

PATHWAYS TO YOUTH EMPOWERMENT: A SURVIVOR-CENTERED APPROACH FOR HEALING AND SUPPORT

TOOLKIT FOR SERVICE PROVIDERS,
EDUCATORS, AND YOUTH ADVOCATES

YOUTH ALLIANCE AGAINST
HUMAN TRAFFICKING



Acknowledgements

Youth Alliance Against Human Trafficking Committee

We extend our deepest gratitude to everyone who contributed to the creation of this toolkit. This resource would not have been possible without many individuals and organizations' collaboration, dedication, and expertise. Most importantly, we want to give a heartfelt thank you to Youth Alliance Against Human Trafficking members with lived experiences whose voices, insights, and resilience have guided and shaped this work. Your strength continues to inspire us every day.

Partners

We would like to recognize the support of the Ministry of Children, Community and Social Services for their contributions, support, and funding, which made this toolkit possible, as well as our partner organizations that provided invaluable support throughout the development of this toolkit.




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Ministry of
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Table of Contents

Foreword by the Co-Executive Director	02
Land Acknowledgement	03
Chapter 1. Introduction	04
Chapter 2. Support Facilitation	11
Chapter 3. Accessibility of Services	15
Chapter 4. Building Bridges: Enhancing Inter-Organization Communication	23
Chapter 5. Holistic Approach to Survivor Support	26
Chapter 6. Conclusion: Empathy and Understanding in Service Provision	40
Glossary of Terms	44



Foreword by the Co-Executive Director

At the FCJ Refugee Centre, we have strived to establish safe spaces and services for marginalized voices. Our main goal has remained the support and empowerment of people affected by displacement and exploitation. The Pathways to Empowerment Toolkit is another effort in this work. Many young people do not know that Human Trafficking is a serious and huge problem. This lack of information makes it easier for the traffickers to deceive them. We identified a need for a resource to fill the gap in service provision that would assist youth and service providers to identify and report human trafficking, prevent it, and most importantly, support survivors. This toolkit ensures that the survivors get the respect, care, and support they require.

Five years ago, we started the Youth Alliance Against Human Trafficking to raise awareness and create leadership among young people. We have focused on labour exploitation because it is often overlooked, and yet it affects many people. This toolkit is for youth, service providers, and educators to provide information on human trafficking as well as measures that can be taken to prevent it and respond to it. We ask service providers, advocates, and young leaders to use this toolkit, share the information with others, and contribute to the creation of safer communities as we launch this toolkit. It takes all of us to end human trafficking and by using the right tools and knowledge we can make a real change.

We hope that this toolkit serves as valuable resources for those working directly with survivors and most importantly as a source of empowerment for those who have endured violence and exploitation. We can empower survivors and prevent future exploitation by working together.



Tsering Lhamo,
Co-Executive Director, FCJ Refugee Centre

Land Acknowledgement

We would like to acknowledge that this toolkit was created on the traditional territories of many nations, including the Anishinaabe, the Haudenosaunee, the Wendat, and the Mississaugas of the Credit. Toronto is covered by Treaty 13 with the Mississaugas of the Credit and remains home to diverse Indigenous Peoples from across Turtle Island.

We recognize the ongoing presence and resilience of Indigenous communities and their connection to this land. As settlers, newcomers, and guests, it is our collective responsibility to respect and care for these lands while working toward truth, reconciliation, and justice.

CHAPTER 1. INTRODUCTION

Human trafficking is a complex and pressing issue that affects individuals globally, including right here in Ontario. This toolkit aims to raise awareness, provide vital information, and equip both youth and service providers with the tools necessary to prevent, identify, and respond to cases of human trafficking. Understanding human trafficking in its various forms is essential for creating proactive measures to protect vulnerable populations, particularly migrant youth, who are often targeted by traffickers.

1.1 Overview of Human Trafficking

Human trafficking occurs in every region of the world. [UN Palermo Protocol](#) defines human trafficking as the recruitment, transportation, or harboring of people for the purpose of exploitation. The protocol also defines exploitation as including forced labor, slavery, and sexual exploitation. Common forms of trafficking include:



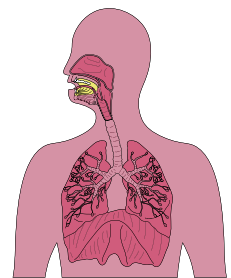
Sex Trafficking:
Forcing or coercing individuals, often women and girls, into the commercial sex trade.



Labour Trafficking:
Exploiting individuals through forced labour, typically in sectors such as agriculture, manufacturing, domestic work, or construction.



Child Trafficking:
The exploitation of children for labour, sexual purposes, or other forms of exploitation such as child soldiers.



Organ Trafficking:
The illegal trade of organs, where victims are forced or deceived into giving up their organs.

1.2 Spectrum of Exploitation

According to the Canadian Network to End Exploitation, exploitation is a complex phenomenon that intersects with social, economic, and legal systems. It exists on a spectrum, with decent work at one end and human trafficking at the other. However, experiences of exploitation are shaped by factors such as precarious work, labour violations, human rights violations, systemic oppression, and, most importantly, individual choice. Recognizing exploitation as a spectrum provides a more nuanced understanding of individuals' experiences and helps determine appropriate remedies. This framework empowers individuals to seek the support they need while preventing regression along the spectrum and reducing harm caused by rigid definitions and one-size-fits-all approaches from service providers.



Labour Violations

These violations exist in terms of worker safety and employment.

They include but aren't limited to: unsafe conditions, violence, sexual abuse, excessive hours, withheld wages and unpaid labour.

Labour Violations

Remedies: Workers can file labour standards complaints and pressure their employer for better treatment.

Human Rights Violations

Remedies: Individuals can file a complaint with a Human Rights Commission (but not all provinces have them).

Criminal Code Violations

Remedies: Individuals can contact the police or any law enforcement agency and call for help.

Human Trafficking

Remedies: Individuals can contact the police and seek a response based on the Immigration and Refugee Protection Act.

For migrant workers, the potential outcomes could support immigration claims.

Human Rights Violations

Human rights are breached when individuals experience discrimination, harassment, slavery, isolation, confinement and other cruel, inhuman and degrading treatment. This can happen to migrant workers or exist in situations like forced begging and marriage.

Criminal Code Violations

Employers commit a crime when they take and withhold a worker's passport and identification, practice fraud and extortion, make threats, or subject their workers to violence and/or harassment.

Human Trafficking

Exploitation violates areas of the criminal code that are specific to human trafficking when there is punishment, threats of deportation or towards workers' families, forced prostitution and/or psychological control of migrant workers.

Potential Outcomes: There may be a labour justice response as well as civil or administrative sanctions against the employer.

Potential Outcomes: A Human Rights Tribunal response may ensure appropriate treatment.

Potential Outcomes: There may be damages awarded, prosecution and a criminal justice response.

Potential Outcomes: Individuals may receive damages and the perpetrators could be prosecuted.

1.3 Statistics and Impact in Ontario

Ontario is a hotspot for human trafficking in Canada, with a large portion of cases occurring in urban centers such as Toronto. According to recent statistics by [StatCan](#):

- In 2023, Ontario and Nova Scotia had the highest number of police-reported human trafficking cases in Canada, with Ontario recording a rate of 2.1 incidents per 100,000 people, above the national average of 1.4 incidents. Most of these cases occurred in metropolitan areas.
- Approximately 93% of victims in Canada are women and girls, with the majority under 25 years old. A large percentage of victims are recruited before the age of 18. Indigenous women and girls are disproportionately represented, with an estimated 50% of trafficked women in Canada being Indigenous.
- Between 2013 to 2023, 4500 incidents of human trafficking were reported to police.
- **Human trafficking cases are often underreported** given the underground nature and perceived risks in cases involving migrants with precarious status due to fear of deportation, criminalization and reprisals. Many victims face long-term trauma, including physical, and mental health challenges, and social reintegration issues.

1.4 Importance of Prevention



IMPORTANT!

Service providers and grassroots organizations are essential in identifying and supporting at-risk youth by offering education, safe spaces, and trusted adults for intervention and prevention.

Youth are a high-risk group for human trafficking, migrant youth, particularly young women, 2SLGBTQ+ youth, and those from marginalized communities or people in difficult circumstances, especially those with precarious immigration status. Due to their vulnerability, traffickers often target them through manipulation, social media, and other means of deception. Engaging youth in the fight against human trafficking is crucial because:

- 1 Youth are often the first to encounter or witness trafficking risks within their peer groups.
- 2 Migrant youth may be recruited from their country of origin, pre-arrival to Canada, with promises of employment and immigration status.

