# Implementing a safe response to meet the humanitarian needs of trafficked people

## TOOLKIT

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This toolkit collects all the different tools referenced in the previous chapters. They have been designed to support and guide professionals from different National Societies in the Americas region to build a safe response to trafficking within their National Society. The tools refer to the four core groundwork activities outlined in chapter 3 and to the section on responding to trafficking, outlined in chapter 4. Each tool is referenced in the corresponding chapter and identified by a number and name.

In this toolkit, sections 1 to 4 accompany chapter 3 (Groundwork):

1. Tools for a context analysis
2. Tools for service mapping
3. Tools for establishing referral pathways
4. Tools for developing standard operating procedures

Section 5 accompanies chapter 4 (Responding to trafficking):

5. Tools for an initial response

Each National Society will have different expertise and engagement in relation to trafficking work. The tools have therefore been created so that each National Society can use them and adapt them to their specific context, regardless of their current level of knowledge and expertise on the subject. When templates can be adapted to the national context, this is noted in a footnote.

As you begin your work on trafficking, we recommend that the relevant tools are filled in or updated electronically, so that the workload is structured and manageable.

# 1 Tools for a context analysis

## Tool 1.1

| Suggested themes and guiding questions for a context analysis[1] | Method | |
|---|---|---|
| ***Trafficking trends*** | ***Desk*** | ***Field*** |
| 1. Are you aware of any forms of trafficking in persons or situations that could amount to trafficking in your region/country/branch? If yes, what specific forms of trafficking are adults and children subjected to? *(e.g. sexual exploitation, labour exploitation (which sectors?), forced/servile/early marriage, domestic servitude, exploitation in criminal activities such as being forced to transport or sell drugs, illegal adoption, exploitation of begging or exploitation in petty crime.)* | ☑ | ☑ |
| 2. Are any groups particularly at risk of trafficking in your context? *(e.g. specific ethnic minorities such as indigenous people and Afro-descendants, migrants or unaccompanied children.)* | ☑ | ☑ |
| 3. What factors render these groups at risk of trafficking and exploitation? | ☑ | ☑ |
| 4. How are victims/survivors recruited, coerced and controlled? Are specific methods used? | ☑ | ☑ |
| ***Legislative framework and implementation instruments*** | | |
| 5. Has the country signed and ratified the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children (The Trafficking Protocol)? | ☑ | |
| 6. Has the country developed specific legislation in relation to the identification and protection of trafficked people and/or their criminalisation? If so, is it in line with the standards outlined in the Trafficking Protocol? Is there legislation on related issues, such as laws to protect refugees, children from sexual exploitation and abuse, laws prohibiting forced labour? Are there any key gaps in the law? | ☑ | ☑ |
| 7. Is there a national plan of action? Are there any gaps in its implementation? | ☑ | ☑ |
| 8. Is law and/or policy in place to prevent survivors of trafficking from being criminalised and punished for crimes they have committed as a result of being trafficked? If so, is it implemented in practice? | ☑ | ☑ |
| 9. Is there a regional anti-trafficking agreement, framework or body? | ☑ | |

[1] For additional questions that relate specifically to trafficking in crisis settings please consult the Global Protection Cluster's Guide: An Introductory Guide to Anti-Trafficking Action in Internal Displacement Contexts

| ***Humanitarian needs of trafficked people*** | | |
|---|---|---|
| 10. What are the most prevalent humanitarian needs of trafficked people? In particular:<br>a. humanitarian needs that heighten risk of trafficking<br>b. humanitarian needs at the point of identification (immediate needs)<br>c. medium and long-term needs of survivors of trafficking | ☑ | ☑ |
| 11. What are the main challenges/gaps, if any, in responding to the humanitarian needs of trafficked adults and children in your context? | ☑ | ☑ |
| 12. Which organisations address the social and protection needs of victims/ survivors of trafficking in your country? Who are they (*e.g. government, civil society, international or local organisations*) and where are they mainly based (*e.g. in the capital, in urban/rural areas or in known high-risk areas*)? | ☑ | ☑ |
| ***Prevention, identification and response*** | | |
| 13. Does the National Society or any other organisation undertake activities in the country to prevent at risk groups from ending up in situations of exploitation and human trafficking?<br>*(e.g. education programmes, income generation/livelihood programmes, child protection, prevention of sexual and gender-based violence (SGBV), durable solutions for refugees, law enforcement, information campaigns or community-based initiatives)* | ☑ | ☑ |
| 14. Are there any established formal identification and referral procedures for survivors of trafficking? In particular:<br>• how does the process work?<br>• what entitlements can victims/survivors access?<br>• are there different procedures for foreign and national survivors in terms of identification? Can they access the same entitlements?<br>• how does this system relate to other support systems, such as provisions for asylum seekers and refugees or victims/survivors of domestic violence or sexual and gender-based violence? | ☑ | ☑ |
| 15. What are the main challenges or gaps, if any, in the identification and protection of trafficked people in the country? | ☑ | ☑ |
| 16. Are identified cases of human trafficking referred to the relevant authorities for further investigation? What are the main challenges, if any, in referring cases of trafficking to the authorities? | ☑ | ☑ |
| 17. Is there a national coordinating mechanism on trafficking in persons? What agencies are involved (e.g. government/NGO and civil society organisations)? Does it meet regularly? What is its purpose? Does it achieve its purpose? | ☑ | ☑ |
| 18. Have any inter-agency standard operating procedures been developed for the identification and referral of cases? | ☑ | ☑ |
| 19. Is there a mapping of organisations (local and international) that provide services to trafficked people in the country (whether created by the National Society or by an external organisation)?<br>*(Services could include providing mental health support, shelters, legal services, outreach support or specific services for child survivors)* | ☑ | ☑ |

