

National Guideline for the Management of Shelters for victim-survivors of Sexual and Gender Based Violence

2024



**Ministry of Women, Child Affairs and Social
Empowerment**

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1. Introduction

Gender equality and non-discrimination of women is a guiding principle of national machinery and State action in Sri Lanka. The 1978 Constitution of Sri Lanka in Article 12(2) sets out the principle of non-discrimination on the ground of sex (and other specified grounds). Article 12(4) further provides for affirmative State action for the special advantage of women. In keeping with the commitment made in the Constitution, Sri Lanka, in 1981 ratified the United Nations Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) and in 1993 Sri Lanka signed the Vienna Declaration on the Elimination of Violence Against Women. In March 2023, Sri Lanka adopted its first ever National Gender Equality and Women's Empowerment Policy which recognizes the need to address and redress sexual and gender-based violence against women. This is strengthened by a framework of laws and procedures and a focus within law enforcement, medical, and psychosocial support services that seek to empower women.

Sexual and Gender Based Violence (SGBV) against women and girls, in its various forms, is a social concern receiving attention from both the State, civil society organizations and development partners. The State structure to address issues of SGBV includes the Ministry of Women, Child Affairs and Social Empowerment and all institutions that come within the Ministry, the Women's Bureau and the National Committee on Women, the Ministry of Health and the Sri Lanka Police Force. The 2016 Policy Framework and National Plan of Action to address Sexual and Gender Based Violence in Sri Lanka brought in a multi sectoral State response to SGBV and the new Multi-sectoral National Action Plan to address in Sri Lanka 2024-2028 has a specific focus on the services for victim-survivors of SGBV, especially on the provision of shelter facilities.

In Sri Lanka victim-survivor support services include a range of services including legal aid, legal advice, be-friender services, counseling, temporary crisis assistance, medical services and shelter services. These services are provided by the State, civil society organisations and religious organizations. There are also dedicated services offered by government hospitals and Police stations, where women victim-survivors of SGBV can seek help.

2. Objective

2.1 Primary Objective

To respond to Sexual and Gender Based Violence against women in Sri Lanka by enhancing victim-survivor support services including the provision of comprehensive shelter services aimed at the protection, rehabilitation, self reliance and empowerment of victim-survivors.

2.2 Immediate Objectives of the Guidelines for Women's Shelters

To provide the women victim-survivors and their children and those at risk of SGBV:

1. Immediate relief and shelter support
2. Protection and safe environment
3. Remedial, rehabilitative and therapeutic services
4. Referral services
5. Vocational training for Re-Integration
6. Feedback Monitoring

3. Guiding Principles support for women victim-survivors of Sexual and Gender Based Violence and their children.

3.1 Respect and dignity

Services that ensure respect and dignity of women victim-survivors of Sexual and Gender Based Violence (SGBV) and their children devoid of victim blaming and trivializing or justifying the violence endured by them that cause of secondary traumatising of victim-survivors.

3.2 Non-discrimination and inclusiveness approach

All women victims of SGBV and their children should have access to general and specialised support services based on the principal "No one left behind". This takes into consideration particular measures to protect the rights of victim-survivors without discrimination on any ground such as ethnicity, religion, age, education, state of health, disability, marital status, occupation, sexual orientation, gender identity, language, political opinion, national or social origin, income levels, property, or any other status.

3.3 Victim-centred and human rights-based approach

Shelters will place the rights of the victim-survivors at the centre of all measures and focus on the human rights and safety of the victim-survivors. Victim-survivors must be listened to, and believed. This approach requires an understanding of structural problems of deeply rooted gender inequality, violence and discrimination that affect women. Services to victim-survivors must be unconditional and that the victim-survivor can choose the service that is appropriate for her in a given situation and not be forced to do anything including to take legal steps. Victim-survivors must be well informed about their rights and possibilities so that they can take informed decisions and no decision must be taken on the victim-survivor without the victim-survivor's informed consent unless decisions regarding the victim-survivor's immediate safety and such decisions must be transparent, justifiable and documented.

4. National Guideline for Standards of Services in Shelters for Women Victim-survivors of Sexual and Gender Based Violence, and their Children

4.1 Management Standards and Guidelines

Each women's care home will develop and implement its own management standards based on these guidelines.



4.2 Registration of Women's Shelters

All Women's Shelters shall be registered with the Sri Lanka Women's Bureau, which is under the subject Ministry of Women, Child Affairs and receive a Registration Certificate to operate a Women's Shelter.

4.3 Application for a Registration Certificate for a Women's Shelter

Women's Shelters shall not be operated and provide services without a Registration Certificate issued by the Sri Lanka Women's Bureau.

Any person, group or institution can make an application to register and receive a Registration Certificate to operate a Women's Shelter. This includes registered or unregistered public, private, charitable or voluntary Women's Shelters in operation prior to the coming into force of these rules.

Applications by Women's Shelters already in operation must be submitted within a period not exceeding three months from the publication of these Guidelines.

All applications for registration must be submitted to the Director of Sri Lanka Women's Bureau.

4.4 To apply for registration and Registration Certificate:

Complete the Form provided for in Annexes 1 and 2.

All information required must be provided accurately.

The applicant and each member of the management structure of the Women's Shelter must submit a Police Report and a Certificate of Character and Standing from the Grama Niladhari approved by the Divisional Secretary of the area of residence of each person.

A Registration Certificate issued on registration is valid for a period of one year only from the date of issue. An application for a Registration Certificate is not transferable.

4.5 Issue of a Temporary Registration Certificate

In the first instance, a Temporary Registration Certificate will be issued for a period of three months.

If the applicant fails to meet these guidelines and standards by the expiry date of the temporary Registration Certificate, appropriate action will be taken by the Director of the Sri Lanka Women's Bureau.

4.6 Issue of Annual Registration Certificate

If an applicant that has been issued a Temporary Registration Certificate meets all expected standards in the Guidelines during the period of three months, an Annual Registration Certificate will be issued.

4.7 Renewal of an Annual Registration Certificate

An Annual Registration Certificate is valid only for a period of one year from the date of its issuance.

An application for renewal of the current Annual Registration Certificate should be submitted to the Sri Lanka Women's Bureau at least thirty days before the expiry of the Annual Registration Certificate in force. (Annex 3)

If the applicant fails to submit an application thirty days prior to the expiration of the current Annual Registration Certificate, or if the application is incomplete or inaccurate, the permit shall be deemed to have expired on the relevant date.

