

PROTECTION AND ASSISTANCE TO VICTIMS

TOPIC: PROTECTION AND ASSISTANCE TO VICTIMS

AIM: To empower personnel with the necessary knowledge, skills and values for the protection, recovery and re-integration of victims

EXPECTED OUTCOME: At the end of this Module, trainees should be able to:

- Know the type of services offered to Trafficked children and adults
- Know the importance of protecting and assisting Trafficked children and adults

OUTLINE:

1. Introduction
2. Definition of terms
3. Procedures for identification of TIP victims
4. Procedures for admitting victims to the NAPTIP shelter
5. Development of comprehensive care plan for VOTs
6. Victims Interviewing Techniques
7. Victims' rights to privacy and rights to information
8. Determinants of the Best Interests of the Child
9. Counseling principles and procedures
10. Trauma management for victims of TIP
11. Care-giving facility (Model shelters)
12. Service provision and community integration
13. Information management and social case work
14. Monitoring & Evaluation (M&E) for protection and assistance to victims
15. Referral System
16. Code of Ethics for Care Givers
17. Stress Management for Care Givers

18. Protection of Victim-Witnesses
19. Practicum
20. Services for child victims
21. Services for victims with special needs
22. Roles of various caregivers in the managements of VoTs
23. Cultural issues in the treatment of victims

1.0 Introduction

Trafficking in persons constitutes a serious violation of fundamental human rights and freedoms. Most victims of trafficking are traumatised by the physical, psychological, and sexual violence to which they have been subjected by traffickers. These victims are generally in need of accommodation, financial assistance, education, vocational training programs, and empowerment as well as assistance in family tracing/re-union. Without this support, victims are vulnerable to being re-trafficked or facing further exploitation. Children (under 18), because of their young age, are particularly traumatised, and requires special assistance in addition to the assistance provided to adults.

2.0 Definition of Terms

- **Protection:** is a legal or other formal measure intended to preserve civil liberties and rights and or use to shield person(s) away from harm.
- **Assistance:** this can simply be defined as the act of helping or lending support.
- **Victims of Trafficking:** refer to those persons who suffer the effect of human trafficking.

- **Children:** Any person under the age of 18.

3.0 Procedures for Identification of TIP Victims

Being identified as victim of human trafficking means more than simply being named as the complainant in a prosecution. When adequate anti-trafficking laws are enforced, identification of a person as a victim must begin with a process that respects their rights, provides them protection, and enables them to access services to recover from the trauma inflicted by traffickers. However, when authorities misclassify or fail to identify victims the victims lose access to justice. Even worse, when authorities misidentify trafficking victims as illegal migrants or criminals deserving punishment, those victims can be unfairly subjected to additional harm, trauma, and even punishment such as arrest, detention, deportation, or prosecution. It is in view of this that it is pertinent to properly identify victims of trafficking. The main procedure for identifying these victims is to ask questions which answer will indicate the following:

- i. That the person's travel documents were confiscated by the agents, employers and traffickers;
- ii. That the person's freedom of movement was either partially or totally curtailed;
- iii. That the person is subjected to violence or threat;
- iv. That the person have been subjected to exploitations such as sexual, economic and/or other forms of exploitation through deception, coercion, threat;
- v. That the person has suffered physical, mental abuse;
- vi. That the person had no foreknowledge of the exploitative nature of the job;
- vii. That the person is involved in debt bondage;
- viii. That the person was sold in exchange for money.

4.0 Procedures for admitting victims to the NAPTIP shelter

As victims are received into the Shelter, they are formally admitted through necessary documentation by the Shelter personnel. Some of the steps taking towards the admission of Victims are listed below. Please note that these steps are to be taking after each victim have been accorded warm reception. The steps include:

- i. Educating them on their Rights and Obligations at the Shelter
- ii. Educating them on the DOs and DON'Ts in the Shelter
- iii. Opening of Case File
- iv. Filling of Victims' Data Form
- v. Filling of Medical Assessment Form
- vi. Snapping of Photograph
- vii. Preparation of Care Plan etc

After formally admitting victims at the shelter, they are assigned each with a Care giver/Counsellor. One of the expectations from these Caregivers is to conduct Interview Sessions on the victims. This will enable the sharing of vital information with which the victim(s) can be assisted further.

