

A HANDBOOK FOR RAPE AND SEXUAL VIOLENCE CASES

*Best Practices of Community-Based Paralegal
Programs and Non-Governmental Organizations*

Walter Leitner International Human Rights Clinic
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ACKNOWLEDGMENTS AND INTRODUCTION

This manual is a product of the Walter Leitner International Human Rights Clinic (“Leitner Clinic”), which is part of the Leitner Center for International Law and Justice at Fordham Law School in New York City. The manual aims to aid community-based paralegal programs working on sexual violence cases by providing them with a step-by-step guide on best practices for providing holistic services to survivors of sexual violence. The manual is based on comparative research and interviews the Leitner Clinic conducted with anti-sexual violence organizations and paralegal programs in Africa, Asia, the Middle East, and the United States.

The manual is divided into two sections. Part I contains recommendations on best practices for paralegal organizations working on sexual violence cases, and focuses on the following areas: increasing identification of rape and sexual violence cases; developing formal guidelines, checklists and protocols; training paralegals in rape and sexual violence cases; medical referrals for treatment and forensic examination; psychological counseling services; interviews and gathering evidence; confidentiality; rejecting mediation as an option for sexual violence cases; navigating formal and traditional legal systems; providing information to clients about potential prosecution of sexual violence cases; working with lawyers; reporting sexual violence cases to police authorities; working with police authorities in the investigation and prosecution of cases; follow-up procedures with sexual violence survivors; educational workshops and programs; and gender demographics and client preference.

Part II provides essays of individual interviews conducted with twenty paralegal and anti-sexual violence organizations located in the Democratic Republic of Congo (DRC), Egypt, India, Iran, Liberia, Malawi, Malaysia, Nigeria, Sierra Leone, South Africa, Uganda, and the United States.

This manual was researched and written by Reham Jambi, Laura Mujenda, Mahsa Rast, Nidhi Shetye, and Mariya Stetsyna, all of whom are Fordham Law students in the Leitner Clinic. This project was supervised and edited by Professor Chi Adanna Mgbako, Director of the Leitner Clinic. The Leitner Clinic thanks the representatives of the anti-sexual violence organizations and community-based paralegal organizations that provided information about the programs included in this manual.

**PART I: RECOMMENDATIONS AND BEST PRACTICES FOR
COMMUNITY-BASED PARALEGAL ORGANIZATIONS
WORKING ON SEXUAL VIOLENCE CASES**

Recommendations and Best Practices

INCREASING IDENTIFICATION OF RAPE AND SEXUAL VIOLENCE CASES

- 1. Create outreach and awareness programs focusing on sexual violence:** It is essential that organizations engage in awareness programs to inform community members about the services they provide survivors of sexual violence. The Foundation for International Dignity (FIND) in Liberia uses radio jingles to educate the public about the organization and its area of focus.
- 2. Create partnerships and referral services with Community Based Organizations (CBOs) and local authorities:** Partnerships are a strategic method of increasing the outreach of the organization. Survivors may approach various CBOs and local authorities (i.e. the police or the community chief), and these CBOs or local authorities could then refer survivors to an organization that specializes in rape and sexual violence.
- 3. Establish a toll-free helpline number for survivors to call.** Despite higher rates of poverty, many people in the Global South have increased access to mobile phone services. TEARS, a South African NGO specialized in handling rape and sexual violence cases, has helped many survivors through its toll-free helpline. The helpline serves as a bridge that connects the caller to services and resources nearest to their location at any given moment.

DEVELOPING FORMAL GUIDELINES, CHECKLISTS AND PROTOCOLS

- 1. Establish and follow written guidelines and protocols when dealing with sexual violence cases.** It is important to establish a written protocol and guidelines that provide a step-by-step approach to aiding survivors of rape and sexual violence. A written protocol will enable the organization to provide the survivor with uniform and holistic services.

TRAINING IN RAPE AND SEXUAL VIOLENCE CASES

- 1. Provide paralegals with proper training on how to deal with sexual violence cases.** It is essential to train and educate paralegals to better enable them to aid survivors of rape and sexual violence. Training must ensure that paralegals are sensitized to gender issues and the psychological impact of rape. Most organizations either train paralegals internally or externally.
- 2. Supplement trainings with regular follow-up and review meetings.** Since paralegals provide a wide range of services to survivors of rape and sexual violence, organizations must ensure that paralegals have a comprehensive understanding of how to effectively provide these services. Therefore, special

attention must be paid to ensure that paralegals are taught not only the provisions of the law relating to sexual violence, but also effective methods of dealing with medical and psychological trauma. Additionally, it is important to gauge the paralegal's understanding of the training. This can be done through questionnaires or role-play exercises.

- a. **External training** is usually conducted by another organization or through an educational institution. It enables the organization to benefit from the expertise of an outside specialist, who focuses on a particular area of sexual violence. Lawyers Against Abuse (LvA), a South African organization that provides pro-bono legal services to survivors of gender-based violence, uses psychologists and legal specialists like prosecutors to train its employees and give them specific insight into these areas.
- b. **Internal training** is conducted by the organization itself and should be aimed at familiarizing employees with specific protocol for sexual violence cases.
- c. **Conduct follow up or review meetings to gauge the effectiveness of the training process:** follow up or review meetings are essential to ensure that paralegals completely understand their training. In these meetings, organizations should encourage paralegals to discuss the successes and hardships they have faced while dealing with these cases. This will give the organization insight into the effectiveness of its training and which areas (if any) need to be improved. To gauge paralegals' understanding of the training, engage paralegals in role-play activities and have them fill out questionnaires based on the training. Marginal Action Research Group (MARG), an umbrella organization that trains paralegals in India, gauges paralegals understanding through role-play activities, in which paralegals practice their newly acquired skills. MARG also requires paralegals to fill out a questionnaire, through which they can measure the effectiveness of their training.

MEDICAL REFERRALS FOR TREATMENT AND FORENSIC EXAMINATION

1. **Refer survivors to a medical facility at the very initial stages of communication** to complete a forensic examination and to get appropriate medical treatment. Generally, the organization should refer survivors to public hospitals where they can get services free of charge. Most organizations are reluctant to send their clients to private facilities unless the client prefers it and can afford it. Some organizations include the costs of medical care for clients into their budget. Elnadeem Center for Rehabilitation of Victims of Violence in Egypt covers its clients' medical fees and employees escort clients to the hospital upon request.

2. **Never miss the 72-hour period to collect evidence from the survivor and perpetrator's body.** Evidence received from medical examination is extremely relevant and thus should be collected within 72 hours of the assault. Survivors should also be referred to a medical facility as soon as possible for emergency contraception and prophylactic treatment of potential sexually transmitted infections. Also, first aid to the survivor should not be neglected.
3. **Escort clients to the medical facility and ensure that all necessary medical examinations and tests are done.** Paralegals should escort their clients to medical facilities for support. They should help ease any emotional stress as the client goes through the necessary medical procedures. Associates of Timap for Justice in Sierra Leone, for instance, always escort their clients to hospitals.

PSYCHOLOGICAL COUNSELING SERVICES

1. **Have a psychologist and social worker on staff if possible, or refer clients to specialized counseling organizations.** Given the sensitive nature of rape and sexual violence cases, many organizations have a psychologist on staff or work with specialized counseling organizations. Rape Crisis Cape Town Trust ("Rape Crisis Trust"), a South African NGO supporting the recovery of survivors, trains employees on how to provide psychological counseling to sexual violence survivors. Some organizations have a psycho-legal therapeutic service department, where the lawyer or paralegal along with a psychologist interview the survivor. Once the survivors are emotionally stable, they are provided with legal services. Organizations that do not have a psychologist or social worker on staff often refer clients to a medical specialist, hospital, or private psychologist. Paralegals should ensure that the client receives an appointment with a psychologist or social worker.
2. **Ensure that psychological counseling is rendered to the client prior to legal services.** It is important and crucial to understand the law when dealing with sexual violence cases, but it is more important to understand the psychological impact of sexual offenses to maximize services. Without these skills, paralegals can do more harm than good. Western Cape Community-based Advice Office Association, a human rights organizations in South Africa, has paralegals work with survivors outside the scope of a police investigation for some time until the survivor is ready to continue with the case through the formal justice system.
3. **Ensure that clients return to a psychologically stable environment and encourage family members to work with a psychologist too.** Organizations like Rape Crisis Trust in South Africa do not limit their services to survivors, but extend them to survivors' families who also may need psychological counseling to overcome trauma. Additionally, psychological counseling provided to family members ensures that clients get support once they return home.

INTERVIEWS AND GATHERING EVIDENCE

1. Implement procedures and/or a standard model for interviewing survivors and witnesses:

- a. **Before the interview, make the witness or survivor feel comfortable and secure:** Work to gain their confidence and mitigate any feelings of guilt.
- b. **Collect initial information about the client** like name, gender, age, nationality, education, and contact details.
- c. **Conduct a risk assessment during the first intake session with the client:** Women's Aid Organization in Malaysia has social workers conduct risk assessments that include a brief history of the client, the incident, urgent needs, and the status of the criminal case. The paralegal or staff should also request any document or item that could be used as evidence.
- d. **During the interview, allow the witness or survivor to tell his/her story without interruptions and ask follow up questions to fill in important details (i.e. who, what, when, where) later:** Timap for Justice in Sierra Leone instructs its paralegals to never ask why because it is not relevant. Paralegals should, however, ask precise questions to fill in important details, and identify leads or new evidence. ASF recommends paralegals ask the following questions:
 - i. Date, time, and place or detailed description of the site. The number of attackers, their gender, description (include any physical features, clothing, accent, special identifiers like tattoos, birthmarks etc.) and the relationship between the survivor and the attacker.
 - ii. Circumstances of the attack: how did it happen (kidnapping or house arrest). Ask if there are any associated injuries (black eye, bruises, cuts), or if there were violent verbal threats (insults, blackmail, psychological pressure)
 - iii. Associated events: ask if the survivor experienced loss of consciousness or whether s/he was drugged (i.e. alcohol, creative drugs, etc.)
 - iv. Course of the attack: ask if there was sexual contact (oral, vaginal, anal, external genital organs), sexual penetration (oral, vaginal, anal) with or without the use foreign objects. Ask the client to specify whether the rapist used a condom or not.
 - v. Post-assault events: ask the client to specify whether she took intimate care of herself (i.e. washing or changing clothes) and whether s/he discussed the incident with any third party.
- e. **Allow survivors to express their emotions and take breaks during the interview:** Rape and sexual violence are sensitive topics and it is very difficult for a survivor to tell his/her story without re-living the pain. Avocats Sans Frontières instructs paralegals to proceed in a gentle and

careful manner, allotting time for breaks during the interview. Also, paralegals should ask survivors how they feel and show compassion.

- f. **After the interview, ask about the survivor's expectations going forward** to better understand how the organization can assist him/her. The paralegal or staff member should explain all the available options or procedures to help the client make an informed decision.

- 2. **Implement procedures for gathering evidence.** First, paralegals should acquire any relevant medical evidence. Second, paralegals should preserve exhibits like clothing or other evidence. Third, paralegals should escort clients to police stations and stay there until the client leaves. At LvA in South Africa, staff escort witnesses and survivors to police stations, or take police to the client.

MAINTAINING CONFIDENTIALITY

- 1. **Protect and ensure client confidentiality in sexual violence cases.** Never disclose a client's personal information or any information about a case without the client's prior written consent.
 - a) **Restrict access to case files:** Timap for Justice in Sierra Leone stores case files (with the real names of survivors and witnesses) in locked cabinets and secure computer databases only accessible to paralegals.
 - b) **Limit the flow of information to persons assigned to the case:** Rape Crisis Trust in South Africa assigns cases to one counselor, and thus, other counselors do not have access to those case files.
 - c) **Interview clients in private secure locations:** Rape Crisis Trust interviews clients in special office rooms or in the courts, where they have their own offices.
 - d) **Provide guidelines/workshops for journalists who want to speak with rape survivors:** Rape Crisis Trust created the "Guidelines for Journalists Who Want to Speak to Rape Survivors" within its Speak Out Project. These guidelines urge journalists to treat survivors with respect and anonymity. Rape Crisis staff also sit in on interviews to coordinate the entire process. Nazra for Feminist Studies, a human rights organization in Egypt, conducted two workshops with media representatives on how to cover sexual violence crimes without disclosing information about the survivor.
 - e) **Use coding, numbers, or "pen names" in place of client's real names:** FIND Liberia ensures that interviewers speak the local language, never take any pictures, and use coding in place of the survivor or witness's real name.

REJECTING MEDIATION AS AN OPTION

- 1. **Never use mediation to resolve sexual violence cases.** Rape and sexual violence are criminal offenses in most countries and thus must be resolved through the formal justice system. RECESVID takes a stance against mediation because it is

negotiation with someone who has been raped and sexually abused. No amount of money can compensate someone for such treatment.

NAVIGATING FORMAL AND TRADITIONAL LEGAL SYSTEMS

1. **Use the formal legal system to resolve sexual violence cases, not customary or traditional systems.** If criminal justice is pursued, it should be through the formal justice system. FIND Liberia, for instance, only works with the criminal justice system to resolve rape and sexual violence cases. Customary law is better equipped to deal with civil cases, not criminal cases.

PROVIDING INFORMATION ABOUT THE FORMAL LEGAL PROCESS

1. **Do not force clients to prosecute cases and respect their decision.** Organizations like FIND Liberia believe that survivors should have full discretion to make their own decisions. If the client does not want to prosecute, the organization should support his/her decision and continue to provide other services like medical or psychological treatments.
2. **Tell clients about available legal services and if possible, refer them to pro bono lawyers.** There may be obstacles to prosecution, and survivors may not be confident enough to continue the process. But legal assistance can make survivors more confident about their cases and pursuing legal action. Organizations like Omid-e-Mehr, a foundation that helps young women in Iran, have legal experts and lawyers who explain how they can support clients legally and which services would be available if they decide to prosecute.
3. **Tell clients about the potential consequences of their decision.** Organizations like Elnadeem, an independent Egyptian NGO, tell survivors about possible punishments for the perpetrator/s. If a client refuses to continue with proceedings, explain all the consequences of such a refusal because in some cases, if they know it would be impossible to reopen the case once it is closed, it might affect their decision.

WORKING WITH LAWYERS

1. **Paralegals should refer clients to lawyers or work with lawyers to resolve sexual violence cases if a client wants to file criminal charges.** Lawyers play a big role in the prosecution of the case. To assist lawyers, paralegals should gather evidence, travel to remote communities to find witnesses/survivors, be present in court proceedings, and provide survivors and their families with transportation to court, continuous updates and explain/answer any questions they may have about the proceedings.

- 2. Form partnerships with pro-bono organizations, private law firms and/or university law clinics to increase access to lawyers.** Clients may or may not have the ability to pay a lawyer's high fees. To increase access to justice, refer clients to pro-bono legal services. Western Cape Community-based Advice Office Association (NADCAO) in South Africa, for instance, refers clients to university law clinics. North West Paralegal Cluster (NWPC) uses pro bono organizations like Legal Aid South Africa, which renders legal services to survivors of sexual violence.

REPORTING SEXUAL VIOLENCE CASES TO POLICE AUTHORITIES

- 1. Always escort the client to the police station.** Most organizations that deal with sexual violence cases cooperate with police authorities. In India, the District Police Chief provides paralegal organizations like Jananeethi with identity cards. Then, the paralegal responsible for the case escorts the survivor to the police station and stays there until the survivor is allowed to leave the station. Escorting clients to police stations is very important. According to Western Cape Community-based Advice Office Association in Nigeria, survivors are more willing to speak with paralegals than official authorities or lawyers because they see paralegals as members of their own community.
- 2. Help the client file the report and give affidavits to police.** Paralegals, playing a protective role here, must ensure that clients are not abused by police, clearly understand police actions, know how to file a report, and provide appropriate statements to police.
- 3. Ensure the client is not subject to physical or psychological duress to withdraw their case.** Police may try to persuade the survivor to drop charges for different reasons (i.e. insufficient evidence or corruption). The paralegal's role is to deter the police from such actions. Western Cape Community-based Advice Office Association in South Africa closely cooperates with police authorities and always escorts clients to the police. They follow-up with what the client says to the police and what evidence can be gathered at the moment.
- 4. Track police actions and inform the client about them.** It is very important to be informed about case flow. The paralegal responsible for a particular case should contact the police and request information relevant to the client's case. Paralegals should also keep clients informed about police actions.

