



Gender Transformation and Empowerment

DUTY BEARERS' HANDBOOK

FOR
Prevention and Response to Gender Based Violence

May 2011

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ABBREVIATIONS

- CBO; Community Based Organization
CSO; Civil Society Organization
DV ACT; Domestic violence ACT
GBV; Gender Based Violence
JP; Joint Program
L C; Local Councilor
MGLSD; Ministry Of Gender Labor and Social Development
NGO; Non Governmental Organization
SGBV; Sexual and Gender Based Violence
STI; Sexually Transmitted Infection
UWONET; Uganda Women's Network
VAW; Violence against Women

INTRODUCTION

This handbook has been prepared for use by gender based violence duty bearers established under the Support of the Joint Program for police officers, health officers, community development officers and local councilor officers to expand and improve their actions in handling gender based violence cases. The goal of the of this joint program is to contribute to the improved quality of life and enjoyment of rights for all. In support of the national policy on addressing gender based violence. The Joint program is aimed at: reducing vulnerability to GBV in the community particularly among girls and women in busoga region. (Kamuli, Buyende, Kaliro, Namutumba, Jinja, Iganga, Mayuge, Buyende districts)

To be a duty bearer requires having the right qualities, knowledge, time, experience and special training to help prevent and respond to the survivors of gender based violence. The role of duty bearers includes investigating the survivors' complaint, Counseling the survivor of GBV, Summoning the culprit to court, ensuring medical treatment for the survivors, advising the survivors on the right to apply for relief and lodge a criminal complaint, Offer guidance to the victims, offering social support and creating awareness about the need to prevent gender based violence

PURPOSE OF THE HAND BOOK

The primary purpose of the hand book is to sensitize duty bearers on how best to prevent and respond to all forms of gender-based violence in the society. The hand book was developed basing on the findings from the needs assesement that showed the knowledge and information required by duty bearers in order to effectively prevent and respond to GBV survivors, Thus the handbook seeks first to create awareness and familiarize all users and trainers on the various issues concerning GBV and secondly provide guidance on the best way to respond to cases of GBV.

The hand book therefore has as its objectives as

- Providing basic information to duty bearers on gender based violence
- Provide guidance on how best to respond and protect the survivors of GBV

Target Audience

This hand book is designed for use by duty bearers such as police officers, Community development offices, Local councilors and health officers that address gender based violence

The handbook emphasizes the importance at every GBV preventers” active involvement in addressing gender based violence.

SECTIONS OF THE HAND BOOK

The hand book is divided into seven sections on:

Chapter 1: Understanding who a duty bearer is, this section gives a brief background on how a duty bearer is, it states the how duty bearers are perceived and looked at by the communities.

Chapter 2: Is titled defining Gender; while as

Chapter 3: Titled gender based violence forms

Chapter 4: Legal frame work focuses on national, regional and international laws and instruments guiding response to gender-based violence.

Chapter 5: Focuses on responsibilities of duty bearers to address GBV.

Chapter 6: Dwells on effective communication as a useful skill in responding to the survivors of gender based violence

Chapter 7: Focuses on counseling skills as another important skill that duty bearers should possess while responding to the survivors of gender based violence.

ABOUT UWONET

This handbook has been prepared for use by gender based violence duty bearers established under the Support of the Joint Program for police officers, health officers, community development officers and local councilor officers to expand and improve their actions in handling gender based violence cases. The goal of the of this joint program is to contribute to the improved quality of life and enjoyment of rights for all. In support of the national policy on addressing gender based violence. The Joint program is aimed at: reducing vulnerability to GBV in the community particularly among girls and women in busoga region. (Kamuli, Buyende, Kaliro, Namutumba, Jinja, Iganga, Mayuge, Buyende districts)

Action for Development (ACFODE); Community Development Resource Network (CDRN); Forum for Women in Democracy (FOWODE); Association of Women Lawyers Uganda (FIDA-U); Association of Uganda Medical Women Doctors (AUWMD); Women Engineers, Technicians and Scientists in Uganda (WETSU); National Council for the Advancement of Women in Bahai Faith; Department of Women and Gender Studies, Makerere University; Uganda Media Women's Association (UMWA); National Association of Women's Organisations in Uganda (NAWOU); Uganda Women's Finance Trust (UWFT); Slum Aid Project (SAP); Disabled Women's Network and Resource Organisation (DWNRO); Centre for Domestic Violence Prevention (CEDOVIP) and ISIS Women's International Cross Cultural Exchange (Isis-WICCE)

ABOUT THE JOINT PROGRAM

The 5 year joint program on GBV (FY 2010/11-FY2014/15) will be implemented as a collaborative effort between the ministry of gender labor and social development (MGLSD), 8 district local governments, civil society organizations, (CEDOVIP, UWONET) and private sector firms with each playing unique but complementing roles aimed at reduced vulnerability to GBV in the community especially amongst girls, women in busoga region by 2015.

