

7.5 Case studies on referral to support services

Objective:

Participants will be able to identify the various needs that survivors of sexual violence and intimate partner violence have and offer referral to support services.

Time:

30 minutes

Resources required:

Printout of case studies

Facilitators instructions:

Ask participants divide into groups and read the case studies. Ask the participants to write out the survivor's needs under 5 sections: medical, psychosocial, safety and security, legal and justice and education, economic and livelihood. After the participants identify the survivors needs, ask them to identify the type of support the survivor might need to meet their needs or protect them from further violence. Ask the participants to discuss where they could refer the survivor to help them meet their needs.

After the groups discuss, ask them to present the needs and support services for each survivor. As you facilitate:

- Ensure that referral to support services adhere to survivor-centred principles of safety (including psychological and emotional safety), privacy, confidentiality, informed consent), respect, self-determination, compassion, and non-discrimination, and ensure the best interest and safety of survivors.
- Challenge any discussions where referrals are forced, coerced or pressured, the survivor's wishes are not respected or privacy and confidentiality is not maintained.

Activity resources

Case Studies:

1. Sadia arrived in a refugee camp in Cameroon from the Central African Republic in early 2014. While traditionally in her community women did not get married until a bit later in life, upon arrival in the refugee camp, they began to mix with other tribes who married much earlier. After a few months, distressed by her family's poor living conditions, Sadia allowed herself to be courted by Abou, a merchant from another tribe. They were married a few months later, although Sadia's father was unhappy with the prospect. Sadia mourns her life with her parents; her new husband is beating her. "He promised to buy me clothes and spoil me once he had repaid his debts," she recalls. "Instead, the day I arrived in his shelter, he ripped up my schoolbooks." Now, she is overwhelmed by her new responsibilities. Three months ago, Sadia spent her days with her friends, but today she is not allowed to talk to them or visit her family. If she refuses to comply, she suffers her husband's violence. Sadia points to two bamboo sticks nearby. "He uses them to hit me. Sometimes he threatens me with stones." As she massages

her swollen wrist, she sobs. Sadia tried to run away, but members of the self-defence committee – set up by refugees to guard the site – quickly found her and dragged her to her father. He punished her for the damage done to the family's honour, before sending her back to her husband. "For the first time my father beat me – for running away from here," she whispers.

What are Sadia's needs?

What support services could help Sadia with her needs?

2. Sharif arrived in Greece by boat in early 2015. His parents and sisters could not make the journey as there was only enough money to send one member of the family, but he was accompanied by his father's friend Mohamed, who was making the same journey. However, not far off the coast of Greece, their boat capsized. Sharif was rescued and has been registered by the Greek authorities. "I don't know what happened to Mohamed," Sharif says, "There were so many people, I lost him in the night." His voice trails off, upset. Since arriving in Greece, Sharif has received little assistance apart from a few handouts from local people. He waits at the port, hoping that Mohamed will show up. "I don't know where to go without him," he says simply. The other refugees and migrants that he came with, mainly young men and families, have already moved on, and Sharif doesn't know anyone here and he doesn't understand who he should go to for help. He has been sleeping on a park bench. There is a man who sometimes comes to the park at night and gives Sharif food, and sometimes a blanket or a piece of clothing. "I'm grateful for what he gives me but he gives me a bad feeling," says Sharif, visibly distressed. "At first he was just friendly, but now each evening he stays longer, and he sits closer. Last night he said he was cold and got under the blanket with me, and started touching me. He said it was for warmth. I felt so ashamed but I'm scared to offend him because I can't live without the food he brings."

What are Sharif's needs?

What support services could help Sharif with his needs?

3. A 8 year old boy named Abdul lives with his mother. His mother is poor, his father abandoned their family when Abdul was a baby. Their neighbour is a rich man, sometimes Abdul's mother does cleaning and washing for their neighbours family. The neighbour has been asking Abdul to come to his house, the neighbour has been sexually abusing Abdul over the last few months, it has happened many times. Abdul's mother knows about this, Abdul's mother told him to be quiet. Abdul's mother told him that the neighbour is giving her money in exchange for the neighbour having sex with Abdul, that they need the money and without it he cannot eat or have new clothes. Abdul does not like this, but he is afraid and doesn't want to disappoint his mother. He does not know what to do. Abdul's mother's brother came to visit. Abdul told his uncle what has been happening and his uncle brought him to the clinic.

What are Abdul's needs?

