

TRIPLE JEOPARDY: Protecting At-Risk Refugee Survivors of Sexual and Gender-Based Violence

RESPONSE TO SGBV – OLDER REFUGEES

1. AIM

This module aims to increase the capacity of participants to effectively respond to the needs of survivors of SGBV using the “Survivor-Centered Approach.” Participants will learn how to apply the approach to older refugee survivors of SGBV.

2. USE

This module may be used as part of a one- or two-day training (see *Model Agendas*).

TIME	METHODOLOGY	MATERIALS
1 hour, 30 minutes	PowerPoint Brainstorming Discussion Group work Case study	Flip chart Markers Response to SGBV – Older Refugees PowerPoint Projector

3. GENERAL BACKGROUND

- The Survivor-Centered Approach complements the Human Rights-Based Approach by placing the rights, needs and desires of SGBV survivors at the center of the response. This requires consideration of survivors’ multiple needs and vulnerabilities, and the impact of decisions and actions taken to support them. This approach ensures services are tailored to the unique requirements and priorities of survivors, recognizing the leading role they play in their recovery.
- Many service providers employ some aspects of the Survivor-Centered Approach. But most frontline staff require training and capacity-building to apply the approach to survivors who are older, male, sexual minorities or those who live with disabilities.
- Staff and service providers need to consider how they communicate and engage with caregivers when working with older refugee survivors, making sure that their actions are aligned with the Survivor-Centered Approach.

Resources

Triple Jeopardy Report, pp. 17-21.

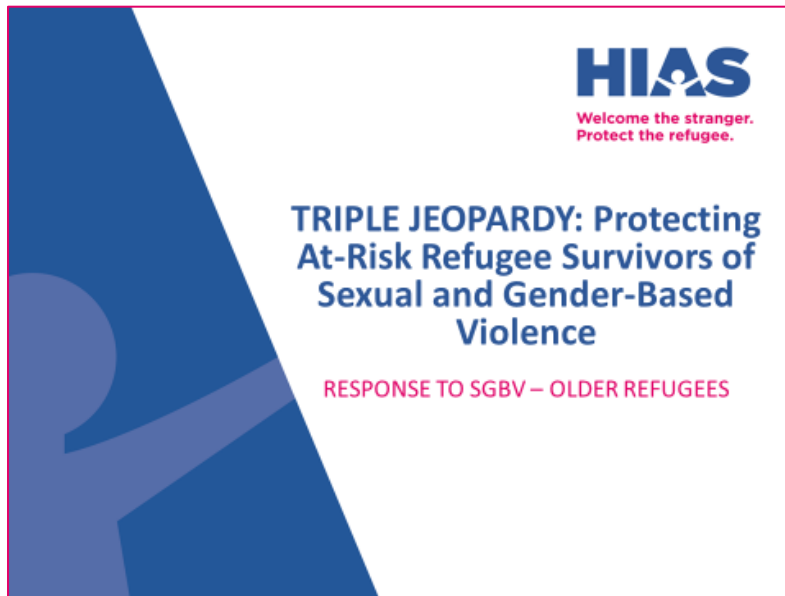
GBV AOR (2010) [Handbook for Coordinating Gender-Based Violence Programs in Humanitarian Interventions](#). Health-GenderViolence.org (2016) [Strengthening Health System Responses to Gender-based Violence in Eastern Europe and Central Asia: Principles and Standards for Service Provision](#). HelpAge International (2002) [Encouraging Agencies to Pay Attention to the Needs, Knowledge and Experience of Older People](#). IASC (2015) [Guidelines for Integrating Gender Based Violence Intervention in Humanitarian Action](#). Macdonald, Flora (2002) [Legal Protection of the Vulnerable: The Case of Older IDPs](#). United Nations Population Fund (2012) [Addressing GBV – A Survivor-Centered Multi-Sectoral Approach](#). United Nations Population Fund (2015) [Essential Services Package for Women and Girls Subject to Violence, Module 1: Overview and Introduction](#).

UN Women Virtual Knowledge Centre to End Violence Against Women and Girls (2012) [Ensuring Survivor-Centered and Empowering Approaches](#).

4. SLIDES


This section provides you background and resources, where appropriate, for each PowerPoint slide in the module. It also gives you instructions to facilitate group discussions and exercises.

