

# HUMAN TRAFFICKING ON THE FRONT LINE:

CONCEPTS, PERSPECTIVES & RESPONSES

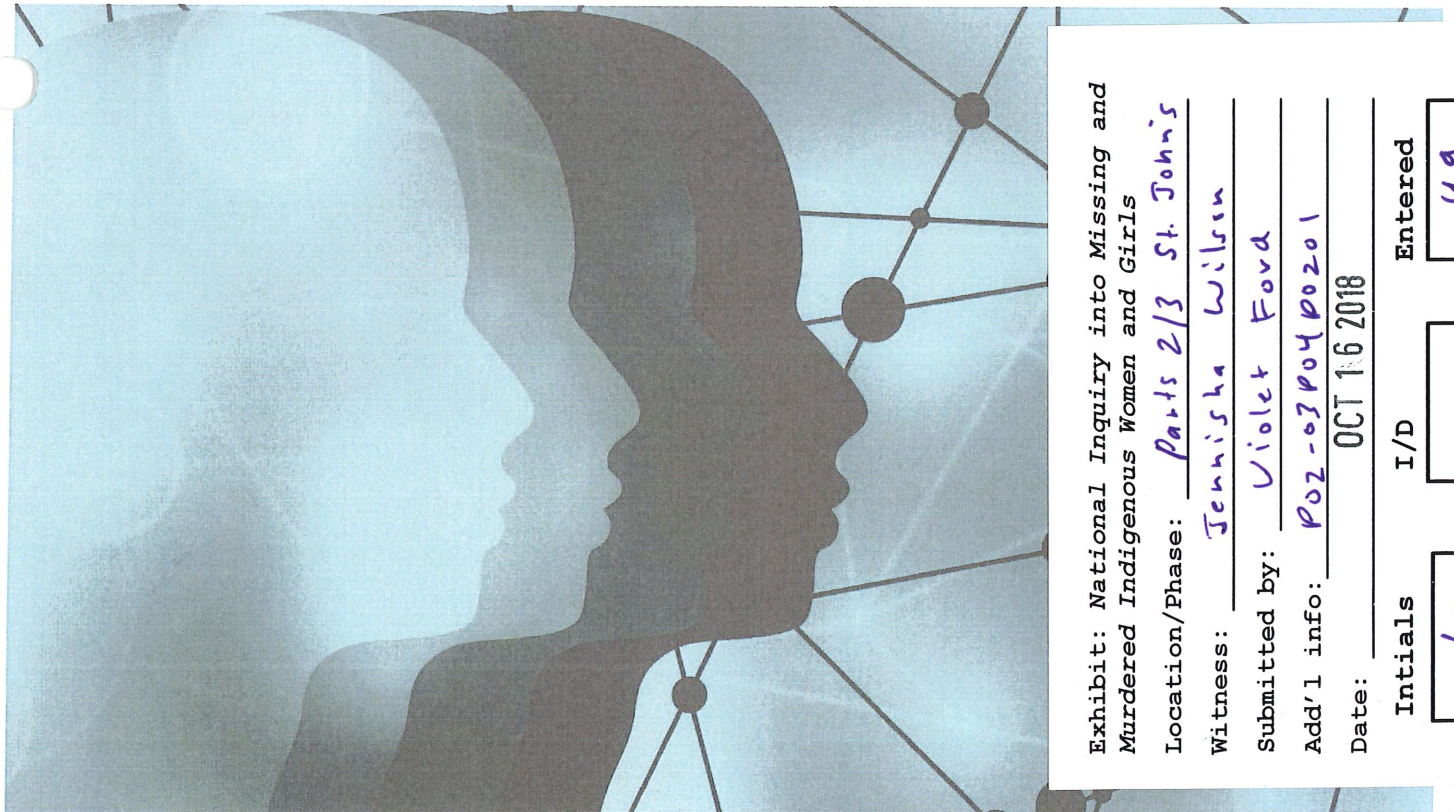


Exhibit: National Inquiry into Missing and  
Murdered Indigenous Women and Girls

Location/Phase: Parts 2/3 St. John's

Witness: Jennisha Wilson

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JUNE 11-15, 2018

OTTAWA, ON

FINAL REPORT



# HUMAN TRAFFICKING ON THE FRONT LINE: Concepts, Perspectives & Responses

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# HUMAN TRAFFICKING ON THE FRONT LINE:

## Concepts, Perspectives & Responses

### THE TRAINING INITIATIVE

#### Introduction

*Human Trafficking on the Front Line: Concepts, Perspectives & Responses* (HTOFL) was a 5-day training workshop (June 11-15) hosted by the *Ottawa Coalition to End Human Trafficking* (OCEHT)<sup>1</sup> and comprised of training sessions, breakout workshops, as well as presentations by, and a discussion with, survivors representative of the Indigenous community/reality, domestic sex trafficking, international sex trafficking and labour trafficking. The goal of this endeavour was to address prevailing deficits in specialized training (either because it is not available or it is not accessible due to for example, high cost) and to offer networking opportunities in order to enhance the overall response of frontline professionals to trafficked persons. This training was neither an introduction to human trafficking nor intended to teach frontline professionals about how to be trauma-informed or client-centred. It was not intended to teach day-to-day support, processes or making referrals. The assumption made was that participants would have already received this type of training to do their frontline work. Instead this training opportunity was intended to offer unique, typically inaccessible training to challenge biases that have been evidenced to exist in service delivery in the National Capital Region (NCR) (e.g. some clients are considered to be more worthy of certain services than others). The training deficits that were targeted by this project, were identified by the Coalition membership over the past 3 years (and have been captured by the past three OCEHT annual reports<sup>2</sup>), and included the following topics: Challenging Biases in Service Delivery; Understanding LGBTQ2 Identities and Vulnerabilities; Trafficking for the Purpose of Labour; The Red Market; Self-Harm / Suicide Alertness and Referral; Therapy through the Senses; Boundaries of Client Care; the Indigenous Reality; Responding to Indigenous Clients and What Allyship Really Looks Like; Trauma and the Brain; Commercial Sexual Exploitation of Boys and Adolescent Males; Breaking through the Shame of Male Victimization; Addictions through a Trafficking Lens; Compassion Fatigue, Vicarious Trauma and Self-Care. Given the Coalition's philosophy of not charging for knowledge (especially knowledge that can help save lives and aid in recovery), and given that one Coalition member organization donated the venue for the training, this training week was offered to ALL frontline professionals across the province FREE OF CHARGE.

<sup>1</sup> The OCEHT is a platform for local agencies and organizations, service providers and relevant community members involved in service delivery, representing a wide variety of sectors, to come together and work towards the rescue and recovery of persons subjected to all forms of HT. The OCEHT is volunteer-based and no one is on payroll. Our overall goal is to make a meaningful impact on the lives of as many trafficked individuals as possible. Our mandate is twofold – (1) to meet the resource and support needs of persons who have exited or are exiting a HT situation, as well as their families and communities, and persons who may be at risk (this is done through referral and/or direct provision of services, supports and resources), and (2) to provide training to service providers on the indicators of HT to develop their ability to identify a trafficked person and know how to respond appropriately. For more information on us, please visit [www.endhumantrafficking.ca](http://www.endhumantrafficking.ca)

<sup>2</sup> Please visit <http://www.endhumantrafficking.ca/human-trafficking/annual-report-on-barriers/> to access the *OCEHT Annual Reports on Barriers to Accessing Services by Trafficked Persons in the NCR*.



The training capacity was 60 participants, and 4 days prior to the start of the training, all spots were filled with a waiting list of 8 participants. Two days later, a number of registrants withdrew given their awareness that they would be charged \$150 per day for each missed day of training. This dropped the number of participants to 45, which turned out to be a perfect size given the venue for the training. Any additional participants risked making the training too crowded, busy and potentially disruptive. In addition, having all participants present on all days, allowed for networking to maximize.

### Partners and Logistics

*Human Trafficking on the Front Line: Concepts, Perspectives & Responses* would not have been possible without the hard work, involvement and dedication of many passionate people and organizations. It would not have been possible to offer this training for free without the donations in money and in-kind of key Coalition partners, and without the agreement of trainers, speakers and presenters to contribute to the learning experience for free or for a nominal honorarium. The Coalition would like to take this opportunity to acknowledge and thank the following –

- **Crime Prevention Ottawa** for donating the incredible venue;
- the staff at **Overbrook Community Centre** who were incredibly helpful, friendly and accommodating of all of our requests;
- **Tungasuvvingat Inuit** for coordinating a full day of training on the Indigenous reality and building allyship with Indigenous peoples and organizations, as well as for providing a delicious home cooked traditional Indigenous lunch on day 3;
- **A New Day** for their assistance in the planning and administration of the workshop;
- **St. Joe's Women's Centre** for providing an incredibly delicious/wholesome lunch on the first day;
- **Bridgehead** (Bank St & Albert St) for providing lunch on the last day;
- **Second Cup** (Bank St. & Slater St) for providing free coffee on one of the five days;
- **Voice Found, YouTurn, St. Joe's Women's Centre, Tungasuvvingat Inuit, CALACS francophone d'Ottawa, A New Day, Crime Stoppers, Pauktuutit Inuit Women of Canada, Métis Nation of Ontario, Kind Space and Minwaashin Lodge** for hosting information tables on day 3 and 5 of the workshop;
- all trainers and presenters (biographies included in this report) – many of whom travelled far distances and took no payment or nominal payment for their training services, in order to contribute to the learning experience of participants;
- the OCEHT volunteers who donated their time towards the planning and smooth execution of this incredible event (namely the Coalition Secretary, Head of Training Committee, Head of First Nations, Inuit and Métis Committee, etc.); and
- **THANK YOU** to the Provincial Anti-Human Trafficking Coordination Office at the **Ministry of Children, Community and Social Services** of the province of Ontario for funding this incredible endeavor!



Ottawa Coalition  
to End Human Trafficking



La Coalition d'Ottawa pour mettre  
fin à la traite des personnes



INVITES YOU TO:

# HUMAN TRAFFICKING ON THE FRONTLINE

## CONCEPTS, PERSPECTIVES & RESPONSES

A training workshop for professionals working directly with trafficked persons

### TOPICS INCLUDE:

- Challenging Biases in Service Delivery
- Trafficking for the purpose of Labour
- The Red Market
- Understanding LGBTQ2 Identities & Vulnerabilities
- The Indigenous Reality; How did we get here?
- Responding to Indigenous Clients; What allyship really looks like
- Sexual Victimization of Males; Breaking through the Shame
- Survivor Panel - presentations & discussion
- Trauma & the Brain
- Self-harm/Suicide Alertness & Referral
- Therapy through the Senses
- Addiction
- Boundaries of Client Care
- Compassion Fatigue, Vicarious Trauma & Self-Care
- Networking Opportunities, Breakout Sessions and so much more!

**JUNE 11 - 15 | FREE OF CHARGE**

Refreshments  
provided each day!

