



Community  
SERVICES

## Ontario's Strategy to End Human Trafficking

### Indigenous Anti-Human Trafficking Liaisons

#### Application Guidelines

Exhibit: <u>National Inquiry into Missing and</u>		
<u>Murdered Indigenous Women and Girls</u>		
Location/Phase: <u>Parts 2/3 St. John's</u>		
Witness: <u>Juanita Dobson</u>		
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Add'l info: <u>P02-03 P04 P0101</u>		
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Ontario

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Exhibit: National Inquiry into Missing and Murdered Indigenous Women and Girls		
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## 1. Program Overview

### 1.1 Background

The province of Ontario has been identified as a centre for human trafficking activity in Canada. Areas of the province that reported high numbers of human trafficking cases in 2016 are concentrated in the Greater Toronto Area (GTA) and Golden Horseshoe (24% and 21% of reported cases in Ontario respectively) and follow major transportation routes and hubs. Ottawa accounts for roughly 4% of reported cases, with the remaining 51% reported in smaller centres, such as Windsor, London, and Thunder Bay, and in rural/remote areas of Ontario.<sup>1</sup>

In 2016, the Premier committed to address human trafficking and launched Ontario's Strategy to End Human Trafficking. The strategy is a part of the government's vision to ensure that everyone in the province can live in safety -- free from the threat, fear or experience of exploitation and violence.

Drawing on feedback from experts and community partners as well as successful initiatives from other Canadian jurisdictions, the Strategy to End Human Trafficking focuses on four areas of action:

- **Prevention and Community Supports** that will increase awareness and understanding of the causes of human trafficking, and improve community services like housing, mental health services, trauma counselling, and job skills training to meet the immediate and long-term needs of survivors;
- **Enhanced Justice Sector Initiatives** that will support effective intelligence-gathering and identification, investigation and prosecution of human trafficking;
- **Indigenous-Led Approaches** that will support culturally relevant services and responses -- designed, developed, and delivered jointly with Indigenous partners; and,
- **Provincial Coordination and Leadership**, including the development of a Provincial Anti-Human Trafficking Coordination Office to help improve collaboration across law enforcement, justice, social, health, education, and child welfare sectors.

The province's Strategy to End Human Trafficking also builds on the following cross-government initiatives:

- **The Action Plan to Stop Sexual Violence and Harassment**, which promotes safe communities, workplaces, homes and schools – free from sexual violence and

<sup>1</sup> Source: Ontario Provincial Police, *Operation Northern Spotlight Fifth Edition*, October 2016.



harassment through increased public awareness and education, more responsive programming and improved service-delivery.

- **Walking Together: Ontario's Long-Term Strategy to End Violence Against Indigenous Women**, which outlines actions to address violence against Indigenous women and includes the government's commitment to develop a survivor-centered strategy to end human trafficking in Ontario.
- **The Long-Term Strategy for a Safer Ontario**, which aims to improve community safety and well-being by modernizing the current policing framework, including the development of a provincial framework for First Nations policing with our partners.
- **Journey Together: Ontario's Commitment to Reconciliation with Indigenous Peoples**, which aims to address the legacy of residential schools, close gaps and remove barriers, support Indigenous culture, and reconcile relationships with Indigenous peoples.

### **Indigenous-Specific Anti-Human Trafficking Liaisons**

In Ontario, Indigenous women and girls are at a higher risk of being trafficked and sexually exploited than non-Indigenous women due to a series of complex and interconnected historical, institutional, and socioeconomic factors. Indigenous stakeholders have identified the need for culturally appropriate holistic responses that take into account the legacies of colonial systems of exploitation and racism, their distinctive manifestations in communities and impact on the lives and experiences of Indigenous women and girls.

Non-Indigenous service providers have also expressed the need for a culturally based gender lens in the development and delivery of culturally appropriate engagement models, resources and services to support Indigenous survivors of human trafficking. This may include the review and redevelopment of agency policies and protocols to ensure increased consideration and inclusion of Indigenous survivors in service planning and delivery.

Through consultations supporting the development of this Call for Applications, Indigenous partners noted that mining and resource development activities have fostered conditions which may encourage human trafficking activities in fly-in, rural and remote communities. Participants noted that although there is the need for increased research and documented evidence of this linkage, they see an increased risk for trafficking of Indigenous women and girls in areas of the province where mining and other resource development activities are taking place. This feedback is noted and applicants are encouraged to demonstrate how Liaisons situated with their organization will be responsive to these trends and the specific service needs of Indigenous communities in fly-in, rural and remote areas of the province, specifically where mining and resource development activities are prevalent.

In consultations to support the development of the overall Strategy, Indigenous partners emphasized the need for increased opportunities for survivors of human trafficking to hold leadership, coordination and peer support roles within the government's Strategy. Best practices dictate that persons with lived experience are often better equipped to support



organizations in developing or revising policy and programming to fit the needs of trafficked and exploited people.

The Liaisons will serve as a means to support the recognition of lived experience in leadership roles and will reinforce the value of experiential perspectives in the coordination of community specific and culturally appropriate responses in the existing service landscape.

## **1.2 Scope of the Indigenous Anti-Human Trafficking Liaisons Initiative**

Indigenous Anti-Human Trafficking Liaisons will serve a critical role in providing targeted ongoing service planning and delivery supports to Indigenous agencies in communities with heightened levels of trafficking and non-Indigenous agencies seeking to provide culturally appropriate services to Indigenous survivors.

