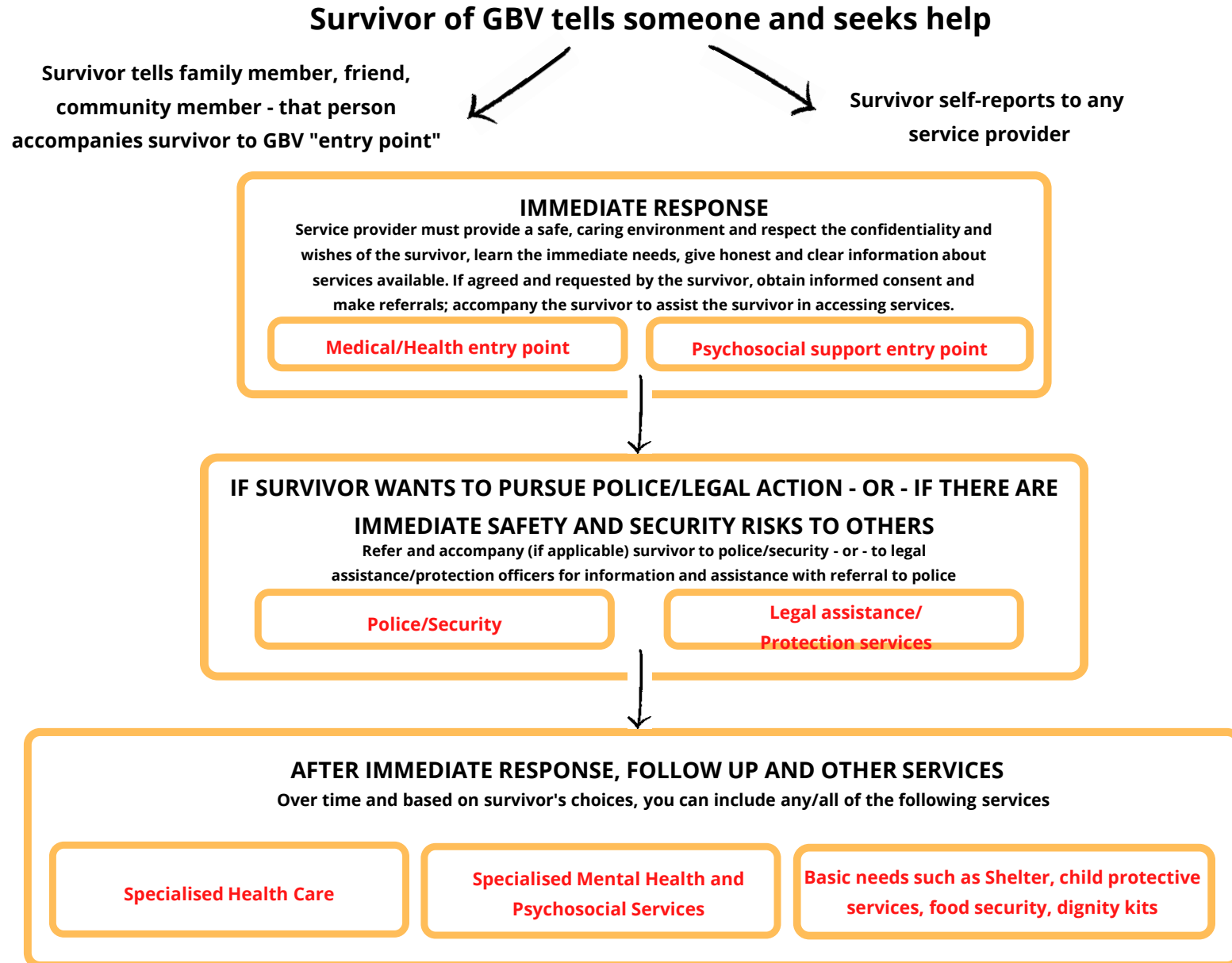




GOVERNMENT OF SAINT LUCIA

GENDER-BASED VIOLENCE REFERRAL PATHWAYS

Gender Based Violence (GBV) Referral Pathways



1 A SURVIVOR DISCLOSES GENDER-BASED VIOLENCE TO SOMEONE TRUSTED

The survivor tells a trusted family, friend, or a community member OR The survivor self-reports to any service provider

IMMEDIATE RESPONSE

- Respect the confidentiality and wishes of the survivor
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- Obtain and document informed consent.
- When family/guardians make decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child
- Support survivors of rape to access medical care within 72 hours (but it is their choice).

