



VERSION II - SEPTEMBER 2024

Guide for Shelter Professionals Working with Survivors of Human Trafficking

WAGE Grant Project: HT20314



Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada

This page was intentionally left blank





Cover Art Provided by Toni

The cover art for this project was created by a survivor of who hopes that her words can encourage even one victim of human trafficking to find the courage and strength to fight for their freedom.

"To our victims and survivors, the colours in this butterfly represents your strength, freedom, safety, courage, love, confidence, hope and faith to take your life back and free yourself from any circumstance you're unsafe and unhappy in. I believe you can do anything because you are worth it!

Be courageous and never fearful to free yourself from anything less than beautiful!"

- Toni

Acknowledgements

The original development of this guidebook took place on the traditional territory of the Three Fires Confederacy of First Nations, which includes the Ojibwa, Odawa, and Potawatomi Peoples.

The guidebook was originally developed by Hiatus House through funding provided by Women and Gender Equality Canada under the National Strategy to Combat Human Trafficking. Hiatus House contracted Tracy Huynh as Project Coordinator, responsible for the research, development, and design of the original guidebook. The original project and guidebook was subsequently evaluated by Dr. Amy Peirone to examine its implementation and outcomes. Building on the development and evaluation of the guidebook, Hiatus House received further funding from Women and Gender Equality Canada to support its broader implementation, adaptation, and uptake across Canada.

This guidebook and its continued development would not have been possible without the individuals and organizations who generously shared their time, knowledge, experiences, and expertise through interviews, consultations, discussions, evaluation activities, and resource-sharing opportunities. We extend our sincere appreciation to everyone who has contributed to this work and who continues to support efforts to strengthen services and responses for survivors of human trafficking.



Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada

Canada



Why Use This Guidebook?

Human trafficking can affect individuals across communities, and survivors may seek support through a wide range of services. While some organizations specialize in responding to human trafficking, many service providers may encounter individuals who are being exploited without immediately recognizing the signs or feeling confident about how to respond.

This *Guide for Shelter Professionals Working with Survivors of Human Trafficking* was developed to provide service providers with accessible, practical, and evidence-informed information about human trafficking, trauma-informed care, and survivor-centred responses.

A formal evaluation of the original project found positive outcomes among participating service providers, including:

- increased knowledge and understanding of human trafficking;
- greater confidence in recognizing potential indicators of exploitation; and
- strengthened capacity to provide trauma-informed and survivor-centred support.

Building on these findings, the current initiative is expanding the implementation of the guidebook across Canada and supporting its use within a broader range of sectors and organizational settings.

How the Guidebook Can Support Your Organization

Organizations can use this guidebook to:

- build staff knowledge and confidence;
- strengthen the ability to recognize possible indicators of trafficking;
- support trauma-informed, culturally responsive, and survivor-centred practices;
- encourage reflection on current organizational policies and practices;
- identify opportunities to strengthen referral pathways and community partnerships; and
- create a more consistent organizational response when human trafficking is suspected or disclosed.

The guidebook is designed to be flexible. It may be completed individually, explored as a team, incorporated into staff onboarding, used during professional development, or revisited as a reference when questions arise. Organizations do not need to be human trafficking specialists to benefit from this resource. The guidebook is intended to help service providers better understand their role, respond within the scope of their practice, and connect individuals with appropriate supports.

By participating in this initiative, organizations are contributing to a broader effort to strengthen awareness, capacity, and coordinated responses to human trafficking across Canada.

Disclaimer:

This guidebook was created with the awareness that there are already existing organizations doing this important work, and what shelters needed was capacity to consolidate the information and resources available so that it can be more accessible. Sources have been cited throughout the guidebook and efforts were made to obtain permission to use quotes and materials from organizations and individuals. In-text citations have been deliberately moved to the bottom of sections where there were multiple sources, as preliminary feedback of the guidebook raised concerns over reading barriers with long citations breaking up the text.

Table of Contents

Cover Art	I
Acknowledgement	II
Disclaimer	IV
Brief Introduction	1
What is Human Trafficking	5
Trafficking in Canada	7
Demographics	10
Indigenous Demographics	13
Trends in Canada	16
A-M-P Model	23
Why does it happen	25
How Does it Occur	26
Forms of Human Trafficking	30
Sex Trafficking	33
Labour Trafficking	35
Forced Marriage	38
Organ Trade	40
Exploitation on a Spectrum	44
Who	53
Who are the traffickers	55
Who is vulnerable	57
Indigenous Vulnerability Factors	59
Youth Vulnerability Factors	60
Grooming, Luring, & Recruitment	68
Youth	77
Intimate Partner Violence & Human Trafficking	82
Domestic Violence Power & Control Wheel	88
Human Trafficking Power & Control Wheel	89

Indicators of Trafficking	92
Common Indicators	95
Signs of Human Trafficking	97
Why are we misidentifying	98
Can you see me?	110
Key points & myths	112
Screening & Assessment Tools	115
Screening Tools	116
Assessment Tools	120
Trauma-Informed Care	132
“Why don’t they just leave”	135
Caring for those who return	140
How to Speak to Survivors	142
Choices	149
Interactions	151
Indigenous Support	153
Youth Support	155
Shelter Service Considerations	160
What Survivors Need	175
Critical Care Pathway Flowchart	178
The End	198
Appendix A – Project Introduction	201
Appendix B – How Did We Get Here?	205
Appendix C – Human Trafficking Terms	214
Annex D – Online Training & Resources	221
Appendix E – Acknowledgements	223
Appendix F – Answer Guide	226
Appendix G - References	261



LET'S START

Brief Introduction

This section will provide a brief overview of information that will help you dive right into this guidebook. For more in-depth information about the project and the processes, please refer to Appendix A and B at the end.

This guidebook was developed with the environment of frontline service providers in-mind. This guidebook is meant to be used as an activity, brainstorming, and resource guide, where service providers can make notes to reflect on new information and best-practices for their organization. Most importantly, this guidebook is developed to be self-guided to fit the fast-paced and unpredictable working environment most shelters face.



The terms “victim(s)” and “survivor(s)” will be used interchangeably throughout this guide as both terms are important with different implications. According to the Office for Victims of Crime Training and Technical Assistance Centre’s website, “the term ‘victim’ has legal implications within the criminal justice process and refers to an individual who suffered harm as a result of criminal conduct. The laws that give individuals particular rights and legal standing within the criminal justice system use the term ‘victim.’ Federal law enforcement uses the term ‘victim’ in its professional capacity, [while] ‘Survivor’ is a term used widely in service providing organizations to recognize the strength and courage it takes to overcome victimization.” For the latter reason, this paper will use the term “victim” only when necessary and attempt to use empowering language.

Source: Office for Victim of Crime Training and Technical Assistance Centre, N.D.

Activity 1.0:

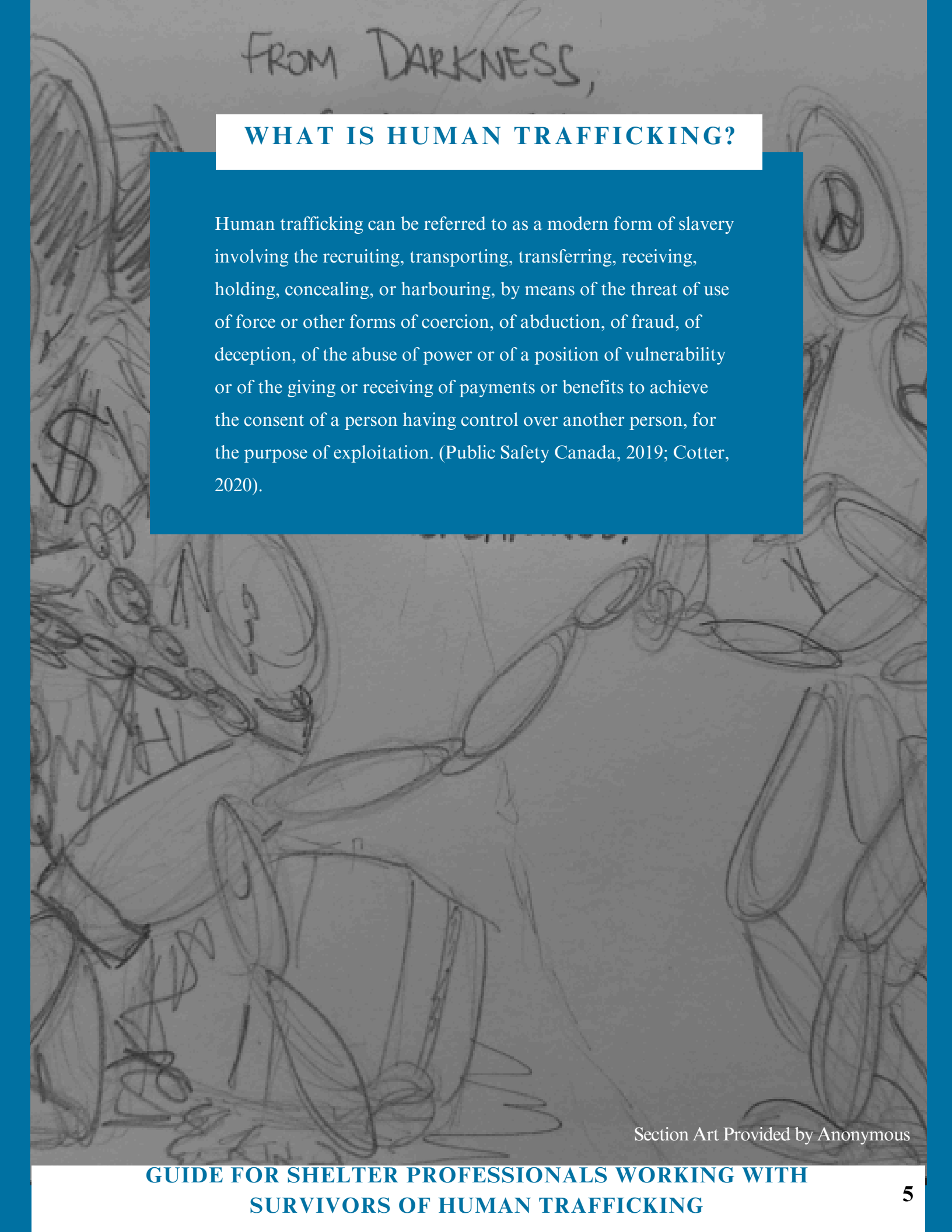
1. When you hear the term human trafficking, what is your immediate thought? In your mind, who are victims of human trafficking?

2. How confident are you in your ability to identify experiences of exploitation and why?

3. Think about the intake process and guidelines at your shelter. How are disclosures of trafficking experiences made and how comfortable do you feel working with survivors of human trafficking at a shelter setting?

Notes:

Use this space to add any additional notes and thoughts you may have from the activity on the previous page. There will be areas to make notes like this throughout the guidebook.

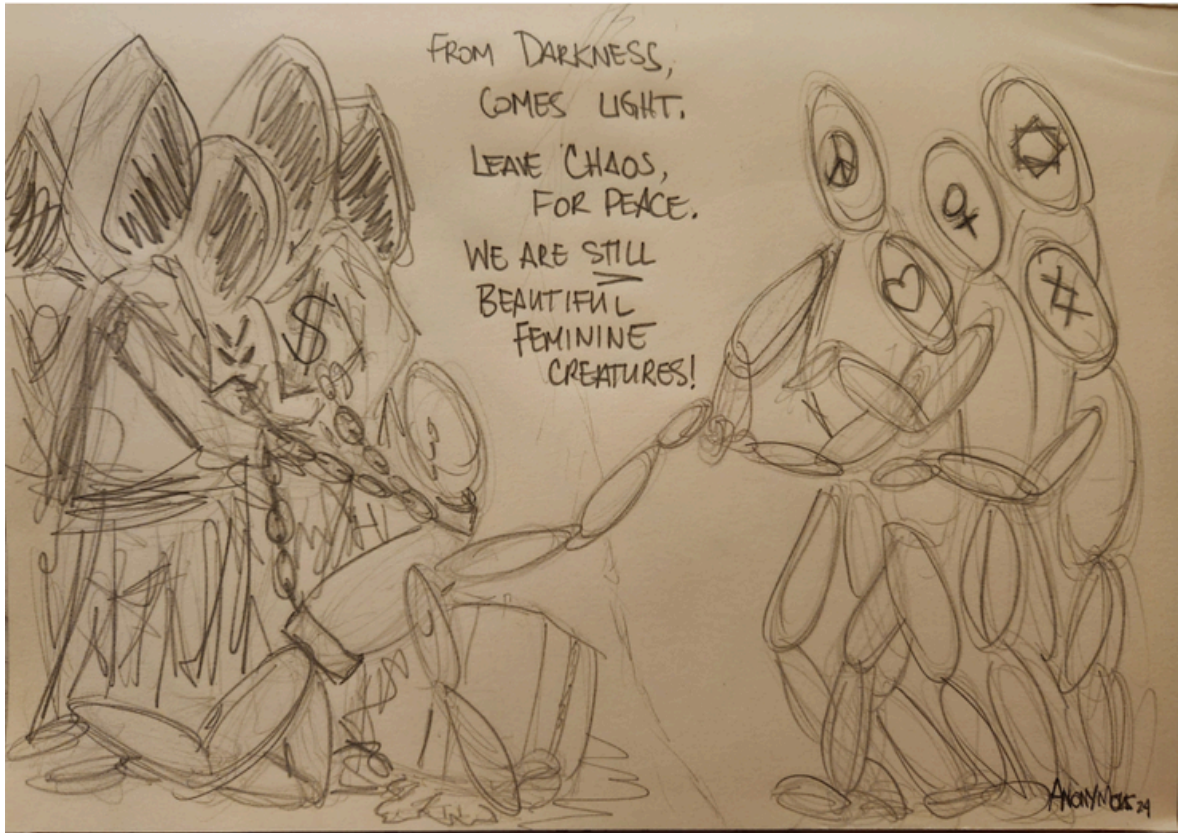


FROM DARKNESS,

WHAT IS HUMAN TRAFFICKING?

Human trafficking can be referred to as a modern form of slavery involving the recruiting, transporting, transferring, receiving, holding, concealing, or harbouring, by means of the threat of use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. (Public Safety Canada, 2019; Cotter, 2020).

Section Art Provided by Anonymous



Section Art Provided by Anonymous

The section cover image was drawn by a survivor who wished to remain anonymous.

“I drew this because we aren’t chained to the darkness. We aren’t “ruined, used up” women and Life is good once we learn to love ourselves a lot more.”

-Anonymous

Trafficking in Canada

An understanding of the prevalence of human trafficking in Canada and its communities is difficult to obtain due to its clandestine nature. This leads to data gaps, as survivors and witnesses are reluctant to come forward to law enforcement. There are also challenges of identifying survivors of human trafficking, because survivors themselves may be unaware they are being trafficked. Government data on human trafficking may be misrepresented due to lack of screening process in Canada's criminal justice system to identify the legal parameters of anti-trafficking terminology. Additionally, Canadian legal efforts relying on "a one-dimensional and exaggerated view of human trafficking, equating it to sex work, especially if involving pimps and/or minors" (Millar, O'Doherty, and Roots , 2017, p. 35).

Currently, human trafficking data collection is mostly reliant on investigation or police charge statistics related to incidents of human trafficking based on the discretion of the reporting agency to categorize the charge as "trafficking-related" or "trafficking specific"

(Millar et al., 2017).

This narrowed view contributes to the inability to clearly define or fully understand the extent of human trafficking which leads to the underreporting and underrepresentation of human trafficking related cases in Canada. The impact is skewed statistical data that currently shows the majority of human trafficking cases in Canada as related to prostitution or sexual exploitation and transnational human trafficking. Even with current data supporting the idea that sexual exploitation and international human trafficking cases are the majority, the information is likely an underrepresentation because:

1

the data is also reliant on prosecuted cases, which is argued to underrepresent human trafficking offenses as related charges may be pursued instead;

2

the criminal justice system's reliance on victim statements to criminally charge traffickers; and

3

national and international influences on policies affecting the focus of counter-trafficking initiatives, such as restrictive border controls and immigration policies, taking away from domestic anti-trafficking initiatives.

Sources: Cotter, 2020; Millar et al., 2017; & Kaye et al., 2014

Notes:

Based on the origins of human-trafficking data, scholars and data analysts agree that human trafficking is a complex issue requiring the criminal justice system to broaden the definition of human trafficking to include the varying experiences of trafficked persons in order to allow victims to access all available services. A solution would be to involve voices and experiences of trafficked individuals and front-line workers in agencies providing services to survivors and individuals vulnerable to human trafficking in order to understand the scope of human trafficking in Canada and develop the necessary services to protect victims.

Activity 2.1:

1. Anti-human trafficking initiatives across Canada often focus on proving that human trafficking is taking place in our communities. This section explained why human trafficking is complex and often misidentified and underrepresented. What are some ways your organization can start tracking experiences of human trafficking and spread the message that human trafficking can happen anywhere?

Demographics

Current available demographic data on victims of human trafficking in Canada identified that of the 1,709 police reported incidents of human trafficking from 2009 to 2018:

- 90% of incidents were reported in census metropolitan areas (CMAs);
- 97% of victims were women and girls (45% of which were between the ages of 18 to 24); and
- 44% of incidents of human trafficking involved other offenses related to sexual services, physical assault, sexual assault, or other sexual offenses.
- Despite the average age of survivors being between 18-24, it is estimated that 2.4 million Canadians have been sexually victimized as children, which is believed to be an underrepresented number of people who experienced childhood sexual abuse before the age of 15 years old.

Sources: Cotter, 2020; & Canadian Centre for Child Protection Inc., 2018

While there is no documentation of the average age for trafficked individuals under the age of 18 in Canada, it is reported that the average age of child/youth trafficking in the U.S is 15 years old (Children's Rights, 2022), and the London Ontario Police Service reported that the average age of sex trafficking is 13 years old (London Police, 2024). An advocate and survivor reported seeing an increase of cases involving youth who are victims and being recruited as young as 11 years old in recent years. She also reported seeing an increase of cases involving youth who are recruiting other victims as young as 11 years old.

- The number of human trafficking incidents has gradually increased since 2010, peaking in 2017 at 348 police-reported incidents. The increasing annual number of incidents may not indicate a true increase because factors such as departmental resources and priorities, improvements in detection and investigation within police departments, and government policies contribute to reporting outcomes.

Sources: Cotter, 2020; & Kaye et al., 2014

Figure 1.1

Demographic Characteristics of the 593 victims/survivors identified by the Hotline.

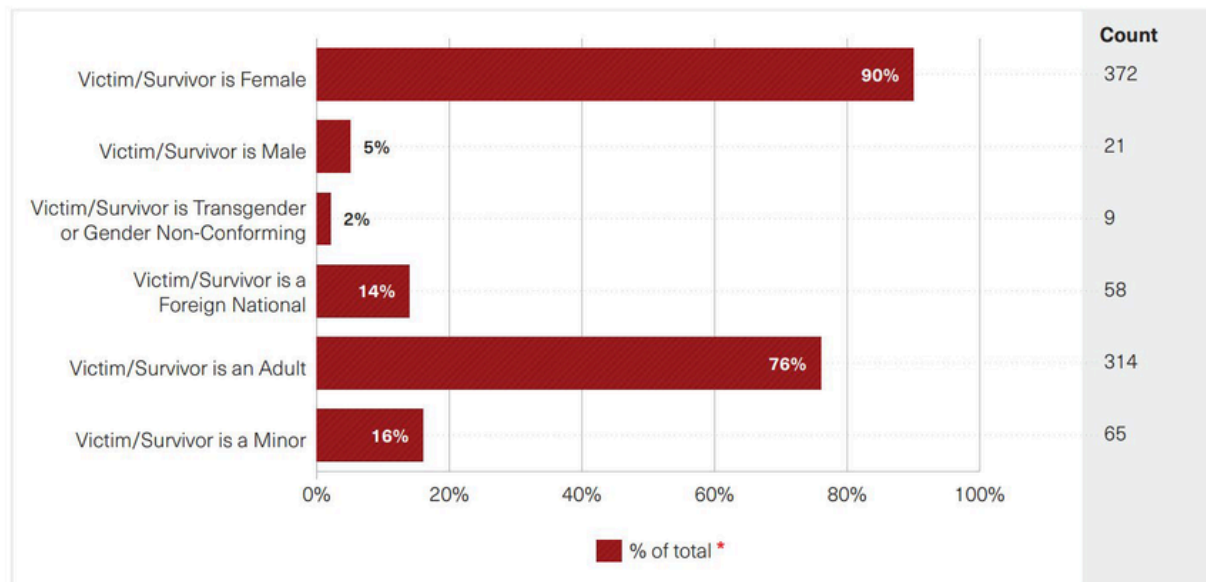


Figure 1.1. The demographic statistics documented in this figure are based on caller disclosure and does not reflect the demographic of all 593 victims/survivors who called the Hotline between 2019 – 2021 (The Centre, 2021, p.19).

Provincially,

- Ontario accounts for 39% of the total Canadian population, yet accounted for 68% of all police-reported human trafficking incidents since 2009 (0.9 incidents per 100,000 population),
- Nova Scotia accounts for 3% of the total Canadian population yet accounted for 6% of all human trafficking incidents (1.0 incidents per 100,000 population).



Ontario and Nova Scotia have rates of human trafficking higher than the national average (0.5 incidents per 100,000 population).

Source: Cotter, 2020

Halifax, Nova Scotia (2.1 incidents per 100,000 population), Windsor, Ontario (2.0 incidents per 100,000 population), and Ottawa, Ontario (2.0 incidents per 100,000 population) had the highest incident rates among the CMA's. It was suggested that Ontario's high human trafficking rates are due to the 401 corridor (as shown in Figure 1.2). The unique circumstances of Windsor, Ontario and Halifax, Nova Scotia, being border cities to the United States, contribute to the statistics that describe transnational human trafficking incidents

Source: Cotter, 2020

The majority of human trafficking cases in Canada are domestic and accounts for 68% of all incidents from 2009 to 2018, and 80% of victims are young girls and women born and raised in Canada.

Sources: Kaye et al., 2014; & Cotter, 2020

Furthermore, Windsor, Ontario and Halifax, Nova Scotia's higher incident rates of human trafficking were driven mostly by violations of the Immigration and Refugee Protection Act (IRPA) for cross-border trafficking offences (87% of incidents in Windsor and 75% in Halifax) suggesting that traffickers and survivors are being detected at land-border entry sites.

Source: Cotter, 2020



Were you aware of these statistics?

Did these statistics surprise you? Which one of the statistics listed above was new to you? After reading the last few pages, do you believe this is common knowledge?

Indigenous Demographics

Human trafficking disproportionately affects Indigenous peoples in Canada, with significant statistics highlighting their elevated vulnerability. The Canadian Centre to End Human Trafficking's 2020 National Report reveals that Indigenous individuals are significantly overrepresented among trafficking victims; however, exact figures are difficult to quantify due to the covert nature of trafficking activities. Statistics Canada data (Heidinger, 2022) underscores the broader issue indicating that Indigenous women are six times more likely to be victims of violence compared to their non-Indigenous counterparts. This statistic is not human trafficking specific, but does reflect the elevated risk to personal safety faced by Indigenous women and girls, who are estimated to make up about 50% of trafficking victims in Canada.

Indigenous women and girls are disproportionately affected by human trafficking in Canada, making up 50% of victims despite only representing 5% of the population. In 2016, the National Task Force on Sex Trafficking of Women and Girls in Canada found that 51% of women and 50% of girls trafficked in Canada were Indigenous

(The Centre, 2023; & Native Women's Association of Canada, 2018).

To understand the reasons why Indigenous people disproportionately make up human trafficking rates in Canada, we must understand that colonialism has significantly contributed to the trafficking of Indigenous people in Canada through various interconnected mechanisms that create and perpetuate systemic vulnerabilities. The legacy of residential schools, which aimed to assimilate Indigenous children and sever their cultural ties, has left enduring intergenerational trauma that disrupts family structures and community cohesion. This disruption increases the susceptibility of Indigenous individuals to exploitation, including trafficking. Additionally, the historical and ongoing dispossession of Indigenous lands has led to economic marginalization, leaving many communities in conditions of poverty and instability that heighten their risk of becoming victims of human trafficking.

Socio-economic factors further exacerbate these vulnerabilities. Indigenous peoples face higher rates of poverty and unemployment compared to the general population, a result of systemic neglect and colonial policies. Economic hardships make individuals more susceptible to trafficking. Additionally, barriers to accessing essential services such as healthcare, education, and social support compound these vulnerabilities.

Systemic racism and discrimination also play a critical role. Indigenous peoples often experience biased treatment by law enforcement and social services, which impedes effective intervention and support. This systemic discrimination leads to the underreporting of trafficking cases involving Indigenous victims.

The erosion of cultural identity due to colonial policies has weakened traditional protective structures within Indigenous communities, leaving individuals more exposed to exploitation. The loss of cultural practices and community support networks has exacerbated their vulnerability.

Furthermore, traffickers exploit the isolation of many Indigenous communities, which often face geographical and social barriers that limit access to resources and support. This isolation makes it more challenging for individuals to seek help or escape trafficking situations.

Sources: The Centre, 2023; & Truth and Reconciliation Commission of Canada, 2015

Activity 2.2:

1. What are some services your organization can offer when working with an Indigenous client?

Notes:

Trends in Canada (2019 - 2022)

In May 2019, the Canadian Centre to End Human Trafficking launched the Canadian Human Trafficking Hotline (“Hotline”). The free, nationwide, confidential service operates 24 hours a day, seven days a week, to connect victims/survivors with the services they need. To make these connections, the Centre maintains a National Referral Directory of 900+ service providers located across the country. Staff collect data through the Hotline to support victim/survivors and identify trends that are occurring.

The information presented here comes from Hotline data. It is important to note that these figures only capture a very small subset of the total human trafficking cases that occur in Canada. While the Centre does not collect demographic data on all hotline callers, we know that historically marginalized communities are underrepresented in the data, including Indigenous peoples, members of the 2SLGBTQIA+ community, Black people, and migrant workers.

After reviewing Hotline data collected between May 2019 and December 2022 for 12,706 calls, three broad trends emerged.

1

Human trafficking remains a significant challenge in Canada.

- 1,500 calls were identified as cases of human trafficking.
- 69% of callers identified experiencing sex trafficking.
- 6% of callers identified experiencing labour trafficking.

2

Human trafficking happens everywhere in Canada.

- 87% of cases identified by the Hotline were from large urban centres.
- 67% of incidents disclosed occurred in Ontario.

3

Victims/survivors depend on social services to heal from human trafficking and other traumas.

- 30% of callers required shelter services.
- Approximately 27% of those who called about a trafficking case were victims/survivors.

Source: The Centre, 2021

* This page is a summary of the Canadian Human Trafficking Hotline trends report. Please visit the Canadian Centre to End Human Trafficking to access the full report.

Figure 2.2

Human Trafficking Corridors in Canada

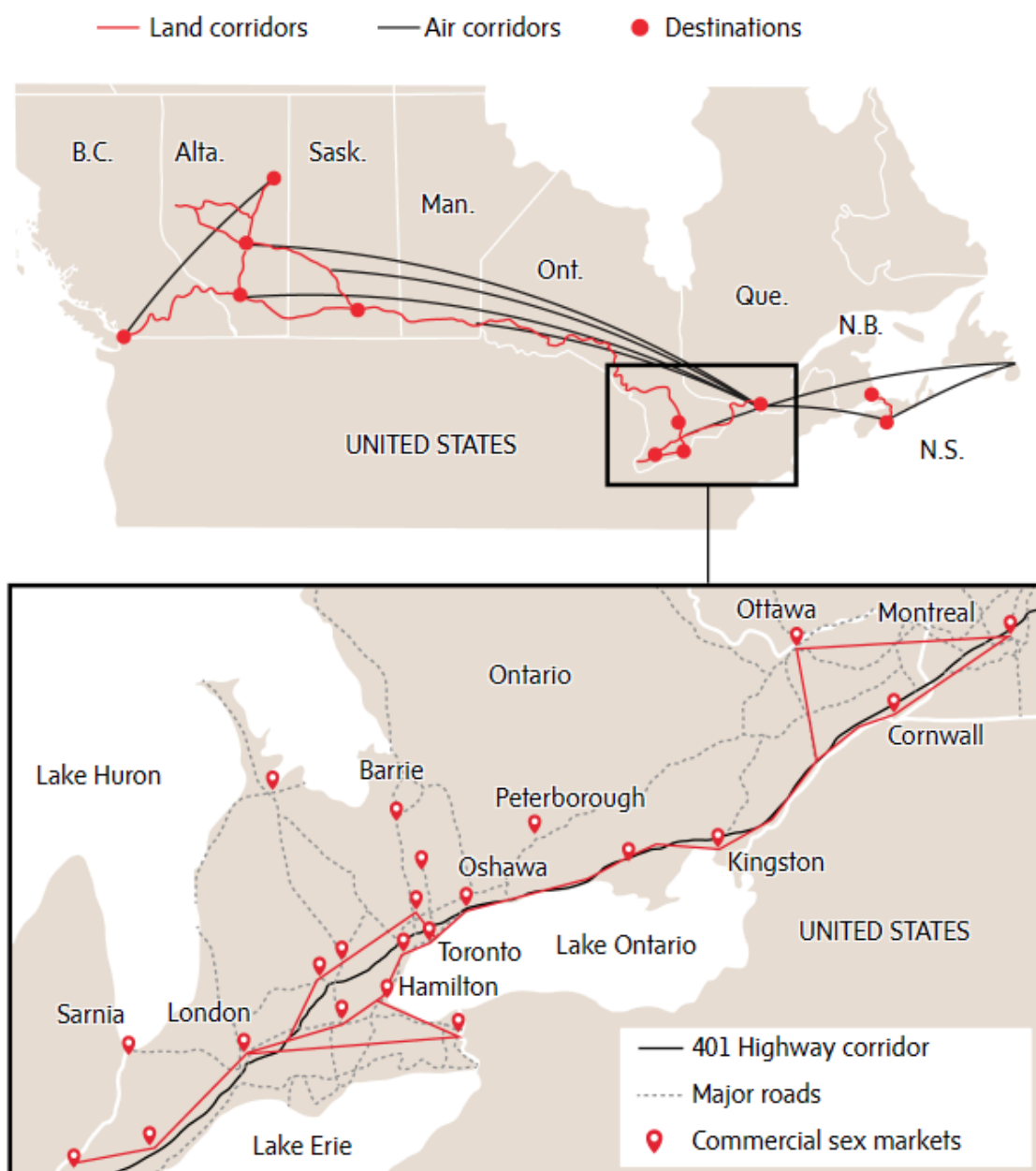


Figure 2.2. The top image demonstrates human trafficking corridors in Canada by land and air, as well as marking destinations. The bottom image narrows in on Southern Ontario's corridors, specifically along the 401 highway (Dickson, 2021).

*A more thorough look at corridors in different provinces and across Canada can be found in the [Human Trafficking Corridors in Canada](#) report written by The Canadian Centre to End Human Trafficking (2021).

Kaye et al. (2014) found that when it came to labour trafficking, there were even more significant challenges in obtaining accurate data because:

- Human trafficking data relies on criminal court documentation. Victimized individuals of labour trafficking are less likely to cooperate in trials or report it due to risks of losing their job and/or facing deportation.
- Statistics on labour trafficking cannot be reliant on the IRPA as these cases have gone undetected through the fraudulent use of legal entry points in Canada.

The gap in data leaves the question if it is possible that labour trafficking in Canada is more prolific, and sexual exploitation only appears more prevalent in current data because it is detected by authorities more often. Cotter's (2020) report claims that sexual exploitation reports correlate with sex trade and sexual assault trends* seen in investigations. However, Kaye et al. (2014) argues that:

Frontline staff working with human trafficking survivors in Calgary, Alberta, Canada, reported seeing more labour trafficking incidents. Participants in the study identified that due to the main stream media image of who is a victim of human trafficking, along with legal definitions of what constitutes human trafficking, many survivors of labour trafficking go undetected as the “red flags” are overlooked.

Labour trafficking has been identified as a growing concern in Leamington, Ontario, as a news article from 2020 highlighted the concerning living conditions migrant workers were forced to endure (Schmidt, 2020). The COVID -19 pandemic brought to light the overlooked exploitation of migrant workers, particularly in the agriculture industry as large-scale grower heavily rely on thousands of migrant workers annually. It was estimated that there could be 200 workers who are in Leamington undocumented, compared to the 8000 temporary migrant farm workers (Schmidt, 2020).

Sources: Cotter, 2020; Kaye et al., 2014; Schwarz et al., 2016

* This is only documenting what current literature and reports are finding and is not a suggestion that sex work is human trafficking/sexual exploitation.



Based on what you've read in this section, do you believe that human trafficking rates in Canada are underreported or is the increase in numbers over the years due to more reporting from frontline workers?

Reflect on this thought and think about your current community.

Do you believe human trafficking is happening in your community?

Looking at Canada's Temporary Foreign Worker program (TFW), foreign workers legally enter Canada. However, there are cases where these workers are exploited by employers who withhold passports or wages, deviate from the employment contract, or commit personal and/or employment related abuses. This is identified as a grey area for frontline workers who determine whether someone experiencing labour exploitation is also a human trafficking victim. The grey area prevents proper reporting despite knowledge of workers experiencing coercion, deception and/or exploitation who should be referred to human trafficking agencies for support.

A quick search online will reveal several news articles covering the exploitation and abuse migrant workers face.

An article from 2021 covers the escape journey of a migrant worker who left a farm in Alberta to come to southern Ontario. The story exposes the psychological, physical and emotional abuse the worker suffered for years. This worker was never told how much he earned or given an explanation of payroll deductions which resulted in them being underpaid while working long hours (Mojtehdzadeh, 2021).

Sources: Kaye et al., 2014; & Mojtehdzadeh, 2021.

This is not a unique experience as migrant workers have reported abuse, racism, and harassment as part of their daily lives (Corriveau & Cote-Paulette, 2018). Aside from the abuse from their employers, migrant workers are also exposed to pesticides and experience short and long-term side effects that are ignored by their employers when reported (Corriveau & Cote-Paulette, 2018). Agriculture workers are not the only foreign nationals who enter Canada through the TFW program. Headlines in a 2018 news article by CBC News identified foreign workers from India who were drastically underpaid, faced harsh living environments, and dangerous working conditions (Glover, 2018). It was the Tamil Workers Network who labelled it as "slavery in the modern world." The Parkdale Community Legal Services disclosed they work with about 50 cases of migrant worker mistreatment each year, yet "[they] believe that's the tip of the iceberg," (Glover, 2018).

These few instances only begin to shed light on labour trafficking in Canada and offers one possible explanation for why labour trafficking data is under documented as compared to sex trafficking in Canada.

Sources: Corriveau & Côté-Paulette, 2018; & Glover, 2018.

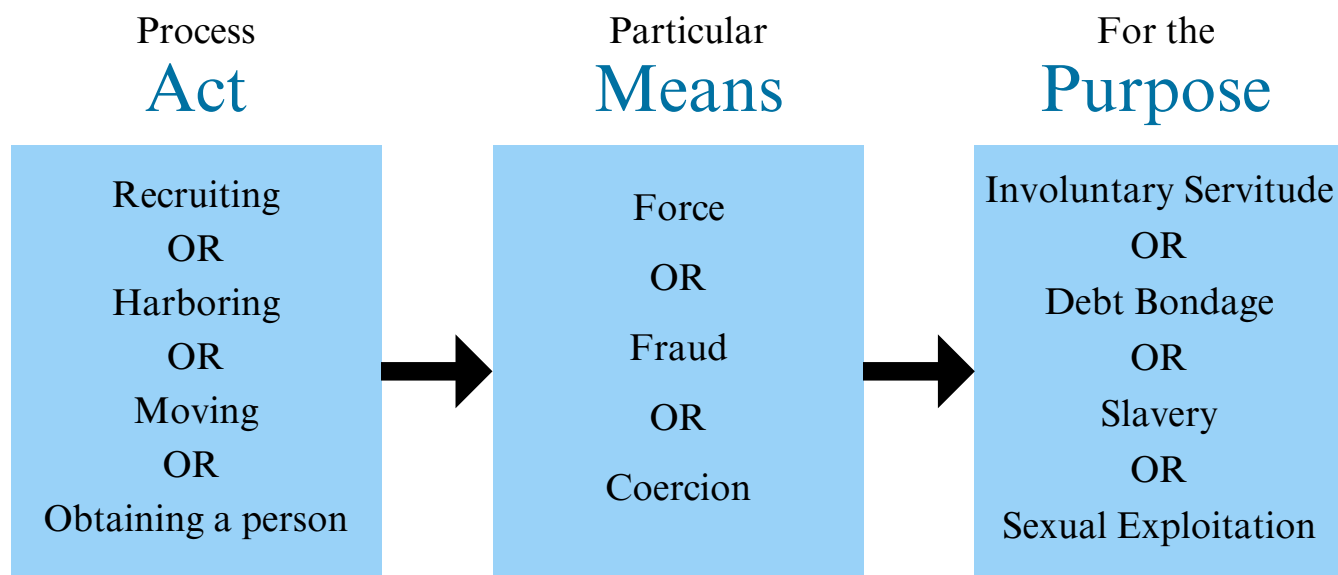
Activity 2.3:

1. Reflecting on what you've just read, what are some things you have heard about local events that now may seem to be exploitative? Use the space below to make notes of these events.

Notes:

A-M-P Model

Human trafficking occurs when a perpetrator, often referred to as a trafficker, takes any one of the enumerated Actions, and then employs the Means of force, fraud or coercion for the Purpose of compelling the victim to provide commercial sex acts, labour, or services.



Action + Means + Purpose = Human Trafficking

At minimum, one element from each column must be present to establish a potential situation of human trafficking. The presence of force, fraud, or coercion indicates that the victim has not consented of his or her own free will.

*Remember that under the Canadian federal law, any minor under the age of 18 years induced into commercial sex is considered to be a victim of sex trafficking regardless of any indicators of force, fraud, or coercion.

Source: The Polaris Project, 2021

Activity 2.4:

1. Think about the intake process and guidelines at your shelter. How do disclosures for trafficking experiences arise and how comfortable do you feel working with survivors of human trafficking in a shelter setting?

2. How confident are you in your ability to identify experiences of exploitation on a scale of 1 to 5 (1 being not at all confident and 5 being very confident) and why?

3. When you hear the term human trafficking, what is your immediate thought? In your mind, who are victims of human trafficking?

Why Does Human Trafficking Happen?

Human trafficking is a market-driven criminal industry that is based on the principles of supply and demand, like drugs or arms trafficking. Many factors make children and adults vulnerable to human trafficking. However, human trafficking does not exist solely because many people are vulnerable to exploitation. Instead, human trafficking is fueled by a demand for cheap labour, services, and commercial sex. Human traffickers are those who employ force, fraud, or coercion to victimize others in their desire to profit from the existing demand. To ultimately solve the problem of human trafficking, it is essential to address these demand-driven factors, as well as to alter the overall market incentives of high-profit and low-risk that traffickers currently exploit.

Labour trafficking and sex trafficking of Canadian citizens and foreign nationals persist and thrive for a number of reasons, including:

1. **Low Risk:** Human traffickers perceive there to be little risk or deterrence to effect their criminal operations. While investigations, prosecutions, and penalties have increased throughout recent years, many traffickers still believe the high profit margin to be worth the risk of detection. Factors that add to low risk include: lack of government and law enforcement training, low community awareness, ineffective or unused laws, lack of law enforcement investigation, scarce resources for victim recovery services, and social practices that blame the victims.
2. **High Profits:** When individuals are willing to buy commercial sex, they create a market and make it profitable for traffickers to sexually exploit children and adults. When consumers are willing to buy goods and services from industries that rely on forced labour, they create a profit incentive for labour traffickers to maximize revenue with minimal production costs.

Left unchecked, human trafficking will continue to flourish in environments where traffickers can reap substantial monetary gains with relatively low risk of getting caught or losing profits.

Source: National Human Trafficking Hotline, 2024

*Text on this page is from the National Human Trafficking Hotline web page. Please visit their website for more information.

Community members can use online tools such as [Slavery Footprint](#) to see how human trafficking exists in the services and products they consume, buy fair trade and survivor-made products, and hold their favorite brands accountable for fair labour practices. Alongside the efforts of service providers, criminal prosecutors, and law enforcement, these community efforts can help to reduce sex and labour trafficking rates.

Source: [National Human Trafficking Hotline](#), 2024

Activity 2.5:

1. Use the Slavery Footprint link above or visit [slaveryfootprint.org](#) and take the survey. What was your result?

2. The survey was designed to measure your footprint on a global scale. As frontline workers, we do not participate in illegal activities, so human trafficking may not be on our radar. But, if we start to analyze what we consume, it is possible that we unknowingly contribute to the exploitation and/or trafficking of others. Think about your day-to-day life, what are some goods/services you use that may contribute to human trafficking?

How Does It Occur?

Usually, a person is recruited, then they are isolated or transported, and ultimately they are forced to provide labour or a service.

- **Recruitment:** Traffickers approach potential victims in a variety of ways, including pretending to be a potential boyfriend or friend, contacting them via social media such as Facebook, posting newspaper or Internet ads for jobs and opportunities, or even threatening or kidnapping them. Often, false promises will be made to the victims about money, new clothes, work or education opportunities, financial aid for their family, etc.
- There are two types of Pimps:
 - The **Romeo Pimp** will draw a young person into their lives with promises of love and affection and access to a more glamorous lifestyle
 - **Gorilla Pimps** find young victims and use violence and sexual assault as a way to ‘break’ that individual and flip them into ‘the game’
- Many traffickers prey on victims who are looking for the promise of a better life, a job opportunity or a romantic relationship.
- **Transportation/Isolation:** Victims are often (but not always) moved around by traffickers, to isolate them from family and/or people they know or areas that are familiar to them. Victims of sex trafficking are moved from hotel to hotel, province to province. Individuals subjected to labour trafficking are isolated, sometimes on rural properties with little contact with the outside world.
- **Exploitation:** Exploitation is the key element of human trafficking offences within the Criminal Code of Canada. Exploitation occurs when someone forces another person to provide labour or a service by having them fear for their safety, or the safety of someone known to them.
- Traffickers often use violence, intimidation and/or deception to make victims do as they say.

Source: The Canadian Centre to End Human Trafficking, 2020

*Text on this page is from the Canadian Centre to End Human Trafficking web page. Please visit their website for more information.



Let's pause here and take a moment to reflect on your personal life experiences. Have there been times where you felt you were vulnerable due to challenges you are experiencing either with personal relationships, finances, secured housing, and/or employment/education? What and who helped you through that time of uncertainty?

Activity 2.6:

1. In the space below, list four different forms of human trafficking to the best of your knowledge and where it can occur.

Notes:

FORMS OF

Human Trafficking

This next section will cover the four main forms of human trafficking. Traffickers exploit and profit at the expense of adults or children by luring them into performing various acts. It is important to note, as you move through this section, that Canadian law considers the recruitment, grooming, and manipulation of a person younger than 18 years old to perform a commercial sex act a crime regardless of “consent” given.

Section Art Provided by Sommer



Section Art Provided by Sommer

The section cover image was created and photographed by Sommer who drew and coloured this image while attending an online groups meeting during COVID. Sommer chose these lyrics from a song she likes called Kindest Regards by Witt Lowry because she felt that the words represented some optimism for her healing journey.

"After living in a world that was so dark for so long, I'm proud to say I didn't lose myself along the way and I still have a light within me that shines as bright as the stars."