Indigenous Anti-Human Trafficking Liaisons will work with service providers to identify trafficking trends and targeted populations; gaps in existing service delivery systems; and opportunities to improve the coordination and delivery of culturally relevant and appropriate strategies for Indigenous populations impacted by human trafficking across the province.

Indigenous Anti-Human Trafficking Liaisons will work with and support communities in strengthening local capacity and partnerships to respond to human trafficking in a way that makes most sense in each community.

Through their continuous engagement and relationship building efforts in affected communities, Liaisons will gather and provide information on survivor needs as well as locally-led best practices from a survivor perspective.

Liaisons will also work with Ministry of Community and Social Services' regional office staff and participate in local service system and cross-sector planning tables to ensure consideration of Indigenous survivors of human trafficking in service system and strategic planning at local, regional and provincial level. Their involvement will span across ministry and program areas to identify service gaps in communities and implement culturally appropriate and timely responses.

Liaisons will be a key conduit between the Provincial Anti-Human Trafficking Coordination Office, relevant ministry regional offices, transfer payment agencies and community partners. They will play a crucial role in supporting Indigenous agencies and local planning tables in the completion of the Indigenous-Led Initiatives Fund Process and ongoing delivery of projects under the Fund.

Frequent communication and periodic meetings between the five Liaisons will enable the development of a province-wide network to identify indigenous human trafficking trends, service delivery gaps, effective coordination models and programs. This information will be shared with the Provincial Anti-Human Trafficking Coordination Office to help coordinate community-based services and supports for Indigenous communities and inform research and data collection. This network's findings will also help to inform other ministry and cross-



ministerial initiatives such as the Joint Working Group on Violence against Indigenous Women and Ontario's Permanent Roundtable on Violence Against Women.

Additional roles and responsibilities for the Indigenous HT Liaisons include:

- Supporting the development and coordination of service delivery protocols for Indigenous and non-Indigenous agencies across the province;
- Supporting non-Indigenous agencies in the development and delivery of culturally appropriate engagement models, resources and services within Indigenous communities;
- Informing programming on the needs for survivors in different stages of the trafficking process and identifying supports required;
- Reporting on trafficking patterns within and outside identified human trafficking hubs; and
- Providing support to the Provincial Anti-Human Trafficking Coordination Office to develop and implement the Indigenous-Specific Prevention and Public Awareness Campaign and targeted initiatives.

### **1.3 Objectives**

Working closely with the Provincial Anti-Human Trafficking Coordination Office, the Ministry of Community and Social Services, and partner ministries, the Indigenous Anti-Human Trafficking Liaisons will deliver on the following objectives:

#### **Objective #1: Strengthen Agency, Community and Survivor Capacity**

The five Liaisons will support service agencies (Indigenous organizations, both on and off reserve, as well as non-Indigenous service providers) by providing advice, training, and capacity building to help service agencies deliver culturally appropriate services to Indigenous survivors of human trafficking.

Leveraging existing training and resource programs as well as developing additional resources as needed, the Indigenous Anti-Human Trafficking Liaisons will work with service providers and obtain input from survivors as appropriate to help inform service delivery plans, programs and policies to ensure these meet the needs of Indigenous communities and survivors of human trafficking.

The successful applicant will be required to submit reports which demonstrate the engagement undertaken by the Liaisons and identify the service agencies and communities engaged. Liaisons will assess agencies' knowledge and consideration of existing and potential human trafficking activities in their communities and provide advice to agencies on how their service plans, programs and policies can better meet the needs of Indigenous survivors of human trafficking.

At the end of the first year, Liaisons will be required to produce a summary report listing the agencies with which they have engaged and articulate examples of how their advice and recommendations have been considered by the service agencies, highlighting tangible changes in agencies' service plans, programs and policies. Examples of any additional



training and awareness materials should also be highlighted and submitted as part of the report. Liaisons will also be expected to outline reasoning if advice and recommendations have not been considered by agencies or service delivery remains unchanged.

Also at the end of the first year, the host organization will be asked to detail the tools and resources in place to support communications, capacity building and knowledge sharing between Liaisons.

## **Objective #2: Support Proposal Development for the Indigenous-Led Initiatives Fund**

In fiscal year 2017-18, the Provincial Anti-Human Trafficking Coordination Office, the Ministry of Community and Social Services, and partner ministries will launch and administer an Indigenous-Led Initiatives Fund as well as an Indigenous-Specific Prevention and Public Awareness Campaign and targeted initiatives. Drawing on specific service needs and human trafficking trend identified in Indigenous communities, the Liaisons are expected to participate in the development and implementation of the Fund and public awareness initiatives.

The Indigenous-Led Initiatives Fund will support initiatives and approaches that are designed and led by Indigenous communities, for Indigenous communities to respond to human trafficking.

The Indigenous Anti-Human Trafficking Liaisons will work with the Provincial Anti-Human Trafficking Coordination Office, the Ministry of Community and Social Services, and partner ministries by providing advice on the development of the Indigenous-Led Initiatives Fund; advice will be based on learnings obtained as part of the Liaison's work with communities and service agencies.

The role of the Liaison will also include supporting Indigenous organizations to prepare proposals to submit for funding consideration from the Indigenous-Led Initiatives Fund. The Liaisons will provide advice into and assist in the development of proposals, including the engagement of Indigenous communities and survivors in identifying measures of success that are meaningful for them.

Proposals for the fund will require agencies to indicate where Liaisons have provided advice and support for the proposal and indicate how the Liaison will play a role in the implementation of the initiative.

