

# 1. SECTION 1 - Welcome!

## 1.1 Learning Goals and Outcomes



### Notes:

Welcome to the 8<sup>th</sup> module of the *Online Training Initiative to Address Human Trafficking*.

The goal of this section is to help you identify and respond to the needs of victims in the first days of response and plan for their immediate safety.

By the end of this module, you will be able to:

- Identify the immediate needs of trafficking victims in the first days of response;
- Locate the first contact service providers across the province that can provide assistance in meeting the immediate needs of the trafficked person;
- Create a safety plan that is tailored to the specific situation of the victim and others involved; and
- Create a network of contacts that can provide assistance to meet the immediate needs of trafficked persons.

We will discuss the importance of coordinating services in a comprehensive continuum of care, and the essential role played by the primary client contact. We will end with some considerations on self-care strategies to avoid and deal with compassion fatigue, vicarious trauma and burnout.

## 1.2 Where to find Transcript of the training



### Notes:

You can access the transcript throughout the training by clicking on the “Notes” tab in the player.

Or else. click here to download full transcript for the training.

## 2. SECTION 2 - The First Response Phase

### 2.1 Initiating Services for Trafficked Persons

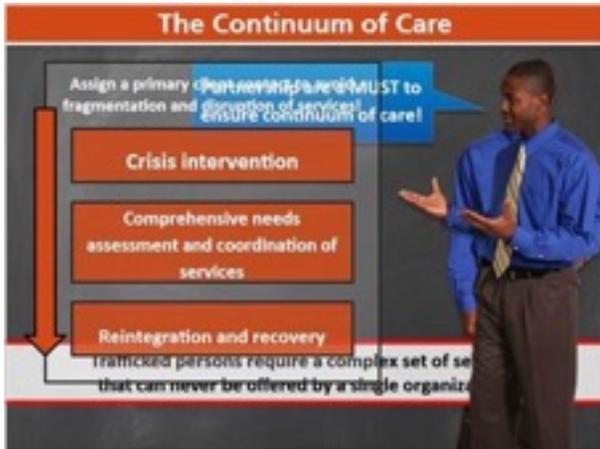


### Notes:

As we have seen in the previous sections, after a potential victim has been identified and made aware that there are services they can access to get help, it may still take them a considerable amount of time to be ready to exit the trafficking situation and ask for assistance.

Be patient and give them the time they need to make that decision, while also trying to keep them engaged in a manner that does not pose a risk to their safety. Remember, if a person’s physical safety is in immediate danger, always call 911.

## 2.2 The Continuum of Care



### Notes:

Given the exploitation they are subjected to and related physical and emotional trauma, trafficked persons require a complex set of services that can never be offered by a single organization.

Extensive partnerships are required to ensure services are integrated in a comprehensive and coherent continuum of care that progresses from crisis intervention and assessment in the first response phase, to comprehensive assessment of needs and coordination of medium and long term services to the final stage of reintegration and recovery, helping the trafficked person every step of the way along their healing journey from victim to survivor.

The best way to avoid fragmentation of services and disruptions in this continuum of care is to assign a primary client contact as early as possible in the process. This will be discussed in the final section of this module.

## 2.3 Developing a Service Plan



### Notes:

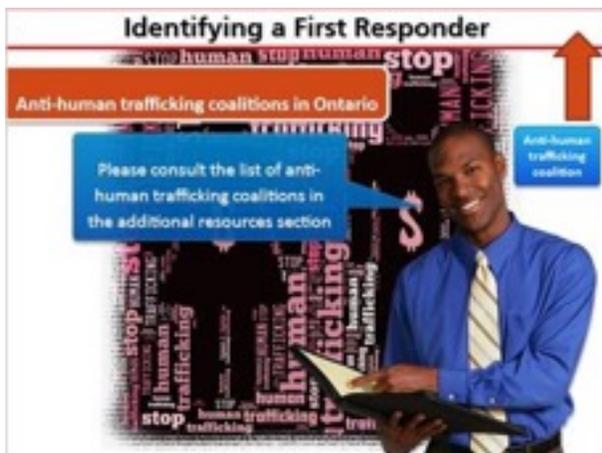
Canada does not currently have a national reporting mechanism in place to deal with human trafficking situations. In Ontario, there is no centralized provincial reporting mechanism nor is there a central organization to coordinate services for trafficked persons, as of July 2013.

*General Training on Human Trafficking for Service Providers*

However, such mechanisms are being developed in various areas by human trafficking coalitions. They differ from region to region; some have been in place longer and have more elaborate service maps in place than others. Considerable progress has been made, but there is still a lot more to be done. While it is beyond the scope of this project to create such a mechanism, we will try to offer, in the next sections, some tools that will help you and your organization plan for a strategy for responding to the needs of trafficked persons by building on existing resources and:

- Acting as a first responder;
- Providing a primary client contact and coordinating services; AND
- Building a network of contacts and partner organizations to assist in areas where your organization does not have sufficient capacity.

### *2.4 Identifying a First Responder*



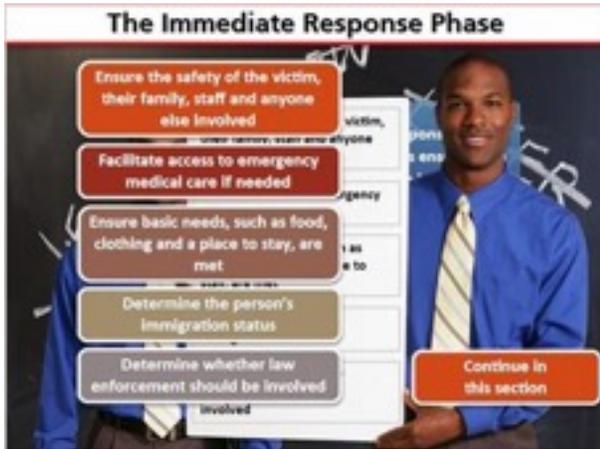
#### **Notes:**

If your organization is already a member of an anti-human trafficking coalition, follow existing procedures. If you are not sure, please consult the list of anti-human trafficking coalitions in the additional resources section.

