

Safe Spaces for Women and Girls (SSWG)

Standardization and Technical Guidance

– How to set up a SSWG in practice

October 2017 | Rohingya Crisis, Cox Bazaar, Bangladesh



Introduction

What is a Safe Space for Women and Girls (SSWG)?

A safe space for women and girls is a place where women and girls can go to at any time to feel safer and empowered and have access to information, education, recreational activities, support and services. These spaces support women and girls to recover from violence, form networks and access support, safety and opportunities. These are often integrated spaces offering a range of services including resources, information, social networks, to essential and discrete clinical care and sexual reproductive health services. SSWG are safe spaces for women and girls in the community, culturally-appropriate and tailored to the context.

SSWG can be used for various activities such as: GBV case management, individual or group counseling, psychosocial support, safety planning and risk reduction, skills-building, NFI distribution, recreational activities. Information on critical issues can be shared in these spaces such as where/how to access humanitarian services and information on sexual and reproductive health, legal rights, childcare, and GBV prevention and response. SSWG are safe spaces that promote women's protection and empowerment and help mitigate risk of GBV.

Why do women and girls need special support in emergencies?

Evidence suggests that the establishment of women- and/or girl-only spaces helps to reduce risks and prevent further harm during acute emergency responses. These spaces provide women and girls with a safe entry point for life-saving services and a place to access information. Safe gathering points also offer them an opportunity to engage with each other, build important connections, solidarity and support with other women and girls, exchange information, and rebuild community networks and support. Safe spaces can be a key way of building women and girls' social assets.

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1. MAKING DECISIONS: PRACTICAL GUIDANCE ON SETTING UP A SSWG AND THEIR SERVICES

In preparing to set up and run a SSWG based best practice, the following four steps must be considered

TO COMPLETE THIS SECTION → SEE ANNEXES 1, 2 and 3 at the end of this document for the detailed decision making guides and considerations for STEPS 1 – 4:

Firstly, go through:

- STEP 1. The basics: is a SSWG the right approach for our organization? (Annex 1)

If you answer “YES” to STEP 1 and a SSWG is the right approach for your organization, go through the following STEPS 2 – 4 to help you design and set up your SSWG:

- STEP 2. SSWG staffing numbers and sample organogram (Annex 1) + Sample JDs (Annex 3)
- STEP 3. SSWG services and activities (Annex 1)
- STEP 4. SSWG construction layout location considerations (Annex 2)

Once you have completed all four steps. Move onto the next parts of this document:

1.2. Quick Guidelines around setting-up a SSWG from Interagency Working Group on GBV¹:

Naming the SSWG. Ask women and girls what they want to call their SSWG. Women and girls should be involved in the naming process. From the Guidelines: “Do **not** call [the SSWG or case management area] a ‘GBV centre’ or anything that suggests anyone going there has experienced GBV – that would make it unsafe for both survivors and staff. Offering a variety of services that are not related to GBV allows survivors to access services more safely and discreetly.”

Women only space. “If your organization operates centers for women and girls where GBV survivors can receive services, it is important to keep the centre a women only space. This to protect the psychological and physical safety of all the women and girls who come to the centre.”

For more detailed considerations and guidance on SSWG construction, location, layout and identification, see ANNEX 2.

1.3. Quick Guidelines around Community Engagement from the Interagency Working Group on GBV:

Community Don’ts. Never go out into communities to actively identify survivors. This places women at risk – “usually when perpetrators ...discover a survivor has sought help from someone (even if it is not clear that the person sought help related to the abuse, the perpetrator will feel that his power has been threatened and there is thus potential for an escalation of violence”²

¹ Guidelines created by and endorsed by UNHCR, UNFPA, UNICEF, IMC, and IRC: IASC (2017) *Interagency Gender-Based Violence Case Management Guidelines: Providing Care and Case Management Services to Gender-Based Violence Survivors in Humanitarian Settings*, IASC, p.36. Source: http://gbvresponders.org/wp-content/uploads/2017/04/Interagency-GBV-Case-Management-Guidelines_Final_2017_Low-Res.pdf

² Ibid. p.38.

Survivors in the community. “In the case of GBV, case management committees or community based protection groups are not recommended because of the difficulty in protecting the identity and confidentiality of the survivor, the likelihood of re-traumatization if the community members are not well-skilled in responding to disclosures, and the safety risks associated with poor confidentiality practices.”³ This also places survivors at risk of being blamed or physically harmed for an act of violence placed on them and therefore, care not being survivor-centered. Instead, engage the community in understanding the SSWG is for all women. It is important that the whole community understands and supports the presence of the SSWG. Practice survivor-centered care and empower survivors to access services when she is ready by explaining activities in the SSWG to all women and girls.

2. PRACTICAL GUIDANCE ON MAINTAINING SSWG AND SERVICES PROVIDED

2.1. Activities

- Have you created a weekly schedule of activities? Is the schedule of activities on the wall and accessible/readable for women and girls accessing the SSWG?
- Have you asked women and girls if the safe space sessions and activities should be held in the morning or afternoon? What days are best for the SSWG to be open?
- Have you considered who will clean the safe space (it will need to be a female to maintain the integrity of the SSWG)?
- Have you received feedback from women and girls on activities? How should the activities adapt based on feedback?
- Have you ordered the supplies needed for the SSWG? What is the schedule for ordering supplies?

2.2. Capacity Building/Training/On-going learning

- Check in with SSWG staff on what types of half day capacity building they need/want to improve their skillset and assist them in enhancing the SSWG.
- Discuss with staff on a monthly basis on what specialized services they may need training in order to improve service provision in the SSWG. Use the guide process on “Services and activities provided in the SSWG” to help determine if your organization may be ready to expand service provision
- Ensure that all staff receiving regular, weekly, on-the-job mentoring and on-going practical learning opportunities provided by a SSWG and VAWG technical specialist

2.3. Weekly Staff Meetings

- Staff working in the SSWG need weekly supervision to discuss progress and constraints in activities as well as collectively, how they are and feel the SSWG is progressing. Weekly meetings can be a good time to listen to staff about needs in the SSWG and for the team.
- Staff meetings can be two hours – one hour for a de-brief, and one hour for a learning session to improve staff skillset

³ Ibid, p.38

2.4. Staff-Care⁴

- Make sure staff are not overworked or overexposed to secondary trauma.
- Create a supportive climate – regularly check-in with your teams on their well-being and ensure staff are taking time off completely away from work
- Undertake learning sessions on staff care, well-being, safety, and stress management
- Ensure that staff care and well-being initiatives are an integral part of your programming and work plans
- Accommodate staff and any personal or work crisis they may have going on in their lives – be flexible with the response of different individuals (e.g. allow flexible schedules if possible, give time off where needed, provide additional supervision, etc.)

3. NON-NEGOTIABLES OF PRACTICE: The Fundamentals of Setting-Up SSWG

DO	Don't
DO Consult women and girls on locations they feel safe accessing and use that information to directly inform where you put your SSWG	DON'T Locate the safe space in an area occupied by military or in close proximity to religious buildings or other areas where men largely frequent
DO Hire ALL female staff to operate the SSWG and ensure that you have <u>more than 3 staff</u> (women only) operation a SSWG	DON'T Ever hire male staff for the women and girl only space
DO Ensure <i>all</i> staff and volunteers and trained on GBV guiding principles, code of conduct, women/survivor-centered support	DON'T Ever allow men in the SSWG (not even if you are a male Manager/supervisor – no men are allowed)
DO Technically supervise and support staff in their roles	DON'T Allow men to loiter or gather right outside the SSWG – this will jeopardize the safety and accessibility of the SSWG for women and girls – seek appropriate assistance if you need it to send them on their way
DO Ensure that all SSWG staff adhere to survivor-centered support in their practice	DON'T Use “GBV”/”SGBV” or use any other sensitive title in the name and sign post for your women and girls safe space – this exposes women and girls to stigma and jeopardizes their safety and security
DO Engage with and consult women and girls at each stage of the program, including on activities and times/schedules of activities	DON'T just hire only one female staff for the SSWG - this is irresponsible, and potentially puts that staff at risk – you need a minimum of 2 -3 female

⁴ Ibid, p.163

	staff for safety and ability to provide services and activities
DO Coordinate with GBV response agencies (i.e.: health); know the referral system AND ensure you update the referral pathway regularly based on actual availability of services	DON'T Forget to train SSWG staff before the SSWG opens and provide on-going practice mentoring and on-the-job support
DO Ensure the SSWG and its activities are women-led and girl-led	DON'T Treat women as beneficiaries
DO Ensure your SSWG is known to and accessible for women and girls with disabilities	DON'T assume you know about the needs and priorities of women and girls in the community you are working without consulting with them – only they know this
DO Ensure that your SSWG is open to ALL women and girls	DON'T Forget to include <i>all</i> women or <i>all</i> girls, no matter their background
DO Ensure that you are reaching the most isolated, marginalized women and girls with your SSWG	DON'T Forget adolescent girls in your SSWG, and don't forget to tailor your activities to girls' specific needs, interests and priorities
DO Think about activities and services to build on the SSWG after 6 months operating	DON'T Ignore linking the SSWG with other women- and girl-centered services (i.e.: health)
DO Get feedback from women and girls on the SSWG and use that to inform the SSWG	
DO Ensure that any external facilitators coming in to hold a session with the women or girls, is female; and DO check the contents of the session beforehand. The integrated nature of the program should empower women and not further entrench socially ascribed gender roles, harmful attitudes and behaviors towards women and girls	
DO Ensure that you have strict information sharing protocols in place and that all data is secured safely with only designated staff able to access it	
DO provide basic training on how to appropriately handle media and visitors. Refer to your organizations and sub-sector guidelines on media engagement	