| *Questions to assess the capacity of the National Society* | | |
|---|---|---|
| 20. Is there a specific service in the National Society that trafficked people are more likely to come into contact with?<br>*(e.g. livelihoods projects, WASH (water, sanitation and hygiene), RFL (Restoring Family Links) or specific anti-trafficking projects.)* | | ☑ |
| 21. Are there any specific high-risk groups accessing your services?<br>*(e.g. women, men, children, teenagers, families, unaccompanied minors, single women or single men.)* | | ☑ |
| 22. Are there any internal standard operating procedures and referral pathways in place at national or branch level? If so:<br>• are they specific to a certain context (e.g. a border area or a selected branch)?<br>• are they official or unofficial? | | ☑ |
| 23. What are the main challenges the National Society/branch may face if setting up and/or delivering services to trafficked people? | | ☑ |
| 24. What resources would the National Society need to set up these services or run them effectively?<br>*(e.g. human, technical or financial resources)* | | ☑ |
| 25. Has anyone in the National Society been trained on trafficking in persons? Or does anyone have skills in related areas such as protection, gender and inclusion, sexual and gender-based violence or child protection? | | ☑ |
| 26. Do you think the National Society could undertake activities targeted at supporting survivors of trafficking? What would be the added value of this work?[2]<br>*(e.g. identification, providing information, livelihood, psychosocial support, health services or specialised services such as case-management.)* | | ☑ |

# Tool 1.2

| Mapping template for relevant stakeholders and interviewees[3] | | | | | | | |
|---|---|---|---|---|---|---|---|
| | **Name** | **Contact person** | **Position** | **Email** | **Phone** | **Comments** | **Why are they relevant?** |
| **1** | | | | | | | |
| **2** | | | | | | | |
| **3** | | | | | | | |
| **4** | | | | | | | |
| **5** | | | | | | | |
| **6** | | | | | | | |

[2] This question is for interviewees who work outside of the National Society
[3] Template provided by ICMPD

# Tool 1.3

## Interview guidelines[4]

### *Before the interview*

- ✓ Define the interview questions.

  These are guiding questions that can help you explore your findings from the desk review in more detail. It is therefore helpful to prepare a list of questions that you could ask during the interview (organised by topic), even if you don't end up asking all of them in every interview. Use tool 1.1 as a template to draft your questions.

  ☞ Tool 1.1 – Suggested themes and guiding questions for a context analysis

- ✓ Map relevant stakeholders and potential interviewees.

  ☞Tool 1.2 – Mapping template for relevant stakeholders and interviewees

- ✓ Select the interviewees.

- ✓ Contact the interviewees well in advance, explaining the aim of the research and why you would like to interview them. Some may ask for the interview questions in advance so that they can prepare. You can send them the document, but it's important to stress that the interviews are semi-structured. The listed questions are just a guide and only some of them will be asked. At this stage, you should think about which questions are the most appropriate for each interviewee.

- ✓ Prepare a consent form.

  The form should explain how the findings from the interview will be used and whether they will be shared (and if so, how). Participants must have the option to remain anonymous and the right to change any part of the recorded data if they wish to. The form must include how long the data collected in the interview will be kept for. There should be two copies of each interview: one for the interviewee and one for the interviewer.

  ☞ Tool 1.4 – Interview consent form template

- ✓ Choose a location. The room should have a door for privacy and a table and chairs. There should also be toilets and basic supplies available (e.g. water, tea and coffee).

- ✓ Interviews should last about one hour (plus half an hour at beginning for paperwork, introductions, explanations, drinks etc.).

### *During the interview*

- ✓ Introduce yourself and explain the objectives of the research, how the information from the interview will be used, what the final product will be and how this will be shared.

- ✓ Explain and sign the interview consent form.
  You can ask for permission to record the interview if this will help you analyse the data.

