Building digital literacy and innovative visual learning approaches to equip no- to low-literate communities to safely respond to GBV disclosures in emergencies

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Introducing the GBV Pocket Guide

- A step-by-step guide for non-GBV specialists on how to support survivors of GBV when receiving a GBV disclosure without doing further harm
- Based on the Psychological First Aid Framework (Look, Listen and Link), includes messages that you can directly share with the survivor once they disclose to you
- Accompanied by the GBV Pocket Guide mobile app, now available in 12+ languages
Driven and informed by COVID-19 related learnings and trends

Compounding factors, intensified needs, and overlapping demands

Movement restrictions + reduction of available and/or accessible specialized GBV services = ”non-traditional” humanitarian workers receive more disclosures of GBV

Need/usage of the GBV Pocket Guide boomed! Usage of the Pocket Guide app has increased by 1847% between March 2020 -2021. Global requests received to develop a low- to no- literacy version of the Pocket Guide

Trusted community organizations, specifically women’s rights organizations, are essential entry points for GBV disclosures and survivors seeking support during pandemics
However, in most cases, these actors have not been trained on how to safely and appropriately respond to a GBV disclosure, and in many cases, they are members of communities with high rates of low-literate or illiterate women.

This means that…

1. Traditional guidance documents and training methodologies are not best suited for them

2. These same women are likely to have low digital literacy, making remote trainings/information sharing unfeasible
A two-fold purpose

1). Ensure that GBV survivors in remote locations, without access to direct services, are able to access basic forms of safe, ethical and culturally-appropriate support; and

2). Inform the global humanitarian community of evidence-based methodologies for translating written GBV tools/resources into versions that are accessible for grassroots actors, including those with little to no literacy
From this...

STEP-BY-STEP GUIDANCE

THE SURVIVOR’S PERSPECTIVE: Benefits and Risks for Seeking Support

Seeking services is not always safe for a survivor and could lead to more harm. Remember that your role is to provide accurate, up-to-date information on available services and let the survivor make their own choices on what feels safe for them. Consider the following example of benefits or risks:

RISKS of seeking support

→ Possibility that the survivor’s friends, family and/or community will find out, which can lead to being stigmatized, kicked out of their home or community, and/or exposed to more violence.

→ Possibility that the perpetrator(s) finds out other people know what happened, leading to retaliation by harming or even killing the survivor.

→ Possibility that service providers are exposed to threats and violence by the perpetrator or community if they are seen as helping a survivor.

→ Possible insensitive response by service providers if they are not trained properly.

BENEFITS of seeking support

→ Access to life-saving support when in distress.

→ Access to safe, confidential and professional medical care in a timely manner that could prevent HIV and unwanted pregnancy

→ Access to other services that provide more dignity and comfort, including options for safety and psychosocial support.

→ Access to support that may prevent further violence from occurring.

SEXUAL EXPLOITATION AND ABUSE by a humanitarian actor or individual associated with humanitarian aid

Protection from Sexual Exploitation and Abuse (PSEA) is a term used to refer to steps taken to protect vulnerable people from sexual exploitation and abuse by humanitarian actors and associated personnel, including humanitarian aid workers, volunteers, security guards, contractors, drivers, UN mission personnel, UN police personnel, peacekeepers, suppliers/vendors of goods and services for humanitarian purposes and so on.

Regardless of who the perpetrator is, the roadmap to support any survivor of GBV as outlined in this resource remains the same. For additional responsibilities that arise when the perpetrator is an aid worker or associated with humanitarian aid, contact your PSEA Focal Point or in-country PSEA network.

PREPARE:

Preparation is key. Even without a GBV actor (including a GBV referral pathway or a GBV focal point) available in your area, there may be other services, including at the local/community level, that can be helpful to address someone’s needs. You likely know about more services than you think!

Be aware of available services

→ Use the Information Sheet (page 5 & 6) to fill in information about available services. Work with a GBV specialist, your team leader, colleagues and other partners. Write down necessary information about how to access those services, including where to go, who to talk to, and who can/cannot access them (e.g. only women, necessary documentation, etc.).

