MINISTRY OF LABOR, INVALIDS AND SOCIAL AFFAIRS
Department of Social Evil Prevention

MANUAL
for social workers and staff providing services to victims of human trafficking

HANOI, NOVEMBER 2011
CHIEF EDITOR:
Nguyen Van Minh – Director, Department of Social Evil Prevention, Ministry of Labor, Invalids and Social Affairs.

Authors:
Le Thi Ha – Deputy Director, Department of Social Evil Prevention, Ministry of Labor, Invalids and Social Affairs (DSEP/MOLISA)
To Kim Lien – Program Manager, The Asia Foundation
Nguyen Thi Hong Hoa – Consultant, Human Trafficking expert
Cao Van Thanh – Head of Social Welfare Policy Unit, DSEP/MOLISA
Dang Thi Hanh - Program Officer, The Asia Foundation.
Pham Tien Thanh – Officer, Social Welfare Policy Unit, DSEP/MOLISA
PREAMBLE

The Law on Prevention and Suppression against Human Trafficking was passed by the XII Vietnamese National Assembly, session 9, dated March 29, 2011 and will come into effect on January 1st, 2012. Under the Law, the Ministry of Labor, Invalids and Social Affairs (MOLISA) is tasked with trafficked victims’ support to reintegration.

MOLISA has been working with The Asia Foundation to develop a National Minimum Standards on Victim Support and a Manual for Social Workers and Staff Providing Services for Victims of Human Trafficking. The two documents were developed with the objectives: i) to provide the best services and supports to returnees to reintegrate into the community, ii) to ensure minimum standards on the provision of services; iii) to provide information, knowledge, and basic skills for social workers and staff who support victims, helping them to understand the fundamental principles when delivering services to victims on the basis of respecting the right, dignity, without discrimination against trafficked victims, as provided by the Vietnamese Law on Prevention and Suppression against Human Trafficking.

The Manual has four main parts focusing on two major contents including introduction of the minimum standards in provision of services to victims and introduction of knowledge and basic skills for service providers who work directly with victims at shelters and in the communities.

The Manual is a reference document for social workers who directly deliver services to victims. It can also be the reference source for relevant agencies or organizations in developing training programs to build capacity for their staff to provide services to victims.

We would like to take this opportunity to thank The Asia Foundation to provide technical assistance for us to develop the National Minimum Standards on Victim Support and the Manual for Social Workers and Staff Providing Services for Victims of Human Trafficking. We also wish to thank the U.S Agency for International Development (USAID) for its financial support to the development and printing of the documents.

We would like to introduce the Manual to all of you.

_Hanoi, November 2011_

Department of Social Evil Prevention
Minstry of Labor, Invalids and Social Affairs
## TABLE OF CONTENT

1. BASIC CONCEPT AND PRINCIPLES ............................................................. 1
   1.1. Definition of Human Trafficking ............................................................ 1
   1.2. Right-based and victim-centered approaches .......................................... 1

2. INTRODUCING THE MINIMUM STANDARDS ON VICTIM SUPPORT (hereafter referred to as the Minimum Standards) .................................................. 2
   2.1. Introduction ............................................................................................ 2
   2.2. Objectives of the Minimum Standards and principles in implementing the standards ................................................................. 2
      2.2.1. Objectives ......................................................................................... 2
      2.2.2. Principles .......................................................................................... 3

2.3. Minimum Standards .................................................................................. 3
   2.3.1. Minimum Standards in ensuring legitimate rights and interest of victims 3
   2.3.2. Minimum Standards in providing services at shelters .......................... 3
   2.3.3. Standards on requirements for the head of shelters/social welfare centers and staff directly work with victims ............................................. 3

3. KNOWLEDGE AND SKILLS NECESSARY TO IMPLEMENT THE NATIONAL MINIMUM STANDARDS ............................................................... 4
   3.1. Case management and steps in case management process ........................ 4
      What is case management? .......................................................................... 4
      Why case management in reintegration of trafficked victims? ..................... 4
      Steps in Case Management Process ............................................................ 4

   3.2. Skills in Case Management Process ....................................................... 5
      3.2.1. Receipt, Identification, and Interview victims ...................................... 5
      Who can participate in receipt, interview and victim identification? .......... 5
      3.2.2 Psychological crisis intervention for victims ........................................ 12
      3.2.3. Assessment of victim’s needs ............................................................ 14
      3.2.4. Planning for victim support ............................................................... 15
      3.2.5. Support to recovery and reintegration of victims ............................... 16
      3.2.6. Service referral ................................................................................ 16
3.2.7. Recovery and reintegration ................................................................. 17
3.2.8. Monitoring and evaluation ................................................................. 20
3.2.9. Completion of support ....................................................................... 20

4. KNOWLEDGE AND SKILLS NECESSARY FOR OFFICERS INVOLVED IN RECEIPT, REINTEGRATION OF TRAFFICKED VICTIMS .......... 21

4.1. Knowledge .......................................................................................... 21

4.2. Essential psychological counseling skills .............................................. 22
   4.2.1. Definition of counseling for victims of trafficking ................................ 22
   4.2.2. Types of counseling ........................................................................ 23
   4.2.3. Counseling principles: ................................................................... 23
   4.2.4. Approach skill in counseling ........................................................... 24
   4.2.5. Skills in counseling communication ............................................... 24
   4.2.6. Reduce stress for service providers in support and protection of victims 26

Annex: SERVICE MONITORING BOOK .................................................. 29
1. BASIC CONCEPT AND PRINCIPLES

1.1. Definition of Human Trafficking

Under this Manual, the definition of human trafficking can be understood as the following:

*Human trafficking is the act of transfer or receipt of persons for the purpose of sexual abuse, forced labor, organ removal or other immoral purposes.*

Three key elements of human trafficking are ACT, MEANS and PURPOSE.

- **Act:** recruitment, transportation, transfer, harboring and receipt of persons
- **Means:** threat, use of force, or other forms of coercion, of abduction, of deception, of the abuse of power or of a position of vulnerability of the giving or receiving of payments or benefits to receive the consent of a person having control over another person
- **Purpose:** Profit or benefits in cash or in kind through exploitation (specific for prostitution, organ removal, or taken abroad)

For child trafficking, two key elements are means and purpose.

1.2. Right-based and victim-centered approaches

Right-based approach is a broad definition based on the minimum standards of human rights that is normally used in activities to promote, protect, and exercise basic rights of victims of human trafficking.

Right-based approach includes the following elements:

- Focus on basic human rights
- Empowerment (victims should participate in victim assistance process and make their decisions)
- Right to participate (and right not to participate, or refuse support)
- No discrimination

Victim-centered approach:

- Support are provided based on specific individual victim and based on their situations.
- Noted that type of human trafficking, types of abuses, and types of traumas are diverse
- Noted that each individual victim may have different reactions toward human trafficking. Therefore, support and assistance should depend on circumstance, ability and needs of each victim. Age, gender, culture, personality, and duration of being trafficked as well as their experience and vulnerability should also be considered when providing support to victims.