[4] Template adapted from ICMPD resources

- ✓ Encourage the interviewee to ask questions about your role, expectations, responsibilities, and any other aspects of the research.
- ✓ You can conduct your interview using a semi-structured and open-ended method, based on the set of questions you've already prepared.
- ✓ Certain questions will be more relevant for some interviewees than others. You can change the order of the questions and how long you spend on each one according to the interviewee's expertise and knowledge.
- ✓ Don't express your own opinions or provide feedback during the interview.
- ✓ If you want to respond or share information from your side, please wait until the interview is complete before discussing things with the interviewee.
- ✓ Don't interrupt the interviewee when they are talking, even if they are not talking specifically about trafficking. You can still try sensitively to steer the conversation back towards your questions.
- ✓ Respect silences. The interviewee might need some time to think about their answers.
- ✓ Close the interview by clarifying any questions the interviewee might have.

**REMEMBER:** right from the start you need to take into account that people might not understand the definition of trafficking. This is fine and should be recorded as a finding in itself. If you realise that the interviewee doesn't understand what trafficking is, don't try and define it during the interview. Instead, you could ask your questions in different ways or explore different forms of exploitation to understand if trafficking might be occurring.

### *After the interview*

- ✓ Write up a short summary of each interview.
  Summaries should not be more than two or three pages long, depending how much relevant information you have. It is good practice to include particularly relevant quotes.
- ✓ Keep a copy of the interview material (notes, transcript, recording, etc.) until you've finished analysing the information and drafting the report.

# Tool 1.4

| Interview consent form template[5] |
|---|
| I agree to participate in an interview conducted by (*insert name of the National Society*). I understand that the results of the interview will only be used for the purposes of the research.<br><br>I am aware of my right to change any part of the recorded data (*digital recorder/note-taking*) if I so wish, and also to withdraw my statements and participation from the interview at any time. I understand that my responses may be reproduced and submitted to be exclusively used for the purposes of the research. I am aware that it is my decision whether I wish my responses to be anonymous, to be cited only on behalf of my organisation or to be cited with my name. I understand and accept that the data collected will be kept for a period no longer than (*insert timeframe*).<br><br>I am providing here my *email address/telephone number* in order to be informed about the results of the study if I request them: ______________________________________<br><br>I also understand that I can contact the interviewer if I have any questions or further issues regarding the research. Their contact details are (*insert name, title, email address/telephone number*).<br><br>Interviewee's signature<br><br>Place and date<br><br>Interviewer's signature<br><br>Place and date |

# Tool 1.5

| Focus group discussion guidelines[6] |
|---|
| ***Before the focus group discussion*** |
| ✓ Define the discussion questions.<br><br>These are guiding questions that can help you explore the findings of the desk review in more detail. It is therefore helpful to prepare a list of questions that you could ask during the focus group discussions (organised by topic), even if you don't end up using all of them during every group. Use tool 1.1 to draft your questions.<br><br>☞ Tool 1.1 - Suggested themes and guiding questions for a context analysis |

[5] Template provided by ICMPD. This template can be adapted according to specific national legislation on data protection and should always be translated into a language the interviewee understands.
[6] Template adapted from ICMPD resources. For more guidance on how to run a focus group please refer to: Guidance on running a focus group, IFRC PGI toolkit, GPC Protection mainstreaming toolkit

✓ Map relevant stakeholders and potential interviewees.

☞Tool 1.2 – Mapping template for relevant stakeholders and interviewees

✓ Select the participants.

- The ideal group numbers three to eight people
- Forming a group of relatively similar people is key to getting good information from focus group participants. You could also conduct a discussion with a group that already meets regularly, such as a colleagues working in the same area or an NGO forum.

✓ Consider the following as you select your groups:

- **Gender** – Will both men and women feel comfortable discussing the topic in a mixed-gender group?
- **Age** – How intimidating might it be for a young person to be included in a group of older adults? Or vice versa?
- **Power** – Would a social worker be likely to speak candidly in a group where their manager is also a participant?
- **Culture** – Are there any sensitive topics to be aware of, especially when discussing sexual exploitation, forced marriages, etc.?

✓ Contact the participants well in advance by explaining the aim of the research and why you would like them to participate in the focus group discussion.

- Some participants may ask for the interview questions in advance. You can send the document on to them, but it's important to stress that it is not a set questionnaire and they don't need to have an answer for every question.

✓ Prepare a focus group discussion consent form.

- The form should explain how the findings from the focus group discussion will be used and whether they will be shared (if so, how). Participants must have the option to remain anonymous and the right to change any part of the recorded data if they wish to.

  ☞ Tool 1.6 – Focus group discussion consent form

✓ Choose a location.
The room should have a door for privacy and a table and chairs to seat a circle of up to ten people. There should also be toilets and basic supplies available (e.g. water, tea and coffee).

✓ Focus group discussions should last about one and a half to two hours (plus half an hour at beginning for paperwork, introductions, explanations, drinks, etc.).

## *During the focus group discussion*

- ✓ Introduce yourself and explain the objectives of the research, how the information from the interview will be used, what the final product will be and how this will be shared.

