



## Human Trafficking Survivor Service Guidelines: Identification to Reintegration



The USAID Mission in Bangladesh is one of the largest USAID development activities in the world. USAID has been a development partner of Bangladesh since independence in 1971. The agency is committed to using its resources to promote democratic institutions and practices; support the expansion of economic opportunities and improvement of health and education services, and support Bangladesh's efforts to increase food security and mitigate the effects of natural disasters.

We applaud the two counter trafficking activities implemented by Winrock International and funded by USAID: Action for Combating Trafficking in Persons (ACT) implemented from 2008-2014, and Bangladesh Counter-Trafficking in Persons (BC/TIP) implemented from 2014-2021. At least 6,010 survivors of human trafficking have received rehabilitation services through these programs. In the last six years alone, more than 300 survivors have received direct assistance for economic reintegration. Three regional networks of survivors, ANIRBA, have been officially registered.

More than 11,228 government officials, civil society representatives, and community leaders have been trained to prevent human trafficking and support survivors. To raise awareness in the local community, 7,265,780 listeners have been reached with messaging about human trafficking and illegal immigration through local radio. A total of 2,293 police, public prosecutors, lawyers, and judges have been trained on counter human trafficking laws and crimes to better conduct human trafficking trials. The Ministry of Home Affairs received technical assistance in the formulation of the National Action Plan (2018-2022).

Note that all documents, guidelines, and modules that were prepared as a part of ACT were edited and expanded under BC/TIP.

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## Preface and acknowledgments

The United States Agency for International Development (USAID) has been supporting human trafficking prevention programs in Bangladesh since 2000. Winrock International, in partnership with USAID, implemented the six-year Action for Combating Trafficking in Persons (ACT) program and the Bangladesh Counter Trafficking-in-Persons (BCTIP) program from 2014-2021.

By coordinating human trafficking prevention efforts and assisting and empowering victims of trafficking by engaging local and national level government representatives, non-governmental organizations, citizens, and community leaders, the programs worked to bring people from all walks of life to justice for trafficking-related crimes and to eradicate human trafficking in the country, the region, and the world. As a result of some initiatives of the Government of Bangladesh and the concerted efforts of civil society, Bangladesh was upgraded from the Tier 2 Watchlist to Tier 2 in recognition of its efforts to improve the human trafficking situation in the global 2020 Trafficking in People (TIP) report published by the United States Department of State.

Despite these achievements, human trafficking is recognized as a major problem all over the world. In 2021, Bangladesh, like other countries in Asia, continues to deal with these challenges. There is a link between human trafficking, safe migration, and human smuggling in Bangladesh. It is the birthright of human beings to go and live in another country on their own. Individuals have the right to go and live in another country. At the same time, people willing to go to another country to work can easily fall victim to smuggling or human trafficking in its many different forms. Men, women, and children are deprived of their human rights due to forced or degrading labor or sexual exploitation. Trafficking causes many harms: victims' lives are damaged, corruption is encouraged, the immigration process is eroded, and governments and taxpayers face a greater financial burden. All sections of society are harmed. Traffickers prey on the common people of Bangladesh.

The Global Slavery Index 2016 includes trafficking for the purpose of sex work, child sex work, debt slavery, domestic servitude, forced child labor, and forced marriage as forms of modern slavery.

According to the index, 40 million people worldwide are victims of modern slavery. Of these, 71 percent are women and children. Globally, 5.4 adults and 4.4 children per thousand are in modern slavery, which exploits people and constrains their ability to change their situation. In the case of human trafficking, the main purpose of traffickers is to exploit victims of trafficking in various ways. At present, human trafficking and modern slavery carry the same meaning.

The BC/TIP program provided financial and technical assistance to 12 local NGOs in Bangladesh to work against human trafficking through prevention of human trafficking, protection of victims of human trafficking, and provision of legal assistance to victims. These NGOs are Dhaka Ahsania Mission (DAM), Young Power in Social Action (YPSA), Sachetan, RDRS Bangladesh, Ovibasi Karmi Unnoyon Program (OKUP), Bangladesh Society for the Enforcement of Human Rights (BSEHR), Nongor, Prayas, Agrogati Sangstha, Bangladesh Institute of Theatre Arts (BITA), Rights Jessore, and Aid Camilla. The instructions in the guideline reflect these NGOs' joint teaching and implementation. The organizations established implementation processes and standards for their programs through mutual assistance and sharing and exchanging of practices among themselves. And they are attached to this guide.

This guide was reviewed and edited by Don Prener, Ed.D. We thank him for his wise and smooth editing and assistance.

Above all, we thank the numerous survivors who have received support services from BCTIP program partners and placed their trust in the case management process. You are the markers of the success of this program, demonstrating the confidence, dignity, and independence you have found in yourselves. Together with you, we dare to dream that one day such services will not be needed any more and that the day is not far when not a single person in Bangladesh will be a victim of human trafficking.

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## **Introduction**

Human trafficking, a form of organized crime, is one of the fastest growing and most lucrative criminal activities worldwide. Victims are subject to forced labor, sexual slavery, or sexual exploitation. Bangladesh is a source-state for trafficked women, men, and children. A significant portion of Bangladeshi human trafficking survivors are fraudulently recruited in the name of foreign employment and subsequently exploited due to forced labor, illegal working conditions, or debt-slavery. Trafficking has increased after the arrival in Bangladesh of over 700,000 Rohingya refugees forced to leave Myanmar in 2017. According to the Ministry of Home Affairs, 6,710 human trafficking cases are pending trials and court verdicts as of December 31, 2020.

Many organizations are working to provide assistance to survivors returning to Bangladesh after having been trafficked. New initiatives and activities provide services to male and female survivors. However, these services vary significantly in terms of quality and approach, and only a few activities are designed specifically for survivors of human trafficking.

The guidelines outlined here reflect standards set by the BC/TIP program to serve survivors. BC/TIP program officers and survivor service partners developed and tested the standards and management practices in a negotiated and participatory manner. The purpose of the guidelines is to enable managers and employees of each service-providing organization to know how to provide holistic and effective assistance to survivors of human trafficking and labor exploitation. This guide covers core issues related to survivor services and offers some approaches to program preparation and self-assessment.

This publication complements and strengthens the reception standards for asylum-seekers prepared by the Ministry of Social Welfare. This guideline was revised subject to the opinion of the Review Committee organized to share BC/TIP guidelines with the Department of Social Services under the Ministry of Social Welfare.

## **Introduction to the Guide**

The guidelines, its purpose, its usage and how the guideline is arranged are presented here.

### **Principles:**

Activities in this guide are based on three principles of survivor service provision:

1. All service providers must conduct activities based on a rights-based approach.
2. Individuals should be provided assistance using a comprehensive and personalized case management system.
3. Key indicators of success will be a survivor's economic self-reliance and progress in social reintegration.

The next step is to describe these three principles in more detail.

### **Rights-based approach:**

Every human being has certain innate rights, which are generally called human rights. Having rights means considering the situation and no uncertainty will dominate people's lives. Every human being has the right to be treated as an equal and with respect. The Universal Declaration of Human Rights includes the rights to life, equal protection under the law, and to express one's opinion. Human rights also include some social and cultural rights, such as the rights to work, social security, and education, and some collective rights, such as the rights to development and to self-determination.

In addition to these human rights, there are legal rights for the protection of vulnerable groups of people. This includes survivors of human trafficking. In Bangladesh, the Prevention and Suppression of Human Trafficking Act, 2012 lists the rights of human trafficking survivors to identification, repatriation, safe housing, safety, medical and health care, counseling, legal aid, financial assistance, reintegration with family, and permanent rehabilitation (such as employment-related training), protection of privacy (excluding legal requirements), and exemption from legal action.

Staff and officers of survivor service providers are responsible for advising survivors about their rights and supporting their empowerment. The rights-based approach means that survivors receive not cookie-cutter program-centric services but survivor-centered services based on individual needs. Rights-based approaches enable survivors to make informed decisions, have greater confidence, and value their own opinions and needs.



**Services provided through case management:**

Survivor-centered and rights-based services mean individualized service delivery plans must be developed for each case. The success of survivors requires not just successful reintegration or economic self-reliance but also an adequate process to achieve and maintain the desired success. This process is called case management.

Case management is a structured process through which an organization undertakes to inform clients about their options, help identify problems and issues, and try to resolve them through collaboration.

Case management procedures have been adopted to protect the human rights and dignity of survivors. Cooperation is important for sheltering human trafficking survivors. However, largely due to a result of unrealistic planning and inadequate goal setting, even the most sympathetic shelter service providers may not be able to cooperate with survivors.

Although the milestone of success will usually be the survivor's economic self-reliance and successful social integration, each survivor sets their own goals. The service provider helps plan cooperation and observation/monitoring to move towards those goals. Under a case management approach, survivors agree on the desired period they will stay in the shelter, depending on their overall situation and plans.

**Economic self-reliance and social reintegration:**

Many human trafficking survivors are tempted by unfounded promises of good jobs and good earnings. It is unsurprising that people in a poor country would not want to miss out on such opportunities. The holistic case management approach demonstrates respect for survivors' desire for economic security and independence and provides them with means and opportunities to achieve their goals. In many cases, a survivor's economic self-reliance creates opportunities for social reintegration.

Reintegration efforts are based on the understanding that survivors of human trafficking often need to reconcile with their families, societies, and mainstream environments and situations. Their process of reintegration consists of several steps. Supporting the process does not entail only providing services but also helping a survivor gain dignity in the family and society. Economic activities must be sustainable and in keeping with the wishes of the survivor.

The services described in this guide are designed to be survivor-centered and rights-based. We hope that many more survivors will be able to achieve their personal goals through our efficient case management and focus on financial self-reliance.

## **The Do No Harm policy**

The Do No Harm policy is to ensure that the service provider does not cause further harm to the service recipient while providing protection and other services and to ensure that the provider takes various precautionary measures to this end. For example, despite a service provider's good intentions, their words, tone, and actions can have a negative impact on the safety, trust, and emotional state of a victim of trafficking. Or in the case of the initial interview, questioning a survivor about the details of their trafficking experience may re-traumatize them or create severe physical, emotional, and social stress. The Do No Harm policy would require that the interviewer carefully assess the situation and refrain from asking those specific questions or stop the interview for some time, and ensure that the survivor is not forced to repeat their story unnecessarily. Trustworthiness is critical, as victims of trafficking have a lot of experience of broken promises.

This means not giving false assurance while providing security services or referrals for services from other organizations. Give the service recipient clear information about the company, their location, the time of service delivery, and the services provided. Information about the survivor's case should not be disclosed to those not involved in any way. Service providers should also guard against survivors being pressured to speak about their experience or being asked to repeat the same thing over and over again.

Not following the Do No Harm policy in these cases disrupts the survivor's safety and makes them reluctant to receive services.

## **The purpose of the guide:**

1. Following this guide will enhance the skills of frontline government and non-government workers who provide services to survivors of human trafficking.
2. Case managers will be able to deal with survivors more sensitively.
3. For caretakers at shelters and development workers, this guide is a useful reference book that covers the whole process.
4. A Training of Trainers module and a user manual will be created based on these guidelines, and a training pool will be created with the participants, who will be able to use this module in the future to train others.

## **How to use the guide:**

This guide explains how to provide comprehensive, integrated survivor services in Bangladesh. Each chapter contains step-by-step information, from general descriptions to specific checklists and formats. It provides a simple framework for new and experienced employees to first have an overview of survivor services, a roadmap for managing their ongoing program, and a self-monitoring (evaluation) approach to evaluate service delivery activities. This guide was updated, enhanced, and reviewed in 2021, and two important chapters on human trafficking and human rights violations were added.

Nevertheless, survivor service providers are encouraged to expand and adapt this guideline so that the entire service delivery process is conducted in a survivor-centered and rights-based manner.

**The format of the guide:**

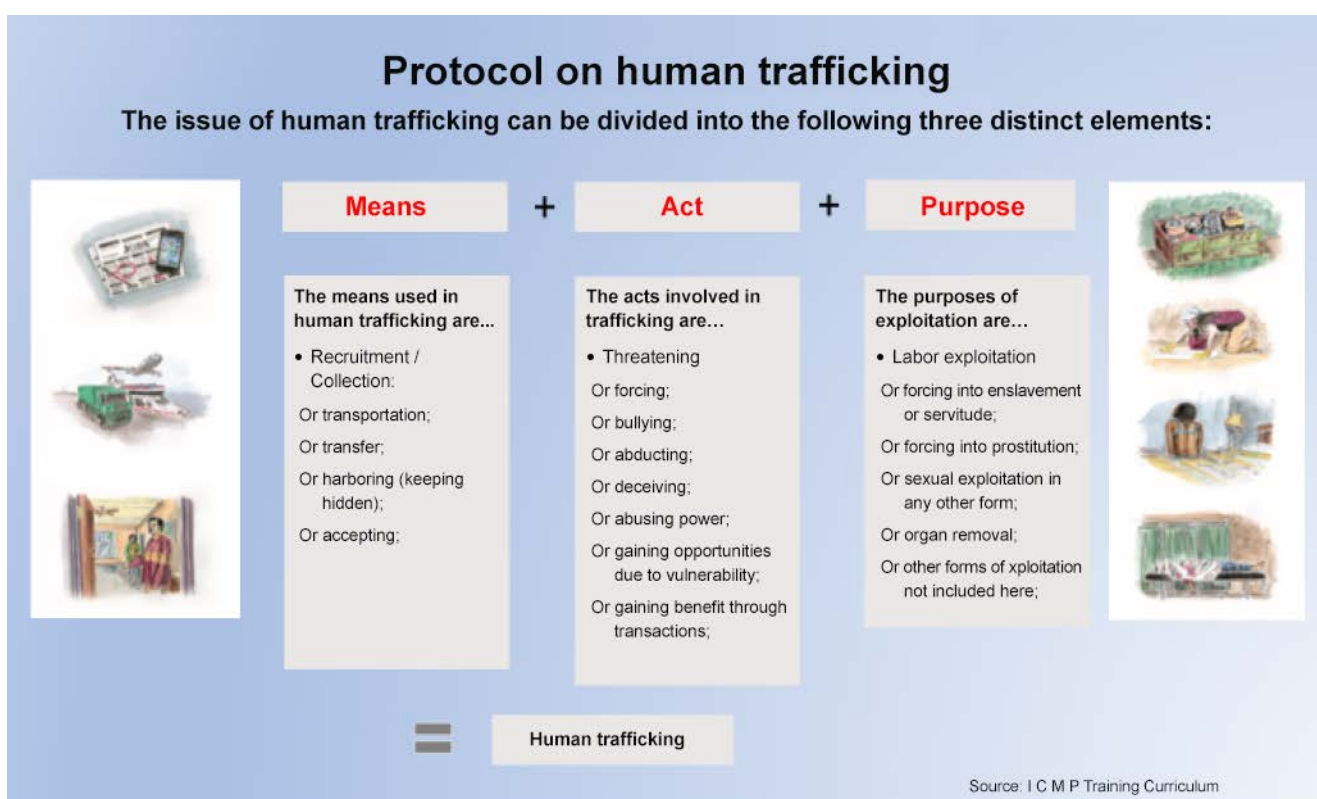
This guide is designed to reflect the overall experience of survivors in the services provided. A discussion of the concept of human trafficking in the first chapter is followed by an explanation of how human trafficking violates human rights in Chapter Two. The third chapter, which deals with survivor-centered services, is the basis for the rest of the guide. Chapter Four outlines the concept of case management and the structure and stages of survivors' progress, survivor services, case management, and the role of the case manager. Chapters follow empowerment, counseling and training on mental health; life skills education; economic self-reliance; and legal assistance. Chapter 9 provides guidance on shelter management and Chapter 10 focuses on the exit strategy, reintegration, and follow-up. Each chapter describes a specific area of the program and provides a helpful reference table with the goals and objectives of the service, the formats required, and a description of the duties of the employee in charge. It identifies potential problems and solutions. Case examples illustrate the successful implementation of the guidelines and possible negative consequences if standards are not followed. Several chapters refer to different forms and other assessment tools, which can be found in the appendix. The appendix also provides Codes of Conduct for various positions, recommended resources (textbooks, in particular) and brief descriptions of program partners.

## Chapter 1: Concepts About Human Trafficking

This guide sets out various guidelines for providing comprehensive assistance and services to victims of human trafficking. Service providers need to have clarity on facts and convictions related to human trafficking to ensure the quality of overall services. The concepts and information provided here play an important role in providing services to survivors at different stages.

### Human Trafficking:

Human trafficking is the sale or purchase, collecting or accepting, abduction, deportation or transfer, shipment or detention, concealment or sheltering of any person for the purpose of sexual abuse or any other exploitation inside or outside Bangladesh by intimidation, force, deception, or taking advantage of their vulnerability or accepting the consent of someone who has control over them in exchange for financial or other benefits.



### Definition of human trafficking according to the Palermo Protocol

In December 2000, human trafficking was first legally defined internationally in Palermo, Sicily. At the same time, the UN General Assembly adopted the Protocol for the Prevention, Suppression and Punishment of Human Trafficking, in particular, the trafficking of women and children, by substituting the United Nations Convention Against Multinational Organized Crime (in brief, this protocol is known as Palermo Protocol).

Article 3 of the Palermo Protocol describes the criminal activities involved in human trafficking as follows:

For the purpose of involving any person in prostitution or any other sort of sexual exploitation, forced labor or service, servitude or act as a slave, organ removal, forcing, intimidating, abducting, capitalizing the vulnerabilities, abusing power, or obtaining the consent of a controlling person for financial or other benefits, recruitment, transportation, relocation, giving shelter or hiding.

In this case, if any one means is used for the purpose of human trafficking, the consent of the victim of human trafficking to such exploitation or torture will not be considered. If the victim is a child, there is no need to consider intimidation, coercion, deception, or greed.

### **Definition of Human Trafficking under Section 3 of the Prevention and Suppression of Human Trafficking Act, 2012:**

Human trafficking is the use of force, temptation, persuasion, abduction and any other means of transferring, shipping, concealing, selling, exchanging, or any other illegal activity by capitalizing on the vulnerability of a person or persons inside or outside the borders of the country and all kinds of activities associated with it.

Trafficking is making financial gain by making people into a business commodity, transferring vulnerable people illegally and secretly, especially women and children, to force them to engage in prostitution, sex work or domestic work, false marriage, adoption, and secret employment.

If the victim is a child, there is no need to consider intimidation, coercion, deception, or greed. If there is buying or selling, collection or acceptance, deportation or transfer, shipment or detention for the purpose of exploitation or oppression, it will be considered as human trafficking.

### **Terms associated with human trafficking as defined in The Prevention and Suppression of Human Trafficking Act, 2012:**

- **Debt-bondage:** If a person is indebted to a debtor or if they are illegally claimed to be indebted, that person has to provide their personal services or labor as collateral for that debt, but the value of this service or labor is not considered as debt repayment or this service or the time to provide labor is not finite.
- **Forced labor or service:** The work or service that is taken from a person by threatening to deteriorate or damage their life, liberty, rights, property, or reputation.
- **Slavery:** When a person is controlled and used as property by another person.
- **Prostitution:** Sexual exploitation of a person for commercial purposes or by transacting money or benefits.
- **Brothel:** Any house, place or establishment used for the purpose of conducting prostitution.
- **Victim of human trafficking:** Any person who is a victim of human trafficking under this Act, and their legal guardian or heir.
- **Child:** A person who has not reached the age of eighteen.

- **Coercion:** The use of force, intimidation or psychological pressure along with the threat of harm or detention, torture or the use of a person's institutional, official or legal position against another person or psychological pressure.
- **Consent:** A voluntary and competent permission given by a person not influenced by their vulnerable position due to age, gender and socio-economic reasons.
- **Shelters:** Institutions other than prisons established for the reception, shelter and rehabilitation of victims of human trafficking or persons rescued from human trafficking.
- **Organized criminal group:** An organization of two or more individuals, regardless of nationality or location, who are active and whose members work together to commit a crime under this Act.

### Three elements of human trafficking:

Human trafficking does not happen suddenly. But traffickers also constantly change the way they commit crimes, to find more effective ways to make more profit using victims, and to avoid counter human trafficking activities by law enforcement agencies. As mentioned earlier, human trafficking is a crime that is a combination of three elements. These are Act, Means or Purpose, as described below:

- **The act** is what the trafficker does. This includes using land, sea, and air to collect, transport, receive, or shelter trafficked people.
- **The means** are what traffickers use to control their victims in order to recruit them. This includes intimidation, coercion or any other form of coercion, abduction, fraud, abuse of power or official position, taking advantage of vulnerability, transacting money or benefits, accepting the consent of a person who has control over it.

There are two means of deception:

**Complete deception:** Victims or their parents are completely deceived with false assurances about the expected work situation in the new place.

**Partial deception:** Victims or their parents are given some idea about the expected work situation in the new place, but led to having misconceptions about working conditions.

- **The purpose** is why traffickers want victims, usually for money or other benefits. There are different types of exploitation and abuse, such as forced labor, sexual exploitation, exploitation through fraudulent marriage, being forced into criminal activities, being forcibly used in the entertainment business, slavery or servitude, illegal adoption, conditional forced labor at home, and mutilation, among others.

**Traffickers do what they do to exploit people. Exploitation is the result of trafficking and can include:**

- Being forced into prostitution
- Different types of sexual exploitation, such as being forced to perform in pornographic films

- Being forced to work in mining, construction, agriculture, fishing, food service, and textile factories;
- Being forced to perform household chores;
- Being forced to beg or sell goods on the streets;
- Being forced into criminal activities;
- Being forced to be a child soldier;
- Forced to participate in terrorist activities;
- Forced marriage;
- Illegal adoption;
- Organ removal.

### **Human smuggling:**

Human trafficking is defined in international law and Article 3 of the Palermo Protocol under the United Nations Convention on Transnational Organized Crime as follows:

Human smuggling is the illegal entry of a person into a state of which they are not a citizen or permanent resident for the purpose of direct or indirect financial or other material gains.

### **Key elements of human smuggling:**

The following three elements must be present to meet the definition of human smuggling:

- Transfer: Must involve a person being transferred across an international border.
- Illegality: Must involve an illegal crossing of international borders.
- Profit: Must involve an illegal crossing of international borders for profit.

### **The difference between human trafficking and human smuggling:**

There are several similarities between human trafficking and smuggling, especially at the transfer level. It can therefore be difficult to differentiate between them. The table below compares the specifics of each:

Features	Human Trafficking	Human Smuggling
<b><i>Legal Definition</i></b>	For the purpose of sexual or any other types of exploitation, buying or selling, collection or reception, transfer or relocation, shipment or detention, hiding or giving shelter inside or outside of Bangladesh to intimidate, coerce, deceive, or exploit a person to gain or obtain the consent of someone who has control over them in exchange for money or other benefits.	For the purpose of direct or indirect economic or any other benefit, arranging for the illegal entry of a person into a country where they are not a citizen or permanent resident.

<b><i>The purpose of the transfer</i></b>	Sexual abuse, labor slavery or mutilation of a person for benefit.	Transfer for benefit.
<b><i>Types and values of consent</i></b>	Initially, even if there is consent, the consent becomes worthless due to coercion, forcing, deception, cheating, etc. of the traffickers.	There is clear consent for transfer.
<b><i>There is clear consent for transfer.</i></b>	<b><u>Victim-exploiter</u></b> Long-term relationships are maintained even after the transfer process is over.	<b><u>Buyer-supplier</u></b> Short-term relationship that ends with the end of the transfer.
<b><i>Profitable material</i></b>	The main source of profit is through the torture of someone.	The only source of profit is transferring.
<b><i>Violence and panic</i></b>	Creates a terrifying situation for the purpose of exploiting the victim.	The need for relocation may lead to an atmosphere of violence or panic.
<b><i>Will and freedom</i></b>	Is utterly violated.	Without the need for a successful transfer Is usually not violated severely.

### **Causes of human trafficking, or push and pull factors**

In terms of economics, human trafficking is a crime based on demand and supply, in which people at risk are taken from one place to another in a risky way to meet the growing demand for cheap casual labor. It is important to identify the factors that create demand and supply, some of which are as follows:

#### **Push factors**

Factors that shape the supply in response to demand include:

- **Poverty:** Most victims come from families where poverty is a part of life and it feels impossible for them to get out of poverty on their own.
- **Lack of education:** Lack of education makes victims more vulnerable by reducing their employment opportunities and blocking their access to information about the risks of human trafficking.
- **Unemployment:** Lack of employment accelerates the vulnerability to human trafficking as it perpetuates poverty due to lack of earning ability, education, training, and skills, and lack of job opportunities in underdeveloped areas.
- **Gender inequality:** In many countries, women and girls are considered inferior to men and boys and are discriminated against in terms of family status, education and employment opportunities.



- **Domestic violence and different types of violence:** Violence and sexual abuse in the family, especially of children and adults, are often identified as push factors. Experiencing such violence or speaking out about it often results in people being forced out of their families and society. When these people leave home in a vulnerable situation, they are more likely to fall prey to traffickers.
- **Impact of conflict:** Human trafficking is more common in conflict areas. In the case of Bangladesh, conflict is not a potential push factor. However, Bangladeshi victims and officials at the field level are likely to come into contact with trafficking victims from other areas who became victims as a result of conflict. When this occurs, they should take this information into consideration. The damage caused by conflict and the consequent breakdown of society and the rule of law makes victims more at risk of being trafficked.
- **Lack of legal immigration opportunities:** Legal immigration is becoming increasingly difficult, as destination countries emphasize the professional and linguistic skills of potential legal immigrants in order to qualify for immigration. Opportunities for regular immigration for professionally less competent people are extremely limited. Most victims of trafficking try to migrate illegally because they do not have the sought-after skills, which increases their risk of falling prey to traffickers.
- **Lack of opportunities or alternatives to change the situation:** Poverty, lack of education, unemployment, domestic violence, and inequality are often intertwined. This creates a situation where many victims do not find legitimate and sustainable ways to get out of their predicament or change their situation. The absence of alternatives makes them more vulnerable to traffickers.

### **Pull factors**

Pull factors are usually of two types, those impacting potential victims and those impact people willing to abuse them.

#### **Pull factors for potential victims:**

- Expectations of employment and income, such as when traffickers make fraudulent promises of higher wages.
- Expectations of improving the situation of oneself and one's family.
- Accepting a trafficker's offer is seen as the only chance to get out of a difficult situation for a person with few alternative ways to improve their life.

#### **Pull factors for traffickers, why a person is motivated to abuse another**

- There is continued demand for the physical labor of the victim. Victims want jobs in mining, agriculture, ships, cheap factories, and domestic work. This contributes to ensuring that traffickers have a supply of people.
- There is a demand for cheap sex work and pornography, which children and adults can be forced into.
- By applying force, victims are forced to accept pay, work and living conditions that legitimate workers will never accept. This strategy is financially profitable for the trafficker. This is because

they can get the trafficked workers to work by providing minimum benefits instead of hiring legal workers

- Trafficked victims are relatively easier to control than legal workers and the costs behind them are much lower;
- Victims of trafficking are more profitable for traffickers.

Considering the interaction of push and pull factors, it is easy to understand why human trafficking continues. Add in the role and criminal motives of traffickers, and it becomes clear why trafficking is currently the third most profitable business in the world and why it continues to grow.

### **Victims and Survivors:**

The word victim means victim, prey, or affected person. If a person suffers physical, mental, or financial loss due to a crime committed by another person, the affected person is called a victim.

Survivors are people who were once victims and now want to survive every moment of every day. They have managed or are trying to get themselves out of their trauma, have learned from their experiences, and are able to set goals and start working towards them. A person who is no longer a victim is a survivor.

### **Safe migration<sup>1</sup>:**

Proper, legal, or safe migration mainly depends on completing the steps required of the process and gaining appropriate knowledge and skills. Before going abroad for the purpose of a job or other work, one should look carefully to check if everything is in order. It is important to follow these steps for secure and safe migration-

1. Fill in your own passport application form with the correct information to avoid the possibility of mistakes.
2. Do not pay money to any legitimate recruiting agency, agent or broker without a receipt. Use a check, pay-order, or bank draft. Know and verify the name, address, and phone number of the person through whom you are going abroad, whether they are a broker or legal recruiting agency.
3. Register with the Bureau of Manpower, Employment and Training (BMET) to ensure you are in their database before going abroad for employment.
4. Check with BMET, the Bangladesh Association of International Recruiting Agencies (BAIRA), the District Employment and Manpower Office (DEMO) or the embassy of the relevant country to see if the overseas employment contract is valid.
5. After receiving the medical report from the designated hospital, check the authenticity of the physical fitness report with a trusted doctor.
6. Check with BMET, DEMO, or the embassy or office of the relevant country to confirm that your visa and air ticket are valid.
7. Before going abroad, get an exit permit or smart card from BMET.
8. To send money home safely from abroad, before leaving, open a bank account jointly under your name and that of a trusted family member.

9. If you need financial assistance, get an unsecured loan from the Expatriate Welfare Bank.
10. Participate in the detailed pre-departure guidance briefing sessions provided by DEMO.
11. Before going abroad, make sure you have a copy of all your documents, and leave another set of copies with a family member.
12. Obey the laws, rules, and culture of the destination country. In case of any problem, submit a complaint in writing or online to the Bangladesh Embassy/Ministry located in that country.

If you go abroad legally by following the above steps, all your rights are guaranteed and there is no risk of being trafficked. Wealth, happiness, and social status are all maintained.

**Legal migration for labor goes through the following entities:**

- Bureau of Manpower, Employment and Training, BMET: a government institution that charges no fees.
- Bangladesh Overseas Employment Services Limited (Boycell): A semi-government organization.
- Recruiting agencies, not travel agencies.
- Visas collected at the individual level
- Bangladeshi companies working abroad.

**Safe and legal immigration process:**

A worker aspiring to migrate for work, should check BMET's list of legal recruiting agencies. The following documents are required for legal immigration-

- Contract
- Exit clearance from BMET
- Visa

**Staying safe from brokers or middlemen: <sup>2</sup>**

- Checking the BMET's list of legitimate recruiting agencies.
- Not paying anyone without a receipt.
- Checking that the employment contract includes salary/ allowance, details other conditions, and is signed by the employer/authorized recruiting agency.
- Not paying the recruiting agency in advance.
- Collecting passport, visa, exit clearance, ticket, and employment contract from the recruiting agency before departure.