WORKING WITH POLICE IN THE PROSECUTION OF CASES

- 1. Contribute to the police by taking the following actions:**

- a. Be liaisons between survivors and the police
 - a. Arrange for witnesses to come to police stations
 - b. Accompany clients to the police station if possible
- 2. **Identify and meet the survivors' needs in the investigation process.** Even if organizations cannot directly participate in the investigation process, they can identify useful ways to help their clients in this process. Isa Wali Empowerment Initiative in Nigeria helps its clients by translating some of the police forms into the local language.

FOLLOW-UP PROCEDURES WITH SEXUAL VIOLENCE SURVIVORS

1. **Create a six-month follow up procedure for sexual violence cases after the case is resolved.** Generally, follow-up procedures greatly depend on clients' particular needs. Most organizations that deal with sexual violence cases do have mandatory follow-up procedures after a case is resolved. Services provided during the follow-up period include psychological as well as legal support. The Rehabilitation Center for Victims of Domestic and Sexual Violence in Uganda provides psychological support. However, periods when associates contact the client may vary. Most organizations stay in touch with clients during a six-month period. At the same time, some organizations keep tracking clients indefinitely.
2. **If the technological capacity is available, create a digital system to alert paralegals at different time intervals of the necessity to follow-up with a client.** Organizations with more advanced technologies like LvA in South Africa have digital systems that facilitate total interaction with the client, from the very initial stage of the communication. Paralegals can track services that were rendered to a particular client. This system also alerts paralegals three times (1 month, 3 months, and 6 months) after the case is closed to remind paralegals to get in touch with the client and inquire about the client's state of affairs.
3. **Prepare a memorandum with emergency phone numbers of your organization, psychologist, paralegal or lawyer, doctor or hospital, and give it to the client at the close of the case.** The paralegal responsible for a particular case should give a memo with information on follow-up procedures to the client. The memo should include emergency phone numbers, instructions on how to react in case of emotional or other forms of post-traumatic syndrome, and information on what to do when rape or other forms of sexual violence occur.
4. **Always remind clients that they can approach you any time with any request.** Survivors should know that they can approach the organization or its paralegals anytime with questions and concerns, or for support. Availability of staff to the clients should be a priority.

5. **Establish support groups that meet on a periodic basis and emphasize confidentiality among participants.** Sharing experiences during recovery is very important for survivors of sexual violence. Hence, support groups that meet on a monthly or annual basis are a great addition to general counseling strategy. Western Cape Community-based Advice Office Association in South Africa and Women's Aid Organization in Malaysia hold annual meetings for survivors. Organizations should remind participants in support groups to not disclose the identity and/or any information about the people involved in the group.

EDUCATIONAL WORKSHOPS AND PROGRAMS

1. **Organizations should organize educational workshops on sexual violence for local communities and relevant actors.** Social perception of sexual violence and the lack of human rights awareness constitute challenges to paralegal programs and organizations that work on sexual violence cases. Further, people who deal with sexual violence survivors in police stations or medical support venues should be competent and sensitive. For these reasons, organizations should conduct educational programs and workshops on a regular basis.
 - a. **Organize round table discussions for people who have major influence in their communities.** FIND Liberia gathers public opinion leaders, small towns chiefs, youth leaders, and church leaders to discuss sexual violence and women rights.
 - b. **Organize workshops to educate women about their rights, relevant laws, and available free services for survivors.** Rape Crisis Cape Town Trust organizes specific workshops in schools on respecting women.
 - c. **Provide workshops to instruct medical workers on the special circumstances and needs of sexual violence medical care.** Also, provide workshops and training to police officers on dealing with sexual violence cases.
 - d. **Conduct training for other relevant actors, such as the media.** Nazra for Feminist Studies provides workshops to train the media on how to cover sexual violence cases, while maintaining confidentiality.

EMERGENCY FUNDS

1. **Establish an emergency fund.** In general, organizations that deal with sexual violence cases provide their services free of charge. At times, they cover the costs of psychological, medical, and legal services. However, survivors sometimes need to cover shelter and/or transportation costs to proceed with prosecution. Thus, organizations should try and establish an official or an unofficial emergency fund. FIND Liberia often has official emergency funds that cover survivors' transportation costs. Elnadeem Center for Rehabilitation of Victims of Violence has an unofficial emergency fund, where staff members contribute their personal money for emergency costs to help survivors.

GENDER DEMOGRAPHIC AND CLIENT PREFERENCE

- 1. When assigning paralegals to sexual violence cases, be sensitive to gender issues.** Given the fact that sexual violence survivors are disproportionately females and thus may prefer to speak with a female paralegal, organizations should have a considerable number of female paralegals on staff.

PART II: NGO INTERVIEWS

PART II: NGO INTERVIEWS

A. COMMUNITY-BASED PARALEGAL ORGANIZATIONS WORKING ON SEXUAL VIOLENCE CASES

Foundation For International Dignity (“FIND”) Liberia

Opp. Charles Taylor’s Farm
Gbarnga, Bong County
Monrovia, Liberia
Website: www.findliberia.org

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

Community members report rape and sexual violence cases to the office. Otherwise, paralegals and/or staff go to the community after they hear about an incident on the radio or read about it in the newspaper.

2. Do paralegals follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

FIND Liberia uses case monitoring forms and a manual filing process. A file is opened at the beginning of each case. As paralegals and staff follow up with survivors and witnesses, they make comments in the file. Files are pending until a case is closed. At the end of the year, paralegals and staff meet to discuss the progress in each case and to review the results of closed cases.

3. Do paralegals receive special training on sexual violence? If so, how often? Who conducts the training?

Paralegals are trained on a regular basis on how to deal with rape and sexual violence cases. International partners like the American Refugee Commission, the Gender Development Department, and the Sexual Crimes Unit in the Ministry of Justice conduct such trainings.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

FIND Liberia refers survivors to public hospitals for medical treatment. Public hospital care is free.

5. Are paralegals trained to provide psychological counseling services to survivors? If so, how? If not, do they make referrals?

Paralegals do not receive specific training on psychological counseling. But some paralegals are counselors in their own right and thus may begin counseling before referrals. Generally, FIND Liberia refers survivors to the hospital or partner organizations for psychological counseling. If the institution does not have a counselor, paralegals will refer the survivor to another institution.

6. What protocols do paralegals follow when conducting interviews or gathering evidence? How do paralegals interact with interviewees? Are interviews conducted in secure locations?

Paralegals interview survivors and witnesses in private locations, because sex is a taboo subject in communities. At the community level, paralegals encourage people to speak up if they know anything. Then, paralegals pick up a survivor or witness once they get a call and bring him/her back to the office or to another secure location for the interview. This process is designed to assure confidentiality, which is important because if perpetrators are convicted, community members often blame survivors and witnesses.

7. Do paralegals protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?

The elaborate precautions taken during the interview stage (*see* question 5) are designed to protect the confidentiality of survivors and witnesses. Further, FIND Liberia also ensures that interviewers speak the local language, never take any pictures, and depending on the circumstances, use coding in place of real names.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?

FIND Liberia only uses the criminal justice system for rape and sexual violence cases. Mediation and distributive justice is only used for domestic violence, psychological abuse, and other gender-based crimes.

9. Do paralegals work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

FIND Liberia does not use customary law to resolve rape and sexual violence cases; rather they only work with the formal justice system.

10. Do paralegals encourage clients to prosecute sexual violence cases?

FIND Liberia does not compel its clients to prosecute but do encourage prosecution, as it is the only means of redress in such situations.

11. Do paralegals work with lawyers to prosecute sexual violence cases? If so, in what capacity?

Paralegals work with state prosecutors. Due to the shortage of lawyers in Liberia, paralegals travel to remote communities to locate witnesses, get them to court, and to gather other relevant evidence.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by paralegals? If not, why?

Paralegals escort survivors to police stations to file reports and later assist in state prosecutions.

13. Do paralegals assist police officers in sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

Paralegals locate sexual violence survivors and witnesses and bring them to police stations or court. Also, paralegals help police gather other relevant evidence.

14. Do police and/or government authorities cooperate with paralegals working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

N/A.

15. If the client decides not to prosecute, what remedies if any do paralegals usually recommend to the client?

If the client decides not to prosecute, FIND Liberia will deal with the psychological effects of the incident. Paralegals and staff will take the survivor to the hospital for treatment and psychological counseling.

16. Do paralegals stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

Once the case is resolved, paralegals follow up for months to ensure survivors are getting the support they need. Generally, survivors can file for damages after trial. However, this process has not been effective either because survivors do not file the necessary paperwork or the perpetrators cannot or will not pay. Survivors often do not want to go through the whole court process, reliving the trauma and risk getting nothing in the end. So they rely on family members and/or the government for assistance. But the government does not have adequate funding for such measures. Thus, one of FIND Liberia's toughest challenges is getting the government to provide direct support for sexual violence survivors. At the moment, only a few NGOs can assist survivors.

17. Do you have an emergency fund to provide financial assistance for sexual violence survivors?

FIND Liberia operates on a project basis; meaning the organization receives funding for specific projects. If the project funds include emergency funds for

survivors, then FIND Liberia will make the funds available to them. However, the emergency funds end once the project is complete.

18. Do paralegals conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

Paralegals conduct training workshops and advocacy programs in the community. They often gather town chiefs, youth leaders, and church leaders for round table discussions. However, paralegals must be careful to include men as well as women in these activities because men think too much awareness undermines their authority. Topics include rape laws, the judicial process, its remedies, and support systems or services.

19. What is the gender demographic of paralegals in your organization? Do clients have any gender preferences with respect to the paralegal assisting them in sexual violence cases? How do you ensure there are enough women to work on these cases?

FIND Liberia has 15 staff members; 9 females and the rest males. There is a client preference for female paralegals in sexual violence cases. Female paralegals usually provide counseling and interview survivors. Male paralegals help in the prosecution phase by gathering relevant evidence.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

FIND Liberia's biggest challenge is maintaining qualified paralegals and counselors. FIND Liberia had lots of paralegals and counselors, but now only a few remain because the staff is on a pay-off system: staff is hired and trained for a specific project and then they leave after they get paid at the end of the project. Without enough qualified paralegals and counselors, work in different, remote communities is difficult. Getting funding to hire more staff is also another challenge FIND Liberia is currently facing.

Namati and Timap for Justice

Freetown, Sierra Leone

Website: www.namati.org/

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

Clients come to the office or paralegals in "mobile courts" go out into communities to seek out potential clients.

2. Do paralegals follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

Paralegals follow the "Guidelines for Community-based Paralegals in Handling Sexual Violence Cases," developed by Timap for Justice.

3. Do paralegals receive special training on sexual violence? If so, how often? Who conducts the training?

Namati, in collaboration with the University of Maneai and Timap for Justice, provides yearly training for paralegals on how to handle sexual violence cases.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

Paralegals escort sexual violence survivors to hospitals, where they can receive immediate medical attention.

5. Are paralegals trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

Paralegals are trained to provide psychological counseling. Namati and Timap for Justice also refer clients to and works with counseling organizations. In the event of a referral, paralegals escort clients to counseling sessions.

6. What protocols do paralegals follow when conducting interviews or gathering evidence? How do paralegals interact with interviewees? Are interviews conducted in secure locations?

The interview process involves three stages. Stage 1: Before the interview, the paralegal tries to make the witness or survivor comfortable and secure. Stage 2: During the interview, the paralegal allows the witness or survivor to tell his/her story without interrupting, and maintains eye contact. After the witness or survivor stops speaking, the paralegal follows up with questions to fill in important details (i.e. who, what, when, where). Paralegals never ask why because

it is not relevant to the issue at hand. Stage 3: After the interview, the paralegal slowly reads over his/her notes to confirm the facts and asks how the office can help.

Interviews are conducted privately in the office or if in the field, in a quiet secluded place. Some survivors (i.e. children) need extra assistance during interviews.

7. Do paralegals protect the confidentiality of survivors and witnesses? If so, what precautions are taken to maintain confidentiality?

Confidentiality is assured in interviews. In the office, the case files containing the real names of survivors and/or witnesses are stored in locked cabinets, and behind secure computer databases, only accessible by paralegals working on the case. Outside the office, real names are never used.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?

Namati and Timap for Justice never use mediation to resolve sexual violence cases.

9. Do paralegals work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

Paralegals work with traditional authorities to resolve sexual violence cases.

10. Do paralegals encourage clients to prosecute sexual violence cases?

Paralegals do not per se force survivors to prosecute, but indirectly advocate and encourage prosecution because there is no other remedy.

11. Do paralegals work with lawyers to resolve sexual violence cases? If so, in what capacity?

Paralegals work with lawyers to prosecute cases. Communities often turn to paralegals for assistance because they trust paralegals more than the police. So paralegals are present in every stage of the prosecution, including courtroom proceedings. They travel to court with survivors and witnesses on a regular basis.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by paralegals? If not, why?

Paralegals escort survivors and witnesses to police stations and help them file police reports.

13. Do paralegals assist police officers in sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

Paralegals take police to the scene of the crime, try to find more witnesses, conduct fact-finding investigations, and gather other relevant evidence.

14. Do police and/or government authorities cooperate with paralegals working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

While paralegals do work with police authorities to prosecute cases, the police must always be reminded to do the right thing because there is a lot of corruption. The police are not per se hostile, but paralegals at times experience push back.

15. If the client decides not to prosecute, what remedies, if any, do paralegals usually recommend to the client?

If the client decides not to prosecute, paralegals refer the case to the police.

16. Do paralegals stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

Paralegals work with communities and family members to ensure that the survivor returns to a comfortable, supportive home environment.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

Namati and Timap for Justice maintain a Survivors Fund, which employees contribute to. This fund covers transportation and/or moving costs.

18. Do paralegals conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

Paralegals conduct community legal literacy sessions and meetings on a regular basis to educate the public on sexual violence cases.

19. What is the gender demographic of paralegals in your organization? Do clients have any gender preferences with respect to the paralegal assisting them in sexual violence cases? How do you ensure there are enough women to work on these cases?

Generally, there are two paralegals working on a given case: one female and one male. Female survivors prefer working with female paralegals because it makes them feel more comfortable. But males still handle cases, though they may not

communicate directly with female sexual violence survivors.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

One of the challenges that Namati and Timap for Justice face is funding to support survivors. The second challenge is getting the police to issue the right charges. There is a lot of corruption and bribery in the system. So paralegals must always pressure police to do the right thing. There is also a shortage of lawyers and the ones available charge high fees for their services.

**North West Paralegal Cluster, NADCAO (National Alliance for the Development of
Community Advice Offices)
South Africa**

Contact information:

Lerole Street Apostolic Faith Mission Church 590,
Ottosdal, 2610, North West, South Africa

Phone: (073) 252-4261

Fax: (018) 571-0062

Contact person:

Ben M. Kolojane,¹ Project manager

Email: kolojaneb@yahoo.com

Phone: (073) 2524261

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

In most instances, North West Paralegal Cluster (NWPC) looks for sexual violence cases. But sometimes survivors approach NWPC directly. Regarding domestic violence (DV) cases, neighbors usually report DV to the organization. After getting information about sexual abuse, employees go to the site with police escorts if needed.

2. Do paralegals follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

The organization does not have uniform guidelines or checklist dealing with sexual violence cases. However, clients have to fill in standardized questionnaires provided by outside law firms specializing in DV and social offenses.

3. Do paralegals receive special trainings on sexual violence? If so, how often? Who conducts the trainings?

Many organizations assist NWPC in their efforts against sexual abuse. Employees receive trainings from law clinics, universities, and other organizations. Mainly, trainings focus on court procedures.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

¹ Ben Kolojane is a paralegal and a project manager who works for the North West Paralegal Cluster in the North West Province of South Africa. Prevalent issues in organizations are HIV/AIDS and related health matters and violence against women and children.

² George Pulikuthiyil is a lawyer and social worker who provides free legal services to the people

Survivors of sexual violence are usually referred to public hospitals. NWPC paralegals are reluctant to send survivors of sexual violence to private facilities unless they prefer and can afford it.

5. Are paralegals trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

Paralegals and other employees of NWPC undergo psychological trainings provided by the Department of Social Development. Trainings are focused on psychological as well as social issues related to sexual violence. In addition to legal services, most paralegals in the organization do both psychological and social counseling.

6. What protocols do paralegals follow when conducting interviews or gathering evidence? How do paralegals interact with interviewees? Are interviews conducted in secure locations?

Interviews are conducted in the office of the organization. Information received from the survivor of sexual violence or witness is transferred to the police station unless the client refuses. Paralegals of NWPC try to assist police in every way they can. They have a close cooperation with government authorities.