If a Women's Shelter continues to operate after the expiry of the Annual Registration Certificate, it shall be treated as an institution operating without a Registration Certificate. The National Committee for Monitoring Women's Shelters (see Section on Good Governance Structure and Accountability) will take action against the management of such institutions including provision of support needed to apply for a new Registration Certificate or informing relevant authorities where malpractice, illegal or criminal action is discovered. The National Committee for Monitoring Women's Shelters will take further necessary action to prevent the referral of victim survivors to such institution.

4.8 Rejection of application for a Temporary Registration Certificate or Annual Registration Certificate

An application for a Temporary Registration Certificate or for the renewal of an Annual Registration Certificate will be rejected on the following grounds decided by the Director of the Sri Lanka Women's Bureau :

1. If the Director of Sri Lanka Women's Bureau is not satisfied with the implementation of the provisions mentioned in the guidelines by the Women's Shelter.
2. If there are any reasons in the required Police Report and Grama Niladhari Certificate approved by the Divisional Secretary to conclude that the proposed Women's Shelter should not be granted a Temporary Registration Certificate or renewed Registration Certificate
3. If the National Committee for Monitoring Women's Shelters decides that the applicant and the management structure of the proposed Women's Shelter is not suitable.

In the instance of a rejection, the applicant will be informed about the rejection of the application and the reasons for rejection. The Sri Lanka Women's Bureau may provide such applicant with a list of revisions and improvements to be made in order to present a fresh application for a Temporary Registration Certificate or Annual Registration Certificate. However, if the applicant wants to appeal the decision to reject an application, the applicant may submit an appeal to the Secretary of the Ministry in charge of Women, Child Affairs

4.9 Cancellation of a Registration Certificate or temporary permit

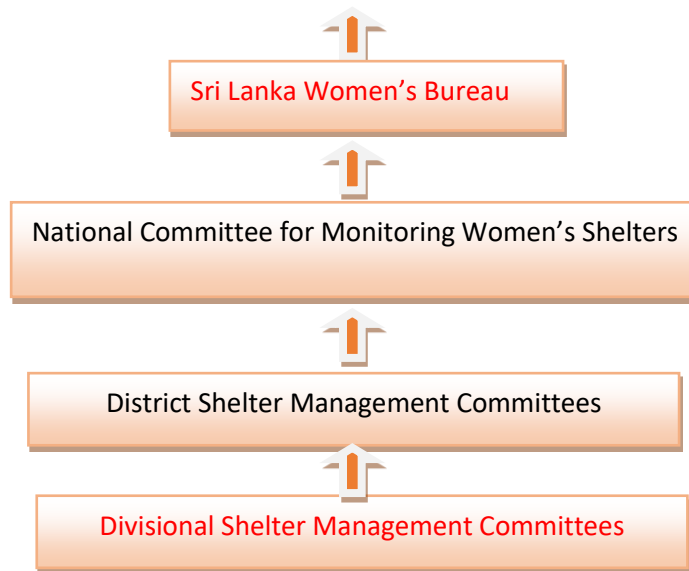
An Annual or a temporary Registration Certificate shall be valid only for one year or three months respectively, unless canceled or suspended within the time of its validity.

The National Committee for Monitoring Women's Shelters has the power to call for inquiry, to suspend or terminate a Temporary Registration Certificate or Annual Registration Certificate issued to a Women's Shelter if the Women's Shelter poses any danger to the safety of victim-survivors and their children residing there or fails to meet the prescribed guidelines or standards or any other reason explicitly stated. Following the inquiry the National Committee for Monitoring Women's Shelters has the power to suspend or terminate a Temporary Registration Certificate or Annual Registration Certificate immediately.

If such a situation arises, the Sri Lanka Women's Bureau shall immediately hand over the care of the victim-survivors and their children in the said Women's Shelter to another Women's Shelter or to a new management at the same Women's Shelter

5. Governance Structures and Accountability

Ministry in charge of Women, Child Affairs



5.1 Overarching Governance Structure

All Women's Shelters registered with the Women's Bureau of the Ministry of Women, Child Affairs and Social Empowerment in Sri Lanka will come under the purview of the following governance structure:

5.2 National Committee for Monitoring Women's Shelters

The overall monitoring and supervisory responsibility over all Women's Shelters will be with the Ministry of Women, Child Affairs and Social Empowerment.

The Ministry will appoint a National Committee for Monitoring Women's Shelters (hereafter called the National Monitoring Committee) for this purpose.

The National Monitoring Committee will comprise 13 members.

The National Committee for Monitoring Women's Shelters will comprise the following:

- Secretary or a nominated Additional Secretary from Ministry of Women, Child Affairs and Social Empowerment
- Secretary or nominated Additional Secretary from Ministry of Health
- Secretary or nominated Additional Secretary from Ministry of Justice
- Secretary or nominated Additional Secretary from Ministry of Education
- Director General (Planning and Implementation) , Ministry of Women, Child Affairs and Social Empowerment

- Chairperson, National Women's Commission (current National Committee on Women)
- Director, Women's Bureau – Convenor
- Deputy Inspector General of Police (Bureau for the Prevention of Abuse of Children and Women)
- Director Social Services department
- Commissioner, Department of Probation and Childcare Services
- Director, Bureau for the Prevention of Abuse of Children and Women
- Heads of two recognized civil society organization that provides services to women victim-survivors of SGBV including experience in running Women's Shelters

5.3 District Shelter Management Committee

At district level a committee will be appointed to guide and monitor the work of the shelter in the district. The committee will be known as the District Shelter Management Committee and will comprise the following officials serving voluntarily.

- District Secretary (Chair)
- Divisional Secretary of the Division where the Shelter is located
- Provincial Commissioner of Probation and Childcare Services
- Women Development Officer of the District Secretariat
- Child Protection Officer of the District Secretariat
- Child Rights Promotion Officer of the District Secretariat
- Counseling Assistant of the District Secretariat
- Social Services Officer of the District Secretariat
- Representative/Doctor from a Government Hospital in the district
- Representative of the Police Bureau for the Prevention of Abuse of Children and Women
- Representative of the Legal Aid Commission
- Education Director/Representative of the Education Department
- Representative of recognized civil society organization that provides services to women victim-survivors of SGBV including experience in running a shelter in the district or a representative of a leading women's organization

5.4 Divisional Shelter Management Committee

- Divisional Secretary of the Division where the Shelter is located-Chairman
- Medical Officer of Health
- Police OIC and Female Officer from Police Women and Child Bureau
- Divisional Director of Education
- Women Development Officer of the Divisional Secretariat
- Child Protection Officer of the Divisional Secretariat
- Child Rights Promotion Officer of the Divisional Secretariat
- Counseling Assistant of the Divisional Secretariat
- Social Services Officer of the Divisional Secretariat

- Representative from Government Hospital/ Doctor
- Representative from Shelter

Ministry of Women, Child Affairs and Social Empowerment will ensure that members of the National Monitoring Committee and members of the District Shelter Management Committees will receive periodic awareness raising on issues surrounding sexual and gender-based violence against women and provision of Shelter services for victim survivors.

