

FOREWORD	8
ACKNOWLEDGEMENTS	9
ABOUT PAYOKE	10
Who we are	11
How we evolved	12
Inside this manual	14
1 OPENING A SHELTER FOR VICTIMS OF HUMAN TRAFFICKING	17
1.1 WHAT YOU SHOULD KNOW	20
1.1.1 The difference between human trafficking and smuggling of human beings	21
1.1.2 The people who fall victim to trafficking	22
1.1.3 Victims' feelings towards being rescued	22
1.1.4 The level of intelligence of victims	23
1.1.5 The link between victims and poverty	23
1.1.6 The extent of human trafficking	23
1.1.7 The people who commit the crime of trafficking	23
1.1.8 Victims and their wages	24
1.1.9 The means by which victims enter destination countries	24
1.1.10 The desire of victims to return home	24
1.2. WHAT YOU WILL DO	25
1.2.1 Assistance provider	25
1.2.2 Confidant	25
1.2.3 Advocate	26
1.2.4 Educator	26
1.2.5 Networker and partnership-builder	26
1.3. WHAT YOU SHOULD FOCUS ON	28
1.3.1 Information	28
1.3.2 Medical assistance	28
1.3.3 Structure	29
1.3.4 Feeling of trust	29
1.3.5 Safety	29
1.3.6 Peace and quiet	30
1.3.7 Respect	30
1.3.8 A future perspective	30

2 WORKING WITH TRAFFICKED PERSONS	31
2.1 UNDERSTANDING YOUR CLIENTS	34
2.1.1 Knowing the crime your clients have been the victims of	34
2.1.2 The type of work and environments where your clients have been exploited	35
2.1.2.1 Sexual exploitation	36
2.1.2.2 Economic exploitation	36
2.1.2.3 Criminal exploitation	36
2.1.2.4 Organ trafficking	36
2.1.2.5 Child trafficking	37
2.1.3 How your clients reached your shelter	37
2.1.3.1 Pre-Departure and Recruitment	38
2.1.3.2 Transit	39
2.1.3.3 Destination - Exploitation	39
2.1.3.4 Detection and Identification	39
2.1.3.5 Detention/ Return/ Prosecution	39
2.1.3.6 Integration/Re-Integration	39
2.1.4 Factors that might have put your clients at risk of trafficking	40
2.1.5 The people who commit the crime of trafficking	42
2.1.6 Understanding the key concerns of your clients	42
2.2 WHAT YOU MAY SEE	45
2.2.1 Physical signs	45
2.2.2 Emotional indications	46
2.2.3 Behavioural cues	46
2.3 WHAT YOU MAY LEARN	47
2.3.1 Issues relating to documents and identity	47
2.3.2 Living conditions	47
2.3.3 Work conditions	48
2.3.4 Work contract	48
2.3.5 Payment and debts	48
2.3.6 Transport/Arrival	49
2.3.7 Recruitment	49
2.3.8 Control	49
2.4 DIFFICULT ASPECTS OF THE ASSISTANCE PROVIDER'S JOB	50
2.4.1 Lies	51
2.4.2 Inability to share stories	51
2.4.3 Inability to see selves as victims	51
2.4.4 Cross-cultural communication	52
2.4.5 Clients with specific needs	52
2.4.6 Getting victims to trust you	53
2.4.7 Establishing boundaries	53
2.5 SOME FINAL WORDS ON WAYS TO THINK	55
2.5.1 Think of the individual	55
2.5.2 Think of your work in contractual terms	56
2.5.3 Develop a problem-solving mentality	56
2.5.4 Think prevention	57
2.5.5 Think realistically	57

3 PLANNING FOR YOUR SHELTER	59
3.1 SETTING THE FOUNDATION	62
3.1.1 Do your research	63
3.1.2 Make sure your shelter fills a need	64
3.1.3 Determine the type of shelter you will provide	64
3.1.4 Identify the services you will provide	65
3.1.4.1 Safe accommodation	65
3.1.4.2 Food, clothing and personal items	65
3.1.4.3 Medical care	65
3.1.4.4 Social rehabilitation through structure	66
3.1.4.5 Psycho-social assistance	67
3.1.4.6 Legal assistance	68
3.1.4.7 Administrative support	69
3.1.4.8 Ambulant care	70
3.1.4.9 Assistance with voluntary returns	70
3.1.5 Create a vision for your shelter	71
3.1.6 Define your shelter's mission	72
3.1.7 Set the goals of your shelter	73
3.1.8 Establish a name for your shelter	74
3.2 FACTORS DETERMINING THE PHYSICAL STRUCTURE OF THE SHELTER	75
3.2.1 Legal considerations	75
3.2.2 Location	75
3.2.3 Type of building	76
3.2.4 Size	76
3.2.5 Lay Out	76
3.2.6 Cost	77
3.2.7 Purchase versus Rental	79
3.2.8 Security and Safety	79
3.2.9 Proximity of shelter to organisational services	81
3.3 CREATING YOUR NETWORK OF PARTNERS	84
3.3.1 Major components of effective partnerships	84
3.3.2 Identifying your key partners	85
3.3.3 Establishing your referral network	86
3.3.4 Building trust	86



