

Response plan for respondents who have experienced violence Violence against children survey in Cambodia

PURPOSE

The response plan will provide immediate services (within 24-48 hours) for respondents who are screened to need and want help for past or current experiences of physical, emotional or sexual violence.

CRITERIA

After a respondent completes the questionnaire, the interviewer will assess whether the respondent meets any of the following criteria:

- The respondent becomes upset (for example, tearful, angry, sad, shaking body, difficulty breathing etc.) during the interview; or
- The respondent shares at any point during the interview that he or she does not feel safe in his or her current living situation or needs help with current or past experiences of violence, including in his or her home or community, and is likely to experience recurrent violence; or
- The respondent has experienced abuse in the past.

Respondents who meet one or more of these criteria will be offered a direct referral to a qualified social worker.

PROCESS OF REFERRAL

If the respondent indicates that he or she would like a direct referral, the interviewer will ask permission to obtain his/her contact information, including their name and a safe place where (or a way that) a social worker can find him/her. The interviewers will not give any of the information shared during the interview to the service provider unless they are asked to do so by the child or young person. Furthermore, the contact information will be recorded on a separate form, which will not be connected in any way with the interview.

Once the referral form (see Appendix 2) has been completed by the interviewer, the interviewer will give the form to the supervisor so that survey teams have no documents identifying any of the study respondents. The supervisor will immediately contact (by phone) the coordinator on call at Social Services of Cambodia to relay the information on the referral form. Social Services of Cambodia will write down the information provided on a clean referral form and use the information to select the appropriate social worker to respond to the needs of the respondent. The field supervisor will give the hard copy of the referral form to the NIS survey coordinator, who will pass it on to Social Services of Cambodia by scan/fax or in person within 24 hours. All referral forms will be kept confidential by interviewers/supervisors, NIS study coordinators and Social Services of Cambodia.

To facilitate a referral from the field, all supervisors and interviewers will carry a card with the contact details of Social Services of Cambodia. Likewise, Social Services of Cambodia will

have the contact details (mobile phone numbers) of all supervisors. Once the referral has been made, the interviewer will also highlight the phone number of SSC within the list of services¹, so that the respondent has the ability to contact SSC if the connection is missed.

Designated contact number at Social Services of Cambodia: **017-294-655**.

Due to strict confidentiality, the information revealed in the survey will never be shared with the social worker unless the respondent specifically requests for certain information to be shared through the referral form. In most cases, social workers will only know that the respondent requested help after participating in the survey.

The interviewers and supervisors have received full training on the response plan and specifically how to make the referral to Social Services of Cambodia. A check list (see Appendix 1) is also provided to guide the interviewer through the process of referral.

RESPONSE PLAN MODEL

Due to the limited availability of good quality counselling and social work services outside of the capital Phnom Penh, Cambodia will use a centralised response plan model that will be coordinated and led by a local NGO, Social Services of Cambodia, in collaboration with First Step Cambodia. All referrals of respondents to support services will be coordinated and monitored by Social Services of Cambodia who will be on call during working hours (8-12 and 2-5 from Monday to Saturday) for the duration of the study from 4 February to 14 March 2013.

Once the coordinator on call has received the referral information, she will be responsible for ensuring that a social worker will make the necessary arrangements to travel to the respondent or meet the respondent in another place, depending on the best method identified for the respondent. Female social workers will provide services to female respondents and male respondents will be given a choice of a male or female social worker. Once the social worker meets the respondent, they would then work to determine the best and most appropriate services needed, as well as determine which organization(s) would best provide any additional needed service and follow-up counselling and social work or support.

Where good quality services exist, for example Social Services of Cambodia in Phnom Penh and Kampong Speu, First Step Cambodia in Phnom Penh, M'lop Tapang in Sihanoukville, and Kaliyan Mith in Siem Reap, the coordinator at Social Services of Cambodia will first contact these service providers to see if they are able to deliver counselling and social work support to the respondent (see Box 1). If the capacity is available, Social Services of Cambodia will scan and email a copy of the referral form to the service provider for their information and action. These service providers have been briefed in advance about potential cases arising from the survey and have agreed to support the provision of counselling and social work support where possible.

¹ A general list of service providers will be handed out to all respondents, identifying education and vocational training support, medical assistance, counselling and support services, services for people living with a disability, legal assistance, etc. At the end of each interview, interviewers will specifically highlight to respondents both the national Child Helpline and the phone number of Social Services of Cambodia.

Social Services of Cambodia, in collaboration with First Step Cambodia will also have a team of social workers on call to respond to referrals in all remaining provinces. These social workers will have an emergency bag prepared so that they can immediately travel to the respondent's location once the referral plan is initiated. Social workers will travel to the provinces in pairs for safety reasons.