5.5 Monitoring and Supervision

Monitoring and supervision of all Women's Shelters shall be done by the Sri Lanka Women's Bureau under the guidance of the National Monitoring Committee and in collaboration with the District and Divisional Shelter Management Committees.

Proper inspection and Supervision of the Shelters should be done by Divisional and District Shelter management committees.

5.6 The process to be followed:

Under the guidance of the Sri Lanka Women's Bureau, Women's Development Officers will have the authority to visit a Women's Shelter within the operational purview of each Women's Development Officer without prior notice for inspection purposes.

The District Women's Development Officer will compile, update and maintain a list of registered Women's Shelters (Annex 04) including the addresses and contact details of each Women's Shelter in the district and will send to the SLWB. The Sri Lanka Women's Bureau shall submit the said list updated annually to the Secretary of the Ministry of Women and Child Affairs and Social Empowerment.

The Women's Development Officer will be guided by a Standard Operations Procedure (Annex 5) for inspections developed by the Sri Lanka Women's Bureau and complete a comprehensive Inspection Report with a Checklist (Annex 6) designed for the purpose. The Inspection Reports will be submitted to the Director of Sri Lanka Women's Bureau following every inspection visit.

The Inspection Reports will be shared with the Shelter Management Committee of the respective district and submitted to the National Monitoring Committee every quarter.

Based on situational need, inspection can be done by an officer/officers appointed by the Secretary, Ministry of Women, Child Affairs and Social Empowerment.

6. Operational Guidelines

All Women's Shelters will prioritise the best interests, safety and protection and secure rehabilitation and reintegration of victim-survivors' children to society. Women's Shelters will take maximum efforts to ensure inclusion of all marginalized and vulnerable victim-survivors including the aged, those living with all types of disabilities, ethnic, religious, caste and language minorities,

The services of Women's Shelters as well as other support services should be free of charge.

The Women's Shelters will provide services to victim-survivors and their children during 24 hours every day.

Only women victim-survivors of SGBV and their children, girls under the age of 18 and boys under the age of 12 shall be provided Women's Shelter facilities. However, protection of all children should be confirmed and can be considered depending on the situation appropriately by committees.

A person should be provided residential facilities to a maximum of three months. If during this time, the victim-survivor is willing and able to leave the Women's Shelter, it shall be the responsibility of the case conference comprised of all the parties related to victim including Shelter Manager, the Women Development Officer and the Child Rights Promotion Officer of the relevant District or Divisional Secretariat and Counsellors attached to the Women's Shelter to ensure adequate care over the release of the victim-survivor and her children.

Extending a victim-survivor's stay at a Women's Shelter beyond three months shall be permitted based on a comprehensive assessment of the victim-survivor's situation and a written report by the management to support the extension. In case of repeat admissions (after 2 admissions), the issue shall be taken by the Shelter Manager to the Divisional Shelter Management Committee and a suitable decision shall be made using discretion on a case by case basis.

Access to a Women's Shelter can be by way on direct access by victim-survivors and their children or through referrals by Courts, Police, Hospitals, State institutions, private individual, private sector institutions and Civil Society Organisations.

6.1 Guidelines pertaining to location, building and access

Women's Shelters shall provide a safe haven – protective residential facilities of a temporary nature to women victim-survivors of SGBV and their children.

The location of the Women's Shelter shall be kept secret and the Shelter shall maintain utmost secrecy and confidentiality in all matters. The Women's Shelter shall not be utilized for any other purpose (activities that should not be held at the Shelter include and are not confined to

meetings, drop-in client counseling and service provision, community gatherings, awareness raising programs for other social and community activities).

6.2 Physical Location

The Women's shelter shall be located in a secure neighbourhood away from the city areas where the residents will feel secure.

The shelter and access road shall be well lit at night and the Women's Shelter should be provided with 24 hour security by specially selected security officers (at least one female and one male from a highly reputed Security Service providing agency approved by the Sri Lanka Women's Bureau or the management of the privately run Women's Shelter).

The physical structure of the Women's Shelter shall include a building catering to all needs of a shelter and be secured with a wall and gates manned by selected security personnel.

The location of the shelter shall not be publicised. The address shall only be given out to Women's Shelter staff and to the Sri Lanka Women's Bureau and the management of the privately run Women's Shelter. It is vital that the location and the address of the shelter are not divulged by any unauthorized person.

6.3 The Building

The structure and lay out of the Shelter shall facilitate the provision of services and residential facilities for those seeking protection.

The building shall be constructed properly with secure doors, windows and roofing.

The building shall have the following rooms/spaces:

- A room to serve as an office
- A sitting room/lounge/waiting room
- Rooms to provide semi private sleeping facilities for 15-20 women (and children) including beds, linen and other related requirements. The number of women (and children) per room will be decided by the Women's Bureau at the first inspection conducted of the Shelter.
- A play area for children
- Toilet and bathroom facilities for residents
- One separate room for counselling
- One separate room for the Women's Shelter Manager and sleeping quarters for Shelter Staff

- A fully equipped kitchen with all cooking and meal partaking facilities
- A quiet place for religious observances/contemplation
- A space for recreation (television, books, indoor games)

The building must have at least one telephone connection.

6.4 Entry to Women's Shelters

In addition to residents, entry to Women's Shelters shall be permitted to only those described below:

- The Women's Shelters Managers, Shelterstaff and authorized persons from the organization managing the Shelter
- Secretary, Ministry in charge of Women and Child Affairs or a designated representative, Director Women's Bureau of Sri Lanka or a designated representative and management representatives in the case of a privately run Women's Shelter
- Designated Counsellors (Counsellors attached to the Ministry in charge of Women and Child Affairs, Counselling Assistants of the Divisional Secretariat and professional Counsellors and Social Workers attached to privately run Women's Shelters).
- Public Health Midwives when required.
- Officially appointed female Police Officers attached to the Police Women and Child Desks, doctors and lawyers with permission from the management of each Women's Shelter.

Others seeking access to the shelter for observation or monitoring and evaluation purposes shall receive written consent from the respective Shelter Management Committee in each district.