4. NON-NEGOTIABLES OF PRACTICE: The Fundamentals of Survivor-centered Support

DO	DON'T
DO Create a comfortable, discrete, safe space that accepts women and girls as they are	DON'T deliberately elicit disclosures of violence or force a survivor to tell her story
DO Listen to the survivor	DON'T ask or force a survivor to re-tell her experience – this can be re-traumatizing and harmful to her and it is not your role
DO Demonstrate caring and empathy	DON'T ever expose or point out to others that a woman or girl is a survivor in public or private
DO Reassure her that she is not to blame	DON'T talk to a survivor in public where others can hear
DO Show respect to maintain her dignity	DON'T blame her
DO Believe her	DON'T judge her
DO Show you care, and treat her with kindness and empathy	DON'T ask her probing questions – you are not an investigator
DO Give her accurate information on what service options are available for her and support her to think through what she wants to do next	DON'T ask her to analyze in detail what happened to her or to put time and events in order
DO Support her choices and decisions (even if you don't agree with them)	DON'T disbelieve her or question her story
DO Support her to identify a trusted friend, family or other passenger she knows and trusts to be/sit with her	DON'T Ask the survivor for details about how they feel – this might release a lot of emotion and distress which you/we are not equipped to response to
DO Support her to identify her own safety options and plans to protect herself	DON'T Tell her what to do; don't “advise her” – this completely disempowers her
DO Ensure you get her informed consent (informed assent for children) for any connections or referrals you make to services	DON'T Ever use verbal or physical force to establish your authority, or get her to do what you want her to do
DO Ensure you do not do harm with any actions you take or support you provide	DON'T Ask her personal details
DO Always protect her privacy and confidentiality – only share information with her informed consent	DON'T Mediate or intervene in her situation even if she asks you to – this disempowers the survivors and re-victimizes her and there is a high risk of perpetrator retaliation and causing harm to the survivor

DO find a way to speak to a survivor who discloses to you that will not expose them and put them at risk of further harm from the perpetrator or community members	DON'T Try to confront, address, talk to, or approach the perpetrator – there is a high risk of causing more harm, perpetrator retaliation
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CORE GBV GUIDING PRINCIPLES⁵

<p>Safety Ensure the safety of the survivor at all times</p> <p>“‘Safety’ refers to both physical safety and security, as well as to a sense of psychological and emotional safety for people who are highly distressed. It is important to consider the safety and security needs of each survivor, her family members and those providing care and support.” (IASC guidelines, 2017, p.20)</p>	<p>Confidentiality At all times, the confidentiality of the survivor (s) and their families will be respected. This promotes safety, trust and empowerment.</p> <p>– “Breaching confidentiality can put the survivor and others at risk of further harm. If helpers do not respect confidentiality, other survivors will be discouraged from coming forward for help” (IASC guidelines, 2017, p.20)</p> <p>Exception! The only time confidentiality should be breached is when there is imminent risk to the survivor or the GBV worker or if perpetrator is a humanitarian worker (staff or volunteer)</p>
<p>Dignity and Self-Determination, Respect The actions & responses of all actors will be guided by respect for the wishes, the rights, and the dignity of the survivor.</p> <p>“Failing to respect the dignity, wishes and rights of survivors can increase their feelings of helplessness and shame, self-blame, reduce the effectiveness of interventions and cause re-victimization and further harm” (IASC guidelines, 2017, p.20)</p>	<p>Non-discrimination All women and girls have equal and fair access to services and support</p>

⁵ Ibid. p.20

5. CORE LEARNING FOR ESSENTIAL SKILLS AND COMPETENCIES

UNFPA and the IRC will assist in building a core set of learning sessions for essential skills and competencies to help harmonise and strengthen the GBV response across actors working in the Rohingya response.

For more information on GBV prevention and response in emergencies, please visit:

www.GBVresponders.org

Learning component	Audience	Duration	Content notes	Additional tool or resources to use
Women's safe spaces / SSWG	Managers / Technical leads	One or few short sessions	Getting on the same page and agreed to standards	https://www.unfpa.org/research/women-girls-safe-spaces-guidance-note-based-lessons-learned-syrian-crisis
Women's safe spaces / SSWG	Women staff and volunteers	Short 1-2 hour sessions and on-site mentoring to help improve learning, reflection, and feedback.	FGDs and facilitation, activities, schedules/planner, staffing, vision, concerns/troubleshooting	https://www.unfpa.org/research/women-girls-safe-spaces-guidance-note-based-lessons-learned-syrian-crisis
Guiding principles	All project staff (female and male)	As above	Confidentiality, safety, dignity, respect; informed consent; and the non-negotiables in practice	IASC GBV Guidelines: https://gbvresponders.org/2015-iasc-gbv-guidelines/ UNFPA: https://www.unfpa.org/sites/default/files/publications/GBVIE.MinimumStandards.Publication.FINAL.ENG.pdf
Survivor Centered Support & VAWG 101	All project staff (female and male)	As Above	PFA, PSS, SSWG, VAWG, GBV, informed consent (what, terminology, how)	GBV Responders: www.GBVresponders.org
Referral Pathway and Service Mapping	All project staff (female and male)	As above	Linking to services - Providing women and girls with safe, confidential and appropriate referrals with informed consent to internal or external services verified for quality in-line with the guiding principles and functioning referral pathways	GBV Responders: www.GBVresponders.org
Health	Women staff and volunteers	As above	Women and girls health issues conducted by appropriate	GBV Responders: www.GBVresponders.org

			female only medical/health professionals.	UNFPA: https://www.unfpa.org/sites/default/files/pub-pdf/GBVIE.Minimum.Standards.Publication.FINAL_.ENG_.pdf
Risk Reduction and Safety Audits	All project staff (female and male)	As above	Safety audits, community mapping, FDGs with feedback and action taking mechanism (what, how, when, where)	As above
Risk Reduction and Safety Planning	Women staff and volunteers	As above	This includes a variety of activities such as (but not limited to): Group safety planning and risk reduction sessions; Dignity kit provision; safety audits, community mapping, community walks, and FDGs with feedback and action taking mechanism group; How to providing women and girls with accurate information on services, support, GBV, MHM or other health promotion	As above
Community Engagement	All project staff (female and male)	As above	Building the buy-in and support of the local community in order to be able to operate SSWG; Working with communities (in line with the GBV guiding principles) to support women, girls & GBV survivors, and promote SSWG and groups; Ensuring women and girls know the available services and how to safely access them.	As above
Basic Information Management	All project staff (female and male)	As above		As above
Basic Information Management	Women staff and volunteers	As above	Safe and appropriate data collection, appropriate advocacy	As above
Self-care, welfare and well-being	Women staff and volunteers	Specific learning session; On-going	Vicarious trauma, burn out and prevention; wellness and healing; self, staff and peer care and support techniques and methodologies; emotional, psychological, physical, personal and social safety and security (integrated security)	Integrated Security: The Manual (2017). Resource on safety, security, self-care, well-being for women practitioners, including lots of practical group and individual activities. http://urgentactionfund.org/wp-

				content/uploads/downloads/2012/07/integratedsecurity_themanual_1.pdf
Supporting women's networking for practice sharing, expertise and leadership building	Women staff and volunteers	On-going; Takes place through shared learning sessions (the above); or intentional group meetings	This is about creating space for women practitioners to come together, share learning, build mutual support, solidarity and feminist practice	
Quality Assurance Check List	Managers / Supervisors / Technical Leads	Specific learning session; Follow-up	Tools for assessing baseline	Checklist (below); the Do's and Don'ts and Non-negotiables of practice guidance (in this document)

6. PRACTICAL TOOLKIT

6.1. Process guides for practice

For use by all staff on the project, female and male. They can also be used by Managers/Supervisors to go through with staff to ensure best practices are being followed:

- What to do if a women survivor discloses violence
- What to do if a girl survivor discloses violence
- What to do if you are concerned about a women or girl

Please note: These three process guides, based on principles of psychological first aid and survivor-centered support, are for team and will be used as part of the learning sessions (as outlined above) and will be provided to the organizations and teams attending those learning sessions. These will be in English. Translations will be strongly advised to that teams are able to make the most of them. The process guides can also be shared with organizations alongside an accompanying brief session on how to use them.

6.2. Job aides staff

For use by all staff on the project, female and male - 1-pager sheets for them to use in their daily work. They can also be used by Managers/Supervisors to go through with staff to ensure best practices are being followed:

- Non-negotiables of practice: the fundamentals for setting up a women and girls safe space
- Non-negotiables of practice: survivor-centered support for women and girls

See ANNEX 5 for these job aides for teams: These 1-pagers can be printed out and provided to teams that they can use to refer to in their daily work to remind them of the guiding principles, non-negotiables and best practice.

6.3. Quality assurance

For use by all Managers / Supervisors

- Check list (see below)
- Job aides and process guides (see above)

Check List for Managers on psychosocial support and care in the SSWG			
Minimum Standard/Task	Met	Working Toward	Not Met
All staff in SSWG have access to their own confidential support service essential for staff care, welfare and well-being			
Weekly meetings to support SSWG staff are conducted by a technical manager			
All staff and volunteers are trained in GBV Guiding principles, including confidentiality, survivor-centered care and informed consent			
All staff and volunteers exhibit and use non-judgmental and non-blaming language in the SSWG when speaking about VAWG			
All staff and volunteers demonstrate survivor-centered support and what in line with the non-negotiables and GBV guiding principles			
SSWG is clean, welcoming and maintains privacy from the public			
There is assigned group space/scheduled time for women and for adolescent girls (<i>you may want to consider two spaces – 1 for women and 1 for adolescent girls as the program grows so the space doesn't need to be shared</i>)			
There is a weekly/monthly schedule of SSWG activities that is clearly visible and accessible to women and girls in the SSWG			
SSWG group activities, materials and supplies are sufficiently available (i.e.: recreational, PSS, information sessions, IEC)			
There is a visible and functioning referral pathway for GBV survivors to verified, quality services			
There is a visible and functioning referral pathway for child survivors to verified, quality services			
Trained staff are able to provide relevant information, and safe and confidential referrals for health care, child protection, and safety options to women and girls seeking help			
At least 1 x Information session for women and 1 x for girls, are held each week in the SSWG			
There is a confidential room that can be discretely accessed for women and adolescent girls to speak with SSWG staff 1:1			

Ensure there is enough space for survivors – without breaking confidentiality or revealing survivor information, with SSWG staff review how many survivors are attending SSWG activities			
Weekly strategizing with the SSWG team on improving access for women and girl to your space in-line with GBV guiding principles			
The SSWG staff are (before starting up, then bi-weekly/monthly) consulting with women and girls on getting their input and feedback on the SSWG, activities and services to ensure they are relevant and important to them			
Men are not in the SSWG			
Men are not congregating or loitering outside the SSWG			

IMPORTANT: Male Managers must ensure that they are not breaking the best practice of entering the women and girls space. No men are allowed. If you have male managers, you should delegate the role of quality assurance checking of the SSWG to a senior female staff member to take on this role so that she is able to access the SSWG.

