

Guidelines for Assisting Victims of Human Trafficking in the East Africa Region



International Organization for Migration (IOM)



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Guidelines for Assisting Victims of Human Trafficking in the East Africa Region

by

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International Organization for Migration (IOM)

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This guideline is a culmination of a lengthy drafting process that took place during the course of project implementation. Task Force Members were drawn from Kenya, Uganda, Tanzania and Rwanda and were selected by their respective institutions (government and civil society) to participate in this consultative process. IOM wishes to recognize the Task Force Members' efforts, consistency and focus despite the long working hours during the task force meetings held in Nairobi, Kigali and Dar-es-Salaam in 2011 and acknowledges the contributions made by ;

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DECLARATION

We the members of the Regional Counter Trafficking Task Force (2011), hereby append our signature to this document as a reflection of our participation in the development of the Guidelines for Assisting Victims of Human Trafficking in the East Africa Region.

These guidelines provide a framework for providing direct assistance to identified persons who are in need of protection as a result of their trafficking experiences.

While we acknowledge the challenges that exist in our respective countries, we believe these guidelines are a step in the right direction towards the provision of standardized regional procedures for assisting victims of human trafficking, as stipulated in our respective national counter trafficking legislation.

We hope that both government and civil society partners will find these guidelines helpful in their daily work as they come across victims of trafficking.

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PREFACE

Various studies¹ have assessed the extent of trafficking in persons in East Africa and have confirmed that human trafficking is not only prevalent but also rampant in the East African Region, which is a source, point of transit and destination for trafficked men, women, and children from Uganda, the United Republic of Tanzania, Kenya and Rwanda.²

Victims of trafficking (VoT) from East Africa are normally subjected to various forms of exploitation both within the East African Region and in other regions, including the Middle East and European countries. Such exploitation includes:

- forced prostitution;
- sexual exploitation;
- forced or child marriages;
- engagement of children in armed conflicts/militia groups;
- begging;
- labour on farms, mines, construction sites;
- domestic work;
- organ harvesting and sale of body parts;
- ritual killings or child sacrifice.

The governments of the East African Region have enacted national legislation criminalizing human trafficking whilst creating a framework for direct assistance to victims. However, despite the existence of such legislation, there are noteworthy gaps in assisting VoT in the region which include: lack of standard procedures in dealing with victims

¹ Adepoju, A. (2005) *Review of Research and Data on Human Trafficking in Sub-Sahara Africa*; African Network for the Prevention and Protection against Child Abuse (ANPPCAN) (2006) *Report of the Conference on Child Trafficking*; UNICEF (2003 & 2005) *Trafficking in Human Beings, especially Women and Children, in Africa*; The CRADLE – The Children Foundation (2006) *Grand Illusions, Shattered Dreams: Report on Human Trafficking in Kenya*.

² For example: UNODC, *A Global Report on Trafficking in Persons*, 2009; also: US Dept of State, *Trafficking in Persons Report (TIP)* 2011; IOM *Report on Human Trafficking in Eastern Africa*, 2008; KARDS *Report on Human Trafficking and Commercial Sexual Exploitation of Women and Children in East Africa*, 2009; Uganda Youth Development Link, *Annual Report*, 2010; Advocates Sans Frontiers, *Baseline Survey Report: Child Trafficking in Soroti, Katakwi and Kampala Districts, Uganda*, 2010.

of trafficking (VoT), low level of awareness about VoT, and poor coordination between countries in the region.³

The aim of developing these guidelines is to provide stakeholders and partners in the East African region engaged in victim assistance with a standardized approach that will ensure assistance to victims according to international standards, taking into consideration their basic human rights. The guidelines provide the minimum standard to which stakeholders ought to adhere whilst assisting victims of human trafficking on a case-by-case basis and in accordance with each country's legislation on countering human trafficking. The development and proper implementation of these guidelines should, in fact, facilitate full implementation of the already enacted laws.

These guidelines are supplementary to the *IOM Handbook on Direct Assistance for Victims of Trafficking*. They are intended to be easy to follow, and describe systematically the roles of different stakeholders and service providers assisting both internal and cross-border victims of human trafficking through the various stages briefly described below:

1. **Identification:** The process of screening and verification to determine whether the individual/group is a victim of human trafficking or not (see chapter 1).
2. **Direct assistance:** Once the status is determined through screening, the victim is referred for appropriate assistance. Whereas there are provisions within the different legislative and policy frameworks for assistance through government structures, they are yet to be implemented. It is considered best practice for civil society organizations to take on the role of providing direct assistance as victims are more likely to confide in non-state actors in order to facilitate rehabilitation efforts. However, in East Africa, provision of direct assistance, as stipulated in various legislation, is primarily the responsibility of the state, which would then contract civil society to provide the required assistance. In other instances,

³ All the countries in the region have ratified the Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children. In addition, Kenya, Uganda and the United Republic of Tanzania have enacted comprehensive anti-trafficking legislation.

civil society organizations receive direct funding from external donors, but this is more often the exception than the norm. As best practice, both state and non-state actors should complement each other's role (see chapter 2).

3. **Reintegration:** The process of facilitating the VoT's safe, dignified and sustainable return back to his/her family, community, or country of origin, and to live a normal life thereafter. It also includes the process of facilitating the VoT's stay in the host country or an alternative country when return is not possible (see chapter 3).

Monitoring the implementation of these guidelines will be done by existing internal mechanisms in each country through the offices charged, via statutes, with the responsibility of overseeing all initiatives to curb human trafficking.

GLOSSARY

For the purposes of these guidelines, the following words shall have the meaning hereto assigned to them.

- **Asylum-seekers:** Persons seeking to be admitted into a country as refugees and awaiting decision on their application for refugee status under relevant international and national instruments. In case of a negative decision, they must leave the country and may be expelled, as may any alien in an irregular situation, unless permission to stay is provided on humanitarian or other related grounds (*IOM Glossary on Migration*, IOM, 2004).
- **Begging:** The act of asking for something (usually food, money, clothes or other items) earnestly or humbly (*Oxford Concise Dictionary*, 2004). This activity often takes place in the street.
- **Child:** Any person below the age of 18 years as defined in the United Nations Convention on the Rights of the Child (UNCRC) and the African Charter on the Rights and Welfare of the Child (ACRWC).
- **Child sacrifice:** Rituals that involve the killing of a child for supernatural purposes such as pleasing the idols (gods), gaining favours and preventing threats.
- **Child victim of human trafficking:** A person under the age of 18 who qualifies as a victim of trafficking in accordance with article 3 of the Palermo Protocol and according to relevant national legislation.
- **Country of origin:** The country from which the victim was recruited.
- **CSOs (civil society organizations):** Institutions and social organizations which protect and take action on behalf of or in the interest of society, as provided by national law.
- **Exploitation:** The act of taking advantage of something or someone, in particular the act of taking unjust advantage of another for one's own benefit (e.g. sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs) (*IOM Glossary on Migration*, 2004).
- **Debt bondage:** The status and/or condition arising from a pledge by a debtor of his personal services or those of a person under his control, as security for a debt.

- **Department of Public Prosecutions:** The government agency responsible for conducting all criminal prosecutions before the court.
- **Destination:** The place/country to which the victim is taken for exploitation.
- **Forced labour:** All work or service which a person does/provides without their free will.
- **HIV/AIDS:** Human immunodeficiency virus/acquired immunodeficiency syndrome.
- **Human trafficking:** The term shall have the same meaning as provided in the Palermo Protocol, that is: “The recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of servitude or the removal of organs”.
- **Institutions and practices similar to slavery:** See in particular article 1(c) of the Supplementary Convention on the Abolition of Slavery, the Slave Trade, and Institutions and Practices Similar to Slavery (1956).
- **IOM:** International Organization for Migration.
- **Irregular migration:** Movement that takes place outside the regulatory norms of the sending, transit and receiving countries. IOM and the United Nations replaced the term “illegal migration” with “irregular migration” (*IOM Glossary on Migration*, IOM, 2004).
- **Law enforcement agency:** A term commonly used to describe institutions and agencies responsible for ensuring the public abides by the law. In East Africa, these institutions include various arms of the police force, immigration and labour inspection units.
- **Prosecution services:** These refer to services offered by the Department of Public Prosecutions and include the role of prosecuting criminal cases for the attorney general. In some countries, the role of criminal prosecution in the lower courts is delegated to the police.

