Integrating mental health and psychosocial assistance into IOM activities has been one of the key focuses of IOM Migration Health Services (MHS), and I am pleased to note the advances made in this area as a result of this project. However, this is just the first step of a longer process, as minimum standards must be established in other health-related fields as well, in order to ensure that the care offered to trafficked persons is truly comprehensive and beneficial.

This Manual has been put together by a team of international experts in the field of mental health and counter-trafficking, who deserve full praise for their dedication to the project. In the hope that you will find their work useful in your professional and training engagement, I invite you to consider their insights into the subject.

Danielle Grondin, MD, FRCPC
Director
Migration Health Services
IOM International Organization for Migration
Foreword

Danielle Grondin

Trafficking in human beings is increasingly appearing on the global agenda, as a multitude of international, governmental and non-governmental organisations are taking a role in the fight against this phenomenon. To date, however, much of the effort has focused on information exchange, criminal and judicial co-operation, and return and reintegration assistance, and not enough attention has been devoted to the many health and public health concerns related to trafficking.

Therefore, it was a special privilege that last year, the International Organization for Migration (IOM) could be a partner in realizing the initiative of the U.S. Ambassador to Hungary, Nancy G. Brinker, to organize a conference addressing the public health aspects of trafficking. The primary purpose of the Conference was to develop baseline standards in the health care assistance of trafficked persons and discuss their implementation with health officials from across the region. Among the issues highlighted, the psychological trauma suffered during the trafficking experience was an important and recurring theme.

In line with the conclusions and recommendations of this landmark event, IOM and a team of experts have conducted a one-year project, examining the mental health aspects of trafficking and developing minimum standards of psychosocial assistance. They visited shelters and held discussions with practitioners in countries of origin, transit and destination, in order to gain an overview of local practices and their needs for specialised trainings. Their observations and related recommendations form the basis of this Training Manual.

The following chapters will provide an overall framework of the trafficking process and examine the trafficked person’s as well as the provider’s perspective of the mental health issues associated with trafficking of people. Moreover, this Manual reviews the various assistance processes and structures currently in place and offers basic guidelines for their management, as well as innovative techniques of assessment and intervention. The final section will equip service providers with tips on how to avoid burnout and remain professionally effective.

In order to ensure that these baseline standards are implemented and well coordinated, IOM will organise a training of trainers’ workshop for mental health specialists working with trafficked persons. In addition to reviewing the major themes covered in the Manual, the training will also assist participants in developing their own training programmes for other practitioners within their country. Therefore, the Manual has also been complemented by a number of teaching exercises and didactic techniques. Although initially the focus of the training will be Central, East and Southeast Europe, it is our hope that this programme will serve as a model that can be adapted to other regions as well.
CHAPTER 5: HELPING THE HELPERS: TIPS TO AVOID BURNOUT REACTIONS AND TO REMAIN PROFESSIONALLY EFFECTIVE 137

PHILIP D. JAFFE

5.1 Goal 137

5.2 Learning objectives 137

5.3 A brief introduction 137

5.4 Some history on the notion of stress 138

5.5 Definitions of stress and burnout 140

5.6 Coping mechanisms and reactions to stress that are unhealthy 141

5.7 Psychological and systemic causes of stress 145

5.8 Is working with trafficked persons stressful and why? 147

5.9 Specific reactions of helpers: A mirror image of the trafficked person? 149

5.10 What can be done to avoid vicarious traumatisation, burn out, etc. . . .? 151

5.11 Recommended readings for this chapter 154

APPENDIX I 156
Traumatic Stress Institute (STI) Belief Scale

APPENDIX II 158
From the Training Manual for Mental Health and Human Service Workers in Major Disasters

APPENDIX III 165
Annotated bibliography on Vicarious Traumatisation and forms of Traumatic Stress in the workplace of psychiatric nurses (Clements, K., Robinson, R., & Panteluk, 1998).