The Immigration Ordinance of 1982 in Bangladesh protects the rights of migrant workers and manages the migration process. There is also the United Nations Convention (Appendix II). Three SROs were issued in 2001 for the welfare activities of expatriates, regulation of recruiting agencies, and of the emigration process. The Bangladesh Overseas Employment and Migration Act, 2013 and recently Foreign Employment Policy were formulated to ensure safe migration.

## Chapter 2: Human Trafficking and Human Rights Violations

We learned in detail about the elements of human trafficking, the means of trafficking and the causes of trafficking in the previous chapter. In this chapter we will look at how human trafficking violates the rights set out in the Universal Declaration of Human Rights.

Rights are the demand for the necessary facilities for human self-development, which are based on moral or legal basis. **"It's my right to do what others have to do for me,"** said attorney Symonds. Rights are related to responsibilities and duties in all areas. Boundaries of rights extend until the rights of others are violated.

Rights are born out of human interaction in society and the agreement on morality that develops out of these interactions. A right, therefore, remains moral until it is recognized by law. **In common language, by rights we mean some fair demands on the basis of relationships which are recognized.**

Article 3 of the Universal Declaration of Human Rights, 1947 states that everyone has the right to their own life, liberty, and security. When a person can enjoy and exercise their right to life, liberty, and security independently and without hindrance, the dignity of that person is established. And the demand for dignity is human right.

### **Human trafficking is a clear violation of human rights**

The United Nations Charter and the Universal Declaration of Human Rights, 1948, state that human rights are universal, meaning that they apply equally to all, regardless of place, time, caste, creed, or religion. Article 3 states that every person has the right to their own life, liberty, and security. Article 4 states that no person shall be enslaved and that all forms of slavery and the slave trade shall be prohibited. Article 5 states that no one shall be subjected to cruel, inhuman, or degrading treatment or punishment.<sup>1</sup> Article 13 states that every person has the right to live anywhere within the country and to go to and return from another country for their own needs. Article 23 states that everybody has the rights to work, to work independently, to have a fair wage, and to work in a favorable environment.

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1. WinRock International Awareness Training Module on Prevention and Suppression of Human Trafficking

2. Bangladesh Korea Technical Training Center, Dhaka

The Convention on the Elimination of All Forms of Discrimination against Women, 1979, (CEDAW) states that the state will take necessary measures, including enacting laws, to prevent and punish all forms of sexual exploitation of women for illegal trade and prostitution.

The United Nations Convention on the Rights of the Child, 1984, states that the state shall take all measures, including national, bilateral and multilateral, to stop the abduction, sale, or trafficking of any child.

The Prevention and Suppression of Human Trafficking Act, 2012 covers slavery, debt-slavery, servitude, sexual exploitation of children, forced labor, exploitation through fraudulent marriage, forced sex work, and forced begging.

According to the Global Slavery Index of 2016, 24.9 million people are in forced labor and 15.4 million people are exploited through forced marriage. In addition, 4.8 million women and children are victimized through sexual exploitation.

The UN General Assembly and the Human Rights Council have said that human trafficking is a serious violation of human rights and the ultimate barrier to the enjoyment and exercise of human rights.

### **Rights-based approach**

Human trafficking entails multiple and serious human rights that it is not possible to compensate or remedy in a conventional way. Instead, survivors need long-term plans to assist in their physical, mental, legal, social, and economic development. This exemplifies a rights-based development approach, as discussed below.

A rights-based development approach is a framework for enhancing the capacity to ensure human rights: people know about their rights, can claim them, and have those rights guaranteed by the state. The difference between conventional thinking and a rights-based approach is that a right is treated as an inherent right, not as charity or kindness. The key to this approach is accepting universal equality. All human rights are equally important and all people will enjoy their rights without discrimination. Every human being will be free to make decisions and enjoy the right to actively participate in all walks of life.

The innate basic human rights of the victim are violated when they can no longer make decisions, are physically and socially restricted, and cannot express their opinions. Exploitation and torture can break a victim physically and mentally and make them socially isolated and economically vulnerable. The rights-based development approach creates opportunities to offer a survivor the highest protections and prioritize them.

### **How can we explain things?:**

**State plan:** The state will adopt the necessary plans to protect the human rights of its citizens. The plan will inform the citizens about their rights and at the same time create public awareness about rights that are claimable.

**People know their rights:** Fundamental in a rights-based development approach is that people know their rights and are aware that the enjoyment of human rights is not an act of charity, but an inherent one and enforceable by state law.

**Claiming rights:** When people are aware of their rights, they can claim them. A rights-based development approach emphasizes this ability, that is ensured by the state.

**Service delivery system:** The state will provide the necessary services to ensure human rights. The capacity to implement and ensure human rights will be enhanced through the preparation of service delivery units, infrastructural development, and manpower recruitment and training to provide quality services.

**Preparing the legal framework:** The most important aspect of the rights-based development approach is that the state prepares the legal framework for the protection of human rights, making necessary changes or amendments to existing statutory laws or enacting new laws. It is the duty of the state to take measures to prevent human rights violations in the manner prescribed by law, to provide legal protection for rights and offer legal redressal to people affected by violations. The Prevention and Suppression of Human Trafficking Act, 2012 was enacted to prevent human trafficking and protect victims.

**Re-socialization and rehabilitation:** Among the most significant consequences of the violation of a victim's rights is that their position in society is damaged and they are discriminated against. The rights-based approach focuses on offering victims physical and mental treatment, bringing them back into the mainstream of society, and increasing their economic capacity, as well as rehabilitation/re-employment and reintegration.

### **Chapter 3: Survivor-centered services**

In order to ensure survivor-centered services, every activity has to be implemented through a survivor-centered approach. A survivor-centered approach is a program that emphasizes the rights, needs, and desires of the survivor. In this way, programs are planned and developed in a rights-based manner, where the rights and needs of the survivors are first and foremost ensured. In this case, the rights of the survivor are considered.

- Instead of blaming the victim, the focus is on their dignity and respect.
- Service providers create an environment where the victim does not feel vulnerable or powerless.
- Personal privacy is valued, rather than disclosure.
- The focus is on non-discrimination, regardless of gender, age, caste, ability, race, sexual orientation, HIV status, or any other trait.
- Survivors are given comprehensive information to assist them in making their own decisions, rather than being told what should be done.

A survivor-centered approach is a person-centered approach focusing on the survivor's self-esteem and works to reduce the risk that the survivor will be traumatized again. This approach helps to awaken a sense of empowerment in the individual. In these various ways, the survivor's choice, safety, and well-being are prioritized. Having their needs, priorities, and interests at the center of importance reassures the victim of their safety and helps them to determine their likes and dislikes and make decisions based on sufficient information.

This approach emphasizes considering the rights, views, and overall situation of a victim or survivor when implementing community-based initiatives or other efforts that may affect them. The issues and rights of survivors are centered, not the implementation of a program.

The safety of the survivors should be given utmost importance to service providers. Once the safety of the victims is ensured, it is easier for them to access their services and therefore resolving any security risk is the first step.

Service providers need to explain early on who they are, what organization they work for, and their role in the service delivery process. If the survivor has questions, the service provider should make sure there is enough time to reply. It is important to acknowledge and value any fears or concerns a survivor

might have. Since survivors are in a recovery process, service providers need to be patient. They also need to be sensitive to cultural differences and linguistic barriers. If necessary, they should use an interpreter. While providing the service, the behavior or actions of the service provider should not reflect the behavior of the trafficker.

### **Principles of a Survivor-centered Approach**

Survivor-centered approaches are based on a number of principles highlighted below:

**Empowerment-based:** The ability and capability of the survivor are recognized and valued.

**Confidentiality:** The confidentiality of all information related to the survivor is guaranteed. The consent of the survivor is sought before disclosing information.

**Protection:** Physical and mental protection of the victim and protection of family members is prioritized.

**Non-discrimination:** Comprehensive services are provided to all victims irrespective of age, class, caste, disability, family structure, gender identity, marital status, ethnic origin, race, religion, gender, or sexual orientation.

**Culturally and linguistically appropriate behavior:** Every service provider must be sensitive to and respectful of cultural background, identity, and language while providing services.

**Cooperation:** All relations and communication will be based on the principle of cooperation.

**Ethics and professionalism:** To use professional skills and knowledge to provide the highest quality service to the survivors.

**Survivor's experience:** Utilizing the survivor's experience and skills to conduct counter-trafficking activities.

**Evidence-based intervention:** Evidence-based intervention is required to take any action relevant to survivors.

**Training for service providers:** To provide the necessary professional knowledge and training to the service providers to provide services to the victims most effectively.

Next are some more aspects of Survivor-centered services:



## Survivor-centered services

Think of the thrill of being selected for a promising job abroad! You will be confident that with your large salary you will soon be able to secure your financial security by paying rent and related expenses.

Your family has also sold their land to raise money for this job. Now think again – how would it feel to be deceived, knowing that you have been sold, that your credentials have been stolen, and that you do not know where you are or how to communicate with your family?

Victims of trafficking have remarkably similar experiences. There are slight differences, but the underlying horror is the same in all cases. They have been intimidated and deceived, and sometimes been bought and sold without their knowledge for special profit. Following are just a few of the many incidents we have collected.

All the people in these stories have escaped from their miserable situation and found the light of hope. They have regained their rights and started a new life with the help of survivor-centered services. Sad but true, the fate of all the survivors was not so auspicious. Too often, the very people who find, rescue or shelter survivors end up exploiting or abusing them.

In contrast are the many organizations that provide survivor-centered services, ensuring the dignity and respect of the survivor. In this system, the survivor can get all the information related to their case. With that, they can freely choose the help they need.

### The story of Ishaq

I am Md. Ishaq. I am 22 years old.

I came from Gaiyatla in Patuakhali district.

Although I was born into a poor family, I dreamed of a better life for myself and my family.

One day a relative of mine showed me the lure of a good job in Oman where I could work as a computer assistant. My family trusted him.

He was handed over 420,000 Taka to arrange for me to go abroad.

When I went to Oman, two Bengalis greeted me at the Oman airport. They took my passport and led me to a room. I had to stay in that room for 21 days before being taken to a place called Sohar near the border. There I met 18 others, each of whom was promised a good job, just like I was.

One day, six people came with guns, pointed the barrels in our faces, and forced us to get into a boat. There was no food in the boat, only water.

Three people died. Gunmen threatened to throw me into the water.

Three days later, we reached a deep forest inside Iran. The detainees started beating us with sticks and iron rods and also gave us electric shocks.

We were told to call our parents for money or they would kill us. I called my parents. The detainees demanded my ransom of 500,000. I feared that if my parents reported the matter to the police, they would kill me. My parents managed to give them 200,000 Taka with a lot of effort.

## Establishing Survivor's Rights and Confidence

In survivor-centered services, there needs to be a strong foundation of trust or confidence between the survivor and the service provider. It is important to remember that traffickers have severely damaged the survivor's trust in other people, making them much more cautious before they trust anyone. Survivors do not know if you will keep your word, even if you have the will to do your best. So, it is the responsibility of the service provider to patiently endeavor to be faithful to promises they make.

There are two important ways to create an environment of trust.

**First**, understanding the survivor's perspective is a very important prerequisite to build a trusting relationship. This ability to properly understand a survivor's point of view, called empathy, can be nurtured and communicated by asking yourself the following questions:

1. If I were trafficked and unjustly imprisoned, and then had to stay like a prisoner after coming back to my country, how would I feel?
2. How would I feel if I were trafficked for sex? Would I want anyone else to know about this? How would I feel – confident, angry, or ashamed? What would help me to regain confidence?

**Second**, an environment of confidence-building can be created through the realization of the rights of survivors and of international human rights. This includes a survivor making informed choices and having the freedom to consent before saying or doing anything, and service providers are committing to upholding the survivor's dignity and privacy. Traditional law guarantees the protection of the survivor's rights with regards to identifying them through the legal process, giving priority to their safety. It is the responsibility of the governments to formulate the process/method of rehabilitation, rescue, and repatriation according to Chapter 5, Article 32(1) of the Prevention and Suppression of Human Trafficking Act, 2012. In this case, private companies and other initiatives can play a collaborative role.

*(Ishaq's story continues)*

So, they sold me to another party without releasing me. These new detainees also forced me to call my parents, again.

This time my parents sold all their land and raised 100,000 Taka for my ransom. The new kidnappers were not happy with this and started abusing me more. I realized I had no choice but to die. At this stage, five of us managed to escape one night. We surrendered to the Iranian police. I was jailed for three months there. Later, I returned to the country with the help of the Bangladesh Embassy. When I was in prison, I told the authorities about the traffickers, and three Bangladeshi traffickers in Iran were arrested.

When I returned to the country, I did not want to show my face to my parents. They lost everything for me. So, instead of going home, I enlisted the help of an organization that works with people who are victims of human trafficking. At first, they gave me health care because my health was broken. I was devastated. The counseling services they provided later helped me to regain my mental strength. Even though it took many days, I was getting new energy every day.

I am currently working as an assistant at the drop-in center as well as studying.

Survivors need timely assistance, safe shelter, and a quick return to their individual selves. Children cannot be separated from their parents in any way, except in special circumstances. Survivors have the right to legal aid, witness protection, and legal action against traffickers. It is also important to reach out to survivors quickly to prevent healthcare and mental distress. Reviewing these rights with staff and survivors and showing respect to them helps create a survivor-centered environment. And in this environment, faith is slowly re-established.

### **Key aspects of the Survivor Interview:**

One of the main features of survivor-centered services is the right to self-determination, meaning that a survivor can make their own decisions. However, the trauma that the trafficker inflicts on the survivor's body and mind impedes their ability to concentrate, make the right decisions, reminisce, and answer questions about their experiences. The caregiver must interview the survivor with these concerns in mind. The fear that traffickers and smugglers instill in survivors in order to establish their own control has a lasting effect on their victims' minds. Even after being freed from this immediate influence, survivors feel its effects for the first few hours and days, even weeks, months, or years. Traffickers often teach survivors to lie to various authorities and to their own families. Law enforcement agencies, expatriation authorities and other officials who interview trafficked people, must understand the painful consequences of trafficking and other issues in depth.

### **The main issues**

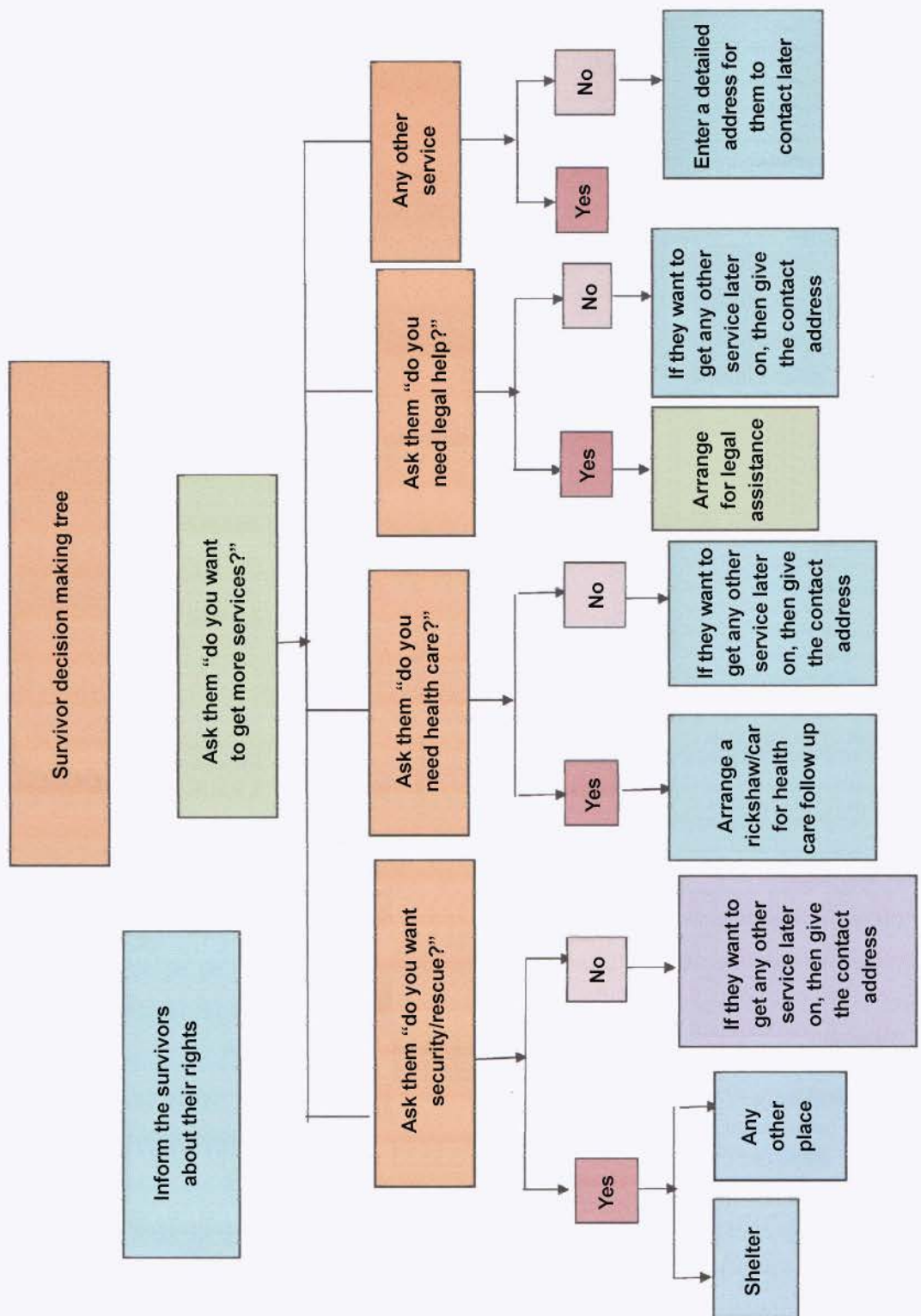
- A survivor needs a safe and comfortable place for some time to recover.
- Survivors should be interviewed in their own language.
- Survivors must be informed in writing and orally about their rights and the services available to them.

## **Interviewing human trafficking survivors on the basis of good relations and trust.**

### **Effective practices:**

- Survivors will join in the discussion about what happened to them if they feel safe before the start of the discussion and will gradually add more details to their story over time. Therefore, it is especially important to keep survivors in a safe and comfortable environment and give them time to heal their physical, sexual, and mental wounds through support services. An account of the true experience of being trafficked cannot be obtained from them by threatening them with arrest or deportation. Being forced to speak will increase the panic the survivor feels, which will negatively impact their trust in the interviewer or manager. This may thwart the best intentions of service providers.
- Conduct interviews in a safe, comfortable, and confidential environment. Ensure that the interview is not conducted at a place of trafficking or exploitation, or where other survivors or suspected traffickers are present. Get help from an interpreter, if needed. Give them a chance to talk to a Survivor Consultant (Peer Survivor) as soon as possible.
- Interviewers must try to gain the trust of survivors. This can be difficult because traffickers often use intimidation tactics in the name of various authorities to control their victims. Victims thus rarely rely on the police for help. The interviewer must be in plain clothes and make sure that a gun or any other weapon is not visible.
- At the beginning of the interview, the interviewer will explain who they are; why they are there; what the survivor can expect from them; what they expect from the survivor; whether they need the help of an interpreter; and how long the interview may take. The interviewer must answer the survivor's questions and provide other information to explain how the interview will be conducted. The interviewer will make sure that the survivor can rely on the interviewer's words.
- Active listening techniques will be especially useful. The interviewer will not be judgmental, not focused on right/wrong, should/shouldn't or disputing the survivor's answers. They will adopt an empathetic expression. They will give the survivor time to answer without interruption.
- The interviewer will allow the interviewer to tell their story in their own language, give them time to organize their answers, and speak in a very attentive and compassionate tone.

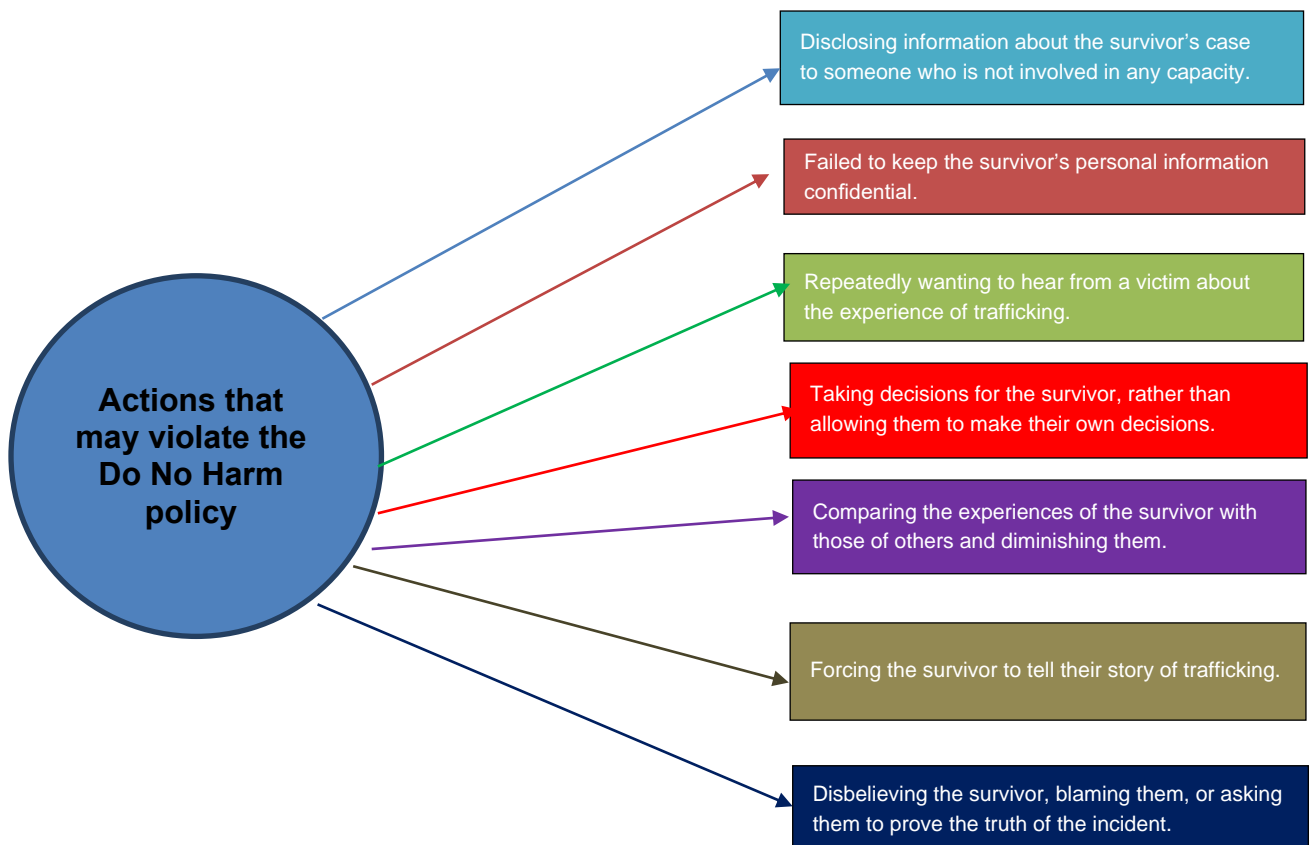
1 "Victim Identification: The First Step in Stopping Modern Slavery", US Department of State, 2013, <http://www.state.gov/j/tip/rls/tiprpt/2013/210542.htm>



## Do No Harm Policy

The **Do No Harm** policy is to ensure that the service provider does not cause further harm to the service recipient while providing protection and other services, and to ensure that the provider takes various precautionary measures to this end. For example, despite a service provider's good intentions, their words, tone, and actions can have a negative impact on the safety, trust, and emotional state of a victim of trafficking. Or in the case of the initial interview, questioning a survivor about the details of their trafficking experience may re-traumatize them or create severe physical, emotional, and social stress. The Do No Harm policy would require that the interviewer carefully assess the situation and refrain from asking those specific questions or stop the interview for some time. Trustworthiness is critical, as victims of trafficking have a lot of experience of broken promises. This means not giving false assurance while providing security services or referrals for services from other organizations. Give the service recipient clear information about the company, their location, the time of service delivery, and the services provided. Information about the survivor's case should not be disclosed to those not involved in any way. Service providers should also guard against survivors being pressured to speak about their experience or being asked to repeat the same thing over and over again.

Not following the **Do No Harm** policy in these cases disrupts the survivor's safety and makes them reluctant to receive services.



Violation of the **Do No Harm** policy through the above actions may have the following effects on a survivor and may result in them being retraumatized.



#### Emergency helpful information: Survivor-centered services

<b>Purpose</b>	Assurance of the survivor to stay alone after rescue, and arrangement of safe accommodation for them
<b>Required format</b>	- Identification Registrar (Identification day, place, etc.)
<b>In charge</b>	The person or organization, under the supervision of the police, the attorney, the police officer assigned by the organization, who completed the initial identification
<b>In charge</b>	<ul style="list-style-type: none"> <li>- A reporter, broker (mediator), or member of the public may collect confidential information from the survivor</li> <li>- Traffickers can negotiate with lawyers and police</li> <li>- Traffickers can hit again or cause trouble</li> </ul>
<b>Decision</b>	As soon as possible, a safe haven must be ensured for the survivor and their privacy and dignity must be protected.

## **Initial verification**

The initial verification is the beginning of initiating services for a survivor. The verification phase lays the foundation for the relationship between the survivor and the case manager. This is where the survivor-centered Case Management Plan begins. Survivors should be asked to identify their goals during this initial verification phase, but keep in mind that the plan may change as more information becomes available. The case manager will accompany the survivor to determine the services needed to reach their goal.

The case manager is the first to receive and verify the information from the survivor and will make a written case management plan based on the information collected during the verification process. They will routinely manage, prepare documents, monitor, and review cases. The case manager will always protect the privacy of the survivors.

### **The verification phase is completed in three steps:**

**Step 1:** This includes understanding whether the rescued person will be considered as a trafficking survivor, attending to their immediate safety issues, identifying their physical and mental health needs, and determining if they need any legal assistance and whether they are asking for it.

**Step 2:** This step comes three-five days into the survivor's stay at the shelter. It includes the verification of their needs of formal and informal education, assessing the status of their family and society, and formulating an initial reintegration plan (mainly, where the survivor wants to stay next).

**Step 3:** This step begins 10-12 days after the rescue, or when the survivor begins to recover physically and emotionally. The case manager can initiate the third step by verifying the survivor's mental health, and then move to life skills and livelihood.

**Verification Forms:** Attachment 3.1 - Quick Qualification Verification Form

Attachment 3.2 Victim Identification Checklist

## **Preliminary assessment of child survivors**

Child survivors generally want to receive a warm welcome and love to feel safe. Shelter mothers should spend time with each child survivor, listening to their stories with patience and attention. Since children cannot make their own decisions like adults, it is important to know the things they like and, where possible, to value them. If children are treated with love, they will treat others well and respectfully.

Children of the same age and gender can be kept in one room. Children must be given nutritious food. Their clothes and bedding need to be kept clean. In addition to ensuring that children go to school and study, they should be given opportunities to play sports, dance, and sing. Special arrangements should be made for children who are particularly gifted.



### Emergency helpful information: For Child Survivors

<b>Purpose</b>	Ensuring the safety and physical and mental health of child survivors
<b>Required format</b>	Child Survivor Services (Checklist)
<b>In charge</b>	Shelter mother and adult survivor
<b>Potential problems</b>	<ul style="list-style-type: none"><li>- The shelter mother may lack skills and empathy. They may not understand what the child needs.</li><li>- The shelter may lack adequate child-friendly arrangements.</li></ul>
<b>Decision</b>	<p>Provide training on child care and child counseling</p> <p>The responsibility of caring for children should be shared among the adult survivors.</p>

This chapter also discusses the principles of Survivor-centric approaches and Survivor-centric services. Here are some suggestions on how to look or get an appointment for adult and child survivors. Likewise, the three steps of initial verification have also been mentioned. The next chapter will cover case management based on these issues.

## **Chapter 4: Case Management and its Steps**

Case management is a structured process through which an organization fulfils its responsibility to provide information about all options available to the service recipient; to help identify problems and issues and try to resolve them through coordination; and sometimes refer them to other agencies for assistance. The basis of case management is a clear case plan, which should be formulated on the basis of joint discussion between the service provider and the survivor. It should state what services a survivor needs, and when and how to provide them. A well thought-out and complete plan empowers a survivor to reintegrate into society.

### **Steps of case management**

To complete a case successfully, it has to be done step by step. To complete a case of a human trafficking survivor, there are six steps:

1. Introduction and involvement
2. Evaluation or verification
3. Case action plan
4. Implementation of case action plan
5. Follow-up
6. Closing of the case

### **The role of the case manager**

The case manager coordinates the development and implementation of the case plan. In consultation with the key service providers and informal service providers, the case manager ensures that everyone clearly knows and understands the plan. It is also the responsibility of the case manager to oversee that effective services are provided under this plan for specific and expected outcomes. The hope is that both the case manager and the applicable agency will uphold the quality of services given to the survivor and the people associated with them, such as the family and community members.

#### **1. Introduction and involvement**

The first step in case management is to get to know the survivor and get them involved in the process. It is an opportunity to start a trusting relationship with the service recipient and to build a good relationship. It is important to keep yourself calm and make them feel safe. This stage requires the informed consent of the survivor before proceeding to the next step. Exchange greetings with the survivor and create a comfortable environment for them. To welcome the survivor to a separate place, arrange a spot, where no one can hear your conversation. Make sure the survivor feels safe talking to you. Invite the survivor to sit in your seat. Avoid having a desk or table between you and the recipient. Ask them if they are comfortable or not. Ensure that your gestures are clear. Face the person so that they can understand that you are ready to listen to the situation.