- **Middle East countries:** Refers to countries in the Middle East, that is, Bahrain, Iraq, Islamic Republic of Iran, Israel, Saudi Arabia, Syrian Arab Republic and the United Arab Emirates (UAE).
- **Organ harvesting:** The illegal removal of certain body organs (kidneys, skin, tongue, eyes, private parts) of persons.
- **Palermo Protocol:** Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children, Supplementing the United Nations Convention against Transnational Organized Crime.
- **Psychosocial support** – The process of meeting a victim’s emotional, social, mental and spiritual needs that supports recovery from the traumatic experience of human trafficking.
- **Reintegration:** Re-inclusion or re-incorporation of a person into a group or a process, for example, a migrant into the society of his country of origin (*IOM Glossary on Migration*, 2004).
- **Refugee:** A person who, owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of, the protection of that country (United Nations Convention Relating to the Status of Refugees, 1951).
- **Rights-based approach:** An approach to principles, standards, policies and goals where human rights determine the relationship between individuals and groups with valid claims (rights-holders) and state and non-state actors with correlative obligations (duty-bearers) (based on *Strengthening of the United Nations: An agenda for further change*, United Nations, 2002).
- **Risk assessment:** The act of identifying possible threats, calculating how likely they are to happen and estimating what effects they might have (*Oxford Dictionary*, 2010).
- **Ritual killing:** Taking away a person’s life as a sacrifice to a god for superstitious purposes such as pleasing the idols (gods), gaining favours, preventing threats, binding individuals together, or allaying anxiety.
- **Service providers:** Employees of governmental institutions such as social workers, or medical care staff; staff of international organizations; or staff of non-governmental organizations that offer services and assistance to VoT.

- **Shelter:** The premises that provides temporary and/or safe accommodation for VoT.
- **Slavery:** The status or condition of a person over whom any or all of the powers attach to the right of ownership.
- **UNODC:** United Nations Office on Drugs and Crime.
- **VoT:** Victim/s of trafficking.

CHAPTER 1: IDENTIFICATION

1.1 Overview

Identification is defined as the process of verifying, ascertaining and/or proving that a person is a victim of human trafficking. It is a process that can be undertaken by any stakeholder with information, knowledge and understanding of human trafficking. The identification process is important in that it enables one to distinguish VoT from other victims and/or perpetrators of crime.

Frequently, suspected and potential victims are not aware of the fact that they have been trafficked or are in the process of being trafficked. Sometimes, due to the secrecy and manipulative conduct of traffickers, many victims may not realize that they are indeed victims of a crime. For example, children forced by their relatives to work as household help for more affluent relatives, minors obliged to work as guides for blind beggars, or young women/underage girls forced into early/arranged marriages often find themselves in situations where they are exploited for their services on a daily basis for many hours, but are unaware that this is illegal. This lack of understanding (understandably so) prevents them from initiating contact and cooperating with law enforcement agencies such as the police or other service providers who could be of help to them.

1.2 Who is a victim of human trafficking?

In most cases, a VoT is any person who has moved from his/her family, community or country to another location at the instance/influence or with the assistance of another person and is subsequently exploited.

To qualify as a VoT, an adult person must have gone through at least ONE element from each of the three categories in Table 1, that is, there must be at least one action within the category “activity”, one action in the category “means,” and one action in the “purpose” category.

Table 1: Elements necessary for identifying an adult victim of human trafficking

ACTIVITY		MEANS		PURPOSE		
Recruitment		Threat or use of force		Exploitation including:		
Transport		Coercion		Prostitution of others		
Transfer		Abduction	+	Sexual exploitation	=	ADULT HUMAN TRAFFICKING
Harbouring or Receipt of persons		Fraud		Forced labour		
		Deception		Slavery or similar practices		
		Abuse of power or vulnerability		Removal of organs		
		Giving payments or benefits		Other types of exploitation		

A child is a VoT when any one element from each of the “activity” and “purpose” categories is present (see Table 2). It is important to note that the means – that is, how the process is carried out – is not relevant in child trafficking. In practice, many victims are moved because the disorientation they experience makes them more vulnerable to the demands of the trafficker, suggesting a power imbalance between the victim and the trafficker.

Table 2: Elements necessary for identifying child victims of human trafficking

ACTIVITY		PURPOSE		
Recruitment		Exploitation, including:		
Transport		Prostitution of others		
Transfer		Sexual exploitation	=	CHILD TRAFFICKING
Harbouring		Forced labour		
Receipt of persons	+	Slavery or similar practices		
		Removal of organs		
		Other types of exploitation		

Some of the questions the service provider can ask to ascertain a suspected/potential case of trafficking include:

- a. Was the person abducted and forcibly transported to another location in his/her country?
- b. What was the person promised at the point of origin, and how does this compare to what he/she received at the point of destination?
- c. What kind of work did the person believe he/she was going to engage in following arrival at the final destination?
- d. Was there movement/transportation from the place of residence/home to a different location?
- e. Does the person/child have freedom to leave?

1.3 Indicators of suspected/potential victims of human trafficking

The following are some indicators that should raise the suspicions of social workers or law enforcement officers with regard to a suspected/potential case of human trafficking. It is relevant to note, though, that suspicion alone is not conclusive and a thorough interview must be carried out with the potential/suspected victim to confirm status.

A person may experience abuse/exploitation signifying the possibility of a trafficking experience when the following indicators⁴ are present, that is, when a person:

- is made to work against his/her will;
- is unable to freely leave his/her work environment;
- is unfamiliar with the local language/culture where he/she is working;
- does not know his/her home or work address;
- is forced to work under inhumane conditions (often exploitative); has no or only partial access to his/her earnings;
- works excessively long hours over long periods without

⁴ The list of indicators is not exhaustive.

- compensation; does not have any days off;
- is forced to live in crowded or substandard accommodations to accomplish tasks for the employer;
 - has tried to escape from a situation of work or family and is returned back;
 - has accepted or is about to accept an unclear job advertisement/ offer away from home;
 - has had the costs for transport to the destination paid for by facilitators, whom he/she must pay back by working or providing services in that place;
 - shows signs that his/her movements are being controlled;
 - is distrustful of the authorities or is threatened with being handed over to the authorities;
 - is afraid of revealing his/her immigration status;
 - is not in possession of his/her passport or other travel or identity documents, as those documents are being held by someone else;
 - is found in or connected to a type of location likely to be used for exploiting people;
 - has limited or no social interaction because he/she is restricted by someone else;
 - has limited or no contact with family or with people outside of his/her immediate environment;
 - shows signs of injuries that appear to be the result of assault or sexual abuse and it is revealed that such injuries are inflicted frequently;
 - suffers injuries that appear to be the result of the application of control measures;
 - is sick and has had no access to medical attention for a prolonged time;
 - seems fearful, not confident, and prefers others to speak on his/her behalf when addressed directly;
 - acts as if he/she was instructed by someone else;
 - shows fear or anxiety because of someone controlling him/her or forcing him/her to do something unwanted;
 - is subjected to violence or threats of violence against family members or loved ones, if he/she wants to leave a working situation;
 - is under the perception that he/she is bonded by debt or cultural bondage (e.g. witchcraft bond).