1.0 Procedures for interviewing victims

General steps/ Procedures

Planning and preparation

- *Choose an appropriate location:* When possible, the survivor should decide whether she is comfortable speaking in the police

facility, or would prefer being another location (such as her home-if safe, a hospital, crisis centre or other support facility). For interviews in police facilities, a private space away from the perpetrator should be used. An interrogation room should not be used, since the woman or girl is the victim.

- *Determine if others will be present:* A trained officer (preferably a woman, although this may vary depending on the context) should conduct the interview. With agreement from the survivor, the interviewing officer may be accompanied by an additional officer and support person for the woman or girl.
- *Plan the questions to be asked:* Personnel should use an existing protocol or create a questioning guide to help sensitively identify the facts related to the incident (answering who, what, when, where why, and how).

Engage and Explain

- *Introduction:* The officer(s) should introduce themselves by name to the survivor.
- *Interview rules:* The process for the interview should be explained and informed consent should be received before the interview begins to ensure the woman or girl is comfortable with discussing the incident and understands what will follow.

Account

- *Free narrative:* The officer should start the interview by allowing the survivor to describe the incident and any other information she feels relevant, without being interrupted. Women and girls should be encouraged to explain their perspective on the events and given the time needed to fully share their experience, while

the interviewer carefully document the information as appropriate.

- *Open questions:* The officer can follow-up on the narrative by asking additional questions that allow the survivor to describe greater detail on a specific part of the incident or clarify information from the narrative (such as “tell me about”; “what happened next?”; “tell me what else you remember”; “and then what happened?”).
- *Specific questions:* Closed-ended questions that can be answered by ‘Yes’ or ‘No’ may be used last to help complete any missing information from the narrative.

Closure

- *Referrals/Safety plan:* Survivors should be made aware of the other support services available to them (medical/ psychological care; shelter; legal assistance, etc.) and where possible, police should facilitate access to those services (e.g. providing transportation to support centres, facilitating contact with advocates, etc). In cases of domestic violence, trafficking, forced marriage and honour-related crimes, it is critical that police conduct **safety planning** with women and girls at risk of future abuse before the interview concludes.
- *Conclusion:* The officer should allow the survivor another opportunity to share any additional information on the incident and ask any questions on the process or next steps. She should be informed of the actions to be taken by police (that are realistic and do not set expectations for outcomes that cannot be guaranteed) and thanked for her assistance with the process.

Evaluate

- Individual or team reflection on the interview and outcomes should be conducted to identify follow-up actions, highlight lessons learned and inform future revisions to improve the process.

(Adapted from UNODC. 2010. [Handbook on Effective police responses to violence against women](#); and UNODC, 2009. [Anti-human trafficking manual for criminal justice practitioners: Module 8: Interviewing victims of trafficking in persons who are potential witnesses](#))

Development of comprehensive care plans for VoTs:

- a. Every victim must have a care plan which is developed on the basis of the developmental needs of the victim and appropriate for his/her integration into the community.
- b. The care-plan should be based on a resource mapping of the victims' community.

1.0 Services for child victims: these services must

- a. Enhance the quality and quantity of services available to assist child victims of human trafficking.
- b. All services must be in the Best interest of the Child
- c. Provision of Guardianship for child victim of Human trafficking

INTERVIEWING TECHNIQUES

While at the Shelter each TP is assigned with a Caregiver who among other things conducts interview with Tp from time to time. The techniques adopted by caregivers in interviewing victims of trafficking indicate that the victims are accorded special treatment. These interview techniques include:

i. Rapport

Involves building a , friendly and trustfuing relationship between the victim and the caregiver..