Lunch provided on  
June 11, 13, 15

REGISTER NOW AT  
<http://htonthefrontline.eventbrite.ca>

Overbrook Community Centre  
33 Quill Street, Ottawa ON

For more information:  
[chair@endhumantrafficking.ca](mailto:chair@endhumantrafficking.ca)





# HUMAN TRAFFICKING ON THE FRONT LINE:

Concepts, Perspectives & Responses

## Training Agenda

### Monday, June 11, 2018

8:45 am to 9:00 am	Registration
9:00 am to 9:30 am	Opening Remarks
9:30 am to 10:45 am	INTERACTIVE SESSION – <b>Challenging Biases</b>
10:45 am to 11:00 am	HEALTH BREAK
11:00 am to 12:15 pm	<b>Sex Trafficking: The Basics</b> (Jodi Mosley, OCEHT Head of Training Committee, A New Day)
12:15 pm to 1:15 pm	LUNCH (provided)
1:15 pm to 2:00 pm	<b>The New Age of Protection, in Practical Terms</b> (Mylène Forest, Children's Aid Society)
2:00 pm to 3:15 pm	<b>LGBTQ2 Identities and Vulnerabilities to Human Trafficking</b> (Elise Wohlbold)
3:15 pm to 3:30 pm	HEALTH BREAK
3:30 pm to 4:30 pm	<b>Labour Trafficking: Scratching the Surface</b> (Torwoli Dzuali, OCEHT Labour / Domestic Servitude Committee)

### Tuesday, June 12, 2018

9:00 am to 10:45 am	<b>The Red Market</b> (Sarah Seon Park, OCEHT Organ Removal / Harvest Committee, Immigrant Womens Services; Guest Speaker - Hon. David Kilgour, J.D.)
10:45 am to 11:00 am	HEALTH BREAK
11:00 am to 12:30 pm	BREAK-OUT SESSION – <b>Challenges, Best Practices, Solutions</b>
12:30 pm to 1:30 pm	LUNCH
1:30 pm to 2:30 pm	BREAK-OUT SESSION – <b>Creating Organizational Policies &amp; Procedures</b>
2:30 pm to 3:00 pm	<b>Freedom Collaborative</b> (Andrew Austin, OCEHT, YouTurn)
3:00 pm to 3:15 pm	HEALTH BREAK



3:15 pm to 4:45 pm	<b>WORKSHOP #1 – Self Harm / Suicide Alertness &amp; Referral</b> (Mikka Komaksiutiksak, Arctic Rose Foundation & Jennisha Wilson, Head of the OCEHT Métis, First Nations & Inuit Committee, Tungasuvvingat Inuit)
3:15 pm to 4:45 pm	<b>WORKSHOP #2 – Therapy through the Senses</b> (Johanne Deschamps)
3:30 pm to 5:00 pm	<b>WORKSHOP #3 – Boundaries of Client Care</b> (Eileen Harper, RSW, MSW, BSW – The Therapy Room)

### Wednesday, June 13, 2018

9:00 am to 10:30 am	<b>Irene Compton &amp; the Women's Drumming Circle</b> (Minwaashin Lodge) <b>The Indigenous Reality: How Did We Get Here?</b> (Jennisha Wilson, Head of the OCEHT Métis, First Nations & Inuit Committee, Tungasuvvingat Inuit; Stevie Voisine, Tungasuvvingat Inuit Ruth Gustaw, Tungasuvvingat Inuit; Felicia Tugak, Pauktuutit Inuit Women of Canada; Kayla Spagnoli, Métis Nation of Ontario; RJ Jones, KindSpace)
10:30 am to 10:45 am	<b>HEALTH BREAK</b>
10:45 am to 12:00 pm	<b>Panel: Colonial Continuities – Barriers &amp; Available Services</b> (Stevie Voisine, Tungasuvvingat Inuit; Kayla Spagnoli, Métis Nation of Ontario RJ Jones, KindSpace; Frances Daly, Minwaashin Lodge)
12:00 pm to 1:00 pm	<b>LUNCH (provided)</b>
13:00 pm to 2:45 pm	<b>Allyship: It's Not a Badge of Honor; It's a Life Journey</b> (Jennisha Wilson, Head of the OCEHT Métis, First Nations & Inuit Committee, Tungasuvvingat Inuit)
2:45 pm to 3:00 pm	<b>HEALTH BREAK</b>
3:00 pm to 4:30 pm	<b>Information Tables &amp; Networking</b>

### Thursday, June 14, 2018

9:00 am to 10:15 am	<b>Trauma &amp; the Brain</b> (Dr. Rana Pishva, C. Psych, Ottawa Centre for Resilience)
10:15 am to 10:30 am	<b>HEALTH BREAK</b>
10:30 am to 12:15 pm	<b>Trauma &amp; the Brain (cont'd)</b>
12:15 pm to 1:15 pm	<b>LUNCH</b>

<b>1:15 pm to 3:30 pm</b> <b>(early finish)</b>	<b>Survivor Panel</b> <i>(Katarina MacLeod – Rising Angels, Ruth Okoro &amp; Marleny Velit)</i>
<b>6:00 pm to 10:00 pm</b>	<b>Hope &amp; Healing Open House</b> <i>(Orange Gallery, 290 City Centre Ave)</i>

### Friday, June 15, 2018

<b>9:00 am to 10:30 am</b>	<b>The Commercial Sexual Exploitation of Boys and Adolescent Males</b> <i>(Steven Procopio, ACSW, LICSW, MaleSurvivor.org)</i>
<b>10:30 am to 10:45 am</b>	<b>HEALTH BREAK</b>
<b>10:45 am to 12:00 pm</b>	<b>Big Boys Don't Cry - The Sexual Victimization of Males</b> <i>(Steven Procopio, MaleSurvivor.org)</i>
<b>12:00 pm to 1:00 pm</b>	<b>INFORMATION TABLES &amp; NETWORKING LUNCH</b> (Provided)
<b>1:00 pm to 2:30 pm</b>	<b>Addictions through a Trafficking Lens</b> <i>(Karen James, Rideauwood Addiction &amp; Family Services)</i>
<b>2:30 pm to 2:45 pm</b>	<b>HEALTH BREAK</b>
<b>2:45 pm to 4:15 pm</b>	<b>Assessment and Strategies for Your Wellness as Helpers</b> <i>(Michelle Bentley, MA, RP, RMFT, Crisis &amp; Trauma Resource Institute)</i>
<b>4:15 pm to 4:45 pm</b>	Closing Remarks & Distribution of Certificates



# HUMAN TRAFFICKING ON THE FRONT LINE:

## Concepts, Perspectives & Responses

### Trainers & Speakers

#### *Zaneta Miranbigi, LLM, Chair of the OCEHT*

Zaneta Miranbigi is the Chair of the *Ottawa Coalition to End Human Trafficking (OCEHT)* and has been since late 2014. Zaneta has also been a federal public servant for nearly 20 years. Currently, a Policy Advisor, her contribution to public service has included working for the Immigration and Refugee Board where she investigated human rights conditions in countries of origin of refugee claimants, including women's rights, human trafficking, enforcement/policing conditions, etc. for refugee determination hearings. Zaneta has also worked for the Federal Department of Justice to research the issue of violence against women in rural maritime communities against the availability and provision of services. She also possesses international work experience with the government of Trinidad and Tobago where she lived and reported to the United Nations on the status of human rights in that country for a period of 2 years. This work covered a wide variety of issues stemming from AIDS to human trafficking to international child abduction, and resulted in Zaneta representing the country before the United Nations in Geneva.

Zaneta holds an LLM from the University of Sussex (UK) and a B.A. in Law and Sociology (Hons.) with a concentration in Criminology from Carleton University (Ottawa). Her academic focus was on the protection of human rights with a specialization in women's rights and human trafficking. She is an experienced public speaker in the area of human rights, including sex trafficking, and has presented at various local, national and international platforms such as the International Undergraduate and Postgraduate Law School Student Conference in Moscow, which involved leading law schools and research institutions of the Council of International Schools, Russia and other foreign countries.

Born in Poland, Zaneta fled the country with her family in the early 1980s during Marshall Law. She was a refugee in Europe under the care of the United Nations High Commissioner for Refugees, until she came to Canada. She now resides in Ottawa and has a passion for helping those who have suffered at the hands of human traffickers.

#### *Jennisha Wilson, OCEHT Head of Indigenous Committee (Tungasuvvingat Inuit)*

Jennisha Wilson is the Manager of Sex Work, Exiting the Sex Trade & Anti-Human Trafficking Programs at Tungasuvvingat Inuit (T.I.) in Ottawa, Ontario. Ms. Wilson is of Mixed Indo-Afro Caribbean and Tanio Ancestry. She holds a Master of Environmental Studies with a specialization in resettlement, health, and arts-informed community-based research. Ms. Wilson values community health and her passion for reconciliation has afforded her as an ally, 7+ years working with Indigenous and Black communities on a local, Provincial and National level.

#### *Jodi Mosley, OCEHT Head of Training Program (Stepping Stones, A New Day)*

Jodi Mosley is a graduate of the Child & Youth Care Program at Algonquin College in Ottawa, Ontario, and holds certificates in Behavioural Management Intervention, Drug and Alcohol Counselling, and Financial Management. Jodi has also received the Advances Anti-Human Trafficking Certificate. She has extensive experience working with youth in a frontline capacity and at a supervisory level.



Earlier in her career, Jodi worked as the Program Coordinator and Acting Manager of Isumaqsunnigittukkuvik, a secure young offenders facility in Iqaluit, Nunavut for 6 years. During this time, she also held the position as Sexual Harassment Officer for the Baffin Region. In 2002, Jodi co-founded Stepping Stones Foster Care Inc. (SSFC); an agency that offers foster homes to children aged 0-18 years, as well as transitional homes to youth aged 18-21 years. SSFC specializes in individual and wrap-around services in a family setting to high-risk youth. Most recently, in response to the prevalence of human trafficking affecting those serviced by SSFC, Jodi co-founded A New Day. This is a charitable organization that offers a residential treatment program for trafficked women; the first of its kind in the region.

Jodi is the Chair of the Board of A New Day and also sits on the Algonquin College Advisory Committee for the Child and Youth Care Program. Jodi is also an active member of the *Ottawa Coalition to End Human Trafficking* and heads its training program, which provides training to service providers on human trafficking indicators and appropriate responses. Formerly, Jodi was a board member with YouTurn, an agency that provides services and supports to youth who are in conflict with the law, and their families.

### *Mylène Forest (Children's Aid Society)*

Mylène has been a Child Protection Worker for Children's Aid Society (CAS) since 1998. For the past 2 years, Mylène has been a Liaison Worker with the Ottawa Police Services, working to track down youth missing from care and at risk of sexual exploitation. She also sits on an internal CAS committee called SAFETY (Safety And Freedom from Exploitation Together for our Youth). This committee is comprised of different community partners, and reviews at risk youth cases to devise a tailored plan for each with a view to prevent, reduce risk, intervene and assist.

Mylene also provides assistance and awareness sessions to caregivers (group home staff).

### *Elise Wohlbold*

Elise Wohlbold is currently a PhD candidate (ABD) in Law and Legal Studies at Carleton University. Her professional path includes collaborating and providing gender and LGBTQI2S expert advice on international, national and grassroots projects, working with Status of Women Canada, Public Safety Canada, the Conference Board of Canada and the UNESCO World Conference on Education. Elise is an award recipient of the 2015 Crime Prevention Ottawa Community Safety Award for her exemplary contribution in the area of community safety and crime prevention. In recognition of her impact in the area of human trafficking and the field at large, Elise has also received the PACT-Ottawa's Founder Award. She holds an MSc in Gender Studies from the London School of Economics and Political Science.

### *Sarah Seon Park, OCEHT Head of Organ Removal/Harvest Committee (Immigrant Women's Services Ottawa)*

Sarah is a certified language interpreter for Immigrant Women's Services Ottawa's Language Interpreter and Translation Services. She completed her B.A. at Carleton University in Communication Studies with a concentration in Image, Politics and Persuasion, and a minor in Philosophy.

In 2015, Sarah passed the Interpreter Language and Skills Assessment Tool approved by the Ontario Ministry of Citizenship and Immigration, and completed the Core Interpreter Training for Spoken Language Interpreters with IWSO's Language Interpreter & Translation Services and Ontario Ministry of Citizenship, Immigration and International Trade. Sarah has since been working with victims and survivors of various crimes in legal, medical and social work settings, and looks forward to continuing her work in the fight against human trafficking.