Joint program will contribute to among other things, the achievement of national development plan goals and provide the much needed data for reporting on UNSCR 1325 AND 1820 and the Goma declaration. The Joint Program will primarily target communities, duty bearers (as defined by the domestic violence ACT 2009), men groups, women groups, LC courts and the community at large. Within the community the program will forge partnership with cultural, faith based and other leaders whose influence in community perceptions and action is vital for tackling the issues of GBV. The cultural institutions of kyabazinga in busoga and faith based organizations already working on GBV will be an important part of the program target for partnership and building synergy through the various ongoing programs.

Program goal

To contribute to improved quality of life and enjoyment of rights for all. The main purpose is to reduce vulnerability to GBV in the community particularly among girls and women in Busoga region.

The Objectives are;

1. To Strengthen coordination among key actors at a national and local government level for effective prevention and response to GBV
2. To build capacity of duty bearers in local governments in Busoga Sub region to prevent and respond to gender based violence
3. To Mobilize communities with a particular focus on men's involvement as agents of change to prevent and respond to GBV
4. To generate and disseminate information on GBV in the busoga sub region for policy , programming and advocacy.

Strategy

To achieve the above objective, the JP will support capacity development through skills and knowledge building at different levels for the duty bearers at the local government level.

CHAPTER 1

DUTY BEARERS OF GBV

How have various duty bearers in society responded historically to GBV?

Historically, the response by various stakeholders in the society, such as the police, health service providers, religious organizations, family members and friends, has been highly insensitive to the plight of the survivors of GBV. Survivors of GBV are often blamed for being violated and most domestic violence cases are often considered a private matter with the female victims being blamed for not being submissive enough, patient and tolerant. The abused become doubly victimized by being accused of having provoked their husbands into beating them. Sexually abuse children in the home (victims of incest) are not believed when they report.

Instead they are often called bad children who tell lies. Local councilor officers are referred to as perpetrators of gender based violence because of their inconsistency and lack of transparency while handling gender based violence cases. A lot has always been said about the health officers as actors that don't only care but never interested in responding to the survivors of gender based violence. Yet the police has tried it's best under the child and family protection unit but mainly at the district level to support the survivors of gender based Violence Little has been done at the parish and village levels for the police officers that handle the survivors of gender based violence . This response often exposes the survivors to further and more severe abuse from the perpetrator.

What are the major consequences of this historical response to gender-based violence?

There are three major consequences of the insensitive response to reported cases of gender-based violence. These are:

Under-reporting. One of the characteristics of GBV and in particular sexual violence, is under-reporting.

Violence often goes unreported, Survivors generally do not speak of the incident for many reasons, including self-blame, fear of retribution, shame,, pressure from family members; lack of support, breakdown or unreliability of public services ignorance of rights and options available; economic dependence on batterer; mistrust of authorities, and risk/fear of re-victimization.

Acts of GBV evoke shame, blame, social stigma and often rejection by the survivor's family and community. Stigma and rejection can be especially severe when the survivor speaks out or reports the incident.

GBV survivors are at high risk of severe and long-lasting health problems, which could be physical or psychological in nature. These include permanent physical disabilities because of injuries sustained, mental imbalance/psychological trauma due to social stigma and rejection, unsafe abortion, and sexually transmitted diseases including HIV/ AIDS.

Death. This constitutes a major consequence of wrong response to reported cases of gender-based violence. Disbelieve, apathy and blame of survivor could result in murder or suicide.

What it means to be a duty bearer

To be an effective duty bearer you have to be approachable and flexible, ready to devote your time to preventing and responding to the survivors of GBV. As a good duty bearer, your job is not to judge survivor's behavior and ideas. Ideally, your response to the survivors will help them to think about their situation, Access justice and devise ways of advocating for their rights. As a duty bearer, you are a role model because your fellow employees and survivors "watch" how you behave and what you do. It is expected that you practice what you "preach" otherwise the people your helping will not believe what you say. You need to take time to make personal assessment so you can discover ways to improve those areas as well as developing your skills and knowledge.

Being a duty bearer

The main role of the a duty bearer is to protect and respond to the issues raised by the survivors of gender based violence. as per the domestic violence act 2009. A duty bearer is a local government employee employed by the government or elected into office by the people but serving under the same local government structure. Duty bearers belong to 4 different categories of police officers, local councilor courts, health officers and community development officers.



As a duty bearer, the main purpose of your work is to respond to the survivors of gender based violence, prevent gender based violence, investigate the victim's complaint, Counsel the survivor of GBV, Summon the culprit to court, ensure medical treatment for the survivors, advise the survivors on the right to apply for relief and lodge criminal complaints, offer guidance to the victims.