6.5 Admission of victim-survivors and their children to Women's Shelters

Admission to a Women's Shelter shall be upon the expressed written consent of the victim-survivor.

On admission, a Victim-survivor Registration Form (Annex 7) must be filled. The victim-survivor shall be accompanied by the Shelter Manager or Assistant Shelter Manager to make a police entry at a police station nearest to the Shelter, to state that she will be staying at the shelter for the safety of herself and/or her children due to violence or threats of violence.

A victim-survivor should be admitted to a Women's Shelter after consulting one of the following counsellor and completing standard assessment forms:

- Counseling Officer of the Ministry of Women and Child Affairs and Social Empowerment
- the Counseling Assistant attached to the District or Divisional Secretariat

- Counsellors attached to private service providers carrying a Registration Certificate to operate in a Women's Shelter

In an instance where a victim-survivor is referred to a Women's Shelter by a Court of law, the Police, a hospital or a recognized service provider and there is no Counsellor available immediately, the victim-survivor should be met in a separate location and accompanied to a Women's Shelter by the Shelter Manager or Women Development Officer attached to the Divisional Secretariat. The victim-survivor should be seen by a Counsellor mentioned in the previous paragraph at the earliest time possible.

7. Services to be offered by a Women's Shelter

A Women's Shelter shall offer temporary residential facilities along with support services to address the issues of SGBV. These support services will include medical, legal and psychosocial assistance and trainings for Socialization.

7.1 Physical psychosocial Facilities

- Any woman victim-survivor of SGBV (and her children) shall be admitted to the Women's Shelter.
- If the woman victim-survivor of SGBV is suffering from severe mental sickness or is addicted to substances, the Women's Shelter must take immediate measures to seek medical or other necessary support for the victim-survivor.
- The Women's Shelter shall offer residential facilities to victim-survivors.
- Residential facilities shall include meals and accommodation, counselling, medical and legal assistance where necessary, opportunity for recreation and religious observances.
- The Women's Shelter shall ensure strict conditions of hygiene with specific waste disposal systems.
- The Recreation room shall be equipped with adequate seating, one television in good working order, a radio, books, newspapers, and sports equipment.
- All residents shall be provided with three meals a day. Each meal shall consist of a balanced diet.
- Clean drinking water shall be available at all times and two cups of tea a day.
- If residents do not have their own clothing, any resident and/or child shall be provided with clothing.
- All residents shall be provided with linen and toiletries.
- The Women's Shelter shall provide residents facilities for washing clothes (an outside tap, buckets, washing soap and a clothes line).
- The Women's Shelter shall have the provision of a safe which can be used by residents to store cash or jewelry. Items shall be stored by the Shelter Manager and official receipts shall be issued. The items shall be returned to the resident on departure. A Registry should be maintained properly
- Residents shall be provided with transport to attend hospital or court or any police station.
- The Women's Shelter should be accessible to residents with disabilities. At least one room and toilet should be wheelchair accessible.
- The Women's Shelter should provide residents with access to a sign language professional when needed.
- All information material provided to residents should be in all official languages, in visual format for those with reading difficulties and where possible, in braille.
- The Women's Shelter should have a dedicated space for prayers and religious worship.
- Residents willing to and capable of assisting in the day to day running of the Shelter (cooking, cleaning, and gardening) shall be encouraged to do so. This should be seen in

its therapeutic value and not as scheduled work. However, residents shall not be involved in administrative matters including greeting new clients, recording information and befriending.

- All complaints from residents shall be submitted to and dealt with suitably by the District Shelter Management Committee. A representative of the District Shelter Management Committee shall visit the Shelter every week on a pre-arranged date in order to speak to residents. This will enable residents to bring issues to the District Shelter Management Committee.
- The District Shelter Management Committee will refer any issues it deems necessary for guidance and action to the National Monitoring Committee. This shall be done in writing.

7.2 Befriending

Befriending services enable victim-survivors to have someone to talk to without seeking advice and relief, but merely to stem the feeling of isolation. The Shelter Manager, Women Development Officer and the Child Rights Promotion Officer shall receive training to be befrienders. Befriending shall take place informally when the need arises. The Women's Shelter Counsellor shall have periodic meetings with the trained staff members to discuss issues relating to befriending.

7.3 Counselling

The Women's Shelter shall ensure that each victim-survivor's emotional condition is assessed and is provided counselling sessions (individual or group) by a trained counsellor. If it is the assessment of the Counselor that the services of a Clinical Psychologist are required, the Women's Shelter shall seek the services of such an expert should be a private practitioner or State hospital service who/which should be attached to the Women's Shelter on agreement to provide services to referred clients).

There shall be a special room where counselling will take place privately. This will ensure confidentiality and all records pertaining to counseling sessions will be maintained only by the counselor and provided for inspection at formal monitoring and evaluations by specially appointed experts. The Code of Conduct and Ethics shall make special reference to the issue of confidentiality.

7.4 Medical Assistance

For medical assistance, the Women's Shelter shall establish a formal link with the nearest government hospital. The relevant staff of this hospital shall be made aware of the Women's Shelter and the special medical needs that arise at regular awareness programs.

For general medical needs and emergencies, the Women's Shelter Manager shall take the victim-survivor to the nearest hospital or medical centre.

7.5 Legal Assistance

The Women's Shelter shall be equipped to provide legal advice and legal aid to victim-survivors needing such. For this, the Women's Shelter shall have formal links with the Legal Aid Commission. **The relevant staff of the Legal Aid Commission** shall be made aware of what the Women's Shelter does and the special legal needs that arise at regular awareness programs. Residents shall be made aware of this service through written (posters and leaflets) and verbal (explanation by befrienders) information.

7.6 Police Entries

While all victim-survivors who are referred to the Women's Shelter by the Counsellor complaining of SGBV shall be encouraged and supported to file a police report, the Women's Shelter shall liaise closely with the Counsellor in following up on the Police Entry. This would include follow up visits to Police Stations and Court appearances.

7.7 Safety Planning on Departure

At the time of leaving the Women's Shelter, Safety Planning on Departure (Annex 8) should be discussed with the victim-survivor and a full written report of such discussion should be recorded.

7.8 Children

Children of victim-survivors should be a special focus of the Women's Shelter.

The Shelter shall provide residential facilities for girls under 18 years and boys under 12 years to stay with their mothers at the Shelter. Girls over 18 years shall be considered to stay with the mother on a case-by-case basis by the Counsellor. The allocation of sleeping space for girl and boy children shall be done by the Shelter Manager as deemed suitable and based on the availability of space.

Resident children shall be provided a space for play, recreation and learning.

