

TFGBV REFERRAL PATHWAY TOOLKIT

SUPPLEMENTAL RESOURCE

Additional Resources for TFGBV Referrals

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USAID
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Transform TFGBV Referral Pathway Toolkit: Supplemental Resources, Additional Resources for TFGBV Referrals

The Transform TFGBV Referral Pathway Toolkit: Supplemental Resources, Additional Resources for TFGBV Referrals reflects the collaboration and contribution of many people and organizations engaged in preventing, responding to, and mitigating Technology-Facilitated Gender-Based Violence. All sources have been cited.

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Contents

- Contents2
- Acronyms3
- Icon Key (in order of use).....4
- Introduction5
- Checklists and Information Sheets6
 - Checklist for Survivor-Centered, Trauma-Informed, and Rights-Based Interactions with TFGBV Survivors6
 - Checklist for Reviewing Online Resources and Tools for TFGBV Survivors8
- Templates and Sample Scripts and Questions 10
 - Referral Directory Template with Illustrative Services 10
 - Sample Informed Prior Consent Script 13
 - Sample Questions for Understanding TFGBV Survivors’ Referral Requests 15
 - Sample Script for Ensuring Survivor Consent to Share Information While Making a Referral..... 17
 - Documenting TFGBV Incident Log Template and Resources..... 19
- Resources 22
 - Spotlighted Resource: Transform Digital Resource Catalogue 22
 - Spotlighted Resource: NDI’s “Think 10” Tool for Supporting the Physical Safety of Women in Politics 23
 - Illustrative Resources for Women in Public and Political Life 25
 - Additional Resources 26

Acronyms

CSO	civil society organization
DM	direct message
EMB	elections management body
FEMNET	African Women’s Development and Communication Network
FIDA	Federation of Women Lawyers
FTX	Feminist Tech eXchanges
GBV	gender-based violence
ICJ Kenya	International Commission of Jurists
KEWOPA	Kenya Women Parliamentary Association
KHRC	Kenya Human Rights Commission
KICTANet	Kenya ICT Action Network
NGO	non-governmental organization
ODIHR	Office for Democratic Institutions and Human Rights
OSCE	Organization for Security and Co-operation in Europe
SLAPP	strategic lawsuit against public participation
TFGBV	technology-facilitated gender-based violence
UDEFEGUA	Unit for the Protection of Human Rights Defenders in Guatemala
WHRD	women human rights defenders

Icon Key (in order of use)



Checklists and Information Sheets



Templates and Sample Scripts and Questions



Resources

Introduction

The *TFGBV Referral Pathway Toolkit* offers service-providing organizations guidance on how to integrate technology-facilitated gender-based violence (TFGBV) services into a new or existing referral pathway. This document supplements the Toolkit with additional resources that service-providing organizations may find useful when integrating TFGBV referrals into their service offerings. The resources in this document include templates, sample questions and scripts, and other resources for service providers and TFGBV survivors.

This document is organized into three categories. Each section can be used on its own, or in coordination with other resources in this document.





Checklists and Information Sheets

Checklist for Survivor-Centered, Trauma-Informed, and Rights-Based Interactions with TFGBV Survivors

A service-providing organization may wish to review the following list of recommendations for survivor-centered, trauma-informed, and rights-based approaches, especially if the organization has not already adopted these principles. The supplemental document, *Guidance for Using Survivor-Centered, Trauma-Informed, and Rights-Based Approaches for TFGBV Referrals and Case Management*, provides more robust guidance which service-providing organizations may find useful.

- Prioritize the decision-making, dignity, rights, and safety of the survivor in all interactions.

- Avoid questions or situations that surprise the survivor, take them off guard, or make them feel as if they are to blame or being judged for the TFGBV they experienced.

- Develop transparent and trustworthy interactions by confirming the survivor's informed consent and explaining how the survivor's data will be collected, shared, stored, and managed by the service provider and while making referrals.

- Allow the survivor to decide what information to share, how much, and how they would like to answer questions or disclose additional information. The survivor should feel free to stop talking, take a break, or end the interaction at any time without judgment, and with assurances that they can return for further support at a later time, if they wish to.

- Do not pressure survivors to make decisions about reporting TFGBV, accepting service referrals, or taking recommended steps; instead allow the survivor to determine the pace at which they would like to take actions.

- Recognize and respect that the survivor is making decisions in personal, professional, and social contexts that may not be immediately evident to a service provider.