Know fellow duty bearers

It is important to understand the team you are working with to address GBV. Therefore, it is important to work within the established structures to significantly reduce GBV. Your efforts should contribute to changes in attitudes and behaviors among the survivors and culprits. This can not be done in Isolation but in conjunction with other duty bearers. This joint program looks

at duty bearers as police, Local councilor courts, community development officers and health officers as a joint team that relays on each others support and strength I order to address gender based violence.

Wrap up

Gender based Violence has serious consequences which are far reaching and include the erosion of self esteem, self-worth, physical, mental and psychological health, loss of productivity, costs of health care, unwanted pregnancies, infections, legal and judicial costs. Effective strategies like duty bearers responding and preventing can decrease on the impact of gender based violence in the society.

CHAPTER 2

WHAT IS GENDER?

This refers to socially constructed roles, behaviors, activities, and attributes that a given society considers appropriate for men and women. Therefore gender is not given/natural but constructed through our cultures in the society. This means that gender varies from one culture to another i.e. gender constructs in Karamoja region are not the gender constructs in Busoga region. Gender is different from sex.

What is sex?

This is the biological and physiological characteristics that define men and women. Therefore, sex is genetic, born with and cannot change from one society to another. I.e. men have testicles while as women don't, women have ovaries while as men don't. Men have the ability to produce sperm while as women produce Ova, Women can give birth and breast feed children while as men can not.

Why men feel uncomfortable with the term gender?

A discussion about gender relations reveals the fact that women are often discriminated against in almost all spheres of life-public and private. The concept assumes that the inequality between men and women can be changed, and equality between the sexes attained. This requires a change in attitude. This makes men uneasy.

Why should they "lose" the power, control and identity "God gave them as men". However a better understanding of gender and gender relations, improves communication and understanding between the sexes.

The differences between gender and sex

Gender and sex have always been mistaken to be the same but the 2 concepts differ from one another. These differences include:

Sex	Gender
● Biological/ natural ● Born with ● Universal ● Can not change	● Socially constructed ● Not born with ● Different from society to society ● It changes according to development

Gender roles

These are a set of rules or tasks established by the society to tell us how to behave according to our sex. **I.e. A woman in Buganda culture is supposed to kneel while greeting elders while as a man is supposed to stand. Yet among the Banyankole greeting is exchanged with a peck on the right and left cheek and this is done while standing for both sex.**

Gender roles are therefore based on social beliefs, values, expectations and attitudes of what it means to be a woman, man, boy or girl. This means that they are learned and vary from one culture to another. Therefore gender norms and values end up leading to gender differences between men and women which in the end result into gender discriminations in our societies.

Sample of Women's roles among the Baganda

- To respect, obey and care for your husband
- Care for the family
- Produce and raise children
- Take good care of the husband's property
- Produce food for the family
- Get married to a man
- Subjective to men's decisions
- Carry out less heavy tasks since they are associated to be weak

Sample of Men's roles among the Baganda

- Provide for the wife and family
- Produce and provide for the children
- Culturally children belong to the man since they usually take up the man's culture.
- Manages the finances of the family
- Marry women
- Makes final decisions in the family

Gender-based violence (GBV) is an umbrella term for any harm that is perpetrated against a person's will that is the result of power imbalances that exploit distinctions between males and females.

GENDER BASED VIOLENCE

What is gender based violence?

Gender-based violence is “violence involving men and women, in which the female is usually the victim; and which is derived from unequal power relationships between men and women.”² Due to unequal power dynamics and lower social status, women are more likely than men to be sexually or physically assaulted—often by their own husband, partner, or someone close to them. Because such violence is rooted in gender inequality, “gender based violence” has become an internationally accepted term for physical, sexual, and psychological violence against women.

Violence against women is socially acceptable in many societies and abused women may be left with little choice but to suffer in silence.

Is Gender based violence the same as violence against women?

Gender-based violence and violence against women are often used interchangeably, which means either one of them can be used to refer to various acts of violence against women and young girls. Though gender refers to men and women, the term gender-based violence as defined above, refers to violence against the female sex and male sex.

²Men also suffer from gender-based violence. However, Women are mostly the victims. In recognition of the facts, women are mostly the victims of gender based violence.

The United Nations defined gender based violence, as harm or suffering to women but it goes beyond women to also men.

Forms of gender based violence experienced by Men and Women

Violence has always been part of human experience. Despite this fact, the world does not have to accept it as part of the human condition. According to a WHO report, more than a million people lose their lives and many more suffer non-fatal injuries as a result of self-inflicted, interpersonal and collective violence every year.. The magnitude of violation has caused it to become a crucial issue for action.

Domestic Violence

Domestic violence is the most common form of violence, and the most difficult to deal with, since it is perpetrated under the privacy of the home and family. Such is the extent of this type of violence that women and girls have come to accept it as norm in marriage. Studies show that 41% in Uganda; Domestic violence thrives because it is not criminalized in most countries. It is a manifestation of the patriarchal society, which aims at perpetuating unequal power sharing and relationships between men and women.