7. Do paralegals protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?

NWPC keeps all case information in a safe place. Normally, they use the clients' real names. But sometimes, a client prefers to stay anonymous and they follow the client's wish. In addition, interviews are conducted in specially equipped rooms.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what the policy?

The organization recognizes mediation as a method of resolving sexual violence cases, especially domestic violence cases between spouses. Regarding rape cases, the organization also mediates them in some instances. The case may be resolved through mediation if the client knows the perpetrator and the client does not object to settlement. **(Note: the authors of this manual strongly encourage organizations not to pursue mediation in rape and sexual violence cases)*

9. Do paralegals work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

In most instances, sexual violence cases go through the formal legal system. However, offices located in areas where the traditional system prevails, the organization cooperates with community chiefs who are actively engaged in

solving rape cases. **(Note: the authors of this manual do not believe the traditional justice system is the correct forum for rape and sexual violence cases)*

10. Do paralegals encourage clients to prosecute sexual violence cases?

The organization encourages its clients to report sexual abuse to the police. All clients are escorted to the police station by paralegals for protective purposes.

11. Do paralegals work with lawyers to resolve sexual violence cases? If so, in what capacity?

NWPC works with lawyers representing clients in the court, especially in cases where minors are involved. Usually, they make referrals to pro bono organizations such as Legal Aid South Africa, which renders legal services to survivors of sexual violence.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by paralegals? If not, why?

The organization encourages its clients to report sexual abuse to the police. All clients are escorted to the police station by paralegals for protective purposes.

13. Do paralegals assist police officers in sexual violence cases? If so, in what capacity? (i.e. investigation, evidence gathering, or locating suspects and witnesses)

Paralegals assist police officers in rape cases. In particular, they provide police with all the information they receive from the client. They help clients file reports, when s/he is afraid or a minor.

14. Do police and/or government authorities cooperate with paralegals working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

The South African government fights against sexual violence. For example, there are specially trained police officers that deal with sexual abuse of minors. They work within the Child Protection Unit.

15. If the client decides not to prosecute, what remedies, if any, do paralegals usually recommend to the client?

When the client refuses to prosecute a sexual violence case, paralegals explain the consequences of this decision. However, paralegals continue to render necessary services to their clients irrespective of whether they choose to prosecute the case.

16. Do paralegals stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

The follow up system in NWPC depends on the case itself. Employees of the organization support their clients throughout the process until the case is closed. Their services include preparation of legal documents before the trial and legal support during the trial. Normally, after the case is closed, they do not follow up with the clients. However, if the perpetrator goes to jail and is eligible for parole, NWPC stays in touch with the client.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

NWPC does not have a special emergency fund to provide financial assistance to its clients because it is always hard to get funding. However, the organization always covers transportation costs and provides clients with shelter if the client cannot afford these expenses.

18. Do paralegals conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

With the assistance of the Department of Justice and the Department of Social Development, paralegals conduct various trainings and workshops. Specifically, they train police officers as well as community members. Paralegals educate the community on reporting cases, especially when a child is abused, and recognizing the signs of sexual abuse. In addition, they work with schools.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the paralegal assisting them in sexual violence cases? How do you ensure there are enough women to work on these cases?

Currently, there are 8 females and 3 males in the office. Women directly work with survivors of sexual violence, and men at this time are engaged in organizational and administrative work.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

The organization has encountered the following Challenges: 1) some survivors of sexual violence refuse to press charges making it more difficult to start the counseling process, and to follow the proper course of action; and 2) shelters are unable to provide for the large number of survivors and some shelters cater to female survivors only.

Western Cape Community-based Advice Office Association, NADCAO
South Africa

Contact Information:

1 Sipres Avenue, Clanwilliam, 8135

Tel: 027 482 1290

Cell: 078 938 6879,

Email: coa@telkomsa.net

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

Sexual violence cases come either from the community chief who reaches the organization's office or from the police. In the later event, the organization receives the survivor's full file containing information on the police case.

2. Do paralegals follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

NADCAO does not have specific guidelines or manual to handle sexual violence cases.

3. Do paralegals receive special training on sexual violence? If so, how often? Who provides the trainings?

Paralegals in the organization receive different trainings, provided mainly by NGOs and the Department of Social Development. They also participate in counseling workshops conducted by "sangoma" (from South African English, traditional healer or diviner).

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

Usually, clients are referred to local clinics for medical treatment. In the case of sexual violence, treatment in public hospitals is provided free of charge.

5. Are your employees trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

Paralegals get psychological counseling trainings from NGOs, the Department of Social Development, and other organizations. However, in most cases, survivors of sexual violence are referred to specialists who work in government facilities.

6. What protocols do paralegals follow when conducting interviews or gathering evidence? How do paralegals interact with interviewees? Are interviews conducted in secure locations?

There is a special private room for interviews in every office of the organization. Interaction with the client depends on what the sexual violence survivor and his/her family needs. Depending on the client's particular demands, the strategy for the support is arranged.

7. Do paralegals protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?

In most instances, police bring the client and the case file to the organization's office. Hence, paralegals use the real names of sexual violence survivors in their work. However, the communication between the paralegal and the survivor stays confidential. The organization does not share the client's data or other information related to the sexual violence case unless the client gives permission.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?

There are specially trained paralegals in the organization that know how to settle sexual violence cases. To mediate these types of cases, they consider the client's psychological needs and particularities. For example, if the sexual violence survivor is deeply traumatized by the abuse, it is better to proceed with mediation than trial, where the client will have to testify in court. **(Note: the authors of this manual strongly encourage organizations not to pursue mediation in rape and sexual violence cases).*

9. Do paralegals work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

Western Cape Community-based Advice Office Association works with traditional as well as the formal legal system. However, in the western region of South Africa, few communities use traditional systems, and thus most cases go through the formal legal system.

10. Do paralegals encourage clients to prosecute sexual violence cases?

The organization cooperates with the government and police. Paralegals encourage clients to report rape cases to the police because they believe that sexual violence cases must be prosecuted through the formal system of justice.

11. Do paralegals work with lawyers to resolve sexual violence cases? If so, in what capacity?

Paralegals work with the client only up to a certain stage of the case. Then, they refer the client to a lawyer who handles the case in court. Usually, paralegals refer their clients to university law clinics. In this event, paralegals send the full file and

other available and relevant information to the clinic. When handling the case, the clinic keeps the paralegals informed about the case and its progress. Sometimes, sexual violence survivors are referred to local lawyers.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by paralegals? If not, why?

Usually, the organization gets its cases from the police. However, if sexual violence survivors approach the organization directly, paralegals have to take her/him to the police to get an official case number. Paralegals always escort their clients to the police station to follow up with what they say and what evidence can be gathered at the moment.

13. Do paralegals assist police officers in sexual violence cases? If so, in what capacity? (i.e. investigation, evidence gathering, or locating suspects and witnesses)

Paralegals in the organization believe that results are better if the investigation is conducted by the police itself. At the same time, paralegals often help police gather evidence or locate witness or suspects because many survivors do not want to talk to the police or lawyers. They are more willing to speak with paralegals who they consider to be one of them—members of the same community. Hence, paralegals usually help the police in the investigation of sexual violence cases. In addition, police officers take affidavits from paralegals with respect to what they know about a particular case, information about the client, and what evidence they think need to be proved.

14. Do police and/or government authorities cooperate with paralegals working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

The organization cooperates with the government and police authorities. They receive sexual violence cases from the police and refer sexual violence survivors to the police once the client approaches the organization directly. Police often asks paralegals for assistance in gathering particular information or evidence in sexual violence cases.

15. If the client decides not to prosecute, what remedies, if any, do paralegals usually recommend to the client?

The organization believes that paralegals must follow the clients' decisions. However, they always encourage sexual violence survivors to report these types of cases to the police. If the client refuses, paralegals explain all the consequences of such an action. Generally, paralegals in Western Cape Community-based Advice Office Association believe that gender-based offenses must be prosecuted through the formal system of justice.

16. Do paralegals stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

The organization has a 6-month period of oversight after the case is settled or closed. During this period, paralegals stay in touch with the client and keep tracking the survivor's state of affairs. The client can also approach the paralegal with any kind of request or concern.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

There is no special emergency fund in the organization to provide financial assistance to survivors of sexual violence. Funding is always a problem in the organization. However, paralegals closely cooperate with the South African government and receive sustainable funding from it. Moreover, national authorities in South Africa recently created special funds for this purpose.

18. Do paralegals conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

Paralegals conduct workshops and trainings about rape and other sexual offenses among community members. However, the frequency of such awareness programs greatly depends on funding.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the paralegal assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

There are 2 men and 3 women in the organization's staff. To feel safe and comfortable, paralegals follow the client's decision with whom to work.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

The main challenge the organization has encountered during its practice with sexual violence offenses is that sometimes survivors wait too long to report rape cases. Sometimes, cases come to the office after 3 months or even years. Paralegals call these situations "abuse behind the closed doors of the community," meaning cases come out a few years after the abuse. It is hard to prosecute such cases because it is impossible to collect evidence and affidavits are not as clear as they could be right after the rape. Sometimes, it results in many unreported cases.

To overcome these challenges, paralegals discover cases themselves. They get information from neighbors or mass media and approach the sexual violence survivors with their services.

Jananeethi, India

Contact: George Pulikuthiyil²

Website: <http://www.jananeethi.org>

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

Women survivors of sexual violence approach Jananeethi when problems arise in the community. Teachers and helpers are an integral part of the community and thus they bring rural women who suffer atrocities to the Jananeethi office. The organization also teaches and trains young people who are very socially active and fairly educated on basic human rights law. So young adolescents also bring violations of a woman's human right to Jananeethi's attention.

2. Do paralegals follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

The organization has a guide that paralegals follow to effectively deal with cases of rape and sexual violence. Jananeethi has also drafted an outline that classifies offenses and a draft of basic questions to ask a person that approaches the Jananeethi office. All the materials are in Malayalam, the official language of the state of Kerala in India.

3. Do paralegals receive special training on sexual violence? If so, how often? Who conducts the training?

The organization conducts monthly meetings with paralegals to discuss obstacles and success stories. Issues discussed at meetings include advising paralegals on how to proceed under law and informing them of new developments in the law. It is an ongoing support program or workshop where everyone shares their experiences.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

Survivors are referred to local government hospitals. They also have a clinical psychologist on the team.

5. Are paralegals trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

Clients normally suffer from Post Trauma Stress Disorder (PTSD). Jananeethi has a department called psycho-legal therapeutic services. When the client first

² George Pulikuthiyil is a lawyer and social worker who provides free legal services to the people of Thrissur District, Kerala.

approaches Jananeethi, a lawyer and a clinical psychologist interviews her. The Organization believes in a holistic healing process. They provide clients with clinical legal education once they are emotionally settled to empower the client and ensure complete justice. Medication is given when the client feels suicidal. The client is then encouraged to rebuild her psyche. Music therapy and yoga classes are also pursued.

6. What protocols do paralegals follow when conducting interviews or gathering evidence? How do paralegals interact with interviewees? Are interviews conducted in secure locations?

When paralegals get involved in rape cases the first thing they need is medical evidence. They also preserve other exhibits like clothing. They take survivors and witnesses to the police station. However, the police do not expect paralegals to gather evidence. Paralegals go along with the survivor to the police station to provide safety and encourage the survivor to file a complaint. Police work to gather evidence.

7. Do paralegals protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?

Integrity is a basic requirement for paralegal work. Paralegals are told to maintain confidentiality, including the name and details of survivors. Paralegals are not allowed to talk to the media and they work away from the public because they face danger.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what the policy?

The survivor is in control of her path to justice. Though prosecution is highly encouraged, the client is informed about alternative courses of justice. If it is a cognizable offence, Jananeethi cannot do away with the legal process. But the survivor decides the outcome of the case, as judges are often carried away with prejudices and could be susceptible to corruption.

It is important to work outside the court of law. Jananeethi uses mediation and negotiation to get survivors alternative justice. This is an important step toward the healing process as the survivor is given control of her circumstances. **(Note: the authors of this manual strongly encourage organizations not to pursue mediation in rape and sexual violence cases).*

9. Do paralegals work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

Customary law is better equipped to handle civil cases, not criminal offenses. The client is given the option of choosing the customary or formal legal system. However, Jananeethi strongly encourage the client to pursue formal legal remedies. They believe customary law is inadequate for criminal cases and thus

there is no point in pursuing it. Even if the client is ready to forgive, the offender cannot be acquitted.

10. Do paralegals encourage clients to prosecute sexual violence cases?

Paralegals persuade the survivor to talk to a lawyer.

11. Do paralegals work with lawyers to prosecute sexual violence cases?

The founder of Jananeethi is a lawyer.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by paralegals? If not, why?

Paralegals are on good terms with the Police Department. They escort witnesses or survivors to the Police Department and help them file the First Information Report (FIR). Paralegals also help them provide statements to police, and ensure that the complainant is aware of the process and understands the effect of her statement.

13. Do paralegals assist police officers in sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

The district police chief endorsed and signed the identity cards that paralegals carry. Therefore, the local police respect paralegals and cooperate with them. Paralegals also provide the first forms of evidence such as the medical examination and clothes of the survivor.

14. Do police and/or government authorities cooperate with paralegals working on rape and sexual violence cases? If not, have they been uncooperative or indifferent? How so?

The paralegals command respect due to the identity cards mentioned above. However, if the authorities act in an indifferent manner, the paralegals write letters to them under the “Right to Information Act.” Once the police receive the letters, they must respond under the law or they will likely be penalized. Paralegals have written multiple letters. Through this persistent writing of letters, the paralegals are able to secure due process rights for the client.

Women are afraid of the police and thus they need the support of paralegals. Sometimes, perpetrators bribe the police and the police threaten the client to withdraw the complaint. Therefore, the presence of paralegals deters the police from acting on the bribes.

15. If the client decides not to prosecute, what remedies, if any, do paralegals usually recommend to the client?

Once the client is emotionally settled, she is provided with options and asked what kind of legal remedy she wants to pursue – legal, through the women’s commission, or an apology from the offender. The client’s decision is supported 100%.

16. Do paralegals stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

After the legal work is resolved, clients are given psychological help. This is a continuous process through which the client is empowered. There is a clinical psychologist on staff who takes every effort to make the client whole again. Sometimes, they refer the client to a psychiatrist, if they feel that she is so terribly traumatized and needs medication.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

Jananeethi provides legal services free of charge. Due to the shortage of funding, however, the organization does not have an emergency fund providing financial assistance to sexual violence survivors.

18. Do paralegals conduct educational workshops or advocacy programs with respect to rape and sexual violence issues? If so, how often?

Jananeethi believes the best way to help these women is at the grassroots level. So the organization started working with “Aanganwadi” or the pre-primary school system for poor village children (organized by the State Integrated Social Development System). These schools are staffed with one qualified teacher and one high school graduate. Jananeethi organizes monthly meetings for Aanganwadis teachers and helpers on the block (each block has 3 or 4 Aanganwadis and each district has several blocks depending on size), where they discuss legal issues (rights and remedies) that concern women.

Further, Jananeethi teaches socially active and fairly educated people about basic human rights law and religious biases in workshops and camps. The integrity of the paralegal is of utmost importance.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the paralegal assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

The organization consists of 6 people – 3 women and 3 men. Muslim women choose not to talk to men, and prefer women.

20. What challenges has the program faced while dealing with rape and sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

The biggest challenge is the rampant corruption. Since India is a patriarchal society, women are deprived of their rights and power. This mentality is an obstacle and must be changed. In addition, women themselves turn on each other and support the offenders. Even women judges often do not support women's rights. It is a matter of education. Further, the police do not act independently. Politicians may get involved with the investigation and/or destroy evidence. Witnesses become hostile and withdraw their petition. As a result, Jananeethi faces persecution and accusations of malicious prosecution. To prevent this, Jananeethi prepare affidavits in the local language, signed by the client. So the client cannot withdraw her case after filing it.

Isa Wali Empowerment Initiative (“IWEI”)
Kano, Nigeria

Website: <http://iwei-ng.org/>

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

IWEI has community-based paralegals who go out to the community to find survivors. Sometimes, survivors directly come to the office after hearing about the organization through advocacy programs, radio jingles, or other clients. In addition, the police also refer some cases in the community to IWEI.

2. Do paralegals follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

IWEI has a general manual on how to handle different cases. IWEI is currently writing a proposal focusing on rape cases and training paralegals about sexual violence cases.

3. Do paralegals receive special training on sexual violence? If so, how often? Who conducts the training?

Global Rights Nigeria was supporting IWEI for about 2 years and IWEI members were trained two years ago. After, they trained volunteers from the community as paralegals.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

First, they report all cases to the police. After, they escort survivors to the hospital where they are examined and given medication.