-
- Provide accurate, clear, comprehensible information that helps the survivor understand all the options for referrals and services, and supports their own decision-making.
-
- Follow the wishes of survivors regarding whether they want referrals and how they would like those referrals to be made.
-
- Engage respectfully including in tone of voice, body language, active listening, and non-judgmental messages.
-
- Focus on the events that occurred, not what the survivor may or may not have done that increased their vulnerability to TFGBV.
-
- Respect different life experiences and reactions to trauma and violence that impact how survivors cope with their current exposure to TFGBV.
-
- Do not overpromise what the service provider, the organization, or other service providers can do to assist the survivor. Provide information that is accurate and verified, and do not offer personal assistance beyond what the organization would normally provide.
-
- Service providers should expect survivors to exhibit indicators of trauma in different ways, including struggling to explain what occurred, answering questions partially or in fragments, or hesitancy to discuss some aspects of what they experienced. Survivors may also exhibit strong emotions, including impatience, irritability, sadness, anxiety, and mood swings. Service providers should offer survivors the time and patience to discuss their experiences based on the survivor's preferences for what they share, and reinforce messages that TFGBV is not the survivor's fault, and that they are believed.
-
- Explore with the survivor their interest and options for accessing peer or social support, such as family, friends, colleagues, social or faith groups, or established groups for survivors of violence, based on the survivor's comfort and interest in accessing these individuals or groups.
-
- If the survivor wishes, help them to develop safety plans, including for online and in-person safety and to promote the survivor's overall well-being.

Checklist for Reviewing Online Resources and Tools for TFGBV Survivors

When services are not accessible where a survivor lives or can easily travel to, online or digital resources may be valuable options. However, not all online and digital tools for TFGBV survivors reflect survivor-centered values. Some resources may not be located on secure websites, which can put a survivor's personal information at risk. Others can reproduce gender or social bias that reinforces inequalities that the survivor is seeking resources and tools to counteract.

This checklist provides illustrative considerations for reviewing online tools and resources before recommending them to TFGBV survivors. Depending on the website, platform, tool or resource, cultural context, and other factors there may be other important considerations that should be included in how service providers review tools and resources. This checklist should be viewed as a starting point that service providers can adjust to meet their specific context and the needs of the survivors they support.

Consider whether the tool or resource is located on a secure website or platform. Indications that the site may not be safe include: warnings from security software that the website is not private, icons associated with the web address warning that the site is not secure, and pop-up windows. Indications that the site is not reliable could include content on the website or platform that is notably different from these resources and tools.

- Review the language used on the website, platform, tool, or resource. For example:
 - Are the messages supportive of the survivor, encouraging the survivor to build resiliency, and to find the support that is best for them?
 - Does the website, platform, tool, or resource provide information that is accurate and reliable to help the survivor make informed decisions?
 - Is information provided to explain how survivors can use the website, platform, tool, or resource?
 - Does the website, platform, tool, or resource remind survivors that TFGBV is the fault of the perpetrator and suggest steps survivors can take to prevent and respond to TFGBV or does it engage in victim blaming and suggest that the survivor experienced TFGBV as a result of mistakes or bad judgment?

-
- Does the language used on the website, platform, tool, or resource reproduce or communicate harmful or stereotypical gender or social bias, including the use of harmful, discriminatory, or hate-based language or terms?
-
- Does the language used on the website, platform, tool, or resource create a sense of anxiety and fear, or provide guidance to help survivors re-establish control and take meaningful, proactive steps to protect themselves and respond to TFGBV?
-
- Do the images on the website, platform, tool, or resource depict survivors as weak, foolish, stigmatized, or to blame for TFGBV, or use images that can be viewed as biased, stereotypical, or harmful?
-
- Test the website, platform, tool, or resource to see how it works, what kinds of direct and subtle messages are communicated, if it is easy or difficult to use, if the user has to click on multiple links before reaching information, if it can be used on computers and mobile devices, and how useful the solutions or guidance are for addressing the needs of TFGBV survivors.
-
- Review the tool or resource to see if the recommended actions are clear and easy to understand.
-
- Consider whether a user is required to register on the site, create a login, or otherwise enter personal information to access or use the tool or resource.
-
- Consider whether the user is required to pay or subscribe to use all or portions of the tool or resource.
-
- Consider whether the website, platform, tool, or resource is accessible to people with disabilities, including if it is compatible with screen readers, if the font size can be increased, if the resolution can be increased or decreased, if videos include captions, etc.