What support services could help Abdul with his needs?

4. A 32 year old woman named Layla comes in to the clinic. She tells you about her problems with her husband. He comes to her workplace to make sure she does not talk to other men, he is very jealous. He accuses her of having an affair. She has been beaten and forced to have

sexual intercourse by her husband often. The most recent time was 2 days ago. She has 3 children, she had severe complications in her last birth, she is afraid that if she has another pregnancy she will die. She is very afraid of her husband, she is afraid that he will kill her. She comes to you for help.

What are Layla's needs?

What support services could help Layla with her needs?

5. A survivor named Mariam came to your office requesting services. She was visibly shaken, had some bruises on her arms, and said she was afraid to go home. After speaking with her more and calming her down, you were able to gather the following information. The survivor has been in an abusive relationship for many years now. Her husband has threatened to harm himself if she leaves. She is interested in services, including getting connected to other women in the community. She is complaining of some abdomen and back pain. She feels helpless in her situation because she depends on her husband financially. She wants to try to get into a better situation for herself and her children.

What are Mariam's needs?

What support services can help Mariam with her needs?

6. A woman was raped by a known perpetrator, her mother and sister know and support her, she does not have any threats of harm or threats to her life. She receives medical care by the SV medical care provider, mental health counselling by the counsellor, the care and support is reviewed by the SV focal point. She does not want referral to any other support services.

What are this woman's needs?

What support services can help her with her needs?

7. A woman comes to the health facility for medical care after sexual violence. Her neighbor attempted to rape her, threatened her life if she told anyone. She told her husband what has happened and her husband divorced her. She is now living with her brother. She received medical care by the SV medical care provider, mental health counselling by the counsellor, the care and support is reviewed by the SV focal point. She feels safe to go home with her brother, but has no access to her children and no way to provide for herself financially.

What are this woman's needs?

What support services can help her with her needs?

8. A woman is being severely and frequently beaten by her husband. She comes for psychosocial support for her children, as they have aggressive behaviour and she has problems with discipline. The woman plans on going back to her husband with her children, she has no other options.

What are this woman's needs?

What support services can help her with her needs?

9. A young boy comes to the health facility for medical care. He has been raped by his uncle. Medical care is provided. His parents know about the rape, but they are afraid of the shame for the family and do not want to tell anyone. The uncle is rich, powerful and respected in the

community and the family, the parents cannot protect their son from ongoing abuse from the uncle.

What are this boys' needs?

What support services can help him with his needs?

10. A woman comes into the health facility with severe mental health issues. She is rambling non-sensical words, appears very frightened of those around her. Her clothes are dirty, and she appears unkempt and as if she has not bathed in several days. She is limping and has some bruises on her arm. Her family will not let staff interview her alone, her family seems angry and agitated.

What are this woman's needs?

What support services can help her with her needs?

11. A young girl, 16 years old, comes into the health facility. She has been raped by a boyfriend. No one in her family knows what happens. She is worried about getting pregnancy and about her virginity. The girl is mature, understands the risks and benefits of the medical care, does not feel at risk of further violence by her boyfriend, does not want to tell anyone what happened because she is worried they will kill her. The team decide she has the capacity to make this decision.

What are this girls' needs?

What support services can help her with her needs?

12. A woman is being beaten severely by her husband. She comes for treatment of her injuries. She is thinking of ending her life, she has a clear plan. The health care workers identify a trusted family member who can provide support.

What are this woman's needs?

What support services can help her with her needs?

13. A woman is being severely and frequently beaten by her husband. He is jealous and controlling, has threatened to kill her if she speaks with other men. She is afraid for her life. After the risk assessment and safety plan, it is shown that there is no trusted support people in her life who can help her. She does not want to go home.

What are this woman's needs?

What support services can help her with her needs?

15. A 32 year old woman comes in, she has been beaten and forced to have sexual intercourse by her husband often. The most recent time was 2 days ago. She is very afraid of him, she is afraid that he will kill her. She comes to you for help.

What are this woman's needs?

What support services can help her with her needs?

Key messages:

Survivors have multiple needs, your role should be to work with the survivor to identify their needs, offer medical care, provide emotional support and safety planning, and connect the survivors with other support services.

Adapted from IASC (2017) Gender based violence case management training Facilitators Guide, Module 13 and IPPF (2007) Meeting the Sexual and Reproductive Health Needs and Rights of Survivors of Gender Based Violence: A Good Practice Training Module for Health Care Professionals