---

1 The concept was summarized from Vietnamese Penal Code revised on June 19, 2009 and the Vietnamese Law on Prevention and Suppression against Human Trafficking dated March 29, 2011.
Victim-centered approach help victims:

- Build their self-esteem and respect to others
- Not to be re-traumatized
- Protect the personal information and identity
- Receive compensation as defined by law
- Access to information on professional services, support, and care such as accessible to education, shelter, health care, vocational training and legal aid.
- Be protected
- Know how to cope with stigma, prejudice and derision
- Regain trust and participate in solving their problems
- Be heard without judgments on their past or their experience
- Settle down and be economically independent
- Make final decision after having sufficient information (the decision might be wrong). Then they will be advised to recognize the wrong decisions and make different reasonable decisions.
- Be accessible to opportunities to gradually recover and reintegrate into the community and society and resume their normal life.
- Participate, receive information and access to education opportunities to gain knowledge and skills for their personal development
- Participate in networking to learn and share experience to live independently

In summary, right-based and victim-centered approaches help victims feel that they are in safe and protective environment and receive services to enable them to recover and reintegrate well.

2. INTRODUCE THE MINIMUM STANDARDS ON VICTIM SUPPORT (hereafter referred to as the Minimum Standards)

2.1. Introduction

The Minimum Standards on victims support are the minimum requirements to the quality of services provided to victims by service providers.

2.2. Objectives of the Minimum Standards and principles in implementing the standards

2.2.1. Objectives

The Minimum Standards in providing services to victims are tools for social welfare centers, shelters, and relevant agencies, organizations and individuals: i) to self evaluate and improve the quality of services provided to victims, ii) to show to authorities the quality services in their facilities so that these authorities can evaluate and recognize the services.
2.2.2. Principles

Implementation of the minimum standards should comply with the following principles:

a) Victims are at the center, particularly child victims, ensuring legitimate rights and interests of victims in the whole support process.

b) Follow the order and procedures provided by law in receipt, support, and protection of victims.

c) Victim support should be suitable to socio-economic conditions of the area, without discrimination and stigma towards victims. The support should be contribute to help victims to resume new lives, participate and reintegrate into family and communities.

d) Mobilize and promote roles and responsibilities of individuals, families, communities and organizations in the process of receipt and reintegration of victims.

2.3. Minimum Standards

2.3.1. Minimum Standards in ensuring legitimate rights and interest of victims

- Standards on ensuring safety, health, and dignity without stigma and discrimination against victims
- Standards on ensuring victims’ right to services
- Standards on ensuring confidentiality of victims’ personal information
- Standards on ensuring transparency in providing information of services available for victims.
- Standards on protecting freedoms of victims

2.3.2. Minimum Standards in providing services at shelters

- Standards on receipt and interview victims
- Standards on victim identification
- Standards on psychological counseling
- Standards on evaluation of reintegration process
- Standards on reintegration planning
- Standards on service referral
- Standards on support to reintegration
- Standards on monitoring, evaluation, and closure of support to victims

2.3.3. Standards on requirements for the head of shelters/social welfare centers and staff directly work with victims

- Standards on requirements for the head of shelters/social welfare centers
- Standards on requirements for the staff directly work with victim

(For the detailed minimum standards, please refer to the National Minimum Standards on Victim Support and Protection-attached as an Annex of the document).
Knowledge and skills necessary in case management process can help staff at social welfare centers and shelters for trafficked victims to comply with the National Minimum Standards.

3. 1. Case management and steps in case management process

**What is case management?**

Case management in social work is a process of need assessment, planning, support and mobilization of available resources to provide diverse services to meet the needs of clients.

**Why case management in reintegration of trafficked victims?**

- To ensure right-based and victim-centered approaches
- To ensure coordination of proper supports and services to meet the diverse needs of returnees
- Through victim interview and need assessment, set up priority and make decision, set up counseling, find crisis intervention, ensure supports follow consistent process.

**Steps in Case Management Process**

1) Receipt and interview
2) Victim identification
3) Crisis intervention & primarily psychological counseling
4) Need assessment
5) Reintegration planning
6) Support to recovery
7) Service referral
8) Reintegration - Reunion with family - Have a job and stable income - Participate in community activities - Continued health and psychological care
9) Follow-up after reintegration
10) Case closure

Continue support (in case of need)

Rights and services during the process:
- A safe place to stay
- Children are protected
- Contact with family
- Access to health service
- Psychological counseling
- Education + Vocational training
- Life skills
- Legal aid
- Nutrition
- Entertainment
Family and service providers take care victims
3.2. Skills in Case Management Process

3.2.1. Receipt, Identification, and Interview victims

Receipt is the first contact of social welfare centers or shelters with victims. Therefore, these victim support units should provide necessary and professional services to meet victim’s needs because this is a critical step in setting the foundation for the victim assistance process. Objectives of receipt:

- Build a relationship and trust
- Create an environment that victims feel safe
- Provide primary information for victims
- Receive consent from victims and their family

Who can participate in receipt, interview and victim identification?

Victims may be hesitated to provide information. Thus, it is necessary to have trained experts to conduct the victim screening and identification, such as:

- Policemen, border guards,
- Legal aid officers, health officers, psychologists, and social workers.
- Staff in charge of the local organizations

The persons should be trained on human trafficking and skills to provide support and protect victims.

Victim identification is a screening process to identify potential victims of human trafficking (under the Vietnamese Law or the International Protocols), take them to shelters, social welfare centers, victim support units where services are provided to victims to recover and reintegrate into communities.

Collection of information about victims before directly contact them.

Many victims do not open to share their information or cooperate with officials when they are interviewed about their situations. Few returnees declare that they are victims at the first interviews. Collection of information on returnees in advance help interviewers assess elements associated to victims and foresee the answers for questions in the interviews to identify victims more precisely.

Elements to identify victims include: age, sex, nationality, speaking language, personal documents, means of transportation, places for transfer, acts and signs of abuse. For example:

Age:

- Is age of victim fall in the range of common age of trafficked victims?
- In general, older people are less likely to be trafficked – available statistics show that more and more children and young people are trafficked.

Nationality:

- Does the individual come from the source country that have act and means similar to the current trafficking tricks?
**Language**
- Can the person speak the language at destination?
- Does the person speak the language of the country or region that have tricks and means similar to the means and tricks of traffickers from that country?

**Personal documents**
- Does the person have personal or travel documents?
- Do the travel documents belong or come from the country similar to the means and tricks of traffickers from that country?
- It should be noted that the confiscation of personal documents is a trick of traffickers to control over victims.
- It should also be noted that domestic trafficking does not depend on these documents and lack of personal documents often occurs in refugee’s cases.

**Transportation**
- Did the person follow a route that fit with means and acts of traffickers?
- Did the person use means of transportation similar to means of transportation of traffickers?
- Does the person have any kind of papers showing that she or he bought these tickets – traffickers often pay these expenses and count them on victim’s debt?
- Does the person go together with others – either victims or traffickers – similar to the means of traffickers?
- Does the person seem to be accompanied or controlled?
- It should be noted that traffickers often accompany victims all the way through their route.

**Venue/place**
- How does the person relate to the venue (any venue possible at any stages of recruitment, transportation or exploitation)? For example, did anyone meet that person at one of the dangerous venues such as factory, field, brothel, or border checkpoint that traffickers often use?
- How long the person has been stayed in that place?