ii. Empathy

Empathy is verbal and non-verbal expression of sensitivity and understanding of the plight of victims. Empathy is not the same thing as sympathy as there is controlled emotional involvement. Is a controlled emotional and sensitivity and rational understanding of the plight of the victims.

iii. Catharsis

Catharsis is the prodding up of a victim in a gradual process leading to a stage where it becomes apparent to the victim that his/her omissions and commissions have already been known. Thus, it is no longer necessary to hide them. It is used on victims that hide their identity and other issues about themselves. Is a confidence building up process aimed at ensuring that the victim discloses vital information about his/her experiences.

iv. Conscientization

This is an awareness creating process which attempts to attribute ones personal situation to institutional and societal failures. For example, being poor could be blamed on government's employment policy or poverty alleviation programme.

v. Verbalization

This refers to repeating what the victim has just said or concluding some words or phrases of the same sentence simultaneously or consecutively. Sometimes, such verbal expression is accompanied by non-verbal communication.

vi. Reflective counseling

Reflective counseling is the building of the self-confidence of a victim, such that the victim acquires the capacity and means to mobilize and use those potentials.

vii. Confidence building

This technique involves responding to questions and getting the victim to realize that his/her personal problem could be resolved by him/her, and how they can also work with the agency towards the resolution of their problems.

viii. Observation of non-verbal cues

Non-verbal cue/communication refers to expressive behaviour between the victim and the client usually through gestures, facial expressions, bodily postures, emotional state, voice tone, and conversational flow.

ix. Home visiting

This involves going to the residence of the victim and studying the social and physical environment to determine how that environment has contributed to the victim's problem.

6.0 Victims' rights to privacy and rights to information

In handling Victims of trafficking the following Four Ps are important:

›

Participation – No longer an interloper ›

Protection – Personal physical & emotional protection not just societal protection ›

Privacy – My personal life is irrelevant until proven otherwise ›

Property – Restitution

The core rights for victims of crime include:

- The right to be treated with fairness, dignity, sensitivity, and respect;
- The right to attend and be present at criminal justice proceedings;
- The right to be heard in the criminal justice process, including the right to confer with the prosecutor and submit a victim impact statement at sentencing, parole, and other similar proceedings;
- The right to be informed of proceedings and events in the criminal justice process, including the release or escape of the offender, legal rights and remedies, and available benefits and services, and access to records, referrals, and other information;
- The right to protection from intimidation and harassment;
- The right to restitution from the offender;
- The right to privacy;
- The right to apply for crime victim compensation;
- The right to restitution from the offender;
- The right to the expeditious return of personal property seized as evidence whenever possible;
- The right to a speedy trial and other proceedings free from unreasonable delay;
- The right to enforcement of these rights and access to other available remedies.

A Victim of trafficking in persons is to be treated with fairness and respect for his or her privacy and dignity, and to be free from

intimidation, harassment, and abuse, throughout the criminal or juvenile justice process. ›

To have the safety of the victim and the victim's family considered in granting bail and release conditions for the defendant.

Justice will only be served when the victims ask for their rights including rights to privacy and for information;› When courts enforce those rights ;› When systems begin routinely complying with those rights.

7.0 Determinants of the Best Interests of the Child (BID)

A best interest determination describes the formal process designed to determine the child's best interests for particularly important decisions affecting the child, which require stricter procedural safeguards. Such process should ensure adequate child participation without discrimination. It should also allow the views of the child to be given due weight in accordance with age and maturity. It involves decision-makers with relevant areas of expertise, and balances all relevant factors in order to assess the best option.

7.1 Purpose of the Best Interest Determination

Identifying the most appropriate durable solution for an unaccompanied or separated trafficked child generally requires carefully balancing many factors. Decisions on voluntary repatriation, resettlement or local integration are likely to have a fundamental and long-term impact on the child. Before taking such decisions a BID must be carried out to ensure sufficient focus on the child's rights when choosing:

- the most appropriate durable solution, and
- the right time for it.

