

The Service Provided to the Sexual Harassment Cases

❖ The Organization's local and international participations in the sexual harassment issue:

Through its workforce specialized liaison officers, the Organization takes part in many international and local alignment meetings tackling sexual harassment, directly or indirectly. The liaison officers participate as permanent members in such meetings which are attended by most international and local organizations as well as some concerned official and government entities operating in the field of providing services to the targeted groups in Jordan. Such meetings include:

- Alignment meeting for the social protection sector. Through this sector, protection services are provided at all levels to the Jordanian and non-Jordanian targeted groups (all refugees, migrant workers, and other vulnerable groups). Of the most important services are protection and minimizing sexual harassment and violence.
- Alignment meeting for the psychological health sector. Through this sector, psychological services are provided to the sexual harassment and violence victims from the targeted groups.
- Alignment meeting for the education sector. This meeting tackles the most important challenges facing the targeted groups in terms of education services of all types, including the sexual harassment in schools.
- Alignment meeting for the sexual gender-based violence (SGBV) protection sector. This sector focuses on the provision of protection and response services to the targeted groups in terms of sexual harassment and other sector-related issues.
- Alignment meeting for the children protection sector. This sector tackles the sexual harassment and violence to protect the targeted group children and provide protection and response services.
- International network on protection from sexual exploitation and abuse. In this network, experiences are exchanged at many levels to form expertise advocacy network and regulate the advocacy work in this important field.

In addition, Arab Renaissance for Democracy and Development (ARDD)- Legal Aid has internal policy on the sexual harassment (Zero Tolerance Sexual Harassment) containing many procedures to be applied by ARDD employees in dealing with such cases after taking high level training on this issue. Such procedures are periodically followed up with other policies at the Organization.

ARDD is the sole legal partner with the UN High Commissioner for Refugees (UNHCR). Furthermore, ARDD is the sole legal entity providing legal services in the refugee camps in Jordan.

❖ **Our strategy at the Aid Department for the sexual harassment victims:**

Protect all society individuals from any risks related to their legal position by promoting the legal empowerment of the vulnerable persons in our society to ensure their protection and increase their access to justice.

Prioritize the needs of the vulnerable groups, in particular, the Jordanian and non-Jordanian refugees, immigrants, and women who are subject to discrimination, abuse and breach of their rights. Our efforts focus on protecting such groups, promoting their resistance, and empowering them to effectively participate in realizing their inherent rights and compliance with their duties during such periods.

Activate, protect, and defend the human rights through education, and psychological and social support.

❖ **The Services provided to the groups subjected to sexual harassment received by the Organization:**

The Organization receives many cases from different groups suffered from sexual harassment, including Jordanian women, refugees, immigrant female workers, and foreigners from different nationalities who have study, employment, or tourism visas. Such cases are reported by the beneficiaries themselves, ARDD legal staff, the field work, group meetings, cases managers, partner organizations including the UNRWA, the UNHCR, and concerned official and non-official entities.

ARDD work starts once the case is defined and received by the project assistants. The basic social, psychological, and legal needs of the case are defined, and the case is referred to the Aid Department with its Two Sections the Legal Aid and the Psychological and Social Support.

• **Legal Support Section**

The Legal Support Department services are provided by a team of lawyers specialized in different legal issues related to the sexual harassment. Such services include:

First: Preventive Services:

ARDD aims through this service to provide protection to these groups in a manner ensuring and significantly contributing to avoiding legal problems by raising legal awareness through devices and consultations by introducing the targeted groups to their rights and duties under the Jordanian laws. This type of service is considered a legal protection and divided into three types:

1. Legal Consultation

The legal consultation is given through the telephone or personal interviews. The case priorities and needs are defined to give legal advice and consultation and to avoid any obstacles or legal problems in future. This service aims in part to introduce the person to his rights. The legal consultation may provide protection through advice and raise legal awareness of such group.

2. Legal awareness workshops

Such workshops are held through legal awareness sessions for Jordanian women, and for female refugees or workers of different nationalities. Such sessions aim at

strengthening legal knowledge, promoting social and legal empowerment, presenting the most important problems and challenges, conducting discussions, and finding solutions.

3. Legal studies, researches, and reports:

This service aims at conducting studies, researches, and reports to illustrate the most important problems and challenges facing the cases suffering from sexual harassment and the legal difficulties in order to highlight them and find legal solutions to deter such type of crimes through official and non-official channels and amendments to the national regulations. They include, for example, but not limited to, the following:

- Opinion paper on the social responsibility bill for the year 2016.
- Requests to amend the Family Violence Protection Law.
- Requests to amend the Penal Law.
- "Lana" Project.
- Women's Access to Justice.

Furthermore, ARDD monitors and documents the cases received by it and provides necessary services to such cases, in special confidential database. The cases are followed up, studied, and evaluated to benefit from the information in researches, studies, and advocacy campaigns.

4. Advocacy and support campaigns at the national and international level:

ARDD participates in many conferences and discussions related to the issue, it influences the local and international decisions, supports all advocating awareness campaigns to minimize the put an end to the sexual harassment.

Second: Responsive Legal Services:

• Legal consultations:

The legal consultation is given through the telephone, personal interviews, identifying the legal details of the issue, giving the legal opinion on the committed crime, and taking proper legal actions.

- **Legal representation:** Recourse to the law, filing case against the criminal, and following up on the case till the issuance of the judgment.

- **Psychological and Social**

Support Section (PSS)

The PSS section provides protection and empowerment where it provides protection to the women suffering from sexual harassment through evidence-based mental health and psychosocial support interventions to prevent sexual and gender based violence (SGBV), and to empower women their human rights. When such group finds itself in an emergency case or deprived of their rights, they become more weak due to their social and economic status, therefore, the PSS enhance and empower the social and psychological trust of this group. In addition, the PSS works closely with the legal support team where both participate in analyzing the legal needs and their relevance to the psychological and social status of this group, to extend support for both types in accordance with their needs.

The cases referred to the psychologists are represented in the beneficiaries themselves, ARDD legal support team members, field work, group meetings, cases managers, or partner organizations.

The PSS also provide individual guidance services through direct guidance sessions or through telephone calls for all women, Jordanian, refugees or female workers from different nationalities.

- **Referral, networking, and coordination with other organizations:**

This service takes the form of referrals to local and international organizations to provide other services that help the case we receive such as medical, health, financial services in accordance with the nature of the case through the liaison officers and based on certain methods and mechanisms that ensure rapid response and provision of service as quick as possible.

In addition, referrals are made to official competent entities such as the Family Protection Department and other related entities in a manner ensuring confidentiality, prosecuting the criminal, and secure the protection of the case.