The coordinator at Social Services of Cambodia will follow up on all referrals to confirm that the social worker was successful in meeting the respondent and to ensure that timely and appropriate counselling and social work support and further referrals, as necessary, are provided to the respondent.

Referral to counselling and social work services will be offered to respondents at the time of interview during fieldwork, however counselling and social work services may continue once fieldwork is completed. Social workers will provide up to five counselling and social work sessions for each respondent until the end of April 2013, at which time continuing services as needed will be provided by the relevant NGO at their own cost. Social workers will also make every effort to refer the respondent to additional government or NGO health, education, legal and other services, as appropriate and available.

TIMING OF RESPONSE

The coordinator on call at Social Services of Cambodia will ensure that a social worker has made all possible efforts to reach the respondent within 48 hours.

LOCATING THE RESPONDENT

The information on the referral form will be used first and foremost to contact the respondent. However, in cases where the respondent is difficult to contact or the social worker cannot find the respondent, the follow options may be considered:

- If survey teams are still in the area, it may be possible for the interviewer to connect the respondent with the social worker by saying to the household that further clarification of some questions is required.
- If the child has nominated a safe person who the social worker can contact to locate the child, the person will be approached to determine the child's whereabouts and arrange a safe place to meet.
- Once a child has been referred to the response team, they will be shown the Response Team Coordinator's phone number in the list of services, to call in case the connection is not made successfully by the team.

Box 1: Coverage of provinces by service providers

First Step Cambodia: Phnom Penh, Kandal

Kaliyan Mith: Siem Reap

M'lo'p Tapang: Preah Sihanouk and Koh Kong

Social Services of Cambodia: Kampong Speu, Phnom Penh, Kandal

Response team: Kampot, Takeo, Prey Veng, Svay Rieng, Kampong Chnang, Kampong Cham, Kratie, Kampong Thom, Preah Vihear, Rattanakiri, Pursat, Battambang, Oddar Meanchey, Banteay Meanchey

ACUTE CASES

For this study, an acute case is defined as any respondent who self-identifies as being in immediate danger. If a respondent indicates to the interviewer that she or he is in immediate danger then the interviewer will activate the response plan for acute cases. The interviewer will immediately call the point of contact from Social Services of Cambodia and alert them to the situation. Social Services of Cambodia will provide immediate phone counselling and will assess the best course of action, taking into account the location of the respondent, the severity of the situation, and the availability of resources (if any) nearby. Acute cases will be prioritised by the response team and all efforts will be made for a social worker to reach the respondent the same day.

Appropriate action plans for acute cases will be conducted on a case-by-case basis in order to best respond to the individual situation and ensure that the respondent is not placed in any additional danger. However, as a basis of action, the coordinating organization will make every effort to ensure that the child is offered immediate help in removal from the dangerous situation as well as offered appropriate medical, psychosocial and legal service and program referrals.

The Coordinator at Social Services of Cambodia will contact and coordinate with the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) and their provincial counterparts in cases where a respondent under the age of 18 may need to be removed from home or placed in a temporary shelter.

DATA COLLECTION AND MONITORING

Social Services of Cambodia will keep detailed records on the response plan as follows:

- Number of respondents requesting services
- Number of respondents successfully reached and within which timeframe
- Number of services provided by service provider
- Number of counselling and social work sessions provided to each respondent
- Reasons for loss to follow up for cases that drop out
- Number of children referred on to additional/local services and which service providers
- Number of acute cases
- Reasons for referral e.g. experienced physical violence in the past (general information only)

This information (with no identifying names) will be shared with UNICEF, CDC and the Steering Committee on Violence against Children by the end of April 2013.

PRIVACY AND CONFIDENTIALITY

Privacy and confidentiality will be maintained at all times when relaying or handling information about respondents. Phone calls relating to respondents will only take place in secure locations and emails will be sent to secure mailboxes. All information relating to individual respondents will be kept in a locked filing cabinet by Social Services of Cambodia or the relevant local service provider.

COORDINATION WITH UNICEF

UNICEF will have a dedicated person responsible for coordinating and overseeing the response plan to ensure that high quality and immediate counselling and social work services are provided to respondents who need support. This person will be the main focal point in UNICEF for Social Services of Cambodia.

Appendix 1: Response Plan Checklist

RESPONSE PLAN CHECKLIST:

DID RESPONDENT TELL YOU ABOUT/DISCLOSE ANY VIOLENCE IN THE PAST?

- YES
- NO

DID THE RESPONDENT SHOW ANY SIGNS OF BEING UPSET AT ANY POINT DURING THE INTERVIEW E.G. BEING TEARFUL, ANGRY, SAD, SHAKING BODY, DIFFICULTY IN BREATHING ETC.?