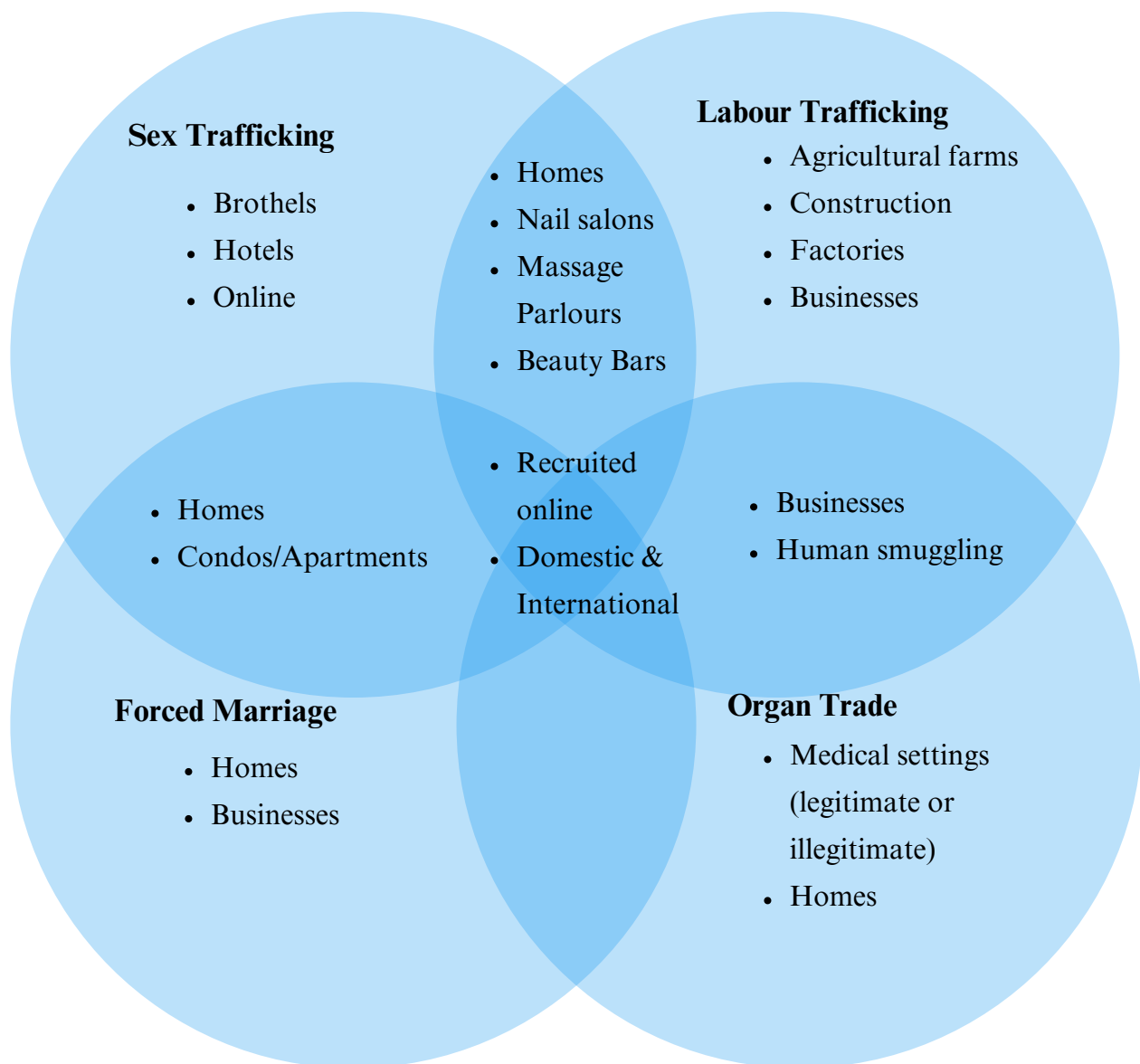
-Sommer

Forms of Human Trafficking

Common Types of Human Trafficking & Exploitation

- 1 Sex Trafficking
- 2 Forced Labour
- 3 Forced Marriage
- 4 Organ Trade

Where can it happen?



*This diagram is to demonstrate areas where human trafficking may occur and is not to claim that human trafficking occurs in all areas listed above. This is also not an exhaustive list of where human trafficking can take place. It is not definitively claiming that there is human trafficking in areas where sex work is taking place.

Sex Trafficking

How does it begin?

People in sex trafficking situations almost always know and even trust or love their traffickers. Traffickers target vulnerable people who have needs that the traffickers can fill. Sometimes they offer material support such as a place to live, clothing, or a chance to "get rich quick." Other times they offer love, emotional support or a sense of belonging. Kidnapping victims and forcing them into the sex trade through violence is rare.

Who are the traffickers?

Traffickers come from all genders, races, ethnicities and walks of life. In sex trafficking situations, they may be intimate partners or spouses of the victims, family members, friends or benefactors, business acquaintances, and bosses.

Who are the victims?

Anyone can be trafficked, but some people are far more vulnerable than others because they have greater needs. These include people living in poverty or in unstable housing situations as well as people with a history of trauma or addiction. Because of current and historic discrimination and inequity, people of colour, immigrants, and people who identify as LGBTQ2S+ are more likely to be exploited for these vulnerabilities and face trafficking

How do people get out of sex trafficking situations?

Every story is different. What they have in common is resilience. Survivors come to the understanding that they want to leave the situation and then fight to get out. Sometimes they get help from service providers or anti-trafficking organizations, but the concept of "rescuing" adult sex trafficking victims is misleading and dangerous. Survivors rescue themselves.

Source: [Polaris](#), n.d.

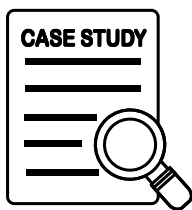
*Text on this page is from the Polaris Project web page. Please visit their website for more information.

Sex Trafficking

How do we reduce or prevent sex trafficking?

Human trafficking doesn't happen in a vacuum. It is the end result of other inequities in our society and our economic system that make people vulnerable to the enticements of traffickers. So while prosecuting traffickers and seeking justice for survivors is vital, it is not enough by itself to end trafficking. To reduce trafficking on the global scale, we need to work together as a society to increase supports and services for vulnerable people and change conditions such as homelessness, family violence, poverty and discrimination that make people vulnerable to the lure of traffickers.

Source: [Polaris](#), n.d.



Case study 3.1: A client presents at your shelter for admission, they explain that their intimate partner is very controlling and frequently berates them. The client denies any form of physical abuse, but when you inquire about their current living situation, client discloses that they live with partner; their name is not on the lease. Their partner will often make client perform sexual "favours" and if the client does not agree to it, their partner will threaten to kick the client out. This situation often repeats itself for many of client's daily needs (groceries, shopping, going out, etc.) as the client is financially dependent on the partner. Based on this scenario, what do you believe your client is a victim of:

1. **Client is a victim of domestic violence**
2. **Client is a victim of intimate partner violence**
3. **Client is a victim of sexual exploitation**
4. **Client is a victim of human trafficking**

2. What assumptions did you make to choose your answer?

3. List two follow-up questions you would ask the client:

*** Disclaimer:** The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.

Labour Trafficking

How does labour trafficking begin?

Labour trafficking most often begins with a simple job offer. It becomes trafficking when wages or working conditions are abusive and the worker cannot quit or complain because the boss is threatening them or exploiting their desperate economic circumstances. Kidnapping or physical force are rarely part of how labour trafficking situations begin.

Who are the traffickers?

Traffickers can be business owners, bosses, or other workers with a managerial role in a formal business. Traffickers can also be victims' family members or legal guardians including parents, spouses and intimate partners.

Who are the victims?

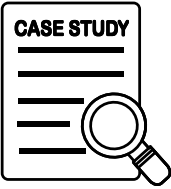
Anyone can be victimized by a labour trafficker, but certain people are far more vulnerable than others. Economic need is a key risk factor and immigrants—including immigrants who are in this country legally—are particularly vulnerable to labour trafficking.

How do people get out of labour trafficking situations?

Vigorous enforcement of basic labour protections afforded to workers in the United States would go a long way toward reducing labour trafficking, as would efforts to help workers understand their rights and the protections available to them. Increased employer accountability or "skin in the game," is also vital to reducing labour trafficking.

Source: Polaris, n.d.

*Text on this page is from the Polaris Project web page. Please visit their website for more information.



Case study 3.2: A client calls your shelter explaining they need a safe place to stay. They shared that they came to Canada almost two years ago on a visitor's visa and have been living with a distant relative. This relative promised that if they came to Canada they would be cared for and get sponsored to obtain a Canadian citizenship. They were told they could not work anywhere until they obtain legal documents, but until then, they can help around the house with chores, such as cooking, cleaning, and taking care of the children in the house in exchange for a weekly allowance. Your client shares that over time, their relatives have become more aggressive with them and would frequently berate them if the chores were not done to their liking. The client also stated that the children they watch often hit them, but the parents have not done anything to correct this. Your client speaks limited English and is not sure how to get to your shelter, as they are only allowed to leave the house when escorted by their relative.

- 1. List below the assumptions you have made when reading this case study:**

- 2. Would you say this client is experiencing exploitation?**

- 3. Can you offer this client shelter admission? If not, who would you contact in your community?**

- 4. What do you think are some fears and concerns this client might have in this moment and how would you address it?**

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.

Notes:

Forced Marriage

A forced marriage happens when one or both people do not, or are not able to, consent to the marriage. Forced marriage can happen to anyone, anywhere, even in Canada.

In a forced marriage, parents, relatives, and community members might use emotional pressure, threats or violence to force someone to marry. The person may also be forced to have sex or to get pregnant. In some cases, people are taken abroad against their will to be married. Sometimes a person might be told they are going on a trip to visit relatives, not knowing that a marriage has been planned for them at the destination. When they arrive in the foreign country, their passports and money are sometimes taken away and they may be constantly watched to stop them from returning to Canada. They might be prevented from communicating with others to ask for help.

Forced marriage is recognized by the United Nations as a violation of human rights. In Canada, it is a crime to force anyone, whether a child or an adult, to marry. It is also a crime to take anyone under the age of 18 out of Canada to force him or her to marry in another country.

A note on underage marriage: Nobody under the age of 16 is allowed to get married in Canada. It is also a crime to take anyone who is under 16 out of Canada for the purpose of a marriage in another country, even if the person wants to get married.

Forced marriage is not the same as arranged marriage, in which family members may recommend a marriage partner. In this case, both people agree to the union and choose to marry the potential partner.

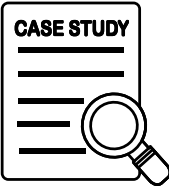
Some other characteristics of forced marriage are:

- Pressure put on people to marry against their will; can be physical (including threats, actual physical violence and sexual violence) or emotional and psychological (for example, when someone is made to feel like they're bringing shame on their family).
- Victims can also experience financial abuse (taking wages or withholding money).

Source: [The Polaris Project](#) & [Government of Canada](#)

*Text on this page is from the Polaris Project and Government of Canada web pages. Please visit their websites for more information.

**During the development of this guidebook, it had been brought to the Project Coordinator's attention from members of the community who have experience with arranged marriages and came from communities practicing arranged marriages, and they have made the argument that there are situations where one or more individual(s) are coerced into this practice and therefore they feel it necessary to note that arranged marriages can become forced due to lack of agency of an individual to make the choice themselves.



Case study 3.3: Your local police are calling your shelter to advocate admission for a young woman who just turned 18 years old. Police explain that following a domestic dispute call from a neighbor who heard yelling and things breaking in the house, they learned that the young woman was refusing to comply with her parents who have arranged a marriage for her in another country. Additionally, she discovered this evening that travel arrangements she believed to be for a family trip were made for her alone. When she protested the arrangement, her parents became angry and the situation escalated. Only a few months shy of graduating high school, the young woman is now homeless and has no financial supports.

- 1. Do you believe this young woman is experiencing exploitation?**
- 2. Even though her parents and police are using the term “arranged marriage” in this situation, what is the main factor that would make this a forced marriage situation?**
- 3. Would you be able to offer this young woman admission to your shelter? If not, who would you contact in your community?**
- 4. What other services would you consider connecting this young woman with?**
- 5. What do you think are some fears and concerns this young woman might have in this moment and how would you address it?**

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.

Organ Trade

Organ trafficking, or Trafficking in Persons for Organ Removal, happens around the world, as evidenced by an organ trafficking ring recently discovered in 2023 by the Pakistani police. Worldwide this is a \$1.7 billion USD industry.

What is organ trafficking?

When a patient suffers from organ failure and requires an organ transplant to stay alive, this initiates a search for a compatible organ donor. Living donors are often family members or close friends. Organ donation can also come from a deceased person who has left documented consent to be an organ donor. In the process of such ethical organ donation, no one profits financially from the organ donation.

But the current global need for organs is far greater than the supply. More than 150,000 transplants are performed annually worldwide; however, this is less than 10% of the global need. Some sick patients are willing to break the law and pay for an organ transplant, even if it involves exploiting vulnerable and impoverished people.

The terms "Organ Trafficking" and "Trafficking in Persons for Organ Removal" actually represent two very different crimes with distinct legal implications. **"Organ Trafficking" refers to the illegal handling of organs.** For example, selling an organ for profit or advertising the willingness to buy or sell an organ is organ trafficking.

"Trafficking in Persons for Organ Removal" is when a person of vulnerability is exploited, deceived, coerced, or abused for the illicit use of their organ. The organ doesn't even have to be removed for this crime to take place, since it is the trafficking of the person that is the crime.

Where does organ trafficking occur?

Trafficking in Persons for Organ Removal happens all around the world, but the highest numbers are in Northern Africa and in the Middle East. It is also more common in South and South-East Asia, Central America and Europe. When someone is willing to travel abroad for the purpose of obtaining an organ it is called Transplant Tourism. (Muller et al., 2019).

Transplant tourism often happens in countries where there are fewer regulations. This is how traffickers can build criminal networks with the coordination of corrupt medical professionals, hospital administrators, laboratory staff, drivers, translators, and law enforcement.

Source: Maginn, 2023

*Text on this page is from the Exodus Road web page. Please visit their website for more information.

**While organ trafficking is so rare in Canada, and many experts would argue that frontline service providers may never encounter it throughout their career, staff had expressed interest in learning more about it. Therefore this section was kept in this guidebook.

Who are the victims?

Refugees, migrants, and asylum seekers are targets of traffickers as they may be desperate to provide for themselves and their families in their host country and willing to use an organ to pay a smuggler's fee. According to the United Nations Office on Drugs and Crime (UNODC) (2012), the average victim is a young adult male who is around 30 years old.

How prevalent is organ trafficking?

The organ trade generates a conservative estimate of between \$840 million USD to \$1.7 billion USD (Marvellis, 2017) and completes 12,000 illegal transplants annually. About 10% of all transplants are believed to be illegal transplants. Experts state that the magnitude of the problem is difficult to track since the crimes often happen within a network of legitimate medical settings with legally certified medical professionals.

How are victims of organ trafficking recruited?

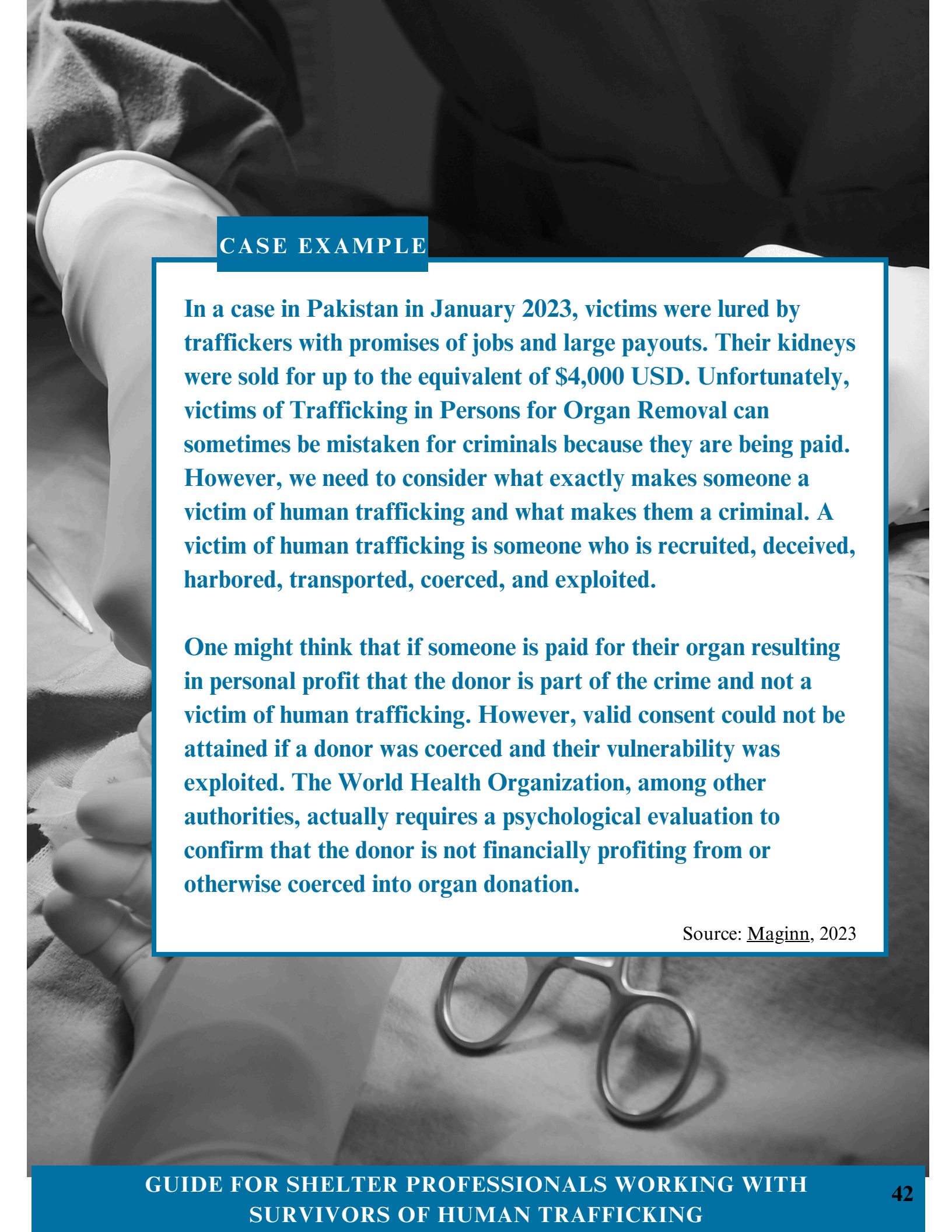
Donors are recruited online or in person, and they are usually vulnerable due to lack of financial stability. They may be uneducated and told lies by traffickers that kidneys grow back, that they have three kidneys, or that they will be given medical care after the surgery. They are promised anywhere from \$500 to \$10,000 but may never be paid at all. They are sometimes forced to sign papers indicating valid consent or to declare that they are related to the patient.

Source: Maginn, 2023

Canadian Law

In 2022, Senate passed Bill S-223, also called the Trafficking in Human Organs Act. The bill puts a ban on Canadians preventing them from travelling abroad to receive an organ transplant without the informed consent from the donor or someone authorized to provide consent. This makes it illegal for Canadians to be involved in unauthorized organ transplant and this crime has a maximum penalty of 14 years in prison.

Source: Chase & Fife, 2022



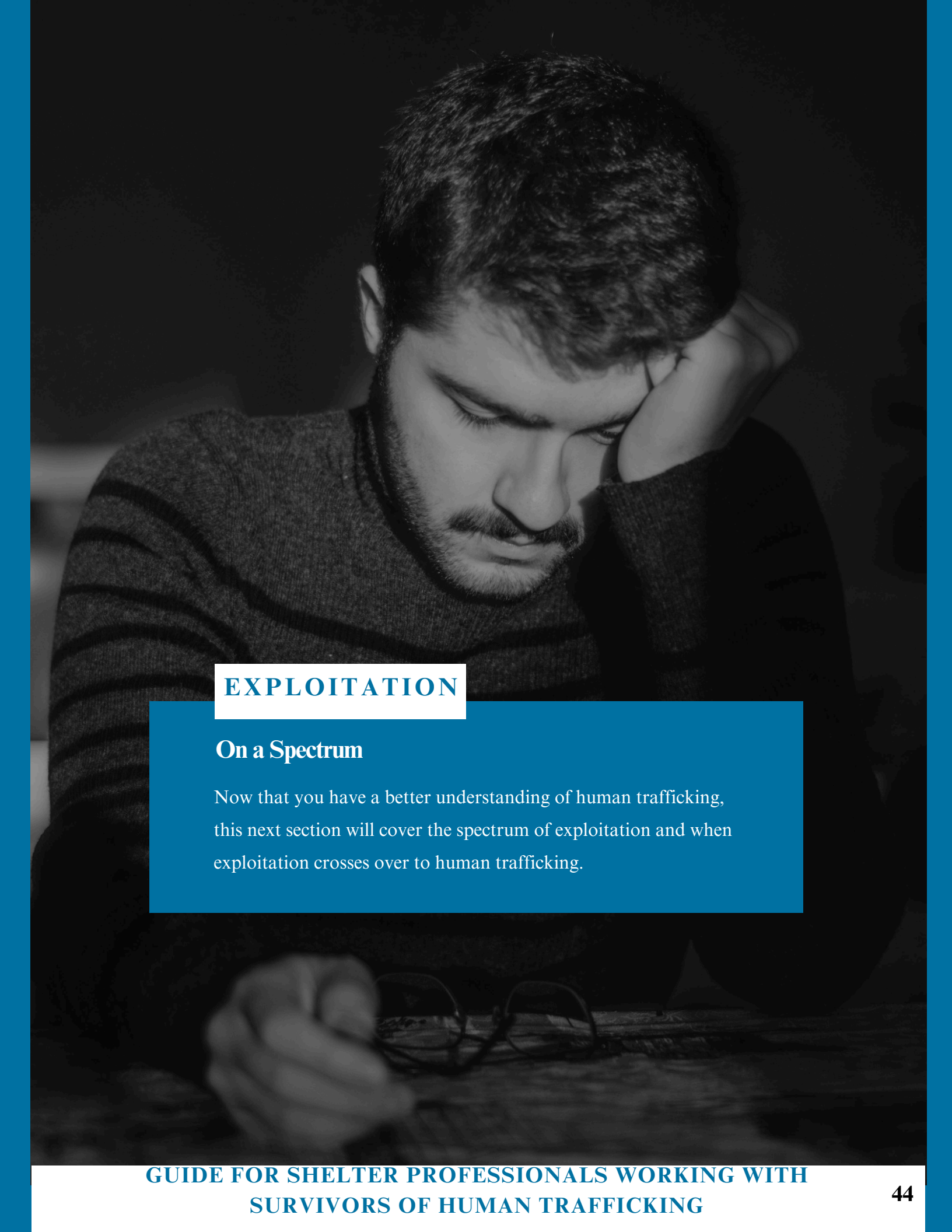
CASE EXAMPLE

In a case in Pakistan in January 2023, victims were lured by traffickers with promises of jobs and large payouts. Their kidneys were sold for up to the equivalent of \$4,000 USD. Unfortunately, victims of Trafficking in Persons for Organ Removal can sometimes be mistaken for criminals because they are being paid. However, we need to consider what exactly makes someone a victim of human trafficking and what makes them a criminal. A victim of human trafficking is someone who is recruited, deceived, harbored, transported, coerced, and exploited.

One might think that if someone is paid for their organ resulting in personal profit that the donor is part of the crime and not a victim of human trafficking. However, valid consent could not be attained if a donor was coerced and their vulnerability was exploited. The World Health Organization, among other authorities, actually requires a psychological evaluation to confirm that the donor is not financially profiting from or otherwise coerced into organ donation.

Source: Maginn, 2023

Notes:



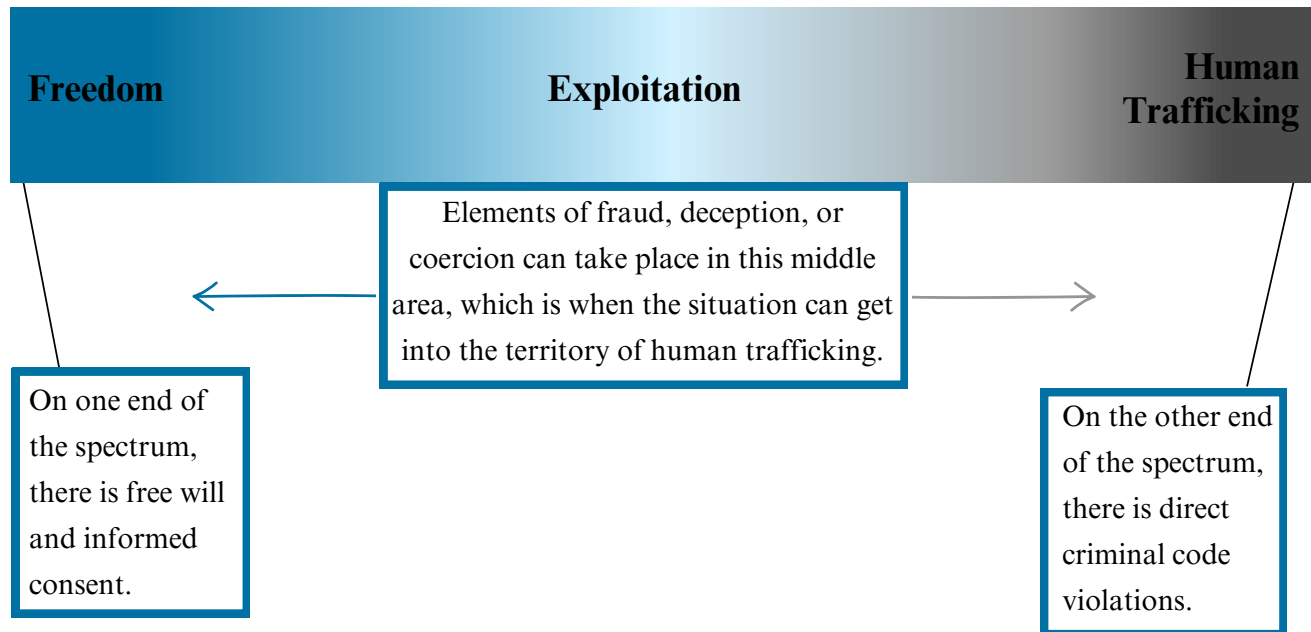
EXPLOITATION

On a Spectrum

Now that you have a better understanding of human trafficking, this next section will cover the spectrum of exploitation and when exploitation crosses over to human trafficking.

Exploitation on a Spectrum

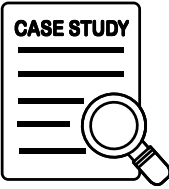
Professionals are starting to use the words exploitation and human trafficking synonymously to reflect on the fact that exploitation exists on a spectrum. Where there is human trafficking, there is exploitation. However, it is easier to identify the forms of human trafficking, as covered in the previous section, but not all forms of exploitation are so clear especially when the situation lands in the middle. Refer to the image below for a visual of what the spectrum of exploitation may look like



The Collaborative Network to End Exploitation explains that exploitation touches upon various social, economic, and legal aspects with labour code, human rights, and criminal code violations.



Are you aware of the differences between labour code, human rights, and criminal code? The labour code defines the rights and responsibilities of workers and employers in regulated workplaces; the human rights code ensures all individuals should have equal opportunity to pursue the life they choose and to have their needs accommodated, consistent with their duties and obligations as members of society, without discrimination; and the criminal code defines criminal offences enacted in Canada.



Let's review this case study again (case study 3.1 part 2):

Your local police are calling your shelter to advocate admission for a young woman who just turned 18 years old. Police explained that following a domestic dispute call from a neighbor who heard yelling and things breaking in the house. Upon investigation, police discovered that this young woman had refused to comply with her parents who have arranged a marriage for her in another country and she discovered this evening that travel plans have been made for her to go alone and not on the family trip that they told her it would be. When she protested the arrangement, her parents became angry and the situation escalated. Only a few months shy of graduating high school, the young woman is now homeless and has no financial supports.

- 1. Do you believe this young woman is experiencing exploitation?**

- 2. Has your answer changed since the last time you read this case scenario, and why?**

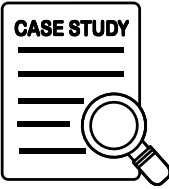
- 3. Would your organization be able to provide services to this individual?**

- 4. If not, what organizations would be able to provide services to support this young woman in your community?**

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.

Notes:

Another reason why exploitation may be difficult to identify is because the victim may have originally consented to the original situation. For example, victims may be in relationships with their trafficker, be it a family member, intimate partner or friend. As the spectrum of exploitation diagram depicts, deceit, fraud, and coercion must occur in these situations for exploitation to occur. The severity of the form of exploitation and the criminal codes it violates would classify the situation as human trafficking. This is why it is important to recognize what exploitation is on a spectrum first. When we start approaching from this mindset, we will start to assess for signs of exploitation first and dive deeper when we recognize exploitation is happening.



Case study 4.1: Natasha is currently a second year part-time university student and works full-time at a local restaurant as a waitress. Natasha is 21 years old and had hopes to graduate with her undergraduate degree along with her cohort, but had to switch to a part-time class schedule. Natasha works more hours to pay tuition and assist with household finances. Natasha currently lives with her mom in a small apartment. Natasha receives student funding, but it is reduced because she lives with a parent in the city where she attends university. Natasha has paid rent since she was 16 years old and, as she has gotten older, has been expected to take on more household expenses. Natasha's mom works various part-time jobs, but has not held stable employment in years and often goes long periods without employment. Historically, Natasha has been responsible to take on the entire cost supporting herself and her mom. Natasha is aware that moving out is an option, but is impacted by the inflated cost-of-living and cannot afford a place on her own. Friends have suggested living together, but Natasha feels a deep sense of obligation for her mom's quality of life.

1. Do you believe Natasha is experiencing exploitation and why?

2. What are some barriers Natasha is facing?

3. List some choices Natasha might have in her situation:

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.



Exploitation is the action or fact of treating someone unfairly in order to benefit from their work. It is the act of using someone unfairly for your own advantage.

Source: Oxford Dictionary



Activity 4.2:

1. In the space below, reflect on your current place(s) of employment and write down reasons why you are not exploited for your work, and areas where your work could become exploitive and why/how.

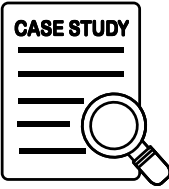
Things to consider:

What is your current position and role? What does your job security look like?

If you were unhappy with your job, can you leave tomorrow? What would that look like?

Do you believe you are receiving a fair wage/salary? Do you receive wage/salary increases based on inflation?

What do your breaks look like? What is the culture surrounding breaks at your organization(s)?



Case study 4.3: Luis is a migrant worker from Mexico. While working in Canada, he heard that there is a local who is able to smuggle people into the United States. Luis has family living in the U.S., but has not been successful in applying for a work permit. Luis felt if he could get into the U.S. and connected with his relatives, he would be able to afford a better life for himself. Upon getting in contact with the right people, Luis found out that there was a local man who would ferry people into the U.S. as they live in a border city. The man assured Luis he has done this many times before, and even has contacts in the U.S. who promised to pick Luis up and help him connect with his family. Luis paid the man a fee and a date was set. Luis was successfully ferried onto the U.S. side of the border and was picked up by two men who claimed they would assist him in the U.S. These two men took Luis to a shared home and connected him to a potential employer in the area, assuring him that he needed to earn American money before making the trip to locate his family. Luis agreed to this and quickly found himself in a labour trafficking situation where all of his documents were taken and he is forced to work grueling hours. Luis's new employer threatened to report him if he ever refused work or tried to run away.

- 1. Do you believe the Canadian man who smuggled Luis into the U.S is a trafficker and why?**
- 2. Do you believe Luis can claim to be a victim of human trafficking even though he consented to smuggling himself in the U.S?**
- 3. What did Luis consent to?**
- 4. When did Luis' situation of human smuggling turn into human trafficking?**

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.



Hopefully this section has given you a better understanding of how exploitation can be viewed on a spectrum as well as how to differentiate between exploitation and human trafficking. It is easy to identify things as one or the other. The reality is that we are working with people and real-life situations that are complex, especially in this context when the scenario falls in the middle of the spectrum. This is where you can refer back to the **A-M-P model** (act, means, and purpose) to identify what was done, if there was fraud, coercion, and/or deceit, and the intent of it in order to benefit who.

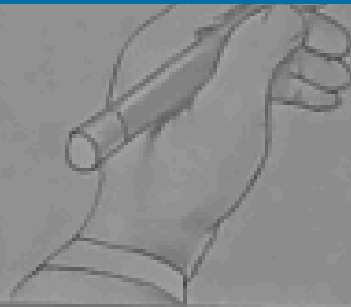
Notes:

I HAPPENS HERE

WHO

Are the traffickers and who are the victims of human trafficking?

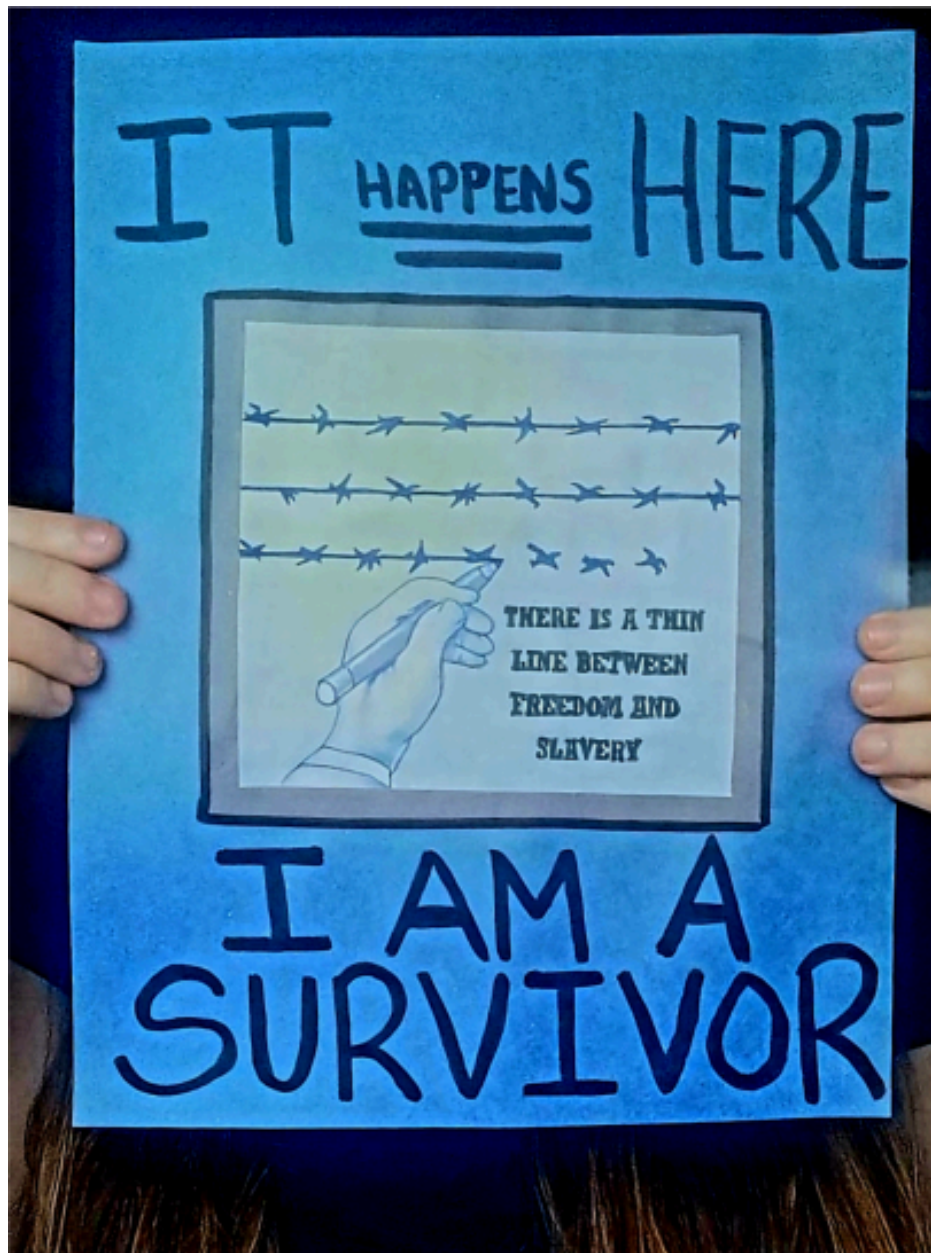
This is a common question that is asked when human trafficking is discussed. We believe that if we know characteristics of who could be a trafficker and who might be a victim of trafficking, it will help us better identify victims and offer support. Do you think this is true?



THERE IS A THIN
LINE BETWEEN
FREEDOM AND
SLAVERY

I AM A
SURVIVOR

Section Art Provided by Sommer



Section Art Provided by Sommer

The section cover image was created and photographed by Sommer who wanted to share the first poster she made for WECEN a few years ago. She chose the image because it captures a favourite piece and she believes it makes a strong statement.

"It took me 4 years to get away from my trafficker and 10 years to report it to the police; they still keep us psychologically trapped for years after escaping them which is why consistent and ongoing support is crucial for the healing process.

I am a survivor, and I am finally free."

-Sommer

Who are the traffickers?

Based on what we know of who a victim of human trafficking/exploitation can be, exploiters of human trafficking can include anyone from a single individual to those involved in organized enterprises to implement and profit from human trafficking. There is no evidence that traffickers are more likely to be of a particular race, nationality, gender, or sexual orientation. They may be family members, romantic partners, acquaintances, or strangers. A trafficker can be a single individual operating solo or as part of a more complex criminal organization. This can be gangs, but it can also be enterprises operating locally, nationally, or globally to lure and recruit, groom, and exploit individuals for profitable gains

Activity 5.1:

1. Think about what you know about human trafficking so far, the crimes associated with it, and the people who may be involved. Write in the space below who you believe can be a trafficker?

Data on survivors of trafficking show that 80% are young girls and women born and raised in Canada. While there is no data on the exact demographics of who traffickers are specifically, about 29% of human trafficking survivors identified their trafficker was a current or previous intimate partner. Traffickers can also collaborate with others to plan and execute the exploitation of individuals. They will use tactics such as force, coercion, and fraud to deceive their victim(s) as well as engage in other criminal activity. This may include utilizing the victim to recruit others and/or having the victim carry out criminal activity. This is a tactic that is very beneficial to traffickers as they are able to exploit their victims for two different purposes as well as gain control of their victims as they leverage the victim's criminal activity against them. Whether it is through false promises of protection and/or rewards, or threats of being discovered by authorities, traffickers maintain control of their victims through vulnerabilities that either existed or are created.

Source: Cotter, 2020

Activity 5.2:

1. Reflecting on the current guidelines at your organization now, what would be your organization's approach in serving a client with a criminal history, current involvement in a criminal investigation, and/or is known to attempt to recruit clients who access your organization?

2. If your organization does not have clear guidelines to follow, what are some steps you can take to prepare for a situation like this and who in your organization can provide directives on anti-human trafficking protocol?

Who Is Vulnerable?

"It can happen to anyone" and "it's happening in your backyard" are common statements in the anti-human trafficking field. Technically, they are true: Anyone can be trafficked, in any community, just as anyone can be the victim of any kind of crime. The real story is that while it can happen to anyone, available evidence suggests that Indigenous populations, people of color, and LGBTQ2S+ persons are more likely to be trafficked than other demographic groups. That is not a coincidence. Generational trauma, colonization, historic oppression, discrimination, and other societal factors and inequities create community-wide vulnerabilities. Traffickers recognize those vulnerabilities and use them to take advantage of people at higher risk-to-harm.

Source: The Polaris Project

The University of Toronto has listed vulnerabilities in generalized categories that further demonstrate how anyone can fall victim to human traffickers.

Economic vulnerabilities

Poverty, limited job opportunities, financial instability, and lack of access to education or skills training can make individuals more susceptible to trafficking. Economic desperation can make them more willing to accept risky job offers or fall for false promises of better employment and financial stability.

Lack of social support

Individuals who lack strong social networks, family support, or stable relationships may be more vulnerable to traffickers who exploit their need for belonging, companionship, or emotional support. Traffickers may manipulate their victims by posing as romantic partners or offering false friendships.

Migration and displacement

Migrants, including refugees and internally displaced persons, are particularly vulnerable to trafficking due to their unfamiliarity with the local context, limited legal protections, language barriers, and dependence on intermediaries. Traffickers may take advantage of their desperation, lack of documentation, and precarious living situations.

*Text on this page is from the Polaris Project and the University of Toronto web pages. Please visit their websites for more information.

Gender-based vulnerabilities

Women and girls are disproportionately targeted for trafficking, often for sexual exploitation. Gender inequality, discrimination, violence, and social norms that devalue and exploit women contribute to their vulnerability. However, men and boys can also be victims of trafficking, including forced labour or exploitation in industries such as construction or agriculture.

Age-related vulnerabilities

Children and youth are especially vulnerable to trafficking due to their limited life experience, lack of autonomy, and dependence on caregivers. Traffickers exploit their innocence, trust, and susceptibility to manipulation. Additionally, older adults may be targeted due to their social isolation, financial vulnerability, or health-related challenges.

Substance use and addiction

Individuals struggling with substance abuse issues may become vulnerable to trafficking as traffickers exploit their dependency and use drugs as a means of control. Traffickers may provide drugs in exchange for compliance or use addiction as a tool to keep victims trapped in exploitative situations. This also adds a layer of vulnerability as survivors struggling with substance use may be misidentified by service providers due to biases (Stoklasa, 2017).

Discrimination and marginalization

Discrimination based on race, ethnicity, nationality, religion, or other factors can contribute to marginalization and exclusion, making individuals more vulnerable to trafficking. Discriminatory systems and policies may limit their access to protection, resources, and support services.

Source: Community Safety Office at the University of Toronto

*Text on this page is from the University of Toronto web page. Please visit their website for more information.

Indigenous Vulnerability Factors

When it comes to Indigenous populations, the same vulnerabilities stand true and are exacerbated by Canada's colonial-settler history. Some of the reasons that Indigenous populations experience higher rates of trafficking are:

1

Socio-Economic Factors: High rates of poverty, unemployment and lower educational attainment in Indigenous communities contribute to vulnerability. Economic hardship can increase susceptibility to exploitation.

2

Historical Trauma: The legacy of colonization, including residential schools and systemic discrimination, has led to intergenerational trauma and caused disrupted supportive community structures, increasing vulnerability to trafficking.

3

Lack of Resources and Support: Limited access to social services, healthcare, and support networks in many Indigenous communities exacerbates the problem. Inadequate law enforcement and support for victims can also be factors

4

Discrimination and Racism: Systemic racism and discrimination contribute to the marginalization of Indigenous people, making it harder for them to access help and justice when they are trafficked.

5

High Risk in Certain Regions: Indigenous women and girls are often targeted in areas with high trafficking activity, including major cities and areas with significant sex work industries. Rural and remote areas may also be targeted due to their isolation.

Sources: The Centre, 2023; Truth and Reconciliation Commission of Canada, 2015; & Kaye, 2017

Youth Demographics & Vulnerabilities

Youth trafficking in Canada is a pressing issue, with alarming statistics underscoring its severity. According to the Canadian Centre to End Human Trafficking, young people, aged 15 to 24, represent a significant portion of trafficking victims, the majority being young women. Reports indicate that Indigenous youth are particularly vulnerable, comprising a disproportionate number of cases. In 2019, Public Safety Canada noted that 93% of identified victims of human trafficking were women and girls, a significant number being under the age of 18.

Additionally, the Royal Canadian Mounted Police (RCMP) reports that youth are often targeted through social media and online platforms, highlighting the need for digital literacy education. A 2018 study by Justice Canada found that youth who have experienced homelessness are at an increased risk of being trafficked, emphasizing the intersection of socio-economic factors and vulnerability.

Furthermore, a report from the Canadian Observatory on Homelessness indicated that approximately 20% of homeless youth have experienced some form of human trafficking. These statistics illustrate the critical need for targeted interventions and support systems to protect vulnerable youth. For comprehensive insights, resources like the Canadian Human Trafficking Hotline (1-833-900-1010) serve as vital points of contact for victims and those seeking assistance.

Adverse Childhood Experiences (ACEs) significantly correlate with the risk of youth trafficking, as they create vulnerabilities that traffickers often exploit. ACEs, which include various forms of abuse, neglect, and household dysfunction, can lead to emotional and psychological challenges that make youth more susceptible to manipulation. According to a report from the Canadian Centre to End Human Trafficking, youth who have experienced ACEs often lack stable support systems, making them targets for traffickers who offer false promises of safety, love, or financial support.

Sources: One Child, 2019; Public Safety Canada, 2024; Royal Canadian Mounted Police, 2024; Justice Canada, 2018; Middleton et al., 2022 & Canadian Observatory on Homelessness, 2020.

Some literature has examined samples of justice-involved youth and found specific ACEs that serve as risk factors for sex trafficking. In a study, Youth who had experienced sex trafficking had higher ACE scores than the control group in every domain indicative of child maltreatment: emotional abuse, physical abuse, sexual abuse, emotional neglect, physical neglect, and family violence.

Middleton et al., (2022)

Research indicates that youth with high ACE scores may exhibit behaviours such as seeking affection in unhealthy relationships or struggling with trust issues which traffickers can exploit (Department of Justice Canada, 2024). Furthermore, the Gaetz et al. (2018) emphasized that youth experiencing homelessness or instability, frequently resulting from ACEs, are particularly at risk. These youths are often desperate for connection and may be more easily lured into trafficking situations through grooming tactics that play on their vulnerabilities. This is further support by a study by Baird et al. (2020) that suggest that youth involved with Child Welfare were at elevated risks to be victimized by sex traffickers.