In the case of children, possible indicators that should raise suspicion of child trafficking include when a child:

- has no or limited access to his/her parents or guardians;
- travels unaccompanied, depending on age;⁵
- travels in groups with persons who are not relatives;
- travels accompanied by suspicious individuals;
- is unable to speak fluently in the local language;
- has no friends of his/her own age elsewhere, except in his/her area of work;
- is engaged in work that is not suitable for children;
- performs works of a certain nature (e.g. begging on the streets);
- has no access to education;
- has no time for play;
- lives apart from other children in an unhealthy environment, with substandard accommodation;
- looks intimidated and behaves in a way that does not correspond with behaviour typical of children his/her age;
- eats apart from other members of the “family”;
- is given only leftovers to eat;
- has scars or injuries on his/her body suggestive of abuse.

1.4 Who can identify a victim of trafficking?

Identification of VoT can be initiated by anyone with information or knowledge on the circumstances above, including members of the public such as families, friends, and neighbours. People with information on trafficked persons should report their suspicions to any governmental or non-governmental agencies, such as the police, chiefs, local councils, immigration officers, social welfare officers, and CSOs, or to any person/organization that could provide the necessary assistance.

Key stakeholders in the identification of victims of trafficking

Generally, all persons and institutions run the chance of coming into contact with victims of human trafficking. Therefore, anybody can

⁵ Depending on the rules governing the travel of unaccompanied minors (UAMs).

play a role in victim identification. In particular, because of their social position, the following stakeholders have a privileged role in identifying VoT:

- law enforcement agencies (police, prosecution, immigration, children officers);
- judicial officers;
- social workers;
- local administration/leaders such as chiefs;
- labour inspectors/labour officers;
- recruitment firms/agencies;
- workers' unions;
- medical staff;
- embassy and consulate workers;
- civil society organizations;
- church/religious leaders;
- international CSOs;
- community members such as siblings, friends/peers, and relatives.

1.5 Interviews with suspected/potential victims of trafficking

When a person is suspected of being a victim of human trafficking, it is important to carry out an interview to ascertain whether or not the person is indeed a victim and thus requires direct assistance. The person's emergency needs should be identified and addressed before an interview can be arranged and conducted. If, after the interview, the person is not identified to be a VoT, then that person should be referred to other service providers for appropriate assistance.

Pre-interview phase

The following tasks should be undertaken when preparing to interview a suspected VoT:⁶

- Consult and obtain the victim's informed consent.
- Consult with the VoT on the convenient date and time of interview

⁶ WHO Ethical and Safety Recommendations for Interviewing Trafficked Women, WHO, 2003.

before the interview is scheduled, and build rapport.

- Ensure the safety of both the interviewer and VoT.
- Explain to the VoT his/her rights and obligations, especially the right to confidentiality and the right not to answer any question should he/she feel uncomfortable.
- Interviews should be in a language easily understood by the VoT. Ensure that an interpreter is present, including for those who need sign language.
- Ensure that interviews are conducted privately and in a victim-friendly environment, with no interruptions from mobile phones, pictures/filming, or third parties.
- Ensure that the interviewee understands the purpose of the exercise.
- Explain to the VoT that he/she can ask questions.
- Ensure that the cultural/religious values of the VoT are not infringed upon by the interviewer.
- Provide basic necessities like food, water, clothing, medicine, and shelter as may be required.
- Without making false promises, as best practice the service provider should explain possible options available to the individual.

Introduction phase

This is the first step and involves explaining to a potential VoT the purpose and structure of the interview and his/her rights and obligations, as well as ensuring that the VoT is comfortable and that there are no obstacles to the interview.

Interview phase

This is the point where the interviewer takes a full account of occurrence from the potential victim (i.e. allows the person to tell his or her story). The interviewer may use an interview form (see annex I) to document the information provided. It is important at this stage to mention to the potential VoT the likelihood of involving law enforcement and the risks associated with reporting the crime, including possible threats from the trafficker. The potential VoT should be given an opportunity to make an informed decision once all the risks have been assessed.

Post-interview phase

This is crucial for the future of the VoT. The interviewer must ensure that there is a clear basis for making decisions about future procedures (recommendations) with the VoT's consent. The information collected during the interview should be documented and a case file opened. Nevertheless, it is recommended that the interviewer endeavour to corroborate the victim's story as this information could be helpful during investigations at a later stage.

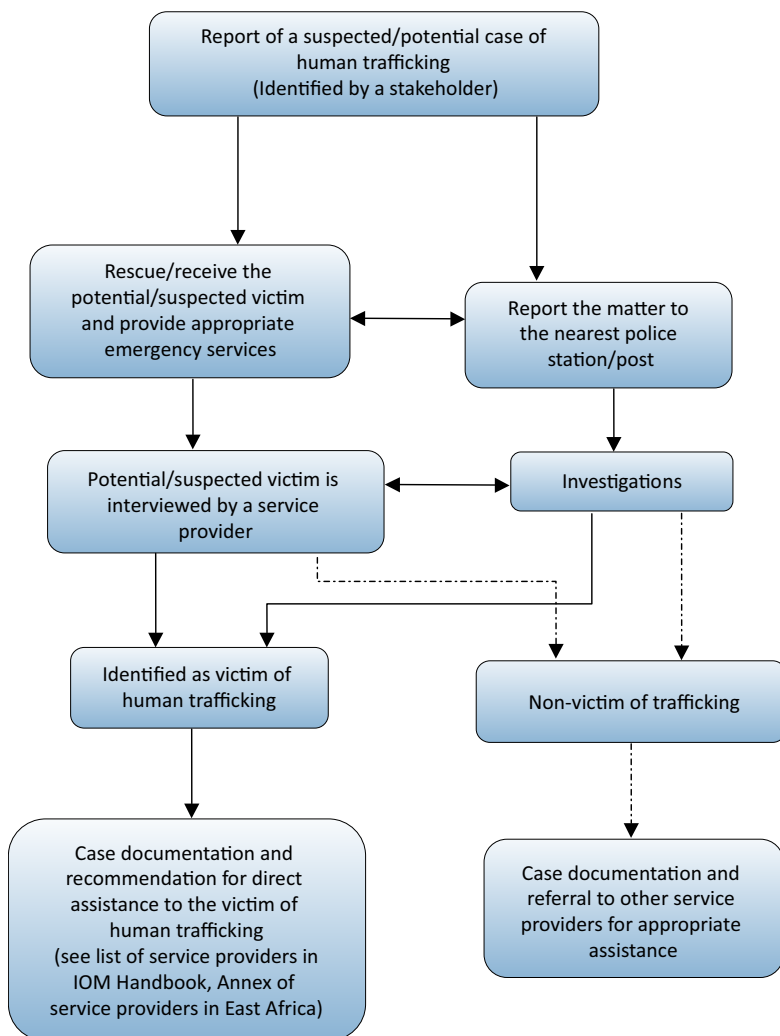
NOTE:

Confidentiality must be maintained at all times.⁷ Disclosure of information about victims of human trafficking must be based on a need-to-know basis only and guided by the principle of the best interest of the victim. Service providers must always endeavour not to do more harm.

In case of emergency, a person should receive appropriate assistance, regardless of whether or not his/her status has been ascertained. The interview should be conducted after emergency assistance is provided and only when circumstances allow.

⁷ For further information on the issue of confidentiality, please refer to IOM Data Protection Principles and Guidelines, IOM, 2010.

1.6 Flow chart on identification of victims



Key:

↓ A victim of trafficking

⋮ Illustrates a non-victim of trafficking

CHAPTER 2: DIRECT ASSISTANCE

2.1 Overview

The objective of direct assistance to victims of human trafficking is to facilitate their recovery and empowerment.