If your organization does not have the capacity to address the immediate needs outlined in this section, please contact the nearest anti-human trafficking coalition using the same list. You can access it now by clicking on the link on your screen, or at any time through the Additional Resources section. It is also included in the Handbook that accompanies this training program. It is a good idea to print out this contact list and keep it handy in case you ever need to use it.

### 3. SECTION 3 - Safety

#### 3.1 The Immediate Response Phase



**Notes:**

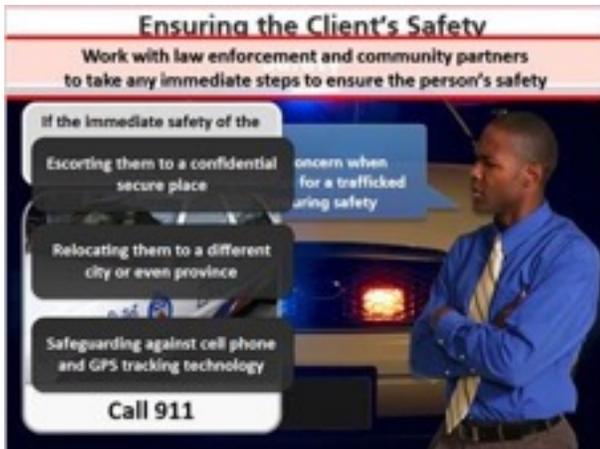
Once a victim of human trafficking has been identified, crisis intervention will be needed. In the immediate response phase, the primary concern is ensuring the safety of all those involved, providing assistance to meet basic needs, and then trying to determine the next steps to follow. Here is a summary of the steps that the first responders will have to take:

- Step 1 - **Ensure the safety of the victim, their family, staff and anyone else involved**
- Step 2 - **Facilitate access to emergency medical care if needed**
- Step 3 - **Ensure basic needs, such as food, clothing and a place to stay, are met**
- Step 4 - **Determine the person's immigration status**
- Step 5 - **Determine whether law enforcement should be involved**

Please note that while conventionally the first response phase is considered to take about 72 hours, depending on the specific circumstances, it may take considerably longer to move through these steps and stabilize the victim. The order of these steps might also need to be changed based on the client's particular circumstances. An agency might have the resources to provide all the services needed in the first response phase, or only some of them.

Click on the buttons on your screen to find out more about each of these steps.

### 3.2 Ensuring the Client's Safety



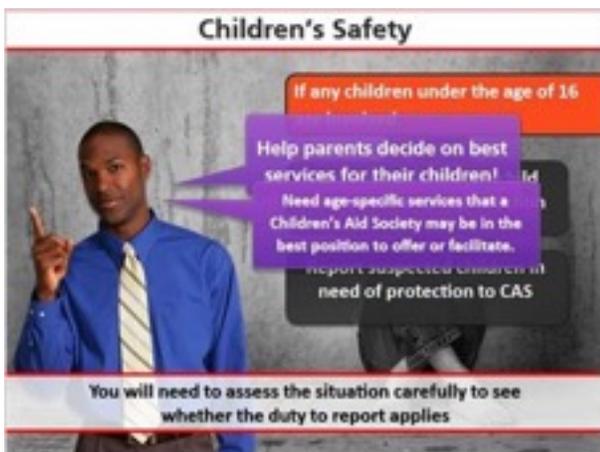
**Notes:**

The very first concern when initiating services for a trafficked person is safety. Remember, at this point, when the trafficked person is coming forward to get help in exiting the trafficking situation, you are coming between the trafficker and their money supply, which can lead to violent reactions. The level of risk is increased if the case involves an organized criminal group.

If the immediate safety of the victim, their family or staff is in danger, call 911. Work with law enforcement and community partners to take any immediate steps to ensure the person's safety, such as escorting them to a confidential secure place or relocating them to a different city or even province. This will also include safeguarding against cell phone and GPS tracking technology. Law enforcement is in the best position to locate and provide protection for a client's family members.

*Section on safety adapted from: "Safe Horizon - Safety Planning Standards for Trafficked and Enslaved Persons. A Guide for Service Providers and Attorneys", 2004.*

### 3.3 Children's Safety



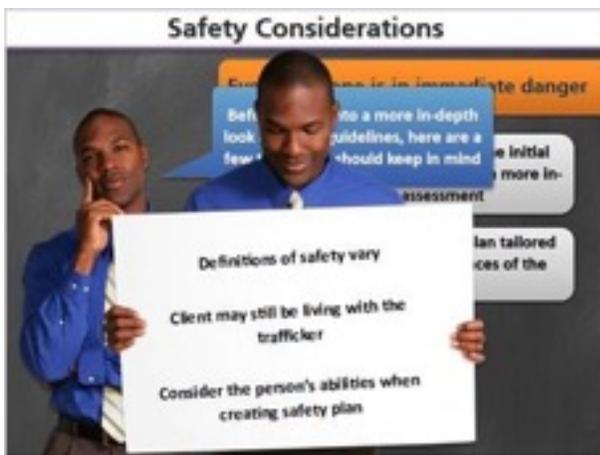
**Notes:**

If any children under the age of 16 are involved, you may suspect they are in need of protection. Children can be

the trafficked person themselves, in which case they are clearly in need of protection and you have a duty to report the case to the nearest Children's Aid Society. In other cases, children may not be directly exploited, but be involved indirectly, when they are living with one or both parents who are the trafficked persons. In such cases, you will need to assess the situation carefully to see whether the duty to report applies. However, even if you have no reason to suspect the child is in need of protection, they will still need age-specific services that a Children's Aid Society may be in the best position to offer or facilitate. However, clients may be reluctant to have CAS involved, as they may fear their children will be taken away from them.