- ✓ Explain and sign the focus group discussion consent form and confidentiality agreement. Explain whether the results may be made public in the future. You can ask for permission to record the discussion if this will help you analyse the data. All participants need to agree.

- ✓ If a person is helping the interviewer by taking notes during the discussion, their role should be explained to the group.

- ✓ Encourage participants to ask questions about your role, expectations, responsibilities, and any other aspects of the research.

- ✓ Ask all participants to agree to a set of ground rules for the meeting. For example:

  - We want you to do the talking
  - We would like everyone to participate
  - We may try and bring you into the discussion if you haven't spoken in a while
  - There are no right or wrong answers
  - Every person's experiences and opinions are important
  - Speak up, whether you agree or disagree
  - Respect all other participants
  - Ask for your turn if you would like to speak. Only one person speaks at a time
  - Everything participants say is confidential.

- ✓ Guide and facilitate discussion by introducing questions.
  You don't need to ask every question on your list, especially if you know the participants do not have relevant information for all of them. You must remain neutral, refraining from nodding/raising eyebrows, agreeing/disagreeing, or praising/denigrating any comment made.

- ✓ Some participants can present challenging behaviour. Some strategies that you can use are:

  - Self-appointed experts: "*Thank you. What do other people think?*"
  - The dominator: "*Let's have some other comments.*"
  - The rambler: "*In the interests of time, let's move on to others.*"
  - The shy participant: *Make eye contact; call on them; smile at them.*
  - The participant who talks very quietly: *Ask them to repeat their response more loudly.*

- ✓ Don't express your own opinions or provide feedback during the main session.

  If you do want to respond or share information from your side, please wait until the meeting has ended before discussing things with the participants.

- ✓ Each participant should be offered the chance to make one final point based on the discussion as a whole.

- ✓ Close the discussion by clarifying any questions the participants might have.

***After the interview***

- ✓ Write up a short summary of each focus group discussion.
Summaries should not be more than two or three pages long, depending on how much relevant information you got. It is good practice to include particularly relevant quotes.
- ✓ Keep a copy of the focus group discussion material (notes, transcript, recording, etc.) until you've finished analysing the information and drafting the report.

# Tool 1.6

**Focus group discussion consent form template[7]**

I agree to participate in a focus group discussion in the context of a research conducted by (*insert name of the National Society on "DD/MM/YYYY"*). I understand that the results of the discussion will only be used for the purposes of the research mentioned above.

I am aware of my right to change any part of the recorded data (*digital recorder/note-taking*) if I so wish, and also to withdraw my statements and participation from the record at any time. I understand that my responses may be reproduced and submitted to be exclusively used for the purposes of the research. I am aware that it is my decision whether I wish my responses to be anonymous, to be cited only on behalf of my organisation or to be cited with my name. I understand and accept that the data collected will be kept for a period no longer than (*insert timeframe*).

I am providing here my *email address/telephone number* in order to be informed about the results of the study if I request them: ________________________________

I also understand that I can contact the facilitator if I have any questions or further issues regarding the research. Their contact details are (*insert name, title, email address/telephone number*).

Participant's signature

Place and date

Facilitator's signature

Place and date

[7] Template provided by ICMPD. This template can be adapted if needed and should always be translated into the language the focus group discussion is conducted in (if it's not English).

# Tool 1.7

**Example data analysis template**[8]

| | I-1 | I-2 | I-3 | I-4 | FGD-1 | FGD-2 |
|---|---|---|---|---|---|---|
| Trafficking trends – adults | x | x | x | x | x | |
| Trafficking trends – children | x | x | x | x | x | |
| Services offered to trafficked people (or lack thereof) | x | | x | | x | |
| Identification procedures and referral pathways | x | x | x | x | x | |
| Humanitarian needs of trafficked people | x | | | x | x | |
| Work with communities | x | | | | x | |
| Role of the National Society | x | | x | | x | |
| Recruitment and exploitation practices | | x | x | x | x | x |
| Trafficking indicators | | x | | x | x | x |
| Legal frameworks/legislation | x | x | x | x | x | x |
| Protection gaps/needs of National Society | x | x | x | | x | |
| Prevention activities | | | | x | | |

# Tool 1.8

**Trafficking indicators checklist**[9]

**These are some general indicators that can be adapted to specific contexts.**[10]

***Physical and mental health indicators***

People who have experienced trafficking may display:

- Physical signs of abuse, such as bruises or injuries
- Untreated medical problems
- Mental health difficulties
- Worry and shame
- Signs of fear
- Evidence of post-traumatic stress disorder (ptsd)
- Sexually transmitted infections (stis) and sexual health problems
- Experience of sexual violence

***Indicators of coercion***

People who are experiencing coercion may:

- Be isolated from people who can speak the same language
- Have threats made to their family back home
- Owe money to traffickers
- Be afraid of authorities
- Always look at another person to answer questions or wait for someone accompanying them to speak on their behalf

[8] Template suggested by ICMPD. The themes suggested here are for reference only, as they will depend on the content of your interviews.
[9] This list is not exhaustive and has been compiled drawing from different documents. For more indicators refer to: UNODC Trafficking Indicators, ILO trafficking indicators
[10] Specific indicators that are relevant to children can be found here: UNODC Trafficking Indicators. National Societies should familiarise themselves with these as part of their work to respond to trafficking.