ANNEX 1. DECISION-MAKING GUIDES ON SETTING UP A SSWG

See attached:

- SSWG decision_making guides_Oct 2017 [PDF]

ANNEX 2. CONSIDERATIONS FOR THE CONSTRUCTION OF A SSWG

Location and Proximity to the Community and Other Services

- **Consult with women and girls** in the target area about where they would like their space – hold a focus group discussions (FGD) with groups of women and groups of girls to find out from them which is their preferred area, or what type of area would they feel safest in to access and participate
- Don't place the safe space facility near or next to spaces where men congregate (phone charging stations; information points; mosques or other religious buildings; military points; cafes; distribution sites; gas stations or vehicle repairs; etc.)
- Locate the SSWG near a water point so easy access to water source for the SSWG (limiting the time and distance staff and volunteers have to travel to re-stock)
- Locate your near accessible latrines (this could also be an advocacy point with WASH if there are none or they are not functioning)
- Conduct a rapid service mapping to understand what services are in the area > Locate your SSWG near a functioning primary health care facility - try to place your SSWG (less than 1km) away from there in case of referrals for health services.
 - As part of the service mapping and essential service audits, visit the nearest health care facility and find out what services they provide (clinical management of rape, SRH services; child and maternal care, etc.) and if they have female staff present; plus opening and working hours

- Locate your SSWG near good access roads, with clear paths leading to and from the SSWG. Always ensure there is good lighting leading to the site (if no lighting exists – this is strong advocacy point to camp/site management and other relevant sectors) > However, try not to put it actually on a main road or a central path/thoroughfare as there will likely be a lot of people and/or vehicle traffic and movement which would disrupt the ambiance, security and integrity of it being a safe and confidential space for women and girls, with men frequenting back and forth. If you have already located your SSWG on a main road or path, ensure that the public cannot look into the SSWG through open windows, low walls, or wide doors. Ensure the front is concealed and private – consider putting up high walls and a privacy screen on the other side of the entrance so people can see into the space.
- Don't put your SSWG in a really remote area or space surrounded by bush/jungle where there are no other services or community – this will force women and girls, and the SSWG staff, to travel through potentially dangerous spaces to access the WSS (other hazards might also include snake bites if the pathways are uncleared)
- Don't include the SSWG within a public building or structure (i.e. a primary health care facility) – as men will also be accessing those wider services, and thus be around the SSWG, this would undermine the integrity of the space being safe, confidential, comfortable and accessible for women and girls; women and girls attending and accessing services will be seen by the community potentially leaving them open to stigmatization and potential perpetrator retaliation

Construction materials and support

- Try wherever possible to use locally sourced materials, which can be supported by additional items such as tarpaulin/plastic sheeting, corrugated roofing, etc.
- Ensure that you always engage with the local community and leadership on both sourcing the local materials, clearing the land and constructing the SSWG using local labor from the community – this is very important in getting community buy and for their engagement
- Ensure your structure is built robustly to withstand harsh weather conditions (storms), and also has good ventilation for high sun. However > when including ventilation, do not jeopardize the confidentiality of the SSWG by leaving huge open gaps in the walls where the public can look in, which would no longer make it a safe, confidential and discrete space

Layout of the Safe Space for Women Girls (SSWG)

Sample models and floorplans of safe spaces for women and girls (See ANNEX 3 for floorplans):

- Large Space (Specs: 15m length x 6m width meters = 90 sq/m)
- Small Space (Specs: 7.5m length x 6m width meters = 45 sq/m)

Note: These two sample models and floorplans are aimed to help organizations to really think about what the SSWG can look like and include. Organizations must be intentional about their SSWG design and to think about the essential components that will be needed in their space. Although these two

models are based on extensive learning and experience, in these two in particular, women and girls opinions/feedback was not sought during the design > **Important: NGOs/UN should still consult with women and girls to get their input in case there is a design flaw not foreseen and to have women and girls be part of every step of the process for the women and girls safe spaces or centers.**

Additional layout considerations:

With the above models in mind, the layout inside your SSWG will depend on the land size that you have available and the extent of the services that you want to provide.

There are some key considerations for design for within the overall SSWG structure:

Rooms (see the sample model floorplans attached for details):

- 1 – 2 x large rooms (women; adolescent girls – depending on your schedule of activities), preferably with the ability to close off the space - you can use material to cover the doorway, you don't need to use hard material doors
- At least 2 x small confidential rooms, with doors, and ensuring that nobody can peer (externally or internally) in or listen in >
 - **Highly recommended:** – incorporating in-house clinical management of rape (CMR)/family planning/First Aid services so that women or girls needing this, don't need to travel externally to it. If you opt to include this into your WSS services (either with full time medical assistant/paramedic/midwife in place; or with a mobile/roving person coming in a few times per week) one of these rooms will need to be large enough for a small camp bed as well and place to stock supplies, etc. If you are not sure about including this service yet, considering creating this room anyway, just in case. You can always make use of the additional confidential space
 - **IMPORTANT:** This SRH/CMR service must be completely DISCRETE and CONFIDENTIAL. If organizations do feel confident (in terms of their technical capacity and having appropriate supplies, storage and space) to provide this and be able to maintain confidentiality, then DO NOT provide this service > use referrals instead.
- 1 x small preparation room where tea/coffee can be prepared, activities organized
- 1 x small staff-only room where the team can have their own space

Parameter fencing and outdoor space:

- If the space allows, you could erect a tall fence surrounding your safe space so that women and girls also have some outdoors space within the WSS compound that is just for them as well, that offers them some outside privacy. This would also allow you to have larger windows, letting in more daylight, in the safe space structure as the public won't be able to look in due to the fence.
- If you are able to have a parameter fence, consider putting a latrine in there for the space users to access so they don't need to travel outside of the space to use the latrine

Identification of the Safe Spaces for Women and Girls (Naming, Signage)

- Before you go ahead and put a sign for your safe space you must consider these two critical points:

- Always ask women and girls what they want to call *their* safe space. Women and girls should be involved in the naming process. Do this while you are having your initial FGD with women and girls about what they want from their space (where they want it, what they want to do it, and what they want to call it). With them, you should consider what type of name and signage should be used for the space to be identifiable to women and girls, and not jeopardize the safety and security of those associated with it.
 - If you are going for a generic name for the SSWG, such as “women and girls center” “women’s friendly space” this could be used until women and girls decide what they want
- **IMPORTANT – What NOT to do:** From the IASC GBV *guidelines around setting-up a safe space for women and girls*: “Do **NOT** call [the SSWG or case management area] a ‘GBV center’ (or ‘SGBV’) or anything that suggests anyone going there has experienced GBV – that would make it unsafe for both survivors and staff. Offering a variety of services that are not related to GBV allows survivors to access services more safely and discreetly”⁶

ANNEX 3. SAMPLE SSWG MODELS & FLOORPLANS

See attached sample modules and floorplans for:

- SSWG_sample floorplan and structure (large)
- SSWG_sample floorplan and structure (small)

ANNEX 4. SAMPLE JOB DESCRIPTIONS FOR SSWG

See attached sample JDs for:

- JD_SSWG Snr Response Officer (sample)
- JD_SSWG Case Worker (sample)
- JD_SSWG Assistant (sample)
- JD_SSWG Adolescent Girls Officer (sample)
- JD_SSWG Community Worker (sample)

ANNEX 5. JOB AIDES AND PROCESS GUIDES FOR TEAMS

See attached:

- SSWG Job aides and process guide example_Oct 2017 [PDF]

ANNEX 6. LINKS TO KEY TECHNICAL RESOURCES

- **GBV Responders’ Network** (Resources on: Response; Prevention; Empowerment; Adolescent Girls; Emergency Response and Preparedness): <https://gbvresponders.org/>
- **Interagency Gender-based Violence Case Management Resource Package** (2017): <https://gbvresponders.org/response/gbv-case-management/>
- **UNFPA Women and girls safe space guidance note**: <https://www.unfpa.org/resources/women-girls-safe-spaces-guidance-note-based-lessons-learned-syrian-crisis>
- **UNFPA Minimum Standards for Prevention and Response to GBVi Emergencies (2015)**: https://www.unfpa.org/sites/default/files/pub-pdf/GBViE.Minimum.Standards.Publication.FINAL_.ENG_.pdf
- **Media guidelines for reporting on gender-based violence in humanitarian context, Global GBV Area of Responsibility**