## **Objective #3: Support the Indigenous-Specific Prevention and Awareness Campaign and Initiatives**

The Provincial Anti-Human Trafficking Coordination Office, the Ministry of Community and Social Services, and partner ministries will develop an Indigenous-Specific Prevention and Awareness Campaign. The campaign and targeted initiatives will help to support proactive, early interventions to mitigate vulnerabilities and increase awareness of the signs and risk factors of human trafficking (both visible and invisible trafficking situations), in ways that are culturally-relevant and respectful of Indigenous-led processes.





This multi-media campaign will focus on:

- local community participation and engagement
- creating public awareness of the signs and risk factors of human trafficking and early interventions for survivors
- the specific and unique perspectives of Indigenous women and girls

The Liaisons will be required to engage with Indigenous service providers, Indigenous partners and communities to obtain advice, perspectives and supporting information to help inform the public awareness campaign and initiatives. The Liaisons will work with the Provincial Anti-Human Trafficking Coordination Office, the Ministry of Community and Social Services, and partner ministries to ensure that the public awareness campaign and initiatives are informed by the perspectives and lived experiences of Indigenous survivors of human trafficking. This includes the identification of success measures for the campaign and initiatives.

The Liaisons will hold regular meetings with the Provincial Anti-Human Trafficking Coordination Office, the Ministry of Community and Social Services, and partner ministries. Meetings may take place in person and/or via teleconference/video-conference. Initial meetings will begin in February 2017, with the frequency of meetings increasing on an as-needed basis. The public awareness campaign is expected to begin in Summer/Fall of 2017.

## **1.4 Eligibility and Funding Overview**

To be eligible for funding through the Indigenous Anti-Human Trafficking Liaisons Initiative, the applicant must be an Indigenous provincial organization and an existing recipient of Transfer Payment funding from the Ministry of Community and Social Services.

One (1) agency will be selected to be the primary contract holder; however that agency may enter into third party agreements with other agencies if those agreements serve to deliver on the objectives of the Indigenous Anti-Human Trafficking Liaisons Initiative.

Indigenous Anti-Human Trafficking Liaisons are expected to be hired by and begin work in January 2017. The role will be funded for a one-year (1) minimum, with the likelihood for extension for another one (1) or more years.

The annual budget for five (5) Indigenous HT Liaisons is \$500,000; the budget includes administrative costs for the successful agency and relevant travel costs.

The successful organization will work with their local MCSS regional office and funding will flow by amending the existing service contracts and operating budgets held under the Aboriginal Health and Wellness Strategy.

Quarterly and fiscal year-end reports will be required on the use of the funds; reports will be aligned to the standard service contracting process for the Aboriginal Health and Wellness Strategy.

Any funding that is not used in the fiscal year may not be carried over to the next fiscal year. Should the Indigenous Anti-Human Trafficking Liaisons Initiative be renewed and monies within the fiscal year cannot be spent, the agency must advise their local MCSS regional office Program Supervisor. Notification of unspent funds must be part of the agency's quarterly reporting process and rationale for underspending must be provided.

At the end of the one-year contract, the successful agency is required to provide a report that describes the results achieved against each of the three objectives listed in this section. The agency is expected to engage service providers, communities and survivors in determining how best to demonstrate the impact of the Liaisons and the success of the overall initiative, in ways that are culturally-relevant and respectful of Indigenous-led processes. The report must also include a summary of spending against the budget.

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## **2.0 Application and Selection Process**

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Interested and eligible agencies must complete the attached application form and submit it to the Ministry of Community and Social Services' Aboriginal Health and Wellness Strategy Office – contact details are provided in the application form. The deadline for applications is **5:00 p.m. on Friday, January 20, 2017**.

Applications will be reviewed by a selection committee, including the Provincial Anti-Human Trafficking Office, and partner ministries. The committee will recommend a shortlist of proposals for consideration using the Mandatory Eligibility Criteria (Section 3.0).

The shortlist of proposals will be forwarded to the Ministry of Community and Social Services (Services and Supports Branch) for review and evaluation using the scoring criteria (Section 5.0)

The selection process will give specific consideration to organizations that can demonstrate capacity in scope, expertise and range to support work with service providers in the five regional areas designated by the Ministry of Community and Social Services: North, East, West, Toronto and Central.

Favourable consideration will be given to applicants that illustrate the placement and /or reach of Liaisons in the sites identified as human trafficking hubs in Ontario, including GTA and Golden Horseshoe, Ottawa, Windsor, London, and Thunder Bay. Applicants are also encouraged to detail how Liaisons will reach and serve agencies in surrounding areas of urban centres, specifically fly-in, rural and remote Indigenous communities.

In addition, applicants will need to detail how persons with lived experience will be considered in the Liaison selection process.

Applicants will be notified about the outcome of the review and selection process by **February 1, 2017**.



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### **3.0 Mandatory Eligibility Criteria**

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To be eligible for consideration for the Indigenous Anti-Human Trafficking Liaisons Initiative, proposals must meet the following criteria:

- a. The proposal must demonstrate how the agency has the capacity to deliver the initiative, specifically whether the agency has existing staff who can fulfill the role of Indigenous Anti-Human Trafficking Liaison, and/or how it will recruit and train additional staff members to carry out the initiative;
- b. The proposal must articulate the steps and actions which the agency will take to deliver on the objectives;
- c. All Mandatory Elements of the proposal (Section 4.0) have been addressed/included in the application; and
- d. The proposal does not overlap with, or duplicate, existing activities already available in the community.
- e. Partner support letters.