Templates and Sample Scripts and Questions

Referral Directory Template with Illustrative Services

This template is intended to help service providers create a referral directory that includes services to respond to TFGBV. Each country context and service provider landscape is different. Service providers should adjust this template to reflect the services available in their location, the services requested by the TFGBV survivors they support, and other considerations in their referral practices.

Type of Service	Name of Organization	Contact Information	Notes	Date Updated
Legal aid		Name: Phone: Email: Website: Location:	Example: free services or based on fees	
Health (<i>doctor, hospital, clinic</i>)		Name: Phone: Email: Website: Location:	Example: private or government health services	
Mental health / psychosocial support		Name: Phone:	Example: in-person, by phone, or online	

	Email:	
	Website:	
	Location:	
Digital security services	Name:	Example: free or based on fees or subscriptions
	Phone:	
	Email:	
	Website:	
	Location:	
Electoral management bodies	Name:	Example: national or local
	Phone:	
	Email:	
	Website:	
	Location:	
NGOs supporting elections and inclusive political processes	Name:	Example: if they support women political candidates
	Phone:	
	Email:	
	Website:	
	Location:	
Journalists' unions and/or media workers professional associations	Name:	Example: if they have trainings or programs to support women journalists
	Phone:	
	Email:	
	Website:	

	Location:	
Women's organizations	Name:	Example: the focus of the organization's services
	Phone:	
	Email:	
	Website:	
	Location:	
Human or civil rights organizations	Name:	Example: the focus of the organization's services
	Phone:	
	Email:	
	Website:	
	Location:	

Sample Informed Prior Consent Script

Many service-providing organizations already have informed consent scripts that they use during interactions with survivors. For those organizations that do not, below is a sample script that service providers can use as a reference to start developing their own script which explains their organization's practices and policies.

Informed consent means that the survivor should understand what to expect at the beginning of an interaction with a service provider *before* the survivor shares any details of their experiences of TFGBV. The service provider should communicate data management practices and ensure that the survivor understands their right to share only what they want with the service provider. They should also understand that they can ask questions or end the interaction at any point. The informed prior consent conversation should also include which services or referrals the organization is able to provide and any legal rights or risks that the survivor should consider before sharing information.

To ensure that the important information is conveyed to the survivor, an informed prior consent script is recommended that includes all the pertinent information. The script should include a description of the organization's data management practices. If a survivor does not want to share their information, have it recorded or stored, or has specific wishes about how their information is protected, those wishes should be met. If the organization cannot meet the survivor's preferences and needs, the survivor should be informed and should be given the option to end the interaction.

Sample Script

Introduction: I'm glad you came to [organization's name] today. Before we continue with our conversation, I wanted to share with you some information about what to expect, about some questions I will ask you, your right to choose how you answer those questions, what this organization can provide in terms of services and support, and to answer any questions that you have.

What to Expect: [Organization's Name] provides the following services. [Give a short summary of the services the organization provides.] When we can, we will give you

information about other organizations that offer services that we do not provide, but that you might be interested in. The questions I will ask you are meant to help me understand what services you would like to receive, and how to best support you to access those services.

Survivor’s Rights: You can answer my questions with as little or as much information as you would like to share with me today. You do not have to answer any of my questions if you do not want to. You can end our conversation today whenever you want based on what is best for you. You can also pause this conversation and we can start again when you are ready.

I will not judge you based on the information that you share with me. I’m here to listen, and to provide you with information that may help you decide what kind of support and services that would be best for you right now. However, please only share information with me that you are comfortable sharing. Please ask me any questions you have at any time during our conversation.

Confidentiality: I will ask you for your agreement before I share any of your information with anyone else, including with other people working in this organization. However, [fill in any information about mandatory reporting laws or other considerations, such as if the organization is required to turn information over to legal spouses, the police, etc. and if the organization has any policies regarding exceptions.]

Data Handling, Storage, and Protection: [Provide information here about what kinds of notes or records will be made/kept, how those will be stored and/or shared, who will have access to this information, how it will be protected, and when and how it will be destroyed.]

Referrals: When we are done discussing the services that this organization can provide and if there are other organizations that may offer additional services of interest to you, we’ll talk about if you would like me to make any referrals for you. It is your choice if you would like my assistance making referrals or contacting referral organizations, and it is also your choice if I share information with those organizations on your behalf.

Closing: I want to ensure you understand all of your options and the information I've shared so far. I’d like to hear any questions you have. It’s really important that you are comfortable with our conversation, so please feel free to ask me whatever questions you have.