You should explain what they can expect from CAS, what services are available, and what the possible implications are. This will allow the parents to make an informed decision.

### 3.4 Safety Considerations



#### Notes:

Even if no one is in immediate danger, safety remains a primary consideration for the trafficked person, their family members and the staff providing the services. The brief safety assessment in the initial phase should be followed by a more in-depth assessment and the development of a safety plan tailored to the specific circumstances of the person as soon as they have been stabilized and every time new information emerges that might have an impact on their safety.

Before we go into a more in-depth look at safety guidelines, here are a few things you should keep in mind:

- Definitions of safety vary from person to person. You should work with the client in determining what being safe means to them and help them attain that level of safety;
- While some persons may be leaving the trafficking situation and moving to a different location, others may be at the stage where they are preparing an escape strategy, while still living with the trafficker or in the location imposed by the trafficker;
- Safety plans should also consider the person's abilities and include steps that the person is capable of taking. They should account for language abilities and familiarity with using various technologies, such as cell phones and the internet.

### 3.5 Safety Assessment



**Notes:**

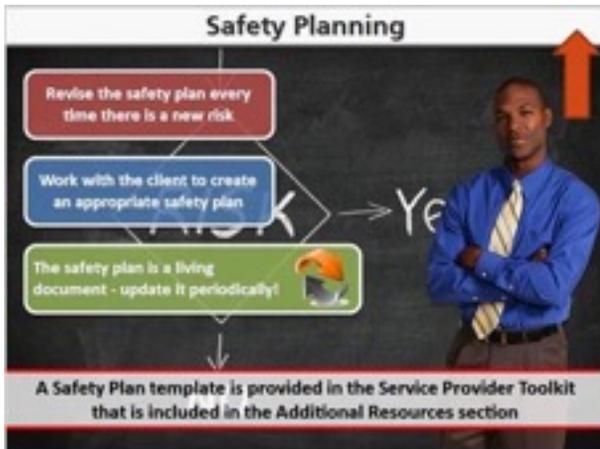
A comprehensive safety assessment should take into consideration the particular circumstances of each individual case. It may include questions to determine:

- The name and location of the trafficker, the type of trafficking, any other illegal activities involved, known weapons and criminal affiliations;
- Any threats or acts of violence against the client, their family and friends, as well as service providers;
- Dates and description of any violent episodes;
- Whether there are any other victims involved and what their safety status is;
- Whether the trafficker has looked for or had contact with the client or their loved ones after exiting the trafficking situation; and
- Any potential situations where the client may encounter the trafficker, such as living in the same city, attending certain organizations, or interacting with persons who may have contact with the trafficker.

Additional questions may be needed depending on individual circumstances.

The safety assessment should also be revised periodically or every time there are changes in the case that might pose a risk to the person’s safety. A sample safety assessment form is provided in Service Provider Toolkit that is included in the Additional Resources section. You may use this form and adapt it based on the type of situation you are dealing with.

### 3.6 Safety Planning



**Notes:**

The next step is to develop a safety plan to address any risks that have been identified in the safety assessment stage.

Like the assessment, the safety plan should be revised every time a new risk is identified.

Service providers should work with the client to create a safety plan that meets their needs and is appropriate in the given circumstances. Some considerations and guidelines are included in the next sections. These are only a few of the steps that can be taken to ensure a person’s safety. A Safety Plan template is provided in the Service Provider Toolkit that is included in the Additional Resources section. You may adapt it to the specific safety needs of your client.

Remember that this is a living document that needs to be updated periodically or every time there is a significant development in the case that might have an impact on safety.

### 3.7 Safety tips for clients in a trafficking situation



**Notes:**

Persons who are still under the influence of their trafficker, may have very little contact with others. As a result, it may be difficult to interact with them to create a safety plan. However, there are many cases where trafficked persons come into contact with service providers for other types of services before they are actually ready to exit. In such circumstances, a safety plan and safety advice to the trafficked person may include the following:

- ***If you are in danger, call 911.***

For international victims, the service provider may also need to explain what 911 means, give examples of when to call 911 and the type of information they will need to provide, such as location and type of emergency.

- ***If you are being threatened or attacked:***

Stay away from bathrooms, closets and any other closed spaces where you can be trapped.

Stay away from areas such as a kitchen, where the trafficker may find weapons like knives or sharp tools.

Try to get to a room with a door or window to escape.

### ***3.8 Safety tips for clients planning to escape a trafficking situation***



#### **Notes:**

You should also include safety tips and advice in case the client decides to or has to leave the trafficking situation in a crisis. Some of the things to include:

#### ***If you are planning to escape:***

- Plan an escape route
- Don't worry about your personal belongings, material items can be replaced. The only thing you should focus on is to get out safely and be able to contact someone who can help you.
- Try to map out your location, an intersection or a place that you are familiar with around the location you are being held, so that when help is coming, you can tell them where you are.
- Don't keep friends', police or service providers' phone numbers in your room or on your phone. Try to hide those numbers in feminine products, or in your socks or shoes.
- Pretend and comply with any tasks you have to do leading up to the day you escape.
- Do not under any circumstances threaten the trafficker that you will call the police.
- Be aware of the trafficker's daily routine and identify any good opportunities to escape, such as changes in 'guard' shifts or times when the trafficker regularly leaves

#### ***If you escape:***

- If you are in danger, call 911
- Go to a safe location near you

- Call the local 24-hour emergency crisis hotline.

Service providers should provide a 24 hour number where the person can call to get access to emergency shelter and medical care.