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### **4.0 Mandatory Elements of the Proposal**

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Proposals submitted before the deadline must include the following elements:

1. A project executive summary (800 word maximum) that includes:
  - a. The agency's existing capacity to support five (5) Indigenous Anti-Human Trafficking Liaisons across the five MCSS designated regions of the province (West, Toronto, Central, East and North);
  - b. The agency's expertise, experience, and qualifications as it relates to delivering similar programming.
  - c. Steps and actions the agency will take to build capacity, recruit and train staff, etc. to deliver on the objectives.
2. A detailed project outline (8 pages maximum) that includes:
  - a. An implementation plan, with timelines and actions, including:
    - i. Necessary activities and steps to achieve objective #1, objective #2 and objective #3
    - ii. Information about, and a rationale for, any start-up costs;

- iii. Resources required and available resources (including fundraising and in-kind donations); and
- iv. Timelines, which should consider and articulate key milestones.

b. Measures of success that demonstrate how the agency and ministry can measure how the objectives have been achieved.

- 3. A detailed budget that includes budget estimates and budget justification by category of expense.
- 4. Agency contact information;
- 5. Contacts and references, in the form of partner letters, from agencies with which the proponent agency will work, either through a partnership agreement and/or in the form of a funding arrangement.

All descriptions/statements should provide enough information to evaluate the proposal against the outlined selection criteria.

## 5.0 Assessment Criteria

Project proposals will be scored in accordance with the scoring system set out below:

Criteria	Scoring Weight
Agency Expertise and Capacity	30%
Project Information	50%
Budget (the proposal's budget is within the Initiative budget, and demonstrates how existing resources will be leveraged to maximize the outcomes)	20%
TOTAL	100%

## 6.0 Allowable Budget Expenses

### Salaries

Total gross salary and wage payments to all full-time, part-time, temporary, occasional, summer or other employees. Included in this account line are premium pay, overtime pay, vacation pay, and other direct monetary compensation paid to employees.



### **Benefits**

The employer's cost of all employee benefits. This account line includes mandatory benefits such as CPP, EI, EHT, etc; benefit plan costs for Group Life AD&D, LTD, Extended Health, Dental, etc.; other benefits such as Workers Compensation, etc. as well as Pay Equity obligations.

### **Travel**

Travel costs incurred as per the Ontario Public Service Travel, Meal and Hospitality Expenses Directive. This account line would include allowances per kilometre for use of personal automobiles; bus, train, taxi or air travel costs; parking fees; costs of repairing and maintaining agency leased or owned vehicles; auto insurance paid by the agency; and other travel related incidental costs including meals, accommodation, etc. Travel costs related to training and conferences are also included.

### **Staff Training**

All costs incurred by the agency in the recruitment and education/training. This account line would include training and conference registration expenses, the cost of reference books and periodicals supplied by the agency, other training education and conference expenses incurred by the agency including training and library equipment and all costs related to the recruitment of staff and volunteers including advertising, etc.

### **Relevant Initiative costs**

All costs incurred by the agency to deliver on the objectives of the Indigenous Anti-Human Trafficking Liaison Initiative.

Included in this account line are:

- Purchased professional services that are outcome related, including costs incurred in purchasing professional services for which the agency itself does not employ staff (e.g., fees for development of training, education and resources, other relevant fees or costs – rationale should be provided in the budget and project outline portions of the proposal.
- Program supplies used by staff to carry out their work as it relates to the outcomes: e.g. brochures, manuals, web-site materials, online posting requirements.
- One-time, relevant equipment and furnishings (purchases not exceeding \$1,000 per item; the cost of an item or any component making up the whole item not exceeding \$1,000 in a fiscal year).

**NOTE:** Program supplies do not include items that become personal property of Liaison worker or other agency staff or volunteer.



### **Miscellaneous**

Relevant agency expenditures that do not fit under any other account line.

This line includes:

- Dues or fees to international, national, provincial, or other affiliated organizations as well as dues paid by the agency to other service organizations.
- Insurance coverage that cannot be placed in another classification, e.g. malpractice insurance.
- Any expense that will not fit elsewhere.

### **Allocated Central Administration**


Central administration costs refer to those costs associated with governing and operating an organization. They do not include those program administrative functions that directly support the objectives of the Indigenous Anti-Human Trafficking Liaisons Initiative.

Central administration costs include:

- Salaries/benefits of the Executive Director or other management staff who spend all or a portion of their time dedicated to administrative functions;
- If the Executive Director or other management staff spends a portion of their time providing direct care or clinical support/consultation, the salary should be pro-rated accordingly;
- Costs of secretarial functions that are not fully dedicated to specific programs;
- Costs of all Human Resources, Finance, Information Systems and Legal staff;
- Purchased professional services that are not outcome related, including all costs incurred in purchasing professional services for which the agency itself does not employ staff (e.g., fees for administrative or corporate legal work, audit or bookkeeping fees, costs to develop or maintain information systems);
- Office expenses, including computer costs, telephone, printing/copying, stationary, postage and courier, office equipment rental and repairs, periodicals, journals and microfilming;
- Advertising costs related to the recruitment of staff;
- Financing and fund raising costs;
- Insurance including the cost of fire, theft, damage, as well as bonding and liability insurance for staff, board members and volunteers;
- Fees paid to professional associations;
- Where an agency has operations that cross area office jurisdictions, a pro-rated portion of staffing and occupancy costs for the head office (heat, hydro, utilities, mortgage/rent, realty taxes, GST);

Costs that may be pro-rated are:

- Staffing costs where staff perform both central administration and program functions. Pro-rating should be based on an estimate of staff time devoted to administrative or program delivery activity;
- Building occupancy costs - pro-rating should be based on area allocated to central administration functions.