Ending: Do I have your agreement that we can continue?

Sample Questions for Understanding TFGBV Survivors' Referral Requests

TFGBV survivors will seek services based on their own experiences with TFGBV, what they observed when other people experienced TFGBV, their priorities for how to address the negative consequences of TFGBV, prior or current experiences their communities have had with violence and discrimination, and their expectations and concerns about seeking services. Service providers need to understand these factors as they support survivors to access relevant services. Below are sample questions to initiate developing a set of organizational questions to assess TFGBV survivors' needs.

Most service-providing organizations have their own practices for engaging with survivors, asking questions in culturally sensitive, survivor-centered, trauma-informed, and appropriate ways. However, for service-providing organizations that have not yet defined these practices, these sample questions may be of use.

Some of the illustrative questions below will be more or less relevant depending on the engagement with each survivor. This list of questions is not exhaustive nor complete. However, the questions offer a starting place for providers to guide interactions with TFGBV survivors.

These questions should be asked *after* the survivor has provided informed consent. Any questions that a service provider asks a survivor should be survivor-centered, trauma-informed, and focused on protecting a survivor's rights.

- Are you currently safe? Do you have any concerns for your physical or online safety that you would like to share with me?
 - a. If the survivor shares concerns, the service provider can offer to assist the survivor to seek immediate help if needed, or to develop a safety plan for future use.
- Could you tell me about what happened that prompted you to come here today?
- I'm sorry that these things happened to you. What kinds of services are you interested in receiving to help you address these experiences?

- a. If the services are not offered by the service-providing organization, referrals can be offered.
- Would you like to know about other organizations I am aware of that provide some of the services you mentioned?

- Would you like me to make any referrals for the services that these organizations offer?
 - a. *[If the organization offers help contacting referral organizations]* Would you like my assistance contacting any of these organizations?

 - b. *[If yes]* What information about you and your experiences would you like me to share with these organizations?
- Have you reported what happened?
 - a. *[If no]* Would you like assistance reporting what happened?

 - b. *[If yes]* Where would you like to make the report?
- Would you like information about how to keep a record of the online violence you are experiencing in case you would like to make a report?

- Is there anything else you would like to talk about or that I can help you with during our discussion today?

Sample Script for Ensuring Survivor Consent to Share Information While Making a Referral

Below is a sample script of questions that a service provider might ask while making referrals. The questions should be adjusted to reflect the policies and practices of the organization. Not all questions will be relevant for all organizations or survivors.

Depending on the policies and practices of a service-providing organization, a provider may be able to offer assistance to a survivor beyond providing information about referral organizations. In some cases, providers will help to coordinate with other service providers, such as assisting in making appointments or providing information about the survivor's experience to the referred provider to reduce how frequently the survivor has to repeat their experiences.

Since you are interested in a referral to another organization based on our conversation, I want to ask you about what kind of information I can give you about that organization, and what information you would like me to share with that organization about you, if anything. It is okay to say you do not want me to share any information with this organization. It is your choice. The answers to these questions are entirely up to you and will help me understand what your preferences are.

- Would you like me to give you information about the referral organization verbally, including their contact information?

- Would you like me to write down the organization's contact information for you?

- Is there anything else about this organization you would like me to share or write down for you?

- Would you prefer it if I gave you this information written on a piece of paper, or emailed or texted the information to you?

- Do you have questions about the referral organization or the services they provide?

-
- Would you like me to call the organization to ask them your questions about their services, or to be with you as you call them?
 - *[If Yes]* What would you like me to ask about?
 - Would you like me to help you schedule an appointment with this organization?
 - *[If Yes]* What would you like me to tell them about the TFGBV that you talked to me about today?
-
- Repeat what the survivor says back to them for confirmation.
-
- *[If Yes]* What name would you like me to give for the appointment?
-
- *[If Yes]* What contact information would you like me to give? *[Phone number, email, etc.]*
-
- *[If Yes]* Would you like me to write the appointment information down for you?
-
- *[If Yes]* What other questions would you like me to ask the organization about your appointment *[e.g., is there a private entrance, is there public transportation, is there a fee, etc.]?*

Documenting TFGBV Incident Log Template and Resources

Survivors can document TFGBV in a number of ways, including by taking screenshots and/or keeping a written log to record the TFGBV incidents, when they happened, and other details. Below is an example of what a log to document TFGBV might include as a starting point for organizations or individual survivors to use. Any specific laws, policies, or legal practices that inform how documentation is used or evaluated by authorities, technology platforms, or other reporting locations should be considered as organizations and individuals tailor this form to their use.