## **2. Evaluation or verification**

Assuming the service recipient has given permission to the service provider to provide the service, go to the next step, the evaluation. In this step, you help the client gather information and make decisions about the action plan. At this stage, the case manager discusses with the survivor about their needs, capabilities, and objectives. The case manager opens a case management file for the survivor.

## **3. Case management plan**

The case management plan is an individualized table created in light of discussions with the survivor during the needs' verification process. Creation of this table or case management plan is essential for survivors who live both inside and outside shelters. The plan provides service providers with a way to determine what kind of assistance the rescued person needs. The chart helps the case manager formulate the exit strategy from this service plan based on identified needs. The case manager will create a written plan themselves and put it in the case management file. The case manager will ensure receipt of services by the survivor, review the delivery of services, and follow-up with the survivor. Case managers and survivors should consider the following when planning:

- The survivor's capabilities, needs and surrounding circumstances.
- Potential threats to the safety of the survivor.
- Present an appropriate risk assessment to survivors that is realistic, neither too far-fetched, nor too common.
- Coordination of services provided.
- Asset allocation.

## **4. Implementation of case action plan**

In implementing the action plan, you help the survivors achieve their goals. Ensure that they receive quality service securely from the service providers by collaborating with them and creating referrals. If the action plan includes a referral, you will need to contact other service providers to refer the service recipient's case. Based on what you have agreed on jointly, you can go with the survivors and can advocate for them. Case managers may also meet with service providers to provide survivor-related information, but only with their informed consent). The case manager will lead to coordinate the case, including by involving survivors with service providers, ensuring their quality care and service, and jointly ensuring with the service provider that survivors receive services. This process requires regular contact with the service provider.

The emphasis must be on the ability of the survivor, helping them communicate with the sources of their strength or support such as supportive friends or family members. Some survivors may feel intense embarrassment. Survivors can recover by returning to their daily lives, by participating in activities that give them hope and courage, and by communicating with people who are supportive of their lives. You can help the survivor get an idea of how to do these things. Refer the survivor to your company's services, such as technical training and counseling.

## 5. Follow-up

If it is established during the action plan with the survivor that follow-up that it is safe and consensual, then plan to meet or contact them. The follow-up meeting will ensure the privacy of the survivors and be at the time and date convenient for them. Reassess security during follow-up meetings. This is because the risk to survivors may increase after the incident of violence is exposed. Re-evaluate safety every time you meet the survivor. Ask them the same questions they were asked during the security needs assessment and see if the security situation has changed since your last visit. Finally, come forward with the plan made with the survivor.

- Review their psycho-social needs. If the survivor's condition does not get better or has become worse, you may want to consider referring them to specialized mental health care, if it is available.
- Reconsider the case action plan with the survivor. Check if they received the services for which they were referred, and if there were any interruptions or problems. Discuss with the survivors whether any needs should be added to the action plan. For each referral, get informed consent.

Re-examine the action plan. Write down the results of the referral and newly assessed needs of the survivor. Schedule another follow-up meeting to observe the improvement.

## 6 Closing the case

You should use the Case Completion Form for closed cases. The case should end when the needs of the service recipients are met, and their support system is working properly. To understand whether this has happened or not, follow-up and discuss their situation with them, review the final action plan and the status of each target, and explain to them that it is time to end their case. Then formulate an exit plan with the survivor.

### Principles of fair case management

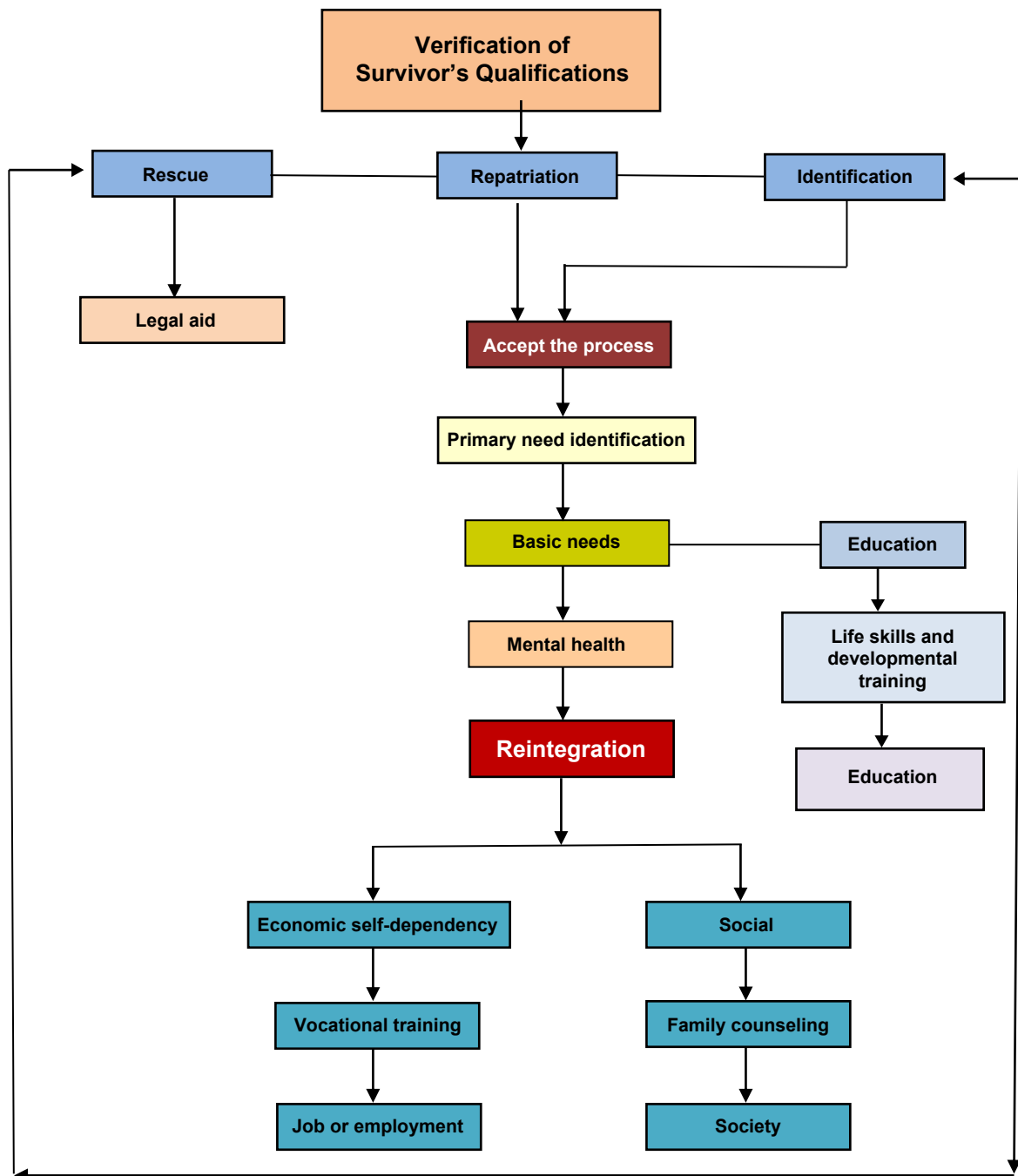
The foundation of a sound case management is Survivor Sensitivity and Survivor Centered which enables Survivors to make their own decisions about their own lives.

### Proper case management is:

- Ensuring the privacy and security of the survivor.
- Respecting the survivor's culture and attitude.
- Ensuring an integrated service delivery environment.
- Considering the family and social surroundings of the survivor.
- Identifying the purpose of reintegration into the society of the survivors and formulating strategies or exit strategies to eliminate the need to receive services.
- Ensuring successful reunification as the main goal.

When you decide to close a case, document why it was closed, complete the case completion, review all forms in the case file, and make sure they are completed. Store all files securely in a separate locked cabinet or in a designated place used for completed cases. Do not keep the consent form and case file together. Ask the service recipient to complete a service receipt form.

### Picture of case management process



## **Soheli's story**

One sunny March morning, 19-year-old Soheli's face lit up with joy as she arranged the clothes scattered around the small room in her house. A few lines of youthful laughter touched Soheli's lips as she spoke to a few village women passing by the house. She lived in this house with her mother. Some of Soheli's neighbors had gathered at her house to buy colorful and attractive clothes. She displayed the clothes carefully and hung some of them up so they would catch the eye of buyers. Passing through the clothes displayed by Soheli, the golden sunlight of the morning created a colorful world in the house. This scene was the exact opposite of Soheli's life a few years ago. Seeing Soheli running a successful business in her small house this morning, there is no way to imagine that she is a woman who survived having been trafficked. Like many others, Soheli was also deceived by a trusted close neighbor, who encouraged Soheli's dreams and greed by telling her about a good job. So one day, Soheli left home, lured by the prospect of independent life. The reality turned out differently. Soheli was taken from her home and sold to a brothel in Mumbai. After losing her daughter, Soheli's mother suffered from extreme mental distress. She went to India four times in search of her daughter, selling her house to pay for the efforts. After spending five months in the brothel, Soheli managed to escape with the help of another trafficked woman and sought shelter in a church.

Soheli returned to Bangladesh, but to a shelter, not to her own home or village. After initial verification, Soheli was given physical and mental health care. Four months later, after Soheli had recovered, she received life skills and small business training at the shelter.

Soheli had seen her mother support the family by sewing and selling clothes. She wanted to do that too. The shelter gave her business training and some clothes in lieu of seed money.

"Running a (clothing) business is not too difficult. I have seen my mother do this since I was a child," Soheli said. "I learned how to deal with buyers, how to determine the price of clothes. I love doing this because I can run the business from home and at the same time continue my studies."

In order for Soheli to easily return to her community, the center staff spoke to the villagers so they would understand Soheli's situation. They further explained to the villagers how important their help was. As a result, Soheli could return to the village with her mother. And today, mother and daughter run a business in that very village.

Soheli buys and sells clothes, and her mother sews. In this way, they earn 4-5,000 Takas monthly and have been able to build a house for themselves again with their income. But beyond the success of the business, it is the love and respect she gets from villagers that puts a smile on Soheli's face. "When I came back from India, I was completely devastated. I didn't know if the villagers would accept me," she said. "When I came to the shelter, they helped me get myself back. Now my confidence has increased, my society respects me and believes in me as well."

The girl whose life was once full of despair is now a successful woman who has big dreams for the future. "My dream is to have a big shop in the market after finishing my studies," Soheli smiles.

## Stages of service provided

Case management is essentially about the needs of the survivor, but it helps to identify the person's development through different stages of progress. It is possible to express this improvement through certain needs and achievements. These stages are highlighted below. This does not mean that the steps will always follow the same sequence as mentioned below. Things can also happen simultaneously. Remember, you have to enter the next step after completing the first step.

### Step 1: Observation and self-review did by the survivor

Duration: Fifteen (15) days

**Below are the details of the steps of survivor-centered services:**

Activities	Process	Duration
<b>1) Data collection</b>	Collection of detailed information about the resume and location in the preliminary information collection stage for proper management of the planning process (Appendix 3.1- information can be collected using Quick Qualification Assessment Form)	1 day
<b>2) Determining the overall condition of the survivor</b>	<ul style="list-style-type: none"><li>● Based on discussions with the survivor</li><li>● Review the survivor's physical, mental, and social condition</li><li>● Assess the need for legal assistance based on the information received about the incident</li></ul>	3 days
	<ul style="list-style-type: none"><li>● Assess the need for education and physical or mental health care (see Chapter 5: Empowerment, Counseling and Mental Health)</li></ul>	1 day
<b>3) Discussion on the rights and responsibilities of staff and survivors</b>	<ul style="list-style-type: none"><li>● Highlighting the Code of Conduct for staff and survivors</li><li>● See attachment: 9.2 Attachment-Code of Conduct of the staff and 9.4 Attachment - Survivors Code of Conduct</li></ul>	2 days
<b>4) Formulation of a case management plan with the survivor</b>	<ul style="list-style-type: none"><li>● Creation of separate case management plans for each survivor</li><li>● Organizing a conference on the summary of the plan adopted and the situation assessment determined on the basis of detailed discussions between survivor and case manager. It is important to consider the views of the survivors</li><li>● Alternative approaches can be created, if necessary</li></ul>	5 days
<b>5) Reconsideration of the reintegration plan</b>	Review the reintegration plan taking into account the survivor's economic situation and family and social aspects	1 day
<b>6) Review of the overall plan</b>	Review all information and steps to implement	2 days

**Special consideration:**

a) When the mental health of survivors is monitored, they can be divided into several categories, namely severe (upset, severely depressed, suicidal, etc.), somewhat severe, tolerable or healthy. If the survivor's mental state is found to be severely disturbed or somewhat severe, the monitoring period should be extended for them.

Talk to certified professional counselors about their issues. b) Understand the mental health status of the survivor using the mental health audit information. (Annex 5.1, Mental Health Monitoring Form.)

**Step 2: Improvement of life skills**

Duration: 6 to 8 months

(See Chapter 6: Education and Life Skills)

Follow the steps below for details:

Activity	Process	Duration
<b>1) Survivor's life skills verification</b>	If life skills have not been verified at the observation stage, it should be done at this time. Attachment 4.1. See the Life Skills Verification Table	<b>2 Days</b>
<b>2) Ensuring formal and non-formal education for the survivor according to their age, ability, interests, and skills</b>	<b>Education (formal and non-formal) opportunities for all children:</b> <ul style="list-style-type: none"><li>- Institutional education will be given according to the survivor's potential, ensuring formal and non-formal education for students who went to school before trafficking.</li><li>- Ensuring formal and non-formal education or distance learning for those who dropped out of school.</li><li>- Ensuring the support of experts that work with disability rights organizations and programs for survivors who have mental or physical disabilities.</li></ul> <b>Adolescent/Adult</b> <ul style="list-style-type: none"><li>- Create informal or institutional opportunities for survivors who have completed primary education according to their interests and abilities</li><li>- Ensuring formal and non-formal education for those whose schooling remained unfinished</li></ul>	until the implementation of the education plan is over
<b>3) Subject-based awareness-raising sessions</b>	Conducting awareness-raising sessions regularly (See Chapter 5 for details: Empowerment, Counseling, and Mental Health)	2 to 3 days a week
<b>4) Training</b>	To improve equality, human rights, child rights, leadership training, and psychosocial skills for youth and adult survivors	if necessary



<b>5) Crisis management</b>	Counseling services to improve mental health according to Survivor's Case Management Plan (See Chapter 5 for details: Empowerment, Counseling and Mental health)	2 days a week
<b>6) Self-portrait (image) counseling</b>	Understand a survivor's self-dignity and self-esteem (See Chapter 5 for details: Empowerment, Counseling and Mental Health)	1 day a week
<b>7) Life skills training and education</b>	<p><b>Children</b> Provide life skills training to children in accordance with the life skills described in Chapter 6</p> <p><b>Adolescent and adult</b> Use the Life Skills Guidelines developed by the USAID ACT Program (See Chapter 6 for details: Education and Life skills)</p>	<p>Introduction: 3 days Training: 18 days Sessions: 6 Refresher: 3 days Total: 24 days</p>
<b>8) Legal advice and education</b>	<p>Provide basic legal education to survivors by age (whose cases are still pending)</p> <p>Provide legal advice and assistance to special needs survivors and other survivors if they want (See Chapter 8 for details: Legal rights and Assistance)</p>	2 days a week
<b>9) Progress review</b>	Monitor and document progress and role in each case of each survivor	Must be reviewed at the end of each session

#### **Special consideration:**

- If a survivor is reunited with their family, the educational support they were receiving must continue, depending on the survivor's desire to learn.
- The duration of life skills enhancement training will be determined based on discussions with the survivor. However, in this case, the survivor's time in the shelter should also be taken into consideration.
- The duration of life skills enhancement training for each survivor will be at least six months. This duration or extra time will also be applicable for those who have a physical or mental disability.
- The duration of the life skills enhancement training for those suffering from severe mental disorders will be at least eight months. At the same time, they must be provided with the services of a certified professional counselor.
- Education is compulsory for all the children who are mentally fit. This education will be of international standard and acceptable under the law of Bangladesh. For both children and adults, there will be no difference between those who have gone to school before and those who have not. Normally, a person has to start from the level at which they dropped out of school.

### Step 3: Livelihood Development

Duration: 4 to 6 months

See Chapter 7:Economic Self-Reliance and follow the steps below for details.

Activity		Duration
<b>1) Determination of livelihood needs and possibilities</b>	<ul style="list-style-type: none"><li>● Review the vocational training requirements or workplan with the survivor during the initial meeting.</li><li>● Give the survivor a chance to see various vocational trainings so that they can decide which one is applicable to them or which one they are interested in pursuing.</li><li>● Verify the feasibility of the survivor's chosen job.</li></ul>	3 days
<b>2) Connecting government and NGO training providers with survivors</b>	<ul style="list-style-type: none"><li>● After determining the vocational plan for the survivor, decide on which government organization or NGO they will be sent to for training.</li></ul>	15 days
<b>3) Training</b>	<ul style="list-style-type: none"><li>● If the survivor has skills and qualifications, encourage them to take modern technical training.</li><li>● Monitor the survivor's progress during training.</li></ul>	The duration depends on the type of training. (According to the ACT program, the maximum is usually six months.)
<b>4) Recruitment, recruitment as trainees, small business ventures</b>	<p><b>Recruitment:</b></p> <ul style="list-style-type: none"><li>- The authority of the shelter will contact employers based on the needs of the survivor.</li></ul> <p><b>Recruitment as trainees:</b></p> <ul style="list-style-type: none"><li>- The shelter will arrange for recruitment as a trainee according to the survivor's skills and interests.</li></ul> <p><b>Small business ventures/Support:</b></p> <ul style="list-style-type: none"><li>- Creating small business opportunities for survivors as needed, taking into account local socio-economic conditions.</li></ul>	
<b>5) Training assistance/ Connecting with other activities</b>	Connecting with other activities: Connecting the survivor with other activities of the organization according to their skills and interests, such as providing training assistance to peer educators, assisting in documentation, participating in awareness activities, etc.	2 months
<b>6) Review</b>	After reviewing the survivor's goals, identifying the limitations of the strategy and taking steps to overcome the problems	As needed

#### Stage-4: Social integration

Duration: 2 months

For details, see chapter 10: Exit Strategy

Activity	Process
<b>Providing counseling with the survivor's family or other family.</b>	Convincing members of the survivor's own family or another family or others living with them to respond positively to the survivor returning home.
<b>Providing community counseling</b>	<ul style="list-style-type: none"><li>● By providing community counseling, create a positive attitude towards the returning survivors and help counter prevailing prejudices.</li><li>● The survivor's privacy must be protected as a matter of utmost importance.</li></ul>

#### Stage 5: Exit plan

Duration: 1 month

For details, see chapter 10: Exit Plan

Activity	Process
<b>Adapting to the environment outside of the shelter</b>	<ul style="list-style-type: none"><li>- The shelter should arrange initial accommodation for the survivor after they leave the shelter, ensuring that the survivor's accommodation is a reasonable distance from their place of work and is safe.</li><li>- Survivors need to be prepared to adapt to a variety of everyday events and conditions, including judgments about their social, the environment of the area, money management, self-defense, choosing new acquaintances, etc.</li><li>- Once a survivor leaves the shelter, their overall needs should be verified, so they can be connected to local agencies to receive services such as health care, economic support, etc.</li><li>- Use a "picture book" that describes the types of things that may happen in everyday life and how to make friends after getting out of the shelter.</li></ul>

**Recommendation about the contents of the case management file**

The case management file is the main tool for proper case planning, monitoring, and follow-up.

It will include the following topics, as needed:

<b>Main Topic</b>	<b>Document</b>	<b>Other Topics</b>
<b>Marking</b>	General Diary, forwarding letter received from the police station for the submission of the survivor in court, court judgment, bail	Information of place and date, identification, or repatriation process
<b>The repatriation process</b>	Subsidiary documents, police verification, case documents, chairman's permission letter, family application, General Diary, Home Ministry permission, travel documents	Photographs, investigating the area to verify the facts of the case
<b>Receiving exemptions from law enforcement agencies or prisons</b>	General Diary (based on survivor's opinion), file petition from NGO, court order, survivor's application, chairman's permission letter, family's permission letter	Matters related to the condition of the survivor
<b>The adoption process</b>	Area, subject, and other general information in the verification form, eligibility verification form with the case study, inclusion in the database	Verification of trafficking cases
<b>Basic support</b>	Date when survivor entered the shelter and list of supplies provided (such as clothes, bedsheets, pillows, box, etc.)	Special requirements or other notes
<b>Health and hygiene</b>	Requirements for health examination reports, prescriptions, treatment decisions and plans, cleanliness (infectious diseases, etc.)	Date of education or workshop on health and hygiene, any special topic
<b>Psycho-social</b>	Status verification and planning, connected information with service providers	Every individual counseling report or group session report
<b>Basic school and non-formal education</b>	Verification of educational level (literacy, etc.), agreement with the school	Information about the education given and the results/grades obtained
<b>Legal assistance/Advice</b>	Final Investigation Report (FIR), charge-sheet, the appointment of a lawyer, date of court, etc.	Advice on case strategy, information on progress results

<b>Life skills and reality-based education, capacity building, and opportunities for self-reliance</b>	Verification form and accepted plan	Report on participation in awareness sessions, date and results achieved; participation in decision making and planning for ones own future; peer mentoring
<b>Self-expression through creative activities</b>	Verification of needs and interests of survivors; the establishment plan for the survivor to create opportunities to participate in public gatherings;	Progress and next steps; special information about pictures, etc.
<b>Consolidation</b>	Survivor Consolidation Plan, prospects and counseling information for survivors, family, and community; counseling plan with family/relatives/ community; job opportunities; follow-up plan	Progress reports for each stage and follow-up plan
<b>Vocational and on-the-job training</b>	Verification of survivor needs and skills; verification of market possibilities and family status; training plan for work, address of the service provider organization	Details of vocational education provided (date, duration, content, etc.); implementation information
<b>Economic rehabilitation/ employment</b>	Combining skills and interests for a feasibility study; liaising with government agencies; execution of a contract with an employer	Information on survivor's progress and satisfaction; employer comments; assistance provided; follow-up plan
<b>Overall case management</b>	Name of the case manager; summary of review and planning; contract signed by survivor	Progress information; analysis of barriers; follow-up requirements and timeframe; case completion information

## Emergency support information: Case management

<b>Purpose: To provide a general rights-based, survivor-centered case management plan that will help the survivor to achieve economic self-reliance and successfully reintegrate into society.</b>	
<b>Recommended formats</b>	Monitoring, providing advice, identifying basic needs, case conferences, service completion planning
<b>In charge</b>	Case Manager, Counselor
<b>Preliminary verification</b>	<ul style="list-style-type: none"> <li>- Survivor-centered participatory and holistic assessment of mental and physical health;</li> <li>- Educational level and needs;</li> <li>- Matters related to legal aid and security;</li> <li>- Confidence building and socialization;</li> <li>- Vocational and job opportunities and capabilities;</li> <li>- Reunification path and requirements;</li> <li>- Written planning considering everyone's condition and reasonable ability to continue with service strategy guidelines;</li> <li>- Regular monitoring of case implementation, documentation, evaluation, and review by the case manager;</li> <li>- Survivor's privacy protection.</li> </ul>
<b>Potential problems</b>	<ul style="list-style-type: none"> <li>- Not monitoring the situation means not implementing the plan.</li> <li>- Survivors may not be willing to cooperate.</li> <li>- There may not be regular follow-up on all matters related to the survivor.</li> <li>- The service provider organizations may not be interested in considering the will of the survivors while making effective plans for them.</li> </ul>
<b>Decision</b>	<ul style="list-style-type: none"> <li>- Review, evaluate, and change plans as needed</li> <li>- If problem-solving is impossible, form alternative plans.</li> <li>- Regular follow-up.</li> </ul>
<b>Service completion plan/Exit strategy</b>	Taking written plans and steps in consultation with the survivor, wherein the survivor will be the main decision-maker based on their confidence and readiness. The planning and considerations of all aspects of service and care will be determined in accordance with the ACT Exit Strategy Guidelines. Providing creative alternatives to survivor services through communication. Attachment of reunification plan, comparative diagram and follow-up plan.

The services provided to the survivor are more effective when a realistic plan is formed based on their needs. This chapter describes how efficient case management can be a great way to achieve the goals of the survivor. The next chapter describes the important role of competency and mental health counseling.

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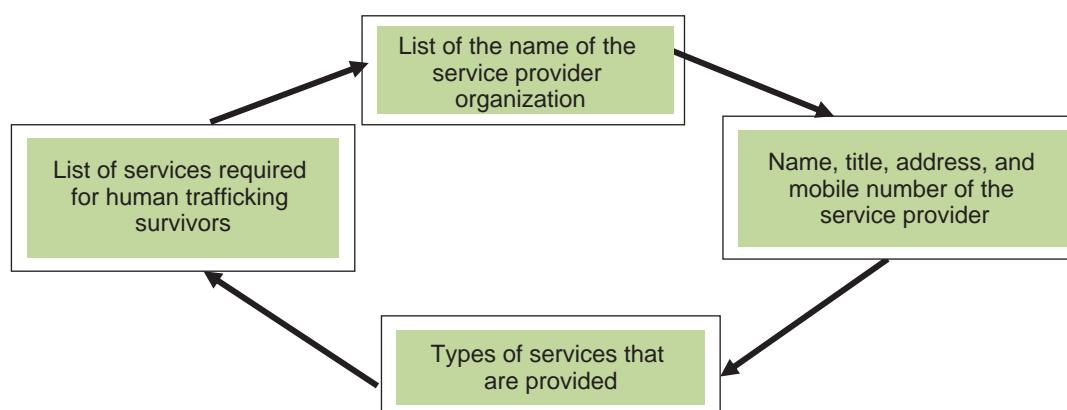
### Referral management

Human trafficking is the highest violation of a person's human rights, that affects their life, freedom, and security. It can lead to death and also denies human dignity. Victims of human trafficking need a variety of services, starting from identification as a human trafficking survivor, until they are reintegrated into society. In most cases, it is not possible for an organization to provide all the services a survivor of human trafficking needs. That is why it is necessary for all organizations to coordinate with government and non-government service providers to ensure the social security of survivors. Victims of human trafficking should have access to a full suite of services, which needs cooperation among various stakeholders. The mechanism that helps to create a fully integrated social security net is called a referral mechanism.

According to the International Organization for Migration (IOM), a referral mechanism is a process through which mutual cooperation and trust are built between different stakeholders to provide various protections and services to migrants who are living in helplessness as victims of violence, and whose rights have been abused.

It is often the case that an organization is only identifying victims of human trafficking, then transferring them to another organization through referral mechanisms based on the victim's needs and preferences for services. However, the successful use of the referral mechanism depends on providing the necessary services to victims of human trafficking by any organization in the concerning area. Therefore, you need to create an up-to-date service directory for individual areas in advance.

Many developed countries around the world are now developing referral mechanisms for survivors at the national level and it is used in Bangladesh as well. Referral mechanisms can be used at any stage, from the identification of a survivor to reunification. However, the most popularly referred services involve shelter home support, healthcare, various vocational training, livelihoods, employment, legal services, earning, and reunification. The components of the referral mechanism are as follows:



**Procedures to be followed for preparation of a referral mechanism:**

The primary responsibility for preparing the referral mechanism lies with the state. In other countries of the world, the state is in charge of preparing it.

However, other private service providers, NGOs, target groups, international organizations, and various donor agencies should also be involved in this process.

It is also necessary to prepare a list of services that are needed for human trafficking survivors, such as health care, mental health, shelter home support, and employment.

1. Arrange consultation meetings with service providers in the respective areas and prepare a list of their services.
2. Organize coordination meetings with government and non-government organizations and partners.
3. Finalize the list of services and verify with the concerned service provider.
4. For the effective implementation of the referral mechanism, there must be a memorandum of understanding or any written agreement with various service providers.
5. Referral mechanisms should be added to the district information window for public use and updated copies should be shared with service providers.
6. Information in the referral mechanism should be updated every six consecutive months.



## Chapter 5: Human Trafficking Experience and Mental Health

According to the UN, human trafficking is a crime involving the use of force, kidnapping, or deception for the unlawful recruitment, transfer, transportation, sheltering and acceptance of a person through forced labor and sexual exploitation to serve illicit purposes. Trafficking includes sexual exploitation, forced and contracted labor, domestic slavery, any form of slavery, and mutilation.

This definition and our experience suggest that a person who is a victim of human trafficking experiences physical, mental, economic, and social humiliation as well as deprivation, exploitation, and abuse that ultimately gives rise to a variety of negative thoughts and feelings. Victims of human trafficking are deprived of their power and rights. As a result, they lose their self-confidence, suffer from distrust, lose the ability to make decisions by analyzing any situation, and find it difficult to find direction and their own strength. A victim's perception of themselves and the world around them changes. Although a person who is a victim of human trafficking can come back by using their own strength and courage, they are subjected to a variety of negativity, insults, disrespects, accusatory comments and behaviors from their family or society that adversely affects their mental health as pain upon pain.

One study found that trafficked women, children, and men suffered from a variety of mental health problems such as depression, anxiety, and self-harm and are at extreme risk of suicide.

### The most common of these mental health problems are:

<ul style="list-style-type: none"><li>● Extreme shock and confusion</li><li>● Fear, panic, or anxiety</li><li>● Worrying all the time, thinking bad things will happen</li><li>● Being extremely upset, silent, frustrated, hopeless, or in despair</li><li>● Anger, rage, and excitement</li><li>● Feelings of humiliation and shame</li><li>● Feeling numb</li><li>● Problems with sleeping and nightmares</li><li>● Self-condemnation/self-hatred</li></ul>	<ul style="list-style-type: none"><li>● The repeated presence of unwanted emotions and memories, repeating flashbacks to traumatic memories, recurrent thinking about trauma</li><li>● Lack of faith in humanity, lack of faith in the Creator, fear of some divine being, or belief that they were punished by a divine being</li><li>● Behavior that harms themselves or suicidal behavior</li><li>● Obstacles in normal psychological development</li></ul>
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Above all, they are isolated from family and society, suffer from homelessness, disability due to imprisonment/criminal record, job disability, and lack of education. This puts them at greater risk of re-trafficking.