⁶ Ibid, p.36

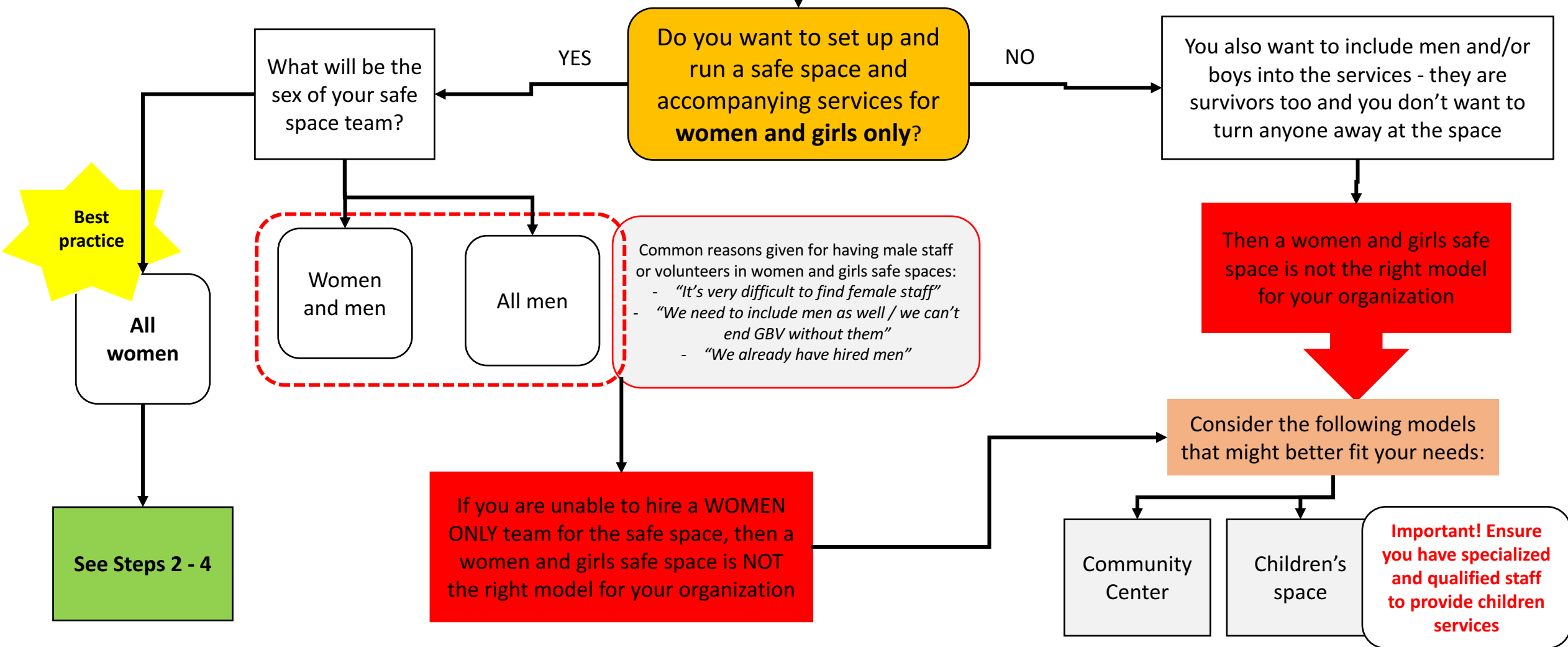
<http://gbvaor.net/wp-content/uploads/2013/07/GBV-Media-Guidelines-Final-Provisional-25July2013.pdf>

- **Integrated Security: The Manual (2017)** Johanneshov: The Kvinna till Kvinna Foundation. (Resource on safety, security, self-care, well-being for women practitioners, including lots of practical group and individual activities) Available from: http://urgentactionfund.org/wp-content/uploads/downloads/2012/07/integratedsecurity_themanual_1.pdf
- **Disability Inclusion into GBV programming** (Resource is a GBV and Disability inclusion Toolkit) <http://gbvresponders.org/response/disability-inclusion-2/>
- **Adolescent girl programming** (Resources on adolescent girls programming and methodologies – Girl Shine; Girl Empower; COMPASS; Vision not Victim) <http://gbvresponders.org/adolescent-girls/>

STEP 1. IS A SAFE SPACE FOR WOMEN AND GIRLS (SSWG) THE RIGHT MODEL FOR YOUR ORGANISATION?

BEST PRACTICE AND DO NO HARM

Running a SSWG is a huge responsibility and commitment. It is a specialism (like health, WASH or education, etc.) that requires technical expertise, experience and oversight. Only run a SSWG if you are able to meet best practice and core standards with accountability to women and girls and a commitment to being women-, girl- and survivor-centered. **Running a SSWG without this will do harm to women and girls and potentially put lives at risk.**



STEP 2. WHAT STAFFING NUMBERS DO YOU NEED FOR YOUR SSWG?

How many SSWG staff have you hired to facilitate/run the SSWG?

(Remember they must be female only)

BEST PRACTICE AND DO NO HARM

SSWG must be operated by FEMALE STAFF ONLY. **NO male staff** should be allowed to work in a SSWG and the accompanying services in the SSWG. All SSWG services and activities must be conducted by **FEMALE STAFF ONLY**. Allowing men into the same will jeopardize the psychological and physical safety of all the women and girls who come to the center/space. Allowing men into the SSWG will significantly compromise the confidentiality, comfort and discretion of the SSWG for women and girls.

1 x Staff

2 x Staff

3 x Staff

4+ Staff

DON'T just hire only one female staff for the SSWG to run the SSWG - this is irresponsible, and potentially puts that staff at risk – you need a minimum of 2 -3 female staff for safety and ability to provide services and activities

THIS IS HIGHLY RISKY AND NOT ADVISED - 2 x staff would only enable you to provide minimum services and activities at the SSWG. For all group activities it is advised that you always have two 2 x staff facilitating – for example: if a one of the participants required individual support, then you would have still 1 x staff to remain with the group.

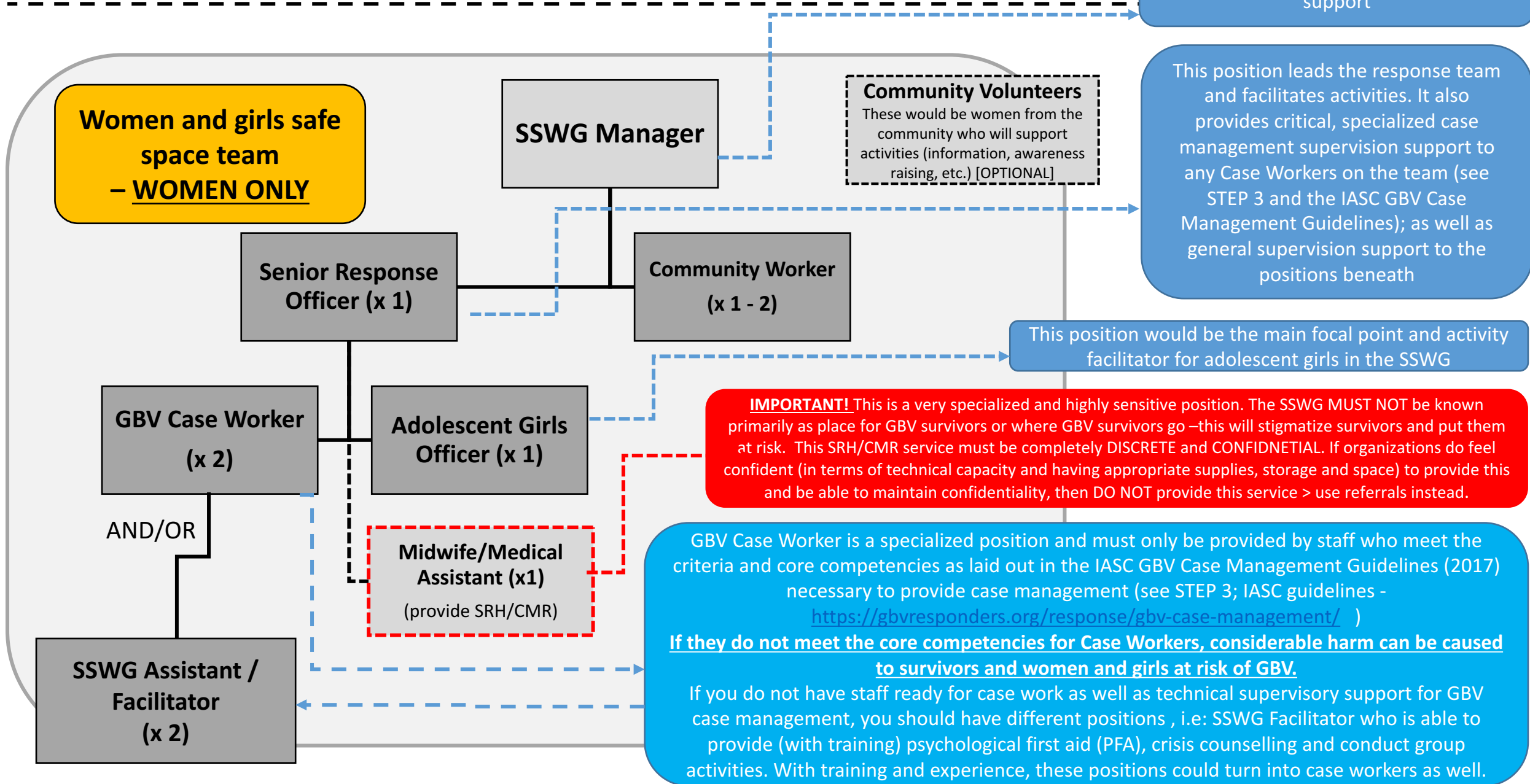
THIS WOULD BE A RECOMMENDED MINIMUM – 3 x SSWG staff would allow you to have more diverse team roles and schedule so that you can ensure that there is a minimum of 2 x staff in the SSWG during opening hours and services and activities can run in parallel (See sample SSWG organogram and JDs)

THIS IS HIGHLY RECOMMENDED – 4+ x SSWG staff would allow for various services and activities to run in your SSWG with diverse team roles and positions and schedule of activities and services for women and girls (See sample SSWG organogram and JDs)