SLIDE 1: COVER



SLIDE 2: OBJECTIVES

Objectives



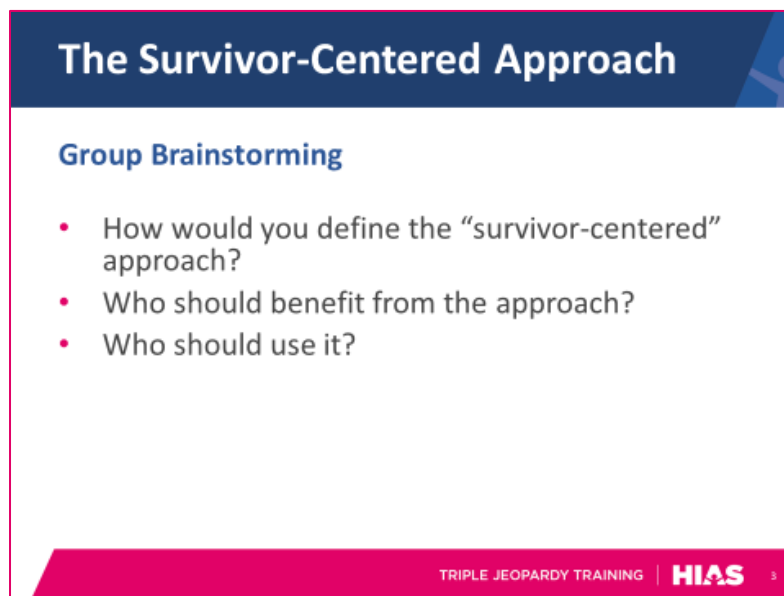
By the end of the session, participants will be able to

1. Understand how to use the survivor-centered approach to respond to survivors of SGBV
2. Recognize how to apply the approach to older refugees

TRIPLE JEOPARDY TRAINING | **HIAS** 2

Background

- Read through the objectives.
- Explain that the module will help participants understand the specific needs of refugee survivors of SGBV and how best to respond to them in an appropriate, empowering manner.
- It will focus on using the Survivor-Centered Approach with a particular focus on the needs of older refugee survivors of SGBV.



The Survivor-Centered Approach

Group Brainstorming

- How would you define the “survivor-centered” approach?
- Who should benefit from the approach?
- Who should use it?

TRIPLE JEOPARDY TRAINING | HIAS 3

Materials

Flip chart and markers

Background

- The Survivor-Centered Approach to SGBV response is the primary approach used in humanitarian assistance.
- Use this short exercise to test participants’ prior knowledge about the Survivor-Centered Approach, and to preview the discussion to come.

Group Activity (5 minutes)

- Ask participants each of the three questions on the slide. Encourage diverse participants to respond.
- Record answers on the flip chart.
- Provide a summary of each response drawn from the answers provided.

SLIDE 4: DEFINITION OF SURVIVOR-CENTERED APPROACH

Definition of Survivor-Centered Approach

- The survivor-centered approach empowers survivors to **make informed decisions** based on their own priorities and **take a leading role** in their path to recovery
- Diverse survivors should benefit
 - Young, old, men, women, LGBTI, people with disabilities
 - Citizens, refugees, internally displaced, stateless, migrants
- Diverse supporters should use it
 - Family, caregivers, community members
 - Service providers (medical, mental health, legal, psychosocial)