For children of school going age staying at the Women's shelter for periods over two weeks, required facilities shall be arranged through an arrangement with the Director of Education in the area, until they are able to go back to their school or mothers shall be assisted to transfer students to new schools.

7.9 Other facilities and services

Telephone service - The Women's Shelter shall operate a telephone line at all times. This shall be used only for administrative purposes and for limited personal use by resident Women's Shelter staff. The telephone shall not be used by the residents at any time. A clear policy on banning the use of mobile telephones within the Women's Shelter premises shall be followed.

Safe – A facility for residents to deposit valuables such as jewellery, cash, legal certificates and mobile phones shall be made available. Residents should deposit all their valuables in a safety deposit box and with a written record which will be placed in a safe. The key to their own box shall be kept with the respective resident and a duplicate with the Shelter Manager. These items shall be returned to residents upon departure from the Shelter.

7.10 Therapeutic work

All victim-survivors shall be encouraged to help in the Women's Shelter's daily activities such as cooking and cleaning. This shall not be forced upon the residents but seen only for its therapeutic value.

Residents shall also be provided an opportunity to engage in learning a skill such as cooking, gardening, sewing, mat weaving, typing, speaking another language etc.

Where possible, the Women's Shelter shall run small collective income generating projects in which residents could participate. The income from these shall be used for the running of the Women's Shelter and not to be distributed among residents.

The residents should provide Facilities for Vocational training including resource persons, Proper place..etc..However the Manager should be responsible for maintaining privacy and protection of the residents.

8. Staff and Staff Development

The Women's Shelter must be managed by a professional staff cadre.

The staff must be experienced, professional and committed to the work that will be carried out at the shelter.

Staff will be hired by the Women's Bureau of Sri Lanka and by the management of privately run Women's Shelters.

The Women's Shelter Staff Members Registration Form (Annex 9) must be completed and updated.

Staff performance should be yearly monitored pertaining to performance of duties, commitment, and adherence to the Code of ethics. All staff will receive a comprehensive training (administrative and managerial functions, duties and obligations, issue of confidentiality, code of ethics and gender sensitization) prior to assuming duties.

There will be a Safety plan for staff developed by the Sri Lanka Women's Bureau applicable to all Women's Shelter.

8.1 Staff Cadre

- Shelter Manager (Female)
- Assistant Shelter Manager/Housekeeper (Female)

The Shelter Manager or Assistant Shelter Manager or both must be resident at the Shelter

- Counsellor (Non Resident Position/Female)
- Cook/General Help (Resident Position/Female)
- Security Officer (at least one female and one male)
- Driver (Male/Female)

8.2 Staff duties and functions

8.2.1 Shelter Manager (female):

- The Shelter Manager (female) will be in charge of all day-to-day administration in the Women's Shelter. This includes, but is not limited to, all matters relating to operations, finance, and staff.
- The Shelter Manager will be responsible for the smooth running of the Women's Shelter including ensuring the provision of food and residential facilities, and assisting those seeking shelter in the prescribed manner.
- The Shelter Manager will help women obtain protection and support services. This includes accessing legal and medical services, helping file police reports, assisting in obtaining documents necessary for court cases and arranging meetings with doctors and lawyers as necessary.
- The Shelter Manager will be responsible for accessing services to develop educational, recreational, and social activities for the women at the shelter.
- The Shelter Manager will be primarily responsible for maintaining confidentiality regarding cases and documents.
- The Shelter Manager will be responsible for reporting to the Divisional Shelter Management Committee, District Shelter Management Committee and the National Monitoring Committee.
- The Shelter Manager will be responsible for the day to day accounting including the maintenance of all accounts, ensuring that there are sufficient funds for operational expenses, issuing monthly salaries, and monitoring reports should be sent to the National monitoring committee on request.

8.2.2 Assistant Shelter Manager (female/Resident Position)

- The Assistant Shelter Manager (female) will assist the Shelter Manager in all her administrative functions.
- She will act as Manager in the Manager's absence.

- The Assistant Shelter Manager will be responsible for attending to correspondence. Her specific responsibilities will include receiving, replying to, and filing all correspondence, filing all documents, maintain registers notifying all relevant individuals about meetings, and taking minutes at meetings.
- The Assistant Shelter Manager will be primarily responsible for maintaining the shelter, developing and ensuring adherence to a daily timetable for residents and ensuring cleanliness and orderliness of the shelter, and the cooking and serving of meals. She will maintain inventories for the maintenance of the shelter and be responsible for stocks and equipment.

8.2.3 Counsellor (Female/Non Resident Position)

- The primary function of the counselor is to take care of the emotional needs of those seeking refuge in the shelter by offering professional support.
- The Counsellor will be the first point of contact for any person coming to the Shelter and will provide advice and guidance to the Shelter Manager on how to deal with each individual client.
- The Counsellor will be responsible for holding regular individual and group counselling sessions for residents, answering all telephone counselling requests and recording each one in the telephone logbook and maintaining individual file records.
- The Counsellor will maintain all records and maintaining confidentiality.

8.2.4 Cook and General Helper (Female /Resident)

- The Cook and General Help will work under the direct supervision of the Assistant Shelter Manager and be responsible for cooking and serving all meals for residents, non resident staff and visitors. She will assist the Assistant Shelter Manager to ensure cleanliness and orderliness of the premises, maintenance of kitchen stock and equipment and assist in general work such as running errands.

8.2.5 Security Officer (at least one female and one male)

- There must be a day security officer and a night security officer providing security to the shelter at all times of the day and night. These officers will be recruited by the Ministry of Women's Affairs or the Women's Bureau of Sri Lanka or the private institution running the Women's Shelter specifically for this purpose and given the staff training.
- The main responsibilities of the security officers will be to monitor physical security at the shelter, to ensure the safety of the women and children, attend to all visitors, refer any women in distress who arrive at the shelter to the Management, and contact the police or ambulance in case of any emergencies. The night officer will take over general security of the shelter after business hours once the non resident staff has left.

8.2.6 Driver (Male/Female)

- If the Shelter possesses a vehicle, there must be a dedicated driver (male or female). Prior to appointment the driver must provide the Shelter with a Grama Niladhari certificate of good character and a Police Report. The driver will receive training in providing services

to victim-survivors of sexual and gender-based violence prior to commencing work at the Shelter. The driver will provide transport to victim survivors and attend to all transport requirements expressed by the Shelter Manager and Assistant Manager. The driver must be willing to drive for the Shelter during day and night and services must be expected to document all work in a specially provided log book.

