



IOM • OIM

**International Organization for Migration**

the migration agency

MISSION IN THE KYRGYZ REPUBLIC



# Manual on Care, Rehabilitation, Recovery and Reintegration of Victims of Trafficking in Human Beings for the Kyrgyz Republic



Bishkek

# CONTENTS

---

<b>Introduction</b>	.....	<b>3</b>
<b>Chapter I: Shelter</b>	.....	<b>4</b>
<b>Chapter II: Rehabilitation</b>	.....	<b>12</b>
<b>Chapter III: Reintegration</b>	.....	<b>19</b>
<b>Chapter IV: Best Practices of Reintegration</b>	.....	<b>21</b>
<b>Annex 1: Guidelines for Staff Standards of Conduct</b>	.....	<b>23</b>
<b>Annex 2: General Shelter Rules</b>	.....	<b>26</b>
<b>Annex 3: Rights of Shelter Residents</b>	.....	<b>27</b>
<b>Annex 4: Staff Confidentiality Agreement</b>	.....	<b>28</b>
<b>Annex 5: Financial Agreement with NGO for Rehabilitation at Shelter (pink Form)</b>	.....	<b>29</b>
<b>Annex 6: Financial Agreement with NGO for Rehabilitation (blue Form)</b>	.....	<b>30</b>
<b>Annex 7: Monitoring Implementation Report</b>	.....	<b>31</b>
<b>For Notes</b>	.....	<b>32</b>

## Introduction

*Trafficking in persons (Human trafficking) – The recruitment, transportation, transfer, harboring, or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.*

*Victim of human trafficking – an individual who is a victim of the crime of trafficking in persons.*

*Exploitation – the act of taking advantage of something or someone, in particular the act of taking unjust advantage of another for one's own benefit (e.g. sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs).*

In cooperation with partner NGOs, IOM Bishkek renders aid to individuals, who have become victims of human trafficking. IOM provides practical aid including assistance through return from abroad, professional consultations, medical, legal, psychological, and reintegration aid.

Practical aid to victims of human trafficking in Kyrgyzstan is provided in the form of the following services:

### ***Return:***

- Providing travel documents
- Booking tickets
- Accompanying victims of human trafficking to an airport (other point of destination if required)
- Meeting at an airport in cooperation with partner NGOs
- Accompanying and transporting to the point of destination in cooperation with partner NGOs.

### ***Rehabilitation:***

- Providing accommodation;
- Providing shelter services in cooperation with partner NGOs;
- Providing social, legal, medical and psychological counseling in cooperation with partner NGOs.

### ***Reintegration:***

- Assistance in receiving professional education in cooperation with partner NGOs;
- Providing reintegration scholarships in cooperation with partner NGOs;
- Assistance in further employment in cooperation with partner NGOs.

This manual shall be used by social workers of shelters as main standards of care, rehabilitation, recovery and reintegration of victims of trafficking in human beings in the Kyrgyz Republic.

## CHAPTER I: SHELTER

### 1.0. General

*Shelter is one of the forms of rehabilitation aid provided by International Organization for Migration for victims of human trafficking.*

*Shelters are set to deliver social, psychological, and medical aid to victims of human trafficking, social adaptation to changing conditions of living, creating the atmosphere of mutual understanding in families, overcoming conflicts and other abnormalities of interfamily relationships.*

*Shelter staff deals with extending integration aid to victims of human trafficking and assist in social adaptation*

#### **Shelter in Bishkek**

IOM Bishkek operates a shelter in Bishkek managed by NGO Sezim. The shelter combines a safe house for victims of trafficking with a crisis center for survivors of domestic violence. The clients of the shelter receive protection and medical, psychological, legal counseling, and board and lodging. There is also vocational training programme with education for professions of barbers and seamstresses. Upon completion of the courses, IOM and the Kyrgyz Republic State Committee for Migration and Employment (SCME) help the clients to find jobs. From 2003 until present time more than 400 victims of human trafficking have passed through the rehabilitation processes in the shelter. Donors: SIDA, USAID, CIDA, Norway Government.



#### **Shelter in Osh**

With the support of IOM, another safe house/crisis center was opened in Osh in 2006. There victims of trafficking from the south of the Republic receive shelter services and go through rehabilitation programmes. They are provided with protection, professional psychological counseling, medical examinations and board and lodging in this shelter. Just as in Bishkek, victims have an opportunity to acquire different professions. In two years of its operation shelter assisted more than 100 victims of trafficking and provided them with rehabilitation services. Donors: SIDA, USAID, CIDA, Norway Government.



### **Center of Adaptation and Rehabilitation for Children (CARC)**

IOM initiated and implemented the creation of CARC in cooperation with Kyrgyz Republic Ministry of Interior and SCME. The Center provides social, legal and reintegration aid to vulnerable groups of children from the south of Kyrgyzstan, especially victims of trafficking and those in danger of being trafficked, such as homeless, orphans, abandoned and street children.



The center can accommodate sixteen 3 to 18 year-old children at a time. Today, CARC is the only asylum in the southern Kyrgyzstan for vulnerable children in danger of being trafficked. Therefore, CARC staff carries out daily prophylactic activities with all children at the center. Experienced instructors of NGO Ulybka Social Fund carry out special lessons for children in the form of life skill training, games and quizzes, explaining how to overcome and decrease risks of becoming trafficked. Experienced workers of Ulybka Social Fund are at the center with children 24 hours a day. Daily sessions of the psychologists with the children at the center help them to identify which groups of the children were victimized. These children undergo special rehabilitation courses within the framework of the Program for Children Victims of Human Trafficking. More than 400 children received rehabilitation assistance at the center in 2007.