### ***3.9 Safety tips for clients who have exited the trafficking situation***



**Notes:**

Even after the client has successfully exited the trafficking situation, certain risks may be identified and should be addressed. Safety planning in this situation could include the following, along with any other appropriate steps and advice:

- Try not to travel alone
- Stay in public areas
- Vary your travel habits and daily routines
- Keep court orders and emergency numbers with you at all times
- Avoid any areas you know are frequented by the trafficker
- Avoid contact with any persons who know the trafficker
- Change your phone number
- Change your appearance and your outfits

### 3.10 Safety tips for service providers to protect clients



#### Notes:

In addition to the safety precautions that clients themselves can take, service providers also have an obligation to ensure they are doing their best not to put the client's safety at risk. Some of the things to consider include:

- Never disclose your client's location or phone number without their prior permission;
- Meet the client in places away from the area where the trafficking occurred, either at your office or in a well-lit public place;
- Block your caller ID when calling your client. When you call, make sure you ask first if it is safe to talk on the phone;
- Do not disclose who you are or give any information to anybody other than your client on the phone;
- Do not leave messages with another person or an answering machine unless the client has told you that it is safe to do so;
- If possible, accompany your client to appointments;
- If there is a criminal case against the trafficker, inform your client in advance of any developments in their case, such as when the trafficker is about to be arrested, when a hearing is approaching or when the trafficker is being released from jail, so they may take additional safety precautions;
- Accompany your client to court and make sure they are safe when entering and leaving the courthouse.

### 3.11 Safety tips for service providers to protect their own safety



#### Notes:

As a service provider helping a trafficked person, there may be cases when your own safety might be at risk. Here are some safety precautions you can take to protect yourself:

- Keep your direct phone number and extension confidential. List the office's general number on business cards and letterheads. Route all calls through the receptionist;
- Keep your personal address and phone numbers confidential. Ensure personal information about staff is not listed on websites and outreach materials;
- If a trafficker knows your office location and is making threats, transfer to a different desk, floor or work site;
- Ask a security guard or co-worker to escort you to your car or public transit stop, especially in the evening;
- Keep outside building doors locked or have a check-in point for all non-employees entering the work site;
  - Install surveillance cameras throughout the office;
  - Vary your routines - change transportation routes, methods and times;
  - If you are harassed or stalked by a trafficker, contact the police and let your supervisor know. Record all calls, threats and incidents;
- Consult with your supervisors or police to determine any other safety measures that might be needed.

## 4. SECTION 4 - Emergency Medical Care

### 4.1 Emergency Medical Care



#### Notes:

Once the person's safety has been ensured, the next immediate need is ensuring appropriate emergency medical care. This could include treatment for any injuries, or giving pain medication to alleviate symptoms such as headaches, back pain, sleep problems or anxiety.

It is also in the immediate response stage, within the first few days, that a comprehensive sexual and reproductive health assessment needs to be carried out for victims of sexual exploitation, followed by appropriate treatment.

Any substance use issues should be addressed as soon as possible in the first response stage. While substance use is often a coping mechanism used by trafficked persons to deal with the pain and trauma they experience, addiction is a considerable risk factor for returning to the trafficking situation. Getting specialized addiction treatment is therefore essential in ensuring that the person will not return to their trafficker for their next dose, and should be included in any service model.

## 5. SECTION 5 - Basic Needs

### 5.1 Basic Needs



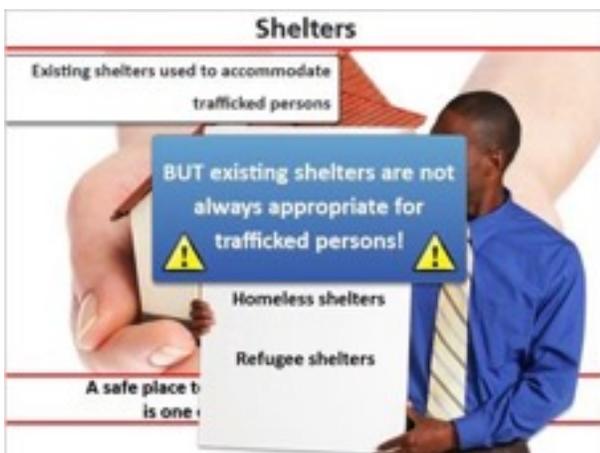
#### Notes:

An obvious, sometimes overlooked consideration during the first response stage is making sure the person's basic needs are met. These include:

- Food and water
- Clothing and toiletries
- Shelter

As we have seen, when a person is exiting a trafficking situation, they may be forced to leave behind everything they have. Many organizations that offer first response services often have kits prepared that include clothing and toiletries, water, snacks and other basic necessities. For clients accompanied by young children having kids' clothing, diapers, baby food and toys ready is also a good idea.

### 5.2 Shelters



#### Notes:

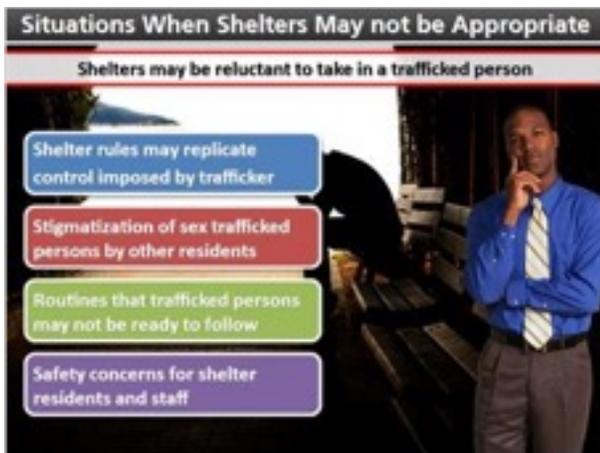
Providing the trafficked person with a safe place to stay in the immediate response stage is one of the most

essential necessities. It is also one of the greatest challenges.

When human trafficking cases started to be identified in Ontario, there were no shelters or other accommodation specifically designed to meet the trafficked person's needs. In spite of increased anti-human trafficking efforts, very few have been developed in the past few years. As the majority of victims coming forward in the early stages were women and young girls, existing domestic violence and youth shelters have been used to provide accommodation to trafficked persons, as well as homeless shelters in the case of male victims. Refugee shelters were a readily available option for internationally trafficked persons.