DO

- DO believe the survivor. Reassure the survivor that this was not his /her fault.
- DO make sure that both the survivor and you are safe from immediate danger.
- DO provide practical care and support (e.g. offer water, somewhere to sit, etc.)
- DO listen to the person without asking questions.
- DO be aware of and set aside your own judgments.
- DO respect the right of the survivors to make their own decision.
- Inform, do not give advice.
- DO limit the number of people informed about the case (refer the case confidentially to appropriate GBV focal point, and only with the informed consent of the survivor).

DO NOT

- DO NOT force help on people, be intrusive or pushy.
- DO NOT pressure the survivor into providing information or further details.
- DO NOT doubt or contradict the survivor.
- DO NOT investigate the situation or provide advice
- DO NOT mediate between the survivor and the perpetrator or a third person (e.g. family).
- DO NOT write down or share details of the incident or personal details of the survivor
- DO NOT assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.
- Once a GBV referral has been made, DO NOT ask for extra information or contact the survivor directly.

ALWAYS PRACTICE THE SURVIVOR CENTERED APPROACH

- PRIORITYZ the needs, wishes, and decisions the survivor expresses
- ENSURE the survivor makes ALL decisions about accessing services and sharing information regarding her case
- DO NOT TELL THE SURVIVOR WHAT TO DO
- NEVER blame the survivor
- Be patient, be a GOOD LISTENER, and be NON-JUDGEMENTAL

2 IF THE SURVIVOR HAS GIVEN INFORMED CONSENT, THE IMMEDIATE RESPONSE SHOULD BE:

PRIORITIZE URGENT HEALTH CARE!

PRIORITIZE SAFETY AND SECURITY!

SEXUAL VIOLENCE

If the survivor needs it - ensure immediate access to available medical care (within 3 days /72 hours for emergency HIV treatment; within 5 days for emergency contraceptives and prevention of sexually transmitted infection).

PHYSICAL VIOLENCE

If the survivor needs it - seek medical care if he/she is experiencing severe pain, bleeding, or for the treatment of non-sexual violence related injuries

IF THERE IS AN IMMEDIATE RISK OF SAFETY FOR THE SURVIVOR/THERE IS A LIFE-THREATENING CONCERN
Contact competent authorities (police,) or other appropriate emergency support.

3 IF THERE ARE NO URGENT HEALTH OR SAFETY & SECURITY NEEDS, RESPOND TO OTHER SERVICE NEEDS

These can include Mental Health Services, Shelter, Non-food Items, Food, or Legal Information & Advice.

GBV REFERRAL PATHWAYS - SAINT LUCIA

(TO BE USED ONLY BY TRAINED CASE WORKERS/SOCIAL WORKERS)

CASE MANAGEMENT FOR ADULTS



Family Court -(IPV) Intimate Partner / Domestic Violence

(Castries / Vieux Fort)

(Mon-Fri 08-16:30)

468-3309 / 454-6225

Royal Saint Lucia Police Force - Vulnerable Persons Team - (SA) Sexual Assault, elder and child abuse

(Castries / Vieux Fort) (Mon-Fri 08-16:30) | 456-4052 /

285-7258

Women Support Centre (24) 202

FOR CHILDREN

DIVISION OF HUMAN SERVICES

(Castries / Vieux Fort)

(Mon-Fri 08-16:30)

468-5362 /452-7204 / 454-9351/
454-3038

Upton Garden Girls Centre

(Castries)

(Mon-Fri 08-16:30) | 452-5094

New Beginnings Transit Home

(24h)

450-9089



PRIORITIZE IMMEDIATE NEEDS!