***Indicators of restricted freedom***

People who have restricted freedom of movement may:

- Have someone with them at all times
- Not be in control of their own money
- Have their mobile phones taken away or used to control them
- Have their passport and id documents held by somebody else
- Not know their work or home address
- Not be allowed to speak for themselves

***Indicators related to working conditions***

People in exploitative working conditions may:

- Be unpaid or get very little pay
- Be on call at all times
- Have no sleeping space of their own
- Have to work very long hours
- Have no choice about their working conditions, hours or location
- Be made to work in unsafe conditions.

***Indicators of sexual exploitation***

People who have been trafficked for the purpose of sexual exploitation may:

- Be moved from one brothel to the next or work in various locations
- Be escorted wherever they go
- Own a large proportion of clothing that is considered to be 'sexual'
- Only know how to say sex-related words in the local language
- Have no cash of their own
- Be unable to refuse sex and negotiate working conditions
- Have tattoos or other marks indicating 'ownership' by their exploiters

***Indicators of labour exploitation***

People who have been trafficked for the purpose of labour exploitation may:

- Live in groups in the same place where they work and rarely or never leave the premises
- Live in degraded and unsuitable places
- Not be dressed adequately for the work they do – for example, they may lack protective equipment or warm clothing
- Have no labour contract
- Depend on the employer for services such as transport or accommodation
- Never leave work premises without their employer
- Be forced to pay for tools, food and accommodation
- Lack basic training and professional licences

***Indicators of domestic servitude***

People who have been trafficked for the purpose of domestic servitude may:

- Live with a family
- Not eat with the rest of the family
- Not have private space such as a private room to sleep in
- Sleep in a shared or inappropriate space
- Never or rarely leave the house without their employer
- Be given only leftovers to eat

***Indicators of forced begging and petty crime***

People who have been trafficked for the purpose of forced begging or committing petty crimes may:

- Be children, elderly people or disabled migrants who tend to beg in public places and on public transport
- Be children carrying and/or selling illicit drugs
- Have physical impairments that appear to be the result of mutilation
- Be children of the same nationality or ethnicity who move in large groups with only a few adults
- Be unaccompanied minors who have been 'found' by an adult of the same nationality or ethnicity
- Participate in the activities of organised criminal gangs
- Be part of large groups of children who have the same adult guardian
- Be punished if they do not collect or steal enough
- Live with members of their gang
- Move daily in large groups and over considerable distances.

# 2 Tools for service mapping

## Tool 2.1

| Things to consider for a service mapping[11] |
|---|
| Areas that are relevant for a mapping of services:<br>• Immediate assistance (including food, clothing, etc.)<br>• Health/medical services (including clinical management of rape)<br>• Accommodation, including safe shelter<br>• Case-management and outreach support<br>• Legal services (including immigration advice, compensation and legal representation)<br>• Psychosocial support<br>• Psychological therapy and counselling<br>• Vocational training or education<br>• Prevention (including awareness-raising activities)<br>• Livelihood support<br>• Support to return home and restoring family links services. |
| Key aspects to address in a service mapping exercise are:<br>• Type of organisation *(international organisation, international NGO, national authority, national and local NGO or local authority*)<br>• Organisation contact details *(email, phone number, address)*<br>• Website<br>• Where the service is provided *(all over the country, specific regions or cities, etc.)*<br>• Service opening hours and out-of-hours procedures<br>• Where referrals are accepted from *(from all over the country, only from the same area, region, city, etc.)*<br>• Contact details for referrals *(email address, phone number, address)*<br>• Which services they refer on to and receive referrals from<br>• What the outcomes are for people who use the service<br>• If the service is provided under a contract with the government<br>• If the service supports specific populations such as children, youth, people with disabilities, people identifying as LGBTQI+ or ethnic populations<br>• If the service is specifically for survivors of trafficking or is open to other at-risk groups which sometimes include survivors of trafficking<br>• Number of staff on site and gender<br>• If staff and volunteers are offered training to understand and support the specific needs and vulnerabilities of trafficking survivors<br>• Accessibility criteria *(for example, whether it's open to everyone; whether using the service relies on immigration status; whether it's only accessible to people who have officially been recognised as survivors of trafficking or to people who have come into contact with the authorities, whether provision of support is conditional and what the conditions are)*<br>• If specific support is available for survivors with high levels of need, for example those with drug and alcohol addictions<br>• If there is any time or other limit on support<br>• If the service provides interpreters for foreign survivors *(in person or telephone translation)*<br>• If the service is free of charge or if there is a fee<br>• If there is a complaint mechanism and how it works |

