

Providing help and support to women victims of violence during the Covid-19 pandemic

As an urgent response to the increased tensions and risks of gender-based violence during the Covid-19 pandemic, the Victimology Society of Serbia signed contracts with UN Women to provide a 24-hour hotline support to women victims of violence.

Phone, email, skype, viber, whats up, FaceTime, Facebook support includes:

1. Emotional support and empowering
2. Information on other organizations and institutions (information on their work in changed conditions)
3. Psychological support
4. Legal information
5. Anger management and conflict resolution techniques in isolation
6. Creating a security plan
7. Providing information related to social welfare and labor law
8. Psychosocial support in order to mitigate the consequences of life in the changed conditions of the corona virus pandemic.
9. Urgent material assistance (food or protective equipment) for the most vulnerable groups, e.g. single mothers who lost their jobs, etc.

VDS personnel are trained to provide support to victims in high-risk situations. We applied the methodology of work in crisis situations during the crisis caused by the floods in Serbia. Since the beginning of the state of emergency, we have been using the same methodology in such a way that all service providers are safe, as victims, and still receive the best service in the circumstances. We update our database every day following the recommendations and interpretations given by the official institutions of the Republic of Serbia. Special instructions are given to service providers related to the safety of victims, which also refers to the choice of the communication channel that is the safest under the circumstances for the victim. VDS follows all the recommendations of the World Health Organization and other international and domestic organizations and strives to improve its services on a daily basis in accordance with their recommendations.

UN women support VDS activities in the period April 1-June 30, 2020..