## 1.1 Temporary Shelter

1. A temporary shelter for victims of trafficking is a specially established building or premise under auspices of IOM and managed by a non-governmental organization, which is intended for temporary stay of individuals who have been identified as victims of labor, sexual exploitation, trafficking or other forms of slavery. The Shelter is one of the forms of rehabilitation assistance provided by the International Organization for Migration for victims of human trafficking. Shelters' activities are supported by grants or other forms of financial assistance.
2. The principal objective of the shelter is to extend first hand protection and provide social and psychological assistance and health care for victims of trafficking. The shelter assists the victims to adapt to changed living conditions, creating an atmosphere of understanding in a family by avoiding conflicts and other barriers in family relationship.
3. The shelter under auspices of IOM and managed by a non-governmental organization or other legal entity which is selected by IOM in the Kyrgyz Republic based on the results of competitive tender. This procedure helps to determine the most experienced organization, which has sufficient level of staff qualification in addressing the issues related to dealing with victims of different forms of violation.

Besides this Manual and IOM's Handbook on Direct Assistance for Victims of Trafficking, the shelter activities in assisting victims of trafficking are based on the Memorandum of Understanding signed between IOM and an NGO that would manage the shelter. Moreover, the shelter's activities are based on Agreements, signed for each victim of trafficking.

## 1.2 Principles of working with victims of trafficking

1. All the activities of the shelter and work with victims of trafficking are built on full observance of confidentiality (non-disclosure).
2. Each case of trafficking shall be dealt individually. It is necessary to take into account that after effects of trafficking are undermined health, chronic depression, divorces, suicides, alcohol abuse, and post traumatic stress syndrome. The success of recovery therefore, depends on the nature of assistance the victim receives. It is forbidden to raise voice, criticize, and show impatience, hot temper, and rudeness while communicating with a victim. Such attitude from shelter staff, as well as complaint of a victim on such behavior will lead to termination of the Memorandum and Agreements with the NGO involved.
3. Any information on victims shall be disseminated upon their personal consent only.
4. Serving the interests of the victims and their safety are the priority in working with victims at the shelter.
5. Readiness to provide necessary assistance for victims at any time, 24 hours a day, 7 days a week.
6. Providing necessary information to appropriate authorities in investigating cases against traffickers (recruiters).

7. The shelter is designated for female victims of trafficking and in exceptional cases for minor children. The CARC is designated for children and provides assistance in social, legal and reintegration aid to vulnerable groups of children from the south of Kyrgyzstan.
  
8. The shelter consists of the following premises:
  - kitchen or canteen;
  - living room for leisure time and counseling room;
  - bedrooms;
  - shower, WC;
  - staff office.
  
9. The shelter's capacity:
  - the shelter has enough resources to accommodate 8-10 people at a time.
  
10. The shelter shall meet the suitable sanitation standards and hygienic requirements. Staff is responsible for keeping order and hygiene at the shelter. Individuals who live at the shelter shall participate in maintaining the order and take responsibility for keeping their sleeping quarters clean and organized. The shelter management will assign one duty officer everyday among the staff who will be responsible for maintaining order at the shelter, as well as drafting a list of shelter routines.

### **1.3 Main types of shelter activities**

The shelter staff is responsible for recovery and reintegration assistance to victims of trafficking and helping them to return home. Recovery and reintegration include:

- meet a victim at an airport, railway station, bus station;
- assistance during their return to home;
- shelter with full board and lodging;
- providing social, legal, medical, and psychological assistance.

### **2.0 The Shelter Staff**

While performing his/her activities, a shelter manager shall be accountable to a NGO Coordinator who works under IOM in the Kyrgyz Republic, who is in turn responsible for implementation of activities related to operation of the shelters for victims of trafficking.

The shelter manager is in charge of coordinating the daily activities and smooth operation of the shelter, including management of shelter staff in their daily work, assisting individuals who live at the shelter and ensuring their safety. The shelter manager is responsible for following protection principles and shelter objectives, as well as safety and health of the staff and individuals who live at the shelter.

## **2.1 Manager Responsibilities:**

1. Coordination of routine activities of the shelter. Managing the shelter staff and perform administrative duties at the shelter. Development and implementation of the plans of providing assistance to individuals, who live at the shelter, as well as follow-up monitoring.
2. Ensure observance of protection principles and shelter objectives, as well as observance of overall IOM policy in providing assistance to victims of trafficking.
3. Ensure safety of individuals who live at the shelter, as well as the shelter staff.
4. Resolving problems of the shelter and of discharge of victims of trafficking from the shelter, in close cooperation with representatives of IOM in the Kyrgyz Republic. Reporting to representatives of IOM in the Kyrgyz Republic on all irregular situations related to security.
5. Ensure integrity of documents and personal files on providing assistance to individuals, who live at the shelter, storing them at safe and confidential place. Making sure tracking and completion of documents is correct. Disclosure of information to third parties will not be allowed.
6. Participating in selection, hiring, professional preparation and training of the shelter staff and providers of relevant services.
7. Designing functional duties for each shelter staff and contracting (Labor Agreement) their services. Control and assessment of work of the shelter staff. Monitoring and evaluation of the work performance of staff. Conducting weekly meetings with staff, analyzing the individual plans of providing assistance to the shelter residents, resolving disputable matters, influencing actions, if required. The manager will not allow ineptness, negligence and rudeness of staff.
8. Coordinating the staff work schedule to ensure smooth operating of the shelter, control the issues concerning annual leave for staff, as well as leave of staff due to other reasons.
9. Ensure accurate records of visitors and offer justifications of visits excluding those of the International Organization for Migration and contractors – providers of relevant services.
10. Monthly submissions to the NGO Coordinator of progress reports on the shelter activities and financial reports with supporting documents attached thereto.
11. Control budget expenditures and draft recommendations and requests on needed funding.
12. Maintain proper state of sanitation and ensure smooth operation of the shelter.
13. Additional functions, as necessary.
14. In case of phone calls from government agencies, requiring urgent response, it is necessary to inform the IOM Coordinator in the Kyrgyz Republic, if s/he is out of office, then Shelter Project Assistant.

