

Train Yourself to Train Your Colleagues

**Training-of-Trainers Curriculum on Standard
Operating Procedures for Identification and
Referral of Trafficked Persons in Lebanon**

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This publication was made possible through support provided by the United States Department of State, under the terms of Award No. S-SGTIP-10-GR-0064. The opinions expressed herein are those of the authors and do not necessarily reflect the views of the United States Department of State.

Layout by Marc Rechdane

Printed and bound by: Doculand

ISBN: 978-3-900411-79-4

ABBREVIATIONS

DGSG	Directorate General of the Security General
GO	Government Organisation
IAP	Individual Assistance Plan
ICMPD	International Centre for Migration Policy Development
IO	International Organisation
ISF	Internal Security Forces
MoU	Memorandum of Understanding
NGO	Non-Governmental Organisation
SOPs	Standard Operating Procedures
TiP	Trafficking in Persons
ToT	Training of Trainers
UNHCR	United Nations Higher Commissioner for Refugees
UPEL	Union for the Protection of Juveniles in Lebanon
VoT	Victim of Trafficking

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INTRODUCTION TO THE SOPs

Background Information

The draft Standard Operating Procedures (SOPs) for Identification and Referral of Trafficked Persons in Lebanon have been elaborated in the framework of the project **“Training to Enhance Lebanese Anti-trafficking Effort (TELAE): Identification, Referral and Policy Responses”** implemented by the International Centre for Migration Policy Development (ICMPD) and financially supported by the United States Department of State, Office to Monitor and Combat Trafficking in Persons. The SOPs are carefully in line with human rights and international standards and policy developments. The SOPs are adapted to the national procedures and anti-trafficking legislation in Lebanon, Law Number 164 Punishment of the Crime of Trafficking in Persons, and are meant to build upon the existing national mechanisms and take them a step further towards more coordinated action.

The draft document, divided into two Standard Operating Procedures (SOPs) sections, was jointly developed and validated by the nominated focal points from the relevant governmental, non- governmental and international organizations in Lebanon. Each institution/organization nominated two representatives to participate in the elaboration of the SOPs as well as in the other activities of the project. The multidisciplinary group responsible for drafting of the SOPs was comprised of representatives from:

- Directorate General of the Security General (DGSG),
- Internal Security Forces (ISF),
- Ministry of Labour,
- Ministry of Social Affairs and the Higher Council of Childhood (HCC),
- The Human Rights Institute of the Beirut Bar Association,
- United Higher Commission for Refugees (UNHCR),
- NGOs such as: Caritas Lebanon Migrant Centre (CLMC), Kafa enough violence and exploitation, Heartland Alliance for Human Needs and Human Rights, and the Union for Protecting Childhood in Lebanon (UPEL).

The process of development of the draft SOPs document brought multidisciplinary actors together in the practical work who worked together on the issue in order for them to devise the most comprehensive and up-to-date standards on identification and referral of trafficked persons.

About the Document

In a concise definition, the SOPs is a document designed for the comprehensive assistance and support framework that integrates the process of identification and referral of trafficked persons in Lebanon and involves cooperation between different government institutions and non-governmental actors. This document contains the following two SOPs:

- 1. SOP- Identification;**
- 2. SOP- Referral.**

Each SOP includes several measures that give an answer to four questions: WHAT is to be done; WHEN is action to be taken; WHO should be involved and HOW should the action be executed. Thus every necessary action comes with a concrete step-by-step guide for its implementation. The SOPs target both domestic and foreign victims of trafficking in Lebanon. Furthermore, the measures contain specific provisions for child victims of trafficking in order to ensure that all of the relevant stakeholders are aware of the special needs of children and how to apply the special measures upon the identification and referral of a child victim.

Measures	SOP-Identification	SOP- Referral
Measure 1	Initial Referral	Safe Accommodation and First Assistance and Protection
Measure 2	Access to basic needs and information	Information sharing between the receiving and Referring country and with the Assisted Person Prior to Return
Measure 3	Early Risk Assessment	Safe Transport/Transfer
Measure 4	Language Interpretation	Longer Term Assistance
Measure 5	Reflection Period and Temporary Residence Permit	Support for compensation Claims
Measure 6	Identification	

The guidelines promote the concepts of government ownership, civil society participation and multi-disciplinary approach as a prerequisite for a sustainable and comprehensive assistance and referral of trafficked persons. The SOPs are to be seen as a tool for institutionalised interagency co-operation and as a way to encourage institutions and organisations to “talk to each other” more, in a more structured and solution-oriented way, to support the implementation of the new anti-trafficking law, the upcoming by-laws, and the already existing regulations at the operational level.

Short Overview of the SOP Measures

SOP - Identification:

Measure 1: Initial Referral

Initial referral is the act of reporting to the competent authority about a person presumed to be a victim of trafficking. The first points of notification of suspected cases of trafficking are the DGSG, ISF and the General Prosecutors' Office. Special measures are to be taken with cases in which the presumed victim is a foreigner, if the presumed victim is a minor, and if the presumed foreign victim expresses fear of return to country of origin and could be a refugee/asylum seeker. DGSG should immediately be informed when the presumed victim is a foreigner. If the presumed victim is a child, the competent authorities should immediately submit a request for the appointment of a social worker from UPEL. Also, if the presumed victim expresses fear of return and holds an official legal refugee/asylum seeker status, the Lebanese authorities should notify UNHCR.

Measure 2: Access to Basic Needs and Information

It is the provision of urgent basic needs and full information to the presumed victim of trafficking. In accordance with the Anti-Trafficking Law Number 164, DGSG or ISF will refer the presumed victim of trafficking to a service provider designated by the Ministry of Justice for the provision of basic assistance and protection.

Measure 3: Early Risk Assessment

The early risk assessment is an evaluation procedure to carefully assess the presumed victims' of trafficking situation to identify potential health risks, need for medical care or other support needs, assess future safety risks, and establish the upcoming steps to assure the victims' safety. The early risk assessment is to be carried out by trained professional from the DGSG, ISF, NGOs, and social workers from UPEL in the case of a minor, immediately after the provision with basic needs and information with the victims' consent.

The risk assessment will be conducted through an interview with the presumed victim, and should be conducted in confidentiality. The interviewers can follow the range of risk indicators in the table included in the SOP document.

Measure 4: Language Interpretation

Immediately after initial referral, interpretation should be provided to foreign presumed victims of trafficking who are only able to communicate or express

themselves clearly in their own language. Interpretation should be provided by representatives from embassies or consular offices, or by service providers/NGOs, and interpreters should to the extent possible be carefully screened and trained to work with vulnerable persons.

Measure 5: Reflection Period and Temporary Residence Permit

The reflection period is a time granted immediately after reasonable grounds are identified of belief that the person is a presumed victim of trafficking. This period is meant to allow the presumed victim of trafficking to escape the influence of traffickers/exploiters, and obtain secure accommodation, provision of first assistance and care, provision of information on available options and time to recover and consider options and cooperate with authorities. During this period, a person appointed by the service provider will support the presumed victim. The period should last a maximum of 30 days, but is to be decided upon on a case by case basis, and according to a decision issued by the judge allowing for the granting of a temporary residence permit. The cooperation of the victim with the competent authorities during this stage is voluntary, and if needed, the presumed victim may be granted a temporary residence permit.

Measure 6: Identification

After the reflection period, or earlier if possible, the victim status is determined through one or more interviews interview by authorized competent persons from the DGSG, ISF, public prosecution, or judges, to gather evidence and review circumstances to identify the individual as a victim of trafficking in accordance to the definition put forth in Article 586.1 of Law Number 164. Special measures are to be taken for victims that are minors. After the identification process is completed, the person must be informed of its outcome and be provided with detailed information on available options.

SOP - Referral:

Measure 1: Safe Accommodation and First Assistance and Protection

Immediately after initial referral, the competent authorities from ISF, DGSG or the prosecutors' office will refer the presumed or identified victim of trafficking to available service providers whereby he/she will be provided with accommodation in a safe shelter where first assistance and protection will be provided. A specialized person will be appointed by the service provider to follow up with ensuring the necessary professional services to the victim (such as medical

aid, meals, counselling, etc.). Support will also be provided to help the victim in considering her/his options and take fully informed decisions for her/his future life. In the case of foreign victims, the assisted person will decide if he/she will return to the country of origin immediately, or cooperate with competent authorities to apply for compensation at the end of the first assistance period.

Measure 2: Information sharing between the receiving and Referring country and with the Assisted Person Prior to Return

This refers to the exchange of information on the return process that should take place immediately after the completion of the risk assessment in order to ensure sufficient time for the receiving organization to prepare the receipt of the victim. This ensures that the victim will be received and assisted by a service provider upon arrival. The service provider has to be contacted and a constant and prompt flow of information between referring and receiving service delivery organizations is required to coordinate the return process. The body responsible for information sharing is the DGSG in association with organisation of the hosting place/country, the victim and the organisation responsible for the return. Recommendations on the series of notifications between the countries and the type of information to be provided is further discussed in the SOP document.

Measure 3: Safe Transport/ Transfer

It is the safe transport or the transfer of the victim of trafficking from the host location of the place/country of destination to the new identified location of the place/country of origin. This is to occur after the issuance of travel documents and tickets if all conditions for a safe return are granted. The DGSG is the responsible institution for return, and should ensure that the victim is provided with all necessary basic means for his/her return and safely accompany the victim to the point of departure. In the case of children, they should always be accompanied by an adult throughout the whole return process and eventually transferred to the care of an appointed representative of social services in the country of origin. Cooperation with the relevant embassy/ consulate to take the necessary action is essential.

Measure 4: Longer-Term Assistance

Longer-term assistance is provided after the first assistance period, but only to Lebanese national victims of trafficking who decide to join a support programme. This is to ensure that they are provided with the opportunities and resources necessary for reintegration in society following the consequences they physical and psychological endured. The duration of this phase can vary. The bodies

responsible for providing longer-term assistance will be governmental and non-governmental service providers with professionals specifically trained to work with victims of trafficking. An Individual Assistance Plan (IAP) that clearly details the steps and related measures that will be provided to the victim of trafficking should be developed based on the needs of the victim identified during the assistance period. Support should be provided through a multi-disciplinary at all stages of the implementation of this tailored-made plan. In the case of a child, the plan will be developed taking into account the child's views the assessment of the best interests of the child.

Measure 5: Support for Compensation Claims

It is the procedure to support the victim in obtaining damage compensation for the physical and mental harm caused and/or for not being paid for labour services rendered the perpetrator(s). The decision on compensation is decided upon by the judge of the competent court once the conviction verdict is out, considered to be part of the judge's ruling. The compensation claim should be submitted by the victim of trafficking/victims' attorney at the conclusion of the main hearing at a criminal court. Support will be provided to the victim through informing him/her about their rights to compensation, the procedures to follow, and ensure free legal assistance during the procedures. In accordance with the Anti-Trafficking Law Number 164, sums of money earned from the crimes will be confiscated and deposited in a special compensation fund.

SECTION I: ToT: THE BASICS

I.I The ToT curriculum

This ToT curriculum is based on the Standard Operating Procedures (SOP) for the identification and referral of trafficked persons in Lebanon. It follows the structure of the two SOPs on Identification and Referral and their corresponding measures as introduced.

This ToT curriculum provides the basics for training sessions or group meetings with the purpose to deepen the understanding of the SOPs (with the individual measures) and to enhance their implementation. Roles and responsibilities will in the process of trainings and working sessions of the SOPs be further clarified. Joint agreements on details for the implementation of the SOPs might also be developed.

The objective of this curriculum is therefore:

- To enable users to build the capacities of their colleagues and members of relevant institutions to implement the SOPs and use them effectively as a tool to improve the procedures for identification and referral of trafficked persons in Lebanon.

Trainings on SOPs

As outlined in the objective, the SOPs with their individual measures require implementation and therefore a process of familiarization with the procedures foreseen. As the SOPs are based on a multidisciplinary approach and cut across a number of institutions and actors, these need to be part of the process. They further need to be aware of procedures that have been established with the SOPs relating to the identification and referral of (potentially) trafficked persons.

