

Model of accompaniment and reparation of gender violence and discrimination¹

Considering the provisions of Law 21,369 that regulates sexual harassment, violence and gender discrimination, in particular its articles 3 and 6 that order the implementation of an investigation and sanction and reparation model, respectively and what is mentioned in circular No. 1, dated July 8, 2022, of the Superintendence of Higher Education with regard to the examples of reparation measures for victims of gender discrimination in the field of tertiary education, this model of accompaniment and reparation is defined, the which is declared in the Gender and Diversity Integration Policy.

For all purposes, accompaniment will be understood as providing support to contain and comfort the person who has been affected by a situation of violence or gender discrimination.(Comisión de Igualdad de Género- Eje de erradicación de la violencia, 2022)

In turn, risk factors will be considered those referring to the conditions of a person or group of people that make them more vulnerable to factors that may limit their proper development (substance use, history of family violence, unemployment, poverty, among others).

The model is divided into two dimensions:

I. Accompaniment

Objective: Provide guidance and psycho-socio-legal care directly or through referrals to internal or external units, as the case may be, to people affected by violence or gender discrimination who belong to the university community,

Target group: Any member of the university community affected by acts of violence or discrimination.

Executing unit: Gender management through professionals in charge of the accompaniment and reparation model.

In the accompaniment, the following intervention situations will be considered:

1. First reception (Comisión de Igualdad de Género- Eje de erradicación de la violencia, 2022): This will be carried out by a couple with knowledge of gender, preferably by a professional lawyer, psychologist or social worker or another with regard to gender issues who should seek to provide support and active listening to those who have suffered an act of violence or gender discrimination, respecting the rights and dignity of the person, offering emotional support, orientation of the legal tools available to the university and managing the expectations of those who take refuge, adjusting them to the institutional possibilities or external support. In this instance the complaint will be taken.
2. Psychological first aid (Comisión de Igualdad de Género- Eje de erradicación de la violencia, 2022): in crisis situations, whether they occur in first-reception care or in a situation of

¹This model is based on the guidelines provided by the Gender Equality Commission-Axis of gender violence of the Council of Rectors of the Universities of Chile. Kaleidoscope Model: A proposal to address gender violence in a university context.

spontaneous complaint , psychological first aid must be provided in a practical and non-invasive way, bearing in mind:

- a. Make psychological contact and empathize with the feelings of the person during the crisis.
- b. Examine the dimensions of the problem.
- c. Analyze possible solutions.
- d. Help the person to carry out a concrete action to handle the crisis.
- e. Follow up of the case.

This intervention must be carried out, preferably and if possible, by a professional in the psychology area, otherwise the staff of the Gender Department must provide guidelines for first reception and internal protocols for action in these cases.

3. Guidance and information: that care whose main objective is to provide information on the queries made by the person who requests it in relation to gender matters, delivering the corresponding psycho-socio-legal tools, for example, explanation of complaint processes, attention psychological, consultations on judicial matters related to gender, among others. This intervention must be carried out with a simple, understandable and close language.

The possibility of a complaint must be analyzed, providing the necessary tools so that it can be carried out if appropriate; also consider external referrals depending on the query.

4. Follow-up of cases: the status of the processes and their results must be supervised to keep the person affected by the acts of gender violence or discrimination informed.

It will be in charge of the Gender Directorate, who must establish the form and periodicity (it is recommended every 15 days from the first attention, in any case, it can be agreed according to the needs of the case); All processes must be monitored and the people affected by acts of violence or discrimination must be kept informed.

It is proposed to maintain an official channel of information on the processes so that it is timely and thus avoid overexposure.

II. Repair

Objective: Repair the damage caused by the situation of violence and gender discrimination to those who are directly affected, that is, the person affected by these events, and/or indirectly, to the university community (courses, careers, work environments, etc.), through internal intervention actions or external referrals.

Target group: University community affected by violence or gender discrimination.

Executing unit: Gender management through professionals in charge of the accompaniment and reparation model.