TRIPLE JEOPARDY TRAINING | **HIAS** 4

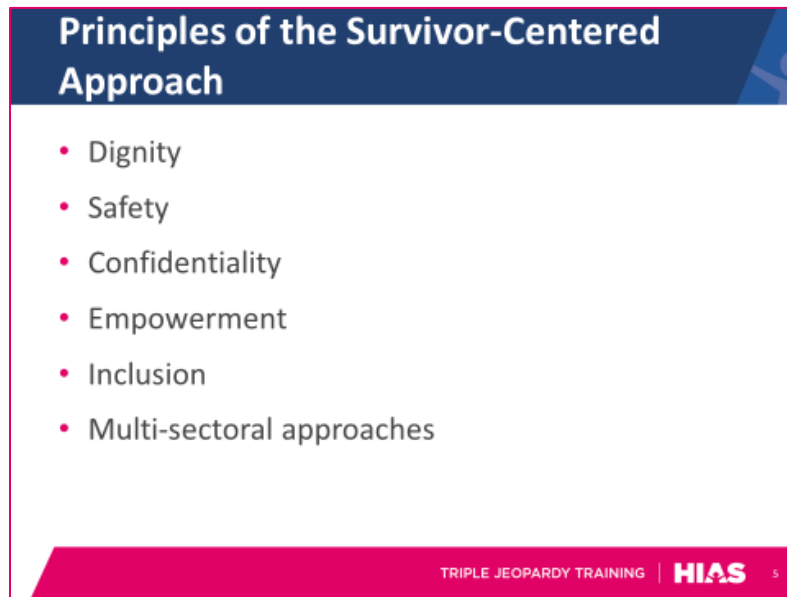
Background

- Ask a participant to read the definition and compare it with the various ideas raised during the brainstorming exercise.
- Explain that the survivor-centered approach:
 - Integrates concepts of empowerment and human rights into the SGBV response.
 - Supports survivors to regain control over their lives, and, with informed decision-making, to take a leading role in their own recovery.
 - Ensures that all responders prioritize survivors' preferences at all times.
 - Recognizes that individuals respond differently to SGBV and have different needs.
 - Ensures survivors receive personalized care that prioritizes their rights, needs and wishes.

Resources

Colombini & Maman (2011) [Programming Module on Working with the Health Sector to Address Violence against Women and Girls](#). Health-GenderViolence.org (2016) [Strengthening Health Systems Responses to Gender-based Violence in Eastern Europe and Central Asia: 2.5 Principles and Standards for Service Provision](#). IASC (2015) [Guidelines for Integrating Gender-based Violence Intervention in Humanitarian Action](#). United Nations Population Fund (2012) [Managing Gender-based Violence Programmes in Emergencies, E-learning Companion Guide](#). UN Women Virtual Knowledge Centre to End Violence Against Women and Girls (2012) [Ensuring Survivor-Centered and Empowering Approaches](#).

SLIDE 5: PRINCIPLES OF THE SURVIVOR-CENTERED APPROACH



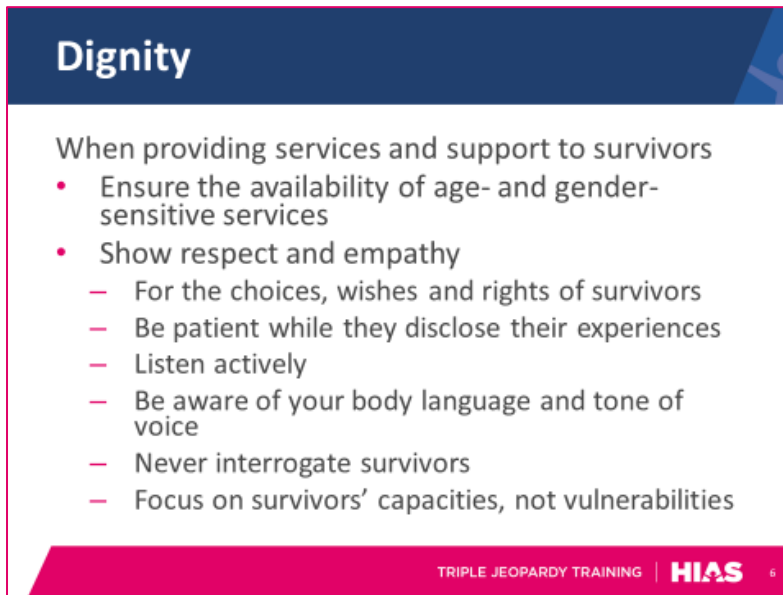
Principles of the Survivor-Centered Approach

- Dignity
- Safety
- Confidentiality
- Empowerment
- Inclusion
- Multi-sectoral approaches

TRIPLE JEOPARDY TRAINING | HIAS 5

Background

- Explain that the Survivor-Centered Approach is based on six key principles that clarify the relationship between the survivor and the provider of SGBV response.



