EUROPEAN CENTRE
FOR MINORITY
ISSUES KOSOVO

Guidelines for Paralegals

Reporting, safety and contacts

Working Towards a
Stable Multi-Ethnic Kosovo



AKIV

rrograek
Rrjeti i Organizatave të Grave Rome,Ashkali dhe Egjiptase të Kosovës
The Network of Roma, Ashkali and Egyptian Women Organizations of Kosovo
E Kosovake Romane, Ashkalienqre thaj Egipqanengre Djuvlengro Organisaciengri Kedin

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I INTRODUCTION

In Kosovo, women and girls belonging to minority groups, particularly Roma, Ashkali, Egyptian and Serb minorities, face persistent and pervasive gender inequality compounded by socioeconomic, political and cultural marginalization. While the high prevalence of violence affecting these communities highlights their particularly vulnerable condition, few interventions exist to address violence against women in these communities.

The project "Empowering Minority Communities in Kosovo against Gender-Based Violence" is a two year project funded by the United Nations (UN) Trust Fund to End Violence against Women. This project aims to target three main problems facing the Roma, Ashkali, Egyptian and Serb communities in Kosovo and contributing to their vulnerability to GBV. First, minority survivors of GBV face limited access to services, due to linguistic, geographical, social and political obstacles. Second, minority women in Kosovo are subject to extreme socioeconomic vulnerability, with high unemployment rates, low levels of education and high illiteracy rates. Third, minority communities, both men and women, often lack awareness on women's rights, gender equality and mechanisms against GBV and subscribe to discriminatory gender norms.

To address the above mentioned three problems that are at the core of causing the vulnerability of minority women to GBV, ECMI Kosovo proposes to implement three strategies in the targeted municipalities to achieve positive change for minority women in these areas. First, the project will train, engage and support eight (8) local minority female activists as community-based paralegals. Second, the project will make available in each of the four targeted locations skills training and professional coaching. Thirdly, the project foresees the organization of continuous awareness raising activities aimed at teachers, students and male leaders, including the organization of discussion workshops with minority men, and the development and implementation of a school-based teaching program on women's rights.

The project will be implemented in the four municipalities of Kosovo, namely: Ferizaj / Uroševac, Gračanica/Graçanicë, Fushë Kosovë / Kosovo Polje, Mitrovicë/Mitrovica North (including Zvečan / Zveçan, Zubin Potok, Leposavić/Leposaviq.

The implementation of this project is through ECMI Kosovo and its implementing partners: AKTIV, NRAEWOK, and CLARD who will be present in the field and help the paralegals in different ways.

1.2 Role of the paralegals

The paralegals are the first and most important point of contact for the women in the targeted municipalities as they will be conducting home visits throughout a twenty-one (21) month period. They will also provide survivors of GBV with advice and assistance in accessing Kosovo's available prevention and treatment services, thus ensuring that minority women in the

targeted municipalities are better able and willing to access prevention and treatment services for GBV.

WHAT IS A PARALEGAL?[1]

A community-based paralegal is a person who:

- ✓ Has basic knowledge of the law, the legal system and its procedures, and has basic legal skills;
- ✓ Is a member of the community or part of an organization that works in the community and has basic knowledge of the ways community members access justice services (including through traditional or informal justice mechanisms);
- ✓ Has skills and knowledge on alternative dispute resolution mechanisms, including mediation, conflict resolution, and negotiation
- ✓ Is able to communicate ideas and information to community members using interactive teaching methods
- ✓ Can have working relationships with local authorities and service delivery agencies
- ✓ Has community organizing skills that can be used to empower communities to address systematic problems on their own in the future

The **roles and duties** of the paralegals under this project are very clearly outlined in the contract of each paralegal and they include thr:

- **Identify socio-economically vulnerable minority women**, mainly from **rural and remote areas**, as primary beneficiaries of the project;
- **Identify minority men, male leaders, school teachers** and **minority students** as second beneficiaries of the project;
- Hold **introductory** and **other informal coordination meetings**, **at least once every two months,** with all relevant stakeholders (including community leaders, NGO representatives, the Kosovo Police; the Centres for Social Work; and the municipal officer for gender equality);
- Organise **two formal annual coordination meetings** between all relevant and local stakeholders to share experiences, discuss problems and develop common strategies;
- Facilitate **quarterly women's meetings with female community leaders** in their municipality;

[1] http://www.opensocietyfoundations.org/sites/default/files/paralegal-guide-20101208.pdf