One survivor pointed out as they shared their family dynamics and what they had witnessed in their home growing up,

**Family is supposed to be a source of love, security, and support.
But I believe that family can also groom you to accept being
exploited by others.**

-Bijoux

Sources: Canadian Centre to End Human Trafficking, n.d.; Public Safety Canada, 2019; Royal Canadian Mounted Police, 2024; Baird et al., 2020; Department of Justice Canada, 2024; Middleton et al., 2022; & Gaetz et al. 2018.

This survivor also wanted to bring attention to not only how parents can be manipulative through emotional and financial exploitation, but also the cultural pressures that family brings, expressing that in her culture, family is supposed to be paramount and the kids are often expected to sacrifice their dreams and desires for the collective good. This also means that personal boundaries are ignored.

When it's cultural, it feels different because it's labeled as "tradition". Pretty words are used to hide the reinforcement of power dynamics and family loyalty.

-Bijoux

On the same note as cultural expectations, Sommer expressed her concerns with Canadian law pertaining to an open age-of-consent without precautions. She shared that when she was 17 years old, her first trafficker was 24 years old and her second trafficker was 29 years old when she was only 18 years old.

People say "age is just a number" and its easy to believe it because life is short and you want to have a good time, but it's not.

I should not be sleeping with someone who is 12 years older than me when I'm 18, like I was just able to provide consent a couple days ago—I was in high school 3 months ago.

-Sommer

Middleton et al. (2022) examined both trafficked and non-trafficked youth and their study revealed the statistics below:

56% of sex-trafficked youth had experienced physical neglect, compared to 35.6% of the non-sex trafficked youth.

68.5% of sex-trafficked youth indicated that they had been emotionally abused in childhood, compared to 53.8% of the sample of trafficked and non-trafficked youth.

48% of the sex-trafficked youth reported that they had witnessed domestic abuse as children

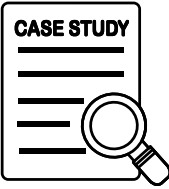
59.3% of youth who had been sex trafficked had also been sexually abused, compared to 37.9% of the non-sex trafficked youth.

Youth who run away from home are at increased risk of experiencing sex trafficking. United States data suggests that a youth is approached by a trafficker within 24 hours of running away from home (Middleton et al. (2022), & Manville (2021)).

Activity 5.3:

It is important to recognize that vulnerability does not imply complicity. Traffickers prey on individuals in vulnerable situations, manipulating and coercing them into exploitation.

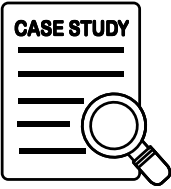
- 1. Reflect on what you have read about human trafficking so far. Draw or write down who you believe could be vulnerable to human traffickers.**



Case Study 5.4: Sarah is a recent high school graduate and just moved to a big city to start university. Sarah is excited to live on her own for the first time and is finally moving away from the small town she grew up in. She will be the first person in her family to attend university. Sarah was raised by a single parent and will be relying on student financial aid programs to help pay for the next four years of her studies and living expenses. Sarah will be sharing a dormitory with another student on campus, as is mandatory for first year students, which obligates her to purchase the on-campus meal plan. The added cost of the meal plan is much more than Sarah expected and her financial aid allowances do not cover all of her costs. Sarah started looking for a part-time job near her campus, but it was difficult to find one that would accommodate her school schedule. At a nearby restaurant, Sarah saw a "help wanted" sign in the window and decided to inquire. Sarah met with the restaurant manager who offered to hire her on the spot if she would accept cash-only payments and a promise that she could set her own hours. Evening shifts would not be a problem as the restaurant does not close until 4:00 AM. Sarah was very excited for the opportunity to earn money without having to report it to her financial aid office next semester and risk reducing the already insufficient allowance. Sarah was also grateful for the flexible scheduling that will let her focus on her studies.

1. Identify some of the vulnerabilities in Sarah's situation.

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.



Case Study 5.4 Continued:

2. What are some concerns that popped into your mind when you read about Sarah's situation?

3. If you were talking to Sarah and she shared this, what are some questions you would ask her next?

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.

Notes:

GROOMING

Luring & Recruitment

How is a victim groomed? What are some grooming and luring tactics traffickers are using? How does one get recruited? These are common questions professionals are asking. If we can better understand grooming, luring, and recruiting tactics, we will be quicker at identifying these patterns of behaviours.



Photo provided by Bijoux



Section Art Provided by Bijoux

The section cover image was taken by a survivor who wanted to be represented by her lovable cat's name, Bijoux, who felt that these lenses are representative of how your perspective changes at different stages of healing.

"Through obscured lenses, trauma and exploitation distort the world—but as the view clears, you can reclaim your sight, healing by confronting the truth you were once forced to ignore."

-Bijoux

**"Blurred by pain and lies,
Through cracked glass, she finds her way—
Healing clears the view."**

-Bijoux

Grooming, Luring, & Recruitment

Understanding how traffickers are motivated and the tactics they use to groom, lure, and recruit victims is the start to identifying signs and experiences of exploitation. At this point it is important for us to revisit the concept of low-risk and high reward:

Low-Risk

Since many people do not understand the crime or what signs to look for, human trafficking can often go unnoticed. Victims are often unwilling or afraid to take action against their traffickers making human trafficking cases difficult to prosecute

High Reward

Human traffickers make big profits. They pay their victims little to nothing for their services and keep most of the money for themselves.

Unlike the trafficking of drugs and weapons, **human traffickers are able to sell a service over and over again.**

Where human traffickers find victims

Human traffickers are strategic in how they recruit victims. They may go to places they can meet young, vulnerable, or in-transit people, like bus stations, youth shelters, group homes, malls or even outside of schools. They may also target people online so they can hide their identities while trying to find out personal information. Often, traffickers target someone they know like an intimate partner, family member, friend or co-worker.

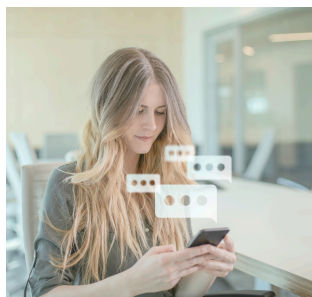
How traffickers take control

Traffickers may use forceful means, but often they will seek to establish trust with their victim first. Once they gain control, they can often find ways to manipulate and apply pressure on victims to cooperate. Here's how recruitment could happen:

Source: Public Safety Canada

*Text on this page is from the Public Safety Canada web page. Please visit their website for more information.

Luring & Recruitment



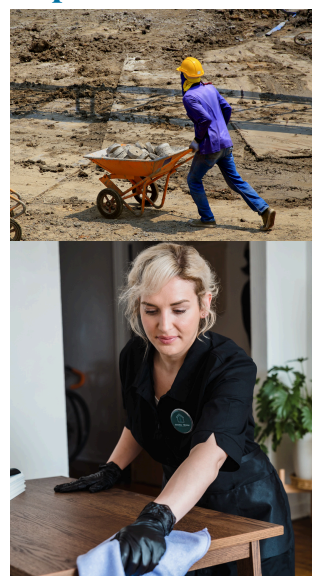
Traffickers often look for unmet needs in a person's life and try to fulfill them. Whether it is love, money, self-esteem, or even supporting their family financially, traffickers may appear to fill these voids to gain their victim's trust. This can be done through establishing friendship, showing romantic interest, or even offering job opportunities.

Grooming



Traffickers may make false promises that respond to their targets' needs and isolate them from family and friends. Some traffickers pressure their victim(s) into providing services to earn love, pay back a favour or gifts or show their gratitude. Less subtle traffickers can force people or trap them through blackmail, confinement, moving from place to place, supplying drugs, physical and mental abuse, withholding pay or identification documents and threats of deportation.

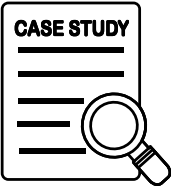
Exploitation



Traffickers insert themselves into the center of victims' lives to take full control. Victims are often slowly pushed into doing things they might be uncomfortable with. For example, being asked to have sex with a friend to make quick money or accepting work in a remote location with little to no information up front. Victims may begin to feel frightened or isolated and over time become increasingly reliant on their trafficker. Once a trafficker establishes control, the aim is to keep victims stuck in the trafficking situation. This can involve physical threats to them or their loved ones, threats of deportation, control through aiding drug addiction or even withholding pay, making it extremely difficult for victims to seek help.

Source: Public Safety Canada

*Text on this page is from the Public Safety Canada web page. Please visit their website for more information.

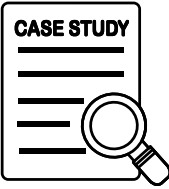


Case Study 6.1: Tom is 19 years old and has been living with friends until he can save up enough money to rent a place including money for first and last months' rent required by many landlords in his area. Tom left home when he was 16 years old and has learned to support himself. With recent inflation costs, Tom's part-time job is not enough to support him and he has overstayed his welcome at his friend's 1-bedroom apartment. As a joke one day, his friend made a comment that Tom should start selling nude photos online to earn money quickly. In desperation to make enough money to support himself, Tom started selling sexually explicit photos online and noticed he had attracted a few consistent customers very quickly. These customers started to ask for more content with specific demands. Tom was uncomfortable with this, but the demands were aggressive and Tom felt he could not afford to lose his current customers.

One customer in particular had been in contact with Tom for some time and Tom learned that he was a business man in the area. After communicating for a while, the businessman offered Tom a full-time position at one of the wellness centers they operate. The businessman assured Tom that he would work in reception greeting customers and assist with daily cleaning tasks. The business man also offered to pay Tom in cash to help with saving for his housing goals.

1. Based on what you've read, at what point was Tom being exploited?

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.

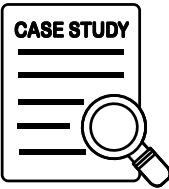


Case Study 6.1 continued:

2. Only being able to assume that the businessman could possibly be exploiting Tom, what are some grooming tactics displayed by the businessman in this case?

3. What are some red flags that alerted you when you read this case?

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.



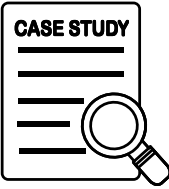
Case study 6.2: Trinh is a 21 year old recent university graduate from Vietnam. While searching for a job, she found an ad to work at a company in Canada as a Finance Analyst. The job posting boasts a high salary, sign-on bonus, and flexible paid vacation time for international employees.

Trinh became excited about this position after she met with a local company recruiter who assured her that the company is reputable. After looking online and reviewing their website, Trinh felt this company was legitimate. Trinh submitted her resume to the recruiter who promised to take care of her work visa application after she pays a fee, but will secure a ticket for her flight to Canada. The recruiter assured Trinh again that this is a great work opportunity for her and that what she earns in Canadian dollars can be exchanged to Vietnamese dollars and receive a higher rate. Trinh was excited to be able to send financial help to her aging parents who own a small coffee stand that supports the family.

After a few months, Trinh arrived in Canada and was met by a company representative at the airport who would take her to the housing by the employer. The representative requested Trinh's passport and any other documents she had with her and told her they needed to submit them to the Human Resources department so they could be added to her employee records.

Trinh was dropped off at a house in a subdivision and realized she was sharing a room with 3 other women and the house with 12 more. One of the women sharing a room with her told her that she has been there the longest, so she is the only one allowed on the bed. The other woman sharing the space sleeps on a small couch in the bedroom, leaving Trinh to use the floor of the bedroom closet outfitted with a sleeping bag.

The next morning Trinh and the 12 housemates were picked up by a driver who dropped the women off at a nail salon. Trinh was confused and inquired as to why she was at the nail salon instead of the company she had applied for. The owner of the nail salon informed Trinh that she was referred here by the recruiter and since they had paid for her flight, she would need to work for them to pay for it. Trinh's boss also informed her she will not be receiving a salary or tips for the first 3 months of working at the salon because she is in training. Trinh is informed that she is expected to work Monday to Saturday from 9:00 AM - 9:00 PM and is given a 30 minute lunch break if the salon is not busy. On Sundays, the employer will arrange a ride to the grocery store for everyone to purchase their own groceries for the week and because Trinh is not currently earning any money, will provide a weekly loan for food and personal needs.



Case study 6.2 continued

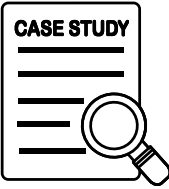
The employer also explained that if Trinh needs money for anything else, it could be loaned to her as well. Trinh was told that she would be charged interest on the loans and the rate would be decided by employer.

Trinh originally refused to work and demanded to be dropped off at the airport to go back home. Trinh was informed that she is actually in Canada on a travel visa to see relatives and going home so soon will result in Canadian Customs flagging her passport to prevent her from entering Canada in the future. Trinh's employer promised that as long as she worked hard the next three months and pays off her debt, they can help her apply for Canadian citizenship. From there, Trinh can sponsor her parents to come to Canada for a more comfortable life. Trinh's employer warned her not to speak to anyone about this because it could get her arrested and get her parents in trouble for lying to the Canadian government. Trinh's employer told her that as fellow Vietnamese people, many of the workers at the nail salon are also working hard to earn money to send home for their families and if Trinh speaks up about the arrangement, it would ruin the livelihoods of many families. For these reasons, Trinh agreed to stay and work off her debt in hopes of affording a better future for her and her parents.

1. What were Trinh's vulnerabilities?

2. How was Trinh recruited?

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.



Case study 6.2 continued:

3. What methods were used by the trafficker(s) in this scenario?

4. List some possible factors that would keep Trinh in her current position and prevent her from seeking support.

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.

Youth

Youth grooming and luring for trafficking in Canada often involves manipulative tactics that exploit vulnerabilities. Traffickers typically engage in a process that starts with building trust which can occur through social media platforms, where many youth interact. Traffickers often pose as friends or romantic partners, using emotional manipulation to create dependency.

Traffickers may provide a sense of belonging, emotional support, or financial assistance, making it difficult for young people to recognize the manipulation. In many cases, they may lure victims into a false sense of security, promising a better life or opportunities that ultimately lead to exploitation. Youth experiencing homelessness are at higher risk of being vulnerable to traffickers as they may be more open to offers of shelter, companionship, or financial support.

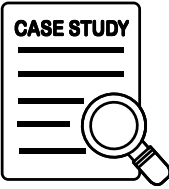
Furthermore, many youth are recruited through peer networks where traffickers leverage existing relationships to gain access to potential victims. The Royal Canadian Mounted Police (RCMP) has identified that these recruitment strategies often involve the use of social media where traffickers can reach out to multiple youth simultaneously, making it easier to find those who are vulnerable.

In Canada, the phenomenon of peer-to-peer recruitment is significant, with traffickers sometimes utilizing youth as intermediaries to identify and manipulate vulnerable individuals.

- Canadian Centre to End Human Trafficking, n.d.

Traffickers exploit existing friendships and social networks to identify vulnerable individuals and youth frequently serve as intermediaries, sometimes unknowingly. Peers can manipulate each other into risky situations, particularly through promises of companionship or financial support. Social media platforms facilitate this type of recruitment by enabling connections where personal information may be shared and vulnerability increased.

Sources: Canadian Centre to End Human Trafficking, n.d.; Public Safety Canada, 2024; Royal Canadian Mounted Police, 2024; Department of Justice Canada, 2024; Children's Rights, 2022; & Gaetz et al., 2018.

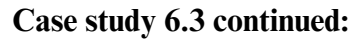


Case study 6.3: Julia is an 11 year old girl who was just given a tablet with the parental restrictions activated. Julia loves watching videos, playing games, and listening to music through apps on her tablet. Her parents closely monitor the content she watches and she has been taught to not chat with strangers. Due to her parents being strict, Julia often feels she is ostracized from her peers as they are able to connect with each other on various social media and communication apps. One day at school, Julia overhears a classmate talk about their private playlist on a popular music app. Julia asked to be part of this private playlist as she wants to hear what songs are on it. The classmate told her she can be added, but only if she swears to keep it a secret, because only a couple of their peers can know about it. Julia agreed and was so excited to be part of something that seemed so cool.

At home that night, Julia received a request to join a private playlist. Once she accepted the invitation, Julia quickly realized she could message the people in the private playlist by changing the song titles. Julia was thrilled that she was able to chat with her school friends and when her parents inquired what she was doing, Julia told them she was personalizing her playlist.

Over time, Julia was more comfortable using the music app and had multiple private playlists for many different "chats." She talked most with an assumed classmate who she had a private playlist with. This classmate also showed her how she could change the album cover of her playlists. At first they were changing the album covers to images of shows and artists they both liked, but the friend started changing the album cover to more sexually explicit images. This classmate told Julia about all of the girls in her class with private playlists like this and that it is part of growing up and being a preteen.

As time went on, this classmate urged Julia to share photos of her face, promising that they are now good friends and already see each other at school. Agreeing that it seemed reasonable, Julia started sharing her selfies as the album cover. Every time Julia asked the classmate to reveal themselves, there was always an excuse. The requests for photos became more and more explicit with requests to see Julia's outfit of the day becoming requests to see her in her underwear. Julia was uncomfortable with this request and she spoke to her classmate who originally added her to their private playlist. The classmate told her these requests were normal and other classmates using other social media apps will share photos like this because it is "just in fun," especially since they were starting to take sex education classes at school.



Julia was still unsure about this, but the online friend in her private playlist appeared to be losing interest and Julia was afraid of losing a friend she had so much in common with. Julia began sharing the explicit photos in the playlist.

- 1. What were the luring and grooming methods used here?**
- 2. What were Julia's vulnerabilities?**
- 3. What are some red flags that alerted you when you read this case?**

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.

Activity 6.4:

1. After working through the case studies, list some factors that would lead someone into being exploited.

2. List two everyday situations you may encounter where exploitation is occurring.

Disclaimer: The information contained in this case study is to be used only as an example as part of a teaching aid for this guidebook. The information in the case study is both factual and fictional.

Notes:

The background of the page is a black and white photograph of a brick wall. A large, semi-transparent blue rectangular box is positioned in the upper left quadrant, containing the text 'IPV' and 'and Human Trafficking'.

IPV

and Human Trafficking

Can someone be experiencing intimate partner violence and human trafficking at the same time? If a client presents themselves as experiencing intimate partner violence or domestic violence, do we still need to continue assessing for exploitation and human trafficking?

Human Trafficking and Domestic Violence/Intimate Partner Violence

While the definition and parameters of human trafficking are often subject to interpretation by policy makers, law enforcement personnel and frontline workers, scholars agree that the various methods traffickers use to exploit their victims stem from a specific intent to coerce victims (Cotter, 2020; Hume & Sidun, 2017; and Sanborn & Giardino, 2015). Understanding the impact of coercion in the lives of survivors of human trafficking will shed light on the common question of why victims do not just leave or seek help.

“A common way in which traffickers lure or groom victims is to position themselves as trustworthy, through false promises or pretenses of romantic interest.”

(Cotter, 2020, p. 8)

Police-reported data revealed that it was common for traffickers to develop a relationship with their victim as either a friend, acquaintance, or intimate partner (Cotter, 2020). This can set an environment where the victim perceives themselves as the 'girlfriend' to their trafficker as the coercion would involve the victims being treated very well in the beginning stages.

Staff at multiple domestic violence shelters shared situations where they have assisted a woman admitting themselves to shelter for abuse at the hands of her intimate partner and later receive a disclosure from the woman that her partner also forces her to perform sexual favours for his friends who pay him. One shelter management staff shared:

Shelter staff are hearing cases like these at many shelters, but sometimes the focus is solely on domestic abuse and the piece related to exploitation is missed.

(Shelter Staff, Personal Communications, March 16, 2022)

It is easy for us to stop assessing when we have decided that a client qualifies for our services. We know that the client is reaching out to us for a particular service and it feels like we can stop once we have a case to provide the service. It is also natural to feel conflicted between wanting to dive deeper and stopping when we can to prevent re-victimization.

Activity 7.1:

List some questions you may ask a client as follow-up if they presented at your agency for services. Think about how you would frame the questions to get a better picture of what the client is experiencing without feeling like you are being invasive.

Current data does not support the mainstream discourse that human trafficking in Canada is connected to organized crime links, as the legal definition of organized crime involves three or more persons. The following data demonstrates that human trafficking in Canada frequently involves a single accused or not more than two accused persons, as:

1

- 92% of survivors knew their trafficker (Cotter, 2020) and of the 92%

2

- 24% of victims were trafficked by a current or former intimate partner
- 5% were trafficked by the current or former spouse or common-law partner (Cotter, 2020).



Were you aware of these statistics?

Knowing this now as a service provider and applying what you know about survivors of domestic violence, sexual assault, child abuse, and kidnapping, do you think you can begin to understand the mindset of a victim of domestic human trafficking?

The Centre (2020) makes a compelling argument that the complex issues of human trafficking and domestic violence can be interwoven. Therefore, human trafficking victims and survivors may choose to access support from domestic violence, intimate partner, family violence and homeless shelters because; (1) these services are more accessible in Canada and (2) victims and survivors may not self-identify as having experienced trafficking due to the lack of awareness and education around human trafficking in Canada and are more likely to identify as experiencing abuse and/or homelessness. This is especially true when considering that there is no definitive profile of a victim of human trafficking, but the similarities between the early stages of human trafficking and intimate partner violence are undeniable.

Domestic, intimate partner, and family violence shelters can play a large role in supporting human trafficking victims and survivors for the following reasons:

- 1** 24/7 staffing and response;
- 2** refined security protocols; and
- 3** trained staff to understand the complex issues of violence and trauma.

Sources: The Centre, 2020; Anthony, 2018; Schwarz, 2019, & Sanborn & Giardino, 2015

For reasons surrounding security protocols and personal safety measures, a victim of trafficking may not choose to attend a homeless shelter as they may not address the physical and psychological needs of victims and survivors. Therefore, a homeless shelter may not be ideal, but this does not mean that survivors would not access these shelters.

Aside from being equipped to provide services to support survivors of human trafficking in domestic violence shelters, these shelters are most likely able to identify someone who has experienced trafficking. This is due to the fact that a victim of human trafficking who can access shelter services may first identify themselves as a victim of domestic abuse. This data is reflected in Figure 7.1 as shelter and housing made up the majority of referrals from the Canadian Human Trafficking Hotline from 2019 to 2020, with 69% of shelter referrals focused on an emergency or short-term shelter (The Centre, 2021).

Figure 7.1

Types of Referrals – Trafficking Cases

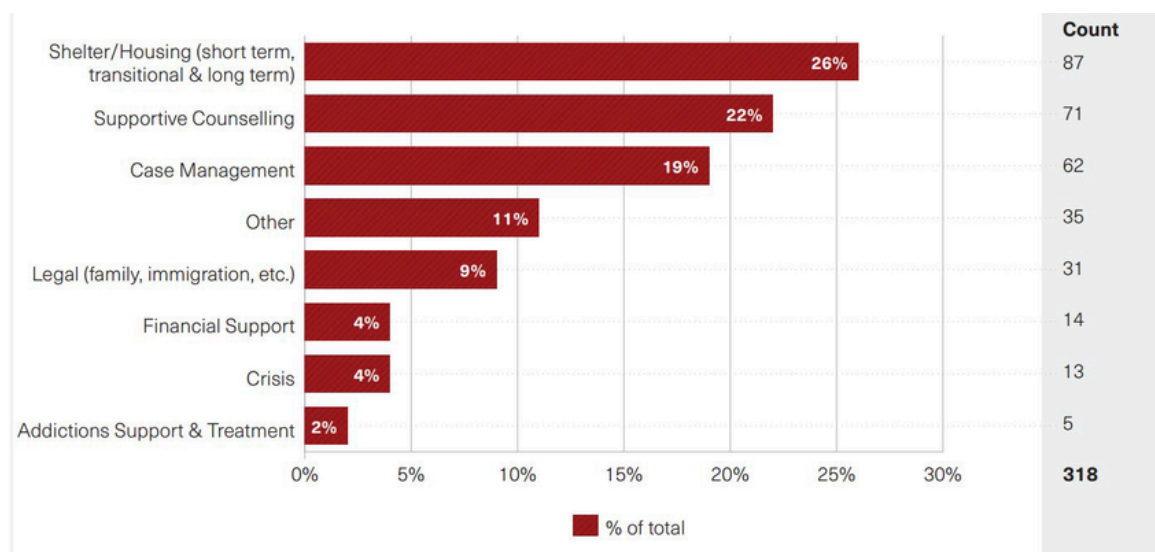


Figure 7.1. Breakdown of the types of referrals provided to victims/survivors who called the Hotline between 2019 – 2020 (The Centre, 2021, p. 23).

Additional Sources: Sanborn & Giardino, 2015; Jones, Enstrom, Hilliard, & Diaz, 2007, & The Centre, 2021

Activity 7.2:

1. List some personal safety measures and security protocols your local shelters may offer. Write the list knowing that it will help you explain the measures to a potential survivor of human trafficking.

Domestic Violence Power & Control Wheel

Abuse in relationships are complex and hard to explain, but the Power and Control Wheel highlights tactics used by abusers to gain and maintain power and control over their victim.



Copyright by the Domestic Abuse Intervention Project

202 East Superior Street, Duluth, MN, 55802

218-722-2781

Human Trafficking Power & Control Wheel

This Power and Control Wheel highlights tactics used by traffickers to gain and maintain power and control over their victim.

Please note that various forms of sex work as listed on the outer ring of the diagram is not suggesting that sex work is sex trafficking.



This wheel was adapted from the Domestic Abuse Intervention Project's Duluth Model Power and Control Wheel, available at www.theduluthmodel.org

Polaris Project | P.O. Box 53315, Washington, DC 20009 | Tel: 202.745.1001 | www.PolarisProject.org | Info@PolarisProject.org

© Copyright Polaris Project, 2010. All Rights Reserved.

This publication was made possible in part through Grant Number 90XR0012/02 from the Anti-Trafficking in Persons Division, Office of Refugee Resettlement, U.S. Department of Health and Human Services (HHS). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Anti-Trafficking in Persons Division, Office of Refugee Resettlement, or HHS.

Activity 7.3:

1a. Comparing the two power and control wheels, what are some areas that you immediately see an overlap?

1b. Can you list a possible scenario(s)?

2. In your own words, describe how domestic violence (DV) and intimate partner violence (IPV) can crossover into human trafficking?

Notes:



INDICATORS

of Trafficking

What are the indicators of trafficking? If we can recognize the signs, can we better identify experiences of exploitation and human trafficking?

Section Art Provided by Sharon



Section Art Provided by Sharon

The section cover image was taken by Sharon, who shared that her trafficker had tied this ribbon with a chain print on it around her wrist shortly before her escape.

"The chains were tied around my wrist in the form of a ribbon, but never again. I escaped; I broke the metaphorical chains and have reclaimed my life."

- Sharon



Surveys indicated this was common knowledge.

When asked, shelter workers were able to list red flags and indicators of human trafficking even though studies reviewed and conversations had with shelter workers revealed that shelter workers are misidentifying experiences of trafficking. Why?

Common Indicators

Pre-Test Results:

Prior to attending Anti-Human Trafficking training presented by the Project Coordinator, over 100 shelter staff in three communities in Southwestern Ontario participated in a pre-test survey. In the pre-test questions, shelter staff were able to list common indicators of human trafficking with confidence and accuracy. Common categories and red flags of experiences of exploitation identified by shelter staff are listed below.



Identification

- No ID
- No access to services
- No access to healthcare
- From another area



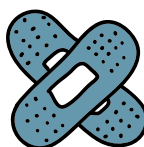
Finances

- Having no money
- No control over personal finances
- Lack of stable living conditions
- Concerns regarding work hours



Social Control

- Social isolation
- No supports
- Controlled behaviour
- Cannot speak without permission



Physical

- Malnourishment
- Physical injuries
- Untreated injuries
- History of injuries/trauma

If shelter staff are able to accurately identify red flags and common indicators of human trafficking, why is the literature suggesting that frontline staff are misidentifying exploitation and human trafficking?

Activity 8.1:

1. In the space below, list what you believe are signs of human trafficking that might be missing from the previous page.

Notes:

Signs of Human Trafficking

Warning Signs that someone may be a victim of human trafficking include:

- Being controlled by others, driven to and from locations, and escorted at all times.
- Being controlled and watched by others, having someone speak for them in public.
- Not being familiar with the neighbourhood they live or work in.
- Being moved frequently; claim to be “new” or “just visiting.”
- Not being allowed to contact family or friends.

Mental Health or Signs of Abnormal Behaviour:

- Act in a fearful, anxious, submissive or nervous manner, excessive concern about displeasing partner/employer.
- Fearful of law enforcement or immigration services.
- Avoids eye contact, has another person speak for them.
- Uses slang terminology that is popular within the sex industry subculture (daddy/pimp/bottom, etc.).

Physical Appearance:

- May be dressed in clothing inappropriate for the time of year or context.
- May suddenly have expensive clothing, purses, shoes, nail services, etc.
- Branding with tattoos of the trafficker’s name or symbol.
- May have bruises or other signs of physical abuse including malnourishment.

Victims may:

- Not know that they are being victimized because they have a relationship with their trafficker, as it could be their boyfriend or friend.
- Not appear to need assistance because they have a place to live, food to eat, nice clothes, medical care and even a “paying job.”
- Be unaware of their rights or may have been intentionally misinformed about their rights so they don’t know they can receive help.

Source: Canadian Centre to End Human Trafficking

Why are we Misidentifying?

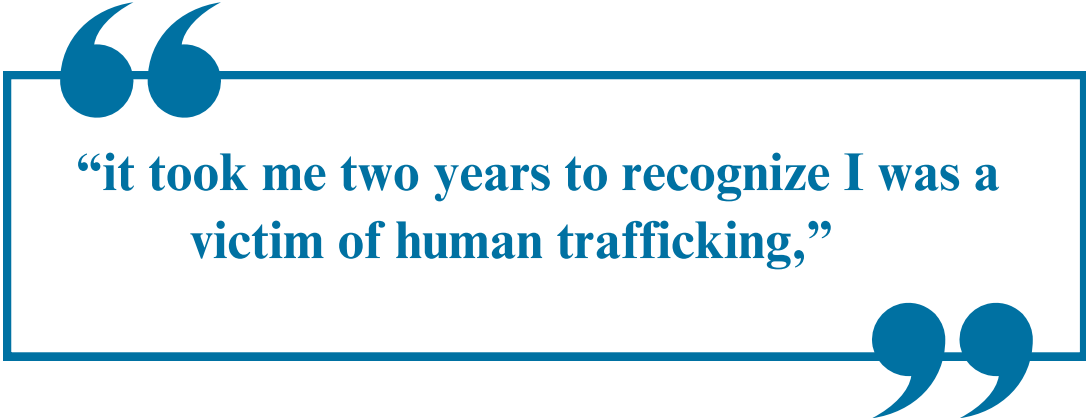
With the complex nature of human trafficking, along with the elaborate grooming process many survivors of human trafficking experience, it can be understood at this point that if a client accessing a shelter does not self-identify or if shelter staff do not receive a referral from a third-party organization, frontline staff may also misidentify the service user.

Reasons why a survivor may not self-identify:

- Survivor becomes dependent on their trafficker through the grooming and coercion process leaving them to possibly believe that this is part of the relationship.
- Fear of getting into trouble with law enforcement, facing deportation or being threatened with deportation if they come forward.
- Survivors may refrain from self-identifying to health care workers due to some of the following reasons: fear, shame, language barriers, trafficker being present and limited interaction with medical professionals.
- While the barrier of having the trafficker present in a shelter setting may be lower, survivors are very aware of the risks and danger they could face if discovered by their trafficker or an acquaintance of their trafficker.
- Victims may not be aware of Canadian labour laws and are unaware they are being exploited.
- They may not perceive their situation as human trafficking due to the nature of the crime, especially when the survivor's trafficker is labelled as their intimate partner.

Survivors of human trafficking have talked about the coercive tactics used by traffickers during the grooming process, which includes, but is not limited to isolation, monopolization of perception, induced incapacity or exhaustion, threats (to victim or against victims' family), occasional indulgences, demonstration of omnipotence, degradation and enforcement of minor demands. These coercive tactics lead to the submission of the victim and reinforces submission without having to use physical force (Baldwin et al., 2011; Baldwin, Fehrenbacher, & Eiseman, 2015).

As stated by a survivor when she recalled her experience after leaving her intimate partner:



“it took me two years to recognize I was a victim of human trafficking,”

Another survivor disclosed that she was in a dating relationship with her trafficker before they groomed her into a sex trafficking situation. This psychological coercion is one of the reasons why frontline workers, such as law enforcement, social workers, and healthcare professionals, may report that they rarely encounter victims of human trafficking (Jones et al., 2007; Baldwin et al., 2011).

Two main reasons why we are misidentifying:

- 1** Survivors of human trafficking are intentionally kept out of sight through various tactics of grooming, coercion, and control.
- 2** Our current systems rely on survivor self-identification.



Before reading the next section, take a moment to visualize who you believe a victim of human trafficking could be.

How do they look?

Are you seeing a specific ethnicity?

How do they sound?

What is their assumed story?

Both of the reasons above rely on victims to understand their situation and reach out to services for assistance. This becomes a more difficult issue to address when considering how the scope of trafficking has expanded over the years. Many researchers discuss the clandestine nature of human trafficking, but to further narrow it down;

many people (including frontline workers) still believe in the mainstream media portrayal of a victim of human trafficking (young girls from foreign countries who are coerced, kidnapped, and forced into prostitution



when it appears that the definition of trafficking has now been broadened to include varying forms of exploitation and coercion.

Source: Clawson & Dutch, 2008; Clawson, Dutch, & Cummings, 2006; & Shwarz, 2019



Now that I have gone from being victimized to a survivor to an advocate – there is so many levels of trafficking its hard to identify.

- Toni

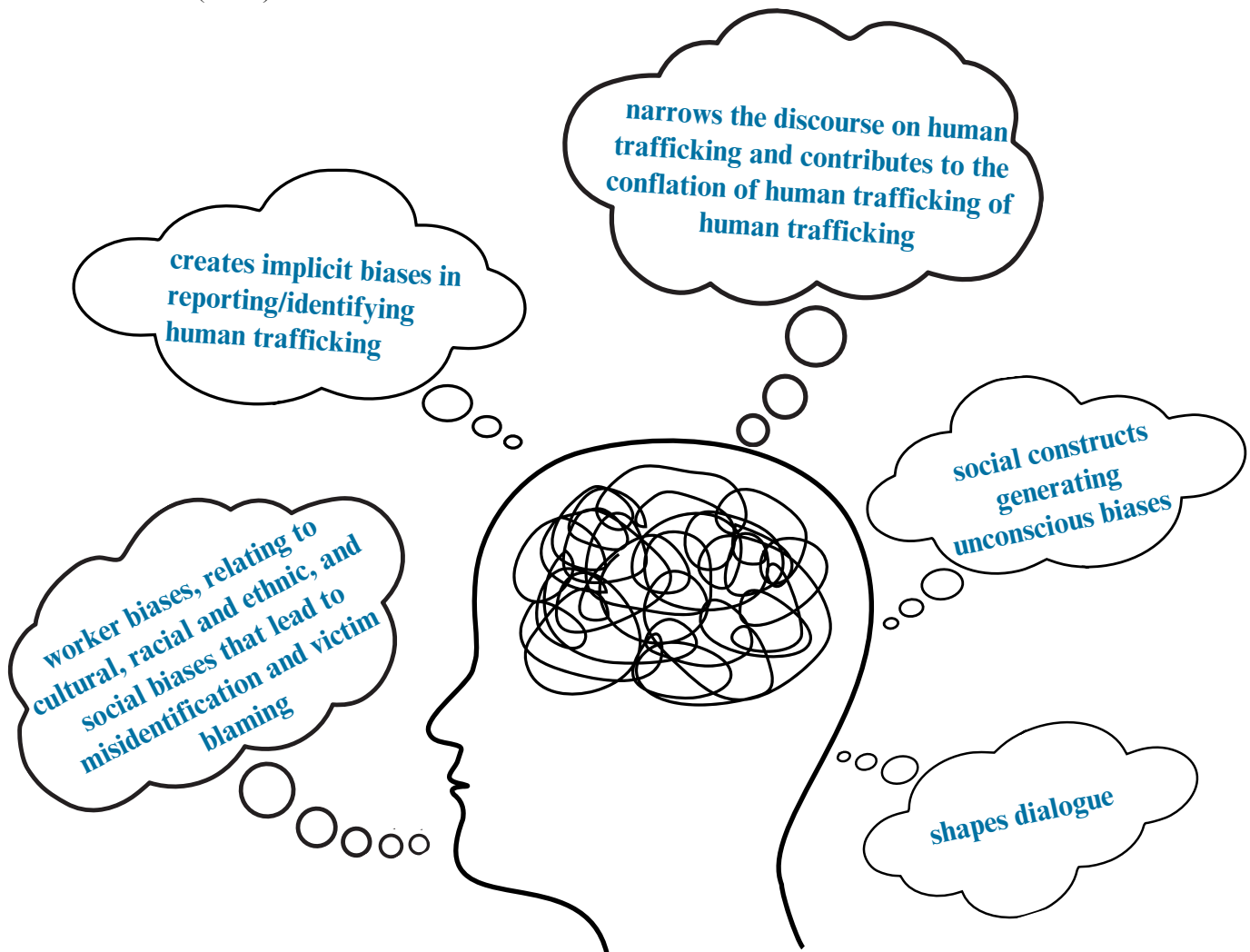


Notes:

"Though social constructions of victimhood are not unique to human trafficking, the image of a perfect victim serves as a powerful lens through which frontline workers can define trafficked persons according to their adherence to this trope."

(Shwarz, 2019, p. 488)

This stereotypical frame of mind was previously mentioned as part of the "rescue politics" Nonomura (2020) discusses and can be coined as the view of the "iconic victim." This causes:



Source: Cunningham & DeMarni Cromer, 2016; Clawson, Dutch, & Cummings, 2006; Nonomura, 2020; Bryant-Davis & Tammala-Narra, 2017; Gonzalez-Pons et al., 2020; & Butler, 2015.

Anti-human trafficking initiatives cannot be complete without acknowledging the racialized history of human trafficking, the roots of exotification of races leading to increases in trafficking vulnerabilities to certain ethnic groups, as well as the white slavery movements further perpetuating the myth of the "iconic victim."

(Srikantiah, 2007; Butler, 2015; Graham, 2021; Kaye, 2017)

Lack of consideration for these concepts lead to misidentification. The stereotyped belief that people of colour are the majority demographic in the sex trade blurs the lens of frontline workers whose education and experience may not identify the individual as a potential victim who was coerced into the sex trade and then exploited (Butler, 2015). For Indigenous women and girls, an overall lack of understanding of the impact of historical and current colonial violence against Indigenous populations contributes greatly to their overrepresentation in trafficking victim demographics in Canada (Kaye, 2017; Graham, 2021).

Through the context of intersecting forms of oppression, victims become more at risk of misidentification as service providers are more likely to characterize the risk of victimization to the individual's "morality, cultural values, and systems of thought rather than to systemic forces that shape victimization. In other words, a [service provider] may believe that a racially and ethnically marginalized woman's primary problem is a lack of responsibility, morals and values" (Bryant-Davis & Tammala-Narra, 2017, p. 159).



Women may agree to sex work due to economic constraints, but once they have started, they may find that the work conditions are much worse than what they had originally agreed to.

If they came to your shelter for assistance, what services would you be able to provide them?

Would you consider their experience to be exploitation and further engage to screen for human trafficking even if she told you that she agreed to doing the work?

This could be an example where lack of understanding surrounding the scope of exploitation can lead to the misidentification of a victim and biases from service workers can lead to victim-blaming.

Notes:

Activity 8.2:

1. The earlier activity prompted you to picture what a victim of human trafficking may look like based on your beliefs and what you know. In the space below, list the character traits of who might be an iconic victim of human trafficking?

2. Why do you believe these are the character traits of an iconic victim?

Victims and survivors are less likely to disclose abuse or exploitation if they doubt that they will be believed. The belief that a frontline worker may not believe victims comes from the experiences of survivors, as survivors are aware that:



The lack of understanding of the complexities and systems contributing to human trafficking results in the misidentification of victims. Another major misunderstanding that needs to be noted here, is addressing barriers that prevent survivor disclosures due to fear and/or threat of retribution from traffickers. As shared by Caroline Pugh-Roberts (2021), a survivor of sex trafficking, she has never reported her trafficker due to fear of retribution because he was associated with organized crime.

Sources: Cunningham & DeMarni Cromer, 2016; Miller et al., 2017; Kiss & Zimmerman, 2019; Jones et al., 2007; and Dickson, 2021

During the preliminary stages of this project, shelter staff were interviewed and shared mutual feelings about a lack of confidence in identifying experiences of exploitation as well as how to interact with and respond to potential and reported victims. Shelter staff who were interviewed were not the only ones feeling like this as the literature echoes these same sentiments.



Surveys and qualitative research suggest that mental health professionals lack confidence in responding appropriately to trafficked people, including how to ask about experiences of trafficking and how to make referrals to support services, as well as feeling under-supported by their organizations.

(Domoney et al., 2015, p. 2)



Do you agree with what other shelter staff and literature findings are saying?

If a survivor came to your shelter for assistance, do you feel confident in providing services?

Would you be able list the appropriate resources to support the survivor?

Is there space at your organization to share knowledge and experiences? Are there brainstorming protocols to assist you when responding to and providing support for a survivor of human trafficking?

If not, where can you go to initiate this?

Would you feel comfortable doing this?

With the gap in literature, health professionals and emergency responders working in more urgent settings are searching for tools and resources to best support victims and survivors of human trafficking who may be reaching out for support for the first time. As frontline workers, feeling unsure of how to respond is no fault of our own because the current literature is biased for the following reasons:

1

Research and available data on human trafficking are inherently biased in samples due to reliance on victimized individuals to access programs that allow them to be identified (Baird, McDonald, & Connolly, 2019).

2

The onus on individuals experiencing human trafficking to access the appropriate services themselves means survivors must navigate and overcome system barriers to expose their experience in order to gain access to supports and social services (Baird, McDonald, & Connolly, 2019).

3

Most current studies, specifically those focused on sex trafficking, rely on the general assumption that individuals can self-identify and those who self-identify as a victim can seek or obtain access to support and treatment programs (Baird, McDonald, & Connolly, 2019).

Additional Sources: Thompson & Haley, 2018; & Domoney et al., 2015

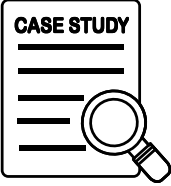


Reflecting on your organization's current intake and referral process, do you believe the literature above is true? Is there something you can do to change this to ensure your procedure is not reliant on client disclosure?

Lack of victim identification skills in frontline workers is a result of an overall level of awareness of human trafficking. A study, focusing on Emergency Medical Services (EMS) professionals, revealed that EMS responders who received training in human trafficking were significantly less likely to repeat myths and biases related to human trafficking and greater awareness of indicators that identify trafficked persons. A follow-up study, focusing on targeted training for EMS workers utilizing an eclectic approach, demonstrated a significant increase in EMS personnel being able to better identify the signs of human trafficking, increased confidence in identifying and providing appropriate responses to survivors of human trafficking and showed growth in recollection of suspected contact with victims of human trafficking between pre and post-test results. These two studies echo many other studies in health care where researchers call for field appropriate training to increase education and awareness on identifying factors of human trafficking. Therefore, it is reasoned that training is an imperative first step in improving identification for healthcare professionals as identification is essential to ensuring appropriate service delivery.

Sources: Donnelly, Oehme, Barris & Melvin, 2018; Charron, Valenzuela, Donnelly, & Oehme, 2020; Baldwin et al., 2015; Rollins, Gribble, Barrett, & Powell, 2017; Gordon et al., 2018; Rollins et al., 2017; & Baldwin et al., 2011

Notes:



Case study 8.3: Another case scenario that is important to include is Gordon et al.'s (2018) publication which uses an example of a woman repeatedly accessing psychiatric and emergency services at a hospital. This woman's medical history presented trauma-related dissociation due to a history of being in foster care, experiencing childhood sexual assault, domestic violence and sex work. The woman also repeatedly accessed emergency medical care due to multiple pregnancies and at one point was brought into the emergency room after being found in a ditch. At one point, she was discharged to a local shelter. It took almost two years of medical and psychiatric care before the woman spoke of being trafficked by previous and current intimate partners.