Therefore, trainings and work sessions need to be facilitated with the aim to enhance the knowledge about the SOPs, procedures foreseen and roles and responsibilities of the stakeholders involved.

This ToT curriculum provides a framework for conducting such sessions, outlining key messages and different exercises that enable learning amongst the stakeholders in Lebanon.

How to use the ToT curriculum

The ToT curriculum is a guide for any training or work session on the SOPs with the aim to enhance their implementation. It should be used by those wanting to conduct such sessions and who, ideally, have participated in the ToT training.

However, it is important to note, that the scope of the training or work sessions to be conducted depends a lot on the needs identified and on the stakeholders involved. There are a number of possibilities to bring forward an understanding of the procedures foreseen in the SOPs. It can be a training or a working session on a whole SOP, either identification or referral (or both), or only single measures that constitute part of the process and the SOPs. Depending on the need and the topics chosen, the training session has to be adapted to that specific context and need.



This curriculum is not a blueprint and sessions have to be adapted by the trainer/facilitator to the specific aim and learning objective of the training or work session on the SOPs and/or the individual measures.

The sessions can be conducted for either a large group or a smaller group of stakeholders, depending on the objective of the session. A working session within one institution can be beneficial if a clear understanding of the role and responsibility of the particular institution and, e.g. different departments or section is sought.

Nonetheless, **a multidisciplinary approach**, based on inter-agency cooperation is at the centre of the SOPs and should therefore also be applied in and fostered through all training- or working sessions. Representative of the relevant different institutions and organisations should therefore be present.

Structure of the curriculum

The structure of the curriculum follows the SOPs developed. It presents the SOP identification and the SOP referral with their corresponding measures individually (see details above). The measures within the curriculum are all described separately. This way, they can be trained/ facilitated separately from each other or one after the other as part of the SOP they belong to. There are important cross-linkages between the measures, which are pointed out accordingly within the SOPs and this curriculum.



The order and application of measures may vary on a case-by-case basis. Therefore they can be transmitted in a flexible manner, considering the logical sequence some might have. Point out their relevance and relationship within the SOP according to the topic that is being discussed and worked on.

Each SOP and measure will follow the same structure. It introduces learning objectives based on the SOP and measure, methodology and key messages. Facilitators' notes emphasise important points in the delivery, facilitators' help provide help in terms of content and handouts provide an overview or input for the participants.

The same structure for both SOPs and all measures facilitates easy following and use of the curriculum. The curriculum makes reference to the SOP document throughout, as it will not use all of its content but rather focus on key messages and important issues.



This training curriculum does not replace the SOPs on identification and referral of trafficked persons in Lebanon developed but should be used alongside the SOP document.

Exercises and methodology

Within the methodology section of each measure exercises are introduced. These are flexible and might also be applicable to a different measure. Additional options are given, if applicable. This is to facilitate adaptation to different set-ups and objectives for the trainer/facilitator.

Throughout the curriculum, several “signs” are used:



The exclamation mark points out important aspects not to be overlooked or forgotten.



Indicates how much time the session will require.



Indicates cross-reference to any other measure/SOP of the SOPs.



Indicates specific procedures for minors, children as (presumed) victims of trafficking.

I.II How to train: background

Expert, Trainer and Facilitator

There are difference between the three roles and the purpose of your training or working session will determine, which role (or in which moment which role) is required to reach that purpose.

Expert	Trainer	Facilitator
Knowledge		
<ul style="list-style-type: none"> ● Is an expert on a subject matter ● Shares information, provides analysis and individual insight or opinion 	<ul style="list-style-type: none"> ● Needs to have good knowledge of the subject matter (sometimes even be an expert on a subject matter) 	<ul style="list-style-type: none"> ● Does not necessarily need deep knowledge on a subject matter
Skills		
<ul style="list-style-type: none"> ● Presentation skills 	<ul style="list-style-type: none"> ● Communication, presentation and facilitation skills ● Peoples person ● Expert in designing a process for learning ● High level of awareness for participants and (underlying) issues 	<ul style="list-style-type: none"> ● Communication and facilitation skills ● Peoples person ● Expert in group processes ● High level of awareness for participants and (underlying) issues
Role		
<ul style="list-style-type: none"> ● Delivers content, analysis etc. – increases specific knowledge 	<ul style="list-style-type: none"> ● Designs and delivers a (suitable) structure and methodology for learning ● Visualizes joint outcomes and results ● Delivers input, if required 	<ul style="list-style-type: none"> ● Brings structure to a process and steers / leads participants in a process to realise their aim/goal (e.g. to determine a strategy) ● Visualizes joint outcomes and results

Key competences of a trainer / facilitator

Communication is key!

What you say and How you say it... are equally important parts of communication. They are important in presentations, trainings and facilitation of processes. Content will get lost without presentation/ communication skills and the other way around.

Body language might be THE most important skill as a facilitator, trainer and presenter. Communication is about **words, voice tonality** (the way we say the words) and **body language**. Body language is a (non-verbal) communication tool and makes up the most important part of the effectiveness of our communication.

Dos and don'ts:

- Use your hands, arms and facial expressions when interacting with your participants
- Establish contact with your audience and participants. Try to address / look at each participant at least once (however, be cautious not to break certain cultural codes in inter-cultural contexts).
- Observe the “energy level” – and intervene if participants are too tired or board. Adapt the session always to the needs.
- Create a good atmosphere, make your participants comfortable
- Always open a working session or training with saying/establishing what it is about, deliver the training and wrap it up by summarizing what has been done
- Establish some common rules if you are going to stay together for a certain period of time
- Establish what you are going to do, give direction. The following applies to presentations but also to trainings:
 - tell them what you are going to tell them
 - tell them
 - tell them what you told them
- Don't pace, move around too much
- Don't put the hands in the pockets; gestures help people to follow and understand and engage
- Be aware and use the power of the pause: don't talk too much.

(Adult) Learning

What is learning?

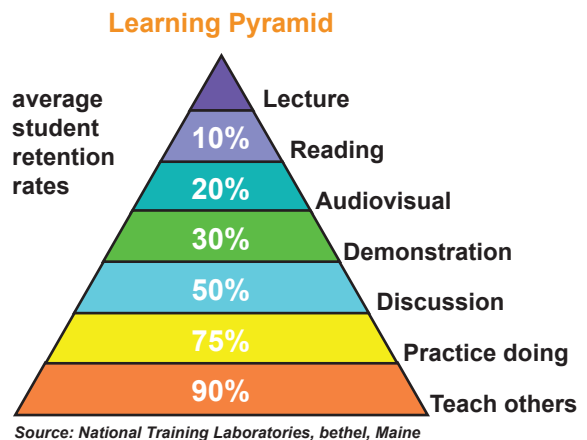
Learning relates to acquiring new knowledge, skills and attitude. What we have acquired then - with thinking it through as a process of making sense of it - translate into changes. Those changes manifest in either **what** we (are capable to) do or **how** we do it. It might also change **with whom** we are doing things differently from then on. In **doing** (the new) things we deepen our (newly acquired) competence.

Factors for learning

There are a number of **factors** that influence our learning process.

a. Retention

If we train somebody or work with somebody, it is important to realize, how people retain and absorb information they have received. Retention is a crucial factor in the process of how much will actually be translated into change in knowledge, skills and attitude.



Forms of presentation, addressing different senses plays a crucial role, as the earlier graph illustrates.

Realising, that what we learn depends largely, on how it is presented to us, in which format and way we get to know it has fundamental consequences for training. It means that lecturing is not efficient at all.



We need to think about how best to integrate different methods and get participants to discuss, to do it themselves and in the best scenario to teach it to others.

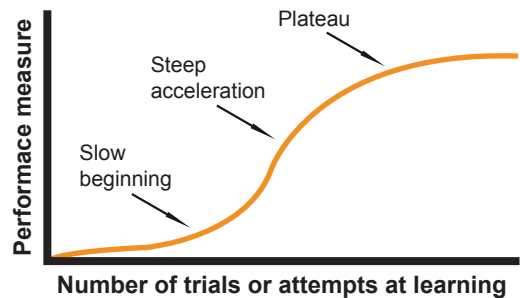
b. Motivation

Effective learning is affected by motivation. Therefore, learning has to be designed as an active, interesting and motivating process. If participants and stakeholders can

determine what is relevant for themselves and the process jointly, their learning will be more intense and create motivation for the further (implementation) process.

c. Learning curve

Learning is a continuous process and happens in steps, deepened through repetitions and clarifications. Performance increases with attempts or repetitions and over time and often follows an S-curve, slower at the beginning (see figure, source: <http://www.intropsych.com/>).



If applied to the SOPs, all stakeholders will have to go through a learning curve, starting with

- understanding the SOPs and their goal and importance,
- the different roles and responsibilities as well as
- procedures foreseen.

With repetition and deepening of the implementation, the learning of all stakeholders involved will increase. However, it is not an automatic process and might require repeated sessions, discussions and clarifications.

I.III How to train: methodology and tools

Plan a training/working session: How to (organisational aspects & content)

A training or a working sessions needs to be planned in advance. Keep in mind the following steps:

- Plan goals - what is the purpose of the session
- Decide who attends (based on the purpose)
- Decide where & when
- Create an agenda
- Invite participants (organisational aspect)

- Prepare a session plan for a clear structure, methodology (facilitator's responsibility)
- Formulate learning objectives (what are participants able to do upon completion).



*Take into account when planning your session(s) that the **average attention span lasts 1.5 hours, not longer!** Schedule in breaks accordingly.*

Methodological tools

Be aware of the fact that the use of different methodological tools determines your outcome and the learning curve of your participants. Therefore choose and plan a mix of methods, appropriate for the sessions. This curriculum offers you a wide range of possibilities to choose from.



Vary the methods so that participants don't get bored. It needs to be a good mix of input (from you, also during group discussions, if you see that participants don't get it right), group work, plenary discussions and cases or role plays.

Make sure to visualize (and have participants visualize) the findings and discussions. Important considerations evolve as well around whether you want a group to find a solution or express/find a joint opinion or solution while discussing an issue or to bring out opinions of some individuals. A role play for example is suitable for situations people would assume they know everything about. A case can help to structure a discussion and bring out specific issues.

Some important tools to support the learning process are:

- Discussions
- Documentation of joint discussions (e.g. on flipchart, whiteboard or computer via projector – in this case it needs to be somebody else writing it down than the facilitator, etc.)
- Brainstorming (in groups or in plenary)
- Role play / Simulation
- Audiovisuals
- Group work (with debriefing to the others)
- Case studies
- Buzz groups (small, quick discussion groups of 2-4)
- Metacards (coloured cards. Using them can facilitate individuals expressing their opinions independently from a group)

- Presentations / input
- Mind maps
- Scenario development



Whenever you use a method or want your participants to do something specific, be clear about what you want them to do. Write down what they should do or questions they should discuss or distribute descriptions of cases etc.

Hints and tips

- **Use of material.**
Use whatever material you can get, whiteboards, pin boards etc. can be used too, but make sure to photograph so not to lose the work when wiping it. If you photograph make sure to number your flipcharts or boards. In general: be creative, there are no limits!
- **Seating arrangements.**
If you are trying to get people to work across institutions and discuss issues of common interest etc., you have to get them to mix up as people tend to sit next to the person they work with or they already know well. Depending on your goal, ask participants to change seats. The same applies if only women and men sit together, in that case, ask them to mix as evenly as possible.
- **Division of participants in groups.**
If people already sit mixed, just divide sections. If you need them to mix up again, as they have been with the same people all along, let them count out loud the number from 1-x (being the number of groups you need). Assign corners or places for each group.
- **Know what you are talking about.**
As a facilitator, you have to be familiar with the topic you are facilitating on, even if you facilitate a process and a working session. If questions arise, you will have to answer them or direct the participants in clarifying the issues they feel uncertain about.