7.2 BID Procedure and Decision-Making

- Setting up a BID procedure

- Procedural safeguards
- Establishing Standard Operating Procedures (SOPs)
- Designating a BID supervisor
- Assigning responsibility for collecting information
- Establishing a BID panel
- Working with interpreters and guardians
- Simplified procedures for particular situations
- Collecting information
 - Verifying existing information on the child
 - Exploring the views of the child
 - Interviewing family members and other persons close to the child
 - Relevant background information
 - Seeking the views of experts
- Balancing competing rights in making a decision
 - Views of the child
 - Views of family members and others close to the child
 - Safety as a priority
 - The importance of the family and of close relationships
 - Nurturing the development needs of the child
 - Balancing best interests of the child with rights of others
- Informing the child and follow-up measures
- Keeping records

7.3 FACTORS THAT DETERMINE A CHILD'S "BEST INTERESTS" CHECKLIST

All factors listed below are of relevance when determining which among the available options is in the child's best interests, including identifying the follow-up measures required. The weight of each factor inevitably varies according to the individual child.

7.4 VIEWS OF THE CHILD

- Child's wishes and feelings and were these obtained from the child directly?
- The weight to be given to them, in light of the child's age and maturity;

- Child's ability to comprehend and assess the implications of the various options.

7.5 SAFE ENVIRONMENT

- Safety is normally a priority. Exposure or likely exposure to severe harm usually outweighs other factors. Consider:
 - safety in the geographical location/household under consideration
 - availability of life-saving medical treatment for sick children
 - past harm (frequency, patterns, trends)
 - ability to monitor
 - whether root causes of past harm still persist.

7.6 FAMILY AND CLOSE RELATIONSHIPS

a) General factors:

- Quality and duration of the relationship and degree of attachment of the child to:
 - siblings
 - other family members
 - other adults or children in the cultural community
 - any potential care-giver;
- Potential effect of separation from family or change in care-givers on the child;
- Capacity of current and potential future care-givers to care for the child;
- Views of persons close to the child, where relevant.

b) Factors specifically relevant to durable solutions for unaccompanied or separated children:

- Possibility of family reunification (normally presumed to be in the best interests). Consider whether:
 - tracing has been initiated and its results
 - the efforts made to contact the parents/family directly
 - the family relationship to the child has been verified
 - the child and family member are willing to be reunited and, if not reasons for any reluctance.

c) Factors specifically relevant to temporary care arrangements:

- Retention of family and sibling relationships;

- Prospects for care in a family setting;
- Prospects of using community care systems (provided they are safe and effective).

d) Factors specifically relevant to separation of a child from parents against their will (normally strongly discouraged):

- The views of both and the weight to be attached to them;
- Quality of the relationship between the child and parents and likely effect of separation;
- Capacity of parents to care for the child;
- Capacity of extended family members to care for the child;
- Considerations of proportionality in cases involving removal from family.

Consider:

- options for addressing problems in a less intrusive way
- maintaining a minimal continuity of contact (e.g. under supervision)
- separation for the shortest duration and early deadline for review;

- Access rights.

7.7 DEVELOPMENT AND IDENTITY NEEDS

- The child's cultural and community network;
- Continuity in the child's ethnic, religious, cultural and linguistic background;
- Specific considerations based on age, sex, ability, and other characteristics of the child;
- Particular physical or emotional needs;
- Physical and mental health considerations;
- Educational needs;
- Prospects for successful transition to adulthood (employment, marriage, own family).

7.8 Family reunification

Family reunification, whenever feasible, should generally be regarded as being in the best interests of the child. Once the family is traced, family relationships verified and the willingness of the child and the

family members to be reunited has been confirmed, the process should not normally be delayed by a BID procedure. However, prior to supporting reunification, an assessment needs to be made by NAPTIP as to whether it exposes or is likely to expose the child to abuse or neglect. This assessment should be based, inter alia, on any verifications already undertaken by the competent authorities of the State receiving the child. If there are reasonable grounds to believe that the reunification exposes or is likely to expose the child to such a risk, NAPTIP must verify through a BID whether family reunification is indeed in the child's best interests. The checklist below can be used to determine this and identify if a BID is necessary. This precaution is also important to reduce the risk of trafficking.