- 1. Why do you think the patient in this case was misidentified for so long?**

- 2. Assuming that the patient was discharged from the hospital to a shelter, and shelter staff also misidentified the patient's presenting issue, what do you think some reasons and barriers might be?**

- 3. If you were meeting this patient for the first time, what might be some questions you would ask her?**

Read full article here: [Gordon, M., Fang, S., Coverdale, J., & Nguyen, P. \(2018\). Failure to identify human trafficking victim. *The American Journal of Psychiatry*, 175\(5\), 408-409.](#)

Notes:



"Can You See Me?"

A21 is a non-profit organization whose "Can You See Me?" videos aim to turn awareness into action by giving people enough knowledge to report tips to local Police and National Hotlines when they suspect trafficking, so they can identify and help victims.

Their website features four videos of trafficking scenarios, depicted by actors, that represent real life situations. Each video comes with a text description of the story, an explanation of the laws being violated and a breakdown of the indicators of trafficking present in each case.

(<https://www.a21.org/survivors>).

Activity 8.4:

Use this space for notes from the “Can You See Me?” videos or any notes you may have at this point.

Key Points & Myths

- Trafficking has nothing to do with moving something or someone from one country to another. That is smuggling, which is a crime against a border, not a person; people can be trafficked in their own homes.
- Force, fraud or coercion **MUST** be present for a situation to be trafficking and that force, fraud or coercion **MUST** be the factor that compels the person to remain in the situation. If you hire someone and promise to pay a certain amount then rescind that promise, that is fraud. If the person you cheated is free to leave and go file a complaint it is not trafficking, though it may be exploitation. This situation only becomes trafficking when the defrauded person is, for example, threatened with deportation for complaining.
- The **EXCEPTION** to the force, fraud or coercion requirement is that children participating in commercial sexual activity is **ALWAYS** considered trafficking under federal law. Under Canadian federal law, there is no such thing as a child prostitute.
- Not all adult commercial sex is trafficking. There are adults who choose to make a living in the sex trade, but it is important to remember that choice exists on a spectrum. For example, there are many people who choose to make a living in the sex trade because there are no other good options available to them.
- Human trafficking can happen in any business—not just in sexual-service oriented businesses like escort services or strip clubs. It can also happen where no business exists in any formal sense—such as within families.
- People being trafficked will not always and do not often identify as trafficking victims. Due to the covert nature of how trafficking operates, most people do not identify their experience as trafficking until **AFTER** the situation is over.
- Trafficked persons are sometimes forced to commit fraud to benefit their trafficker. In the largest labour trafficking case to date in Canada, trafficked persons were forced to file fraudulent refugee claims and in some cases, claims for provincial income support benefits turn the funds over to the traffickers. In this case, traffickers also forced the victims to commit petty crimes including stealing cheques from mailboxes.

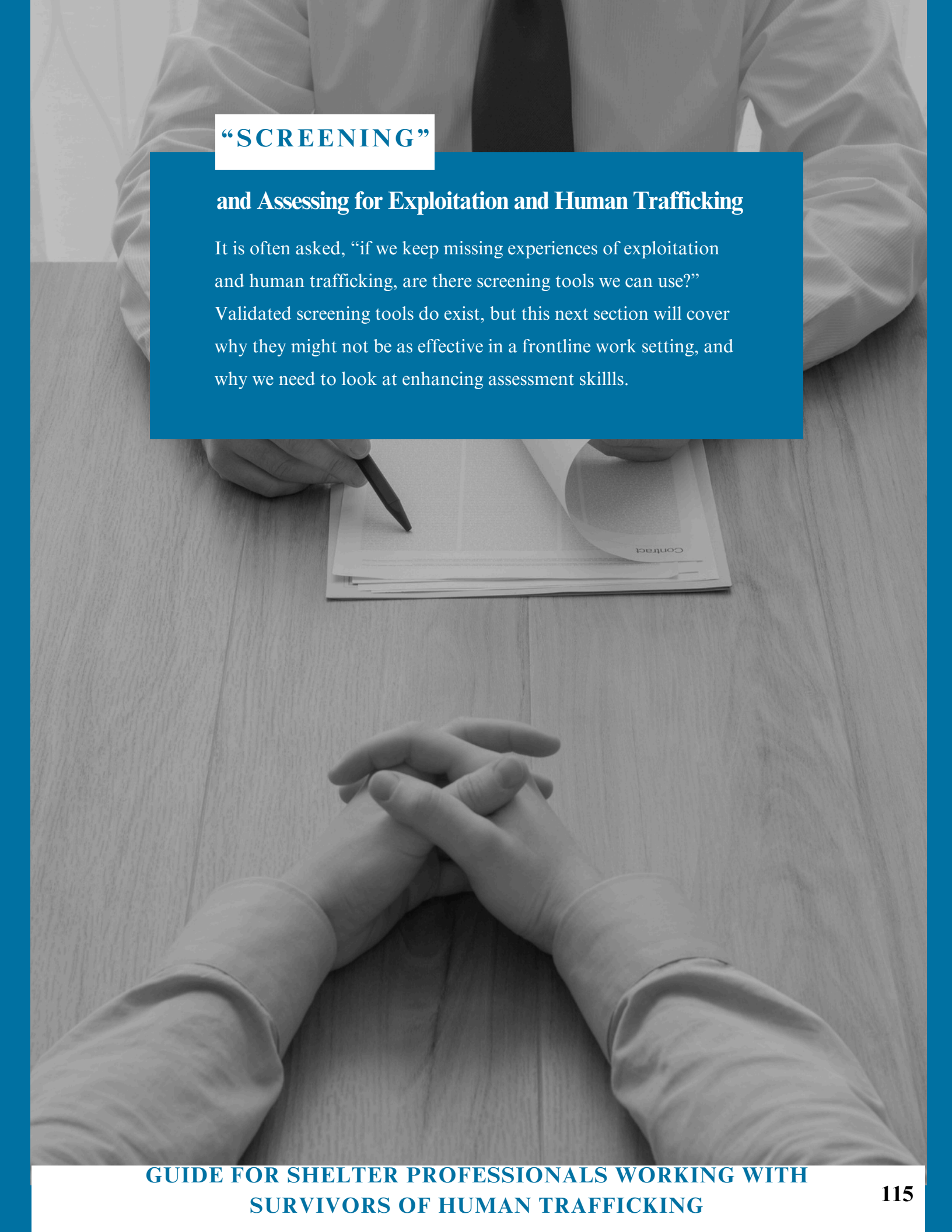
Sources: The Polaris Project & The Canadian Centre to End Human Trafficking

Activity 8.5:

1. Based on what you have read so far, use the space below to list and brainstorm:

- a. some key concepts you have learned,**
- b. some myths you believed or did not know about until now; and**
- c. what is a bias you may have had before reading through this section.**

Notes:



“SCREENING”

and Assessing for Exploitation and Human Trafficking

It is often asked, “if we keep missing experiences of exploitation and human trafficking, are there screening tools we can use?”

Validated screening tools do exist, but this next section will cover why they might not be as effective in a frontline work setting, and why we need to look at enhancing assessment skills.

Screening

Screening tools were a frequent request that arose when speaking to shelter and frontline staff. There is a strong belief that a screening tool will help frontline staff quickly and confidently identify these experiences. Throughout this project timeline, the Project Coordinator aimed to search for a screening tool that could be implemented or adapted in a shelter setting, but unfortunately could not find one for the following reasons:

1

They are too long. There are many validated screening tools available, but unfortunately, these tools are often long and not appropriate to implement in a crisis situation where a worker is meeting with a client for the first time.

For instance, most screening tools have 20 or more questions, with shorter ones having about 10 questions. Shelter staff have reported that it is often challenging to get through a few assessment questions when interacting with clients. It would be very difficult to get through the full assessment in this setting.

2

After speaking with leading professionals and researchers in this area, a common thought was that screening tools and checklists most often times will screen people out than in due to the complex nature of exploitation and human trafficking. If we start to only rely on these screening tools and filling checkboxes, we may begin to miss the signs of exploitation if it was not listed on the tool we are using.

Studies also suggest that current screening tools for identifying victims of human trafficking lack consensus on the definition of human trafficking, which makes screening tool validation difficult. This supports concerns raised about the tools potentially screening victims out when their experience or situation does not fit the definition of human trafficking used to design the screening tool. Victims who do not meet the screener's defined "threshold" are less likely to receive the appropriate services and supports.

* This does not mean that we should not use screening tools at all. For the sake of versatility for this guidebook, a specific screening tool is not recommended. However, a list of screening tools have been provided on the next page if you would like to take a look at them.

Screening Tools

Tool Name	Authors	# of Q's	Screening Administrator
Child and Adolescent Needs and Strengths (<u>CANS</u>), Commercially Sexually Exploited Assessment	Praed Foundation	72	Child welfare professionals, clinical interviewers
Child Trafficking Rapid Screening Instrument (<u>RST</u>)	Loyola University	10	Child welfare professionals
Commercial Sexual Exploitation Identification Tool (<u>CSE-IT</u>)	WestCoast Children's Clinic	48	Child welfare professionals, service providers
<u>Genessee County Screening Tool</u>	Genessee County Task Force & Michigan Department of Health and Human Services	7 (adult) 9 (children/youth)	Medical professionals, service providers, child welfare professionals
Human Trafficking Interview and Assessment Measure (<u>HTIAM-14</u>)	Covenant House	20	Child welfare professionals, clinical interviewers
Human Trafficking Screening Tool (<u>HTST</u>)	Urban Institute	<u>19 (long)</u> <u>6 (short)</u>	Child welfare professionals, clinical interviewers, service providers
INTERVENE	Shared Hope International	42	Child welfare professionals, clinical interviewers
Screening Interview Form on the International Organization for Migration (<u>IOM</u>) for the Identification of Victims of Trafficking	IOM	102	Service providers, clinical interviewers
Trafficking of Victims Identification Tool (<u>TVIT</u>)	Vera Institute of Justice	26 (long) 16 (short)	Service providers

* These tools can be searched online for free access with the exception of the INTERVENE tool, which requires purchase.

** These tools were recommended by the National Human Trafficking Training and Technical Assistance Center (an American organization) who has published an Adult Human Trafficking Screening Tool and Guide with screening tools for human trafficking, domestic violence, sexual assault, and HIV. Please refer to page 40 of that document.

Notes:

The National Human Trafficking Training and Technical Assistance Center (U.S.) recognizes that most screening tools in the human trafficking field were created with the intention of being an intensive interview for a potential victim and can collect a lot of data. However, it may not be appropriate for public health professionals to conduct such lengthy screenings when the goal is providing proper support, referrals, and resources to clients. This also means that it is not important for a public health professional to know or explore an in-depth account of a client's trauma.



Think about how your organization currently assesses and interacts with clients. From the first contact to follow-up meetings, would there be room to implement an assessment tool at some point? If so, which tool(s) on the previous page would be suitable?

Screening



Assessment

Screening is the process of evaluating for the possible presence of something. The outcome is typically a simple "yes" or "no." Assessment is the process of defining the root of the problem, determining the diagnosis and developing a plan of action to address the problem. Screenings often end when the outcome answer is obtained, whereas an assessment is an ongoing process that includes observation and provides information about developments over time. An assessment allows for a systematic approach when evaluating a person's experience. The differentiation between these is important to note as we continue into the next pages of this section.

Assessment Questions

As recommended by survivor and advocate, Caroline Pugh-Roberts, there are three assessment questions she always asks when meeting with a victim/survivor for the first time:

Three Questions to ask when engaging with a possible victim of human trafficking:

- 1 Are you safe?/Do you currently feel safe?
- 2 When did you last eat/sleep?
- 3 Is someone making you do something you don't want to do?

Why do we ask these questions?

Are you safe?

As service providers, it can be easy to assume someone is safe once they are in our presence within our agency and connected to us. We might miss other serious threats to health and safety if we do not ask these questions directly.

When did you last eat/sleep?

This is a great conversation starter. It gives you the opportunity to offer some light refreshments during your contact and it opens up the conversation to further questions for assessment. For example, someone stating they have not slept/eaten in three days; this is an opportunity for follow-up questions about barriers to nutrition and rest. It also provides an understanding of an individual's mental clarity in that moment.

Is someone making you do something you don't want to do?

This question can be modified based on your rapport with the individual and the context. Refrain from using words such as "icky", "gross" or "illegal," as they have negative connotations and can be heard as judgmental.

Following the three questions asked on the previous page, WECEN encourages service providers to ask the following questions should the situation allow it:



WECEN's 3 questions to ask when engaging with a possible victim of human trafficking:

- 1 Have you ever worked and someone has taken all or some of your money?
- 2 Have you ever felt forced into doing something that made money for anyone else?
- 3 Has fear and confusion ever made you feel trapped in a lifestyle/situation that you didn't want to be a part of?

Notes:

A screening tool that can be used as assessment questions recommended by Sara Gilmer, Deputy Director of the Human Trafficking Division at the Office for Victims of Crime (OVC) (U.S.), is the Quick Youth Indicators for Trafficking (QYIT). This 4-item tool was created by researchers to be highly sensitive to both labour and sex trafficking and can be used by anyone. After testing, the QYIT demonstrated an 86.7% sensitivity and was found to be most useful for organizations serving homeless young adults ([Chisolm-Straker et al., 2019](#)). Gilmer shared that she has seen many organizations utilize the QYIT and adapt the wording of the questions to better fit the general population they are serving.

Quick Youth Indicators for Trafficking (QYIT)

- It is not uncommon for young people to stay in work situations that are risky or even dangerous, simply because they have no other options.
- 1 Have you ever worked or done things, in a place that made you feel scared or unsafe?
 - 2 Sometimes people are prevented from leaving an unfair or unsafe work situation by their employers. Have you ever been afraid to leave or quit a work situation due to fears of violence or threats of harm to yourself or your family?
 - 3 Sometimes young people who are homeless or who have difficulties with their families have very few options to survive or fulfill their basic needs, such as food and shelter. Have you ever received anything in exchange for sex (e.g., a place to stay, gifts, or food)?
 - 4 Sometimes employers don't want people to know about the kind of work they have young employees doing. To protect themselves, they ask their employees to lie about the kind of work they are involved in. Have you ever worked for someone who asked you to lie while speaking to others about the work you do?

QYIT Limitations

While the QYIT has higher sensitivity, researchers pointed out that it may lead to a false positive screening. This means that the nature of the 4 questions from the previous page can be a great tool for staff to start with, but it will require a more in-depth interview with a client to understand if the exploitation experienced is current or historical. Additionally, as mentioned earlier in this section, each screening tool has different definitions of human trafficking and the QYIT's initial testing focuses on human trafficking and does not consider the spectrum of exploitation. This point will be covered more thoroughly in the next section

Activity 9.1:

1. Using the space below, write down how you would modify the QYIT screening questions to better serve as an assessment tool for the services you are providing at your agency.

One of the reasons that the QYIT may provide a false positive result is because the questions can be answered in a "yes" and "no" format. It would need to rely on the administrator to ask the appropriate follow-up questions to get the full context of a client's situation. For example, reflection on question number one, asking if you have ever felt scared or unsafe at work. Some people may say, "yes," but feeling scared or unsafe at work does not mean someone is experiencing exploitation/human trafficking.

Activity 9.2:

Answer the QYIT questions from your perspective in the space below:

For confidentiality, you can mentally answer the questions

It is not uncommon for people to stay in work situations that are risky or even dangerous, simply because they have no other options. Have you ever worked or done things, in a place that made you feel scared or unsafe? **Yes / No**

Sometimes people are prevented from leaving an unfair or unsafe work situation by their employers. Have you ever been afraid to leave or quit a work situation due to fears of violence or threats of harm to yourself or your family? **Yes / No**

Sometimes people who have difficulties with their families have very few options to survive or fulfill their basic needs, such as food and shelter. Have you ever received anything in exchange for sex (e.g., a place to stay, gifts, or food)? **Yes / No**

Sometimes employers don't want people to know about the kind of work they have young employees doing. To protect themselves, they ask their employees to lie about the kind of work they are involved in. Have you ever worked for someone who asked you to lie while speaking to others about the work you do? **Yes / No**

Jot down some of your thoughts on these questions, how you answered them, and how might you rephrase the questions now that you've asked yourself these questions.

Notes:

Canadian Council for Refugees Assessment Tool

The Canadian Council for Refugees (CCR) offers an online assessment tool comprised of two parts. The first part asks four questions meant to assist with determining whether or not human trafficking is taking place:

CCR National Human Trafficking Assessment Tool: Part 1

- 1 Was your client misled or lied to about a better job/situation than they have? Are the living or working conditions unreasonable? Are they unable to leave without fear of retaliation?
- 2 Are they isolated or are their movements being controlled?
- 3 Are their money or finances/identity or travel documents out of their control?
- 4 In their current situation, have they been pressured or forced into doing something that they did not want to do for the profit of someone else, or to remain in a living/working situation they didn't want to be a part of?

Source: Canadian Council of Refugee, 2015

As you can see, the format of these questions is to prompt the service provider to reflect on the information a client has provided and assess whether exploitation and/or human trafficking has taken place. If your client has answered "yes" to even one of the questions above, there is potential that they are experiencing human trafficking. The CCR encourages service providers to communicate with their agency's most fit person to conduct part two of the assessment.

Part two of the assessment comprises of three pages of questions as shown in the images below. The tool can also be reached through [this link](#) or searched online.

National Human Trafficking Assessment Tool - Part II

1

Agency information	
Agency:	
Staff member name:	
Client information	
Date:	
Client name:	
Gender:	
Age/date of birth:	
Preferred language:	
Country of origin:	
Ethnicity:	
Where was individual identified (city, province)?	
Does the individual have active mental health concerns or addictions? Is there gang involvement (or other safety concerns)?	
Immigration status (if relevant):	

Elements indicating possibility of human trafficking

If at least one condition is present in each of the sections below, your client has potentially been trafficked.

Please contact one of the agencies listed at the end of this tool. The elements are ordered roughly from weaker to stronger: you might need more than one element from each category if the factors met are at the beginning of the list.

Note: "Potential trafficker" may refer to many different relationships, including intimate partners, family members, community members, employers, recruiters, gang members, friends, acquaintances, strangers, or other possible relationships. Recruitment can also be carried out by someone in a relationship of power/influence, as well as other sources, such as advertisements.

Action

Recruitment: Involves the **luring** of victims through **false promises**. They are deceived about the nature of what it is they will be doing, working conditions, pay, location or degree of personal freedom of movement they will possess. This may also happen by abusing individuals' difficult situations (i.e. personal, financial or psychological), their cultural beliefs, or lack of information (i.e. rights or language barriers), and could also be coercive (i.e. threats, debt bondage, violence, abduction).

Type of Recruitment	Yes	No
They signed a contract that they did not understand.		
The recruiting source purposely misinformed them about the nature of the job (i.e. when they arrived/started the job, the hours, pay, job role, type of services, conditions of work or/and living situation, were different than described).		
They were promised legal documentation or valid employment (i.e. valid work contract, permit, regular immigration status) but the promise turned out to be false.		
They were lured through promises of benefits, for example of: marriage, adoption, family reunification, about access to opportunities, receiving money, gifts, favours, and/or other valuables.		
The potential trafficker deceived the person about their relationship to facilitate exploitation (i.e. romantic, friendship, mentorship, etc.).		
They were sold.		
They were kidnapped.		

Debt manipulation and bondage

Yes No

When they arrived or began working they were told that they owed their potential trafficker money for recruitment, transportation, or other expenses.

They paid a recruiter to help them find the opportunity and/or gave money for things as passport, documentation (i.e. work permit, visa), travel or other expenses.

Other (please indicate):

Transportation, movement, transfer, harbouring, receipt of persons**Travel and Arrival at Employment Destination**

Yes No

They traveled with the potential trafficker but did not know where they were being taken.

They willingly traveled to employment destination and when they arrived found out the earnings, type of services, work or living conditions were different from those promised.

They were told that the employer would cover all/part of their travel costs, but the employer did not cover them.

Movement/transfer of individual

Yes No

They went through several transit locations before and while working, not knowing where they were being taken to.

Harbouring

Yes No

They were forced to work/stay in hiding for a certain period of time.

Other (please indicate):

Means

Coercion can involve some type of restriction of the victim's freedom by use of strict rules, surveillance and/or isolation. Victims can also be **forced** to work by means of violence or threat of violence, **abuse** of authority or of strong influence, position of vulnerability (i.e. dependency, financial, family situation, lack of support system, etc.), **debt bondage**, **fraud**, **deception**, or other forms of coercion. Traffickers can also obtain victims through kidnapping or abduction.

Surveillance/Monitoring

Yes No

They are not allowed to leave their residence/work premises, are only allowed to leave while accompanied by someone, or must regularly "check in," causing isolation and/or confinement.

They have partial or restricted freedom to communicate with others (i.e. they are prohibited from contacting family, friends, or others).

Their actions are monitored or under surveillance.

They must follow strict rules placed on them by the potential trafficker.

Use of Threats or Intimidation

Yes No

They are threatened with worse conditions, denial of basic needs, violence against them or family, or threats of informing family, community or public of their activities.

The potential trafficker threatens them with deportation or denouncing them to authorities if they do not follow rules, if they leave their situation, or if they do not provide services.

Their documentation (i.e. passport, work permit, other ID documents) is held by someone else.

They lost their immigration status because their work conditions were different from their contract/work permit, and as a result feel forced to stay in a situation/do something they do not want to do (i.e. carry out a service, work in abusive situations, marry, reduce debts, provide a body part, etc.).

They are falsely informed about what could happen to them if they leave their situation.

They are threatened with being prevented from contacting their loved ones if they leave their situation.

Conditions of Abuse or Violence	Yes	No
The dependency on and strong influence of the potential trafficker makes them feel forced to remain in the same situation, or to carry out additional activities.		
They are being psychologically, verbally or emotionally abused.		
They were forced to lie about their working conditions, and/or employer to authorities, family and others.		
The potential trafficker denies them access to community or other services, to education opportunities, or social protections.		
They are restricted from taking breaks while working.		
They are forced to work when they are sick or injured.		
They are not given appropriate medical care when needed.		
They are punished for discussing their work conditions.		
They were forced or encouraged to do criminal activities (i.e. to take or sell drugs or alcohol).		
They are sexually abused and/or physically abused.		
They were forced into marriage.		
They were abducted or kidnapped.		
Debt	Yes	No
They were forced to pay their potential trafficker for debt through services, labour, or other practices.		
They cannot leave because they owe money to the potential trafficker.		
Their pay was withheld or deducted unjustifiably (ex. for wildly overpriced housing or to cover presumed debt/charges).		
Other (please indicate)		

Purpose

Exploitation: According to the Palermo Protocol definition, exploitation includes “the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.”

Labour and Sexual Exploitation	Yes	No
They are forced to accept different and worse working conditions, or to work in changing locations, putting them in a precarious situation.		
Their working / living conditions are poor and unsafe.		
They are forced to work long hours with little or no breaks / time off.		
Their potential trafficker did not respect the contract or labour laws.		
Financial exploitation	Yes	No
They are paid little or no money for their work		
They are forced to provide sexual services and/or are paid little or no money for sexual services provided.		
Their pay is deducted or manipulated (i.e. deductions for food, housing or other expenses, and person may have limited or no control over their wages).		
They are punished by not getting paid.		
They are working to pay back to the potential trafficker money they owe.		
Other forms of exploitation	Yes	No
They were deceived or forced into selling or giving up their organs.		
Other (please indicate)		

CCR Limitations

As shown, this tool may have its limitations as the clients seen in most frontline service settings may not want to provide all the details to complete part II of the assessment.

Activity 9.3:

1a. Do you believe you can incorporate part I of the CCR assessment questions into your work? Yes / No

1b. If yes, explain where the assessment questions could fit.

2a. Do you believe you can incorporate part II of the CCR assessment questions into your work? Yes / No

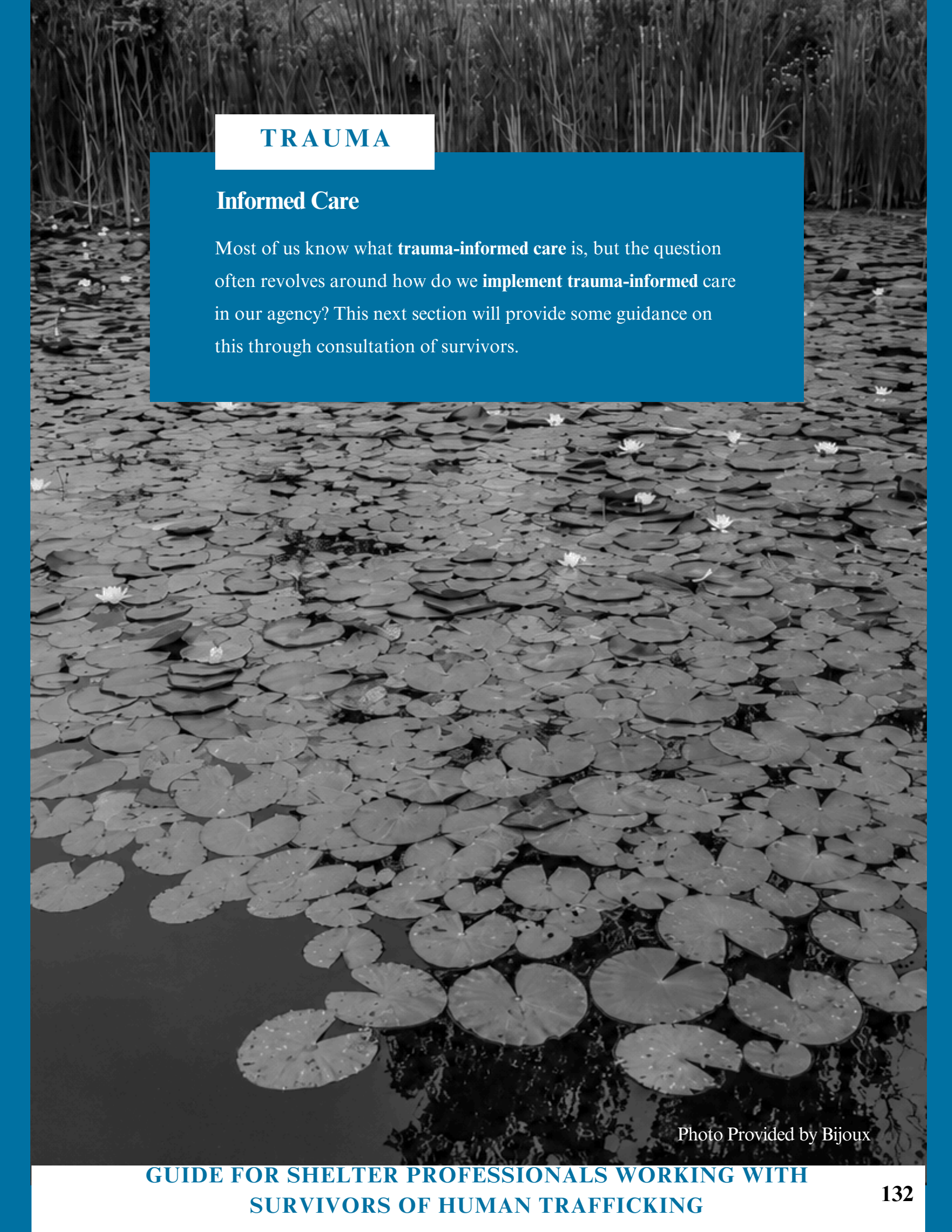
2b. If yes, explain where the assessment questions could fit.

The CCR reminds service providers not to ask the questions on either assessment (part I and part II) directly as it may cause re-traumatization. This tool is meant to be used after meeting with a client and can be completed multiple times, as more information is gathered. The CCR also emphasizes that exploitation is complex and this tool may not cover all the ways trafficking can present. It is important for service providers to always remember the key elements of trafficking, which is the A-M-P model (Act, Means, and Purpose).



If you were to use any of the assessment questions and tools provided in this section, what steps would you take to implement this at your organization? Who do you need to speak to? What needs to be created to ensure everyone is using the tool(s)?

Notes:



TRAUMA

Informed Care

Most of us know what **trauma-informed care** is, but the question often revolves around how do we **implement trauma-informed care** in our agency? This next section will provide some guidance on this through consultation of survivors.

Photo Provided by Bijoux



Section Art Provided by Bijoux

The cover art for this project was taken by a survivor who wanted to be represented by her lovable cat's name, Bijoux, felt that lily pads are representative of her healing journey.

"Like lily pads on a still pond, growth and healing unfold quietly, with beauty emerging over time, one step at a time."

- Bijoux

**"Lilypads bloom slow,
Healing drifts on quiet waves,
Growth beneath the calm."**

- Bijoux

Activity 10.1:

1. Before proceeding into this next section, take a couple of minutes to reflect on the information you have received to this point. Jot down a few key words on what you believe human trafficking is:

2. Write down your current understanding of biases and how you think it impacts the delivery of trauma-informed care?

3. What are some services and procedures currently in place at your agency that you believe contribute to trauma-informed practice?

“Why Don’t They Just Leave?”

There are many factors preventing a victim of exploitation and human trafficking from leaving and/or reaching out for help. The first step to trauma-informed care is understanding the many challenges survivors face in order to escape their trafficker. The reasons can be, but are not limited to, physical, financial, and psychological concerns. It is important to remember that these barriers are created by the trafficker and then used to maintain control of their victims while hiding them in plain sight. Below are some reasons victims cannot “just leave.” This is not an exhaustive list and the goal of this section is not to memorize the list, but to understand the mindset of a victim and meeting them where they are.

1

Physiological Needs

Traffickers can provide basic necessities such as shelter, food, and money. Just as barriers related to poverty, education/work experience, and sociopolitical factors may increase a person's vulnerability to being trafficked, they very often prevent a victim from leaving. They might not know where they can get another job to earn money or find alternative shelter. Traffickers also use isolation as a tactic to prevent victims from leaving or reaching out because:

- social isolation methods will prevent the victim from building or accessing social support networks; and
- geographical isolation methods, such as moving the victim frequently to another location which increases reliance on the trafficker and increases control over the victim

Drug use changed who we were and made it difficult to see ourselves as victims. The more vulnerable and low self-esteem I had, the more they were able to manipulate me.

- Survivor

2

Psychological Needs & Coercion

As covered in the grooming and luring section of this guidebook, the tactics implemented by traffickers are meant to control a victim; therefore part of that control is using the MEANS to prevent the victim from leaving. This can include:

- leading the victim to believe they cannot trust anyone but the trafficker;
- using terminology such as “family” and “cousin” in their social circle as part of coercion to lead a victim into believing they can only trust their family, or reaching out for support since it would mean turning on their family;
- telling the victim they will be in trouble with the law;
- telling the victim “no one will believe you;” and
- overall feeling of hopelessness when thinking about needing to start over again and the difficulty of it without resources or support.

The most important reason to understand is that a victim often does not see themselves as a victim. A victim may not reach out for help due to the reliance or bond they have with their trafficker. This can include personal and intimate relationships as well as the internalized self-blame if they believe they had consented to the situation.

Shame, felt disgusting, lack of confidence, made me feel “stupid,” told myself I saw the signs but I never caught on – the addiction played into this. When you are young and realize that you’re in the game, the attention makes you feel on top of the world and that you are doing well, but it’s a false sense of security.

- Survivor

3

Fear

As part of the means of trafficking, force, through methods of instilling fear, is used to threaten victims. They can lead the victim to be afraid of:

- facing deportation;
- facing law enforcement and being criminally charged;
- retaliation against the victim or the victim's family (this can include brutal forms of physical and emotional abuse from the trafficker and/or trafficker's affiliates); and
- not knowing where to go for help.

People can't handle information from stuff like this.

- Survivor

4

Stigma & Discrimination

Victims can face judgement from service providers, friends and family, and/or their community. As part of the fear of not being believed, victims are aware of the social stigma associated with both labour and sex trafficking, which can include (but is not limited to) racism, sexism (gender norms), ableism, and classism.

I look like someone running from the law.

- Survivor



Where there is addiction there is mental health and vice versa which makes us more vulnerable.

- Toni



Activity 10.2:

1. Reading some of the survivor quotes so far, what are some thoughts that came to mind for you in relation to providing trauma-informed care?

2. Which quote stood out the most for you and why?

Notes:

Caring For Those Who Return

Why Might A Victim Return

Victims of trafficking often return to their traffickers for several complex reasons which can be challenging for service providers to understand. Despite the difficulty in understanding the mindset of a victim, it's crucial for service providers to reflect on what they know about intimate partner violence and why a victim might not leave their partner, as well as the reasons covered in the previous pages.

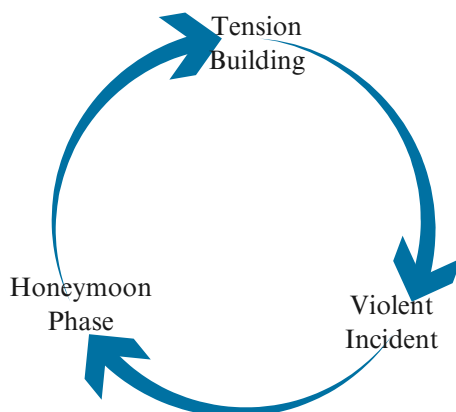
Similar to reasons why a victim may not leave, reasons a victim may return to their trafficker can include, but are not limited to:

1. Psychological manipulation and control exerted by the trafficker
2. Feelings of dependency or attachment to the trafficker
3. Fear of retaliation or harm to themselves or their loved ones
4. Feelings of shame or guilt
5. Limited access to resources and support networks
6. A lack of viable alternatives for survival

Understanding these dynamics is crucial for effectively supporting and assisting victims of trafficking.

The American National Domestic Hotline reports that it takes an average of seven attempts to leave before a victim of domestic violence will leave an abusive relationship permanently. Based on the complexity of grooming tactics, it can be assumed that victims of human trafficking will make more attempts to leave their trafficker before permanently separating. An advocate shared that it takes an average of 18 attempts to leave a trafficker for victims and it is normal for many victims to return to their trafficker after escaping.

Traffickers target their victims based on the victim's vulnerabilities and present themselves as a confidant, support system or any other role that the victim is needing filled. As part of the grooming process, traffickers can alternate between affection and abuse and repeat the cycle to isolate the victim and ensure they become completely dependent on the trafficker. This cycle may already be familiar to service providers as the cycle of abuse.



- **Tension building** victims feel like they're walking on eggshells as the trafficker's explosive behavior seems imminent;
- a **violent incident** occurs, which could be physical, verbal, sexual, or emotional;
- the **honeymoon phase** happens after the abusive event, where apologies and promises of change are made;
- however, the **cycle repeats** as tension builds again.

*The abuse cycle shown above only depicts some relationships between a trafficker and victim. Just like domestic abuse situations, victims may not experience the cycle of abuse as the abuse is constant.

Activity 10.3:

1. Using the space below, make a list of some of the reasons and/or barriers that keep victims of human trafficking from being able to "just leave" their trafficker/trafficking situation.

2. What barriers might a client face when trying to access services offered by your organization?

3. What can you say to a client who discloses that they plan on returning to their trafficker?

How to Speak to Survivors

Manville (2021) encourages frontline workers to consider whether to use standardized service delivery upon their first contact with a survivor of human trafficking. Manville (2021), reminds frontline workers that a survivor may not be ready to acknowledge or may not know they have experienced trafficking. Sudden offers for referrals to physical and mental health services may not only break the trust between the survivor and professional, but also prompt the thought with the survivor, "something is wrong with me" (Manville, 2021).

Bring back the art of social work.

- S. Gilbert, Personal Communication, April 16, 2021

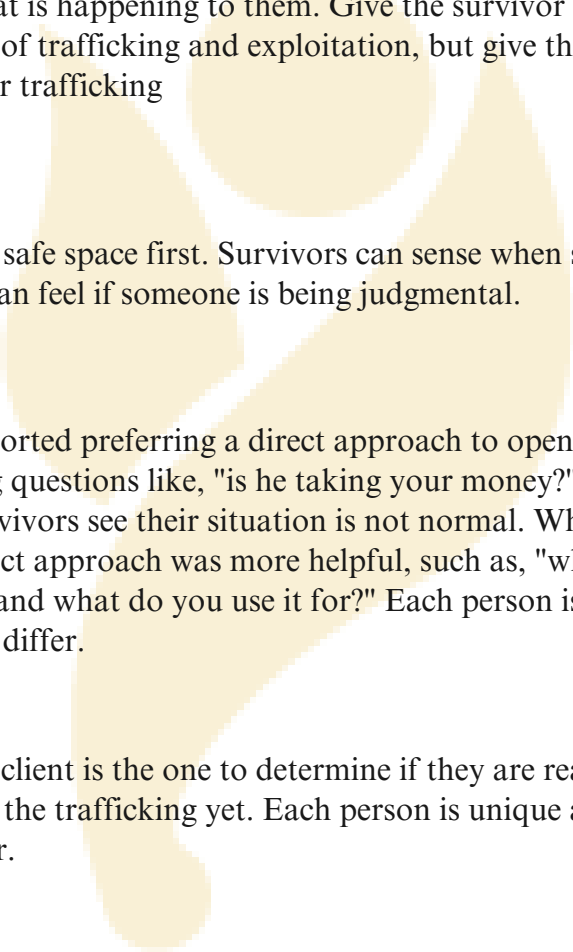
Shelter workers must recognize that survivors of human trafficking struggle with trust due to trauma. While completing intake paperwork is necessary, it is crucial for workers to avoid merely going through checkboxes. This approach undermines the chance to build rapport with the survivor. An advocate and survivor further clarifies this statement by explaining that utilizing a trauma-informed approach to build rapport with the individual will make it easier to obtain the necessary information for paperwork through natural conversation. This step is critical as Manville (2021) warns that it may set the tone for the remainder of the survivor's stay at a shelter, as survivors usually remember the first person they connect with at an organization.

Survivors consulted for this project echoed the same sentiments when it came to building rapport first before asking a list of questions to complete a form. **Survivors also agreed that meeting a victim/survivor where they are at is key.** This means the focus should be planting the seed while providing a safe space for survivors to process their experience and validate their feelings.

Most survivors don't think they are [being trafficked], most people don't know they need the help. Give people more time to come to terms with their experience.

- Survivor

When starting a conversation with someone experiencing exploitation, who may not think that they are a victim, survivors from the WECEN Peer Support Group shared the following points:

- 
- 1** Use the same language as us. Use the same terminology the survivor is using and do not try to correct them. To them, this person is their "boyfriend," "pimp," "baby daddy," (to name a few terms), and not their "trafficker," "criminal," or "abuser." Forcing survivors to use the latter terms or constantly using these terms will affect rapport building and cause more distrust.
 - 2** Plant the seed slowly and recognize that it will take time before the survivor comes to realize what is happening to them. Give the survivor power by providing examples of trafficking and exploitation, but give them the agency to acknowledge their trafficking
 - 3** Focus on creating a safe space first. Survivors can sense when someone is being genuine and can feel if someone is being judgmental.
 - 4** Some survivors reported preferring a direct approach to opening a conversation, using questions like, "is he taking your money?" As the bluntness helps survivors see their situation is not normal. While others felt using a more indirect approach was more helpful, such as, "where does your money come from and what do you use it for?" Each person is unique and each approach will differ.
 - 5** Recognize that the client is the one to determine if they are ready or not ready/not aware of the trafficking yet. Each person is unique and each approach will differ.
 - 6** Understand that you can lose a survivor due to their bond with their trafficker, and forcing them to provide information makes the survivor feel like they are being a "snitch" or can cause more fear for various reasons.

* A list of common terms someone experiencing human trafficking may use can be found in Appendix C of this guidebook.

When you're getting out, you need people to support you.

No judgement—just be there.

- Survivor

Many survivors listed access to support as a key service they needed from service providers when they escaped. Especially in a shelter setting, it is important that survivors have someone they can call to "just talk" when they need support. As one survivor shared, "you're in a very definitive place and everything is personal," encouraging service providers to be compassionate and understanding when interacting with survivors. This can be challenging for service providers as capacity limitations and protocols may be a barrier to providing the time and space survivors need. However, you should try to remember that the most important thing you can do during your interactions with a survivor is to let them know you are there for them and you care about them. If they do decide to return to their trafficker, you will likely be the first person the victim will reach out to when they encounter trouble again.

Survivors also wanted to remind service providers that the healing process is a journey with no end or time limit on where one should be. The most helpful thing to do when providing support is to listen and truly create a safe space for survivors to talk about their experience. A survivor shared that to her, this meant a space where she can talk about what she wants and is leading the conversation, without feeling dismissed, stating, "it's important that you're listening. I want my provider to be my provider, not my friend."

You need people who can stay in their own lane. I've had lots of experiences where the people helping me started to cry. I've had people working with me start to share their traumatic experiences when I'm there to get help. I've also had people downplaying my experiences.

- Survivor

Another survivor shared how difficult it is to sit through counselling sessions where the service provider relies on the survivor's intellectual capacity and resilience to get through that moment. Statements from service providers such as, "Oh, but you're so strong, look what you've lived through," "you have everything you need," and "so what did you do before?" feels like a textbook response without compassion. This survivor also shared when this happens, it does not feel like they are receiving support, and instead feels like they should be figuring things out on their own. Survivors echoed shared sentiments that they need service providers who protect the space they are in, ensuring it is safe, and to be transparent about what service providers can do for them.



They think they're creating perspective for you, but you need compassion, support, and acknowledgement that what you went through is a violation and it was traumatic.

- Bijoux



It is easy to get caught up in textbook responses because the training we receive as service providers is typically based on best practices and allows us to gather measurable data to contribute to best practices in place for our organization. What is a successful stay at a shelter? What is a successful session? How do we measure success through our statistics? Advocates strongly urge service providers to amend this way of thinking to remember that it takes **18 attempts for a victim of human trafficking to permanently leave their trafficker**. The key measure of success service providers should be focusing on is whether the victim/survivor has made contact with you and if they felt they could trust you enough to contact you again. Shifting to this frame of thinking is part of trauma-informed practice.



After reading all of this, you are probably thinking this is much easier said than done. We work in fast-paced environments and sometimes our work demands prevent us from taking the time to process our feelings and reactions. What can you and your team do to check-in with yourself and with each other? Do you have a trusted colleague you can consult with?



**Your support is not only your work, but also your career,
which many of us are dreaming for.**

- Sharon



Activity 10.4:

Let's take a pause. Use the space below to write down some of your thoughts and feelings. You can also use this space to doodle or do whatever you feel is right for you in this moment.

The WECEN Peer Support Group also came up with ways service providers can improve rapport building by paying attention to things like appearance, roles, tone, and space.

Appearance



- Casual clothing like jeans and a T-shirt is best
- Be aware of how you might be wearing your politics on your clothes, even if it's brands or sports teams

“It's intimidating to sit across from a woman whose hair was perfect and dressed to the nines.” - Survivor

Roles



- Along with the casual clothing, stick to simple language, including when you are introducing yourself.
 - Instead of using titles such as “Counsellor,” or “Officer,” stick to your name or name you prefer to be called (E.g., My name is Samantha, but everyone here calls me Sam.)

Recalling the moment she met with a psychologist for the first time, a survivor stated, “we are from two separate worlds already... and now my walls are up.”

Tone



- Be sensitive to tone—speak like you are explaining something, not educating someone
- Speak to survivors like a mentor instead of a counsellor
- Be aware of the language you are using and take the time to define big terms

Space



- Be aware of the colours in your organization. Is it soft and inviting or does it feel clinical (think of plain white spaces or hospital/sterilized settings)
- Ask permission when entering personal space and respect physical boundaries.

“When I first exited, I didn’t want anyone sitting even 2 Ft. from me. Especially when you come from a background where your traffickers are male and female.” - Toni

Notes:



Choices

A survivor and now advocate immediately asked the Project Coordinator in their first meeting, "what choices do you give survivors who enter your shelter? Can they pick their own room? Their room colour? Can they decorate their room?" It is important to remember that victims of human trafficking are coming from an environment of extreme control. The first step to building that rapport, trust and comfort is to offer survivors choices. No matter how small it may feel. As service providers, we can forget and take for granted the privilege of being able to make choices. Providing survivors with choices to make their own decisions respects their human right of autonomy demonstrating that you are willing to be considerate of their circumstances and care for them as a human being.

As part of being considerate, be aware that survivors may be hesitant to make decisions about the choices you are offering as they might be afraid of repercussions for making the "wrong" choice. Be patient during this process and be aware of potentially overwhelming a survivor by offering too many choices at once.

Activity 10.5:

1. Some choices you can give during your first meeting with a survivor are:

- **“Would you like something to drink? Would you like a coffee or tea?”**
- **“Where would you like to sit?”**
- **“Can I sit here, or would you prefer I sit over there?”**
- **“Which pen would you like to use?”**
- **“Here are a few pajama options, which one do you like?”**

These are just a few examples of how we can offer choices to survivors. In the space below, reflect on your shelter’s/organization’s layout, intake processes, and various department processes. Use the space below to identify where there are opportunities to offer choice to clients.

