

## PROVISION OF INTEGRATED AND LIFESAVING, RESPONSE SERVICES TO GENDER-BASED VIOLENCE

### PRESENTATION ON THE REFERRAL PATHWAY ON SGBV

#### Objective:

- To introduce and deepen understanding on the Referral pathway for humanitarian actors
- To map actors to be involved in the referral pathway for the West Region with focus on Bafoussam and Bangante and update existing referral pathway for the North West Region.

#### Referral Mean:

- Referral is the process of getting survivors and or beneficiaries in touch with individuals and or professionals for comprehensive support services
- It is also how professional or service providers communicate and work together to provide comprehensive support services to those in need

#### WHAT IS SGBV

- Gender-Based Violence (GBV) that refers to harmful acts and abuse directed at an individual's (mostly women and girls) based on their gender, power inequality, and rooted in harmful cultural norms and practices
- Sexual and Reproductive Health (SRH) challenges faced by women some of which are the direct result of GBV

#### Forms of GBV

- ❖ **Rape:** non-consensual sexual act involving penetration
- ❖ **Sexual abuses:** any form of non-consensual sexual contacts, advancing and inappropriate touching.
- ❖ **Physical violence:** any act that in harm and pain on the body with or without injuries resulting from beating, hitting with objects etc.
- ❖ **Economical violence:** Denial of resources, opportunities or services, assets for livelihood, education, health, shelter or other social services.
- ❖ **Forced and early marriages:** Marriage of some against their will or marriage of a minor

- ❖ **Psychological/emotional abuse:** threats, intimidation, humiliation, forced isolation, harassment, unwanted attention, remarks, gestures etc

### **SRH Concerns**

- Clinical Management of Rape
- Family planning
- Menstrual hygiene management
- STI/HIV
- Safe delivery

### **WHAT IS A REFERRAL PATHWAY**

A Referral Systems is a comprehensive institutional framework that connect various services with well-defined and delineated mandates, responsibilities, powers and resources to ensure the 3Ps: Protection and assistance of survivors of SGBV, Prevention of GBV and Prosecution of perpetrators. It is a flexible mechanism that safely links survivors to supportive and competent services for protection, prevention and response activities.

#### **Objective of a Referral pathway**

The main aim of a referral pathway is to facilitate service provision by connecting actors involved in offering SGBV services to exchange vital information and link persons in need to competent, qualified and specialized service point for timely intervention

#### **The importance of the Referral Pathway**

- ✓ Coordinate service delivery and facilitate survivors' access to quality and comprehensive services GBV/SRH in a timely manner.
- ✓ ensure that survivors are active participants in defining their needs and deciding best options to meet multiple needs
- ✓ Reduced survivor search for service points and likely to reduce cost of services

### **AREAS FOR REFERRALS**

#### **PSYCHOSOCIAL SUPPORT:**

- ❖ **Psychological First Aid (PFA)** for immediate support to enable survivors or vulnerable persons to gain necessary stability, make rational decisions and have information or orientation
- ❖ **Case Management** for comprehensive and holistic accompanying support of survivors or vulnerable persons in distress through a recovery processes

#### **MEDICAL INTERVENTIONS:**

- ❖ **Mental health for** psychological counselling and clinical therapy from trained persons or professional to help survivors or vulnerable persons overcome trauma, depression and related disorders
- ❖ **Medical Care** in the cases of health needs for Clinical Management of Rape within 72hrs with post rape kit, (Post Exposure Prophylaxis - PEP) and Emergency Contraception (EC) within 120hrs as well as dealing in injuries and pains from physical violence

#### **SHELTERS:**

- ❖ **Safe Space for Women and Girls** who need space during the day to feel physically, emotionally safe and comfortable and enjoy the freedom to express amongst themselves without the fear of judgment or harm.
- ❖ **Safe Shelter** for short period lodging between 1 night and less than one month for displaced women and girls or for protection against a violent perpetrator

#### **PROTECTION AND SAFETY SERVICES:**

- ❖ **Police preferable with a Social Affairs Service** : for protection and to assistance with investigations of perpetrator
- ❖ **Legal Services (by the legal department or a Lawyer)** for provision of legal assistance on the rights of survivors to make informed decisions and seeking justice as well as to engage judicial procedure against perpetrators

#### **ECONOMIC AND LIVELIHOOD EMPOWERMENT SERVICES:**

- ❖ **Livelihood Support Items** to address immediate needs of survivors or vulnerable persons and reduce suffering e.g. food, WASH kits, beddings, kitchen utensils etc.
- ❖ **Skill Development and Capacity Building** to build skills and know how that will enable survivors and vulnerable persons seek employment or begin productive activity and reduce dependence
- ❖ **Income Generating Activities**, capital (material or money ) to survivors and vulnerable persons to begin small businesses to reduce dependence and further exposure to the risk of SGBV

### **The Referral Flow Path and Referral Options at the Onset of an Emergency**

#### **Community-based referral systems or first point of entry**

- Receives survivors

- Provides service
- Refers survivor to other needed service (**Health Facility** or **CBO/GBV programme**)

### **Case-management referral systems or first point of entry**

- Receives survivors

### **Case Worker**

- Establishes partnership with client(survivor)
- Identifies client needs and Diagnose survivor
- Provides service
- Refers client / survivor to other needed service (health facility, legal, etc)
- documents referral
- Follow-up with client
- Advocates for client to meet needs across continuum of care
- Conducts quality assurance

### **What are the requirements for effective referrals?**

- Able to recognise GBV and facilitate disclosure
- Able to assess the patient's individual situation and needs
- Know about the existing referral systems and services
- Know about national laws on GBV
- Obtain consent from patients before sharing their information.
- Ensure ongoing capacity building of staff and partners
- Multi-sectoral trainings, which is the first step to establishing partnerships
- Put in place a coordinated mechanism to monitor services and improve quality

### **What are the requirements to be included in the referral pathway?**

- Have a facility that is easily accessible, traceable and located in a safe environment
- Have a facility that is conducive and of basic minimum standard to offer relevant services
- Have the required staff capacity (number and qualification) to offer relevant service
- Know about services providers where needs beyond our competences can be referred
- Have operational resources to provide services to survivors and persons in need referred to office
- Have a clear Standard Operating Procedure (SOP) for referral and offering service

- Have and communicate clear conditions for accessing referral services from your office
- Have a good understanding on Client Centered Approach Obtain consent from patients before sharing their information.
- Put in place a coordinated mechanism to monitor services and improve quality

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