- Establish **good cooperation** and **close coordination** with all available local instruments and mechanisms (Kosovo police, Centres for Social Welfare and Safe Houses, Municipal Administration, etc) and regularly invite such stakeholders to visit the community;
- **Propose the selection of high schools** with considerable minority students in the targeted municipalities;
- Conduct **awareness-raising activities** as specified by the project;
- **Advertise skills training** program to be implemented in a relevant community;
- **Regularly monitor** and be the contact point for the **skills training sessions** and use the opportunity to engage the participants in discussion on GBV, particularly domestic violence and early and forced marriages;
- **Assist the consultant** in providing assistance to beneficiaries in the process of applying for grants / loans ;
- Conduct **weekly home visits** (a minimum of **12 visits per month for the first 15 months** of the paralegals' engagement) in the community to talk to women and establish trust-based relationships;
- Conduct **follow-up visits to women** judged by the paralegals to be particularly vulnerable to GBV during the last six months;
- Provide survivors of GBV with **assistance in accessing Kosovo's available prevention and treatment services** (e.g. Kosovo Police, victim's advocate, health centre, Kosovo police, centre for social welfare, safe houses, legal aid commission). This can range from a reference, the provision of transport to the accompaniment of the beneficiary to the service provider;
- **Provide immediate support**: counselling, mediation, assistance in drafting protection order requests;
- Provide minority women **with basic legal advice in property, employment and other civil law issues; support in acquiring personal documents**;
- Provide assistance in access to professional legal support made available through Legal Aid NGOs, the Legal Aid Commission and the Victims Advocates, including assistance in divorce and child custody procedures;
- Support women in **applying for social services** (i.e. welfare assistance, pension, child benefits);
- Act as **mediators** and **advocate for minority women** within their community;
- Organise **discussion workshops** with **minority men**;
- Participate in a **mid-term review** meeting and **an end-of-project review** meeting;
- Act as **focal point** for all project activities in her community;
- Fill in a **reporting form** for each meeting /discussion with beneficiaries;
- Submit **written reports** (including reporting forms) to ECMI Kosovo on a monthly basis.

II REPORTING METHOD

The topic that we are going to tackle through this project, namely gender-based and domestic violence, is a very sensitive topic and the women that we will visit are also in a sensitive state. Therefore all precautions must me taken to ensure that the women that we visit:

- ✓ Feel safe talking to us;
- ✓ Trust us and are able to share sensitive information with us;
- ✓ Their identities are strictly protected;
- ✓ They rely and trust our advice and referrals.

To this end ECMI Kosovo has developed a strict reporting method with which you will need to implement throughout your work in this project.

The basic principles of the reporting are:

- You must **prepare a report after each home visit** that you will conduct in the twenty-one month period and all report must be in the **electronic format** provided by ECMI Kosovo;
- All reports must be kept in a **safe computer folder** and each document must be **password protected** once you send the reports to ECMI Kosovo you should delete them;
- The reports are sent to Huseinovic-Veliu and Pollozhani and should then be **deleted** from your e-mail account and your folder.
- Alternatively you can save all the documents in your **personal USB**, however you must take extreme care that you **do not lose or forget the USB** and that the documents are all **password protected**;
- **Names of the women** the paralegals visit are **strictly confidential**, for this reason, for reporting each woman will have an **assigned number** which will be inserted in the report. Each paralegal will make a list of numbers and names and this list must be separate from the report. **The report can only mention numbers**, never names, not even the name of the husband, child or neighbor.

Example 1:
Jane Doe- F043 (this is the information in your list of names and numbers and NOT in the report)

Today I visited #043 in her house and we spoke about the problems that her children are facing at school.

- In order to avoid duplication of beneficiaries each paralegal will have assigned neighborhoods. One paralegal will use only odd numbers and one paralegal will use even numbers. Please look at the box below which explains how to number beneficiaries:

Numbering beneficiaries

The number of each beneficiary should be preceded by the first letter of each municipality as shown below:

- **Ferizaj / Uroševac:**

Paralegal 1: F01, F03, F05,….. F23…..
Paralegal 2: F02, F04, F06,……F24…..

- **Gračanica/Graçanicë**:

  Paralegal 1: G01, G03, G05,….. G23…..
  Paralegal 2: G02, G04, G06,……G24…..

- **Fushë Kosovë / Kosovo Polje:**

  Paralegal 1: FK01, FK03, FK05,….. FK23…..
  Paralegal 2: FK02, FK04, FK06,…… FK24…..

- **Mitrovicë/Mitrovica North:**

  Paralegal 1: M01, M03, M05,….. M23…..
  Paralegal 2: M02, M04, M06,……M24…..

- **Zvečan / Zveçan:**

  Paralegal 1: Z01, Z03, Z05,….. Z23…..
  Paralegal 2: Z02, Z04, Z06,…Z24…..

- **Zubin Potok:**

  Paralegal 1: ZP01, ZP03, ZP05,….. ZP23…..
  Paralegal 2: ZP02, ZP04, ZP06,…ZP24…..