Interactions

When speaking to shelter and frontline workers, a common question was "how do I speak to survivors?" This question was brought back to survivors, who all provided a similar answer, "just talk." Survivors shared that service providers need to remember that the healing process is a journey with no end and no time limit. Therefore, not every interaction needs to follow a formal process to measure if it was "therapeutic" or "meaningful." Field experts at WECEN want to remind all service providers of the following three points when it comes to interacting with survivors. It is okay to:



Slow it down

- Meet client where they are at and go back to the basics.
- What does your client need most right now?
- What is your client ready or willing to talk about?
- When did they last eat, drink, and/or sleep?



All interactions are purposeful

- All meetings with the client can be therapeutic. Having fun is therapeutic.
- Having a conversation about a new movie or show is just as meaningful as a meeting about case planning.
- Connecting and engaging with your client is an opportunity to build rapport.



Reach out for help

- Who are your community allies?
- Who is a better fit with the client?
- Are you the best person to be working with this client currently?
- Who can you speak to for additional support?



**Our lives may have been torn apart, but with your support,
we rebuild and develop a strength we never thought possible.**

- Sharon



Whether it is labour or sex trafficking, victims are going through emotional stages, which can include, but is not limited to, guilt, shame, anger and confusion. This may also be the first time someone else is hearing/finding out about the things a survivor has done (whether out of survival or force), and the possibility that friends and family may find out about this is very scary. There is also the fear of the next step and processes if law-enforcement is involved, what could happen if media finds out, and the overall feeling that "this is all my fault," and fear of retaliation. This is why service providers must always remember not to brush off these concerns during interactions with survivors. Statements such as, "don't worry, your family will understand," is not helpful and also creates false hope. A survivor sternly warned against making any promises that you cannot keep as it can immediately break any trust and rapport that has been built.

Remember that the priority is to remind the survivor they are currently safe and validate any feelings and concerns they may have. Survivors shared that it is important for shelter staff to recognize they are there to support clients and not there to control them. This means staff should be following the client's lead regarding their needs. As previously mentioned, this is a journey for survivors with no end and no time limit on where they want to be/need to be. In the grand scheme of the healing journey, a shelter stay is only a short-term stop for a survivor which means not everything will be accomplished during their stay.

Survivors reminded service providers to engage in trauma-informed practices when interacting with survivors. This means that service providers must have an awareness of how trauma may manifest and present. An advocate shared experiences where survivors may have an emotional reaction to a staff's hair colour, nail colour, tone/speech and overall appearance as they may be reminders of traumatic experiences. It is up to us, as service providers and professionals, to be cognizant of this and recognize when it would be appropriate for a warm handoff to another staff member within our organization.

Indigenous Support

Providing support to Indigenous survivors of human trafficking requires a culturally informed and holistic approach that acknowledges the unique experiences and challenges faced by Indigenous communities. Some of the unique challenges faced by Indigenous communities have been mentioned in the previous sections of this guidebook. A crucial part of culturally proficient practice are providers who recognize the impact of intergenerational trauma and tailor their approaches accordingly.

For Indigenous survivors, culturally appropriate support is essential. Organizations like the Native Women's Association of Canada offer resources tailored to Indigenous women, integrating traditional healing practices with community support networks. Education and awareness programs that empower communities and prevent exploitation are also necessary; the Canadian Centre to End Human Trafficking provides training and awareness materials to facilitate this.

It's important to have Native people working with Native people—to make sure they are working with someone they identify with.

- Indigenous Survivor

While it is important to ensure Indigenous survivors are connected to culturally appropriate support services, it is equally important to follow the lead of the survivor. Advocates have shared that an Indigenous individual may not want to be connected to Indigenous agencies for reasons surrounding personal safety. The Ontario Native Women's Association identified in their Indigenous Anti-Human Trafficking Engagement Report 2017-2018 that survivors mentioned two main types of support services that they needed most.

1

To have someone safe to talk with; and

2

to have supports for the transition process out of the work and into a new life (page 20).

Finally, it is critical to acknowledge that social service agencies in Canada have historically been developed from a colonial lens, reflecting the values and priorities of Eurocentric-dominant frameworks that marginalize Indigenous perspectives and needs. Service providers should focus on empowering survivors by involving them in their own care plans, thus reinforcing their agency and self-determination which are often undermined by colonial frameworks. An essential component of this approach is the incorporation of traditional Indigenous practices and healing methods into service delivery. This can include supporting survivors to participate in or suggest rituals, ceremonies or practices that resonate with their cultural beliefs.

Sources: Kaye, 2017; Native Women's Association of Canada, N.D., The Canadian Centre to End Human Trafficking, N.D.



Do you know the Indigenous organizations in your community you could consult with to learn more about Indigenous culture, programming, and services?

Indigenous Resources:

[Talk for Healing - 1-888-200-9997](#)

A culturally grounded, fully confidential helpline for Indigenous women available in 14 languages all across Ontario, operated by Beendigen Anishinabe Women's Crisis Home & Family Healing Agency.

[Hope for Wellness Helpline - 1-855-242-3310](#)

A helpline for Indigenous people across Canada providing telephone and online 'chat' services 24/7

[The National Indian Residential School Crisis Line - 1-866-925-4419](#)

An independent, national, toll-free support call line is available to provide support for anyone who requires assistance. This line is free of charge and accessible 24/7.

[The Canadian Human Trafficking Hotline - 1-833-900-1010](#)

The Hotline operates confidentially 24 hours/365 days a year. It is a national service offering support in over 200 languages, including 27 Indigenous languages, accessible by phone, chat, web form and email.

Youth Support

While it is rare for transition shelters to provide primary services to a youth, unless it is specifically a shelter for youth, it is still worth mentioning some approaches to use when interacting with a youth who has possibly experienced/is experiencing exploitation.

When I was at that age, I did talk about how I was at a massage parlour, but I had no idea I was being trafficked. I didn't want to disappoint my counsellor, I thought she would get mad at me.

- Sommer

Survivors shared that the biggest challenge speaking to service providers, especially when they were young, was the idea that service providers see themselves as protecting the survivor who, as a result of speaking about their experiences, risks being removed from their current environment. Additionally, survivors shared how they have been groomed to perceive their situation as normal, as a survivor recalled how her trafficker told her that, "he hit me because he loves me and I was like 'yeah, that sounds right.'" She wanted to remind service providers that "at that age, you're so blinded and brainwashed, so reality is not real. So a service provider can talk until they're blue in the face and it won't make a difference." Drawing parallels between telling a teenager to eat healthy but they are still going to go eat at McDonalds.

What survivors said was most helpful for them at that stage was for service providers to be patient and consistent. Being able to see someone regularly made a difference, as for them, "so much can happen even in two weeks," and having a safe space and person to talk to was the support they needed. Additionally, outside of the legal obligations all service providers must adhere to, survivors shared that building enough trust to talk about their experiences took time and pointing out the problem or attacking their relationship did not help. This also included being disrespectful to their partners or calling their partner a "trafficker." The risks may seem obvious as an observer and professional, but to the victim, this is their current reality.

Instead of focusing on the problem, which might push the survivor away, survivors ask service providers to focus on self-love and healthy relationships, sharing that at that age they felt they were more focused on pleasing others, and hearing about positive self-development is planting a seed.

Give time for people to be honest, but put in that time. Even if you have those suspicions, they're going to deny it.

- Sommer

From a survivor, here is a list of things you should avoid when speaking to a youth who is experiencing exploitation:

- 1** Avoid being disrespectful to their partner/trafficker
- 2** Don't call their partner "a trafficker"
- 3** Don't attack the relationship
- 4** Don't point out the problem
- 5** Know when you and your client are not working out and change workers

Youth Support - Speaking to Guardians

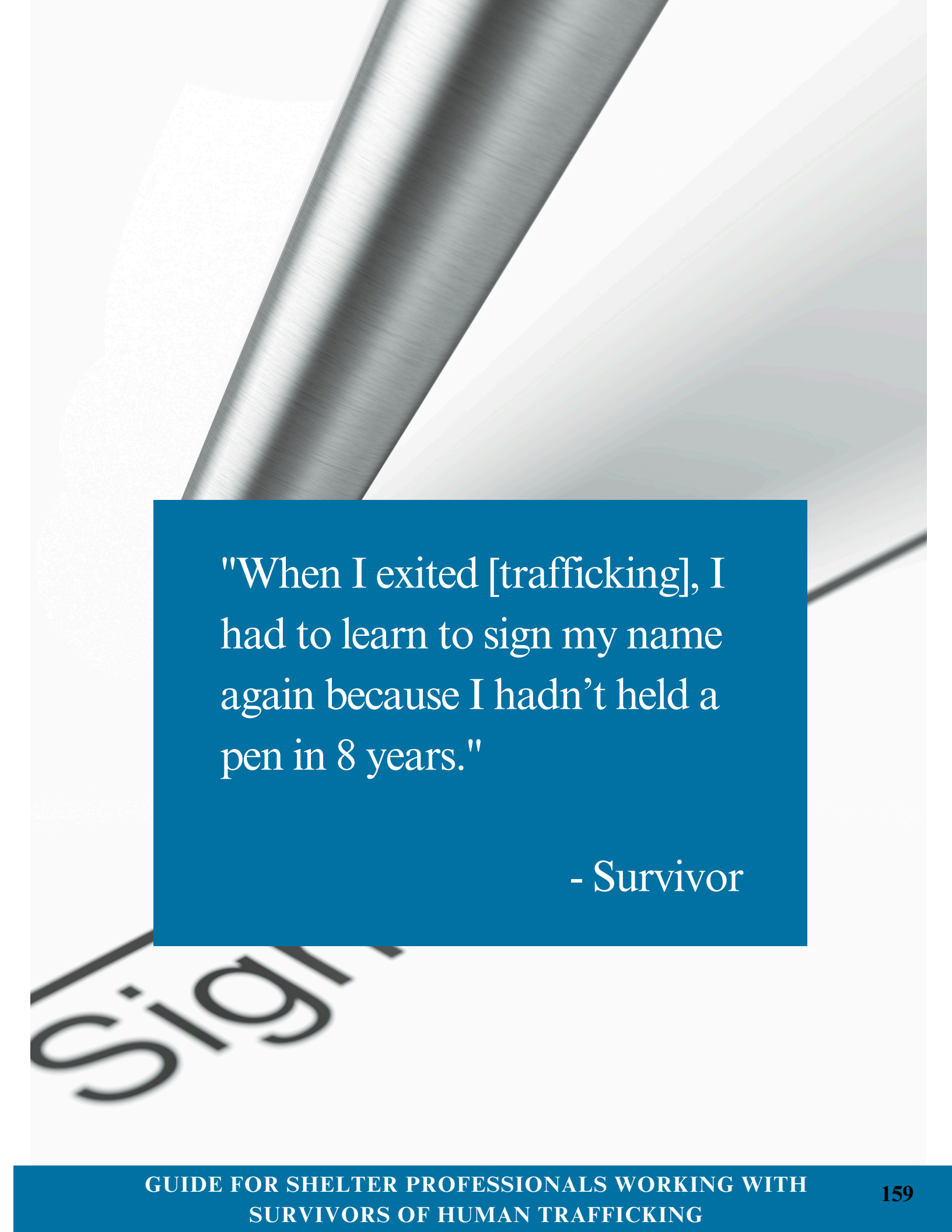
Child and Youth Counsellors at Hiatus House spoke about their experience navigating conversations with guardians about suspected youth exploitation and vulnerabilities. They shared that the most challenging part is delivering the discussion in a way that the guardian, who is usually accessing shelter services for themselves, does not feel judged while supporting the guardian through a very sensitive process that could make the guardian defensive. The best approach is to provide local educational resources, explain the risks, safety plan with the guardian and the youth, and encourage the youth to access support from shelter staff through rapport building as a team with the family.

Activity 10.6:

1. The term "warm handoff" usually implies a referral to a worker from another organization. Does your organization have a "warm handoff" culture? In the space below, list some reasons that you would feel a warm handoff to another staff member would be beneficial for a client.

2. Who would you speak to about this and what would the plan look like?

Notes:



"When I exited [trafficking], I had to learn to sign my name again because I hadn't held a pen in 8 years."

- Survivor

Shelter Service Considerations

The guidebook, up until this point, has extensively covered the identification of experiences of exploitation and human trafficking; however, the lack of identification assessments is not the only gap in services that shelter staff members have noted. The service provisions needed to best support victims of human trafficking were also identified as needing robust attention. This was expressed by a Manager of Residential Services (2021) at a domestic violence shelter, and this sentiment was echoed by other shelter staff in two other communities in the Southwestern Ontario area. This is due to the fact that identification of victims is only the first step. After identifying someone who has experienced trafficking, the service professionals must be able to modify and provide the appropriate service delivery. In a shelter setting, this could translate to how an admission intake is being conducted, what the expectation of the survivor is once they have admitted into an emergency shelter and what the case plan looks like.

Current literature does not outline exact procedures or guidelines on trauma-informed service delivery because there are literature limitations in exit and post-exit interventions due to the complex and unique needs of survivors. There are also inconsistencies in language from one scholar to the next and lack of data in post-exit intervention evaluation, leading to inadequate intervention research to inform best practices. There have been many articles emphasizing the need for adequate training of frontline workers; however, access to training materials appears to be limited. A possible reason for this is the complicated nature of human trafficking that requires the use of multiple training modules to cover the many areas related to human trafficking. For these reasons the next couple pages will address some barriers in service provisions identified by both shelter staff and survivors and recommendations of solutions from field experts and survivors.

Sources: WECEN Staff, 2021; Manville, 2021; Dell et al., 2019; & Clawson & Dutch, 2008.



**You may not be able to help every victim and survivor, but
one can make a difference.**

- Toni



The next section requires individual shelters to critically reflect on their current practices in determining where change can be implemented to deliver trauma-informed care. Each shelter and organization is unique due to its geographical location, mandates and capacity. Thus, proposing a standardized service protocol across Canada is not practical.

Intake Process

It is imperative that shelter workers understand how memory is impacted through a trauma-informed lens. Shelter workers must understand how trauma, substance use, sleep deprivation, and traffickers' coercion over time can impact memory. Victims of human trafficking may not be in the mindset to share their experience/trauma or they may possess an overall distrust of frontline workers resulting in hesitance to disclose and/or withhold information. With that said, a survivor of human trafficking may not appear forthcoming with information or may seem to be hiding information due to external and psychological barriers that influence their ability to remember events in totality. This may look like the ability to remember very specific details of events or not being able to remember certain experiences at all. It is critical that shelter workers consider the needs of the client while conducting an intake assessment as it can retraumatize the victim if they are not ready, feel unsafe or uncomfortable with the intake worker.

Sources: Manville, 2021; Sopp et al., 2019; & Clawson & Dutch 2008.



I couldn't even remember my name. My trafficker made me change my name every two weeks for eight years.

- Caroline



Admission processes typically require a substantial amount of information from clients as part of health and safety mandates (such as allergies, diagnoses and other information to determine risk). This means they can be quite long and by no fault of their own, service providers end up focusing on completing these required documents. When survivors recalled their shelter intake process, one survivor shared that hers was just over two hours leaving her exhausted.



I was so tired at that point, I couldn't even remember my name.

- Toni



Activity 10.7:

1. Reflect on your shelter/organization's current intake process. Use the space below to list some documents or tasks that are absolutely necessary to complete and those that can be put on hold.

2. Who can you speak to/what would be the steps required to implement this change?

3. Do you currently offer comfort items as part of your intake/interview processes for survivors to hold and/or fidget with? List some items that would be available in your shelter and community currently.

Rooms & Sharing

Depending on capacity of the shelter and the physical layout, choices for room selection and room sharing may not be a plausible choice to offer clients. However, survivors shared that having this option would make a huge difference in their stay. One survivor shared that they did not like the crowded environment of shelters and would stay in her room to be alone. This survivor also mentioned that hoarding food can be common among survivors of human trafficking as they may not have had access to food and food choices. The survivor emphasized that this is why it is also important for shelters to allow clients to have meals in their own room to slowly integrate with other clients in the shelter.

Activity 10.8:

1. What can you offer to a client admitting to your shelter regarding rooms, sharing, and room guidelines?

Think about your current guidelines, what is absolutely necessary to follow and which guidelines can be bent a little to make some accommodations?



Does your shelter currently have a protocol to check-in on clients in their rooms as needed? What does this look like? How is it communicated and logged so that every shift is aware? How is this explained to the client and what does each check-in look like?

- Did the client participate in creating a check-in schedule?
- Did the client get to decide what the check-ins look like? Especially if it is at night?

Notes:

Rest Period

Survivors who have recently exited the trade may need up to 18 months of rest and require years of processing and healing until they are ready to enroll in any treatment/counseling programs. A study conducted by Dell et al., (2019), focused on post-traumatic stress disorder (PTSD) as a disorder of memory and the impact of sleep deprivation. The study found that sleep deprivation impacted memory coding and contributed to an increase in intrusive memories leading to a heightened sense of distress. As sleep disturbance and trauma go hand-in-hand, obtaining adequate sleep also improves memory processing and trauma memory recollection within context. It's important to note that preventing sleep is also a tactic used by traffickers to maintain control over victims. Exhaustion makes a person more vulnerable to manipulation as it impairs their judgement. For this reason, advocates encourage survivors to rest as much as they can when they first exit the trade. When survivors can rest, their brain can begin to organize their memories to differentiate between the intrusive memories and the sense of immediacy in perceived threat attached to those memories. This allows the victim to recognize that it is a memory recollection and to treat it as such. This is why it is crucial for shelters to begin to change their work culture and procedures to recognize that someone presenting at their shelter may not possess the necessary mental clarity to provide the information needed to complete intake paperwork and to implement rest periods for their client.

This may be challenging due to mandates placed on emergency shelters around length of stay, but it is important to look at how shelters offering short and long-term stays can implement appropriate rest periods. For an emergency shelter, this might look like only completing pertinent paperwork and communication to a survivor so that they can focus on resting for the next 24 to 48 hours before meeting with staff to begin case planning.

Sources: Dell et al., 2019; Kiss & Zimmerman, 2019; & Sopp et al., 2019.



When I first exited, all I did was sleep for two months.

- Survivor



The quote above was provided by a survivor who shared how important a rest period is because for the first time in years, she was somewhere safe enough where she could sleep without worry of someone coming in to harm her.

Posttraumatic Stress Disorder (PTSD)

Another need that should be addressed is the impact of traumatic brain injury and PTSD. Smith and Holmes (2018) discuss traumatic brain injury and PTSD in intimate partner violence, arguing that "individuals with PTSD experience daily cognitive failures in memory, perception and motor function (p. 3)." Although the study focuses on individuals experiencing intimate partner violence, the neuropsychological impacts from abuse and trauma can be transferred to individuals who have experienced trafficking. Shelter staff who have shared their experiences for this project have raised the challenging question of what would case management look like in a shelter setting if a survivor is constantly forgetting appointments, requires additional assistance with day-to-day tasks or has mental health needs that requires more one-on-one time with staff and what would be the best course of action from a capacity standpoint?

Unfortunately, there is no guiding document to answer these questions. After brainstorming with case managers from different shelters, there was a shared agreement that the work needs to start with the client and meeting them where they are. Case managers brought up ideas around reminders for the clients such as posting schedules in client files so that staff are aware of upcoming appointments and can remind the client, reminder procedures allowing staff to call clients before an appointment, go to client rooms to remind them in-person or having clients check-in with staff daily to review their personalized schedule.

An advocate reminded staff that it is necessary to remember that a survivor is not purposely forgetting an appointment with you out of spite or avoidance.

Activity 10.9:

1. What are some other ways you and your colleagues can navigate these barriers?

Substance Use

Advocates spoke of the challenges of supporting survivors through their organizations over the years. Survivors may have other immediate needs related to substance use, compounded trauma affecting their mental state and physical health, or critical medical needs and basic life skills. A common discussion question that arose during conversations with shelter staff was the challenges of providing adequate support to survivors who have a substance use disorder and are actively using substances upon admitting to a shelter. Shelter staff have shared in discussions that lack of safe consumption sites or safe consumption protocols within shelters forces survivors to leave shelters to use, risking their safety being out in the community as well as risking their stay at a shelter due to shelter guidelines on curfew, overnight leave, and substance use. Survivors shared situations where they returned to their trafficker because their trafficker was also the one who provided them with access to substances.

Substance dependency also impacts sleep and rest schedules. This dependency cannot be addressed with just a referral to a detoxing agency or substance use treatment center as the survivor may not be ready to stop using. Current literature will often provide lists of survivor needs, but unfortunately, does not provide guidance on how to address these needs in an emergency shelter setting. Currently, there is no standardized protocol on navigating substance use with clients across Canada and shelters are left to make their own decisions based on what works best for their shelter (with consideration to staffing capacity, number of beds, geographical location, community partners/additional community service availability, etc.).

That being said, trauma-informed care without consideration for substance use would not be complete. Complete the activity prompts below to see how you can provide support services around substance use.

Activity 10.10:

1. Does your shelter operate from an abstinence based approach? If so, list some shelters close to you that you could refer a client to who is still actively using.

Activity 10.10 Continued:

2. List some harm-reduction practices currently used at your organization.

3. What are some areas where your organization could improve their approach to supporting clients who would benefit from harm-reduction services?

4. How can these improvements be implemented?

Guidelines

A conversation that raised the same concerns from both shelter staff and survivors was navigating shelter guidelines. While it is important to remember that survivors are coming from controlling environments with little to no autonomy, shelters are also liable for everyone's safety and maintaining a community living environment. There is no clear answer on which guidelines shelters should omit and what would be the best practices, but just like amendments are encouraged to be made to lengthy intake processes, shelters can re-evaluate their current guidelines to see where they can make an accommodation when needed.

A survivor recalled her experience at a shelter where she felt staff continued to address her sleeping schedule because she was up all night and preferred to sleep during the day when she felt safer. This survivor explained she was forced to work at night, and has become accustomed to this schedule, and to this day, will only work night shifts.

Other areas where survivors recalled feeling controlled due to guidelines and policies were:

- Lack of control or ownership of their medications
- Curfews
- Set meal hours
- Food restrictions (only allowed to eat in a certain area)
- Phone usage
- Laundry hours
- Lack of support through the night
- Unable to smoke on-site

Activity 10.11:

1. Use the space below to brainstorm some ideas around ways your shelter guidelines can minimize re-victimization.

Notes:

Case Planning

Shelter workers reported feeling unsure of how to proceed with case plans when they hear a disclosure of exploitation and/or human trafficking. This is understandable as there is a lot of advice in the literature on what we should be doing and, to reiterate, the literature does not reflect a shelter setting or the short-term focus of shelter programs. Shelter staff are encouraged to case plan as they would with any client, following the basic guide of meeting the client where they are at. Ensure that you are including the survivor in the case planning process as well as case conferencing, so that the survivor is in control of their case plan. This is a reminder that survivors want us to be there to support them, not control them. If we are not careful, we can end up re-victimizing survivors. If you can develop a case plan with this in mind, you are on the right track. The next section will provide more information on what survivors need you to include in their case plans.

Safety Planning

Victims of human trafficking have experienced some form of threat as a method to control and manipulate them. A survivor may not have experienced any physical abuse, but they can still be fearful of physical violence through witnessing it, hearing about it from other victims or being threatened with it directly. They may also be fearful of the safety of those close to them, as traffickers leverage the safety of family, friends and pets to force their victim to do what the trafficker wants. As already covered in the "interactions" section, it is important that service providers validate these concerns and fears and work with the survivor to develop safety plans that protect them and anyone close to them who is also under threat of harm.

The Canadian Human Trafficking Hotline identified three points every safety plan should include:

-  Identifying current and potential risks and safety concerns.
-  Creating plans to reduce risk and avoid/reduce harm.
-  Developing options that can be used when safety is threatened.

“Safety planning should reflect an individual’s risk assessment of their own situation and concerns. A safety plan is more likely to be used if it includes actions that an individual is comfortable with and has self-identified as being realistic” (Canadian Human Trafficking Hotline, 2024).

Safety planning within your shelter is just as important as developing a safety plan for risks and threats outside of the physical walls of your shelter. Survivors noted feeling safer when staff pointed out safety features within the shelter and asked them what they needed in order to feel safe during their stay in a shelter. A survivor recalled having to stay in almost 10 different shelters across Ontario in one year because her trafficker kept finding her. She shared her situation was so severe that her sister did not contact her for three years because she was afraid for her own safety. This survivor shared that the shelters that took the time and asked her to outline her concerns and brainstormed ways to address her safety concerns together made her feel more welcomed and at ease.

As a service provider, it can be safely assumed that you are not purposely dismissing a survivor's concern. However, survivors shared through their experiences that service providers' responses to their concerns can be negatively impactful, even when it was not the service provider's intent.



Another survivor shared that to this day, they have everything in their partner's name so they cannot be traced. Think about how you would be able to work with this survivor to address their safety concerns while respecting their decision to keep everything in their partner's name.



Living in safety is not living in fear.

- Toni



Survivors reported experiencing gaslighting at the hands of service providers who said "you're just paranoid," when the survivors felt they were trying to take their personal safety seriously. This is why survivors who were consulted for this guidebook felt it was important that there is flexibility in safety planning.

Activity 10.12:

1. Now that you have completed this section, list some ways you could change your approach to creating safety plans with your clients.

2. How can safety be addressed if a client does not perceive it as the same safety risk levels as you? List some ways you would approach this conversation.

Notes:



WHAT

Survivors Need

This last section will provide you with a list of what survivors have listed as their immediate needs to be supported in their healing journey. It also includes a resource tool called the Critical Care Pathway Flowchart for you to complete based on the resources available in your area.



Section Art Provided by Sommer

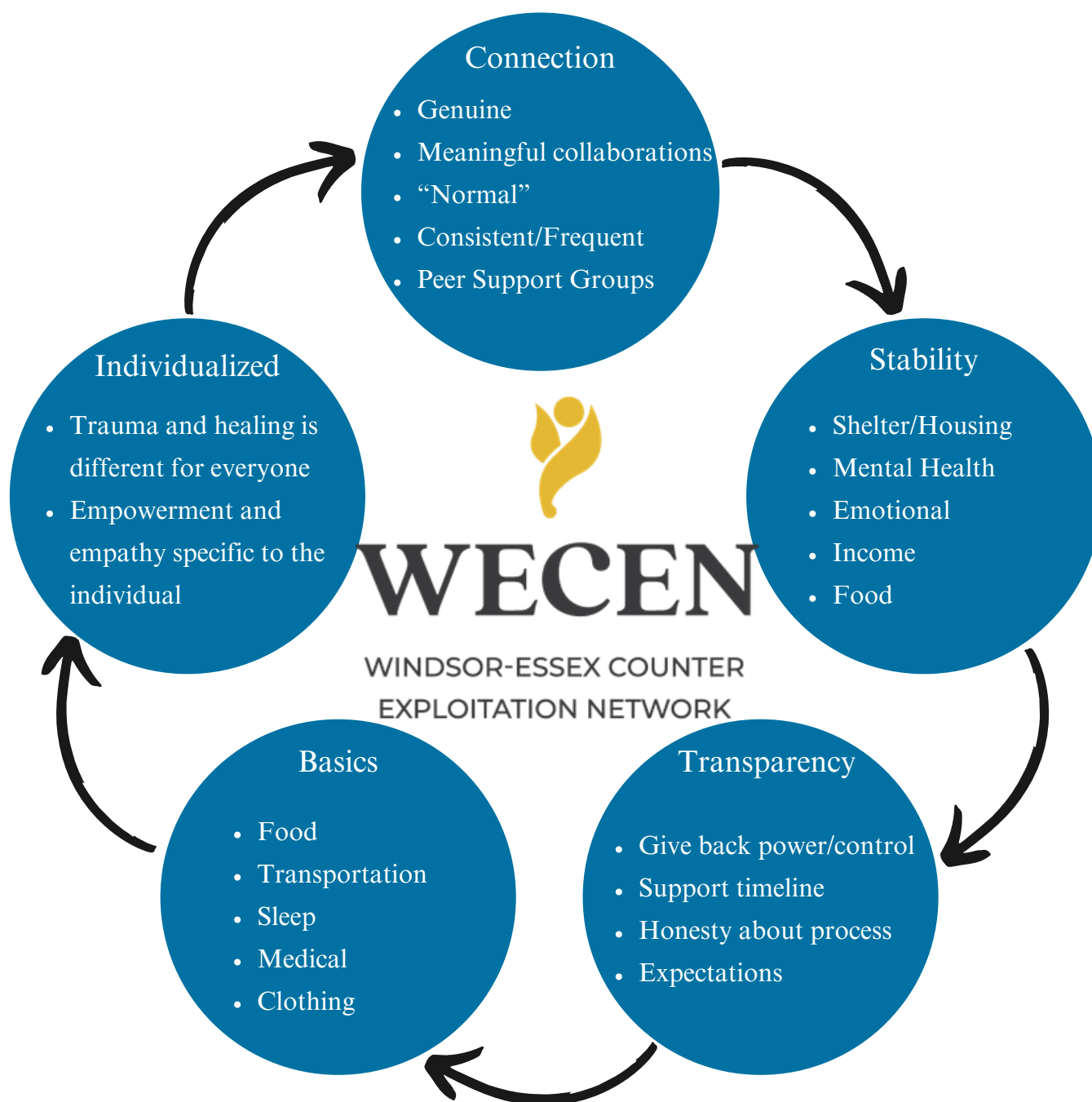
The section cover image was created by Sommer who created this collage earlier this year and loved the way it turned out and came together as she felt this piece of art she created put a big emphasis on making peace with the past.

I am worthy of a life worth living and determined not to let the past consume me. While I still feel a lot of resentment in my heart, I will not allow what happened to me to define my future.

- Sommer

What Survivors Need

The following chart was created by the Peer Support Group at WECEN to communicate to service workers what survivors need and what should be prioritized. This group of survivors would like to be represented as experts due to their lived experiences.



Critical Care Pathway Flowchart

The Critical Care Pathway Flowchart was adapted by the Coalition Against Human Trafficking Sarnia Lambton from Sarnia-Lambton County, ON. It was created to provide access to the most relevant supports at each stage of interaction with a survivor of human trafficking and only slight modifications were made to better fit a national audience. Use the spaces in the flowchart to fill in the services available in your area.

The flowchart is divided into five sections to represent the stages of crisis an individual may be experiencing. The earlier stages focus on what has been reported by service agencies and survivors as pre-crisis or in-crisis needs/wants and the later stages focus on less immediate or longer-term needs/wants that can be appropriately addressed once a survivor has stabilized.

However, the service provider should not feel bound to the timelines as the questions may need to be repeated at various stages according to the varied needs/wants of survivors and they may require access to different supports at different stages. Every survivor has a unique story, the Critical Care Pathway should be adapted to each unique individual and the resources that they choose to pursue.

The five sections of the flowchart are as follows:

1 **Stage 1A: Pre-Crisis**
Initial Connection with Service Provider

2 **Stage 1B: In Crisis**
Intervention Supports

3 **Stage 2: In Crisis**
Immediate Supports

4 **Stage 3A: Post-Crisis**
Stabilization Supports

5 **Stage 3B: Post-Crisis**
On-Going Supports



**Coalition Against
Human Trafficking**
SARNIA-LAMBTON

Stage 1A:

Pre-Crisis

Initial Connection with Service Provider

Pre-Crisis connections with a survivor of human trafficking or sexual exploitation are extremely important for building trust and rapport. These may be the only interactions a survivor has with those who are able to provide the supports that they want and could help them decide to leave their exploitive situation. Also, these supports will help reduce harm to a survivor while they decide whether or not to seek intervention.

Statistically, it takes approximately seven positive interactions with a service provider before a survivor makes the choice to exit, so it is crucial to offer these supports consistently, repeatedly, with empathy and without judgement. Finally, it is important to note that at this stage, a survivor may not self-identify as having been 'trafficked', they may consider their trafficker to be their 'boyfriend' and they may not recognize what is happening to them is a crime. Be careful not to label them or try to control them. This stage is about building relationships of trust so that when a survivor is ready to exit, they have the resources and contacts to reach out to.



Stage 1A: Pre-Crisis

Initial Connection with Service Provider

ALWAYS CONSIDER: Do they need an interpreter?

MCIS Language

Across Languages Translation & Interpretation Services

Are they safe? Are their family/friends/children/pets safe?

911 Emergency

Children's Aid Society

Victim Services

Are they under 16 years old, or do they have dependents under 16 years old?(Children's Aid must be contacted if they are under 16 and there are concerns about their safety and well-being or they are being sexually exploited or at risk of)

Children's Aid Society

Do they need immediate medical attention?

911 Emergency

Hospitals in the area:

Do they want Police involvement at this point?

(*Be sure they're aware that they have the choice not to consent to police involvement (if they are over 16 yrs of age)

911 Emergency

Do they want access to sexual health products and services?
(Condoms, Lubricant, Oral Contraceptives, Pregnancy Support, STI Testing & Treatment, Counselling, etc.)

Do they want access to safer drug equipment, drug counselling, or detox support?

Victim Services

Do they want a backpack with dignity items, sexual health items, and emergency resources?

Do they want a safe place to stay for the night?

Stage 1A: Pre-Crisis(cont'd.)

Initial Connection with Service Provider

Do they want home safety equipment or repairs due to damages from forced home entry? (Window and door locks, deadbolts, peepholes, etc.)	
Victim Services	

Do they want an immediate support person or accompaniment?	
Victim Services	Children's Aid Society (>16)

Do they want emergency or crisis contact numbers?	
CMHA	National Human Trafficking Hotline

**Be sure they're aware that they have the choice not to consent to police involvement (if they are over 16 years of age).*

Notes:



Notes:

Stage 1B:

In Crisis

Intervention Supports

Intervention supports are intended to be the resources that a survivor may want within the first few hours of leaving their exploitive situation. As the survivor will be in crisis at this stage, they may be in shock or unable to identify what they need or want. In the beginning stages, crisis often happens in cycles for survivors as the trauma they've experienced can be intensified and re-triggered uncontrollably. Give them the space and time they need to answer questions and make choices for what they want to do. If they consent, it's very helpful to contact one of the short-term support persons listed in this stage who are trained to support survivors in crisis. Also, be aware of the survivor's basic needs during this stage as they can become overwhelmed with interacting with service providers. It is always OK to take a break from questions so that the survivor can regroup and come back hours or days later when it is less traumatizing for them. Finally, be sure the survivor is treated with dignity and has access to food, a shower, clean clothes and has a chance to rest if they choose to.

Note: If the survivor wants to collect forensic evidence of an assault, the service provider should let them know that evidence is best collected before bathing or changing clothes.



Stage 1B: In-Crisis

Intervention Supports

ALWAYS CONSIDER: Do they need an interpreter?

MCIS Language

Across Languages Translation & Interpretation Services

Are they safe? Are their family/friends/children/pets safe?

911 Emergency

Children's Aid Society

Victim Services

Are they under 16 years old, or do they have dependents under 16 years old? (Children's Aid must be contacted if they are under 16 and there are concerns about their safety and well-being or they are being sexually exploited or at risk of)

Children's Aid Society

Do they need immediate medical attention?

911 Emergency Closest Hospital/Emergency Room:

Have they used or been given substances recently? Do they want support to get sober?

911 Emergency
Services

Closest Hospital/Emergency Room:

Victim Services
(Funding for paid
recovery)

Substance use & Detox
Services in Area:

Are they at immediate risk of harming themselves or others?

911 Emergency

Closest Hospital/Emergency Room:

Distress Lines

CMHA

Do they have an immediate short-term support person?

Do they have immediate access to food, clothing, and personal hygiene items? Do they want immediate financial assistance?

Victim
Services

Salvation
Army

Do they want police involvement at this point?

If no, continue on to 'Immediate Supports' and omit those that are not accessible without police involvement

Note: if under 16 years old, Police and Children's Aid Society

Notes:

Stage 2:

In Crisis

Immediate Supports

Stage two immediate supports are those which a survivor may want to access in order to establish safety and security, often within the first few days to the first weeks of intervention. Survivors will still be in crisis at this stage but will need to access services that will lead to their stabilization (i.e., housing, counselling, legal aid, financial support, etc.). These questions and supports are intended to be a systematic review of all of the possible services a survivor may want/need in order to move towards that stabilization. Due to their varied situations, they may desire to access many or only a few of the potential supports. They may also want to access support from specific groups that they personally identify with which allows them to process their crisis alongside a community where they feel safe and accepted. If there is a group that the survivor identifies with that is not currently listed in the Critical Care Pathway, try to research that group to identify the appropriate services.



STAGE 2: In Crisis

Immediate Supports

ALWAYS CONSIDER: Do they need an interpreter?

MCIS Language

Across Languages Translation & Interpretation Services

Do they want forensic evidence for domestic violence or sexual assault? Do they want STI or Pregnancy testing? Do they want access to birth control or the morning after pill?

Do they have safe and immediate shelter?

Out of region housing options

***Additional out of region options available through referral from these locations:**

Do they want immediate care for dependents – Children, Seniors, Adult Dependents or Pets?

Children's Aid Society

Victim Services

Humane
Society

Do they want accompaniment support?

Children's Aid Society

Victim Services

Do they want crisis counselling?

(24 hours crisis lines, or locations with immediate crisis counselling available)

Victim Services

Do they want crime scene clean up or removal of graffiti? Do they want home safety equipment (locks, peepholes) or repairs due to forced home entry?

Victim Services

Are they pregnant? Do they want pre-natal care? Access to a Doula? Do they want to consider pregnancy options?

Children's Aid Society

Stage 2: In-Crisis (cont'd.)

Immediate Supports

Do they have non-urgent medical/dental/eyesight needs?

Victim Services

Do they have identification? Do they need replacement of government documents?

Victim Services

Service Canada

Are they at risk of deportation?

Citizen & Immigration
Canada

Canada Border
Services Agency

Do they want legal support?

Victim Services

Do they want 2SLGBTQ+ specific support?

Do they want linguistically and culturally responsive services and support? (some services are out of region)

Do they want spiritual support?

Do they want financial support?

Victim Services

Do they want victim witness assistance, reunification support, or help dealing with threats to family/friends?

Victim Services

Defend Dignity
Survivors Fund

Notes:

Stage 3A:

Post- Crisis

Stabilization Supports

Stage three supports are intended to be introduced once a survivor has stabilized and is post-crisis. There is no set time for when stabilization occurs, it could be one to two weeks, six months, a year, or more. It will be different for each individual depending on the trauma they've experienced and the resilience they've developed.

Some signs of stabilization are when a survivor has fewer crisis episodes, is not engaged in substance use, has developed positive rapport with service providers and is consistently accessing community supports. It is also helpful to refer back to the Stages of Change to see how far along the survivor is in the trajectory of contemplation. For instance, are they at the action stage or do they need further stabilization? In the end, it is not a failure for the client to access some of the services of stage three and then relapse to in-crisis. In fact, this should be expected. The service provider should offer consistent, non-judgmental support and do their best to help any referred resource contact person(s) to understand the cycle of trauma responses the survivor has experienced and encourage them to adapt their service provision accordingly.



STAGE 3A: Post-Crisis

Stabilization Supports

ALWAYS CONSIDER: Do they need an interpreter?

MCIS Language

Across Languages Translation & Interpretation Services

Do they want regular counselling support?

Victim Services

Do they need access to transportation?

Victim Services

Red Cross

Do they want non-emergency access to food, clothing, personal items, home furnishings or a storage locker?

Salvation
Army

Habitat for
Humanity Restore

Victim Services

Do they want transitional housing? (Up to 2 years)

CMHA

Victim Services

Do they want access to a consistent support person?

CMHA

Children's Aid Society

Do they want life skills support?

Do they want access to peer support groups/community groups for survivors of sexual assault and domestic violence?

Do they want employment support?

Stage 3A: Post-Crisis (cont'd)

Stabilization Supports

Do they want educational support?

Do they want childcare or support for adult dependents? (while seeking employment or education)

Notes:



Stage 3B:

Post- Crisis

On-Going Supports

The ongoing supports in stage four are intended to be the services and resources that a survivor will need to access consistently over the long-term. Some of these supports are transitional, such as resettlement or counselling services intended to help them stay safe and process their experience. Others are supports to help them heal and move on from their experience to establish their lives anew while repairing some of the damage they have endured. These supports help them to access resources to further their education, find employment, and create long-term support networks for themselves and their loved ones.



STAGE 3B: Post-Crisis

On-Going Supports

ALWAYS CONSIDER: Do they need an interpreter?

--

Do they want dental care?

Victim Services

Do they want tattoo cover-up/removal?

Victim Services

Defend Dignity
Survivors Fund

Do they want immigration/resettlement support?

Canada Border
Services

Immigration
Canada

Do their friends and/or family want support?

--

Are they leaving the region and want to be referred to survivor supports in other areas?

--

Do they want ongoing accompaniment support?

Victim Services

Do they want ongoing trauma counselling?

--

Do they want ongoing addictions support/programs?

--

Stage 3B: Post-Crisis (cont'd)

Do they want ongoing mental health support/programs?

CMHA

Do they want financial counselling? (Budgeting, credit counselling, tax assistance)

Credit Canada Debt Solutions

Do they want ongoing legal support?

Police Services

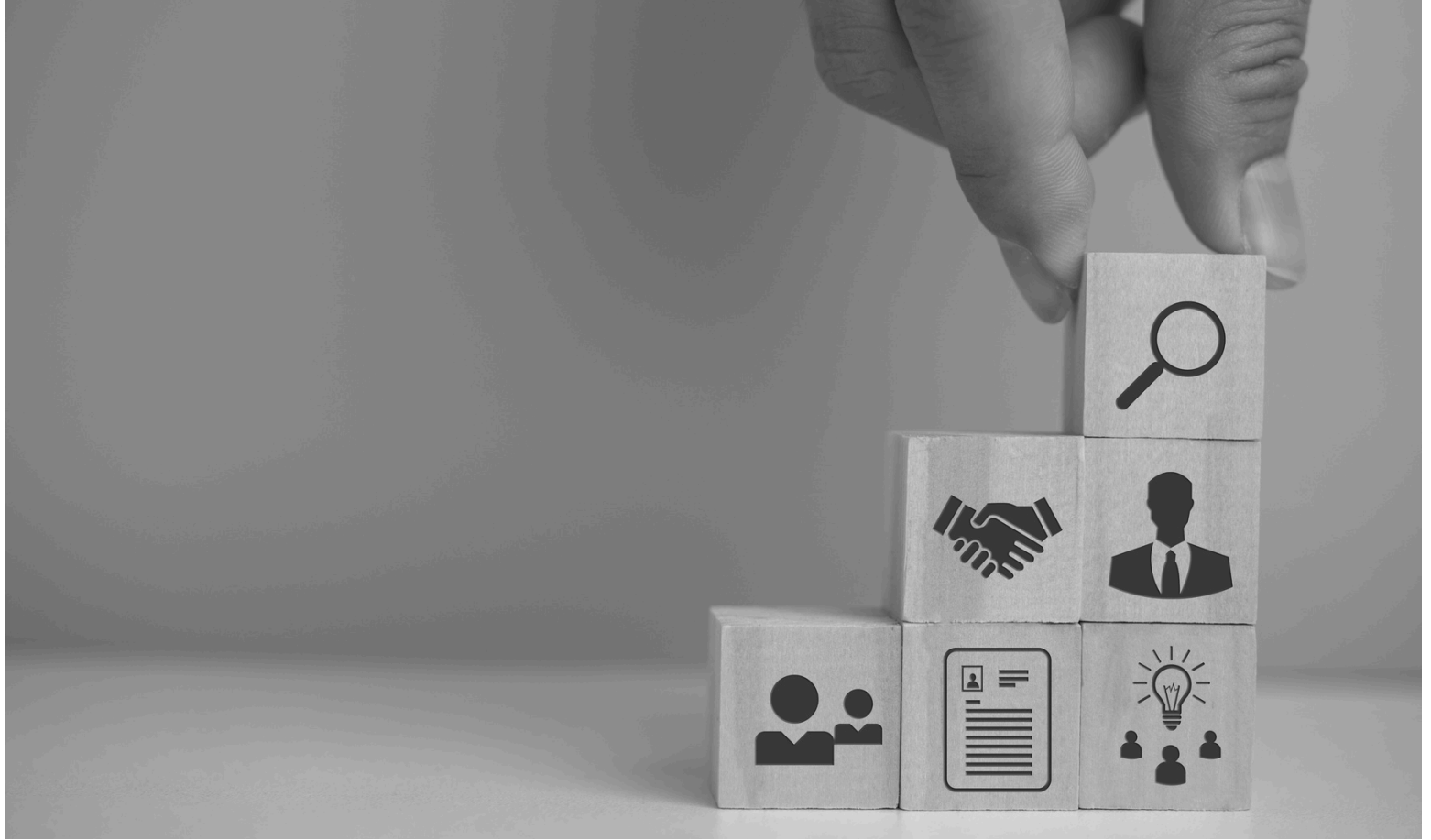
Notes:



Activity 11.1:

When considering support services for individuals, it is important to meet our clients where they are. This may mean that although some services may be best to support our client(s)' situation, the individual's background and circumstances may make it challenging for the individual to trust those services. For example, a person's ethnic background or personal history may lead them to mistrust services such as law enforcement and child welfare workers.

