


## PRACTICAL MEASURES TO TAKE IN GBV CASE MANAGEMENT during COVID-19 pandemic outbreak include the following

**01**

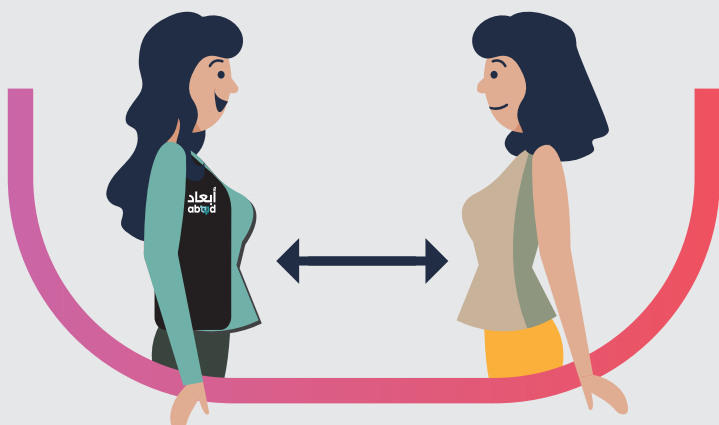
Avoid handshaking or any other form of physical contact for greeting;



**02**


Keep a distance of 1.5 to 2 meters between the case worker and the survivor;

**Note:** Sensitive communicate the reason for social distancing;



**03**


Avoid any form of physical contact to show empathy with a distressed survivor, and use instead empathetic body language, tone of voice and healing statements;



**04**


Make sure both case worker and survivor wash their hands for 40-60 seconds with soap or alcohol-based hand gel before and after the session;

**Note:** Sensitive explain to the survivor how these are prevention and safety measures;




**05**

Avoid handing or receiving documents (leaflets, brochures, action plan, safety plan etc.) unless it's necessary, and ask survivor to leave any documents on a desk. Once the session is over, make sure to wash your hands for 40-60 seconds or use alcohol-based hand gel after handling a document;




**06**

Avoid having a desk or table that case worker and survivor can lean on or have contact with;




**07**

Provide psychoeducation about distress resulting from COVID-19 in line with CP and MHPSS Guidelines.




**08**

During the pandemic outbreak, prioritize scheduling sessions with survivors at high risk of GBV and those requiring immediate support, while re-scheduling follow up sessions where survivors' situation is stabilized and they don't have the need for immediate care. Low and medium risk cases can be supported remotely via phone/online. Cases should be monitored closely in case they become high risk; Always respect the wishes of the survivors before re-scheduling sessions and make sure to receive survivors' verbal consent before making such decisions;



**09**

Make sure case workers receive regular training and updated, factual health information on basic health information related to COVID-19 that they can share with survivors during the session;



### 5 STEPS TO COPE WITH THE STRESS LINKED TO COVID-19

1. Decrease the time you spend on news or social media and seek information only from reliable sources. Check @mophleb @wholeb @UNICEFLebanon.
2. Set a daily routine that includes activities that you enjoy or find relaxing (such as reading, praying, family games, slow breathing, connecting with friends through phone...)
3. Talk to trusted others about any distressing thoughts or feelings you might have.
4. Maintain a healthy diet, proper sleep and regular physical activity. Even walking 15-30 min utes daily at home can make a difference.
5. Don't resort to smoking, drinking alcohol or using other substances to deal with the stress because it doesn't work and harms you on the long-term

Call: 1214 MOPH hotline for clarification about COVID-19  
1564 "Embrace Lifeline" - the National emotional support and suicide prevention hotline, if you feel severely distressed (from 12:00pm to 5:30 am)

### LET'S BE KIND, TOGETHER WE CAN FIGHT COVID-19

1. Check-in regularly with those in hospital or home quarantine and their families through calling and texting. Show solidarity and encourage them to do enjoyable activities.
2. Listen attentively when people are sharing their concerns.
3. Provide calm and correct advice to people who may lack access to information (like older adults). Share key factual messages from @mophleb @wholeb @UNICEFLebanon.
4. Avoid stigmatizing language, such as attributing the illness to a person's country of origin, living area, religion, profession, etc.
5. Speak up against harmful practices such as discrimination against affected persons. Protect their privacy and don't disclose personal information.



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