5. Are paralegals trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

Paralegals are not trained in psychological counseling. They only provide basic legal aid.

6. What protocols do paralegals follow when conducting interviews or gathering evidence? How do paralegals interact with interviewees? Are interviews conducted in secure locations?

N/A.

- 7. Do you protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?**

IWEI has a special manual to help paralegals maintain confidentiality.

- 8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?**

IWEI does not mediate sexual violence cases because they are criminal offenses. These cases have to go through the criminal justice system.

- 9. Do paralegals work through the customary law system or with traditional authorities to resolve sexual violence cases? If yes, how?**

Nigeria has Sharia Courts but they cannot handle these type of cases.

- 10. Do paralegals encourage clients to prosecute sexual violence cases?**

IWEI encourages the community to speak out about their experiences and reports cases to the police. Otherwise, the crime might be repeated again.

- 11. Do paralegals work with lawyers to prosecute sexual violence cases? If so, in what capacity?**

Paralegals work in collaboration with lawyers and refer criminal cases to them. Paralegals go to court, follow up with cases, and keep survivors and their families informed. They also call clients for court appearances and sometimes give them transportation.

- 12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by paralegals? If not, why?**

IWEI has to refer all of those cases to the police.

- 13. Do paralegals assist police officers in sexual violence cases? If so, in what capacity? (i.e. investigation, evidence gathering, or locating suspects and witnesses)**

IWEI paralegals can help police in gathering information. For example, paralegals translate case forms into the local language, which makes it easier to collect details about the case.

- 14. Do police and/or government authorities cooperate with paralegals working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?**

N/A.

15.If the client decides not to prosecute, what remedies, if any, do paralegals usually recommend to the client?

N/A.

16.Do paralegals stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

Sometimes, survivors call the organization if something happens. Sometimes, paralegals call them after a while to know about their situation.

17.Do you have an emergency fund to provide financial assistance to sexual violence survivors?

IWEI has a special fund that provides financial assistance for costs such as transportation. Also, survivors are referred to public hospitals where medical treatment is free or inexpensive.

18.Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

IWEI educates people about their rights and inform them about free services. Sometimes, people do not report cases because they think they need lawyers and it is expensive. When they know that they can access the court through paralegals, it encourages them to prosecute.

19.What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

IWEI has 5 females and 3 males in the organization. Usually, there are more women than men, and female survivors prefer that too.

20.What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

One challenge is how to deal with survivors who suffer from stigmatization in the community. IWEI is writing a proposal on how to handle these cases in courts because sometimes authorities are not aware of how to handle such cases. This leads survivors to give up on their cases.

Another challenge is supporting survivors' financial needs, such as transportation to court or medical treatment. Shelter is also another issue since some survivors

have no place to stay. Financial issues also involve volunteer paralegals because they have to get a job after a while, and thus cannot continue their services.

Centre for Human Rights Education, Advice and Assistance (“CHREAA”)
Blantyre, Malawi

Contact information:

Tel: +265(0) 1 880 770

Fax: +265(0) 1 878 322

E-mail: info@chreaa.org

Website: <http://chreaa.org/>

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

CHREAA’s helpline is the most useful tool to find the cases. A lot of people call through the helpline to report cases. They also have paralegals that work in the community and when they hear about cases, they report them to CHREAA.

2. Do paralegals follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

Currently, CHREAA does not have any specific guidelines to deal with sexual violence cases.

3. Do paralegals receive special training on sexual violence? If so, how often? Who conducts the training?

CHREAA employees have received training in this regard in Denmark.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

CHREAA works with special centers, where they have medical personals, police, and social workers. Thus, when paralegals receive a case, they refer them to those centers if they need medical treatment.

5. Are paralegals trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

CHREAA paralegals are not trained to provide any psychological counseling services, and they just refer survivors to other organizations.

6. What protocols do paralegals follow when conducting interviews or gathering evidence? How do paralegals interact with interviewees? Are interviews conducted in secure locations?

CHREAA does not conduct interviews and gather evidence. They refer the case to the police for investigation.

7. Do you protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?

Paralegals respect and protect the confidentiality of sexual violence survivors. When paralegals are recording information about survivors, they do not disclose any information to anyone related to that person. Even if they go to the court, their identities will not be revealed.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?

These cases are considered criminal offenses and thus paralegals cannot mediate them at all.

9. Do paralegals work through the customary law system or with traditional authorities to resolve sexual violence cases? If yes, how?

They do not have traditional courts in the formal justice system. Everyone has to report sexual violence cases to the police.

10. Do paralegals encourage clients to prosecute sexual violence cases?

They encourage clients to prosecute sexual violence cases. However, the problem is that there is a social stigma attached to sexual violence in the community. Thus, survivors are not willing to report these cases. Some people do not even like to go through the court and disclose all the details of the incident.

11. Do paralegals work with lawyers to prosecute sexual violence cases? If so, in what capacity?

The role of paralegals is to refer people to the police or if they need legal representation, to refer them to lawyers. They also provide basic legal services but in the most cases, they just refer them to lawyers.

12. Are sexual survivor's referred to police stations to file a report? If so, are they escorted by paralegals? If not, why?

In case of sexual violence, CHREAA refers survivors to the police but they do not escort them.

13. Do paralegals assist police officers in sexual violence cases? If so, in what capacity? (i.e. investigation, evidence gathering, or locating suspects and witnesses)

Paralegals do not assist police officers in gathering evidence. Investigation is the role of police.

14. Do police and/or government authorities cooperate with paralegals working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

The police cooperate with CHREAA. Paralegals can go to the police office station to screen cases of women and children and make recommendations to the police. The police consider these recommendations as they work on cases. Police stations have a “Victim’s Support Unit,” and paralegals are also allowed to attend its sessions.

15. If the client decides not to prosecute, what remedies, if any, do paralegals usually recommend to the client?

If they decide not to prosecute, paralegals just encourage them to go for counseling. They advise survivors to go to the One Stop Center to get medical or psychological treatment.

16. Do paralegals stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

It depends if the survivors are willing to stay in touch or not. Sometimes, they call to request help or just to express their appreciation.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

CHREAA does not provide any financial assistance to survivors.

18. Do paralegals conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

CHREAA provides educational programs. The government, the administration of Gender, and organizations like Malalo Society also provide civic educational workshops. There are many examples of educational workshops, as the issue of gender-based violence is an important topic in Malawi.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

CHREAA has more women than men (about 70% women and 30% men). In sexual violence cases, women survivors prefer women.

What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

The main challenge is when survivors withdraw cases and are not willing to continue them. Even if the police refuse, they insist on withdrawing cases because of the cultural stigma and intimidation, especially in the case of sex workers. Sex workers fear that the case will turn against them and their families.

Marginal Action Resource Group (MARG), India [Paralegal]

Contact: Anju Talukdar³

Website: www.ngo-marg.org

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

Since MARG partners with and trains paralegals in other NGOs, their partners handle cases of rape and sexual violence. They are located in New Delhi, and most of their work is carried out at the grassroots level through their partner organizations. It is very rare that someone directly goes to them. However, one of the officers of MARG is also an advocate with the Delhi Legal Services Authority (DLSA) who receives cases directly through the course of her employment with DLSA.

2. Do paralegals follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

MARG follows protocols laid out in the law. They instruct their partners on legal requirements such as privacy issues and the maintenance of records. Though they recognize the medical, emotional, psycho-social, and other rehabilitative needs of the survivor, they are not qualified to provide psychological counseling. The protocol includes:

- a. Making sure the survivor receives adequate legal aid;
- b. Ensuring the survivor has sufficient legal support; and
- c. Ensuring that the survivor receives the compensation that she is entitled to.

3. Do paralegals receive special training on sexual violence? If so, how often? Who conducts the training?

MARG trains paralegals in various parts of India. Training modules are altered depending on the partner's profile. This differs due to the variety of groups benefitting from MARG's services. Each training module is unique and is structured to suit the needs of the specific partner receiving training. The training modules range from 16 days to 4 days to even 2 days. Ideally, they prefer and recommend the 16-day training module. However, some organizations cannot devote that kind of time to their training because many groups are self-help groups, where the members are cultivators and cannot devote enough time to training. Each training module is followed by a refresher course and review meetings to

³ Ms. Anju Talukdar (AT), director of MARG. AT informed us that MARG is an umbrella organization that trains paralegals (known as grassroots advocates) associated with several other organizations in remote parts of India.

ensure that the organizations receive the support they need for the entire year. The refresher course is more important than the actual training as they can assess the effectiveness and drawbacks of the training. The follow ups or refreshers are never longer than the training but may be as long since they are designed to fill in details. With respect to the review meetings, it is not financially feasible to go to remote areas to hold these meetings. Therefore, they use technology such as emails and phone calls to keep in touch with their partner organizations. The aim to meet once a quarter, but that too can be a financial burden and is not always feasible.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

Though MARG does not gather the medico-legal evidence, they realize its importance. Therefore, they train the paralegal to take the survivor to the nearest government hospital where the evidence can be collected. They do not get involved with the process of gathering evidence.

5. Are paralegals trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

MARG is run by lawyers and therefore focuses on legal aspects of sexual violence cases. They believe they lack the expertise to train paralegals to effectively deal with people with trauma. Counseling is not as simple as holding a conversation. Though talking is good, it could sometimes be harmful. For example, it could be detrimental if the paralegal gives the client false assurances or if the paralegal provides a biased outlook on the client's situation. MARG recognizes that counseling is a professional skill and believes it is better to abstain from it rather than do it badly. MARG also believes that the ideal paralegal must be trained to give psychological support. However, in their case, this would elongate the training process. It is easier to learn legal procedures than learning to provide psychological counseling, as that skill is time consuming to learn.

6. What protocols do paralegals follow when conducting interviews or gathering evidence? How do paralegals interact with interviewees? Are interviews conducted in secured locations?

There are two aspects of evidence in cases of rape and sexual violence:

- a. The medico-legal aspect of the process: with respect to preserving and gathering samples, MARG does not discuss or educate the paralegals on these details as they feel it requires the technical expertise of a doctor or other professional.
- b. The legal aspect: The paralegals are given an overview of the trial process but not trained to guide this process. Their job is to make the witness feel comfortable and talk to her about what to expect during the process.

7. Do paralegals protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain their confidentiality?

The paralegals are clearly told that any disclosure is against the law, and they will be held liable for any disclosure that they make. However, the focus seems to be lost in India, as the paralegals believe that confidentiality is the responsibility of the survivor. They often shun survivors coming to them under the guise of confidentiality. Therefore, MARG started to specifically state that the paralegals must encourage survivors to come out and speak about their experiences. The paralegals are further taught to document and track cases on file. However, the paralegals use nom de plumes when discussing their cases during fund raising or other publishing activities. The paralegals are sworn to secrecy when dealing with anyone outside the organization such as the media.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is it?

In India, there is an increased tendency to refer everything to mediation due to a backlog of cases in the courts. However, with respect to sexual offenses, MARG's policy is aligned with the law, which does not allow for any compromises. They firmly believe that rape and sexual violence is a crime against humanity and therefore cannot be settled in the same manner as a civil suit. Sometimes a settlement between the rapist and survivor is recommended by the district judge. However, MARG is opposed to such monetary settlements, and does not believe that the rapist is absolved of his crime by marrying the survivor. The paralegals are told that these settlements are completely contrary to the law and that they give wrong signals to the rest of the community.

9. Do paralegals ever work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

Traditional or customary law authorities are not meant to deal with criminal cases. However, some criminal cases in India are compoundable (i.e. they have a civil aspect and therefore settling these cases is not permissible under the law). Sometimes, the cases get referred to the Panchayat or Council of Five elders, which sanction settlements of rape and sexual violence cases through marriage or monetary settlements. MARG opposes this method of dealing with such cases despite acknowledging its existence. Panchayat is the height of patriarchy and often does not regard women's rights as equal to those of men, and therefore, is ill-equipped to handle cases of rape and sexual violence. Further, if the Panchayat tries to resolve such matters, it is acting in excess of the authority given to it. The law does not permit the Lok Adalats or the Panchayats to handle matters of rape and sexual violence. These are crimes against humanity and must be dealt with in a competent court of law.

10. Do paralegals encourage clients to prosecute sexual violence and rape cases?

MARG trains paralegals to follow the procedure laid out in the law. The paralegals are guides through this process and provide the client with the support she needs to get through it.

11. Do paralegals work with lawyers to prosecute sexual violence cases? If so, in what capacity?

MARG is an organization run by lawyers who provide training to the paralegals. Paralegals work with different NGOs. MARG does not exercise any direct control over them. Though there is a personal relationship between the paralegals and lawyers where information is shared, there is no direct control or working relationship between them. MARG does not have reporting requirements with respect to the paralegals they train and as such, the paralegals operate as independent units in their communities. However, MARG follows up with the paralegals they trained as mentioned in the answer to question 3 above.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by paralegals? If not, why?

MARG trains paralegals to support survivors throughout the prosecution process. The paralegals report to the police as soon as they know of any such case. Cases of rape and sexual assault must be handled by the state.

13. Do paralegals assist police officers in sexual violence and rape cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

N/A.

14. Do police and/or government authorities cooperate with the organization/paralegals working on sexual violence and rape cases? If not, have they been uncooperative or indifferent? How so?

Normally, it is a bit confrontational. The police tend to be obstacles to the process of justice in India due to rampant corruption. The police do not arrest the offender nor do they register the First Information Report (FIR). Paralegals report up to the superior officer if they feel a particular officer is not cooperating. Trainings are not done in tandem with the police. Sometimes, it's a caste issue. When the police and offender are from the same caste, it is likely that the matter will not go any further and the paralegal must take a confrontational stance with the police.

15. If the client decides not to prosecute, what remedies, if any, do paralegals usually recommend to the client?

As an official of the court, the paralegal must pursue the matter legally. However, they cannot force the client to go to court or provide a statement. The prosecution is duty bound to resolve the matter in the manner prescribed by the law. It is not only about that particular client who does not want to prosecute because rape is a

crime against society at large, and thus, is it imperative to find the offender as he is a potential threat to society. Therefore, despite the wishes of the client, it is the duty of the police and the state to pursue the case. It would lead to a weaker case if the survivor is not willing to go to court and give a statement. When it comes to a crime, it is not up to the individual, the state has a duty to go after the offender regardless of the wishes of the survivor.

16. Do paralegals stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

There is no enforcement mechanism in place through which MARG can ensure continued engagement with the survivor. Since paralegals and survivors are part of the same community, they do stay in touch with the survivor after the case is resolved.

17. Do you have an emergency fund to provide financial assistance to survivors of sexual violence and rape?

N/A

18. Do paralegals conduct educational workshops or advocacy programs with respect to sexual violence and rape issues? If so, how often?

The paralegals are given materials like posters and handouts containing legal provisions. They are then encouraged to discuss what they learn at training with the community. They may do this during the normal meetings the local NGOs have with the community or through a special campaign.

19. What is the gender demographic of your organization? Do clients have a preference with respect to the gender of the paralegal assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

Survivors prefer women paralegals. However there never has been a case where MARG has had 100% women paralegals, it is normally 50-50. They recognize that it is easier for women survivors to talk to other women; sometimes, this just is not viable. This is because of the patriarchal nature of the Indian society where it is difficult for a woman to go out and join the work force.

20. What challenges has the program faced while dealing with sexual violence and rape cases thus far? How do you overcome these challenges? How successful have your methods been?

Two big concerns:

- a. The general population of India is largely ignorant of the legal provisions in place to protect citizens. Often, they are not even aware of the

Constitution. Therefore, these people have no concept of the legal framework or governmental obligations.

- b. The risk of being misunderstood. The law is hard to learn. Paralegals often are exposed to three years of law school in a short span of two weeks. Therefore, paralegals may be overloaded with information and may misunderstand things.

The challenges are overcome through an interactive training process. They ensure that paralegals remember what they learn during the training. To do that, they give out less information. The pace of training is not hastened, but information given out is remembered. A lot of time is given to role play. There is a feedback questionnaire at the end of the training process, where they can gauge how much the paralegal has learnt.

**Rehabilitation Centre for Victims of Domestic and Sexual Violence (“RECESVID”),
Kampala, Uganda**

Website: <http://www.recesvid.org>

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

Sometimes survivors already know about the services that RECESVID provides; so they call or physically go to the office in Kampala. In addition, service providers, including the Uganda police force, call and send cases or physically bring survivors to RECESVID. Sometimes employees go the community and identify survivors. This is part of the Community Outreach Program. Clients also use the Internet (i.e. Facebook) to contact RECESVID. The organization also raises awareness through the Uganda Radio Station.