However, the experiences of human trafficking vary from person to person. Two people can react differently to similar events. This response depends a lot on upbringing, childhood experiences, socio-economic status, education and culture, and family and social security ties, among other issues. Some people may suffer from extreme mental illness because of those experiences and some may experience mild mental health problems.

### **Improving mental health through empowerment of victims of human trafficking**

If the mental health condition of a person can be determined from the beginning and work can be done to develop self-esteem, then the person can solve many symptoms on their own. Additionally, many mental health problems can be solved through effective peer support, the support of social workers/teachers, and making positive changes in lifestyle.

The empowerment system tends to focus on merit rather than individual shortcomings. This approach focuses on achieving goals and changing systems using one's own strengths, courage, and abilities. The empowerment model supports the development of skills and competencies to remove social barriers in individuals and communities. This method works with the individual as well as with their family and society, and in institutions such as schools, skill enhancement training institutions, employment institutions, and religious institutions. Through social and institutional change, the strategies for asset acquisition and redevelopment, from individual development to relationship improvement, is consolidated and continued. Here, individuals and social workers can coordinate these collaborative efforts simultaneously or in sequence on a partnership basis, but no parts can be ignored.

In this method of empowerment, the victim of human trafficking is called a 'survivor' rather than a 'victim'. Victim refers to a helpless, powerless, weak person. Survivors are people with strength, courage, and ability. By using the survivor-based approach, the service provider gets a chance to respect the self-control of the service recipient. This approach empowers survivors to regain control of their lives.

While providing services to victims of trafficking, the following five rights need to be kept in mind, as survivor-centered approaches are used.

### **The rights of victims of human trafficking**

Every victim of human trafficking has the following rights.

1. Security
2. Loyalty
3. Dignity
4. Self-determination
5. Non-discrimination

The following empowerment activities are designed to increase the confidence and self-esteem of survivors. These activities are arranged into four categories, creative arts and cultural activities, rights-based training, subject-based awareness sessions, and co-education or peer education.

Each of its activities is discussed below.

### **Creative arts and cultural activities**

Painting, singing, dancing, acting, reading books, and writing are some of the creative arts. All of these art practices enable survivors to express their opinions and increase their self-esteem and, above all, their self-worth. This requires an understanding of cultural practices and the provision of public or private cultural performances. All of these creative and service-oriented arts are optional, gender-sensitive, and multicultural.

### **Education on human rights, prevention of discrimination, and advocacy**

Training needs to be arranged to increase the awareness and perception of survivors about human rights and women's and children's rights and to support their demand for rights. Regular training will be provided through trained officers. Training materials must be standardized.

While officers apply human rights principles in their day-to-day service, the issue of informal discussions or consultations on human rights comes up in addition to formal training. For example, the practice of human rights can be demonstrated by treating all people equally and not discriminate on the basis of religion, caste, or gender. By providing equal services to all, service providers become models of equality practice.

### **Emergency Aid Information: Human Rights Education**

<b>Purpose</b>	Raise awareness and provide ideas about the rights of survivors
<b>Required format</b>	Pre-test and after-test session planning
<b>In charge</b>	Training assistant, co-teaching provider
<b>Potential problems</b>	Not all survivors will be equally vocal in demanding their rights. The issue of human rights is not an integral part of survivor services.
<b>Solution</b>	To provide discussion and advice to the survivor on their rights and to provide special guidance and training to staff to empower survivors.

## Subject-based awareness sessions

Awareness sessions are aimed at raising awareness among the survivors on human rights issues such as human trafficking, discrimination, child rights, labor and employment rights, and social rights and responsibilities.

Other important sessions include legal issues related to life and culture such as birth registration, child marriage, polygamy, dowry, marriage registration, divorce, the law and violence against women.

Health issues may include early health, nutrition, incurable diseases such as AIDS and other sexually transmitted diseases, mental health problems such as depression, increased anxiety, and a healthy lifestyle such as exercise, yoga, and meditation.

Some sessions need to be designed to achieve potential goals to inspire survivors. All these sessions will be secular and gender-neutral. Survivors who have overcome many obstacles also need to be discussed so others can see them as role models.

Survivors who want to develop their leadership qualities may attend these sessions. The next step is to create opportunities to practice leadership skills by conducting life skills training sessions.

## Emergency Aid Information: Subject-based Awareness Sessions

<b>Purpose</b>	Empowering survivors by raising awareness on personal, social and cultural issues. Sessions need to be designed with consideration of the age, needs, and skills of the survivors.
<b>Required format</b>	Register checklist, training module (both are available to service providers)
<b>In Charge</b>	House mother and others who live in the shelter, including the shelter manager.
<b>Potential problems</b>	<ul style="list-style-type: none"><li>- Sensitive subject matters</li><li>- Insufficient subject-related materials</li><li>- Lack of skilled helpers</li><li>- Poor time management in preparation, discussion, and questioning</li><li>- Impatient presenter</li></ul>
<b>Solution</b>	<ul style="list-style-type: none"><li>- Sessions must be conducted by trained and experienced facilitators</li><li>- Necessary resources must be available</li><li>- Facilitators need to be encouraged to be patient while dealing with the survivors</li><li>- Time should be well managed during preparation and session.</li></ul>

## Peer Training Model

Finally, survivors will be empowered by participating in peer training models. Each service provider organization is inspired to create peer-to-peer learning opportunities and provide peer leadership training. Peer leaders can engage in peer-to-peer conflict resolution, peer-to-peer decision-making on services, and creating opportunities for co-management of programs and services. Peer leaders have to change programs according to a routine developed by service providers and survivors.

### Emergency Aid Information: Peer Training Model

<b>Purpose</b>	Develop the leadership qualities of each survivor through peer-to-peer activities
<b>Required format</b>	Advance planning
<b>In Charge</b>	Field worker
<b>Potential problems</b>	Weak leadership can be elected
<b>Solution</b>	Identify the special qualities of a good leader and identify the survivors who have those qualities

### Counseling helps survivors to start a new life

Rini did not speak for several days after arriving at the shelter. Realizing Rini's frustration and her difficulty in concentrating, the case manager referred her to the counselor. Rini was still silent.

The counselor patiently tried to win Rini's confidence and helped her speak up. The counselor gave Rini hope by telling her stories of those survivors who had just started a new life. This instilled hope in Rini

After about five sessions, Rini began to speak slowly. While talking about her life experiences, Rini described how her husband, a day laborer, physically and emotionally abused her and pressured her to bring a dowry from her father's house. After that failed, her husband changed tactics and pressured Rini to move to India, telling her false stories and giving her dreams of a better life. When Rini finally agreed, her husband sold her to a man in Benapole. She was locked in a house, physically and emotionally abused, and forced to engage in sex work.

Rini explained how she escaped, was arrested by Indian police, and then sent to an asylum center in India. Ten months later, she was sent back to her homeland, and arrangements were made for her to stay in the shelter. Feeling guilty and ashamed, she could not express her grief in words. However, through the persistent and patient efforts of the counselor, Rini was able to speak and regain her confidence and start a new life.

## **Human trafficking, mental health problems, and counseling**

With proper support and intervention, people can overcome traumatic experiences.

Counseling a victim of human trafficking is beneficial but challenging. A counselor needs to be aware of the things that can hinder this process in order to better assist the survivor. Some service recipients may feel scared or ashamed to receive the service. Since the negative perceptions associated with human trafficking originate from social and personal influences, caregivers need to be careful about how their personal beliefs and use of language affect the therapeutic relationship.

It is also important to have an idea about trauma. The counselor is required to understand the interconnectedness of age, gender, and culture and to have the knowledge, skills, and confidence to deal with mental health. The caregiver may feel helpless if they have no idea about mental health and do not have the skills and confidence to talk about it. It is necessary to have a basic idea about counseling, the qualities of a counselor, the steps of counseling, and the policy related to it. The caregiver also needs to have an idea of when and where to refer a survivor.

There are many misconceptions about counseling. That is why it is helpful to understand what counseling is not. It is not:

- Giving advice or suggestions
- Deciding or solving problems
- Influencing the survivor to take the initiative to do what seems right to the service provider.
- To comment or criticize
- To lecture
- Imposing the service provider's attitudes, beliefs, and values on the survivor
- Taking the burden of the survivor's problems on one's shoulders
- Building a personal relationship with survivors
- Forcing the survivor to come to the counseling session or promising to give them something
- Showing respect or disrespect to the values and beliefs of the survivor

It is important to establish a relationship of trust and confidence with the service recipient before expecting them to openly discuss trafficking issues, rape, or other forms of injury, abuse, shame, or stigma, or family matters. While collecting complete information from service recipients, it is important for service providers to remember that mistrust, indifference, breach of privacy, or any other behavior that is disrespectful, whether verbal or non-verbal, is detrimental to building a trusting relationship.

## **Qualities of a Counselor**

- **Maintaining confidentiality:**

To gain the confidence of a survivor and to establish a rapport with them, maintaining their confidentiality is a must. This is the only method to guarantee the security and privacy of the survivor. No information divulged during a session should ever be discussed outside with anyone at any place whatsoever. If, for some reason, at a later time, it becomes necessary for the counselor to discuss specifics mentioned in a particular session with relevant authorities, then vital information such as name, age, address, etc. must be kept confidential and then the issues at hand can be discussed.

- **Treating every individual equally:**

This principle means the counselor's perspective towards every survivor must be the same. They must be treated equally, without discrimination, regardless of age, sex, socio-economic conditions, nationality, religion, or values. The counselor must separate their personal opinions and respect the individuality of all human beings.

- **Be respectful of human autonomy:**

One of the prerequisites for providing psychological care is fulfilling this principle. This means that every human being has the right to live their lives in the way they see fit, as long as their lifestyle does not intrude on someone else's freedom. By being respectful of their autonomy and through encouragement, a counselor can help build and boost the self-confidence of every survivor.

- **Be ethical:**

A counselor must be equally impartial and ethical towards all survivors and treat them in exactly the same way that they themselves would like to be treated by others in a similar situation.

- **Be sincere and trustworthy:**

To properly provide psychological care to survivors, one must create an environment where the care recipient feels as safe as they can feel so that they can openly communicate with the counselor. This can only be achieved by maintaining an environment of trust and sincerity. Dependability, loyalty, truthfulness, keeping promises: are the qualities a counselor can use to earn the trust of clients and create the rapport and environment needed to provide psychological care.

- **Take responsibility for your own actions:**

Before providing any input, a counselor must weigh the possible consequences of the said action. If the counselor gives an improper suggestion, they should not get upset and blame others but take ownership of their own actions with courage and without making excuses.

## **The five main goals of counseling are:**

**1. Facilitating behavioral change:** The main purpose of counseling is to help the recipient change their behavior. Counseling works with the purpose that it can help recipients satisfactorily make their lives more fruitful while navigating the limitations and complexities of society.

**2. Enhancing coping skills:** Almost everyone faces obstacles in their development process. From childhood, the demands and expectations put on their shoulders by their loved ones, such as parents, siblings, and teachers, slow down their development process. The unmanageable pressure of expectations leads to some children developing behavioral problems, maladjustments, and dysfunctionality even while others can maintain their development by navigating through these adversities. These problems continue through various stages of their growth, and this calls for people to be taught how to handle difficult situations and develop coping mechanisms.

**3. Promoting decision-making:** Another goal of counseling is to enable clients to make complex decisions. It is not the responsibility of the counselor to determine what decision the clients will make or which alternative they should select. The client themselves will make those decisions, and they have to know under what circumstances they made a decision and how they came to make it.

**4. Improving relationships:** Most people spend a majority of their lives building and maintaining relationships with other people. But this is challenging for many. Perhaps they have problems with relationships due to their life experiences, and so are. In such cases, the counselor helps the client in improving their relationships with others.

**5. Facilitating the client's potential:** Every individual has some innate skills or abilities that they often may not realize due to environmental or situational adversities. The purpose of counseling is to create a path in their development, so the individual can realize their potential and maximize their capacity to develop themselves.

#### **Steps of the Counseling Process:**

The process of counseling means a continuous change. The steps of the process are described below:

**First step:** The first step is establishing trust, which is the bridge through which the counselor understands the client as a person. An important aspect of counseling is to develop a warm and understanding relationship through an emotional connection. This requires mutual trust and liking. Additionally, the counselor must understand the client's coping mechanisms in order to react with more empathy in the relationship, so the process goes further.

**Second step:** The second step in the counseling process is to help the clients express their feelings. When a client can express their feelings, it helps them unburden their problems. Beyond emotional release, it also helps the client identify problems and solve them. Expressing emotions thus plays a huge role in the counseling process.

**Third step:** At this stage, the counselor works with the client to understand their problems, set goals, and solve problems while being respectful and empathetic to their feelings.

**Fourth step:** Clients are usually concerned with their past or future and therefore often neglect their present. But we cannot get back to our past, nor do we know the future. Instead, we can learn from the past and utilize the present to impact the future. In such situations, the counselor helps the client establish a relationship between their past, present, and future and helps the clients achieve their goals through analytical discussions.



Neutral or Non-Judgmental Behavior: This means not putting one's own thoughts, beliefs, and judgments on another person or influencing theirs. One must respect the fact that every person is different, with different beliefs, values, and judgmental abilities, and behave neutrally.

Ways to be neutral:

- Be mindful of your own thoughts and feelings.
- Identify your own values and beliefs
- Be tolerant.
- Be a good listener.
- Be positive with yourself.
- Empathize.

Difference between sympathy and empathy:

- Sympathy: A feeling only
- Empathy: A feeling + The ability to assume a person's position and understand like them.

What is empathy?

- We have empathy when we can understand where a person is coming from, understand their emotions, assume their positions in the world, and feel like them.

Empathy is the ability of the counselor through which they gain the experience of assuming the client's world as their own and then reacting to the client accordingly. To properly empathize, a counselor needs two specific skills, observation skills, and communication skills. An expert counselor emphasizes the cultural contexts on top of the theoretical and applied methods. Those who observe and understand the context of the care recipient can maintain effective communication with them. The ability to communicate clearly with the client plays an important role in establishing a relationship with them in counseling.

### **Attentive Listening**

Attentive listening does not only mean listening. It is a medium of communication through which we place our full attention on the client and thus understand their issues better. This, in turn, helps the client express their experiences more effectively.

**How to become an attentive listener:**

- By asking questions: By listening to the client and asking various follow-up questions, you can understand what is happening with them in detail. For example, you can ask, "When did it happen?" "Where did it happen?", or "Who did it?" By asking the client questions like these at various intervals in their statements, you can learn about the incident in detail.

- **By verbally saying:** “I am with you,” or “I understand your situation.”
  - **By sitting naturally:** Be mindful of the distance between yourself and the client. Your body language, facial expressions, and gaze can express your concern and respect for the care
  - **By affirming them:** After hearing the feelings of the client, the counselor’s response should address their feelings and express that the counselor has understood the client’s perspective. Perhaps the client said, “After that incident, I would rather have died.” The counselor may then say: “I understand, you experienced an immense sense of sadness and humiliation.”
- To attentively listen to the client with empathy:**
- Notice how the client is speaking.
  - Which words are they emphasizing or stressing? What words are they using to express their emotions?
  - What words are they using to describe their experience?
  - How are they sitting?
  - Notice their facial expressions.

**Verbal and Nonverbal Behavior:** When you establish a relationship with a client, you have to be mindful of all the verbal and nonverbal behavioral cues they display. The topics the client wants to discuss fall under verbal communication. However, the counselor’s nonverbal cues are also important. Physical gestures like: a slight nod, a smile, eye contact, shifting weight etc. are effective methods by which the counselor can communicate with the client.

Verbal	Nonverbal
<ul style="list-style-type: none"> <li>• Using easily understandable words.</li> <li>• Repeating client’s statements in a clear and concise manner.</li> <li>• Providing correct explanations.</li> <li>• Responding to primary indicators.</li> <li>• Using speech force multipliers. For example: “Yes, I am listening to you, *client’s first name*.”</li> <li>• Giving correct information.</li> <li>• Not spending too much time on yourself, if the client wants to know about you.</li> <li>• Sometimes lightening the environment by making a joke.</li> <li>• Not judging the clients.</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping the tone of your voice natural.</li> <li>• Naturally and gently maintaining eye contact.</li> <li>• Sometimes moving your head a little.</li> <li>• Maintaining a gentle facial expression.</li> <li>• Sitting face-to-face.</li> </ul>

### Step 1: Building a trusting relationship

Through this relationship, discuss the problems the client is bringing up in detail. This interview is crucial, because during this time the client, through verbal and nonverbal communication, it is allowing learning about the counseling process and the counselor. This helps them determine whether to continue this professional relationship. To establish this relationship, the counselor can do the following:

- Invite the client in and arrange a seat for them.
- Introduce themselves.
- Check whether the client is feeling comfortable.
- Start with something small and engaging that might help the client feel comfortable.
- Understand how the client might be feeling and communicate accordingly.
- Ask what the client wants to talk about.
- Give the client sufficient time to reply.
- Keep the client interested.

## **Step 2: Identifying problems, setting goals, and working on solving problems**

Based on this deep relationship, explore possible solutions to the problems presented, discuss these solutions, and help the client make their decisions.

At this stage, the counselor collects information from the client regarding their life and experiences, and discusses the client's expectations from counseling. The counselor discusses and explores with the client the possible solutions to their problems, possible benefits and drawbacks, as well as risks and risk management methods, and then helps the client make the necessary decisions to achieve the client's desired goal. The counselor works to facilitate behavioral change by changing thought processes and emotions.

Therefore, the following are done at this stage:

- Identifying goals (Where does the client want to see themselves? In what state?)
- Developing possible ways to achieve these goals (What can the client do to achieve these goals?)
- Analyzing possible risks and consequences of these possible steps.
- Examining the client's support system, strengths and resources
- Making the decision to take effective steps.

People feel bad ending relationships. Although the conclusion is the final step in the counseling process, it is as important as the first step. The client needs to be prepared for this step in counseling. The counselor needs to take steps beforehand so the client does not feel abandoned and isolated. These steps are taken in this stage.

## **Step 3: Conclusion**

Like every relationship, concluding the counseling relationship is important. This decision can come from the client's side, or it can be mutual. It is imperative to actively dedicate yourself to the client's needs and to be there for them at all times. Through this process, the client gets to assess their own position and becomes mindful of their current situation and the resources around them, so they can play an active role in their own development and change. The client can bring a positive change in their attitude and behavior and the counselor helps them achieve that.

During this stage we evaluate the completed work, celebrate the progress, assess how much closer the client is to their goals, and discuss if there have been any problems during this process. It is the time to reminisce, converse for the last time, and say goodbye. During the conclusion step attention is brought to the following aspects:

- How does the client feel about counseling?
- Evaluating set goals.
- What has the client learned in this process? How far they have come along and how did they get here?
- Are they still facing any risks?
- How should they tackle any problems like this in future?
- How to get help? (Including counseling)
- Any feedback for the counselor? (Which aspects were really helpful, what more could have been done?)
- What did the counselor learn from the client? (The various aspects of the client.)
- Sometimes if the counselor is unable to work on a particular issue, the counseling needs to come to an end, despite an incomplete counseling process. Additionally, when the client and the counselor do not feel satisfied working with each other, the counseling process is brought to a conclusion.

### **Follow-Up**

Following up is an integral part of counseling. During the ongoing counseling process, or after its conclusion, the counselor follows up on the client to understand the client's situation.

#### **The purpose of following up:**

- Evaluating progress and the client's current status.
- Collect information to identify the vulnerabilities in the process.
- Assess the effectiveness of the process.

**Methods of following up:** Interviews, postcard surveys, questionnaires, etc. Every method has its benefits and drawbacks.

**Follow up tools:** To survey, use the telephone, use a follow-up form or letter, or refer to someone for specialist care.

#### **When to refer to a specialist:**

If you see certain specific signs in the client, the client needs collaborative treatment. Trainees must remember that they cannot diagnose the client in any way, because they do not have the necessary training to do so.

If you identify the following signs in the client, you must definitely refer them for specialist care.

- Evaluating progress and the client's current status.

- Attention deficiency, memory loss, difficulty making decisions
- Fatigue and a noticeable lack of energy
- Feeling guilty, helpless, or useless
- Insomnia, waking up at odd hours, excessive sleeping, restlessness
- Lack of joy in activities the client previously enjoyed
- An increase in appetite or a lack of appetite
- Constant itching, headaches, spasms, indigestion that does not resolve despite medication
- Constantly feeling empty, worried, or depressed
- Suicidal thoughts or tendencies
- Inability to control thoughts
- Having emotional problems when remembering an incident in a flashback
- Memories of trauma, or thoughts and feelings related to trauma
- Not being able to remember a traumatic incident
- Excessively negative thoughts and pessimism about oneself or the world
- Excessively blaming oneself or someone else for the trauma
- Having difficulty understanding positive or negative impacts
- Anger, stubbornness
- Risky and destructive behavior

#### **Mandatory Basic Instructional Guidelines:**

<b>Do No Harm.</b>	It is the counselor's responsibility to ensure the benefits and safety of those, who come to them for help. The Do No Harm philosophy implies that the counselors must not do anything that might hurt the client. Even if you want to do something for someone's benefit, you must be mindful of their psychological development.
<b>Neutral perspective</b>	Accept every aspect of the client's experience with empathy and neutrality.
<b>Empathy</b>	Do not criticize the experiences of the client. Understand them instead, and be a part of their experiences, place yourself in their shoes. Be empathetic. You should not confuse sympathy with empathy. To feel sad about the tragedies a client has experienced is sympathy. An empathetic perspective is one of empowerment, whereas a sympathetic perspective is one of belittlement or mercy, which is a response to powerlessness.
<b>Respect</b>	A counselor should respect the client's feelings, wishes, rights, and culture. Treat the client as an equal and show them respect

	Treat the client with dignity and honor your promises.
<b>Dignity</b>	Treat every individual with respect and dignity.
<b>Informed consent</b>	A process in which the client is aware of the risks and the purpose of a treatment procedure and, after considering their options, freely consents to the treatment or course of action.
<b>Trust and confidentiality</b>	In the case of survivors of human trafficking, ensuring the care and confidentiality of all information related to their cases is of utmost importance. If the information needs to be disclosed, it must be done with the explicit consent of the client.
<b>Security</b>	A plan must be drawn up to provide physical security to the victim and their families based on priorities.
<b>No discrimination</b>	All victims are entitled to care without discrimination regardless of age, sex, class, disabilities, socio-economic status, ethnic origin, religion, or race.
<b>Ethics and professionalism</b>	Playing a professional role and developing expertise and knowledge of the survivor's needs and using one's expertise and knowledge to provide the highest quality of care.

### Emergency Help Information: Psychological

<b>Purpose</b>	To bring the survivor back to their regular lives, to remove their fears and frustrations, and to provide psychological help to reach their goals
<b>Necessary Format</b>	- Attachment 5: Psychological Assessment/Evaluation Notes - Counseling session notes
<b>Responsible</b>	Counselor
<b>Possible Complications</b>	- Shortage of trained counselors - Discontinuation of counseling care
<b>Solution</b>	- Maintain regular communication with professional counselors through an up-to-date network. - Exchange information and experiences about providing psychological care through various events or organizations.

In this chapter, we have emphasized the empowerment of survivors and the importance of providing assistance and care through counseling. We have observed that different survivors have different types of mental trauma, pain, and insecurities.

We have touched upon peer counseling, empowerment treatment and professional care for survivors through licensed counselors, so the survivors can receive the help they need. Once survivors are mentally stable, they can be prepared to build the next stage of their lives.

In the next chapter we will discuss the role and importance of education and life skills training.

## **Chapter 6: Life skills Related Trainings and Education**

The right to education is a human right but many survivors have been deprived of this right, due to being the victims of human trafficking, and will never get the opportunity to complete their education. Therefore, ensuring a free educational program for survivors is a crucial element of any survivor-focused care program. Life skills-related trainings enable them to build the next stages of their lives. Every survivor should receive at least four days of life skills-related training. By having this training, the survivors can motivate themselves to consider seeking tertiary education that matches their professional goals to improve their livelihoods. The various aspects of life skills related training are described below:

### **Life skills related training**

Deploying life skills is a sensible, social, and information-consuming behavior that enables survivors to live a successful life in the world. Whether they are in a shelter or not, every survivor should receive life skills-related training. Within a week of coming to the shelter, or whenever the survivor is mentally ready, assess their skills necessary to build their lives and note the results. You can host a weekly training program for survivors in the shelter. Overall, survivors should receive at least four days of training. In these situations, the survivors are encouraged to teach each other, discuss the learning between themselves, and follow up.

In the sessions, all concepts need to be presented in a creative and entertaining manner. To meet their personal or individual needs, the training modules and materials must be age-appropriate. During the sessions, the presentations must be culturally sensitive and engaging.

Utilize the experience of specialists to build the modules/manuals.

### **The following might be included in the training:**

- Get familiar with the participants: Share a positive/enjoyable experience with the participants and get to know them.
- Looking back: This section has to be run in a way that survivors can recall their experiences of being trafficked, the plethora of sufferings they experienced, and identify the traumatic points. They can analyze the causes of being trafficked and the negative impact of this experience on their lives. In this session, they can identify the mistakes they have made. You should notify them at this stage that over the next several days, you will be working with them to free themselves of these traumatic experiences.
- Understanding of life skills: In this session, you discuss with participants what life skills are and why this training is necessary.

Life skills are psycho-social skills that we use in our everyday lives to address problems and challenges, and adjust to various situations. According to the World Health Organization, life skills are abilities for adaptive and positive behaviors that enable individuals to deal effectively with the demands and challenges of everyday life.

Life skills and the skills needed to earn a living are not the same. A life skill is a skill involving a person-to-person or a person-to-society dynamic. The skill helps a person to solve their social problems and enables them to solve many of their individual psychological issues. These skills harness and develop the abilities innate within every individual and set them up for success. The concept of life skills is intricately linked with health. These skills teach a person to discard risk-prone behavior and develop their coping mechanisms, actively keeping them safe from a host of diseases.

Life Skill Based Education (LSBE): It is a learning experience or method through which the participants achieve the skills necessary to navigate through life. Life skill-based education teaches participants to be self-aware and confident, to take information-driven decisions, engage in effective and creative communication, establish healthy relationships, be empathetic to others, and manage complex emotions and stress. As a consequence, the participants adopt assertive behavior and develop their own judgement process.

Because this education process helps survivors get everything they need to rearrange their lives, it is mandatory that lessons are participatory and survivor-focused. Training of trainers is thus a prerequisite. This education is gender-neutral, rights-based, and age-appropriate. It is built around both men's and women's personal and social problem management methods and human rights. LSBE improves the relationships between trainers and participants. It is intricately linked with the problems we face in our everyday lives. The materials, like our social problems, can vary based on time, location, social values, cultural norms, laws, and ethnicities<sup>3</sup>.

Sources:

**World Health Organization (WHO): WHO describes the following 10 fundamental life skills:**

**1. Self-awareness:** To have an accurate estimation of one's own strengths and weaknesses, virtues and vices, responsibilities and rights, and values. Self-awareness helps us augment our good sides and work to improve on our bad sides. It creates confidence and integrity.

**2. Empathy:** To really understand the mental state and needs of another person who is different from you physically, psychologically, and in social status, listen to them, and express your empathy towards that person.

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3. <https://www.dailyinqilab.com/article>



**3.Interpersonal skills:** Establish relationships, maintain them and improve them. Build the ability to sever a relationship. Resist peer pressure and unfair demands. Influence others to do good and help them resist doing bad deeds.

**4.Communication skills:** The ability to accurately express oneself in words and listening to others with attention. The ability to talk without putting the blame on others or hurting their feelings. .

**5.Analytical thinking skills:** Being able to scrutinize information and context and analyze the situation. Use analytical abilities to solve various life problems.

**6.Creative thinking skills:** In any situation or topic, forming an opinion or understanding a new concept—the ability to do something in a new way.

**7.Problem-solving skills:** Identify the root of the problem, and assess its reach and degree. Solve the problem in a constructive and methodical manner.

**8.Ability to make a decision:** The ability to accurately assess a situation, collect all relevant information, and make an information-driven decision.

**9.Ability to handle pressure:** The ability to identify the source, nature, and level of stress. The ability to reduce the severity of stress.

**10.Handling complex emotions:** The ability to prioritize logic over emotions. The ability to analyze a psychological situation with logic and derive a simple and positive solution.

Life skill-based education helps students be more self-aware and confident, teaches them how to make information-driven decisions, think creatively, and have effective communication, build positive relationships, teaches them how to empathize with others, and enables students to handle emotions and pressure. It enables students to fully realize their potential, so they can constructively impact their family, community, and society.<sup>4</sup>

### Why should you have life skills?

- To behave better, based on your knowledge, perspective, and values.
- To make decisions independently and logically based on your confidence.
- To directing yourself and find the right method of earning a living.
- To improve interpersonal relationships and communications.
- To facilitate self-improvement based on surroundings and context.

Although life skills are different from the skills needed in our professional lives, it gives us the ability to utilize our professional skills to their fullest extent.

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4. Training Manual, Life-Skill Based Education Program, National Curriculum and Textbook Board, Dhaka, UNICEF, Bangladesh, Dhaka. July, 2012, Page 30.

- **Knowing yourself:** In this session, participants must have the mindset to overcome their limitations by analyzing their strengths and weaknesses. Survivors can use their strengths here and build up confidence and develop self-control.

**Self-control:** Self-control is the ability to establish one's own decisions and plans into actions by analyzing the situation and keeping emotions in check without losing confidence.

**Relationships:** Developing a bond between human beings through blood relations, trust, or family ties is called establishing relationships. Every relationship is self-centered to some extent, but having the trust that this bond will not hurt either of us is the key to a relationship.

#### **Cooperation:**

Cooperation is the key to establishing a relationship. Through cooperation, one can easily develop trust and faith and gain support in a time of need. It helps make you feel less lonely and maintain morale. You can maintain a supportive environment by exuding confidence.

- **Tackling pressure and controlling emotions:** In this session, we learn to identify mental stress, its sources, and causes. We discuss and analyze the impact of mental pressure, how to channel emotions productively, and how to control the sources of stress. Also, in this session, we learn about conflicts and tactics of conflict resolutions.