Notes

- 3 Peer-to-peer education can be a powerful tool in spreading awareness and creating safe environments.
- 4 Youth are more likely to trust and relate to service providers who are informed and equipped to offer help.
- 5 Involving youth in prevention efforts empowers them to take control of their safety and well-being.

Labour trafficking impacts many youth who come to Canada with dreams of supporting their families or pursuing education. Often unaware of their rights, they are exploited through deceptive job offers, forced into unsafe working conditions, and denied fair wages. **This experience leaves them vulnerable, isolated, and at risk of losing the opportunities they came seeking.**

Long-Term Impact of Trafficking on Individuals and Communities:

The effects of human trafficking extend far beyond the immediate victim. On an individual level, trafficking victims often experience long-term physical and psychological damage, including PTSD, anxiety, depression, substance abuse, and chronic health issues. Economically, victims may struggle to reintegrate into the workforce, further perpetuating cycles of poverty and vulnerability.

On a community level, human trafficking destabilizes social structures, promotes violence, and creates a sense of fear and insecurity. It also places immense strain on healthcare, legal, and social services as communities work to provide support and recovery services for survivors especially for communities unequipped to support migrant youth. The long-term societal impact includes generational trauma and the erosion of trust between community members, making prevention efforts all the more critical for safeguarding future generations.

This toolkit, therefore, not only serves to inform but also fosters a community-wide approach to eradicating human trafficking and promoting safer, more resilient environments for everyone, particularly youth.

1.5 Defining Youth

In this toolkit, the Youth Alliance Against Human Trafficking collaborates with individuals aged 13 to 25. Therefore, any reference to "youth" within this toolkit pertains to this age group. Additionally, the participants of the Youth Alliance study ranged in the same age group.

For the purposes of the Youth Alliance Against Human Trafficking, participants were selected based on this age range to ensure the experiences and perspectives of this group were accurately represented. This definition aligns with our commitment to addressing the specific needs and vulnerabilities of young individuals affected by or at risk of human trafficking.



The FCJ Youth Network during one of its sessions, March 13 2024

1.6 Youth Alliance Against Human Trafficking Throughout the Years

This project provides access to wrap-around support for migrant youth at risk of or with lived experience of human trafficking for the intent of labour and sexual exploitation.

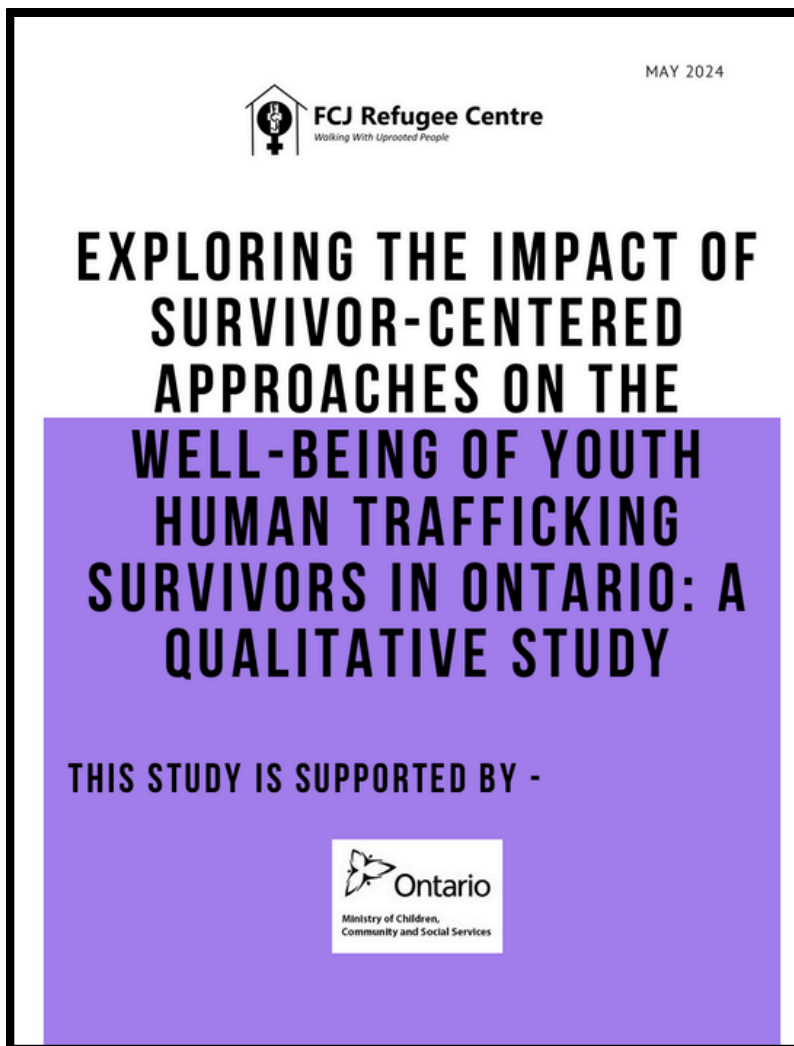
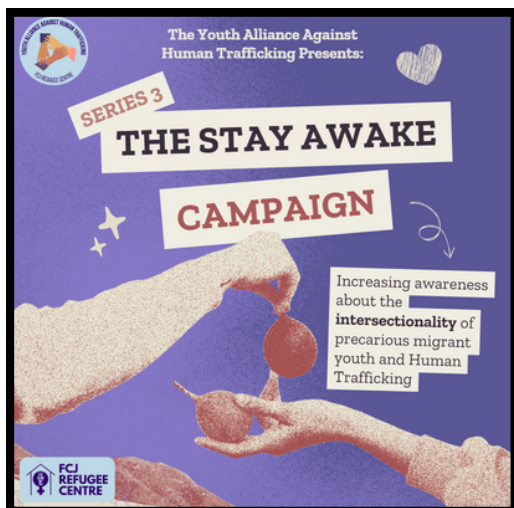
It implements a peer-to-peer approach in connecting individuals with lived experiences to inclusive and appropriate resources. The Steering Committee members comprises of youth with lived experience, or at-risk, of human trafficking and service providers such as FCJ Refugee Centre, Aura Freedom, Centre for Refugee Children, and White Ribbon.

Additionally, the program conducts a youth-led preventative strategy in providing materials and hosting information sessions with the goal of increasing awareness about the intersectionality of youth and human trafficking and increasing the capacity of service providers to support youth.

This project supports migrant youth who are 14 – 24 years old.

Some of the components of the Youth Alliance against Human Trafficking throughout the years is the monthly Podcast “Superheroes without Borders”, the annual “Stay Awake Campaign” in social media to show the impact of survivor-centered approaches on the well-being of youth human trafficking survivors in Ontario.

Moreover, in May 2024 the Youth Alliance concluded “Exploring the Impact of Survivor-centered Approaches on the Well-being of Youth Human Trafficking Survivors in Ontario: A Qualitative Study”, a study that sheds light on the critical need to rethink support mechanisms for youth human trafficking survivors in Ontario.



This research contributes valuable insights to the ongoing discourse on survivor-centered approaches, providing empirical evidence to enhance both practice and policy, ultimately aiming to improve the well-being of youth survivors in Ontario's urban landscape. By embracing principles of empathy, flexibility, and inter-organizational collaboration, we can create a more supportive environment conducive to healing and empowerment.

1.7 A Toolkit With A Survivor-Centered Approach

A survivor-centered approach prioritizes the rights of each survivor, ensuring they are treated with dignity and respect. By focusing on the survivor's needs and experiences, this approach supports their recovery, minimizes the risk of additional harm, and empowers their sense of agency and self-determination. Implementing this approach involves fostering a trusting relationship that prioritizes the survivor's emotional and physical safety while helping them regain a sense of control over their life.

4 principles: Confidentiality, Safety, Respect, Non-discrimination

1.8 Purpose of the Toolkit

In 2023 the Youth Alliance conducted a qualitative study with youth survivors of Human Trafficking to identify the gaps in current service provision given by service providers. Through the study few recommendations and themes were observed which were later realized in this toolkit. By working with the Youth Alliance, this toolkit was brought about through a collective effort of youth survivors, youth advocates, and service providers.