**Act**
- Does the person neglect questions or act suspiciously?
- Does the person seems to be panic, angry, uncertain, or disappointed?

**Sign of abuse**
- Is there any sign that the person was abused? Or is there any sign of physical injury, psychological trauma or malnutrition?

Frontline staff should assess the elements before conducting the interview to have an overview of the situation of a person and see if the person can be a potential trafficked victims.
Three suggested key elements for victim identification:

**The three elements should be taken into account in order to identify victims:**

- **Act:** recruitment, transportation, transfer, harboring and receipt of persons
- **Means:** threat, use of force, or other forms of coercion, of abduction, of deception, of the abuse of power or of a position of vulnerability of the giving or receiving of payments or benefits to receive the consent of a person having control over another person
- **Purpose:** Profit or benefits in cash or in kind through exploitation

### VICTIM IDENTIFICATION CHART

<table>
<thead>
<tr>
<th>Act</th>
<th>Means</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruitment, transportation, transfer, and receipt of persons</td>
<td>Threat, use of force, or other forms of coercion, of abduction, of deception, of the abuse of power or of a position of vulnerability of the giving or receiving of payments or benefits to receive the consent of a person having control over another person</td>
<td>Profit or benefits in cash or in kind through exploitation (specific for prostitution, organ removal, or taken abroad)</td>
</tr>
</tbody>
</table>

**Signs and characteristics of trafficked victims:**

- A person who can not go to a new place or leave their job
- A person who are not allowed to keep their money
- A person who are not allowed to keep their personal documents such as passport, I.D. card, and other documents.
- A person who are not paid or paid little for their work
- A person who live with many others in poor living conditions, or live with their patron (may be the brothel owner)
- A person who is not allowed to live alone and often accompanied by others
- A person who has wounds or scars, black and blue signs, or burn
- A person that has obedient behaviors
- A person that has sign of depression, or have psychological problems such as (weary, worry, cut themselves or want to commit suicide)
Trafficked victims often has special needs when reintegrate because they have suffered from:

- Physical and spiritual traumas
- Economic loss
- Lose or have limited basic human rights

Although there are some similarities between human trafficking and others crimes, level of abuse and consequences of psychological traumas are the elements to identify human trafficking victims with victims of other crimes.

Diverse and complicated psychology of each individual victim:

- **Fear of traffickers.** Victims are fear of trafficker’s revenge to them or their family.
- **Fear of law enforcement agencies.** Victims are fear of being arrested such as illegal entry, illegal labor, or other illegal activities or wrong-doing such as prostitution or drug use.
- **Faithful to traffickers.** Victims may have personal relations with traffickers. However, the relationship or tie do not mean that they migrated voluntarily and are not victims.
- **Fear of law enforcement agencies.** Victims are fear of being arrested such as illegal entry, illegal labor, or other illegal activities or wrong-doing such as prostitution or drug use.
- **Lack of trust.** During the process of being trafficked, victim’s trust on other persons have been seriously destroyed. This make them lack of trust in others, or they will be doubtful about the good will of service providers.
- **Loss of memory.** Due to psychological traumas or other causes (such as alcohol or drug abuse,) victims may not remember in detail what happened to them. They can make up or add some details in their stories.

Difficulties and challenges encountered by victims during reintegration:

- Return home is the best choice and solution for trafficked victims. However, many victims can not return home
- Victims are not accepted
- Return will be dangerous for victims (risk of conflict or being re-trafficked)
- Victims need medical or psychological treatments but these services are not available in their home town
- Victim do not have family or community to return
- Victims pay more attention o community’s stigma upon their return than failure of making money abroad
- Especially, stigma related to sexual abuse abroad cause psychological burden when they return

Interview victims: The next step in victim identification is conducting an interview by asking questions, which were designed based on the initial assessment in receipt and identification.
Before any interview, it should be noted that:

*No matter the interviewee is a victim of trafficking, smuggling, or an independent migrant for economic purpose, that person should be treated equally with respect to their human rights.*

Interviews may be very challenging. More importantly, interviewers should understand what interviewees feel and respond by making their eye contact.

Information collected from interviews include:

- **Personal information**: full name, date of birth, nationality, mother tongue, other speaking languages, permanent address, lst year in school, name and address of parents or relatives, identity, passport number, etc. if any.

- **Medical history**: diabetes, asthma, epilepsy, pregnancy, diseases that often need medicines, injuries due to physical abuse.

- **Information about trafficking case**: name of traffickers, place that trafficking happened, means and route, did the traffickers use violence to deceive, coerce, abuse victims, amount of pay, amount receipt, is the victim kept as debt bondage or detained, is victim know about other victims, is family member involved in trafficking case.

To ensure protection for victims as well as cooperation of victim is a key factor in collecting information effectively and precisely, below are recommended skills in victim interview.

<table>
<thead>
<tr>
<th>Key factors</th>
<th>Recommended skills</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Build a friendly and trustful relationship</strong></td>
<td>• Interviewers should have the same sex and speak the same language with victims. Interviewers should wear normal clothes, not uniforms</td>
</tr>
<tr>
<td><strong>No further traumas to victims</strong></td>
<td>• Interviewees should be well prepared, physically and spiritually and ready to respond to questions</td>
</tr>
<tr>
<td><strong>A safe, security and comfortable interview environment</strong></td>
<td>• Never organize an interview which may do harm to victims. Ensure privacy and safe interview (no others people, except for the victim supporters, can hear the interview)</td>
</tr>
<tr>
<td><strong>Get the consent from victims</strong></td>
<td>• The interview should start with introduction of purpose and order of an interview</td>
</tr>
<tr>
<td></td>
<td>• Victims should be informed that what they say will be respected, heard, acknowledged, and treated equally.</td>
</tr>
<tr>
<td></td>
<td>• Victims should understand the purpose of the interview, they have the right to participate or stop the interview at any time.</td>
</tr>
</tbody>
</table>
|                                                  | • Victims can add or change any information that they
<table>
<thead>
<tr>
<th>Key factors</th>
<th>Recommended skills</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>have said.</td>
</tr>
<tr>
<td></td>
<td>• Victim’s agreement should be sought before sharing</td>
</tr>
<tr>
<td><strong>Soft interview method</strong></td>
<td>• Build trust</td>
</tr>
<tr>
<td></td>
<td>• Start with normal questions (not sensitive questions)</td>
</tr>
<tr>
<td></td>
<td>• Ask appropriate, simple, less sensitive, and open questions which help victims understand what is being asked and answer correctly and shortly with full information.</td>
</tr>
<tr>
<td></td>
<td>• Avoid repetition of questions</td>
</tr>
<tr>
<td></td>
<td>• Avoid re-traumatize victims</td>
</tr>
<tr>
<td><strong>Listen and provide positive feedback</strong></td>
<td>• Do not talk too much</td>
</tr>
<tr>
<td></td>
<td>• Ask questions to clarify</td>
</tr>
<tr>
<td></td>
<td>• Give time for interviewees to respond</td>
</tr>
<tr>
<td></td>
<td>• Focus on issues need attention</td>
</tr>
<tr>
<td></td>
<td>• Be sensitive</td>
</tr>
<tr>
<td></td>
<td>• Note what victims said</td>
</tr>
<tr>
<td></td>
<td>• Pay attention to signs that victims need a rest</td>
</tr>
<tr>
<td><strong>Keep information confidential</strong></td>
<td>• Information that victims provided should be kept confidential and will be used only in case of need</td>
</tr>
<tr>
<td><strong>Be trusted, no judgment</strong></td>
<td>• The relationship is built on trust</td>
</tr>
<tr>
<td></td>
<td>• Judgment attitudes may lead to victims’ silence</td>
</tr>
<tr>
<td><strong>Provide sufficient information</strong></td>
<td>• Provide full information on services they will be provided and reliable agencies that provide services</td>
</tr>
<tr>
<td></td>
<td>• Never promise anything over your authority or can not be addressed by interviewers</td>
</tr>
<tr>
<td><strong>Be professionally</strong></td>
<td>• Show respect and treat interviewees equally</td>
</tr>
<tr>
<td></td>
<td>• Be sympathy and encouragement to interviewees</td>
</tr>
<tr>
<td></td>
<td>• Ensure interviewees control of themselves as well as interview process</td>
</tr>
<tr>
<td></td>
<td>• Tell them they are not blameworthy</td>
</tr>
<tr>
<td><strong>Child victims</strong></td>
<td>• Interview child victims should ensure the privacy and ensure the best interest of the child</td>
</tr>
<tr>
<td>Key factors</td>
<td>Recommended skills</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• Before interviewing children, parents or guardian should be asked.</td>
<td>• Before interviewing children, parents or guardian should be asked.</td>
</tr>
<tr>
<td>• Before interview child victims, consent should be sought from the child,</td>
<td>• Before interview child victims, consent should be sought from the child, his/her</td>
</tr>
<tr>
<td>his/her family or the guardian.</td>
<td>family or the guardian.</td>
</tr>
<tr>
<td>• Interviews should be conducted with the presence of the guardian.</td>
<td>• Interviews should be conducted with the presence of the guardian.</td>
</tr>
</tbody>
</table>