### *The Honourable David Kilgour, J.D.*

David Kilgour is the former Secretary of State for Latin America and Africa (1997-2002) and Asia-Pacific (2002-2003) in the cabinet of Prime Minister Jean Chretien. He represented south-east Edmonton in the House of Commons from 1979 to 2006 during eight Parliaments. He was born in 1941 in Winnipeg. Graduating from high school with the Governor General's medal, he studied economics at the University of Manitoba and graduated from the University of Toronto, Faculty of Law. He later did doctoral studies in constitutional law at the Faculty of Law at the Sorbonne in Paris.

Mr. Kilgour's passion for multi-party democracy, human rights and justice for all began in community service. He stepped down as a Member of Parliament in 2006 to become an advocate for human dignity and good governance internationally. He and David Matas were nominated in 2010 for the Nobel Peace Prize for their book, *Bloody Harvest*, a campaign to end party-state-run organ abuse across China.

He is a volunteer at the Ottawa Mission for homeless men and a member of its Foundation. He is co-chair of the NGO Canadian Friends of a Democratic Iran. He also sits on the boards of the Helsinki-based First Step Forum, Ethiopiaid Canada and the session of Westminster Church.

Along with travel, music and writing, he loves biking. He is married to Laura Scott Kilgour. They have three daughters and a son and live in Ottawa.

### *Torwoli Dzuali, OCEHT Labour Committee*

#### *(International Development & Human Rights Lawyer)*

Torwoli is a lawyer with experience working in criminal justice, human rights and international development. She has worked in government, international organizations and civil society on transnational crime, child justice, anti-corruption, war crimes and natural resource governance. She currently manages a program supporting access to justice and economic well-being for communities affected by mining, oil and gas operations in East Africa. Torwoli holds a Master of Laws (LL.M) in International Criminal Law; a Juris Doctor (J.D.) specialization in International Law; and a Bachelor of Social Science (Hons.) in Criminology & Psychology.

### *Andrew Austin, OCEHT Freedom Collaborative Canada Ambassador Team* *(YouTurn)*

Andrew has been in the social services field since 2013. He currently works as a Gang Intervention Counselor with YouTurn Youth Support Services, a Youth Counselor with the Roberts Smart Center, and is a Volunteer Team Lead for Ottawa Victim Services.

### *Mikka Komaksiutiksak (Arctic Rose Foundation)*

The Arctic Rose Foundation uses arts-based, culture-specific therapy to help Northerners, especially at-risk children and youth, address and prevent poverty, addiction, trauma and/or abuse.

### *Johanne Deschamps*

Johanne Deschamps received her diploma in Photovision from the Ontario College of Art (OCA, Toronto) in 1994. She then completed her B.A. with a major in Pastoral Sciences and a minor in Psychology in 2010 (St-Paul University, Ottawa) and followed through with her Masters in Counseling and Spirituality (graduated in 2012, also from St-Paul University) while raising her 2 daughters. She focused her attention on the issue of sexual trauma while working on her Masters, and was the proud recipient of the Social Sciences and Humanities Research Council of Canada (SSHRC) – Joseph-Armand Bombardier



Canada Graduate Scholarships for her research project on the effects of sexual abuse on the survivors' spirituality in 2011. Johanne is currently pursuing a second Masters in Art-Therapy at the Université du Québec en Abitibi – Témiscamingue (UQAT) while working at the CALACS francophone d'Ottawa, a sexual assault support centre for francophone women in the city of Ottawa. She is also a part-time professor at the school of Human Sciences and Spirituality (St-Paul University) and is a casual employee for the Family Information Line (Military Family Services). While working for the Department of National Defence (DND) within the Sexual Misconduct Response Centre (SMRC), she became aware of the pressing need for therapy specifically tailored to Military Sexual Trauma (MTS). Johanne is now focusing her work and studies in Art Therapy on this issue with the goal of developing and implementing therapeutic group interventions for victims of sexual trauma using visual arts.

#### *Eileen Harper, MSW (The Therapy Room)*

Eileen Harper is the founder of The Therapy Room. She has a Master's Degree in Social Work (MSW) and has been a counsellor and psychotherapist for the past 10 years with experience of working with diverse populations.

Eileen has worked in a general hospital setting providing services to individuals and families who have struggled with addictions, anxiety, chronic illness and pain, depression, eating disorders, grief and loss, stress and trauma. She has also worked extensively with family conflict mediation.

#### *RJ Jones (Kind Space)*

RJ Jones is Saulteaux-Cree, originally from Saskatchewan. They are a queer and trans facilitator and educator in Sexual and Reproductive Health, gender and sexuality. RJ has been working in sexual health for the past 2 years with The Native Youth Sexual Health Network as a Peer Mentor and formerly, Planned Parenthood Ottawa as an Indigenous Community Developer.

#### *Kayla Spagnoli (Métis Nation of Ontario)*

Kayla Spagnoli works for the Métis Nation of Ontario here in Ottawa, and she is currently 1 of 4 Indigenous Provincial Anti-Human Trafficking Liaisons. She enjoys being out in the community and meeting new people.

#### *Felicia Tugak (Pauktuutit Inuit Women of Canada)*

Felicia Tugak, originally from Baker Lake, Nunavut is now living in Ottawa. She is a project coordinator under the Violence and Abuse Prevention Department of Pauktuutit Inuit Women of Canada. She is also a part of Networks for Change and Well-Being. It is a collaborative project between Canada and South Africa. They focus on 'Girl-Led from the ground up' policy making to address sexual violence.

#### *Ruth Gustaw (Tungasuvvingat Inuit)*

Ruth Gustaw is the Anti-Human Trafficking Youth in Transition Worker and Outreach Worker at Tungasuvvingat Inuit with the Alluriarniq Program. She was born in Iqaluit, Nunavut and now resides in Ottawa Ontario. Her background is in youth education, and she's passionate about enriching the lives of Inuit by instilling culture and values within the Inuit community.

#### *Stevie Voisine (Tungasuvvingat Inuit)*

Stevie Voisine is the Anti-Human Trafficking Project Coordinator at Tungasuvvingat Inuit in Ottawa, Ontario. She has worked within the Inuit community for 5+ years in a number of different roles. Stevie holds an Advanced Diploma in Child and Youth Care and was an Inuit-Specific Child and Youth Worker



for many years in a residential setting. Stevie originates from a small town in Nova Scotia, which has greatly impacted her passion for reducing stigma and fostering community resilience.

#### *Frances Daly (Minwaashin Lodge)*

Frances is the manager of Oshki Kizis Lodge, the shelter for Minwaashin Lodge.

#### *Dr. Rana Pishva (Ottawa Centre for Resilience)*

Dr. Rana Pishva is a registered psychologist with competencies in clinical work with children, adolescents, and adults. She completed her Master's and Doctoral degrees at Queen's University in Kingston, and her clinical internship in Thunder Bay. She has a particular interest in the assessment and treatment of trauma-related and attachment disorders, parent capacity assessments, and forensic risk assessments with youth.

Dr. Pishva has experience working with children and youth in child welfare, community mental health, and forensic settings. She is committed to providing research-informed clinical services, in a collaborative and kind therapeutic environment. She offers services in French and English. She has specialized training in: Circle of Security (COS-P), Dyadic Developmental Therapy (DDP-Level 1); Trauma-Focused Cognitive Behavioural Therapy; Applied Suicide Skills Intervention Training (ASIST); Stein Hauer Guidelines for Assessing Parent Capacity (APC1).

#### *Katarina MacLeod (Rising Angels)*

Katarina is a survivor of exploitation, sexual and physical abuse, drug addiction, kidnapping, and domestic prostitution and trafficking. In 2008, she escaped 'the game' and now works to raise awareness on the realities of the sex trade in Canada. Katarina began sharing her story and intimate knowledge of the Canadian sex trade in 2010, and became the face of the survivor-led registered charity (which she founded) RISING ANGELS AWARENESS & RESTORATIVE CARE in 2015. Katarina has a diploma in Addictions and Community Service, a certificate in Sexual Violence, and a Level 1 certificate in Trauma Counselling for Front Line Workers. She is a mother to 4 children and living proof of a life restored.

#### *Ruth Okoro*

Ruth is a survivor of international sex trafficking.

#### *Marleny Velit*

Marleny is a survivor of labour trafficking.

#### *Steven Procopio, ACSW, LICSW*

Steven Procopio is a trainer and consultant for males with complex trauma. His expertise is in the area of childhood sexual abuse, sexual assault and commercial sexual exploitation. Steven brings extensive experience in public health, with a focus on HIV/AIDS, homelessness and youth services. He is the founder of the first free standing program to serve commercially sexually exploited boys, adolescent males and trans youth in the United States.

Steven has taught and presented on the issues of male victimization on local and national levels, consulting with various groups on the effects male childhood sexual abuse and commercial sexual exploitation. He is a trainer/consultant for the National Human Trafficking Training and Technical Assistance Center.



He also works with non-profits on program development. Steven served on the victims services sub-committee on the Massachusetts Attorney General's Task Force on Human Trafficking. Steven presently serves on the board of directors of Male Survivor, a national advocacy organization addressing the needs of men victimized by sexual abuse and assault.

Steven is a graduate of the University of Connecticut, School of Social Work.

#### *Karen James (Rideauwood Addictions and Family Services)*

Karen James is a person with lived experience of addiction and mental illness. She has 25 years' free of drugs and alcohol and her mental illness, Bipolar Disorder has been in remission for eight years. She entered recovery 25 years ago after having grown up in a family affected by both Addiction and Mental illness. Since then she has dedicated her life to helping others recover from their addiction and mental health problems. She has worked for over 20 years in the field of addiction and mental health and has been a tireless advocate for those suffering from addiction and mental health issues. She was a founding volunteer for Partners for Mental Health. She received The Royal's Inspiration Award in 2011 and was awarded Teacher of the Year from Everest College in 2006. She is also an artist, an author (she published her own story of recovery in 2014 entitled *One Day I Stepped Back into Myself*), a poet, a photographer and a Rap musician with 67 you tube videos aimed at challenging the pro-drug, pro-gang and pro-violence messages in Rap. She published two Poetry books both entitled *The Word Warrior: A Voice for the Voiceless* and *The Word Warrior 2* in 2016 and 2017, respectively. Both books are focused on injustice and inequities and are a mixture of her artwork and poetry. Karen believes that we have to change attitudes towards addiction and see it differently than we currently do.

#### *Michelle Bentley, RP, RMFT (Crisis & Trauma Research Institute)*

Michelle Bentley is a Registered Psychotherapist and Marriage and Family Therapist with a Master's degree in Counselling and Spirituality and a degree in Elementary Special Education. She is a trainer with the Crisis & Trauma Research Institute (CTRI) and draws on her educational background, 15 years of group facilitation, and agency and private practice experience to add a personalized touch to her workshops. Michelle maintains a private practice in Ottawa with individuals, families and children and specializes in mental health, trauma, eating disorders and coping with family changes. She believes that helpers are more effective when they have a non-judgmental perspective and compassionate curiosity for both themselves and their clients. As a facilitator, Michelle brings her knowledge of learning principles to provide an interactive, engaging and participant-centred experience, incorporating practical information attendees can immediately apply to both their personal and professional lives.



# HUMAN TRAFFICKING ON THE FRONT LINE:

## Concepts, Perspectives & Responses

### ADOPTING BEST WISE PRACTICES AS SOLUTIONS TO BARRIERS

#### Wise Practices

In its *Annual Report on Barriers to Accessing Services by Trafficked Persons in the NCR*, the Coalition outlines barriers that interfere with access to resources, services and supports by trafficked persons. The existence of these barriers, which span all aspects of service delivery and many of which have been long-standing, serve to not only interfere with the healing journey of trafficked persons, but also with their resumption of independent living within the community.