MEDICAL SERVICES



FAMILY PLANNING SERVICES/STI TESTING & TREATMENT/ HIV COUNSELLING & TESTING

St Lucia Planned Parenthood Association

(Castries) (Mon-Fri 08-16:30)

452-4335

FAMILY PLANNING SERVICES

Ministry of Health - Community Nursing - See directory on next slide (Mon-Fri 08-16:30)

CLINICAL MANAGEMENT OF RAPE

St Jude's Hospital (Vieux Fort)

(SRH - Mon-Fri 08-16:30)

(Clinical mgmt. of rape - 24h)

459-6700

OKEU Hospital (Castries)

SRH - Mon-Fri 08-16:30)

(Clinical mgmt. of rape - 24h)

727-4068

MENTAL HEALTH & PSYCHOSOCIAL SUPPORT



ProSAF (Gros Islet)

(Mon-Fri 08-16:30)

724-3999

Saint Lucia Crisis Center

(Castries)

(Mon-Fri 08-16:30)

453-1521/453-6848

Women Support Centre (24)

202

Girls of a Feather (Castries)

(Mon-Fri 08-16:30)

729-6684

Mental Wellness Center

(Castries)

(Mon-Fri 08-16:30) **203**

452-7393/452-2619

SECURITY



Royal Saint Lucia Police Force - Vulnerable Persons Team (SA) Sexual Assault, elder and child abuse (Castries / Vieux Fort) (24 h)

456-4050 / 456-4052

Royal Saint Lucia Police Force - Community Police Station

See directory on next page

(24 h)

GBV REFERRAL PATHWAYS - SAINT LUCIA

(TO BE USED ONLY BY TRAINED CASE WORKERS/SOCIAL WORKERS)

PREVENTION OF SEXUAL EXPLOITATION AND ABUSE



Raise Your Voice Saint Lucia
(Castries)
(Mon-Fri 08-16:30)
487-2329 / 723-4227

Department of Justice - Forensics Lab
(Castries)
(Mon-Fri 08-16:30)
452-7200

LEGAL SERVICES
Legal Aid Authority
(Castries)
(Mon-Fri 08-16:30)
431-7893 / 724-3363



Family Court -(IPV)
(Castries/Vieux Fort)
(Mon-Fri 08-16:30)
468-3309 / 454-6225

Raise Your Voice Saint Lucia
(Castries)
(Mon - Fri 08 -16:30)
487/2329 / 723-4227

FOOD SECURITY

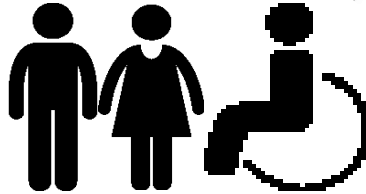


Welfare Services Unit
(Castries) (Mon-Fri 08-16:30)
468-5148

Saint Lucia Social Development Fund (Castries) (Mon-Fri 08-16:30)
468-5148

Raise Your Voice Saint Lucia
(Castries) Mon - Fri 08 - 16:30
487-5329 / 723-4227

PRIORITIZE IMMEDIATE NEEDS!



SHELTER



Division of Human Services
(Castries) (Mon-Fri 08-16:30)
452-7204

Comfort Bay Senior Citizens Home (Elderly)
Vieux Fort (24h)
452-2704

The New Beginnings Transit Home (Boys and Girls)
Castries (24h)
452-2704

Rainbow Home (Boys and Girls)
Vieux Fort (24h)
454-9219

Holy Children's Family Home (Boys and Girls)
Gros Islet (24h)
459-0110

Boys' Training Center (Boys)
Castries (24h)
452-2704

Women's Support Centre
Castries) (24h)
202

Raise Your Voice Saint Lucia
(Castries) (Mon-Fri 08-16:30)
487-2329 / 723-4227

BLUE TEXT = REMOTE SERVICE PROVISION / RED TEXT = HOTLINE

GBV REFERRAL PATHWAYS - ST LUCIA

(TO BE USED ONLY BY TRAINED CASE WORKERS/SOCIAL WORKERS)