**NOTE:** Salaries for regular bookkeeping services should be reported in account Salaries and Wages if the bookkeeper is an employee of the agency. Services for building maintenance and repairs, or other building upkeep, such as housekeeping should be charged to Building Accommodations. Services related to public relations should be charged to Advertising and Promotion.

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## **7.0 Governance and Accountability**

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Agencies receiving the funds will deliver the services outlined in their proposal in accordance with the requirements as outlined in:

- The legal, financial and service target data portions of their existing service contract;
- The Ontario Public Service Transfer Payment Accountability Directive;
- All applicable financial policies .i.e. reconciliation policies; and
- Any service/program specific guidelines provided.

Agency achievements against service objectives/targets associated with the funding will be tracked based on a process set by the Ministry of Community and Social Services in collaboration with the successful agency, with input from stakeholders including Indigenous partners.



**Ministry of the  
Attorney General**

Victim and Vulnerable Persons Division  
Ontario Victim Services

**Ministère du  
Procureur général**

Division des services aux victimes et  
aux personnes vulnérables  
Services aux victimes Ontario

# **Victim Quick Response Program Standards for Victims of Human Trafficking**

**September 2016**



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## 1 Program Overview

The Victims and Vulnerable Persons Division (VVPD) of the Ministry of the Attorney General (MAG) funds the Victim Quick Response Program (VQRP or the Program) to support victims of violent crimes by providing financial assistance with essential expenses in order to lessen the impact of the crime, enhance safety, and meet practical needs.

VQRP is a program of last resort and is only available when there is **no other publicly funded service** available that can meet the individual's needs, and the individual is **in need of financial support**.

The Victim Quick Response Program Standards for Victims of Human Trafficking (HT) were created in order to address the complexity and multi-faceted needs of HT victims. Please refer to the *VQRP Standards* for eligibility criteria and eligible expenses for victims of other eligible crimes.

Human Trafficking is a deplorable activity that robs the safety, livelihood and dignity of those being exploited and abused. The Ontario government is aware of the devastating effects that human trafficking can have on individuals, families and communities across Ontario, and is deeply committed to protecting and supporting victims. These Standards were developed as part of the comprehensive strategy to end Human Trafficking in Ontario and aim to provide meaningful supports for victims.

Financial assistance for HT victims is available to help cover:

- Practical assistance expenses;
- Personal expenses;
- Safety expenses;
- Travel expenses;
- Expenses for restoration of crime scene;
- Counselling expenses;
- Residential treatment expenses.

Financial assistance for witnesses and immediate family members of HT victims is available to help cover:

- Practical assistance expenses;
- Safety expenses;
- Travel and related expenses;
- Counselling and related transportation expenses.

In the event of an inconsistency between the VQRP Standards and the VQRP Standards for Victims of Human Trafficking, the standards that provide the most generous interpretation will apply.



## 2 Definitions

- a) **Applicant:** a direct victim, witness or immediate family member applying for VQRP benefits. If the direct victim, witness, or immediate family member is less than 16 years of age or unable to apply (e.g. incapacitated or deceased), applicant includes a parent, guardian, or person authorized to act on his/her behalf.
- b) **Direct victim of human trafficking:** (HT victim) a person who suffers direct harm (actual or threatened) as a result of being recruited, transported, transferred, received, held, concealed, harboured, controlled, directed or influenced for the purposes of human trafficking.
- c) **Human Trafficking:** recruiting, transporting, transferring, receiving, holding, concealing or harbouring a person, or exercising control, direction or influence over the movements of a person, for the purpose of exploiting them or facilitating their exploitation. Exploitation includes forced labour and sexual exploitation.
- d) **Immediate family member:**
- i. the HT victim's biological, adoptive or step:
    - parent;
    - child;
    - sibling;
    - grandparent;
    - grandchild.
  - ii. the HT victim's legal guardian; or,
  - iii. where the HT victim is Indigenous, the HT victim's:
    - aunt;
    - uncle;
    - cousin; or
    - an individual unrelated by blood that is considered to be kin.
- e) **Witness:** a person who:
- i. observed the commission of the human trafficking;
  - ii. discovered the injured person as a result of the commission of the human trafficking;
  - iii. discovered the body of a person killed as a result of the commission of the human trafficking.

## 3 Program Eligibility

### 3.1 Individual Eligibility

In order to receive benefits under the Program, the individual must:

- be either a direct victim of human trafficking, a witness to human trafficking, or an immediate family member of a direct victim of human trafficking;
- lack the personal resources to cover the cost of the expenses;

- not have previously received Program funding for the same service arising out of the same criminal occurrence.

If the applicant is less than 16 years of age, a parent or guardian may apply on their behalf. A person authorized to act on behalf of the applicant may also apply on their behalf if required.

### 3.2 General Program Eligibility

The following conditions must be met in order to be eligible for the Program:

- The human trafficking must have occurred at least in part in Ontario;
- The HT victim, witness or immediate family member must be in Ontario at the time of the application;
- The human trafficking must have been reported/disclosed to an Indigenous organization or community agency that provides services to victims, a hospital, a child protection authority, or police in Ontario.

### 3.3 Timeline Eligibility

Applications will be accepted for human trafficking that has occurred within 12 months from the date of application.

### 3.4 Eligible Expenses for HT Victims

See Tables 1 and 2 for a summary of all eligible expenses and maximum allowable coverage for HT victims.

#### 3.4.1 Safety expenses

The Program will provide funding to help cover the cost of emergency expenses related to home and personal safety.