However, it is becoming more and more obvious that these solutions are not always appropriate in meeting the needs of the trafficked person.

### *5.3 Situations When Shelters May not be Appropriate*



#### **Notes:**

Shelters, especially the ones designed for domestic violence victims, often have a strict set of rules in place, including curfews and set times for various activities. These often replicate the rules set by traffickers to control their victims, so there is a risk of re-traumatizing persons who are escaping a trafficking situation.

In addition, survivors of commercial sexual exploitation report being stigmatized by the other residents due to the nature of the exploitation they had been subjected to.

Shelter rules may also require residents to be actively involved in various activities such as cooking meals and cleaning, whereas trafficked persons, especially in the very early stages after exiting, are often not prepared for this. They need time to be alone, reflect and try to make sense of what they have been through. Many may just need to rest and be given the privacy to deal with the waves of emotional distress, and are not ready to interact with others.

In some cases, due to the high level of risk associated with human trafficking cases, shelters may be reluctant to take in a trafficked person. There are two reasons for this. On the one hand, they may feel they are not in a position to ensure the person's safety, especially when threats have been made by the trafficker. On the other hand, the high risk associated with trafficking situations might be perceived as endangering the safety and security of the other residents.

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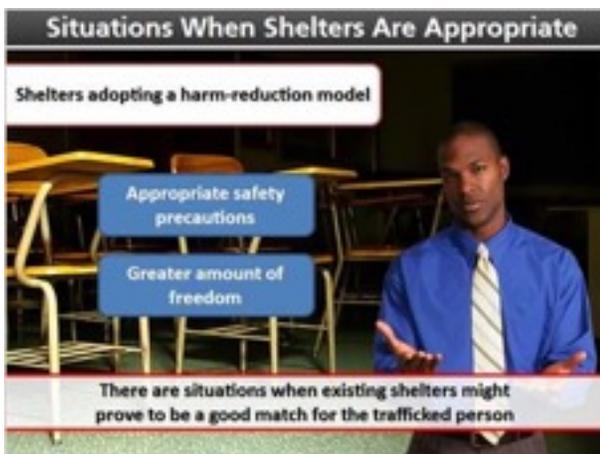
### 5.4 Stacey's Story



**Notes:**

*In a perfect world there would be specific and special shelters for these people, because going into the shelter for myself, which was a domestic violence shelter; I was ostracized by the women in there. Not the counselors, but by the women, because I went in as a sex worker. A place where only those women - and I speak of women 'cause I'm a tad biased about women being trafficked. For them, so they can actually exhale, and be genuinely safe, psychologically, spiritually, emotionally and physically. Sex workers, these women may also have STD issues that have to be dealt with, and some of them as you know are probably not curable. So there's the psychological issue of dealing with that. Some of these women may have children from being trafficked or have had children prior to that and are trying to find them, so services that would help reunite families. Special places for them to stay - and I don't mean one shelter with one roof for all the women, I'm thinking, ideally, separate apartments all over a city. Because traffickers can send in other women to try and get these women back out. There is a hierarchy often within these systems they have.*

### 5.5 Situations When Shelters Are Appropriate



**Notes:**

There are situations when existing shelters might prove to be a good match for the trafficked person. This is usually the case for trafficking situations that overlap to some degree with domestic violence, such as might be the case of a person trafficked and exploited in a forced marriage or domestic servitude setting, especially if they have young children with them.

Refugee shelters could prove appropriate solutions for international victims with precarious immigration status, as these shelters will generally also be able to provide support and advocacy for regularizing status.

Some shelters are also moving towards a harm-reduction model which, while still ensuring appropriate safety precautions, allows residents a greater amount of freedom, and may be appropriate in the case of certain trafficked persons.

### 5.6 Shelter Alternatives



#### Notes:

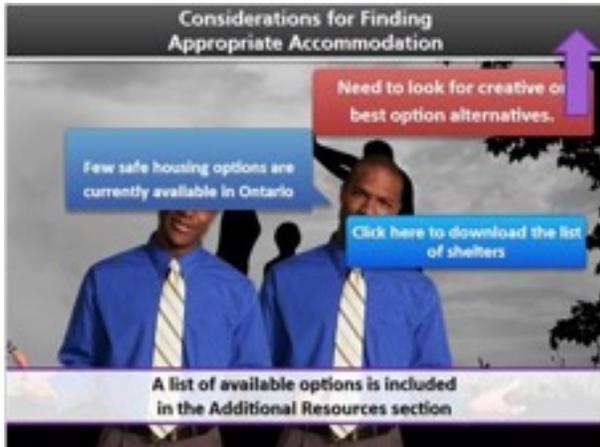
Service providers who have worked with trafficked persons generally agree that safe houses are the best solution for accommodating clients in the stages immediately following their exiting of the trafficking situation.

While such safe houses can often accommodate the security level that is needed to protect the person, they do so without imposing the set of rules that replicate the degree of outside control involved in most trafficking situations.

They give the client the opportunity to decompress and start reflecting on where they want to go from here, without being forced into unwanted interaction with others.

Integrated programs specifically designed for trafficked persons present promising practices. They offer emergency and transitional housing along with a number of other programs and supports tailored to their needs. In Ontario, such a program is offered by *Walk With Me* (<http://www.walk-with-me.org/index.html>) for the first response phase. Click on the link on your screen to learn more about their service model.

### 5.7 Considerations for Finding Appropriate Accommodation



**Notes:**

Few safe housing options are currently available in Ontario. In case you cannot locate such a safe house that can accommodate your client, you may have to look for creative or best option alternatives. The following guidelines will assist you in deciding what the best option could be in each case.

In order to be prepared to offer emergency shelter alternatives to a trafficked client, it is important to be well informed on available options in your community and surrounding areas. A list of available options is included in the Additional Resources section. Click on the link on your screen to access the document now. Other solutions might be available through contacting your local anti-human trafficking coalition.