8.3 Selection of Shelter staff

All staff position will be filled by suitable persons selected by a Recruitment Panel. All recruitment will be guided strictly by the Terms of Reference developed for every individual post.

8.4 Staff training

All staff will receive a comprehensive initial training and periodic trainings in gender sensitization, SGBV, the role, functions and management of a Women's Shelter and ethical issues of confidentiality, non disclosure etc.

The curricular, training manuals and training material will be developed by experts selected by the National Shelter Monitoring Committee. The training material will be uniform and the same material shall be used to training all cadre from all Shelters. The training programmes will be carried out by professionals selected by National Monitoring Committee.

The trainings will take place according to an annual work plan developed by the Ministry of Women and Child Affairs and Social Empowerment with input from the National Monitoring Committee.

The training will be compulsory for all staff.

8.5 Specific Training

Shelter Managers and Assistant Shelter Managers should be given Befriender Training prior to assuming work.

It should be ensured that Counsellors receive periodic advanced training and an assessment by an external expert selected by the National Monitoring Committee.

9. Code of Conduct and Ethics

All Women's Shelter staff and permitted visitors must:

1. Abide by this Code of Conduct and Ethics as a condition of employment of employers and association with the Women's Shelter.
2. Refrain from any form of discrimination including on grounds of ethnicity and religion or any other issue in the admission and treatment of victim-survivors and their children during their stay at the Women's Shelter.
3. During working hours, give her/his whole time and attention to ensuring that her/his work is carried out efficiently and effectively, and that her/his standard of work reflects favorably both on herself/himself and on the Women's Shelter.
4. Maintain strict confidentiality with respect to all client, staff and matters of the Women's Shelter, not divulging such information other than to appropriate members of staff or management. Ensure victim-survivor matters are not to be divulged to fellow staff unless they have a valid professional need to know this information.
5. Ensure that all resources (e.g. funds, staff-time and equipment) are used efficiently and only for the purposes specified.
6. Behave with honesty, integrity and respect and avoid conduct which could suggest any departure from these values.
7. Refrain from conduct likely to bring the Women's Shelter into disrepute.
8. Never falsify documents or engage in fraudulent behaviour.
9. When speaking publicly, expressing views or at media interviews, Privacy of the Safehouse and should be protected.
10. Employers should refrain from accepting gifts from residents and however Common gifts received by the shelter Should be recorded.
11. Provide services to resident victim-survivors with impartiality, respect and tolerance, taking all reasonable action to safeguard their safety and wellbeing in the spirit of nondiscrimination and inclusion of all.
12. The management should give the fullest cooperation to the district/divisional women development officer or approved officer upon arrival for inspection.

Documentation

A comprehensive documentation system and a monitoring system will be developed for the Women's Shelter. This system will be developed by the National Monitoring Committee in and the management of each Women's Shelter shall ensure that the system is followed and that the Shelter Manager and Assistant Shelter Manager are trained in the system.

10. Special Guidelines for Victims of Sexual Offences

Women victim-survivors of rape and grave sexual abuse may be admitted to the Women's Shelter.

The following additional guidelines should be followed in case of such a victim-survivor.

- The Shelter Manager must take extra care to ensure that the victim-survivor is made comfortable, that she feels safe, that she is safe from self harm, and has access to counselling at any time.
- The victim-survivor must be provided with additional Counselling sessions.
- Prior to her arrival at the Women's Shelter, the victim-survivor must have undergone an examination by the Judicial Medical Officer (JMO). If the JMO examination has not been done, the Shelter Manager must make urgent arrangements to ensure the medical examination is done by the JMO without delay. If the examination has been done, and further examinations are requested, the Shelter Manager must make arrangements for this. At all times, the victim-survivor should be accompanied by the Counsellor or a Suitable officer.
- There will be a criminal investigation involving the victim-survivor and she will need to provide statements to the Police or speak with lawyers. No interviews with the Police or lawyers should take place at the Shelter. Police or lawyers should make a formal request to meet the victim-survivor. The written request should be submitted to the Shelter Management Committee. On approval, the Shelter Manager must make arrangements for the victim-survivor to meet the Police and/or lawyers at a safe public place for these meetings. At all times, the victim-survivor should be accompanied by the Counsellor.
- The victim-survivor will have to attend court many times. The Shelter Manager must make arrangements for the victim-survivor to go to court safely. If the victim-survivor is in grave danger, request for Police support or support from the Victim and Witness Protection Authority for the victim-survivor to travel safely to court and back to the Shelter, as well as to ensure her safety within the court premises. At all times, the victim-survivor should be accompanied by the Counsellor.
- Provide the victim-survivor information to prepare her for the judicial process. Support of a woman lawyer from an organization or Legal Aid Commission can be requested to provide this information. In addition, provide the victim-survivor with informative leaflets on the process she will experience in the courts including speaking in court.
- Obtain support from the Legal Aid Commission for a lawyer to be present in court on behalf of the victim-survivor.
- A victim-survivor of sexual violence will require extensive counselling sessions due to the severe trauma faced, and the continuing trauma of the investigation and court process. The victim-survivor will need support to make decisions about her

future and will need access to services including continuous counselling, safe accommodation, means of income etc. The management of each Women's Shelter shall prepare a care plan for the victim-survivor at the time she is ready to leave the Women's Shelter.

Special Guidelines for Shelters for victim-survivors of trafficking in persons

Women victim-survivors of Trafficking in Persons may be admitted to the Women's Shelter. This can be by way of an order of court or by the regular procedure in the Guidelines. In such an instance the following additional guidelines should be followed:

- The Shelter Manager must take extra care to ensure that the victim-survivor is made comfortable, that she feels safe, that she is safe from self harm, and has access to counselling at any time.
- The victim-survivor must be provided with additional Counselling sessions as a victim-survivor of trafficking will require extensive counselling sessions due to the severe trauma faced, and the continuing trauma in case of a police investigation and court process.
- The victim-survivor could be addicted to substance abuse. In such a situation, the management should be informed and support obtained by the management from specialized medical experts to provide support to the victim-survivor to manage the addiction.
- In an instance that the Counsellor in the Women's Shelter is unable to speak to the victim-survivor in her own language, with guidance from the management, the Shelter Manager must provide for a Counsellor conversant in the language spoken by the victim-survivor, or arrange for a Counsellor to provide services online.