GLOSSARY 173

ABBREVIATIONS 181

CONTRIBUTORS 182
APPENDIX I

Exercise 4.1-1. Empathizing with involuntary clients 121
Exercise 4.1-2. Respecting vs. violating safety standards 121
Exercise 4.1-3. ‘Who’s Who’ in a case conferencing 122
Exercise 4.1-4. Understanding the process stages of human trafficking 123
Exercise 4.1-5. “Show me” pantomime exercise 124
Exercise 4.1-6. Paying attention to the other person 124
Exercise 4.1-7. Group interview 125
Exercise 4.1-8. “Me and You” (ego-alter ego) game 125
Exercise 4.1-9. Planning of a training module for effective communication 126

APPENDIX II

Exercise 4.2-1. A model exercise in problem-solving 127
Exercise 4.2-2. “Who” is responsible for psychological testing – and “how”? 128
Exercise 4.2-3. Brainstorming on “balancing between yourself and your environment” 129
Exercise 4.2-4. Exercise in creating nursing diagnosis 130
Exercise 4.2-5. An exercise in convergent interviewing in acute crisis situations 132
Exercise 4.2-6. Critical evaluation of tools and techniques you use in practice 133
<table>
<thead>
<tr>
<th>4.0</th>
<th>Introduction</th>
<th>75</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>The art of communication with trafficked persons</td>
<td>75</td>
</tr>
<tr>
<td>4.1.1</td>
<td>Goal</td>
<td>75</td>
</tr>
<tr>
<td>4.1.2</td>
<td>Learning objectives</td>
<td>75</td>
</tr>
<tr>
<td>4.1.3</td>
<td>Teaching resources</td>
<td>76</td>
</tr>
<tr>
<td>4.1.4</td>
<td>Specifics of encounters with trafficked persons</td>
<td>76</td>
</tr>
<tr>
<td>4.1.5</td>
<td>Elements of effective communication</td>
<td>79</td>
</tr>
<tr>
<td>4.1.6</td>
<td>Interviewing skills</td>
<td>80</td>
</tr>
<tr>
<td>4.1.7</td>
<td>Communication with minors</td>
<td>88</td>
</tr>
<tr>
<td>4.1.8</td>
<td>Some suggestions for teaching effective communication and helping</td>
<td>92</td>
</tr>
<tr>
<td>4.2</td>
<td>Assessment and intervention – strategies and recommendations</td>
<td>93</td>
</tr>
<tr>
<td>4.2.1</td>
<td>Goal</td>
<td>93</td>
</tr>
<tr>
<td>4.2.2</td>
<td>Learning objectives</td>
<td>93</td>
</tr>
<tr>
<td>4.2.3</td>
<td>Case management as problem-solving</td>
<td>94</td>
</tr>
<tr>
<td>4.2.4</td>
<td>Code of conduct in assessment and intervention</td>
<td>95</td>
</tr>
<tr>
<td>4.2.5</td>
<td>Principles of assessment and intervention</td>
<td>96</td>
</tr>
<tr>
<td>4.3</td>
<td>Recommended readings for this chapter</td>
<td>116</td>
</tr>
</tbody>
</table>
CHAPTER 2: THE TRAFFICKING PROCESS  
FROM THE PERSPECTIVE OF TRAFFICKED PERSONS  
NENETTE MOTUS

2.1 Goal  
2.2 Learning objectives  
2.3 The process of trafficking: an overview  
2.4 Major phases of the trafficking experience  
2.5 Home-coming  
2.6 Special focus on trafficked children and adolescents  
2.7 Recommended readings for this chapter

CHAPTER 3: THE PROVIDERS’ PERSPECTIVE  
DIANA TUDORACHE AND ROSSANKA VENELINOVA

3.1 Goal  
3.2 Learning objectives  
3.3 General considerations  
3.4 Working with Government Organisations  
3.5 Detention centres  
3.6 Assistance and protection at return  
3.7 Facilities for trafficked persons  
3.8 Reintegration process and community networking  
3.9 Working with children  
3.10 Working with media – How to employ it for advocacy purposes  
3.11 Recommended readings for this chapter
IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental body, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

Publisher: International Organization for Migration
1065 Budapest
Révay u. 12
Hungary
Tel. + 36 1 472 2500
Fax: + 36 1 374 0532
Email: mrfbudapest@iom.int
Internet: http://www.iom.int

© 2004 International Organization for Migration (IOM)


All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise without the prior written permission of the publisher.

All pictures within this Manual were drawn by trafficked persons assisted by IOM.
THE MENTAL HEALTH ASPECTS OF TRAFFICKING IN HUMAN BEINGS

Training Manual

Compiled by: Árpád Baráth, Edvard Hauff, Philip D. Jaffé, Gyöngyvér Jakab, Nenette Motus, István Szilárd, Diana Tudorache, Rossanka Venelinova, and Jacqueline Weekers
This Manual was printed within the framework of the Mental Health and Trafficking: Developing Minimum Standards of Care and Regional Training of Trainers Workshop project.

IOM would like to acknowledge the generous financial contribution of the Bureau for Population, Refugees and Migration (PRM) of the US Department of State Office to Monitor and Combat Trafficking in Persons towards this project.