Close each session accordingly (this is not reflected in the curriculum at the end of each session, as it depends on whether a session is used independently or many in a sequence.) Closing a session or training means to wrap up what has been discussed. You can also refer back to the steps at the beginning for each measure.

Section II: Introduction to the SOPs

I. Overview and introduction to the SOPs

Topic:

Structure and importance of the SOPs

Learning objective(s):

- Participants know the structure of the two SOPs, their individual measures and their importance.



15-30 min (depending on the depth applied)

Methodology: Group work.

Material required: prepared structure of SOPs on PPT or flipchart, Flipchart paper, markers

Procedure:

1. Ask the participants whether they are aware of the SOPs, for example, how many SOPs exist and what they cover. If they know, go further and ask them about the measures.
2. To give a full overview, show/present the SOPs and their measures (PPT slide, see page 2 of this curriculum). If the participants don't know too much about the SOPs, give a short expert *input* based on the facilitators help on the next page.
3. Depending on the level of knowledge of your participants, give them the possibility to either discuss the SOPs and the expert input in their own words amongst themselves or go deeper into the issue. Ask the participants to discuss in groups (of 4-5) to discuss and document (in 5-8 minutes) the following questions (or your own questions) (prepare or write them down on a flipchart or board)
 - What the SOPs are for, what their purpose is and why they are important
 - Who they apply to (let them determine this in detail, if you don't plan on discussing stakeholders and roles further or train the next session too)
 - How are they being applied? (with what approaches or principles? Again, keep this superficial or deepen it depending on whether you will cover the guiding principles or not)

Key message(s):

- It is important for everyone involved in the implementation of the SOPs to know about the content, structure and coverage of the SOPs.

 **to all SOPs and measures!**

Notes for the facilitator:

- ✓ Choose the depth of the questions for the group discussion according to your training programme and sessions you are planning to cover.
- ✓ Prepare your material beforehand and write down the questions the participants should discuss.



Facilitator's help: What the SOPs are:

In your expert input, follow the general structure used in the SOPs by clarifying:

WHAT are the SOPs?

- Guidelines for the identification and referral of victims of trafficking in Lebanon, elaborated in a multidisciplinary approach among the relevant government and non-governmental actors in the area of trafficking in persons (with support from ICMPD).
- There are two SOPs, one on Identification, the other on Referral of victims of trafficking.
- They both specify responsibilities and procedures for different stages in the process, which are specified in Measures. SOP I on Identification has 6 measures, SOP II on Referral 5 measures. For example, within the SOPs, DGSG and ISF and the General Prosecutors Office have been set as the first point of notification in case of a suspected case of trafficking in persons.
- The SOPs and the measures guide the different actors on what should be done in which way in the process of identification and referral of victims of trafficking.
- They outline the specific responsibilities, procedures and care necessary for adult victims and also clarify the special situation and care necessary in case of minor victims of trafficking.

WHO are the SOPs for, who is involved?

Implementers (anti-trafficking actors in Lebanon); the SOPs determine their roles, responsibilities and degree of involvement:

- Government entities: law enforcement, judiciary, relevant Ministries (e.g. DGSG, ISF, Police, Ministry of Social Affairs, Ministry of Justice, Judges, Law Associations, service providers, etc.)
- Non-governmental/Civil Society organizations and associations and service providers.

The **victims of trafficking in persons** themselves **benefit from the SOPs**, as they are to receive improved and targeted services, procedures and care.

HOW are the SOPs implemented?

The SOPs are implemented in a **multidisciplinary approach** where **cooperation** among different institutions and actors is important. Adequate services and attention to (presumed) victims of trafficking in persons requires a victim-centred and human rights based approach in order to avoid re-traumatisation and re-victimization. Cross-sectoral linkages are therefore very important. A whole measure within the SOPs deals with the **cross-cutting issues** that need to be well applied in the implementation of the SOPs, relating to:

- Information exchange
- Safety and Security
- Data Protection
- Human and Financial Resources
- Interpretation
- Monitoring and Evaluation.

II. Stakeholder analysis - who are the SOPs for? _____

Topic:

Which stakeholders should be aware of the SOPs and involved in their implementation?

Learning objective(s):

- Participants are aware of the different anti-trafficking stakeholders the SOPs extend to.
- (Participants have discussed different roles and involvement of the stakeholders)



30 min (45 min with discussion of roles)

Methodology:

Elaboration of a list of stakeholders or stakeholders' map for the SOPs.

Material required:

Flipchart paper, markers, cards or post-its

Procedure: *Stakeholders list:*

4. Divide the participants into groups of 4-6.
5. Ask the groups to elaborate two sets of different stakeholder lists for the SOPs by naming the different stakeholders (government employees, practitioners, specialists) they think
 - a. Should know about the SOPs
 - b. Be part of the implementation of the SOPs.
6. Let the groups present their stakeholder's list. (Ask clarifying questions, if necessary)
7. Discuss the different roles and possible involvement of the stakeholders. Also discuss the specific responsibilities for child victims of trafficking (see facilitators' help).

Stakeholder's map - Variation:


1. In this case draw a big circle on a flipchart paper or whiteboard and divide it into three sections. Ask the participants in addition to identifying the stakeholders to group them into State institutions, NGOs and others, e.g. international organisations and to locate them (written on cards or post-its) in the different sections.
2. Let the groups present their maps (max. 5 min each)
3. Discuss the different roles and possible involvement of the stakeholders, if no other measures will be covered with the same participants; also ask specifically for the responsibilities for child victims of trafficking (see facilitators' help).

Key message(s):

- A number of stakeholders from different institutions and entities are involved in the implementation of the SOPs, covering different tasks and aspects. They all need to be aware of who to cooperate and communicate with.
- Clear division of roles and responsibilities (e.g., first point of notification etc.)

to all SOPs and measures

Notes for the facilitator:

- ✓ Choose your method (and variation) according to the sessions aim and needs of the participants. 
- ✓ Be aware that the time you need for the session will depend on the number of participants and groups to report back. Limit their time for presentation accordingly (but also realistically).
- ✓ Prepare your material beforehand.
- ✓ Ensure balanced participation in the groups, if dealing with mixed participants from different institutions and entities.

Facilitator's help: Stakeholders for the implementation of the SOPs

The SOPs are intended for all anti-trafficking actors that come into contact with a victim of trafficking (may she or he be presumed or identified) and are involved in any step of his/her identification, protection, assistance, criminal proceedings or return process. This might include employees, practitioners and specialists from governmental institutions (GOs), non-governmental organisations (NGOs) and others. A non-exhaustive list, just for your orientation is:

- Case managers;
- Child guardians;
- Counsellors;
- Drop-in workers;
- Intercultural mediators;
- Interpreters;
- Labour inspectors;
- Law enforcement officers;
- Lawyers;
- Psychologists;
- Public prosecutors and judges;
- Shelter workers;
- NGO/Service provider employees
- ... Others?

The SOPs are meant to equip the above-mentioned actors with the necessary tools to perform all necessary steps to ensure an effective identification and referral of victim of trafficking with due respect for the human rights standards.

III. Guiding principles of the SOPs

Topic:

The principles that have guided the development of the SOPs and that guide its implementation. It relates to approaches and Guiding principles of the SOPs

Learning objective(s):

- Participants/ stakeholders know which principles guide the SOPs.
- Participants / stakeholders have understood the meaning and importance of each guiding principle of the SOPs.



30 min

Methodology:

Discuss the principles quickly in small groups (buzz groups).

Material required: Cards with principles written on it (prepared, see principles in the handout. You can use the handout just for your own reference or print it and provide it to the participants afterwards).

Procedure:

1. Form six buzz groups.
2. Hand each of those one card with a guiding principle.
3. Write on a flipchart what they should discuss, e.g.:
 - What does the principle mean in relation to the SOP?
 - Why is it important?
4. Give them 5 minutes to discuss the questions.
5. Let each group report back to the plenary on their thoughts around the principle they were assigned (max. 3 min each).
6. Add where important aspects have been left out (or correct in case of misinterpretation).

Key message(s):

- The guiding principles apply to all SOPs and measures and guide their successful implementation.
- Everybody involved in the anti-trafficking response in Lebanon is responsible for their fulfilment.

 **to both SOPs and all measures.**

Notes for the facilitator

- ✓ Explain the tasks, procedure and time frame clearly to the participants.
- ✓ Ensure the participants all understand the key messages of this session
- ✓ Have all participants participated and expressed themselves? Were there any participants you need to address/integrate explicitly in the process?



Handout: Guiding principles for the SOPs

The SOPs for the identification and referral of trafficked persons in Lebanon (Version June 2012) indicate the following guiding principles:

- **Government Ownership**

The term “government ownership” means that the government assumes full participation, responsibility and accountability in identifying the human and financial resources, a range of support services as well as in implementing the measures and meeting the outcomes of the national anti-trafficking response.

- **Civil Society Participation**

The principle of “civil society participation” requires that non-state actors and especially civil society/NGOs are involved in the design and implementation of the SOPs.

- **Human Rights-Based Approach**

The term “human rights-based approach” means that the mechanisms and procedures (as well as individual measures) should be normatively based on international human rights standards and operationally directed to promoting and protecting human rights, especially those of the victims. Human rights standards refer to the fundamental and universal rights and freedoms all human beings are entitled to. They consist of civil, political, economic, social and cultural rights all states are obliged to fully respect according to common standards ratified by national and international legislation.

- **Multidisciplinary and Cross-Sectoral Approach**

Trafficking in human beings is a complex phenomenon and it requires an interdisciplinary approach, which means that the knowledge and expertise of different disciplines as well as their respective methods are combined to ensure comprehensive support and assistance to the trafficking victims. The term “cross-sectoral” expresses that interventions should be designed and implemented in a way that they include all relevant sectors of society (e.g. law enforcement, judiciary, social services, NGOs, service providers, etc.).

- **Sustainability**

Sustainability means that the government ensures that the procedures and measures are implemented over the long term and to creatively adapt them to changing conditions over time. In this sense, it is very important to allocate financial, human and other resources to practically implement the procedures

in order to avoid dependencies, such as major external donor funding or services provided by international organisations, which could easily cause the system to collapse.

- **Special Measures for Child Victims of Trafficking**

In case of children victims of trafficking, a pro-active but sensitive approach to the identification, protection, assistance and referral should be employed. It should be ensured that all of the relevant stakeholders are aware of the special needs of children and how to apply the special measures upon the identification of a child victim.

IV. Cross-cutting issues within the SOPs

Topic:

Issues that are cross-cutting within the SOPs to be ensured by all stakeholders.

Learning objective(s):

- Participants / stakeholder know the cross-cutting issues within the SOPs and their meaning



15-20 min

Methodology:

Discuss cross-cutting issues (in plenary or small groups)

Material required: Prepared flipchart or PPT slide with cross-cutting issues

Procedure:

1. In plenary: go quickly through the cross-cutting issues (see facilitators help) on the flipchart or the PPT slide one by one, shortly discussing them with the participants. Invite them to say what the different topics mean and add, where necessary.
2. In small groups: assign the groups one or more cross-cutting issues to discuss. Ask them to “unpack” the issues much more in detail; what is behind them, what needs to be covered, done, should not be done. For example:
 - a. Safety and Security: discuss what elements have to be looked after, so that the victims’ physical and psychological integrity is guaranteed?
 - b. Data protection: how to deal with data. How can data protect or endanger the (potential) victim?
 - c. How can/should monitoring and evaluation for the SOPs be established? Who would be responsible for what? Which mechanisms could be used for M&E?
3. Ask them to report back to the whole group. Add information, where necessary.

Key message(s):

- The cross-cutting issues are important and refer to a number of standards relevant for the successful implementation of the SOPs in accordance with human rights and laws.

 **to both SOPs and all measures**

Notes for facilitators:

- ✓ Even though it might not seem a big session, don't ignore it, as e.g. data protection issues are fundamental to trafficked persons!



Facilitators help:

The cross-cutting issues listed below are relevant throughout the process of the implementation of the SOPs. They have to be adhered to and ensured by all stakeholders in the process.