Dignity

When providing services and support to survivors

- Ensure the availability of age- and gender-sensitive services
- Show respect and empathy
 - For the choices, wishes and rights of survivors
 - Be patient while they disclose their experiences
 - Listen actively
 - Be aware of your body language and tone of voice
 - Never interrogate survivors
 - Focus on survivors' capacities, not vulnerabilities

TRIPLE JEOPARDY TRAINING | HIAS 6

Materials

Flip chart and markers

Background

- Survivors should have the opportunity to work with a service provider of the gender and age of choice. For example, most older women survivors interviewed for the *Triple Jeopardy* report preferred older women to help them. Most other survivors interviewed preferred working with female service providers.
- Service providers should avoid expressing judgmental attitudes. These may deter the survivor from disclosure and may lead to a sense of rejection or re-victimization.
- It is important to reflect on our own attitudes and assumptions about older people, particularly relating to their rights to engage in safe, healthy sexual relationships.
- Survivors may take time to disclose experiences of SGBV. Patience, respect and active listening are required to create a safe environment for disclosure.
- Explain the importance of respecting the survivor's narrative of the SGBV experience and his or her interpretation of events.
- Acknowledge what survivors share with you. In the past, they may have been dismissed when trying to communicate their feelings and experiences.
- Service providers should provide emotional support and use supportive statements, when needed.

Group Activity (5 minutes)

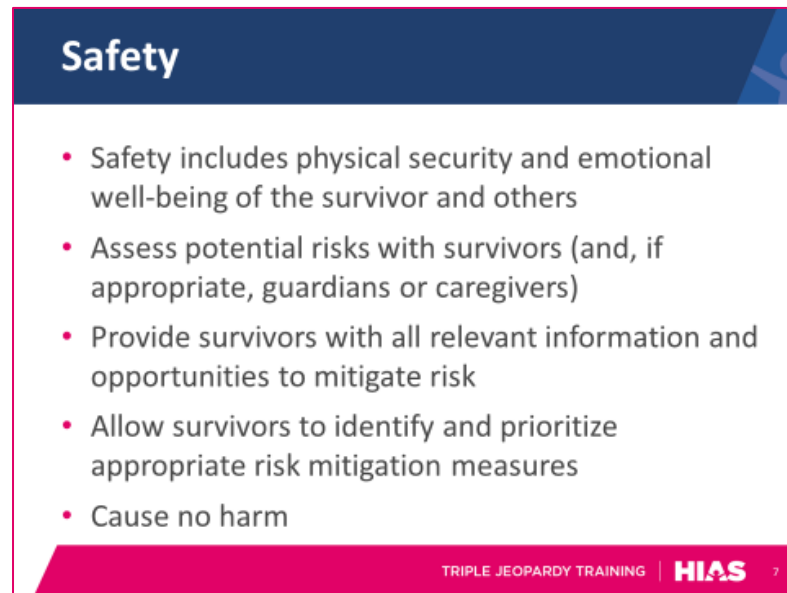
- Before reviewing the slide, ask participants how the concept of "dignity" might apply to SGBV response. Encourage diverse participants to respond.
- Record answers on the flip chart.
- Present the slide and compare with answers provided.

Resources

Triple Jeopardy Report, pp. 17-21.

GBV AOR (2010) [Handbook for Coordinating Gender-Based Violence Programs in Humanitarian Interventions](#). United Nations Population Fund (2005) [Guidelines on Gender-Based Violence Interventions in Humanitarian Settings](#).

SLIDE 7: SAFETY



Safety

- Safety includes physical security and emotional well-being of the survivor and others
- Assess potential risks with survivors (and, if appropriate, guardians or caregivers)
- Provide survivors with all relevant information and opportunities to mitigate risk
- Allow survivors to identify and prioritize appropriate risk mitigation measures
- Cause no harm

TRIPLE JEOPARDY TRAINING | HIAS 7

Materials

Flip chart and markers

Background

- Making the survivor feel safe is key to recovery. Safety can take the form of physical protection, medical or psychological assistance, and social or moral support.
- It is critical to assess potential risks with the survivor, including from perpetrators, family, community or others, either following the SGBV or its disclosure.
- When working with the survivor to mitigate risk, ascertain from the survivor who should be involved in a safety plan for both the short- and long-term.
- Make sure to cause no harm: be patient, do not judge and support the survivor's narrative, needs and safety priorities.

Group Activity (10 minutes)

- Before reviewing the slide, set up two flip charts. At the top of one, write "safe" and at the top of the other, write "unsafe."
- Ask participants to go up to each flip chart and write something about the training that makes them feel "safe" and "unsafe."
- The factors participants note can relate to the physical environment, feelings of the group or concepts discussed in the training.
- Review the answers. Identify with participants what safety entails (physically, emotionally, environmentally and procedurally). Address how to make the training safe for all participants.
- Present the slide.