### 5.8 Considerations for Finding Appropriate Accommodation



**Notes:**

Here are some things to consider when deciding on the best option in your client’s situation:

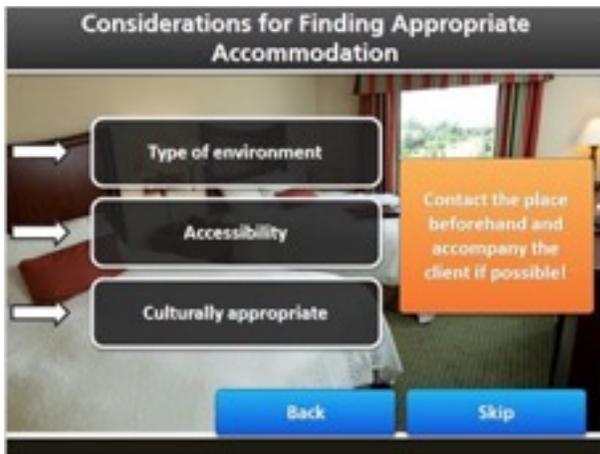
- **Intake criteria** - Are there any criteria that the client needs to meet in order to be admitted, such as gender, age, immigration status?
- **Capacity to accommodate groups of victims** - In some cases, especially involving labour trafficking, you may need to find a suitable housing option for a larger group of persons. In such cases, especially when the persons are related, it may not be an option to separate them and assign to different housing arrangements, so

you may need to look for creative alternatives to traditional domestic violence or homeless shelters.

- **Location** - Is this in a neutral location, sufficiently far away from the location where the client was trafficked? Does the client have a preference for a certain location? For example, persons who have children may not want to move away from their school or support system.
- **Level of safety** - Is this a confidential location, are there security measures in place to ensure the level of safety your client needs? Will the presence of the trafficked person in the shelter put the safety of the other residents and staff at risk?

As mentioned before, there is a high level of risk involved in trafficking cases, especially in the period immediately following the escape. If the trafficker finds out where the client is located and threatens them, immediate relocation may be needed as well as enhanced security measures to ensure the safety of staff and the other residents in the shelter.

### 5.9 Considerations for Finding Appropriate Accommodation



#### Notes:

- **Type of environment** - Who are the other residents in this shelter? What are the rules and routines residents need to follow? For example, domestic violence shelters are usually designed to accommodate women that have children with them. Sex trafficked clients may not feel welcome in such an environment as they may be stigmatized and marginalized by the other residents. In other cases, there may be rules that prohibit alcohol and substance use while in the shelter. In the initial phases after exiting the trafficking situation, some persons may need to continue using drugs or alcohol in order to cope with the trauma, before addiction treatment has been initiated.
- **Accessibility** - Does this shelter have accommodations in place to meet any special needs your client may have, such as a disability?
- **Culturally appropriate** - Will this place be culturally appropriate for your client? Will it meet their emotional and spiritual needs? Is it well suited to meet the needs of LGBT, Francophone, Aboriginal clients?

It is also advisable not to make a simple referral to a given place. Be sure to contact the place before-hand to verify if they have available space and whether this space is suitable. If possible, accompany the client to provide support during the intake process and ensure that their needs will be met in an appropriate manner.

## 6. SECTION 6 - Immigration Status

### 6.1 Immigration Status



**Notes:**

Establishing a person's immigration status should be done fairly soon, once safety and basic needs have been ensured. A person's status in Canada can have a significant impact on the services they can access. Regularizing status as soon as possible, will ensure that they have access to appropriate services. Some examples of precarious status requiring assistance from service providers include:

- Persons with no legal status in Canada
- Persons whose visa has or is about to expire
- Migrant workers whose visa links them to one employer who is also the trafficker, or connected to the trafficking situation

### 6.2 Regularizing Immigration Status



**Notes:**

A Temporary Resident Permit, which was discussed in detail in Module 2, offers trafficked persons access to the best available supports and should be considered as the first option. Click on the [link <http://www.cic.gc.ca/english/information/applications/trp.asp>](http://www.cic.gc.ca/english/information/applications/trp.asp) on your screen to find out what steps are involved in applying for a

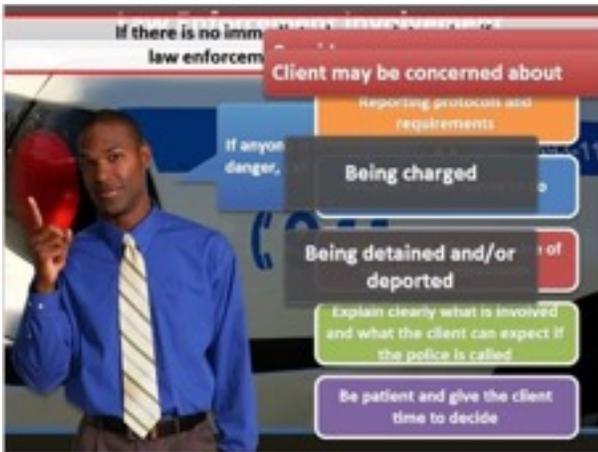
TRP.

Given the limitations of the TRP that were addressed previously, this might not be a viable option for your client, and you will need to look for alternatives, which may include applying for a labour market opinion to allow them to change employers, making a refugee claim, or an application on humanitarian and compassionate grounds.

Community legal clinics that are part of Legal Aid Ontario can offer support in regularizing immigration status. Click on the link <<http://www.legalaid.on.ca/en/contact/contact.asp?type=cl>> on your screen for a list of community legal clinics in Ontario. This topic will be addressed in greater detail in the following module.

## 7. SECTION 7 - Law Enforcement

### 7.1 Law Enforcement Involvement



#### Notes:

If the person's immediate safety is in danger, you should always contact the police. In cases where there is no immediate danger, it is important to determine whether law enforcement should be involved. If your organization has any reporting protocols and requirements in place, you should follow those guidelines. Otherwise, the issue of law enforcement involvement should be discussed in detail with the trafficked person, as soon as they are ready. You should always make sure your client is aware of any reporting obligations you may have and anything you are required to report to law enforcement authorities. Make sure to explain clearly and to the best of your knowledge what is involved and what they can expect if the police are called.