Information Exchange	Adequate information shall be exchanged in a timely manner between all relevant stakeholders having as a primary consideration the safety, security and privacy of the victim (both on national and transnational level).
Safety and Security	All measures shall respond to the specific needs of each victim with due respect to his/her psychological and physical integrity.
Data Protection	Personal data can only be gathered legally under strict conditions, for a legitimate purpose with due respect to the fundamental right to the protection of personal data.
Human and Financial Resources	Financial and human resources shall be allocated for the implementation of each specific measure by the responsible stakeholders.
Interpretation	It is essential that all communication takes place in a language that is understandable to the victim of trafficking, thus interpretation is a key element to providing adequate assistance.
Monitoring and Evaluation (M&E)	The process of monitoring, evaluation and review assesses whether the SOPs function; whether the procedures lead to the expected outputs and whether these outputs contribute to the achievement of the specific objectives and the strategic goals. Thus this process allows for an improvement of procedures at the operational level or a reformulation of goals at the strategic level based on the evaluation results.

Source: *SOPs for the identification and referral of trafficked persons in Lebanon, Version June 2012.*

SECTION III: SOP I – IDENTIFICATION

Overview of SOP I - Identification

The *identification* stage is the first phase of a national referral system. This stage can be divided in two main parts: the *preliminary identification* and the *formal identification*:

A person presumed to have been trafficked shall be considered and treated as a victim as soon as the competent authorities have the slightest indication that s/he has been subject to the crime of trafficking.

Identification	Preliminary	Measure 1	Initial Referral Step 1. Referring the presumed victim of trafficking to the first point of notification Step 2. Assessing if the presumed victim of trafficking is a minor Step 3. Appointing the social worker if presumed victim is/assumed to be a minor
		Measure 2	Access to Basic Needs and Information Step 1. Explaining to the presumed victim of trafficking his/her rights/responsibilities & available assistance Step 2. Assessing imminent threat Step 3. Assessing urgent needs Step 4. Determining safety measures
		Measure 3	Early Risk Assessment Step 1. Assessing imminent risks and determining safety and well-being measures Step 2. Inquiring on urgent needs Step 3. Addressing urgent needs/requests of the presumed victim of trafficking
		Measure 4	Language Interpretation Step 1. Providing translation/interpretation between assistance providers/police and the presumed victim of trafficking Step 2. Informing interpreters regarding their roles Step 3. Informing the presumed victims of trafficking regarding their rights and the role of the interpreter
		Measure 5	Reflection Period and Temporary Residence Permit Step 1. Offering a time period for the presumed victim of trafficking to recover & stabilise Step 2. Informing the presumed victim of trafficking on available options Step 3. Providing safe accommodation Step 4. Providing basic services Step 5. Providing access to residence permits
	Formal	Measure 6	Identification Step 1. Determining whether the individual is a victim of trafficking by formal procedures Step 2. Contacting relevant country authorities in the country of origin/transit/destination Step 3. Establishing victim of trafficking's identity Step 4. Establishing jurisdiction if the victim of trafficking is a minor Step 5. Following the identification providing relevant information on support options to the identified victim of trafficking

Measure 1: Initial referral

Topic:

The act of reporting and initial contact and subsequent referral of presumed victims.

Learning objective(s):

- Participants/stakeholders are aware of the procedures and responsibilities at the stage of initial referral.



60 min

Methodology:

Plenary or group discussions based on a case, development of a flow chart of procedures with responsibilities in groups

Material required: Steps within measure prepared on a flipchart or PPT slide. Flipchart paper (or whiteboard) and marker, printed handout for groups.

Procedure:

1. Present the steps foreseen in the measure (take it from the overview of SOP I-Identification, page 14).
2. Present a case (write it down on a flipchart or present it prepared on a PPT slide):
You work at a NGO and a source tells you about a case of a potential victim of trafficking. What do you do? Determine step by step:
 - What should be done and how?
 - Who can report or bring the case to the attention of the first point of notification (ask, are they aware who the first point of notification is: DGSG, ISF, General Prosecutor's Office)?
3. Participants/stakeholders discuss the questions either in plenary in a joint discussion-session (document on flipchart or whiteboard) or they discuss in small groups and present the results in plenary.
4. Ask the participants/stakeholders to draw a flow chart with procedures and responsibilities, reflecting different steps (e.g. victim is a minor – information

– appoint social worker/guardian etc., then victim & steps) in groups (you can also appoint one group a flow chart for adults, one for minors), based on the Handout: Initial Referral given. (15-20 min, distribute the handout to the participants)


5. Discuss the procedure graph(s) drawn, correct and add where necessary. (30 min, depending on the number of groups).

Key message(s):

- Initial referral happens right after a person is presumed to be a victim of trafficking.
- All stakeholders have to be clear about the initial referral process, as it relates to the safety of the victim.
- The victim and her/his concerns and safety have to be at all times at the centre of the process.

 **to SOP II, Measure 1: Safe Accommodation , First Assistance and Protection**

Notes for the facilitator:

- ✓ Ensure that the special procedures for minor victims of trafficking are reflected in the procedure flow chart. 
- ✓ If different graphs depict different procedures, establish with the groups why they have thought so and rectify mistakes in the procedure if they don't correspond with the SOPs.

Handout: SOP I - Measure I: Initial referral

First points of notification of suspected cases of trafficking are:

- DGSG
- ISF
- General Prosecutors' Office

The initial referral should be carried out:

- With due consideration of the safety, privacy and security of the presumed victim of trafficking;
- Carefully considering the opinions and concerns of the presumed victim of trafficking;
- By using clearly defined referral procedures that will ensure first crisis intervention and safe accommodation (as clarified in other SOP measures, see measure no. 1 of SOP Referral);



As soon as a presumed victim of trafficking is believed to be a child, the relevant child protection authorities should be duly informed and a social worker should be immediately appointed **before** any other measures can take place. The appointed social worker¹ should accompany the child throughout the entire process and should closely work with the national child protection services, law enforcement, immigration (in case of a foreign minor), and other service providers until a durable solution in the best interest of the child has been identified and implemented.

Whenever the authorities come into contact with an unaccompanied minor, they have the duty to take proactive measures determining whether the child is or has been trafficked and ensuring that the full range of special protections and assistance for trafficked children are applied.

If the identification measures cannot definitively determine the age of a presumed victim, then authorities and service providers must assume that the victim is a child and provide the relevant protection and assistance measures accordingly.

If the presumed victim of trafficking agrees to cooperate with the authorities, the body receiving the presumed victim is obliged to refer the presumed

¹ The role of a guardian is **not** the same as that of a legal representative. If a child is to participate in legal proceedings, she or he must be provided with a legal representative (a qualified lawyer).

victim to the competent authorities. In cases when the presumed victim of trafficking is a foreigner, DGSG should be immediately informed in writing.



If the presumed victim of trafficking is a minor, the competent authorities should immediately submit a request to the General Prosecutor for the appointment of a social worker from UPEL that will protect the interest of the child (in reference the Law 422 (2002) *Protection of Juveniles in Conflict with the Law and Children at Risk*).

Each individual has the right to determine whether, preferably to which extent and when s/he wishes to be provided assistance and should be consulted before being provided with any support measures. However, an initial rejection of assistance shall not lead to the irreversible exclusion of access to assistance, should the victim change his/her mind later.

If the presumed victim of trafficking expresses fear of return to country of origin, and could be an asylum seeker or refugee having official legal refugee status recognized by the Lebanese authorities in accordance to the Memorandum of Understanding (MoU) signed between UNHCR and DGSG, then UNHCR should be notified.

Measure 2: Access to Basic Needs and Information

Topic:

The right of presumed victims to access to coverage of their basic needs and provision of full information on the process and her/his situation.

Learning objective(s):

- Participants/stakeholders know who is responsible for the provision of basic needs and informing presumed victims
- Participants/stakeholders know what urgent basic needs and full information to the presumed victim are.



45 min

Methodology:

Group work, facilitated plenary discussion.

Material required: Steps within measure prepared on a flipchart or PPT slide. Flipchart paper (or whiteboard) and marker, printed handouts.

Procedure:

1. Present the steps foreseen in the measure (from overview of SOP I-Identification).
2. Form two groups (if you have too many participants more). Let one group determine responsibilities for the measure (based on the handout) for a) presumed adult victims, the other for b) presumed child victims (10 min).
 - Question: Who is responsible for what and when in the process? (write question down)
3. Groups report on the responsibilities identified (plenary).
4. Determine a) what urgent basic needs entail and b) what information the presumed victim needs to be provided. Depending on the process and groups, discuss this in plenary and document what participants say on a) and b) on a flipchart.
You can give them 2 minutes to first discuss it in small buzz groups or with their next neighbour.

5. Shortly discuss what principles for the provision should be taken into account (information of the victim before interview, get consent, clear and neutral manner). Document on a flipchart or board.

Key message(s):

- Access to basic needs and full information is given immediately after initial referral
- Presumed victims have a right to fulfilment of basic needs and full provision of information and can decline assistance.

 **to SOP I and Measure 4: Language interpretation**

Notes for the facilitator:

- ✓ Ensure that the human rights of the presumed victims are clear to everybody.



Handout: SOP I - Measure 2: Access to Basic Needs and Information

Responsibilities:

DGSG or ISF will refer the presumed victim to a service provider where she/he will be provided with the above mentioned (**Law Number 164 Article 586.9:** The Minister of Justice may enter into agreements with specialised institutions or societies so that they may offer assistance and protection to the victims of the crimes stipulated in this chapter. The conditions that must be met by these institutions and societies and the principles of offering assistance and protection shall be determined in a statute to be issued by the Council of Ministries based upon a proposal from the Minister of Justice).



In the case of a child presumed victim of trafficking, the appointed social worker should be present at all times to assure that basic needs and child rights are met and the information provision should be handled by specialised officers trained in working with children.

What are urgent basic needs?

- a) The following basic needs should be met before providing any type of information by enquiring whether the presumed victim of trafficking has any urgent request or need² as to:
- Food
 - Water
 - Toilet and basic hygiene
 - Clean clothing
 - Rest
 - Some privacy
 - Urgent medical care
 - Possibility of contacting family members

What is full information for presumed victims of trafficking?

- b) The provision of information is a key component of the referral process that allows the presumed victim of trafficking to decrease his/her anxiety and uncertainty about the future and progressively regain control over his/her

² This information has been adapted from the “ Toolkit to Combat Trafficking in Persons”, UNODC (2006); Chapter 8.

life. It is also the first step to build a relationship of trust between the assisted person and the service provider/agency. Detailed information should, thus, be given as to:

- The rights and obligations as presumed victim of trafficking;
- Functions of the reflection period;
- Services available (accommodation, counselling, etc.);
- Functions of the protection system;
- Possible next steps of referral;
- Current security concerns.

Measure 3: Early Risk Assessment

Topic:

Evaluation procedure to assess the situation of the presumed victim of trafficking.

Learning objective(s):

- Participants/stakeholders are aware who conducts an early risk assessment and why.
- Participants/stakeholders observe and experience an early risk assessment situation.



60 min

Methodology:

Discussion, role play

Material required: Steps within measure prepared on a flipchart or PPT slide. Flipchart paper or (white)board, markers. Printed handout with early risk assessment criteria grid.

Procedure:

1. Present the steps foreseen in the measure (from overview of SOP I-Identification)
2. Ask the participants/stakeholders “what is an early risk assessment”? Document on a flipchart or board (if you haven’t had measure 2 before, add “what has to happen before the risk assessment, covering the topics in measure 3, SOP I”).
3. Clarify responsibilities (trained professionals from DGSG, ISF, NGOs, and Social workers. What has to be considered in the case of a minor?)
4. *Role play:* Interview situation for the early risk assessment: ask participants for their agreement of a role play. One presumed victim, one or two interviewers, 2-3 observers (no interference, documenting their observations. They can divide the tasks, one focuses on improvements, the other one on body language etc.).

Explain to each role taker (victim and interviewer(s)) to put themselves in the position of their role.