Resources

GBV AOR (2010) [Handbook for Coordinating Gender-Based Violence Programs in Humanitarian Interventions](#). United Nations Population Fund (2005) [Guidelines on Gender-Based Violence Interventions in Humanitarian Settings](#).

Confidentiality

- Confidentiality not only ensures survivors' safety but is central to upholding their dignity and privacy
- Secure consent from survivors (and, if appropriate, guardians or caregivers) when taking action to support recovery
- Specify with survivors if their personal information needs to be shared with other agencies or professionals
- Keep survivors' records in a secure location at all times
- Ensure staff, including interpreters and others involved in survivors' recovery, uphold confidentiality requirements

TRIPLE JEOPARDY TRAINING | **HIAS** 8

Background

- Explain that key to confidentiality is ensuring that disclosure of the survivor's information may only be done with his/her consent. Consent must be secured for each new disclosure to a third party.
- Service providers should explain that some information may need to be disclosed to others to access justice or receive medical care.
- Consider strategies to manage confidentiality if caregivers or family members are involved, or if you need to seek further advice on communication methods of an individual survivor.
- The decision about who to involve, and when, should be made in partnership with the survivor. It should consider risks to his or her safety.

Resources

GBV AOR (2010) [Handbook for Coordinating Gender-Based Violence Programs in Humanitarian Interventions](#). United Nations Population Fund (2005) [Guidelines on Gender-Based Violence Interventions in Humanitarian Settings](#).



Empowerment

- Empowerment helps survivors regain strength after abuse and take control of their lives
- Develop a healing plan in collaboration with survivors (and, if appropriate, support people)
- Frame the plan around the needs and priorities, as defined by the survivor
- Involve survivors in all aspects of planning, services and protection
- Consult with survivors during plan implementation to ensure it remains appropriate, and modify as needed

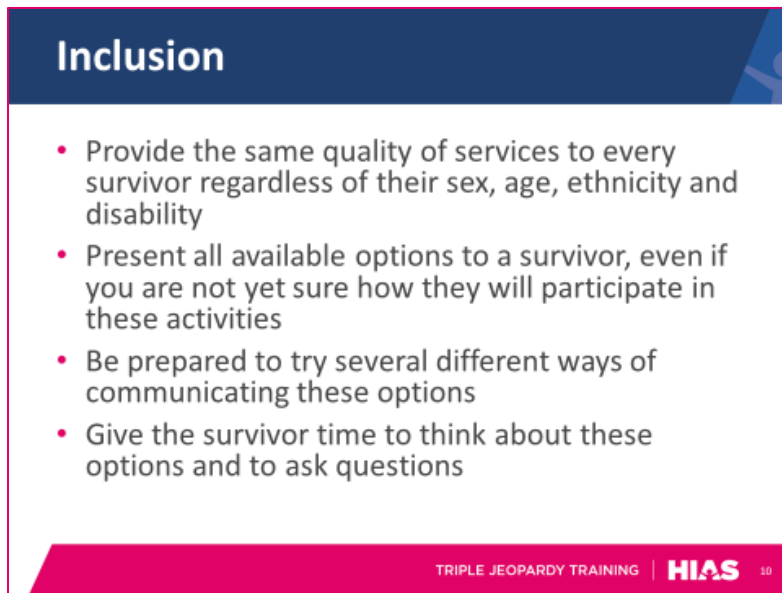
TRIPLE JEOPARDY TRAINING | HIAS 9

Background

- Explain that survivor empowerment is critical to recovery.
- A healing plan sets out what actions the survivor believes are best for them and where he/she needs support.
- The plan must center on the survivor's wishes and be completely voluntary.
- Over time, the plan should be modified to suit the survivor's needs and wishes.
- In some societies, older people are perceived as individuals who must be "cared for" or "protected." This may result in assumptions that survivors are incapable of making their own decisions, and staff may defer to others, including family members or other service providers, to make decisions on their behalf, reinforcing disempowerment.
- Work directly with older survivors and support them to make their own decisions.

Resources

GBV AOR (2010) [Handbook for Coordinating Gender-Based Violence Programs in Humanitarian Interventions](#). United Nations Population Fund (2005) [Guidelines on Gender-Based Violence Interventions in Humanitarian Settings](#).