Use the space below to note trauma-informed and/or culturally sensitive alternatives you can offer a client who is not comfortable meeting with law enforcement and/or child welfare workers.



Community Resources

A list of community resources will look different from shelter to shelter based on the shelter's mandates and what is available in their municipal and provincial areas. Shelter workers need to know what services are available in order to navigate the systems to best support survivors.



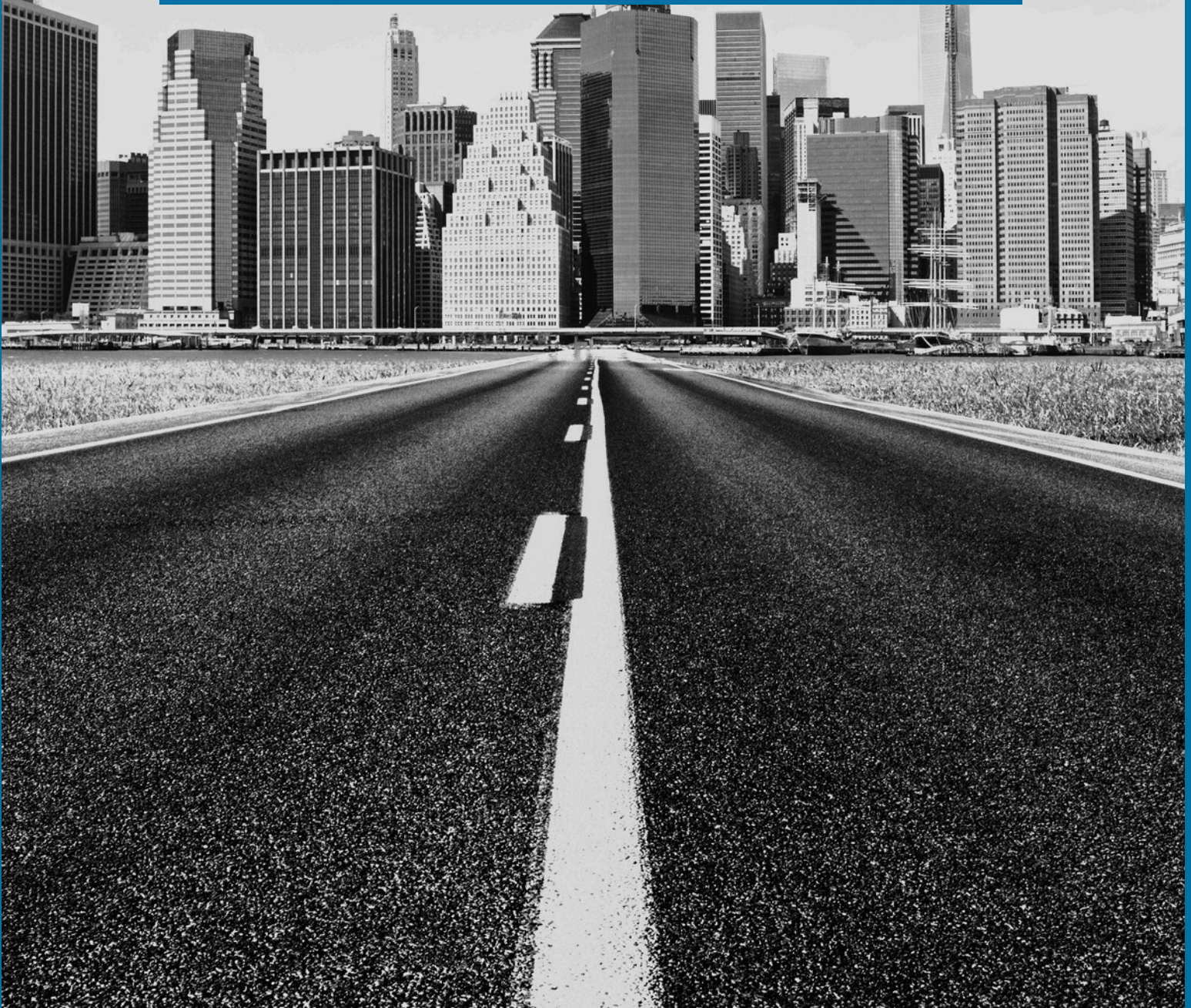
Were there any sections in the flowchart you left blank? If so, who can you consult to fill in that blank? If a resource is not available in your area, are there any virtual resources that could support your client(s)?

As service providers, we need to know about the resources in our communities so that we can make referrals, collaborate, provide holistic care, respond during a crisis, and advocate for our clients. Being well-informed about community resources empowers service providers to better serve their clients, foster collaboration with other organizations, and advocate for positive change in their communities.

THE END

Final Thoughts

You've made it through the guidebook; now there is just one last activity. At the start of the guidebook, you were asked to complete Activity 1.0. The next page will ask you the same questions as Activity 1.0. Complete the questions and compare to see how your answers may have changed.



Activity 1.1:

1. When you hear the term human trafficking, what is your immediate thought? In your mind, who are victims of human trafficking?

2. How confident are you in your ability to identify experiences of exploitation and why?

3. Think about the intake process and guidelines at your shelter. How are disclosures of trafficking experiences made and how comfortable do you feel working with survivors of human trafficking at a shelter setting?

Activity 1.1 Continued:

4. What are some key takeaways for you now that you have completed the guidebook?

5. What are some areas you would like to learn more about regarding anti-human trafficking and where can you find the resources/training material?

A grayscale photograph of a hand placing a puzzle piece into a larger assembly. The puzzle piece being placed features a simple line drawing of a lightbulb with radiating lines, symbolizing an idea or insight. The background is a blurred view of other puzzle pieces.

APPENDIX A

Project Introduction

How did this project start?



Project Introduction

In 2019, Canada announced its National Strategy to Combat Human Trafficking as a five-year National Strategy building upon Canada's existing federal efforts to enhance support and services for victims and survivors of human trafficking to regain control and independence of their lives (Public Safety Canada, 2019). An area of priority for the National Strategy is to "improve the ability of government officials and frontline staff in key sectors to identify, detect, and protect victims and survivors" (Public Safety Canada, 2019). As part of this initiative, \$57 million over five years has been allocated to this National Strategy and the department of Women and Gender Equality Canada (WAGE) have received \$10 million starting in 2020 with an ongoing \$2 million per year to develop the Continuum of Care Prevention and Interventions for Vulnerable Populations initiative (Status of Women Canada, 2020), which will fund eligible organizations to:

1. develop, deliver, and test innovative prevention programs for at-risk populations, including women and girls, Indigenous women and girls, LGBTQ2+ and gender nonbinary people, children and youth, and
2. develop, deliver, and test innovative short-term continuum of care interventions to support survivors while they transition out of human trafficking, reintegrate into their communities, and begin their healing and recovery process (Status of Women Canada, 2020).

This funding has led to WAGE's initiative for the Effective Intervention for Survivors of Human Trafficking Accessing Shelter Services project.



Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada

Canada 



Photo taken by Blackburn News

Hiatus House

Hiatus House is currently an emergency shelter in Windsor, Ontario, providing shelter, support, and outreach services to women and their dependents who identify as experiencing domestic violence and human trafficking. As a recipient of a WAGE grant for the Effective Intervention for Survivors of Human Trafficking Accessing Shelter Services project, Hiatus House has been working in partnership with Legal Assistance of Windsor (LAW), the lead organization of WECEN* (Windsor Essex Counter Exploitation Network), and collaboratively with other partners, to develop and provide specialized and coordinated community services for survivors of human trafficking throughout Windsor-Essex County. This manual will break down how Hiatus House developed and implemented promising practices entailing the development of guidelines and tools to help shelter professionals and allied partners working with survivors of human trafficking to advance knowledge and enhance empowering supports for non-status, refugee, immigrant, and racialized women.



**hiatus
house**



WECEN

WINDSOR-ESSEX COUNTER
EXPLOITATION NETWORK

* WECEN was formerly known as WEFiGHT (Windsor Essex Fights the Growth of Human Trafficking). WEFiGHT was the signing partner name at the start of this project and underwent the name change to WECEN in February 2022.

Notes:



APPENDIX B

How did we get here?

This guidebook was developed with references to current literature, consultation with survivors, and feedback from shelter workers. These were all considered and evaluated with the outcome being the creation of version two of this guidebook. This next section will cover the process of how we got here.

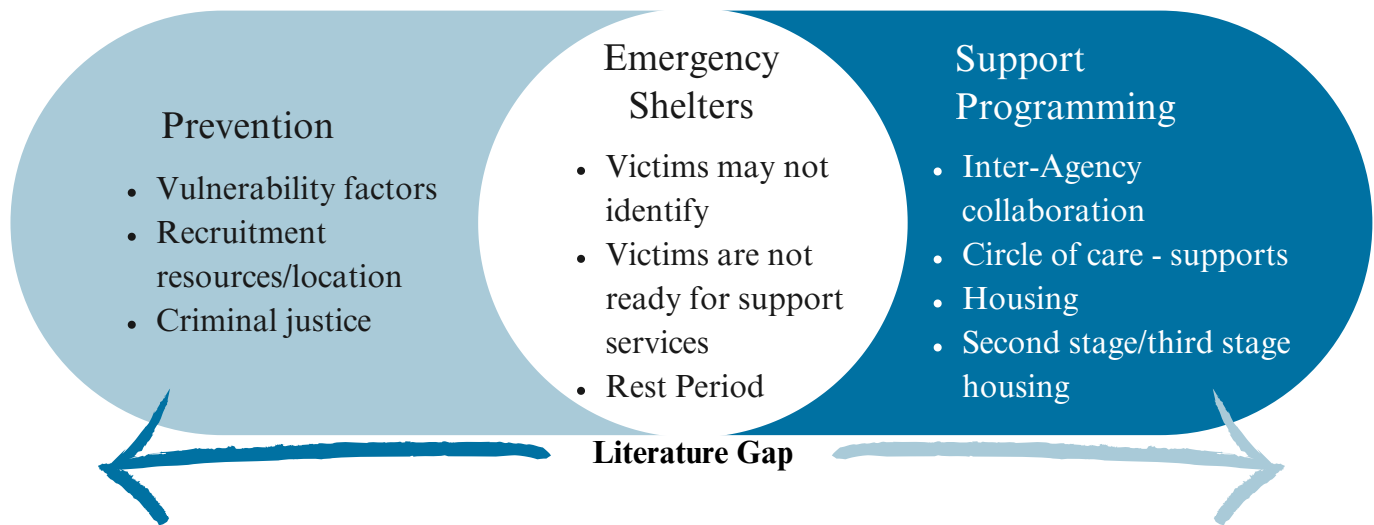


Methodology

- literature review
- interviews
- process evaluation surveys
- pre-test & post-test
- community partner committees

This project started with a literature review to identify gaps in information and narrow the focus to identify the most immediate need for shelter staff. Through ongoing interview and process evaluations of shelter staff and survivor advisors, a training curriculum and resource needs were consolidated to develop this guide.

Literature Findings



Key Findings

Where can we focus our training?

01

Victim Identification

- "Red-flags" and indicators may not be common knowledge and those experiencing human trafficking are often overlooked.
- Those who are aware of indicators may misidentify experiences of exploitation due to the convoluted nature of human trafficking.
- Studies are showing that frontline workers are misidentifying human trafficking experiences.

02

Staff Confidence & Biases

- Studies showed that frontline staff identified as lacking confidence in service provision for survivors of human trafficking.
- Studies also showed that frontline staff identified a lack of confidence in recognizing human trafficking.

03

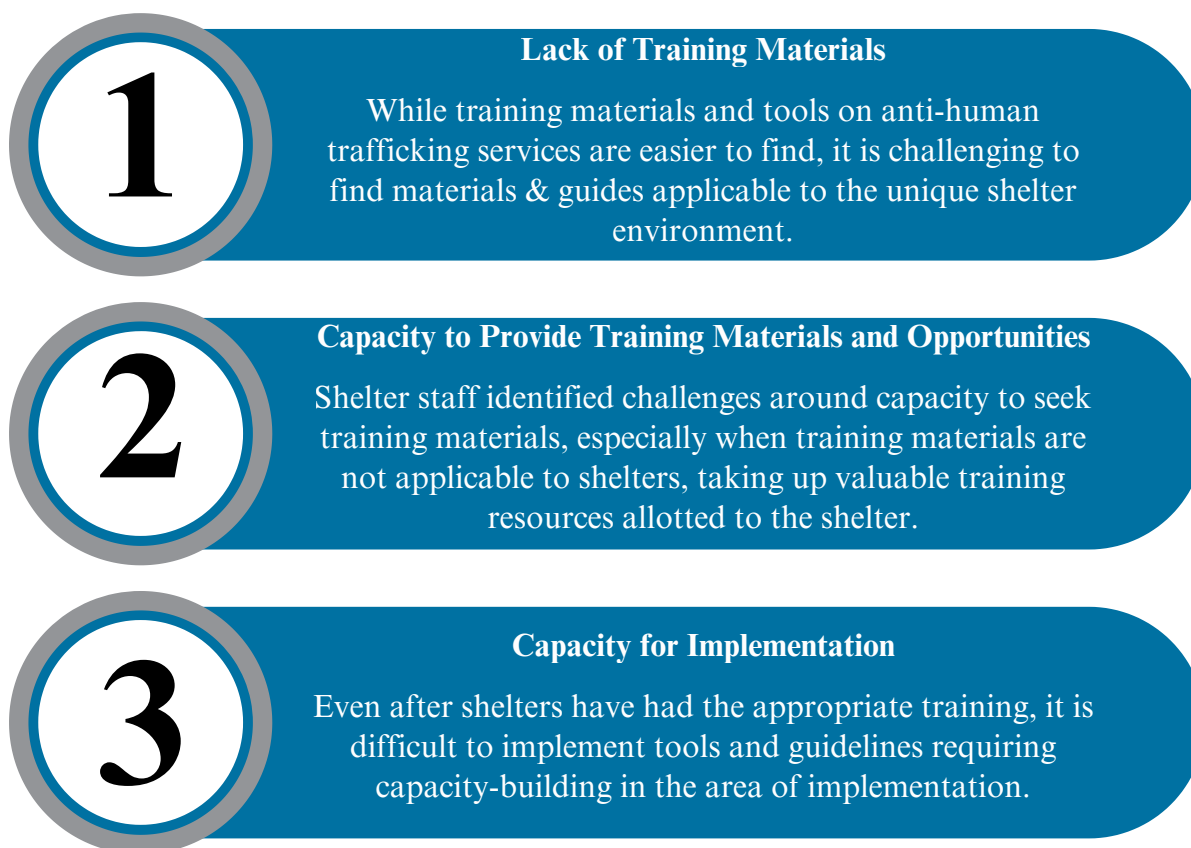
Human Trafficking Trauma-Informed Approach

- What would this look like from a shelter perspective? Shelter staff struggle with the balance of guidelines and accommodations.
- What can shelter staff do to support victims and survivors when there is no clear manual to follow?

Interviews & Process Evaluation Findings

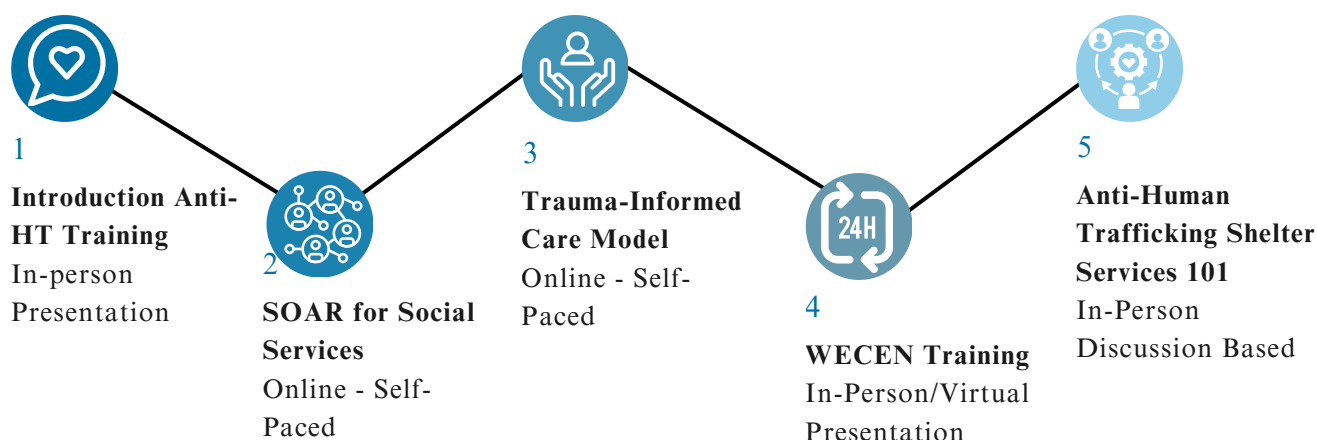
Training Resource Challenges

What are shelter staff and shelter leaders saying?



Project Coordinator's Training

In consideration of these three points, the Project Coordinator developed a five-module training curriculum outlined below:



Training Curriculum Findings

Did it work?

The training curriculum was developed with a hybrid approach of in-person/virtual training provided by the Project Coordinator and online self-paced training modules for shelter staff to complete to eliminate barriers such as shelter staffing capacity. The outcome goal was that if staff could engage in a self-paced training module and attend shorter training sessions, it would be more manageable for shelters to organize. After a year and a half, the following barriers were identified:

01 Scheduling Capacity

- Challenges in scheduling training quickly became apparent as shelter supervisors also had to consider coverage for staff sent to training.
- Scheduling training also takes additional time to obtain each staff member's availability in order to organize training sessions.
 - The Project Coordinator conducted more training sessions to accommodate staff schedules; however, this is not a sustainable solution for shelters.

02 Training Follow-Up

- It quickly became apparent that additional work was required of shelter supervisors to ensure staff were completing the training.
- Resources dedicated to ensuring that staff training was complete in a timely manner and part of the onboarding process for shelter staff required additional personnel capacity to track and schedule.
- Online training methods were a challenge for some staff and staff faced challenges seeking immediate support due to various work hours.

03 Staff Turnover Rates

- Many shelters reported high staffing turnover rates during this project, providing another challenge to keeping up with staff training.
- The resources dedicated to training staff and knowledge obtained by staff was lost every time a staff member left the organization, which left the shelter with challenges around hiring and training new staff.
- Shelter staff could leave the organization before completing the training curriculum.

Development of the Guidebook

Why this approach?

Due to the challenges that arose during the implementation of the training curriculum, the idea for a guidebook was created. This guidebook was created as a workbook and training manual hybrid that can be easily accessed by shelter staff across Canada with three main goals:

- 1** **Sharing of Knowledge**
This guidebook covers the information around human trafficking that shelter staff have identified as applicable in a shelter setting.
- 2** **Accessibility**
Not every shelter will have the equipment required and not every staff will be able to navigate online training platforms. This guidebook can be used electronically or printed as physical copies.
- 3** **Sustainability**
The guidebook is designed to be a self-paced workbook, addressing concerns around shift coverage, scheduling and follow-up, and staff turnover rates.

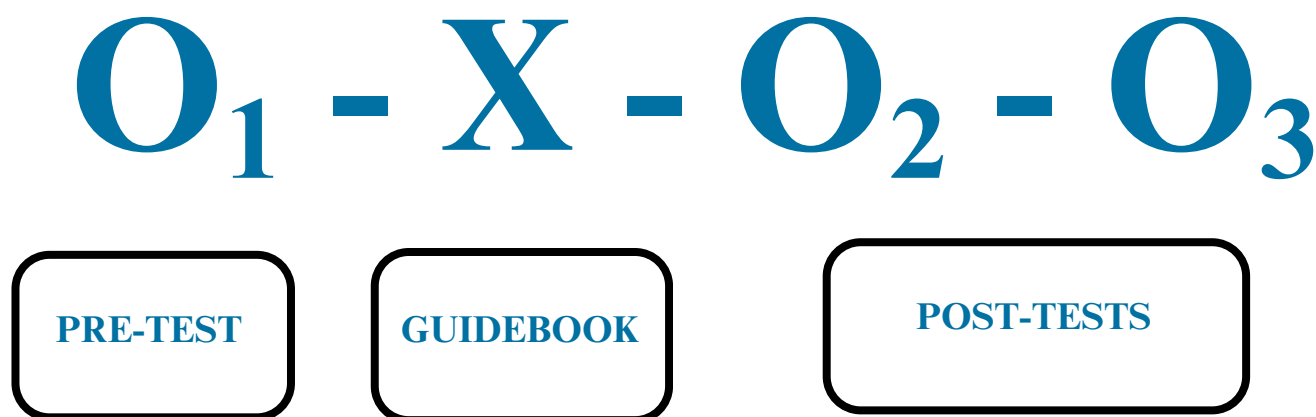
The Project Coordinator took into consideration the varying landscape of Canada that contributes to the wide range of differing resources available in each community. Shelter sizes impact resource and service capacities which, in turn, influence human trafficking trends and the type and scope of resources needed in each community. Therefore, developing a single tool as a "how to" for providing services to survivors of human trafficking would not be trauma-informed. Thus, this guidebook was created as a tool for assessing experiences of exploitation/human trafficking and presents activities throughout to guide shelter staff and service providers in making trauma-informed decisions when working with survivors.

External Evaluator

Method and Results

Through the consultation of an external evaluator from the University of Windsor, Dr. Amy Peirone, an evaluation approach was developed and the guidebook was shared with various organizations and shelters across Ontario from May 2024 to September 2024. Shelter workers and service providers were the first to see Version 1 of this guidebook and provide their feedback through survey answers and telephone interviews with Dr. Peirone. Using the evaluation data collected, the project coordinator was able to develop Version 2 of this guidebook and make the necessary amendments to create a document based on best practices.

Evaluation Process:



The purpose of the Pre- and Post-Tests were to quantitatively assess changes in knowledge, attitudes, and practices among frontline workers who reviewed the guidebook. The design was to administer the pre-test survey before the guidebook's introduction and post-test surveys after its implementation, allowing the evaluator to analyze the data to identify significant changes or trends.

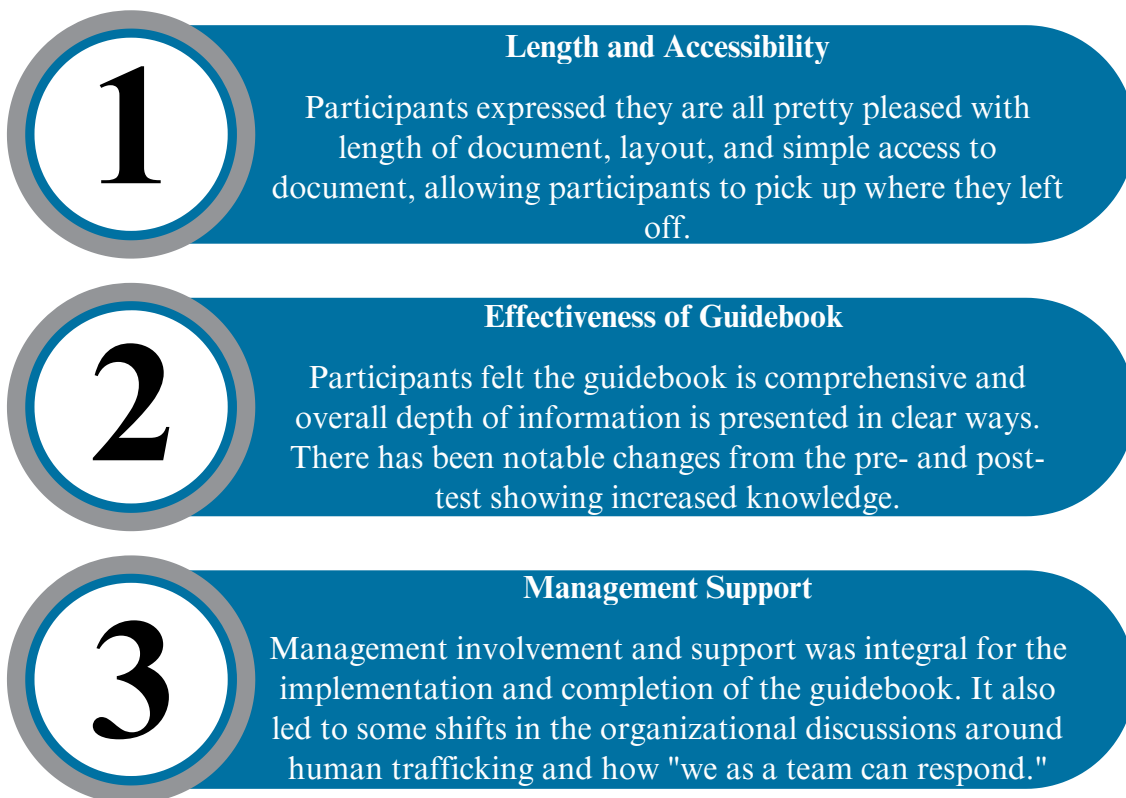
The evaluator also conducted interviews and had informal dialogues with participants to gain qualitative insights into the guidebook's implementation process, its perceived effectiveness, and its impact on service provision from various perspectives.

Throughout this process, the evaluator facilitated continuous improvement by testing the guidebook's implementation and evaluating the results with Plan-Do-Study-Act (PDSA) models to identify specific aspects of the guidebook's use or implementation that could be enhanced, and repeated the procedure as necessary through the evaluation period.

The evaluation framework had six objectives which sought to provide a comprehensive process and outcome-informed evaluation of the guidebook's effectiveness, impact on staff, and the resulting changes in service provision.

1. To assess the effectiveness of the training guidebook
2. To assess changes in staff attitudes and practices
3. To evaluate the impact on quality-of-service provision
4. To identify gaps and areas for improvement
5. To evaluate the implementation and utilization of the guidebook
6. To gather feedback for future training and resource development

While the final evaluation report will be submitted to WAGE after the completion of this guidebook, preliminary feedback had three key themes:



Notes:

The background of the page is a photograph of numerous white, square letter tiles scattered on a light-colored wooden surface. Each tile has a black, raised letter on it. Some visible letters include 'F', 'E', 'H', 'I', 'C', and 'M'. The tiles are arranged in a somewhat chaotic but overlapping pattern.

APPENDIX C

Human Trafficking Terms

Human Trafficking Terms that may be used to indicate someone is being trafficked.

Human Trafficking Terms

Automatic

A term denoting the victim's "automatic" routine when their pimp is out of town, in jail, or otherwise not in direct contact with those being prostituted.

Bottom or “Bottom Bitch”

A female appointed by the trafficker/pimp to supervise the others and report rule violations. Operating as his "right hand," the Bottom may help instruct victims, collect money, book hotel rooms, post ads, or inflict punishments on other girls. "The Bottom Bitch is subjected to the most physical abuse and the one most likely to be killed by the pimp. She had the toughest job of all of us." (Survivor, Truckers Against Trafficking Conference Billings, MT-June 2018)

Branding

A tattoo or carving on a victim that indicates ownership by a trafficker/pimp/gang.

Brothel (a.k.a Cathouse or Whorehouse)

These establishments may be apartments, houses, trailers, or any facility where sex is sold on the premises. It could be in a rural area or nice neighborhood.

Caught A Case

A term that refers to when a pimp or victim has been arrested and charged with a crime.

Choosing Up

The process by which a different pimp takes "ownership" of a victim. Victims are instructed to keep their eyes on the ground at all times. According to traditional pimping rules, when a victim makes eye contact with another pimp (accidentally or on purpose), she is choosing him to be her pimp.

Circuit

A series of cities among which prostituted people are moved. One example would be the West Coast circuit of San Diego, Las Vegas, Portland, and the cities in between. The term can also refer to a chain of states such as the "Minnesota pipeline" by which victims are moved through a series of locations from Minnesota to markets in New York.

Coercion

Threats or perceived threats of serious harm to or physical constraints against any person; a scheme intended to cause a person to believe that failure to perform will result in serious harm to or physical restraint against any person.

Commercial Sex Act

Any sex act on account of which anything of value is given to or received by any person.

Cousin-in-Laws

Victims of pimp partners who work together.

Daddy

The term a pimp will often require his victim to call him.

Date

The exchange when prostitution takes place, or the activity of prostitution. A victim is said to be "with a date" or "dating."

Debt-bondage

An illegal practice in which traffickers tell their victims that they owe money (often relating to the victims' living expenses and transport into the country) and that they must pledge their personal services either for labor or commercial sex to repay the debt

Demand-side approach to combating sex trafficking

This approach focuses on targeting the demand side of sex trafficking by enhancing and encouraging enforcement of penalties against those who buy commercial sex.

Domestic trafficking

Refers to the trafficking of Canadian citizens within Canada. Most often seen in the sex trafficking of persons by a pimp.

Exit Fee

The money a pimp will demand from a victim who is thinking about trying to leave. It will be an exorbitant sum, to discourage her from leaving. Most pimps never let their victims leave freely.

Family/Folks

The term used to describe the other individuals under the control of the same pimp. He plays the role of father (or "Daddy") while the group fulfills the need for a "family."

Fender Lizard

"A chick that will do anything to get on the back of a guys motorcycle. (A bike prostitute)."

Head Cut

A victim getting beaten down by their pimp.

Human Smuggling

The facilitation, transportation, attempted transportation, or illegal entry of a person or persons across an international border, in violation of one or more countries' laws, either clandestinely or through deception, such as the use of fraudulent documents.

In-Pocket

Not paying any other pimp than the one controlled by the victim. Not speaking to any other pimp.

Involuntary domestic servitude

A form of forced labor involving domestic workers in private residences. Such an environment, which often socially isolates domestic workers, is conducive to exploitation because authorities cannot inspect private property as easily as formal workplaces.

Involuntary servitude

Under the TVPA, involuntary servitude includes a condition of servitude induced by means of (a) any scheme, plan, or pattern intended to cause a person to believe that, if the person did not enter into or continue in such condition, that person or another person would suffer serious harm or physical restraint or (b) the abuse or threatened abuse of the legal process.

“John” (a.k.a Buyer or “Trick”)

An individual who pays for or trades something of value for sexual acts.

Kiddie Stroll

An area known for prostitution that features younger victims.

Loose Bitch

Pimps call a loose bitch a victim who keeps choosing different pimps.

Lot Lizard

Derogatory term for a person who is being prostituted at truck stops.

Madam

An older woman who manages a brothel, escort service, or other prostitution establishment. She may work alone or in collaboration with other traffickers.

Out of Pocket

The phrase describing when a victim is not under the control of a pimp but working on a pimp-controlled track, leaving her vulnerable to threats, harassment, and violence in order to make her "choose" a pimp. This may also refer to a victim who is disobeying the pimp's rules.

Pimp

A person who controls and financially benefits from the commercial sexual exploitation of another person. The relationship can be abusive and possessive with the pimp using techniques such as psychological intimidation, manipulation, starvation, rape and/or gang rape, beating, confinement, threats of violence toward the victim's family, forced drug use, and the shame from these acts to keep the sexually exploited person under control.

Finesse Pimp/Romeo Pimp

One who prides himself on controlling others primarily through psychological manipulation. Although he may shower his victims with affection and gifts (especially during the recruitment phase), the threat of violence is always present.

Gorilla (or Guerilla Pimp)

A pimp who controls his victims almost entirely through physical violence and force.

Pimp Circle

When several pimps encircle a victim to intimidate through verbal and physical threats in order to discipline the victim or force her to choose up.

Pimp Partner

Two pimps who are friends and allow their victims to work together.

Quota

A set amount of money that a trafficking victim must make each night before she can come "home." Quotas are often set between \$300 and \$2000. If the victim returns without meeting the quota, she is typically beaten and sent back out on the street to earn the rest. Quotas vary according to geographic region, local events, etc.

Reckless Eyeballing

A term which refers to the act of looking around instead of keeping your eyes on the ground. Eyeballing is against the rules and could lead an untrained victim to "choose up" by mistake.

Renegade

A person involved in prostitution without a pimp.

Seasoning

A combination of psychological manipulation, intimidation, gang rape, sodomy, beatings, deprivation of food or sleep, isolation from friends/family and other sources of support, and threatening/holding a victim's children hostage. Seasoning is designed to break down a victim's resistance and ensure compliance.

Sex industry

The sex industry consists of businesses that either directly or indirectly provide sex-related products and services or adult entertainment.

Sex tourism

The World Tourism Organization, a specialized agency of the UN, defines sex tourism as "trips organized from within the tourism sector, or from outside this sector but using its structures and networks, with the primary purpose of effecting a commercial sexual relationship by the tourist with residents at the destination."

Serving a Pimp

The actual phone call one pimp makes to another after "taking" his victim.

Squaring Up

Attempting to escape or exit prostitution.

Stable

A group of victims who are under the control of a single pimp.

Staying in pocket

A slang term for the practice of forbidding prostituted women from observing street or establishment names or general surroundings during ""dates"" in order to keep them isolated.

T visa

This term applies more in the United States, as it refers to a type of visa allowing former victims of human trafficking to remain in the US if they agree to assist law enforcement in testifying against perpetrators. In Canada former victims of human trafficking can remain in Canada through a special temporary resident permit (TRP) for victims. There is no fee to the initial TRP or work permit for victims and they do not have to testify against their trafficker to obtain a temporary or permanent resident status.

The Game/The Life

The subculture of prostitution, complete with rules, a hierarchy of authority, and language. Referring to the act of pimping as 'the game' gives the illusion that it can be a fun and easy way to make money, when the reality is much harsher. Women and girls will say they've been "in the life" if they've been involved in prostitution for a while.

Track (a.k.a. Stroll or Blade)

An area of town known for prostitution activity. This can be the area around a group of strip clubs and pornography stores or a particular stretch of street.

Trade Up/Trade Down

To move a victim like merchandise between pimps. A pimp may trade one girl for another or trade with some exchange of money.

Traffickers

Traffickers are people who exploit others for profit. They can be any demographic, individuals and groups, street gangs, and organized crime, businesses, or contractors.

Trick

Committing an act of prostitution, or the person buying it. A victim is said to be "turning a trick" or "with a trick."

Turn Out

To be forced into prostitution or a person newly involved in prostitution.

Wifeys/Wife-in-Law/Sister Wife

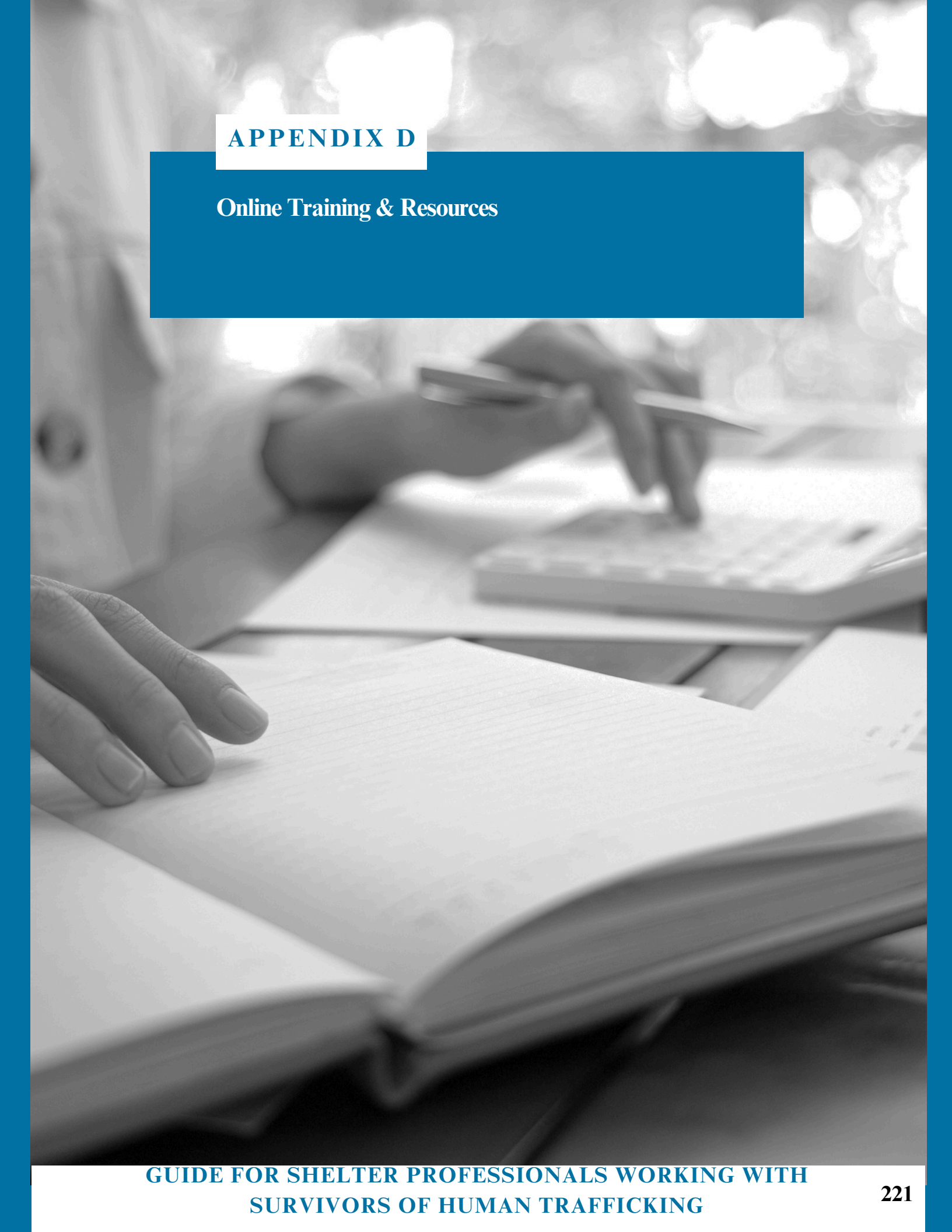
What women and girls under the control of the same pimp call each other (see Family/Folks and Stable).

(also *hug*) **vb** *hugging, hugger*.
1. to grasp tightly, usually with affection
2. to cling to (beliefs, etc.) cher-
3. to congratulate (one) — *n* 1. a tight or fond
embrace 2. a public form of Scand. origin —
gable *adj*
hug (*hugs*) *adj*, extremely large. [*CH* - *CO*
etymology? — *hugger* *adj* + *hug* *n*]
huggermugger (*hugs, mugs*) — *huggers* *n* [*CH* - *CO*
etymology? — *hug* *vb* + *mug* *n*] — *adj* 1. in
secrecy 2. in confusion 3. in a state of
keep secret. 4. (18th or 17th century)
huggies (*huggies*) *n*, *hugs* *n* 1. a pair of
designating the French Protectors.
[*CH* - *CO* etymology? — *hug* *vb* + *guy* *n*]
associated annexation by Savoy, 1610 — *adj*
huh (*spelling form*) *interj*, *hoo* *int* — *adv* 1. *See*
derision, bewilderment, enoury etc 2. *See*
huh (*huh*) *interj*, *hoo* *int* — *adv* 1. *See*
hairy *body*. [*CH* - *MAORI*]
hula (*hūla*) *n* *MAORI* 1. a Maori social gathering
prized by early Maori for its dances
2. a dance performed by a woman
hula-hoop (*hūla-hūp*) *n* 1. a game
whirling around the body by movement of
hula (*hūla*) or *hula-hoop*
dance performed by a woman
hula-hoop (*hūla-hūp*) *n* 1. a game
whirling around the body by movement of
hulk (*hulks*)
vessel 1. *See* *hulk* *n* 2. a body of water
used for storing goods, or for
or thing 3. *See* *hulk* *n* 4. a large
storehouse, etc. or (rare) in
building *hulk* *n* 5. *See* *hulk* *n* 6. a
building *hulk* *n* 7. *See* *hulk* *n* 8. a
building *hulk* *n* 9. *See* *hulk* *n* 10. a
building *hulk* *n* 11. *See* *hulk* *n* 12. a
building *hulk* *n* 13. *See* *hulk* *n* 14. a
building *hulk* *n* 15. *See* *hulk* *n* 16. a
building *hulk* *n* 17. *See* *hulk* *n* 18. a
building *hulk* *n* 19. *See* *hulk* *n* 20. a
building *hulk* *n* 21. *See* *hulk* *n* 22. a
building *hulk* *n* 23. *See* *hulk* *n* 24. a
building *hulk* *n* 25. *See* *hulk* *n* 26. a
building *hulk* *n* 27. *See* *hulk* *n* 28. a
building *hulk* *n* 29. *See* *hulk* *n* 30. a
building *hulk* *n* 31. *See* *hulk* *n* 32. a
building *hulk* *n* 33. *See* *hulk* *n* 34. a
building *hulk* *n* 35. *See* *hulk* *n* 36. a
building *hulk* *n* 37. *See* *hulk* *n* 38. a
building *hulk* *n* 39. *See* *hulk* *n* 40. a
building *hulk* *n* 41. *See* *hulk* *n* 42. a
building *hulk* *n* 43. *See* *hulk* *n* 44. a
building *hulk* *n* 45. *See* *hulk* *n* 46. a
building *hulk* *n* 47. *See* *hulk* *n* 48. a
building *hulk* *n* 49. *See* *hulk* *n* 50. a
building *hulk* *n* 51. *See* *hulk* *n* 52. a
building *hulk* *n* 53. *See* *hulk* *n* 54. a
building *hulk* *n* 55. *See* *hulk* *n* 56. a
building *hulk* *n* 57. *See* *hulk* *n* 58. a
building *hulk* *n* 59. *See* *hulk* *n* 60. a
building *hulk* *n* 61. *See* *hulk* *n* 62. a
building *hulk* *n* 63. *See* *hulk* *n* 64. a
building *hulk* *n* 65. *See* *hulk* *n* 66. a
building *hulk* *n* 67. *See* *hulk* *n* 68. a
building *hulk* *n* 69. *See* *hulk* *n* 70. a
building *hulk* *n* 71. *See* *hulk* *n* 72. a
building *hulk* *n* 73. *See* *hulk* *n* 74. a
building *hulk* *n* 75. *See* *hulk* *n* 76. a
building *hulk* *n* 77. *See* *hulk* *n* 78. a
building *hulk* *n* 79. *See* *hulk* *n* 80. a
building *hulk* *n* 81. *See* *hulk* *n* 82. a
building *hulk* *n* 83. *See* *hulk* *n* 84. a
building *hulk* *n* 85. *See* *hulk* *n* 86. a
building *hulk* *n* 87. *See* *hulk* *n* 88. a
building *hulk* *n* 89. *See* *hulk* *n* 90. a
building *hulk* *n* 91. *See* *hulk* *n* 92. a
building *hulk* *n* 93. *See* *hulk* *n* 94. a
building *hulk* *n* 95. *See* *hulk* *n* 96. a
building *hulk* *n* 97. *See* *hulk* *n* 98. a
building *hulk* *n* 99. *See* *hulk* *n* 100. a
building *hulk* *n* 101. *See* *hulk* *n* 102. a
building *hulk* *n* 103. *See* *hulk* *n* 104. a
building *hulk* *n* 105. *See* *hulk* *n* 106. a
building *hulk* *n* 107. *See* *hulk* *n* 108. a
building *hulk* *n* 109. *See* *hulk* *n* 110. a
building *hulk* *n* 111. *See* *hulk* *n* 112. a
building *hulk* *n* 113. *See* *hulk* *n* 114. a
building *hulk* *n* 115. *See* *hulk* *n* 116. a
building *hulk* *n* 117. *See* *hulk* *n* 118. a
building *hulk* *n* 119. *See* *hulk* *n* 120. a
building *hulk* *n* 121. *See* *hulk* *n* 122. a
building *hulk* *n* 123. *See* *hulk* *n* 124. a
building *hulk* *n* 125. *See* *hulk* *n* 126. a
building *hulk* *n* 127. *See* *hulk* *n* 128. a
building *hulk* *n* 129. *See* *hulk* *n* 130. a
building *hulk* *n* 131. *See* *hulk* *n* 132. a
building *hulk* *n* 133. *See* *hulk* *n* 134. a
building *hulk* *n* 135. *See* *hulk* *n* 136. a
building *hulk* *n* 137. *See* *hulk* *n</*

hunchback

[illegible][illegible]

220



APPENDIX D

Online Training & Resources

Online Training & Resources

Below is a list of free online resources, including online human trafficking training courses, webinar links, and anti-human trafficking organizations who provide resources on their websites.