Provide the interviewer(s) with the handout risk assessment criteria grid, based on which they have to formulate questions to the presumed victim.

Give them 10-15 minutes time for the role play, as they don't have to cover the whole assessment grid.

5. Ask the role takers one by one, how they felt and what they observed (shortly).
Then ask the observers what they observed and for possible improvements. Document important points for improvement on a flipchart. Ask for additions from the other participants.
6. Wrap up the role play and add, if necessary. Highlight the most important issues for improvement.
7. Highlight the *importance of a risk management plan development*, should the risk assessment indicate need for special protection.

Key message(s):

- Early risk assessment happens after the provision of basic needs and information and if the victim has given her/his consent
- Professionals dealing with presumed trafficked persons need to be trained, also to conduct an early risk assessment.

Notes for the facilitator:

- ✓ Clarify procedures, task and time to the role takers.
- ✓ Let the role play develop, don't interrupt. Take notes of things you need to mention, discuss and correct afterwards.



Handout: SOP I – Measure 3: Early Risk Assessment

Through an **interview** with the presumed victim of trafficking:

- The interview should begin with a question about the individual's health and safety as it is important to establish physical/psychological ability and preparedness. This demonstrates that the primary concern is the individual's well-being and helps to gain the trust of the interviewed person;
- Ethical and safety considerations³ should be paramount during the interview;
- Questions should **never** be asked if another person from the exploitative environment is present (i.e. other exploited persons, traffickers, exploiters, accomplices, etc.);
- Confidentiality agreements should be in place and signed by all persons present during the early risk assessment interview.

The following table offers a **range of risk indicators** for which **questions should be developed to gather relevant information as to the health and safety conditions of the presumed victim of trafficking**. Questions may differ according to the country or situation and need to be in context and culture specific.

Early Risk Assessment Criteria		
Case Data:		
Health Needs		
No.	Item	Note
1	Physical health symptoms (headaches, fatigue, dizzy spells, back pain, stomach or abdominal pain, dermatitis, vision problems, colds, breathing problems, dental pain...)	
2	Mental health symptoms (memory problems, frequent crying, anxiety, anger, stress disorder, hostility, aggression, post-traumatic stress disorder symptoms...)	
3	Past or present injuries (self-harm, suicidal thoughts or attempts...)	

³ See Annex WHO Ethical guidelines.

4	Disabling or high risk conditions	
6	Infectious diseases (TB, hepatitis B...), including sexually transmitted infections	
7	Addiction (alcohol, drugs, gambling...)	
8	Other	
No.	Item	
1	Current safety concerns	
2	Past safety concerns	
3	Individuals who may cause harm	
4	Concerns for the safety of family members, friends or acquaintances	
6	Concerns or fears for others known to the individual	
7	Unsafe locations both in the destination and origin countries	
8	Other	

Measure 4: Language Interpretation

Topic:

Provision of language interpretation to presumed victims of trafficking for interviewing or questioning.

Learning objective(s):

- Participants /stakeholders discuss issues evolving around language interpretation and are aware of the rights and responsibilities in providing language interpretation to presumed victims of trafficking.



15-20 min

Methodology:


Group discussions and presentations of outcomes

Material required: Main points prepared on flipchart or PPT, flipchart paper or board, marker.

Procedure:

1. Present the steps foreseen in the measure (from overview of SOP I-Identification).
2. Discuss the main points emerging for the steps following the questions Why?, Who?, How? in plenary (document on flipchart or board).
3. Form groups and ask them to discuss and document a scenario how exactly interpreters can be found, have them establish key contact points (e.g. Embassies, MFA etc.), identify possibilities to speed up procedures. They will, as part of the process, discuss the challenges they (will) face.
4. Have the groups present their outcomes. Should they not come up with some challenges, raise it as a question to them in plenary, just to shortly discuss it.

Key message(s):

- A presumed victim of trafficking has the right to interpretation, if not able to communicate in the host countries language.
 - The presumed victim of trafficking must be informed about the role, obligations and responsibilities of the interpreter before questioning or interviewing and has the right to decline the designated interpreter at any time.
 - NEVER rely on the interpretation of individuals found with the victim or in the same work venue to interpret for a reported victim - even if they claim to be a friend, family member, etc., as they might have been involved.
-  **to SOP I - Identification and Measure 2: Access to basic needs and information; However, language interpretation is cross-cutting to all other measures as well.**

Notes for the facilitator:

- ✓ Ensure that the participants have understood the cross-cutting character of this measure.



Handout: SOP I – Measure 4: Language interpretation

WHAT:

It assumes full conversation interpretation for foreign presumed victims of trafficking who do not have the necessary skills to communicate in the language of the hosting country. For those who have a limited capacity and prefer to speak for themselves, an interpreter may be engaged to assist conversations if the assisted person gives his/her consent.

WHEN:

Immediately after the initial referral.

WHO:

Interpretation should be provided by:

- Representatives from embassies or consular offices if available
- Service providers/ NGOs

Interpreters should to the extent possible be carefully screened and trained to work with vulnerable persons

Note: Under NO circumstances should organisations rely on the interpretation of individuals who are found with the victim or in the same work venue to interpret for a reported victim - even if they claim to be a friend, family member, etc.

HOW:

- Before starting to question and/or interview, the presumed victim of trafficking must be informed about the role, obligations and responsibilities of the interpreter, and about his/her right, at anytime, to decline a designated interpreter.
- Interpreters should be informed in advance by the contracting organisation of the nature of the interviews and their obligations and restrictions during and after the questioning and/or the interview. The interview's terms should be clearly communicated to the interpreters both orally and in writing (instructions/contract).
- Translation must be conducted in a sensitive and cultural responsible manner.
- The interpreter must sign the statement given by the presumed victim of trafficking during the interrogation process.

Source: SOPs for the identification and referral of trafficked persons in Lebanon, Version June 2012

Measure 5: Reflection Period and Temporary Residence Permit

Topic:

A period allowing the presumed victim recovery and reflection without the influence of traffickers or exploiters as a prerequisite to be able to take informed decisions for her/his future.

Learning objective(s):

- Participants are aware of a reflection period granted to a presumed victim of trafficking and all rights that come attached to it.



20-30 min

Methodology:

Buzz groups, discussion

Material required: Main points prepared on flipchart or PPT, flipchart paper or board, marker, prepared legal basis for temporary residence permit on flipchart or PPT.

Procedure:

1. Present the steps foreseen in the measure (from overview of SOP I-Identification)
2. Ask participants to quickly form buzz groups and discuss:
 - What is a reflection period?
 - Why is it needed?
 - How long is it/should it be?
 - What does the reflection period grant? (Internationally: granted immediately after reasonable grounds for a possible trafficking situation or victim, max. 30 days, possibility to extend for minors).Ask them to report back in plenary while documenting on a flipchart. (In cases of very inexperienced groups distribute handout for their group work. Otherwise distribute it later for their reference)
3. Establish responsibilities (person appointed by service provider to support the presumed victim through the reflection period. DGSG granting temporary residence permit.)

4. Introduce the legal basis for the temporary residence permit and the special situation for minors (in accordance with best interest of the child, renewable).

Key message(s):

- The reflection period grants the presumed victim with a resting period without questioning etc. and safety.
- The presumed victim has to be informed at all times about the process and next steps, her/his rights, especially relating to a residence permit.



to Measure 4: Language Interpretation

Notes for the facilitator:

- ✓ Make sure the differences for minor victims are being covered. If not sufficiently, add and clarify!



Handout: SOP I: Measure 5: Reflection Period and Temporary Residence Permit

Reflection Period:

The **main elements** of a reflection period are:

- Secure accommodation;
- First assistance and care;
- Information on available options for longer assistance, legal opportunities, return, etc.
- Suitable time to recover and consider options, including the possibility to cooperate with the competent authorities.



For a child presumed victim of trafficking, the reflection period should be used by the relevant authorities to begin the process of identifying the medium and long term best interests of the child.

The **procedures** for reflection period should entail:

- Clear information on the aims, duration, benefit and restrictions granted of the reflection period;
- Any expulsion order against the presumed victim of trafficking should not be enforced during this period;
- No interrogation should take place during this period unless the victim of trafficking agrees to;

The decision to cooperate with the law enforcement agencies will be taken once the reflection is over unless the victim of trafficking decides upon that at an earlier stage.

The reflection period should be granted immediately after reasonable grounds are identified if belief that the person concerned is a presumed victim and it should last at a maximum of 30 days; this is to be decided upon on a case by case basis.



A possibility to extend the reflection period shall be envisaged for child trafficked victims. A renewable residence permit to victims shall be granted after the expiry of the reflection period if the circumstances listed above require so.

Temporary Residence Permit:

Law Number 164 Article 586.8: The investigating judge or judge hearing the case may issue a decision allowing the victim to reside in Lebanon during the period of time required for the investigation procedures.



The residence permit for child victims, when legally necessary, shall be issued in accordance with the best interests of the child and, where appropriate, renewed under the same conditions.

Measure 6: Identification

Topic:

Determination and identification of the status as a victim through qualified professionals and information to the victim about the outcome. The measure includes transnational cooperation, if applicable.

Learning objective(s):

- The participants/stakeholders are aware of the procedures and responsibilities pertaining to the process of identification of a victim of trafficking.



90-120 min

Methodology:

Discussion, case and role play (as variations), group work: flow chart

Material required: Steps prepared on flipchart or PPT, flipchart paper or board, marker, printed handout(s)

Procedure:

1. Present the steps foreseen in the measure (from overview of SOP I-Identification)
2. Clarify and establish responsibilities (see SOPs). What has to be considered in the case of a minor?). Discuss that in plenary and document.
3. Present the definition of trafficking, article 586.1 of the criminal code. Emphasise the three elements Act, Means and Purpose (you can use the graph of the elements of handout I). Also clarify, in the depth necessary, what exploitation as basis of the purpose means (based on the law and handout I). Ensure that everybody has understood the special situation of a child (see handout I, distribute, if necessary and considered helpful).



Variation I: Case: Emphasis on identification of a trafficking situation

1. Explain to the participants that they will work in groups on a case.

2. Form groups in which they have to work on the case.
3. Distribute the case (print a handout of the case and distribute) and ask participants to discuss the case based on the following questions:
 - a. Is this a case of trafficking or not?
 - b. In order to specify your answer to a. please consider: What elements make this a trafficking case or which elements are absent for the case to qualify as a trafficking case?
4. Have the groups report back to plenary with their results. If you are short on time, ask other groups to only add if they have additions or come to a different conclusion or base it on a different reasoning.

Variation II: Role Play: Emphasis on identification interview

1. Role play: identification interview: ask participants for their agreement of a role play and ask for voluntary participation of 5-6 people.
Roles: One presumed victim, one or two interviewers (e.g. an interviewer and an interpreter), 2-3 observers.
The observers do not interfere but write down their observations, with focus on possible improvements (they can also divide the tasks, one focuses on improvements, the other one body language etc.).
Provide the interviewers with handout III: identification interview guidelines to help them.
Explain to each role taker (victim and interviewer) to put themselves in the position of their role.
Let the role play develop.
2. Ask the role takers one by one, how they felt and what they observed (shortly). Then ask the observers what they observed and for possible improvements. Document important points for improvement. Ask for additions from the other participants.
3. Wrap up the role play and add, if necessary. Highlight the most important issues for improvement.

Transnational cooperation

1. Discuss in plenary, why, how and when transnational cooperation is required. Document on a flipchart or board.

Variation III: Transnational cooperation: group work: flow chart: emphasis on roles and procedures

1. If you have time, this is a good exercise to depict all processes of this complicated measure: Divide the participants in groups (of max 6) and let them jointly develop a flow-chart for measure 6, identification. It should show steps, responsibilities and include measures in the case of minors.
2. Have the groups present the flow charts and clarify any issues arising.