It may take some time for the trafficked person to be ready to talk to authorities about what happened. They may have a number of concerns, such as whether they themselves would be charged for any illegal activities that they were forced to perform while trafficked. Persons with precarious immigration status may fear detention and deportation. In this case regularizing their immigration status, either through a TRP or an alternative is advisable before contacting law enforcement.

## 7.2 Law Enforcement Involvement



### Notes:

If the client is ready for law enforcement involvement, you should recognize that this is not easy and offer them emotional support throughout the process. They will very likely have to tell their story repeatedly. Then, if the case gets to court, they may have to face their trafficker, which has great potential for re-traumatization.

It is also advisable to contact persons within your local police force that have adequate knowledge of human trafficking and preferably experience working with human trafficking victims. Several regional police services across the province, as well as the OPP and RCMP, have dedicated human trafficking teams. They are well trained on the dynamics of human trafficking, understand the mindset of victims and the extent of trauma that is involved, as well as the complexity of services that are needed. Building a relationship with dedicated staff will be beneficial in ensuring that all those involved, service providers as well as law enforcement, are working as a team for the benefit of the trafficked person. Contact your local law enforcement agency to get in touch with dedicated staff working on human trafficking cases.

## 8. SECTION 8 - Primary Client Contact

### 8.1 Establishing Priorities



### Notes:

While we have presented the services that are needed in the immediate response phase in a step-by-step progression, it is important to remember that the order of these steps might vary depending on the client's situation. For example, the client may be in such a state of malnourishment and dehydration, that food and water will need to be provided before they can go on to any of the other services. The available shelter options might be impacted by the client's immigration status, so determining status might have to be done prior to finding a place to stay.

Emergency intervention is never a straightforward process involving checking items off a list. Use your best judgment to establish priorities and provide the services that are needed most first, always keeping in mind your client's safety and well-being as the most important consideration.

### 8.2 Initiating Long Term Support



### Notes:

As mentioned in the beginning of this module, a primary client contact is essential in ensuring a coherent and comprehensive continuum of care, and avoiding fragmentation and disruption of services that can re-traumatize and re-victimize the trafficked person. Ideally, the organization that provides the emergency services in the first response phase should also assign a primary client contact to provide ongoing support to the trafficked person throughout the recovery process.

Organizations that provide first response services, but do not have the capacity to offer medium and long term support coordinated by a primary client contact, are encouraged to identify a partner organization who can provide this. To identify such an organization, contact your local anti-human trafficking coalition. You can access the list of anti-human trafficking coalitions at any time through the Additional Resources section. It is also included in the Handbook that accompanies this training program.

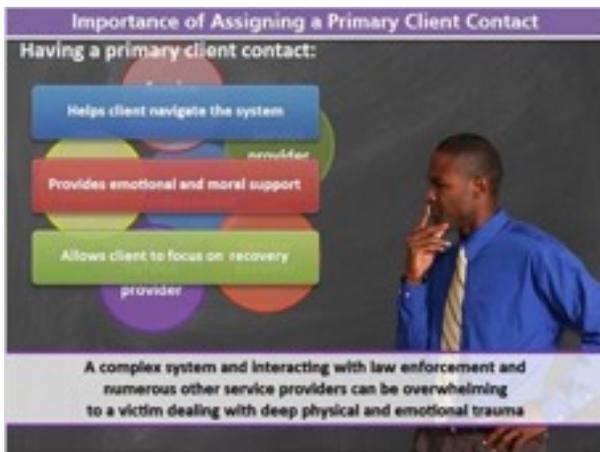
### 8.3 Ella's Advice



**Notes:**

*I think that the best way is not to bombard the person who's been trafficked with a lot of different people. I think it's important for them to try and build a relationship with one, maybe two people to start with. I know when you have a victim and you have to take them to the hospital, you have to go to the police, there just should be just one person that's always with them. And try to build a relationship with that person so that the victim can ask that person questions. 'Should I do this?' and 'Is this OK?' Building a relationship with one person is really important.*

### 8.4 Importance of Assigning a Primary Client Contact



**Notes:**

Assigning a primary client contact is essential from a number of points of view. Navigating a complex system and interacting with law enforcement and numerous other service providers can be overwhelming to a victim dealing with deep physical and emotional trauma, and can create barriers in the recovery process. Having a primary client contact to coordinate these services and help navigate the system, while offering emotional and moral support, will allow the trafficked person to focus on recovery. Left to interact on their own in this context, trafficked persons have to repeat and thus relive traumatic events over and over, which poses major impediments and considerably slows down the healing process.

### 8.5 Role of Primary Client Contact



**Notes:**

Here is a brief outline of the ways in which a primary client contact can support the trafficked person along their path to recovery.

The primary client contact:

- Serves as a single point of contact to the trafficked person
- Assesses the client’s needs for services and supports
- Ensures continued safety and reviews the safety plan periodically
- Identifies, obtains and coordinates the services for the client
- Coordinates and manages communication across systems
- Serves as a liaison and advocate for the client
- Accompanies the client to appointments

Facilitates interpretation services for non-English speaking clients

### 8.6 Role of Primary Client Contact



**Notes:**

In addition to practical assistance, the single most important role of the primary client contact working with trafficked persons is providing 24 hour support, and offering the reassurance and comfort that are essential in

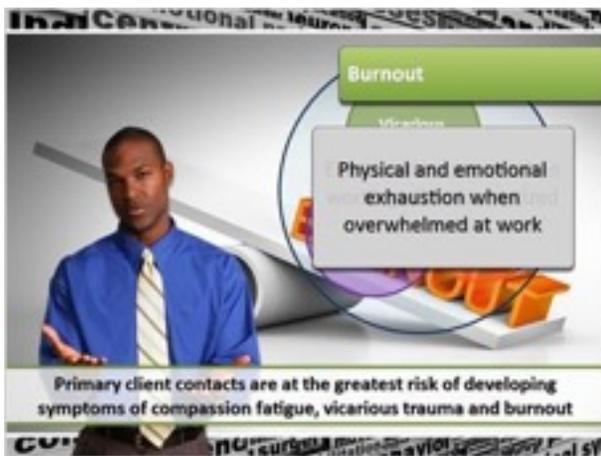
building trust and engaging the client to keep them focused on their recovery. It is often the primary client contact that is the first and sometimes the only one that the trafficked person truly trusts.