If a survivor is experiencing multiple attacks simultaneously, it may not be practical for the survivor to document each individual attack. In this situation, a survivor may instead document incidences of coordinated attacks. This may include capturing screenshots of linked or multiple violent incidences, such as the social media handles and the messages that the survivor received. The survivor can also document multiple attacks through creating a single log entry for groups of multiple direct messages (DMs), WhatsApp messages, or emails, from the same sender or senders.

The most important part of documenting TFGBV is ensuring the survivor's safety. If the survivor is using a shared computer or other devices, or if there is the possibility that a perpetrator has installed surveillance software on their devices, the survivor may want to think about other cloud-based, digital, or physical options for storing their TFGBV log.

The categories in the *Sample Incident Log* below are drawn from resources created by Glitch.¹ The categories also reflect information found in the *Model Protocol for Political Parties: Preventing, Addressing, Punishing, and Eradicating Violence Against Women in*

¹ The Glitch resource page can be found at: <https://glitchcharity.co.uk/resources/>. The categories are drawn specifically from "Documenting Online Abuse" (<https://glitchcharity.co.uk/wp-content/uploads/2022/09/Documenting-online-abuse-new-colour-template-1.pdf>) and the accompanying documentation sheet (<https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fglitchcharity.co.uk%2Fwp-content%2Fuploads%2F2023%2F02%2FDocumenting-Online-Abuse-Update-2022.ods&wdOrigin=BROWSELINK>)

Political Life from the Organization of American States and Inter-American Commission of Women.² Other resources for documenting TFGBV include:

- PEN America’s tips for documenting online harassment.³

- The annexes in the report *Malign Creativity: How Gender, Sex, and Lies Are Weaponized Against Women Online*,⁴ specifically *Appendix A: Platform Policy Quick Reference*, which provides information on the policies of many commonly used social media platforms.

- Hunchly,⁵ a paid subscription-based service that offers resources to store documentation of abuse.

- Page Vault,⁶ a paid subscription service which was designed for legal professionals to capture reliable documentation and data from online sites and sources.

SAMPLE INCIDENT LOG

Complete for Each TFGBV Incident, or For Groups of Similar or Coordinated TFGBV Incidences

Date	
Time	
Single or Group/Coordinated Incident?	
Online or Digital Platform (e.g., on a social media platform, online news site, anonymous text messages, etc.)	
<i>If on social media, your username or handle</i>	
<i>If on social media, the perpetrator’s username or handle</i>	
Form of TFGBV (e.g., comment on post, DM, post of an altered image or video, etc.)	
Screen-shot or description of TFGBV	
Link to the abusive content	

² <https://www.oas.org/es/cim/docs/ViolenciaPolitica-ProtocoloPartidos-EN.pdf>

³ <https://onlineharassmentfieldmanual.pen.org/documenting-online-harassment/>

⁴ <https://www.wilsoncenter.org/publication/malign-creativity-how-gender-sex-and-lies-are-weaponized-against-women-online>

⁵ <https://hunch.ly/>

⁶ <https://www.page-vault.com/>

If the perpetrator used email, what is the IP address?⁷	
Is the perpetrator named/known or anonymous?	
How did the TFGBV affect you (fear, anxiety, etc.)?	
Do you have safety concerns for yourself, your family, or other social connections?	
Did you report the TFGBV to the platform? If you reported through another mechanism, which one(s)?	
On what date did you report it?	
Was there a response?	
Which of the above details did you include when reporting TFGBV on social media platforms?	
<i>Location where screenshot of the report is saved/stored:</i>	
<i>Location where screen shot of any response is saved/stored:</i>	

⁷ Glitch has tips for how to find the IP addresses from three email providers, Gmail, Outlook, and Apple Mail. The information can be found in the section “Our Final Top Tips” in the *Documenting Online Abuse* resource: <http://glitchcharity.co.uk/wp-content/uploads/2022/09/Documenting-online-abuse-new-colour-template-1.pdf>







Resources

Spotlighted Resource: Transform Digital Resource Catalogue

The *Transform Digital Resource Catalogue*⁸ provides survivors with information and resources to address TFGBV. The Catalogue offers over 40 resources divided into three categories: **Prevent**, **Respond**, and **Recover**. Many of the resources are in English, but some are available in additional languages (<https://learnwithspark.org/women-catalog/>).