BEST PRACTICE AND DO NO HARM

SSWG staff must NOT be left on their own in the SSWG: A total of 2 staff for the SSWG is not recommended, just in case one staff needs to leave the SSWG to support a survivor, attend an urgent incident or move outside the space

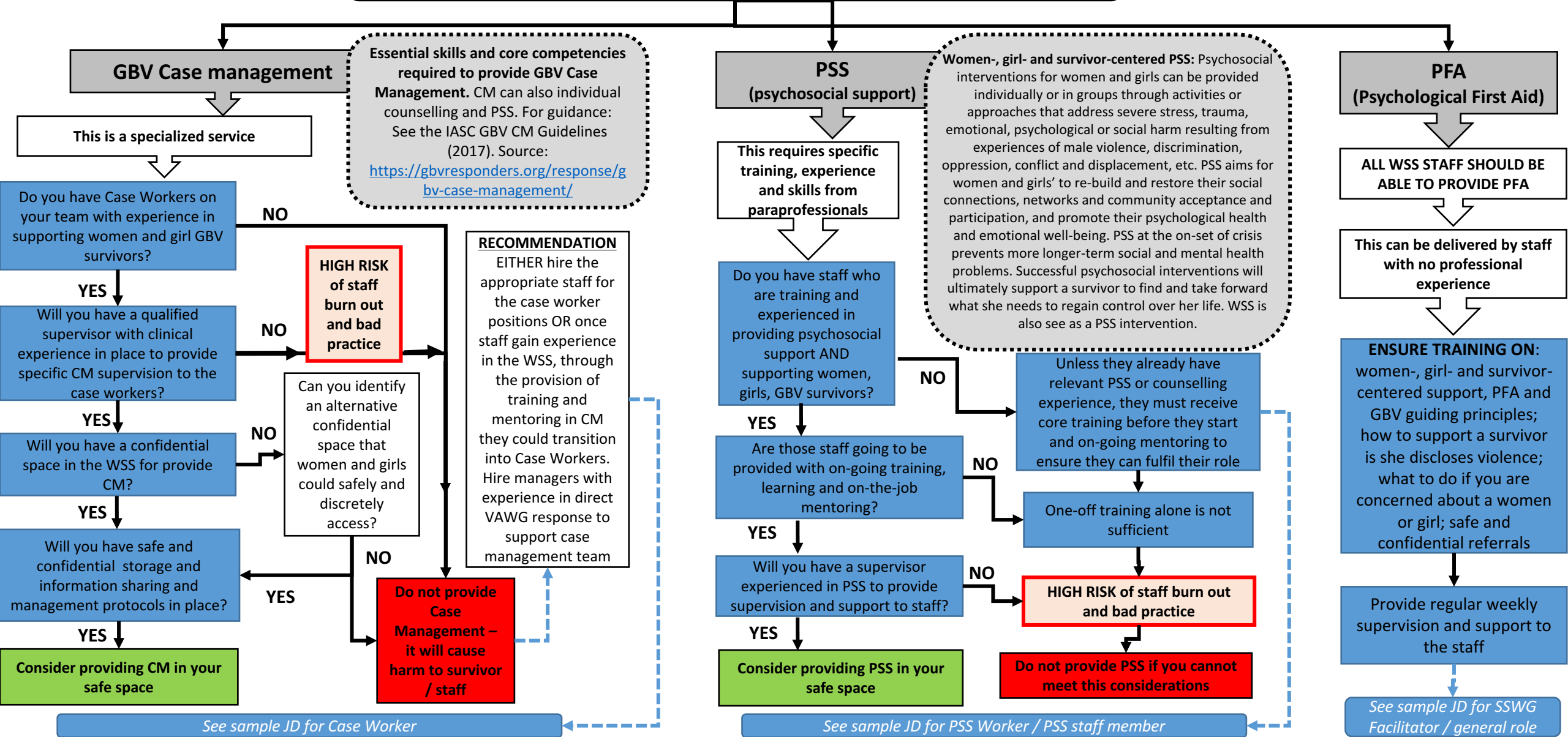
SAMPLE ORGANOGRAM FOR A SSWG – See sample Job Descriptions (JDs)



STEP 3. WHAT SERVICES AND ACTIVITIES CAN YOU PROVIDE IN THE SSWG?

BEST PRACTICE
You must consult with women and girls in the target community about what they want from their space

What services and activities can you start up in your SSWG – consider current staff capacity and what resources and technical support you have available.

