

Responsibilities of Data collection Coordinators and Protection colleagues to support enumerators safely respond to incidents disclosures

Responsibilities of Data-Collection Coordinator

- Questionnaires should **NEVER include questions about violence.**
- **Discuss and agree with Protection, GBV/CP/Trafficking colleagues :**
 - **What enumerators should do** if somebody discloses a GBV incident, a Trafficking incident involving an adult
 - **What enumerators should do** if somebody discloses a GBV, Trafficking incident involving a child or another type of CP incident
- Acquire (from Protection) and share with enumerators the public version of **the Referral Pathway** available in the areas and **list of Protection, GBV, CP Focal Points**
- Where a Referral Pathway is not available, **obtain contact details of available services** in the area from Protection colleagues (including as a minimum GBV, CP and Protection actors, Healthcare centre, Police...)
- **Include a session on safely managing Incidents Disclosures** in each enumerators training

Responsibilities of Protection/GBV/trafficking & CP colleagues

- Provide the public version of the **Referral Pathway** to Data Collection Coordinator
- Where a Referral Pathway is not available, provide **the contact details of available services** in the area (as a minimum GBV, CP and Protection actors, Healthcare centre, Police...) to Data collection coordinator
- **Provide and update contact list** of GBV Focal Points to Coordinator and **TRAIN Focal Points** on how to guide enumerators when contacted
- **Train enumerators on how to respond** to protection disclosures
- **Support enumerators** when they contact you

What if...?

What if there are no services in these areas?

- **ARE YOU SURE?** In most countries at least some services are present, run by authorities, other UN and NGOs and local civil society
- Raise the issue to senior management and lobby through **Protection Cluster*** (or WG) and Inter-Cluster (or Inter-Sectoral) **Coordination Group.** *

**https://www.globalprotectioncluster.org/_assets/files/tools_and_guidance/essential-protection-guidance/hc-hct-centrality-of-protection-in-practice-note.pdf*

What if we do not have IOM protection/GBV/CP Focal Points in the country?

- Reach out to Clusters/WG/AoRs
- Enlist the support of senior management in this cooperation
- Reach out to the Regional/HQ colleagues for advice

What if there is no referral pathway?

- Raise the issue with the emergency coordinator, Protection colleagues or senior management
- Inquire with Protection, GBV, CP or CCCM* sector or other organization/authority: they may have one
- Obtain contact details of available services in the area from Protection colleagues (including as a minimum GBV, CP and Protection actors, Healthcare centre, Police...)

**CCCM Minimum Standard 4.3: Referral pathways*

What is SEA (Sexual Exploitation and Abuse?)





Sexual exploitation is any **actual or attempted abuse** of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual abuse means the **actual or threatened physical intrusion** of a sexual nature, whether by force or under unequal or coercive conditions

Understand that as a humanitarian actor you are inherently in a position of power

IOM has a Zero Tolerance Approach to SEA

Your obligations as part of IOM to prevent Sexual Exploitation and Abuse

- All IOM Employees, including protection officers, enumerators and DTM/Data collection coordinators **must NOT ENGAGE in SEA** 
- All IOM Employees, including protection officers, enumerators and DTM/Data collection coordinators **must REPORT AN INCIDENT** 
- DTM/other data collection Coordinators and protection officers, are responsible to **facilitate enumerators access to PSEA training and greater awareness of SEA** 
- DTM/other data collection Coordinators and protection officers, are responsible **to ensure enumerators know how to report and can report** 

How to balance confidentiality and mandatory reporting?

- **Explain** to the survivor that if they tell you someone from IOM or another aid worker has hurt them, you have to report what that person has done so he/she can't hurt anyone else
- **Explain** that information will be shared confidentially and **let the survivor decide** how much or how little they want to tell you
- **Share information** about GBV and other **services** the survivor may need (*as seen for GBV, CP and protection disclosures*)
- **Ask** if the survivor allows you to share their name and contact details with investigators who will receive the report

Do's and Don'ts for enumerators in case of an incident Disclosure

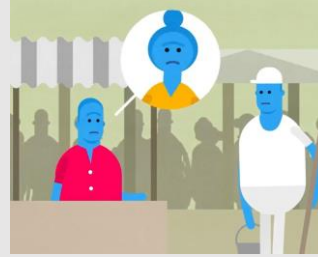
As enumerators, we can experience different situations: how do we act in each situation?



Someone tells the enumerator that **THEY** have been affected by GBV/CP

What should an enumerator do when someone says that **THEY** have experienced a GBV, CP or Trafficking incident?