After three years of reporting, the Coalition observed that many of the same barriers continue to exist from year to year. This is motivating a shift of focus towards the pursuit of solutions. In keeping with this shift, the Coalition purposefully allocated time during the week-long training for participants to offer information on and to engage in discussion with one another about, lessons they have learned and wise practices they have adopted, as possible solutions to barriers.

The concept of *wise practices* (vice *best practices*) was introduced during the workshops to help guide these discussions but also to help re-frame how challenges should be confronted. Participants were provided with the following write-up on the philosophy behind *wise practices*:

*The perspective of “best practices” has received much criticism, particularly from Indigenous organizations and community programmers that operate from a non-western worldview (CAAN, 2005). The Canadian Aboriginal Aids Network (CAAN) asserts that there is no such thing as a “cookie cutter” model for creating exceptional programs and services (CAAN 20014, pp.1-2). In fact, CAAN (2005) notes that Health Canada’s definition of “best practices” is flawed and tends to favour programs that are easy to evaluate, package and re-create. Such perspectives undermine the diverse and complex issues that communities experience, and serve to further take away from the autonomy of community-based program development. Thus, as a means of re-conceptualizing the notion of “best practices”, CAAN (2005) contends that there are no “best” practices but rather “wise” practices that can be documented. This is aligned with the understanding that what is best for one community based on geography, social and political norms, may not necessarily be best for another community. Notably, “wise” practices tend to provide communities with the resources and principles that they need to adapt a program or model to work for their unique needs.*



*Principles to consider as part of wise practices include: community-based approaches; holistic care, treatment and support; community awareness; sustainable funding; resources and advocacy (CAAN, 2004).*

Keeping in mind the philosophy of wise practices, discussions took place over the course of several workshops, where participants were split into groups representing two perspectives – the victim/survivor seeking resources, services and supports, and the frontline professional actively seeking to effectively support his or her exploited client. The results of these sessions are summarized below.

## Victim/Survivor Perspective

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### *Factors that Motivate Clients to Continue Accessing Services*

The conduct of the frontline professional and the environment of the organization to which a trafficked person presents to seek services, supports or resources are key elements impacting whether that client returns for more / continued services. As such, participants were asked to consider three questions in compiling the list below – (1) As a client, what will entice me to come back to you for services? (2) How do I know you are prepared to support me? and (3) How are you supporting me to make my own decisions?

- non-judgmental behavior on part of the service provider and all those working at the organization/agency;
- service provider is knowledgeable and able to easily provide information regarding services, resources, treatment options, etc.;
- active listening and open body language by service providers at the organization or agency;
- adherence to a client-centred, client-led approach that actively involves the client in the decision-making process concerning their care (eg. understanding of where the client is at and allowing them to decide how they want to proceed – person is free to seek as much or as little support as they desire and are able to progress in their healing journey at a pace comfortable to them, without any pressure to undergo services at a quicker pace or answer questions before the person is ready to do so);
- service being sought is affordable (i.e. the service is free and/or subsidized);
- availability of food (e.g. snacks, beverages, coffee, etc. are available free of charge on site);
- accessibility of the organization or agency (ie. location, access to public transit; layout of the building, availability of ramps for differently-abled individuals, etc.);
- flexibility (eg. ability/willingness to meet the client where he/she feels safe); and
- security and safety (e.g. presence of security personnel, visibility of cameras, confidentiality and protection of personal information, proximity to the client's community/personal safe spaces, etc.) – *(note: the presence of these factors would likely communicate a sense of monitoring/policing/regulation to a client and could negatively impact his/her willingness to return).*



Overall, clients who have been trafficked want to work with frontline professionals who are intentional about making services available, accessible, and affordable to them. Moreover, the atmosphere within a frontline agency or organization must be welcoming, open, inclusive, accepting, available, comfortable and safe. Emphasis was also placed on the importance of communicating to clients, using direct and indirect methods, that the agency/organization is a safe space for healing and accessing services. Together, these were identified as the most important factors impacting the decision of a survivor of human trafficking whether to return to a particular frontline professional or organization/agency, to continue accessing that service, and to become a regular client.

### *Defining “Survivor-Led” Treatment and Support*

With increased education on and awareness of human trafficking, the importance of services and supports that are “survivor-led” is being emphasized. This term has come to mean different things to different players on the service delivery spectrum. For this reason, it was important to ask training workshop participants what “survivor-led” treatment and support looks like from a victim/survivor perspective. The following is a list of elements that were identified:

- empowerment (e.g. providing survivors and clients with knowledge that is necessary for them to make wise decisions regarding their situation and allows them to take control of their future and their healing journey);
- independence (e.g. people are experts of their own situation);
- consent for treatments (i.e. not automatically prescribing a treatment that may or may not be accessible, sustainable, or desirable to that particular client);
- assisted self-sufficiency (i.e. provide options, not advice);
- safety (i.e. create a catered safety plan for each individual client that is reflective of the specific requirements of their unique situation); and
- knowledge and information (e.g. connectivity with other community organizations that may be better able/suited to serve the client).

Overall, participants focused on factors that ultimately serve to support a survivor’s sense of autonomy and individuality. In light of the coercive, traumatic and exploitative nature of human trafficking, participants emphasized the importance of agencies and organizations supporting survivors to regain control over their future, which includes their treatment and services. This is why factors such as consent, empowerment, and assisted self-sufficiency are so vitally important.

### *Frontline Professional Perspective*

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#### *Factors that Motivate Clients to Continue Accessing Services*

Participants representing the frontline professional perspective were asked to consider two questions in compiling the list below – (1) What has your organization done for you to prepare you / build your capacity to do this work? (2) What is the framework you work within / model you apply in supporting a victim without undermining their autonomy? Participants identified numerous components in response



to these questions that are thought to encourage the return of clients to a particular frontline professional or organization/agency to continue accessing resources, services, treatment, and supports. These elements are thought to foster feelings of safety and support on part of clients who seek services at a particular organization/agency:

- ensure that service providers do not project individual thoughts, opinions, beliefs, or stereotypes onto the client;
- provide resources and safety tools specific to the risk that the client is taking (e.g. bus tickets, condoms, food, etc.);
- educate oneself, other frontline professionals, and those in the organization about non-Western philosophies, beliefs, and worldviews;
- adopt an inclusive approach to treatment, support, and service-provision that enables transition to and implementation of these non-Western philosophies (as needed);
- think outside the box when developing treatment plans or strategies to provide resources and services to a specific client / community;
- avoid the use of cookie cutter or one-size-fits-all approaches when supporting clients (i.e. focus on clients as individuals, rather than compare clients, and draw on past situations to create a framework for the current survivor seeking support);
- focus on building long-term relationships premised on empathy and mutual respect;
- adopt a healing lens, rather than a victim lens, when interacting and working with survivors;
- have flexible hours to accommodate clients of all populations;
- provide refreshments (e.g. food, snacks, beverages, coffee, etc.);
- adopt a non-judgmental framework and attitude when supporting clients (e.g. take steps to ensure that clients are able to come back and access services a second time without feeling judged or condemned);
- create support groups within the organization or agency;
- provide paid employment opportunities for survivors;
- involve survivors in the committees and decision-making boards that operate within the organization or agency; and,
- develop a vocabulary and lexicon that fosters inclusivity and safety.

This part of the workshop was particularly important, in that it allowed participants to reflect upon institutional limitations and consider practical steps that can be taken to expand organizational capacity in order to better support survivors and clients. This aspect of the workshop was particularly important in provoking critical analysis at an institutional level, guiding participants into discussions on solutions, which in turn caused them to consider practical ways to strengthen and improve the various agencies and organizations they themselves work for.

In response to question #2 above, participants identified a number of frameworks that their personal agencies and organizations implement in order to enable clients to drive the recovery and healing process. These frameworks include:



- Client-Centered and Trauma-Informed care;
- Post-Trauma Growth (Healing);
- Intergenerational Trauma;
- Language Sensitivity (e.g. training service providers to pay attention to language that is used in client-provider interactions);
- Flexibility (e.g. willingness to modify support models or treatment frameworks when necessary to maximize support and address client's unique needs); and,
- Cultural Sensitivity.

This part of the workshop allowed participants to identify the treatment/support framework used within their agencies/organizations and to identify how those frameworks guide/influence the work and service delivery of those institutions. Additionally, participants shared information with each other about these frameworks, allowing them to draw on the lessons learned and wise practices.

#### *Defining "Survivor-Led" Treatment and Support*

Participants representing a frontline professional perspective identified various factors that together comprise a "survivor-led" framework. These include:

- respect client decisions and choices;
- involve survivors and treat them as stakeholders;
- ask for feedback from clients;
- acknowledge gaps in accountability and service provision;
- include survivors with lived experience among an organization's paid staff (specifically because survivors can relate to clients differently, can instill a sense of hope in clients, and can simultaneously hold an organization or agency accountable by being critical of the service provider's actions);
- establish safe boundaries; and
- ensure clients always have the freedom to choose how to proceed with treatment based on what they need and when they are ready.

Overall, this perspective echoed the victim/survivor perspective that clients must be given control over their care and healing journey. In this way, trafficked persons can become empowered to heal and resume independent living in the community.

With respect to the bullet above referencing the inclusion of "survivors with lived experience among an organization's paid staff", the Coalition would like to take this opportunity to express a note of caution which stems from the grave responsibility that institutions and frontline professionals bare when providing services, supports and resource to persons who have exited or are exiting a trafficking situation. Each case of human trafficking is uniquely different – from the length of time a person was subjected to exploitation, to the age that they were forced into the trafficking situation, to their unique experience of exploitation and trauma. Also unique is how the survivor has processed that experience. As a result, trafficked persons present with a wide range of immediate and long-term support and



resource needs. Some may need several more services than others, some for a shorter period of time than others, depending on psychology, age, healing stage and experience. From legal services and health care in the short-term, to addiction treatment and life skills training in the long-term, the type of needs will also vary between survivors. Given the complexity of trauma and healing, as well as the intersectionality of vulnerabilities that is unique to each survivor, institutions should devise ways of evaluating a survivor's readiness to work with other survivors in a mentorship or any other capacity given their potential exposure to triggers. Institutions should also take care to ensure that survivors on payroll have appropriate supports in place and available on an as needed basis. Interactions between survivors on payroll and clients, should also serve to complement (not replace) services provided by professionals, who have received formal training on for example, trauma, addictions, self-harm/suicide and adhere to professional codes of ethics/conduct (unless ofcourse that survivor has undergone formal training and has qualifications to act in a professional capacity). Service provision to trafficked persons is an extremely fragile matter, and while peer mentorship and survivor influence on programs and service delivery is crucial to their success and effectiveness, safeguards should be adopted to ensure that it is done in a responsible way.



# HUMAN TRAFFICKING ON THE FRONT LINE:

## Concepts, Perspectives & Responses

### CREATING ORGANIZATIONAL POLICIES & PROCEDURES

#### Expanding the Reach of the Training

Motivated by biases evidenced to exist in service delivery (e.g. some clients are considered to be more worthy of certain services than others), the training week was designed to address prevailing deficits in specialized training (either because it is not available or it is not accessible due to for example, high cost) and to offer networking opportunities to enhance the overall response to trafficked persons by frontline professionals. While the training was expected to have a positive impact on the way services and supports are delivered by the frontline professionals in attendance, it was important to carve out time during the training week to explore ways that those professionals could expand the reach of the training beyond themselves, to the organizations/agencies that they work for, that exist in their communities and to other service providers. It was important for frontline professionals to regard themselves as instruments of impactful and lasting change.