The toolkit is designed to educate, empower, and provide resources for youth, educators, and service providers to understand the realities of human trafficking and take action to prevent it, but most importantly deliver prompt and adequate services with a survivor-centered approach. The goal is to offer practical strategies, tools, and resources for intervention and to create a network of informed individuals and organizations that work collectively to reduce human trafficking in Ontario and equip vulnerable young people with the information they need to make informed decisions about their lives and futures.

CHAPTER 2. SUPPORT GROUP FACILITATION

2.1 Support Group Definition

According to [Mental Health America](#), a support group is a collection of individuals who share similar issues and experiences and who come together to offer moral and emotional support to one another. They facilitate the development of social networks, foster a feeling of community, and serve as a source of sympathetic understanding. Meetings can be conducted online, over the phone, or in person. While some groups have a set start and end time or number of sessions, others are continuous. These groups foster empowerment, healing, and coping strategies to navigate the aftermath of traumatic experiences.

Facilitated by trained professionals or individuals experienced in trauma support, participants can explore their thoughts, feelings, and challenges without fear of judgment. Additionally, survivors benefit from the shared wisdom and strategies of peers who are also working toward recovery and resilience.



2.2 Guidelines for Setting Up Support Groups

These guidelines were developed through discussions with Youth Alliance members, insights from the FCJ Refugee Centre's service provider experience, and additional resources such as the [Mental Health Commission of Canada](#), [International OCD Foundations](#) and [Self Help Connection](#).



Step 1: Define the Purpose and Scope of the Group

- **Identify the target population:** Decide whether the group will support survivors of specific trauma types (e.g., human trafficking, domestic violence, or labour exploitation).
- **Clarify objectives:** Determine the group's goals, such as sharing experiences, offering emotional support, or discussing coping strategies.
- **Set boundaries and limits:** Clearly outline what topics will be addressed to foster a sense of safety and focus.

Step 2: Secure a Safe and Accessible Location

- **Choose a welcoming space:** Ensure the location is private, quiet, comfortable, and easily accessible, with facilities like restrooms available and accessible for all.
- **Consider virtual options:** If in-person meetings aren't feasible, set up secure virtual platforms (e.g., encrypted video calls) to maintain confidentiality and accessibility.



Step 3: Establish Group Leadership

- **Select facilitators:** Choose trained facilitators with expertise in trauma-informed care, active listening, and empathy. A background in social work or counseling is an asset.
- **Define roles:** Decide whether facilitators will lead discussions or act as guides, allowing participants to shape the conversation.



Step 4: Set Ground Rules

- **Confidentiality:** Ensure participants understand that everything shared stays within the group.
- **Respect and non-judgment:** Create an environment where everyone feels respected and free from criticism.
- **Voluntary participation:** Allow members to engage at their own comfort level.
- **Right to pass:** Empower participants to opt out of sharing if they're not ready.



Step 5: Create a Trauma-Informed Environment

- **Encourage emotional safety:** Foster an atmosphere where participants can express emotions without fear.
- **Promote sensory comfort:** Ensure the space is physically comfortable, with calming elements like soft lighting or music.
- **Use rituals for stability:** Begin with relaxation exercises and end with grounding activities to support emotional well-being.



Step 6: Facilitate Group Meetings

- **Warmly welcome participants:** Open each session by acknowledging members and reviewing the group's purpose and rules.
- **Encourage sharing:** Use open-ended questions to invite discussion while respecting each person's comfort level.
- **Manage group dynamics:** Ensure balanced participation, address interruptions, and redirect off-topic discussions.
- **Respect boundaries:** Support individuals needing a break or choosing not to participate in certain activities.



Step 7: Provide Resources and Referrals

- **Share resources:** Offer a list of helpful contacts for mental health support, legal aid, or emergency services.
- **Refer for additional help:** Assist participants in accessing professional counselling or intensive support if needed.



Step 8: Gather Feedback and Adjust

- **Conduct regular check-ins:** Invite feedback to understand what's working and what could be improved.
- **Adapt to evolving needs:** Adjust group rules or structures based on participant input to maintain a supportive environment.



Step 9: Foster Community and Empowerment

- **Encourage connection:** Use shared activities to build trust and camaraderie among participants.
- **Celebrate progress:** Recognize members' achievements to inspire continued growth and resilience.



2.3 Activity Ideas for Building Community and Promoting Healing

2.3.1 Creative Expression Activities

- Art therapy workshops to explore emotions through painting or sculpting.
- Journaling sessions with prompts for reflection, gratitude, or personal growth.
- Storytelling or poetry circles to share experiences and foster connection.



2.3.2 Mindfulness and Relaxation Practices

- Guided meditation or yoga sessions to reduce stress and promote grounding.
- Nature walks that combine mindfulness with light physical activity.
- Breathing or tactile grounding exercises to help participants stay present.



2.3.3 Recreational Activities

- Group crafting (e.g., adult coloring books or knitting) to encourage relaxation.
- Collaborative cooking or baking classes to foster teamwork and connection.
- Movie nights with inspiring films, followed by a group discussion.



2.3.4 Community-Building Opportunities

- Volunteer projects like organizing food drives or planting community gardens.
- Cultural sharing sessions celebrating participants' heritage through food or traditions.
- Milestone celebrations to honour personal progress and group achievements.



2.3.5 Empowerment Workshops

- Self-care planning sessions to help members prioritize their well-being.
- Skill-building classes, such as financial literacy or communication strategies.
- Vision board workshops to focus on future goals and aspirations.



2.4 Celebrate Progress

Acknowledging achievements, big or small, is a vital part of the healing journey. Build moments of reflection and recognition into the group's activities to honour participants' resilience, reinforce positive progress, and sustain their sense of empowerment.

This chapter serves as a comprehensive framework for establishing and nurturing survivor support groups, ensuring that participants find the safety, understanding, and encouragement they need to heal and thrive.



CHAPTER 3. ACCESSIBILITY OF SERVICES

According to our research "Exploring the Impact of Survivor-Centered Approaches on the Well-Being of Youth Human Trafficking Survivors in Ontario: A Qualitative Study", accessing essential services remains a significant challenge for survivors of human trafficking due to bureaucratic barriers, such as strict documentation requirements.



These hurdles are particularly severe for individuals without regular status in Canada, limiting their ability to enroll in critical resources like language classes or counselling services. Many survivors have temporary status, excluding them from settlement services intended for refugees, permanent residents, or citizens.

To bridge this gap, organizations must adopt more **flexible policies** and implement alternative solutions, such as accepting verbal attestations or offering temporary documentation. Tailored approaches are essential to ensure that services accommodate the unique and often precarious circumstances faced by survivors without regularized status.

3.1 Flexible Documentation Policies

For survivors of human trafficking, rigid documentation requirements can prevent access to essential services. Flexible documentation policies help reduce these barriers and ensure survivors receive the support they need without being re-traumatized by administrative processes. Key recommendations include:

1. Create **service access levels** that require progressively fewer documentation requirements for basic, intermediate, and advanced needs. For example:

Basic services

Such as emergency shelter and food require no ID.

Intermediate services

Such as counselling or job placement, accept alternative forms of verification (e.g., verbal attestations or digital IDs).

Advanced services

Long-term housing or employment, allow survivors time to gather documentation while receiving interim support.

2. Advocate for and secure **funding models** that allow service providers to accommodate survivors without strict documentation. This can include emergency grants or discretionary funds to support undocumented individuals.

3. Accepting a **broader range of identity verification**, such as community letters, attestations from social workers, or references from trusted organizations (IOM, 2020).

4. Implementing **clear, survivor-centered policies** that allow for anonymous or pseudonymous service access for certain services.

With more flexible funding models...