MEDICAL & SECURITY SERVICES - DIRECTORY OF OTHER CENTRES NOT LISTED ON PATHWAYS



FAMILY PLANNING SERVICES

Ansa La Raye - (Mon- Fri- 08.00-16.30)

Anse La Raye Health Centre - 451-4225

Jacmel Health Centre - 451-4004

Babonneau - (Mon- Fri- 08.00-16.30)

Fond Assau Health Centre - 450-5939

La Guerre Health Centre - 458-9222

Canaries - (Mon- Fri- 08.00-16.30)

Canaries Health Centre - 459-4430

Castries - (Mon- Fri- 08.00-16.30)

Castries Health Centre - 452-4416

Babonneau Health Centre - 450-5858

Bexon Health Centre - 452-1261

Ciceron Health Centre - 453-7934

Antrepot Health Centre - 452-1873

La Clery Health Centre - 452-4303

La Crois Maingot Health Centre - 451-4248

Ti Rocher Health Centre - 452-3529

Vanard Health Center - 451-4247

Choiseul - (Mon- Fri- 08.00-16.30)

La Fargue Health Centre - 459-3238

Mongouge Health Centre - 459-3123

Saltibus Health Centre - 455-1589

Delcer Health Centre - 459-3971

Dennerly - (Mon- Fri- 08.00-16.30)

La Ressource Health Centre - 453-3312

Richford Health Centre - 453-3355

Gros Islet - (Mon- Fri- 08.00-16.30)

Grand Riviere Health Centre - 450-1651

Monchy Health Centre - 450-1319

Micoud - (Mon- Fri- 08.00-16.30)

Desruisseaux Health Centre - 455-0449

Micoud Health Centre - 454-4230

Mon Repos Health Centre - 455-3229

Ti Rocher Health Centre - 455-4520

FAMILY PLANNING SERVICES

Soufriere - (Mon- Fri- 08.00-16.30)

Etangs Health Centre - 459-7582

Fond St Jacques Health Centre - 459-7595

Vieux-Fort - (Mon- Fri- 08.00-16.30)

Laborie Health Centre - 454-6930

Grace Health Centre - 454-8357

Vieux-Fort Health Centre - 454-6337

Belle Vue Health Centre - 454-8001

SPECIALIZED SEXUAL AND REPRODUCTIVE HEALTH SERVICES

Castries - (Mon- Fri- 08.00-16.30)

Adolescent Health Clinic

Castries Health Centre - 452-4417

Vieux-Fort - (Mon- Fri- 08.00-16.30)

Vieux-Fort Health Centre - 454-6338

**SEE AMPHSS DIRECTORY FOR
LICENSED MENTAL HEALTH &
PSYCHO-SOCIAL SUPPORT
(private)**

COMMUNITY POLICE STATIONS

Ansa La Raye - (24/7)

Anse La Raye Police Station - 456-3600

Canaries - (24/7)

Canaries Police Station - 456-3610

Castries - (24/7)

Babonneau Police Station - 4506-4120

Marchand Police Station - 456-3885

Choiseul - (24/7)

Choiseul Police Station - 456-3635

Dennerly 24/7)

Dennerly Police Station - 456-4090

Richford Police Station - 456-3690

Gros Islet - (24/7)

Gros Islet Police Station - 456-3839

Rodney bay Police Station - 456-4062

Marigot - (24/7)

Marigot Police Station - 456-3829

Micoud - (24/7)

Micoud Police Station - 456-3670

Soufriere - (24/7)

Soufriere Police Station - 456-3620

Vieux-Fort - (24/7)

Laborie Health Police Station - 456-3645

Vieux-Fort Police Station - 456-3905

BLUE TEXT = REMOTE SERVICE PROVISION / RED TEXT = HOTLINE