Recognizing that frontline professionals are often inundated with a large workload, lack of resources, and a requirement to work within the boundaries of organizational policies, laws, and regulatory frameworks, they may feel unable to influence the institution in a way that results in meaningful organizational or systemic change. Accordingly, a breakout session was conducted to facilitate discussion on practical ways that frontline professionals, armed with the new knowledge acquired throughout the week-long training, can work to influence and initiate change long after the training is over. The following are guiding questions for this session:

- Map out your community of resources in the form of a drawing; who do you go to / who do you refer clients to? Who is missing? Why?
- What is your organization's motivation / capacity to do this work?
- Who makes decisions in your organization?
- How do you influence the decision makers in your organization?

#### Community of Resources

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By asking participants to map out community resources, frontline professionals were able to reflect upon their networks and identify the limits and boundaries that they are self-imposing. This caused participants to consider ways of expanding that network to better serve their clients, because the healing journey of a trafficked person requires a network of services, resources and supports. No single service provider, no single organization can meet all of the needs of a trafficked person.



## Organizational Motivation & Capacity

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An organization's motivation to engage in anti-human trafficking work has a direct impact on its service delivery, including resource allocation, quality of service and sustainability. The fact that motivation can be driven by the goal to increase client numbers in order to secure funding, rather than to fight human trafficking through service delivery that is truly committed to a client's long term healing and resumption of independent living within the community, has not fallen by the wayside of the Coalition's awareness. Motivation is a powerful determinant of an organization's response to a trafficked person seeking services, resources and supports. It can empower frontline professionals to go the distance, or it can serve to impose limits. Understanding motivation will help front line professionals be more effective instruments of change. During this session, participants identified the following as motivation behind their organization's anti-human trafficking work:

- safety and client care;
- truth and reconciliation;
- education and awareness raising; and
- personal/individual-based motivation (i.e. employee/staff-led).

Participants were also asked to consider their organization's capacity to engage in anti-human trafficking work. Unfortunately, what surfaced is that most organizations do not have the capacity to engage in anti-human trafficking work, despite the fact that they have the motivation to do so. Participants emphasized the following systemic barriers that work to inhibit organizations from becoming more engaged in anti-human trafficking work:

- lack of access to training;
- lack of education and information; and
- lack of funding.

In order to increase capacity, these key challenges and barriers must be addressed. This is the main reason behind the Coalition's use of provincial funding to offer training to grass roots, frontline professionals free of charge. It is also the rationale behind the Coalition's adoption of the philosophy of not charging for knowledge if the motivation is truly to help those in need. For this reason, the Coalition will continue to offer and expand its training program, and hopes that additional monies can be secured so that the Coalition is able to offer future training opportunities similar to the 5-day training *Human Trafficking on the Front Line: Concepts, Perspectives & Responses*.

## Organizational Decision Making

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To influence change at the institutional level it is important to be aware of who makes change possible within the organizational structure. Accordingly, participants were asked to identify the decision makers, which included:



- community members;
- advisory groups;
- donors;
- clients;
- board members; and,
- government institutions (e.g. the Ministry of Long-term Care).

Once decision makers are identified, the breakout session moved to explore ways that frontline professionals can influence decisions to provoke positive change. The following were some of the ways that were identified:

- staff meetings;
- team building opportunities;
- open house events;
- petitions and surveys;
- volunteer and get involved in unique ways;
- public speakers (e.g. find allies, work with local community “champions”, etc.);
- be adaptable and persistent; and
- develop a list of wise practices to share and implement.

This discussion caused participants to realize that they are able to pursue conventional and non-conventional / unique activities to influence decisions.

### Practical Ways to Affect Positive Change

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In the final breakout session, participants were asked to identify practical activities that they all could engage in to generate positive change in not only the response to victims of human trafficking who are seeking services, resources and supports, but also in the overall progress in the fight against human trafficking. The activities identified included the following:

- seize every opportunity to learn (e.g. keep “up to date” on information, resources, listen to Ted Talks, etc.);
- speak the “language” of the organization’s leadership (i.e. align your goals with their goals, connect their areas of interest with yours, etc.);
- know the criticism that exists;
- collaborate with other organizations, agencies, municipalities, etc.;
- build and share knowledge (e.g. with other employees, organizational leaders, etc.);
- audit your organization’s policies, procedures, etc.;
- participate in leadership role(s) (e.g. join different committees, meet with senior leadership, etc.);
- use client feedback to meet with directors and organization leaders; and,
- follow-up (e.g. after meetings and conversations with organization leaders).

Overall, participants were able to come up with a comprehensive and frontline-specific list of activities that can work to shift an organization's focus, influence an organization's leaders, and create positive change by increasing an organization's interest, adjusting motivation and enhancing capacity to engage in anti-human trafficking work. During the final discussion, it was clear that participants felt more empowered and more confident to influence their organizations. Ultimately, while it will be difficult to determine precisely how much change these activities will induce, this breakout session provided participants with the opportunity to reflect on their individual capabilities, to brainstorm with other frontline professionals, and to develop practical avenues for pursuing positive change. The Coalition is encouraged that these sessions will go a long way to achieving an impact beyond the acquisition of skills and knowledge by those in attendance.



# HUMAN TRAFFICKING ON THE FRONT LINE:

## Concepts, Perspectives & Responses

### THE REALITY OF INDIGENOUS CLIENTS

#### What Allyship Really Looks Like

Recognizing the importance of the Indigenous voice in the fight against human trafficking, the Coalition allocated a full day of the week-long workshop to focus on training frontline professionals and how to build alliances with Indigenous communities in order to optimize the way that frontline professionals service Indigenous clients. The Coalition sought to create an intersectional, decolonized space where the voices of Indigenous Peoples could be expressed and heard, and where frontline professionals had an opportunity to identify and discuss some of the barriers that exist when responding to the needs of Indigenous trafficked persons.

Participants were broken off into separate groups—Indigenous participants, Racialized/People of Colour settlers, and White settlers—and each group was asked a series of questions that sought to identify challenges and solutions to build alliances with Indigenous communities and to better support Indigenous clients (these questions are included at the end of this section of the report). The findings of the discussions are summarized below.

#### Indigenous Participants

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##### *Barriers That Prevent Effective Allyship*

Indigenous participants identified a number of barriers that they found prevent and undermine effective allyship-building, and create challenges when working with non-Indigenous Peoples. These barriers include:

- the need to educate non-Indigenous people about Indigenous realities;
- the need to justify why Indigenous voices matter;
- the need to explain who Indigenous people are and why they matter;
- the need to recognize and work to prevent re-traumatization;
- the existence of stereotypes, assumptions, and active racism directed at Indigenous people from non-Indigenous individuals and the need to combat them (e.g. the need to combat the stereotype that being Indigenous is a privilege because it allows someone to avoid paying taxes); and,
- the existence of the belief that non-Indigenous individuals know what is best for Indigenous communities and individuals and the need to combat it.

These barriers seem to fall within two broad categories. First, within non-Indigenous communities, there seems to be a systemic and on-going issue of a lack of education and cultural awareness of Indigenous realities. This includes education about Indigenous history, culture, and identity. Indigenous participants

identified that this lack of education not only prevents frontline professionals from being able to effectively support and reach Indigenous communities, but it also contributes to the re-traumatization and erasure of Indigenous people. Moreover, as a result of this lack of education and cultural awareness, Indigenous participants noted that assumptions and stereotypes about Indigenous people continue to spread, unabated, which in turn contributes to the on-going colonial racism that informs the lived experiences and realities of Indigenous people.

Second, the barriers that Indigenous participants identified speak more subtly to an on-going problem of Indigenous communities not being permitted to assert their sovereignty and self-determination. While this challenge speaks more broadly to the institutionalized racism that continues to prevent Indigenous individuals from being able to assert their agency in specific ways, Indigenous participants did note that there are a number of ways that frontline workers—and, more importantly, their organizations—can create a safe space for Indigenous Peoples to engage in self-determination, leadership and ownership of work with/in their communities. For example, as is mentioned in the subsequent section, creating space for Indigenous community members to take on leadership roles in frontline organizations will allow Indigenous individuals to influence the future of frontline services, while simultaneously ensuring that the services and resources provided by frontline professionals to Indigenous clients adequately address the actual needs of clients in Indigenous communities. Safe space – however it manifests – must allow for the Indigenous voice to influence.

#### *Strategies Non-Indigenous Folks Can Use to be Allies to Indigenous Communities*

Indigenous participants at the day-long Indigenous training brainstormed and developed a list of strategies that non-Indigenous frontline professionals should implement when seeking to be an effective ally and support their Indigenous clients. These strategies included:

- Pursuing education about Indigenous communities from Indigenous people;
- Ensuring education about Indigenous communities comes from a reliable source;
- Refusing to engage in the “white savior” narrative by exploring their “savior complex” and remaining self-reflective;
- Walking with Indigenous individuals, not in front of them;
- Building a list of meaningful resources that connects Indigenous clients to organizations, services, and resources in Indigenous communities and recognizing that Indigenous frontline workers are capable of effectively responding to Indigenous clients;
- Remaining mindful of what language is used around Indigenous individuals, particularly keeping in mind previous traumas and triggers;
- Building on-going relationships with the Indigenous community;
- Allowing Indigenous community members to take on leadership roles in frontline worker organizations and agencies; and,
- Allowing the Indigenous voice to influence program inception, development and implementation.

One thread that seemed to be a key factor in many of these strategies is that, in order to be truly effective, strategies that focus on reaching the Indigenous community must be developed, informed,



and lead by Indigenous community members. Perhaps it is self-evident, but it is Indigenous community members and leaders who are most familiar with the needs of their own communities and the barriers that fellow community members face in seeking support from frontline professionals. Therefore, in order to be truly effective, strategies to reach the Indigenous community must be made by Indigenous Peoples for Indigenous Peoples.

### *Strategies Indigenous Individuals Can Use to Engage in Allyship and Equally Support Non-Indigenous Peoples Seeking to Do Good Work in Indigenous Communities*

Indigenous participants at the day-long Indigenous training developed a list of strategies that Indigenous community members can implement to assist non-Indigenous frontline workers in supporting Indigenous clients and Indigenous communities. These strategies included:

- Invite collaboration;
- Open Indigenous cultural programs and celebrations up to non-Indigenous individuals;
- Build good, healthy and consistent networks of resources and allies (e.g. maintain regular contact, etc.);
- Research the history of Indigenous people (e.g. not just one community, but many Indigenous communities); and,
- End the cycle of racism together (e.g. allow Indigenous Peoples to take on positions of leadership and authority).

Once again, these strategies emphasize the importance of allowing Indigenous communities and community members to lead the allyship-building process. However, it is important to remember that Indigenous individuals should not automatically be expected to take on this responsibility, initiate the allyship-building process, and teach non-Indigenous people how to be good allies. As the Indigenous participants noted in the section about barriers, it is challenging work to constantly be expected to educate and assist non-Indigenous folks in reaching the Indigenous community. It is also often work that is fraught with violence, racism, and re-traumatization. So it is important to note that, while all allyship-building processes should be led by Indigenous community members, Indigenous individuals cannot be automatically expected to take on this responsibility. Ultimately, it is a collective responsibility—of Indigenous and non-Indigenous frontline workers and their respective organizations—to initiate, develop, and implement allyship-building systems that improve frontline services available to Indigenous Peoples and communities.

### Non-Indigenous Participants: Racialized/People of Colour Settlers

#### *Barriers That Prevent Indigenous Community Members from Accessing Services and Resources*

As mentioned previously, the Coalition purposely separated non-Indigenous participants into two further sub-categories: racialized/people of colour settlers, and white settlers. This was done intentionally to provide people of colour with a safe space to express their thoughts, and share their

experiences in ways that are not always possible when white settlers are disproportionately represented and take up the majority of the physical/discussion space.