This chapter identifies the various forms of assistance that should be provided to VoT as a right provided by the government and other stakeholders. This assistance should be provided to all victims of human trafficking without discrimination.

Direct assistance to victims is important because of the following consequences suffered by victims during trafficking:

- bodily harm such as bruises and broken limbs;
- infectious diseases, including sexually transmitted diseases and HIV/AIDS;
- low self-esteem;
- depression;
- trauma;
- malnutrition;
- lack of adequate clothing;
- fear, insecurity and anxiety;
- mistrust of self and others;
- shame;
- lack of shelter or appropriate accommodation;
- alcohol, drugs and substance abuse.

2.2 Principles of direct assistance to victims of trafficking

- **Respect for and protection of human rights:** As trafficking itself constitutes a serious human rights violation and often leads to further violations of the rights of the victims, all assistance and protection efforts should seek to restore the victim's rights and prevent further violations without discrimination.
- **Informed consent:** All assistance to VoT should proceed on the basis of the victim's full and informed consent from the time the service provider comes into contact with the victim up to the time

that the victim is fully reintegrated. The service provider should explain relevant actions, policies, and procedures to the victim in a way that he/she understands before seeking consent to any action or proposal.

- **Non-discrimination:** All service providers should provide the best suitable assistance to the VoT without discrimination on the basis of sex, sexual orientation, age, disability, colour, social class, race, religion, language, political beliefs or any other status.
- **Confidentiality and right to privacy:** All information and communication regarding the victim must be treated with due regard for the victim's right to confidentiality and privacy. From the first meeting with the victim up to the completion of the assistance process, the service providers should ensure that all personal information regarding the victim and the particular case are confidentially kept. Confidential information includes, but is not limited to, information provided by the victim, and information regarding the victim's legal and health status. Sharing of information should only be on a "need-to-know" basis, with the victim's informed consent.
- **Self-determination and participation:** In recognition of the right and need of VoT to make their own informed choices and decisions, service providers should encourage them to participate as much as possible in the decision-making process.
- **Individualized treatment and care:** While recognizing that VoT share common experiences and circumstances, service providers should acknowledge the individuality of the victims, including their culture, sex, age, and experiences, and, to the extent possible, provide personalized care and assistance.
- **Comprehensive approach to direct assistance:** The service providers should be part of a holistic approach to assisting victims by cooperating with others and offering assistance that ensures many of the victim's needs are met.
- **Best interest of the victim:** All assistance and protection provided to VoT should be based on the principle that the best interest of the victim will always be paramount. This means that action should only be taken when it is beneficial to the victims and is safe and legal to so act.

2.3 Assistance provided to victims of trafficking

Trafficking has a severe effect on the life and welfare of the victim. The assistance required depends upon each individual, but will typically include:

Shelter

- It should be a standard practice among service providers to provide temporary shelter/safe accommodation to VoT who cannot or do not wish to immediately return to their families, are unable to support themselves, and/or have no place of residence.
- The government's social welfare department, in collaboration with CSOs, should identify and designate shelters or halfway houses to temporarily accommodate VoT pending reintegration.
- At the shelter, VoT should be provided with basic needs such as food, water, clothing, toiletries, sanitary pads, and ongoing medical care for those under medication.

Medical/health care

- Most VoT may be experiencing particular health problems due to the ill treatment and exploitation they experienced during the trafficking period.
- Some of these health problems include HIV/AIDS, sexually transmitted diseases, bodily injuries, trauma, stress, and fear; thus, the victim's physical and mental well-being should be considered a priority. An initial medical check-up must be conducted even if the victim seems to be in a state of perfect health.
- However, before conducting any tests or administering any treatment, service providers must always obtain the victim's informed and voluntary written consent, unless it is an emergency life-saving measure and the victim is unable to provide consent.
- An initial medical check-up is thus essential at the beginning of direct assistance to determine the medical history of the victim, as well as to establish his/her general well-being while noting signs of any violence/injuries suffered.
- Initial check-up helps determine the need and length of preventive, curative, rehabilitative, and therapeutic treatment.

Psychosocial support

- It is important to take into account that many VoT may have experienced traumatic or abusive experiences even prior to being trafficked. Pre-trafficking events, together with the trafficking experience, generally have an effect on the victim's mental well-being.
- Intervention strategies and assistance programmes for VoT must be based upon an understanding of the psychologically painful experience of the victims and must focus on assisting them to recover fully while re-establishing a normal life.
- Psychosocial support may include general counselling and trauma therapy. Counselling should only be provided by appropriately trained (professional) personnel. Counsellors and psychologists specifically trained to work with children and persons with disabilities should be engaged to attend to children and disabled victims of human trafficking, respectively.
- For most victims, the counselling sessions focus on problem-solving strategies as well as coping mechanisms in relation to the following issues that victims may be concerned about:⁸
 - o restoration of emotional and physical stability and well-being;
 - o personal safety and safety of family members from traffickers;
 - o avoiding criminal penalties and sanctions;
 - o cooperation with law enforcement agencies in legal proceedings against traffickers;
 - o whether and how to contact family members and return to the family or community should they choose to return;
 - o likely reaction of the family and the community regarding the absence and possible return of the VoT;
 - o necessary time frame to finalize any paperwork, processing of documents and relevant legal proceedings;
 - o where and with whom to live;
 - o other forms of assistance required.

Education and vocational training

- Sometimes, VoT may have dropped out of school or training, which further reduces their chances of finding suitable work in the future. Assisting VoT in completing their interrupted education/training should be considered a priority whenever possible.

⁸ Adopted from IOM Handbook on Direct Assistance for Victims of Trafficking.

- In cooperation with national authorities, the receiving service provider can facilitate the re-enrolment of the VoT into the education system, including adult literacy classes, and can link the victim up with several initiatives such as free primary/secondary education enrolment, bursary schemes, and educational grants to provide financial support for the victim's education.
- Where education is a favourable option, the victim should be enrolled in educational facilities located in the vicinity of the victim's place of residence as part of his/her reintegration plan. If suitable education facilities cannot be found in the area, then temporary relocation with regular follow-up should be considered.
- Vocational training is an important element to include in a reintegration plan since it helps to ensure the sustainability of reintegration by increasing the victim's chances of gainful employment, as well as increasing his/her confidence and general life skills.
- Service providers should assist victims, depending on their age, to set up realistic employment goals corresponding to their abilities, skills, educational level, and the available employment opportunities in the location. Efforts should then be made to provide the vocational training necessary to realize such goals.
- Vocational training should aim at imparting the necessary skills to find employment and should be offered on a case-by-case basis, taking into account the victim's age and in accordance with a comprehensive reintegration assessment.
- Vocational training is often offered by, or in cooperation with, CSOs, educational institutions, religious groups, charitable organizations or government partners.

Legal assistance

- Victims of trafficking need justice and advocacy to make sure that their rights are upheld. Most VoT are poor and with little knowledge or understanding of the law and are unaware of how to seek justice. As such, they often require legal assistance.
- Since human trafficking is a crime against the state and also a violation of the individual victim's human rights, legal assistance is necessary in both criminal and civil proceedings.
- The victims should be informed of the legal process as soon as possible, including civil and criminal proceedings. Victims of trafficking should be informed of the importance of cooperating

with law enforcement agencies, the possible risks as a result, their role as witnesses, and the possibility of protection during investigation and trial. However, cooperation with law enforcement should not be pegged on assistance and vice versa.