- YES
- NO

DID THE RESPONDENT TELL YOU ABOUT FEELING UNSAFE IN CURRENT LIVING SITUATION OR ASKS FOR HELP WITH CURRENT OR PAST EXPERIENCES OF VIOLENCE AT ANY POINT DURING INTERVIEW?

- YES
- NO

IF NO WAS SELECTED FOR ALL OF THE ABOVE AND THE RESPONDENT DID NOT DISCLOSE ANY VIOLENCE, CONTINUE TO FINISH OPTION 1.

IF YES WAS SELECTED FOR ANY OF THE ABOVE, CONTINUE TO FINISH OPTION 2.

FINISH OPTION 1: RESPONDENT DID NOT MEET ANY RESPONSE PLAN CRITERIA

I would like to thank you very much for helping me. I appreciate the time that you have taken. I realize that these questions may have been difficult for you to answer, but it is only by listening to children and young people like you that we can really understand about the health and life experiences of children and young people in Cambodia.

Sometimes the questions I have asked might remind you of times when you, or people you know, have experienced difficulties in life and you may think that you would like to talk to someone about this. This might be now or at any time in the future. I have a list of organizations here that provide various types of services that may be of interest to you. Please contact them if you need help or wish to find out more information about what they offer. You can contact them whenever you would like to.

Do you have any questions you would like to ask me?

FINISH OPTION 2: RESPONDENT MET ONE OR MORE RESPONSE PLAN CRITERIA

I would like to thank you very much for helping me. I appreciate the time that you have taken. I realize that these questions may have been difficult for you to answer, but it is only by listening to children and young people like you that that we can really understand about the health and experiences of children and young people in Cambodia.

From what you have told me, I understand that you have experienced some very difficult times in your life. No one has the right to treat someone else in that way and you also have the right to receive protection and support when you need it. You are not alone. As part of the research we are doing, we care about the welfare of the people we interview and are committed to making sure that support and help is offered and provided.

There may be a time when you may like to talk to someone about your experiences. This might be now or at any time in the future. I have a list of organizations here that provide various types of services that may

be of interest to you, as they provide support, legal advice and listening and social work services to people like you who may have experienced different kinds of violence. Please contact them if you want to talk about your experiences, need help or wish to find out more information about what they offer. You can contact them whenever you feel ready, either soon or later on.

I also understand that it may be very difficult to ask for help when you need it. If you would like me to I can help put you in contact with a social worker who is specially trained to listen and support people with problems similar to the ones you have told me about, so if you would like to meet one of our social workers in a private place, that can easily be arranged. Sometimes having someone listen to your thoughts and feelings can be very helpful to relieve stress and help you decide what you need to do.

There are also other services in this area that offer support and our social workers could talk about them with you and what they provide, and help put you in touch with these organizations if you wish.

If I put you in touch with a social worker, I will only share with that person the information you want to share. As I explained at the beginning, your answers are confidential.

Do you think that you would like to talk to one of our social workers/arrange for a social worker from a local NGO to speak with you?

YES (*CONTINUE TO SERVICE REFERRAL FORM; OR CONTACT SOCIAL WORKER FROM RESPONSE TEAM IF RELEVANT*)

NO

It is fine that you do not want to speak with a social worker now. However, if you change your mind at any time in the future, please contact any of the services provided in the list if you would like to talk over your situation with someone. You can go whenever you feel ready, either soon or later on.

Do you have any questions you would like to ask me?

Appendix 2: Referral Form for Support Services

There are services available if you want to talk to someone more about violence or any of the experiences we have talked about today. If you are feeling upset about the things we have talked about or you currently don't feel safe, we can help put you in touch with someone who can provide support, legal advice and listening and social work services. Is this something you would like us to do?

We will need to note down your contact information, including your name and a safe place (e.g. at school, a pagoda, health center, a friend's house etc.) where a social worker can find you. They will contact you within one week. However, we would not give them any of the information you have shared with us during the interview, unless you would like us to do so. There is no way for you to be connected with this interview. The research team will not keep your contact information.

CONTACT INFORMATION

Name: _____ **Age:** _____
What is the best and safest way for a social worker to find or contact you? _____

Phone number: _____
Best time of day to call: _____

Location

Province: _____
District: _____
Commune: _____
Village: _____
Nearby Landmark (e.g. pagoda, school, health center): _____

Information to be shared: _____

TO BE COMPLETED BY THE INTERVIEWER

I CERTIFY THAT I HAVE READ THE ABOVE PROCEDURE FOR OFFERING TO PUT THE PARTICIPANT IN CONTACT WITH DIRECT COUNSELING SERVICES AND THE PARTICIPANT HAS GIVEN ME PERMISSION TO SHARE THE ABOVE CONTACT INFORMATION WITH A SERVICE PROVIDER.

INITIALS OF THE INTERVIEWER: _____