There were a number of important barriers that were identified by racialized/people of colour settlers as working to prevent effective allyship-building with Indigenous communities. These include:

- Lack of experience working with Indigenous clients and community members;
- Lack of trust - distrust among Indigenous communities of the services being provided and difficulty building trust;
- Language;
- Privilege, in this case, the constant series of advantages experienced by non-Indigenous people—specifically, privilege is a barrier both because of how it manifests within non-Indigenous groups (e.g. co-workers all being of the same racial background) and how it is perceived by Indigenous individuals (e.g. Indigenous clients seeing no Indigenous service providers and thus feeling marginalized, excluded, or unsafe);
- Institutionalized assumptions and stereotypes;
- Organizational barriers;
- Lack of access to resources and education that would better improve frontline services for Indigenous communities (e.g. lack of funding to create/improve Indigenous-specific services);
- Time constraints;
- Combatting homogenization/Differentiating between Indigenous communities;
- Power dynamics; and,
- Tokenization, in this case, the very limited inclusion of Indigenous Peoples by mainstream service providers—specifically, tokenization masks systemic racism and discrimination where non-Indigenous spaces “include” Indigenous Peoples (e.g. hiring one Indigenous service provider) in order to provide the semblance of equality, without being willing to fully engage in decolonization or address the real problems of systemic racism.

One of the important observations contributed by racialized/people of colour participants at the training was that, when it comes to reaching out to the Indigenous community, people of colour are often called upon to act as mediators between Indigenous people and white people. They stated that this tends to happen when there is a point of conflict that is being discussed, and they observed that there are often various problematic stereotypes that operate within situations that share this dynamic. The racialized/people of colour participants expressed that having to act as mediators often places them in a difficult—and dangerous—situation.

This helps to illustrate just how important it is for non-Indigenous frontline professionals to have knowledge about Indigenous Peoples and cultures. Not only will it help improve service delivery to Indigenous clients, but will also ensure that other visible minorities or marginalized groups—including people of colour—do not get caught in a cross-fire.



### *Strategies Non-Indigenous Providers Can Use to be Allies to Indigenous Communities*

Racialized/people of colour participants and frontline professionals developed a number of strategies to help support and build alliances with Indigenous communities. They felt that these strategies would help address and overcome some of the barriers that had been identified. These strategies included:

- Building rapport with Indigenous communities and community leaders;
- Having no expectations/assumptions;
- Remaining open to being checked and challenged, without demanding justification for this accountability process; and,
- Speaking out against injustice.

Racialized/people of colour participants emphasized the importance of this allyship process being directly informed and led by Indigenous leaders and community members themselves. Their strategies emphasize action (ie. speaking out against injustice), but action that is directed by Indigenous communities (ie. having no expectations/assumptions; remaining open to being checked and challenged). This is a simple yet profound reality that should be emphasized moving forward.

### *Strategies Indigenous Individuals Can Use to Support Non-Indigenous Providers Seeking to Do Meaningful Work in Indigenous Communities*

Racialized/people of colour participants and frontline professionals developed a list of strategies that they felt Indigenous individuals could implement that would significantly assist non-Indigenous service providers working to build alliances with Indigenous communities. These strategies include:

- Making space for non-Indigenous frontline workers to experience and learn about Indigenous culture;
- Sharing their history and knowledge with non-Indigenous folks; and,
- Maintaining an open line of communication so that knowledge exchange can be seamless between Indigenous and non-Indigenous organizations, service providers, and frontline workers.

Collectively, racialized/people of colour participants and frontline workers felt that they would be better able to build alliances with Indigenous communities if Indigenous leaders, service providers, and community members were willing to engage in some of these strategies. However, the racialized/people of colour participants at the conference ultimately acknowledged that the onus was on them to initiate this process. They emphasized that they needed to: (1) gain the trust of Indigenous people, (2) build relationships with Indigenous communities, (3) become effective allies, (4) develop mutual partnerships, and (5) educate themselves about Indigenous cultures. Racialized/people of colour participants felt that these five steps were the prerequisites that would ultimately lay the foundation for Indigenous community members to support non-Indigenous service providers seeking to do meaningful work within Indigenous communities.

## Non-Indigenous Participants: White Settlers

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### *Barriers That Prevent Indigenous Community Members from Accessing Services and Resources*

White participants and frontline professionals developed a list of a number of barriers that work to prevent Indigenous community members from becoming clients and access resources from service providers. These barriers include:

- Organizational barriers;
- Lack of access to resources and education that would better improve frontline services for Indigenous communities (e.g. lack of funding to create/improve Indigenous-specific services);
- Lack of cultural awareness/competency;
- Time constraints;
- Combatting homogenization/Differentiating between Indigenous communities;
- Power dynamics; and,
- Tokenization, in this case, the very limited inclusion of Indigenous Peoples by mainstream service providers—specifically, tokenization masks systemic racism and discrimination where non-Indigenous spaces “include” Indigenous Peoples (e.g. hiring one Indigenous service provider) in order to provide the semblance of equality, without being willing to fully engage in decolonization or address the real problems of systemic racism.

These are just some of the many barriers that exist and work to prevent Indigenous community members from having access to the same services and resources as non-Indigenous clients. These barriers, as well as the barriers that were identified by racialized/people of colour participants—must be addressed if frontline workers and services providers want to better serve Indigenous clients and support Indigenous organizations in Indigenous communities.

### *Strategies Non-Indigenous Providers Can Use to be Allies to Indigenous Communities*

White participants and frontline professionals developed a list of strategies that they felt were vitally important for non-Indigenous service providers to implement. These include:

- Using one’s privilege to gain access to resources and to better support Indigenous clients and their communities;
- Creating a safe environment that supports Indigenous people;
- Remaining humble, patient, and empathetic;
- Being mindful of non-Indigenous cultural structures that have been institutionalized and that create barriers between non-Indigenous service providers and Indigenous communities (e.g. the focus of non-Indigenous groups on individuality versus the focus of Indigenous groups of community);
- Utilizing power and building networks/coalitions of services, resources, and organizations that support Indigenous communities and community members;
- Utilizing privilege to pursue funding;
- Respecting knowledge imbalances and capabilities;



- Educating oneself and sharing information with non-Indigenous organizations, service providers, and frontline professionals;
- Providing safe spaces for Indigenous individuals to share how they feel best supported, as well as respecting and listening to the contributions of Indigenous people when they speak; and,
- Empowering Indigenous communities and community members (e.g. making space for Indigenous individuals to hold positions of influence or authority).

It is important to note that some of these strategies are particularly accessible to white settlers and service providers. For example, while all non-Indigenous individuals and frontline professionals are able to educate themselves, white settlers and service providers are better able to use their privilege, power, and influence to gain access to resources and to better support Indigenous clients/communities. This is not to say that racialized/people of colour settlers do not have privilege, power, or influence; they do, and they are able to use it in vitally important ways as well. However, by nature of being part of the dominant group—or, more specifically, the group that exerts dominance and exercises power over racialized/people of colour and Indigenous individuals—white settlers have a unique level of access to resources, services, and support that racialized/people of colour settlers do not have and/or are unable to access because of the dangers, consequences, and threats to their safety that might result.

Therefore, it is important for white settlers, service providers, and frontline professionals to understand the position of privilege that they hold and subsequently use their privilege to better support Indigenous communities by implementing these key strategies.

#### Strategies Indigenous Individuals Can Use to Support Non-Indigenous Providers Seeking to Do Meaningful Work in Indigenous Communities

White participants and frontline participants at the training conference identified a number of strategies that Indigenous individuals and groups could adopt. White participants felt that these strategies would help them better serve Indigenous clients and support Indigenous organizations. These strategies included:

- Allowing non-Indigenous individuals and white settlers to participate in and learn about Indigenous culture (e.g. opening cultural events and celebrations to non-Indigenous individuals);
- Sharing Indigenous knowledge and wisdom with non-Indigenous individuals (eg. Indigenous frontline workers teaching non-Indigenous service providers about Indigenous understandings of wise practices);
- Being blunt with non-Indigenous folks and providing raw data and information, to facilitate open, honest, and accepting communication, provide a clear understanding regarding gaps in services, as well as needs of Indigenous communities in general, and trafficked Indigenous clients in particular;
- Making space for on-going communication between Indigenous and non-Indigenous frontline workers, service providers, and agencies/organizations (eg. forums/committees that allow non-Indigenous service providers to hear directly from Indigenous elders, leaders, and members in Indigenous communities); and,

- Understanding that mistakes will be made on both side—by non-Indigenous and Indigenous folks alike—and being willing to correct, remind, and reconcile with non-Indigenous folks in order to foster on-going connection, effective communication, and meaningful community between Indigenous and non-Indigenous individuals.

Once again, white participants emphasized that the onus was on them as white settlers and white service providers to develop ways to better serve Indigenous clients and community members. They recognized that they carry the responsibility of educating themselves about Indigenous culture, Indigenous communities, and Indigenous-specific service providers. However, white participants and frontline workers at the conference also expressed their concern that they might end up being ineffective if they did not receive input and support directly from Indigenous elders, leaders, and community members themselves. Therefore, while white participants were clear with one another that the responsibility lies with them to become increasingly culturally aware and culturally competent, they also acknowledged that this process must be explicitly informed by Indigenous communities. They felt that this is the only way to guard against the development of ineffective tools or—even worse—the perpetuation of colonialism.

## APPENDIX

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This is a complete list of the specific questions that were asked to the various groups.

Indigenous participants were asked the following questions:

1. What are some barriers you find when working with non-Indigenous folks?
2. How can non-Indigenous folks be an ally to your communities?
3. How can you support non-Indigenous folks who want to do good work?

Non-Indigenous participants (racialized/people of colour settlers and white settlers) were asked the following questions:

1. What barriers have you experienced when working with Indigenous folks?
2. How can you be an ally to Indigenous peoples in Canada?
3. How can Indigenous folks support you to do meaningful work?

These questions were developed by the Coalition's Metis, First Nations, and Inuit Committee.



# HUMAN TRAFFICKING ON THE FRONT LINE:

## Concepts, Perspectives & Responses

### A Learning Journey

#### Goals & Outcomes

In working to coordinate and offer this training opportunity to frontline professionals, the Coalition set out to address various challenges that hinder effective delivery of services, supports and resources to trafficked persons, including:

- Lack of affordable specialized training related to human trafficking that is delivered by qualified and experienced professionals;
- Lack of awareness about other forms of human trafficking by frontline professionals;
- Lack of training and understanding about LGBTQ2 identities and vulnerabilities to human trafficking and what is involved in creating safe spaces;
- Lack of training and understanding about sexual exploitation of males and male victimization;
- Lack of cultural awareness and competency for effectively working with Indigenous clients who have been trafficked;
- Lack of collaboration between frontline service providers within and across jurisdictions, and also between Indigenous and non-Indigenous agencies; and,
- The existence of personal biases that serve to impact service delivery.

Through the week-long training, the Coalition had achieved the following outcomes:

- Provided important training customized specifically for frontline professionals working with trafficked persons to improve and enhance how they deliver services to trafficked persons;
- Provided training that is typically too expensive to access by the non-governmental sector;
- Provided training that is not available in the NCR or even in Canada;
- Provided an opportunity for frontline professionals to network within and across jurisdictions;
- Provided a safe space for frontline professionals to discuss difficult issues in order to learn and grow and improve the way that they deliver services;
- Learned from participants - challenges, wise practices, possible solutions, etc. - based on their experience of service delivery to trafficked persons in order to inform future initiatives and programs and ways of advancing the anti-human trafficking fight;
- Established the beginning of a foundation for building allyship with Indigenous communities by creating a safe space for open communication about how to move forward together, as well as an opportunity to network with Indigenous organizations;
- Advanced the Coalition's reputation as a legitimate provider of training on human trafficking;
- Expanded the Coalition's network; and,

- Equipped the Coalition with print material and feedback on training needs/content to support and enhance its ongoing training program, available to frontline professionals year round.