Key message(s):

- The identification process starts after the reflection period or if the victim decides for it earlier, but with the full consent based on full information of the process.
- The presumed trafficked person is very vulnerable in this process (physically and psycho-socially) and under a lot of stress. All stakeholders dealing with the presumed victim therefore have to take this into account in this measure!
- Clear understanding of the definitions of trafficking is key to the identification of a victim of trafficking. **The situation of minors is very specific and is considered trafficking even in the absence of the means identified in paragraph B) of Article 586.1.**

➔ to SOP I, Measure 4: Language interpretation, Measure 3: Early Risk Assessment and SOP II Referral

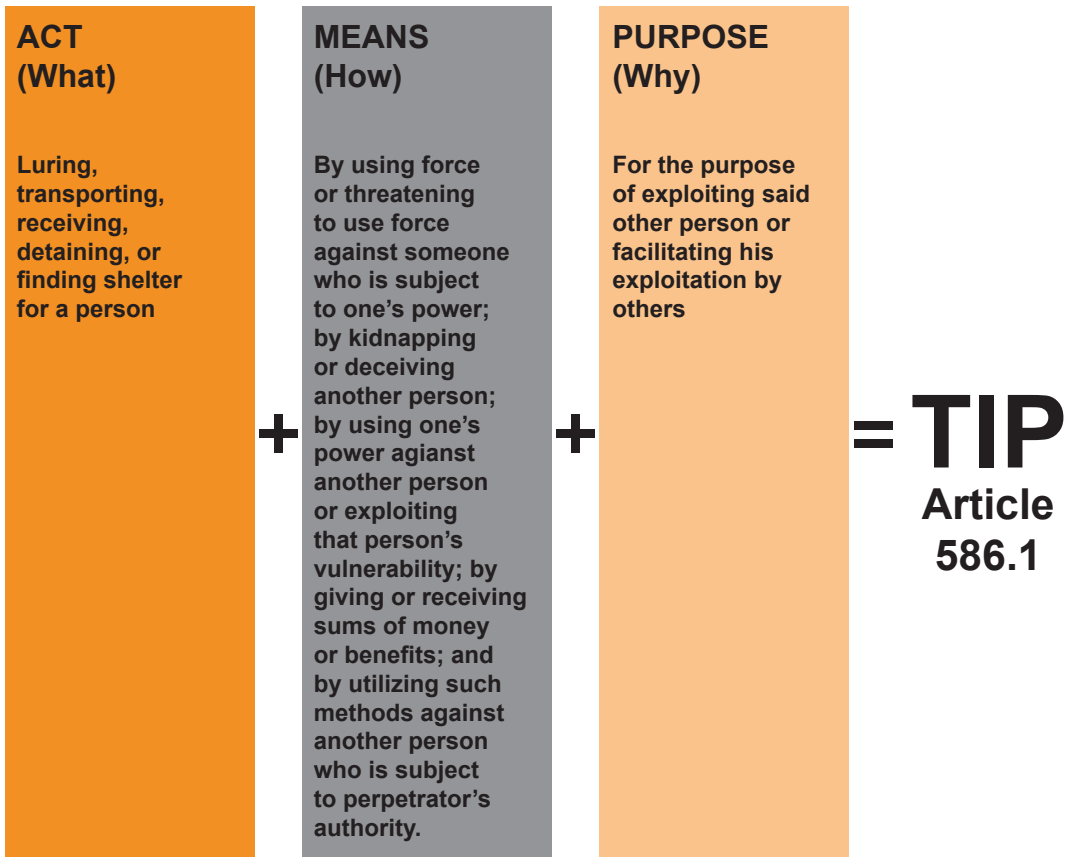
Notes for the facilitator:

- ✓ This is a complex and complicated session to facilitate, prepare the different steps and your timeframe.
- ✓ Be clear in explaining the role play and the different tasks, as well as the timeframe.



Handout I: SOP I – Measure 6: Identification: Identification Interview Guidelines

Definition of Trafficking in Persons according to Article 586.1:



The consent of a victim shall be given no consideration in case any of the methods shown in this Article are utilized.

Victim of Trafficking: For the purposes of this law a victim of trafficking means any natural person who was the subject of trafficking in persons or who is reasonably considered by the competent authorities to be a victim of trafficking in persons, regardless of whether the perpetrator of the crime [of trafficking in persons] was identified, arrested, tried, or convicted.

According to the provisions of this Article, compelling a person to participate in any of the following acts shall be considered exploitation:

- A) Acts that are punishable by law;
- B) Prostitution or exploitation of the prostitution of others;
- C) Sexual exploitation;
- D) Begging;
- E) Slavery or practices that resemble slavery;
- F) Forcible or compulsory work;
- G) This includes the forcible or mandatory recruitment of children to use them in armed conflicts;
- H) Forcible involvement in terrorist acts;
- I) Selling organs or tissue from the victim's body.

Consideration shall not be given to the consent that is given by the victim to exploitation that is to be committed and is indicated in this paragraph; nor shall consideration be given to the consent to such exploitation that is given by one of the victim's forefathers, legal social worker, or any other person who exercises legal or actual authority over the victim.



Luring, transporting, receiving, detaining, or providing shelter to victims who are under eighteen years of age for the purpose of exploiting them shall be considered trafficking in persons even if such activities were not accompanied by any of the methods indicated in Paragraph (1) (B) of this Article.

Handout II: SOP I – Measure 6: Identification: Identification Interview Guidelines

The following are basic guidelines on how to conduct the identification interview. Their use can facilitate a fruitful interview putting the well-being of the presumed victim of trafficking into the centre of interest.

Identification Interview Guidelines	Notes
Conduct the interview in an environment that ensures privacy	While this basic rule is often difficult to follow, depending on the circumstances, every effort should be made to minimize disruptions during the interview.
Put the interviewee at ease	Emotions and stress play a big part in any type of interview. The interviewer will have a difficult time evaluating a nervous person. Starting the interview casually can have a calming effect. By defusing negative feelings and reinforcing positive ones, the interviewer can deal with the emotions exhibited by the interviewee.
Define the objective	The interviewer should ask questions carefully in view of the objective of obtaining as much essential information as possible (e.g. trying to establish if the person is a suspected trafficked victim).
Good questioning techniques	Knowing how to ask questions is just as important as knowing what questions to ask. Also making questions easy to understand is critical.
Let the person being interviewed do the talking	One of the biggest mistakes for an interviewer is talking too much. Accurate evaluations of persons or gathering crucial information regarding a crime depends on letting the interviewee talk under controlled conditions. The interviewer should control the interview, but not dominate it.
Be a good listener	A good interviewer is a good listener. Interviewers must discipline themselves to focus on what is being said and how it is being said. They should not look ahead to subsequent questions or begin to analyze an answer before the person finishes. Nor should they anticipate what the answer will be.

Body language	Reassuring body language is extremely important to get the confidence of the person to be interviewed. Be aware of body language techniques and apply them to circumstances as appropriate.
Do not challenge answers given	Interviewers must keep emotional reactions private and should not let personal feelings interfere with the interview. They should not show disgust or disbelief should some of the information be repellent or simply incredible. Victims of trafficking may have lived through situations that are beyond comprehension.
Be empathic	Interviewers must be empathetic, and make sure not to blame or show pity on the victim

SECTION IV: SOP II – REFERRAL

Overview of SOP II

Referral	Measure 1	<p>Safe Accomodation and First Assistance and protection</p> <p>Step 1. Providing accomodation to the presumed or already identified victim of trafficking</p> <p>Step 2. Offering first assistance services and protection</p> <p>Step 3. Decision of the assisted person on the future steps</p>
	↓	
	Measure 2	<p>Information Sharing Between the Receiving and Referring Country and with the Assisted Person Prior to Return</p> <p>Step 1. Informing the victim of trafficking of the risk & security and social inclusion assessment outcome</p> <p>Step 2. Contacting the service provider in the country of origin to exchange information and coordinate the return process in country of origin;</p> <p>Step 3. Informing the victim of trafficking on identity status; travel/transfer process; available assistance in the country of origin and reintegration plan</p> <p>Step 4. Obtaining confirmation that the victim of trafficking will be received and assisted</p>
	↓	
	Measure 3	<p>Safe Transport/Transfer</p> <p>Step 1. Providing the victim of trafficking with necessary travel documents/items/information</p> <p>Step 2. Ensuring the accompanied transfer of the minors</p> <p>Step 3. Ensuring that the victim of trafficking is received/met by the service provider at the border/airport/harbour of the country of origin</p> <p>Step 4. Providing preliminary orientation and assistance to the victim of trafficking</p> <p>Step 5. Confirming/obtaining confirmation on the safe arrival of the victim of trafficking</p>
↓		
Measure 4	<p>Longer-Term Assistance</p> <p>Step 1. Formulating the plan according to the victim of trafficking's needs and wishes</p> <p>Step 2. Providing access to assistance and social inclusion services</p>	
↓		
Measure 5	<p>Support for Compensation Claims</p> <p>Step 1. Informing the victim about his/her rights to compensation and related legal procedures</p> <p>Step 2. Providing free legal assistance during the legal procedures</p>	

Measure 1: Safe Accommodation and First Assistance and Protection —

Topic:

Safe accommodation, first assistance and protection of the identified victim of trafficking

Learning objective(s):

- Participants/stakeholders know in detail about the quality and extent assistance to victims of trafficking must have.



30 min

Methodology:

group work, discussion

Material required: Steps prepared on flipchart or PPT, flipchart paper or board, marker, printed handout, if necessary.

Procedure:

1. Present the steps foreseen in the measure (from overview of SOP II-Referral)
2. Who is responsible for safe accommodation and first assistance and protection? Clarify and establish responsibilities (on procedures and roles: first points of notification responsible to refer the victim – NGOs to provide) jointly in plenary.
3. Form two groups and ask the participants/stakeholder to elaborate on the following (write down the questions:
 - Group 1: what are minimum first assistance services? and in
 - Group 2: what are the principles to be applied by all service providers for quality assistance and minimising risks for re-victimisation? What is the special need of minor victims?Use the handout either for inexperienced groups or for your own reference.
4. Have the groups report back to the plenary and discuss. Add, where necessary.

Key message(s):

- Safe accommodation and first assistance and protection is granted and applies immediately after initial referral (SOP I Identification).
- Human rights are at the core of this measure and the services victims should be provided with.
- Child victims need to be treated with special care and the best interest of the child needs to be determined.

 **to SOP I, Measure 1: Initial Referral**

Handout: SOP II: Measure 1: Safe Accommodation and First Assistance and Protection

Minimum first assistance services

The following are the minimum first assistance services that need to be offered to the victim of trafficking during his/her stay in the shelter:

- Meals
- Clothing
- Psychological counselling and assistance
- Medical assistance
- Social assistance
- Legal information and assistance
- Providing security measures for effective protection
- Language interpretation (for foreign persons).

Principles:

The following principles⁴ should be employed by all service providers to ensure high quality assistance and avoid any risk of re-victimisation:

- Be non- discriminatory as to nationality, gender, legal status, age, ethnicity;
- Be non -judgemental with regard to the assisted person's former experiences and current choices and behaviours;
- Be confidential and not use and/or transfer any information on the assisted person without his/her consent;
- Respect any decision taken by the assisted person on a fully informed basis;
- Clearly define and respect expectations and obligations;
- Clearly define and respect roles in the multidisciplinary team.



In the case of a child victim, the child's best interest and the advice of his or her social worker should be taken into account, *but* the relevant authorities will ultimately take the final decision. The child should be fully informed and consulted at all stages and provided with appropriate counselling and support.

⁴ For the full description of the principles, see Experts Group, op. cit., pp. 178-181.

Measure 2: Information sharing between the country of origin and referring country and with the assisted person prior to return

Topic:

Constant exchange of information (on the return process) between the referring and receiving service delivery organizations and state institutions coordinating the return process.

Learning objective(s):

- Participants/stakeholders are aware of the importance of constant exchange of information between countries of origin and referring countries in the case of return of a victim.
- They know what information has to be transmitted to the victim of trafficking in the process.