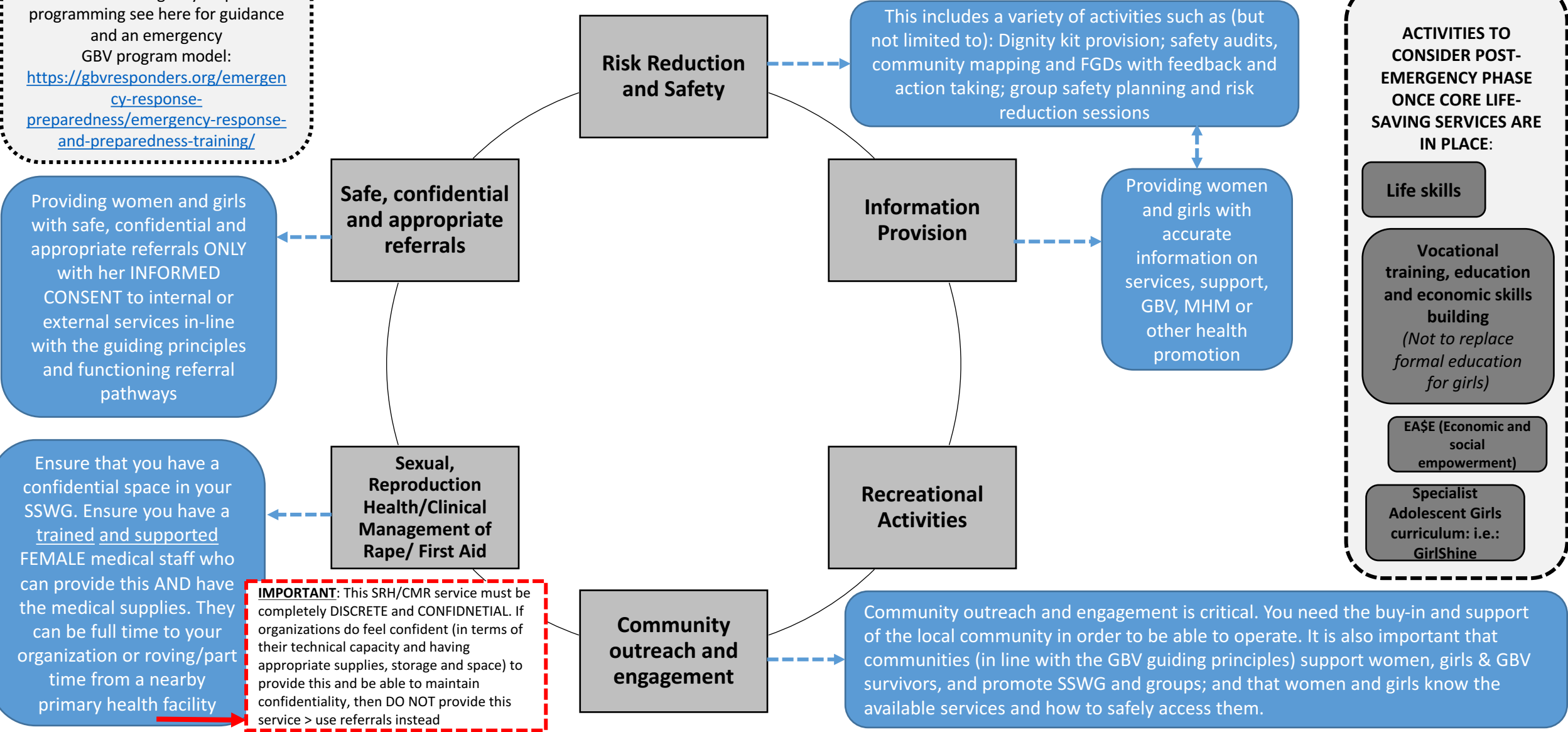


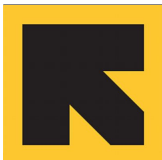
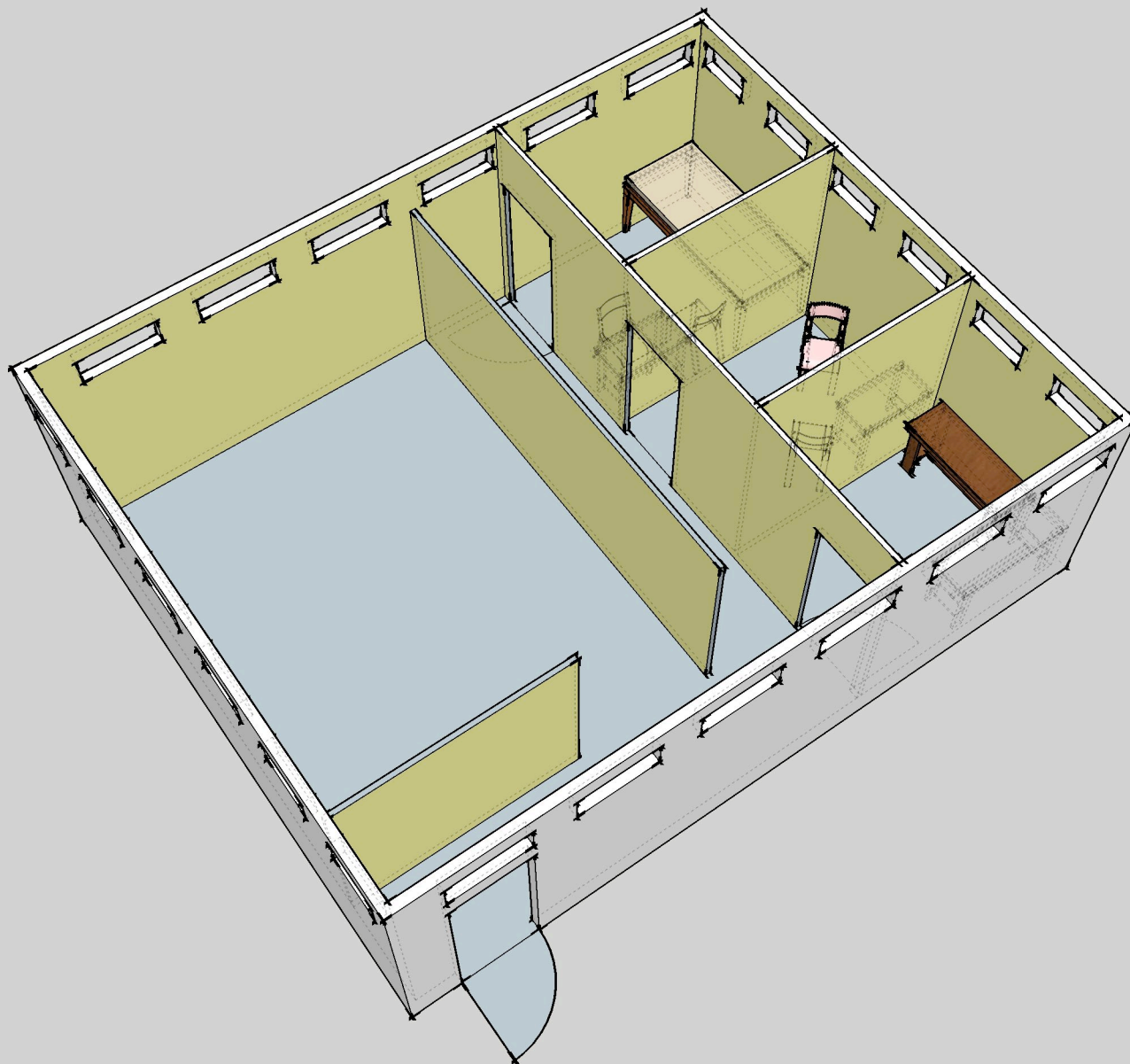
STEP 3. WHAT SERVICES AND ACTIVITIES CAN YOU PROVIDE IN THE SSWG?

BEST PRACTICE
You must consult with women and girls in the target community about what they want from their space and activities

For more information and guidance see: <https://gbvresponders.org/>
For a GBV emergency response programming see here for guidance and an emergency GBV program model: <https://gbvresponders.org/emergency-response-preparedness/emergency-response-and-preparedness-training/>

What other services and activities can you start up?

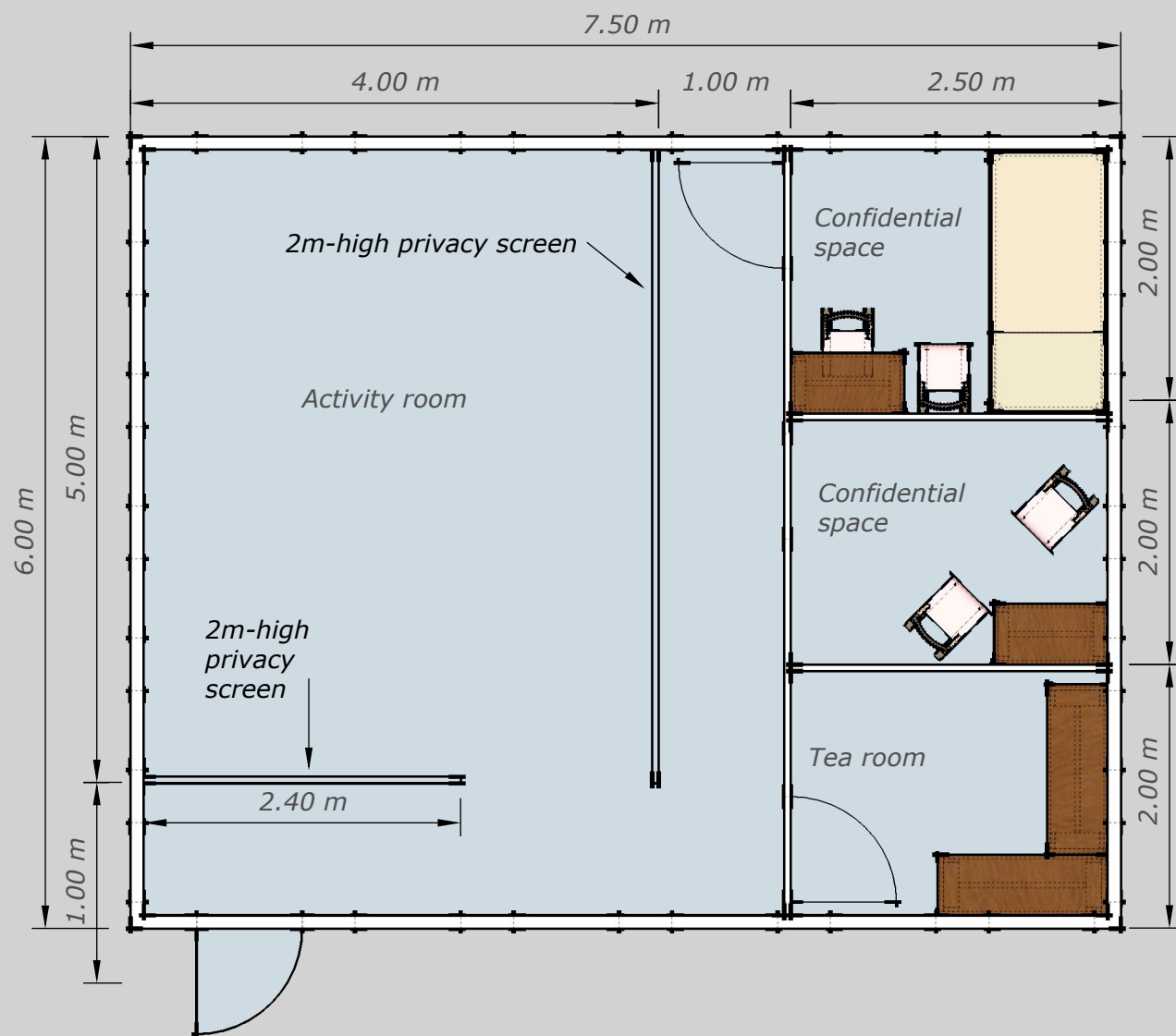




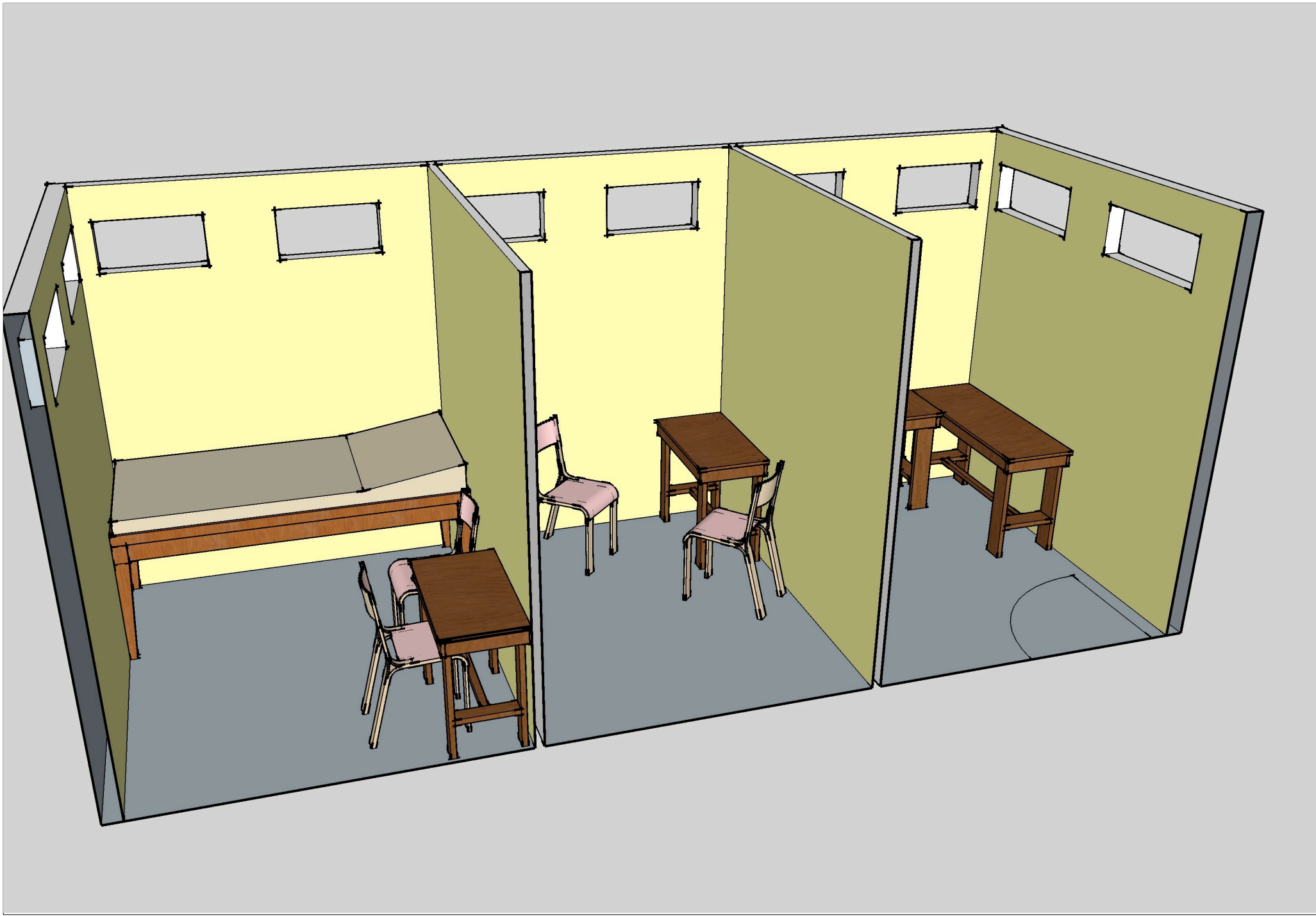
WOMEN'S SAFE SPACE lite ::

October 10, 2017 ::

Bangladesh ::



- NOTES:**
1. A privacy screen behind the entrance allows women to enter freely, while ensuring individuals passing by cannot stare into the WSS which may disturb activities.
 2. A privacy screen between the activity room and confidential spaces improve access and confidentiality to the confidential rooms without women and girls having to walk through the activity room.
 3. Windows in the WSS allow ventilation. Windows should be minimum 2 metres above ground to prevent people from seeing into the WSS which may make women and girls uncomfortable or break confidentiality if they are accessing counselling.