## Lessons Learned

*Human Trafficking on the Front Line: Concepts, Perspectives & Responses* (HTOFL) was the first time that the Coalition had put on a training opportunity of this scope and magnitude. While many organizations and frontline professionals had a hand in determining the content and layout, there are many lessons that the Coalition has learned from this endeavour. These are summarized below.

1. **SHORTEN LENGTH OF TRAINING & CONCENTRATE CONTENT ON ONE AREA** Given that the Coalition was offering quality, unique, and in-demand training related to human trafficking FREE OF CHARGE, it did not release the biographies of trainers or the agenda in advance of the training. This was done intentionally to prevent participants from planning to attend some sessions and not others because such a scenario would result in non-attendance and would therefore waste money and training opportunities, in addition to the fact that participants needed to participate in all sessions in order to fully benefit from the entire week. However, given that the training took place over 5 days, it was a commitment for organizations to take frontline work out of service for that long. Still, given how much material there was to cover, the quality of the training, and the fact that 25% of participants travelled from outside of the NCR, splitting the training into 2 or 3-day clusters would have risked those participants not attending all clusters given the travel costs involved in coming to Ottawa on multiple occasions. Through the feedback from participants and the actual attendance (vice those who registered to attend), the Coalition learned that it should charge a penalty for non-attendance and that future training should consider concentrating sessions into approximately 3 days but focused on a particular area, and delivery should be separated by approximately one month. This will broaden the opportunity for increased participation. The venue had a capacity for 60 participants and the Coalition allowed for 60 registrations, however, any additional participants to the 45 that we had, would have been too crowded. Meaningful engagement and exchange by all 45 participants, was still achieved!
2. **INCORPORATE A SOCIAL EVENT** The Coalition held a fundraising event on the evening of the 4th day of training, which many participants attended. It was a silent auction of art by survivors of human trafficking (100% of auction proceeds went directly to the artists), with live music, presentations by survivors and an art therapist, information tables of core Coalition organizations, hors d'oeuvres, cocktails and much more. The lesson learned (based on feedback from participants) is that it is very important to put on a social event during such a long training workshop, because it offers further opportunity to network. Two free tickets to the event were raffled off (for free) at the start of the training week.
3. **TRUE ALLYSHIP WITH INDIGENOUS ORGANIZATIONS WAS IMPORTANT TO THE SUCCESS OF THE HTOFL** A solid lesson learned was that building true allyship with Indigenous communities means involving these communities in all aspects of planning of such events, so that those



voices and perspectives are incorporated from inception, through development and implementation. During the planning process behind the training workshop, it was decided that an entire day of the week-long training would be allocated to issues surrounding the Indigenous reality, which saw discussion on colonial continuities that contribute to current barriers and availability of services, and the type of services available, as well as building allyship, as a requirement for an appropriate response to human trafficking. Survivors of human trafficking of Indigenous background were also present to share their stories and offer their voice for the learning benefit of all. The Coalition is of the view that because of this, the turnout and involvement of Indigenous communities and organizations in this training workshop was so high, and this in turn set the stage and the foundational groundwork for partnership, alliances and collaboration between Indigenous and non-Indigenous organizations.

4. **TRAINING EVENTS SHOULD ALSO BE USED TO LEARN FROM PARTICIPANTS** Whenever frontline professionals are congregated from within and outside the immediate jurisdiction, an important lesson learned is to carve out time to learn from frontline professionals based on their experience with cases of human trafficking. As well, to ensure that frontline professionals are given the opportunity to learn from each other. Opportunities for frontline professionals to engage with each other and to provide important information to the Coalition were incorporated throughout the training workshop, but most deliberately on Day 2 where targeted workshops were held to discuss and share information on challenges, wise practices, solutions and organizational policies and procedures. This provided great insight into the current response to human trafficking and options for its enhancement that the Coalition will consider in the development of new initiatives moving forward. Further, the Coalition will prepare a comprehensive report stemming from the training so that it can share this knowledge with all in order to maximize the impact of this information.
5. **FRONTLINE PROFESSIONALS UNDERSTAND FRONTLINE PROFESSIONALS, AS SURVIVORS UNDERSTAND SURVIVORS** A panel of survivors, with lived experience in different forms of human trafficking, who whenever possible have professional qualifications to do frontline work themselves, are not only able to demonstrate the different ways that human trafficking can manifest, but can also speak most directly to frontline professionals, using their language and highlighting issues that those on the frontline most often struggle with when working with trafficked persons (because they too are engaged in this type of work and they also have lived experience, so they understand both sides). Frontline professionals understand frontline professionals, as survivors understand survivors. They understand struggles with biases, resource limitations, the need to balance interests, requirements to abide by and act within the law and professional codes of conduct/ethics, etc. When frontline professionals are also survivors, the engagement with other frontline professionals is extremely powerful and impactful, as was evidenced by the panel presentation / discussion that took place over the course of an entire afternoon during the week long training. The feedback from presenters and participants reaffirmed the benefit of this panel, especially given that 2 out of 3 were frontline professionals and all 3 had never presented before any of the participants in attendance. A

definite takeaway was to ensure that all training to front line professionals includes presentations by survivors, and wherever possible, survivors who have acquired professional qualifications to do frontline work.

6. **MORE OPPORTUNITIES FOR BUILDING ALLYSHIP IS NEEDED** Another lesson learned is that more opportunities are needed to build allyship between Indigenous and Non-Indigenous organizations and frontline professionals. Good momentum was initiated through this project; further initiatives to foster the continuation of this momentum are required to ensure that this momentum materializes into improved service delivery to trafficked persons who are of Indigenous background.
7. **MORE EVERYTHING FOR MARGENALIZED POPULATIONS WHO ARE TRAFFICKED** The training workshop reaffirmed the need for funding, additional training and the creation of specialized resources, services and supports dedicated to marginalized populations, namely male, LGBTQ2 and Indigenous trafficked persons. Most - and in some cases, such as male victims - all participants acknowledged that more is needed in this regard as they have no tools or resources for properly responding to trafficked persons belonging to these marginalized groups.
8. **OFFER A PRIZE FOR FEEDBACK** Offering a donated prize for the completion of evaluation forms by participants was a good way to ensure optimal completion and submission of these forms, because they proved to be a source of valuable feedback on all aspects of the training workshop. This feedback will ensure that future training by the Coalition is even more effective and impactful.
9. **ESTABLISH STANDARDS WITHOUT EXCEPTION** The Coalition was pleased with the outcomes of both its decision to take a strictly frontline professional specific focus to the week-long training workshop (in terms of content and participants) and its decision to take an intersectional, inclusive approach to the training content. The Coalition is particularly pleased with the specialized training about labour trafficking, the Indigenous reality, LGBTQ2 identities and vulnerabilities, and male victimization, and how particularly well this was received. The participant response to these sessions was encouraging, and the Coalition will thus continue to operate on the belief that implementing an inclusive approach that creates safe spaces for marginalized communities is a wise practice when providing training in the future.



# HUMAN TRAFFICKING ON THE FRONT LINE:

## Concepts, Perspectives & Responses

### EVALUATION RESULTS

#### About you

During registration at the beginning of the training workshop, participants were provided with an Evaluation Form that they were asked to read, complete throughout the week, and submit at the end of the last day of training. Participants were advised that as a token of gratitude for completing their Evaluation Form, they would be entered into a draw to win two books valued at \$126 (*The Compassion Fatigue Workbook* by Françoise Mathieu and *Resilience Balance and Meaning* by Dr. Patricia Fisher), which were donated by TEND Academy.<sup>1</sup> Reminders were given each day and a winner was chosen on Day 5. Of 45 training participants, 36 participants (80%) completed evaluation forms. Those results have been summarized below in the format of the actual Evaluation Form:

1. Which sector do you represent?

75%	Non-profit/Social Services	0%	Government
3%	Criminal Justice	11%	Health
11%	Other		

2. Are you/your organization located in the National Capital Region (NCR)?

75% Yes      25% No

Locations outside the NCR: Renfrew, Whitby (Durham Region), Hastings Prince Edward, Sudbury, Kawartha Lakes, Peterborough, Brockville

3. How did you learn about this training opportunity?

16%	Social media
75%	email marketing / network
9%	online / internet

4. What motivated you to take this training?

Participant responses have been grouped into the following areas:

- desire to learn / network
- improve client care / enhance scope of practice
- involvement in outreach / awareness that perhaps this group is not being reached

<sup>1</sup> TEND is a Kingston-based training academy specialized in addressing the complex needs of high stress, trauma-exposed workplaces. For additional information, please visit their website at [www.tendacademy.ca](http://www.tendacademy.ca)

5. If this training workshop was NOT free of charge, would you still have attended?

21% Yes      3% No      5% Not sure      71% Depends on Cost

6. Prior to this training, had you dealt with clients who have been trafficked?

74% Yes      26% No

If yes, approximately how frequently do you deal with clients who have been trafficked on any given day, week, month (pick one that is most appropriate):

Frequency	0-1	2-3	4-5	6-10	11-20	21+
Day						
Week						
Month	30%	30%	30%	10%	0%	0%

Some participants commented that question #6 is difficult to ascertain given that clients do not always disclose; several participants indicated that numbers are likely higher.

7. Does your organization have specific policies and/or procedures and/or protocols in place on how to respond to clients who have been trafficked?

45% Yes      39% No      16% Don't know

#### About the Training

8. Overall, how would you rate the CONTENT of the *Human Trafficking on the Front Line* training workshop?

64% Excellent      27% Very Good      9% Good      0% Fair 0% Poor

9. Overall, how would you rate the QUALITY of the TRAINERS/SPEAKERS of the *Human Trafficking on the Front Line* training workshop?

67% Excellent      24% Very Good      9% Good      0% Fair 0% Poor

10. Did the *Human Trafficking on the Front Line* training workshop meet your expectations?

76% Yes      0% No      24% Somewhat

If you answered "No" or "Somewhat" please explain why: Participants who responded "somewhat" would have liked the training to include a larger number of practical tools; they would like to have received more information on process/policy application; and/or more training on support through the court process.