[11] This a non-exhaustive list and some areas will be more or less relevant depending on the context and the aim of the mapping

# Tool 2.2

| Mapping template[12] | | | | | | | |
|---|---|---|---|---|---|---|---|
| WHO | | | WHAT | WHERE | WHEN | TO WHOM | OTHER |
| | Name and type of organisation | Contact details (including contact focal point) | Services offered and conditions of support | Location (if safe to disclose) | Opening times, out-of-hours procedures, time-limited service or not | Who is it for? | Safe to refer to?<br>Any other relevant details |
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |

[12] Please note that the template is intended to assist National Societies in mapping relevant stakeholders, however it could be adapted to each context.

# 3 Tools for establishing referral pathways

## Tool 3.1

| Evaluation checklist |
|---|
| ***Guiding question:***<br><br>Could the organisation increase the risks that the trafficked person faces, either by act or by omission? |
| ***Things to evaluate:***<br><br>✓ Does the organisation follow a person-centred approach?<br>• Are the person's needs recognised?<br>• Are their wishes and dignity respected?<br>• Is the person's consent always sought and respected?<br>• Is the approach tailored to the needs of each individual person, rather than having a 'one size fits all' approach?<br>• Does the organisation create expectations that are not followed up? For example, assessment of needs without follow-up support or signposting<br>• Is confidentiality ensured?<br><br>✓ Is support conditional?<br>• What are the conditions and could these cause harm?<br>• Is there mandatory reporting to authorities?<br><br>✓ Does the organisation have a code of conduct and clear policies in place? Check if there is a:<br>• Code of conduct<br>• Child protection policy<br>• Confidentiality policy<br>• Protection against sexual exploitation and abuse (PSEA) policy<br>• Data protection policy.<br><br>✓ Are policies adhered to and understood by all staff?<br>• Is there a clear structure to make complaints?<br>• Are complaints followed up?<br>• Is there an opportunity for the person who made the complaint to be involved in the resolution process?<br><br>✓ Are the services supplied by trained and qualified staff?<br>• Are they trained to interact with survivors of trafficking and support their needs?<br>• Are cultural, religious and spiritual needs acknowledged and respected?<br>• Do staff receive ongoing support and supervision?<br><br>✓ Does the organisation have partnerships with or refer to other organisations?<br>• Who are these organisations?<br>• Do they cooperate with authorities and in what way?<br>• Could the partnership with these organisations cause harm to the trafficked person?<br><br>✓ Is the organisation respected and trusted in the sector?<br>• How do they collaborate with other organisations? |

# 4 Tools for developing standard operating procedures (SOPs)

## Tool 4.1

### Things to consider when developing standard operating procedures

#### *General considerations*

- ✓ Good understanding of the situation of your National Society and country, including current legislation, policies and procedures on trafficking in persons. For example:
  - Are there any established formal identification and referral procedures for survivors of trafficking?
  - Is there a designated body to formally identify survivors of trafficking?
- ✓ Clear understanding of roles and responsibilities within a National Society: who is responsible for what?
- ✓ Consider whether there needs to be a different procedure for office hours and out of office hours.
- ✓ Ensure that language and interpretation needs are built into the standard operating procedures. What are the procedures to contact a telephone/face-to-face interpreter?
- ✓ Is there a data protection policy in place that needs to be included in the standard operating procedures?

#### *Recognising potential cases*

- ✓ Are separate standard operating procedures required for adults and children who are recognised as potential survivors of trafficking?
- ✓ Are there internal policies or procedures to protect adults and children at risk that need to be followed and included in the standard operating procedures?
- ✓ Is there a focal point that needs to be notified as soon as a potential case of trafficking is recognised?
- ✓ If the person is in imminent danger, who needs to be contacted (for example the police, emergency services, organisations providing protection services etc.)? Would contacting the police/authorities require specific considerations?
- ✓ Who is responsible for assessing immediate needs within the National Society?
- ✓ Are there services within the National Society that can respond to immediate needs?
- ✓ How will the National Society explain to the person their rights, entitlements and potential services they could be referred to?

**Making referrals**

- ✓ Is there a specialised service within the National Society that can meet the needs of survivors or is an onward referral needed?
- ✓ Mapping and stakeholder analysis need to have been carried out to understand:
  - which organisations can address immediate and long-term needs
  - if there is an organisation that provides specialist support to trafficked people in your context
  - which services within the National Society can address immediate and long-term needs
- ✓ Has consent been obtained from the person?[13]
- ✓ Is psychosocial support available for staff and volunteers who deal with a concern/disclosure of trafficking?

## Tool 4.2

### Standard operating procedure template[14]

**YOU HAVE A CONCERN/RECEIVE A DISCLOSURE**

You have a concern that someone was, is or might be at risk of being in a trafficking situation or a person makes a trafficking disclosure to you. They may or may not say explicitly that they have been trafficked/are in a situation of trafficking. Make sure you only collect relevant information for the purpose of making a referral and do not investigate the trafficking experience further.