#### **What is Mental Stress?**

The feeling of restlessness, helplessness, and unease is called mental stress. It creates a situation where we are unable to perform adequately. Mental stress derives from situations where a person has to use their abilities to adjust to an environment. Mental stress is not always a bad thing: a certain amount of stress is necessary to succeed. Everyone is different, and they can handle different degrees of stress.

#### **Methods of tackling mental stress:**

Stress is a part of life. Some stress is useful, helping us to thrive in our lives. But often, circumstances increase our stress level exponentially, which can make us weak. Therefore, we should be prepared with the following:

1. Think positively, read books on confidence building, maybe get some exercise if possible.
2. Spend some time for yourself, engage in volunteer activities, do something as a hobby.
3. Change your food habits, drink more water.
4. Spend quality time with family.
5. Spend some quiet time with nature in open spaces if possible.
6. Organize your house or room.
7. Avoid recreational drugs.

**Conflicts:**

A disagreement or asymmetry in understanding between two or more individuals or groups is called a conflict. A conflict can also be the result of differences in mode of operations or tactics, to the extent where multiple parties come to a standstill.

When an individual or a group does not get what they desire, look for personal gains or losses or incentives in every action, and stay adamant on their choices, this is conflict.

**Conflict resolution:**

- Resolve any difference in opinion or perspective before it escalates to a conflict, and investigate the reasons behind the differences.
  - Take time and start a consensual discussion.
  - Always have a positive mindset.
  - Focus on the issue, not the individual.
  - Respect other's opinions and let them discuss openly.
  - Identify the similarities and dissimilarities between your opinion and someone else's.
  - Focus more on the similarities than the differences.
  - Listen to everyone's opinion about what should be done to resolve the conflict and find a solution based on all opinions.
  - Don't be a pushover, be patient and strong. Do not be emotionally driven.
- 
- **Problem-solving and decision making:** In this session, we define problems, their types and causes, identify possible solutions and analyze them, consider the current reality, discuss the efficiency in decision making and realizing the decisions to reality.

**Problems**

Normally, problems are the lack of desirable outcomes. Apart from shortages, other things can be defined as problems: our behaviors, differences in needs and intentions, differences in opinions and beliefs, the gap between expectations and reality, and lack of ability or limitations.

**What are the general causes behind problems?**

- Not recognizing the problems.
- Not realizing your abilities.
- Lack of education and knowledge.
- Lack of basic skills.
- Lack of awareness.
- Not recognizing loved ones or trusted people.
- Not being able to communicate openly.

**What are solutions to problems?**

- It is commonly said that the solutions to problems are hidden within the problems. Therefore, every problem has a solution. Solving a problem requires applying tactics that address limitations, prioritize a person's abilities and weigh the consequences.

**What are the methods and aspects of problem-solving?** Identifying the problem, determining priorities, assessing abilities and consequences, selecting a path of action, taking action based on planning, assessing the progress and results, solving the problem and evaluating the overall efforts.

- **Rights, responsibilities, and ethics:** In this session, you can gain an understanding of rights, responsibilities, and ethical behaviors. You can identify your own stances and treat each other with empathy (To know more about rights, check Chapter 2, section entitled Rights and Human Rights.)
- **Communication skills:** Communication is an imperative, unstoppable truth, and constantly evolving tool of change and progress. We are submerged in a world of communication.

The word Communication derives from the Latin word communia, meaning indifferent, or exchange (give-and-take). The Oxford English Dictionary defines it as the exchange of ideas, knowledge, thoughts, etc.

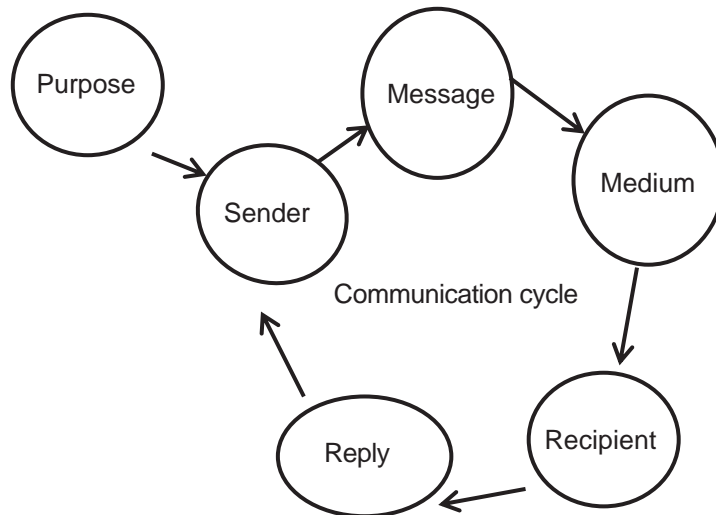
Communication is a two-way process. The speaker and the listener exchange information or respond. The process of easily sharing or exchanging known information, knowledge, concepts, beliefs, and experiences truly and accurately, while imparting meaning is communication.

Plato described it from a psychological perspective: “Communication is simply winning the people’s hearts with your words.” Plato’s definition highlights two aspects: the method (the words) and the goal (winning people’s hearts).

Communication is a process where the sender sends a message with a purpose to a recipient which generates a response in the recipient’s mind. Every process has some ingredients which interact with each other to create a new ingredient. Similarly, the communication process has several ingredients that make it what it is. These include:

Who said that?	Communicator/Speaker/Sender
What is being said?	Communication topic/Message
To whom is it being said?	Communicatee/ Listener/Recipient
How is it being said?	Ingredients/Medium
What’s the result?	Process

From the questions above, we get five ingredients of communication:



In the cycle we see above, we can observe that the sender sends a message using a medium to the recipient. The recipient receives the message, and sends a reply to the original sender. The sender then sends another message. Thus, communication is a continuous dynamic process.

- **Planning:** Seeing, analysis of abilities, collecting valuables, planning, and taking initiative are the elements we will discuss in this section. This section will help the service provider help the survivors to set their goals. Participants will learn to assess their abilities and plan accordingly, and commit to act according to the plans.

### What is planning?

Planning is thinking about an action beforehand and figuring out a process to do it. For example: What do you want to do? Why? What do you need? What do you have? What do you lack? How to do it? When will you do it? What are the risks/problems if you do it? How do you handle those?

Considering the topics above, when you decide upon a strategy, we can only call simply wanting to do something a plan. The topics we have to be mindful of when devising a plan are:

1. Evaluate the situation and capabilities.
2. Develop priorities to solve problems.
3. What can you do to solve the problems?
4. What is the best way to do that?
5. What can we do here and what do we have to go someplace else?
6. What resources do we need and how do we get them?
7. Who does what?
8. Can the people who will help with this be trusted?
9. How do we realize the desired goal?

### Planning Chart:

What to do?	How to do it?	What do we need?	How do we get it?	When do we do it?

- **Addressing problem/undesired situations:** We determine the problem identification and solving process in this session.

Subject: To realize your plans, what are the problems you may face? And how would you solve them?

Problems	Solutions to problems

- **Develop promises:** Understand the resources you need or you might need to solve the problems. We analyze the necessary promises we might have to make to finish the task we started in this section.

During the training, the trainers will be sensitive to survivors and motivate them.

There should be evaluation tests before and after the training to assess the survivors, the trainers, and the effectiveness of the curriculum.

### Emergency Support Information: Life skills related training

<b>Purpose</b>	Helping survivors to recover from the adverse mental effects of being trafficked and help them make assertive decisions, so they can continue moving forward with their lives.
<b>Necessary format</b>	According to Attachment 4.1 Life-Skill Evaluation Chart, the pre-evaluation and post-evaluation structure of necessary life skills. Necessary training modules and training timelines.
<b>Responsible</b>	Assistant trainers/co-trainers:
<b>Possible problems:</b>	Presence/availability of a trained assistant:  The assistant should be sensitive, responsive, and positive to the survivors' efforts and thoughts.
<b>Solutions</b>	The process is participatory. Participation should be ensured by being mindful of survivors' experiences, opinions, and other possibilities to deliver parts of the course.

### Education

Every survivor has the right to receive formal or informal education. It is a part of their personal development. A detailed educational demand assessment is a good way to start the planning process.

Although a majority of the education process is voluntary, some sections should be made mandatory for survivors. All children under 16 who have spent more than six months in the shelter must be sent to schools.

If such a situation cannot be arranged while addressing the other concerns, all illiterate adults and children must be educated informally up to a literacy level. Sufficient and appropriate levels of educational materials and teachers must be managed. An educational plan must be included in the exit plan of survivors, so educational stipends and assistance can be accessed as the need arises.

### **Informal education**

Children who have never received informal education will qualify for informal education programs. Lesson plans for the informal education system must be in accordance with the government lesson plan and age-appropriate. The teaching approach must be simple, enjoyable, and creative. The students must be evaluated every three months in a creative manner.

### **Formal education**

The staff will encourage the survivors to receive formal education and make the necessary arrangements. The integration officer will maintain regular communication with the managing body of the educational institution and arrange to transfer credits. The necessary materials for education must be provided to the survivors.

In cases where the problems of the survivors have impacted the education of their children, staff must assist the children. Given the family situation, the survivors must be given a stipend to encourage them to continue their education. The management can raise funds from the school authority or local wealthy people. Since the shelter is not a permanent habitat, the survivors must be provided with quality education by sending them to stable educational institutions.

### **Emergency Support Information: Education**

<b>Purpose</b>	Depending on their age, their needs, and skills, enable survivors to pursue a career in their preferred profession by securing their education.
<b>Required Format</b>	Educational evaluation
<b>Responsible</b>	Shelter management Shelter trainers
<b>Possible problems</b>	The unwillingness of survivors to receive education
<b>Solution</b>	Encourage survivors to continue their education by sharing success stories and benefits and providing them with information via stories.

### **A life skills trainer helps a survivor dream of a future life**

My brother-in-law promised me and four of my friends decent jobs in Dhaka and brought us to the capital. In reality, we were scammed. We fell for his trap, and were sold and imprisoned in a room. We did not scream because we did not want people to think we were prostitutes.

Then one day, I was able to escape and went to the police station. The police sent me to a shelter in Jashore. When I got there, I was feeling really depressed and frustrated. I couldn't see any way out of this. I would stay isolated from everyone else in the shelter. Every day the staff at the shelter would sit down with me and talk to me. I would lie to them and try to avoid them. After a long time in counseling, I realized that slowly I was getting myself back. I started talking with the other residents of the shelter. Then I started questioning my feelings, my thoughts, and my behaviors.

I enrolled in life skills-related training and it changed my life. I realized that what happened to me was not my fault, and I stopped blaming myself. My confidence and willpower started to return. I joined a survivors' sharing group named ANIRBAN. I started working at the school, madrasa, and community level to increase awareness about human trafficking. And now I lead my team.

Working against human trafficking is a massive challenge. Powerful people constantly threaten survivors, especially those who filed cases in court. Many have been forced to withdraw their cases. But now I stand by them and motivate them to fight against evil and these criminals. I share my struggles and now I can talk with the police, community members, and the media. I recently helped the police rescue, three women, from a brothel.

I have started dreaming again. Life skills training changed my life, and now I am a trainer for the life skills training program. My name is Najma and I am a representative of a survivor's institution named ANIRBAN in Jashore.



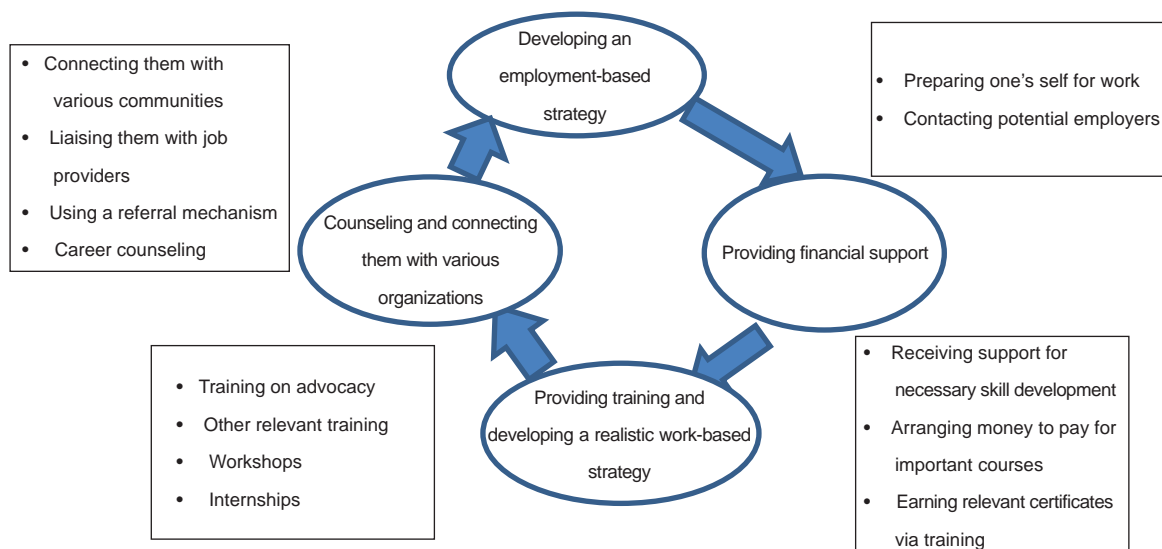
## Chapter 7: Economic Independence

For a human being who has been a victim of human trafficking, this entire process helps them develop into a person with self-respect: from identification to including them in a care facility, to reuniting them with their family, to survivor case management. Through these practices, a survivor learns to make good decisions on their own and figure out their future plans independently. When a survivor achieves economic independence through this process, that is when their independence and reintegration become a sustainable state. Therefore, for a survivor to reach a sustaining reunification stage, their economic independence is incredibly important. This task must be undertaken with incredible care and awareness. Therefore, a survivor must be brought into a comprehensive care process and then develop their case management model, so that in every step, the survivor can actively make the decision to advance to the next stage.

To achieve economic independence, we must take into consideration the survivor's preferences, their special skills, educational qualifications, economic abilities, their confidence in themselves, and the social context. The stages of economic independence include: arranging work-focused training, joining the workforce, helping them plan a micro-business, and providing appropriate support at various stages. Success at each stage is dependent on the survivor's mental strength, family support, social context, and economic conditions.

Normally, economic independence means a person's property or assets, and their ability to utilize said assets on their own accord without any coercion. Their economic independence helps their family achieve economic development and, in the long run, helps the community, therefore the nation. As an example, we can talk about a farmer who has a small piece of land. Now, whether they choose to grow paddy on it or sugarcane, that is their economic ability. Similarly, a garment worker has the economic ability to bring change in the workplace or receive performance enhancement training in accordance with their needs and confidence.

Every individual has the fundamental human right to pursue work and has the innate ability to get a job that matches their qualifications and skills. The same applies to a survivor. This principle must drive work towards the economic development of a survivor. We must work towards getting them internships or job placements or enhancement workshops based on their needs, skills, market demands, and educational qualifications. The following diagram shows the economic independence cycle:



In terms of human trafficking survivors, the following are the most important elements of their path to economic independence:

**Vocational training:** After completing the mandatory life skills training, the livelihood/integration officer should start working with the survivors on vocational training. To help a survivor determine their future occupation, they should be presented with at least 15 training facilities before the field visit. Based on the willingness and skills of the survivors and local market demands, the planning and execution of the vocational training should be implemented. These steps should be taken after discussing the future potential with the survivors.

After matching the needs, capabilities, and interests of the survivors with the market, the service provider will talk to the survivor and set realistic goals for vocational training and job suitability. Every practical and reasonable issue should be discussed, considering the physical and mental health, financial needs, appropriate skills, and qualifications of the survivor, as well as market demand. Before deciding the topic of the training, the survivor should be given an idea of what kind of work is possible in a small business after receiving the training and what it involves, such as working hours, income, challenges, etc. Survivors can select an occupation based on discussion. The attached Vocational Training Needs Assessment form should be completed on the basis of discussion with the survivor and sent to the appropriate agency.

Once the survivor starts their training, the livelihood/integration Officer will be responsible for monitoring and ensuring the quality of the training. An intermediate evaluation should be arranged to see whether the quality and timing of the training is being adhered to and to make any necessary changes.

### **No More Floating in Uncertainty – The Story of Sirajul Islam**

I am Sirajul Islam. I live in Cox's Bazar district. There are eight people in my family and my father has passed away. In 2009, I was working at a furniture store, and a broker approached me. Md. Azim was his name. He said I could go to Malaysia on a big ship by paying just 16,000 Taka. Azim assured me that plenty of people went to Malaysia this way, and that I could easily earn 1,0001,200- Taka a day there. So, I agreed to his proposition. At night, I took a small boat to the big ship where I met up with the other people. We suffered a lot. The Thai coast guard arrested us and tortured us for two days, before putting us on a boat with no engine and dropping us in the middle of the water. At the end of the 14th day, we were completely out of water and food. Many of us were severely sick and some died.

At last, the Indian coast guard rescued us. Before the Red Crescent sent us to Bangladesh to be rehabilitated, we spent nine months in prison in India.

I wasted my money, my youth, and my time. All I keep thinking about is how to apprehend the person responsibly and what punishment should they get. But in those days, I did not have the law on my side. I was so angry. When I came back to Bangladesh, I started living with my family. But no one in my family respected me. They didn't see any prospects or future for me. All I could think about was how I would catch that man and punish him.

One day, some NGO workers came to my house to hear my story. But I wasn't really interested in telling them my story. Later, they started coming to my village regularly to talk with me and help my family understand what I was going through, mentally. The workers asked me a lot of questions about my educational qualifications, my skills, and hobbies. They encouraged me to start legal proceedings against the culprits and go back into the furniture business. They gave me the life skills training I needed to rebuild my future and trained me on how to run a microbusiness. They even provided me some carpentry tools to get started. With their help, I started my new life.

When I started back at the furniture store, I had a very small amount of capital, because I was afraid to take any more risks. As a result, I didn't see much profit. But I was feeling timber in my hands after a long time and that gave me strength. Over time, my confidence increased and so did my business. Now I have four employees. I can help someone if they need help. My neighbors also respect me.

Every shelter or organization or campaign should be professionally networked with government, nongovernment, private, and other types of institutions so that they can refer each other through collaboration. They can collectively ensure 20 trainings for a period of six months and create more opportunities for survivors. The trainers can dedicate more time and resources to improve the training modules, topics, schedules, and methods.

### Emergency Support Information: Vocational Training

<b>Purpose</b>	Bringing economic stability by providing job skills training and facilitating survivors' economic independence
<b>Necessary Format</b>	<ul style="list-style-type: none"> <li>• Attachment 7.1, Vocational Training Needs Assessment Form</li> <li>• Interim Demand Evaluation Form</li> <li>• Skills-Enhancement Training: Providing an opportunity to display the newly achieved skills within two months of completing training.</li> <li>• Registering scholarships</li> <li>• Vocational Training manual (Should be found in Trainer's office)</li> </ul>
<b>Responsible</b>	Livelihood/Integration Officer
<b>Possible Problems</b>	<ul style="list-style-type: none"> <li>• Failure in the evaluation process.</li> <li>• A rapid change in the mindset of survivors</li> <li>• Dropping out early</li> <li>• Shortage of local vocational training facilities</li> </ul>
<b>Solutions</b>	<ul style="list-style-type: none"> <li>• Evaluate survivors based on their socio-economic conditions</li> <li>• Follow up with survivors, supporting them to continue training</li> <li>• Arrange counseling for those who cannot make up their minds or stick with a decision</li> <li>• Consult with the family in cases of trauma or other psychological issues and reevaluate if needed</li> </ul>

### Livelihoods and jobs

Just like the evaluation for vocational training needs is verified to ensure efficacy, sustainability, and market compatibility, in the same way job opportunities and benefits must also be discussed in detail with survivors. The context of jobs and livelihoods must be in consort with their survivor reintegration plan.

Survivors' physical and mental needs, education, experiences, hobbies, skills, training, and market conditions must be considered while discussing any possibility of a job with the survivor. Using the referral network, search for an appropriate opportunity in government, private and non-government organizations. Before the survivor joins a workplace, the livelihood/integration officer should discuss with the employer how to create a hospitable environment.

### Emergency Support Information: Employment and Jobs

<b>Purpose</b>	Create employment opportunities based on the survivors' needs and abilities through which they can earn money and become economically independent
<b>Necessary Format</b>	The necessity of Employment Evaluation Form, Contract with the Employer, attachment 7.4 Evaluation for Fitness for Employment, attachment 7.7, Employment Process Checklist.
<b>Responsible</b>	Integration Officer/Livelihood Officer
<b>Possible Problems</b>	<ul style="list-style-type: none"><li>• Dropouts</li><li>• Not finding employment opportunities that match the skill level of survivors</li><li>• Survivors desiring something else</li></ul>
<b>Solutions</b>	<ul style="list-style-type: none"><li>• A properly conducted skills assessment would help organize an effective job training</li><li>• Discussing the possible drawbacks and benefits and nature of the work before the workshop begins</li></ul>

### Internships and on-the-job training

During the needs assessment period, the need to gain additional work-experience might be identified. This can be done through on-the-job training and internships. In-service training and internships can be arranged in advance in collaboration with NGOs and business organizations. The training will be specific and predetermined, abuse-free, age-appropriate, and paid. The employer will pay for the training and other necessary costs for up to six months. Depending on the necessity, more internships can be arranged.

The livelihood/integration officer will discuss job satisfaction, income, responsibilities, sustainability, and ways of developing further. There should be four more similar follow-ups related to these aspects.

### Emergency Support Information: Internships and On-The-Job Training

<b>Purpose</b>	To give survivors an opportunity to gain more professional experience and increase their job prospects
<b>Necessary Format</b>	Attachment 7.6 Internship Consideration form Needs and Skills Assessment Form
<b>Responsible</b>	Integration Officer/Livelihood Officer and Home Manager

<b>Possible Problems</b>	<ul style="list-style-type: none"> <li>• Not finding jobs in alignment with survivors' preferences and expectations</li> <li>• Survivors might lose interest</li> <li>• Might be an unfamiliar setting for the survivors</li> </ul>
<b>Solutions</b>	Discussing with survivors and their families the possibility of an unfamiliar setting, the associated risks, and managing expectations.

### Supporting businesses

Some survivors might want to start a business. If they want to start a micro-business, there are several layers of analysis to be done. Survivors and care providers should analyze the market demands and develop a business plan. The business plan should include a profit-loss analysis, price determination, and a market expansion plan. A good functional plan increases the possibility of long-term sustainability.

The business must be determined after considering the demands, skills, and limitations of the survivors. A long-term plan must be devised before any initiative is taken. The care providers will help the business owners with their networks, external connections, and guidance. Within 30 days of providing micro-business training, they should provide the survivor's entrepreneurship training.

In the early stages of the business, seed money is really important. To increase the available capital of the business, the care providers can arrange microloans through internal and external networking, connect the business owners with cooperative societies, and provide long-term trainings and services.

### Emergency Support Information: Supporting Businesses

<b>Purpose</b>	The survivor will become more self-sufficient, confident, and economically independent through their own business venture
<b>Necessary Format</b>	Attachment 3, 4 Micro-Business Compatibility Assessment. Supporting Businesses Registration and Follow-Up Chart
<b>Responsible</b>	Livelihood/Integration Officer and Shelter Director
<b>Possible Problems</b>	Might not find enough support to develop a network A business might take a loss
<b>Solutions</b>	Help the survivor gain experience and establish connections Identify the risks in the business Devise a contingency plan

In this chapter, we described the various services available to facilitate the survivors' economic independence. Stories like Sirajul have come up over and over again. His story includes survivor-centered needs assessment, skills development opportunities, and the positive outcomes of entrepreneurship training. But all this progress might be lost if the survivor is not aware of their legal rights and does not receive the legal support they need. The next chapter discusses those aspects.

## Chapter 8: Legal Rights and Legal Assistance

Article 31 of the Constitution of Bangladesh states that every citizen is entitled to the protection of the law, and according to the law, no one can be treated unfairly. Survivors of human trafficking also have the right to legal protection and justice. Before we get into that discussion, let us understand what legal rights and legal cooperation are.

As soon as a person is born, they get some benefits and the freedom to enjoy those benefits. The advantages and freedom create a responsibility of others towards them. In other words, it is the responsibility of other people not to interfere with the privileges and freedom enjoyed by a person. Consider, for example, the right to life and property.

Legal rights are rights that are recognized by state law and that can be exercised by law, and if those rights are violated, the remedy to address that violation can be found within the law. For example, a person has the right to move and live freely, and so also the legal right not to be forced to move from one place to another. Human trafficking thus violates a person's legal right. When this happens, it is the responsibility of the state to provide legal protection and legal assistance to the victims of human trafficking in order to restore their rights and to maintain the rule of law by punishing the perpetrators. Now let us talk about legal cooperation.

In the case of violations of legal rights, the protection of victims by state law is a prerequisite for justice. All citizens of the state, irrespective of their wealth, religion, or caste, are entitled to equal protection under the law. If the person coming into contact with the law is poor or feels otherwise socio-economically incapable of getting justice, they are entitled to legal assistance and aid. Therefore, they are entitled to legal representation by the state.

As we have said before, human trafficking survivors can seek assistance through legal advice and a competent court. However, very few survivors are able to afford legal services.

For this reason, BC/TIP's implementing partner organizations provided free legal services with the help of program funding. A survivor must be provided legal assistance within one or two days of receiving the service, and assistance should be continuous. In this chapter, we will discuss how to provide legal assistance to a survivor, how they can obtain legal protection and issues related to good practice.

### **Legal assistance for human trafficking victims:**

As soon as a survivor comes to a shelter or program, they should be offered legal advice and a qualified lawyer or organization to determine the status of their case. The victim can get legal advice from the District Legal Aid Officer (who is a senior assistant judge). There should be a clear discussion of the legal aspects of the case and the remedies available when giving advice to the survivor. The survivor

will then decide for themselves whether they want to file a lawsuit or complaint with the appropriate authority.

If the survivor is unable to meet the costs of handling the case, the state will provide them options to take legal action at no cost or at government expense and will arrange for the appointment of a lawyer for the applicant. Under existing law in Bangladesh, legal assistance is defined as providing assistance to such vulnerable litigants through counseling and appointment of lawyers in cases that are or can be filed in any court. The type of legal assistance provided to victims of human trafficking is quite different and broader than in other cases. For example, if the defendant is a foreigner, the government will contact their home country, collect evidence in that country through an agreement, and bring them to justice. The government will seek international assistance for legal help.

If the survivor wants to file a lawsuit, the government must provide legal services while the lawsuit or complaint is pending. Survivors need to be assisted to learn about the court and the judiciary through mock trials, that is, by role-playing the parts of judge, lawyer, survivor, defendant, and prosecution. This helps survivors gain knowledge about the method of handling the case and enlightens them about possible solutions/remedies they might expect. This knowledge, in turn, supports them to have confidence when in court. These information sessions should be organized at least once a month or at shorter regular intervals, as required. Survivors must be informed of their rights and the potential risks at each stage of the case. Survivors can decide not to pursue the case at any time they choose.

A survivor is therefore entitled to the following kinds of support:

- Legal advice from a qualified person or a qualified advisor.
- Legal advice from the District Legal Aid Officer (a senior assistant judge) or the panel lawyer.
- Information about the procedures, stages, and steps of the case provided by the service center or shelter.
- Knowledge about the judicial process through participation in a mock trial to build confidence for court appearances.
- In case of inability to meet legal expenses, assistance through the District Legal Aid Office.
- Authorities ensuring the attendance of witnesses on court dates.
- Communications with the relevant institutions to complete the investigation within the time stipulated by the law.

#### **Risk assessment and security:**

Legally and ethically, a survivor has the right to safety. The shelter or service provider should conduct regular risk assessments to determine what risks the survivor might face and measures to mitigate them. These should be discussed clearly with the survivor. These measures may also include receiving



government security services for victims and witnesses.

All measures must be taken to ensure the safety of survivors who are under or outside the scope of government victim/witness security services. Measures include the provision of safe havens, safe custody, and relocation within Bangladesh. If the survivor has to be transferred abroad to assist the prosecution or to ensure their safety, they must be provided with a visa and other counseling services. Privacy must be maintained with extreme caution in all cases. The defendant may in various ways intimidate witnesses and victims in a case, and it is thus important to consider the safety of the victim in the shelter as well.

The Prevention and Suppression of the Human Trafficking Act, 2012 addresses the issue of the safety of survivors. According to Section 37 of the law, if someone threatens a victim or witness of human trafficking, the victim or witness will get police protection. The government will provide security for victims or witnesses when traveling to courts, other institutions, and shelters.

### **The legal process of filing a case**

After obtaining informed consent from the survivor, the case has to be filed timely, and a lawyer has to be appointed on behalf of the survivor. According to Section 17 of the Prevention and Suppression of Human Trafficking Act, 2012, a person can file a case with the police or the Human Trafficking Suppression Tribunal if a crime of human trafficking is committed. If the rescuer hands over the survivor to the police, the rescue police officer can file a case in accordance with the law and rules. The case can also be filed through a panel lawyer of the District Legal Aid Office at the government's expense to be handled by a special prosecutor.

The law also seeks to provide redress through separate civil cases for compensation of victims. For arbitration, a civil court case has to be filed in a timely manner. In some cases, unscrupulous people file frivolous lawsuits, demanding money from the plaintiff. It needs to be ensured that only legitimate expenses are claimed for the survivor.

In that case, the District Human Trafficking Prevention Committee should be informed about the case so they can cooperate in the prosecution proceedings. Sometimes, police are reluctant to supervise cases being conducted abroad. However, the Prevention and Suppression of Human Trafficking Act, 2012 says it is the duty of the police to ensure justice in all cases at home and abroad.

The public prosecutor needs to present human trafficking cases and the context of the incident properly in the court. Although the state is the plaintiff in such cases, it is preferable to have a qualified lawyer representing the survivor in the prosecution process. The service provider will ensure that the survivor is present in court as required. The safety of the survivor and other witnesses must be ensured on the



way to and during the legal process.

Once the case is filed, necessary steps need to be taken to try the case as swiftly as possible. The court should take appropriate measures to provide necessary assistance so the judge can issue a speedy verdict. Appropriate compensation arrangements have to be made for the survivors. A speedy trial can be ensured through appropriate scheduling, regular contact with the police administration regarding their investigation, and the appearance of witnesses as scheduled.

