



# Awareness Raising Guide

## for Auxiliary Staff Working with Survivors of Gender Based Violence



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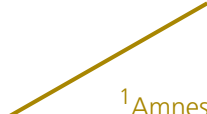
# INTRODUCTION



The situation in Southern Europe regarding the identification of the victims of Gender Based Violence (GBV), their support and the perpetrators' prosecution has actually been improved during the last years even though with a varied level of consistency and succeeded results. However the so-called refugee-crisis has raised new challenges and unforeseen dimensions of the phenomenon.

The arrival of hundreds of thousands of refugees and migrants in Southern Europe (mainly Greece and Italy in 2016 and 2017 and Spain in 2018), with very different social realities in relation to ethnic origin, gender, age, cultural background and their emerging needs has added challenges and strains to existing national systems.

In this context, specific forms of GBV [occurred in the country of origin, during the journey or in the hosting country], such as Trafficking of Human Beings, Female Genital Mutilation, forced marriages, rapes during the journey, sexual harassment and honor crimes are more common amongst newly arrived refugees and migrants (including LGBTQI individuals)<sup>1</sup> than foreign women permanently residing in partner countries. National responses as well as those organized by humanitarian actors have been put in place in order to address the needs of the target population.



<sup>1</sup>Amnesty International, Female refugees face physical assault, exploitation and sexual harassment on their journey through Europe, 18 January 2016

## PURPOSE AND AUDIENCE

Launched in 2016, “Building a Safety Net for Refugee and Migrant Women” is a project which is funded by the European Union – Daphne Strand and implemented through 5 partners in 3 different countries. The aim of the project is to enhance the active intervention of relevant actors with a focus on identification, support and protection of women at risk of or survivors of GBV, as well as to the prevention and risk deduction for them.

With the aim of fostering international cooperation and exchanges in the field of protection and response to GBV the project has been conducted by organizations and actors from Italy (Differenza Donna), Spain (Fundació Surt) and Greece (CRWI DIOTIMA, KETHI and GSGE). In this context, 4 awareness raising seminars have been organized for auxiliary staff working with GBV survivors. Two took place in Athens, Greece, while one was delivered in Barcelona, Spain and one in Rome, Italy.

Non-specialized staff working within the context of migration in southern Europe need to have a broad understanding of what Gender Based Violence is and how it might affect women and girls as well as men and boys. While this type of professionals (support/auxiliary staff) are not charged with providing case management or protection services to GBV survivors, they often are permanent presences in the survivors’ lives, therefore, it is of high importance that we work with them to increase their awareness about the causes and effects of gender inequality, GBV, as well as helping them cultivate attitudes that do not condone any form of GBV. This guide can be used as a companion to capacity building workshops offered to auxiliary staff or it can act as an introductory, sensitization package on GBV.

This guide has been designed for both state and non state actors. More specifically, it can offer guidelines to auxiliary, support staff working with and for female GBV survivors and women at risk while also increasing their awareness and knowledge of the phenomenon. The guidelines can be used by a variety of settings and context as a whole or can be adapted to the specific needs expressed during different occasions. The reader can find within basic terminology and concepts related to GBV, guidelines of operation when working with GBV survivors as well as basic communication techniques that can be used by professionals regardless of their role.

### THE MAIN OBJECTIVES OF THE GUIDE ARE:

- Sensitize support staff at accommodation related services about appropriate ways to work with GBV survivors.
- Codify core concepts and definitions related to GBV.
- Help actors in the field of protection and migration to share guidelines of working with GBV survivors with staff who comes in contact with beneficiaries.