↓

**SAFETY AND SECURITY RISK ASSESSMENT**

Assess whether the person or others are in immediate danger. Always involve the person in their own risk assessment and seek their explicit consent before notifying relevant authorities.
If you have to override the person's consent or break confidentiality to keep them safe, make sure that you explain to them the reason for your actions.

If there is no imminent risk of harm but the person wants to pursue legal action or report the traffickers to the police, you should support them to make a referral to the relevant authority. Refer to legal services if possible.

↓

**IMMEDIATE RESPONSE**

Provide a safe and caring environment and respect the confidentiality and wishes of the person. Assess their immediate needs and give honest and clear information about services available. Consider both internal and external services and make referrals if the person gives informed consent. Support the person to access services if they need and request this.

[13] Please refer to chapter four, paragraph 2.2.4 - Ask for informed consent
[14] Template adapted from IASC (2005), Gender-Based Violence Resource Tools

**FOLLOW UP**

Follow up with the person and the receiving agency to ensure the referral was successful and exchange information if the person has agreed to this.

**RECORD**

Record only relevant information and actions taken. Store the information securely.

# 5 Tools for an initial response

## Tool 5.1

**Personal information intake form template**[15]

The purpose of this form is to collect personal information during or after a conversation with a survivor or someone who might be a potential trafficked person. Because of the sensitivity of the data, this form should be kept separate from the intake form below, which only displays the case ID number.

CASE ID:

| **Client information** | | | |
|---|---|---|---|
| Name: | | | |
| Date of birth (approximate if necessary): | Gender:<br>☐ Feminine<br>☐ Masculine<br>☐ Non Binary<br>Other (specify) ___________ | | |
| Address: | | | |
| Telephone number: | Email: | | |
| Country of origin: | | | |
| Nationality (if different from country of origin): | Ethnicity (if applicable): | | |
| Main language: | Preferred language (if different from main language): | | |
| Is an interpreter needed? ☐ Yes ☐ No<br>Which language/dialect? | | | |
| Religion: | | | |
| Current civil/marital status:<br>☐ Single | ☐ Married/cohabitating | ☐ Divorced/separated | ☐ Widowed |
| Number and age of children and other dependants: | | | |

[15] This template should be adapted if needed

| |
|---|
| Occupation: |
| Status at time of disclosure:<br>☐ Resident ☐ Internally displaced person ☐ Refugee ☐ Stateless person<br>☐ Migrant ☐ Returnee ☐ Asylum seeker ☐ N/A |
| Does the person have disabilities? (please tick all that apply)<br>☐ No ☐ Cognitive disability ☐ Physical disability<br>☐ Sensory disability ☐ Intelectual disability ☐ Motor disability<br>☐ Mixed disability ☐ Other: ___________________ |
| Is the person an unaccompanied minor, separated child, or other child at risk?<br>☐ No ☐ Unaccompanied minor ☐ Separated child<br>☐ Other child at risk (specify): __________ |
| **Sub-section for children (less than 18 years old)** |
| If this form relates to a child, do they live alone? ☐ Yes ☐ No (if "No", answer the next three questions) |
| If the child lives with someone, what is the relationship between them?<br>☐ Parent/guardian ☐ Relative ☐ Spouse/cohabiting ☐ Other ___________ |
| What is the current marital status of the person who lives with them?<br>☐ Single ☐ Married/cohabiting ☐ Divorced/separated ☐ Widowed<br>☐ Unknown/not applicable |
| What is the primary occupation of the person who lives with them? |
| Relevant details of the person who lives with them (name, date of birth, telephone number, email): |

# Tool 5.2

## Intake form template[16]

The purpose of this form is to collect information during or after a conversation with a survivor or someone who might be a potential trafficked person. If the National Society does NOT offer case-management, ONLY information required to complete an inter-agency referral form should be asked. However, if the person discloses further information, it should be recorded on this form.

Informed consent has been explained ☐ Yes ☐ No
Consent has been given for a referral ☐ Yes ☐ No

| 1. Administrative information |
|---|
| **Case ID:** |
| **Date:** |
| ☐ Trafficking concern<br>☐ Trafficking disclosure made by the survivor<br>☐ Disclosure made by someone other than the survivor and survivor is present at reporting<br>☐ Disclosure made by someone other than the survivor and survivor is not present at reporting |
| Was the information collected through an interpreter? ☐ Yes ☐ No<br>If yes, which language?<br>Was an official interpreter used? ☐ Yes ☐ No |

[16] This template should be adapted if needed

## 2. Risk Assessment

**Have any immediate risks been identified? If so, what actions have been taken?**
(Do not use personal names or other identifiable information here)