## **2.2 Social Worker Responsibilities:**

1. The Social worker counsels the shelter residents, performs individual plans on providing assistance to shelter residents, which were designed under the shelter manager's supervision.
2. Receive victims at the shelter; familiarize the shelter residents with activities of the shelter. Ensure that shelter residents understand the principles and objectives of the shelter.
3. Identify primary and secondary needs of the shelter residents for further development of individual plans on providing assistance.
4. Jointly with the shelter manager develop individual plans on providing assistance to the shelter residents.
5. Accompany the shelter residents that have to go outside the boundaries of the shelter in order to receive additional assistance, if required.
6. Participate in identifying discharge date and organize further handover of shelter residents to partner-institutions.
7. Organize procedures of discharge from the shelter; ensure that shelter residents and partner-institutions maintain shelter procedures.
8. Upon IOM's agreement convey necessary information to partners who will continue working with the shelter residents after their discharge from the shelter.
9. Maintaining the files of the shelter residents at least six months after the resident was discharged from the shelter. Files may be needed also in the future, as required in the agreement between the shelter manager and IOM.
10. Keep in touch and share the information with partners that will perform further work with victims of trafficking after their discharge from the shelter.
11. Participation in weekly staff meetings and discussions of individual plans on providing assistance to shelter residents.

## **2.3 Shelter Psychologist Responsibilities**

The Shelter Psychologist works under supervision of the shelter manager and with support of the NGO Coordinator of IOM.

The psychologist takes responsibility for interviewing victims in order to identify their psychological state and capability to adapt to the established conditions and environment of the shelter.

1. Psychological evaluation of the shelter residents and psychological and diagnostic tests.
2. Counsel the shelter residents and help them to overcome post-traumatic stress syndrome and associated problems.

3. Ensure psychological support to the shelter residents as well as the shelter staff.
4. Among the shelter residents identify those victims who have signs of mental disorders and are in need of specific psychiatric treatment.
5. If mental condition of the client is under question, additional assessment and evaluation is to be carried out. If the problems are diagnosed, then the shelter manager and the NGO Coordinator in IOM shall be informed immediately.
6. Participate in drafting of individual plans in assisting the shelter residents.
7. Ensure implementation of the shelter objectives.
8. Participate in weekly staff meetings and discussions of individual plans on providing assistance to the shelter residents.

### **3.0 Procedure of admission of victims of trafficking to the shelter**

1. The shelter may receive information on victims of trafficking from the NGO Coordinator in IOM in the Kyrgyz Republic. Information on victims of trafficking may also be sent out by law enforcement bodies, State Committee for Migration and Employment of the Kyrgyz Republic, and/or by partner NGOs too.
2. The shelter manager is to organize meetings with victims of trafficking.
3. Reception and accommodation of victims of trafficking shall be agreed with the NGO Coordinator in IOM in the Kyrgyz Republic.
4. The shelter staff on duty (social worker, psychologist) shall carry out primary interview so that trust relationship could be established with a victim, who shall be assured of safety and confidentiality.
5. The shelter officers shall setup personal records for each shelter resident with the following documents mandatory attached (see Annexes):
  - signed General Shelter Rules;
  - signed Shelter Resident Rights;
6. The NGO Coordinator in IOM in the Kyrgyz Republic shall:
  - conduct detailed interviews in order to identify under which situations shelter residents were found, and determine the key needs of the victims;
  - assist the victims to complete the form (Free Assistance Admission Application);
  - draft summary for victims, complete standard IOM forms such as “Registration”, “Status Identification Interview”, “Providing Assistance to a Victim of Trafficking”;
  - draft Instructions to the shelter manager identifying the status of victims with a list of needs in order to provide recovery and reintegration assistance;

- jointly with the shelter manager draft a Financial Agreement for providing assistance for victims of trafficking.
7. After admission of the victim to the shelter, a complete medical examination shall be carried out to prevent various diseases. In case of detection of any infection, STD or other severe disease, the victim shall be appointed to an in-patient treatment.

#### **4.0 Safety Regulations Observance**

1. Building or premises of the shelter shall not have free access for unauthorized persons. Entrance door shall be armored and equipped with eyelet; windows shall have metal bars.
2. When utility providers visit the shelter, the shelter staff in charge for security shall immediately inform the shelter manager. In the meantime s/he should communicate with them through a speaking device and inform them that the manager shall meet them and talk to them and that s/he cannot let them in.
3. In case of phone calls from governmental agencies (Ministry of Interior, National Security Service and etc.) with requests to provide addresses or names, the security office shall respond that such information is not provided, and only in case of urgent and justified matters the caller shall be advised to address the IOM Coordinator.
4. The shelter staff is prohibited to share any information about activities, location, work of the shelter to outsiders, including to their and to shelter residents' close relatives (parents, brothers, sisters etc.).
5. In case of an attack or threat of an attack, the shelter staff shall notify the shelter manager and call 102 to inform the authorities. In this situation they should refer to the shelter as to a recovery center.
6. It is forbidden to invite unauthorized individuals to the shelter regardless of his/her position excluding representatives of the International Organization for Migration, and the IOM Coordinator. In exceptional cases a visit of official representatives is admitted with approval of IOM in the Kyrgyz Republic.
7. It is strictly prohibited to use the building or premises of the shelter for various mass public events with participation of shelter staff.

## CHAPTER II: REHABILITATION

### 1.0 Basic Materiel Needs

1. Victims shall be provided with clothes free of cost including:
  - Sets of underwear;
  - Personal hygiene sets (tooth brushes; soap; combs, etc.)
  - Everyday clothes;
  - Sets of winter clothes;
  - Foot wear;
2. Victims shall be provided with pocket money minimum of 50 soms a day;
3. Victims could be provided with additional services upon request such as haircut, manicure etc.

### 2.0 Legal Counseling

When deciding on type of advice to be provided for victims of trafficking, it will be of help to consider the following factors of relevance in relation to the provision of intelligence, the witness option and access to redress:

- Is there a professional counter-trafficking NGO in the receiving oblast (county/province)?
- If not, what alternative units are available?
- In either case, has the receiving NGO already established liaison with the police agency and, if so, how has it operated?
- What is the level of professionalism of the unit concerned?
- Based on the experience gained, can the police agency be trusted?
- What is the level of risk posed by corruption?
- Does the police unit maintain a professional approach to intelligence that preserves the confidentiality of the victim if s/he decides to provide intelligence?
- Is an adequate programme of physical and judicial witness protection for a cooperating victim-witness available in the receiving oblast (county/province)?
- Does the victim have the resilience to cope with the stress of acting as a witness?
- Does the criminal justice system allow for compensation proceedings, and, if so, how would a victim access them; would it be necessary to appear as a witness in criminal proceedings first, or could compensation be claimed solely through a civil complaint?