- Victims are often not aware of their rights and obligations and it is important to inform them of the possibility of filing civil suits against the traffickers for return of their belongings and compensation for harm, injury and damages suffered during trafficking.
- Victims testifying against traffickers might require additional counselling and support prior to, during, and after their testimony. Service providers should arrange for special counselling sessions to address these issues.
- Care should also be taken to ensure that victim-friendly services are available to the victims throughout the legal process to avoid secondary trauma and to ensure effective cooperation and participation of the victim throughout the process.
- The safety of the victims and their families is of paramount consideration at all times and the direct responsibility of law enforcement agencies. The investigator, in collaboration with other stakeholders, especially those from social welfare and provincial administration/local authorities, should continuously conduct risk management to ensure the safety of the victims or their families throughout the legal process.
- Service providers involved in assisting victims during the legal process are encouraged to cooperate with law enforcement agencies and share any information in relation to the case and possible threats to the VoT. However, information should only be shared on a need-to-know basis and service providers should never feel obliged to reveal any information to law enforcement as a result of coercion or other unethical methods.

Reintegration

- The aim of reintegration is to provide for a VoT safe, dignified, and sustainable return back to the family, community and country of origin and to live a normal life.
- Return of the victims back to their home, community or country is always the most preferred option. Where this is not possible for various reasons, then other long-term possibilities to facilitate reintegration should be explored.
- The process of reintegration is discussed in detail in chapter 3.

Key stakeholders and their roles in direct assistance

As good practice, VoT should be assisted by the service provider that identifies the victim. However, there are instances when the organization that identifies the victim may be unable to provide all the required services to the victim for a number of reasons, including financial ability to extend long-term assistance. In such a situation, every effort should be made to identify and refer the VoT to appropriate agencies for the requisite service as shown below:

Law enforcement agencies (police, labour inspectors)

- o Conduct criminal investigation.
- o Provide witness/victim protection.
- o Assist victims throughout the legal process.
- o Provide victims with information about their case.
- o Contact counterpart law enforcement agencies in other countries for mutual assistance.
- o Refer the victims to other service providers for appropriate assistance such as shelter, medical, and psychosocial support.
- o Rescue both victims and potential VoT.
- o Check the validity of work permits.
- o Inspect places of employment, particularly in cases of suspected forced labour, or other types of human trafficking.
- o Interview union members or non-unionized workers on possible occurrences of human trafficking in their work environment.

Social welfare services department

- o Recommend possible financing of civil society actors that provide direct assistance through their respective ministries.
- o Provide temporary shelter/safe accommodation facilities for VoT.
- o Provide and monitor psychosocial support and medical assistance provided to VoT.
- o Conduct family tracing and home visits on behalf of victims.
- o Assist cross-border VoT to acquire necessary documentation to regularize their stay or facilitate their return.
- o Make recommendations and participate in the reintegration of VoT.
- o Identify VoT with special needs and collaborate with other stakeholders to provide appropriate services.

- o Accompany child VoT to access appropriate services.
- o Follow up on reintegrated victims.

Immigration services⁹

- o Formalize VoT status in the host country in line with each country's national counter-trafficking legislation.
- o Provide appropriate legal resident documents for cross-border VoT in the host country.
- o In the event that return is identified as the most preferred option, communicate with relevant immigration authorities in the victim's country of origin to facilitate the return process.
- o Update the watch list (database) of suspected and known human traffickers.
- o Refer VoT to appropriate agencies for assistance at port of entry/exit.

Department of Public Prosecutions

- o Prosecute perpetrators of human trafficking.
- o Ensure protection for victims throughout the legal process.
- o Liaise with service providers on matters of security and well-being of the victim during the legal process.
- o Prepare the VoT and witnesses for trial.
- o Provide information on the proceedings at every stage of the case to the VoT.
- o Refer the victims to other service providers for appropriate assistance.
- o Facilitate and ensure victim-friendly services during the legal process.

Ministries responsible for combating human trafficking

- o Monitor and supervise direct assistance provided to VoT by various service providers.
- o Support CSOs in the provision of direct assistance to VoT through reintegration.
- o Refer the victims to other service providers for appropriate assistance.

⁹ Immigration services are part of law enforcement but have been separated for purposes of demonstrating their specific role in this process, especially in relation to cross-border/international victims of human trafficking.

- o Prepare and present reports to the court on behalf of the child VoT for the court to make appropriate orders.
- o Follow up on reintegrated victims.
- o Contact relevant authorities/CSOs in the country of origin.
- o Establish shelters for victims of human trafficking.
- o Formulate policies and plans of action to curb human trafficking.
- o Mobilize resources for implementing counter-human trafficking programmes.
- o Carry out capacity-building training for service providers.
- o Conduct research and training on human trafficking.

Civil society organizations

CSOs play a supplementary role and assist governments in the provision of the following services to VoT:

- o psychosocial and medical support services to VoT;
- o life skills training to VoT;
- o legal assistance to VoT;
- o rescue and other emergency assistance;
- o status reports on the VoT to appropriate authorities;
- o family tracing and home visits;
- o shelter and basic needs for victims;
- o advocacy and awareness-raising on human trafficking;
- o facilitating reunification and reintegration of victims;
- o follow-up of reintegrated victims.

Regional bodies

- o Harmonize policies and legislation on human trafficking.
- o Promote cooperation and mutual legal assistance.

International organizations

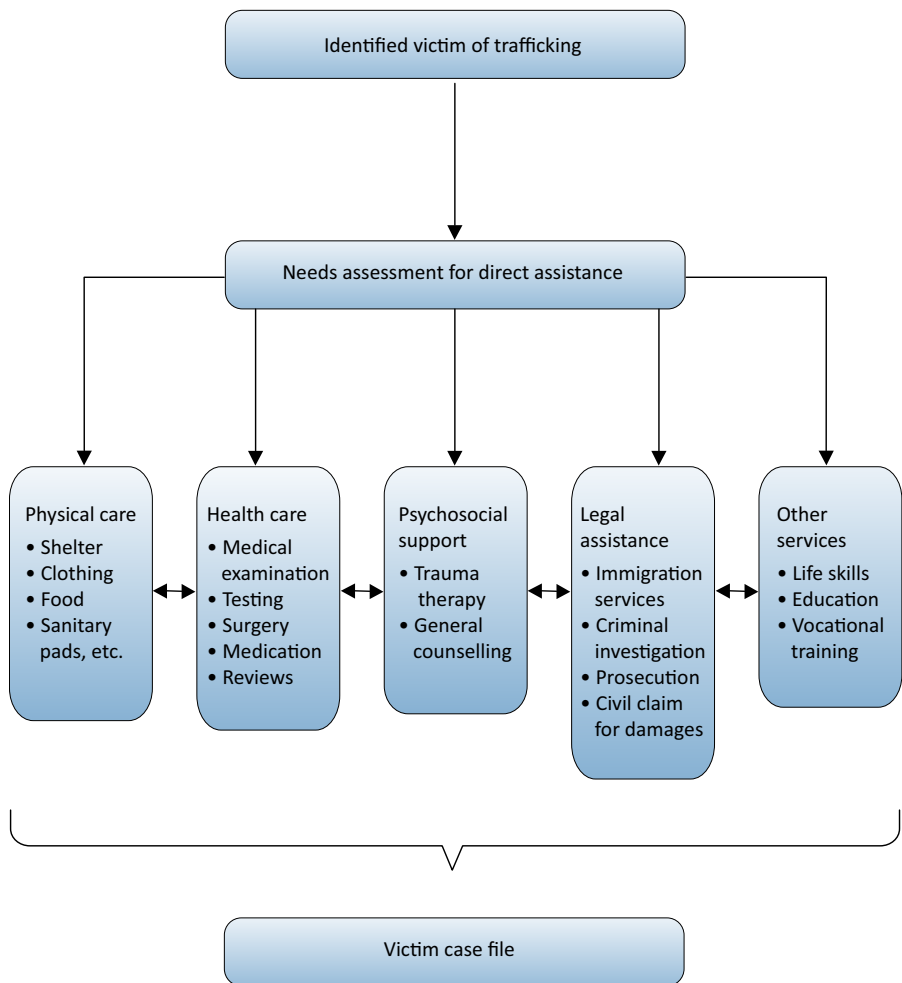
- o Facilitate cooperation between government agencies and CSOs in handling cases of human trafficking.
- o Assist in obtaining legal documents and tracing the identity of victims of cross-border human trafficking.
- o Support and provide resources to stakeholders engaged in assisting VoT and ensure standards are in line with international recommendations.
- o Raise awareness of human trafficking.