60 min

Methodology:

Case study, discussion, plenary discussion

Material required: Steps prepared on flipchart or PPT, flipchart paper or board, marker, printed case (handout)

Procedure:

1. Present the steps foreseen in the measure (from overview of SOP II-Referral)
2. *Case study:* transnational cooperation. Form small working groups and provide them with the case and the questions on the handout. Give them 20 min to discuss the case and answer the questions provided. Ask them to document their discussion/results.
3. Ask the groups to report back their results. Check against the information provided in the facilitators' help on what information is needed and add, if they have omitted anything.
4. Discuss in plenary (and document): what information has to be provided to the victim (you can elaborate a checklist on a flipchart based on the table on information/issues to be discussed in the facilitator's help II).

Key message(s):

- Immediately after the completion of the (early) risk assessment to ensure sufficient time for the receiving organization to prepare the receipt, with consent of the victim.
- Transnational cooperation is vital to secure that everybody in the referring country and the country of origin knows about each step in the process and is able to secure safe receipt of the victim and all adequate measures.
- The return process should avoid any re-victimization and secure the social inclusion of the assisted person. Information of the victim on all steps and procedures is therefore paramount!

 **to SOP I and measure 3: Risk assessment**

Notes for the facilitator:

- ✓ Give clear objectives and instructions for the case.



Facilitators help (from the SOPs)

WHO is responsible: The DGSG in association with service provider/agency/organisation of the hosting place/country, the victim and the organisation/service provider/institution responsible for the return.

HOW:

Transnational cooperation

In order to ensure a coordinated return process the following series of notifications between the referring and receiving organization are recommended⁵:

- Notification of a **request for assistance** by the referring organization;
- **Confirmation of request** for assistance by the receiving organization;
- **Long term assistance request** by the referring organization;
- Cooperation between the relevant government authorities, in both referring country and country of origin, in order to ensure victims' safe return and to assign the appropriate service providers in both countries that will follow up with each other to provide the victim with the necessary care.

The **information provided by the referring organization to the receiving organization** should include:

- **Name** of the victim of trafficking;
- **Date of birth and place of residence** in the country of origin;
- Any suspected or actual **medical condition or vulnerability** of the victim of trafficking;
- **Security and risk assessment**;
- Short outline of **assistance needs**;
- Recommendation and guidelines to serve in the development of the Individual Assessment Plan (IAP);
- Estimated **date and time of departure**, if applicable; Other.



In the case of a **child victim**, following the **official legal or administrative decision** to return the child to his or her country of origin, **exchange of information**, including matters covered in the 'confirmation message' should be **transferred to the social workers of the child in his or her country of origin and the destination state through official (i.e. governmental) channels only**, with follow up from officers of DGSG or ISF.

⁵ Adapted from IOM, *op. cit.*

Facilitators help part II:

Information of the victim:

The victim of trafficking should be informed and discussed the following issues with his/her service provider:

Information/Issues to be Discussed	Notes
Outcome of the assessments as to: <ul style="list-style-type: none">● current and future risks● security measures● current health conditionso	
Status of identity and travel documents	
How the transfer from one country to the other will function: <ul style="list-style-type: none">● accompanied or not● means of transportation● access to food and beverages● money related-issues● assistance during the transit● who shall receive him/her upon arrivalo	

Handout: SOP II, Measure 2: Information sharing between the country of origin and referring country

CASE: Transnational cooperation

Following an alert from the victim's parents a (transnational) police investigation was started. The police eventually found the child in another country (further: country of exploitation) where s/he had been sexually exploited in a family.

After the case was detected, the child was sheltered in the country of exploitation and is to be repatriated to its country of origin.

In the country of origin, the police service suddenly receives a notification from the country of exploitation that the same day in the evening a child victim will arrive at the airport with an escort.

The police service then informs the police officer in charge of these cases, who in turn notifies an NGO, a service provider, and the relevant other points of notification foreseen in the SOPs/the National Referral Mechanism of the arrival of the victim. Due to the fact that the children's parents live in another town, the child victim will have to be sheltered by the NGO for that night.

The escort arrives with the child victim, does not know any details of the case and hands over the child to the NGO without any other paper or documentation.

Discuss the following:

- What type of information needs to be exchanged (and between whom)
 - Prior to the return? (clearly identify type of information and from whom to whom)
 - Upon return?
- Was the timing of the notification of arrival appropriate? What should/could have been done differently?
- What is the difference in a case of a minor and an adult victim of trafficking being returned?

Measure 3: Safe Transport / Transfer

Topic:

the safe transfer or transport of the victim of trafficking from Lebanon to the place/ country of origin.

Learning objective(s):

- Participants/stakeholders are aware of the procedures and responsibility for the safe return of victims and the specific assistance necessary in the process.



45-60 min

Methodology:

plenary discussion, role play.

Material required: Steps prepared on flipchart or PPT, flipchart paper or board, marker, printed handout with roles for the role play.

Procedure:


1. Present the steps foreseen in the measure (from overview of SOP II-Referral)
2. Determine responsibilities in the process and the means for the victim (see facilitators help). (In plenary, present or ask questions, document).
3. Role play: Distribute the handout. Introduce the role play and its purpose. Assign and clarify the roles based on the handout. Set up the scenes. Limit the time for the role play to 10 minutes. Let the role play develop.
4. In plenary, ask the participants for observations on what should have been done differently, why and how. Document the points raised on flipchart, add, where necessary (see facilitators help for your orientation).

Key message(s):

- After issuance of documents and if all conditions for a safe return are granted.
- A social worker or somebody they have developed a relationship with in the assistance process should escort minor victims. In the case of a female victim, the escort should rather be female.

 **to SOP II and measure 2**

Notes for the facilitator:

- ✓ It is best to use a break as preparation for the role play with those assigned the roles. 
- ✓ Be clear in assigning the tasks and roles. Set a clear and restricted timeframe.

Facilitators help: SOP II: Measure 3: Safe Transport/Transfer

Responsibilities:

The DGSG is the responsible institution for return.

Designated persons of the governmental or international organisations are responsible for the return, however, always coordinated with the DGSG. The person responsible for transporting the victim should be informed in advance of any expected complications, existing health conditions, security risks.

Means for the victims return:

Before his/her departure, the victim of trafficking should be provided with all necessary basic means for his/her return:

- Travel and/or identity documents;
- Travel ticket;
- Emergency phone numbers;
- Information on how to recognize the person who will meet him/her during transit and/or upon arrival;
- Information on the meeting point(s) at the transit and/or arrival;
- Personal belongings.

Processes:

The victim of trafficking should be safely accompanied to the point of departure (e.g. airport, bus station, etc.) During check-in procedures at airports as well as in transit or at border crossings the victim of trafficking should be assisted. In some cases, due to serious safety reasons, the victim of trafficking might be escorted from the place of departure to the place of destination.

The person responsible for transporting the victim should be informed in advance of any expected complications, existing health conditions, security risks.



Children should always be accompanied on their return. An adult responsible to the social services of the receiving state should try to ensure whenever possible that the child is accompanied to the point where s/he is transferred to the care of a social worker or the appointed representative of social services in his or her country of origin and that the receiving person possesses verifying documentations. During the

journey, it would be advisable to properly accompany the child by a person with whom they have a trusting relationship (or social worker). Cooperation with the relevant embassy/ consulate to take the necessary action is essential.

Whenever possible it is recommended that: to minimize the risk for the returning the victim of trafficking of being picked up by the traffickers, a service provider from the country of origin should be at the border/airport/harbour to receive the victim of trafficking.

Handout: SOP II: Measure 3: Safe Transport/Transfer: role play

ROLE PLAY: Safe Transport / Transfer

Roles:

1 Child victim

1 Escort, from the foreign country

2 NGO/Representatives, same country as the child victim

2 airport persons, speaking in the language of the victim

Paper with two languages to signal language change (if session is in one language only or without interpretation)

2 scenes:

- on the plane (put two chairs next to each other)
- arrival at the airport

Child victim, returning to his/her home country.

You are a child victim returning to your home country with an escort. You expect to meet your parents at the airport.

On the plane:

- During the trip you try to communicate with your escort but she does not react because she is reading a book and does not communicate;

Arrival at the airport:

- You arrive at the airport accompanied by the escort and you hear a language you understand. You look at the people very curiously and you're happy because you expect to meet your parents;
- Your escort meets 2 persons, and start speaking again in a language you do not understand. You start to cry, crying out for your mother;
- The two persons inform you in your own language about a procedure, saying that you would need to spend the night in a shelter. You are asking about your parents and you don't want to go with them. You repeat: «I do not believe you! I do not know you! I am not going anywhere! I want to go home!».

Escort, Ms. Michaela Rena

You have been assigned to escort the child victim to her home country. You don't speak English very well (show it through a strong accent). You also don't know anything about the case of the child you are escorting.

On the plane:

- You are serious, reading a book during the whole trip and you do not respond to the looks of the child you accompany;

Arrival at the airport:

- Upon the arrival in the country of origin, you have a short period of time before you return with the next flight. You notice your name **Michaela Rena** written on a piece of paper held by 2 persons waiting for you. You approach them and want to hand over the child as soon as possible;
- The people speak English to you. You don't understand English very well and can only with difficulties communicate with the persons who have to take over the victim. You use gestures and show them that you have finished your mission. You give them short and clear information: «I do not know anything about her, I just brought her. I am leaving with the next plane.» You turn around and say “good bye”.

Representatives from NGO and NRM who meet the child victim

Background

The NGO receives a notification from the police that the same day at 22:30 the child victim is supposed to arrive at the airport accompanied by Ms. **Michaela Rena**. Regarding the case, you are informed that following an alert from the victim's parents and police investigation, the police found the child in another country where s/he had been sexually exploited in a family. After the case was detected, the child was sheltered and repatriated to the country of origin. Together with the representative from your National Referral Mechanism (NRM), you need to accept the victim and temporarily accommodate her/him in the shelter.

At the airport:

- Following the notification and before arrival of the child victim, you and the representative from the NRM make a plan what you can offer to the victim and what you can do in a short period of time;

- At the airport, you write down the name of the escort on a piece of paper - **Michaela Rena**. You talk about what you have discussed as measures for the child, that you will first bring it to a shelter until you can contact the victims' parents the next day.
- Soon, Ms. Rena arrives together with the child.
- You introduce yourself and ask the escort to explain the case as well as the situation in the country of exploitation. You also ask for a written document about the case;
- Both of you only understand from the escort that she will return immediately and that she does not know anything about the case;
- You explain to the child victim that she/he should spend the night in the shelter of the NGO until the parents are contacted the next day. You explain that you had no time to contact them since they live in another city;
- The child victim is crying and does not accept to go with you. You try to convince her/him.

Measure 4: Longer-term Assistance

Topic:

Longer-term assistance for national victims of trafficking to support their (psychosocial, social and economical) reintegration.

Learning objective(s):

- Participants/stakeholders discuss what longer-term assistance means



45 min

Methodology:

Group work, discussion

Material required: Steps prepared on flipchart or PPT, flipchart paper or board, marker

Procedure:

1. Present the steps foreseen in the measure (from overview of SOP II-Referral)
2. Group work or plenary: Discuss: What is longer-term assistance?
 - a. What (could) it entail?
 - b. Who is entitled and why is it needed?
 - c. Who is (would be) involved and how
3. Group work: Development of an Individual Assistance Plan (IAP) How would you do it?
 - a. What is an IAP
 - b. Describe the steps to get to an IAP (who should be involved and in which way)?

Key message(s):

- Longer-term assistance is granted after the first assistance period (with varying duration)
- Longer-term assistance can importantly contribute to the reintegration of trafficked persons.

- Longer-term assistance in Lebanon applies to national victims only so far. As the assistance has not yet been defined, there is need to discuss the issue further.

Notes for the facilitator:

- ✓ Even if longer-term assistance is not yet defined in Lebanon, it is important to discuss the issue, stressing the situation of a victim and related difficulties s/he might face in the recovery process and in sustaining her/himself.