2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

Employees mainly use the “In-house Assessment Form” to document cases. In Uganda, everybody who is a survivor of rape and needs to access medical treatment will be asked to go to the police and file a report. One of the checklists that RECESVID uses for this purpose is Police Form 3 (PF3), which is a police report. PF3 tells you that someone has been raped and provides additional evidence including medical records. So when Uganda police refer a survivor to RECESVID, they will provide a background on the survivor.

3. Do employees receive special sexual violence training? If so, how often? Who conducts the training?

All RECESVID employees are trained, especially those working with mental health issues and trauma. They have internal training as well as external training. Internal training is conducted through in-house meetings, where they discuss different issues such as respect and confidentiality of survivors’ information.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

RECESVID refers survivors to hospitals because they believe that hospitals are better equipped than clinics. They also refer survivors to private doctors who are licensed by the government to do forensic examinations.

5. Are employees trained to provide psychological counseling services to sexual survivor’s violence survivors? If so, how? If not, do they make referrals?

Particularly with respect to children, RECESVID employs art therapy. They think that it is easier for children to express themselves through art than to speak directly about their experiences.

6. What protocols do employees follow when conducting interviews or gathering evidence? How do employees interact with interviewees? Are interviews conducted in secure locations?

RECESVID conducts interviews through a standard assessment form, which has several sections. The first section includes information like name, gender, age, nationality, education, and contact details. In the second part, they look at the background and history of trauma prior to the current abuse. Then, they look at the positive and negative coping strategies and help survivors who are negatively coping with trauma. They also ask survivors how they feel about what happened to them. By allowing them to express their emotions in the present, they can help them better cope with the situation. Their attitude and behavior during the sessions are also very important. It is also necessary to ask about survivors' expectations to understand how to better help them.

7. Do you protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?

Sexual violence is a sensitive issue. Survivors might avoid speaking up if they do not feel secure. Therefore, employees are trained and conscious about the confidentiality of the survivor's information, and ensure that it will remain confidential. If they want to share it with other people, it has to be with explicit permission.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?

Mediation is very tricky when it comes to sexual violence. It is not realistic to engage in mediation because it entails negotiation with somebody who has been sexually abused. RECESVID has some methods to settle cases out of the court, especially for children. For instance, sometimes adults surrounding an abused child might negotiate with perpetrators to be paid an amount of money and end the case. If the case goes to the court, witnesses might refuse to appear before the court and the court will dismiss the case. However, RECESVID is trying to educate the community that no amount of money can compensate for the impact of sexual abuse.

9. Do employees work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

N/A.

10. Do employees encourage clients to prosecute sexual violence cases?

Although employees encourage survivors to prosecute cases, there are some challenges that prevent survivors from going to the court. One of these challenges is that survivors have to testify in open court, where everybody and the media are present and this is very difficult. Thus, they just want medical treatment and do not wish to go to court.

11. Do employees work with lawyers to prosecute sexual violence cases? If so, in what capacity?

Lawyers play a big role in helping survivors with legal issues such as reporting cases and informing them about the prosecution process. They also inform survivors on different laws; for example, the laws governing sexual abuse of children are different from those for adults.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by employees? If not, why?

N/A.

13. Do employees assist police officers in sexual violence cases? If so, in what capacity? (i.e. investigation, evidence gathering, or locating suspects and witnesses)

N/A.

14. Do police and/or government authorities cooperate with employees working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

According to the Uganda Police's statistics, there were only 359 convictions out of about 19,000 cases where children were defiled. This statistic shows that there is a problem within the system. The police blame it on the lack of sufficient evidence. However, providing sufficient evidence is so difficult. It also highlights issues concerning evidence gathering by the police.

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

N/A.

16. Do employees stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

RECESVID employees stay in touch with survivors because their job is to rehabilitate survivors. Emotional trauma lasts even after physical trauma is effectively dealt with. Employees monitor survivors to see how they are coping with their emotional trauma and to track their progress. Post-Traumatic Stress Disorder requires a long process of recovery. So follow-up procedures are necessary.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

RECESVID does not have a special emergency fund for financial support of survivors of sexual violence. However, different NGOs provide funds for forensic examination of children.

18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

The organization has conducted successful awareness programs to educate the community, including a workshop on sexual violence for about 600 people. In addition, the organization has conducted educational workshops for the media, Uganda prison services, mental health professionals, students, and people in the community. The content of the trainings include the concept of gender-based violence, municipal law, regional law, international treaties, health issues such as HIV, and access to treatment and services.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

Currently, only women directly work with survivors of sexual violence. Most lawyers are women too. Usually, survivors prefer women. In addition, elderly sexual violence survivors do not feel comfortable with people who are much younger than them.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

When survivors report to the police, the police give them police form 3, which requires survivors to be examined by a medical professional. They document survivors' statements and any physical evidence. However, they rely heavily on physical evidence, which is problematic. For example, the DNA test is expensive in the community. Lack of DNA evidence is problematic in a case where there is no physical penetration, but the person was molested (attempted defilement). According to the Uganda Police's statistics, there were only 359 convictions out of about 19000 cases where children were defiled. This statistic shows that there

is a problem within the system. The police blame it on the lack of sufficient evidence. However, providing sufficient evidence is so difficult.

Another important challenge is that survivors are required to testify in an open court, which can prevent them from going to court. The cost of medical treatment is enormously expensive and unaffordable, which is another challenge.

Omid Foundation/Omid-e-Mehr
Tehran, Iran

Contact information:

Tel: +98(21)88918351

Fax: +98(21)88918350

Email: info@omid-e-mehr.org

Website: <http://www.omid-e-mehr.org/>

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

When OMID Foundation started the program 10 years ago, they approached some clients, but now clients come to the organization. Also, governmental agencies refer about 25% of clients to OMID Mehr.

2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

The OMID foundation developed a guideline, which is the first to help people in Iran.

3. Do employees receive special training on sexual violence? If so, how often? Who conducts the training?

Currently, some international organizations train OMID employees on a regular basis. CAARE Diagnostic and Treatment Center of UC Davis Children's Hospital, which has developed an innovative technique for dealing with the effects of long term trauma, is going to train OMID therapists to deal with complex trauma and sexual abuse. In addition, Yoga HOPE (based in Boston, USA) is going to teach clients and employees to use yoga as a therapeutic tool for dealing with trauma.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

OMID employees refer survivors to physicians and medical centers for examination.

5. Are employees trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

OMID provides several types of therapy and counseling. They have individual and group counseling, and art therapy. Art teachers are trained to use art as a therapeutic tool.

- 6. What protocols do employees follow when conducting interviews or gathering evidence? How do employees interact with interviewees? Are interviews conducted in secure locations?**

OMID has special employees who are trained to only interview clients or their family members. They have a special protocol for interviews and they consider Iranian culture to effectively communicate.

- 7. Do you protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?**

All OMID employees are professionals and they do not have any volunteers because of the sensitive nature of this work. Employees are trained to protect the confidentiality of clients. They have a special protocol for maintaining confidentiality. The center has no tolerance for breaches of confidentiality.

- 8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?**

N/A.

- 9. Do employees work through the customary law system or with traditional authorities to resolve sexual violence cases? If yes, how?**

N/A.

- 10. Do employees encourage clients to prosecute sexual violence cases?**

N/A.

- 11. Do employees work with lawyers to prosecute sexual violence cases? If so, in what capacity?**

OMID employees hire attorneys who work on a pro bono basis to help them with legal issues. Sometimes, survivors (i.e. children) need to stay in the centers to participate in the program. Then, employees need to get custody of these children and prove that their situation is indeed dangerous. Lawyers help the organization get the custody of these children.

- 12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by employees? If not, why?**

N/A.

- 13. Do employees assist police officers in sexual violence cases? If so, in what capacity? (i.e. investigation, evidence gathering, or locating suspects and**

witnesses)

N/A.

14. Do police and/or government authorities cooperate with employees working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

Governmental agencies refer about 25% of these cases. There are some cases where survivors are arrested by the police on the street and subsequently referred to OMID.

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

N/A.

16. Do employees stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

N/A

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

OMID's program provides assistance to survivors for 3 years. It offers education and therapy. Some survivors live at the center in the residential area. During the first 2.5 years, survivors attend training and educational classes. During the last 6 months, they attend classes outside of the centers to pursue more specialized and vocational training such as accounting, IT, and secretarial skills, for which relevant institutions officially certify them. Thus, they are provided with financial assistance during these 3 years to attend classes.

18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

OMID has many different workshops for employees, survivors, and their family members on a regular basis. One of the survivors' fathers became an advocate for OMID after this workshop. In addition, Yoga HOPE (based in Boston, USA) is going to teach clients and employees to use yoga as a therapeutic tool for dealing with the trauma.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

OMID has many male teachers and therapists. Sometimes, when survivors come to OMID for the first time, they might not be comfortable with male teachers, but after a while, they manage.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

The main challenge is that the law does not protect survivors of sexual violence. The stigma that society members put on survivors is another challenge. To overcome this challenge, OMID hires professionals who are educated outside Iran and not affected by such cultural stigmas. In addition, budgeting for this 3-year program is another challenge as OMID is a non-profit.

B. ANTI-SEXUAL VIOLENCE ORGANIZATIONS

Camba Rape Crisis Services and Hotline

Brooklyn, NY

Website: <http://www.camba.org/programs/familysupport/familyviolencepreventionintervention/rapecrisiservices>

- 1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?**

Camba discovers cases of rape and sexual violence in the community primarily through its hotline, which is advertised on metros, newspapers and online.

- 2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?**

N/A.

- 3. Do employees receive special training on sexual violence? If so, how often? Who conducts the training?**

Hotline responders receive the NYC Department of Health's recommended 40 hour training, which involves making referrals, listening without being judgmental, and connecting callers to counselors.

- 4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?**

If survivors have been penetrated during rape and sexual violence, Camba encourages survivors to seek medical attention at a hospital near them.

- 5. Are employees trained to provide psychological counseling to sexual violence survivors? If not, do they make referrals?**

Camba refers survivors to hospitals with psychological counseling programs if the matter is very serious. Camba also provides counseling support. Callers can speak to licensed mental health workers, and hotline responders screen people for appointments. Finally, Camba's partnership with the NYC Department of Health and the NYC State Coalition Against Sexual Assault gives survivors access to additional resources.

- 6. What protocols do employees follow when conducting interviews or gathering evidence? How do they interact with interviewees? Are interviews conducted in secure locations?**

N/A.

- 7. Do employees protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?**

If callers are willing, they can answer on a first name basis. Otherwise, Camba does not take any other personal information down.

- 8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?**

N/A.

- 9. Do employees work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?**

N/A.

- 10. Do employees encourage clients to prosecute sexual violence cases?**

Camba encourages callers to file police reports, but does not compel them to do so. Most survivors may not want to prosecute or file a police report due to fear of retaliation, or they doubt people will believe their account.

- 11. Do employees work with lawyers to resolve sexual violence cases? If so, in what capacity?**

N/A.

- 12. Are sexual violence survivor's referred to police stations to file a report? If so, are they escorted by employees? If not, why?**

If survivors want to press charges, Camba encourages them to contact police directly. Employees do not escort survivors to police stations.

- 13. Do employees assist police officers in sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?**

N/A.

- 14. Do police and/or government authorities cooperate with paralegals working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?**

N/A.

15.If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

If the client decides not to prosecute, Camba will only provide counseling support and advocate for similar services to assist the survivor.

16.Do employees stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

N/A.

17.Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

Camba conducts educational workshops on teen dating and how to stay safe. Health educators conduct these workshops in schools for senior and junior students.

18.Do you have an emergency fund to provide financial assistance to sexual violence survivors?

Camba does not provide emergency funds for survivors. But survivors who file a police report with details of injuries and a rape kit may be eligible for the Crime Victim Compensation Claim – it compensates New York residents for medical, counseling, transportation, moving, and other expenses incurred as a result of the crime in question.

19.What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

Camba has an equal number of male and female hotline responders. Callers ask to speak to someone of a specific gender only 1% of the time.

20.What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

Camba's greatest challenge is providing long-term counseling services. While Camba's services are free, it is only for a short term. Long-term counseling services are expensive.

International Center for Research on Women (“ICRW”)

1120 20th St. NW
Suite 500 North
Washington, DC 20036
Website: www.icrw.org

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

N/A.

2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

ICRW follows international guidelines like the ones established by the World Health Organization (WHO) and the “do no harm” principle that recognizes women’s autonomy while addressing the root causes of sexual violence.

ICRW’s Internal Review Board (“IRB”) assesses preparation for research and ensures compliance with international guidelines and/or standards.

ICRW recently developed the Violence Against Women Self-Assessment Tool to help partner organizations reflect on their programs and identify ways to strengthen their work.⁴

3. Do employees receive special training on sexual violence? If so, how often? Who conducts the training?

ICRW does not provide specific training for research on sexual violence cases. However, ICRW does specify that applicants should have the requisite skills, competencies, and values during its recruitment process. Also, IRB ensures that all employees complete CITI training every two years. CITI training is an online course for research institutions that focus on human species.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

If the need arises, ICRW will refer sexual violence survivors to health care providers that they have identified and contacted in the community for medical services.

⁴ See ICRW, Violence Against Women Self-Assessment Tool (2015)
http://vaw.icrw.org/VAW_tool_2014.pdf

5. Are employees trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they offer referrals?

ICRW employees are not trained to provide psychological counseling, but rather ask partner organizations to make proper referrals to outside psychological counseling services or organizations. ICRW only ensures that services meet certain minimal standards.

6. What protocols do employees follow when conducting interviews or gathering evidence? How do they interact with interviewees? Are interviews conducted in secure locations?

IRB must approve all research-related interviews. To get approval, researchers must provide IRB with basic research information in survey format and all tools or materials. Then, IRB either expedites or denies approval.

Once in the field, the interviewer/s introduce themselves and the research topic. They present the interviewee with a consent form and guarantee confidentiality. Depending on the circumstances, ICRW may refer the survivor to support services during the interview. After the interview, the interviewer/s thank the interviewee, and ask if s/he has any further questions.

Because confidentiality is extremely important, ICRW conducts interviews in secure locations. While partner organizations provide access to survivors, ICRW ensures that partner organizations provide the right environment for the interview.

7. Do employees protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?

ICRW employees use anonymous IDs or codes instead of real names. In analysis and reporting, ICRW uses pseudonyms or simply say something like “a respondent in Kenya said etc...” ICRW does not even give the specific location.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?

ICRW is currently conducting an exploratory study with two partner organizations in Haiti and Uganda on mediation in this context. The goal is to see how it works, and to ultimately determine how effective it is. The research is a work in progress. So, ICRW does not have a clear policy on mediation yet.

9. Do employees work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

Research reveals that there has been little to no use of customary law for sexual violence cases. Sexual violence is a criminal offense in most countries, and thus, must go through the formal justice system.

10. Do employees encourage clients to prosecute sexual violence cases?

N/A.

11. Do employees work with lawyers to resolve sexual violence cases? If so, in what capacity?

Some partner organizations have in-house counsel, while others refer clients to women's organizations, law societies or law firms. ICRW does have lawyers on staff.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by employees? If not, why?

Partner organizations escort survivors to police stations. As an international NGO, ICRW does not have access to the police.

13. Do employees assist police officers in sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

N/A.

14. Do police and/or government authorities cooperate with employees working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

Sometimes, police and/or government authorities are not sensitive or aware of what they need to do to help survivors. It is more ignorance, not necessarily pushback.

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

ICRW recognizes women's autonomy and agency. If a survivor chooses not to prosecute after ICRW employees provide him/her with all the information they need to make an informed decision, ICRW will not force them to prosecute the case.

16. Do employees stay in touch with sexual violence survivors after a case is resolved? If so, for how long? And for what purpose?

N/A.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

N/A.

18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

ICRW advocacy happens at the global level; partner organization advocacy is at the local level. Still, ICRW works with partner organizations to strengthen their local outreach efforts. ICRW has developed organization-specific plans for advocacy programs and educational workshops.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employee assisting them in sexual violence cases? How do you ensure there are enough women to work on these cases?

N/A.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

The main challenge ICRW faces is the sensitivity and silence that shrouds rape and sexual violence in communities. It is difficult to identify respondents who are willing to speak in-depth because of underreporting. Consequently, it is difficult to establish how big the problem is. Other setbacks have to do with the social norms and customs about public discussions and reporting or seeking justice for sexual violence crimes.

Second, inadequate distribution of services and the level of ignorance concerning one's rights is also a problem. If services were readily available, it would be much easier for survivors to seek help.