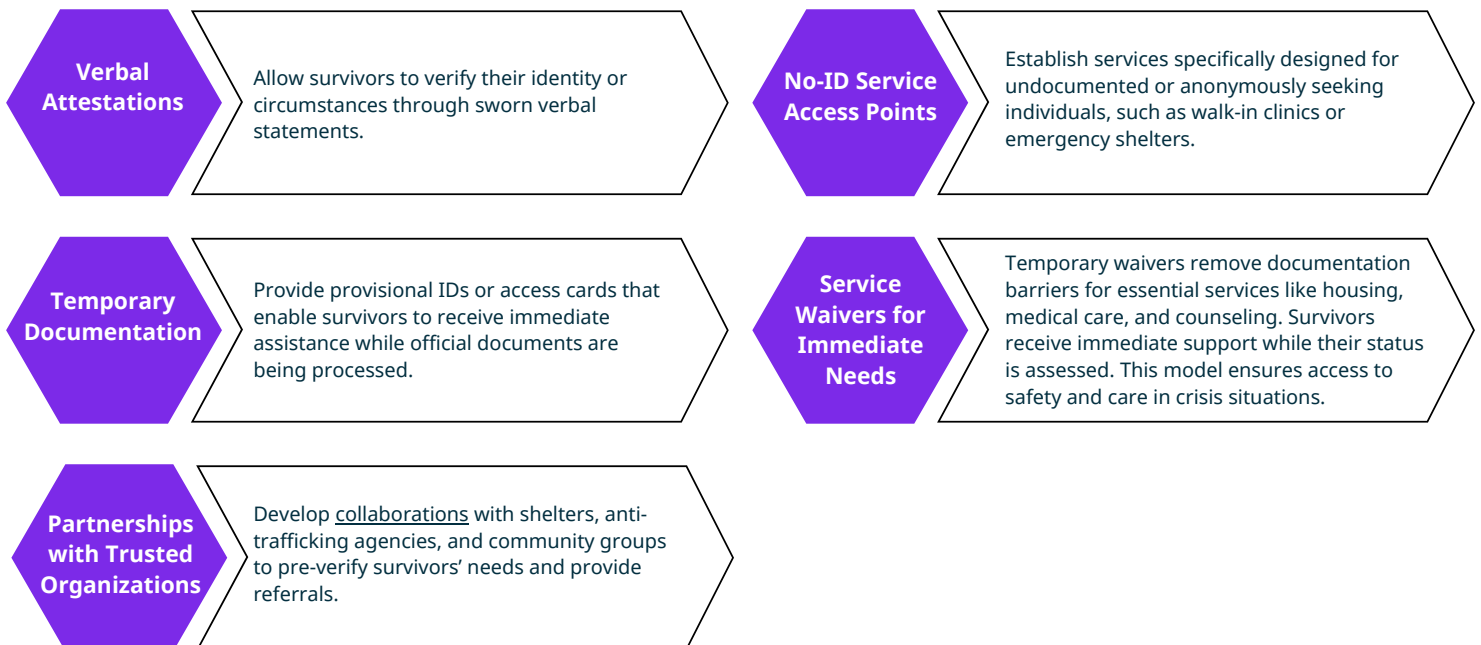
Organizations can focus on delivering care without fearing financial or procedural penalties, ensuring survivors' needs are prioritized over administrative compliance.



5. **Regularly training staff** to handle non-traditional forms of identification sensitively and efficiently, emphasizing a trauma-informed approach.

3.2 Alternative Solutions

Survivors often face unique circumstances, such as lack of access to official documentation. Alternatives to traditional paperwork can significantly improve service accessibility:



3.2 Resource List

A curated, though not exhaustive, list of organizations providing accessible services with flexible entry requirements:



FCJ Refugee Centre

Services: Support for trafficked individuals, including support to apply to legal aid, immigration assistance, settlement services, mental health counselling, English classes, and more. We also run the Youth Alliance against Human Trafficking.

- **Ages:** 13 to 29 years old.
- **Languages:** English, Spanish, and additional languages through interpreters and experienced staff.
- **Contact:** Tel. (416) 469-9754.
- **FCJ Migrant Mobile Clinic WhatsApp:** 647-971-2153
- **Location:** 208 Oakwood Ave, York, ON M6E 2V4.



Canadian Centre for Victims of Torture (CCVT)

Services: They offer trauma counselling, settlement services, and specialized programs for youth and families, including language and skills training (ESL and citizenship classes).

- **Ages:** Unknown.
- **Languages:** English and French, with some programs offering multilingual support through interpretation.
- **Location:** 194 Jarvis St 2nd floor, Toronto, ON M5B 2B7
- **Contact:** Downtown and Mississauga: (416)-363-1066. Scarborough: (416)750-3045.



Covenant House Toronto

Services: Crisis shelter, transitional housing, counselling, employment services, and anti-human trafficking programs. The Covenant House Toronto serves youth who are homeless, trafficked or at risk.

- **Ages:** For most of the program they serve youth from 12 to 24 years old.
- **Languages:** Primarily English, but translation services are available for diverse needs.
- **Contact:** Tel. (416) 598-4898.
- **Location:** 20 Gerrard St E, Toronto, ON M5B 2P3.



Victim Services Toronto

Services: Immediate crisis response, trauma counselling, and referrals for victims of human trafficking and other crimes. VST provides case management, advocacy and crisis response for human trafficking survivors. VST offers youth and parent workshops to raise awareness about the risks of human trafficking and how to prevent it.

- **Ages:** All ages.
- **Languages:** Multilingual services through interpreters.
- **Contact:** Tel. (416) 808-7066.
- **Location:** 40 College St, Toronto, ON M5S 1Y9



Kids Help Phone

Services: 24/7 mental health support and counselling for youth, including those affected by human trafficking.

- **Ages:** 13 to 29 years old.
- **Languages:** English, French, and additional languages through a text-based translation tool.
- **Contact:** Call 1-800-668-6868 to access confidential and anonymous support or text CONNECT to 686868 to access confidential support.



Youthlink

Services: Mental health support, counselling, housing for at-risk youth, and programs addressing human trafficking.

- **Ages:** 12 to 24 years old.
- **Languages:** Services offered in English with access to interpreters.
- **Contact: Phone:** (416) 967-1773. Fax: (416) 967-7515. E-mail: info@youthlink.ca
- **Location:** 636 Kennedy Road, Scarborough, ON M1K 2B3.



The Salvation Army Modern Slavery and Human Trafficking (MSHT) Response Program

Services: Emergency shelters, peer support, trauma counselling, legal aid, and anti-trafficking education. Specialized programs include the Phoenix Peer Support Outreach Program in London, Ontario and prevention workshops all over the province.

- **Languages:** Services are offered in English, with interpretation available for other languages upon request.
- **Contact:** Various locations in Ontario, including Toronto Harbour Light and London Correctional Justice Services. You can visit: <https://salvationarmy.ca/what-we-do/in-your-community/social-services/msht/> or <https://salvationist.ca/human-trafficking/connect/program-directory/ontario-division/>
- **Location or/and Contact:**
 - Toronto: 1160 Jarvis St, Toronto, Ontario, M5B 2E1. Tel. (416) 682 2491
 - London: 281 Wellington Street, London, Ontario, N6B 2L4. Tel. (519) 432 9553
 - Brampton: Tel. 905-451-4115 or contact flrc.help@salvationarmy.ca
 - Mississauga: contact Mirna.Dirani@salvationarmy.ca



Women's Centre Grey & Bruce

Services: Supports for youth, including residential care such as the STUDIO BLUE YOUTH SERVICES Residential Program, life skills training, and educational support.

- **Ages:** It varies depending on the program
- **Languages:** English, with potential for interpretation services.
- **Contact:** Toll Free: 18002653722. Crisis line: 15193711600.
- **Location:** 2048 A 9th Avenue East, Owen Sound, ON, N4K 3H2.



360° Kids

Services: Emergency and transitional housing, mentorship, and peer-led support for youth. Semi-independent living is supported by live-in survivor mentors.

- **Ages:** 16 to 26 years old.
- **Languages:** English, with support for additional languages upon request.
- **Contact:** Tel. (905) 475-6694.
- **Location:** 10415 Yonge St, Richmond Hill, ON L4C 0Z3.



Victim Services Ontario

Services: OVS works to ensure that victims of crime are treated with respect and receive the information and services they need in the communities where they live. OVS provides direct services to victims of crime across Ontario and funds community organizations that deliver support services to victims. They provide leadership for victims in:

- policy development
- program design
- frontline service delivery

- **Ages:** All ages.
- **Languages:** English, with interpreter access for other languages.
- **Contact:** 24/7 Victim Support Line at 1-888-579-2888, or 416-314-2447 in the Greater Toronto Area, or [chat online with 211](#) Monday to Friday from 7 a.m. to 9 p.m. Eastern Time.
- **Location:** Different locations across Ontario. Per Region.



Sexual Assault Support Centre of Waterloo Region (SASC)

Services: Crisis support, educational outreach, and access to targeted survivor programs through dedicated human trafficking resources.

- **Ages:** From 12+ years old
- **Languages:** English, with some multilingual staff and access to interpreters.
- **Contact:** Tel. (519) 571-0121.
- **Location:** 151 Frederick St #300, Kitchener, ON N2H 2M2.



The Canadian Human Trafficking Hotline

Services: A confidential, multilingual service operating 24/7 to assist victims and survivors of human trafficking. They provide crisis response, referrals to social services and law enforcement (upon request), accept tips, offer general information, and supply tools and resources to support community responses to trafficking.