Handout: SOP II – Referral: Measure 4: Longer-Term Assistance

WHAT

Longer-term assistance is provided only to Lebanese national victims of trafficking who decide to join a support programme. The aim of the longer-term assistance is to ensure that following the physical and psychological consequences endured, assisted persons have the opportunities and resources necessary for reintegration, participating in economic and social life, and securing a standard of living that is considered acceptable in the society in which they live, following the physical and psychological consequences faced by the victim.

Though there are currently no centres specialised in reintegrating victims of trafficking, services for reintegration and empowerment are available at social shelters/ health centres supported by NGOs, mostly, and the Ministry of Social Affairs especially for Lebanese victims.

The duration of the longer-term assistance phase can vary according to both personal factors (length of adjustment, health and psychological conditions, personal and job skills, etc.) and external factors (services availability, labour market accessibility, etc.).

WHO

A range of governmental and non-governmental service providers through several professionals who should be specifically trained to work with victims of trafficking and up-to-date as to (anti)trafficking-related issues: Shelter operators, Psychologists/ Psychotherapists, Social workers, Educators, Lawyers, paralegals, Medical staff, Vocational counsellors.

The appointed social worker is also involved in the case of a child victim.

An Individual Assistance Plan (IAP) should be developed clearly detailing the steps and related measures that will be provided to the victim of trafficking. The IAP should be based on the needs of the victim of trafficking identified during the assistance period and developed together with her/him. A multi-disciplinary and multi-agency approach should be adopted to support the assisted person at all stages of the implementation of this tailored-made plan.

Depending on the capabilities/services provided through the programs of the governmental and non-governmental organisations, it might include:

- Accommodation
- Social counselling
- Psychological counselling
- Free legal counselling and assistance
- Medical assistance
- Social and health accompaniments
- Language training
- Educational activities
- Vocational training
- Employment counselling
- Job placement assistance

In the **case of a child**, the plan will be developed taking into account the child's views and the social worker's and social services' assessment of the best interests of the child.

Measure 5: Support for Compensation claims

Topic:

Possibilities for damage compensation for victims of trafficking.

Learning objective(s):

- Participants are aware that a compensation fund is foreseen and that the victims should be informed about the possibility to file for compensation.



15 min

Methodology:

group work

Material required: Steps prepared on flipchart or PPT, prepared legal basis for compensation fund, flipchart paper or board, marker

Procedure:

1. Present the steps foreseen in the measure (from overview of SOP II-Referral)
2. Establish the legal basis for the compensation fund (prepared on flipchart or PPT from the SOPs)
3. Discuss in groups: How and when to inform the victim about the possibility of compensation and how could the compensation fund work?
 - a. When does the victim have to be informed and how?
 - b. What are the procedures for the compensation fund foreseen in the future (based on the handout)

Key message(s):

- The victim has (a right) to be informed within the process about the possibility to apply for compensation.



to SOPs and guiding principles

Notes for the facilitator:

- ✓ As the compensation fund is not yet established in Lebanon, this session has rather the character of exploring and preparing the ground or its possible operations.



Handout: SOP II – Referral: Measure 5: Support for Compensation Claims

(From SOP II, Measure 5, version July 2012)

WHAT:

It is the procedure to support the victim in obtaining damage compensation for the physical and mental harm caused and/or for not being paid for labour services rendered the perpetrator(s).

The decision on compensation is decided upon by the judge of the competent court once the conviction verdict is out, considered to be part of the judge's ruling. Compensations can be rendered in a separate civil court procedure. These are ruled in accordance to the general sanctions applied for punishment penalties of the offenses committed by the perpetrator.

According to *Article 586.10 of the Anti-Trafficking Law Number 164*, Sums of money that are earned from the crimes that are mentioned in this chapter shall be confiscated and deposited in a special account with the Ministry of Social Affairs to assist the victims of these crimes. Regulations for this account shall be determined by statute to be issued by the Council of Ministers based upon a proposal from the Minister of Social Affairs.

A compensation fund is being developed that would comprise of money confiscated from the perpetrators; the money confiscated is the money profited from the crime. Moreover, in the course of criminal proceedings, the perpetrators assets are usually frozen or funds are withheld or confiscated.

WHEN:

The compensation claim should be submitted by the conclusion of the main hearing at a criminal court. Even during the first contact with the relevant authorities the victim should be informed on relevant judicial and administrative proceedings.

Transnational cooperation

The foreign victim can claim compensation even if they returned to the country of origin or resettled in a third country. In such a case, the support for the compensation claim should be arranged as well through the international liaison mechanisms available. The victim can hire a lawyer to follow up on her/ his case.

WHO:

The claim shall be submitted by the victim of trafficking/ victim of trafficking's attorney to the competent court.

HOW:

The support is provided by:

- Informing the victim on his/her rights to compensation and about the necessary court procedures to follow;
- Ensuring free legal assistance during the procedures.

Annex

Session plan (template for a day)

Don't forget: schedule time for welcome, introduction, objective and expectations, (coffee and lunch) breaks.

Date / time	Topic of the session	Learning objective	Training method and time (xx')	Material needed / needed to prepare	Comment / responsible
	Welcome etc.				
	Break				
	Lunch				
	Break				
	Closing				

Session plan (template for a short session) _____

Comment / responsible	Material needed / needed to prepare	Training method and time (xx')	Learning objective	Topic of the session	Date / time

Checklist: facilitating a training session

The following list is a step-by step guide to run a (training) session on the SOPs from the start to after the training. The list focuses on preparing the session as a facilitator. It does not focus on the organisational aspects related to a training or a working session.

	Step one	<input type="checkbox"/>	Prepare handouts and any other photocopies needed
<input type="checkbox"/>	Assess the learning needs for SOPs (SOPs as a whole or separate measures that are relevant)	<input type="checkbox"/>	Prepare workshop materials such as reference documents and DVD clips
<input type="checkbox"/>	Decide on the type of session needed based on the learning needs identified (inter-institutional participants, participants from the own institutions, size of the group)	<input type="checkbox"/>	Prepare evaluation form (if applicable and decided for one)
	Step two		At the training
<input type="checkbox"/>	Decide on what exactly to cover based on the participants and the needs identified	<input type="checkbox"/>	Deliver training / facilitate session
<input type="checkbox"/>	Formulate the objective of the session	<input type="checkbox"/>	Document outputs from group work, visualize main points from discussions
<input type="checkbox"/>	Decide on what methodology and material to use (equipment & material needed)	<input type="checkbox"/>	Plan a way forward, where to take the process from there (if applicable)
<input type="checkbox"/>	Prepare your session in all detail and fill your session plan	<input type="checkbox"/>	Evaluate (with evaluation form, orally or through a tool)
<input type="checkbox"/>	Ensure the availability of the material you need and re-confirm participants		After the training
	Step three	<input type="checkbox"/>	Write a report or memo (if applicable)
<input type="checkbox"/>	Prepare an agenda based on your session plan	<input type="checkbox"/>	Follow-up on agreements and/or actions planned, prepare or take the next step
<input type="checkbox"/>	Discuss with or brief co-trainers or organisers on timing and content	<input type="checkbox"/>	Relax!

Glossary of Terms

Assistance and protection

Measures, programmes and services aimed at rehabilitation of the victims, as per Article 6 of the Palermo Protocol. The same may be offered by non-governmental, governmental or international organisations in the countries of destination, transit and origin. They may include, but are not limited to: accommodation/ housing, medical aid, psychological support, education, vocational training, employment, legal aid and transport.

Assisted victim

A person identified as a victim and who consented to receive help from an NGO, GO, or an IO or another relevant organisation.

Child

Any person under the age of 18 (also sometimes referred to as a “minor”).

Country of origin

The country a victim of trafficking comes from (also referred to as “source country”).

Informed consent

Any free, voluntary permission or approval to something proposed or requested based on full exposure of all facts to make fully informed decisions, including awareness of any risks involved (to the extent they can be known) and any available options. Information sharing is an essential component of “informed consent”.

Potential victim of trafficking

An individual identified before being exploited that shows strong signs of being in the trafficking process. This differs from a presumed victim, the definition for which appears below (also referred to as “potential victim of trafficking”).

Presumed victim

People considered to be victims of trafficking, but who have not been formally identified by the competent authorities or refused to be formally or legally identified.

Reflection period

A sound period of time to allow the presumed victim of trafficking to recover, escape the influence of traffickers/exploiters and take an informed decision about her/his future in full compliance with the respect of the human rights regulations.

No expulsion order should be enforced against the presumed victim of trafficking during this period. The length of the reflection period varies from country to country and is subject to definition by national legislation.

Reintegration

The reintegration of victims is focused on their reunion with their family or community or their integration in a new community. Besides the act of return itself, this also includes the victim's integration in the social environment and is meant to be a long-term social and economic solution.

Return

To return a person in his/her country and/or community of origin. In the context of counter trafficking activities, return denotes not only physical transport of the victim, but also mechanisms which secure a safe and dignified return.

Risk assessment

A formal procedure to identify and assess the risks associated with the victim of trafficking's situation and future plan of assistance in the country of origin and/or transit and destination in order to eliminate/ minimize/respond to the risks identified.

Service providers

Organisations and institutions which provide services and assistance to the victim, including social workers, psychologists, shelter staff, medical workers or lawyers from NGOs , IOs, and GOs.

Shelter/accommodation

Rooms which provide temporary accommodation of the victim. Shelters may be of open or closed type and may offer short or long-term stay.

Social inclusion

It refers to the process that ensures that those at risk of poverty and social exclusion have the opportunities and resources necessary to participate in economic and social life, securing a standard of living that is considered acceptable in the society in which they live. It also ensures that such people have greater participation in decision making on issues that affects their lives and access to their fundamental rights. Through such a process vulnerable groups (here specifically victim of trafficking) are granted access to education, training, employment, accommodation, collective services, and health assistance. A social inclusion programme can take place either in the country of origin or in that of destination.

Trafficking in human beings

According to Article 586.1 of the Anti-Trafficking Law Number 164, “Trafficking in Persons is:

- A) luring, transporting, receiving, detaining, or finding shelter for a person;
- B) by using force or threatening to use force against someone who is subject to one’s power; by kidnapping or deceiving another person; by using one’s power against another person or exploiting that person’s vulnerability; by giving or receiving sums of money or benefits; and by utilizing such methods against another person who is subject to perpetrator’s authority;
- C) for the purpose of exploiting said other person or facilitating his exploitation by others.

The consent of a victim shall be given no consideration in case any of the methods shown in this Article are utilized”.

Victims of trafficking in human beings

According to Article 586.1 of the Anti-Trafficking Law Number 164: A victim of trafficking means any natural person who was the subject of trafficking in persons or who is reasonably considered by the competent authorities to be a victim of trafficking in persons, regardless of whether the perpetrator of the crime [of trafficking in persons] was identified, arrested, tried, or convicted.

A child victim of a criminal act is a minor of up to eighteen years of age.

Train Yourself to Train Your Colleagues

Training-of-Trainers Curriculum on Standard Operating Procedures for Identification and Referral of Trafficked Persons in Lebanon

The Train-the-Trainer (ToT) curriculum on Standard Operating Procedures for Identification and Referral of Trafficked Persons in Lebanon was developed in the framework of the Project “**Training to Enhance Lebanese Anti-trafficking Effort (TELAE): Identification, Referral and Policy Responses**” implemented by the International Centre for Migration Policy Development (ICMPD) and financially supported by the United States Department of State, Office to Monitor and Combat Trafficking in Persons. This ToT curriculum is based on the Standard Operating Procedures (SOPs) for the identification and referral of trafficked persons in Lebanon and it provides the basics for training sessions or group meetings with the purpose to deepen the understanding of the SOPs and to enhance their implementation.

In a concise definition, the SOPs is a document designed for the comprehensive assistance and support framework that integrates the process of identification and referral of trafficked persons in Lebanon and involves cooperation between different government institutions and non-governmental actors. The SOPs with their individual measures require implementation and therefore a process of familiarization with the procedures foreseen. For this reason, this curriculum was elaborated to enable users to build the capacities of their colleagues and members of relevant institutions to implement the SOPs and use them effectively as a tool to improve the procedures for identification and referral of trafficked persons in Lebanon.