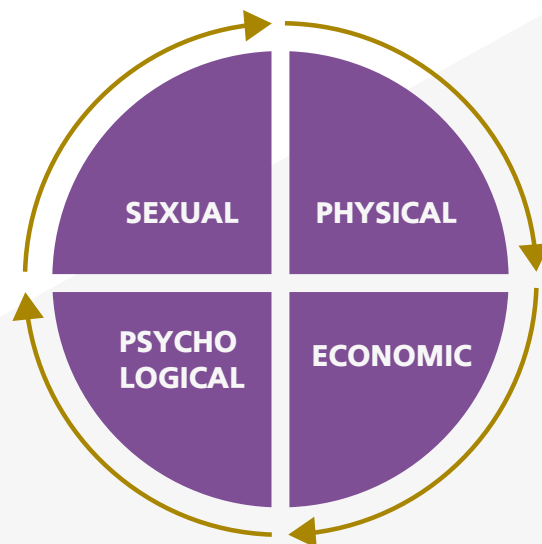
# UNDERSTANDING GENDER BASED VIOLENCE

Gender based violence (GBV) is defined as any harmful act perpetrated against person's will; based on socially ascribed differences (based on gender). As in most of other forms, this form of violence violates a number of human rights. Gender-based violence is rooted in and reinforces gender inequalities and it cannot be understood outside the social structures, gender norms and roles that support and justify it. Gender-based violence harms women, men, families, communities and societies.

GBV is one of the most prevalent human rights violations in the world. It also affects disproportionately women and girls. It knows no social, economic or ethnic boundaries. It is estimated that, worldwide, one in three women will experience physical or sexual abuse in her lifetime and almost 30% of women who have been in a relationship report that they have experienced some form of physical and/or sexual violence by their partner (Violence Against Women, WHO, 2017).

## CORE TYPES OF GBV

There are **four core types of GBV** that apply in all GBV programming and responses, in all contexts. The four types are basic classification, while in some other sources the Harmful Practices is recognized as a fifth form/ type of GBV



## PURPOSE AND AUDIENCE

Users of this guide would benefit from familiarizing themselves with the most commonly identified sub-types of GBV, presented in the list below:

- 1 **Rape:** Non-consensual penetration (however slight) of the vagina anus or mouth with a penis or other body part. Also includes penetration of the vagina or anus with an object.
- 2 **Sexual Assault:** Any form of non--consensual sexual contact other than penetration.
- 3 **Physical Assault:** Physical violence not sexual in nature
- 4 **Forced Marriage:** Any marriage conducted without the full consent of both parties and where duress is a factor. Early marriages often include some element of force.
- 5 **Denial of Resources, Opportunities or Services**
- 6 **Psychological / Emotional Abuse:** Infliction of mental or emotional pain or injury. Examples include 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.
- 7 **Sexual Exploitation:** Any abuse of a position of vulnerability differential power or trust for sexual purposes; this includes profiting monetarily socially or politically from the sexual exploitation of another.
- 8 **Human Trafficking:** The recruitment, transportation, harboring or receipt of people for the purposes of slavery, forced labor (including bonded labor or debt bondage) and servitude

The definitions of the terms can be found in the next section of the guide.

## GBV TERMS AND DEFINITIONS

The key terms and concepts of GBV are the core of this guide, as it ensures that staff are aware of the basic information about GBV. These concepts are also inseparable from human rights protection within given context.

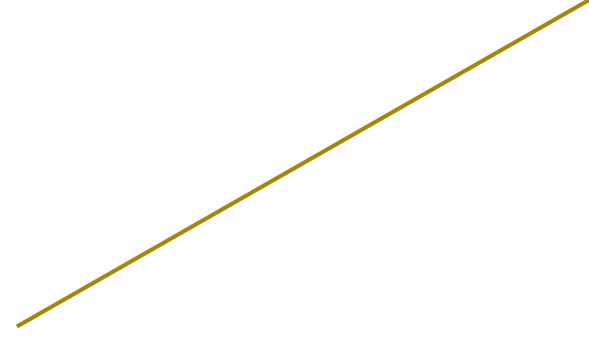

- **CONSENT:** approval or assent after throughout consideration. The consenting person understands fully the consequences of consent and agrees freely, without any force or coercion.
- **DISCLOSURE:** refers to the discovery of a GBV incident. Often survivors choose not to disclose GBV or seek help.




