



Ending
Sexual
Violence
ASSOCIATION OF CANADA



L'ASSOCIATION CANADIENNE
Contre
la violence
sexuelle

OCASI
Ontario Council of Agencies Serving Immigrants



..... INITIATIVE TO END
GENDER-BASED VIOLENCE



GENDER-BASED VIOLENCE SETTLEMENT STRATEGY POLICY TEMPLATE FOR ORGANIZATIONS

SUPPORTING IMMIGRANT AND REFUGEE CLIENTS EXPERIENCING GBV



November 25, 2025



11:15 AM – 12:30 PM

GENDER-BASED VIOLENCE SETTLEMENT STRATEGY
POLICY TEMPLATE FOR ORGANIZATIONS

**SUPPORTING IMMIGRANT AND REFUGEE CLIENTS
EXPERIENCING GBV**



AGENDA

- Welcome and Land Acknowledgement
- Introducing the panel
- GBA Plus
- GBV Policy Template
- Guiding Principles: Highlighting the guiding principles from GBV strategy
- Roles and Responsibilities
- Procedures: reporting and response, referral systems
- Collaboration and partnership
- Monitoring and Evaluation
- Relevant policies and procedures
- Additional resources
- Getting involved
- Q\A
- Closing

INTRODUCING THE PANEL



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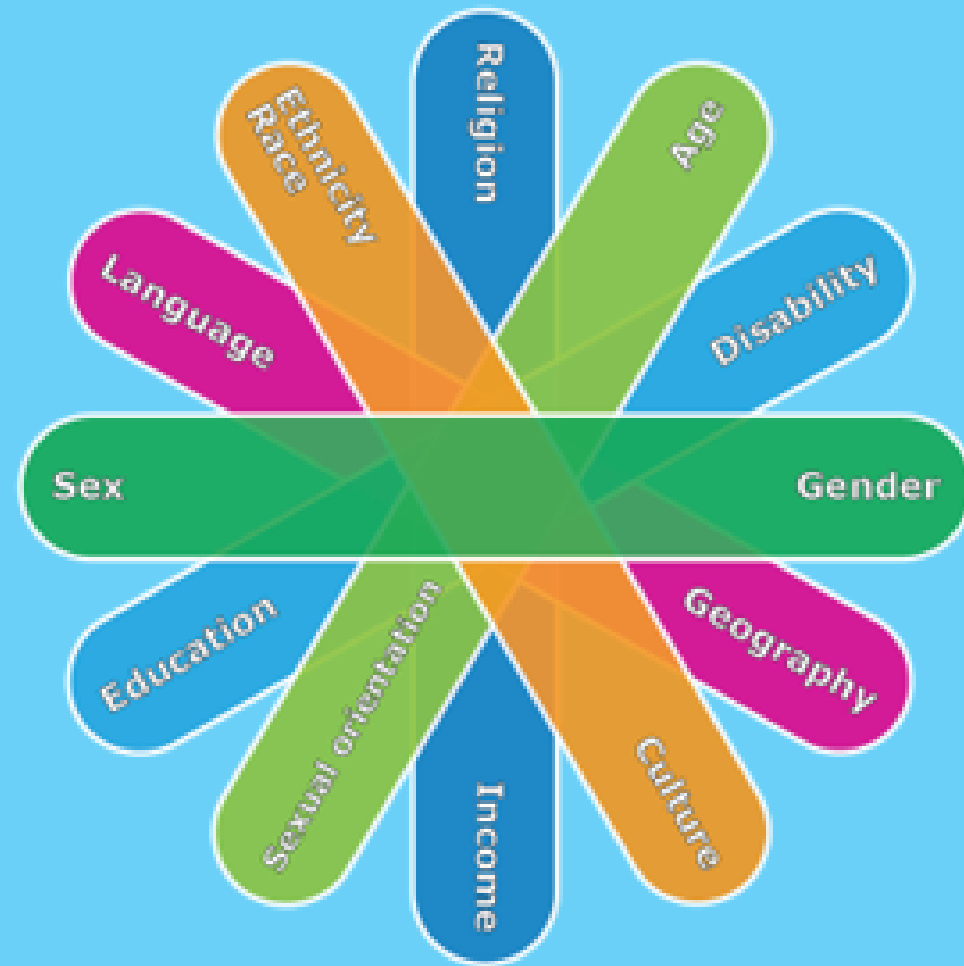
Connecting GBA Plus and Gender-Based Violence (GBV): Building Safer, More Inclusive Organizations

PRESENTED BY

Erika Frey Morote, Anti-Racism & GBA
Plus Specialist, MANSO



How applying a GBA Plus lens strengthens safety, belonging,
and accountability across our sector.



What is GBA Plus & Why it matters?