Domestic violence takes forms such as **wife battering, child defilement, desertion, abusive language, marital rape, incest, child labour and sexual exploitation of domestic workers**. Physical and psychological forms of violence take the form of actual physical beating, intimidation, verbal abuse, subordination, over-work.

Socio-cultural Practices

Some traditional practices encourage GBV like

- Female Genital Mutilation (FGM),
- Early and forced marriage,
- Early sex,
- Discriminatory practices
- Child labour and wife inheritance are apt examples that have hazardous health, mental, physical and social effects.
- Others include folk tales, songs, proverbs and sayings that undermine women's
- capabilities and teach them to subordinate their own needs, wills and sexual desires in order to please and serve men.
- The gender-based division of labour and heavy workloads for girls is another form of exploitation and abuse.
- In most cultural settings, women are regarded as the property of their fathers, husbands, brothers, uncles and even sons. They are owned and controlled by families and clans. At the death of a husband, the woman becomes a commodity to be inherited, or the subject of torture, as relatives grab family property as if she and the children are of no consequence.

Economic

Economic violence has been cited as one of the forms of violence that is perpetrated on women and Men because of their economic dependence.

- In cases where men can give or withhold financial support.
- Deprivation of necessities such as food and basics like clothing and school fees for girl and boy children is one of the common forms.
- The denial of the right to work as well.
- Forced surrender of women's money to husbands or male friends is another form that is experienced.
- The grabbing of widow's or widower's property by relatives of the deceased spouse and orphaned children
- is one of the most common forms in Busoga region.
- Destruction of family property (e.g. furniture and housing)

Sexual Violence

This is “any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances or acts to traffic, directed against a person's sexuality using coercion, by any person regardless of the relationship to the victim, in any setting including but not limited to home and work” (WHO, 2002).

Coercion can cover a whole spectrum of physical and psychological force, intimidation, blackmail or threats. Sexual violence includes incest and different types of rape - attempted, gang, date, marital and systemic. Sexual harassment, demands for sex in return for favours, sexual abuse of children and mentally or physically disabled people, forced marriage, denial of the right to use contraceptives, forced abortion, violence against the sexual integrity of women including FGM, forced prostitution and trafficking are the other forms of sexual violence.

Causes of Gender based violence

- Alcohol and substance abuse
 - Poor communication
 - Cultural practices
 - Poor upbringing
 - Obsessive urge to control others
 - Poverty
 - Ignorance
 - HIV status
 - Poor family relationships
 - Misinterpretation of religious and cultural teachings
 - Mental illness
- Unwillingness to control sexual urge

Effects of Gender based violence:

- Infection with HIV and other STIs
- Family break up
- Communication break down
- Unwanted pregnancies
- Psychological and emotional trauma
- Reduced productivity leading to poverty
- Serious physical injuries and illness
- Death

Tips for non-violent conflict resolution:

- If you are feeling very angry, remove yourself from the situation until you feel calm enough to discuss the issue peacefully
- Seek advice about your relationship from people who have relationships that you admire
- Avoid taking too much alcohol because it can encourage violence
- Listen to your partner and try to be patient
- Visit a counselor to discuss difficult issues

Differentiating a survivor from a Perpetrator

SURVIVOR

Survivor refers to those people who have lived through GBV incident

PERPETRATOR

A perpetrator is a person who commits an act of gender based violence there might be one perpetrator or more than one

Why don't most survivors seek for help?

Shame; Inaccessibility of services; Poor response or inappropriateness of services; Fear of reprisals; Safer to stay in relationship, potential loss of custody of children; no economic support; Hopefulness about the violence stopping; Family/cultural expectations; Partner's threats.

Wrap up

Violence against women or men is a global problem affecting millions of women, men, boys and girls of all cultures, religions, Socio-economic strata, educational levels and other diversity. It is recognized as a human rights issue that manifests itself in physical, psychological, sexual, social and cultural forms. Violence is the result of the complex interplay of individual, relational, social, cultural and environmental factors. The root cause of violence is the unequal power relations between females and males, in most societies, which makes violence a critical gender issue. Other factors include legal, policy, political, economic and institutional.

CHAPTER 4

ACTIVITY SHEET

GENDER BASED VIOLENCE IN YOUR COMMUNITY

1. What causes gender-based violence in your
2. Community?
3. What are the contributing factors to GBV in
4. your community?
5. What are the consequences of GBV on Individuals, families, and communities?
6. What are community attitudes and responses to GBV?
7. Why do many survivors of GBV not seek help?

Responsibilities of duty bearers to address gender based Violence

The response by various duty bearers is very important in tackling GBV cases. Duty bearers' response to reported cases of gender-based violence, could save a life or ruin it; encourage further violence or discourage it. Thus when a woman or man turns up with a complain that she /he has been abused, the duty bearer is expected to respond sensitively by doing the following:

Police officers' duties after a reported case of GBV

These roles and responsibilities are adopted from the Domestic Violence ACT and the Ugandan constitution Article 21(3).