## 3. Details of concerns/disclosure of trafficking

**Please summarise your conversation with the (potential) survivor and detail indicators of trafficking, if any:**

**Has exploitation been disclosed or are there concerns about exploitation?**

Select all that apply

☐ Forced labour/labour exploitation
☐ Sexual exploitation
☐ Domestic servitude
☐ Forced marriage
☐ Other (specify)____________________________

☐ Removal of organs
☐ Illegal adoption
☐ Criminal activities
☐ Exploitation of begging

| 4. Needs | |
|---|---|
| **Have needs been identified?**<br>Select <u>all</u> that apply<br>☐ No<br>☐ Health/medical needs<br>☐ Housing needs<br>☐ Mental Health needs<br>☐ Legal needs<br>☐ Financial needs<br>☐ Education needs<br>☐Other (specify) | |
| **Are there any immediate needs?**<br>**Please specify below:** | ☐ Yes ☐ No |

| 5. Referrals |
|---|
| **Have referrals been made? If so, include receiving agency/service and name of main contact:** |

## Tool 5.3

| Consent form template[17] |
|---|
| This form should be read to the person or their responsible adult in their first language. Use an interpreter if needed. It should be clearly explained that they can choose any or none of the options listed.<br><br>I (*insert name of the person/responsible adult*) give my permission for (*insert name of the National Society*) to share information about what I have reported to them as explained below:<br><br>I understand that in giving my authorisation below, I am giving (*insert name of the National Society*) permission to share information and details of my case with the service provider(s) I have indicated, so that I can receive support with safety, health, psychosocial, socio-economic and/or legal needs.<br><br>I understand that shared information will be treated with confidentiality and respect, and shared only as needed to provide the assistance I request. |

[17] This template should be adapted if needed

I understand that releasing this information means that a person from the agency or service ticked below may contact me. At any point, I have the right to change my mind about sharing information with the designated agency/focal point listed below.

I would like information released to the following:
(Tick all that apply, and specify name and agency/organisation as applicable)

| YES | NO | |
|---|---|---|
| ☐ | ☐ | Case-management (specify) |
| ☐ | ☐ | Psychosocial services (specify) |
| ☐ | ☐ | Health/medical services (specify) |
| ☐ | ☐ | Safe house/shelter (specify) |
| ☐ | ☐ | Legal assistance services (specify) |
| ☐ | ☐ | Livelihood services (specify) |
| ☐ | ☐ | Water, sanitation and hygiene (WASH) services (specify) |
| ☐ | ☐ | Other (specify type of service, name and agency) |

Authorization to be marked by the person/responsible adult: ☐ Yes ☐ No

**Signature:** ______________________________________

**In the event that the person/responsible adult does not provide authorisation, was consent overridden? Please explain why and who else was involved in the decision:**

## Tool 5.4

### Inter-agency referral form template[18]

The purpose of this document is to make a referral to a receiving agency, based on the person's most immediate needs. The referral takes place after informed consent has been given by the person/ responsible adult.

Case ID:

| 1. Referring agency | |
|---|---|
| National Society name/Operation name: | Contact person: |
| Phone: | Email: |
| Location: | |

[18] This template has been adapted from Tool 3.2.3 of the IFRC PGI Toolkit. National Societies should adapt it to their own context if needed. If the receiving agency uses its own referral form, this should be completed instead.

| 2. Receiving agency | |
|---|---|
| Organisation/service: | Contact person: |
| Phone: | Email: |
| Location: | |

| 3. Client information | |
|---|---|
| Informed consent given for referral? ☐ Yes ☐ No | Area of abode: |
| Sexo: | Age: |
| Nationality: | Language: |
| Interpreter needed? ☐ Yes ☐ No | Phone number: |
| Does the person have disabilities? (please tick all that apply)<br>☐ No ☐ Cognitive disability ☐ Physical disability | |
| **Sub-section for children (less than 18 years old)** | |
| If the referred person is a child, tick what applies to their situation:<br>☐ They have parents/a guardian ☐ They have a responsible adult that care for them<br>☐ They are separated ☐ They are unaccompanied | |
| Has consent been given by the responsible adult?<br>☐ Yes ☐ No ☐ Not sought due to safety risks<br>If no, please explain why: | |
| Name and contact information for the responsible adult: | |

| 4. Reason for referral |
|---|
| Please list the person's needs and services required: |
| Have other services been offered? |

| 5. Details of referral | |
|---|---|
| Any concerns: | |
| Referral delivered via: | |
| Follow-up expected via: | |
| Information agencies agree to exchange in follow up: | |
| Name and signature of recipient: | |
| Date received: | |

# THE FUNDAMENTAL PRINCIPLES OF THE INTERNATIONAL RED CROSS AND RED CRESCENT MOVEMENT

### Humanity

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

### Impartiality

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

### Neutrality

In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

### Independence

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

### Voluntary service

It is a voluntary relief movement not prompted in any manner by desire for gain.

### Unity

There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

### Universality

The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

IFRC

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