**Remember victim may be:**

**Suspect** - of you, of surrounding environment, and of interview process

**Confused** – due to the interview process and maybe victims do not understand the languages spoken by the interviewers or the purposes of questions.

**Lack of trust** – if the person was trafficked, the person may not trust law enforcement officer (victims rarely see positive thing about these officers, except for negative action such as receiving bribes)

**Fear** – the person may fear of law enforcement officers in any case; if a person was trafficked, his/her fear is even greater as they think true answers will not be beneficial to them.

**Suffer from pain** – The pain that victims have to suffer depend on circumstances and moment that interview takes place. (such as in which stage of the trafficking process), some people may feel painful due to injury, malnutrition or psychological tortures. Interviewers will see that abused victims would be more painful than those who were just at the beginning of the transportation process.

**Trauma** – Many victims of trafficking suffer from traumas due to long time physical and sexual abuses. In these cases, the following signs may occur:

- Want to commit suicide
- Angry and have hostile attitude toward law enforcement officers
- Tired and indifferent
- Stressful

If the trauma is serious, it will affect mental health of the person that he or she may:

- Deny any involvement in being trafficked
- Do not remember what happened
- Can not tell what happened in consequence order
- Do not know why they cannot remember detailed information
- May invent suitable answers for details that they can’t remember
- Be obsessed by bad things happened to them
3.2.2 Psychological crisis intervention for victims

Crisis intervention and primary psychological counseling for victims of trafficking can be conducted at border gates, shelters, or health clinics where victims are having medical treatment, or at family or community where they return. Service providers should have crisis intervention skill.

What is psychological crisis intervention?

Psychological crisis intervention is short-term psychological care in emergency when victims are coping with fear, spiritual shock, sorrow, or disappointment. Psychological crisis intervention skill bases on short psychological therapy and focuses on behavior and thinking of victims. Based on the emergency situation and time limit, assessment and intervention in crisis management are two interrelated processes (IOM, Guidelines on mental health and human trafficking, Budapest, 2004).

Anyone could experience crisis in life. Service providers should let victims know that they are not the only ones suffer from crisis. Trafficking returnees often have characters and psychological status in crisis such as:

- “I never feel this before”
- “I’m over-worried”
- “I can’t think of anything clear”
- “Nothing could help me”
- “I can’t take care of myself”
- “Nobody love me, everybody thinks I am not good”
- “My future is gloomy”
- “Life is terrible”
- “I’m punished by God”

Psychological signs and state of each individual is different. Service providers should understand these situations, considering them are normal reaction of anybody to abnormal events or life challenges. Besides these signs, victims also faced difficult circumstances such as:

- Difficult to make decision on choice or legal procedures necessary for themselves
- Difficult and complicated personal and family relationship
- They themselves feel lonely, easy to be in bad mood, do not see their personal values due to the past obsession
- Lose the ability to express their idea or identify and mention their needs
- Be addicted to drug, alcohol, tobacco…
- Infected by HIV/AIDS
Crisis intervention process for victims

Crisis intervention process is an orderly process which is designed and instructed by psychologists, social workers, or mental health officers. This process requires crisis intervention officers to help victims to show, recognize issues, events, and core causes leading to crisis. Intervention process are designed to service providers to directly contact with victims in 7 following steps:

1. **Introduction**: The officer introduces himself/herself, his/her work, and purpose of the meeting. Then the victim can introduce himself/herself. The officer and the victim agree on working principles. For example the meeting will last for about 45 minutes, victims can refuse to answer difficult questions, no telephone call during the meeting, respect victim’s ideas, victim can stop the meeting at any time if she or he feels uncomfortable.

2. **Event**: This step requires the service provider to focus on asking the victims about events or reality that the victim experienced and can share. Example questions can be asked:
   - What happened?
   - What did you see?
   - Actually what happened exactly?

3. **Thinking and feeling impression**: Questions in this step focus on feeling, impression and thinking of victims, for example:
   - What was your first thought when it happened?
   - What was your impression about that?
   - What did you feel when it happened?

4. **Feeling reaction**: This step requires questions on thinking of victim which lead to his/her feeling and decision, for example:
   - What was the worst thing happened?
   - What were your reaction when it happened?
   - How did you feel after that?

5. **Normalization**: This step require the officer to share the empathy with victim and respect losses that the victim experienced, for example, the officer can say:
   - It was terrible, it was such an accident in life
   - You were so brave
   - You should consider it an accident, many people coming here experienced crisis like you.

6. **Plan to overcome the crisis in the future**: Based on victim’s plan, the officer can share, guide, or make suggestion or inputs. The plan should consider elements such as family, friends, children, relatives, networks and community organizations.
7. **Closing of meeting:** The officer should summarize the meeting, ask the victim how she feels. Receive feedback from victims, set up a follow-up meeting if necessary. The officer should not promise anything to victim that he/she can not provide.

Signs of crisis may not fade away or reduce after one or some crisis intervention meetings or therapies. The officer should monitor and provide psychological support for victim at least 6 months to one year.

