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Sample Critical Incident Procedure:

### Human Trafficking (Non-Emergency) Procedure

This section addresses individual disclosures of human trafficking that does not present an immediate danger to the client or those around them. If this is a situation where there is an immediate danger, please follow all instructions in the Emergency Procedure

**Definitions:**

* Human trafficking—also known as trafficking in persons (TIP), or trafficking in human beings (THB)—is an economic crime and human rights violation whereby traffickers use force, fraud, or coercion to transport or harbor other human beings and exploit them for gain or profit.
* Sex trafficking and labor trafficking occur within many industries and impact a wide range of demographics across age, gender, sexuality, nationality, ethnicity, and religious affiliation.

**Examples:**

* A client tells you that someone else is holding their identity documents against their will.
* A client reports that they found housing in exchange for cleaning and cooking for a family or for sexual favors.

**What to do:**

1. Identify the risk as a crisis, not an emergency. Ensure your safety; leave any situation that is dangerous.
   * Caseworkers are at the frontline, uniquely positioned to encounter signs that their client is a victim of or at risk for human trafficking. Be aware of potential indicators.
2. If your team’s designated human trafficking-trained staff member is available—[IF APPLICABLE: HUMAN TRAFFICKING CONTACT NAME] at [XXX-XXX-XXXX]—contact them and ask for their availability to meet with the client immediately. If staff are not available, follow the guidance below.
3. Adopt survivor-centered approaches, providing information to clients in private and individual meetings and remaining aware that your actions could put clients at greater risk.
4. Determine if a mandated report is required and if you will inform individuals involved that you are making a report. In this case, please see the Mandated Reporting policy.
5. If appropriate, support the individual’s ongoing safety through safety planning and referral to appropriate resources, such as community health care and legal support.
6. Offer to connect the survivor with local support centers or hotlines (e.g., the [National Human Trafficking Hotline](https://humantraffickinghotline.org/en/report-trafficking) at 888-373-7888; [LOCAL HOTLINE NAME] at [XXX-XXX-XXXX]).
7. Debrief with your supervisor and seek any personal support as needed.
8. Document the situation in a case note and a critical incident report.

**Case Consultation:**

In an event of a disclosure of human trafficking, seek case consultation from your direct supervisor and/or:

* [SECOND DESIGNATED OFFICE CONTACT NAME] at [XXX-XXX-XXXX]
* [THIRD DESIGNATED OFFICE CONTACT NAME] at [XXX-XXX-XXXX]

**Staff Training Resources:**

(*Consider resources on human trafficking, mandated reporting, and safety planning in addition to any internal resources, forms, and policies.*)

* [RESOURCE 1]
* [RESOURCE 2]

**Relevant Client Resources:**

* [RESOURCE 1]
* [RESOURCE 2]

**Reporting Hotlines:**

* National Human [Trafficking](https://humantraffickinghotline.org/en/report-trafficking) Hotline

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