Inclusion

- Provide the same quality of services to every survivor regardless of their sex, age, ethnicity and disability
- Present all available options to a survivor, even if you are not yet sure how they will participate in these activities
- Be prepared to try several different ways of communicating these options
- Give the survivor time to think about these options and to ask questions

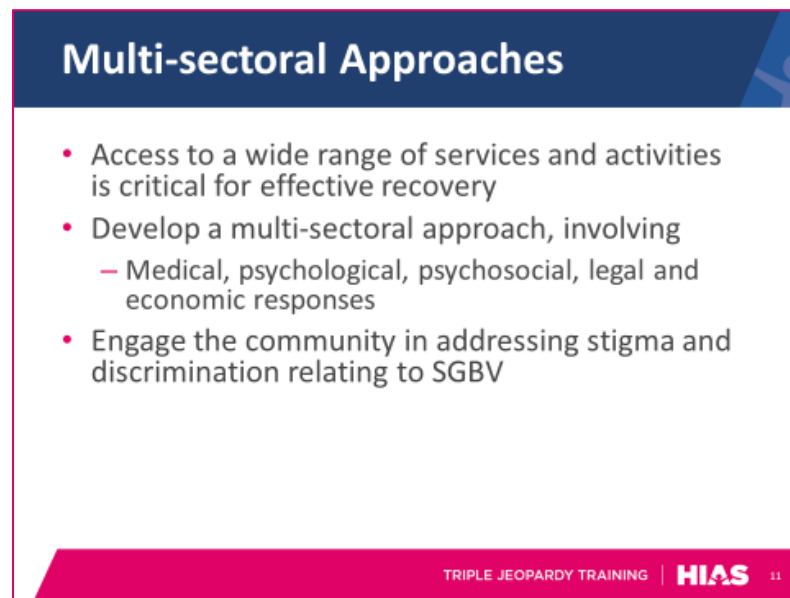
TRIPLE JEOPARDY TRAINING | HIAS 10

Background

- We must provide the same quality of services to every survivor regardless of their sex, age, ethnicity and disability.
- Be careful not to make assumptions about the capacity of older survivors. This may result in a failure to fully present the different options to an older survivor, resulting in discrimination in service provision and reinforcing disempowerment as others make decisions for the survivor.
- Present all available options to older survivors, even if you are not yet sure how they will participate in these activities.
- Be prepared to try several different ways of communicating these options (e.g., if there is an English class in your women's center, you may want to support the survivor by visiting the class to show her what it involves). Give the survivor time to think about these options and to ask questions.

Resources

Health-GenderViolence.org (2016) [Strengthening Health System Responses to Gender-based Violence in Eastern Europe and Central Asia: Principles and Standards for Service Provision](#). United Nations Population Fund (2012) [Managing Gender-based Violence in Emergencies: E-learning Companion Guide](#).



Multi-sectoral Approaches

- Access to a wide range of services and activities is critical for effective recovery
- Develop a multi-sectoral approach, involving
 - Medical, psychological, psychosocial, legal and economic responses
- Engage the community in addressing stigma and discrimination relating to SGBV