Finally, the lack of appreciation, understanding, and specific approaches or guidelines on how survivors can disclose sexual violence is another challenge ICRW is tackling.

Lawyers Against Abuse
South Africa

Contact information:

Address: Johannesburg, Gauteng, South Africa

Phone: 0117178601

Facebook page: www.facebook.com/lawyersagainstabuse

Website: <http://lawyersagainstabuse.tumblr.com/what>

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

Usually, survivors of sexual violence approach LvA directly with their complaints. It is also common when friends, relatives or employers of the survivor seek an organization that can help the survivor of sexual violence deal with trauma and prosecute the perpetrator.

2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

LvA does not have written guidelines or checklists that they follow when dealing with sexual violence cases. Since its staff is relatively small, employees of LvA develop their approach to gender-based offenses during office discussions. They agree that it is very hard to have a uniform approach to sexual violence cases. Hence, chosen tactics depend mainly on the needs of the client and the stage of the case - whether the case is still before the police or is going through trial.

3. Do employees receive special training on sexual violence? If so, how often? Who conducts the trainings?

Employees of LvA receive special trainings from psychologists, attorneys, and prosecutors. In addition, they undergo social trainings about how to understand rape and trauma in sexual violence cases.

In criminal proceedings, LvA employees do not formally stay on the record of the case. They play a “watchdog role,” meaning they support their clients throughout the process by providing legal and emotional support.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

At the very initial stage of the case, the client is referred to medical facilities or public hospitals. Then, a professional on LvA’s staff gives clients psychological counseling. If necessary, clients are referred to other specialists, including social workers.

5. Are employees trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

LvA has a psychologist on staff who assists its clients. Other employees also receive trainings, where they learn how to provide psychological counseling to survivors of sexual violence. The sensitivity of rape cases is taken very seriously in the organization. The organization also integrates psycho-social techniques to help clients overcome post-traumatic syndrome and testify against their abusers.

6. What protocols do employees follow when conducting interviews or gathering evidence? How do you interact with interviewees? Are interviews conducted in secure locations?

Employees of LvA assist police officers in gathering statements from the survivor of sexual violence and witnesses. LvA staff arrange for witnesses to come to the police station or escort police officers to the hospital, shelter, or other places where the client can be found at the moment.

Employees always accompany the client to the police station and stay there until the client can leave the station. LvA employees say that it takes around 2 hours to collect DNA and other evidence from the survivor's body and clothes.

7. Do you protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain confidentiality?

There are no special procedures regarding confidentiality in LvA. Nevertheless, attorney-client privilege applies in every case. Primarily, their clients work with the police and the prosecutor's office. Hence, their names are revealed there. However, if the client approaches LvA directly, they try to be very careful with the issue of confidentiality. For example, if mass media wants to cover the story of the survivor, s/he has to give consent first and discuss issues of anonymity.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what the policy?

LvA has never been involved in the mediation of sexual violence cases.

9. Do you work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

LvA never worked with traditional law systems in South Africa on rape cases.

10. Do employees encourage clients to prosecute sexual violence cases?

In most cases, clients of LvA are referred to police stations to file a report. The organization holds the policy of encouraging survivors of sexual violence to

report rape and other sexual offenses. The employees of LvA always accompany clients to the police station and stay there until the client can leave the station.

11. Do you work with lawyers to prosecute sexual violence cases?

LvA has 2 lawyers on staff who are involved in cases. Sometimes clients are referred to outside law firms too. In complicated rape cases, LvA often bring volunteer lawyers who assist them in handling the rape case.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by employees? If not, why?

In most cases, LvA refers clients to police stations to file the report. LvA employees always accompany clients to the police station and stay there until the client can leave the station. It takes around 2 hours to collect DNA and other evidence from the survivor's body and clothes.

13. Do employees assist police officers in sexual violence cases? If so, in what capacity? (i.e., investigation, evidence gathering, or locating suspects and witnesses)

Employees of the LvA assist police officers in gathering statements from the survivor of sexual violence and witnesses. However, it is always better when the police do their job. LvA staff arrange for witnesses to come to the police station or escort police officers to the hospital, shelter, or other places where the client is found at the moment.

14. Do police and/or government authorities cooperate with employees working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

LvA agrees that South Africa has great laws and policies. The problem is that they are not implemented consistently. State actors, such as the police, court registrars, hospital personnel, magistrates, and prosecutors generally do not provide survivors of sexual violence with the protection to which they are entitled to under legislation. Frequently, police, educators, and medical staff ignore or even abuse survivors. Survivors often suffer from post-traumatic stress and cannot remember all the details required to testify against their abusers. LvA does the “unglamorous” daily dealings with magistrate courts to instigate changes in the knowledge and attitudes of officials. The organization aims to work in local areas, where employees can be engaged continuously in the same services.

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

Generally, LvA encourages its clients to prosecute rape cases, and most of its cases are going through the official system. However, if the client refuses to prosecute the case, associates follow the same process and render the same legal, psychological, and social services, except going to the police station and trial.

16. Do you stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

LvA has a special digital follow-up system, which allows for total interaction with the client. Associates can track services that were rendered to the client through this system. The system alerts associates 3 times after the cases is closed: at 1 month, 3 months and 6 months after the case. Associates contact the client at these times to inquire about his/her state of affairs.

17. Do you have an emergency fund to provide financial assistance to survivors of sexual violence?

LvA does not have an Emergency fund to provide financial assistance to survivors of sexual violence. This question has been discussed many times, but currently it remains unsolved. Nevertheless, the organization often covers transportation costs to and from the court.

18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

The organization focuses its activity in 4 branches. First, they try to cooperate with the government and the police. Second, they instruct medical workers on the specifics of sexual violence cases. Third, they are engaged in community work. LvA works directly with schools and young women to educate them on their rights and to explain what rape is and what is hidden behind it. They also cover the issue of the impact that rape has on the survivor and his/her family. The fourth activity is advocacy.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

The office of LvA is entirely female. Previously, there was one male volunteer who interned in the organization for 1 month. But he was not engaged in direct work with clients. Thus, LvA does not have any experience with male associates interviewing female clients. However, if relatives or friends (either male or female) refer rape cases to the organization, men can be helpful in dealing with men.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

The main challenge LvA encounters in its practice is huge government resistance. Often, police turn away women's reports, which results in a great number of unreported cases. Police and prosecutors always try to reduce the charge for the perpetrators or to settle the rape without going to trial. To overcome these challenges, associates of LvA focus their work on particular communities and learn about their specific needs.

Another challenge with sexual violence cases in South Africa is the fact that sexual abuse is quite normalized in this society. This also results in the underreporting of rape cases. The statistics show only the tip of the iceberg from the real picture. Finally, it is very hard to find cheap accommodation for clients. South Africa lacks shelter for survivors of sexual violence.

Rape Crisis Cape Town Trust
South Africa

Contact information:

Address: 23 Trill Road,
Observatory, Cape Town 7925
Telephone: (021) 447-1467
Fax: (021) 447-5458
Website: www.rapecrisis.org.za

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

Rape Crisis Cape Town Trust (Rape Crisis) is a court-supported project. It has an independent office as well as offices inside the courts in South Africa. The court refers sexual violence cases to its office, and clients directly approach the organization. Employees join survivors on the day of a trial, before the actual proceeding begins, and after the survivor gives his/her statements to the police officer and prosecutor. Rape Crisis starts its work when the prosecutor decides to take the rape case to trial. Initially, employees speak to the client to define his/her emotional state. At this stage, they may tell the prosecutor that the client is not ready for the trial, and the court is more likely to postpone the case.

2. Do you follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

Rape Crisis employees have very strict guidelines when dealing with sexual violence cases.

3. Do you receive special trainings on sexual violence? If so, how often? Who conducts these trainings?

The organization has its own coordinators and trainers who decide what kind of training each employee must undertake. The initial training lasts up to 2 weeks. After the first training, however, employees do not have direct access to clients. Before handling a case independently, employees must first undergo a “job shadow observations,” where they handle mock cases. There, they are given the details of a sexual violence case. Then, they handle the case under the supervision of an experienced colleague. The overall process lasts up to 2 months. Only then will Rape Crisis allow an employee to work directly with survivors of sexual violence. Additionally, Rape Crisis has 60 – 80 trained volunteers offering direct service delivery under the supervision and mentorship of trained staff members.⁵ Staff meet monthly with volunteers in focus groups. Volunteers meet twice a year

⁵ Rape Crisis Cape Town Trust, *Organizational Profile 7* (2014).

to discuss volunteer issues in the Volunteer Forum. Finally, the entire staff, volunteers, and trustees come together twice a year in the General Meeting to discuss the organization's well-being.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

Rape Crisis has very broad connections with medical professionals. It has partnerships at the local, provincial, and national levels as well as some limited international partnerships with civil society organizations, networks, government departments, academic institutions, and development agencies. A full list of partners includes 43 separate organizations and institutions. The organization refers not only survivors of sexual violence, but also (if need be) family members, to medical facilities for medical treatment or psychological counseling. Employees of Rape Crisis do not limit their counseling services to the survivor of sexual violence. They provide counseling to survivors' families to help overcome trauma. In addition, Rape Crisis is connected to a wide range of NGOs that deal with specific cases of rape like rape of a minor. Rape Crisis only deals with adult rape. Lastly, Rape Crisis refers its clients to social workers as well.

5. Are employees trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

The organization refers not only survivors of sexual violence, but also (if needed) family members, to medical facilities for medical treatment or psychological counseling.

6. What protocols do you follow when conducting interviews or gathering evidence? How do you interact with interviewees? Are interviews conducted in secure locations?

Rape Crisis is prepared and willing to work with witnesses. The organization does not find witnesses itself. Witnesses (i.e. friends or relatives) are welcomed to the Rape Crisis Office. Interviews are usually conducted in the Rape Crisis office or in the courts, where Rape Crisis has its own offices.

7. Do you protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain their confidentiality?

Rape Crisis guarantees the confidentiality of its clients. A case is usually assigned to one counselor, and other counselors do not have access to case files. It is a very strict policy in the organization. In addition, clients are interviewed in special rooms in the office or in the courts, where Rape Crisis has its own offices.

The organization also generated the "Guidelines for Journalists who want to Speak to Rape Survivors" within its "Speak Out Project." The guidelines urge

journalists to treat survivors of sexual violence with respect and anonymity, because the danger of revealing their identity in an article or documentary is very real. In particular, it is recommended to keep in mind that rape survivors are not only women, and that few survivors are willing to share their traumatic experiences with the public. Someone from Rape Crisis is always present during a press interview to coordinate the process.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what the policy?

Rape Crisis is reluctant to mediate sexual violence cases. Its employees have a strong belief against mediating these kinds of cases. If the client consents, however, Rape Crisis will accept the client's decision and thoroughly explain the consequences of such an action. Sometimes, the client agrees to reimbursement of medical and travel costs and lost wages. In some instances, the case is not strong enough to stand trial. Hence, Rape Crisis accepts mediation in very limited circumstances. **(Note: the authors of this manual strongly encourage organizations not to pursue mediation in rape and sexual violence cases).*

9. Do employees work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

Rape Crisis does not work with traditional legal systems. It strictly follows the laws of South Africa.

10. Do employees encourage clients to prosecute sexual violence cases?

Rape Crisis has a policy of encouraging the prosecution of sexual violence cases. However, the final decision belongs to the client.

11. Do employees work with lawyers to prosecute sexual violence cases? If so, in what capacity?

Employees of Rape Crisis are not lawyers and do not have any connections with lawyers. They are strictly engaged in counseling the client by supporting him/her in court. At the same time, they can advise the client on how to get a lawyer. Normally, the prosecutor is a lawyer for the survivor because s/he must prove the guilt of the perpetrator. The state has a duty to assign a public lawyer to the survivor of sexual violence in criminal cases. If the survivor can afford a private lawyer, s/he can take that route as well.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by employees? If not, why?

N/A

13. Do employees assist police officers in sexual violence cases? If so, in what capacity? (i.e., investigation, evidence gathering, or locating suspects and witnesses)

Rape Crisis cooperates with police stations. But it does not do work that is strictly within the police mandate such as collecting evidence or referring survivors for forensic examination. Nevertheless, Rape Crisis employees keep the client informed on the work of police in his/her case.

14. Do police and/or government authorities cooperate with employees working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

The organization's relationship with the government, particularly at the provincial level, is collaborative (it shares spaces at courts and health facilities with government service providers), but also challenging, because Rape Crisis provides well-researched information that influences decision makers and is based on the direct experience of rape survivors

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

If the client refuses to continue with the proceedings, employees of Rape Crisis explain the consequences of such refusal. In particular, it is impossible to reopen a case once it is closed.

16. Do employees stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

Rape Crisis does not have protocols prescribing follow-up actions with their clients.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

Rape Crisis does not have a general emergency fund that provides financial assistance to survivors of sexual violence. However, an exception is given to those survivors who live far away from the place where the trial will take place. In these events, transportation, food, and shelter are provided to clients. But these services are not advertised publicly, due to lack of funding.

18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

Rape Crisis conducts 3 types of educational activities. First, within the training and development section, they train people to raise awareness of rape and sexual abuse. Employees instruct people on how to report sexual violence cases. This section also includes work in schools, including primary as well as high schools, where employees teach children how to stay alert and help others report rape. Second, Rape Crisis conducts a mentoring program mainly in high schools that educates students on how to respect women. Third, Rape Crisis has a door-to-door campaign, where employees conduct surveys on people's opinion about rape, the reporting rate of rape cases, and other issues relevant to sexual offenses.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

Currently, Rape Crisis' office consists of women only. There are 14 women in the Observatory office in South Africa. Previously, there were men who did counseling. However, the organization noticed that it was extremely hard for female clients to open up to men. Rape Crisis also handles sexual violence cases where men or young boys are survivors. These kinds of cases need more qualified specialists because men need more courage to confess that they were raped, and it can take them much longer than women to go through all stages of the process.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

Rape Crisis has a national reputation for unique and innovative best practice models. Since the organization was established in 1976, however, it has faced the following challenges in dealing with sexual violence cases. First, many incidents of rape are unreported. The police criminal statistics show that 9,153 sexual offenses occurred in South Africa in 2012. However, the South African Medical Research Council estimates if all cases of rape were reported then the figures could go as high as 118,989 for the Western Cape province. With the national statistics at 64,514, there could be as many as 838,682 sexual offenses committed in the country each year.

Second, the conviction rate is very low. Often, perpetrators get short sentences. This also discourages survivors from prosecuting a case. Third, the judicial system in South Africa is far from perfect. Hence, rape cases can run for a period of 5, 6, or 7 years. Usually, the client decides to drop the case because of extreme emotional suffering. Fourth, survivors of rape know little or nothing about their rights to prosecute the case effectively, and they know nothing about challenging the government when they are treated inappropriately. Finally, the way the system is set up gives the accused more rights and greater levels of representation in court than the survivor of sexual violence.

To overcome these challenges, Rape Crisis established 4 programs that have different goals regarding efficient handling of sexual violence cases. The first project, “The Road to Justice,” is designed to “improve services to rape survivors both prior to entering and within the Criminal Justice System to minimize secondary victimization and increase the effectiveness of trials so that reporting of rape increases and conviction rates improve.”⁶ Special projects within this area of work include a 24-hour helpline and partnerships with the National Prosecuting Authority’s Thuthuzela Care Centres, which are one-stop multidisciplinary centers for rape, domestic violence, child abuse, and the Court Support Program.⁷

The second project, “The Road to Recovery,” is aimed at “improving services to rape survivors in communities, preventing extended psychological trauma, reducing post-traumatic stress and promoting post-traumatic growth to restore women’s sense of personal [integrity].”⁸ Special projects include a telephone counseling service, face-to-face counseling for rape survivors and families and support groups for rape survivors.⁹

The Third project, “Making Change,” includes “community driven actions and interventions that challenge the drivers of rape in communities and addresses gaps in legislation and the poor implementation of laws.”¹⁰ Special projects are community education, social mobilization, peer education programs for school learners, coalition building for national advocacy campaigns, and the Speak Out Project for survivors wanting to speak publicly about their experiences.¹¹

The fourth project, “Organizational Development and Advancement,” is intended to “advance awareness, interest, involvement and commitment to the organization and its work.”¹² Advancement strategy includes a financial plan, a fundraising strategy, a communications strategy and a human resource plan.¹³

Rape Crisis methods are estimated as effective as to current date. In the area of improved services to survivors within the criminal justice system, the organization reached a total of 1,274 rape survivors through the court support project and 2,746 rape survivors through Thuthuzela Care Centre project.¹⁴ It constitutes over a third of total 9,000 reported rapes in the Western Cape

⁶ *Organizational Profile*, at 3.