There should be no delay in planning to leave the shelter for legal proceedings. The survivor and, if necessary, their family should receive the security and financial support they need to pursue the case.

#### **Judicial procedure:**

To establish the right of victims of human trafficking to legal help, the Government of Bangladesh has set up a Human Trafficking Suppression Tribunal under the Prevention and Suppression of the Human Trafficking Act, 2012, and conducts proceedings through Special Courts. The significance of Special Courts is that they follow special judicial procedures to handle human trafficking cases, including the compulsion of sensitive conduct on the part of court officials, conducting investigations as quickly as possible, and conducting closed-door trials. These measures increase the victim's self-confidence and confidence in the court while at the same time encouraging their interest in returning to normal life. It is important that judges, special prosecutors, and court officials receive special training and sensitization.

#### **Emergency Aid: Legal Assistance**

<b>Purpose</b>	To cooperate with survivors for justice and security through legal assistance
<b>Required format</b>	Contract / Memorandum of Understanding, list of litigation documents, regular case progress report
<b>In charge</b>	Attorneys, law officers of the organization involved, police and (special) public prosecutors
<b>Potential problems</b>	<ul style="list-style-type: none"><li>● Traffickers may intimidate or tempt witnesses.</li><li>● Lawyers may present false information in the case.</li><li>● People accused of human trafficking may issue death threats.</li><li>● There may be threats to destroy the evidence of the case.</li><li>● Unscrupulous groups may interfere in the case.</li><li>● There may be a delay in investigations abroad.</li><li>● There may be procedural delays in the trial or delay in delivery of the judgment.</li><li>● Negligence could result in uncertainty about appropriate representation in the case.</li><li>● Lack of coordination by the relevant institutions could result in complications.</li><li>● The survivor could be attacked while traveling to court.</li></ul>

	<ul style="list-style-type: none"> <li>● The witness may not be provided security while appearing in court;</li> <li>● The prosecution may fail to produce witnesses as required by the court on the due date.</li> <li>● Illegal transactions or bribes may be used.</li> </ul>
<b>Solutions:</b>	<ul style="list-style-type: none"> <li>● Ensure coordination between survivors, service providers, District Legal Aid Offices, police and public prosecutor administrations, and lawyers during litigation.</li> <li>● Strengthen the safety of survivors at the service center.</li> <li>● A staff member of the service center should accompany the victim when traveling for the judicial process.</li> <li>● The survivor/their legal representative should apply for police protection if there are threats from the defendant.</li> <li>● An advocate should be appointed on behalf of the victim to be aware of the progress with the case.</li> <li>● Necessary services such as visa applications should be arranged if travel is required.</li> <li>● Appeal for the security of the plaintiff and ensure that the evidence in the case is not damaged in any way.</li> <li>● Collect up-to-date information on the case through liaison with court officials and prosecution officials and be vigilant about dishonest activities.</li> <li>● Try to keep the survivor confident about the court and the prosecution process by acting with sensitivity, which helps them continue to pursue the case even if there is intimidation or threat.</li> <li>● The organization's legal officer will encourage survivors not to compromise with traffickers and to follow legal advice;</li> <li>● The case will be investigated and analyzed in the presence of survivors;</li> <li>● The case should be supervised by the District Human Trafficking Prevention Committee;</li> </ul>

**The advice of legal counsel helps survivors face all obstacles patiently and get justice.**

My name is Selina. This is the story of how a broker named Jahangir deceived me by promising me a job abroad. I paid 90,000 Taka to an employment company that sent me to Abu Dhabi for a job.

The job was not what I had expected it to be. I had to do indecent work day and night without pay. I became very ill. I stopped eating and drinking and refused to do those things. When I tried to escape, they took me to an office in Abu Dhabi office where about 50 other women were being detained. After I threatened to kill myself, they sent me back to my country without any money.

A trafficker named Maqbool then demanded a ransom of 50,000 Taka to return me to my brother. They threatened

not to let me go home if he did not pay. They forced my brother to sign a document. When they let my brother go, he filed a General Diary at the police station.

When I returned to Bangladesh, I gave up all hope of getting justice. However, after ACT's partners assessed my needs, I regained the courage to seek justice. When I asked for compensation, a broker named Jahangir threatened me. I am a widow, and I have a daughter. I was worried about the safety of my daughter, my brother, and myself.

My lawyer assisted me a lot and encouraged me to file a lawsuit for compensation at the Bureau of Human Resources, Employment and Training (BMET). I was encouraged to be strong and face all obstacles. After a lengthy process, BMET awarded me only 20,000 Taka in damages. I refused to accept this verdict and filed a complaint with BMET. I was prepared to speak out against this injustice and continue to fight to the end. I held a press conference and demanded appropriate government action, namely, prosecution, for the punishment of the perpetrators and fair compensation.

In the meantime, I started working for other survivors. My lawyer told me that if I lost patience with my case, I would not get justice and that the perpetrators would continue to inflict the same injustice on other women. Hearing this inspired me to work for other survivors. In the end, the employment company accepted BMET's verdict, and I was repaid in full after three years.

Now, my daughter and I can dream about our future.

The legal process can often be long, confusing, and dangerous for survivors. In Selina's story, we saw that legal assistance could make a big difference in a survivor's life. Many survivors may not be in shelters when handling legal cases, but shelters can be a safe place for those who stay there. The next chapter provides guidance on shelter management.

#### **National laws relating to the prevention and control of human trafficking:**

Serial no	The name of the law	A brief discussion before moving on to the next chapter: below is a list of national and international laws, treaties, and charters related to the suppression and prevention of human trafficking. This information may be needed from time to time to protect the rights of survivors.
	Constitution of the People's Republic of Bangladesh	The constitution decrees prohibition of prostitution, prohibition of forced labor, freedom of movement, right to life, and individual liberty.
1	Prevention and Suppression of Human Trafficking Act,	These special laws were enacted to prevent human trafficking deal with the rescue, investigation, and rehabilitation of victims of human trafficking.

	2012	<a href="http://bdlaws.minlaw.gov.bd/act-1086.html">http://bdlaws.minlaw.gov.bd/act-1086.html</a>
2	National Anti-Human-Trafficking Authority Rules, 2017	<p>This law was enacted to prevent human trafficking and directs the formation of a national body for the purpose of planning and implementing human trafficking laws.</p> <p><a href="https://mhapsd.gov.bd/site/view/law/%E0%A6%86%E0%A6%87%E0%A6%A8-%E0%A6%93-%E0%A6%AC%E0%A6%BF%E0%A6%A7%E0%A6%BF">https://mhapsd.gov.bd/site/view/law/%E0%A6%86%E0%A6%87%E0%A6%A8-%E0%A6%93-%E0%A6%AC%E0%A6%BF%E0%A6%A7%E0%A6%BF</a></p>
3	Human Trafficking Prevention and Suppression Rules, 2017	These rules are intended to ensure the prevention and suppression of human trafficking and rehabilitation of victims and witnesses, including the protection of victims and witnesses.
4	Human Trafficking Prevention Fund Rules, 2017	These rules are intended to provide funds for shelters, re-socialization, protection, and rehabilitation of victims of trafficking.
5	Overseas Employment and Immigration Act, 2013	<p>This defines illegally sending workers abroad in exchange for money as a punishable offense.</p> <p><a href="http://bdlaws.minlaw.gov.bd/act-1131.html">http://bdlaws.minlaw.gov.bd/act-1131.html</a></p>
6	Women and Child Abuse (Special Provisions) Act, 1995	Despite the absence of a special law on human trafficking, the law classifies the trafficking of women and children as a punishable offense.
7	Prevention of Violence against Women and Children Act, 2000	<p>Sections 5, 6, and 7 of this act make the trafficking and abduction of women and children a punishable offense.</p> <p><a href="http://bdlaws.minlaw.gov.bd/act-835.html">http://bdlaws.minlaw.gov.bd/act-835.html</a></p>
8	Rule of Law, 1860	This law criminalizes kidnapping, abduction, slavery, human trafficking, forced labor, rape, and fraudulent and illegal marriage.

		<p>These crimes can be defined as a type of human trafficking.</p> <p><a href="http://bdlaws.minlaw.gov.bd/act-11.html?hl=1">http://bdlaws.minlaw.gov.bd/act-11.html?hl=1</a></p>
9	Bangladesh Passport Order, 1973	<p>This order prohibits foreign travel without a passport.</p> <p><a href="http://bdlaws.minlaw.gov.bd/act-445.html?hl=1">http://bdlaws.minlaw.gov.bd/act-445.html?hl=1</a></p>
10	The Immigration Ordinance, 1982	<p>This ordinance makes illegal immigration a punishable offense.</p> <p><a href="http://bdlaws.minlaw.gov.bd/act-628.html">http://bdlaws.minlaw.gov.bd/act-628.html</a></p>

#### International Charter on the Suppression and Prevention of the Human Trafficking:

Serial	Law name	Short Description
1	Universal Declaration of Human Rights, 1948	<p>Purchasing and selling people and any form of slavery is prohibited as elements of the crime of human trafficking.</p> <p><a href="https://www.un.org/en/universal-declaration-human-rights/">https://www.un.org/en/universal-declaration-human-rights/</a></p>
2	UN Convention for the Suppression of the Traffic in Persons and of the Exploitation of the Prostitution of other, 1949	<p>The Charter was adopted by the UN General Assembly in 1949, pledging to prevent human trafficking and sexual slavery.</p> <p><a href="https://www.ohchr.org/en/professionalinterest/pages/trafficinpersons.aspx">https://www.ohchr.org/en/professionalinterest/pages/trafficinpersons.aspx</a></p>
3	UN Protocol Against the Smuggling of Migrants by Land, Sea and Air, 2000	<p>States banned the illegal smuggling of people by land, sea, or air.</p> <p><a href="https://www.ohchr.org/EN/ProfessionalInterest/Pages/TransnationalOrganizedCrime.aspx">https://www.ohchr.org/EN/ProfessionalInterest/Pages/TransnationalOrganizedCrime.aspx</a></p>
4	Palermo Protocol, 2000	<p>The protocol called for the prevention of trafficking of women and children and the enactment of laws against the trafficking of illegal immigrants by land, sea or air.</p> <p><a href="https://www.ohchr.org/en/professionalinterest/pages/proto">https://www.ohchr.org/en/professionalinterest/pages/proto</a></p>

		<a href="#">coltraffickinginpersons.aspx</a>
5	The Convention on the elimination of all forms of discrimination against Women (CEDAW), 1979	<p>States are asked to take appropriate steps, including enacting legislation, to prevent all forms of exploitation through prostitution or trafficking of women.</p> <p><a href="https://www.ohchr.org/en/professionalinterest/pages/cedaw.aspx">https://www.ohchr.org/en/professionalinterest/pages/cedaw.aspx</a></p>
6	The United Nations Child Rights Convention, 1989	<p>States are asked to take effective measures to prevent child abduction, trafficking, sexual exploitation, pornography, and prostitution.</p> <p><a href="https://www.ohchr.org/EN/ProfessionalInterest/Pages/CR.C.aspx">https://www.ohchr.org/EN/ProfessionalInterest/Pages/CR.C.aspx</a></p>
7	<p>Charter adopted by the International Labor Organization for Prompt Steps to Prevent and Eliminate Worst Forms of Child Labor, 1999</p> <p>(ILO Worst Forms of Child Labor Convention, 1999)</p>	<p>All forms of slavery, prostitution, pornography, drug trafficking, and child labor are prohibited.</p> <p><a href="https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C182">https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C182</a></p>
8	Beijing Platform for Action, 1995	<p>Regional and international organizations are told to work together to prevent human trafficking and slavery. There is an emphasis on enacting laws to prevent the trafficking of women and children for the sex trade or sexual exploitation.</p> <p><a href="https://www.un.org/womenwatch/daw/beijing/platform/">https://www.un.org/womenwatch/daw/beijing/platform/</a></p>
9	SAARC Convention on Preventing and Combating Trafficking in Women and Children for Prostitution, 1997	<p>States are asked to take the necessary steps to prevent any kind of trafficking. The Convention pledges to increase regional cooperation for rehabilitation and repatriation of victims.</p> <p><a href="https://www.jus.uio.no/english/services/library/treaties/02/2-04/saarc-traff-women-children.xml">https://www.jus.uio.no/english/services/library/treaties/02/2-04/saarc-traff-women-children.xml</a></p>
10	SARI-Q Victim- Witness Protection Protocol	<p>South Asian states emphasize the need to take steps to prevent human trafficking through regional cooperation and to protect victims and witnesses.</p> <p><a href="https://childhub.org/en/child-protection-online-library/sout">https://childhub.org/en/child-protection-online-library/sout</a></p>

		<a href="#"><u>h-asia-regional-initiative-equity-support-program-sariequity-0</u></a>
11	International Convention on the Protection of the Rights of all Migrant Workers and Members of Their Families, General Assembly resolution 45/158 of 18 December 1990	<p>The charter prohibits slavery and forced labor and notes the right to enjoy the benefits of state law.</p> <p><a href="https://www.ohchr.org/_layouts/15/WopiFrame.aspx?sourcedoc=%2FDocuments%2FProfessionalInterest%2Fcmw%2Fpdf&amp;action=view"><u>https://www.ohchr.org/_layouts/15/WopiFrame.aspx?sourcedoc=%2FDocuments%2FProfessionalInterest%2Fcmw%2Fpdf&amp;action=view</u></a></p>

## **Chapter-9: Shelters - Meeting Basic Needs, Management, and Codes of Conduct**

### **Shelter: A safe haven**

In the Law and Arbitration Center vs. Bangladesh (1999, BLD 488) case, the Bangladesh Supreme Court ruled that the right to asylum is an integral part of the right to life.

The shelter is a temporary accommodation and venue for services for survivors, where they participate in a variety of activities and receive necessary services. This accommodation is the focal point of access to services for male, female, and child survivors. Survivor-centered shelters are safe and secure places where people can fully realize their human rights and the importance of independent decision-making while meeting their basic needs. Victims of human trafficking may need a short-term or long-term safe haven. The type of shelter depends on the needs of the victim. The shelter may be short-term or temporary but long-term in the sense that it will ensure the provision of comprehensive services to the survivor, including medical and legal aid.

The main purpose of the shelter is to build the survivor's capacity and ensure they can re-enter mainstream society without any discrimination. The typical duration for a shelter stay is 6- 8 months. However, depending on the needs of the survivor, a stay could also be 3-30 days.

Shelters should be governed by the following principles:

- ✓ It will be a safe haven.
- ✓ There can be no discrimination in granting asylum.
- ✓ Each survivor must be treated as an individual, and their differences considered carefully.
- ✓ Confidentiality must be ensured.
- ✓ Language and cultural differences should be considered.
- ✓ The safety of the survivor must be ensured.
- ✓ The survivor's religious beliefs must be respected.
- ✓ Information flow and communication must be ensured.
- ✓ The needs of a handicapped survivor must be considered.

This chapter contains the basic requirements of the shelter, guidelines regarding the management of the shelter, and the Codes of Conduct for staff, visitors, and survivors. Thematic instructions are provided below.

### **Meeting Basic Needs: Guidelines for Shelters**

A shelter should be a safe and secure accommodation where the basic needs of the survivors are met and the objectives of various programs, including legal, health, and mental health assistance, are implemented. Basic needs and relevant instructions include:

#### **Accommodation instructions**



Bedrooms need to have adequate space for movement, necessary lighting, and airflow. Lamps and fans should be provided. Every survivor needs to have their own bed, bedsheets, pillow covers, and lockers for personal belongings. Special arrangements need to be made based on the needs of the handicapped in particular, such as arranging ramps.

Shelters should be in a safe place, close to emergency care centers and service providers (hospitals, police stations, educational institutions, etc.). Infrastructure should be resistant to (cyclones, earthquakes, floods, etc.) and manmade disasters (fires, riots, etc.). Infrastructure needs to be planned with emergency services in mind in times of disaster.

#### **Important helpful information: Accommodation**

<b>Required Format</b>	Shelter Monthly Report (Filled by Survivor) Attachment 9. 1 'Shelter checklist.'
<b>In charge</b>	Shelter manager, home mother, security guard, office authority:
<b>Potential problems</b>	- Disasters or catastrophes often lead to fear, panic, and confusion. Workers and survivors may be trapped inside during a disaster. Untrained workers may not know what to do.
<b>The solution</b>	- It is essential to follow safety rules while setting up shelters. - Necessary permission must be obtained from the authorities. - Workers must be trained to deal with disasters.

#### **Safety Guidelines**

It is very important to ensure safety in the shelter. Survivors should feel safe to stay here. Apart from this, safety has to be ensured from people who are threatening them. Every worker should be aware of the risk to the survivors and should ensure the security planning of the survivors. The local authority has to be asked to ensure the safety of the survivors and their families. Security provisions may be required on the way to school, hospital, training or court.

#### **Important helpful information: Safety related**

<b>Required Format</b>	Service Registrar
<b>Designated</b>	All employees at the shelter post rescue/identity confirmation
<b>Potential problems</b>	- Lack of adequate staff - Irresponsible security guards - Lack of sufficient materials necessary for safety such as – security alarm, telephone, transport, - Cooperation from local authorities
<b>Solutions</b>	- Appointing responsible staff - Appointing capable and responsible security guards and home mothers - Ensuring security alarms, telephones and transport - Building an effective good relationship with reliable local authorities

### Transportation And Communication Guidelines

Communication and transportation are very important parts of a shelter. It becomes even more important when tackling an emergency. There should always be a telephone at the shelter in order to timely arrange for transportation during an emergency. The telephone should be kept at a secure place along with necessary numbers (fire brigade, police, hospital). Adequate number of workers need to be present to take survivors to a hospital during an emergency. It is the shelter's responsibility to make necessary arrangements for transportation during court hearings. Phone and internet facilities should be available for proper communication.

#### Important helpful information: Transport And Communication

<b>Required format</b>	Telephone, list of important numbers
<b>Designated</b>	Home mother, manager residing at the shelter
<b>Potential problems</b>	<ul style="list-style-type: none"><li>- Unavailability of a doctor when necessary</li><li>- Unavailability of a vehicle for transportation of a sick survivor</li><li>- Ensuring professional medical support for twenty four hours, seven days a week</li></ul>
<b>Solutions</b>	<ul style="list-style-type: none"><li>- Creating an emergency referral mechanism for the shelter</li><li>- Building a transportation system</li><li>- Arranging for a telephone, computer and internet</li></ul>

### Diet And Nutrition Guidelines

The shelter will provide nutritious and hygienically prepared food. The survivors will select a nutritious diet chart of 2000 to 2200 calories a day. The menu should include- meat twice a week (bearing religious values in mind), fish twice a week, boiled/half-boiled/steamed vegetables twice a week and lentils daily. There shall be special food arrangements for children, pregnant women and the sick. Better food can be arranged on special days. All the food shall be cooked and served in a clean environment and there shall be arrangements for pure drinking water. Serving of food at specific times every day should be ensured. Daily food list should be displayed at a visible spot.

#### Important helpful information: Food and Nutrition

<b>Required format</b>	Preparation and display of weekly nutritious food menu
<b>Designated</b>	Cook, home mother, manager, peer group leader
<b>Potential problems</b>	<ul style="list-style-type: none"><li>- A tendency to not follow the routine may arise</li><li>- The issues may not get resolved due to lack of efficient staffs</li></ul>
<b>Solutions</b>	<ul style="list-style-type: none"><li>- Weekly observation</li><li>- Considering the priorities of the survivors</li><li>- Ensuring the participation of the survivors in the management of the shelter</li></ul>

### Guidelines regarding materials of personal hygiene

Each survivor has to be given a bag of materials of personal hygiene that will help them to stay clean and healthy. When any survivor comes to the shelter, they will get a bag which shall contain a soap, a shampoo, two tubes of toothpaste, a toothbrush, coconut oil, a hair brush, sanitary napkins, towel and cream. Additional soap, shampoo, toothpaste, oil, shaving cream and razors shall have to be provided monthly. The needs of women, children and specially abled people for personal hygiene materials should be considered. There should at least be one bathroom/toilet for every six survivors. One person shall be specifically kept in charge for keeping the bathrooms and toilets regularly clean. There should be separate arrangement of bathrooms for men and women.

### Important helpful information: Personal hygiene materials

<b>Required format</b>	<ul style="list-style-type: none"><li>- Personal hygiene material distribution register</li><li>- the survivor shall sign on it after receiving the materials</li><li>- Register checklist</li></ul>
<b>Designated</b>	The home mother shall distribute the materials monthly
<b>Potential problems</b>	<ul style="list-style-type: none"><li>- Misuse of materials</li><li>- Dereliction of duty</li><li>- Inadequate arrangement of materials for cleaning the bathrooms and toilets</li></ul>
<b>Solutions</b>	<ul style="list-style-type: none"><li>- Inspection of the facility to ensure that the responsibility of cleaning is being carried out properly</li><li>- Providing a checklist to the hygiene staff to carry out their duties properly</li><li>- Ensuring the supply of materials by inspecting the inventory</li></ul>

### Healthcare Guidelines

Timely medical treatment of sick survivors has to be ensured. A mandatory health check-up has to be conducted immediately on arrival at the shelter and treatment has to be done in accordance to the doctor's recommendations at later times. After that, the health of survivors should be checked once a week and medical treatment should be provided if necessary.

Two First Aid boxes need to be kept at the shelter. It is the duty of the home mother to regularly supply the necessary materials based on consultations with the healthcare workers. The peer members should give ideas to the group leader and the home mother about important issues on primary healthcare. Regular discussions should be done with the survivors about health awareness and disease prevention. The shelters should take the opportunity to participate in programs organized by government / non-government agencies like conferences, vaccination programs, etc. Subjects like syphilis, gonorrhea and sexually transmitted diseases such as HIV/AIDS and other pathogens may be discussed there.

A doctor should be contracted to ensure medical facilities for the residents of the shelter. It has been seen from past experiences that it is easier to receive necessary services during emergencies if there is a contract with a hospital/clinic. The necessary phone numbers for emergency contact (hospital, ambulance, doctor, etc.) should be saved on the phone and should also be displayed at a visible spot.

#### **Important helpful information: Healthcare**

<b>Required format</b>	- Physical condition reporting Health Card
<b>Designated</b>	Doctor Shelter mother and Shelter manager, peer team leader
<b>Potential problems</b>	- Not getting doctors and medicines on time - Vehicle or ambulance not available on time - Ineffective referral system
<b>Solutions</b>	- Keep in touch with hospitals and healthcare providers and assign an employee to maintain communication - Save and display the phone numbers of healthcare providers, ambulances, and vehicle rental services

#### **Clothing guidelines**

Many survivors need clothing as soon as they arrive at the shelter and need to be provided with clean and appropriate clothing, as required. Depending on the time of their stay in the shelter, additional clothing can be arranged based on religious or other activities and culture. The shelter should have laundry facilities and should ensure that survivors have access to laundry facilities while traveling.

#### **Important helpful information: Clothing**

<b>Required format</b>	Distribute clothes Register receipt of clothes
<b>Designated</b>	Home mother (will supply clothes twice in 8 months)
<b>Potential problems</b>	- Survivors may ask for clothing that is not be offered due to cost, supply, or need
<b>Solutions</b>	- Expectations can be controlled by discussing policy and shelter limitations with survivors

#### **Requirements: Instructions regarding entertainment**

Recreation is a very important factor in recharging survivors. Survivors need to have adequate recreational facilities and equipment in their shelters for peace of mind. They can be offered indoor games (carom, chess, ludo, etc.), outdoor games (cricket, football, badminton, etc.), the opportunity to

watch TV and listen. And a library with storybooks, textbooks, and pictures. Enjoyable developmental activities such as tree planting or creative competitions can be organized. In addition to screening educational and entertaining movies, occasional outdoor or pleasure trips should be arranged for survivors.

#### **Important helpful information: Entertainment**

<b>Required format</b>	Register
<b>Designated</b>	Those who stay in the shelter: Home Mother/Shelter Manager
<b>Potential problems</b>	<ul style="list-style-type: none"> <li>- Not having enough space</li> <li>- Not having enough resources</li> <li>- Lack of recreational resources</li> </ul>
<b>Potential problems</b>	Providing adequate resources for sports and recreation

#### **Shelter management and necessary procedures**

##### **Management:**

Management is a process through which a plan is formulated for the use of all kinds of human and non-human resources to achieve the goals of the organization, and various functions are performed for its implementation.

##### **Shelter management:**

To provide safe shelter and safe shelter facilities to survivors, the shelter management team coordinates and manages the resources together. The management team oversees and monitors the main issues involved in shelter management: infrastructure arrangements, the safety of survivors and staff, human resources, management structure, and service programs.

The main objective of shelter management is to support and cooperate to enable the reintegration of survivors into the mainstream of society. It is important to keep this objective in mind in program management and operation. The main functions of management are planning, organizing the necessary resources, leading, and supervising.

**Responsibility of the shelter manager:** Successful management of the shelter depends on the various responsibilities of a manager, which include:

- ✓ Technical responsibility
- ✓ Responsibility for human relations
- ✓ Conceptual responsibility
- ✓ Analytical responsibility
- ✓ Organizational responsibility
- ✓ Communication responsibilities
- ✓ Leadership responsibility

In addition, an ideal manager needs to have the following qualities:

- ✓ Professional knowledge
- ✓ Foresight and forecasting

- ✓ Respect for rules and regulations
- ✓ Taking risks
- ✓ Realistic and quick decision making
- ✓ Good behavior
- ✓ Hardworking
- ✓ Mental spirit
- ✓ Social quality
- ✓ Honesty

This section sheds light on the guidelines for shelter/program management, the responsibilities of staff in various positions, and the Codes of Conduct.

### **Shelter/program management**

The shelter should have an organogram to facilitate management and reporting. The shelter manager will carefully monitor the center's program. They need to have a clear idea of the goals and strategies of the program and make appropriate action plans. The manager will communicate expectations to shelter staff, update work plans, assign tasks, and motivate staff.

Using current technology (computer, mobile phone), the manager will securely store confidential information (employee evaluations, the survivor database). All shelters are responsible for reporting to their donor groups (public and government authorities). The manager will monitor the shelter's activities and prepare a report, as well as report necessary matters to the management authority of the organization.

### **Employees:**

One or more experienced staff are required for proper management of the shelter. When hiring staff, they must be told that it is imperative to show respect for the dignity of the survivors and always understand the feelings and situations that have occurred in survivors' lives. Employees must be responsible and considerate of survivors while also being proficient in other skills.

Specific staff should be assigned the responsibility of monitoring the program and providing a plan of improvement to the survivors. Necessary and limited information may be disclosed, bearing in mind the duty to respect a survivor's right to privacy.

The monthly meeting gives staff and survivors the opportunity to identify and solve problems in a participatory manner. Survivors at the shelter need to respect the views of others and learn how to prioritize views on various issues.

### **Peer Survivor Leadership Team:**

The Peer Survivor Leadership Team can participate in discussions on various issues and be assigned the responsibility of precise monitoring of their shelters.

### **Code of Conduct:**

The Code of Conduct is not just a set of rules but also an expression of the values of the employees and the policies of the organization. The main purpose of the Code of Conduct is to ensure that staff, visitors, and survivors show due respect and dignity to each survivor and due respect for human rights. Physical

or Specific staff should be assigned the responsibility of monitoring the program and providing a plan of improvement to the survivors. Necessary and limited information may be disclosed, bearing in mind the duty to respect a survivor's right to privacy.

Staff, visitors, and survivors must sign a copy of the Code of Conduct to indicate that they are aware and agree to the terms. Copies signed by personal or general visitors must be filed. (See 9.2, 3, 4 Attachment signature form, Staff Code of Conduct, Visitor Code of Conduct, and Survivor Code of C). The Code of Conduct should be displayed in the shelter on large printed posters.

**Staff:**

The responsibility of the shelter staff is to help the reintegration process by assisting survivors to re-engage. They must remember that survivors who came to the shelter have gone through a frightening situation, where their rights were taken away and their dignity tarnished. They may still have traces of fear, shame, anger, self-criticism, lack of trust, and frustration. Staff needs to show empathy and be patient with them during this difficult time.

Here is a list of what employees should and should not do:

<b>Employee Code of Conduct</b> <b>We are committed to respecting the right of survivors to their own views and dignity.</b>	
<b>What to do</b>	<b>What not to do</b>
Survivors' right to privacy must be respected. Only the report of the organization or as much as is required for legal needs will be shared.	A survivor's identity and information cannot be disclosed unless necessary.
Survivors may have feelings of frustration, despair, shame, confusion, anger, and fear. So we have to show compassion and respect and listen to them.	Do not express annoyance with a survivor's feelings.
Survivors need to see respect for their right to have their own views.	No pressure can be put on survivors to act against their wishes.
Survivors need to know that their participation in every step of decision-making in various programs is ensured. It can be necessary, in order to participate in the decision-making process, to cooperate by being informed and practicing patience and perseverance.	There will be no physical or mental abuse and no discrimination on the basis of gender, religion, ethnicity, ability, or lifestyle choices.
Survivors who are work in the shelter should be treated like other staff members, meaning that their	The shelter management needs to cooperate in developing the professionalism of survivor staff

professional needs to be monitored.	without negatively assessing their competence or professionalism.
Treat colleagues and visitors with professionalism, dignity, and respect.	

### Visitor management

The purpose of the visitor management policy is to ensure the privacy and security of the residents and staff of the shelter. Prior to entry, the visitor must obtain permission from the relevant staff. The names of a survivor's relatives must be on the visitor list approved by the survivor. Staff will verify their identity and write their name in the visitor register, where their full name, arrival and departure times, and a signature will be recorded.

#### In addition, staff should:

- Encourage family/relatives to visit at least once a month.
- Arrange a separate room where private conversations can take place.
- Treat all survivors equally so as not to spark jealousy.
- Not discuss survivors' cases with any visitor without the prior permission of the office. If discussion is allowed, make sure no one else can chance to overhear.
- Visitors should not be allowed to enter after 5 pm.
- Male visitors are not allowed to enter the rooms of female survivors.
- No photos may be taken without the permission of the survivors. Sponsoring agencies may be allowed to take photos, but only with the permission of the relevant authorities.