7.9 FAMILY REUNIFICATION CHECKLIST TO DETERMINE IF A BID IS REQUIRED

This checklist should be completed before facilitating family reunification. A BID, normally in its simplified form, is required if **any of the following statements applies**

(please tick relevant boxes):

- The child is not registered with UNHCR and after all reasonable efforts, information gathered on the child and his or her family, remains insufficient to make an informed decision as to whether family reunification could lead to violations of the rights of the child.
- Doubts exist as to the legitimacy of the family relationship.
- Family members have provided false information about essential facts relating to the reunification (e.g. identity of family members).
- There are indications of past or current child abuse or neglect within the household that the child will join.
- The family member that the child will join lives in an environment (in detention, in an area affected by armed conflict or natural disaster, etc.) which is likely to expose the child to physical or emotional harm.

- The child has disclosed past abuse or neglect, or fears of future harm.
- Reunification will or is likely to expose the child to abuse or neglect.
- The family member that the child will join is not his or her father or mother.
- The child is reluctant to be reunited with the family member(s).
- The child and the family member that s/he is joining have never lived together, or have not lived together for a significant period.
- The reunification will result in the child being separated from a family member who is close to the child or with whom there has been a dependency, and/or could affect custodial rights or contact with a family member.

Checklist completed by: (Name & function)

(Signature)

Date:

Reviewed by: (Name & function)

(Signature)

Date:

8.0 Counseling Principles and Procedures

8.1 Principles:

- **Individualization**

This principle involves respect and recognition of the unique qualities and potentials of victims and its application in meeting with the peculiar problems.

- **Acceptance**

Each victim is recognized within the framework of his/her intrinsic value irrespective of failures or successes, social and economic status in the society. There is no unfair treatment with respect to age, gender, race, religion, language etc.

- **Purposeful expression of feelings**

In line with the Constitution, which guarantees freedom of expression, the victim is enabled to ventilate and release negative feelings, thereby providing the case worker the needed information to assist the victim. Children also have the right to be heard, in accordance with their age and maturity, in relation to any decisions concerning them.

- **Nonjudgmental attitude**

There is the recognition of the fact that the casework excludes assigning any blame or innocence on a victim but should include an evaluation of the victim's attitudes, actions and inactions, which though it may fall below the expected standards, the case worker by practice is positioned to help the victim recover.

- **Controlled emotional involvement**

This is the recognition and expression of sensitivity, understanding of the victim's problem and the appropriate response to his/her needs. It includes empathy and acceptance but excludes sympathy and thereby reduces stress trauma.

- **Confidentiality**

It is the strict preservation of information concerning the victim, which is obtained during the casework process with him/her. The sharing of any information relating to an adult

victim should only be done with that adult's informed consent. The sharing of any information relating to a child victim should only be done with the child's informed consent if they are old enough and mature enough, or with their parent, guardian or caregiver's consent, if the child is too young to understand.

- **Best Interest of the Child**

The best interests of the child is a child rights principle, which derives from Article 3 of the UN Convention on the Rights of the Child, which says that “in all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be a primary consideration”. Assessing the best interests of a child means to evaluate and balance “all the elements necessary to make a decision in a specific situation for a specific individual child or group of children”. This should be carried out in respect of all child rights as contained in the UN Convention on the Rights of the Child and the Nigerian Child Rights Act.