### 3.2.3. Assessment of victim’s needs

**Identification and assessment of needs and issues of victims**

1. **Identification of needs** based on aspects such as personality, context, environment, and problem of each case – see the illustration below)

2. **Careful review** trends/capacity and personal desire of returnees;

3. **Clarification and identification of needs:** Repeat to reconfirm with victims about their issues and needs;

4. Continue to **provide victim an opportunity** to discuss what they experienced if she/he wants;

5. **Continue to provide information** on diverse support services;

6. **Find out needs of victims, three major support services depending of three different stages:** immediate and urging needs, needs in mid term and needs in longer term:

#### Three major needs and services for victims:

<table>
<thead>
<tr>
<th>Urgent and immediate</th>
<th>Mid term</th>
<th>Long term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security</td>
<td>Health care including psychological support</td>
<td>Continued medical and legal supports</td>
</tr>
<tr>
<td>Basic needs (food, drink, clothes)</td>
<td>Legal aid to get personal documents</td>
<td>Financial support/loan</td>
</tr>
<tr>
<td>Urgent medical &amp; psychological needs</td>
<td>Other legal supports (ongoing procedures)</td>
<td>Support to education</td>
</tr>
<tr>
<td>Safe place/shelter</td>
<td>Support to reintegration</td>
<td>Vocational training and job placement</td>
</tr>
<tr>
<td>Legal aid</td>
<td></td>
<td>Support to the family</td>
</tr>
</tbody>
</table>

Needs and services for returnees are different, depending on the reintegration’s stages
<table>
<thead>
<tr>
<th>Services to victims upon return:</th>
<th>Services to victims after return for few months</th>
<th>Service to victims return for a longer time</th>
</tr>
</thead>
<tbody>
<tr>
<td>• A safe place /shelter</td>
<td>• Legal support in getting I.D. card, birth certificate</td>
<td>• Loan to open a small business or husbandry</td>
</tr>
<tr>
<td>• Personal information</td>
<td>• Employment counseling and job placement</td>
<td>• Continued support on legal aid and medical treatment</td>
</tr>
<tr>
<td>kept confidential</td>
<td>• Medical treatment including psychological support</td>
<td>• Financial aid</td>
</tr>
<tr>
<td>• Security</td>
<td>• Other legal aids</td>
<td>• Education</td>
</tr>
<tr>
<td>• Other basic needs (food,</td>
<td>• Support to reintegration</td>
<td>• Employment counseling and job placement</td>
</tr>
<tr>
<td>clothes)</td>
<td></td>
<td>• Support to victims’ family</td>
</tr>
<tr>
<td>• Crisis counseling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Psychological counseling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Health-check and treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Legal aid</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 3.2.4. Planning for victim support

After the need assessment, it is necessary to make plan for support (please refer to the below table). Planning and making a book to monitor services provided to victims Refer to service monitoring book in the Annex).

<table>
<thead>
<tr>
<th>VICTIM’S NEEDS</th>
<th>SERVICE PROVIDERS/ PERSON IN CHARGE</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Vocational training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Job placement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Access to micro-credit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Initial basic expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Other medical services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(primary health-check and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>treatment)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Additional medical services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(psychological treatment or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>other treatment)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.2.5. Support to recovery and reintegration of victims

Recovery and reintegration process of trafficked victims need:

- To review specific circumstance and needs of each victim.
- Noted that types of human trafficking, types of abuses, and types of traumas that each victim experienced are different.
- Each individual victim, depending on their experience, age, sex, personality, has different reaction toward being trafficked and receiving supports.
- Each person has their own characteristic, no matter they are adult or children. Each person has their own strengths, weaknesses, and specific abilities. Thus:
  - Victims should be the ones to decide type of supports and services provided
  - Some victims can reintegrate into the community immediately
  - Some others need time to recover
  - Some others need to be taken care of, and supported in the longer term

Beside supports on psychological counseling, and crisis intervention, victims need support to access available services such as vocational training and job placement, medical insurance, etc.

3.2.6. Service referral

Service referral:

Currently, shelters/victims support units do not have comprehensive services that victims need such as legal aid, health, vocational training and job placement. Therefore, networking and service referral is needed to help victims to access to needy services.

To ensure that victims can access to services in a timely manner, victim support units need to actively network and set up referral services professionally with other service providers. These units need to set up lists and addresses of service providers in their areas. In order to refer services effectively, the units need to sign agreement or
commitments with other service providers to agree upon steps and procedures in receipt and referral of victims to meet the needs of victims and abided by the law.

**Attention in service referral:**

- Avoid overlapping among relevant agencies
- Create more options to meet the needs of victims (victims' needs are varied depending on age, sex, level of education, capacity, family situation, experience, duration of being trafficked)
- Before refer to other service providers, risks and factors that may make victims vulnerable should be considered
- Seek victim’s consent and help victims make final decision
- Ensure continuity and stable quality of service provided
- Referral documents should mention contact person, focal point, responsibility of all involved parties in monitoring and evaluation of services provided

Under the current Vietnamese legal framework, victims are entitled to:

- Primary psychological counseling
- Temporary stay at reception centers from 7-15 days
- Primary support for difficult family circumstance (difficult circumstances are certified by the Chairman of the Communal People’s Committee)
- Vocational training at state-owned vocational training centers or receive an amount of money equivalent to one training course
- Health check and medical treatment in case they are sick
- Free legal aid

**3.2.7. Recovery and reintegration**

Reintegration is a process to bring victims back to normal life, settle down in community after receiving health care, psychological and physical support.

- Reintegration is to ensure victims regain their self esteem and control over their life.
- Reintegration is not just simply return home, but helping victims to be socially and economically independent who can make decision, and become healthy members of the community no matter where they are.
- Reintegration may include integration to new community in case they can not return home.

Service providers should recognize that each victim need a specific recovery process, so that the process should be carried out suitable to each individual.

- During the recovery process, service providers should inform and explain all relevant information to victims, respect victims' ideas in order to provide the service effectively.
• Victims support units/shelters, and their staff should create favorable conditions, support the establishment of the relationship between victims and their families, during the recovery so that victims can make their own decisions.

• Service providers should ensure that victim recovery should be reflected in victims’ case planning and their profiles.

• For child victims, the recovery process should be carried out in a way it takes into account victim’s culture, religion, and age, and for the best interest of the child.