Here is a list of what visitors should and should not do:

Visitor Code of Conduct	
What should be done	What should not be done
Obtain permission from the Shelter/Program Manager.	Do not share mobile numbers or other contact information with the survivor.
Introduce yourself and state the reason for your visit.	Male visitors cannot enter the room of a female survivor.
Read and sign the Code of Conduct.	Do not bring food to the shelter.
Provide your full name and other required details for the register.	Do not discuss survivors' past or personal matters.
Respect the survivor's dignity and right to privacy.	Do not take photographs without the consent of survivors.
If the purpose of the shelter trip is to publish or collect stories, obtain the consent of the survivors and the permission of the organization.	Visitors cannot share contact information with survivors.
For Juvenile survivors, consent must be obtained	Do not look at the case management file without



from a family member.	the permission of the authorities.
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### Survivor

Survivors, like workers and visitors, must adhere to a Code of Conduct that will uphold the rights of workers and other survivors and ensure a peaceful and effective shelter.

<b>Survivor Code of Conduct</b>	
<b>This Code of Conduct ensures the rights and dignity of staff and survivors</b>	
<b>What should be done</b>	<b>What should not be done</b>
Respect everyone in the shelter.	Do not discriminate against others.
Notify the home mother if any worker or survivor is involved in physical or mental abuse.	Do not take matters into your own hands if you see physical or mental abuse and do not engage in such abuse.
Be attentive to other people's belongings and only use others' items with their permission.	Do not intimidate anyone into giving permission to use their items.
Be attentive with your bed, clothes, and other things. (Juvenile survivors need to cooperated with)	Do not intentionally waste the assets of the shelter.
During entertainment (watching TV, listening to music, playing sports, etc.) has to show respect to the wishes of others. The will of the majority is given priority.	Smoking and drugs are not allowed in the shelter.
As a member of the shelter's peer team, follow daily routines.	Adult survivors must not break shelter rules regarding the use of mobile phones.
Permission must be obtained to use the shelter's phone.	

### Emergency Aid: Terms of conduct

<b>Required format</b>	All staff, survivors, and visitors will agree that a copy of the Code of Conduct signed by them will be kept in their file.
<b>In charge</b>	All staff
<b>Potential problems</b>	<ul style="list-style-type: none"> <li>- Survivors can make decisions with a negative attitude.</li> <li>- Shelters often hire skilled survivors as office assistants, home mothers, or operators. When visitors come to the shelter, the identities of survivors are easily revealed, which in turn could compromise their personal information.</li> </ul>
<b>Solutions</b>	<ul style="list-style-type: none"> <li>- The Code of Conduct should be clearly visible, posted in a place where it catches everyone's eye. Staff and residents must be repeatedly reminded of a survivor's right to privacy.</li> </ul>

This chapter contains essential information about the management of the shelter, including the basic needs of the shelter, staff rules, and Codes of Conduct for staff, visitors, and survivors. Many survivors look forward to a place of refuge that provides a safe haven, opportunity, a healthy social life, and privacy. This guideline emphasizes both sides. Keep in mind, however, that a shelter is only a temporary safe haven. All survivors should start the days of the Survivor Service Program by planning their exit. The next chapter discusses the exit strategy, reunification, and follow-up.

## **Chapter-10: Exit: Reunification and follow up**

### **What do we mean by exit:**

By exit, we usually mean leaving a place or situation. In the case of survivors of human trafficking, exit means leaving the shelter to return to the normal course of society. However, the process of returning or leaving the shelter can be started only when the other components of the exit are ready. Medical and legal assistance as well as rehabilitation, re-socialization, and reintegration or normalization of economic and social status are important aspects of survivor services. An exit plan is needed to ensure these services.

### **Exit and exit strategies:**

The exit strategy in survivor services is not effective as a single method. Reunification and follow-up are closely associated with exit strategies. The following issues are important considerations in the exit strategy: What was the goal and purpose of the survivor while in the shelter? How long did they plan to stay in the shelter before returning to the mainstream of society? If they think and want to go because of the environmental conditions and the survivor's mental, financial, and physical abilities, then exit is their preferred output. It is advisable to make a detailed plan for the survivor's reintegration into society. In particular, the reunification plan should include steps to prepare the survivor's family and society for their return. Outreach staff should monitor progress on implementation of the plan during follow-ups, and therefore must meet regularly with survivors to ensure that the process of integration work is going well. At this time, they can delete some actions or add new ones to the plan, if necessary.

### **Exit strategies and detailed planning:**

To clarify, our main topic of discussion is not the survivor getting out of the shelter. Rather, it is the survivor being fully prepared to lead a normal life and return to the mainstream of society again. This is why it is very important to have a detailed plan to exit the service center.

An exit strategy will be attached to each initial verification. The purpose of this strategic plan is to identify the survivor's initial goal and how and when the goal will be achieved based on the exact circumstances under which the survivor will exit the service. The plan will specify the estimated time for each stage, and where the survivors want to go next, that is, the preferred place of residence and the scheduled date for leaving the shelter. Since the survivor is the main decision-maker in this case, they should be given the opportunity to manage the process of this plan. But before that, the survivor has to be confident about the exit or exit from the service. It is important to consider how much confidence they have in managing this process and how willing they are to do it.

A written plan should be made considering all the components of service and care described in this guide. The plan also calls for connecting survivors to creative alternative services, where applicable. Since the strategy for completing service acceptance involves initial integration and follow-up planning, it is expected that new programs will need to be added to the exit plan to keep pace with changing circumstances. For example, A survivor may want to extend their stay in a shelter for any variety of reasons. The shelter may be a safe haven for them as per the court order, or their family address may be still unknown, or their family may refuse to accept them, or they may be a foreign national (not Bangladeshi), or they may have language/communication barriers (not be Bengali speaking), or be threatened by the trafficker. We should always remember that the plan should help the survivor not only to leave the shelter but also to exit the service activities with proper preparation and to integrate into the mainstream of society.

### **Reunification**

In this guide, we understand that reunification means bringing the survivor of human trafficking in line with their family, society, and the mainstream environment and context. Reunification is not a single or isolated concept. Nor does it mean only providing a bunch of services. Reunification work starts with several steps and involves a survivor's family, society, and economic activities, all while ensuring their reunification stage with dignity.

#### **Reintegration objectives:**

- Help the survivor return to their family and society
- Strengthen the survivor's rehabilitation process and help them lead a normal life
- Help the survivor to get out of temporary shelters and into the mainstream of society, to resume studies, or return to the normal pace of life by engaging in income-generating activities or occupations
- Empower the survivor financially
- Help the survivor to return to a healthy and normal life by creating a respectable position in their family and society
- Make arrangements so they can lead a secure and productive life and not be trafficked again.

#### **Verification and planning:**

The factors to consider for reunification are the conditions in the survivor's home, their preferred place of residence and accommodation, and the risk factors associated with different locations. After a comprehensive review of these, the reunification plan is launched. The comprehensive exit strategy (exit) is accompanied by a written plan with figures and timelines of various stages. It is important to ensure that a reasonable and necessary period of time is set out in the plan for the development of

education and livelihood skills. If a new need arises, the plan is changed accordingly, considering the welfare of the survivor. Adult survivors will make the final decision on reunification. However, the opinions and preferences of child survivors need to be considered as seriously as possible, putting them at the forefront in the decision-making process of their safety, education, and their relationship with their family.

#### **Economic and social reintegration:**

Economic reintegration is important because it enhances a person's self-confidence and allows them to work for the welfare of other people from a respectable position in society. Survivors of human trafficking can work with organizations that create earning opportunities to provide specific training to help in their economic reintegration. Only with economic reintegration are survivors able to participate in all levels of society and contribute to the development of society.

In order to pave the way for survivors to gain the acceptance of their society and be able to return to normal life, organizations need to conduct long-term awareness activities. The initial verification of a survivor includes an exit and reintegration plan. This plan should be created in an appropriate environment and through regular meetings with the survivor's local family and community leaders. This will facilitate the re-socialization of survivors.

#### **Reunification preparation plan and overall preparation:**

The success of the reunification effort depends on how much society and their family accepted a survivor. Survivors cannot be said to have reunited with society until this acceptance is achieved. It is important to involve the community, families, and other service providers in the reunification planning process.

When preparing for reunification, the service provider operating in the designated area for reunification will provide outreach counseling services to survivors' families, communities, workplaces, extended families, and/or government centers. The aim is to create an environment for the survivor where everyone understands their condition and welcomes them. The service provider will engage until everyone agrees to accept the survivor or they decide on an alternative location.

#### **Creative samples and options for reintegration**

This is not to say that reintegration is not necessary for those who already live in families. Service providers should come up with practical alternative proposals for survivor reintegration that address informal learning, transfers, and alternative job opportunities. The service provider will work in coordination with other service providers (government and NGOs) to ensure that the survivor is being assisted and supported in a practical way. There may be times when the survivors' first choice is to go abroad. They can be helped in this, too.

A detailed reunification plan is very effective because it allows you to verify whether the survivor is ready for reunification. The balance between the survival of the survivor and their dependence on the organization needs to be carefully verified. The survivor has to be clear and accept that it is their

responsibility to lead the reunification process. However, the survivor must be confident enough to take that responsibility.

### Emergency information aid: Reintegration

<b>Objectives</b>	Ensure timely reintegration based on pre-determined standards, appropriate space, and community/family acceptance, achieving results in general through planned outreach services.
<b>Required format</b>	Service delivery plans, reunification plans, identification of needs
<b>In charge</b>	Case Management Team (Shelter Manager, Counselor, Shelter Mother, Integration / Livelihood Officer, Lawyer)
<b>Potential problems</b>	<p>Not preparing in timely reintegration planning.</p> <p>All relevant staff not participating in preparation of the reintegration plan.</p> <p>Not giving the survivor the opportunity to participate in the preparation of the consolidation plan or not valuing their opinion.</p> <p>Not considering security risks.</p> <p>Facing obstacles in the implementation of the plan.</p> <p>Not reviewing the consolidation plan and changing it.</p>
<b>Solutions</b>	<p>The head of the case management team will set up the reintegration plan and ensure its implementation in accordance with the plan to complete service provision.</p> <p>Regular conferences will be held on the nature and progress of the case.</p>

### Follow up

Follow-up means following the actions and steps taken after a decision about an event or subject for a certain period of time. The purpose of follow-up is to make the activities as normal as possible.

### Follow up steps and procedures:

We follow up any incident or lawsuit for a permanent solution. Some useful steps and procedures in follow up include:

- Planning where detailed information about the purpose, objectives, and results of the previous work should be recorded. Noting in the plan where, when, and how the work has been completed.
- Preparing a list of who to follow up with.

- Determining follow-up procedures, such as direct observation or meeting with neighbors and community leaders, or determining if the outcome of a problem can be solved by telephone.
- Preparing a list of members of the follow-up team, including colleagues, superiors, or subordinates.
- Creating a questionnaire for them indicating who can provide an idea of the progress or deterioration of the situation.
- Above all, creating a checklist to keep track of whether the steps are being followed properly.

Follow up to the reintegration of human trafficking survivors looks like this:

This follow-up plan should be implemented for up to one year after the survivor leaves the shelter and reintegrates into society. At least four follow-up reviews need to be completed. Reviews can be done by someone from the center visiting, by phone, by an affiliate, or by a responsible team in the community. This observation can help determine the survivor's progress.

The follow-up will include information on the survivor's mental health, the services provided, and the progress of their case. It can be much more effective if the village chair follows up on the reunification of the members, but care must be taken not to violate the privacy of the survivor. If the survivor's physical, mental, and socio-economic situation deteriorates after reintegration, action must be taken according to the backup plan to rectify the situation.

All reactions that emerge in the context of this observation will be conducive to positive change in the community and society. This process must be carried out in such a way that it will result in greater acceptance of the survivor and members of the family and society.

#### Emergency information aid: Reintegration

<b>Objectives</b>	The quarterly follow-up monitoring will gather information on the progress of the case, social acceptance, family acceptance, and the current status of the survivor. This information will play a role in resolving cases as well as in the development of the program.
<b>Required format</b>	<ul style="list-style-type: none"> <li>- Case progress report</li> <li>- Social status report</li> <li>- Related work information sheet</li> </ul>
<b>In charge</b>	Integration officer
<b>Potential problems</b>	<ul style="list-style-type: none"> <li>- Not getting accurate information.</li> <li>- Misreporting can hinder progress.</li> <li>- Local representatives cannot help.</li> </ul>
<b>Solutions</b>	Conduct follow-up through a joint team, review the follow-up information and arrange the next necessary service.

## Attachment

Human Trafficking Survivor Service Guide  
Reunification from marking





### Attachment - 3.1 Quick Qualification Verification Table

Rapid Qualification Verification Table for Human Trafficking Survivor Services	Objectives	Rapid Qualification Verification Table for Human Trafficking Survivor Services
	User	Case Manager
	Time	During the first contact with Survivor Service Providers

Survivor Name:

Age:

Gender:

Mobile No  
(If available):

Address:

Village:

Union/Ward no:

Upazilla:

Post office:

ID no

Interviewer:

(if available):

Date:

Questions to verify	Yes	No	Description
Were you transferred from one place to another?			
Was anything done against you against your will?			
Were you paid as promised?			
Could you quit your job if you wanted to?			
Did you have freedom of movement?			
Were your papers (passport, work permit, etc.) taken away?			
Have you been subjected to any kind of harassment or torture (mental, physical)?			

**Decision-maker feedback:**

## Attachment 3.2 Human Trafficking Victim Identification Checklist

### Human Trafficking

#### Victim Identification Checklist

Mark boxes that match the victim's condition

##### Information of Victim & Interview

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Alias: \_\_\_\_\_ Agency Name: \_\_\_\_\_

Interviewer: \_\_\_\_\_ Date of Interview: \_\_\_\_\_

##### Recruitment of Victim & Trafficking

- ☐ Was the victim abducted? ☐ Was the victim confined?
- ☐ Was the victim told that they would have to live in a 'destination country'? If yes, to which country or place they thought they would be taken? \_\_\_\_\_
- ☐ Did the victim give any money to recruiter before leaving the country?
- ☐ Was the victim obliged to work at the destination country because of repaying a fixed amount of money to the recruiter for any "debt bondage/term" agreement?
- ☐ Was the victim told that they would have to pay additional money for food, accommodation, etc.?
- ☐ Did any family member of the victim receive money or anything from the trafficker/recruiter?
- ☐ Was the victim sent abroad secretly?
- ☐ Did the victim leave their homeland openly through a valid port for migration?

##### Transportation of Victim

- ☐ Can the victim remember the date of leaving their homeland? If yes, when did they depart? \_\_\_\_\_
- ☐ Can the victim remember the date of arrival at the destination country? If yes, when did they arrive? \_\_\_\_\_
- ☐ Does the victim know from where they left their homeland? If yes, from where did they depart? \_\_\_\_\_
- ☐ Can the victim remember where they arrived at the destination country? If yes, where did they arrive? \_\_\_\_\_
- ☐ Was the victim noticed by any law enforcement agency, or any medical or social service provider while in transit? If yes, which one(s)? \_\_\_\_\_

**Open Transport**

- ☐ Was the victim checked/verified by a law enforcement agency?
- ☐ Did the victim complete any arrival documents? (e.g., arrival/ disembarkment card)
- ☐ Were any of the traffickers with the victim at the time of passing through immigration control?

**Travel documents used for passing immigration control:**

Is the passport of the victim valid?

☐ Yes ☐ No

Issue Date of Passport:

\_\_\_\_\_

Name of Passport issuing Authority:

\_\_\_\_\_

Passport Number (if known)

\_\_\_\_\_

Machine Readable Passport

☐ Yes ☐ No

**Which of the following behaviors did the victim encounter during transportation?**

- |  |   |
|--|---|
| <input type="checkbox"/> Threats of violence or injuries upon trying to escape | <input type="checkbox"/> Beating  |
| <input type="checkbox"/> Sexual assault or harassment                          | <input type="checkbox"/> Illegally captured or detained                   |
| <input type="checkbox"/> Physical torture                                      | <input type="checkbox"/> Mental torture                                   |
| <input type="checkbox"/> Threatening the victim's family                       | <input type="checkbox"/> Forcing the victim to take drugs or put to sleep |
| <input type="checkbox"/> Ransom demand for the release of the victim           | <input type="checkbox"/> Traffickers behaved well                         |
| <input type="checkbox"/> Not providing medical services to the victim          |   |

**Secret Transport**

Which type of vehicle was used for transporting the victim?

- |   |  |
|---|--|
| <input type="checkbox"/> Chartered Aircraft | <input type="checkbox"/> Commercial Aircraft |
| <input type="checkbox"/> Personal Boat      | <input type="checkbox"/> Commercial Boat     |
| <input type="checkbox"/> Personal Vehicle   |  |
| <input type="checkbox"/> By Walking         | <input type="checkbox"/> Public Bus          |

### Description of the Place Where the Victim Was

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Was the victim confined there?  | <input type="checkbox"/> If kept in confinement, can the victim tell for how much time they were confined every day? (e.g., all day, half day, or allowed to go out for a specific time span every day, etc.) | <input type="checkbox"/> Was the victim kept in the house or outside of the house? |
| <input type="checkbox"/> Were other people, like the victim, kept at the same place?   | <input type="checkbox"/> Were they provided with sufficient food and water?   | <input type="checkbox"/> Was there an electricity facility in that residence?      |
| <input type="checkbox"/> Could the victim go out of the house and come back per their own will? Did they have the keys to the house? | <input type="checkbox"/> Was there a water facility in that residence?  |  |
| <input type="checkbox"/> Can the victim describe the residence?  | <input type="checkbox"/> Can the victim describe any route to the residence?  |  |

### Was the Victim Deceived?

- ☐ Was the victim deceived about the type of work they would be doing at the destination? (i.e., the victim was told that they would legally work or be paid a salary to work in an office or a household; a factory, a construction site, or a fishing business, etc., but instead they were forcibly employed in illegal work like prostitution or drug trafficking)
- ☐ Did the victim believe that they would be employed legally?
- ☐ Did the victim know that they would be employed illegally?

What did the victim assume the job would be?

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What did the victim actually do upon arriving at the destination?

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### Controlling the Victim

- ☐ Did the trafficker know the location or address of the victim, their family, or friends?
- ☐ Was the victim threatened with beatings so that the victim could not escape?
- ☐ Did the traffickers threaten the safety of the victim's family or friends so that they could not escape?
- ☐ Was the victim kept in an interim location after recruitment and before transportation?
- ☐ Was the victim informed by which route they would be taken to the destination?
- ☐ Was the victim informed for how many days they would be taken to the destination?
- ☐ Were the victim's identification documents taken away from them ?
- ☐ Were any of the victim's properties/belongings taken away from them?

If the answer is Yes, specify them: \_\_\_\_\_

- ☐ Did any of the victim's family or friends know about the victim's travel related matter?
- ☐ Did the victim ever get a chance to escape but they thought that they could not escape?

If the answer is Yes, describe in which situation and why they could not escape.

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### Identification of Victim Exploitation and Paid Money / Benefits

Which type of abuse did the victim suffer from?

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Forced prostitution   | <input type="checkbox"/> Sexual abuse, such as making pornographic films | <input type="checkbox"/> Home enslavement                                       |
| <input type="checkbox"/> Labor enslavement     | <input type="checkbox"/> Recruited in a beggars' group                   | <input type="checkbox"/> Labor enslavement due to debt bondage/termed agreement |
| <input type="checkbox"/> Illegal organ removal |  |   |

Was the victim able to refrain from doing things against their will?

Yes ☐ No ☐

If the victim suffered from sexual exploitation, were they forced to provide sexual service without protection for their health?

Yes ☐ No ☐

What happened when/if the victim refused to do what was demanded?

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How many hours did the victim work every day?

☐ 6-8 hours    ☐ 8-15 hours    ☐ 15-20 hours    ☐ Almost all the time, with a little break

How many days did the victim work per week?

☐ 1-2 days    ☐ 3-4 days    ☐ 5-6 days    ☐ 7 days

Was the victim working with other victims? If the answer is yes, is there a possibility that those victims are still being abused/exploited?

Yes ☐    No ☐

Was the victim being monitored during the abuse/exploitation?

Yes ☐    No ☐

Was the victim ever allowed unsupervised activities or allowed to move around freely? ☐ Yes ☐ No

Did the victim tell anyone about the abuse they experienced? ☐ Yes ☐ No

To whom:

---

Where was the victim abused/exploited?

☐ Where was the victim kept?    ☐ How was the victim transported if taken elsewhere for exploitation?

Who took the victim there?

---

Can the victim tell what was the traffickers' daily income or daily wage?

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If the victim was forced to provide sexual service, did they know how much the trafficker would be paid in exchange for the sexual service?

☐ Yes ☐ No

- Can the victim guess how much money was given to the trafficker for each time the victim was sexually exploited?

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- Can the victim estimate the amount of money paid for sexual services?

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- Did the victim get any money for being sexually exploited?

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- What did the victim do with that money?

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Did law enforcement officers ever search the site of exploitation? ☐ Yes ☐ No

If so, give a brief description of what happened there, specifying the date of the visit:

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When did the victim realize that they were being abused?

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Did the victim ever get arrested in the destination country or did they ever get noticed by any law enforcement agency?

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### Elements of Human Trafficking

As per the above mentioned information the victim was:

- ☐ Recruited      ☐ Transported      ☐ Abused

### Observation Summary

In the light of the information received from the victim and the surrounding perspective; it can be said that this person:

- ☐ Is currently a victim of human trafficking
- ☐ Is a former victim of human trafficking but is no longer in that situation
- ☐ Is an irregular migrant but not a victim of human trafficking
- ☐ Is a regular economic migrant and not a victim of human trafficking
- ☐ Is not a victim of human trafficking neither a migrant of any type

### Recommendation for Referral

Write below the name of the 'Victim Services' to which the victim was referred:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_

## Attachment 4.1 Life-skills verification table

Life skills verification	<b>objectives</b>	Life skills verification
	<b>User</b>	Case Manager
	<b>When</b>	Time to formulate a case management plan

Name.....

Age .....

1. I can put into practice what I think

<b>1.</b>	<b>2.</b>	<b>3.</b>
I can always	sometimes I can	never

2. I can explain what I mean to others correctly

<b>1.</b>	<b>2.</b>	<b>3.</b>
I can always	sometimes I can	never

3. I can analyze any one event

<b>1.</b>	<b>2.</b>	<b>3.</b>
I can always	sometimes I can	never

4. I am always ready to do anything

<b>1.</b>	<b>2.</b>	<b>3.</b>
I can always	sometimes I can	never

5. I can use a lot of information to build myself up

<b>1.</b>	<b>2.</b>	<b>3.</b>
I can use a lot of information	Some information I can use	I can't put into practice what I learn

6. If I disagree on something, I can come to the right conclusion.

<b>1.</b>	<b>2.</b>	<b>3.</b>
I know how to solve a dilemma	I get lost in a dilemma	I can't deal with a dilemma at all

## Attachment 4.1 Life-skills verification table

7. Someone else may feel uncomfortable talking to me

1.	2.	3.
I understand what others want to say	I can understand if someone says something openly	I don't understand anyone

8 . I can adapt to any team

1.	2.	3.
I can interact easily	I interact, but it works awkwardly	I have a lot of problems interacting with someone

9. I can easily understand the skills of others

1.	2.	3.
I assess the skills of others very well	It takes me a long time to assess someone	I have a lot of problems assessing someone's skills

10. I can control my anger

1.	2.	3.
I can do my job properly even if I am angry	When I get angry, I shut down	Everyone can understand that I am angry

11. I can decide what to do with myself

1.	2.	3.
It is clear to me what I want to do	I understand some of what I should do	I cannot determine my goal by myself

12. I know how to keep myself clean

1.	2.	3.
I have a good idea about the rules of cleanliness	I know a little bit about cleanliness, but I need to know more about it	I have no idea about the rules of cleanliness

13. I understand the cause of anyone problem

1.	2.	3.
I can always	sometimes I can	never

**Attachment 4.1 Life-skills verification table**

14. I can make the right decision at the right time

1.	2.	3.
I can always	sometimes I can	never

15. I have the skills needed to lead/lead the team

1.	2.	3.
I can lead with confidence	I can lead some time	I have no experience in leadership

Feedback based on the information obtained: .....

.....

.....

.....

.....

.....

.....

Information receiver: .....

Title: .....

Date of receiving information: .....

**Attachment 4.2- Consolidation plan**

<b>Consolidation plan</b>	<b>Purpose</b>	Survivor verification Consolidation Preparation
	<b>User</b>	Case Manager
	<b>When</b>	After completing life-skills training

Name: ..... Age: .....

My current ideas/opinions about myself: .....

.....

.....

.....

.....

How did I get these ideas about myself?

.....

.....

.....

.....

.....

- The way I want to establish myself:
- - 
  -

## Attachment 4.2- Consolidation plan

Where I will feel comfortable living:

.....

.....

.....

.....

I know what I need to consider in the future:

.....

.....

.....

.....

The support I need:

- Training
- Contact other organizations
- Family and social counseling
- A job
- Business cooperation
- Others

## Attachment 4.2- Consolidation plan

Whose support I expect in dealing with problems in the future

.....

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.....

.....

.....

.....

.....

Name of the data verifier .....

Designation .....

Date .....

## Attachment 5 Mental health monitoring

<b>Mental health monitoring</b>	<b>Purpose</b>	Consultation plan or professional counseling plan includes observing the strengths and weaknesses of the survivor from a neutral position
	<b>User</b>	Counselor
	<b>When</b>	During case management planning process

Name: .....

Age: .....

ID: .....

Date of inclusion: .....

Rescue/Repatriation/ Detection location: .....

Opinions about the survivor's comfort level at the shelter center:

- Yes
- No

Survivor's condition after participating in activities:

Note for Counselor: Please make sure to observe the survivor as much as possible:



## Attachment 5 Mental health monitoring

Positive	Hard-edge
Calm and quiet	Unstable, anxious Indifferent, inattentive Shouting
Suppressing anger	Can't settle down anywhere because of anger or agitation
Appropriate expression of suffering	Can't cry Persistent distress Can't stop crying
Able to manage anxiety	Can't do anything because of anxiety
Listening to others Showing self-control Earned trust	Not listening to others Can't manage self-control Distrusting attitude
Optimistic about the future	Extreme frustration and pessimism about the future
Attentive, able to concentrate, able to manage a conversation, Capable of paying attention, present themselves intellectually Presentable in clean clothing	Inattentive, not able to concentrate, not able to manage a conversation, Not paying attention to their own appearance, cleanliness, and clothing
Engaged in recreational activities	No interest in recreational activities
Can sleep at night	Sleep disturbance
No nightmares or sudden bad memories	Haunted by nightmares or sudden bad memories
Eating well	Aversion to food (no interest or no control over food)
Other	

## **Attachment 5 Mental health monitoring**

**Is survivor's distress hindering their work? Consult a professional counselor if:**

- You don't understand how to help, or
- survivors are excessively hopeless, want to die, have nightmares, bad memories

**Write down the problems**

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**Counseling plan**

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## Attachment 7.1 Vocational Training Demand Analysis

<b>Vocational Training Demand Analysis</b>	<b>Purpose</b>	Survivor's Vocational Training Needs Analysis
	<b>User</b>	Integration officer
	<b>When</b>	At the time of formulating a livelihood plan

1. Demand Assessment Date: -----
2. Interview location: -----
3. Name: -----
4. Age: -----
5. Educational qualifications: -----
6. Illiterate/No knowledge of letters: ----- Basic literacy: ----- Category:-----
7. Marital status: -----
8. With whom do you live? (past/present) -----
9. What is the occupation of the head of your family: -----
10. Do you have children: ----- Yes ----- No -----  
How many: ----- Age: -----
11. Monthly family income: -----
12. Home or Permanent address. Village ----- Union -----  
District ----- Home identification -----
13. Are you interested in training?: Yes or No -----  
Why interested/Why not: -----
14. What type of work are you interested in? What type of work have you seen a man/woman do? -----
15. What kind of work do you already have experience and skills in? -----

## Attachment 7.1 Vocational Training Demand Analysis

16. What kind of training do you want at the moment? (Help us by indicating your three desired training options)

Agricultural	Handmade work	Health Services
Livestock	Computers	Beauty industry
Repairs	Nursery	
Garment machine operator	Candlemaking	Driving
Small business (fixed type)	Mechanical repairs (fixed type)	
Other	Community contributors	Office Support

17. How many days of training can you do?

# Day ..... # Week ..... # Month .....

18. What do you expect from this training?

19. What kind of opportunities do you think will be created in your life after taking this training?  
What information do you base that on?

20. Suppose you get a job after this training: how much do you think you will earn? Is it enough to lead a self-sufficient life? Why do you say that?

21. What do you think are the risks of this vocational training?

### Attachment 7.1 Vocational Training Demand Analysis

22. How can you avoid this risk?
23. What kind of support do you need to get the job done?
24. What do you think about the current market demand for this job/job field?
25. Where are you interested in working?

Self-employed	Other	Market	Others
---------------	-------	--------	--------

26. Are you expecting help from your family and community with this job?
27. Where do you want to see yourself in two years?
28. What about your future goals and plans?

## **Attachment 7.1 Vocational Training Demand Analysis**

The name of the interviewer

Signature

Designation

Organization

Accepted decisions:

- 1.
- 2.
- 3.