Position: Women's Safe Space (WSS) Senior Response Officer

Report to: Technical/Program Manager (should have background in public health, psychology or social work; Previous experience as case worker for vulnerable populations and have experience responding to VAWG would be an added value)

Manages: -----

Duty Station: SSWG

Scope/job purpose:

The Snr Response Officer oversees the psychosocial and Case Management services and support in the SSWG. She will oversee individual (through the case management process) and group-based psychosocial activities for survivors of GBV. She will also oversee information collection and advocacy related to GBV and health gaps and services. This position supervises the GBV Case Workers and activities carried out in safe spaces.

Detailed responsibilities and tasks:

In collaboration and under the direction of a GBV technical advisor, the WSS Snr Response Officer will:

Technical Quality

- Reinforce adherence to the GBV guiding principles throughout all WPE activities
- Ensure response work with clients, including case management and psychosocial interventions, adheres to best-practice principles when working with survivors of GBV.

Staff Supervision & Development

- Directly supervise the GBV Case Workers.
- Hold regular planning and debriefing sessions with team members at community based safe spaces
- Mentor and support staff professional development and foster a positive team spirit to encourage innovative and quality programming.
- Identify training needs for GBV Case Workers and support organization and facilitation of training to meet those needs, in collaboration with the organization's GBV technical lead/Program Manager.

Implementation

- Work closely with GBV staff, community volunteers to design activities that respond to identified needs
- Prepare and maintain/update detailed work plan(s) that support and achieve activities.
- Provide direct support and ongoing mentoring to GBV Case Workers as they provide services to women and girl survivors of GBV. This will include assessment of client needs; basic, crisis counseling (and in some contexts further individual counseling); development of action plans with clients; support to clients in pursuing services and support.
- Develop and implement a series of age-appropriate and specialized group emotional services to be provided to vulnerable women and girls, aimed at meeting the needs of survivors of GBV.
- Ensure the existence of a confidential space for case management and individual counselling.
- Oversee and provide guidance for age appropriate and relevant psychosocial activities for women and adolescent girls

Coordination & Representation

- Identify concerns related to and support adherence to GBV referral protocols by all relevant organizations and agencies
- Support the identification of GBV focal points in health centers
- Develop and maintain effective working relationships with relevant stakeholders including community leaders and other implementing organizations and agencies

Monitoring

- Prepare and submit weekly, monthly and three-month work plans in a timely manner, and incorporate supervisor feedback as requested; Compile monthly activity report for submission
- Ensure that all relevant financial documentation is accurately completed and submitted
- Ensure that attendance records and other reporting tools are implemented and routinely provided to relevant staff including M/E Officer and/or Program Assistant
- Monitor data collection to ensure that staff collect data in safe and ethical ways

Other duties and responsibilities

- Maintain positive coordination and relationships with partner and other sector staff.

Required qualification and skill

- Bachelor degree psychology, women's studies, social work or public health.
- Good working knowledge of language spoken by population in need.
- Counseling and training experience, including at least two years of experience counseling survivors of abuse or violence and implementing activities for women and girls or proven engagement in women's rights/groups
- Clear understanding of gender, human rights, issues surrounding violence against women and girls
- Experience working in emergency responses targeting vulnerable women and girls
- Demonstrated understanding of and ability to maintain confidentiality and respect for clients
- Knowledge and experience with community outreach and mobilization
- Experience facilitating trainings and workshops and mentoring others
- Positive and professional attitude, including ability to lead and work well in a team setting
- Strong ability to organize work, meet deadlines, maintain composure, prioritize work under pressure, coordinate multiple tasks and maintain attention to detail
- Personal qualities: Works well in and promotes teamwork, comfortable in a multi-cultural environment, flexible and able to handle pressure well.
- Excellent communication, listening and observation skills, including ability to create trust, support, respect and interact with survivors of all ages, background and diversity
- Demonstrated commitment to women's empowerment and protection through current/previous volunteer or paid work in women's group, girls clubs or other relevant experience is an added advantage
- Familiarity with principles of monitoring and evaluation. Experience in writing brief narrative reports.
- Computer literate, including Microsoft Word and Excel
- Fluency in (languages) required
- Ability to maintain confidentiality and respect in WSS at all times is essential

Position: Community Worker

Report to: Technical/Program Manager (should have background in public health, psychology or social work; Previous experience as case worker for vulnerable populations and have experience responding to VAWG would be an added value)

Manages: -----

Duty Station: SSWG

Scope/job purpose:

The Community Worker works within the SSWG and the community. She will disseminate information to targeted women and girls and their communities using a variety of methods as appropriate for the context, and she is responsible for ensuring that women and girls have access to and receive essential information in line with key messages developed by the program. She will also assist the Snr Response Officer and WSS Assistants/Facilitators in engagement with focus groups and other psychosocial activities.

Detailed responsibilities and tasks:

In collaboration and under the direction of a Technical/Program Manager, the Community Worker will:

- Build and maintain relationships with communities, including local leaders, community-based groups and other stakeholders, in order to foster an environment of support to survivors of GBV and the WSS
- Assist in developing messages on the types of services available to survivors of GBV, where these services are available, how communities can support survivors to access services, and the consequences of GBV and the benefits of seeking care and support.
- Deliver messages about GBV services, etc., on a daily basis within safe spaces, using a variety of context-appropriate methods.
- Provide and reinforce appropriate referral of survivors of GBV and adhere to the GBV guiding principles, including confidentiality of survivors, and respect for their wishes and decisions
- Identify concerns related to and support adherence to GBV referral protocols and GBV guiding principles, and bring these concerns to the Snr Response Officer
- Adhere to the GBV guiding principles throughout all GBV outreach and engagement interventions. This includes ensuring confidentiality of survivors, and respect for their wishes and decisions
- Work with SSWG team ensure that the WSS is responding to the evolving needs of communities.
- Support the Response Officer in conducting focus groups and other activities, guided by women and girls, for the SSWG that gauge risks to women and girls
- Support distributions of risk reduction items and follow on monitoring
- Complete monthly activity reports, according to guidance provided by the Snr Response Officer/supervisor/manager

Other duties and responsibilities

- Complete attendance sheets for relevant activities
- Maintain positive coordination and relationships with partner and other sector staff.

Required qualification and skill

- Bachelor degree psychology, women's studies, or public health.
- Good working knowledge of language spoken by population in need.
- Experience in community outreach, sensitization or mobilization
- Strong communication and facilitation skills
- Clear understanding of and interest in the well-being of women and girls, and supporting their healing after the experience of violence
- Personal qualities: Works well in and promotes teamwork, comfortable in a multi-cultural environment, flexible and able to handle pressure well.
- Ability to keep records and write simple and basic reports of activities would be an added advantage.
- Excellent listening and observation skills, including ability to create trust, support, respect and interact with survivors of all ages, background and diversity
- Demonstrated commitment to women's empowerment and protection through current/previous volunteer or paid work in women's group, girls clubs or other relevant experience is an added advantage
- Ability to maintain confidentiality and respect in WSS at all times is essential.

Position: Women's Safe Space Assistant

Report to: Technical Manager/Program Manager (should have background in public health, psychology or social work; Previous experience as case worker for vulnerable populations and have experience responding to VAWG would be an added value)

Manages: ----- soc

Duty Station: SSWG

Scope/job purpose:

The WSS Assistant works in the Women's Safe Space, her role is to support women and girls in the center through provision of activities including: setting up information sessions, recreational sessions, and emotional support sessions. She will assist in the provision of group activities, skills building, information sessions and other recreational activities that promote support networks and cohesion with women and girls at the women and girls centers/safe spaces.

Detailed responsibilities and tasks:

In collaboration and under the direction of a Technical Manager/Program Manager, the Women's Safe Space assistant will:

- Work with women and girls in the WSS to identify their needs, interests and priorities, and where possible, adapt activities according to these to ensure activities offered are culturally appropriate and meet the needs of women and girls
- Conduct, prepare, and help plan and organize activities with women and adolescent girls.
- Provide Psychosocial First Aid
- Assist with dignity kit distributions and appropriate messaging
- Adhere to and promote GBV guiding principles.
- Know and understand the GBV referral pathway.
- Share with the women and girls what options for her care are available, including what services can be provided and what services cannot.