TRIPLE JEOPARDY TRAINING | HIAS 11

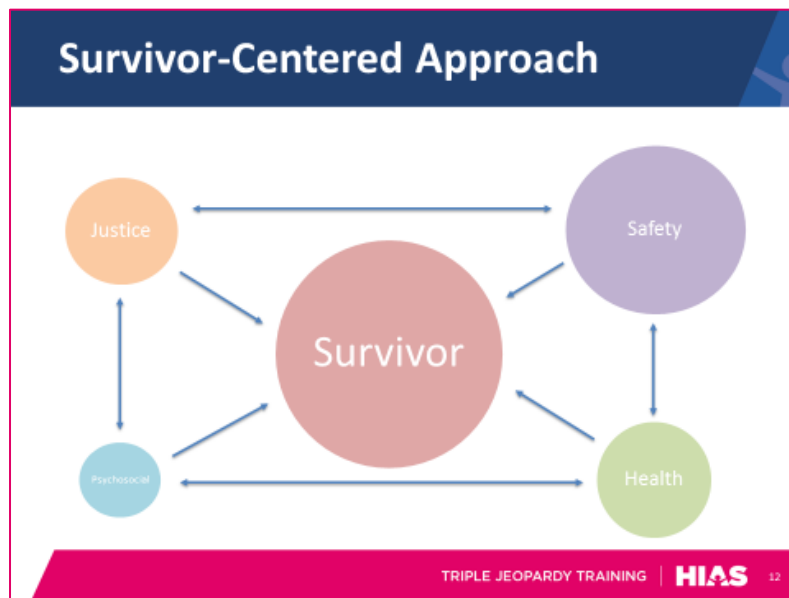
Background

- Explain that a survivor's path to recovery may involve a variety of service providers working hand in hand to support the survivor.
- Survivors should take the lead on deciding which services they want to access and when.
- While service providers – whether medical, psychological or legal – play a key role, survivors should be actively supported by family, caregivers and community members. The survivor should decide who and when to involve these other actors.
- Raise awareness about SGBV in the community to reduce stigma and discrimination faced by survivors.

Resources

Health-GenderViolence.org (2016) [Strengthening Health System Responses to Gender-based Violence in Eastern Europe and Central Asia: Principles and Standards for Service Provision](#). United Nations Population Fund (2012) [Managing Gender-based Violence in Emergencies: E-learning Companion Guide](#).

SLIDE 12: SURVIVOR-CENTERED APPROACH



Background

- As discussed, SGBV response centers on the survivor, with support from caregivers and family. Community support is critical for recovery and reintegration.
- Effective response relies on a strong referral system involving medical, physical, psychological, psychosocial, legal and economic support.
- Each element may vary in its importance for each survivor. In this diagram, the survivor's need for safety outweighs most of the other needs. It reinforces the importance of coordination and referral systems.

Case Study: Samira

Samira is a 58-year-old blind refugee widow. She lives in a refugee camp with her two granddaughters, aged 12 and 14. Samira does not participate in community activities or training opportunities because she is busy making ends meet. She has never approached an NGO for assistance.

Wendy, a caseworker, is conducting her first home visit to assess the SGBV risk to Samira and her granddaughters.

TRIPLE JEOPARDY TRAINING | **HIAS** 13

Materials

Flip chart and markers

Background

- Participants should discuss how our own attitudes and assumptions about older people (and people with disabilities) can influence how we implement the survivor-centered approach:
 - **Dignity** – Did Wendy create an opening for Samira to describe her needs and concerns? Did she recognize Samira’s capacity – not just her limitations – as an older, blind woman? Did she offer to provide a social worker or interpreter who is older?
 - **Safety** – Did Wendy ask Samira questions about who she can contact when feeling unsafe or when she feels that her granddaughters are unsafe? Did Wendy explore the possible risks that she faces because she is blind? Did she ask Samira how she is able to provide sufficient protection for her granddaughters?
 - **Confidentiality** – Did Wendy advise Samira that the information they would be discussing would be kept confidential? Did she arrange a way to speak confidentially with Samira’s granddaughters?
 - **Empowerment** – Did Wendy engage with Samira on decisions for herself? Did she do the same with Samira’s granddaughters? Did Wendy explore Samira’s preferences and wishes, as well as those of her granddaughters?
 - **Inclusion** – Did Wendy provide different options for services and programs that Samira and her granddaughters could consider? Did she give Samira and her granddaughters time to think about these options and ask questions?
 - **Multi-sectoral approach** – What services did Wendy discuss with Samira and her granddaughters? Do these services address immediate health and safety issues, as well as supporting psychosocial support activities? Did Wendy identify which community activities Samira and her granddaughters may want to join in the future, and any supports needed?

Group Activity (15 minutes)

- Show participants the slide and ask one to read out the scenario.
- Divide the participants into Group A and Group B

- Group A should develop a 5-minute skit showing Wendy's first meeting with Samira and her granddaughters. The survivor-centered approach should be used to identify needs and a healing plan.
- Group A should perform the skit.
- While watching, Group B should take notes about how the social worker applied the survivor-centered approach. Group B should then present these findings along with its feedback.
- Discussion question: Was the survivor-centered approach fully employed? If yes, how?

SLIDE 14: SUMMARY

Summary

- The survivor-centered approach empowers survivors to take a leading role in their recovery
- Key principles include dignity, safety, confidentiality, empowerment, inclusion and a multi-sectoral approach
- All principles also apply to SGBV survivors with disabilities
- We must adapt the way we interact with survivors with disabilities and caregivers, as well as our communication methods to ensure these principles are implemented

TRIPLE JEOPARDY TRAINING
HIAS
14

Background

- Ask a different participant to read out each of the summary points.
- Ask participants for any questions or requests for clarification.