- o Facilitate research in collaboration with other stakeholders in order to further understand the phenomenon in the region.
- o Build the capacity of service providers and law enforcement agencies.

Judiciary

- o Use victim-friendly procedures during court proceedings.
- o Accord victims protection from hostile cross-examination.
- o Committal/placement of victims in places of safety.
- o Refer the victims to other service providers for appropriate assistance.

2.4 Flow chart on direct assistance to victims of trafficking



CHAPTER 3: REINTEGRATION PROCESS

3.1 Overview

Reintegration is not a single event but a process involving various steps. It is advisable to start the reintegration process as early as possible, preferably as soon as a VoT is identified. The actual return of the victim to his/her community should, however, only take place after the victim has undergone a reflection period.

The purpose of this chapter is to guide service providers in assisting a VoT's transition from the shelter back to his/her own family or community, or integrating the VoT into the host community. It should be borne in mind that reintegration services for VoT vary from country to country and are often linked to effective programmes and funding possibilities.

The aim of reintegration is to foster, nurture and strengthen the rehabilitation process of the victim into his/her community or host community to live a normal life. Accordingly, reintegration assistance may include a full range of services, from temporary shelter in a halfway house or other safe accommodation, to medical care, psychosocial support, and education and eventual return to the country/community of origin.

The different types of assistance at this level could be provided by the receiving agency, the service provider facilitating the reintegration, other CSOs, or government agencies at the victim's place of residence.

Risk assessment

Providing assistance to trafficked persons is a risky business and no security system, no matter how sophisticated and well-equipped, can completely eliminate the element of risk. Some of the documented risks include retaliation by the trafficker against victims who have managed to escape and/or have testified against them.

Risk assessment involves three stages: i) a generic risk assessment conducted in the country; ii) continuous review of the risk assessment;

and iii) specific assessment of risk in response to specific events. It is important to note that risk assessment should be considered on a case-by-case basis.

Some of the generic risk assessment indicators include assessing the extent and impact of trafficking in the country, the involvement of organized criminal groups, the capacity of law enforcement agencies, and the level of governmental commitment and support to combat trafficking in persons. Continuous risk assessments and having in place a risk management plan is the responsibility of every service delivery organization and this should be reviewed continuously, if possible on a monthly basis. Specific risk assessment includes assessing the possibility of potential reprisals by traffickers, movements to attend clinics, hospitals or other social assistance appointments, attendance at court buildings especially in relation to providing testimony at the trial of traffickers, transfer of victim to another country to testify, and attempted intimidation of a victim or member of staff. More information on risk assessment can be found in the *IOM Handbook on Direct Assistance for Victims of Trafficking* (2007).

Factors to consider before reintegration is undertaken include:

- the best interest of the victim, taking into account his/her age, sex, security and disability;
- respect for the victim's human rights and dignity throughout the process;
- obtaining the victim's informed consent before reintegration;
- maintaining confidentiality at all times and disclosing information only on a need-to-know basis;
- the cultural/religious values of the victim;
- developing an individual reintegration plan for each victim;
- the medical condition of the victim;
- family tracing;
- family and community preparedness to receive the victim;
- availability of other service providers in the area that can assist the returned victim.

3.2 Phases of the reintegration process

Service providers should ensure that informed consent on return and reintegration is obtained from the victim or his/her legal guardian.

The service provider should also ensure the victim's participation throughout the various phases of the reintegration process. The service provider should explain relevant actions, policies, and procedures to the victim in a way that he/she understands before seeking consent to any action or proposal.

Preparatory phase

The preparatory processes for reintegration should be commenced soon after a VoT is identified. During the preparatory phase, service providers should carry out individual and situational reintegration assessments for each and every victim, then develop a reintegration plan for each victim accordingly.

- **Individual reintegration assessment:** This assessment should be conducted with the informed consent and participation of the victim or his/her guardian, and by persons most familiar with the victim's case. It involves establishing the needs and concerns of the victim, his/her wants and desires for particular reintegration options, and the support services and opportunities available that may affect reintegration.
- **Situational reintegration assessment:** This assessment should be conducted with the informed consent and participation of the victim or his/her guardian, and by persons most familiar with both the victim's case and the victim's home region. It includes family tracing and home visits, all done with the aim of assessing the suitability of reintegration and/or finding other possible options for the victims.

Return phase

This is an important phase in the reintegration process. After the assessments have been conducted and it is established that the victim can return to his/her community or country, service providers will then share this information with the VoT and commence the logistical arrangements for the victim to travel safely back to his/her community.

Service providers should make adequate preparations for the return of the victim by ensuring that the informed consent of the victim/guardian is obtained:

- Obtain the necessary travel documents from appropriate agencies.
- Obtain travel authorization and clearance as is necessary and required.
- Inform law enforcement agencies of any safety and security concerns.
- Inform the receiving agency/community in advance; where transit assistance is required, information should also be provided prior to the victim's movement.

Upon arriving at the destination, the agency/CSO reintegrating the victim should do its best to have the following conditions in place:

- a family/community that accepts the victim;
- where possible, written consent and acknowledgement of receipt of the victim by the family/relatives/guardian;
- an environment conducive to fostering the victim's recovery;
- no situation that could lead to secondary victimization;
- no imminent threats to the victim;
- the possibility of accessing appropriate services such as counselling, medical care, vocational training, and education in the area;
- the possibility of support and further assistance from local organizations.

Post-return phase

The final phase of the reintegration process is as vital and important as the previous ones. It is difficult to specify the exact time and intensity of monitoring, but it is recommended that periodic monitoring of the victim's well-being after reintegration be done through service providers on the ground before closing the case.

3.3 Stakeholders in the reintegration process

Social welfare services department

The social welfare services department is the main service provider and plays a critical role in the whole process of victim assistance. The social services department is the key government agency in reintegration and monitoring/follow-up on the well-being of reintegrated victims.

Civil society organizations

CSOs also play a major supporting role to the government in direct assistance and reintegration of victims. CSOs require strong support

from health officers, social workers, community development officers, and local authorities to effectively reintegrate VoT.

Local authorities

Local authorities are always available at the community level and provide various services that VoT can benefit from, such as family tracing and assessing the family situation, identifying the specific needs of the victim's family, linking VoT to existing government programmes, collaborating with law enforcement to ensure the safety of the victim, and the provision of necessary documentation and monitoring for reintegrated victims. Local authorities include chiefs and their assistants, local councils (such as those found in Uganda), Serikali za Mitaa (the United Republic of Tanzania), and Omudugudu (Rwanda).

Immigration services

Immigration services have a key role to play in the reintegration of cross-border VoT. Immigration should also assist those who cannot return to their country of origin by providing these people with the appropriate documents to regularize their stay in the host country. This may include issuing residency certificates and permits and eventually conferring citizenship, as is provided for in the relevant legislation. If victims can return to their own country, then the immigration services in both host and receiving countries should work together to facilitate the return of victims.