⁷ *Id.*

⁸ *Organizational Profile*, at 4.

⁹ *Id.*

¹⁰ *Id.*

¹¹ *Id.*

¹² *Id.*

¹³ *Id.*

¹⁴ *Id.*

province. In the area of improved support to survivors in communities, Rape Crisis reached a total of 1,322 people directly through awareness raising activities with members of the criminal justice system, other civil society organizations, and community members. These activities included workshops, talks, and short courses. The organization's Stop the Bus Campaign reached a total of 267 members of rural communities directly through talks, workshops and home visits and over 3,500 pamphlets were distributed. In the area of research into a prevention model for working with youth, Rape Crisis reached a total of 6,642 youth both in and out of school. These activities included workshops, talks, and short courses. Rape Crisis is part of two coalition-based advocacy campaigns: the "Shukumisa Campaign," in which it monitored 18 criminal justice system facilities for their compliance with the "Sexual Offenses Act," and the "Victim Empowerment Law Campaign," in which the organization lobbied the government to enact Victim Empowerment Legislation. In March 2014, Rape Crisis was the first civil society representative to be given the opportunity to consult with the Department of Social Development on its draft of the "Victim Empowerment Service Bill".

Transformation Education About Rape and Sexual Abuse (TEARS), South Africa

Contact: Mara E. Glennie¹⁵

Website: tears.co.za

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

TEARS has a helpline that makes it easy for the survivors to get in touch with them. The organization has a contract with cell phone companies that connect the caller to resources nearest to their location. Widespread penetration of available cell phone services has resulted in the success of the organization. In South Africa, 93% of the population has access to a mobile phone. In many communities, it is easier to access mobiles than clean drinking water. The helpline serves as a bridge that makes it easy for the caller or survivor to get the services they need the most at the given moment.

2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

They are a bridge organization and do not provide any direct legal services to their callers.

3. Do employees receive special training on sexual violence? If so, how often? Who provides the training?

The employees and volunteers are qualified. They have university degrees in counseling and receive training based on the protocol from the organization itself.

4. Are sexual violence survivor's referred to health care providers for medical treatment? If so, when?

The helpline connects callers to medical centers closest to their location.

5. Are employees trained to provide psychological counseling services to rape and sexual violence survivors? If so, how? If not, do they offer referrals?

N/A.

¹⁵ Interview of Ms. Mara E. Glennie (MG), a rape survivor who has made it her mission to provide rehabilitation and education services other rape survivors.

- 6. What protocols do employees follow when conducting interviews or gathering evidence? How do employees interact with interviewees? Are interviews conducted in secured locations?**

TEARS does not conduct interviews or collect evidence for legal purposes. The helpline connects the caller/client with people in legal aid and police services or community based organizations with trained paralegals. South African laws do not recognize evidence gathered by non-law enforcement individuals.

- 7. Do employees protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain their confidentiality?**

It is very important to protect the confidentiality of the callers. Therefore, they are pseudonyms for this purpose.

- 8. Does the organization have a policy regarding the mediation of sexual violence cases? If so, what is this policy?**

The organization is a bridge, and under the present protocols, its main service helpline refers the caller/client to the appropriate sources. They do not directly provide any kind of legal counseling, though they believe the only way to legally deal with rape cases is to prosecute the rapist.

- 9. Do employees ever work through the customary law system or with traditional authorities to resolve sexual violence cases? If yes, in what way?**

N/A.

- 10. Do employees encourage clients to prosecute rape and sexual violence cases?**

TEARS hopes to instill confidence in its callers to report to the case. TEARS firmly believes that every survivor should press charges. Every rapist should be brought to book

- 11. Do employees work with lawyers to prosecute sexual violence cases? If so, in what capacity?**

The organization does not directly deal with any lawyers or the prosecution process. However, its helpline connects the caller to legal aid and community based organizations, which would aid the caller with legal recourse.

- 12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by representatives of your organization? If not, why?**

The organization is a bridge service. The helpline connects the caller to legal aid service providers would help the caller/client in filing the police reports. The

helpline also connects the callers to several community-based organizations which do the same thing.

13. Do employees assist police officers in rape and sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

The organization does not directly work with the police or prosecutors. However, the helpline connects the caller with people who go to court and support survivors.

14. Do police and/or government authorities cooperate with employees working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

N/A.

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

Prosecution is not the only solution. Though legally it may bring about a societal change, it may not always leave the survivor with a sense of empowerment. In cases like that, TEARS promotes counseling services for all clients.

16. Do employees stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

N/A.

17. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

N/A.

18. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

N/A.

19. What is the gender demographic of your organization? Do clients have a preference with respect to the gender of the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

TEARS is mostly comprised of women, but they do have one man on staff. In South Africa, women prefer to talk to women. However, there is a need to help men and especially trans men.

20. What challenges has the program faced while dealing with rape and sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

The biggest challenge is the mentality of the population. Rape is not considered a mainstream problem though it can lead to AIDS. It is rooted in illiteracy and patriarchal beliefs that do not view consent as a precursor to sexual relations. Therefore, MG created a board game for educational use, to inform people of their rights and the remedies available to them when they have been unlawfully deprived of their rights.

Centre for Equality and Inclusion (CEQUIN), India

Person in Charge: Ms. Lora Prabhu¹⁶

Website: www.cequinindia.org

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

CEQUIN focuses on the prevention of violence against women (VAW) and the program is conducted on different levels. The most important is the advocacy phase. They worked with various agencies and ran advocacy campaigns involving high profile personalities such as cricketers. The campaigns focused on men and boys to teach them to respect women in 2010. Their grassroots campaign is called “Awaaz Uthao campaign,” which means raise your voice. It involves setting up local collectives, which encourage communities to engage in discussions about sexual violence issues.

2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards? Can we access these guidelines?

N/A.

3. Do employees receive special sexual violence training? If so, how often? Who conducts the training?

They invite lawyers to train paralegals working in the realm of sexual violence.

4. Are sexual violence survivor's referred to health care providers for medical treatment? If so, when?

N/A.

5. Are employees trained to provide psychological counseling services to sexual violence and rape survivors? If so, how? If not, do they offer referrals?

They are provided with family and other psychological counseling. They have a consultant psychologist on staff.

6. What protocols do employees follow when conducting interviews or gathering evidence? How do employees interact with interviewees? Are interviews conducted in secured locations?

N/A.

¹⁶ Ms. Lora Prabhu is a social worker who started CEQUIN to raise awareness about women's issues.

- 7. Do employees protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain their confidentiality?**

N/A.

- 8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is it?**

N/A.

- 9. Do employees ever work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, in what way?**

N/A.

- 10. Do employees encourage clients to prosecute sexual violence and rape cases?**

N/A.

- 11. Do employees work with lawyers to resolve sexual violence cases? If so, in what capacity?**

The organization has a relationship with a lawyer who provides training and legal advice to CEQUIN and the community a few times a month. However, rather than providing legal support, CEQUIN focuses on advocacy and campaigns on prevention of VAW.

- 12. Are sexual violence survivor's referred to police stations to file a report? If so, are they escorted by employees? If not, why?**

CEQUIN works closely with the police. CEQUIN forms part of task forces and committees where they give feedback to the police on the situation on the ground.

- 13. Do employees assist police officers in sexual violence and rape cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?**

They have a relationship with the local police. They contacted head of the Crime Against Women Cell, who was open to listening and making a difference. The police then started a monthly meeting with NGOs working on gender issues at the local police station. The meetings are presided over by the joint commissioner. These meetings have become a link between CEQUIN and the police.

- 14. Do police and/or government authorities cooperate with employees on sexual violence and rape cases? If not, have they been uncooperative or indifferent? How so?**

N/A.

- 15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?**

N/A.

- 16. Do employees stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?**

N/A.

- 17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?**

N/A.

- 18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence and rape issues? If so, how often? Who conducts or leads these efforts?**

The organization provides training to the Jamianagar community, and vocational training to the women members of the Jamia community.

- 19. What is the gender demographic of your organization? Do clients have a preference with respect to the gender employees assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?**

Women prefer to talk to women. Women do not even speak in front of the men. They have separate men's and women's groups in order for it to work better. The employees of CEQUIN are mostly female but 3 men are also employed on the staff. The men are sensitized on the issues of violence against women, but are not generally a part of any meetings, as these are conducted by the female staff.

- 20. What challenges has the program faced while dealing with sexual violence and rape cases thus far? How do you overcome these challenges? How successful have your methods been?**

Government funding is being shelved. Since they work closely with the government, this heavily affects them.

Elnadeem Center for Rehabilitation of Victims of Violence, Egypt

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

Elnadeem cooperates with various community-based organizations to reach out to sexual violence survivors. An overwhelming number of sexual violence cases are found through mass media and social media websites, where witnesses and journalists report cases. Upon knowing about a certain case, Elnadeem tries to get in touch with the source of information, and reach out to the survivor to offer help.

2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/ standards?

Elnadeem does not have certain checklists regarding sexual violence cases, but they have a particular pattern that they constantly follow in providing services to sexual violence victims. The pattern includes 4 areas: medical, psychological, legal, and security services.

According to Elnadeem, security is a very important matter in sexual violence cases. Once the organization knows about a particular sexual violence case, they first ensure security for the client on a medical and personal level, making sure that the survivor is safe and not threatened with rape or violence in retaliation. If the survivor is not safe at home or where she lives, the organization will try to design a security plan for her. Staff members brainstorm with the client about her choices regarding a safe shelter. In most cases, the client either goes to family members, or a shelter institution. In other cases, a client would stay wherever she is and just wants to have a planned scenario of what to do to get out of a risky situation in the future.

3. Do employees receive special training on sexual violence? If so, how often? Who conducts the training?

Some staff members already have experience in sexual violence work. For staff members who do not have experience, they would get training in other specialized organizations. Elnadeem adopts the shadowing method in training, in which new members have to sit with experts and watch. After a period of time, new members start working directly with clients under the supervision of the expert members. This continues for several months until the new member is ready to work alone on cases.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

Elnadeem constantly refers clients to health care providers to get medical care. Initially, they refer them to health care providers to proceed with the required post-rape medical tests. Members of the staff may accompany clients to health care institutions if survivors request that.

- 5. Are employees trained to provide psychological counseling services to sexual violence survivors? If not, do they make referrals?**

N/A.

- 6. What protocols do employees follow when conducting interviews or gathering evidence? How do you interact with interviewees? Are interviews conducted in secure locations?**

N/A.

- 7. Do employees protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain their confidentiality?**

There aren't any laws that protect witnesses. However, survivors' confidentiality is absolutely protected. Despite the daily requests from the media to speak about sexual violence cases, Elnadeem never responds to these requests, and never contacts the media about cases to maintain confidentiality. The organization has a documentation system in which all documents that are related to sexual violence cases are put inside a locker. They never put case information on computers to maintain a high level of confidentiality. Furthermore, they mark documents with numbers, not with names for confidentiality purposes. However, some sexual violence survivors wish to share their stories in the media and make it a public issue. These survivors believe that they help other potential victims by publicizing sexual violence cases, and telling details about the incident and the perpetrator. This is the only case where the center connects survivors to the media.

- 8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is this policy?**

Elnadeem has never had a mediation process for sexual violence cases, and has never met with perpetrators.

- 9. Do employees work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?**

N/A.

- 10. Do employees encourage clients to prosecute sexual violence cases?**

Elnadeem would not expressly encourage clients to prosecute sexual violence cases, but they give clients all of the available options, and potential consequences for each case. They tell survivors that her perpetrator might go to jail if he is prosecuted, in an effort to convince her to file a report at the police station. However in other cases, the perpetrator could be the victim's father and she might not want to prosecute him because prosecution might cause her more harm in this case.

11. Do employees work with lawyers to resolve sexual violence cases? If so, in what capacity?

The organization is basically a rehabilitation center. Therefore, the main services they provide are psychology-related. Nonetheless, due to the survivor's need for legal services, the organization used to provide legal services as well, but since the governmental restrictions on civil society organizations in 2014, they stopped doing so due to the intensive risks on activists. However, they currently refer victims to lawyers in order to guarantee legal help to them.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by employees? If not, why?

The organization's primary methodology is to give clients all of the options they have in their rape cases, as well as the potential results of each option, and let them decide the exact process they prefer to go through. If clients choose to go to the police station and file a report, staff members will escort them, or send a lawyer with them.

13. Do employees assist police officers in sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

N/A.

14. Do police and/or government authorities cooperate with you in working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

Governmental support highly depends on the case. As a general rule, the government is not cooperative because these types of cases are not a priority to their political agenda. Also, sexual violence is usually viewed as a family issue that is attached to complex social contexts, which the government does not want to deal with. Moreover, the government is influenced by the social stigma of blaming the victim of rape. Police cooperation is relative, and it depends on the officers who are in the police station when the case is being reported. Some officers will act positively and try immediately to find the perpetrator and arrest

him, but other officers might accuse the victim of lying and refuse to investigate the case.

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

N/A.

16. Do you stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

As a rehabilitation center, Elnadeem follows up with all the cases they have. The center does not leave clients alone until they are properly rehabilitated. Following up with the cases depends on the needs of each case and client. Some clients remain clients for years; they might even reveal other violent incidents in their past during the rehabilitation period, which the center will also address.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

The organization has an emergency fund, but it is informal. Staff members collect money informally for emergency cases (for survivors' shelter for example). Medical help is covered in the formal budget of the organization.

18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

Elnadeem does not have the sufficient capacity to conduct such workshops. However, the organization is doing capacity-building programs to provide such programs. Until then, they have educational programs and relevant discussions on social media websites.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employees assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

There are three to five women in the sexual violence project. The organization used to have one male lawyer, but he left due to the closing of the legal department after governmental restrictions. There were also 4 female lawyers in that legal department. The organization has never had problems with clients meeting and talking to men.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

One crucial challenge is the culture which views sexual violence as a shameful incident that affects the victim's present and future. This makes it very hard for the survivor to report a rape incident and have the perpetrator prosecuted. Another big challenge is the political response to sexual violence cases. The government should have the will to counter the problem of rape in the country. It should at least let civil society do its job and stop threatening civil society by arresting activists. These actions highly constrain the organizations' activities. The police and the whole legal system are not helping to resolve the issue of sexual violence.

Nazra for Feminist Studies, Egypt

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

The organization has a hotline where they receive calls for sexual harassment, sexual assault, or rape cases. The organization's hotline number is usually distributed around among community members. They work in the public sphere, so domestic violence cases will be referred to other organizations that provide that kind of support.

Another way of reaching out to survivors is through referrals via other groups and organizations. For example, during the mob sexual assaults and gang rapes that took place at Tahrir Square and its vicinity (the main area of the revolution), the organization coordinated with grassroots initiatives such as Operation Anti Sexual Harassment and Assault and Tahrir Bodyguard, both of which intervened physically in mob sexual violence to get survivors out. Nazra have reached out to survivors through these organizations and have provided them with psychological, medical, and legal support.

2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?

The organization does not follow a checklist per se. However, they follow a certain code of ethics, which is embedded within different documents they publish in their website, such as the set of guidelines regarding documentation of sexual violence crimes. There is a paper published on their website containing the guidelines for the media on covering crimes of sexual violence. One initial principle the organization follows is to provide survivors with complete autonomy to decide the process they want to go through.

3. Do employees receive special training on sexual violence, if so, how often? Who conducts the training?

Employees who work on sexual violence cases receive skills training on listening to survivors' stories. Some of these trainings are provided by specialized regional organizations. Moreover, there is a digital security consultant in the organization who provides employees with training on how to enter survivors' data online. In general, Nazra always seeks expert services from other leading feminist organizations that have been working on sexual violence.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

The organization coordinates only with private clinics. They do not coordinate with public hospitals because from their field experience, public hospitals are not equipped with rape kits. For example, physicians in public hospitals are not trained on how to deal with survivors. There are no prophylactic remedies for Sexually Transmitted Diseases (STDs).

- 5. Are employees trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?**

N/A.

- 6. What protocols do employees follow when conducting interviews or gathering evidence? How do employees interact with interviewees? Are interviews conducted in secure locations?**

N/A.