- **Be Prepared:** Before you start data collection, have information on response services available (*Referral Pathway*) **but never seek out survivors of GBV, CP or Trafficking incident!**
- **Listen:** No judgement and no follow up questions; be aware of your own biases and keep neutral body language and expressions.
- **Be honest and gentle** tell them that you are not a specialist and can refer to somebody who can help
- **Use Referral Pathway and provide appropriate information on services they can access** (tell them it is their choice if they wish to reach out)
- **Keep** their **Information/** details that they shared **Confidential**
- Enumerators can **always contact a specialist for advice:** IOM or other Protection focal Point in your area
- **Never share details that can identify the survivors**



Someone tells the enumerator about **SOMEONE ELSE** who has survived an incident of GBV/CP

What should an enumerator do when a community member says that **SOMEONE ELSE** has survived a GBV, CP or Trafficking incident?

- **Be Prepared:** Before you start data collection, have information on response services available (*Referral Pathway*)
- **Listen:** No judgement and no follow up questions; be aware of your own biases and keep neutral body language and expressions.
- **Be honest and gentle** tell them that you are not a specialist however there are services that can help
- **Explain** to the individual the available services that they could discreetly share with survivor **ONLY if safe to do so.**
- **Keep** their **Information/** details that they shared **Confidential**
- **Never seek out survivors of GBV, CP or Trafficking incident!**
- Enumerators can **always contact a specialist for advice:** IOM or other Protection focal Point in your area
- **Never share details that can identify the survivor**



An incident may not be disclosed but may be **WITNESSED by the enumerator.**

What should an enumerator do when an incident is **WITNESSED BY THEM?**

- **Ensure they are safe** and remove themselves from danger
- **Do not involve themselves** or try to manage the situation – it may put themselves, the survivor/child, or colleagues at risk
- **If life-threatening** and ongoing incident **discreetly** call Police/Security
- If the incident that they witnessed has ended – **follow appropriate reporting procedures** (Check with supervisor if unsure)
- **Never Seek out survivors of GBV, CP or Trafficking incident!**
- Enumerators can **always contact a specialist for advice:** IOM or other Protection focal Point in your area
- **Never share details that can identify the survivor**

What should enumerators do if a child discloses a protection-related incident?

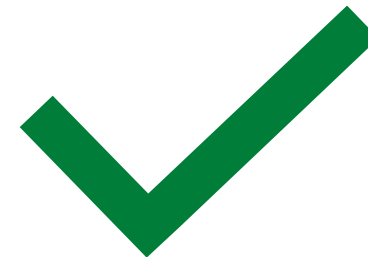


@CP Minimum Standards

- **Listen attentively** to the child, be honest, kind and gentle, be aware of your own biases and keep neutral body language and expressions.
- **Explain** that there are specific people who can help; ask the child if you can introduce them to your colleague (if you have the option of a specific child protection colleague there).
- **Advise** the child of available services **DIRECTLY** related to/for children, including CP case workers (IOM or others).
- **DO NOT:** ask follow up questions; hug/console the child; speak to the caregiver; try and find more information; get your CP colleagues to call the caregivers or try and meet with the child without the child's consent.
- Enumerators can **always** contact a specialist for advice! (IOM or other CP Protection focal Point in your area)
- **Never share details that can identify the survivor**

What should enumerators do to safely respond to disclosures of Protection-related incidents?

Do ...



- **Listen, be kind and gentle. No judgement and no follow up questions;**
- Be aware of your own biases and keep neutral body language and expressions.
- Address urgent basic needs if needed.
- Remember that the role of an enumerator is to share accurate, up-to-date information on available services and let the survivor make their own choices on what feels safe for them. *Seeking services is not always safe for a survivor and could lead to more harm.*
- Always ensure your safety, the safety of your staff and of the survivor and her/his community
- Get informed consent if you need to share information with others.
- Ask Protection focal point for advice when unsure

Do NOT...



- **Look for survivors of GBV or victims of violence**
- **Communicate in a public area**
- **Write anything down, take photos or record a conversation**
- **Try to resolve a dispute**
- **Ask for more details to better understand what happened**
- **Try to provide counselling**
- **Tell them what to do or give an opinion.**
- **Assume you know what someone wants or needs. Some actions may put someone at further risk of stigma, retaliation, or harm**
- **Share any information about the story or the person without informed consent**
- **Invite others into the discussion**
- **Make decisions on behalf of the survivors**