- **Ages:** All ages.
- **Contact Information:**
Phone: 1-833-900-1010 **Email:** hotline@ccteht.ca
- **Website:** www.canadianhumantraffickinghotline.ca
- **Note:** The hotline operates nationwide and does not have a physical location for public visits. For immediate assistance, you can call their toll-free number or use the chat function available on their website.



Legal Assistance of Windsor through Windsor-Essex Counter Exploitation Network

Services: provides direct services to survivors of domestic and international exploitation. This includes labour exploitation, sex trafficking, and forced marriage. W.E.C.E.N. works collaboratively with survivors and community partners to advocate for systemic change and end human trafficking in Canada.

- **Ages:** All ages
- **Phone:** (519) 256-7831 ext. 4222. Alternate Phone: 519-564-1087
- **Location:** 443 Ouellette Ave, 2nd Floor Windsor Ontario N9A 4J2
- **Email:** info@wecen.ca



Justice for Children and Youth

Services: JFCY provides legal representation to children and youth in the province of Ontario. A non-profit legal aid clinic that specializes in protecting the rights of those facing conflicts with the legal system, education, social service or mental health systems. They give a summary legal advice, information and assistance to young people, parents (in education matters), professionals and community groups across Ontario.

- **Ages:** 18 and younger
- **Phone:** (416) 920-1633
- **Location:** 55 University Ave, Toronto ON M5J 2H7
- **Email:** general@jfcy.clcj.ca



Access Alliance

Services: Access Alliance provides services and advocates to improve health outcomes for immigrants, refugees, and their communities, which have been made vulnerable by systemic barriers and poverty. Other services: Primary Health Clinic, food program, community program, green access program, LGBTQ+ and settlement programs.

- **Ages:** All ages

- **Locations:**

Access Alliance Downtown

340 College St., Ste. 500, Toronto, ON M5T 3A9

Phone: 416-324-8677

Fax: 416-324-9074

Confidential Fax: 416-324-9490

AccessPoint on Danforth

3079 Danforth Avenue, Toronto, ON M1L 1A8

Phone: 416-693-8677

Fax: 416-693-1330

Confidential Fax: 416-699-7824

AccessPoint on Jane

761 Jane St. 2nd Floor, Toronto, ON M6N 4B4

Phone: 416-760-8677

Fax: 416-760-8670

Confidential Fax: 416-760-2811

Skills for Change



Services: They work with newcomers and underserved groups providing holistic solutions that bridge the gap between potential and opportunity for success in Canada. At Skills for Change, they promote meaningful participation and sustainable involvement of young people in shared decisions in matters which affect their lives and those of their community, including planning, decision-making and program delivery.

- **Ages:** 16 to 29 years old
- **Phone:** +1 (416) 658-3101
- **Locations:** 791 St. Clair Avenue West, Toronto, Ontario, M6C 1B7

CHAPTER 4. BUILDING BRIDGES: ENHANCING INTER-ORGANIZATION COMMUNICATION

Survivors of human trafficking often engage with multiple service providers, which can lead to fragmented and inconsistent support. Based on the feedback from the YA study and suggestions made by the Youth Alliance steering committee. This chapter focuses on developing integrated communication frameworks to enhance collaboration, reduce survivor re-traumatization, and provide cohesive, survivor-centered care.

4.2 Integrated Service Delivery Model

Through the facilitation of smooth organizational communication, the streamlined service delivery model guarantees survivor-centered care. A unified framework in which service providers exchange data to give unified and all-encompassing assistance. Integrated services are defined by the Ontario government as making sure that all workplaces receive programs and services that are consistent, affordable, and accessible to suit their needs. Using a range of technologies and strategies, system partners collaborate to make it simpler for everyone to access the system and comprehend legal and regulatory requirements.

Some of the Benefits of having an Integrated framework are:-

- Reduces service duplication and gaps.
- Ensures all providers are informed about survivor progress and needs.
- Enhances survivor trust in the system.

4.2.1 Key Components:

1. Collaboration Agreements: Formal agreements between organizations outlining shared goals, data-sharing protocols, and confidentiality policies.
2. Centralized Access Points: A single-entry system for survivors to access multiple services without repeating their stories.

4.2.2 Guidelines for Implementation:

- 01** Choose the Right Platform: Select a secure, user-friendly case management tool (e.g., Salesforce for Nonprofits, Apricot Case Management).
- 02** Standardized Intake Forms: Streamline data collection with consistent forms across all participating organizations.
- 03** Access Control: Define who can view, edit, and share survivor information to maintain privacy and security.
- 04** Feedback Loops: Incorporate regular feedback from survivors to refine processes.

4.3 Communication Protocols for Coordination

Protocols are essential for fostering regular, effective communication among service providers, ensuring a coordinated and survivor-centered approach to support. Clear communication frameworks help streamline service delivery, reduce duplication of efforts, and prevent gaps in care. By establishing standardized protocols, service providers can share critical information securely, collaborate efficiently across sectors, and respond promptly to the evolving needs of survivors.

4.3.1 Recommended Practices:

- 01** Monthly Case Conferences: Organize virtual or in-person meetings to review cases, address challenges, and strategize collaboratively.
- 02** Secure Communication Channels: Use platforms like: Slack: Create dedicated channels (e.g., #case_updates, #resources) for real-time updates. CCTEHT (Canadian Centre to End Human Trafficking): Leverage its tools for broader regional collaboration.
- 03** Point-of-Contact System: Assign a primary liaison from each organization for direct communication.

4.4 Enhancing Survivor Experience Through Collaboration

Impact on Survivors:

Effective inter-organization communication is a critical component of survivor-centered care. By implementing integrated service models, centralized case management, and clear communication protocols, service providers can create a cohesive support network that prioritizes survivors' dignity, safety, and well-being.

Prevents re-traumatization by limiting the need to retell their story.

Builds trust by demonstrating a unified support network.

4.5 Action Steps

1

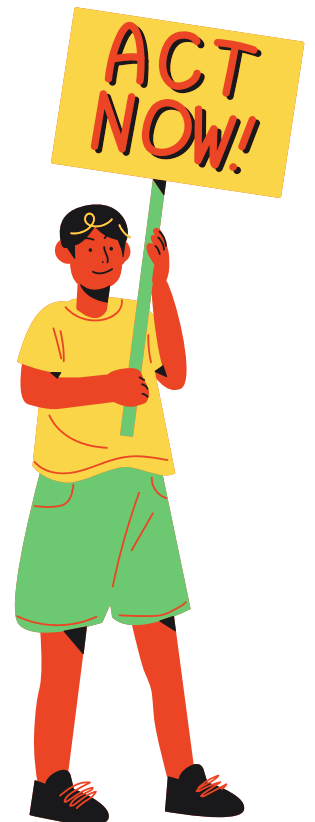
Assess current communication gaps in your organization.

2

Establish a task force to implement the protocols outlined in this chapter.

3

Conduct regular reviews to ensure ongoing improvement and alignment with survivor needs.



CHAPTER 5. HOLISTIC APPROACH TO SURVIVOR SUPPORT

Survivors of human trafficking often face a complex array of challenges that extend beyond the immediate trauma they've experienced, requiring a holistic approach to care. This chapter outlines a comprehensive framework for supporting survivors, emphasizing the need to address the full spectrum of their needs. Key to this approach is Intersectionality Training, which helps service providers understand and navigate the multiple layers of identity that influence a survivor's experience, such as language barriers, financial difficulties, and the lack of a strong support system. To support these needs effectively, this chapter introduces tools like the Comprehensive Needs Assessment Tool to evaluate mental health, housing, education, and employment needs.

In addition to assessing and addressing immediate needs such as food, clothing, and housing, the chapter highlights the importance of trauma-informed care, mentorship, and community engagement. Language support, in collaboration with organizations, ensures that survivors can access resources without barriers. By integrating preventative measures and community support activities, service providers can reduce isolation and promote long-term recovery. This chapter aims to provide a roadmap for creating survivor-centered, culturally sensitive support plans that foster empowerment, resilience, and healing, ensuring that each survivor has the opportunity to rebuild their life and thrive.