- 7. Do you protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain their confidentiality?**

First, the organization never publishes information about survivors (names or contact information); neither do they link survivors to media. Second, before giving a testimony, survivors sign written consent which clearly outlines that the organization will never use their names and information. Even if the survivor wishes to publicize her case, she cannot do that through the organization. Third, when dealing with sexual violence cases, whether with medical, legal, or psychological support, the information of survivors is circulated only within the team members responsible for the particular case, and will not be shared with all employees. Fourth, the organization has a data entry system that codes survivors by numbers, not names, to ensure their anonymity. Regarding confidentiality, Nazra has conducted two workshops with media representatives on how to cover sexual violence crimes without disclosing information related to the survivors. There is a document published on their website containing the guidelines for the media on covering crimes of sexual violence.

- 8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?**

Nazra does not proceed with mediation regarding sexual violence cases.

- 9. Do employees work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?**

N/A.

- 10. Do employees encourage clients to prosecute sexual violence cases?**

In their conversations with clients, the employees never send a direct message to encourage survivors to prosecute sexual violence cases, nor do they send messages that connote that survivors “should” do so. This is because they understand that each case is subjective, and survivors should have full autonomy to make their own choices regarding their case. However, the organization makes it clear to clients that the employees are available for legal support whenever the client feels the need to proceed with prosecution.

11. Do employees work with lawyers to resolve sexual violence cases? If so, in what capacity?

N/A.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by employees? If not, why?

N/A.

13. Do employees assist police officers in sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

N/A.

14. Do police and/or government authorities cooperate with employees working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

N/A.

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

If the client does not wish to prosecute the case, she usually asks for psychological support and the organization provides it to the client.

16. Do employees stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

The organization stays in touch with clients only for as long as they need any kind of legal or psychological support. However, the organization suspends their relationship with the client whenever a particular client asks for it.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

The organization's resources include covering medical expenses. Both legal and psychological support are provided for free too.

18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

Nazra has conducted two workshops with media representatives on how to cover sexual violence crimes without disclosing information related to the survivors, and how to not fetishize the sexual aspect of these crimes.

19. What is the gender demographic of your organization? Do clients have any gender preferences with respect to the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

Most of the employees in the organization are women. For example, the psychological support consultant is a woman. Employees who accompany survivors for receiving medical support are women too. At the same time, there are two male lawyers in the organization.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

The organization faces several challenges. First, the definition of rape in the Egyptian penal code is very limited. It is confined to vaginal penetration by the penis, and neither includes rape with a finger or objects like knives, nor anal and oral rape.

Second, there is no definition for sexual assault, and it is only defined as a violation of honor, instead of a major human rights crime.

Third, even though an amendment to article 306 in the Egyptian penal code that was issued in June 2014 includes, for the first time, a definition for sexual harassment, it mandates proving in court that the perpetrator's actions were in pursuance to sexual benefits.

Fourth, another challenge is the fact that there is no law that mandates protection of survivors' anonymity and privacy. Consequently, the media tends to publish names of survivors, and in some cases, their addresses. In addition, when a woman goes to the police station to process a police report, the family and the lawyer of the perpetrator are entitled to receive a copy of the police report, which necessarily includes her full name and address. So, most cases end up being dropped by the survivor because the perpetrators' families tend to go to the

survivor home address to threaten her and force her to drop the case, or they will emotionally blackmail her instead.

Fifth, Egyptian society, like in many countries all over the world, maintains a strong societal stigma, and often blames the survivor of sexual violence. Furthermore, many justifications are used by society to normalize violence against women in general.

Sixth, there is no holistic national strategy being implemented by state institutions regarding combating violence against women. Even though the National Council for Women announced that it concluded drafting a national strategy, this draft has not been published transparently until now, and it was not done in consultation with feminist organizations that have been calling for it in the first place.

Seventh, many women reporting cases of sexual harassment tend to experience emotional blackmail or pressure from the police officers themselves to not go further with the case.

Women's Aid Organization, Malaysia

1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you?

The organization is often approached by clients through the Helpline number. In addition, as they are one of the biggest non-governmental organizations in Malaysia, there are instances where the police, hospitals, UNHCR, and other institutions refer sexual violence cases to them.

2. Do you follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines, standards?

N/A.

3. Do employees receive special training on sexual violence, if so, how often? Who conducts the training?

The organization's social workers have bachelor degrees in psychology, and most of them have work experience in this field for 5-20 years. Furthermore, the organization sends employees to training programs provided by different agencies (governmental and non-governmental) to enrich their knowledge and experience.

4. Are sexual violence survivors referred to health care providers for medical treatment? If so, when?

If clients need further psychological and therapy counseling, they would refer them accordingly to hospitals, private counselors, and therapists as well as psychologists.

5. Are employees trained to provide psychological counseling services to sexual violence survivors? If so, how? If not, do they make referrals?

Not all employees are trained to provide psychological counseling to survivors. However, the social workers in particular have the necessary qualifications in the field of social work, psychology, and counseling. They are able to conduct counseling sessions using developed skills in listening to survivors. Social workers will also provide psycho-education and conduct empowerment sessions for clients to help them in their healing process. If clients need further psychological and therapy counseling, the organization would refer them accordingly to the specialized hospitals, private counselors therapists and psychologists.

6. What protocols do employees follow when conducting interviews or gathering evidence? How do you interact with interviewees? Are interviews conducted in secure locations?

Social workers conduct the process of standard admission and risk assessment upon the first intake session with the client. This includes getting a brief history of the client, the incident, client's urgent needs, and the status of the criminal case.

However, they do not gather evidence or conduct interviews with witnesses as the investigation for the criminal case will be conducted by the Investigation Officer of that particular case at the police station.

Social workers also accompany clients to meet with police officers, the Deputy Public Prosecutor, and other authorities upon Client's consent.

7. Do you protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain their confidentiality?

The organization does not share clients' information with the public. If the client chooses to bring the case into court and asks the organization to represent the case, the organization will ask the client to sign a letter of consent to share confidential information and to authorize the organization to share information with individuals or organizations that they deem important for the case. Clients however, can choose to revoke this authorization at any time by submitting written notice of withdrawal of consent. Prior to signing the letter of consent, the organization does inform clients that they have an option whether to sign or not.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is the policy?

N/A.

9. Do employees work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

N/A.

10. Do employees encourage clients to prosecute sexual violence cases?

They will advise their clients regarding their legal rights. It is the client's decision to choose whether they want to bring the case to the court or not. The organization will support them in all their decisions.

11. Do employees work with lawyers to resolve sexual violence cases? If so, in what capacity?

N/A.

12. Are sexual violence survivors referred to police stations to file a report? If so, are they escorted by employees? If not, why?

If the survivor chooses to lodge a police report, employees will accompany her to the police station, and they will be there throughout the case proceedings in court too.

13. Do employees assist police officers in sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

Investigation for the criminal case is conducted by the Investigation Officer of that particular case (the police).

14. Do police and/or government authorities cooperate with you in working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

Authorities are cooperative in general.

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

Employees will conduct more counseling sessions to empower clients. Also, they have various programs that work as remedies for sexual violence cases, such as the back to work program that aims to encourage women to be independent and earn their own living.

16. Do employees stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

Employees stay in touch with sexual violence survivors. In general, clients are welcome to contact their social workers after the case is resolved if they need other kinds of support or assistance (i.e., financial assistance, legal guidance, etc.) Employees also conduct follow-up counseling sessions upon clients' request, and they invite clients to WAO's events such as the annual gathering.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

Currently, they do not have an Emergency Fund. They do have however other types of fund to fulfill Clients' needs to expenses of accommodation, work, travel and legal proceedings.

18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

Schools, universities, companies, and agencies always approach the organization to host speakers to talk about violence against women, including sexual violence issues.

19. What is the gender demographic of your organization? Do clients have any preferences with respect to the employee assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

All of the employees in WAO are females with the exception of one male advocacy officer. Since most of the women who come to the organization are still in vulnerable conditions, the organization prefers for all employees who work in the organization's shelter to be females. Each client in the shelter will be assigned to one social worker to handle her case. So, these women can liaise with their assigned social workers for any problem or questions that they have.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have your methods been?

N/A.

Avocats sans Frontières (ASF)¹⁷

- 1. How do you discover cases of rape and sexual violence in the community? Do clients directly approach you with these types of cases?**

N/A.

- 2. Do employees follow any guidelines or standard checklists when dealing with rape cases? If so, which guidelines/standards?**

ASF uses guidelines when handling rape cases. The object of the guidelines is to improve the quality of legal assistance given to the survivors of sexual violence and rape. When dealing with such cases, it is important to remember the legal position as well as the pertinent section of the Congolese law that provides the cause of action. The guidelines provide a step-by-step method of dealing with cases of sexual violence. They also inform the reader of the laws in the DRC and previous decisions which may help in the prosecution of sexual violence cases.

- 3. Do employees receive special sexual violence training? If so, how often? Who provides the training?**

N/A

- 4. Are sexual violence survivor's referred to health care providers for medical treatment? If so, when?**

In cases of rape and sexual violence, medical evidence is the most relevant. It can be gathered from the body of the survivor (semen, traces of blood etc.) or the body of the perpetrator (sweat, saliva, scratches, nail fragments, hair, etc.). Medical evidence (samples) must be collected within 72 hours of the assault. This would enable the discovery of clinical lesions before the healing process. The best way to identify the perpetrator is through medical specimens (such as semen) and forensic evidence (such as DNA). It is also necessary to conduct a medical examination within 72 hours of the assault for emergency contraception and prophylactic treatment (treatment antiretroviral and antibiotic treatment). Depending on location of the assault, the time elapsed since the assault and the ability to retrieve sperm varies - Vagina: 72 to 96 hours; Anus: 72 hours; Mouth: 48 hours; Skin: 24 hours and 24 hours for bites and scratches. Some samples though important are not time sensitive. These include the hair found on the survivor, the clothes of the survivor – whether torn or stained. In addition to

¹⁷No interview was conducted to gather the following information. Upon being contacted by LHRC, ASF sent LHRC its protocol dealing with sexual violence in the Democratic Republic of Congo (DRC) in French. The Protocol was translated and used to answer the questions below.

these, things like towels or condoms also must be collected. The purpose of the medical examination is to prove existence of a sexual act (hymen defloration, perforated lesions, etc.) and to prove the lack of consent.

If the client meets with a lawyer or paralegal before filing a complaint, the lawyer or paralegal must move quickly to file a complaint. In such cases, the medical procedures will be carried out as a part of the investigation by the Public Prosecutor and therefore will carry much more weight. The physician's role is to assess the injury and its consequences. Based upon the physician's report the judges may convict the perpetrator and additionally award damages including interest. The doctor must also provide first aid and other care for the client. Therefore, the medical report must be detailed as it will be produced in court and will provide a direct link to the act of rape and its effect on the survivor.

5. Are employees trained to provide psychological counseling services to survivors of sexual violence? If so, how? If not, do they make referrals?

N/A.

6. What protocols do employees follow when conducting interviews or gathering evidence? How do employees interact with interviewees? Are interviews conducted in secured locations?

When dealing with cases of rape and sexual violence the lawyer must ensure that survivors' rights under the law are not compromised. The guidelines recommend a method of conducting interviews, which may be used by paralegals as well. The lawyer or paralegal are required to take the following steps:

- a. Collect all information from the client, this includes, but is not limited to, his/her civil status, if s/he has a fixed address, if s/he has a job, etc.
- b. Collect initial information on the identity of the alleged offender and the facts and circumstances with respect to the offense. The lawyer or paralegal may request any document which may be used as evidence in this regard.
- c. Refer the client psychological care when needed because the trauma may hinder some clients from speaking in court.
- d. Ask the client if s/he can get any document regarding her/his physical/mental health. This document must be signed by a licensed doctor.
- e. Create a relationship based on mutual trust and understanding with the client. This is essential for effective legal representation. It is important that the lawyer or paralegal explains the process to the client whereby s/he can make the right decisions. To ensure quality legal assistance, lawyer or paralegal must spend time to explain the proceedings to the client along with the roles of the judicial actors. The lawyer or paralegal must always act with integrity under the rules of confidentiality, and must not divulge the clients' information to a non-related party.

- f. The lawyer or paralegal must be sensitive when dealing with survivors of sexual violence because it is very difficult for the survivor to tell their story without re-experiencing the pain. Therefore, the lawyer or paralegal must proceed in a gentle and careful manner and allot certain breaks during the interview – this will enable the person to effectively deal with the survivor’s emotions and also provide effective assistance. If the client is a child, for example, these measures will reduce the amount of trauma.
- g. The lawyer or paralegal must work with the client to gain his/her confidence and to mitigate any feelings of guilt.
- h. The lawyer or paralegal must prepare the client for public hearing, warn him/her to be ready to face the apathy of the tribunal, and inform him/her of methods the defense would use destabilize him/her while questioning him/her to disprove her testimony.
- i. With respect to the testimony, the client is the first person reliable source of the details regarding the offense. Lawyers and paralegals must strive to obtain clear and precise testimony, and also identify leads with respect to new lines of evidence. The following questions must be asked:
 - I. The date, time, and place of the facts (detailed description of the site); the number of attackers (active or not); the attackers’ gender and description (including physical features, hair, private parts, clothing, accent, special identifiers on the body of the rapist such as tattoos, birthmarks, etc.); and the relationship between the survivor and the perpetrator.
 - II. The circumstances of the attack: If there are any associated injuries (strangulation, fists/feet, blunt, knife, gun), verbal violence (insults, blackmail, psychological pressure), kidnapping, attempted resistance, etc.
 - III. Associated events: loss of consciousness, falling to the ground, being forcefully intoxicated (by alcohol, drugs, etc.)
 - IV. The course of the attack: the existence or not of sexual contact (oral, vaginal, anal, external genital organs), penetration (oral, vaginal, anal) with or without the use foreign objects, and the existence of ejaculation (if this occurred multiple times – how many does the client remember?). The client must also be urged to specify whether the perpetrator used a condom or not.
 - V. Post-assault events: The client must specify if s/he took intimate care of herself such as washing or changing clothes. Further, it is important to find out whether the client discussed the incident with any third party.

7. Do employees protect the confidentiality of sexual violence survivors and witnesses? If so, what precautions are taken to maintain their confidentiality?

ASF recognizes the importance of maintaining the confidentiality of the survivor. They recognize that survivors may sometimes remain silent to avoid embarrassment or re-living the traumatic experience. ASF stresses the difficulties

clients face in recalling episodes of the sexual violence they have experienced, and how they may sometimes confuse the dates, places, or other details as they begin to feel more confident. This attitude may cast doubt on the truth of the clients' testimony. Therefore, lawyers and paralegals must create a hypothetical, which focuses on the details. Sometimes, through the use of a hypothetical situation, the client will be able to remember details s/he could not previously remember.

8. Does your organization have a policy regarding the mediation of sexual violence cases? If so, what is it?

ASF focuses on prosecution of rapists. Further, settlements of criminal cases in the DRC are illegal, and such a settlement or discussion about a settlement in cases of sexual violence would lead toward a presumption of guilt of the perpetrator by the tribunal.

9. Do employees ever work through the customary law system or with traditional authorities to resolve sexual violence cases? If so, how?

ASF encourages the survivors to follow formal criminal prosecutions.

10. Do employees encourage clients to prosecute sexual violence cases?

N/A.

11. Do employees work with lawyers to prosecute sexual violence cases? If so, in what capacity?

N/A

12. Are sexual violence survivor's referred to police stations to file a report? If so, are they escorted by employees? If not, why?

Upon receipt of information of a rape or other kind of sexual violence, the lawyer must draft a complaint. Once drafted, a paralegal or lawyer must take the complaint to a judicial police officer. They must then make sure that the officer follows up on the complaint by placing all evidence before the public prosecutor. It is necessary to ensure that the police carry out their duties of reporting the offence to the prosecutor within 24 hours of receipt.

13. Do employees assist police officers in sexual violence cases? If so, in what capacity (i.e. investigation, evidence gathering, or locating suspects and witnesses)?

N/A.

14. Do police and/or government authorities cooperate with employees working on sexual violence cases? If not, have they been uncooperative or indifferent? How so?

N/A.

15. If the client decides not to prosecute, what remedies, if any, do employees usually recommend to the client?

N/A.

16. Do employees stay in touch with sexual violence survivors after the case is resolved? If so, for how long? And for what purpose?

N/A.

17. Do you have an emergency fund to provide financial assistance to sexual violence survivors?

N/A.

18. Do employees conduct educational workshops or advocacy programs with respect to sexual violence issues? If so, how often?

N/A.

19. What is the gender demographic of your organization? Do clients have a preference with respect to the gender of the employees assisting them on sexual violence cases? How do you ensure there are enough women to work on these cases?

N/A.

20. What challenges has the program faced while dealing with sexual violence cases thus far? How do you overcome these challenges? How successful have their methods been?

N/A.