Home Safety expenses include repairing or replacing items that have been broken during the commission of the crime where repair or replacement is necessary to secure a victim's home in order to mitigate the risk of a victim being re-victimized. Eligible items include damaged or broken windows, locks, or doors. This does not include screen doors, interior doors, or garage doors.

Home safety items also include dead bolts or bars, peepholes, window contact alarms, and window/door stops/guards.

Safety expenses also include a costs toward a cellular phone, cellular phone activation, cellular minutes, SIM card, or charging cables.

In certain circumstances where the maximum amount covered by the Program is not sufficient to cover the cost of specified eligible expenses (see Table 2), a **total** one-time amount of up to \$300 may be requested for:

- after-hours/holiday service fees
- travel surcharges in rural/remote communities
- expenses resulting from condominium association vendor restrictions



The \$300 allowance is a total amount available one-time only per occurrence. (See also 3.4.2 Practical assistance expenses).

#### 3.4.2 Practical assistance expenses

Practical assistance expenses are those required to meet a victim's practical needs. Eligible expenses include:

- basic necessities such as clothing, shampoo, medication (not including beauty products or other non-essential items);
- meals and/or groceries;
- temporary accommodation;
- replacement of government documents;
- interpretation services for victims who do not speak either English or French;
- storage locker rental.

In circumstances where the maximum amount covered by the Program is not sufficient to cover the cost of accommodation an amount of up to \$300 may be requested to cover higher accommodation costs in urban cities and during holidays/special events. The \$300 allowance is a total amount available one-time only per occurrence. (See also 3.4.1 Safety expenses).

Repair or replacement of eyeglasses that were damaged or destroyed as a result of the human trafficking, or purchase of newly required eyeglasses, and associated eye examinations are included.

Aids for victims with disabilities, which may include such things as an American Sign Language interpreter or professional support person to attend counselling sessions, are included.

#### 3.4.3 Personal expenses

The Program will provide funding to help cover personal expenses to help restore a victim's dignity and safety. Personal expenses include:

- dental expenses (non-cosmetic);
- tattoo removal.

#### 3.4.4 Travel and related expenses

The Program will provide funding to cover travel costs to enable a victim to return home or to a safe location, and/or to attend medical appointments and other treatments/services.

In the case of travel expenses using a personal vehicle, distance travelled will be paid at \$0.15/km in Southern Ontario or \$0.20/km in Northern Ontario to cover fuel costs. Vehicle maintenance, wear-and-tear, and travel time are not covered.

In cases where the HT victim is a primary caregiver and travel is required in relation to the crime, the Program will provide funding to help cover the costs of child care, care for elderly

dependents, or care for dependents with disabilities. Care for pets is also covered. Care for dependents or pets provided by family members is not covered.

#### **3.4.5 Expenses for restoration of crime scene**

The Program will provide funding to help cover the direct cost of crime scene cleanup, or the insurance deductible, if applicable. Only companies that specialize in crime-scene cleanup are eligible under this coverage. Coverage is limited to the cleanup of biological substances and noxious materials that arise during the commission of the crime or the investigation of a human trafficking offence.

The Program will provide funding to help cover the costs of the removal of publicly visible hate crime graffiti from home property or personal motor vehicle.

#### **3.4.6 Counselling services and related transportation expenses**

The Program will provide funding to cover the costs of counselling services up to a maximum of \$2,000 (including HST) per individual.

Private counsellors used must have a criminal reference check issued within the last 5 years or, if working with children, a vulnerable sector check issued within the last 3 years. All private counsellors used must maintain a minimum coverage of \$2,000,000 aggregate in professional liability insurance.

The Program will pay only for counselling appointments attended and will not pay for missed appointments or late cancellations.

Counselling services must be completed within 10 months of the date from Program approval.

The Program will cover up to a total of \$500 in transportation costs for a victim to attend counselling sessions provided that the victim would otherwise be unable to attend counselling sessions.

Where an HT victim is unable to travel to counselling, the counsellor may travel to the victim's location to provide services. The total amount of counsellor travel expenses cannot exceed \$500. This amount includes the cost of transportation only and does not include costs for vehicle maintenance, wear-and-tear, or the counsellor's travel time. Distance travelled will be paid at \$0.15/km in Southern Ontario or \$0.20/km in Northern Ontario to cover fuel costs.

##### **3.4.6.1 Traditional Indigenous health services**

Indigenous applicants are eligible to receive services from Indigenous Healers or Elders where these services are not covered through federal government funding. Healers or Elders should be identified in collaboration with local Indigenous service providers, as well as, local Indigenous Healing and Wellness Strategy partners.

The Program will pay up to a maximum of \$3,550 for counselling services and associated travel expenses for a Healer or Elder to travel to a fly-in community in northern Ontario to provide

counselling services. This amount includes the purchase of sacred medicines for Elders, service expenses (i.e. honorarium), transportation expenses, meals, and accommodation. This amount does not include costs for the Healer's or Elder's travel time.

#### **3.4.7 Residential treatment expenses**

The program will provide funding for residential treatment at a recovery facility.

The facility must be an inpatient/residential treatment facility offering full-time, on-site services that provide comprehensive care and treatment to promote behavioural changes and develop life skills. Treatment programs must specialize in one or more of the following areas: abuse, addiction, anxiety, depression, fetal alcohol spectrum disorders, mental health, relationships, or trauma. Programs and services offered must be evidence-based and delivered by qualified medical and clinical staff.



