any information to anyone.
- **Non-discrimination**: providing equal and fair treatment to anyone in need of support.

Prevention of Sexual Exploitation and Abuse (PSEA):

All assistance provided by humanitarian organizations is based on need and is free of charge for everyone, including women, men, girls, boys, the elderly, people with chronic diseases, persons with disabilities, and migrants regardless of legal status. If you feel you have been discriminated upon or you have been to do something inappropriate, demanded any kind of favour or sexual favour from you in return for their help, please report them to an organizing or authority you trust.

Useful Contacts:

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<tr>
<th>Police Emergency – 919 / 911</th>
<th>Princess Margaret Hospital – 322-2861</th>
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<tr>
<td>Crisis Center Hotline – 328-0922</td>
<td>Bahamian Psychological Association:</td>
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<td>Health Social Services Family Violence – 356-3350</td>
<td>Toll-Free Hurricane Resource Line: 225-6478</td>
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<td>Crime Stoppers Hotline – 376-8477/300 3339</td>
<td>Legal Aid Clinic — (242) 698-1300</td>
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<td>Trafficking-in-Persons Hotline – 376-8477/300-3339</td>
<td>Department of Social Services — (242) 604-4200/1</td>
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<td>Sexual Offences Unit CDU – 502-9991/2 / 502-9931</td>
<td>Department of Gender and Family Affairs – 397-8600</td>
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<tr>
<td>Sandilands Rehabilitation Center – 3241246</td>
<td>Adolescent Health Center— (242) 328-3248</td>
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<td>AIDS Foundation - (242) 325-9326</td>
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