The following aspects are relevant for the best interests of the child:

- The child's views and aspirations;
- The identity of the child, including age and gender, personal history and background;
- The care, protection and safety of the child;
- The child's well-being;
- The family environment, family relations and contact;
- Social contacts of the child with peers and adults;

- Situations of vulnerability, i.e. the risks that the child is facing and the sources of protection, resiliency and empowerment;
- The child's skills and evolving capacities;
- The rights and needs with regard to health and education;
- The development of the child and her or his gradual transition into adulthood and an independent life;
- Any other specific needs of the child

9.0 Trauma management for victims

Trauma is one of the psychological experiences suffered by victims. Thus, it is necessary for Trainees to know how to manage Victims and their Trauma and to achieve this, Trainees should know:

- The office requirements for effective identification of Trauma
- The processes of behavioral assessment of trauma
- The procedures for the observation of Trauma

Office requirements for effective identification of trauma:

- Reception hall/office should be well arranged and tidied up:
- Room should have psychological test equipments and case recording materials ready
- Room should be well ventilated and free from pollution and other stressors
- Room should guarantee absolute privacy – no interruptions during casework
- Provision of light refreshment
- A female victim (woman or girl) should not be left alone with only male personnel.
- A child victim should not be left alone with only one adult member of staff.

Processes of behavioral assessment of trauma

Personnel should pay attention to:

- The victim's own description of their experiences
- Grooming/personal hygiene
- Facial expression
- Body movement
- Voice
- Mannerisms

Procedure for the observation of trauma

The following procedures are important for identifying trauma:

- Prepare a checklist of characteristics of a traumatized victim
- Observe the appearance of the victim using your checklist
- Observe the behavior and verbal expression of the victim.
- Observe one victim at a time
- Validate your result with another observation (that of another counsellor or your previous /second observation)

10.0 Care-giving facility (Model shelters):

The victims of trafficking have short and long term needs for accommodation. The nature of the accommodation they need may evolve as their individual situation changes and they advance in their process of re-integration. Children have special needs in this regard, which should be provided for, and should not generally be accommodated in a shelter with adults. To this end, there are:

- Short-term shelters and,
- Long-term shelters

11.0 Service provision and community integration

While at the shelter victims are provided with different services as part of their healing process. These services include:

Reception, Identification, Health care services, Counselling & Psychosocial Therapy, Education, Vocational Skill training, Family Tracing, Return/Repatriation etc

12.0 Information management and social case work

Information management encompasses the collection and management of information from one or more sources and distribution to one or more audiences who have a stake in the information or have right to it. Information management therefore involves the organizations and control over the structure, processing and delivery of information and bearing in mind the principle of Need-to-Know.

Case-work Record

Case-work recording can be described as the written material contained in the social work files of people using social work services. Recording is a crucial part of day to day social work practice and takes up a substantial amount of practitioners' time. Recording involves:

- writing down the work you do;
- noting the progress people make towards their desired
- outcomes;
- including the views of the person;
- analysis and assessment; and
- the case history of the person and its interpretation;
- keeping records confidential and only sharing them with the consent of the victim.

As a social worker one must be accountable for the quality of one's work and take responsibility for maintaining and improving on knowledge and skills.

Purpose of Case-work recording

- documenting the involvement with the individual;
- avoiding repeated interviews with the same individual about the same information;
- informing assessment and care planning;
- enabling practitioners to review and reflect on their work
- ensuring accountability of personnel;
- meeting statutory requirements;
- providing ground for further investigations;
- providing evidence for legal proceedings;
- enabling continuity when a new worker takes over the case;
- providing performance information.

13.0 Monitoring and Evaluation (M&E) for Protection and Assistance to Victims

To ensure the success and sustainability of the entire protection and assistance programme, monitoring and evaluation must be undertaken periodically.

14.0 Referral System

The complexity of the crime of TIPs, warrants a multidisciplinary and coordinated approach, involving all sectors of the society, whether in countries of origin, transit or destination. In assisting victims of human trafficking, care providers, governments, law enforcement agencies, CSOs and other actors must work together for an effective referral system.