Victim Quick Response Program Standards for Victims of Human Trafficking

*Table 1: Eligible Expenses for HT Victims*

Expense Category	Expense Type	Maximum (including HST)
Safety	Window, lock, door, dead bolts, bars, peepholes, window contact alarms, window/door stops/guards (see table 2 for breakdown)	\$ 2025 (combined)
	Cellular phone, activation, cellular minutes, SIM card, charging cables	\$ 125
Practical Assistance	Basic necessities	\$ 1,000
	Meals and groceries	\$ 40/ day (max \$400)
	Accommodation*	\$ 120/ day (max \$840)
	Replacement of government documents	\$ 300
	Eye glasses and exams	\$ 300
	Aids for victims with disabilities	\$ 1,000
	Interpretation services	\$ 750
	Storage locker	\$ 600
Personal	Dental	\$ 1,000
	Tattoo removal	\$ 1,000
Travel and Related	Transportation to safe accommodation or for medical appointments, treatments/services	\$ 1,500
	Care for dependents and pets	\$ 200
Restoration	Crime-scene cleanup	\$ 1,500
	Graffiti removal	\$ 400
Counselling	Counselling	\$ 2,000
	Transportation associated with counselling	\$ 500
	Traditional Indigenous Health Services	\$ 3,550
Residential Treatment	Treatment at recovery facility	\$ 10,000

*Table 2: Eligible Safety Expenses for HT Victims*

Expense Category	Expense Type	Maximum (including HST)
Safety Expenses	Window (damaged or broken) *	\$ 550
	Lock (damaged or broken) *	\$ 175
	Door (damaged or broken) *	\$ 900
	Dead bolts, bars, peepholes *	\$ 300
	Window contact alarms	\$ 50
	Window/door stops/guards	\$ 50

\* Expense is eligible for up to \$300 above the maximum specified, as per circumstances listed in sections 3.4.1 and 3.4.2. Note that the \$300 allowance is a total amount available one-time only per occurrence.



### 3.5 Eligible Expenses for Witnesses and Immediate Family Members

See Table 3 for a summary of all eligible expenses and maximum allowable coverage for witnesses and immediate family members of HT victims.

#### 3.5.1 Safety expenses

The Program will provide funding to help cover the cost of emergency expenses related to home and personal safety.

Home Safety expenses include repairing or replacing items that have been broken during the commission of the crime where repair or replacement is necessary to secure a victim's home in order to mitigate the risk of a victim being re-victimized. Eligible items include damaged or broken windows, locks, or doors. This does not include screen doors, interior doors, or garage doors.

Home safety items also include dead bolts or bars, peepholes, window contact alarms, and window/door stops/guards.

Safety expenses also include costs toward a cellular phone, cellular phone activation, cellular minutes, SIM card, or charging cables.

In certain circumstances where the maximum amount covered by the Program is not sufficient to cover the cost of specified eligible expenses (see Table 3), a **total** one-time amount of up to \$300 may be requested for:

- after-hours/holiday service fees
- travel surcharges in rural/remote communities
- expenses resulting from condominium association vendor restrictions

The \$300 allowance is a total amount available one-time only per occurrence. (See also 3.5.2 Practical assistance expenses).

#### 3.5.2 Practical assistance expenses

Practical assistance expenses are those required to meet the practical needs of an immediate family member or witness to human trafficking. Eligible expenses include:

- basic necessities such as clothing, shampoo, medication (not including beauty products or other non-essential items);
- meals and/or groceries;
- temporary accommodation;
- interpretation services for individuals who do not speak either English or French;
- Aids for persons with disabilities, which may include such things as an American Sign Language interpreter or professional support person to attend counselling sessions;

In circumstances where the maximum amount covered by the Program is not sufficient to cover the cost of accommodation (\$120/day to a maximum of \$500) a one-time amount of up to \$300 may be requested to cover higher accommodation costs in urban cities and during

holidays/special events. The \$300 allowance is a total amount available one-time only per occurrence. (See also 3.5.1 Safety expenses)

### 3.5.3 Travel and related expenses

The program will provide funding to help cover travel costs, including parking, to enable an immediate family member to visit an HT victim who has been hospitalized as a result of injuries sustained during the commission of the human trafficking or is an inpatient at a residential treatment facility.

The means of travel used must be the most **economical** method, unless pre-approval from the Program has been obtained for a costlier method. Eligible transportation includes public transportation, bus, rental vehicle, personal vehicle, taxi, rail, ambulance, and air.

In the case of travel expenses using a personal vehicle, distance travelled will be paid at \$0.15/km in Southern Ontario or \$0.20/km in Northern Ontario to cover fuel costs. Vehicle maintenance, wear-and-tear, and travel time are not covered.

In cases where the immediate family member is a primary caregiver the Program will provide funding to help cover the costs of child care, care for elderly dependents, or care for dependents with disabilities. Care for pets is also covered. Care for dependents or pets provided by family members is not covered.

### 3.5.4 Counselling services and related transportation expenses

The Program will provide funding to help cover the costs of counselling services up to a maximum of \$1,000 (including HST) per individual.

Eligible costs for counselling services include individual counselling sessions or group counselling sessions.

Private counsellors used must have a criminal reference check issued within the last 5 years or, if working with children, a vulnerable sector check issued within the last 3 years. All private counsellors used must maintain a minimum coverage of \$2,000,000 aggregate in professional liability insurance.

The Program will pay only for counselling appointments attended and will not pay for missed appointments or late cancellations.

Counselling services must be completed within 10 months of the date from Program approval.

The program will cover up to a total of \$250 in transportation costs for a witness or immediate family member to attend counselling sessions provided that the witness or immediate family member would otherwise be unable to attend the counselling sessions.