Subject to the approval of the psychologist, the legal counselor should advise the victim on the legal options available. The victim should be advised:

- To listen carefully to the explanation of all four options before making any decision.
- That there is no need to make an immediate decision.
- That the victim can take as long as necessary to decide on the course of action.
- Of the possibility to seek further advice or clarification at any time.
- Of the possibility of reconsidering the decision at any time.

While it is not the role of the legal counselor to persuade victims to cooperate with law enforcement agencies in any way, it is the counselor's role to ensure the victim is well informed about the potential consequences of his or her choice. It may be appropriate to point out the following:

- Cooperating with law enforcement agencies, either as a witness or a source of information can involve varying levels of risk that should always be borne in mind.

- Although they are under no obligation to cooperate, it will be extremely difficult to combat trafficking and to prevent similar crimes from being committed against others unless more rescued victims agree to cooperate with law enforcement agencies, either by giving intelligence or by testifying against the traffickers.
- In relation to the "witness" option, although they may take as much time as is necessary to decide on their course of action, they should be made aware that the longer they take to do so, the more difficult it will be for the police to locate the traffickers and to secure any supporting evidence, since the trafficker will have begun to take precautionary measures following the escape of the victim.

Having explained all of the options to the victim and emphasized that s/he cannot be compelled to speak and that the choices are hers to make, the counselor should also remind the victim that it is possible to change her/his mind at any time.

Operational experience has shown that victims normally focus on three particular areas before deciding on whether to act as witnesses. These may be summarized as concerning issues of physical and judicial witness protection and are outlined below:

- The personal safety of the victim, the victim's family and other persons close to him or her.
- Confidentiality and the risk of disclosure to the family or other persons close to the victim or in the media - this fear of stigma in cases involving sexual exploitation always exerts a powerful influence on the victim's decision-making process.
- Fear of being in the physical presence of the trafficker(s). For the victims this is a genuine and sometimes debilitating fear, particularly for those who have been subjected to sexual and physical abuse.

For these reasons, the victim needs to be informed regarding either the availability or lack of appropriate procedures to address these concerns, which will depend on the oblast (county/province).

### **3.0 Identity**

The victim shall be assisted free of cost in obtaining and preserving necessary documents and other material parameters of establishing his/her identity such as:

- Birth certificate;
- Internal ID card;
- Secondary school certificate;
- University/college diploma.

### **4.0 Medical Assistance**

1. Each Shelter shall have:

- facilities for periodic health check-ups by a registered medical practitioner, counselor and a clinical psychologist, referral to external medical experts, hospitals, facilities for hospitalization, and funds
- arrangements for preventive, curative, rehabilitative, therapeutic treatment, and
- arrangements for environmental cleanliness and control of communicable diseases.

2. The Shelter shall provide adequate professional medical services, including physical and psychiatric services, in order to mitigate the residents' sufferings and to promote integrated comprehensive health care
  - Each Shelter shall have a weekly checkup visit by a visiting general physician.
  - Each Shelter shall have a sick bay with basic medicines and first aid equipments.
3. Each Shelter shall have arrangements to promptly avail the services of an ambulance.
4. The psychological health of the women and child victims as well as children of the women victims is endangered due to the circumstances of their exploitation. Psychological counseling services shall be provided on a part-time basis in health care centers.
5. The Shelters shall take into account the fact that the victims of trafficking and other forms of violence often suffer from a serious damage to their self-image, self-confidence and self-identity and that the victim may adopt a faulty and self destructive identity such as that of a criminal offender, or a fallen person. The Shelter shall work to help the victim to gain/regain a positive self identity.
6. Each Shelter shall have a First Aid Kit/arrangements and staff trained to administer First Aid around the clock.
7. The Shelter shall maintain and keep updating the contents of the First Aid Kit. The First Aid Kit shall be kept easily accessible to the staff and other professionals of the Shelter. The Shelter shall install a system to immediately identify any tampering or damage to the Kit and shall replace/correct the Kit within 24 hours on noticing the damage or tampering.
8. Each Shelter shall have arrangements for escorts and bystanders in case of hospitalization of its resident victims.
9. The Shelter shall ensure that the health records shall be a part of the Personal File maintained for each victim. The report on the HIV status of the victim shall be maintained confidential.

## **5.0 Psychological Assistance and Counseling**

### **1. Psychological effects of trafficking are most commonly manifest in the symptoms of the post traumatic stress syndrome.**

The following clusters of symptoms are associated with post traumatic stress syndrome:

#### Re-experiencing of the traumatic event:

- Recurring nightmares
- Intrusive daydreams or flashbacks
- Dissociative experiences
- Intensification of symptoms upon exposure to reminders of the event

#### Avoidance or numbing:

- Efforts to avoid thoughts, feelings, activities, or situations associated with the trauma
- Feelings of detachment or alienation
- Inability to have loving feelings

### Hyper-arousal:

- Exaggerated startle response
- Insomnia and other sleep disturbances
- Irritability or outbursts of anger
- Physiological reactions to exposure to reminders of the event

Depression, accompanied by nervous exhaustion, apathy and the negative attitude to a life.

General anxiety occurring on physiological level (in a back pain, stomach spasms, headaches); in mental sphere (constant anxiety and concern, the "paranoid" phenomena - for example, unreasonable fear of prosecution); and in emotional experiences (constant feeling of fear, uncertainty in, a complex of fault).

## **2. Problems with memory and concentration of attention.**

Sometimes the above mentioned symptoms are accompanied by delirious and hallucinogenic disorders, suicide thoughts.