5.1 Intersectionality Training

Based on the findings of the focus groups and the research, a holistic approach is critical for service providers working with survivors of human trafficking. This proposed training equips professionals to recognize and address the multifaceted challenges survivors face, such as overlapping issues of race, gender, immigration status, language barriers, financial instability, and lack of community support. Here's an outline of the components and implementation strategies for such training:

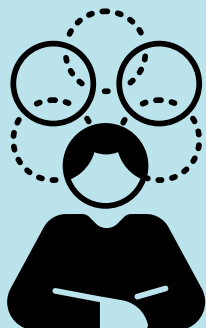
5.1.1 Components of the Training Module

1. Foundational Concepts of Intersectionality

a) Explore the **theory of intersectionality** and its relevance to survivors of human trafficking by understanding diverse experiences of oppression.

- Intersectionality, introduced by Kimberlé Crenshaw, examines how overlapping identities (e.g., race, gender, socioeconomic status, immigration status, sexual orientation) shape individuals' experiences of oppression.
- For survivors of human trafficking, intersectionality helps explain how systemic inequalities increase vulnerability. For example, a young immigrant woman of color may face compounded risks due to racial discrimination, gender-based violence, and lack of legal protections.

b) Highlight **systemic inequalities** that intersect to marginalize individuals further, such as racial discrimination and gender-based violence.



2. Addressing Language Barriers

Develop strategies for serving non-English-speaking survivors, including the use of **interpreters and culturally appropriate communication tools**. Such as:

- Utilize Professional Interpreters: Ensure interpreters are trained in trauma-informed care to handle sensitive discussions with empathy and confidentiality.
- Provide Culturally Appropriate Communication Tools: Multilingual tool that include visuals, plain language, and culturally familiar examples to make the materials relatable and clear.
- Recognize potential cultural differences, such as discomfort discussing trauma with authority figures, and adapt approaches accordingly.
- Include bilingual staff or volunteers in outreach efforts.



3. Understanding Socioeconomic Challenges

a) Discuss financial instability as a factor in trafficking vulnerability and post intervention recovery.

b) Equip providers with skills to connect survivors to employment programs, housing services, and financial aid.

4. Supporting Survivors without a Social Support System

a) Train providers to create trauma-informed, community-based networks that act as surrogate support systems for survivors.

b) Address the unique needs of individuals without family or local community ties.

5.2 Implementation Strategies

5.2.1 Interactive Workshops

To engage participants in a dynamic learning experience, making the training more practical, empathetic, and relevant to real-world situations.

Use of Case Studies: Case studies based on real or hypothetical scenarios help illustrate how intersectionality plays out in the lives of survivors. These scenarios encourage participants to identify and address multiple forms of oppression that may not be immediately visible.

- For instance, a case study might involve a survivor who is both a newcomer to Canada and a racialized woman experiencing both language barriers and discrimination. Participants can analyze how these overlapping factors complicate her access to services and the appropriate interventions.

Survivor Narratives: Including survivor narratives in training brings a human perspective to the theoretical framework of intersectionality. These narratives highlight the lived experiences of survivors, helping service providers understand the nuances of trauma, resilience, and the barriers faced.

- This inclusion fosters empathy, reduces stigmatization, and humanizes the training experience.

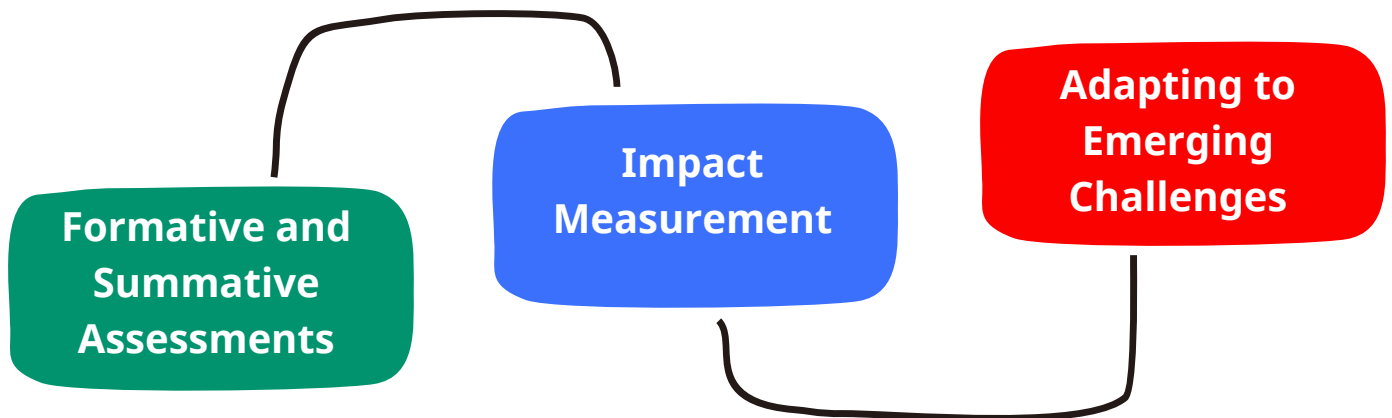


Group Discussions: Facilitating group discussions allows participants to share their perspectives, challenge assumptions, and collaborate on solutions. This dialogue can uncover blind spots and generate creative ideas for addressing intersectionality in service delivery.



5.2.2 Ongoing Assessments

Regularly evaluate the training's impact and adapt modules to address emerging challenges.



Formative and Summative Assessments: Incorporating both formative assessments (which occur during the training) and summative assessments (after training completion) enables instructors to gauge participants' understanding and adapt content accordingly. Formative assessments can include quizzes, surveys, and feedback sessions, while summative assessments can focus on knowledge application and behavior changes.

Impact Measurement: Assess the impact of the training by tracking key performance indicators such as changes in service access, survivor satisfaction, and the implementation of intersectional approaches in daily practices. Ongoing assessments also support accountability and ensure that training objectives are being met.

Adapting to Emerging Challenges: The needs of trafficking survivors evolve, especially as new trends emerge (e.g., online trafficking, changes in migration patterns). Regular review of the training content allows for the inclusion of up-to-date information, new case studies, and emerging research to ensure that the training stays relevant.

5.2.3 Partnerships with Experts



Academic Institutions



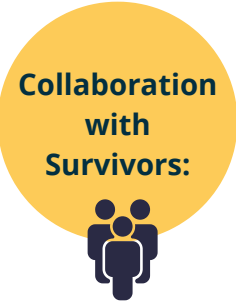
Partnering with universities and research institutions can provide access to evidence-based research on trafficking, intersectionality, and effective intervention strategies. This collaboration can result in more sophisticated training modules that integrate the latest academic insights into real-world applications.



Advocacy Groups



Organizations that specialize in supporting survivors of trafficking, such as local NGOs and international bodies, can offer invaluable firsthand insights. These groups often have deep knowledge of systemic issues, survivor needs, and effective intervention strategies.



Collaboration with Survivors:



Involving survivors in the creation and delivery of the training is essential. Their lived experiences and expertise offer critical insights that cannot be captured in theoretical models alone. Co-creating training content with survivors ensures that it remains survivor-centered, trauma-informed, and practical.



5.3 Comprehensive Needs Assessment Tool for Survivors of Human Trafficking

A **Comprehensive Needs Assessment Tool** helps service providers evaluate the complex needs of human trafficking survivors, including mental health, housing, education, and employment. It provides a holistic view of their situation for individualized support. The tool must be flexible to address both immediate and evolving needs.

After conducting research and gathering feedback from the youth we work with, we concluded that the most important areas to consider are mental health support, access to stable housing, educational opportunities, and employment training, as these elements are essential to their long-term recovery and success.

5.3.1 Key Components of the Comprehensive Needs Assessment Tool

Mental Health and Trauma Recovery



Mental health is one of the most urgent needs for trafficking survivors, given the traumatic experiences they have endured. The assessment tool should identify symptoms of trauma, anxiety, depression, and PTSD, as well as any immediate mental health needs.

Assessment Areas:

1. Screening for common trauma-related disorders (e.g., PTSD, depression, substance use).
2. Identifying past or current experiences with abuse or exploitation that could impact mental health.
3. Evaluating coping mechanisms and emotional resilience.

Housing and Shelter Needs



Safe, stable housing is one of the most critical aspects of a survivor's recovery. The needs assessment tool should identify the survivor's current living situation, whether they are in emergency shelters or homeless, and assess their need for long-term housing solutions.

Assessment Areas:

1. Immediate housing needs (e.g., emergency shelters, safe houses).
2. Long-term housing preferences (e.g., permanent supportive housing, transitional housing programs).
3. Housing stability and barriers to housing (e.g., financial issues, legal status).