Where a witness or immediate family member is unable to travel to counselling, the counsellor may travel to his or her location to provide services. The total amount of counsellor travel expenses cannot exceed \$250. This amount includes the cost of transportation only and does



not include vehicle maintenance, wear-and-tear, or the counsellor's travel time. Distance travelled will be paid at \$0.15/km in Southern Ontario or \$0.20/km in Northern Ontario to cover fuel costs.

Where there is more than one witness or immediate family member, and circumstances permit, witnesses and immediate family members are expected to travel together.

*3.5.4.1 Traditional Indigenous health services for witnesses and immediate family members of HT victims*

Indigenous applicants are eligible to receive services from Indigenous Healers or Elders where these services are not covered through federal government funding. Healers or Elders should be identified in collaboration with local Indigenous service providers, as well as, local Indigenous Healing and Wellness Strategy partners.

The Program will pay up to a maximum of \$2,550 for counselling services and associated travel expenses for a Healer or Elder to travel to a fly-in community in northern Ontario to provide counselling services. This amount includes the purchase of sacred medicines for Elders, service expenses (i.e. honorarium), transportation expenses, meals, and accommodation. This amount does not include costs for the Healer's or Elder's travel time.

**Table 3: Eligible Expenses for Witnesses and Immediate Family Members of HT Victims**

Expense Category	Expense Type	Maximum (including HST)
Safety	Window (damaged or broken) *	\$ 550
	Lock (damaged or broken) *	\$ 175
	Door (damaged or broken) *	\$ 900
	Dead bolts, bars, peepholes *	\$ 300
	Window contact alarms	\$ 50
	Window/door stops/guards	\$ 50
	Cellular phone, activation, cellular minutes, SIM card, charging cables	\$ 125
Practical Assistance	Basic necessities	\$ 75
	Meals and groceries	\$ 40/ day (max \$200)
	Accommodation *	\$ 120/ day (max \$500)
	Interpretation services	\$ 750
	Aids for victims with disabilities	\$ 1,000
Travel and Related	Transportation and parking to visit HT victim in hospital or recovery facility	\$ 250
	Care for dependents and pets	\$ 200
Counselling and Related	Counselling	\$ 1,000
	Transportation associated with counselling	\$ 250
	Traditional Indigenous health services	\$ 2,550

\* Expense is eligible for up to \$300 above the maximum specified, as per circumstances listed in sections 3.5.1 and 3.5.2. Note that the \$300 allowance is a total amount available one-time only per occurrence.



## **4 Special Circumstances**

In circumstances where a request does not strictly meet the eligibility requirements, an application can be submitted to the Special Circumstances Review Committee for consideration. The request must contain clear information and context explaining why the application warrants a further review.

The services and supports needed by HT victims are not well documented. While these Standards were drafted based on the best available knowledge and experience, there may be unique situations that were not anticipated, and therefore services or supports that are needed by HT victims, immediate family members or witnesses may not be included in the Standards. Service Delivery Organizations are encouraged to bring forward applications to Special Circumstances where a need has been identified that cannot be met through these Standards.

The Province of Ontario is committed to providing services to meet the unique needs of Indigenous HT Victims and their families. Requests for culturally appropriate supports or services that are not included in these Standards will be given due consideration by the Committee.

All decisions of the Special Circumstances Review Committee are final.

## **5 Program Administration**

Applicants to the Program must apply through a designated Service Delivery Organization (SDO). SDO is a legal entity that the Province of Ontario has entered into a transfer payment agreement with to deliver the Victim Quick Response Program.

In respect of all Program applications, SDO's shall perform the following functions:

### Application

- Meet with and assess the applicant's need and eligibility for funding and confirm that all eligibility criteria have been met;
- Canvass whether the applicant can safely receive mail at her/his current address (if applicable). If the applicant is unable to safely receive mail at her/his current address, the SDO must notify the VQRP coordinator, and also ensure that the applicant is notified of Program approvals;
- Assist the applicant in completing all sections of the Application;
- Ensure that the Application is signed by the applicant, if over the age of 16, or by a person authorized to sign on the applicant's behalf. If the applicant is under the age of 16, proof of authority to sign must be provided by the person so authorized. If there is no authorized person available to sign on behalf of the applicant, the Program should be consulted;
- Retain the original signed Application and accompanying documentation on file for a period of 7 years;

Safety Expenses

- Obtain a minimum of three quotes at least once per year from service providers (unless there are fewer than three service providers in the jurisdiction) who provide safety-related services in order to ensure that the Program is receiving good value for money;
- Ensure that conflict of interest guidelines are in place that govern the relationships between the SDO and service providers;

Counselling

- Provide the victim with an up-to-date list of service providers who have a valid criminal reference check, a vulnerable sector check (where applicable) and liability insurance.

Submission of Receipts

- Submit itemized receipts that list each item for which funding is being sought. Invoices for completed work do not have to accompany the Application and can be provided to the Program as soon as they become available. Pre-paid cards are permitted for gas and food.

In the case of traditional Indigenous health services where the SDO pays the Healer or Elder by honorarium and no invoice is provided, the SDO is expected to create an invoice detailing the service date, service rendered, and amount paid.

The Program will review all requests for counselling services and residential treatment within five business days. The Program will review all other expenses requested within three business days.

The Program will reimburse SDOs for approved expenses upon receipt of invoice.

Counselling invoices must be received within one year of approval. All other invoices must be submitted within one year of service rendered.

In the case of counselling and residential treatment expenses, the Program will send an approval letter to the HT victim and the selected service provider. The Program will pay the service provider directly upon receipt of an original invoice for services rendered.

The program does not reimburse HT victims, immediate family members or witnesses directly.