12.1 Non-Sri Lankan victim-survivors

- In admitting a victim-survivor of trafficking who is not a Sri Lankan to the Shelter, the management must inform the relevant diplomatic mission of the admission.
- Based on guidance of the management, the Shelter Manager must provide the victim-survivor, if she wishes, access to the diplomatic mission of her home country to speak with representatives of the diplomatic mission by telephone. If the victim-survivor wishes to meet a representative of the diplomatic mission, arrange for the victim-survivor to travel safely to meet the representative in the diplomatic mission premises or in a safe public place. At all times, the victim-survivor should be accompanied by the Counsellor.
- The Shelter Manager must provide language interpretation services to the victim-survivor if needed. The interpreters should be formally registered and accessed through diplomatic mission recommendations.

10.2 Police complaints and legal process

- If the victim-survivor is *not part of* a police investigation at the time of admission, and wishes to make a complaint to the Police, the Shelter Manager must make arrangements for the police complaint to be made. The victim-survivor should be always accompanied by responsible officer when making a police complaint.

- At this point, the Shelter Manager should inform the management to officially inform the Human Trafficking and Smuggling Investigation Bureau of the Criminal Investigations Department, Sri Lanka Police that a trafficking complaint has been made to the Police.
- If the victim-survivor is *part of* a police investigation at the time of admission, the victim-survivor may have undergone an examination by the Judicial Medical Officer (JMO). If the JMO examination has not been done, the Shelter Manager must make urgent arrangements to ensure the medical examination is done by the JMO without delay. If the examination has been done, and further examinations are requested, the Shelter Manager must make arrangements for this. At all times, the victim-survivor should be accompanied by the Counsellor.
- There will be a criminal investigation involving the victim-survivor and she will need to provide statements to the Police or speak with lawyers as well as government officials such as the Department of Immigration and Emigration. No interviews with the Police, government officials or lawyers should take place at the Shelter. Police, government officials or lawyers should make a formal request to meet the victim-survivor. The written request should be submitted to the management. On approval, the Shelter Manager must make arrangements for the victim-survivor to meet the Police, government officials and/or lawyers at a safe public place for these meetings. At all times, the victim-survivor should be accompanied by a responsible officer.
- The victim-survivor will have to attend court many times. The Shelter Manager must make arrangements for the victim-survivor to go to court safely. As the victim-survivor will be in grave danger due to trafficking in persons being an organized crime, request for Police support or support from the Victim and Witness Protection Authority for the victim-survivor to travel safely to court and back to the Shelter, as well as to ensure her safety within the court premises. At all times, the victim-survivor should be accompanied by a responsible officer.
- Provide the victim-survivor information to prepare her for the judicial process. Support of a woman lawyer from an organisation or Legal Aid Commission can be requested to provide this information. In addition, provide the victim-survivor with informative leaflets on the process she will experience in the courts including speaking in court.
- Obtain support from the Legal Aid Commission for a lawyer to be present in court on behalf of the victim-survivor.

12.3 On the Case Management Plan

- At the time of preparing the Case Management Plan, the victim-survivor will need additional counselling support to make decisions about her future and will need access to services including continuous counselling, safe accommodation, means of income etc.
- When the victim-survivor is ready to leave the Shelter, the management shall officially inform the National Anti Human Trafficking Task Force convened by the Ministry of Justice and seek its intervention to provide support for all issues identified in the Case Management Plan.

12.4 On records

- All written records and documents pertaining to the victim-survivor maintained by the Counsellor and the management should be kept confidential. No records or documents should be shared at any time including during the investigation and the court case. The records and documents should be maintained at the Shelter once the victim-survivor leaves the Shelter and destroyed on if requested to do so by a court order.

Annexes

Annex 1 - Application Form for Establishment of Women's Shelter

Annex 2 -Temporary Registration Certificate Application Form To set up Women's Shelter

Annex 3 - Annual Registration Certificate Application Form To operate a Women's Shelter

Annex 4 - List of registered Women's Shelters

Annex 5 - Standard Operations Procedure for Inspection of Women's Shelters by Women's Development Officers of the Women's Bureau

Annex 6 - Checklist for Assessment of Shelters

- Annex 7Victim-survivorRegistration Form

Annex 8 - Safety Planning on Departure of Victim-survivors from Women's Shelters

Annex 9 - Women's Shelter Staff Members Registration Form

Application Form for Establishment of Women's Shelter

Date	d	d	m	m	y	y	y	y	Type of registration requested: <input type="checkbox"/> Temporary Registration Certificate <input type="checkbox"/> One Year Registration Certificate
Application No									
Previous Registration :No									Organisation <input type="checkbox"/> Government <input type="checkbox"/> Non Government
Name of Shelter									
Commencing date of the Shelter									
Address of Shelter									
:Telephone									
:Email									
Website									
Donor organisation									
Donor conditions				<input type="checkbox"/> Permanent <input type="checkbox"/> Temporary/short term					
Current number of beneficiaries									
Number of women									
Ethnicity (add number)				<input type="checkbox"/> Sinhala <input type="checkbox"/> Tamil <input type="checkbox"/> Muslim/Malay <input type="checkbox"/> Buddhist <input type="checkbox"/> Other					
Religion (add number)				<input type="checkbox"/> Buddhist <input type="checkbox"/> Hindu <input type="checkbox"/> Islam <input type="checkbox"/> Christian <input type="checkbox"/> Other					

Children	<input type="text"/> Total number of children			
	Age range	No	No male	No female
	0-5 years			
	6-10 years			
	11-14 years			
	15-18 years			
Women with special needs	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Number of women with special needs	
			Number of children with special needs	

Applicant's information

Full name										
Permanent Address										
Telephone	NIC or passport No	Date of Birth								
		d	d	m	m	y	y	y	y	
Nationality										
Occupation										

**Temporary Registration Certificate Application Form
To set up Women's Shelter**

Please note that the Temporary Registration Certificate issued to a Women's Shelter is only valid for a period of 03 months from the date of its validity. If the Women's Shelter complies with the prescribed guidelines and standards, the Women's Shelter will be issued with an Annual Registration Certificate valid for one year.

If the Women's Shelter center fails to complete the relevant guidelines and standards by the date of expiry of the Temporary Registration Certificate, the Women's Shelter's Temporary Registration Certificate will be revoked

Effective date	d	d	m	m	y	y	y	y	Expiry Date	d	d	m	m	y	y	y	y	
Application No										Registration No								
Name of Shelter																		
Address																		
Name of Applicant																		
Approval of Temporary Registration Certificate																		
Recommendation of the Director, Sri Lanka Women's Bureau.																		
Temporary Registration Certificate Recommend <input type="checkbox"/> Not Recommend <input type="checkbox"/>																		
:Name :Date :Signature																		

Approval by Secretary, Ministry in charge of Child and Women's Affairs

Temporary Registration Certificate Approved Not Approved

☐

:Name

:Date

:Signature

**Annual Registration Certificate Application Form
To operate a Women's Shelter**

Please note that a Registration Certificate issued to a Women's Shelter is valid only for a period of one year from the effective date of the Registration Certificate . If the Women's Shelter fails to meet the relevant guidelines and standards at any time within the relevant period, the Registration Certificate shall be revoked.