Stockholm syndrome is an emotional attachment, a bond of interdependence between captive and captor that develops, when someone threatens your life, deliberates, and doesn't kill you. Stockholm syndrome is a survival mechanism. Victims have to concentrate on survival, requiring avoidance of direct, honest reaction to destructive treatment. Victims are encouraged to develop psychological characteristics pleasing to captors: submissiveness, passivity, docility, dependency, lack of initiative, inability to act, decide, think, etc. The victim actively develops strategies for staying alive, including denial, attentiveness to victimizer's wants, fondness for victimizer accompanied by fear, fear of interference by authorities, and adoption of victimizer's perspective. The victim comes to see the captor as a 'good guy', even a savior. It takes only 3-4 days for the characteristic bond of the Stockholm syndrome to emerge when captor and captive are strangers. The presence of Stockholm syndrome indicates that even though an individual may have mixed feelings toward her abuser, including compassion and even love in addition to fear, she is still very much a victim of abuse and not responsible for her own victimization.

Besides the above mentioned, emotional issues confronted by trafficking survivors, including: fear, anxiety, rage, aggression, and denial, they often experience guilt, shame, feeling of revenge, hysterical frustration and other affective conditions and behavioral disorders that may impede recognition of torture status and treatment efforts.

Low self-esteem, lack of self-respect, even self-loathing are very common in victims of trafficking.

Below is a list of overall problems that a psychologist may encounter when working with a victim:

- Lack of motivation for psychological rehabilitation,
- Absence or loss of social competence,
- Extreme consequences from psychological trauma pertaining to psychological-physiological condition,
- Overloaded anamnesis (multiple psychological traumas).

### 3. Providing psychological help

The primary interview should be conducted by a highly qualified specialist, who will find out all information necessary to start a victims' rehabilitation (problem, needs, and expectations). From the specialists' experience – at the beginning of the rehabilitation program, victims very rarely ask for psychological help. Having experienced lack of control and helplessness in their torture experiences, survivors may be reluctant to seek assistance because this process often involves a feeling of helplessness. Many survivors have experienced the disbelief of their family and friends with regard to their torture experiences and, therefore, may not trust others to understand. Survivors frequently have tremendous resistance in allowing them to be helped. Survivors may not allow themselves to be aware of the impact of their torture because of the emotional pain of shame, guilt, and rage such awareness would bring. Psychological distress is often channeled into psychosomatic symptoms that survivors do not connect with their torture experiences. It is important to understand the need to establish the diagnostics of psychological trauma: level, depth, traits, amount of trauma.

Directly from the beginning, it is important to decrease a crisis condition (relaxation, body-oriented therapy) and to establish trustful relationships with a victim. To the best of our abilities, we should try to understand the victims' needs and wishes, diminish their fears and anxieties, and reinstate their sense that the world can be a more predictable, controllable and trustworthier place than their previous experiences have shown them.

Based on interview results, the psychologist develops a plan of psychological work with the victim. The plan consists of an individual program of three sections: informational (victim, history, and problems), content (main directional focus according to individual peculiarities of the victim, and methods of work), and organizational (forms of work, frequency of meetings, meeting point). Later on, this plan might be discussed and adjusted according to the victim's needs.

Psychological work will vary depending on different factors: whether the victim has prostitution experience (local or foreign, in a brothel or independently) prior to trafficking; victim's educational level; whether the victim is drug or alcohol addicted; and whether she was a victim of childhood abuse or incest; as well as taking into consideration her life and family history prior to trafficking etc.

In the most difficult cases, the victim could be referred to an experienced psychiatrist; a staff person who should know what kind of therapy the victim is receiving and who will accompany the victim.

Fixed approaches of psychological treatment should be:

- scientific,
- individualized,
- comprehensive,
- humane,
- interdisciplinary in action.

A certain number of stages should be included in any victim's plan for psychological rehabilitation:

- Primary evaluation of the victim's situation upon first meeting at the shelter. This information determines whether or not she will be admitted to the shelter for rehabilitation;
- Diagnostic stage: evaluation of the victim's physiological and psychological condition;
- Creation of an individualized plan for rehabilitation, discussion of possible measures for rehabilitation, followed by the victim's consent to begin the plan;
- Realization of an individualized plan for rehabilitation within a 1-6 month period (including psychological escort services);

- Interim diagnostic stage, decision-making, implementation of changes in individual rehabilitation programs, provisions for the victim's release from the shelter.

Several difficulties the shelter may encounter when trying to realize these stages include:

- incomplete information about the victim's case and the partner organizations' involvement in the case,
- safety for staff,
- provision of extended rehabilitative services (beyond 3 months),
- concrete criteria regarding the effectiveness of psychological rehabilitation,
- concrete criteria for recognizing a trafficking victim.

#### **4. Methods of psychological work**

Methods of work depend on individuality of the victim and peculiarities of post traumatic stress syndrome which she is experiencing

As a rule, a variety of approaches are taken when rehabilitating a victim:

- individuals,
- group,
- one-on-one ,
- interactive,
- creative

It is important to stress the need for the following forms of rehabilitative work:

- therapeutic community,
- professional supervisions,
- case coordination

From the experience of psychologist working with victims, the most effective methods were gestalt-therapy, art-therapy (sand therapy fairytale therapy), body-oriented therapy, psychodrama, transactional analysis, and role games.

- Psychological work with a victim starts with individual counseling
- Later, if a victim wants, she can join therapy in a group of other women (who have additional or similar issues). Group work: confidence training, art-therapy, therapy of post-traumatic stress disorders, cognitive-behavioral therapy.
- Professional orientation, job-training and overcoming/solving educational problems
- Planning of the future, building of short- and long-term perspectives
- Social adaptation work (form socially-adequate constructs of behavior, develop confident behavior, increase self-esteem, increase effectiveness of socialization process).
- Involving the victim into the work of organization (as an expert on preventive materials development) and in the group, "I understand you", work with other victims in trainings as attending specialists
- Long-term psychological support (after leaving the shelter as well)

Recommendations of the psychologist regarding the ability of the victim to participate in the court process are necessary. Psychological preparation and support during participation of the victim in a court hearing is necessary, as well as cooperation between the psychologist and victim's attorney.

Psychologically, a victim could be incapable of participating in the process and could cause additional trauma if she were involved.