Police services

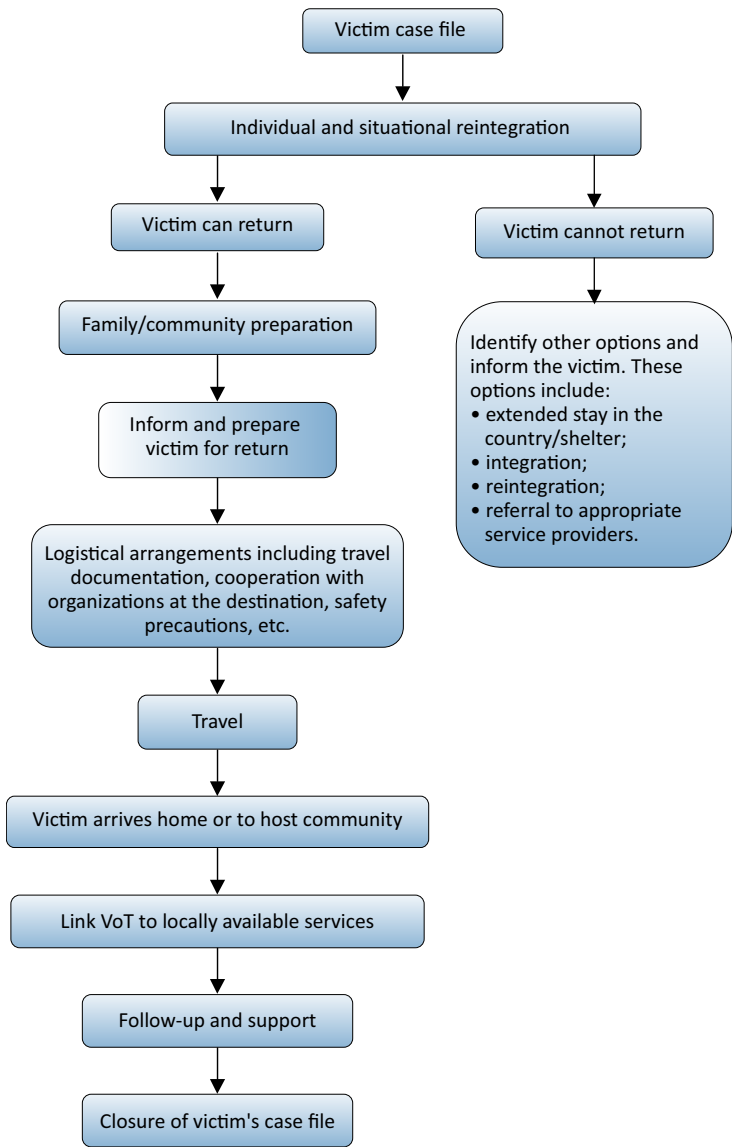
The role of the police and other law enforcement agencies is not only to conduct investigations but also to ensure the safety of the victim and assist in tracing the family of the VoT. Police officers are best at minimizing risk to the VoT and ensuring his/her safety back home or in the host community. The police should therefore be involved in reintegration, even when there seems to be no threats to the safety of the VoT.

International organizations

In some places, international organizations play a vital role in the reintegration of victims. They can provide a platform for cooperation between different agencies and CSOs. International organizations (e.g. IOM) can also be involved directly in returning a VoT to his/her home country or community, or in integrating a VoT to a third country in

cases where he/she has been recognized as a refugee. This, however, should not replace the primary responsibility that governments have in assisting VoT.

3.4 Flow chart on voluntary return and reintegration



ANNEX I: HUMAN TRAFFICKING DEFINED

The Palermo Protocol¹⁰ prohibits trafficking in persons, including children, in all its various forms and defines trafficking in persons as shown below.

Text box 1: Definition of human trafficking according to the Palermo Protocol

- a) Trafficking in persons shall mean the recruitment, transportation, transfer, harbouring or receipt of persons, by means of threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of servitude or the removal of organs.
- b) The consent of a victim of trafficking in persons to the intended exploitation set forth in paragraph (a) of this article shall be irrelevant where any of the means set forth in subparagraph (a) have been used.
- c) The recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation shall be considered “trafficking in persons” even if this does not involve any of the means set forth in the subparagraph (a) of this article.

The above definition consists of three major elements which are interdependent and must be cumulatively present to constitute a trafficking offence:

¹⁰ Optional Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children, Supplementing the United Nations Convention against Transnational Organized Crime.

1. The activity

The recruitment, transportation, transfer, harbouring or receiving of persons, followed by;

2. The means

This refers to how the activity is performed, i.e. through threat or use of force, or other forms of coercion, abduction, fraud, deception, abuse of power or vulnerability or giving of payments or benefits to a person in control of the victim; and

3. The purpose

This refers to the various forms of exploitation the victim may face as listed in the Protocol and provided in each country's legislation on anti-trafficking (see text box definition).¹¹

It is important to note that the Protocol only offers a description of exploitation rather than a definition which gives states leverage to include other forms of exploitation not mentioned in article 3(c).

¹¹ Refer to Table 1: Elements necessary for identifying an adult victim of human trafficking.

ANNEX II: DIFFERENTIATING HUMAN TRAFFICKING FROM HUMAN SMUGGLING

Though human trafficking shares some common characteristics with a number of phenomena, it is human smuggling that is commonly confused with human trafficking.

The United Nations Protocol against the Smuggling of Migrants by Land, Sea and Air states that:¹²

- a) Smuggling of migrants shall mean the procurement, in order to obtain, directly or indirectly, a financial or other material benefit, of the illegal entry of a person into a State Party of which the person is not a national or a permanent resident.
- b) Illegal entry shall mean crossing borders without complying with the necessary requirements for legal entry into the receiving state.

Table 3: Difference between human trafficking and human smuggling

	Human trafficking	Human smuggling
Activity	Trafficker's transport and transfer people from one place to another, internally or across borders.	Smugglers facilitate the transportation, attempted transportation or irregular crossing of a person(s) across an international border.
Means	Traffickers use the means listed in article 3, i.e. deception, force, fraud, abuse of power or coercion in the execution of one or more activities.	There is no element of distortion of the free will of the person through force, deception, coercion or other means.

¹² Article 3 of the United Nations Optional Protocol on Smuggling of Migrants by Land, Sea and Air (Smuggling Protocol).

Purpose	Always for the purpose of exploiting the victim in the manner set out in article 3, i.e. prostitution of others, forced labour, domestic servitude, and organ removal, among other forms of exploitation. The relationship between the trafficker and victim is continuous for the purpose of exploitation. Trafficking victims are not free to end the relationship with the trafficker without risking serious consequences.	Smugglers often do not transport migrants with the intention of exploiting them, and even though they sometimes abuse the position of vulnerability of the persons in their charge, they do not do so for the purpose set out in article 3. The relationship between the two stops at the point at which illegal entry is achieved. The smuggler's relationship with the smuggled migrant normally ends once the fee is paid and the illegal entry has been achieved.
Transnationality	Human trafficking can either be internal/domestic, i.e. within a country's border, or transnational (across international borders). It may also involve illegal or legal entry into a country.	Smuggling is always transnational in nature, i.e. an international border must be crossed for smuggling to occur. Smuggling always involves the illegal crossing of an international border.

Table 3 illustrates the major differences between the two phenomena. In real life, the distinction between smuggling and trafficking can be tricky and complex. In many situations, small details determine whether a person has been smuggled or trafficked. Furthermore, there are also situations where a smuggled person ends up a victim of human trafficking.

ANNEX III: VICTIM INTERVIEW FORM

Basic screening questions to identify if the person is a victim of trafficking:

- 1) Did the person move out of his/her community because he/she was offered an opportunity to improve his/her family's conditions of life YES / NO or because he/she was forced to leave his/her community against her will or because he/she was told lies about the place or nature of work he/she was going to do **YES / NO**
- 2) Was the person exploited and not able to leave the situation of exploitation, i.e. was freedom of movement denied upon arrival at the destination or did not know his/her whereabouts or how to get back to his/her home? **YES / NO**

If both answers are **YES**, please inform the person that what happened to him/her is called trafficking in persons and that you would like to interview him/her to understand the situation better in order to help him/her. If both answers are **NO**, refer the client for appropriate assistance accordingly.