- **Leposavić/Leposaviq:**

  Paralegal 1: L01, L03, L05,…..L23…..
  Paralegal 2: L02, L04, L06,…L24…..

- The list of women and their respective numbers will be kept by the paralegal in **a safe place**, and it should never be left at the office space where the paralegal works. The list of numbers **should never** be in the same place where the reports are kept. Only ECMI Kosovo has the list of all the women visited and the final number list. If you are using a USB**, the list of numbers must not be in the same USB as the reports.** The list of numbers and names has to also be **password protected** and the final list should **only be in the possession of ECMI Kosovo**.
- You will give the **only copies** of the report to ECMI Kosovo **each month** and **then delete the records from your computer and/or USB.**
- If you are unsure about the number and name of the participants you can contact ECMI Kosovo but you must make sure that **any communication regarding the number and name must be deleted** from your account once the information is obtained.
- The paralegal must also **submit a monthly report** where they outline their **activities** in their targeted area. Note that in the monthly report, if any home visits are mentioned, the

women must be referred to by their number. The template for the monthly report will be provided by ECMI Kosovo.

- The **names** of the beneficiary **can only** be mentioned in the monthly **report if the beneficiary has contacted a lawyer and has made a complain**t, in which case you will be asked for the name, but **do not** put the number. **The number and name of a beneficiary should never appear in the same document.**

III SAFETY

The safety of the paralegals and of the beneficiaries is very important to this project. We will try to ensure that all necessary measures are taken in advance so that the paralegals and the beneficiaries feel safe and that no one should be harmed in any way. Due to this reason, ECMI Kosovo will establish direct contact between a Kosovo Police official and each of our paralegals. The Kosovo Police official will be aware of the project, who the paralegals are, and the neighbourhoods where they will be working. Furthermore, the paralegals can contact these officials directly whenever they feel in danger or if they want to directly report any case to the police. The paralegal will also have contacts in the municipality who will be closely acquainted with the project.

3.1 Safety of the paralegal

- ✓ In case the paralegal does not feel safe in a house, they should leave the house immediately.
- ✓ If they have reason to believe that the risk persists, or if they were threatened they must contact the designated Police official immediately.
- ✓ Paralegals must also report the incident to a staff from ECMI Kosovo and the partner organization in charge of your municipality.

3.2 Safety of the beneficiaries

- ✓ In case the paralegal feels that when they left the house they were in the beneficiary might have been in any danger, they should contact the designated Police official.
- ✓ If while talking to a beneficiary a third party enters the room/setting, the paralegal must switch the topic immediately.
- ✓ The paralegal must make sure that she only talks to the beneficiaries when they are alone in the house or when they see that the beneficiary is comfortable talking to them. If the paralegal sees that the beneficiary is not comfortable, then the paralegal can either change the topic of discussion, or leave.
- ✓ If you believe that the beneficiary has been a victim of domestic violence you must refer them to the right institution. Please consult chapter IV for more details.

IV REFERRING THE BENEFICIARIES

One of the many roles of the paralegals is to help beneficiaries in accessing social, prevention and treatment services. The paralegal must be informed of all the available services in the municipality and where the beneficiaries may seek help or advice. ECMI Kosovo has prepared a list of some contacts for each municipality. This list is not exhaustive, the paralegal must gather more contacts through their work, in addition the organizations involved will also update the paralegals on more contacts:

- **Ferizaj / Uroševac:**
    - **Regional Kosovo police unit against domestic violence:**
      Str. Driton Islami
      dhunafamiljare@hotmail.com
      03850801194
    - **Centre for Social Welfare:**
      Str. Vellezerit Gervalla
      qpferizaj@gmail.com
      0290327525
    - **Victim Advocacy Officer:**
      Str. Sejdi Sejdiu
      vaau_advocates@yahoo.com
      0290325602
    - **Shelter (covered by Gjilan/Gnjilane):**
      Liriagjilan10@hotmail.com
      044125729
      24 hour helpline: 0280325700
    - **Center for the Protection of Women and Children:**
      Naime Sherifi
      044 508 081
      038 545 476

- **Gračanica/Graçanicë**:
    - **Regional Kosovo police unit against domestic violence:**
      Police Station number 2 (in Prishtine/Pristina) Str. Mahalla e Muhaxhereve
      Landline 92
      Mobile 192
    - **Centre for social welfare:**
      Llapje Selo/Llapje Selle (close to the hospital)
      049776700
    - **Ruka ruci:**
      Nevenka Rikalo
      rikalonevenka@yahoo.com