- The police man or woman must show empathy to the survivor. This will help the victim feel more comfortable, relaxed and feel safe.
- Where the facility is available take the victim to an office, offer her /his seat, give her /him some few minutes to gain momentum before taking her/his statement.
- The complaint of the survivor should be taken in writing (statement) and referred immediately to the crime section of the police station
- Investigation should be carried out by the crime and investigation section of the police station and an Investigating police officer.

Where the victim is in need of medical attention or examination, the victim should be referred for medical treatment.

- Whether or not victim indicates interest in charging the matter to court, she should be advised on the importance of collecting evidences of sexual assault and/or physical assault in the form of pictures, medical/forensic reports, are taken immediately it occurs. This is because all physical evidence such as semen, vaginal tear, blood, and other injuries disappear with time. Thus it is important that such evidences are taken soon after the incident.
- A file should be opened for proper documentation of statements taken, photographs taken, hospital reports, and all steps taken by the police in the course of investigating the matter. Where it is obvious that the victim has been displaced and/or is in need of shelter, due to evident fear of going back home to their abuser, police should contact any of the referral centers listed below.

- The suspect should either be arrested or an official police letter of invitation sent to him to respond to the allegations by writing his own statement.
- If detained at the police station, the suspect should be charged to court within 24 hours..
- The investigation police officer should ensure that the case file and all supporting documents are transferred to court on time.
- The investigation police officer should also make himself or herself available to meet with the victim's lawyer for pre-trial preparations.

After a survivor of gender based violence has reported her case to the police, it is the duty of the police to do the following:

- Investigate
- Invite the suspect/make an arrest
- Detain the suspect

Investigation

Investigation could be embarked upon by the police based on the nature of the complaint. Investigation is carried out for the following reasons:

- Gather sufficient facts or evidence to identify the perpetrator(s)
- Build up a case in order to bring the matter to trial

Investigation may take few hours, weeks, months or years depending on the gravity of the violence or attack and the consequences of such assault such as murder and whether the accused person is apprehended.

Invite the Suspect/Make an arrest

The police has a duty to invite/make an arrest of a suspect of an alleged crime for interview/interrogation. Make an arrest when an offence has been committed. Arrest is when the police takes a person into custody and deprives him/her of freedom of movement for allegedly committing a criminal act.

An invitation and/or arrest is legal when all of the following conditions exist:

1. A written complaint/report has been made about a criminal activity e.g rape, assault etc.
2. The police issues the suspect an official invitation letter to the station
3. An arrest made at the crime scene, or with a warrant issued by a magistrate and presented to the suspect at the point of arrest.

Detention

The police cannot detain/keep the suspect for more than 24 hours and 48 hours in serious cases except weekends. The purpose of the time frame is to enable the investigation police officer take and record personal information about the suspect, gather further information and evidence; allow witnesses to view the suspect and substantiate the case that the police is building up. The suspect may be asked to identify others involved in the crime.

Police officers:

- Actively listen to the survivors
- Respond to immediate physical and psychological needs;
- Provide services free of cost;
- Support the survivors in courts
- Provide referrals;
- Confidentially collect, document, and analyze data and data on quality of services.

Psychosocial:

- Provide supportive and free counseling confidentially collect, document, and analyze client data;
- Offer community education/sensitization

Responses by local council courts after a GBV report

In responding to victims of gender based violence, the following support services are rendered by the Local councilor courts

Counseling.

This is primarily aimed at assisting the victim deal positively with the violence she/he has experienced. Ideally counseling should be done by a professional counselor equipped with counseling skills and quite knowledgeable in women's rights as guaranteed by the constitution, criminal code and other regional and international instruments.

In counseling, a non-directive approach should be employed by duty bearers. This is a client-centred method of counseling. It gives very minimal directions and instructions. This method provides a warm permissive atmosphere in which the client feels free to discuss her problems frankly.

- Let her/him know you will invite her alleged abuser for a meeting
- As a local councilor leader find

out what other support the survivor has around her/his (friends, relatives, neighbours, pastors etc)

- Let the survivor know the various options she has but allow her to decide for herself. Respect the survivors' confidentiality. If available, give the survivor a list of referral sites available.

Legal Aid.

- Free legal advice/aid is given to gender based violence survivors in order to ensure justice and protection of their human rights.
- Legal advice provides the survivor with the various legal options they have in protecting their rights and the implications of each option. However the final decision on what course of action to adopt is that of the survivor. It is important that survivors of GBV decide for themselves, so that they can take responsibility for their decisions. In offering legal aid to abused women/men.