→ Ask your team leader, program manager and/or cluster/sector coordinator about the protocols for Preventing Sexual Exploitation and Abuse. In the case that your agency does not have an established protocol for PSEA, consider reaching out to a PSEA focal point for guidance in your setting.

Practice makes perfect

→ Get comfortable with the sample scripts on pages 7 - 10. Practice out loud or with colleagues and friends. The more you practice, the more comfortable you will be if a survivor of GBV seeks your help.

→ Refer to the User Tips Manual for additional information on how you can train on/practice these materials.

→ The Pocket Guide is helpful for anyone who is going through a difficult situation. The next time your colleague or friend comes to you for support or advice, practice using the questions and statements in this resource.

LOOK:

When someone discloses their experience of gender-based violence to you...

Introduce yourself

→ Introduce your name, your role and who you are. Ask how you can help.

Address urgent basic needs

→ Each person will have different basic needs, which may include urgent medical care, water, finding a loved one or a blanket or clothes if lost, torn, stained or removed. Especially for GBV survivors, clothes may be the primary urgent need for them to feel more comfortable and dignified.
To this...

STEP-BY-STEP GUIDANCE

Prepare.

Talk to a GBV actor to know what GBV services are in your area.

Know about available services.

Practice makes perfect.

Practise saying the examples so that you get comfortable. You can practise out loud with someone you trust.

Remember.

Be ready to share information about these services later. You can use the Information Sheet.

Find out about how to protect yourself and survivors from harm by a person who works for a humanitarian organisation.

Do not record the survivor’s story.

Ask someone you trust about what to do if this happens.
When someone discloses their experience of gender-based violence to you...

**Introduce yourself**

→ Introduce your name, your role and who you are. Ask how you can help.

**Step 1: Introduce yourself and your role.**

Ask how you can help.
1. Develop, test and deploy visual versions of the GBV Pocket Guide (PG) across a diversity of contexts;

2. Equip grassroots and/or “non-traditional” humanitarian actors with the skills and tools to safely and appropriately respond to GBV disclosures (with a specific focus on visual/multi-media resources and digital literacy – incl an app); and

3. Develop, test and widely disseminate a globally-applicable process framework and toolkit for translating complex messaging on safe and appropriate response to GBV disclosures – and ultimately other core GBV tools – into formats accessible to low to non-literate “non-traditional” actors.
Global learning process, three implementation locations

South Sudan

Honduras

Mali
Our Evidence Generation Process

This programmatic approach is informed by mixed methods research in real-time

- Quantitative and qualitative data collection at baseline to understand disclosure environment, context and GBV-related knowledge, attitudes, and resources
- Review of adapted GBV Pocket Guide draft through in-depth validation workshops and KII's
- Evaluation of adapted GBV Pocket Guide and GBV Pocket Guide training, including longer-term outcomes among practitioners and select community members

Action-oriented monthly learning reflections and synthesis memos
Lessons Learned

1. **Working in partnerships is critical:** Pairing a range of participatory and inclusive approaches strengthens community ownership. Seeing themselves in the visual version is facilitating engagement and uptake by targeted communities. Partner WROs, local project community boards, local research institutions all critical to the success of the project.

2. **Context matters:** While guided by the same principles, this project is not a one size fits all. Ongoing learning has yielded an improved process and differing outputs for each context. Being flexible and adaptive is key.

3. **There is need for more accessible global GBV guidance beyond the visual versions of the GBV Pocket Guide:** spurred interest by other agencies, stakeholders...etc. to deliver GBV guidance and information in more accessible ways, beyond literacy barriers. Outputs beyond specific countries; learning by design package to inform future processes.
Q&A/ Reactions
What would you be interested in learning more about?

www.menti.com
24 77 38 2

SCAN TO DOWNLOAD THE CURRENT WRITTEN GBV POCKET GUIDE APP