### 3 major step in recovery and reintegration

<table>
<thead>
<tr>
<th>Step</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipt and assessment</td>
<td>May last from one day to one month</td>
</tr>
<tr>
<td>Temporary care and support</td>
<td>May last up to 6 months</td>
</tr>
<tr>
<td>Reintegration and follow-up</td>
<td>May last for weeks up to one year or longer</td>
</tr>
</tbody>
</table>

Victims identified

May last for weeks up to one year or longer
Summarizing two stages of Recovery and Reintegration

<table>
<thead>
<tr>
<th>Phase I: Building relationship</th>
<th>Phase II: Apply support strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong>: Set up the relationship</td>
<td><strong>Step 1</strong>: Agree on set goal and objectives</td>
</tr>
<tr>
<td><strong>Step 2</strong>: Identify problem</td>
<td><strong>Step 2</strong>: Plan support strategies</td>
</tr>
<tr>
<td><strong>Step 3</strong>: Agree on working mechanism, agreements</td>
<td><strong>Step 3</strong>: Apply support strategies</td>
</tr>
<tr>
<td><strong>Step 4</strong>: Study more in-depth problems of victims</td>
<td><strong>Step 4</strong>: Evaluate strategies used</td>
</tr>
<tr>
<td><strong>Step 5</strong>: Set up feasible goal and objectives</td>
<td><strong>Step 5</strong>: Complete supports</td>
</tr>
<tr>
<td></td>
<td><strong>Step 6</strong>: Check the results</td>
</tr>
</tbody>
</table>

Basic principles in recovery and reintegration that service providers should learn:

1. **Respect victims**
   - Treat victims equally
   - Try to understand what victims experienced
   - Respect victims, their different needs and desire depending on each person
   - Respect spiritual and physical status of victims
   - Trust – no judgments
   - Pay attention to differences in culture
   - Provide language support that victim understand

2. **Be professional**
   - Treat victims with respect and sympathy
   - Set clear objectives
   - Be patient, calm and focused
   - Balance in showing emotions
   - Be prepared before meeting victims
   - Be honest, do not commit anything if you can’t do

3. **Positive communications**
   - Use verbal and non-verbal communications
   - Ask questions with sympathy attitude
   - Listen carefully and positively
   - Let victims tell their stories without interruption
   - If you do not understand - ask
   - While provide information, make sure victims understand the meaning of the information
   - Encourage positive communication
   - Before finishing communication, summarize the content of discussion, clarify process, possible
4. Good understanding of working with groups of victims (same situations)

<table>
<thead>
<tr>
<th>options, and next steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Experience “I’m not the only one”</td>
</tr>
<tr>
<td>• Share anxiety and how to reduce stigma</td>
</tr>
<tr>
<td>• Receive sympathy and support</td>
</tr>
<tr>
<td>• Share information</td>
</tr>
<tr>
<td>• Learn together</td>
</tr>
<tr>
<td>• Have similar feedback</td>
</tr>
<tr>
<td>• Learn experience of new models</td>
</tr>
<tr>
<td>• Improve social skills</td>
</tr>
</tbody>
</table>

3.2.8. Monitoring and evaluation

Victims support units/shelter should have a service monitoring book to monitor services provided to victims and the recovery process of that victim. The information should be kept confidential following set policies. Please refer to the sample of Service Monitoring Book in the Annex.

Victim monitoring should include health issue and physical state of victims; services that they received (if they haven’t received any support, reasons should be provided).

Evaluation of services should include discussion of opportunities, challenges, and recommendations.

Case manager should evaluate (upon completion of support):

- Feeling, thinking, and issues arise during the support process
- Remaining issues, victim’s needs that haven’t been met
- Follow-up and support upon case closure
- Contact address of victims after completion of support

3.2.9. Completion of support

Social workers or case managers should know if:

- Victims are satisfied with all set objectives and do not require additional services.
- Services are not available (for example, on-the-job training for specific job not available within possible distance that victim can travel.)
- Victims do not participate in implementing activities to reach the targeted objectives or do not participate actively in recovery (lack of motivation, not ready yet..).
- Victim disappear or escape
- Case manager prepare for the case closure, including discussion with victim to see if the objectives have been met, review profiles, ensure that arise issues have been addressed, evaluate victim’s progress, review support meaningful to
victim and provide referral contacts if needed, and available resource in the area.

- Case manager address conflict that may arise during the case closure/expectation to prolong the support after meeting criteria of case closure.

4. KNOWLEDGE AND SKILLS NECESSARY FOR OFFICERS INVOLVED IN RECEIPT, REINTEGRATION OF TRAFFICKED VICTIMS

4.1. Knowledge

Each officer involved in receipt and reintegration of trafficked victims should be trained to have basic knowledge on human trafficking, and understanding on the responsibilities of victim support units/shelters. In addition, they need detailed mentoring and training on specific skills depending on their responsibilities and experience. Suggested content for trainings:

- Definition and phenomenon of human trafficking
- International conventions on anti-human trafficking and human rights including the Palermo Protocol, and related national laws and policies in combating and prevention of human trafficking.
- Working principles of intervention programs to recover and reintegrate victims, especially special cases of vulnerable.
- Support services or intervention to promote recovery of trafficked victims.
- Skills in communications with victims, particularly traumatized victims, child victims, victims who are ethnic minority, men.
- Team work in provision of services
- Management principles and working with victims having crisis
- Basic counseling and case management
- Methods in set up network, and referral of services for returnees
- Information about available services and special services in the area of work
- Training on safety and security
- First aid and referral of medical services (particularly for victims having HIV/AIDS, drug users or victims with mental health problems)

Local trainings: Trained officers are encouraged to share and train other officers at grass-root levels. Training should be in line with needs, communities and development of human trafficking in that areas.

Necessary knowledge:

- Communication skills, interview skills, and how to work with victims on the basis of right-based, victim-centered approach.
- Necessary techniques to encourage victims’ participation in different stage/step of case management process.
• How to keep victim’s right to privacy and confidential information when sharing with others.

• Social workers/case managers should intervene at victim level (on behalf of victims) to provide and/or coordinate provision of services directly to victims and their families.

• Social workers/case managers need to know on available services, costs, and budget limit, and should be responsible for finance management to provide the services and manage the case.

• Social workers/case managers should/have to participate in assessment and evaluation of services designed to monitor the relevance and efficiency of the whole service provider system and services provided by case managers. This activity ensure their own function and responsibility.

• Social workers/case managers should/have to treat their colleagues in a courteous manner, respect and try to enhance cooperation relationship internally and externally, and relations with partners when they act on victims’ behalf.

Skill: Requirements on the basic skills necessary for officers who directly work victims

• Confident in talking to strangers, effective communication with victims

• Skills to collect information through observation and interview of victims

• Ability to explain ideas clearly and firmly

• Patient to cope with bitter, severe, sorrow and lost

• Good listening skills

Attitude of officers who directly work with victims:

• Help people in need and understand social issues

• Understand inequality in society

• Respect dignity and human values

• Recognize the importance of social relationships

• Behave in trustful manner

• Continue to improve capacity

4.2. Essential psychological counseling skills

4.2.1. Definition of counseling for victims of trafficking

Counseling for trafficking victims is a process in which there is an interactive communication relationship between two or a group of counselors (supporters, service providers, case managers) and victims (who need support) to address issues or problems that victims can not handle by themselves. The activity aims to identify and explore potential capacity of victims to address the issues by themselves and actively reintegrate in life.
The objective of counseling: The interactive communication between victims and supporters help victims to improve change their psychological state from negative to positive; victims can improve their understanding of themselves and their situations; victims can make sound decisions. Supporters can provide mentoring for victims to realize their own decision.

Basis for effective counseling: Building trust, helping victims to believe in their own ability including developing and education new methods for victims to address their own issues.

4.2.2. Types of counseling

Counseling are varied:

- *Meeting in person, direct communication with victims*, individually or in group. Among groups, there are groups of family members, friends, or family relatives.
- *Online*: Through telephone, radio, television, and on the Internet.
- *Indirect*: Mail, e-mail, through other people.