Service-providing organizations can use the Digital Resource Catalogue to support their work and the needs of survivors they provide services to. Some illustrative examples are:

-  Make a **list** of resources that are relevant to the survivors that the organization serves, and use these resources to create a “mini-catalogue.”
-  Share the URL for the catalogue with survivors as an **information** source they may wish to look through on their own.
-  Browse the catalogue **with survivors** to talk about the resources that are included and select the resources that are most useful to the individual survivor.
-  Take the catalogue as an **idea** from which to create the organization’s own catalogue of local resources.

The catalogue likely does not provide all the resources that a survivor needs. However, it is a starting place for seeking information, resources, and actions that a survivor can take. Organizations are encouraged to think about other resources that they would add to the catalogue that are relevant to their own context. These can be kept in a separate document to share with survivors, or if you would like them added to the Digital Resource Catalogue you can email them to: info.transform@irex.org.

⁸ <https://learnwithspark.org/women-catalog/>

Spotlighted Resource: NDI’s “Think 10” Tool for Supporting the Physical Safety of Women in Politics

The National Democratic Institute (NDI) produced a tool that women in politics can use to create a safety plan. “Think 10”⁹ is a self-assessment tool that identifies ways in which women in politics can improve their physical safety (<https://think10.demcloud.org/>).

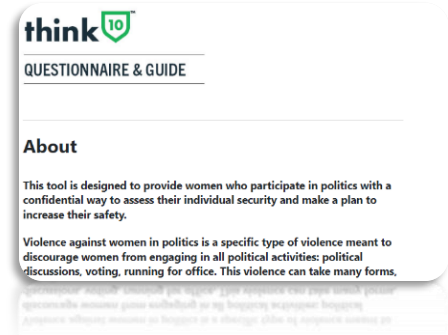
The self-assessment uses data collected by NDI’s *Women’s Political Participation Risk Index* which considers the risk to women in politics on a country-by-country basis. With information on country-specific political risks, women in politics can understand the steps available to them for mitigating potential harm.

The “Think 10” tool cannot address every possible risk that a politically active woman will face, but it provides a strong basis for creating physical safety plans that reflect the different national political contexts that women are operating within.

Service-providing organizations can provide TFGBV survivors who work in political life with the URL to access the tool on their own or can support survivors to complete it, based on the service provisions of the organization.

The results of the self-assessment survey provide a risk level based on the country and provide recommendations for steps to take to improve safety in categories such as:

- identifying trusted contacts
- identifying safe spaces
- protecting personal information
- organizing important documents
- assessing surroundings
- precautions to take when traveling
- improving digital footprints
- finding support services



⁹ <https://think10.demcloud.org/>

-
- documenting violence
 - creating and using a safety plan.
-

The tool can be accessed in a paper format, online, and on a mobile app. Users should determine what the preferred method of accessing the tool is based on their own context, including if they are sharing mobile phones or computers with other users in their household or community, or how to dispose of paper copies of the tool.

Illustrative Resources for Women in Public and Political Life

The USAID Transform Activity supports select organizations in Georgia, Guatemala, and Kenya to innovate and test solutions to TFGBV that are specific to the contexts of each country. Transform has compiled a list of illustrative resources for women in public and political life in these three countries. If you would like a copy of this list for one of these countries, please reach out to info.transform@irex.org.

Additional Resources

Additional resources that service providers or TFGBV survivors may find useful for understanding and responding to TFGBV are listed below.

- Organization for Security and Co-operation in Europe (OSCE) and Office for Democratic Institutions and Human Rights (ODIHR). Addressing Violence Against Women in Politics in the OSCE Region Toolkit. Tool 5: Support and Encouragement for Women in Politics. https://www.osce.org/files/f/documents/1/5/532205_0.pdf

- PEN America. Guidelines for talking to employers about abuse. <https://onlineharassmentfieldmanual.pen.org/guidelines-for-talking-to-employers-and-professional-contacts/>

- #She Persisted. A Digital Resilience Toolkit for Women in Politics. <https://she-persisted.org/our-work/supporting-women-leaders>

- WAN-IFRA's Women in News program's Sexual Harassment in the Media microsite, with resources for employers and employees:
 - English: <https://sexualharassment.womeninnews.org/en/>

 - Russian: <https://sexualharassment.womeninnews.org/ru/>

- Association for Progressive Communications. Feminist Tech eXchanges (FTX): Safety Reboot training curriculum modules for trainers who work with women's rights and sexual rights activists. <https://genderit.org/resources/ftx-safety-reboot>