Outreach and Community Mobilization

- In collaboration with the Community Workers/Volunteers, conduct awareness raising activities on GBV and its health consequences, promote available services to women and girls, and listen to women and girls on barriers to accessing services with activities for female only group.
- Inform women and girls about available services and material support in accordance with their needs
- In close collaboration with community outreach workers conduct regular safety assessments to identify key risks faced by women and girls within their community
- Support community outreach workers and other community members in developing key messages and strategies to address and/or mitigate risks faced by women and girls

Other duties and responsibilities

- Maintain positive coordination and relationships with partner and other sector staff.
- Ensure supplies/resources for women centers and other program activities are requested on a timely manner and are efficiently utilized.
- Track participation numbers of women and girls attending SSWG activities

Required qualification and skill

- Bachelor degree psychology, women's studies, social work or public health.
- Good working knowledge of language spoken by population in need.
- Minimum one year professional experience in implementing activities for women and girls or proven engagement in women's rights/groups
- Personal qualities: Works well in and promotes teamwork, comfortable in a multi-cultural environment, flexible and able to handle pressure well.
- Strong communication and facilitation skills
- Ability to keep records and write simple and basic reports of activities would be an added advantage.
- Excellent listening and observation skills, including ability to create trust, support, respect and interact with survivors of all ages, background and diversity

- Demonstrated commitment to women's empowerment and protection through current/ previous volunteer or paid work in women's group, girls clubs or other relevant experience is an added advantage
- Fluency in (languages) required
- Ability to maintain confidentiality and respect in WSS at all times is essential.

SAMPLE

Position: Women's Safe Space (WSS) Adolescent Girls Officer

Report to: Technical/Program Manager (should have background in public health, psychology or social work; Previous experience as case worker for vulnerable populations and have experience responding to VAWG would be an added value)

Manages: -----

Duty Station: SSWG

Scope/job purpose:

The WSS Adolescent Girls Officer works in the Women's Safe Space, her role is to support adolescent girls in the center through provision of activities including: setting up information sessions, recreational sessions, and emotional support sessions. She will assist in the provision of age appropriate group activities, skills building, information sessions and other recreational activities that promote support networks and cohesion with adolescent girls at the women and girls centers/safe spaces. She will also engage guardians in describing the importance of social connectedness for adolescent girls.

Detailed responsibilities and tasks:

In collaboration and under the direction of a technical advisor, the WSS Adolescent Girls Officer will:

- Work with adolescent girls in the SSWG to identify their needs, interests and priorities, and where possible, adapt activities according to these to ensure activities offered are culturally appropriate and meet the needs of adolescent girls
- Assist in the planning and implementation of training activities for adolescent girls participating in the SSWG
- Assist in the planning and implementation of activities aimed at community leaders and parents (or guardians/gatekeepers) of the adolescent girls accessing the SSWG
- Conduct, prepare, and help plan and organize activities with adolescent girls with an understanding of the age range of adolescent girls and varying risks adolescent girls face.
- Provide Psychosocial First Aid and non-judgmental services to adolescent girls
- Assist with dignity kit distributions, appropriate messaging, and feedback from adolescent girls on dignity kits
- Adhere to and promote GBV guiding principles
- Know and understand the GBV referral pathway
- Know and understand the best interest and determination for children.
- Share with the adolescent girls what options for her care are available, including what services can be provided and what services cannot.

Outreach and Community Mobilization

- In collaboration with the Community Workers, conduct awareness raising activities on GBV and its health consequences, promote available services to adolescent girls, and listen to adolescent girls on barriers to accessing services with activities for female only group.
- Inform adolescent girls and their guardians about available services and material support in accordance with their needs

Other duties and responsibilities

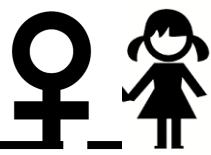
- Maintain positive coordination and relationships with partner and other sector staff.
- Ensure supplies/resources for WSS and other program activities are requested on a timely manner and are efficiently utilized.
- Track participation numbers of women and girls attending WSS activities

Required qualification and skill

- Bachelor degree psychology, women's studies, social work or public health.
- Good working knowledge of language spoken by population in need.
- Minimum one year professional experience in implementing activities for women and girls or proven engagement in women's rights/groups
- Personal qualities: Works well in and promotes teamwork, comfortable in a multi-cultural environment, flexible and able to handle pressure well.

- Strong communication and facilitation skills
- Ability to keep records and write simple and basic reports of activities would be an added advantage.
- Excellent listening and observation skills, including ability to create trust, support, respect and interact with survivors of all ages, background and diversity
- Demonstrated commitment to women's empowerment and protection through current/ previous volunteer or paid work in women's group, girls clubs or other relevant experience is an added advantage
- Fluency in (languages) required
- Ability to maintain confidentiality and respect in WSS at all times is essential.

SAMPLE



Non-Negotiables of Practice:

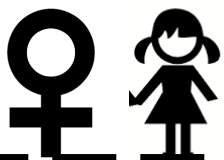
The fundamentals for setting up women and girls safe spaces

DO

- ✓ DO Consult women and girls on locations they feel safe accessing and use that information to directly inform where you put your SSWG
- ✓ DO Hire ALL female staff to operate the SSWG and ensure that you have more than 3 staff operation a SSWG
- ✓ DO Ensure *all* staff and volunteers are trained on GBV guiding principles, code of conduct, women/survivor-centered support
- ✓ DO Technically supervise and support staff in their roles
- ✓ DO Ensure that SSWG staff adhere to survivor-centered support in their practice
- ✓ DO Engage with and consult women and girls at each stage of the program, including on activities and times of activities
- ✓ DO Coordinate with GBV response agencies (i.e.: health); know the referral system AND ensure you update the referral pathway regularly based on actual availability of services
- ✓ DO Ensure the SSWG and its activities are women-led and girl-led
- ✓ DO Ensure your SSWG is known to and accessible for women and girls with disabilities
- ✓ DO Ensure that your SSWG is open to ALL women and girls
- ✓ DO Ensure that you are reaching the most isolated, marginalized women and girls with your SSWG
- ✓ DO Think about activities and services to build into the SSWG after 6 months
- ✓ DO Get feedback from women and girls on the SSWG and use that to inform the SSWG
- ✓ DO Ensure that any external facilitators coming in to hold sessions with women or girls, is female AND agree on the content beforehand
- ✓ DO Ensure that you have strict information sharing protocols in place and that all data is secured safely with only designated staff able to access it
- ✓ DO provide basic training on how to appropriately handle media and visitors.
Refer to your organizations and sub-sector guidelines on media engagement

DON'T'S

- × DON'T Locate the safe space in an area occupied by military or in close proximity to religious buildings or other areas where men largely frequent
- × DON'T Ever hire male staff for the women and girl only space
- × DON'T Ever allow men in the SSWG (not even if you are a male Manager/Supervisor) – no men are allowed
- × DON'T Allow men to loiter or gather right outside the SSWG – this will jeopardize the safety and accessibility of the SSWG for women and girls – seek appropriate assistance if you need it to send them on their way
- × DON'T Use “GBV”/”SGBV” or use any other sensitive title in the name and sign post for your women and girls safe space – this exposes women and girls to stigma and jeopardizes their safety and security
- × DON'T just hire only one female staff for the SSWG to run the SSWG - this is irresponsible, and potentially puts that staff at risk – you need a minimum of 2 -3 female staff for safety and ability to provide services and activities
- × DON'T Forget to train SSWG staff before the SSWG opens and provide on-going practice mentoring and on-the-job support
- × DON'T Treat women as beneficiaries
- × DON'T assume you know about the needs and priorities of women and girls in the community you are working without consulting with them
- × DON'T Forget to include *all* women or *all* girls, no matter their background
- × DON'T Forget adolescent girls in your SSWG, and don't forget to tailor your activities to girls' specific needs, interests and priorities
- × DON'T Ignore linking the SSWG with other women- and girl-centered services (i.e.: health)



Non-negotiables of practice:

Survivor-centered support for women and girls

DO

- ✓ DO Create a comfortable, discrete, safe space that accepts women and girls as they are
- ✓ DO Listen to the survivor
- ✓ DO Demonstrate caring and empathy
- ✓ DO Reassure her that she is not to blame
- ✓ DO Show respect to maintain her dignity
- ✓ Do Believe her
- ✓ DO Show you care
- ✓ DO Give her accurate information on what service options are available for her and support her to think through what she wants to do next
- ✓ DO Support her choices and decisions (even if you don't agree with them)
- ✓ DO Support her to identify a trusted friend, family or other passenger she knows and trusts to be/sit with her
- ✓ DO Support her to identify her own safety options and plans to protect herself
- ✓ DO Ensure you get her informed consent (informed assent for children) for any connections or referrals you make to services
- ✓ DO Ensure you do not harm with any actions you take or support you provide
- ✓ DO Always protect her privacy and confidentiality – only share information with her informed consent
- ✓ DO find a way to speak to a survivor who discloses to you that will not expose them and put them at risk of further harm from the perpetrator or community members

DON'T'S

- × DON'T deliberately elicit disclosures of violence or force a survivor to tell her story
- × DON'T ask or force a survivor to re-tell her experience – this can be re-traumatizing and harmful to her and it is not your role
- × DON'T Ever expose or point out to others that a women or girl is a survivor in public or private
- × DON'T talk to a survivor in public where others can hear
- × DON'T blame her
- × DON'T judge her
- × DON'T ask her probing questions – you are not an investigator
- × DON'T ask her to analyze in detail what happened to her or to put time and events in order
- × DON'T disbelieve her or question her story
- × DON'T Ask the survivor for details about how they feel – this might release a lot of emotion and distress which you/we are not equipped to response to
- × DON'T Tell her what to do; don't “advise her” – this completely disempowers her
- × DON'T Ever use verbal or physical force to establish your authority, or get her to do what you want her to do
- × DON'T Ask her personal details
- × DON'T Mediate or intervene in her situation even if she asks you to – this disempowers the survivors and re-victimizes her and there is a high risk of perpetrator retaliation and causing harm to the survivor
- × DON'T Try to confront, address, talk to, or approach the perpetrator – there is a high risk of causing more harm, perpetrator retaliation