# GBV TERMS AND DEFINITIONS

- **EARLY MARRIAGE:** Any form of marriage that takes place before a child is 18 years old. Most early marriages are arranged and based on the consent of parents.
- **FEMALE GENITAL CUTTING / MUTILATION (FGM):** All procedures involving partial or total removal of the external female genitalia or any other injury to the female genital organs for nonmedical reasons.
- **HONOR KILLINGS:** Murders by families on family members who are believed to have brought "shame" on the family name. This "shame" could be caused by a victim refusing to enter into an arranged marriage or for having a relationship that the family considers to be inappropriate.
- **SURVIVOR / VICTIM:** Person who has experienced Gender-based violence. The terms "victim" and "survivor" can be used interchangeably. "Victim" is a term often used in the legal and medical sectors. "Survivor" is the term generally preferred in the psychological and social support sectors because it implies resiliency.
- **PERPETRATOR:** Person group or institution that directly inflicts or otherwise supports violence or other abuse inflicted on another against her or his will. Perpetrators are in a position of real or perceived power decision-making and/or authority and can thus exert control over their victims.
- **SEXUAL VIOLENCE:** For the purposes of these guidelines sexual violence includes at least rape/attempted rape, sexual abuse and sexual exploitation. Sexual violence is "any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances or acts to traffic a person's sexuality, using coercion, threats of harm or physical force, by any person regardless or relationship to the victim, in any setting, including but not limited to home and work." Sexual violence takes many forms, including rape, sexual slavery and/or trafficking, forced pregnancy, sexual harassment, sexual exploitation and/or abuse and forced abortion.
- **SEXUAL HARASSMENT:** Unsolicited verbal or physical behavior of a sexual nature. Sexual harassment may include any sexually motivated behavior considered offensive by the recipient
- **SEX SELECTION:** is the attempt to control the sex of offspring to achieve a desired sex. It can be accomplished in several ways, both pre- and post-implantation of an embryo, as well as at birth.





# GUIDING PRINCIPLES FOR AUXILIARY STAFF WORKING WITH SURVIVORS OF GENDER BASED VIOLENCE



All staff working with vulnerable populations need to be equipped with knowledge and basic skills to comfort and communicate with GBV survivors in a respectful and dignified way. For this, the basic guiding principles for working with GBV survivors are core rules to be used by service providers, apply to them as well.

## **CONFIDENTIALITY**

Confidentiality reflects the belief that people have the right to choose to whom they will, or will not, tell their story. Maintaining confidentiality means not disclosing any information at any time to any party without the informed consent of the person concerned. Confidentiality promotes safety, trust and empowerment.

## **RESPECT**

Respect is a human right; all persons under our care must be treated with dignity and respect. Regardless of role, all staff must maintain a non-judgmental approach. Showing disrespect or ridiculing the individual or her cultural background, family or situation is not acceptable.

## **NON--DISCRIMINATION**

Every adult or child, regardless of her/his sex, should be accorded equal care and support. Victims/survivors of violence should receive equal and fair treatment regardless of their race, religion, nationality or sexual orientation.

## **SAFETY AND SECURITY**

Though there is a difference between the two terms safety and security, when working with survivors we must make sure they are both applied. Security is a basic entitlement, a right guaranteed by art.3 of UDHR 1948. It is associated with exercise of liberties, the protection against harm and accessing rights (services) without any threat

## **DO NO HARM**

Professionals and organizations must strive to 'minimize the harm they may inadvertently be doing by being present and providing assistance'. Such unintended negative consequences may be wide-ranging and extremely complex.



## BASIC COMMUNICATION TECHNIQUES FOR NON-SPECIALIZED STAFF WORKING AT ACCOMMODATION FACILITIES

Support staff working at facilities accommodating GBV survivors or persons at risk are often interacting with them more often than specialized case workers do. Given this day to day interaction, basic communication rules need to apply and a set of techniques can be employed to guarantee respect and dignity for survivors.

- Utilize active listening when conversing with survivors: Active listening involves listening with understanding and with total attention. It means paying attention to all the different ways in which a survivor expresses herself, including non-verbal behavior (posture, speed of speech, silences), the person's voice (tone and quality), the person's words, and the meaning behind the words and what is not said.
- Show supportive attitudes and avoid questions that may imply responsibility, such as those that begin with "why".
- In case a disclosure of GBV takes place, be supportive; Validate the survivor (believe her!)
- During crisis, be patient with the GBV survivor, keeping in mind that they are in a state of crisis and may have conflicting feelings
- Given the opportunity, emphasize that violence is not her fault and that the perpetrator is responsible for his/her behavior
- Assist the survivor to identify the professional who can provide necessary information to her
- Never pressure the survivor to take action. On the contrary, reinforce her right to choose for herself
- If the survivor appears to be in danger or threatens to harm other persons, report as soon as possible to the appointed colleague, who can offer her the support she needs. In case you need to report an incident, inform the survivor that this information will be share with the appropriate personnel to ensure the best possible provision of help to her.