Effective date	d	d	m	m	y	y	y	y	Expiry Date	d	d	m	m	y	y	y	y
Application No									Registration No								
Name of Shelter																	
Address																	
Name of Applicant																	
Approval of Annual Registration Certificate																	
Recommendation of the Director, Sri Lanka Women's Bureau.																	
Annual Registration Certificate Recommended <input type="checkbox"/> Not Recommended <input type="checkbox"/>																	
:Name																	
:Date																	
:Signature																	
Approval by Secretary, Ministry in charge of Child and Women's Affairs																	
Annual Registration Certificate Approved Not Approved <input type="checkbox"/> <input type="checkbox"/>																	
:Name																	
:Date																	
:Signature																	

List of registered Women's Shelters

Name	Address	District	Divisional Secretariat	Year of establishment	Registration Certificate status (Temporary / Annual)

Standard Operations Procedure for Inspection of Women's Shelters by Women Development Officers of the Women's Bureau

The Guidelines for the Management of Shelters for victim-survivors of Sexual and Gender Based Violence authorizes the monitoring and supervision of all Women's Shelters to be done by the Sri Lanka Women's Bureau under the guidance of the National Monitoring Committee, Divisional Monitoring Committee and in collaboration with the District Shelter Management Committees (Refer Section 2 on Monitoring and Supervision in Governance Structures and Accountability)

Women Development Officers under the guidance of the Sri Lanka Women's Bureau shall visit a Women's Shelter for inspection purposes inspect any without prior notice within the operational purview of each Women's Development Officer.

The following must be complied by a Women Development Officer when conducting such an inspection visit:

1. The Women Development Officer shall compile, update, and maintain a list of registered Women's Shelters (Annex 04 of the Guidelines) including the addresses and contact details of each Women's Shelter in the district.
2. The Women Development Officer shall submit the said list updated Bi-annually to the SL Women's Bureau with the recommendation of Divisional Management Committee
3. The Divisional Women Development Officer shall make a visit plan which sets out dates and times of visiting respective Women's Shelters. The visit plan must be submitted to the Women's Bureau at the beginning of each month. This visit plan shall not be shared with the Women's Shelters.
4. Upon visiting a Women's Shelter, the Women Development Officer must complete a comprehensive Inspection Report with the Checklist for Assessment of Shelters (Annex 06 of the Guidelines)and submit completed forms at the end of every month to the Women's Bureau.
5. The Women Development Officer shall always be courteous when inspecting the women'sshelter
6. The Women Development Officer shall be mindful not to use any derogatory or insensitive language, blame victim survivors or offer personal opinions on the situations faced by victim survivors.

7. The Women Development Officer shall not give any gifts or donations to the Women's Shelter staff or resident victim-survivors, or take any gifts or donations from the Women's Shelter staff or resident victim-survivors.
8. The Women Development Officer may interact with any resident victim-survivor in the Women's Shelter but shall not ask for any confidential information except at inspections. All information on victim- survivors shall be gathered from the shelter manager.
9. The Women Development Officer shall provide guidance to the Shelter Manager or Assistant Shelter Manager on any pertinent manner but advising or instructing a staff member should be done via the Shelter Manager.
10. The Women Development Officer shall raise any issues of serious concern with the Women's Bureau immediately and seek guidance from the Women's Bureau through the Divisional Shelter Management committee.

Checklist for Assessment of Shelters

	Yes/No	Comments
Location is confidential and secure		
No visitors allowed in the facility		
There are female security guards		
Facility has a contact at the nearest Police Station		
Facility has a link to the nearest government hospital		
Facility has a link to WDO		
No Men and Boys over 12 years are allowed in		
Providing Nutritional balanced meal		
Providing Medical Needs		
Hygiene facilities		
Close working relationship among Employers		
Special Care for Children		
An electronic security system is in place		
Facility provides counselling support through professional counsellors		
Facility provides legal services through a lawyer		
Facility has a case management system		
Facility provides recreational activities for victim-survivours		
Facility provides recreational activities for children		
Facility has linked children to receive educational support		
Facility has easily accessible information on GBV, legal services		
All infrastructure requirements have been completed according to the Shelter Guidelines		
Comments and Observations (mandatory)		
Name of Women Development Officer		
Signature		
Date		

Victim-SurvivorRegistration Form

Name											
NIC Number											
Passport Number											
Time of Arrival and Date											
Date of Birth	d	d	m	m	y	y	y	y	Address		
									Telephone Number		
Ethnicity									Religion		
Case Number and district (if applicable)									Court (if applicable)		
Last Residence Prior to the Admission											
Status											
If Married Address of the Spouse											
Additional information on Victim											
State information (If any) (Pregnancy, Drug Addiction, Health issues..etc)											
Reasons for Admission to the Shelter											
List of Belongings of the Victim											

Party that referred woman to the Shelter	
Name	
Occupation	
Address	
Relationship to victim-survivor (Optional)	

Children accompanying the victim-survivor

	Name	Gender	Relationship to woman	Age	School	Address and telephone number
01						
02						
03						
04						
05						

Information of family of the victim-survivor

	name	relationship to woman	age	occupation	Address and telephone number
01					
02					
03					
04					
05					

Shelter Manager

:Name
:Date
:Signature

Safety Planning on Departure of Victim-survivors from Women's Shelters

1. Pack a Safety Kit - a bag with victim-survivor's most important belongings and those of her children, especially with all her important documents, and leave it with someone she can trust
2. Advise her to prepare a duplicate key for the house
3. Get the emergency numbers to call for help
4. Plan to signal with the children or the neighbours to have them call the police or get help if she cannot do it herself
5. If she needs to escape immediately, where can she go? Help her think through several places where she can go in an emergency. Write down the addresses and phone numbers and tell her to keep them someplace where the perpetrator won't be able to find them.
6. If she must escape, Find what are the escape routes
7. Confirm whether she have transport, money, a place to go
8. Get information she know how to get to the nearest women's shelter
9. Advise her to be careful on whom in her support network/ does she trust to protect and support her

Women's Shelter Staff Members Registration Form

Name	NIC	Designation	Sex	Age	Permanent Address	Year of Recruitment	Current Status (In service/Not in Service)