4.2.3. Counseling principles:

To carry out an effective counseling, counselors should comply with the following principles:

- **Victims involved in addressing their own issues**: During the process of supporting victims to solve their problems, service providers create favorable condition so that victims can do by themselves, without doing for them. Service providers help victims to find solution within their capacity through discussion, suggestion, and problems analysis.

- **Respect victim’s right of making decision**: Service providers play the role of supporting victims to make their own decisions and respect their decision (if the decisions do no harm to themselves or others).

- **Sympathize with victims**: Each victim has their own circumstance, living condition, and environment, thus no common solution can be applied to all victims. Service providers need to use different flexible solutions, suitable to psychological and physiological characteristics of each victim.

- **Keep victims’ information private and confidential**: Service providers should well understand information about victims to support them to solve their own problems. Thus, their ethics do not allow them to disclose confidential information of victims.

- In case, for **the best interest of the victims**, service providers need to share the personal information of victims to responsible persons, they need to discuss, analyze, convince victims and should get their consent.

- **Counselors should be sincere, and understand them well**: The should know their strengths, weaknesses, and see if their motivation fit with ethics to avoid possible wrongdoing.

- **Build relationship with service providers and victims**: To address victims’ problems, it is important to build friendly relationship between service
providers and victims. Service providers should not be too emotional with victims’ issues. They should not have prejudice, compare, or criticize victims.

4.2.4. Approach skill in counseling

To approach victims (people with problems, traumatized, need support or assistance) service providers need:

- To trust victims, keep calm when listen to victims to tell their issues
- To support victims to foresee things that may happen
- Not to impose their thinking on victims
- To support the right decisions of victims
- To respect dignity and privacy of victims
- To keep information confidential, however in case of emergency, should share with authorized agencies, for the best interest of victims
- Self control their personal feeling to victims’ issues
- Not to have prejudice or criticize victims carelessly

4.2.5. Skills in counseling communication

Counselors should have essential skills to communicate with victims. When discuss personal information, and support psychology, counselors should have the following skills:

- Observation skill
- Listening skills
- Skill to collect information
- Motivation skill
- Skill to rephrase
- Skill to reflect feeling
- Summarizing skill

Observation skill: Look at the victims, pay attention and note their image/appearance during the counseling. Observe non-verbal communications such as closing eyes, touching face, smiling, crying, holding hands tightly, and other gestures. By observing these actions, counseling can match the verbal and non-verbal communication to guess what victims try to say.

Listening skill: Counselor should listen to the whole story told by victims without writing down. If the story has many details and difficult to remembers such as address or telephone numbers, the counselor should get the consent from the victim in advance. By listening to the victim, the counselor shows their respect through saying: really, I understand, yes, etc.

Skill to collect information: The discussion can begin with asking questions to individual or group. In counseling, asking questions help respondent (the victims) to feel comfortable and more open to share their story. This is very important. Using
open or closed questions in different context or situation require counselor to have **skill to ask questions:**

- **Closed questions** are questions to confirm the information told by victims. These information are mainly personal information. These questions are asked without further explanation but the ones who answer still understand.

- **Open questions** are questions asked the victims to explain their thinking or events in different ways. The answers may not explain or respond directly to the questions. With these questions, the answers can not just be “Yes” or “No” Open questions have the advantage that the people who answer may not feel forced to answer questions (may be a lengthy answer).

Using open questions to encourage victim to easily share their stories is a method in verbal communication.

**Motivation skill:** Counselor use motivation skill to encourage victim, make them more confident and be motivated in showing their feeling, and maintaining their active participation during the counseling process.

- Counselors is recommended to use the non-verbal communications such as nodding the head or add some encouraging words such as “Yes” “Hmm” “Really” “Interesting” “Correct” “I understand” during the counseling process.

- Encouragement should also be used to explore more detailed information.

**Skill to rephrase:** is to express in another way what victims just told the counselors.

- When the counselors use the rephrasing skill they show that they listen and sympathize with what victims shared with them. If the stories were repeated correctly with what they told or wanted to say, it helps to build victims’ trust in counselors.

- In case counselor’s rephrasing is not accurate, the victim can correct and the correction help the counselor to complete the content to build trust in counselor. Otherwise communication may not be successful.

- Thus, counselor should listen well, and concentrate on what victims shared to catch the ideas and rephrase precisely. This is critical in counseling.

**Skill to reflect feeling, sympathy:** Rephrasing skill is part of skill to reflect feeling. Feeling reflection helps counselors to focus more on the emotional aspect of the problem that victims shared. Repetition of the aspect *in words* or reflection of victim’s emotion through non-verbal communication

- Feeling reflection means re-identify ad recognize feelings reflected by others and is a way to feel the sympathy effectively.

- Identify precisely feeling that victim experienced can make effect to help victims to change their feelings in positive way, help victims to make right decisions and have positive behaviors.

- Right reflection of feeling help victims to understand that it is necessary to recognize feeling and how to adjust or change their feelings.

- Feeling reflection can show sympathy and encourage victims to share their thinking, feeling, and emotion.
To reflect feeling correctly, counselors should focus on the aspects that victims consider important, particularly victims who are children.

**Summarizing skill:** One of the important tasks of counselors is summarizing the discussion. Counselors should consolidate information collected concisely, clearly, and briefly through each counseling step before moving to another topic or step. Summary of discussion helps victims look back more clearly about themselves, at the same time, help counselors to double check information collected from victims.

### 4.2.6. Reduce stress for service providers in support and protection of victims

**What is stress?**

Support and provide assistance to victims are typical jobs. Due to the fact that the service providers often take care and interact with trafficked victims, the staff sometimes can’t control their feeling which may lead to negative reaction. Frequent psychological reaction occur more regularly may cause acute mental disorder, without proper treatment, they can lead to vicarious traumas. Therefore, manager of service providers should encourage service providers to learn different healthy ways to reduce stress and burn-out. In addition, service providers should take self-care to prevent emotional distress in order to meet with working requirements.

Stress and burn-out are physically and emotionally exhausted which may become long-term stress. If stress lasts for long time, burn-out may occur. Therefore, if service providers have signs of stress, they should find the ways to reduce stresses for themselves and others.