We have looked at best practices and general guidelines and principles in the previous modules. In addition, it is important for primary client contacts to get to know their client well and establish a partnership with the client so that services are guided by the client's strengths and needs. Effective service provision will also require a certain degree of flexibility and sometimes a creative approach in dealing with unique challenges. Most importantly, it requires passion and dedication, being there for the client every step of the way, along a lengthy and sometimes painful journey of healing.

*[Adapted from Clawson & Dutch - "Case Management and the Victim of Human Trafficking: A Critical Service for Client Success"]*

## 9. SECTION 9 - Self-Care

### 9.1 Vicarious Trauma, Compassion Fatigue and Burnout



#### Notes:

As the central point of contact for the trafficked person and the hub around which all other services revolve, primary client contacts are at the greatest risk of developing symptoms of compassion fatigue, vicarious trauma and burnout. However, all service providers working with trafficked persons are exposed, depending on the extent of their involvement in the case. Vicarious trauma, compassion fatigue and burnout are interrelated, yet slightly different from one another.

***Vicarious trauma*** is used to describe the profound shift that workers in helping professions experience in their world view when dealing with clients who have experienced trauma. It is a stress reaction that can severely impact the way in which service providers view themselves, others and the world in general.

***Compassion fatigue*** is an emotional response to working with traumatized clients. It refers to profound emotional and physical erosion that occurs when workers in helping professions are unable to refuel and regenerate.

***Burnout*** is a more general term, that is not restricted to helping professions, and which involves the physical and emotional exhaustion experienced when people feel powerless and overwhelmed at work.

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## 9.2 Self-Care



### Notes:

Compassion fatigue, vicarious trauma and burnout are an occupational hazard for all helping professions. Given the extent and depth of trauma involved in human trafficking cases, they may be to a certain degree inevitable when working with victims who have been trafficked. When symptoms accumulate over time they can severely impact the service provider's personal as well as professional life. It is therefore both a personal necessity and a professional obligation for service providers to take appropriate steps to deal with any signs and symptoms as soon as they appear. Some self-care strategies include:

- Maintaining clear and healthy boundaries
- Understanding traumatic stress and setting realistic expectations
- Maintaining a healthy lifestyle that includes balanced nutrition, sufficient sleep and regular exercise
- Nurturing positive relationships
- Making time for relaxing or creative activities
- Engaging in activities that make you laugh or lighten you up
- In more severe cases, counseling may also be an appropriate step.

There are numerous other steps that can be taken and different strategies will work for different people. You will find more information in the Additional Resources section. Try various strategies to figure out what works best for you. Remember that you need to take care of yourself first in order to be able to help others.

### 9.3 What Service Providers Say



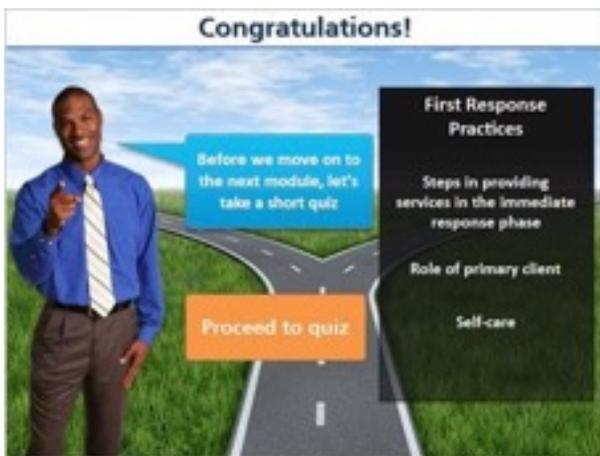
**Notes:**

*“As someone who is working with victims [it is important to] know that it is going to hurt. [...] If you are not experiencing vicarious trauma, then I would have to question [how you’re doing your job]. I have very healthy boundaries, but I have vicarious trauma from time to time. And not just me [...] the police I work with and other people here that do the work, it can kick you in the gut. [...] [You need to] fill your well and make sure you have a positive network. For each person it’s going to be different. I have my own strategies and they work really well [...] even though there is all this trauma, I still love life and I still have a lot of hope and optimism.”*

(Key Informant)

## 10. SECTION 10 - Conclusion

### 10.1 Summary



**Notes:**

Congratulations! You have completed Module 8 of the *Online Training Initiative to Address Human Trafficking*. In this module we have outlined the most important steps in providing services to trafficked persons in the immediate response phase. We have also outlined the importance of assigning a primary client contact and some of the key responsibilities of such a person in coordinating services for trafficked persons in the medium and long term. We have concluded with some important considerations on self-care to avoid and deal with vicarious trauma, burn-out and compassion fatigue. Before we move on to the next module, let’s take a short quiz.

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## 10.2 Feedback



### Notes:

We will also send you a feedback form to find out what you think of this training and whether it has proved useful to you in your work. Your feedback is extremely important to us. We encourage you to fill out this form, as it will help us improve our training.

To complete the feedback form now, please click on the link on your screen.

## 10.3 Results Slide



### Notes:

Congratulations! You have completed the quiz and are now ready to move on to the next module, where we will be exploring the types of services trafficked persons need in the medium and long term.