4 IDENTIFYING VICTIMS OF TRAFFICKING – INTERVIEWS AND INTAKE

89

4.1 VICTIM IDENTIFICATION

91

4.1.1 Difficulties you may encounter	91
4.1.1.1 Lack of legal framework defining the crime of trafficking	92
4.1.1.2 The nature of the crime	92
4.1.1.3 Inability to recognise victims	92
4.1.1.4 The absence of a coordinated response to identification	92
4.1.1.5 The views victims have of their experiences	93
4.1.2 Ways you can improve upon the identification process	93
4.1.2.1 Know the legal framework for protection of victims	93
4.1.2.2 Have your network in place	94
4.1.2.3 Understand your victim	94
4.1.2.4 Remember your roles	94

4.2 THE INTAKE PROCESS

95

4.2.1 First contact	96
4.2.1.1 Referrals by the police	96
4.2.1.2 Referrals by other channels	96
4.2.2 The initial interview or conversation	97
4.2.3 The provision of referrals	99
4.2.4 Counselling agreement	99
4.2.5 Contact with police	103
4.2.6 Continued assistance from the shelter and beyond	103

4.3 OUR PROCESS FOR CONDUCTING THE INITIAL INTERVIEW

105

4.3.1 Factors to consider prior to and throughout the interview	105
4.3.1.1 Always assess the risk	105
4.3.1.2 Ensure privacy and confidentiality	106
4.3.1.3 Speak in the language preferred by the presumed victim	106
4.3.1.4 Create a non-threatening environment	106
4.3.1.5 Adopt a flexible approach	107
4.3.2 Plan for the interview	107
4.3.2.1 Create the right environment	107
4.3.2.2 Determine who will conduct the interview	107
4.3.2.3 Ensure an interpreter is present if needed	107
4.3.2.4 Establish a safety plan	107
4.3.3 Introduce interview participants	108
4.3.3.1 Introduce yourself	108
4.3.3.2 Introduce your organization	108
4.3.3.3 Introduce the interpreter (if present)	108
4.3.4 Describe the interview purpose and process	108
4.3.4.1 Describe what you will ask them	108
4.3.4.2 Explain their rights – the four ‘Cs’	108
4.3.5 Assess safety	109
4.3.6 Conduct interview	109
4.3.6.1 Ask them to provide their full names and identifying information	109
4.3.6.2 Ask them to tell what happened to them	110
4.3.6.3 Try to reconstruct what happened to them chronologically	110
4.3.6.4 Listen carefully	110
4.3.6.5 Never judge	111
4.3.6.6 Pay attention to body language	112

4.3.6.7 Recognize cultural differences	114
4.3.6.8 Build trust	115
4.3.6.9 Close the interview on a positive note	117
5 OPERATING YOUR SHELTER	119
5.1 CREATING A SECURE AND SAFE ENVIRONMENT	122
5.1.1 Establishing shelter rules	122
5.1.2 What do good rules do?	123
5.1.3 What do bad rules do?	123
5.1.4 How might your clients react to the rules?	123
5.1.5 What to remember when establishing your rules	124
5.1.6 What to include in your rules	124
5.2 CREATING A STRUCTURE THAT EMPHASIZES SKILL BUILDING/ SELF-SUFFICIENCY	127
5.2.1 Rationale for in-house activities	127
5.2.2 What types of activities we do	127
5.2.3 Planning for your activities	129
5.3 CREATING AN ENVIRONMENT THAT ENSURES PEACE, QUIET AND MUTUAL RESPECT	131
5.3.1 Preparing for group living	131
5.3.2 Difficulties your clients face in group living	131
5.3.3 Making the most of group living	132
5.3.3.1 Recognise the importance of the group for learning	132
5.3.3.2 Work toward finding ways to increase communication	132
5.3.3.3 Respect different cultures	132
5.3.3.4 Be aware that groups do not form immediately or automatically	132
5.3.3.5 Use your house meetings as a way to create a sense of safety	133
5.3.3.6 Have faith in your clients	133
5.3.3.7 Recognise your clients' need for privacy	133
5.3.3.8 Find effective ways to deal with conflict	133
5.4 ESTABLISHING YOUR OWN STRUCTURE FOR MEETING NEEDS	134
5.4.1 Hiring the right staff	134
5.4.1.1 Identifying key qualifications	134
5.4.1.2 Finding the right 'fit'	135
5.4.1.3 Describing the job	136
5.4.1.4 Finding trustworthy interpreters	136
5.4.1.5 Finding good volunteers and interns	137
5.4.2 Staying motivated	138
5.4.3 Keeping yourself on-task	138
6 TRAINING COURSE FOR MEDICAL SERVICE PROVIDERS	141
FINAL THOUGHTS	144
REFERENCES	145