Name of a decision-maker

Signature

Designation

## Attachment 7.2 Seed Money Request Verification Form

<b>Seed Money Request Verification Form</b>	<b>Purpose</b>	Survivors Seed Money Request Verification Form
	<b>Users</b>	Livelihood officer
	<b>When</b>	Time to formulate a livelihood plan

Name	Age
Educational qualifications	Gender
Current address	Number of family members
Shelter/Organization	Contact address, mobile number

1. What kind of business do you want to start? (For example, sewing, mobile servicing, grocery store)
2. Who can help you with this? (physically/ financially)
3. Who will be your buyers, and how will you find them?
4. What cultural/social factors can hinder your business?
5. Who are your competitors? Is there a market here for new entrepreneurs?
6. How much milk you can produce, how many clothes you can sew, how many mobiles can you repair, etc.?
7. The cost of purchasing goods and expenses on a daily / monthly basis
8. How much can you sell daily?
9. How much money can you charge daily?
10. What are your daily expenses?
11. How much money do you need to start a business?
12. How much money can you invest?
13. How much extra money do you need?
14. Interviewer's opinion:

Date

Officer's signature

Survivor's signature

### Attachment 7.3 Self-Assessment Checklist (Internship)

<b>Self-Assessment Checklist</b>	<b>Purpose</b>	Internship Competency Verification
	<b>User</b>	Intern
	<b>When</b>	During the Final Exit Plan

Date: .....

Name: .....

Supervisor: .....

1. What did you learn during the internship?
2. Make a list of what you learned and assess it. Very good, good, not so good:

What I learned	Very good	Good	Not so good

3. Do you think that was an important experience?
4. Did you dislike the internship?
5. Have you made any progress during the internship? Was there something you needed that you did not get?
6. What are you strong at, and what are you weak at?
7. What else do you want to learn?
8. Do you see any changes in yourself before and after the internship? Describe.
9. Can you say something about yourself? (Personal characteristics, interests, strengths, weaknesses)
10. What are your daily expenses?

Thank you



## Attachment 7.4 Job feasibility analysis

<b>Job feasibility analysis</b>	<b>Purpose</b>	Survivors Job Opportunity Verification
	<b>User</b>	Integration officer
	<b>Time</b>	After determining the survivor's interest and work skills
	<b>How</b>	Discuss with at least 15 area employers for each field

Name of an organization	Address	
Interviewer's name/employer's name	Necessary information	
Necessary skills	Daily working hours	
How many new people are going to be hired next year	Is there any opportunity to do an internship?	
Monthly salary and other benefits	Living cost in that area	
The name of the interviewer	Signature	Date
Verifier:	Signature	Date
Assessor:	Signature	Date

## Attachment 7.5 Evaluation of potential small business opportunities

<b>Evaluation of potential small business opportunities</b>	<b>Purpose</b>	Survivor's Business Opportunity Market Evaluation
	<b>User</b>	Integration officer
	<b>Time</b>	Based on the discussion with the survivor
	<b>How</b>	After a survey with 10 business owners in the area

Area	Potential small business opportunities in the area	
The average income in this industry	The average expenditure in this industry	
The cost of starting this business	The skills needed to run this business	
The risk or obstacles of this business	How many people are needed to run this business	
Required hours per day to run this business	Market demand	
Can any organization in the area provide market support for this product		
The name of the interviewer	Signature	Date
Verifier:	Signature	Date
Assessor:	Signature	Date

## Attachment 7.6 Internship Consideration Form

The internship program provides job training opportunities for survivors to gain job skills and experience.

**Objective:** to create work skills that meet the needs and to showcase examples of a positive work environment, and determine the ethical value of the work environment.

**Duration:** The duration of the internship will depend on the needs and time allotment. Most internships last 3-6 months.

**Consideration:** The internship may or may not be funded. However, the internship program provider will cover basic living needs during this period, such as clean and safe accommodation and a minimal allowance.

**Eligibility:** Survivors/victims of trafficking will be eligible.

**Application process:** Interested candidates have to fill out an application form

Internship consideration form	Purpose	Verification of skills and interests of the internship applicant
	The applicant will fill out	Survivor is interested in an internship
	Time / When	During formulating a livelihood plan

Name	Age
Educational qualifications	Gender
Current address	Date of application
Opportunity at a provider's shelter	Name and phone number of the contact person

- 1) Specify the type of internship you are interested in (office, clinic, NGO, business, etc.):
- 2) Mention how much time you would like to spend in the internship:
- 3) Provide a list of places (cities), where you would like to have an internship:
- 4) Mention what you would like to do and what type of training you would expect to receive during this internship:
- 5) How do you want to use this training in finding job opportunities and what kind of jobs are you interested in doing?
- 6) Describe what you may need to do to complete the internship (living arrangements and so forth) and also why:

## Attachment 7.7 Livelihood Process Checklist

<b>Livelihood Process Checklist</b>	<b>Purpose</b>	Development of livelihood progress
	<b>User</b>	Integration officer
	<b>When</b>	Time from the completion of life skills training to the end of livelihood support

Participant's name:

Integration Officer:

Survivor's mental health is in a stable condition	Date:
Life skills training has been completed	Date:
Vocational Training Request Form Completed	Date:
Market feasibility studies in the community have been completed	Date:
Vocational training has been approved	Date:
Vocational training budget has been presented	Date:
The vocational training budget has been approved	Date:
Vocational training completed	Date:
The process of starting a small business	
The budget has been presented with seed money recommendations	Date:
Seed money has been verified and approved	Date:
Provide business start-ups	Date:
Survivor income after six months of providing seed money assistance	Date:
Quarterly follow-up report	Date:
The process of starting a job	
Discussion with a survivor about the type of job and position	Date:
To get an appropriate job for a survivor	Date:
Monthly income after becoming employed	Date:
Quarterly follow-up report	Date:
Others	Date:

## Attachment 9.1 Shelter checklist

<b>Shelter checklist</b>	<b>Purpose</b>	Ensure regular follow-up visits of the shelter facilities and services
	<b>User</b>	Shelter center manager and survivor
	<b>Time</b>	Participation every month

Description	Enough	Not enough	Specific areas for quality development	Special opinion
Necessary services are easily accessible from the shelter (hospital, police station, educational institution, etc.)				
The shelter is located in a survivor friendly and naturally pleasant environment				
The center has a positive connection to the local community				
The center has round-the-clock security measures				
Survivors are welcome to move freely				
All of the staff and survivors have basic disaster management training				
Survivors have special safety measures according to their needs (mental or physical, different abilities, age)				
There are fire extinguishers				
The shelter center has a phone/mobile phone system for communication				
Visitors are permitted to enter based on entry permissions				
The room has adequate light and air				
The number of survivors in each room is according to capacity				

## Attachment 9.1 Shelter checklist

Description	Enough	Not enough	Specific areas for quality development	Special opinion
The room has enough space to move around				
Each survivor has their own bed				
Each survivor has their own locker				
Clean bedsheets, pillow covers				
Survivors' clothes are kept organized in lockers/on racks				
The room fan, lights, etc. are working				
There is a toilet and bathroom ratio per 4-5 people.				
The toilet is cleaned regularly with disinfectant				
Each survivor is provided with a personal hygiene kit once a month				
The bathroom/toilet has cleaning and hygiene equipment, as needed				
Survivors receive the supplies they need to maintain physical hygiene and clean their clothes				
The floor is wiped daily with disinfectant				
Peers and Home Mothers are especially concerned about the hygiene of child survivors				
The kitchen and dining area are clean and organized				
Quality nutritious food is provided (1800 kcal/person/day)				
Meals are served according to the menu				
There are necessary and quality ingredients for cooking and serving food				
The food is prepared in a clean and hygienic place.				

## Attachment 9.1 Shelter checklist

Description	Enough	Not enough	Specific areas for quality development	Special opinion
Pure water is always provided				
Upon entering the shelter, a set of clothing is provided				
Further clothing is provided as required				
Clothing fits the culture				
Adequate indoor play materials (carom, chess, ludo,)				
Outdoor facilities (cricket, volleyball, football, badminton)				
There are recreational development activities such as planting trees, creative competitions				
There is an option to watch television or to listen to the radio				
There is a library with story books, educational books, picture books				
Educational and entertaining movies are screened during the week				
Public educational and recreational tours are arranged for survivors				
The first aid kit is near the survivors' living room, complete with essential medical supplies				
Health check-ups are done by a doctor every week				
There is a medical facility to take the survivors to in case of an emergency				
Special measures are taken to treat the sick and pregnant				
Counseling records are regularly monitored				
Consolidation is planned for the survivors				

## Attachment 9.1 Shelter checklist

Description	Enough	Not enough	Specific areas for quality development	Special opinion
Regular social issues and awareness sessions are conducted				
Rights-based sessions are conducted according to specific guidelines				
Survivor has a skill-based peer-to-peer review				
Life skills training is attended by all survivors				
Regular creative activities are conducted with survivors				
The life development process of the survivors is followed on the basis of a detailed plan				
Arrangements are made to develop survivors' technical skills at the shelter center				
The shelter provides livelihood and economic development support/training to the survivor according to their qualifications				
The inter-agency referral system is effective				
Case management is planned after enrollment in the shelter				
Case management is planned based on comprehensive feedback from the survivors				
Outreach with the family and community continues from the start of the integration plan until the follow-up				
The integration process determines the location of survivors				
Participation				
Feedback meetings are held weekly with the survivors				
Survivors participate in shelter management				



## Attachment 9.1 Shelter checklist

Description	Enough	Not enough	Specific areas for quality development	Special opinion
Survivors are involved in monitoring the Code of Conduct.				
Shelter center management				
The management team of the shelter consists of a group of skilled and dedicated workers				
The work and responsibilities of each staff member are determined by the shelter management				
The shelter manager manages the shelter based on teamwork				
The shelter has appropriate policies and provisions to complain about violations and inappropriate behavior				
Action is taken in response to a violation of the shelter policy				
Survivors' privacy is maintained				
Survivors are informed about the full scope of services available after admission to the shelter				

## **Attachment 9.2 Code of Conduct for Employees**

### **Code of Conduct for Employees**

Our responsibility as professionals is to assist survivors in the integration process. In this work, we are guided by Bangladeshi law, international human rights, professionalism, and our core values.

The code is not just some rules of conduct, but a manifestation of staff's basic understanding and reform policy. We always want to pay due respect to the dignity and human rights of the survivors. The survivors who come to us have gone through a horrible situation where their rights were taken away, and their dignity violated. They might feel fear, anger, self-criticism, betrayal, or frustration. We need to show them empathy and be patient with them during this difficult time.

Therefore, I am committed to respecting the right of survivors to their own vision and dignity.

- I agree to protect their privacy and believe they have the right to share their situation with whomever they wish. I agree to keep their identities and facts confidential and will only share the agency's report for legal needs. Even then, I will share only what is needed for clarity.
- I know that survivors can have feelings of frustration, despair, shame, confusion, anger, and fear. I will listen to survivors with compassion, respect, and attention.
- Survivors have been forced to act against their will, and their right to self-determination has been violated. I will not put any pressure on them to act against their will. I will respect the rights of survivors.
- We will ensure the participation of survivors in every step of decision-making in our program. We will assist survivors in the decision-making process with information and with care and patience.
- I am aware that the rights of survivors have been violated. I am aware of their rights, and I will treat them appropriately.

## **Attachment 9.2 Code of Conduct for Employees**

1. Physical or mental abuse will not be tolerated.
2. I will not discriminate on the basis of gender, religion, ethnicity, lifestyle choices.

In addition, I

will treat the survivor employees like employees and monitor their professionalism.

I will treat my colleagues and visitors with professionalism, dignity, and respect.

Full name: .....

Signature: .....

Date: .....

## **Attachment 9.3 Visitors Code of Conduct**

### **Visitors Code of Conduct**

I know:

Visitors are allowed to enter the shelter center from 9 am to 5 pm.

1. The visitor must sign in before entering.
2. Visitors must receive permission from shelter/activities management.
3. Visitors must read and sign the code of conduct.
4. Their full name and arrival time must be recorded in the register.

### **Don'ts for visitors**

- Do not share any contact information with the survivor.
- Do not bring food to the shelter.
- Male visitors are not allowed to enter female survivors' rooms.

Encourage family members/relatives to visit at least once a month. Only relatives whose names are on the survivor's visitor list will have access.

### **I agree to:**

- Introduce myself and mention my reason for visiting the survivor.
- Respect the dignity of the survivor and their right to privacy.
- Not discuss or question the survivor about past stories or personal matters.
- Not take pictures without the survivor's permission.
- Seek the consent of the survivors and the permission of the organization to publish the case study or story of any of the survivors. In the case of survivors who are minors, I must obtain consent from the family member.
- Not look at case management files without permission from the authorities.

Full name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Attachment 9.4 Survivor's Code of Conduct

### Survivor's Code of Conduct

This Code of Conduct for Survivors ensures the rights and dignity of survivors.

I agree:

- I will protect the honor of others
- If any worker or survivor is subjected to physical or mental abuse, I will let the Home Mother know. I will not make any decision about that situation myself.
- I will protect the belongings of others. I will use another person's items only with their permission. I will not bother them to get their permission.
- I will take care of my bed, clothes, and other things. Adult survivors will help out minor survivors.
- When I watch TV or listen to music, I will show respect for the wishes of others. I will follow the wishes of the majority.
- I will follow my daily routine as a member of the peer team at the shelter.
- Smoking and drugs are not allowed inside the shelter.
- I must get permission to use the shelter phone.
- While in the shelter, adult survivors are allowed to use their mobile phones in accordance with the rules of the shelter.

Full name: .....

Signature: .....

Date: .....

## Attachment

### Prevention and Suppression of the Human Trafficking Act, 2012

There was no specific law on human trafficking in our country. For a long time, the crime of human trafficking was prosecuted under the Criminal Procedure Code and the Women and Child Abuse Prevention Act. The law, named the Prevention and Suppression of the Human Trafficking Act, 2012, was implemented on 20 February 2012. The law addresses the prevention of human trafficking and the protection and rehabilitation of trafficked persons.

#### ■ “Child” as per the Prevention and Suppression of the Human Trafficking Act, 2012:

The Prevention and Suppression of the Human Trafficking Act, 2012, classify a person under the age of eighteen years as a child. [Article 2 \(14\)](#)

#### ■ “Exploitation” or “oppression” as per the Prevention and Suppression of the Human Trafficking Act, 2012.

“Exploitation” or “oppression” means that the following acts are committed against a person with or without their consent:

- (a) Exploitation or harassment of a person through prostitution or sexual exploitation or harassment;
- (b) Making a profit by forcing a person to engage in prostitution or to create or distribute pornography;
- (c) Extortion of work or services from any person;
- (d) Demanding labor or services as collateral for a loan, any act of slavery;
- (e) Exploitation or oppression through fraudulent marriage;
- (f) Forcing a person to perform in the entertainment industry;
- (g) Forcing a person into begging and industry;
- (h) Loss of body organs or disability of any person for the purpose of profiting. [Article 2 \(15\)](#)

#### ■ “Human trafficking” according to the Prevention and Suppression of the Human Trafficking Act, 2012:

According to the Prevention and Suppression of the Human Trafficking Act, 2012, human trafficking is the use of force, coercion, incitement, abduction, and any form of deception, trafficking, or concealment of a person or persons by capitalizing on their vulnerability inside or outside the country through an exchange or engaging in any illegal activities, etc. and other related actions.

Trafficking is the economic gain of making people a commodity or form of business capital. Exploitation means prostitution or any other form of sexual exploitation, forced labor or service, slavery or servitude, forced labor, or removal of body organs.

If the victim is a child, there is no need to consider intimidation, coercion, deception, or greed to establish that a crime has been committed. Trafficking in human beings will be deemed to have taken place in the case of purchase, sale, collection or acceptance, deportation or transfer, shipment, or detention for the purpose of exploitation or oppression. [Article 3](#)

#### ■ Crimes related to human trafficking and punishments for the crime:

According to the Prevention and Suppression of the Human Trafficking Act, 2012, important crimes and their punishments are given in the table below

Mentioned:

Crime	Punishment
<b>Human trafficking</b>	Anyone who commits the crime of human trafficking will be given a maximum of life imprisonment and a minimum of 5 (five) years of rigorous imprisonment, and a minimum fine of 50 (fifty) thousand Takas. (Article 6)
<b>Organized human trafficking</b>	If more than one member of a group or all members of a group are involved in human trafficking for the same purpose, for financial or other gain, each member of the group will be liable for the crime, and the perpetrator will be sentenced to death or life imprisonment or a minimum of 8 years of rigorous imprisonment and will be fined a minimum of 5 (five) lakh Takas. (Article 7)
<b>Persuade, conspire or attempt to commit a crime</b>	Persuasion, conspiracy or intent to commit the crime of human trafficking, or deliberately allowing a person to use their property to create opportunities for trafficking, or engaging in the crime of human trafficking by accepting, rejecting, concealing, removing, destroying, or possessing any document, they will be sentenced to a maximum of 7 (seven) years and a minimum of 3 (three) years of rigorous imprisonment and a minimum fine of 20 (Twenty) thousand Takas. (Article 8)
<b>Forced to provide forced labor or services</b>	If a person is illegally forcing another person to act against their will. Or forcing to provide services or be enslaved. Or forcing or intimidating or threatening to do the work or service, they will be sentenced to a maximum of 12 (twelve) years and a minimum of 5 (five) years of rigorous imprisonment and a minimum fine of 50 (fifty) thousand Takas. (Article 9)
<b>Abduction, theft and detention for the purpose of human trafficking</b>	If a person abducts, conceals, or detains a person for the purpose of committing the crime of human trafficking, a maximum of 10 (ten) years and a minimum of 5 (five) years of rigorous imprisonment and a minimum of 20 (twenty) thousand Takas fine will be given. Stealing or abducting a newborn baby from a hospital, nursing home, maternity hospital, children's home, or from the parents of that newborn child is punishable by life imprisonment and a minimum of (five) years of rigorous imprisonment and a minimum of 50 (fifty) thousand Takas will be fined. (Article 10)
<b>Prostitution or any other form of exploitation or oppression</b>	Bringing or transferring for prostitution or any other form of sexual exploitation or harassment. If a person brought to Bangladesh from abroad or transferred within Bangladesh for any kind of sexual exploitation or oppressive work, the trafficker will be punished with a maximum of 7 (seven) years and minimum of 5 (five) years of rigorous imprisonment and a minimum 50 (fifty) thousand Takas as fine. (Article 11)
<b>Threatening the victim or witness in the case</b>	Maximum of 7 (seven) years and a minimum of 3 (three) years of rigorous imprisonment for obstructing the investigation of a human trafficking case by threatening, intimidating, or using force against a person or a witness in the case or any member of the victim's family. And the minimum fine will be 20 (twenty) thousand Takas. (Article 14)
<b>False lawsuits or false allegations filed</b>	If a person files a false or frivolous lawsuit or false allegation under this Act to harm someone or forcing another to do so, they will be punished with a maximum of 5 (five) years and a minimum of 2 (two) years of rigorous imprisonment and a minimum fine of 20 (twenty) thousand Takas. (Article 15)

## ■ Human trafficking is not a bailable offense

The offenses under this Act are enforceable, and the defendant may not be granted bail. Furthermore, these crimes are never settled amicably. (Article 16)

## ■ Provisions regarding human trafficking allegations or lawsuits

- ✓ If a crime is committed under this Act, a person can file a complaint with the police or the tribunal, and the police will provide the necessary security to the person who filed the complaint.
- ✓ If the government deems it necessary to conduct a case in a tribunal, it may appoint one or more special prosecutors.
- ✓ If a report of serious negligence of duty against a special prosecutor is submitted to the government, the government may remove or change that prosecutor. (Article 16)

## ■ Provisions regarding an investigation of human trafficking allegations or cases

- ✓ If a crime is reported to the police under this Act, or if the tribunal directs an investigation into a crime, a police officer will conduct the investigation at the applicable police station.
- ✓ Police will be able to conduct preventive investigations before filing a crime report if they receive information that a human trafficking crime may have occurred.
- ✓ The inquiry must be completed within 90 (ninety) working days of the receipt of the inquiry order from the tribunal.
- ✓ If the investigating officer fails to complete the investigation within this period, they may apply in writing to their supervising officer or to the tribunal at least three working days before the expiration of that period. If they are satisfied with the reason for not completing the investigation, they can extend the investigation period by an additional 30 (thirty) working days.  
However, the tribunal can only extend the time of such investigations in the case of international (one country to another) investigations.
- ✓ If it is necessary to go abroad for an investigation of an international crime, the police authorities will form a special investigation team to complete the investigation within the stipulated time with the permission of the tribunal and provide necessary administrative and financial assistance to the investigating team.
- ✓ The government will set up a central monitoring cell at the police headquarters to coordinate and oversee police investigations, security provisions, and preventive work and responsibilities. (Article 19)

## ■ Formation of the Human Trafficking Crime Suppression Tribunal

For the purpose of a speedy trial of human trafficking offenses, the Government may, by notification in the official newspaper, constitute a Tribunal for the Suppression of Human Trafficking in any district consisting of a Judge of the rank of Sessions Judge or Additional Sessions Judge. (Article 21)

## ■ According to this law, the time limit for completing the trial of a case

The tribunal shall complete the trial within 180 (one hundred and eighty) working days of the filing of an offense under this Act. Article 24 (1)



### ■ Arrangements for conducting judicial proceedings in a closed room under this Act

In the interest of justice and for the protection of women or child victims, the trial of a crime is conducted in a closed room only in the presence of the parties to the case and their appointed lawyers or other representatives subject to the permission of the tribunal (Article 25).

### ■ Orders and provisions for payment of compensation relating to the tribunal in the trial of cases under this Act

- The tribunal can order any person found guilty of any crime committed under this Act to compensate the victim of human trafficking.
- If the tribunal has only designated a fine without ordering the recovery of compensation, the tribunal can assign the fine or any part thereof to be paid to the victim or the victim's family.
- To determine the amount of compensation, the tribunal will consider the victim's physical and mental medical expenses, necessary travel and temporary accommodation costs, lost income, actual or emotional damage, and the severity of the situation. (Article 28)

### ■ Appeal of cases under this Act

Pursuant to this Act, an appeal against any order, judgment, or sentence of the Tribunal may be made, or an appeal may be filed with the High Court Division of the Bangladesh Supreme Court within 30 (thirty) days of the order or declaration. (Article 31)

### ■ According to the Prevention and Suppression of the Human Trafficking Act 2012, the protection of victims of human trafficking

- ✓ The government will work with government and non-government organizations to identify and rescue victims of human trafficking and rehabilitate them.
- ✓ The Government will search for and identify the victim of human trafficking and provide information on the person or organization's right to compensation, legal assistance, and other benefits under this Act.
- ✓ The inquiry must be completed within 90 (ninety) working days of the receipt of the inquiry order from the tribunal.
- ✓ The government will establish a sufficient number of shelters and rehabilitation centers in the country to provide physical and mental medical services, rehabilitation, and contact with families for the protection of victims of human trafficking.
- ✓ No photo, information, or identity of the victim or their family members can be disclosed without legal permission.
- ✓ The safety of the victim or their witnesses must be ensured. If the victim is a child, special care must be taken to ensure their safety and rights (Articles 32-38).

### ■ Provision for filing of a civil case for recovery of compensation

According to this law, a victim of trafficking can file a suit in a civil court for compensation for their legal loss as a result of an offense committed under this Act or for breach of any contract related to the offense. The right to file a criminal case will not be violated here, and the criminal proceedings will continue along with the trial process. In addition, any person or victim of human trafficking will receive financial assistance from government funds. (Articles 39 and 40)

## Attachment: Referral directory format



### Directory of Survivors Service Providers.

Name of District

Service opportunities for human trafficking survivors	Name and type of organization (government / private / international / voluntary / community-based organization)	Head Office Address and Key Person's Information	Area office address and Key person's information	People for the purpose of the organization	Access to the services of survivors of human trafficking	Service delivery deadline	Opinion
Rescue and repatriation of victims of human trafficking							

## ADDITIONAL RESOURCES

### CHAPTER 1: SURVIVOR FOCUSED SERVICES

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[http://www.humantrafficking.org/uploads/publications/Bangladesh\\_Part\\_1.pdf](http://www.humantrafficking.org/uploads/publications/Bangladesh_Part_1.pdf)

*The IOM Handbook on Direct Assistance for Victims of Trafficking* International Organization for Migration: 2007.

[http://www.iom.int/jahia/webdav/site/myjahiasite/shared/shared/mainsite/published\\_docs/books/CT%20handbook.pdf](http://www.iom.int/jahia/webdav/site/myjahiasite/shared/shared/mainsite/published_docs/books/CT%20handbook.pdf)

O Brian, Muireann, van den Borne, A. and Noten, T. *Combating Trafficking in Children for Sexual Purposes: A Training Guide*. ECPAT Europe Law Enforcement Group: 2006.

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*On the Safe Side: Principles for the safe accommodation of child victims of trafficking*. ECPAT UK: 2011.

[http://www.childtrafficking.com/Docs/ecpat\\_uk\\_11\\_safe\\_side\\_0912.pdf](http://www.childtrafficking.com/Docs/ecpat_uk_11_safe_side_0912.pdf)

Zimmerman, Cathy and Watts, C. *WHO Ethical and Safety Recommendations for Interviewing Trafficked Women*. World Health Organization: 2003.

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### CHAPTER 2: CASE MANAGEMENT STAGES

Siniscalchi, Amy R. and Jacob, B. *An Effective Model of Case Management Collaboration for Victims of Human Trafficking*. My Sisters' Place, Inc. Journal of Global Social Work Practice, Volume 3, Number 1, May/June 2010.

<http://mspny.org/wp-content/uploads/2013/06/Victims-of-Human-Trafficking1.pdf>

### CHAPTER 3: EMPOWERMENT, COUNSELING AND MENTAL HEALTH

*Caring for Trafficked Persons: Guidance for Health Providers.* International Organization for Migration: 2009.

<http://www.castla.org/templates/files/ctp-handbook.pdf>

*Resources: Common Health Issues Seen in Victims of Human Trafficking.* United States Department of Health and Human Services: October 2007.

[http://www.justice.gov/usao/ian/htrt/health\\_problems.pdf](http://www.justice.gov/usao/ian/htrt/health_problems.pdf)

## **CHAPTER 5: ECONOMIC AGENCY**

*Market Assessment Toolkit for Vocational Training Providers and Youth: Linking Vocational Training Programs to Market Opportunities.* Women's Refugee Commission and Columbia School of International and Public Affairs: 2011.

<http://womensrefugeecommission.org/resources/document/796-market-assessment-toolkit-user-guide>

## **CHAPTER 6: LEGAL RIGHTS AND SUPPORT**

[webdav/site/myjahiasite/shared/shared/mainsite/published\\_docs/books/CT%20handbook.pdf](webdav/site/myjahiasite/shared/shared/mainsite/published_docs/books/CT%20handbook.pdf)

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## **CHAPTER 8: EXIT STRATEGIES, REINTEGRATION, AND FOLLOW-UP**

Chenda, Keo. *Life After Reintegration: The Situation of Child Trafficking Survivors.* International Organization for Migration: Phnom Penh, November 2006. Part 1:

[http://www.humantrafficking.org/uploads/publications/Life\\_after\\_Reintegration\\_-\\_The\\_Situation\\_of\\_Child\\_Trafficking\\_Survivors.pdf](http://www.humantrafficking.org/uploads/publications/Life_after_Reintegration_-_The_Situation_of_Child_Trafficking_Survivors.pdf)

Part 2:

[http://www.humantrafficking.org/uploads/publications/Life\\_after\\_Reintegration\\_-\\_The\\_Situation\\_of\\_Child\\_Trafficking\\_Survivors\\_Part\\_2.pdf](http://www.humantrafficking.org/uploads/publications/Life_after_Reintegration_-_The_Situation_of_Child_Trafficking_Survivors_Part_2.pdf)

Surtees, Rebecca. *After Trafficking: Experiences and Challenges in the (Re)integration of Trafficked Persons in the Greater Mekong Sub-region.* NEXUS Institute: October 2013.

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*The IOM Handbook on Direct Assistance for Victims of Trafficking.* International Organization for Migration: 2007.

[http://www.iom.int/jahia/webdav/site/myjahiasite/shared/shared/mainsite/published\\_docs/books/CT%20handbook.pdf](http://www.iom.int/jahia/webdav/site/myjahiasite/shared/shared/mainsite/published_docs/books/CT%20handbook.pdf)

## **ASSESSMENT TOOLS/RESEARCH (APPENDIX B)**

Mauney, Robin and Srun, R. *Assessment of Shelter Versus Community Based Services Report*. Winrock International: October 2012.

[http://www.winrock.org/sites/default/files/publications/attachments/Final%20Report%20Winrock%20Shelter%20Vs%20Community%20Based%20Services\\_Eng.pdf](http://www.winrock.org/sites/default/files/publications/attachments/Final%20Report%20Winrock%20Shelter%20Vs%20Community%20Based%20Services_Eng.pdf)

Surtees, Rebecca and Craggs, S. *Beneath the Surface: Methodological issues in research and data collection with assisted trafficking victims*. International Organization for Migration and NEXUS Institute: 2010.

[http://publications.iom.int/bookstore/free/beneath\\_the\\_surface.pdf](http://publications.iom.int/bookstore/free/beneath_the_surface.pdf)

## GENERAL RECOMMENDED RESOURCES (APPENDIX C)

*Collaborating to Help Trafficking Survivors: Emerging Issues and Practice Pointers*. Family Violence Prevention Fund: July 2007.

<http://www.futureswithoutviolence.org/userfiles/file/ImmigrantWomen/Collaborating%20to%20Help%20Trafficking%20Survivors%20Final.pdf>

Surtees, Rebecca. *Why Shelters? Considering Residential Approaches to Assistance*. NEXUS Institute to Combat Human Trafficking: 2008.

<http://nexusinstitute.net/publications/pdfs/Why%20Shelters%20-%20%20Residential%20approaches%20to%20trafficking%20assistance%20NEXUS%202008.pdf>

*Toolkit to Combat Trafficking in Persons*. United Nations Office on Drugs and Crime: New York, 2008.

[http://www.unodc.org/documents/human-trafficking/HT\\_Toolkit08\\_English.pdf](http://www.unodc.org/documents/human-trafficking/HT_Toolkit08_English.pdf)

*100 Best Practices in Combating Trafficking in Persons: The Role of Civil Society*. The Protection Project at The Johns Hopkins University: 2012.

[http://www.protectionproject.org/wp-content/uploads/2012/07/100-Best-Practices-in-Combating-TIP\\_Final-Doc1.pdf](http://www.protectionproject.org/wp-content/uploads/2012/07/100-Best-Practices-in-Combating-TIP_Final-Doc1.pdf)