**Understanding on stress, signs of stress and ways to reduce stress**

**Signs of stress:**

<table>
<thead>
<tr>
<th>Physical</th>
<th>Emotional</th>
<th>Psychological</th>
<th>Spiritual</th>
<th>Result in behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sleepless</td>
<td>Changeable mood</td>
<td>Inability to concentrate</td>
<td>Feel empty</td>
<td>Difficult to control behavior (for example: driving carelessly)</td>
</tr>
<tr>
<td>Change in eating and drinking habits</td>
<td>Easy to be “overmoved”</td>
<td>Confused and illogical thinking</td>
<td>Find life and work meaningless</td>
<td>Eat too much or too little</td>
</tr>
<tr>
<td>Digestion disorder</td>
<td>Easy to get bad tempered</td>
<td>Absent-minded</td>
<td>Discouraged and disappointed</td>
<td>Smoke more</td>
</tr>
<tr>
<td>Quick heart beat</td>
<td>Angry</td>
<td>Difficult to make decision</td>
<td>Easy to be suspicious</td>
<td>Look more</td>
</tr>
<tr>
<td>Tired</td>
<td>Disappointed</td>
<td>Often have nightmare</td>
<td>Lack of trust</td>
<td>Over vigilant to everyone and things around</td>
</tr>
<tr>
<td>Paralyzed muscles</td>
<td>Worried</td>
<td>Thinking interrupted</td>
<td>Be isolated and lose connections</td>
<td>Be quarrelsome and demolished</td>
</tr>
<tr>
<td>Back and neck pain</td>
<td>No feeling</td>
<td></td>
<td></td>
<td>Alcohol or drug abuse</td>
</tr>
<tr>
<td>Can’t relax or rest</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical</td>
<td>Emotional</td>
<td>Psychological</td>
<td>Spiritual</td>
<td>Result in behavior</td>
</tr>
<tr>
<td>----------</td>
<td>-----------</td>
<td>---------------</td>
<td>-----------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Easy to be panic</td>
<td></td>
<td></td>
<td></td>
<td>Worried without reason and move around unconsciously Isolated from work and other people</td>
</tr>
</tbody>
</table>

**Factors effected to a person’s reaction to work pressure/stress:**

<table>
<thead>
<tr>
<th>Risk factors</th>
<th>Protective factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sad event in the past (nature, level of seriousness)</td>
<td>Social support</td>
</tr>
<tr>
<td>Sorrowful events and stresses cause current reaction (nature, level of seriousness)</td>
<td>Have strong self-esteem</td>
</tr>
<tr>
<td>Pressure experienced</td>
<td>Positive thinking</td>
</tr>
<tr>
<td>Long-term stress</td>
<td>High adaptability</td>
</tr>
<tr>
<td>Mental health history and mental issues</td>
<td>Desire to explore and ready to experience new things in the future</td>
</tr>
<tr>
<td>Lack of social support</td>
<td></td>
</tr>
<tr>
<td>No external communication, live with inner feeling</td>
<td></td>
</tr>
<tr>
<td>Negative and pessimistic</td>
<td></td>
</tr>
</tbody>
</table>

**Activities to reduce stress:**

<table>
<thead>
<tr>
<th>Physical</th>
<th>Emotional and feeling</th>
<th>Spiritual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular exercises</td>
<td>Increased relationship with people around</td>
<td>Explore personal values: where can you find the meaning of life?</td>
</tr>
<tr>
<td>Sleep well</td>
<td>Keep contact with family/friends through email, telephone, mail</td>
<td>Participate in communication or organizations that you think they have meaningful impact and purposes</td>
</tr>
<tr>
<td>Moderate eating and drinking</td>
<td>Talks and discuss with colleagues and people around</td>
<td>Participate in activities in peace: for example praying at pagodas</td>
</tr>
<tr>
<td>Drink a lot of water</td>
<td>Participate in group activities</td>
<td>Read books and newspapers</td>
</tr>
<tr>
<td>Smile</td>
<td>Write diary, compose</td>
<td></td>
</tr>
</tbody>
</table>
| mentioned activities regularly | poems, song, or stories  
Creative activities to refresh mind  
See movies, read book and newspapers, listen to music  
Good priority arrangement  
Practical expectation about yourself and others | Participate in dialogues bringing positive meaning  
Singing or listening to music  
Spend time on art, nature or music  
Never let yourself in isolated situation |
Annex: SERVICE MONITORING BOOK

I- INFORMATION ABOUT VICTIMS SUPPORT UNIT/SHELTER

Name:----------------------------------------------------------------------------------------------------------------------
Address:  --------------------------------------------------------------------------------------------------------------------
Tel/Fax:---------------------------------------------------------------------------------------------
E-mail:  -----------------------------------------------------------------------------------------------
Service provider’s name: __________________________________________________________
Date of monitoring starts: -----------------------------------------------
Duration of support: ---------------------------------------------------------------

II- INFORMATION ABOUT VICTIMS

Name:………………………… ……………………………..
Date of birth (age): …………………………...……….
Sex: ……………………………………...……………..……
Date of departure: ……………………………………...……
Date of return: …………………………………………………
Place of stay oversea: ………………………………………
How victim was returned (official or unofficial): ………….
Duration of stay oversea: ………………………………………
Work oversea:  ---------------------------------------------------------------

Note (Clearly mention victim’s situation before entering shelter, services received before)

----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------
----------------------------------------------------------------------------------------------------------------------

(photo 3x4)


III- MONITORING OF HEALTH

<table>
<thead>
<tr>
<th>Date... month.....year.......</th>
<th>Physical: .................................</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>...........................................</td>
</tr>
<tr>
<td></td>
<td>...........................................</td>
</tr>
<tr>
<td>Spiritual: ..........................</td>
<td></td>
</tr>
<tr>
<td></td>
<td>...........................................</td>
</tr>
<tr>
<td></td>
<td>...........................................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date... month.....year.......</th>
<th>Physical: .................................</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>...........................................</td>
</tr>
<tr>
<td></td>
<td>...........................................</td>
</tr>
<tr>
<td>Spiritual: ..........................</td>
<td></td>
</tr>
<tr>
<td></td>
<td>...........................................</td>
</tr>
<tr>
<td></td>
<td>...........................................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date... month.....year.......</th>
<th>Physical: .................................</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>...........................................</td>
</tr>
<tr>
<td></td>
<td>...........................................</td>
</tr>
<tr>
<td>Spiritual: ..........................</td>
<td></td>
</tr>
<tr>
<td></td>
<td>...........................................</td>
</tr>
<tr>
<td></td>
<td>...........................................</td>
</tr>
</tbody>
</table>

Remarks: Health profile (attached if any)

Assessment of victim’s needs:

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

Strengths, weaknesses of victims:

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

-------------------------------------------------------------------------------------------------------

IV- SERVICES PROVIDED TO VICTIMS

<table>
<thead>
<tr>
<th>VICTIMS’ NEEDS</th>
<th>SERVICE PROVIDERS (note clearly service providers or referral agencies)</th>
<th>MONITORING OF SERVICES AND EVALUATION OF SERVICE PROVIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Vocational training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Basic education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Job placement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Loans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>☐ Initial consumption expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VICTIMS’ NEEDS</td>
<td>SERVICE PROVIDERS (note clearly service providers or referral agencies)</td>
<td>MONITORING OF SERVICES AND EVALUATION OF SERVICE PROVIDER</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------------------------------------------------------------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td>□ Health-check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Additional medical treatment (psychological, mental health or other treatment)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Safe place to live</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Transportation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Legal aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Relationship between victims and other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Special care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Other needs/Expectations</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Remarks on other services:

- Victim’s comments on services:

VI- COMMENTS OF SERVICE PROVIDERS
- Opportunities:
- Challenges:
• Recommendations:

VI. CAE MANAGER’S EVALUATION (upon completion of support)

- Feeling, thoughts, and issues arise during the support process:

- Pending issue, needs that not yet meet:

- Follow-up and support after case closure:

- Contact address of victim after case closure:

- Follow-up after victims return home:

<table>
<thead>
<tr>
<th></th>
<th>After 6 months</th>
<th>After 12 months</th>
<th>After 24 months</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>