15.0 Code of Ethics for Caregivers

The Code of Ethics for Caregivers explains among others, the expected behaviour of any Caregiver when carrying out his/her protection and assistance services for victims. These include:

i. That the Caregiver should never:

- use any form of physical "punishment" including hitting, physical assault and physical abuse;
- enter into any form of sexual or immoral relations with children;
- engage in any form of inappropriate physical behaviour such as, kissing, hugging or suggestively touching a child;
- act in a manner or organise activities which are abusive or place children at risk of abuse;
- develop abusive or exploitative relations with children;
- use language or act in a physically or sexually provocative and inappropriate manner towards children;
- stay overnight alone in the same room with any child;
- invite a child/children to their place of residence;
- do things for children of a personal nature which they are capable of doing for themselves;
- condone or participate in activities where the child's behaviour is likely to lead to abusive or immoral acts;
- shame, humiliate, belittle or degrade any child or engage in emotional abuse;
- give preferential treatment to a child i.e. gifts, sponsorships, money;

- spend excessive time alone with a child to the exclusion of others;
- take images of children (photographs, video etc) which are detrimental or explicit and undermine the child's dignity;
- make comments at any time to the media on child protection matters except where permission for such has been previously granted by Management.

ii. Furthermore, the Caregiver should never:

- quarrel among themselves;
- engage in physical fighting;
- engage in acts, verbal or otherwise, that could be misconstrued by or are misleading to children;
- shame, humiliate or degrade a colleague before children;
- use children as objects of jokes among themselves;
- engage in rumour mongering and gossip;
- enter into any form of sexual relations with one another or other persons within the shelter premises.

iii. Also Caregiver should:

- treat each other with due respect and politeness;
- dress and behave appropriately in the presence of children;
- respect constituted authority and regulations and encourage others to do the same;
- adhere to the code of conduct and other regulations operative in the shelter.

16.0 Stress Management for Care Givers

Caregivers are exposed to a series of risks in terms of health and other environmental hazards; hence, management is expected to be committed to the safety and well-being of caregivers (including that of victims and visitors to the Shelters). They should maintain an environmental health and safety program that conforms with and/or exceeds all applicable environmental, health and safety standards and regulations. They should provide on-going education and training to caregivers that will assist them to appropriately respond to potential acts of threat to their safety in and around the Shelter facilities.

The emotional and physical demands involved with care giving can strain even the most resilient person. That's why it is so important to take advantage of the many resources and tools available to help you provide care for your loved one. Remember, if you do not take care of yourself, you will not be able to care for anyone else.

To help manage caregiver stress the following are important:

- **Accept help.** Be prepared with a list of ways that others can help you, and let the helper choose what he or she would like to do. For instance, one person might be willing to take the person you care for on a walk a couple of times a week. Someone else might offer to pick up groceries or cook for you.
- **Focus on what you are able to provide.** It's normal to feel guilty sometimes, but understand that no one is a "perfect" caregiver. Believe that you are doing the best you can and making the best decisions you can at any given time.
- **Set realistic goals.** Break large tasks into smaller steps that you can do one at a time. Prioritize, make lists and establish a daily

routine. Begin to say no to requests that are draining, such as hosting holiday meals.

- **Get connected.** Find out about caregiving resources in your community. Many communities have classes specifically about the disease your loved one is facing. Caregiving services such as transportation and meal delivery may be available.
- **Join a support group.** A support group can provide validation and encouragement, as well as problem-solving strategies for difficult situations. People in support groups understand what you may be going through. A support group can also be a good place to create meaningful friendships.
- **Seek social support.** Make an effort to stay well-connected with family and friends who can offer nonjudgmental emotional support. Set aside time each week for connecting, even if it's just a walk with a friend.
- **Set personal health goals.** For example, set a goal to establish a good sleep routine or to find time to be physically active on most days of the week. It's also crucial to fuel your body with healthy foods and plenty of water.
- **See your doctor.** Get recommended immunizations and screenings. Make sure to tell your doctor that you're a caregiver. Don't hesitate to mention any concerns or symptoms you have.

17.0 Protection of victims-witnesses

The cooperation of victims and witnesses is crucial to achieving successful prosecution of criminal offenders and dismantling criminal groups. Victims and witnesses that receive appropriate and adequate care and support are more likely to cooperate with criminal justice system in bringing perpetrators of crime to justice. Law enforcement practitioners in criminal justice system should provide necessary

protection and assistance to victims if they must win the war against crime.