044-839 986

- **Victim Advocacy Officer:**
  District Court Building, 4th floor, Str. Ilir Konushevci
  vaau_advocates@yahoo.com
  038246059
  044278738
- **Shelter:**
  Covered mainly by the Prishtine/Pristina centre
  cpwcprishtina@yahoo.com
  044508081
  038545476

- **Fushë Kosovë / Kosovo Polje:**

  - **Regional Kosovo police unit against domestic violence:**
    Police Station number 2 (in Prishtine/Pristina) Str. Mahalla e Muhaxhereve
    Landline 92
    Mobile 192
  - **Centre for social welfare:**
    Str. Nena Tereze
    038536462
  - **Victim Advocacy Officer:**
    District Court Building, 4th floor, Str. Ilir Konushevci
    vaau_advocates@yahoo.com
    038246059
    044278738
  - **Center for the Protection of Women and Children:**
    Naime Sherifi
    044 508 081
    038 545 476
  - **Shelter:**
    Covered mainly by the Prishtine/Pristina centre
    cpwcprishtina@yahoo.com
    044508081
    038545476

- **Mitrovicë/Mitrovica North (including Zvečan / Zveçan, Zubin Potok, Leposavić/Leposaviq)**

  - **Regional Kosovo police unit against domestic violence:**
    Regional Kosovo Police Directorate Mitrovice/Mitrovica, Str. Sheshi Agim Hajziri
    Landline 92
    Mobile 192
  - **Centre for social welfare:**
    Str. Dositej Obradovic
    02882977

- **Victim Advocacy Officer:**
  Covered by Mitrovice/Mitrovica VAO for all municipalities: South police station building
  vaau_advocates@yahoo.com
  028534489
  044310466
- **Shelter:**
  cpwcmitrovica@yahoo.com
  028534351
  044158686

V MAIN CONTACTS

The main contacts for the paralegals, especially to questions regarding the project and general questions are the **ECMI Kosovo** staff. The contacts of ECMI Kosovo are relevant for all paralegals.

Nora Huseinovic-Veliu	**Lura Pollozhani**
Project Manager	Project Assistant
info@ecmikosova.org	info@ecmikosova.org
049-861-945	044-395-882
+381 (0) 38 224 473	+381 (0) 38 224 473
ecmikosova.org	

CLARD Kosovo will be providing technical assistance to all paralegals, thus for issues related to legal and institutional procedures the paralegals must contact the designated officials from CLARD. Please note that the office hours for CLARD are between 08.00- 16.00.

Arbane Shala	**Nenad Trajkovic**
Technical Adviser	Technical Adviser
arbane@clardkosovo.org	trajkovic@clardkosovo.org
+381 (0) 38 223 795	+381 (0) 38 223 795
www.clardkosovo.org	

In addition to the supervision and guidance provided by ECMI Kosovo and CLARD Kosovo, each paralegal will have an organization which is in charge of supervising their municipality. This will be done by AKTIV and NRAEWOK who will be there to supervise and to advise the paralegals. The responsibilities of these organizations are divided by municipality.

Ferizaj / Uroševac and Fushë Kosovë / Kosovo Polje

The contact organization for the paralegals working in the municipalities of Ferizaj / Uroševac and Fushë Kosovë / Kosovo Polje is Network of Roma, Ashkali and Egyptian Women Organizations of Kosovo (NRAEWOK). The contact persons from this organization are:

Shpresa Agushi
Executive Director
agushishpresa@yahoo.com
+381 (0) 38 733 265

Mimoza Gavrani
Coordinator
mimo_za_g@hotmail.com
+381 (0) 38 733 265

www.rrograek.org

Gračanica/Graçanicë and Mitrovicë/Mitrovica North (including Zvečan / Zveçan, Zubin Potok, Leposavić/Leposaviq)

The contact organization for the paralegals working in the municipalities of Gračanica/Graçanicë and Mitrovicë/Mitrovica North (including Zvečan / Zveçan, Zubin Potok, Leposavić/Leposaviq) is NGO Aktiv. The contact person in this organization is:

Caleb Waugh
Technical Adviser
caleb.waugh@ngoaktiv.org
+381 65 5572190

www.ngoaktiv.org

NOTE: All paralegals in their **communication regarding reports** and any other information that has to do with the beneficiaries, **must contact the contact persons from ECMI Kosovo** and the partner organization which is in charge of their municipality. If the paralegal is not sure who to contact they should refer to ECMI Kosovo staff who will guide them to the relevant contact person.

ECMI Kosovo
Str. Nëna Terezë Nr. 41, Apt. 29
10000 Prishtinë/Priština, Kosovo
Tel. +381 (0) 38 224 473

Str. Cika Jovina Nr. 3, 1st Fl
38220 Mitrovica/Mitrovicë North, Kosovo
Tel. +381 (0) 64 00 55 488

Email: info@ecmikosova.org
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