Important: Please ask his/her consent to be interviewed before proceeding with the following questions.

VICTIM'S INFORMATION

CASE REF NO _____

Victim: Firstname _____ **Surname:** _____

Date of birth (if known): _____ Age: _____

Country of birth: _____ Nationality: _____

Sex: Male ____ / Female ____ Education Level: _____

Home address (if known): _____

Physical residence/village: _____

For adults:

Marital status (Single/Married/Divorced/Widowed/Other, please specify): _____

Do you have children? **Yes /No** How many? _____

What are their ages? _____

Last job before being trafficked: _____

Last average monthly income: _____ Equivalent to USD: _____

Other source of income: **Yes/ No** _____

Type of income-generating activity: _____ Average income: _____

For children:

Is the child victim living with his/her biological parents? **Yes / No**

Is the child victim an orphan? **Yes / No** Relationship with guardian: _____

Names of the parents/guardian at home: _____

Where are the parents/guardian? _____

What is their occupation/means of livelihood?

Mother _____ Father _____ Guardian _____

DESCRIPTION OF THE TRAFFICKING PROCESS

Recruitment/Movement

Section I: Recruitment

- Did you come by yourself from your home? Yes / No
If yes:
- Did anyone organize your trip from home? Yes / No
If yes: who? _____
- Was it a man or a woman? Man / Woman
If no:
- Who brought you here from home? _____
- Was it a man or a woman? Man / Woman
- Is your family related to the person who brought you here? Yes / No
- If family is related, what is the relationship?
(Sister, brother, uncle, aunt, cousin, grandmother, other, please specify) _____
- If not family-related, what is the relationship between you and that person? _____

Section II: Reasons for leaving

- What were you promised when you were brought here?
(circle the appropriate answer)
 - o Work (type of work: domestic work, gardening, selling, begging, specify if other) _____
 - o Study (vocational training, basic education) _____
 - o Other (specify) _____

- Were you promised to be paid for that job? Yes / No
- If yes, how much? _____
- Was your family informed about your trip? Yes / No
- If yes, who was informed? _____
- If no, why? _____
- If yes, do you know if any money/other item(s) was given to your family in advance? Yes / No
- If yes, how much/what item(s)? _____
- Were you forced to leave by your family? Yes / No
- Did anyone take you away from your family by force? Yes / No

Section III: Travel

- When did you arrive here? _____
- How long ago did you leave home? Please give the year, month and date _____
- How did you travel here?
Bus__ Train__ Truck__ Foot__ Other (specify) _____
- Did you travel alone? Yes / No
- Did you travel with other people? Yes / No
- Who? (mark all applicable answers with an X)
Recruiter__ Exploiter__ Other people going to do the same job__ Other (specify) _____
- If you travelled with other people to for the same purpose, how many were they? _____
- Did you cross any international border? Yes / No
- If yes, did you use your own passport? Yes / No
- If you did not, how did you cross the border?
Crossed with no papers__ With fake papers__
Recruiter paid someone__ Hid myself__
Other (specify) _____
- Did you receive any pocket money? Yes / No
- If yes, from whom? _____ How much was it? _____

Exploitation

Section I: Activities

- What activities did you engage in when you arrived at your destination?
Begging___ Domestic work___ Labour in the farms___
Fishing___ Sexual exploitation___ Forced marriage___
Prostitution___ Other (specify) _____
- Were you forced to engage in this activity? Yes / No
- If yes, how were you forced? (mark all applicable answers with an X)
 - Beaten _____
 - Sexually abused/raped _____
 - Starvation – no food _____
 - Isolation, locked up _____
 - Threats _____
 - No money to survive _____
 - Other (specify) _____
- Were you paid for this work? Yes / No
If yes, how much? _____

Section II: Working conditions

- Were you allowed to keep any money? Yes / No
- If yes, how much money? _____
Equivalent in USD _____
- If a minor – did you have access to education? Yes / No
- How many hours were you working per day on average? _____ /24 hours
- How many days were you working per week on average? _____ /7 days
- At work, which of the following situations did you face? (mark with X all that applies)
 - Beaten _____
 - Sexually abused/raped _____
 - Starvation – no food _____
 - Isolation, locked up _____
 - Threats _____
 - No money to survive _____
 - No medical care _____

- Harsh living conditions (describe) _____
- Psychological abuse (insults, torture) _____
- Threats _____
- Forced to use drugs or alcohol _____
- Debt bondage (describe) _____
- Punishment _____
- Personal documents taken away _____
- Other (describe) _____

Section III: Escape/rescue from exploitation

- How did you exit from exploitation?
Escape__ Helped by someone__ Set free__ Other_____
- If helped by someone, by whom? _____
- Were you aware of any organizations/institutions that provide assistance to victims of human rights abuses at your place of destination? Yes / No
- If yes, did you try to contact them? Yes / No
- If yes, what is the name of the organization that assisted you?

Narrative description/Additional details on the case:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Beneficiary's needs

- From the interviewer's point of view, what is the condition of the victim with regard to:
 - Health: Excellent__ Good__ Average__ Poor__ Extremely bad__
 - Education: Excellent__ Good__ Average__ Poor__ Extremely bad__
 - Family situation: Excellent__ Good__ Average__ Poor__ Extremely bad__
 - Work options: Excellent__ Good__ Average__ Poor__ Extremely bad__
- Does the person need:
 - Emergency assistance _____
 - Shelter _____
 - Clothing _____
 - Medical screening _____
 - Medical care (short/long term) _____
 - Psychosocial assistance _____
 - Legal aid _____
 - Reintegration assistance _____
 - (mark the 3 most important)
 - Vocational training (specify) _____
 - Informal education _____
 - Formal education _____
 - Family reunification _____
 - Support to the family (specify) _____
 - Counselling about return home _____
 - Counselling about small business _____
 - Other (specify) _____

- Is the victim willing to be assisted? Yes / No
- Is the victim willing to be reunified with his/her family? Yes / No
- Is family reunification possible (i.e. the victim is willing to be reunified, the family is willing to have the victim back, the family was not involved in the trafficking process, there is no risk of re-trafficking) Yes / No
- If no, what is the preferred option? _____
- Types of assistance provided by the service provider (mark all the items that will be/are offered):
 - Shelter _____
 - Clothing _____
 - Medical screening _____
 - Medical care (short/long term) _____
 - Psychosocial assistance _____
 - Legal aid _____
 - Vocational training (specify) _____
 - Informal education _____
 - Formal education _____
 - Family reunification _____
 - Support to the family (specify) _____
 - Counselling about return home _____
 - Counselling about small business _____
 - Other (specify) _____

MONITORING OF THE VICTIM'S RECOVERY/REINTEGRATION

Monitoring starts when the victim is still in the shelter.

Please fill in after three months or when the victim is about to leave the shelter.

1. Date of monitoring interview/visits/calls:
2. Type of monitoring: interview/visit/call
Health: Excellent__Good__Average__Poor__Extremely bad__
Education: Excellent__Good__Average__Poor__Extremely bad__
Family
situation: Excellent__Good__Average__Poor__Extremely bad__
Work
options: Excellent__Good__Average__Poor__Extremely bad__

Comments:

3. What type of follow-up is needed?

INTERVIEW DATA

- Date of first encounter with beneficiary _____
- Name of interviewer _____
- Where was the interview conducted?
(CSO office/police station/post/other, please specify) _____
- Type of referring agency: police (identify station), community leader (identify location), media (identify which one), Good Samaritan (identify location), street vendor (identify location), NGO, church (identify by name and location),
other (specify) _____
- Interview language _____
- Other languages spoken by beneficiary _____
- Date of completion of interview _____
- Interviewer's designation _____
- Interviewer's signature _____

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