It is a role of a local councilor to:

- Accompany the victim to the police station
- Ensure that the abuse is reported immediately at the police station
- Participate in any meeting that could be called between both parties at the station
- Follow up with the Investigating Police Officer to ensure that the matter is treated diligently
- Represent the victim in court most especially when the victim is a child

Health officers

- Actively screen clients;
- Respond to immediate health and psychological needs;
- Provide services free of cost;
- Collect forensic evidence;
- Provide testimony
- Provide referrals;
- Confidentially collect, document, and analyze health data and data on quality of services.

Psychosocial:

- Provide supportive and ongoing psychological assistance confidentially collect, document, and analyze client data;
- Offer community education

Shelter.

The shelter provides victims both time and space away from an abusive environment, for them to reflect on where they are coming from, and where they are going to.

Responses by Health officers after GBV report

As health officers you are often the earliest point of contact for survivors of gender based violence .As respected members of society, you are also in a unique position to change societal attitudes by reframing violence as a health problem.

The role of health services is to provide immediate medical and psychological assistance to women and men who have been affected by gender-based violence and to assist them in avoiding additional exposure to violence. Both of these components are essential for protecting survivor's health.

Once violence has been detected, health care providers can provide survivors with the following:

- Medical support, including attending to survivor's injuries and specialized care for survivors of sexual violence specialized care includes emergency contraception where it is approved, post-exposure preventive treatment for HIV and other STIs
- As a medical officer Look for signs and symptoms of abuse
- Inquire with sensitivity
- Assure the client of confidentiality and make her safety a priority Offer emotional support,
- Offer Post exposure prophylaxis within 72 hours if rape or defilement has occurred and there is an element of HIV exposure
- Offer emergency contraceptive pills within 72 hours to prevent unwanted pregnancies

Community Development officers :

- Actively listen to the survivors
- Respond to immediate physical and psychological needs;
- Provide services free of cost;
- Represent survivors in courts
- Provide referrals;
- Confidentially collect, document, and analyze data and data on quality of services.

Psychosocial:

- Provide supportive and free counseling confidentially collect, document, and analyze client data;
- Offer community education/ sensitization

- Make medical documentation of the incident that can be used to access the legal system and support legal proceedings.
- Refer the survivor to the police for more legal support.

Community development officers' response after GBV report

Community development officers play a very big role in the prevention and response to gender based violence in our communities. The DV ACT 2009 looks at CDO'S as community supporting group as it mandates them to;

- Offer counseling to the survivors of gender Based Violence
- Listen to the complaint and reconcile the 2 parties where needed
- Refer the survivor to the police for further investigation
- Advise the survivor to seek for legal support
- Refer the survivor to the health center or hospital for medical support
- Inform the client of her rights to apply for relief
- Convey the importance of filing a police complaint to the survivor
- Ask about the client's safety
- Refer the client to non-governmental organizations social agencies for further help

EFFECTIVE COMMUNICATION

Good communications skills are very important for you to be a successful, respected Gender based prevention officer.

The Communication Process

Communication is the process of sharing ideas and experiences with other people using verbal and non-verbal language. It is the exchange of information from one person to another with appropriate feedback from both parties.



- To maintain good communication, information should flow in both directions for mutual understanding and collective action. As a Gender based violence prevention officer, you will use “conversational communication” to talk about gender based violation issues through informal discussions with peers at the workplace. For communication to be complete, it has to be “two way”.

Effective Communication

Effective communication is a two-way process that involves sending the right message that is also being correctly received and understood by the other person/people. It aims to inform individual and community decisions about how to handle survivors of gender based violence

By using effective communication processes, duty bearers can work with teams to introduce new values or change existing ones. This will support individuals and workplace teams make decisions for positive handling of gender based violence cases behavior change. Effective communication is important to:

- Give correct information and create awareness about the necessary support required to be given to survivors of gender based violence.
- Facilitate involvement of all responsible people in supporting the survivors of gender based violence. Provide a “voice” to the survivors of gender based violence .
- Help identify issues that would not otherwise come up in normal workplace discussions such as alcohol abuse, stigma and corruption
- Influence communities’ attitudes to create support for survivors of gender based violence
- Address myths, rumors and misconceptions about HIV and AIDS
- Increase on the number of gender based violence survivors that access services from the police, Local councilor officers, Community Development Officers and health officers

Remind or reinforce knowledge, attitudes or behaviors about the need to address gender based violence in our communities

Communication Skills

The GBV duty bearers need to remember to apply the following skills in order to achieve effective communication to the survivors of gender based violence

Active Listening

Active listening is the art of engaging meaningfully with someone who is trying to communicate with you. It includes conveying open and welcoming body language, re-phrasing key points to ensure that you understand, and providing feedback.

Body Language

Body language is the set of expressions that we make using our bodies. These expressions include posture, eye contact, smiling, nodding, signals and other gestures. They communicate how we feel and what we think. For example, if people cross their arms in front of their body, it usually means they are reserved about something and need to warm up to the issues at hand.