Key Recommendations: Collaborate with shelters and housing organizations that offer long-term support tailored to survivors of trafficking

Education and Skill Development



Survivors of human trafficking often have interrupted or limited education, which can significantly hinder their ability to reintegrate into society and achieve financial independence. This component of the needs assessment helps identify educational gaps and the skills necessary for survivors to move forward.

Assessment Areas:

- Current level of education and skills.
- Barriers to accessing education or vocational training (e.g., language barriers, financial constraints).
- Interest in pursuing further education or employment training.

Employment and Economic Stability



Economic independence is a key factor in a survivor's recovery. The assessment tool should determine whether the survivor has employment experience, skills, or financial independence, and assess any barriers to obtaining sustainable employment.

Assessment Areas:

- Employment history and job skills.
- Barriers to employment (e.g., legal documentation, language, discrimination).
- Current financial stability and immediate need for financial assistance.

Key Recommendations: Partner with job placement agencies, provide financial literacy training, and ensure that survivors have access to fair wage employment opportunities

5.3.2 How to Implement the Needs Assessment Tool

1. Initial Intake and Continuous Assessment: The tool should be implemented at the beginning of the survivor's journey in the service system, but it should also be revisited periodically as their needs change.

- **Best Practice:** Conduct assessments in a safe, confidential, and non-judgmental setting to build trust and ensure survivors feel comfortable sharing their experiences.

2. Trauma-Informed Approach: All aspects of the assessment should be conducted with sensitivity to the trauma the survivor has experienced. Service providers should use trauma-informed care principles, which include safety, trustworthiness, empowerment, and choice, among others.

- **Key Practice:** Ensure that survivors are not re-traumatized during the assessment process by allowing for flexible and respectful timing, pacing, and options for written or verbal responses.

3. Collaboration with Multidisciplinary Teams: The needs assessment tool should be used in collaboration with a multidisciplinary team that includes mental health professionals, housing specialists, legal aid providers, and employment counselors. This ensures that all aspects of the survivor's needs are addressed in an integrated, coordinated manner.

- **Best Practice:** Share assessment findings within a confidential team context to create a comprehensive care plan for the survivor.

5.5 Language support for Newcomer Youth Victims of Human Trafficking

This section focuses on providing tailored language support to newcomer youth who are at risk or have experienced human trafficking. Recognizing the critical role of communication in recovery and empowerment, programs under this initiative aim to help youth build English language skills while addressing the unique challenges of their situation.

Trauma-Informed Language Training

Classes are designed with sensitivity to the emotional and psychological impact of trafficking. Instructors use techniques to create a safe learning environment, fostering trust and confidence.

Practical English Skills

Lessons focus on practical, everyday English to help youth navigate essential systems like healthcare, legal services, and community support while enhancing their ability to advocate for themselves.

One-on-One Support and Small Group Learning

Personalized tutoring and small group settings cater to survivors' diverse needs, enabling them to progress at their own pace.

Access to Multilingual Support

Interpretation and translation services bridge language gaps while youth improve their English skills.

Integration with Settlement Services

Language programs often align with settlement resources like housing, employment, and legal aid, providing comprehensive support to trafficked youth.

5.6 Preventative Measures

Awareness and Education	Building Resilience and Empowerment	Addressing Online Safety
<p>Workshops and Seminars: Host youth-friendly workshops to educate about human trafficking, including its signs, tactics used by traffickers, and how to seek help.</p> <p>Social Media Campaigns: Use popular platforms like Instagram, TikTok, and YouTube to share accessible content targeting youth awareness.</p> <p>School Programs: Collaborate with schools to integrate trafficking prevention into curricula, focusing on online safety and recognizing manipulation.</p>	<p>Life Skills Training: Offer sessions on decision-making, self-esteem, and recognizing healthy relationships.</p> <p>Employment and Vocational Programs: Provide access to training and job opportunities to reduce economic vulnerability.</p> <p>Community Engagement: Involve youth in community initiatives to foster support networks.</p>	<p>Internet Safety Education: Teach youth how to protect personal information and recognize online grooming.</p> <p>Parental and Caregiver Training: Help families understand the digital risks and supervise effectively.</p> <p>Monitoring Tools: Promote safe use of apps and tools to track potentially harmful online interactions.</p>



NEXT ➔

Preventative Measures continuation...

Collaboration and Support	Advocacy and Policy	Early Identification and Intervention
<p>Hotlines and Support Services: Make sure youth know about helplines like the Canadian Human Trafficking Hotline (1-833-900-1010) or local equivalents.</p> <p>Trusted Adults: Encourage connections with trusted teachers, mentors, or youth workers who can provide guidance.</p> <p>Peer Networks: Establish peer-led support groups where youth can share and discuss safely with recurrent sessions and gatherings to build community.</p>	<p>Advocate for policies that protect youth from exploitation, like improved labor and immigration laws and accessible mental health services.</p> <p>Work with local law enforcement to increase their awareness and responsiveness to youth trafficking risks.</p>	<p>Risk Assessment: Identify youth at risk, such as those experiencing homelessness, poverty, or family conflict.</p> <p>Trauma-Informed Services: Provide culturally and developmentally appropriate support for survivors or at-risk youth.</p> <p>Community Watch Programs: Encourage neighbourhoods to report suspicious activities.</p>



5.7 Community Support Activities

These activities aim to create inclusive, safe, and supportive environments where newcomer youth can connect, build relationships, and access vital resources. These activities play a crucial role in helping youth adapt to life in Canada, develop essential skills, and foster a sense of belonging.

Peer Support Groups

A platform for newcomer youth to share experiences, seek advice, and build friendships. These groups help reduce isolation, address challenges related to resettlement and empower youth to navigate their new environment.

Cultural Exchange and Recreation

Activities like cultural festivals, sports leagues, and art workshops promote cross-cultural understanding and integration. These events allow youth to celebrate their heritage while learning about Canadian culture, creating a bridge between communities

Workshops on Life Skills

Community centers host sessions on topics like budgeting, resume writing, and job readiness. These workshops equip youth with practical skills needed for independence and success in Canada

Mentorship Programs

Pairing newcomer youth with mentors, including community leaders or older peers, fosters personal growth and provides guidance on education, career planning, and community engagement

Volunteer Opportunities

Volunteer activities help youth gain valuable experience, build their resumes, and give back to their communities. These opportunities also provide a platform for leadership development and community integration

Mental Health and Wellness Initiatives

Support activities, such as mindfulness workshops, access to counseling, and wellness programs, address the mental health challenges newcomers often face. These initiatives provide a safe space to process emotions and develop coping strategies

Community support activities empower newcomer youth by helping them build social connections, gain confidence, and develop the skills necessary to thrive in their new surroundings. These initiatives create a supportive network that nurtures resilience and encourages active participation in Canadian society.

5.8 Basic Needs Support – Clothing and Food for Im/Migrant Youth at Risk or with lived experience of Human Trafficking

Providing basic necessities like clothing and food is a fundamental component of supporting newcomer youth at risk or victims of human trafficking. These resources address immediate survival needs while fostering a sense of dignity and safety. Tailored initiatives ensure that youth have access to essentials without stigma or barriers.

By addressing immediate needs such as food and clothing, these programs alleviate survival pressures, allowing youth to focus on recovery, personal growth, and long-term stability. These essential services help rebuild a sense of safety and dignity.

Below is a list of some example resources mostly within the Greater Toronto Area (GTA) to reflect the critical supports needed across the province:



Emergency Food Assistance

- *The Stop Community Food Centre (Toronto)*: Offers a food bank and prepared meals through their drop-in meal program. They provide culturally appropriate food for vulnerable groups, including newcomers.
- *Daily Bread Food Bank*: Partners with agencies across Toronto to distribute fresh produce, dry goods, and pre-prepared meals to individuals in crisis. [Find a foodbank.](#)
- FCJ Refugee Centre's [Food Banks Interactive Map of the Greater Toronto Area](#).



Clothing Drives and Free Wardrobes

- *New Circles Community Services (GLOW Program)*: Offers free clothing tailored to the needs of newcomers, including professional attire for interviews and seasonal gear.
- *The 519 (Toronto)*: Runs clothing drives specifically targeting LGBTQIA+ newcomers, ensuring access to gender-affirming attire.



Mobile Services

- *Fred Victor Mobile Services*: Provides food, hygiene kits, and clothing through outreach vans that travel to underserved neighborhoods in Toronto.
- *Ve'ahavta's Mobile Response*: Delivers meals and supplies to individuals experiencing homelessness, including trafficked youth, directly at street level.