This intervention will also be divided into two actions:

1. Reparation for damage caused by violence and gender discrimination.

This intervention will focus, first, on the person(s) directly affected by the acts of violence or gender discrimination, bearing in mind that reparation implies recovering autonomy, worrying about the ability to face public spaces, classes or work, after having experienced situations constituting violence or gender discrimination.

The Gender Directorate will be in charge of this action, assigning the professionals who will carry out the intervention plans and their implementation, analyzing case by case to establish said plan.

- Intervention plan: a case-by-case plan will be established according to the background and analysis carried out by the professionals in charge, considering a psychological evaluation of first reception and clinical psychological attention of 10 to 12 sessions, in addition to orientation and legal consultations throughout the investigation process (see accompanying actions in point I of this section).
- Internal referrals: where appropriate, referrals will be made to internal units of the university, under the principles of confidentiality and reserve, in addition to non-revictimization.
- External referral: if necessary, external networks such as CESFAM, hospital, women's center of the respective commune, etc. will be activated.

Reparation actions may also be carried out for the university community indirectly affected by acts of violence or discrimination, with psycho-educational actions and community support, which must be evaluated on a case-by-case basis.

In addition to these measures, those established in Article 6 of Law 21,369 are incorporated.

2. Community reincorporation after gender violence and discrimination.

Understanding that it is also important to ensure that the person denounced formally or informally can reincorporate and exercise their right to carry out their usual work in a calm manner, but always keeping in mind the protection and safety of the person who made the complaint, it is proposed to consider plans of intervention on a case-by-case basis that considers the following:

- Bear in mind the pro-person principle affected by gender violence.
- Have a situation assessment that identifies opportunities and challenges, evaluating the possibility of reincorporation.
- Differentiate between those situations where sanctions have been established and those that have not, considering the principle of innocence for people accused socially and the negative effects of public exposure of the cases.
- Consider the difficulty of acknowledging responsibility for acts of violence and gender discrimination, therefore, on certain occasions, action must be taken without acknowledgment of the facts.
- Identify affected actors and groups to promote spaces for direct dialogue that allow knowing and probing the expectations and possible agreements.
- Avoid working with large groups that feel affected, in order to avoid catharsis that may expose, revictimize or affect people in the group.
- Pay attention to people who feel particularly affected by reincorporation and assess whether any type of intervention is necessary.

The proposed interventions must be worked together and collaboratively in order to restore the rule of law and a safe university environment.

Diagram of the follow-up and repair process.

Process stage	Activity	Aim
Receipt of complaint	Provision of first reception and Psychological First Aid.	Collect the complaint avoiding the revictimization of the victim.
Psychological intervention.	Application of a battery of psychological tests associated with variables such as: depression, anxiety and suicidal ideation.	To measure the incidence of psychological variables such as: depression, anxiety and suicidal ideation in complainants of gender violence.
	Development of individual interviews with a team of interdisciplinary experts.	Promote the reinsertion of victims and denounced persons within their usual context of development.
case closure	Re-test application of a battery of psychological tests associated with variables such as: depression, anxiety and suicidal ideation.	Determine the incidence of the model on the prevalence of mental disorders due to exposure to potentially traumatic events.

Tracking and monitoring

It will include a regulated system for follow-up and monitoring of its actions, which will make it possible to learn about the progress and the gaps that remain, in such a way as to make the adjustments that are required, also considering the contextual changes.

Dimension	Evaluation aspects	Indicator(s) and/or records
Accompaniment	First reception delivered to complainants	Number of people by estate that receive first-reception care annually
	Psychological first aid delivered in crisis situations	Number of people by estates that receive psychological first aid care
	Guidance and information on gender issues	N° of orientations by estate delivered annually
	case tracking	User satisfaction survey applied
Repair	Applied intervention plan	Number of intervention plans executed annually
	internal referrals	Number of internal referrals by estates carried out annually
	external referrals	No. of internal referrals by estate carried out annually
	reinstatement	Applied security perception survey