Victim-witness protection is the protection accorded to a threatened witness or any person involved in the justice system, including defendants and other clients, before, during and after trial (Wikipedia.org). It is to remove or alleviate the trauma and frequently devastating effects of crime of violence on the lives of victims, witnesses and their families bearing in mind that the cooperation of victims and witnesses is crucial to achieving successful prosecution of criminal offenders and dismantling organised criminal groups.

Victims and witnesses of crime are exposed to risks of varying degrees including the following;

- Labour
- Sexual exploitation
- Torture
- Physical, emotional and psychological abuse
- Malnutrition and hunger
- Mental retardation
- Criminal activities and networks

Practicum:

- a. Is a course, often in a specialized field of study (TIP), that is designed to give students supervised practical application of a previously or concurrently studied theory.
- b. It is also called **work placement**, especially in the [UK](#).
- c. The process resembles an [internship](#); however, the latter is often not part of the [school](#) program.

2.0 Services for child victims: these services must

- d. Enhance the quality and quantity of services available to assist child victims of human trafficking.

- e. All services must be in the Best interest of the Child
- f. Provision of Guardianship for child victim of Human trafficking

8.0 Services for victims with special needs.

These services include the following:

- a. Provision of guidelines for interacting with adult and adolescent victims of crime who have communication and/or intellectual disabilities.
- b. Provision of information to It also helps law enforcement personnel gain a deeper understanding of the lives, personal attributes, and abilities of individuals with disabilities.

Roles of various care-givers in the management of VoTs

- **Social Workers:** the roles of a social worker include the following:
 - a. Must provide protection and assistance services to TPs the best possible assistance to anybody seeking help and advice without discrimination
 - b. Ensure that The principles of social justice is upheld in victims management.
 - c. Establish a trustingful and friendly relationship with TPs in order win their confidence
- **Counselors:**
 - a) Help TP cope with emotions and feelings ascertain the various reasons why persons are trafficked;
 - b) formulate appropriate interventions for the protection and assistance of different categories of TPs;
 - c) facilitate the identification and prosecution of traffickers;

- d) encourage TPs to overcome [the fear of traffickers because of oath taking and threats](#), thereby escaping the cycle of being re-trafficked;
- e) rebuild the confidence and enhance the independence of the victims.
- **Psychologist:**
 - a. Ensure that the victim attain emotional balance
 - b. Asssit the victim to cope with trauma.
 - c. Asssit the victim develop a healthy self Esteem and self confidence .
- **Health Workers :**
 - a) Assist victim in Accessing adequate medical services
 - b) Providing medical assistance to victims in line with their Religious and cultural beliefs.
 - c) Counsels the victim on how to take care of their Health
Counsels the victim on how to take care of their Health

Cultural/Religion issues in the management of Victims

One of the many challenges in working with victims of trafficking is that they may actively resist assistance being offered to them if their Culture or Religion is not adequately recognized.

Culture is the way of life of a people and these victims come from different backgrounds and practice different Religions. A Christian or Muslim victim should be allowed to practice their Religion while being cared for. Likewise victims who dress based on their culture or who have certain cultural preferences should be accepted and treated as other victims in their care.

10.0 Linguistic issue in the management of victims: Victims come from different areas and speak different languages that can be found within and outside the Country. Hence there is need for language

interpreter where the counselor does not understand the language spoken the TP..

Summary

This module has exposed trainees to what constitute protection and assistance to trafficked persons.

ACTIVITY

1. Mention some of the services offered to victims of trafficking.
2. List the principles and guidelines of protection and assistance services.

Reference(s)

1. UNHCR Guidelines on Determining the Best Interests of the Child. May 2008
2. 2010. *Handbook on Effective police responses to violence against women*;
3. UNODC, 2009. *Anti-human trafficking manual for criminal justice practitioners: Module 8: Interviewing victims of trafficking in persons who are potential witnesses*