Asking Questions

A useful technique for asking questions is using open-ended questions. These are questions that can not be answered with a “yes” or a “no”. They usually start with “how” or “why” for example, “Why do you think men are different from women?” Open questions are more useful than closed questions because they require reflection and stimulate dialogue. They are a great way to start a discussion, increase participation, and solicit more information about your peers.

Effective Speaking Techniques

- Use story telling (this is effective so you do not bore your audience)
- Appropriate use of humor
- Moving “in and out” of the audience
- Keep good eye contact
- Ask questions to stimulate discussion and allow the audience to also ask questions
- Change the tone and sound of your voice appropriately
- Manage time effectively
- Know what's relevant to your audience
- Be prepared (know what you are going to say and how you will say it)

Attributes of an effective communicator

As a GBV duty bearer you have to aim at being an effective communicator with survivors of GBV. An effective communicator is :

- Knowledgeable (about the subject matter and the characteristics of the people they are attending to audience)
- Confident
- Able to promote sharing of knowledge
- A good speaker (audible, clear and using the appropriate language)
- Friendly/kind (this should be extended to all persons irrespective of gender, age, education level and culture)
- Able to use humour while communicating
- Able to understand the emotions of others
- Credible and trust worthy
- able to use non verbal cues very well

- Able to utilize active listening (good listener)
- Asks the right questions and is also able to respond to questions well
- Able to engage the group throughout the discussion
- Able to handle emotions; tactful (does not hurt any one's feelings)
- Tolerant (in case there is a rude survivor)
- Flexible (able to adapt to different situations at all times)

Barriers to Effective Communication

As GBV duty bearers, you have to be aware of these barriers and aim to minimize them at all occasions. They include:

- Status of sender and receiver (e.g. the survivor is depressed)
- Use of jargon/slang or unfamiliar language (this may even occur in the local language)
- Poor timing (e.g. a survivor coming to the Conflict (this can arise any time between any two people or more and has to be managed so it does not affect communication)
- Attitudes (e.g. towards health behaviours such as use of condoms in case your religion teaches a different message)
- Nature of message and how it is delivered, (whether effective communication has been attained or if the message is accepted)
- Cultural beliefs (e.g. about breast feeding of babies in case a mother is infected with HIV)
- Values/beliefs
- Poor listening skills
- Language differences

- Social, cultural and economic factors (e.g. age, gender, education level, income status)
- Environment (may distract the peers for example holding an HIV prevention session in a noisy environment)
- Judgmental attitude/ Negative criticism
- Mistrust/dishonesty
- Limited involvement of the audience
- Inadequate understanding of the audience

Overcoming barriers

As a duty bearer , your aim should be to minimize GBV cases that go un responded to and also try to prevent GBV cases in the community

Here are some tips that may be helpful to you:

- Understand the gaps; seek clarification (e.g. listen carefully, assess the extent of the problem, identify gaps or issues related to the problem)
- Be clear; use appropriate language (check the language that is acceptable to your peers; check your body language)
- Know and respect your peers/audience
- Be empathetic (“put yourself in your peer’s shoes;” ask yourself: if you were in a similar situation, how would you want to be treated?)
- Create a friendly atmosphere
- Be culturally gender sensitive
- Start with your peers’ story/knowledge
- Be a good listener

How to enhance Effective Communication

- Establish friendly communication relationship as a platform for supporting positive behaviors.
- Focus on specific behaviors to be addressed.
- Know the audience well (e.g. their attitudes).
- Segment your audience. Do not assume all your colleagues are the same and so you give the same messages.
- Involve the audience in the communication efforts. Give peers an opportunity to participate to educate other peers.
- Be patient. Behavior change is a process.
- Trust and show employees your confidence that they can change.
- Reward/acknowledge every level of effort made by the employees to change.
- Link employees to other support services required to effect the change.
- Institute a social support mechanism or network.

CHAPTER 6

COUNSELING SKILLS

In responding to victims of gender based violence, support services like counseling are essential. Counseling is primarily aimed at assisting the victim deal positively with the violence she has experienced. Ideally counseling should be done by a professional counselor, equipped with counseling skills, and quite knowledgeable in women's rights as guaranteed by the constitution, criminal code, and other regional and international instruments.

However victims of gender-based violence do run to the following people for counseling:

Through counseling, the victim, with the help of a professional counselor or any of the above-listed people/interveners, gradually takes the essential steps to healing, regaining self-confidence and esteem; overcoming shame and self-blame; and taking control of her life. She comes to terms with the fact that there is life after her experience of violence.

In counseling, a non-directive approach should be employed by duty bearers. This is a client-centred method of counseling. It gives very minimal direction and instructions. This method provides a warm permissive atmosphere in which the client feels free to discuss her problems frankly. The duty bearer on his/her part should not be critical, show understanding and when necessary, reflect and clarify a client's expressions.