## **CHAPTER III: REINTEGRATION**

All partner NGOs are active participants of IOM reintegration programs for victims of human trafficking. With the support and personal participation of NGO staff, victims of trafficking receive all crucial aid, which allows them to return to normal life. This program of IOM differs from others by its particular approach to each individual case.

Sometimes victims of trafficking have not completed their education, which further reduces their chances of finding work. Helping victims of trafficking complete their interrupted education should be considered a priority whenever possible. In cooperation with national authorities, the receiving service delivery organization can facilitate the reinsertion into the education system and/or provide financial support for a victim's education.

### **1.0 Professional education**

1. Service delivery organizations should assist victims to set realistic employment goals commensurate with their abilities, skills and education level, and the available employment opportunities in the area. All effort should then be made to provide vocational training necessary to realize such goals. Vocational training is an important element to be included in reintegration plans since it helps to ensure the sustainability of the social reintegration of victims of trafficking by increasing their chances for gainful employment and increasing their confidence and general life skills.

2. Vocational training should be voluntary, teach the necessary skills to find employment, and be offered on a case-by-case basis in accordance with a comprehensive reintegration assessment. Vocational training is often offered by, or in cooperation with, NGOs, educational institutes, charitable organizations and religious groups, or government partners. The service delivery organization should seek out available resources and should try to ensure that the training meets the needs identified in the victim's original reintegration plan and is relevant to local conditions.

### **2.0 Reintegration scholarships**

1. It is standard practice for victims to live in a shelter for the initial period following their return. If the victims are not able to support themselves, cannot or do not wish to return to their families, and have no permanent place of residence the service delivery organization should assist them to temporarily rent an apartment for the period of study.

2. To be able to identify possible apartments, cooperation agreements with NGOs and IOM should be established. Victims normally remain at these facilities free of charge for a number of months while they complete their vocational training, search for jobs and hopefully find work and become independent. In addition, and depending on the case, a housing allowance might be provided for the success of the reintegration plan and its components, such as vocational training.

3. Victims are provided with scholarship for the period of their studies in the amount of 1000 soms per month.

### **3.0 Micro-enterprises and income-generating**

1. Adult victims of trafficking typically face immediate economic hardship on their return home, either because of the harsh economic conditions in the country and/or lack of professional and

practical skills, sometimes linked to depression and other psychological problems, as well as social stigmatization due to the crime they have suffered. Such difficulties heighten the risk of renewed trafficking as the returning victims find themselves confronted with the same problems that induced them to leave in the first place.

2. Income-generating activities and grants for the creation of micro-enterprises can be an effective means to increase the victim's independence and self-reliance. Small income-generating activities can help in this regard by strengthening the victim's self-confidence and autonomy and increasing the family income. To be effective, income-generating projects often need to be integrated into and supported by other protection and reintegration components, such as psychological assistance and vocational training.

3. An expert group, usually consisting of the service delivery reintegration staff and other relevant service providers, should consider potential candidates for such activities, depending on previous work experience, educational background, skills and the necessary upgrading of such skills to manage a micro-business, and a business-oriented personality. As always, a victim's personal and situational assessment is to be assessed to match the skills with existing opportunities in the local labour market.

4. Most victims of trafficking will require more than just capital in order to successfully start and maintain a business. Assistance for micro-enterprises usually follows a standard four-step model. Partner organizations may be able to provide one or all of the steps necessary:

- Business plan training Micro-enterprise management training/income-generation training;
- Access to in-kind grants;
- Evaluation.

5. Micro-enterprise programmes can also be complemented by an apprenticeship programme or vocational training. Combining an apprenticeship with an income-generating programme may offset a lack of previous work experience (see Chapter IV: Success Stories).

#### **4.0 Further Employment**

1. Returning victims often need significant assistance in finding and maintaining a job. Often they are returning to countries with limited job opportunities and low salary scales - possibly the reason why they were vulnerable to being trafficked in the first place. As well, many victims have little experience looking for jobs, presenting themselves effectively to employers, or even keeping a schedule.

2. Public institutions and companies are often reluctant to employ untrained returnees or to finance the training themselves. Alternatively, the equipment needed to work for a certain company could be provided.

3. According the Agreement signed between the Kyrgyz Republic State Committee on Migration and Employment and IOM, appropriate service providing NGOs shall address SCME regional departments for job search where employment of victims of trafficking is considered as a priority.

## CHAPTER IV: SUCCESS STORIES OF REINTEGRATION



### **Beishebek**

Beishebek is 23, an orphan, was exploited as a labor slave in Kazakhstan. Within the frames of the rehabilitation program of IOM, through Nurjorlber NGO, he was provided with training and necessary metalwork tools. Using these tools he started a small auto repair business. Upon return Beishebek found his grandmother and grandfather. Now he lives with them, taking care of his grandparents and building plans for the future.

### **Kuban**

Kuban is only 20 but already has experienced many hardships in life. Within the frames of the rehabilitation program of IOM, through Leader NGO, he was sent through courses for barbers and was provided with all necessary equipment. He spent the last installment of his installation grant on renting a room to run his barbershop. *«I can't even believe that now I have a profession, a job, my own equipment and that I can give joy and beauty to other people»* he says with a smile.



### **Saltanat**

Saltanat returned back from Turkey, where she was trafficked as a minor and where she was forced into sexual exploitation. The girl comes from a very poor and a large family. She never had a vocation. Within the frames of IOM's rehabilitation program and through NGO Association of Women Leaders of Jalalabat, she was provided with assistance in acquiring professional education. She completed computer courses. Today she has a job. Her life is getting better. Saltanat is looking forward to applying to a university and receiving a degree.



### **Nasipa**

Nasipa is 35-year-old widow with two children that study at a secondary school. She returned from Russia, where she was trafficked and forced to severe labor exploitation for 7 months. Within the frames of the IOM's rehabilitation program, through NGO Erayim, she was provided assistance in acquiring sewing skills. Nasipa was also provided with a seamer and she established her own workshop. Nowadays, she is providing services to local customers in her community and is able to make a living with her job.