Drop-In Centers with Comprehensive Services

- Covenant House Toronto: Provides three hot meals a day, snacks, and access to free clothing for trafficked and at-risk youth.
- FCJ Refugee Centre: Offers drop-in services where youth can access meals, clothing, and other essentials while receiving case management support. Such as:

Primary Care Clinic: Funded by Inner City Health Associates (ICHA), is dedicated to providing transitional primary care and psychiatry services to those without insurance (OHIP, IFH), prioritizing the well-being of uprooted people, as well as referrals.



Partnerships with Local Businesses and Community Initiatives

- Moore's Suit Drive: Partners with organizations like the YMCA to donate professional attire to individuals re-entering the workforce.
- Second Harvest: Redirects surplus food from restaurants and grocers to community programs serving vulnerable populations, including trafficked youth.



Specialized Support for Trafficked Individuals

- Salvation Army Illuminate Program: Provides food, clothing, and case management services as part of a holistic recovery program for survivors of human trafficking.
- SafeHope Home (Durham Region): Offers trafficked youth daily meals, clothing, and essentials in a secure, supportive living environment.



CHAPTER 6. CONCLUSION: EMPATHY AND UNDERSTANDING IN SERVICE PROVISION

Empathy and understanding are essential for creating a safe and supportive environment for survivors. These qualities help service providers build trust, foster healing, and ensure that survivors feel valued and heard. One of the key feedbacks from the migrant youth in the study were calling more empathy among service providers. This chapter explains how to train staff in empathy, build trust with survivors, apply trauma-informed care, and use feedback to improve services.

6.2 Empathy Training for Service Providers

Empathy allows service providers to connect with survivors on a human level. It shows survivors that they are not alone and helps them feel understood, which is critical for healing.

6.2.2 How to Train for Empathy

Offer Workshops and training sessions focused on active listening, cultural sensitivity, and understanding trauma.

Key Topics to Include:

- 01** Role of Empathy: How empathetic communication aids survivor recovery.
- 02** Active Listening: Techniques for listening without judgment and validating experiences.
- 03** Cultural Competency: Understanding and respecting different cultural backgrounds.
- 04** Setting Boundaries: Balancing empathy with professionalism to avoid burnout.

Practical Activities Suggestions:

-  Use role-playing to practice empathetic responses.
-  Invite survivors to share their stories to build real-world understanding.
-  Conduct follow-up sessions to track progress and reinforce skills.

6.2.3 Outcomes of Empathy Training

- Survivors feel more comfortable and willing to engage.
- Fewer instances of secondary trauma caused by insensitive communication.

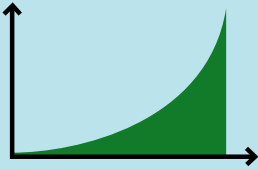
6.3 Building Trust with Survivors

Survivors may struggle with feelings of betrayal, fear, or mistrust due to their experiences. Building trust helps them feel safe enough to participate in recovery programs.

6.3.2 How to Build Trust

1. Consistency:

Assign a stable team of providers to work with survivors.



2. Transparency:

Clearly explain all processes, timelines, and survivor rights.



3. Confidentiality:

Ensure survivors that their information is protected and secure.



4. Mental Health Support:

Provide easy access to therapists and counselors.



6.4 Trauma-Informed Care Guidelines

6.4.1 Principles of Trauma-Informed Care

1

Safety: Make survivors feel physically and emotionally secure.

2

Choice: Allow survivors to make decisions about their care.

3

Collaboration: Work with survivors as partners in their recovery.

4

Trustworthiness: Be honest and transparent in every interaction.

5

Empowerment: Focus on their strengths and resilience.

Trauma-Informed Care (TIC) is an approach that acknowledges the impact of trauma on individuals and ensures that services are delivered in a way that promotes healing, safety, and empowerment.

6.4.2 Best Practices for Providers

Create Safe Spaces:
Ensure service areas are calm, welcoming, and free from triggers.



Personalized Care Plans: Tailor support to each survivor's needs.



De-Escalation Skills:
Train staff to handle emotional situations with care.



6.4.3 Provider Resources

- [Trauma-informed communication checklists](#)
 - [Self-care guides to prevent burnout and compassion fatigue](#)
-

6.5 Feedback Mechanisms for Service Improvement

Survivor feedback helps identify what is working and what needs improvement in service delivery.

6.5.2 Setting Up Feedback Systems

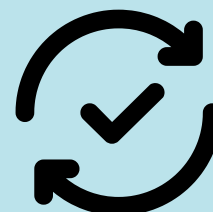
Accessible Options: Provide suggestion boxes or secure online surveys.



Confidentiality: Make it clear that feedback is anonymous and safe.

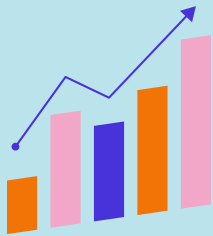


Timely Responses:
Regularly share updates on changes made based on feedback.



6.5.3 Using Feedback Effectively

1 Analyze Trends: Review feedback regularly to find common themes.



2 Challenges: Document obstacles and strategies to overcome them.



3 Next Steps: Define goals and the support needed to achieve them.



6.6.3 Tools for Tracking Feedback Effectively

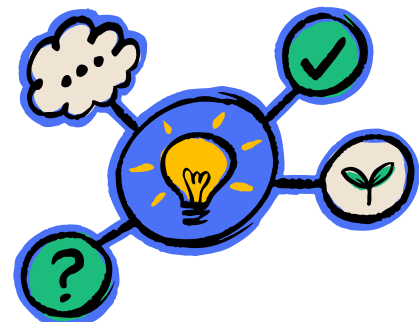
- Secure case management software. eg Clio
 - Input from survivors, case managers, and mental health professionals.
-

6.7 Conclusion

Empathy and understanding are vital for providing effective support to survivors. By focusing on empathetic communication, trauma-informed care, and continuous improvement through feedback, service providers can create a safe, healing environment.

6.7.1 Action Steps

1. Organize empathy training workshops for all staff.
2. Implement trauma-informed care practices.
3. Set up an anonymous feedback system.
4. Track survivor progress to refine support strategies.



GLOSSARY OF TERMS

A

- **Accessibility of Services** – The ability for survivors of human trafficking to obtain necessary support without barriers such as legal status, documentation requirements, or financial constraints.

C

- **Child Trafficking** – The exploitation of children for labor, sexual purposes, or other forms such as child soldiers.
- **Confidentiality** – The principle of keeping survivor information private to ensure their safety and dignity.

E

- **Empowerment** – Providing individuals with the resources, knowledge, and support necessary to regain control over their lives.
- **Exploitation** – The act of using individuals unfairly for personal or financial gain, including forced labor, sexual exploitation, and other forms of abuse.

F

- **FCJ Refugee Centre** – An organization providing support, legal aid, and settlement services to trafficked individuals, migrants and refugees.

H

- **Holistic Approach** – A comprehensive method that considers the physical, mental, and emotional needs of survivors in support services.
- **Human Trafficking** – The illegal recruitment, transportation, or harboring of individuals through force, fraud, or coercion for exploitation.

I

- **Intersectionality** – The concept that multiple forms of discrimination (e.g., based on race, gender, or immigration status) can overlap and contribute to an individual's vulnerability to trafficking.

L

- **Labour Trafficking** – The coercion or deception of individuals into forced labor in industries such as agriculture, manufacturing, domestic work, or construction.

M

- **Migrant Youth** – Young individuals who have moved to a new country, often facing increased vulnerability to exploitation and trafficking.

P

- **Peer-to-Peer Education** – A method where individuals with similar experiences share knowledge and support to educate and empower others.
- **Prevention Strategy** – Measures taken to raise awareness, provide education, and reduce vulnerabilities to human trafficking.

R

- **Resilience** – The ability of survivors to recover from trauma and build a stable, self-sufficient life.

S

- **Sex Trafficking** – Forcing or coercing individuals into the commercial sex trade.
- **Survivor-Centered Approach** – A framework that prioritizes the rights, needs, and dignity of trafficking survivors in all aspects of support and service provision.
- **Support Facilitation** – The process of connecting survivors with resources, legal aid, counseling, and community programs to aid their recovery.

T

- **Trauma-Informed Care** – A service model that recognizes the impact of trauma and integrates practices that promote healing and trust.

Y

- **Youth Alliance Against Human Trafficking (YAAHT)** – A committee that advocates for awareness, leadership, and policy change in addressing youth trafficking.



