

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

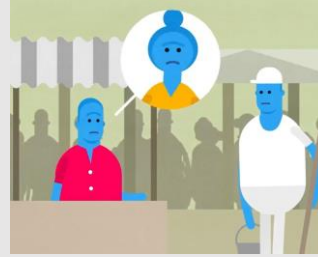
As enumerators, we can experience different situations: how do we act in each situation?



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?

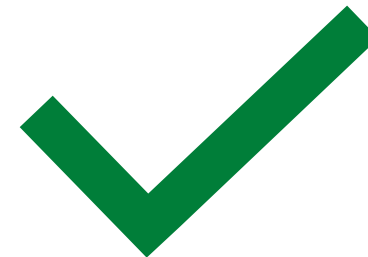


@CP Minimum Standards

- **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**

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