### **Akylbek**

Akylbek, 29, a victim of labor trafficking, returned from Kazakhstan. Within the frame of IOM's rehabilitation program, through NGO Nurjolber, he was provided with training and construction tools. With a group of co-workers he started a small construction business and is living from his job. Akylbek is making plans for the future and is planning to get married.



### **Zina**

Zina came back from Turkey, where she was trafficked for sexual exploitation and where she suffered heavy psychological traumas. She received treatment at a psychiatric hospital for some time after the return. Careful nursing, solicitous and humane treatment and great experience of NGO Ulybka SF workers helped the woman to regain peaceful state of mind and self-confidence. Within the frames of IOM's rehabilitation program, she completed beautician courses and was provided with a full set of cosmetology equipment enough to run her own small business. Today, she works as a hairdresser and already found her own permanent clients, who highly respect her work and her personality.



# **Annex 1: GUIDELINES FOR STAFF STANDARDS OF CONDUCT OF NGO**

## **FOREWORD**

This section might include a statement of the guiding principles or mission of the organization. It may also include a statement articulating the need for a code of conduct: to ensure that the conduct of staff contributes to achieving the aims of the organization; to maintain the organization's reputation; to articulate and consolidate standards of conduct and professionalism expected of the organization's staff.

## **Core values and guiding principles**

In this section, the organization can articulate the values to which the organization is committed, for example a commitment to fundamental human rights, social justice and the dignity and worth of all persons, a commitment to demonstrating integrity, truthfulness and honesty in all their actions, a commitment to promote and practice tolerance, understanding and respect for all, without distinction as to race, gender, religion, colour, national origin, marital status, sexual orientation, age, physical disability or political conviction, and/or a commitment to use the resources of the organization in a responsible manner.

## **Commitment to the standards**

In this section there can be a statement committing staff members to actively uphold the standards of conduct.

## **Freedom from discrimination**

In this section the organization can have a statement to which staff commit themselves to respect at all times the dignity, worth and equality of all people, without regard to race, gender, religion, colour, national origin, marital status, sexual orientation, age, physical disability or political conviction.

## **Freedom from harassment**

In this section the organization can have a statement to which staff commit themselves to avoid engaging in any form of harassment and committing the organization to provide a work environment free of harassment. Any form of discrimination or harassment, including sexual or gender harassment, as well as physical or verbal abuse at the workplace or in connection with work, can be prohibited. Staff members can be warned not to threaten, intimidate or otherwise engage in any conduct intended, directly or indirectly, to interfere with the ability of other staff members to discharge their official duties. Staff members can be clearly informed that they cannot use their official function for personal reasons to prejudice the positions of colleagues they do not favour.

## **Gender equality**

In this section, the organization can commit itself to uphold the equality of men and women and to contribute to remove all barriers to gender equality.

## **Conflict of interest**

Staff should be informed about what constitutes a conflict of interest and what steps staff should take if confronted with a potential conflict of interest. It can be clarified here what steps a staff member should take if s/he is called upon to deal in an official capacity with a matter involving an enterprise or other concern in which he or she holds a financial interest, directly or indirectly.

It can also be clarified here that staff should not offer or promise any favour, gift, remuneration or any other personal benefit to another staff member or to any third party with a view to causing him or her to perform, fail to perform or delay the performance of any official act. Similarly, staff can be warned neither to seek nor accept any favour, gift, remuneration or any other personal benefit from another staff member or from any third party in exchange for performing, failing to perform or delaying the performance of any official act.

Staff members can be warned not to use their office or knowledge gained from their official functions for private gain, financial or otherwise, or for the private gain of any third party, including family, friends and those whom they favour.

## **Use of property and assets**

The organization can use this section to describe any rules regulating the use of the property and assets of the organization.

## **Staff-management relations**

The organization should use this section to highlight any management - staff relations issues, for example, to articulate the importance of instilling an environment of respect, the right to form and join associations or unions to promote their interests, and the importance of fully involving and consulting staff on matters affecting them.

## **Contact with the media**

In this section the organization can articulate any rules or regulations regarding contact with the media - who can represent the organization to the media, what kind of information can and cannot be revealed, etc. This section could also include issues of contact with the media regarding counter-trafficking beneficiaries.

## **Use and protection of information**

In this section the organization can articulate rules and regulations regarding distribution of information, rules regarding confidential information and the like. This section could also include the importance and responsibility of staff in protecting information with regard to counter-trafficking beneficiaries.

## **Security**

This section could include security rules and regulations which must be followed - especially for those assisting trafficking beneficiaries.

### **Personal conduct of staff**

In this section the organization can articulate any standards of personal conduct expected of staff. This might include affiliation with any person suspected of being involved in an activity that violates national or international law or human rights standards, such as trafficking in human beings.

### **Outside employment and activities**

In this section the organization can articulate rules regarding outside employment or activities, such as teaching, speaking engagements or producing books or articles for publication, political activities, etc.

### **Gifts, honours and remuneration from outside sources**

Here the organization can articulate rules regarding the receiving of gifts and honours and if and how they should be reported.

## **Annex 2: GENERAL SHELTER RULES**

- Treat the other residents and staff with respect and courtesy.
- Accept and undertake to fulfill domestic tasks assigned by shelter staff.
- Keep your own sleeping space at the shelter tidy and clean.
- Respect the property and resources of the shelter and use them properly and responsibly.
- The shelter is not responsible for any personal items not given to the staff for safe-keeping.
- Observe the shelter schedule, including waking and sleeping hours (lights-out).
- Permission must be obtained from shelter staff before leaving and when entering the shelter.
- All recommended treatment by physicians, psychologist and shelter staff is to be followed.
- Medication must be taken in accordance with the dosage and at the times prescribed.
- All shelter residents must observe strict personal hygiene.
- No shouting or loud noises are allowed at the shelter.
- Smoking inside the shelter is not allowed.
- Off-limit areas at the shelter (e.g., staff office, medical examination room) may not be entered without the express permission of the staff.

