

Introduction, Engagement, Consent and Confidentiality

Video Script

[On screen wording]

- Introduction and Engagement
- Disclaimer: the role play that following is an example of the information the case worker needs to provide to the survivor in the initial meeting.

1. [CASEWORKER] Hello, my name is Asma and work for Women's Social Organization.

2. [SURVIVOR] My name is Farah, and I live in the settlement here.

3. [CASEWORKER] We see many women every day who are experiencing troubles in their lives. My job is to listen to you, help keep you safe, and discuss with you what help you may want and how to get it. Before we start talking about what brought you here today, there are a few things I'd like to explain to you, so that you know what services we can offer to help you. Today, we can talk about what has happened to you and how it has affected you. I will work with you as you make decisions about what will be best for you. Do you have any questions about this?

4. [SURVIVOR] No, not right now.

7. [CASEWORKER] Also, if I do not understand or am not clear about something you tell me, is it ok if I ask you questions to make sure I understand, Farah?

8. [SURVIVOR] Yes, that's ok

9. [SURVIVOR] I don't have any questions right now. But I don't want anyone to know that I'm here talking to you.

10. [CASEWORKER] I want you to know that I will keep what you tell me confidential. This means that I will not tell anyone what you tell me or share any other information about your case, unless you ask me to or it is information that I need to share because you are in danger. All your information belongs to you and it's very important that you know that you are in control of it. Do you have any questions about this?

11. [SURVIVOR] So everything I tell you will be kept secret? No matter what?

12. [CASEWORKER] There may be times where you may decide that it is ok for me to share some information with someone else. For example – if you need services not provided by my organization. I can refer you to receive help with safety, health, legal or protection needs. Sometimes, it is helpful to share some information with another service before you go there, so that you don't have to explain everything over and over again, and they know in advance what kinds of things you want help with. I will not share your information with other services unless you give me permission though, and I will only share the information that you want me to.



13. [CASEWORKER] I will make note of where, if anywhere, you want to share any of your information for other services and help. [SHOW Consent form]

14. [CASEWORKER] There are some times when I have to tell other people about what we discuss together, and I would like to be clear about that before we start. Then you can decide what you want to talk about and how much you want to tell me.

15. [CASEWORKER] First - If you are in very serious danger (for example if your husband is actively trying to seriously harm you and you do not have anywhere safe to go), or you are planning to seriously hurt yourself or someone else, then I will need to talk about this with my supervisor, who may report to the police. This is for safety and ethical reasons.

17. [CASEWORKER] There are also rules about children, and if you tell me that your children are in danger, I will have to talk to our focal point at the Ministry of Child Welfare to get support. This is because the Ministry is responsible for the safety of children in this country.

18. [CASEWORKER] Lastly, if you tell me that you have been abused by someone working for the UN, or an NGO, or a government service provider, we can talk about your options to report. There is a system that is set up to deal with abuses committed by service providers. We will do our best to ensure your safety throughout that process, if you choose to report.

20. [CASEWORKER] How does all this sound to you, Farah?

21. [SURVIVOR] It is ok. If I have questions, I'll ask. Right now, I'm ok.

22. [CASEWORKER] Also, I want to tell you that as part of my job here, there are some forms/notes that I fill out to remember the information you have shared with me. These forms are not shared with anyone else. They are kept in a locked file in a secure place, and your name is not on the forms. Is it ok with you if I take some notes during our meeting today? If not, I am still happy to talk with you and provide whatever support I can.

23. [SURVIVOR] I don't mind if you take notes, as long as you don't show them to anyone.

25. [CASEWORKER] Some of the things you want to talk about are difficult and we can go slowly. We can also stop if it's too much for one conversation, and come back to it later.

26. [CASEWORKER] And lastly, you are free to stop at any time. If you decide that you don't want to come here anymore, or talk to me anymore, that's fine. Sometimes it might help you to talk to someone else in this service, or you might decide that we have done enough for the moment. That's your decision to make when you're ready, and you can come back to services anytime if you want to.

27. [CASEWORKER] Is there anything you want to ask me about any of this? Is there anything that isn't clear about my role or the services we have here? If you think of questions later, it's ok to ask them when you have them.

28. [CASEWORKER] So, Farah, may I have your permission to continue our conversation and start our work together?

29. [SURVIVOR] Yes.