




STANDARD OPERATING PROCEDURES (SOPs) OF COUNSELING ON THE HOT LINE ON PREVENTION TRAFFICKING IN HUMAN BEINGS



in the framework of the project “Advocating for improvement of the anti-trafficking state response in Ukraine, Moldova and Belarus” under Regional Programme Against Human Trafficking funded by Norwegian MFA

"La Strada - Ukraine"

-  Works in the field of combating human trafficking since 1997
-  The first organization that raised the problem of trafficking in persons at the state level and at the level of the country.
-  The organization created the National Toll Free "Hotline" for the Prevention of Domestic Violence, Trafficking in Persons and Gender Discrimination, that continues operating today.

CONTENT

Introduction

- Aim and tasks of the SOPs
- Legal regulation of counteraction trafficking in human beings in Ukraine
- Guiding principles of the Hot Line on prevention of trafficking in human beings
- SOP 1. Services of the telephone counseling of the Hot Line on prevention of trafficking in human beings
- SOP 2. Algorithm of counseling on the Hot Line on prevention of trafficking in human beings
- SOP 3. Organizing the work of the Hot Line on prevention of trafficking in human beings:
 - Material-technical provision
 - Security provisions
 - Administrative provisions
 - Organizational provisions
 - Informational data base
 - Calls' registering
 - Staff policy
 - Preparing and training for the consultants
 - Burn out prevention, supervisions
 - Informing about/ advertising of the Hot Line work

CONTENT

- SOP 4. Assessment of vulnerability and risks of getting in the situation of trafficking in human beings, informing about possible risks
- SOP 5. Identification of person suffered from human trafficking
- SOP 6. Informing about survivors' rights and ensuring their safety
- SOP 7. Informing about services provided by state institutions and NGOs in Ukraine and abroad
- Referral of suffered from human trafficking. Subjects' cooperation
- Monitoring and evaluation of the hot line work
- Definition of terms

Annexes

- Stages of counseling
- Subjects of providing assistance to suffered from human trafficking in Ukraine. Their mandate
- Map of referral and assistance to suffered from human trafficking
- Status of person suffered from human trafficking
- Ethical Code of the consultants of the Hot Line on prevention of trafficking in human beings (example of the CSO "La Strada-Ukraine")