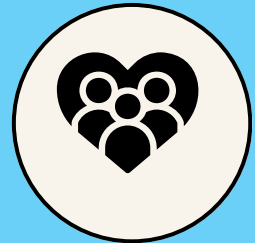
- An analytical process to assess how diverse groups experience policies and services.
- The 'Plus' = race, ethnicity, religion, class, ability, age, immigration status.
- GBA Plus helps identify who is missing from the conversation, program, initiative and plans to address that or to mitigate the impact.
- Uncovers assumptions and systemic barriers.



Intersectional Safety for Staff and Clients



Safety is experienced differently—language, migration status, isolation, trauma, and power all play a role.



Safety is multi-layered and intersectional



Collective Responsibility to enhance Safe Spaces for Staff and Clients



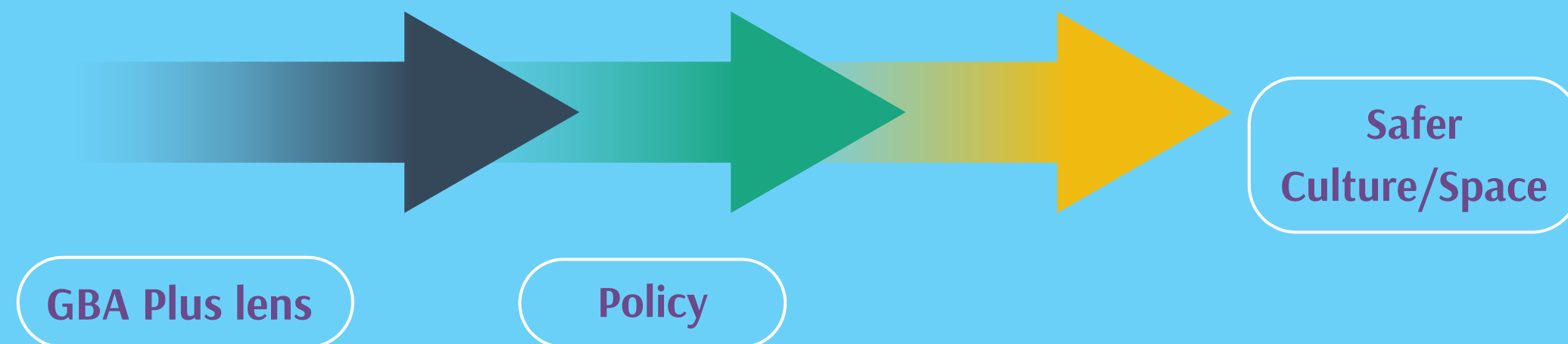
Gender-neutral approaches ≠ equitable outcomes.



From Lens to Action: Policy as a Foundation

Policy creates the foundation, not just the response.

- GBA Plus analysis identifies inequities.
- Policy turns awareness into action and accountability.



Connecting GBA Plus & GBV Policy

GBA PLUS LENS:

- ANALYTICAL & DIAGNOSTIC
- IDENTIFIES INEQUITIES
- INFORMS DESIGN & CULTURE
- PROMOTES REFLECTION

GBV POLICY FRAMEWORK:

- STRUCTURAL & PROCEDURAL
- PROVIDES A CONSISTENT RESPONSE
- EMBEDS SAFETY & ACCOUNTABILITY
- ENSURES IMPLEMENTATION



GBA Plus to GBV Policy:

Building the Foundation for Safer, More Equitable Organizations



GBA Plus strengthens:

- Safety and dignity for both staff and clients
- Clear, consistent, accountable responses
- Inclusive program and policy design
- Ongoing reflection and continuous improvement

To support your work, explore MANSO's GBA Plus tools:

- Self-Learning Guide Group Activities Tool
- Staff Diversity & Inclusion Survey
- GBA Plus Policy & Program Review Tool

You can also access the **Bilingual National GBA Plus Resource Guide**, for practical templates and examples to deepen this work.

Full List of Resources:



Contact: e.frey@mansomanitoba.ca



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SUPPORTING IMMIGRANT AND REFUGEE CLIENTS EXPERIENCING GBV

Gender-Based Violence Policy Overview

Purpose: This policy provides a framework for supporting and protecting immigrant and refugee clients experiencing GBV.

Scope: The policy applies to all staff, volunteers, and clients within the organization.

Context: This policy is designed to guide practice in various locations with differing GBV capacities across Canada. Therefore, it is critical to adapt the policy to your organization's specific circumstances and skills.



DEFINITIONS

Gender-Based Violence (GBV):
An inclusive term for experiences disproportionately affecting women and 2SLGBTQIA+ people.

Intimate Partner Violence (IPV):
A form of GBV between current or former partners of any gender.

Immigrant and Refugee Clients:
Clients who immigrated to Canada or claimed refugee status.

Safety: A complex concept impacted on individual, social, institutional, and systemic levels.

Vicarious Trauma: The effect of repeated exposure to trauma stories.