**Signature of the shelter resident**

**Date**

## **Annex 3: RIGHTS OF SHELTER RESIDENTS**

### **All residents of this shelter enjoy the following rights:**

- To be treated with dignity and respect;
- Confidentiality;
- Respect for privacy;
- Self-determination in identifying and setting service goals and plans;
- To be treated with cultural sensitivity;
- To receive services based on full and informed consent;
- To be clearly informed in a language understood by the resident regarding the purpose of the services offered and administered;
- Reasonable access to personal records.

If there is reason to believe that any of these rights were disregarded, a private meeting may be requested with the shelter manager who will promptly discuss such concerns.

**Signature of the shelter resident**

**Date**

## **Annex 4: STAFF CONFIDENTIALITY AGREEMENT**

I understand the importance of maintaining confidentiality in order to protect the safety of the shelter, its residents and the shelter staff.

I am required to keep a resident's information confidential, and will not disclose personal information without the permission of the resident or my supervisor in case of an emergency.

I will not discuss resident or shelter operational matters with the media unless I request and receive express permission from my supervisor regarding the nature, purpose and limits of any communication with the press.

I will not discuss resident matters in public areas.

I will keep the location of the shelter confidential.

I will not discuss matters related to staff or operation of the shelter in public areas.

I will direct any questions or concerns regarding confidentiality to my immediate supervisor.

I understand that a willful violation of the confidentiality policy can entail disciplinary action against me, including suspension or termination of employment.

**Staff Signature**

**Shelter Manager Signature**

## Annex 5: FINANCIAL AGREEMENT WITH NGO FOR REHABILITATION AT SHELTER (Pink Form)

### FINANCIAL AGREEMENT NO.

**Bishkek**

Date \_\_\_\_\_ 2007

The NGO/PF \_\_\_\_\_ represented by \_\_\_\_\_ and Mission of the International Organization for Migration represented by \_\_\_\_\_ being in force based on Contract dated \_\_\_\_\_ have agreed as follows:

- 1) Recognize this client as a victim of trafficking.
- 2) Provide assistance below

Assistance Description	Requested Amount	Total
<b>1. Initial medical examination:</b> 1. Physician 2. Obstetrician-gynecologist 3. Undergo general tests 4. Other doctors		
<b>2. Purchase clothes or footwear:</b> a) Summer clothes/ footwear – max. 2000 Soms b) Winter clothes/ footwear – max. 2500 Soms c) Underwear – max. 500 Soms		
<b>3. Food, purchase personal hygiene goods for amount estimated 200 Soms maximum per day per person</b>		
<b>4. Travel expenses</b> a) Welcome and sending-off at airport b) Travel inside city c) Transportation to destination outside the city		
<b>5. Services of lawyer (only for criminal proceedings available)</b>		
<b>Total (in writing):</b>		

Guidelines for Staff Standards of Conduct will apply for this Agreement.

#### AGREEMENT SIGNED IN TWO COPIES IN RUSSIAN:

on behalf of NGO/PF

on behalf of IOM Mission in the KR

\_\_\_\_\_

\_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

**Annex 6: FINANCIAL AGREEMENT WITH NGO FOR  
REHABILITATION  
(Blue Form)**

**FINANCIAL AGREEMENT NO. S-NGO**

**Bishkek**

**Date \_\_\_\_\_ 2007**

In compliance with the Memorandum of Understanding and in Cooperation between NGO/PF \_\_\_\_\_ and IOM Mission in Kyrgyzstan, NGO/PF \_\_\_\_\_ represented by \_\_\_\_\_ on one party and IOM Mission in the KR represented by \_\_\_\_\_ on the other, have agreed as follows:

1. NGO/PF \_\_\_\_\_ provides assistance required for the client registered with an identification number \_\_\_\_\_, who recognized by the IOM as a victim of trafficking and requests the IOM to grant following funds amounted in \_\_\_\_\_ Som, to the period from \_\_\_\_\_ 2007 to \_\_\_\_\_ 2007, according to budget lines below:

Assistance Description	Requested amount	Total
<b>1. Vocational training costs:</b> a) Cover training fees of professional training courses (no longer than 3 months and not more than 2000 Soms maximum for the whole course) b) Purchase cattle/poultry, working equipment and tools for operating profitable activity (3000 Soms maximum) c) Other assistance (to be justified)		
<b>2. Restoration of personal identification documents</b> (passport or birth certificate) only domestic ID card		
<b>3. Services of a lawyer</b> (to be provided in case of restoring property rights, paternal rights etc.)		
<b>4. Educational scholarship</b> (1000 Soms per month maximum)		
<b>5. Travel expenses</b> (1000 Soms per month maximum)		
<b>6. Apartment rental</b> (in exceptional cases 1500 Soms per month maximum)		
<b>7. Services of NGO</b> • Communication services (800 Soms for the whole period maximum) • Travel expenses (800 Soms for the whole period maximum) • Social worker (1000 Soms maximum)		
<b>Total (in writing):</b>		

Guidelines for Staff Standards of Conduct will apply for this Agreement.

**Agreement signed:**

**on behalf of NGO/PF**

**on behalf of IOM Mission in the KR**

\_\_\_\_\_  
Name \_\_\_\_\_

\_\_\_\_\_  
Name \_\_\_\_\_

## **Annex 7: MONITORING IMPLEMENTATION REPORT**

**Social worker:** \_\_\_\_\_

**Date and signature:** \_\_\_\_\_

Reintegration monitoring of victims of trafficking shall be carried out after six months of discharge from the shelter. Please complete the form below.

### **General data**

**First Name:**

**Last Name:**

**Birth date:**

**Marital status:**

**Children:**

**Address:**

**Phone:**

### **Reintegration**

1. How long have the contacts lasted with the shelter residents?
2. Last meeting date:
3. Which problems did the individual face after return home?
4. Was the individual employed?
5. If employed, was the job paid?
  - Regularly
  - Partial
6. Were there any threats, pressure from recruiters after return home?
  - yes • no
8. If yes, who did the individual address for assistance?
9. Was there any contact with law enforcement authorities after return home?
10. Does the individual agree to cooperate with law enforcement authorities?
  - yes • no
11. Describe plans for future:

**FOR NOTES**