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| DOs | DON’Ts |
| DO allow the survivor to approach  you. Listen to their needs. | DO NOT ignore someone who  approaches you and shares that  s/he has experienced something bad,  something uncomfortable, something  wrong and/or violence. |
| DO ask how you can support with  any basic urgent needs first. Some  survivors may need immediate  medical care or clothing. | DO NOT force help on people by  being intrusive or pushy. |
| DO ask the survivor if s/he feels  comfortable talking to you in your  current location. If a survivor is  accompanied by someone, do not  assume it is safe to talk to the  survivor about their experience in  front of that person. | DO NOT overreact. Stay calm. |
| DO provide practical support like  offering water, a private place to  sit, a tissue etc. | DO NOT pressure the survivor into  sharing more information beyond  what s/he feels comfortable sharing.  The details of what happened and by  whom are not important or relevant  to your role in listening and providing  information on available services. |
| DO, to the best of your ability, ask  the survivor to choose someone s/he  feels comfortable with to translate  for and/or support them if needed. | DO NOT ask if someone has  experienced GBV, has been raped,  has been hit etc. |
| DO treat any information shared  with confidentiality. If you need to  seek advise and guidance on how to  best support a survivor, ask for the  survivor’s permission to talk to a  specialist or colleague. Do so without  revealing the personal identifiers  of the survivor. | DO NOT write anything down, take  photos of the survivor, record the  conversation on your phone or other device,  or inform others including the media.  deal” or unimportant. What matters is how  the survivor feels about their experience. |
| DO manage any expectations on  the limits of your confidentiality,  if applicable in your context.2 | DO NOT ask questions about what  happened. Instead, listen and ask what  you can do to support. |
| DO manage expectations on your role. | DO NOT make comparisons between the  person’s experience and something that  happened to another person. Do not  communicate that the situation is “not a big  deal” or unimportant. What matters is how  the survivor feels about their experience. |
| DO listen more than you speak. | DO NOT doubt or contradict what  someone tells you. Remember your role is  to listen without judgment and to provide  information on available services. |
| DO say some statements of comfort  and support; reinforce that what  happened to them was not their fault. | DO NOT exaggerate your skills,  make false promises or provide  false information. |
| DO respect the rights of the survivor  to make their own decisions. | DO NOT assume you know what  someone wants or needs. Some actions  may put someone at further risk of  stigma, retaliation, or harm. |
| DO share information on all services  that may be available, even if not  GBV specialized services. | DO NOT make assumptions about  someone or their experiences, and do not  discriminate for any reason including age,  marital status, disability, religion, ethnicity,  class, sexual orientation, gender identity,  identity of the perpetrator(s) etc. |
| DO tell the survivor that s/he does  not have to make any decisions now,  s/he can change their mind and  access these services in the future. | DO NOT try to make peace, reconcile or  resolve the situation between someone  who experienced GBV and anyone else  (such as the perpetrator, or any third  person such as a family member,  community committee member,  community leader etc.) |
| DO ask if there is someone, a friend,  family member, caregiver or anyone  else who the survivor trusts to go to  for support. | DO NOT share the details of the incident  and personal identifiers of the survivor  with anyone. This includes the survivor’s  family members, police/security forces,  community leaders, colleagues, supervisors,  etc. Sharing this information can  lead to more harm for the survivor. |
| DO offer your phone or communication  device, if you feel safe doing so,  to the survivor to contact someone  s/he trusts. | DO NOT ask about or contact the  survivor after you end the conversation. |
| DO ask for permission from the  survivor before taking any action. |  |
| DO end the conversation supportively |  |