There are some **do's** and **don'ts** every duty bearer should observe in counseling victims of gender-based violence.

Below are some of them:

Do's

1. Let the victim know that you believe her
2. Listen carefully, and let her express her feelings.
3. If she wants to cry, allow her time to do so, and then comfort her.
4. Give very clear messages e.g violence is never okay or justifiable; the safety of the woman/men and their children is paramount; wife assault is a crime; she is not the cause of the abuse; apologies and promises will not end the abuse; she is not alone; she is neither crazy or paranoid; she has choices.

Don'ts

1. Don't tell her what to do. This includes when to leave or when not to leave her matrimonial home.
2. Don't tell her to go back to the abusive environment and try a little harder.
3. Don't ask her to stay back for the sake of the children.
4. Don't ask her to go back and beg her assailant

One of the major challenges that duty bearers may face while handling GBV cases is the withdrawal of complains by victims. If this occurs, the duty bearer should address the following questions:

- Does the case have an element of a crime? If yes, under what category?
- If the answer to the above is yes, then the case should be charged to court because it is against the state and not just a civil matter and the police have the mandate to protect the constitution

As stakeholders in responding and protecting the rights of GBV survivors it is important that we clearly understand the issue, and know the appropriate way to respond to it. Our response could either save a life, or take a life.

THE CHOICE IS OURS.

CHAPTER 7

FUNDAMENTAL HUMAN RIGHTS ON ADDRESSING GENDER BASED VIOLENCE

There are various laws or legal instruments that prohibit the various forms of gender-based violence listed in Uganda. There are national, regional and international instruments.

National Instruments/Legal documents

In Uganda, there are various legal frameworks for responding to gender-based violence. These are the Ugandan Constitution 1995 and Domestic violence act 2010. **(Refer to the attached hand outs of the DV act 2009 and the Uganda Constitution)**

Regional Instruments

In the African region, there are also treaties or regional instruments that prohibit gender-based violence. **The African Charter on Human and People's Rights**, in Part 1, Chapter 1, Articles 1-18 stipulates the basic rights of every African (man, woman and child).

While Article 2 talks about non-discrimination based on sex, among other things such as race, colour, language etc; Articles 4-7 talks about respect for life and integrity of human person; dignity and security of person; and the right to have his/her case heard.

Article 18, No.3 specifically states that the state shall ensure the elimination of every

Discrimination against women and also ensure the protection of the rights of women and children as stipulated in international declarations and conventions. All these are contained in the Ugandan constitution.

The Protocol on the Rights of Women in Africa is yet another regional instrument. It is an instrument for the advancement of women's rights in the continent and was adopted on July 11, 2003 by the 53 member nations of African Union. The protocol came into force November 2005, when the 15th country (Togo) as required, ratified the instrument. The Protocol reflects the specific violation of women's rights in Africa, justifying its adoption in the preamble, with the continued discrimination against women and harmful.

Traditional practices despite states' commitment at both regional and international level.

International Instruments

The Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), adopted in 1979 by the UN General Assembly, is often described as an international bill of rights for women. It defines what constitutes discrimination against women and sets up an agenda for national action to end such discrimination. The Convention defines discrimination against women as "...any distinction, exclusion or restriction made on the basis of sex which has the effect or purpose of impairing or nullifying the recognition, enjoyment or exercise by women, irrespective of their marital status, on a basis of equality of men and women of human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field"

Key international documents include:

The Convention on the Rights of the Child (1989) (As well, the Optional Protocol to the CRC on the Sale of Children, Child Pornography and Child Prostitution) The Convention on the Elimination of All Forms of Discrimination Against Women CEDAW (1981) The Declaration on the Elimination of Violence Against Women (UN General Assembly) (1993) Rome Statute of the International Criminal Court (entered into force July 2002) UN Protocol to prevent, suppress and punish trafficking in persons, especially women and children (adopted 2000)

By signing and ratifying the convention, the Ugandan government was telling the whole world that it condemned all forms of discrimination against women, and agreed to pursue all appropriate means and without delay, a policy of eliminating discrimination against women.

What Legal Redress are Available?

Legal redress available to GBV victims can be classified into two levels. These are:

- Personal Level
- Institutional Level

Personal Level

This means that a victim can bring an action in court against a person who perpetrates violence against her/him directly; and also bring an action against those whose legal duty it is to protect her from violence but failed to do so. It is possible for the court to award damages for these constitutional breaches.

Institutional Level.

It is the duty of the Ugandan state through laws and policies enforced by its agents such as the police, to take effective steps to ensure that gender-based violence is prevented, and where it has occurred, the perpetrators, are brought to book.

It is based on this that a victim can on a personal level, sue the Ugandan state and its agents, where there is evidence of failure or neglect to carry out their constitutional obligations.

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