1. Safety Planning

- 1.1. Human Trafficking Hotline
- 1.2. Canadian Human Trafficking Hotline

2. Anti-Human Trafficking Resources and Courses

- 2.1. American Hospital Association: Educational Events on Human Trafficking
- 2.2. British Columbia's Office to Combat Trafficking in Persons Course
- 2.3. British Columbia's Ministry of Justice—Office to Combat Trafficking in Persons—Red Flags
- 2.4. CAMH—An Introduction to Human Trafficking Course
- 2.5. Canadian Council for Refugees Anti-Trafficking Resources
- 2.6. Defend Dignity—Resources
- 2.7. Family Services of Peel—Peel Trauma Training
- 2.8. HEAL Trafficking Resources
- 2.9. Helping Trafficked Persons—Training Courses
- 2.10. Helping Trafficked Persons—Webinars
- 2.11. National Human Trafficking Training and Technical Assistance Center (SOAR Online)
- 2.12. Office for Victims of Crime Training and Technical Assistance Center
- 2.13. Ontario Native Women's Association – Human Trafficking: What You Need to Know
- 2.14. Polaris Project - Human Trafficking Training
- 2.15. Savis of Halton: Client Center Support Model
- 2.16. Shared Hope International—Trafficking Terms
- 2.17. The Centre to End Human Trafficking
- 2.18. The Centre to End Human Trafficking—Human Trafficking Trends in Canada 2019-2020
- 2.19. The Lifeboat Project—ACT! Game
- 2.20. The National Prevention Toolkit on Domestic Violence and Human Trafficking for Medical Professionals
- 2.21. Timea's Cause Inc., Online Institution
- 2.22. World Health Organization - WHO Ethical and safety recommendations for interviewing trafficked women

A grayscale photograph of a hand placing a puzzle piece into a larger puzzle. The puzzle piece being placed features a simple line drawing of a lightbulb with rays emanating from it, symbolizing an idea or insight. The background is a blurred view of the rest of the puzzle.

APPENDIX E

Acknowledgements

Project Coordinator's final thoughts.

Acknowledgment

When I started this position at the end of March 2021, I was excited and humbled to be part of a project with so much potential to improve service delivery for shelters across Canada. My mind was filled with possibilities for developing new programming and services that could establish Hiatus House (an emergency shelter providing 24/7 crisis intervention, shelter, and outreach services to women and their dependent children fleeing domestic violence and human trafficking in Windsor, Ontario, Canada) as a subject matter expert and innovation hub specifically focused on shelter services. However, my optimism soon encountered challenges as I realized that current literature, resources and programming could not be easily applied to an emergency shelter setting with a limited length of stay, staff shortages, the need to build capacity, and a limited availability of resources to guide shelter staff.

I am grateful for the conversations I had with staff from various agencies across three communities in Southwestern Ontario as well as survivors across the region. Through their patience and openness, I came to realize that perhaps the missing piece in delivering anti-human trafficking services in shelters is first to help shelter staff understand the signs and experiences of human trafficking and secondly, to determine the best ways to serve shelter clients who have experienced trafficking. Contrary to my initial thinking, the missing piece was not the development of a specialized program to heal survivors. Those who champion this cause or are already working in this area knew this and it was my own lack of understanding that led me down the wrong path of research, necessitating some course correction along the way.

After over two years of reviewing current literature, listening to shelter staff share their concerns and experiences, and hearing from survivors about the barriers they faced while residing in shelters, I discovered a key finding to enhancing shelter services for survivors of human trafficking: properly identifying experiences of exploitation and developing appropriate training tools that would be sustainable in shelter settings. As insignificant as this may seem, I hope readers can appreciate the vulnerability of many shelter workers who came forward to raise an issue that may have felt unimportant, having been overlooked for so long.

What shelter workers said is that they are missing the foundational understanding of the complexities and the many faces of human trafficking, resulting in the under-identification of human trafficking experiences, feeling a lack of guidance pertaining to case management, and lack of confidence in the course of action to provide the appropriate support services to survivors.

This research process has taught me to have more compassion for my colleagues in this field, as the realization settled in that some of the high stress in this occupation is due to feeling "lost" and "unsure" of what would be the right course of action when meeting with clients. This is exactly what I felt during my time as a frontline shelter worker, but I did not have the time to process it and put it into words. I share this not to hint at a lack of competence, but to encourage readers and future funders of shelter programming to recognize that shelter workers and staff in social services are also human, vicariously experiencing these traumas and passionately working to support survivors. We cannot appropriately support survivors if we do not adequately support shelter workers. This support may start with foundational training on human trafficking, but will need to include adequate resourcing for staffing that will enable necessary services and debriefing, interdisciplinary team meetings with community partners, and access to newly developed resources outlining best practices.

It is my sincere hope that the right people, who can best support this work, will read this document through a lens of compassion for shelter workers. Interactions with shelter workers who informed me through this project have left no doubt that we all do this work because we are passionately dedicated to supporting survivors.



APPENDIX F

Answer Guide

The following section provides answers to the questions in the activities throughout the guidebook. The answers are written in blue font. Keep in mind that many questions are prompts for service providers to reflect on their current understanding of human trafficking, training, shelter protocols, and community resources. Therefore, there is no right or wrong answer, as each shelter, community, and individual is unique.

Activity 1.0:

1. When you hear the term human trafficking, what is your immediate thought? In your mind, who are victims of human trafficking?
2. How confident are you in your ability to identify experiences of exploitation and why?
3. Think about the intake process and guidelines at your shelter. How are disclosures of trafficking experiences made and how comfortable do you feel working with survivors of human trafficking in a shelter setting?

The answers to these questions are subjective based on an individual's perspective and shelter training opportunities. There is no right or wrong answer here. You will be asked the same questions again at the end of the guidebook to compare your new responses to the original ones.

Activity 2.1:

1. Anti-human trafficking initiatives across Canada often focus on proving that human trafficking is taking place in our communities. This section explained why human trafficking is complex and often misidentified and underrepresented. What are some ways your organization can start tracking experiences of human trafficking and spread the message that human trafficking can happen anywhere?

The answers to this question are subjective based on shelter protocol and resources as well as community partnerships and resources. There is no right or wrong answer here. However, below are some suggestions:

1. Record human trafficking experiences in a shelter database
2. Develop a protocol where client experiences of human trafficking/exploitation are flagged in their file
3. Have team discussions on how experiences of human trafficking can be recorded and stored for future disclosures in your organization
4. Spread awareness through social media campaigns
5. Develop infographics to share with your community
6. Partner with organizations in your community to develop awareness campaigns and host events

Activity 2.2:

1. What are some services your organization can offer when working with an Indigenous client?

The answers to this question are subjective based on shelter protocol and resources as well as community partnerships and resources. There is no right or wrong answer here. However, below are some suggestions:

1. Connecting with Indigenous organizations in your community
2. Offering space in your shelter for Indigenous practice (for example, Hiatus House offers a multi-purpose room that is equipped to accommodate religious and cultural practices that may involve lighting/burning items such as incense and sage)
3. Providing transportation for clients traveling to and from Indigenous organizations
4. Inviting Indigenous service providers to your shelter

Activity 2.3:

1. Reflecting on what you've just read, what are some things you have heard about local events that now may seem to be exploitative? Use the space below to make notes of these events.

The answers to this question are subjective based on shelter protocol and resources as well as community partnerships and resources. There is no right or wrong answer here. However, below are some suggestions:

1. Recent (September 2024) news exposing adoption fraud in South Korea to cater the demands of Western countries
2. In 2021, 39 Vietnamese migrants were found dead in a lorry trailer in the UK
3. In 2023, a man in Orillia, ON. was charged with labour trafficking
4. Any news article mentioning or headlining minors offering sex is exploitation because minors cannot consent

Activity 2.4:

1. Think about the intake process and guidelines at your shelter. How do disclosures for trafficking experiences arise and how comfortable do you feel working with survivors of human trafficking in a shelter setting?

2. How confident are you in your ability to identify experiences of exploitation on a scale of 1 to 5 (1 being not at all confident and 5 being very confident) and why?

3. When you hear the term human trafficking, what is your immediate thought? In your mind, who are victims of human trafficking?

The answers to these questions are subjective based on your own experiences. They are meant to prompt you to reflect on your own practice and thoughts. There is no right or wrong answer here.

Activity 2.5:

1. Use the Slavery Footprint link above or visit slaveryfootprint.org and take the survey. What was your result?

The answer to this question is based on your survey result.

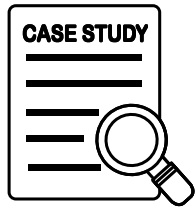
2. The survey was designed to measure your footprint on a global scale. As frontline workers, we do not participate in illegal activities, so human trafficking may not be on our radar. But, if we start to analyze what we consume, it is possible that we unknowingly contribute to the exploitation and/or trafficking of others. Think about your day-to-day life, what are some goods/services you use that may contribute to human trafficking?

The answers to this question are subjective based on an individual's lifestyle and survey results. There is no right or wrong answer here.

Activity 2.6:

1. In the space below, list four different forms of human trafficking to the best of your knowledge and where it can occur.

The answers to this question can be found in the guidebook text.



Case study 3.1: A client presents at your shelter for admission, they explain that their intimate partner is very controlling and frequently berates them. The client denies any form of physical abuse, but when you inquired about current living situation, client discloses that they live with partner; their name is not on the lease. Partner will often make client perform sexual "favours" and if the client does not agree to it, partner will threaten to kick client out. This situation often repeats itself for many of client's daily needs (groceries, shopping, going out, etc.) as client is financially dependent on partner.

1. Based on this scenario, what do you believe your client is a victim of:

- 1. Client is a victim of domestic violence**
- 2. Client is a victim of intimate partner violence**
- 3. Client is a victim of sexual exploitation**
- 4. Client is a victim of human trafficking**

The answer is, 1, 2, and 3. The case study client is experiencing domestic violence in the form of intimate partner violence and is being sexually exploited. The client is describing emotional and financial abuse, control, and coercion from their intimate partner who is forcing them to perform sexual favours in exchange for basic necessities of living. The client is being exploited and there are significant indicators suggesting they may be a victim of human trafficking.

The partner's controlling behavior, manipulation regarding daily needs, and the requirement for sexual favours in exchange for basic necessities indicates a clear power imbalance being used to exploit the vulnerabilities of the client. The client's financial dependency further complicates their ability to leave the situation. Although the client denies physical abuse, the threats of eviction and the partner's control over the client's actions (like shopping and social activities) point to coercive control. Demands for performance of sexual favours under threat of homelessness can be considered a form of sexual exploitation which is a key component of human trafficking.

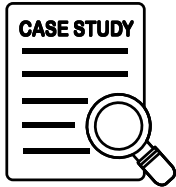
While the client may not identify as a trafficking victim, the dynamics of coercion, exploitation, and dependency suggest that they are indeed at risk of trafficking, particularly in the context of sexual exploitation. It would require the service provider to obtain more information to confirm if the client is being trafficked. However, it is important to remember that disclosure is not the goal.

2. What assumptions did you make to choose your answer?

The answers to this question are subjective. There is no right or wrong answer here.

3. List two follow-up questions you would ask the client:

A couple of follow-up questions for the client could be: Can you describe some specific instances where your partner has threatened you or controlled your actions? Have you ever felt pressured or unsafe in those situations? Are there specific topics that tend to escalate tension between you?



Case study 3.2: A client calls your shelter explaining they need a safe place to stay. They shared that they came to Canada, almost two years ago on a visitor's visa and have been living with a distant relative. This relative promised that if they came to Canada they would be cared for and get sponsored to obtain a Canadian citizenship. They were told they could not work anywhere until they obtained legal documents, but until then, they can help around the house with chores, such as cooking, cleaning, and taking care of the children in the house, and their relative will give them a weekly allowance. Your client shares that over time, their relatives have become more aggressive with them, and would frequently berate them if the chores were not done to their liking. The client also stated that the children they watch often hits them, but the parents have not done anything to correct this. Your client speaks limited English and is not sure how to get to your shelter, as they are only allowed to leave the house when escorted by their relative.

1. List below the assumptions you have made when reading this case study:

The answers to this question are subjective. There is no right or wrong answer here.

2. Would you say this client is experiencing exploitation?

Yes, the client is experiencing exploitation and several aspects of their situation indicate serious concerns with a combination of control, dependency, emotional abuse, and exploitation of labour.

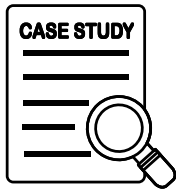
3. Can you offer this client shelter admission? If not, who would you contact in your community?

The answers to this question are subjective based on shelter protocol and resources as well as community partnerships and resources. There is no right or wrong answer here. If you are unsure of the resources available in your community, you can call the Canadian Human Trafficking Hotline (1-833-900-1010) to be referred to resources in your area.

4. What do you think are some fears and concerns this client might have in this moment and how would you address it?

The client is likely experiencing several fears and concerns, including: fear of retaliation from relatives, legal consequences, fear of the unknown, risks to personal safety, how they will be perceived by others, potential language barriers, and loss of support system.

You can address these concerns by providing reassurance that their safety is your top priority, explain their options, create a safety plan with the client, and empower their decision-making. You can connect them with the appropriate language support and refer them to any additional resources as needed.



Case study 3.3: Your local police is calling your shelter to advocate admission for a young woman who just turned 18 years old. Police explained that following a domestic dispute call from a neighbor who heard yelling and things breaking in the house. Upon investigation, police discovered that this young woman had refused to comply with her parents who have arranged a marriage for her in another country. Additionally, she discovered this evening that travel arrangements she believed to be for a family trip were made for her alone. When she protested the arrangement, her parents became angry and the situation escalated. Only a few months shy of graduating high school, this woman has no where to stay and has been financially dependent on her parents.

1. Do you believe this young woman is experiencing exploitation?

The answers to this question are subjective at this time as we will revisit this case study later. There is no right or wrong answer here.

2. Even though her parents and police are using the term “arranged marriage” in this situation, what is the main factor that would make this a forced marriage situation?

The arranged marriage without her consent demonstrates a significant lack of autonomy over her own life and choices. The parents' use of deception (leading her to believe it was a family trip) to convince the client to travel emphasizes the coercive nature of their actions.

3. Would you be able to offer this young woman admission to your shelter? If not, who would you contact in your community?

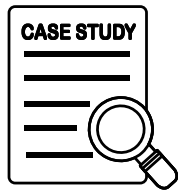
The answers to this question are subjective at this time as we will revisit this case study later. There is no right or wrong answer here.

4. What other services would you consider connecting this young woman with?

The answers to this question are subjective at this time as we will revisit this case study later. There is no right or wrong answer here.

5. What do you think are some fears and concerns this young woman might have in this moment and how would you address it?

The young woman is likely facing several fears and concerns in this situation, such as fear of the forced marriage itself, being taken to another country, and potential rape at the hands of an unwanted husband. She will also have fears about family and community repercussions, potential threats and/or acts of violence, loss of stability and fear of the unknown. She is likely to feel alone and uncertain in her situation and may be unsure of who she can trust. Addressing her concerns would involve addressing HER concerns. Emphasize her safety as the first priority and provide clear information on support services and resources to ensure she can become empowered to make informed decisions and develop a safety plan that works for her. It is important to meet her where she is at and not rush her decisions which will reinforce that she has the right to make choices that impact her life. Validate her feelings and experiences and provide space for her to process both.



Your local police is calling your shelter to advocate admission for a young woman who just turned 18 years old. Police explained that following a domestic dispute call from a neighbor who heard yelling and things breaking in the house. Upon investigation, police discovered that this young woman

had refused to comply with her parents who have arranged a marriage for her in another country and she discovered this evening that plane tickets have been bought for her and they had led her to believe it was going to be family trip to visit relatives. When she protested to go, her parents became angry and things started to escalate. Only a few months shy of graduating high school, this young woman has no where to stay and has been financially dependent on her parents.

1. Do you believe this young woman is experiencing exploitation?

Yes, the young woman in this scenario is experiencing exploitation; at risk of being forced into a marriage against her will which is a form of human trafficking.

2. Has your answer changed since the last time you read this case scenario, and why?

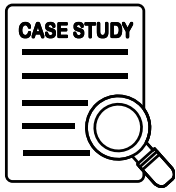
The answers to this question are subjective. There is no right or wrong answer here.

3. Would your organization be able to provide services to this individual?

The answers to this question are subjective based on shelter protocol and resources as well as community partnerships and resources. There is no right or wrong answer here. If you are unsure of the resources available in your community, you can call the Canadian Human Trafficking Hotline (1-833-900-1010) to be referred to resources in your area.

4. If not, what organizations would be able to provide services to support this young woman in your community?

Obtaining consent throughout each process, services to consider here would be: safe housing options, legal assistance, support groups, support services, advocacy services, educational support, financial aid, crisis intervention, health services, life skills and empowerment programs, and cultural and community resources. These services can help her establish safety, regain control over her life, and work towards a stable future. Ensuring she has access to a supportive network is crucial for her healing and empowerment.



Case study 4.1: Natasha is currently a second year part-time university student and works full-time at a local restaurant as a waitress. Natasha is 21 years old and had hopes to graduate with her undergraduate degree along with her cohort, but had to switch to a part-time class schedule in order to work more hours to help her with student fees and assist her mom. Natasha currently lives with her mom in a small apartment, she receives some student assistance funding, but it is limited as she still lives with a parent within the city she is attending university. Natasha's mom has made her pay rent since she was 16 years old, and as Natasha got older, she has added more and more household expense for Natasha to pay. Natasha's mom works various part-time jobs, but has always had trouble keeping a stable position and has gone long periods without employment. During these times, Natasha is expected to cover both of their living expenses. Natasha is aware moving out is an option, but with the price of rent in her area, she cannot afford a place on her own. Her friends have suggested getting a unit together, but Natasha feels conflicted as she feels she would be abandoning her mom.

1. Do you believe Natasha is experiencing exploitation and why?

Yes, Natasha is experiencing exploitation because Natasha's situation highlights a significant imbalance in responsibility and emotional support within her household. She is being exploited in the sense that she is expected to take on adult financial responsibilities at a young age which affects her education and personal development.

2. What are some barriers Natasha is facing?

Natasha is facing several barriers that impact her ability to thrive both academically and personally. These barriers are financial constraints with her limited income and dependence on student assistance, academic challenges due to balancing a full time job with part-time studies, feeling obligated to support her mother while struggling to meet her own needs and aspirations, housing instability due to the high cost of living in her area, and limited social supports as there is potential that her responsibilities cause isolation from her peers.

3. List some choices Natasha might have in her situation:

Natasha has several choices she can explore to improve her situation and regain a sense of autonomy and stability through shared housing, increased financial literacy, academic support, employment support (assistance with looking for part-time opportunities that offer flexible hours or better pay to allow her to prioritize her education, or on-campus employment), mental health support (for Natasha and her mom), plan for independence (set goals and create a transition plan), and reach out to other local support services and resources as needed and when appropriate.

Activity 4.2:

1. In the space below, reflect on your current place(s) of employment and write down reasons why you are not exploited for your work, and areas where your work could become exploitive and why/how.

Things to consider:

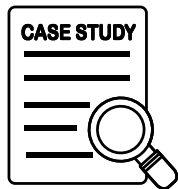
What is your current position and role? What does your job security look like?

If you were unhappy with your job, can you leave tomorrow? What would that look like?

Do you believe you are receiving a fair wage/salary? Do you receive wage/salary increases based on inflation?

What do your breaks look like? What is the culture surrounding breaks at your organization(s)?

The answers to this question are subjective. There is no right or wrong answer here.



Case study 4.3: Luis is a migrant worker from Mexico. While working in Canada, he heard that there is a local who is able to smuggle people into the United States. Luis has family living in the U.S., but has not been successful in applying for a work permit. Luis felt if he could get into the U.S. and connect with his relatives,

he would be able to afford a better life for himself. Upon getting in contact with the right people, Luis found out that there was a local man who would ferry people into the U.S. as they live in a border city. The man assured Luis he has done this many times before, and even has contacts in the U.S. who promised to pick Luis up and help him connect with his family. Luis paid the man a fee and a date was set. Luis was successfully ferried onto the U.S. side of the border and was picked up by two men who claimed they would assist him in the U.S. These two men took Luis to a shared home and connected him to a potential employer in the area, assuring him that he needed to earn American money before making the trip to locate his family. Luis agreed to this and quickly found himself in a labour trafficking situation where all of his documents were taken and he is forced to work grueling hours. Luis's new employer threatened to report him if he ever refused work or tried to run away.

1. Do you believe the Canadian man who smuggled Luis into the U.S is a trafficker and why?

The man who helped Luis smuggle himself into the U.S could be a trafficker if there is evidence that he colluded with the traffickers and deceived Luis. However, it can only be speculation in this case until further evidence is collected. For instance, the contacts in the U.S that Luis was originally supposed to connect with could have been the ones who decided to traffic Luis or leak his information to traffickers. It is important to note that while human smuggling is illegal, it is not human trafficking and Luis had consented to smuggling himself into the U.S. This unfortunately made him vulnerable to trafficking.

2. Do you believe Luis can claim to be a victim of human trafficking even though he consented to smuggling himself in the U.S?

Luis is a victim of labour trafficking in this situation, even though he consented to smuggling himself into the U.S. This is because Luis only consented to being smuggled into the U.S. and not to the current labour situation he has been forced into where his labour is exploited from him with threats of harm that prevent him from leaving.

3. What did Luis consent to?

Luis consented to smuggling himself into the U.S. with the assistance of the local man in Canada who would ferry people into the U.S.

4. When did Luis' situation of human smuggling turn into human trafficking?

Luis' situation of human smuggling turned into human trafficking when he was picked up by the two men who claimed they would be assisting him in the U.S and forced him into a labour trafficking arrangement.

Activity 5.1:

1. Think about what you know about human trafficking so far, the crimes associated with it, and the people who may be involved. Write in the space below who you believe can be a trafficker?

The answers to this question are subjective. There is no right or wrong answer here.

Activity 5.2:

1. Reflecting on the current guidelines at your organization now, what would be your organization's approach in serving a client with a criminal history, current involvement in a criminal investigation, and/or is known to attempt to recruit clients who access your organization?

The answers to this question are subjective based on shelter protocol and resources as well as community partnerships and resources. There is no right or wrong answer here. If you are unable to provide services for this client and unsure of the resources available in your community, you can call the Canadian Human Trafficking Hotline (1-833-900-1010) to be referred to resources in your area.

2. If your organization does not have clear guidelines to follow, what are some steps you can take to prepare for a situation like this and who in your organization can provide directives on anti-human trafficking protocol?

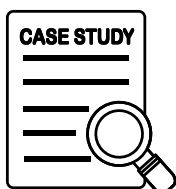
The answers to this question are subjective based on shelter protocol and resources. However, shelters and organizations can be prepared by developing protocols and procedures. This can involve board members, all levels of management, frontline staff, and consultation from survivors and shelter clients. Developing partnerships and community protocols for responses would also be helpful for when situations like this arise.

Activity 5.3:

It is important to recognize that vulnerability does not imply complicity. Traffickers prey on individuals in vulnerable situations, manipulating and coercing them into exploitation.

1. Reflect on what you have read about human trafficking so far. Draw or write down who you believe could be vulnerable to human traffickers.

The answers to this question are subjective. There is no right or wrong answer here.



Case Study 5.4: Sarah is a recent high school graduate and just moved to a big city to start university. Sarah is excited to live on her own for the first time and finally moving away from the small town she grew up in. She will be the first person in her family to attend university. Sarah was raised by a single parent and will be relying on student financial aid programs to help pay for the next four years of her studies and living expenses. Sarah will be sharing a dormitory with another student on campus, as it is mandatory for first years, and with that she is also obligated to purchase the on-campus meal plan. This is much more costly than Sarah expected and her financial aid allowances do not cover everything. Sarah started looking for a part-time job near her campus, but it was difficult to find one that would accommodate her school schedule. Walking by a restaurant one day, Sarah saw a "help wanted" sign in the window and decided to inquire. Sarah met with the restaurant manager who offered to hire her on the spot if she would accept cash payments only, with the promise that she can make her own hours and work evening shifts as the restaurant is open until 4:00 AM to cater to all the students in the nearby campus. Sarah was very excited about this as she could earn extra cash without having to report it to her financial aid programs the next semester and risk getting her aid allowance reduced, and the ability to have a flexible schedule meant Sarah can better focus on her studies.

1. Identify some of the vulnerabilities in Sarah's situation.

Sarah's situation presents several vulnerabilities such as financial instability, employment risks, lack of support network, academic pressure, lack of work and financial experience, coping with independence, and the potential for exploitation with the manager's proposition to make/earn cash payments with flexible hours.

2. What are some concerns that popped into your mind when you read about Sarah's situation?

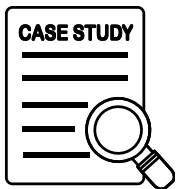
The answers to this question are subjective. There is no right or wrong answer here. However, some concerns would include:

1. Financial Exploitation - the offer for cash only payments raises concerns about potential exploitation as it could lead to a lack of legal protections and rights typically associated with formal employment.
2. Safety Risks - Working until 4:00 AM in an unfamiliar city could expose Sarah to safety hazards, such as risks of crime or unsafe transportation options.
3. Academic Impact - The need to work long hours could negatively impact Sarah's ability to focus on her studies.
4. Adjustment Challenges - Sarah just moved to a big city and is living independently for the first time. This can be overwhelming when added to managing finances, household responsibilities, and navigating a new environment.
5. Isolation - There was no mention in the case study that Sarah had any friends or family nearby. She may feel isolated and not have a support network to help her cope with the challenges that arise.

3. If you were talking to Sarah and she shared this, what are some questions you would ask her next?

The answers to this question are subjective. There is no right or wrong answer here. However, some questions could be:

1. Have you looked into how your part-time job might affect your financial aid? What do you know about the reporting requirements for income?
2. What do you know about the restaurant's work culture? Have you considered how you might handle any issues that arise with the job?
3. What safety precautions do you plan to take when working late shifts?
4. Do you have friends or contacts in the city who can provide support? Have you reached out to any campus resources or groups?
5. How are you feeling about the transition to university life and living on your own?
6. If the job doesn't work out as you hoped, do you have a backup plan? What other options would you consider?



Case Study 6.1: Tom is 19 years old and has been living with friends until he can save up enough money to rent a place including money for first and last months' rent as it is required by many landlords in his area. Tom left home when he was 16 years old and has learned to support himself. With recent inflation costs, Tom's part-time job is not enough to support him and he has overstayed his welcome at his friend's 1-bedroom apartment. As a joke one day, his friend made a comment that Tom should start selling nude photos online to earn money quickly. In desperation to make more money to support himself, Tom started selling sexually explicit photos online and noticed he had attracted a few consistent customers very quickly. These customers started to ask for more content with specific demands. Tom was uncomfortable with this, but the demands were aggressive and Tom felt he could not afford to lose his current customers.

One customer in particular had been in contact with Tom for some time and Tom learned that he was a business man in the area. After communicating for a while, the businessman offered Tom a full-time position at one of the wellness centers they operate. The businessman assured Tom that he would work in reception greeting customers and assist with daily cleaning tasks. The business man also offered to pay Tom in cash to help with saving for his housing goals.

1. Based on what you've read, at what point was Tom being exploited?

Tom was being exploited when he started selling explicit photos and felt pressured to meet uncomfortable demands from customers. The power dynamics at play and his financial desperation contributed to this exploitation.

2. Only being able to assume that the businessman could possibly be exploiting Tom, what are some grooming tactics displayed by the businessman in this case?

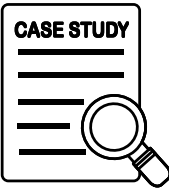
The businessman's behaviour towards Tom is potentially exploitative as he positions himself as a trustworthy ally while subtly manipulating Tom's circumstances to gain control over him. Several grooming tactics can be identified:

1. Building trust by developing a relationship with Tom and possibly creating a false sense of security to make him feel comfortable and valued.
2. Offering Tom a job opportunity and positioning himself as someone who can help Tom achieve his housing goals—creating a sense of indebtedness and reliance on him.
3. Offering to pay Tom in cash may appeal to his immediate financial needs while also suggesting a lack of formal oversight which can create an environment where boundaries are blurred.
4. The businessman is aware of Tom's financial struggles and uses this knowledge to present himself as a solution to Tom's problems, potentially manipulating Tom's desperation for his own gain.
5. By positioning the job offer as a path to stability, the businessman may indirectly pressure Tom into accepting terms or working conditions that may not be in his best interest.
6. If Tom relies on the businessman for employment and financial support, it may isolate him from other options and make him feel trapped in the situation.
7. The businessman's familiarity with Tom's online activities may normalize the idea of selling explicit content, which can further desensitize Tom to potential exploitation.

3. What are some red flags that alerted you when you read this case?

Several red flags stand out in Tom's case that indicate potential exploitation and concern for his well-being. The first one would be the cash-only payment and quick job offer. The cash payment offer raises concerns about the legitimacy of the job as well as potential for exploitation without a formal employment structure. The quick job offer could indicate ulterior motives because the businessman is aware of Tom's previous online activities. Additionally, the business man positions himself as a mentor to Tom, generating a power imbalance and the vagueness of the job description may be a warning sign that the position may not be what it appears.

The other red flag in this case study would be the aggressive customer demands Tom was receiving online. Tom felt pressured by customers to comply with their demands, indicating a lack of consent and obligation to fulfill these demands due to financial desperation.



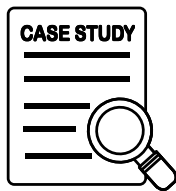
Case study 6.2: Trinh is a 21 year old recent university graduate from Vietnam. While searching for a job, she found an ad to work at a company in Canada as a Finance Analyst. The job posting boasts about a high salary, sign-on bonus, and flexible paid vacation time for international employees.

Trinh became excited about this position after she met with a local company recruiter who assured her that the company is reputable. After looking online and reviewing their website, Trinh felt this company was legitimate. Trinh submitted her resume to the recruiter who promised to take care of her work visa application after she pays a fee, but will secure a ticket for her flight to Canada. The recruiter assured Trinh again that this is a great work opportunity for her and that what she earns in Canadian dollars can be exchanged to Vietnamese dollars and receive a higher rate. Trinh was excited to be able to send financial help to her aging parents who own a small coffee stand that supports the family.

After a few months, Trinh arrived in Canada and was met by a company representative at the airport who would take her to the housing provided by the employer. The representative requested Trinh's passport and any other documents she had with her and told her they needed to submit them to the Human Resources department so they could be added to her employee records.

Trinh was dropped off at a house in a subdivision and realized she was sharing a room with 3 other women and the house with 12 more. One of the women sharing a room with her told her that she has been there the longest, so she is the only one allowed on the bed. The other woman sharing the space sleeps on a small couch in the bedroom, leaving Trinh to use the floor of the bedroom closet outfitted with a sleeping bag.

The next morning Trinh and the 12 housemates were picked up by a driver who dropped the women off at a nail salon. Trinh was confused and inquired as to why she was at the nail salon instead of the company she had applied for. The owner of the nail salon informed Trinh that she was referred here by the recruiter and since they had paid for her flight, she would need to work for them to pay for it. Trinh's boss also informed her she will not be receiving a salary or tips for the first 3 months of working at the salon because she is in training. Trinh is informed that she is expected to work Monday to Saturday from 9:00 AM - 9:00 PM and is given a 30 minute lunch break if the salon is not busy. On Sundays, the employer will arrange a ride to the grocery store for everyone to purchase their own groceries for the week and because Trinh is not currently earning any money, will provide a weekly loan for food and personal needs.



Case study 6.2 continued

The employer also explained that if Trinh needs money for anything else, it could be loaned to her as well. Trinh was told that she would be charged interest on the loans and the rate would be decided by employer. Trinh originally refused to work and demanded to be dropped off at the airport to go back home. Trinh was informed that she is actually in Canada on a travel visa see relatives and going home so soon will result in Canadian Customs flagging her passport to prevent her from entering Canada in the future. Trinh's employer promised that as long as she worked hard the next three months and pays off her debt, they can help her apply for Canadian citizenship. From there, Trinh can sponsor her parents to come to Canada for a more comfortable life. Trinh's employer warned her not to speak to anyone about this because it could get her arrested and get her parents in trouble for lying to the Canadian government. Trinh's employer told her as fellow Vietnamese people, many of the workers at the nail salon are also working hard to earn money to send home for their families and if Trinh speaks up about the arrangement, it would ruin the livelihoods of many families. For these reasons, Trinh agreed to stay and work off her debt in hopes of affording a better future for her and her parents.

1. What were Trinh's vulnerabilities?

Below is a list of some of Trinh's vulnerabilities:

1. Need for employment and financial pressure as well as indebtedness
2. Unfamiliar with immigration law and the system leading to Trinh obtaining the wrong visa
3. Trust in the recruiter
4. Trinh is currently isolated in a shared living space and not knowing anyone outside the nail salon she is working at
5. Trinh's boss referred to their shared Vietnamese identity and the pressure to not speak up to create a sense of community obligation using Trinh's cultural ties to manipulate her
6. Lack of formal identification since her passport was confiscated from her
7. Unfamiliar with area—Trinh is currently staying in a house in a subdivision
8. Possible language barrier

2. How was Trinh recruited?

Trinh was recruited through a fake job advertisement offering an appealing job description, false promises of a high salary and sign-on bonus, personal interactions with the recruiter to foster trust, and fake credibility with the company's online presence. Overall, Trinh was recruited through a combination of enticing job offers, trust-building interactions with the recruiter, emotional appeals regarding her family's future, and the promise of support with the immigration process. This multifaceted approach played on her aspirations and vulnerabilities, leading her to engage with a situation that ultimately exploited her.

3. What methods were used by the trafficker(s) in this scenario?

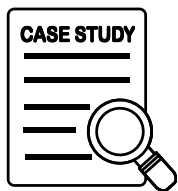
Several methods used by the trafficker(s) can be identified that contributed to her exploitation:

1. False job advertisement that fabricated an enticing job offer that appeared legitimate
2. Bait-and-switch tactic where the traffickers advertised the job as Finance Analyst and then switched it to a nail salon when Trinh arrived
3. Personal interactions to build trust
4. The trafficker capitalized on Trinh's desire to support her family, promising that this job would be a way to improve their lives
5. Control over Trinh's passport and documents
6. Debt bondage—the trafficker set up a trap where Trinh had to "work off" her travel and living expenses, resulting in a cycle of debt that would prevent Trinh from escaping
7. The traffickers also used intimidation tactics to prevent Trinh from seeking help
8. The living conditions effectively isolated Trinh through the physical landscape of a subdivision, but also in a shared living situation with other vulnerable workers
9. Exploitation of shared cultural identity threatened Trinh that speaking up could endanger not only her, but the livelihoods of others in her community

These methods illustrate a systematic approach to exploiting Trinh's vulnerabilities, manipulating her trust, and maintaining control over her circumstances to ensure compliance and dependency.

4. List some possible factors that would keep Trinh in her current position and prevent her from seeking support.

1. Fear of retaliation—if Trinh seeks support and jeopardizes the livelihood of those in her community, she could risk her safety in a shared living arrangement
2. Fear of the law—Trinh's boss threatened her with immigration enforcement consequences
3. Isolation - Trinh is isolated from the community because of her living conditions and control exerted by her boss
4. Debt-bondage—pressure to pay off her "debt" can make Trinh feel trapped
5. Community loyalty—Trinh was manipulated with the trafficker's appeal to their shared Vietnamese identity, creating a sense of guilt or loyalty that keeps her silent
6. Trinh is dependent on her employer who controls her finances, housing and employment conditions
7. Language barrier—Trinh may speak limited English, making it challenging to seek help
8. Hope - Trinh's trafficker's assured her that hard work could lead to citizenship and a better life for her family to gain Trinh's compliance
9. Unaware of resources and alternatives—Trinh has been isolated since her arrival to Canada and may not be aware of labour laws, community resources, supports, and alternative options
10. Social stigma—Trinh may be concerned about how her community and family perceive her situation which may cause her to carry feelings of blame/shame/guilt and prevent her from seeking help for something she may believe she caused

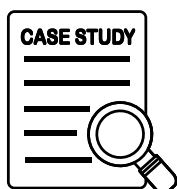


Case study 6.3: Julia is an 11 year old girl who was just given a tablet with the parental restrictions activated. Julia loves watching videos, playing games, and listening to music through apps on her tablet. Her parents closely monitor the content she watches and she has been taught to not chat with strangers. Due to her parents being strict, Julia often feels she is ostracized from her peers, as they are able to connect with each other on various social media and communication apps. One day at school, Julia overhears a classmate talk about their private playlist on a popular music app. Julia asked to be part of this private playlist as she wants to hear what songs are on it. The classmate told her she can be added, only if she swears to keep it a secret, because only a couple of their peers can know about it. Julia agreed and was so excited to be part of something that seemed so cool.

At home that night, Julia received a request to join a private playlist. Once she accepted the invitation, Julia quickly realized she could message the people in the private playlist by changing the song titles. Julia was thrilled that she was able to chat with her school friends and when her parents inquired what she was doing, Julia told them she was personalizing her playlist.

Over time, Julia was more comfortable using the music app and had multiple private playlists for many different "chats." She talked most with an assumed classmate who she had a private playlist with. This classmate also showed her how she could change the album cover of her playlists. At first, they were changing the album covers to images of shows and artists they both liked, but the friend started changing the album cover to more sexually explicit images. This classmate told Julia about all of the girls in her class with private playlists like this and that it is part of growing up and being a preteen.

As time went on, this classmate urged Julia to share photos of her face, promising that they are now good friends and already see each other at school. Agreeing that it seemed reasonable, Julia started sharing her selfies as the album cover. Every time Julia asked the classmate to reveal themselves, there was always an excuse. The requests for photos became more and more explicit with requests to see Julia's outfit of the day becoming requests to see her in her underwear. Julia was uncomfortable with this request and she spoke to her classmate who originally added her to their private playlist. The classmate told her these requests were normal and other classmates using other social media apps will share photos like this because it is "just in fun," especially since they were starting to take sex education classes at school.



Case study 6.3 continued:

Julia was still unsure about this, but the online friend in her private playlist appeared to be losing interest and Julia was afraid of losing a friend she had so much in common with. Julia began sharing the explicit photos in the playlist.

1. What were the luring and grooming methods used here?

Julia was lured by her need for peer connection, children often seek validation and acceptance from peers. She was excited to join a private playlist which made her feel included. The request to keep the playlist secret fostered a sense of exclusivity, making Julia feel special while isolating her from adult oversight. Lastly, the appeal of popular platforms such as the use of a trendy music app that her peers were engaged with created a sense of normalcy, encouraging Julia to participate without recognizing potential risks.

The grooming started with the establishment of trust and rapport. Julia's classmate built a friendly relationship with Julia and gradually introduced explicit content that they convinced Julia was normal while participating in the private playlist groups. The insinuation that "everyone else is doing it" was an exploitation of her need to fit in with peers and pushed Julia to conform and ultimately participate in the high-risk behaviour. Emotional manipulation was also used with the message that sharing explicit images would strengthen their friendship, leveraging Julia's insecurities and nudging her towards compliance. Once that happened, there was a shift in the demands and the escalation began breaking down Julia's boundaries over time. Finally, leaning on Julia's fear of losing her online friend made her more susceptible to the demands and showed the emotional vulnerability that led to her being manipulated.

2. What were Julia's vulnerabilities?

Some of Julia's vulnerabilities included:

1. Desire for peer acceptance
2. Limited understanding of online safety at 11 years old
3. Strict parenting environment led to feelings of isolation from peers, increasing her longing for social connection which she eventually sought online
4. Her fear of losing valued online friendships made her more likely to comply with uncomfortable requests
5. The slow introduction of inappropriate content normalized risky behaviour, reducing her ability to recognize when boundaries were crossed.
6. Possible lack of open communication with parents. Feeling unable to discuss her online interactions with her parents would create barriers to seeking help and increase Julia's vulnerability to manipulation
7. The influence of classmates normalizing explicit behaviour put pressure on Julia to conform, making her more susceptible to exploitation

3. What are some red flags that alerted you when you read this case?

Some red flags in this case included:

1. Secretive behavior/requirement to keep secrets
2. The shift to explicit images violating boundaries
3. Peer pressure and normalizing risky behavior
4. The progression from selfies to explicit photos—indicating a pattern of grooming
5. Manipulation of trust through the leverage of friendship
6. Julia's limited experience with online interactions
7. Hiding activities from parents
8. Gradual desensitization through normalizing the sharing of more intimate images and distorting what is appropriate and safe

Activity 6.4:

1. After working through the case studies, list some factors that would lead someone into being exploited.

Some factors that would lead someone into being exploited can be:

1. Financial vulnerability
2. Lack of awareness
3. Isolation and loneliness
4. Desire for acceptance
5. Emotional vulnerability
6. Limited access to support services and resources
7. Language barriers
8. Cultural and societal factors
9. Substance Use and dependency
10. Youth and inexperience
11. Trauma background

2. List two everyday situations you may encounter where exploitation is occurring.

Some everyday situations you may encounter where exploitation is occurring are:

1. Workplace exploitation—Employees working overtime without pay or being coerced into accepting lower wages than agreed upon
2. Child Labour—children being forced to underage or long hours and minimal pay
3. Sexual exploitation—Individuals in vulnerable positions being pressured or coerced into trading sexual favours for basic necessities or support
4. Online exploitation—People being manipulated into sharing explicit content or personal information through social media or gaming platforms
5. Housing situations—Tenants living in substandard conditions where landlords exploit their financial situation, demanding high rent without necessary repairs
6. Dependency relationships—Individuals in caregiving roles who are manipulated or coerced into providing services without appropriate compensation or recognition, and vice versa with individuals needing care who are coerced into agreements they do not fully understand or are financially deceived
7. Cultural and community exploitation—Members of marginalized communities being exploited for their cultural knowledge or labour without fair compensation or credit

Activity 7.1:

List some questions you might ask a client as follow-up if they presented at your agency for services. Think about how you would frame the question to help get a better picture of what the client is experiencing without feeling like you're being invasive.

The answers to this question are subjective. There is no right or wrong answer here. However, some questions could be:

1. How have you been feeling lately, both emotionally and physically?
2. Can you tell me about your current living situation? Do you feel safe there?
3. What is the most challenging part of your situation for you right now?
4. Who do you have in your life that you feel you can trust for support?
5. Can you describe your relationship with [specific person]? How does it make you feel?
6. Are there any situations or interactions that make you feel uncomfortable or anxious?
7. Have you ever felt pressured to do something that made you uncomfortable? Can you tell me about that?
8. Do you have any concerns about your safety or the safety of others around you?
9. What challenges are you facing in terms of work or financial support?
10. Are there any community resources or programs you've accessed before?
11. What resources or supports do you think would help you right now?
12. What are some of your goals or hopes for the future?
13. Is there anything you would like to discuss today that is important to you?
14. How do you usually express your feelings when things get tough?
15. Is there anything you are afraid to talk about that you would like to share?

Activity 7.2:

1. List some safety measures and protocols your local shelters may offer. Knowing this will also help you explain these measures to a potential survivor of human trafficking.

The answer to this question will vary from shelter to shelter. If you are unaware of the safety measures and protocols of your local shelter, it is encouraged that you contact them to learn about them. Some shelter safety measures and protocols can include:

1. Verifying person at door outside before letting anyone in
 2. Key-pass only doors throughout the shelter
 3. Cameras surrounding the shelter and inside the shelter in common areas
 4. Emergency buttons and beacons on property
 5. Proximity to police station
 6. Proximity to other service organizations
 7. Trained staff
 8. 24/7 staff and services
-

Activity 7.3:

1a. Comparing the two power and control wheels, what are some areas where you immediately see overlap?

There are many areas that overlap between the two power and control wheels.

1b. Can you outline a possible scenario(s)?

The answers to this question are subjective. There is no right or wrong answer here.

2. In your own words, describe how domestic violence (DV) and intimate partner violence (IPV) can crossover with human trafficking?