For additional definitions please visit www.ngbv.ca

GUIDING PRINCIPLES:

Highlighting the guiding principles from GBV strategy

- Confidentiality
- Cultural Sensitivity
- Trauma- and Violence-Informed Approach



ROLES AND RESPONSIBILITIES

1. STAFF TRAINING ON GBV, CULTURAL COMPETENCE, AND TRAUMA-INFORMED CARE

2. CLIENT SUPPORT:

Staff will:

- Set clear start/end times for appointments
- Provide referrals (shelters, counselling, legal supports, safe housing)

Staff will ensure safety in all client interactions by:

- Letting a co-worker know their location and expected return time
- Avoiding home/off-site visits if safety is uncertain
- Ensuring confidentiality by meeting in a private space
- Confirming whether a client's phone number is safe to call
- Co-creating a safety plan and identifying safe travel routes
- Never discussing a client's situation in front of partners/family/friends
- Never using a partner/family member as an interpreter

PROCEDURES - POLICY IMPLEMENTATION

REPORTING AND RESPONSE, SAFETY PLANNING, AND REFERRAL SYSTEMS

Reporting & Response

Follow clear steps for GBV disclosures, maintaining confidentiality and consent.

Safety Planning

Use trained partners for risk assessment and update plans as needed.

Core Safety Plan Elements

Supportive conversations, practical safety tools, and child safety considerations.

Creating Safer Environments

Use inclusive visuals, private/accessible spaces, and trained staff.

Please Note:

Consider training for the safe use of tools to deepen your agency's capacity in this area. See for instance: <https://www.riseaboverisk.ca/>

COLLABORATION & PARTNERSHIP

- Inter-Agency Collaboration
- Community Engagement
- Crisis Intervention and Family Support
- Trauma and Violence-Informed Practices
- By Fostering Strong Inter-Agency Collaboration and Engaging with the Community



MONITORING AND EVALUATION - POLICY REVIEW

The Process of Review will include:

- A review of program evaluation data.
- Policy changes, enhancements, revisions—revise program descriptions and revisit the logic model.

The policy will then continue with the [NAME’s] planning cycle:

- Policy Implementation
- Policy Monitoring
- Policy Evaluation

GBV POLICY	INPUTS	ACTIVITIES	OUTPUTS	OUTCOMES

FEEDBACK MECHANISM TO ESTABLISH OUTCOMES

SAFETY AND RISK MANAGEMENT

STAFF WELLBEING

RECOMMENDED POLICIES



Confidentiality and Privacy Policy



Workplace Violence and Harassment Policy



Accessibility Policy

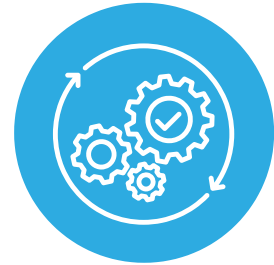


Mental Health and Wellbeing Policy



Risk Management Policy

RECOMMENDED PROCEDURES



Standard Procedures for GBV Interventions



Reporting and Documentation Procedures



Training and Capacity Building Procedures



Safety and Security Procedures

OPERATIONALIZING THE POLICY

Policy Name: Policy Framework for Supporting and Protecting Immigrant and Refugee Clients Experiencing Gender-Based Violence (GBV)

Training and
Education

Staff Check-Ins

Creating a Safe
Environment

Continuous
Improvement

Complementary
policy enactment

HOW TO USE THIS POLICY TEMPLATE

Adapt the template: This policy template can be customized for any immigrant-serving organization to create safer spaces for GBV disclosure. Guidance for implementation is provided on the first page, along with instructional elements and tools for adaptation.

Insert organizational details: Square brackets [] indicate where to add your organization's name or other required information.

Refer to the resources: The list of resources is generic enough to apply to different contexts while specific enough not to miss any critical elements. Be sure to add resources relevant to your organization.

Explore further learning: Visit [NGBV.CA](https://www.ngbv.ca) for additional resources and knowledge on GBV.

Using a PDF editor:

Open your PDF file in the editor.

Click the "Edit PDF" tool, often found in the right-hand pane or top menu.

Select the text you want to change by clicking on it. You can then move, delete, or start typing to replace it.

Save your edited file.

ADDITIONAL RESOURCES

COMMUNITY RESOURCES FOR COLLABORATION

- Crisis Intervention: www.sheltersafe.ca
- National Suicide Prevention/Crisis Support: <https://www.crisisservicescanada.ca/en/> Call or Text at 988
- Kids Help Phone: <https://kidshelpphone.ca/> 1-800-668-6868 PHONE OR TEXT CONNECT TO 686868
- ESVA Canada's Getting Help: <https://endingviolencecanada.org/getting-help/>
- 2-1-1 is Canada's primary source of information on government and community-based health and social services.

Support services for those affected by gender-based violence:

<https://www.canada.ca/en/women-gender-equality/gender-based-violence/additional-support-services.html>

GETTING INVOLVED

BRIDGES TO SAFETY



SCAN

GBA + RESOURCES



SCAN

APPLY THE POLICY



ngbv.ca

THANK YOU

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