11. Do you feel that this training will enhance your response to clients who have been trafficked?

97% Yes      0% No      3% Somewhat



## 12. What aspect of the training workshop did you find most useful? Why?

Participants identified the following aspects of the training as most useful, with the most popular answer listed first:

- Trauma and the Brain (“...gave me so much helpful, practical knowledge to put into place starting next week.”)
- Survivor panel/quality of trainers/speakers/presenters (“I felt the survivor panel really made me check the way I have approached sex work and the freedom of your body.”)
- Sexual Exploitation and Victimization of Males (“... incredibly useful to see how boys may differ in experiences of abuse, treatment and healing.”; “...not talked about, forgotten about; [these sessions] brought it to the forefront.”)
- “all of it!”
- Sex Trafficking – the Basics
- Responding to Indigenous Clients through Allyship (“...it gave me an entirely new perspective.”)
- Networking and information sharing between agencies/organizations
- Labour Trafficking
- The Red Market (Human Trafficking for the Purpose of Organ Harvest / Removal)
- Addictions through a Human Trafficking Lens (“Amazing!”)
- “all aspects that enhanced sensitivity to client experiences”
- “The information on how to address the situation with victims and realizing the need for more workshops like this for frontline workers and schools.”
- “The amalgamation, the balance of it all, time to talk, raw and truth of it, the difficult conversations and time to ask questions.”
- Compassion Fatigue, Vicarious Trauma and Self-Care

## 13. In your opinion, what was least useful about the training workshop? Why?

Participants identified the following aspects of the training that were least useful, with the most popular answer listed first:

- “nothing!” (over 50% of respondents) (“It was all very beneficial and informative. You all should be proud of what happened this week.”; “I cannot think of anything that was not helpful. All I can suggest is that this becomes mandatory training for all frontline workers and that it is still free or financially accessible.”)
- Age of Protection (Day 1 presentation by CAS)
- The Red Market (Human Trafficking for the Purpose of Organ Harvest / Removal) (“...not really applicable to my field – but still important...”; “... least applicable to my work.”)
- Responding to Indigenous Clients through Allyship (“...great content but the colonial workshops didn’t relate to human trafficking, but focused on oppression.”; “It was very interesting and relevant socially, but it was not really focused on trafficking the whole day.”)
- Trauma and the Brain (“Only because I recently [took] classes...”)
- Info session on Freedom Collaborative (“Glad [that it] was there but [the session] did not need 30 min)
- Information tables over lunch (would have preferred this at the end of a training day)

14. If the OCEHT were to host a similar training workshop in the future, what content would you like to see covered that was not covered in this workshop?

- Human trafficking through a criminal justice lens (police, courts, legal, etc.), including legal solutions and policy changes to shift reality (“[Would] love to hear what police and other responders are seeing and doing to support”)
- More on Sexual Exploitation and Victimization of Males
- Information on traffickers and understanding their motivation / indicators of a trafficker
- Role playing activities to practice tools and techniques taught (i.e. how to create/maintain a safe space)
- More on labour trafficking
- Labour trafficking for the purposes of Art
- Addressing trauma and mental health; intersectionality between mental health and vulnerability to human trafficking
- Managing shame/flashbacks
- Supporting foreign/ ethnic survivors; vulnerability of immigrants/refugees
- Tips for a healthy de-brief in micro-organizations
- Missing/murdered Indigenous women and connection to human trafficking
- Collaboration barriers and possibilities; how to develop collaborative agreements between organizations
- Correlation between past abuse / non-commercial entry and entry points into the sex trade
- Community accountability
- Practical tools for safe houses, specialized police and lawyers
- Vulnerabilities of disabled persons
- Resources in province / nation
- Practical interventions; day-to-day support; where to seek them and how to access them

15. Please provide any other comments here:

- “Really learned a lot on everything, grateful how respectful everyone was!”
- “I cannot thank you enough for your diligence in putting together this week long training. I am very fortunate to have been a part of this week’s journey. Your hard work and effort is greatly appreciated. It has been a privilege!”
- “Thank you very much for making this opportunity a reality.”
- “The knowledge provided was very useful. It was the best [training] engagement that I ever had.”
- “Great training!” 😊
- “... no discussion on risk of harm [during breakout workshop with art therapist] – important for untrained workers to be aware of; More careful use of language from presenters (e.g. use of “girls” when referring to adults. Also some presenters replicating ownership language (e.g. “my girls” – problematic); Also, suggest introducing self-care practices into workshop early in the



week to reinforce safety of attendees and survivors participating. AMAZING training – thank you!!”

- “Excellent conference; only real comment is it would be nice to have handouts available online and agenda shared prior to conference, that being said not really important.”
- “Thank you! Five days training (one shot) is a lot to ask to be away from office. Maybe divided 2 X 2days.”
- “Very informative and at times, powerful. Helpful in understanding the intersectionality of trafficked persons.”
- “The only comment is that some presenters speak low, couldn’t hear some. Thank you very much for this training!”
- “Can’t thank the Coalition enough for putting this training opportunity forward and at 0 [zero] cost. The week has been incredible, eye opening and the beginning of something more for me looking ahead.”
- “Slides day one = awesome, day 3 = too small. Please consider running as per schedule agenda. First 3 days were overwhelming with lateness of break and ensuring bio breaks without interrupting speakers. Felt a little shut down on day one due to comments on faith and inability to reconcile morales with intervention. Felt some vulnerable questions from others regarding Indigenous population were met with negative criticism.”
- “I’ve been working in the helping field for many, many years and I have yet to attend a FREE workshop that contains so much knowledge and experts presenting information.”
- “Always looking for resources because I have the role of referral at work. The discovery of the Ottawa Centre for Resilience was amazing. Both for professional referral and personal use for the future.”
- “Amazing Workshop! Keep up the Great Work!”
- “Thank you for providing this opportunity to learn, network and share.”
- “Wonderful workshop!”
- “Extremely valuable training week!”
- “Excellent presenters, learned a lot, useful tools to have.”
- “Great job overall!”
- “Thank you for offering this training. Wondering if it could be compressed or given in 2 parts; it is easier to find the time for service providers to attend.”
- “This training is really well done. There is always room for improvement and growth. I wish the standards in this training would be more representative in the work environment.”
- “I understand mandate is limited, I just feel frontline workers will also come across pimps and need a little training in that, if possible. Maybe give resources from that side and information on Johns if possible (e.g. how to help a survivor still working in sex trade be safe and ID potentially dangerous Johns.). Some organization could use that to help the victims they help even if training isn’t provided on it.”
- “Was really hoping for more info on processes, how to make referrals, what happens when working inside mandatory services. Did like the idea of wise practices as opposed to best practices.”

- "I am hopeful that another event 'Hope & Healing' comes soon – sorry to have missed it. Would like to represent my organization/attend the Coalition ... Thank you! Thank you!"
- "I thought there was a very good mix of information ... I thought this training was amazing and I am extremely grateful that I was able to be a part of it."



## ANALYSIS of EVALUATION RESULTS

The participants of *Human Trafficking on the Front Line: Concepts, Perspectives and Responses*, offer a wide range of services along the frontline spectrum. In addition, the organizations they work for have different governance structures and funding schemes, and the populations they service by virtue of their mandates and geographical location, also vary. Taken against this context, it is expected that participants would evaluate the training workshop based on their individual roles/functions, training backgrounds, training needs and organizational realities. This is reflected in the evaluation results whereby some participants found some sessions more useful than others. This will serve as a useful guiding tool to inform future Coalition training initiatives (what worked and should be repeated and what did not work and should be avoided). What is most important however, is that despite criticisms and the identification of areas in need of improvement (which was valuable information, and at the same time expected given that this was the first initiative of its kind undertaken by the Coalition), most (97%) participant respondents asserted that this training “will enhance [their] response to clients who have been trafficked.” This factor, coupled with 100% of participant respondents rating the CONTENT of the training and the QUALITY of trainers/speakers as Good or above, with most rating both as Excellent, is indicative that this training endeavor was a success.

That said, the Coalition would like to take this opportunity to address some of the participant comments relate to deliberate decisions of the Coalition’s planning team regarding the training workshop.

1. “Practical interventions; day-to-day support; where to seek them and how to access them” / “Was really hoping for more info on processes, how to make referrals, what happens when working inside mandatory services.”

The goal of this training was to address prevailing deficits in specialized training (either because it is not available or it is not accessible due to for example, high cost) and to offer networking opportunities in order to enhance the overall response of frontline professionals to trafficked persons. This training was neither an introduction to human trafficking nor intended to teach frontline professionals about day-to-day support, processes or making referrals. That is not say that these areas should not be considered for future training initiatives, but that it was not the aim of the week long training. The aim was to offer unique, typically inaccessible training while challenging biases that have been evidenced to exist in service delivery in the National Capital Region (NCR) (e.g. some clients are considered to be more worthy of certain services than others).

2. Human trafficking through a criminal justice lens; first responder perspectives (i.e. police).

Given that the Ottawa Police Service offers its own free education / training services upon request, inviting the police to deliver a session as part of the week long training did not meet the criteria set out for this training initiative – that it is otherwise not available or not accessible due to for example, high cost.

3. "Would be nice to have handouts available online and agenda shared prior to conference."

Given that this training was FREE and very expensive to put on, and that a comprehensive list of topic areas covered by the training was released 3 weeks in advance of the training, the Coalition's planning team deliberately decided not to release the agenda or any workshop documents in advance, citing that participants may opt out of attending certain days based on the information contained in the documents. This would take up spots that would otherwise have benefitted other frontline professionals that could attend the entire five days. In addition, the training week was designed to flow from one day into the next and participants would have to attend all days in order to truly benefit. The Coalition was very aware of the possible urge of some participants to pick-and-choose which days to attend, and as a result, informed participants that they would be charged \$150 for each day of training missed. Luckily, all participants attended as required.

4. "Five days training (one shot) is a lot to ask to be away from office. Maybe divided 2 X 2days" / "Wondering if it could be compressed or given in 2 parts; it is easier to find the time for service providers to attend."

Taking into consideration that the training was available to anyone located anywhere within Ontario and that likely a significant number of participants would be travelling from out of the National Capital Region, it was much more practical financially and logistically for participants to concentrate the entire training over one week. It must be stated that the Coalition wanted to attract out-of-town participants to enrich networking and enhance the learning experience by exposing participants to frontline professionals from other geographical regions of the province. If the training were to be given in two parts (given the content, it could not be compressed), the risk is that the same participants would not be able to attend and this would disallow participants from benefitting fully from the training (as stated above in the case of absenteeism).

5. "First 3 days were overwhelming with lateness of break and ensuring bio breaks without interrupting speakers."

The first day of a training week can be misaligned with the agenda as registration must take place (and doesn't always run as smoothly as planned) and as participants get to know each other. Other factors that affect the delay of breaks include participant engagement which can involve a longer question and answer period, for example, or a trainer that allows questions throughout the session, as opposed to at the end with a time limit. Given that the training offered is otherwise not available or not accessible due to for example, high cost, it was important to follow the agenda as much as possible, but also to allow the learning to occur organically (in light of the fact that this training may not be available again or not accessed for a long time). That said, participants were free and even encouraged to leave at any given time, for any reason, particularly self-care reasons given the difficult nature of the subject matter. All trainers, speakers and presenters were comfortable and understanding of any interruptions caused by leaving the training room.



6. Information tables over lunch (would have preferred this to be at the end of a training day)

Information tables were set up over a lunch that was provided, so that participants did not have to leave the premises to get lunch, thereby ensuring that all participants had an opportunity to make their way through each table. While, having information tables at the end of a training day was considered during planning, it would likely have resulted in some participants leaving and not making their way through these tables (in addition it was felt that time at the end of a training day would be better spent delivering training). Information tables offered an important opportunity to network for the organizations that hosted information tables and the training participants, so planning took into consideration all variables to create conditions for full participation.

# HUMAN TRAFFICKING ON THE FRONT LINE:

## Concepts, Perspectives & Responses

### Conclusion

It is with confidence that the Coalition asserts that it has achieved what it set out to do with the *Human Trafficking on the Front Line: Concepts, Perspectives & Responses* (HTOFL) training workshop. Knowledge was acquired and shared, collaboration ensued, community partnerships were conceived, and the Coalition is more equipped to continue with its training program than ever before. This was a huge success and evaluation feedback is a direct testament of this. However, more is required. Participants also expressed a need to delve deeper into some of the areas covered, and provide sessions on areas not covered, such as the intersectionality of mental health and human trafficking (a more comprehensive list is provided in the evaluation results).

Taking the lessons learned from this endeavour, the Coalition hopes to be able to provide similar training opportunities to frontline professionals in the future. Given the success of this initiative, the Coalition shall be grateful for continued consideration by the province (or any funding organization) for future funding of similar initiatives, given that without it, the Coalition will not be able to provide training for free or by trainers / speakers of such a high caliber.

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