Domestic violence (DV) and intimate partner violence (IPV) can intersect with human trafficking in significant ways as individuals experiencing these forms of violence may become vulnerable to trafficking situations. Abusers often exploit their partner's fears and dependencies, creating an environment of control that can lead to trafficking scenarios, such as forced prostitution or labour. Victims may be isolated from support systems, manipulated through threats or financial coercion, and deprived of autonomy, making them more susceptible to traffickers who exploit these vulnerabilities. Furthermore, traffickers may use tactics similar to those employed by abusive partners, such as emotional manipulation and psychological abuse, reinforcing the cycle of control and exploitation.

Activity 8.1:

1. List in the space below what you believe are signs of human trafficking that might be missing from the previous page.

1. Unexplained Injuries: Bruises, cuts, or signs of physical abuse
2. Fearful or Anxious Behaviour: Inconsistent or fearful responses to questions
3. Withdrawal: Avoidance of eye contact or social interaction
4. Lack of Control: Inability to make basic decisions, such as where to go or what to wear
5. Confiscation of Documents: Documents held by someone else, often an employer or trafficker
6. Unpaid or Underpaid Work: Working without pay or receiving little compensation
7. Age Discrepancies: Significant age differences between partners or individuals in a relationship
8. Indications of Coercion: Signs that a person is being manipulated or forced into a situation against their will
9. Frequent Relocation: Moving from place to place frequently without clear reason
10. Substance Abuse: Use of drugs or alcohol to cope with trauma or stress
11. Poor Hygiene: Lack of personal care or cleanliness
12. Inconsistent Stories: Providing conflicting information about their situation or whereabouts
13. Hypervigilance: Constantly looking around or appearing overly alert to surroundings
14. Fear of Law Enforcement: Expressing fear or distrust of authorities
15. False Identification: Possessing fake IDs or documents that don't match their story
16. Debt Bondage: Claiming to owe money to someone that they cannot pay off
17. Poor Living Conditions: Living in overcrowded, unsafe, or unsanitary environments
18. Young Age for Work: Minors engaged in work that is inappropriate for their age.
19. Exploitation of Vulnerabilities: Signs of manipulation based on the individual's economic, social, or immigration status.

Activity 8.2:

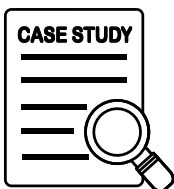
1. The earlier activity prompted you to picture in your head what a victim of human trafficking may look like based on your beliefs and what you know. In the space below list the character traits of who might be an iconic victim of human trafficking?

The answer to this question is subjective based on an individual's perception. There is no right or wrong answer. Typically, when asked what a victim of human trafficking may look like, people would say that the victim is a woman or girl who is trafficked for sex, she is trafficked by being smuggled or is away from her home country, forcibly confined in a restricted area, and is rescued, usually by law enforcement, when she will then fully cooperate with law enforcement's investigation.

2. Why do you believe these are the character traits of an iconic victim?

The answer to this question is subjective based on an individual's perception. There is no right or wrong answer.

Generally, people believe these are the characteristics of an iconic victim because the media portrays them as such. Movies and TV shows sensationalize trafficking using the iconic victim narrative. The iconic victim is deceived by someone they trusted and forced into sex trafficking that they are eventually rescued from by a hero law enforcement officer. The iconic victim is usually young, innocent/naive, vulnerable to circumstances beyond their control, and deserving of empathy.



Case study 8.3: Another case scenario that is important to include is Gordon et al.'s (2018) publication which uses an example of a woman repeatedly accessing psychiatric and emergency services at a hospital. This woman's medical history presented trauma-related dissociation due to a history of being in foster care,

experiencing childhood sexual assault, domestic violence, and sex work. The woman also repeatedly accessed emergency medical care due to multiple pregnancies and at one point was brought into the emergency room after being found in a ditch. She was discharged to a local shelter at one point as well. It was not until nearly two years of medical and psychiatric care did the woman speak of being trafficked by previous and current intimate partners.

1. Why do you think the patient in this case was misidentified for so long?

One of the reasons identified in the article was that the survivor was using terms such as "baby daddy" and "boyfriend" when referring to her trafficker, causing healthcare providers to misidentify her situation.

2. Assuming that the patient was discharged from the hospital to a shelter and shelter staff also misidentified the patient's presenting issue, what do you think might be some reasons and what barriers might they cause?

Some reasons that might cause shelter staff to misidentify the patient's presenting issue would include:

1. Shelter staff may lack specialized training in recognizing the signs of human trafficking, leading to the misinterpretation of the patient's behaviours and needs
2. Shelter staff may also prioritize addressing the immediate physical needs of the patient (such as shelter, food, or medical care) and not have the opportunity to explore historical issues that could disclose experiences of exploitation
3. Shelter staff's perspective may be biased if the patient was referred to shelter by hospital staff. Additionally, shelter staff may also have biases and assumptions about the patient's behaviour or choices leading to misidentification
4. Shelter protocol may not have structured assessment protocols to identify experiences of exploitation or complex trauma histories for staff to recognize the full scope of the patient's experiences
5. The patient may be reluctant to disclose their experience to another service provider they are not familiar with, possibly due to shame, fear, or trauma preventing them from articulating their situation

3. If you were meeting this patient for the first time, what might be some questions you would ask her?

Questions will vary based on individual practice and approach, there are no wrong answers here.

Some questions you could ask would be:

1. Can you tell me a little about your journey here?
2. What has been most helpful for you in the past when you have needed support?
3. What kind of support do you feel you need right now?
4. What do your current relationships look like?
5. What does a typical day look like for you?
6. Are there any particular experiences that have been difficult for you to talk about?
7. Do you feel safe in your current living situation?
8. Are there any services or resources that you have found helpful in the past?
9. Is there anything you would like me to know about you that might help us work together?
10. How do you prefer to communicate about sensitive topics?
11. Are there cultural or personal beliefs that are important to you and influence your life?
12. What is one thing you would like me to understand about you?

Activity 8.4:

Use this space for notes from the "Can You See Me?" videos or any notes you may have at this point. The space for this activity is meant to be used for making notes.

Activity 8.5:

1. Based on what you have read so far, use the space below to list and brainstorm:

- a. some key concepts you have learned,
- b. some myths you had believed or did not know about until now, and
- c. what is a bias you may have had before reading through this section.

The space for this activity is meant to be used for making notes on personal reflection and understanding of content covered in this section.

Activity 9.1:

1. Using the space below, write down how you would modify the QYIT screening questions to better serve as an assessment tool for the services you are providing at your agency.

For ideas on how you might rephrase the questions, refer to the answer for Activity 7.1.

Activity 9.2:

Answer the QYIT questions from your perspective in the space below:

For confidentiality, you can mentally answer the questions

It is not uncommon for people to stay in work situations that are risky or even dangerous, simply because they have no other options. Have you ever worked or done things, in a place that made you feel scared or unsafe? **Yes / No**

Sometimes people are prevented from leaving an unfair or unsafe work situation by their employers. Have you ever been afraid to leave or quit a work situation due to fears of violence or threats of harm to yourself or your family? **Yes / No**

Sometimes people who have difficulties with their families have very few options to survive or fulfill their basic needs, such as food and shelter. Have you ever received anything in exchange for sex (e.g., a place to stay, gifts, or food)? **Yes / No**

Sometimes employers don't want people to know about the kind of work they have young employees doing. To protect themselves, they ask their employees to lie about the kind of work they are involved in. Have you ever worked for someone who asked you to lie while speaking to others about the work you do? **Yes / No**

Jot down some of your thoughts on these questions, how you answered them, and how might you rephrase the questions now that you've asked yourself these questions.

The answer to this question is subjective based on an individual's experience. There is no right or wrong answer. For ideas on how you might rephrase the questions, refer to the answer for Activity 7.1.

Activity 9.3:

1. Using the space below, write down how you would modify the QYIT screening questions to better serve as an assessment tool for the services you are providing at your agency.

For ideas on how you might rephrase the questions, refer to the answer for Activity 7.1.

1a. Do you believe you can incorporate part I of the CCR assessment questions into your work?

Yes / No

1b. If yes, explain where the assessment questions could fit.

The CCR assessment in Part 1 only contains four questions, making it easier to incorporate with initial client interactions, such as when they first call or enter your organization.

Answers to the questions in Part 1 may also come up naturally in conversation as a client shares their situation. The assessment questions would be a good tool for service providers to have on hand as prompts to formulate questions to ask clients.

2a. Do you believe you can incorporate part II of the CCR assessment questions into your work?

Yes / No

2b. If yes, explain where the assessment questions could fit.

Part 2 of the CCR assessment is much longer, and may not be appropriate for casual client interactions. Additionally, bringing out such a long list of questions may cause the client to shut down as they may feel like they are being judged and interrogated. If there is an opportunity to have a longer conversation with client and the rapport has been built, part 2 of the CCR assessment would be a valuable tool for service providers to use as a guide for conversation and further assessment with a client to better understand if exploitation is/has been experienced.

Activity 10.1:

1. Before proceeding into this next section, take a couple of minutes to reflect on the information you've obtained up until now. Jot down a few key words on what you believe human trafficking is:

2. Write down your current understanding of biases and how you think it could impact trauma-informed care?

3. What are services and practices currently in place at your agency that you would consider to be trauma-informed practice?

Activity 10.2:

1. Reading some of the survivor quotes so far, what are some thoughts that came to mind for you in relation to providing trauma-informed care?

2. Which quote stood out the most for you and why?

The answer to questions in Activities 10.1 and 10.2 are subjective based on an individual's experience. There is no right or wrong answer.

Activity 10.3:

1. Using the space below, list some more reasons and barriers as to why victims of human trafficking cannot "just leave" their trafficker/trafficking situation.

1. Psychological barriers such as trauma bonding, fear and intimidation, low self-esteem, mental health issues, and cognitive development
2. Economic barriers such as dependence on trafficker for basic needs and lack of other financial resources make it difficult to establish independence
3. Social barriers such as isolation, stigma and guilt, language and cultural barriers
4. Legal barriers such as fear/distrust of law enforcement and lack of awareness of law/legal rights
5. Logistical barriers such as uncertainty about how to find support and resources, physical constraints imposed by the trafficker to prevent victims from leaving
6. Emotional barriers such as feeling guilty for leaving, or believing they must stay loyal to their trafficker because they believe they are being cared for, and hope that their trafficker will change and the situation will improve

2. List some barriers a client may face when trying to access services your organization offers.

Barriers a client may face when trying to access services at an organization may vary based on what resources and programs are available at each organization in each community. Some common obstacles clients face that should be considered:

1. Community awareness of programs and services—do people know who they can reach out to for support?
2. Cost of services—what programs are free, what programs offer a sliding scale, and what programs are costly? Additionally, what programs are insurance based only?
3. Geographical location—is the location of the organization on a main public transportation route? Is it easy to find for someone new to the community? Is it a safe area for clients walking to and from for their appointments?
4. Transportation issues—Is there a transportation program for clients going to and from service appointments? Is there reliable public transportation in the community?

5. Cultural stigma—What are some of the cultural and social stigma about the organization in the community that may deter a client from accessing services? Is the client worried about being discriminated against or treated unfairly due to their history or identity?
6. Psychological barriers—Can previous negative experiences with services cause fear and anxiety for the client? Is client feeling hopeless and therefore hesitant to reach out for support?
7. Legal barriers - Client may fear deportation or other legal repercussions, including possibly having a criminal record or past legal issues that may prevent clients from seeking certain services due to stigma and/or fear of arrest
8. Systemic barriers—navigating the bureaucratic process of services can be overwhelming and confusing
9. Time barriers—Depending on community resources, some areas may lack services or have long wait times for access. Additionally, does the service provide flexible hours outside of standard work hours? Are there childcare services?

3. What can you say to a client who discloses that they plan on returning to their trafficker?

When a client discloses that they plan on returning to their trafficker, it is crucial to respond with empathy and non-judgment. You can acknowledge their feelings, validate their experience, discuss safety, highlight support options, empower them to make their own decision while reiterating support, and create an opportunity to follow-up if appropriate. Some phrases you could use are:

1. I hear that you are considering going back and I want you to know that I am here to listen. This is a really complex situation.
2. It is understandable to feel drawn back, especially if there are emotional ties or feelings of safety associated with that situation.
3. If you do decide to go back, know that support is still available to you. Would you like to discuss resources or support systems that could help you either way?
4. Ultimately, it is your decision, and I respect that. I am here to support you, no matter what you choose.

Activity 10.4:

Let's take a pause. Use the space below to write down some of your thoughts and feelings. You can also use this space to doodle or do whatever you feel is right for you in this moment.

The answer to this question is subjective. There is no right or wrong answer. The purpose of this activity is meant for self-care as this section can feel heavy.

Activity 10.5:

1. Some choices you can give during your first meeting with a survivor are:

- "Would you like something to drink? Would you like a coffee or tea?"
- "Where would you like to sit?"
- "Can I sit here, or would you prefer I sit over there?"
- "Which pen would you like to use?"
- "Here are a few pajama options, which one do you like?"

These are just a few examples of how we can offer choices to survivors. In the space below, reflect on your shelter's/organization's layout, intake processes, and various department processes. Use the space below to identify where there are opportunities to offer choice to clients.

Some examples are already provided in the question. The answer to this question is subjective.

There is no right or wrong answer. The purpose of this activity is for you to reflect on how you are doing your work and how can you incorporate choice during your interactions with clients.

Activity 10.6:

1. The term "warm handoffs" usually implies a referral to another worker from another organization. Does your organization have a "warm handoff" culture? In the space below, list some reasons that you would feel a warm handoff to another staff would be beneficial for a client.

A "warm handoff" culture can significantly enhance client care and support. Some reasons that would call for a warm handoff would be:

1. Client is in need of different resources
2. Client requires more immediate support
3. You and client are not developing a rapport that would be most beneficial for the client
4. Holistic approach to care

Who would you speak to about this and what would the plan look like?

Who you can speak to would depend on the structural layout of your organization. However, you can speak to your team, team leaders, supervisors, and your leadership and management team about developing a plan for warm handoffs.

The plan will need to involve consultation from clients and identified best practices. There will need to be clear guidelines and protocols on how to communicate with clients and other service providers while respecting confidentiality, and the development of a training program prior to implementing the standardized process. The protocol should always involve the client in the decision making process of their care plan.

Activity 10.7:

1. Reflect on your shelter/organization's current intake process. Use the space below to list some documents or tasks that are absolutely necessary to complete, and those that can be put on hold.

The protocols and procedures for intakes will vary from one organization to another. The answer to this question will be subjective based on that and there is no right or wrong answer.

2. Who can you speak to/what would be the steps required to implement this change?

Who you can speak to would depend on the structural layout of your organization. However, you can speak to your team, team leaders, supervisors, and your leadership and management team about implementing change.

3. Do you currently offer comfort items as part of your intake/interview processes for survivors to hold and/or fidget with? List some items that would be available in your shelter and community currently.

Some items that you could offer as comfort items to clients that may be available in your shelter and community are:

1. Small stuffed animals
2. Fidget toys
3. Throw pillows
4. Throw blankets
5. Thick socks/fuzzy socks/reading socks
6. Large cozy sweaters
7. Cozy pajamas
8. Stress balls
9. Journals/writing materials
10. Colouring materials

Activity 10.8:

1. What can you offer to a client admitting to your shelter regarding rooms, room sharing, and room guidelines?

Think about your current guidelines, what is absolutely necessary to follow and which guidelines can be bent a little to make some accommodations.

When welcoming a client to your shelter, it is important to communicate clearly about the accommodations and guidelines in place. Start with being transparent about your current room availability, ideally it would be best to offer a survivor of human trafficking their own room, but shelter capacities are unpredictable and many shelters often operate at full capacity. Inform the client about the types of room available, room amenities, and point out areas of personal space and privacy. Do not make promises you cannot keep such as, "when the next person discharges from the shelter, we will move you to a room by yourself."

When outlining room guidelines, best practice is to consider the client's current capacity to retain information. Decide what guidelines are critical to review (such as safety protocols and emergency procedures) and save the remainder of the shelter tour and guidelines for a later time. Be sure that you are documenting this appropriately so you and your team are aware of what is left to review with client.

Whenever possible, offer choices to the client such as what floor they prefer to be on, if they would like to be close to a bathroom, or the colour of their bedding.

Activity 10.9:

1. What are some other ways you and your colleagues can navigate these barriers?

Navigating barriers related to PTSD and cognitive challenges requires a compassionate and strategic approach. Here are a few ways you and your colleagues can navigate these challenges:

Appointments:

1. Offer flexible time ranges and accommodate varying needs and schedules
2. Allow for walk-in options
3. Work with client to develop a reminder system that works best for them as well as leveraging automated reminders
4. Develop visual cues to help remind client of schedule and responsibilities
5. Develop a plan with client on how they can prepare for appointments including transportation

Communication:

1. Build rapport and trust through consistent staff assignments and acknowledge client's challenges without judgement
2. Communicate and maintain a safe space
3. Use clear, simple language and repeat key points of information, provide clarification as needed
4. Work collaboratively with client to develop goals and follow up regularly
5. Encourage routines that incorporate reminders and connect clients with additional support services as needed

Activity 10.10:

1. Does your shelter operate from an abstinence based approach? If so, list some shelters close to you that you could refer a client to who is still actively using.

The answer to this question is based on the community resources available in your area.

2. List some harm-reduction practices currently used at your organization.

The answer to this question is based on the practices, protocols, and capacity at each individual organization. Harm-reduction practices are designed to meet clients where they are, promoting safety and well-being while respecting their autonomy and choices. Some harm-reduction practices are:

1. Provide non-judgmental support
2. Enable access to clean supplies
3. Deliver overdose prevention education
4. Attend to crisis intervention
5. Create flexible policies
6. Refer-out to the appropriate resources

3. What are some areas you feel can be improved on when it comes to harm reduction at your organization.

The answer to this question is based on the practices, protocols, and capacity at each individual organization. There is no right or wrong answer.

4. How can these improvements be implemented?

The answer to this question is based on the practices, protocols, and capacity at each individual organization. There is no right or wrong answer.

Activity 10.11:

1. Use the space below to brainstorm some ideas around ways your shelter guidelines can minimize re-victimization.

Minimizing revictimization in shelters requires creating a safe, supportive, empowering environment for clients. Service providers can start with training on trauma-informed practices to understand how to appropriately respond to clients and create a calming, private space. Service providers can involve clients in the decision-making process regarding their care and living arrangements and respect their autonomy.

For staff procedures, shelters and organizations can review documentation practices as well as information sharing. How is information about clients being shared with your team? If a client overheard your conversation would it cause more harm? Is there allocated time for staff to review shift notes or share case plan progress with each other to avoid clients having to repeat themselves? Lastly, are there community partnership protocols in place allowing information to be shared between service providers (with client consent) to reduce the amount of times a client has to reshare their experience.

Activity 10.12:

1. Now that you have completed this section, list some ways you would change your approach/how you create safety plans with your clients.

The answer to this question is subjective. There is no right or wrong answer. The purpose of this activity is meant for self reflection and professional development.

2. How can safety be addressed if a client does not perceive it as the same safety risk levels as you? List some ways you would approach this conversation.

Addressing safety concerns when a client perceives risk differently requires sensitivity, open communication, and collaboration. It is important to start by approaching the conversation in a non-judgmental way and create a safe space for dialogue. Actively listen to the client and encourage them to share their perception and explore what their definition of safety is, identify specific concerns, and then express your perspective with context. Encourage the client to be involved in creating safety plans and be willing to explore compromises that can enhance their safety while still respecting their autonomy. Lastly, provide any appropriate resources and arrange for check-ins or follow-ups if the situation allows for it.

Activity 11.1:

When considering support services for individuals, it is important to meet our clients where they are at. This may mean that although some services may be best to support our client(s)' situation, but individual backgrounds and circumstances may make it challenging for the individual to trust specific services. For example, a person's ethnic background or personal history may lead them to mistrust services such as law enforcement and child welfare workers.

1. Use the space below to make some notes on what alternative options you can offer a client if they are not comfortable meeting with law enforcement and child welfare workers to be both culturally sensitive and trauma-informed.

Some alternative options you can offer a client if they are not comfortable meeting with law enforcement and child welfare workers are:

1. Provide non-judgmental support and explore alternative options with client
2. If possible, offer support to be with client during meetings with other services
3. If appropriate, advocate for meetings with client to be limited and/or in a space client is most comfortable (including remote meetings or meeting in neutral spaces)
4. Connect client with culturally appropriate services who can support them or request and advocate for culturally appropriate representatives for law enforcement and child welfare organizations
5. Safety plan with client to prepare for the meeting and establish a plan for after the meeting
6. If it is reporting, look into alternative reporting mechanisms such as anonymous reporting or hotlines/helplines that can minimize face-to-face interactions

Activity 1.1:

- 1. When you hear the term human trafficking, what is your immediate thought? In your mind, who are victims of human trafficking?**
- 2. How confident do you believe you are able to identify experiences of exploitation and why?**
- 3. Think about the intake process and guidelines at your shelter. How are disclosures of trafficking experiences made and how comfortable do you feel working with survivors of human trafficking at a shelter setting?**
- 4. What are some key takeaways for you now that you have completed the guidebook?**
- 5. What are some areas you would like to learn more about regarding anti-human trafficking and where can you find the resources/training material?**

The answers to these questions are subjective based on an individual's perspective and shelter training opportunities. There is no right or wrong answer here. Some of the questions were already asked at the start of the guidebook. Answer those questions to compare your new responses to the original ones and reflect on how your answers may or may not have changed.

Additional training resources can be found in Appendix D.



APPENDIX G

References

References

- Anthony, B. (2018, October 30). The role domestic violence shelters play in supporting human trafficking survivors. The Polaris Project. Retrieved April 14, 2021 from <https://polarisproject.org/blog/2018/10/the-role-domestic-violence-shelters-play-in-supporting-human-trafficking-survivors/>
- Baird, K., McDonald, K. P., & Connolly, J. (2019). Sex trafficking of women and girls in a southern Ontario region: Police file review exploring victim characteristics, trafficking experiences, and the intersection with child welfare. *Canadian Journal of Behavioural Science*, 52(1), 8-17. <https://doi.org/10.1037/cbs0000151>
- Baldwin, S.B., Eisenman, D. P., Sayles, J. N., Ryan, G., & Chuang, K.S. (2011). Identification of human trafficking victims in health care settings. *Health and Human Rights*, 13(1), 36-49. <http://www.jstor.org/stable/healhumarigh.13.1.35>
- Baldwin, S.B., Fehrenbacher, A.E., & Eisenman, D.P. (2015). Psychological coercion in human trafficking: An application of Biderman's framework. *Qualitative Health Research*, 25(9), 1171–1181. <https://doi.org/10.1177/1049732314557087>
- Bryant-Davis, T., & Tummala-Narra, P. (2017). Cultural oppression and human trafficking: Exploring the role of racism and ethnic bias. *Women & Therapy*, 40(1-2), 152-169. <https://dx.doi.org/10.1080/02703149.2016.1210964>
- Butler, C.N. (2015). The racial roots of human trafficking. *UCLA Law Review*, 62(6), 1464-1514. https://www.uclalawreview.org/wp-content/uploads/2019/09/Butler-final_8.15.pdf
- Canadian Centre for Children Protection Inc. (2018). The prevalence of sexual abuse by K-12 school personnel in Canada, 1997 – 2017. *Journal of Child Sexual Abuse*, 28(1). <https://doi.org/10.1080/10538712.2018.1477218>
- Canadian Council for Refugees. (2015). Guidelines: how to use the human trafficking assessment tool. <https://ccrweb.ca/sites/ccrweb.ca/files/national-human-trafficking-assessment-tool-part1.pdf>
- Canadian Human Trafficking Hotline. (n.d.). Safety Planning. Accessed March 20, 2024 from <https://www.canadianhumantraffickinghotline.ca/safety-planing/>
- CBS News. (2023, January 13). Pakistan police bust organ trafficking ring after missing boy found underground lab with his kidney removed. CBS News. <https://www.cbsnews.com/news/organ-trafficking-ring-bust-missing-boy-kidney-removed-pakistan/>
-

Charron, C., Valenzuela, B. E., Donnelly, E., & Oehme, J.D. (2020). What do EMS professionals know about human trafficking? Assessing the impact of training. *Journal of Human Trafficking*. Advance online publication. <https://doi.org/10.1080/23322705.2020.1824964>

Chase, S., & Fife, R. (2022, December 14). Canada passes anti-organ trafficking bill and pro-tibet motion. *The Globe and Mail*. <https://www.theglobeandmail.com/politics/article-canada-passesanti-organ-trafficking-bill-and-pro-tibet-motion/>

Children's Rights. (2022). Child sex trafficking. Retrieved on march 24, 2022 from <https://www.childrensrights.org/newsroom/fact-sheets/child-sex-trafficking/>

Chisolm-Straker, M., Sze, J., Einbond, J., White, J., & Stoklosa, H. (2019). *Children and Youth Services Review* 98, 72-79.

Clawson, H. J., Dutch, N., & Cummings, M. (2006). Law enforcement response to human trafficking and the implications for victims: Current practices and lessons learned. Caliber and ICF International Company. <https://www.ojp.gov/pdffiles1/nij/grants/216547.pdf>

Collaborative Network to End Exploitation. (n.d). Exploitation: It's a spectrum. Sisters of St. Joseph of Toronto. <https://www.cnee.ca/exploitation/>

Community Safety Office. (n.d). Vulnerabilities to human trafficking. University of Toronto. <https://www.communitysafety.utoronto.ca/safety-tip/human-trafficking/vulnerabilities-to-human-trafficking/>

Corriveau, I., & Côté-Paulette, C. (2018, September 13). Mexican workers say they are victims of abuse on Canadian farms. *CBC News - Windsor*. <https://www.cbc.ca/news/canada/windsor/mexican-workers-victims-abuse-canadian-farms1.4820458>

Cotter, A. (2020). Trafficking in persons in Canada, 2018. *Juristat*. (Catalogue number 85-002-X). Retrieved April 7, 2021 from <https://www150.statcan.gc.ca/n1/en/pub/85-002-x/2020001/article/00006-eng.pdf?st=HQfTYmSG>

Cunningham, K. C., & De Marni Cromer, L. (2016). Attitudes about human trafficking: individual differences related to belief and victim blame. *Journal of Interpersonal Violence* 31(2), 228-244. DOI: 10.1177/0886260514555369

Dell, N. A., Maynard, B. R., Born, K. R., Wagner, E., Atkins, B., & House, W. (2019). Helping Survivors of Human Trafficking: A Systematic Review of Exit and Postexit Interventions. *Trauma, Violence, & Abuse*, 20(2), 183-196. <https://doi.org/10.1177/1524838017692553>

Department of Justice Canada. (2024). State of the criminal justice system: a focus on youth.

- Dickson, J. (2021, February 22). How Canada's sex traffickers evade capture and isolate victims to prevent their escape. *The Globe and Mail*. <https://www.theglobeandmail.com/canada/article-how-canadas-sex-traffickers-evade-capture-and-isolate-victims-to/>
- Domoney, J., Howard, L. M., Abas, M., Broadbent, M., & Oram, S. (2015). Mental health service responses to human trafficking: a qualitative study of professionals' experiences of providing care. *BMC Psychiatry*, 15(1): 289. <https://doi.org/10.1186/s12888-015-0679-3>
- Donnelly, E. A., Oehme, K., Barris, D., & Melvin, R. (2018). What do EMS professionals know about human trafficking? An exploratory study. *Journal of Human Trafficking*, 5(4), 325-335.
- Gaetz, S., Schwan, K., Redman, M., French, D., & Dej, E. (2018) *The Roadmap for the Prevention of Youth Homelessness*. A. Buchnea (Ed.). Toronto, ON: Canadian Observatory on Homelessness Press. <https://homelesshub.ca/wp-content/uploads/2024/04/YPRfullreport-1.pdf>
- Glover, C. (2018, January 17). 'It's slavery in the modern world': Foreign workers say they were hungry, abused at Toronto temple. *CBC News – Toronto*. <https://www.cbc.ca/news/canada/toronto/hindu-priest-abuse-allegations-1.4485863>
- Gonzalez-Pons, K. M., Gezinski, L., Morzenti, H., Hendrix, E., & Graves, S. (2020). Exploring the relationship between domestic minor sex trafficking myths, victim identification, and service provision. *Child abuse & neglect*, 100, 104093. <https://doi.org/10.1016/j.chiabu.2019.104093>
- Gordon, M., Fang, S., Coverdale, J., & Nguyen, P. (2018). Failure to identify a human trafficking victim. *American Journal of Psychiatry*, 175(5), 208-209. <https://doi.org/10.1176/appi.ajp.2018.18010007>
- Government of Canada. (2024). Forced marriage. Retrieved from <https://travel.gc.ca/assistance/emergency-info/forced-marriage>
- Graham, C. (2021). Indigenous anti-human trafficking [Webinar]. Ontario National Women's Association. <https://www.onwa.ca/learning-resources-ht>
- Heidinger, L. (2022). Violent victimization and perceptions of safety: experiences of first nations, metis and inuit women in canada. *Juristat*. (Catalogue number 85-002-X.) Retrieved July 8, 2024 from <https://www150.statcan.gc.ca/n1/en/pub/85-002-x/2022001/article/00004-eng.pdf?st=jznAsgaZ>
- Hiatus House. (2021). About us. Retrieved April 6, 2021 from <https://hiatushouse.com/about-us/>
- Hume, D. L., & Sidun, N. M. (2017). Human trafficking of women and girls: Characteristics, commonalities, and complexities. *Women & Therapy*, 40(1-2), 7-11. <https://doi.org/10.1080/02703149.2016.1205904>
-

HTSurvivors.to. (n.d.). Can you see me? Toronto Police. <https://www.htsurvivors.to/index.php>

Jones, L., Engstrom, D., Hilliard, T., & Diaz, M. (2007). Globalization and human trafficking. *Journal of Sociology & Social Welfare*, 34(2), 107-122

Justice Canada. State of criminal justice system: A focus on youth. Government of Canada. https://www.justice.gc.ca/eng/cj-jp/state-etat/2024rptrap2024/pdf/RSD2024_State_of_the_Criminal_Justice_System_Report_A_focus_on_youth_En.pdf

Kaye, J. (2017). Responding to human trafficking: Dispossession, colonial violence, and resistance among Indigenous and racialized women. University of Toronto Press. <https://doi.org/10.3138/9781487513863>

Kaye, J., Winterdyk, J., & Quarterman, L. (2014). Beyond criminal justice: A case study of responding to human trafficking in Canada. *Canadian Journal of Criminology and Criminal Justice*, 56(1), 23-48. <https://doi.org/10.3138/cjcc.2012.E33>

Kiss, L., & Zimmerman, C. (2019). Human trafficking and labor exploitation: Toward identifying, implementing, and evaluating effective responses. *PLOS Med* 16(1). <https://doi.org/10.1371/journal.pmed.1002740>

Maginn, S. (2023). Organ trafficking facts. The Exodus Road. Retrieved February 12, 2024 from <https://theexodusroad.com/organ-trafficking-facts/>

Manville, D. (2021). Ethical concerns regarding working with human trafficking victims and survivors [Webinar]. Eastern Michigan University - School of Social Work.

Mavrellis, C. (2017, March 27). Transnational crime and the developing world. Global Financial Integrity. <https://gfintegrity.org/report/transnational-crime-and-the-developing-world/>

Middleton, J., Edwards, E., Roe-Sepowitz, D., Inman, E., Frey, L. M., & Gattis, M. N. (2022). Adverse Childhood Experiences (ACEs) and Homelessness: A Critical Examination of the Association between Specific ACEs and Sex Trafficking among Homeless Youth in Kentuckiana. *Journal of Human Trafficking*, 10(1), 121–134. <https://doi.org/10.1080/23322705.2021.2020061>

Miller, H., O'Doherty, T., & Roots, K. (2017). A formidable task: reflections on obtaining legal empirical evidence on human trafficking in Canada. *Anti-Trafficking Review*, (8), 34-49. <https://doi.org/10.14197/atr.2021783>

Mojtehdzadeh, S. (2021, August 22). A 4 a.m. taxi, a KFC and a three-day drive: How one worker escaped an Alberta farm after claims of 'abusive' conditions. *Toronto Star*. <https://www.thestar.com/news/gta/2021/08/22/a-4-am-taxi-a-kfc-on-the-prairies-and-a-three-day-drive-how-one-worker-escaped-an-alberta-farm-after-claims-of-abusive-conditions.html>

Muller, E., Dominguez-Gil, B., & Martin, D. (2019). The declaration of Istanbul on organ trafficking and transplant tourism (2018 edition) introduction. *Transplantation*, 103(2), 217. <https://doi.org/10.1097/TP.0000000000002541>

National Domestic Violence Hotline. (n.d.). 50 obstacles to leaving. Retrieved on March 3, 2024 from <https://www.thehotline.org/resources/get-help-50-obstacles-toleaving/#:~:text=On%20average%2C%20it%20takes%20a,regain%20control%20over%20their%20victim>

National Human Trafficking Hotline. (2024). Human trafficking. National Human Trafficking Hotline. <https://humantraffickinghotline.org/en/type-trafficking/humantrafficking#:~:text=Instead%2C%20human%20trafficking%20is%20fueled,profit%20from%20the%20existing%20demand>.

National Human Trafficking Training and Technical Assistance Center. (2018). Adult human trafficking screening tool and guide. https://nhttac.acf.hhs.gov/sites/default/files/2018-07/adult_human_trafficking_screening_tool_and_guide.pdf

Native Women's Association. (2018). Systemic inequities and interjurisdictional issues in human trafficking and MMIWG2S+: five policy research papers on missing and murdered indigenous women, girls, two-spirit, transgender, and gender-diverse people. Retrieved June 27, 2024 from https://nwac.ca/assets-documents/Issues_in_Human_trafficking_and_MMIWG2S.pdf

Nonomura, R. (2020). Trafficking at the intersections: Racism, colonialism, sexism, and exploitation in Canada. Learning Network Brief, 36. London Ontario: Learning Network, Centre for Research & Education on Violence Against Women & Children. ISBN: 978-1-988412-37-5

Office for Victim of Crime Training and Technical Assistance Centre, (n.d.). Victim-Centered Approach. Retrieved March 6, 2022 from <https://www.ovcttac.gov/taskforceguide/eguide/1-understanding-human-trafficking/13-victim-centered-approach/>

One Child. (2019.) Quick Facts. One Child: One Child Exploited Is One Child Too Many. <https://www.onechild.ca/youth/quickfacts/#:~:text=The%20sexual%20exploitation%20of%20children%20in%20Canada&text=First%20Nation%2C%20Inuit%2C%20and%20M%3%A9tis,most%20vulnerable%20of%20being%20trafficked.&text=2.4%20million%20Canadians%20reported%20being%20sexually%20victimized%20as%20a%20child>.

Ontario Native Women's Association. (2019). Journey to safe spaces: Indigenous anti-human trafficking engagement report 2017-2019. Retrieved June 27, 2024 from https://www.onwa.ca/_files/ugd/33ed0c_1a2b7218396c4c71b2d4537052ca47cd.pdf

Public Safety Canada. (2019). National Strategy to combat human trafficking 2019-2024. Retrieved April 6, 2021 from <https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/2019-ntnl-strtg-hmntrffc/index-en.aspx>

Public Safety Canada. (2024). How human trafficking works. Government of Canada. <https://www.canada.ca/en/public-safety-canada/campaigns/human-trafficking/hhtw.html>

Polaris. (n.d). Understanding human trafficking. Polaris Project. <https://polarisproject.org/understanding-human-trafficking/>

Polaris Project. (2011). Safety planning and prevention. National Human Trafficking Resource Center. Retrieved June 12, 2021 from <https://humantraffickinghotline.org/sites/default/files/Safety%20Planning%20At%20A%20Glance.pdf>

Rollins, R., Gribble, A., Barrett, S. E., & Powell, C. (2017). Who is in your waiting room? Health care professionals as culturally responsive and trauma-informed first responders to human trafficking. *AMA Journal of Ethics* 19(1), 63-71. DOI:10.1001/journalofethics.2017.19.1.pfor2-1701

Royal Canadian Mounted Police. (2024, August 27). RCMP reminds Canadians about violent online groups targeting youth. Government of Canada. <https://www.rcmp-grc.gc.ca/en/news/2024/rcmpreminds-canadians-violent-online-groups-targeting-youth>

Sanborn, R. D., & Giardino, A. P. (2015). Human trafficking and domestic violence: Etiology, intervention and overall with child maltreatment. *Journal of Applied Research on Children: Informing Policy for Children at Risk*, 6(1).

Schmidt, D. (2020, June 27). Growing concern: Fleeing the farm - migrant workers offered escape from 'bad actors.' Windsor Star. <https://windsorstar.com/news/local-news/growing-concern-fleeingthe-farm-migrant-workers-offered-escape-from-bad-actors>

Schwarz, C. (2019). Human trafficking and meaning making: The role of definitions in antitrafficking frontline work. *Social Service Review*, 93(3), 484-523. <https://doi.org/10.1086/705237>

Schwarz, C., Unruh, E., Cronin, K., Evans-Sumpson, S., Birtton, H., & Ramaswamy, M. (2016). Human trafficking identification and service provision in the medical and social service sectors. *Health and Human Rights Journal*, 18(1), 181-191.

Slavery Footprint (n.d). "How many slaves work for you." SlaveryFootprint.org

Smith, T. J., & Holmes, C. M. (2018). Assessment and treatment of brain injury in women impacted by intimate partner violence and post-traumatic stress disorder. *The Professional Counselor*, 8(1), 1-10. doi:10.15241/dp.8.1.11

Smith, T. J., & Holmes, C. M. (2018). Assessment and treatment of brain injury in women impacted by intimate partner violence and post-traumatic stress disorder. *The Professional Counselor*, 8(1), 1-10. doi:10.15241/dp.8.1.11

Sopp, M. R., Brueckner, A. H., Schafer, S. K., Lass-Hennemann, J., & Michale, T. (2019). Differential effects of sleep on explicit and implicit memory for potential trauma reminders: findings from an analogue study. *European Journal of Psychotraumatology*, 10(1), 1644128. <https://doi.org/10.1080/20008198.2019.1644128>

Srikantiah, J. (2007). Perfect victims and real survivors: the iconic victim in domestic human trafficking law. *Boston University Law Review* 87(157), 158-209.

Status of Women Canada. (2020). Human trafficking. Retrieved April 6, 2021 from <https://cfcswc.gc.ca/trans/briefing-information/transition/2019/tab9-en.html?wbdisable=true>

Stoklasa, H., MacGibbon, M., & Stoklasa, J. (2017). Human trafficking, mental illness, and addiction: avoiding diagnostic overshadowing. *AMA Journal of Ethics*, 19(1), 23-34. <http://nrs.harvard.edu.urn3:HUL:InstRepos:34638828>

The Canadian Centre to End Human Trafficking. (2020). How it happens. The Canadian Centre to End Human Trafficking. <https://www.canadiancentretoendhumantrafficking.ca/how-it-happens/>

The Centre. (2020, December 2). The role of domestic, intimate partner and family violence shelters in supporting human trafficking victims and survivors. The Canadian Centre to End Human Trafficking. Retrieved April 14, 2021 from <https://www.canadiancentretoendhumantrafficking.ca/the-role-of-domestic-intimate-partner-andfamily-violence-shelters-in-supporting-human-trafficking-victims-and-survivors/>

The Centre. (2021). Human trafficking trends in Canada: 2019 - 2020. The Canadian Centre to End Human Trafficking. Retrieved February 5, 2022 from <https://www.canadiancentretoendhumantrafficking.ca/human-trafficking-trends-in-canada-2019-2020/>

The Centre. (2021). Human trafficking corridors in Canada. Retrieved March 10, 2022 from <https://www.canadiancentretoendhumantrafficking.ca/wp-content/uploads/2021/02/Human-Trafficking-Corridors-in-Canada-Report.pdf>

The Centre. (2023). Services and support for indigenous victims and survivors of human trafficking. Retrieved July 12, 2024 from <https://www.canadiancentretoendhumantrafficking.ca/services-and-support-for-indigenous-victims-and-survivors-of-human-trafficking/>

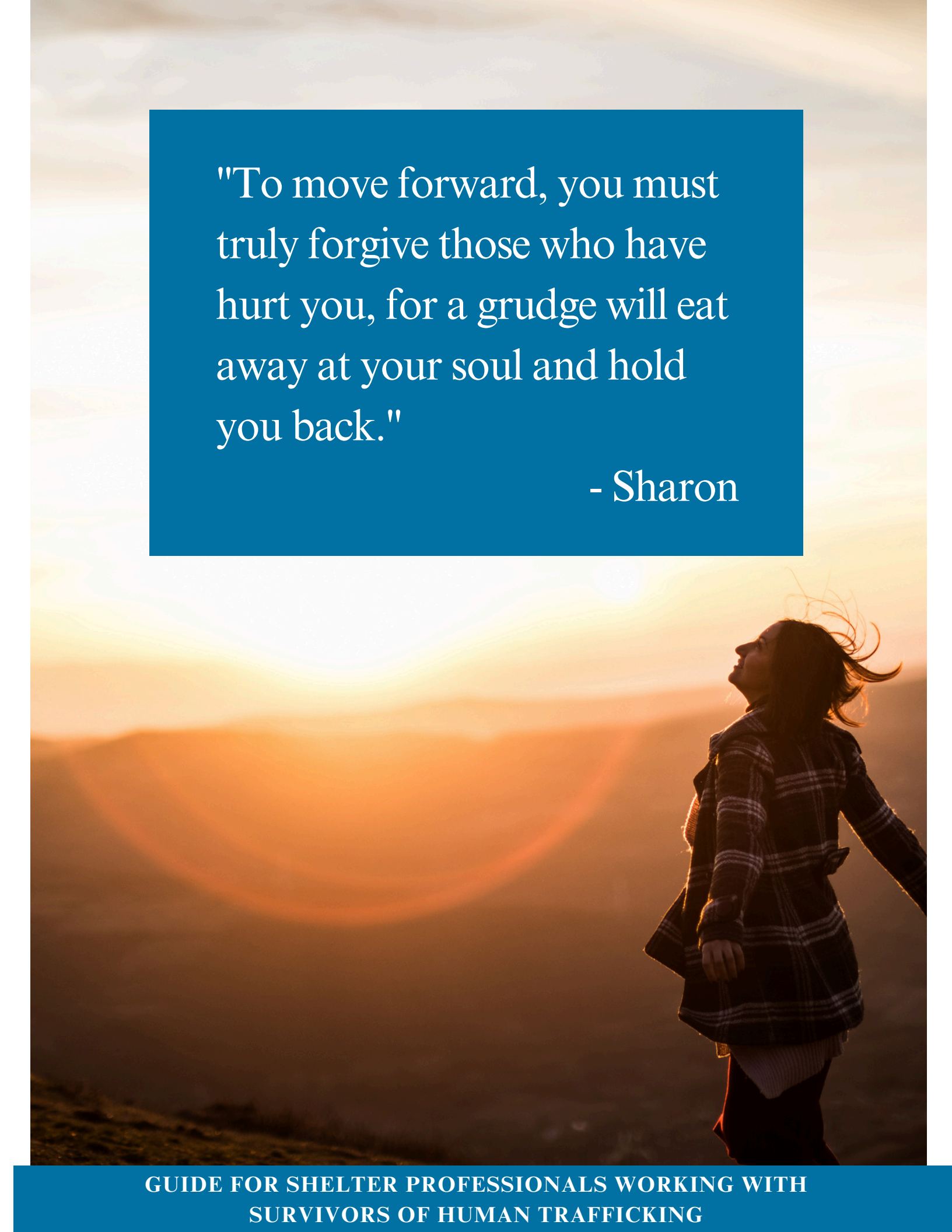
Thompson, J., & Haley M. (2018). Human trafficking: Preparing counselors to work with survivors. *International Journal for the Advancement of Counselling*, 40(3), 298-209.
<https://doi.org/10.1007-018-9327-1>

Truth and Reconciliation Commission of Canada. (2015). Honouring the truth, reconciling for the future: summary of the final report of the truth and reconciliation commission of Canada. Retrieved August 3, 2024 from
https://ehprnh2mwo3.exactdn.com/wpcontent/uploads/2021/01/Executive_Summary_English_Web.pdf

United Nations Office on Drugs and Crime. (2012). Global report on trafficking in persons 2012. Retrieved from https://www.unodc.org/documents/data-andanalysis/glotip/Trafficking_in_Persons_2012_web.pdf

This page was intentionally left blank



A person with long dark hair, wearing a dark plaid coat, stands on a hillside looking up at a bright sunset. The sun is low on the horizon, creating a large, glowing orange arc across the sky. The person's hair is blowing in the wind. The background shows a vast, hazy valley.

"To move forward, you must truly forgive those who have hurt you, for a grudge will eat away at your soul and hold you back."

- Sharon