## REFERENCES



Gender Based Violence Information Management System (GBVIMS).  
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<http://www.gbvims.com/gbvims-tools/>

IASC. Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action, 2015. Available at:  
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UNFPA and CRWI DIOTIMA. GBV Resource Package: Introduction into GBV Core Concepts, Principles and Approaches Facilitator's Guide, 2017, available at  
[https://issuu.com/crwi-diotima/docs/training\\_tools\\_-\\_unfpa\\_\\_diotima\\_-\\_b\\_32ba164846d19a](https://issuu.com/crwi-diotima/docs/training_tools_-_unfpa__diotima_-_b_32ba164846d19a)



# ANNEX 1: PROTOCOL OF GENDER SENSITIVE OPERATION



A draft Protocol of Operation that focuses on the guiding principles of working with GBV survivors was drafted and circulated among participants of the awareness raising workshops. The Protocol of Operation, presented below, can be integrated within each organization's code of conduct or adapted accordingly and used as a standalone

In accordance with the mission and practice of [.....] and principles of international law and codes of conduct, all [.....] staff, including both international and national, regular full- and part-time staff, interns, contractors, and volunteers, are responsible for promoting respect for fundamental human rights, social justice, human dignity, and respect for the equal rights of men, women, and children.

While respecting the dignity and worth of every individual, the [.....], each staff member will treat all persons equally without distinction whatsoever of race, gender, religion, color, national or ethnic origin, language, marital status, sexual orientation, age, socio-economic status, disability, political conviction, or any other distinguishing feature.

[.....] specifically requires that staff, regardless of position or job description adhere to the following Protocol of Operation.

[.....] staff must:

- 1 Always treat all persons with respect and courtesy in accordance with applicable international and national conventions and standards of behavior.
- 2 Never commit any act that could result in physical, sexual, or psychological harm to the beneficiaries we serve.
- 3 Recognize the inherent unequal power dynamic and the resulting potential for exploitation inherent in aid work and that such exploitation undermines the credibility of humanitarian work and severely damages victims of these exploitative acts and their families and communities.
- 4 Never exploit the vulnerability of any target group, especially women and children, or allow any person/s to be put into compromising situations.
- 5 Never engage in any sexual activity with children (persons under the age of 18) regardless of the age of majority or age of consent locally. Sexual activity with children is prohibited. Mistaken belief in the age of a child is not a defense.
- 6 Never engage in sexual exploitation or abuse of any man, woman, girl or boy. This constitutes acts of gross misconduct and is therefore grounds for termination of employment.
- 7 Never exchange money, employment, goods, or services for sex, including sexual favors. All forms of humiliating, degrading or exploitative behavior are prohibited. This includes exchange of assistance that is due to beneficiaries.
- 8 Never abuse their position to withhold assistance, nor give preferential treatment; in order to solicit sexual favors, gifts, payments of any kind, or advantage. The staff member should be conscious of not taking advantage of his/her position and may not accept gifts (except for small tokens of appreciation) or bribes.
- 9 Uphold the highest ethical standard of integrity, accountability and transparency in the delivery of goods and services while executing the responsibilities of their position.
- 10 Report any known or suspected cases of alleged misconduct against beneficiaries to senior management (as outlined in the reporting pathway) immediately. Strict confidentiality must be maintained to protect all individuals involved.





**The General Secretariat for Gender Equality (GSGE)** of the Greek Ministry of Interior is the governmental agency competent to plan, implement, and monitor gender equality and GBV policies. It has developed an integrated Network of 61 Units for preventing and combating violence against women and has placed GBV high in its agenda.



The Research Centre for Gender Equality (KETHI) was founded in 1994, having a dual focus both on conducting social research on gender equality issues and also using this knowledge, to propose and implement specific policies, practices and actions to promote gender equality.



CRWI Diotima is a GBV-specialized NGO, national stakeholder expert in EIGE's database, with a long experience in gender equality and GBV field and in migrant women's integration and rights protection.



Differenza Donna is an ever growing women's NGO, active in the implementation of specific interventions in safeguarding migrant women's rights and especially GBV protection and previous transnational project experience.



Surt is a well established women's NGO with an excellent record of previous work with gender equality, GBV and also migrant integration experience. It has a wide regional network of collaborations, a great experience in transnational projects and a good capacity in service provision.

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