

The Salvation Army's International Guidelines for Return and Reintegration for Survivors of Modern Slavery and Human Trafficking

Guidelines and tools can be found in English, Spanish, Portuguese, Hindi, French, Swahili and Tamil here:
<https://www.dropbox.com/scl/fo/r7grtdz83kutdl5dmfdxf/h?rlkey=98f8m25ehqr8qcd70wf8oslii&dl=0>

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Section 1: Introduction

The Salvation Army believes God made humankind for relationships. Healthy relationships are an essential part of holistic health. When a person has experienced modern slavery and human trafficking, many relationships may have been broken. Caring for the person includes walking alongside them to assist in repairing broken relationships and working to create healthy new ones. Both return and reintegration (R&R) may be involved when a person has been dislocated from their community. The Salvation Army affirms, participates, and works towards reuniting survivors with their families and communities in many places. Return and reintegration may sometimes be involved if the survivor wishes to return to their country and community of origin.

AIM: These guidelines offer territories guidance for safe, effective, and efficient in assisting adult survivors of modern slavery and human trafficking who have been identified through various Salvation Army expressions and have requested assistance with returning and reintegrating into their country of origin.

Section 2: Understanding Terms and Key Themes

- **Return:** The return of a survivor to their own country and/or community. The return can be part of the reintegration process for some survivors.
- **Reintegration:** The action or process of integrating the survivor back into society and/or community, ensuring he/she is not returning to a cycle of violence and further victimization.
- **R&R:** The Return and Reintegration Process
- **Requesting Territory:** The territory from which the survivor is requesting to leave.

- Welcoming Territory: The territory the survivor requests to return and reintegrate to.
- Territorial/National Contact Person (T/NCP): The appointed TSA MSHTR contact personnel for their territory/country.
- Survivor: Someone who has experienced:
 - *Commercial sexual exploitation*: When someone is deceived, coerced or forced to take part in sexual activity for someone else's personal profit or financial gain.
 - *Online sexual exploitation*: Includes online grooming, live-streaming of sexual abuse, child sexual abuse material (CSAM), online sexual coercion and extortion, online sex trafficking, and image-based sexual abuse.
 - *Labor exploitation*: When people are coerced to work for little or no payment, often under threat of punishment.
 - *Servitude/domestic servitude*: When someone is coerced to work for little or no payment, often under threat of punishment.
 - *Forced marriage*: When a person is put under pressure to marry someone. To achieve this, they may be:
 - Threatened with physical or sexual violence
 - Or placed under emotional or psychological distress
 - *Forced criminality*: When someone is forced to carry out criminal activity through coercion or deception.
 - *Child soldier*: Children and young people, ranging from 4-18yrs old, both male and female, used for any military purpose.

- *Organ harvesting*: Involves removing a part of the body, commonly the kidneys and liver, to sell often as illegal trade.
- Salvation Army (TSA) personnel: The TSA person at the local level assisting the survivor.

Starting Points: Promising Practices Guidelines for MSHTR Personnel Engaging

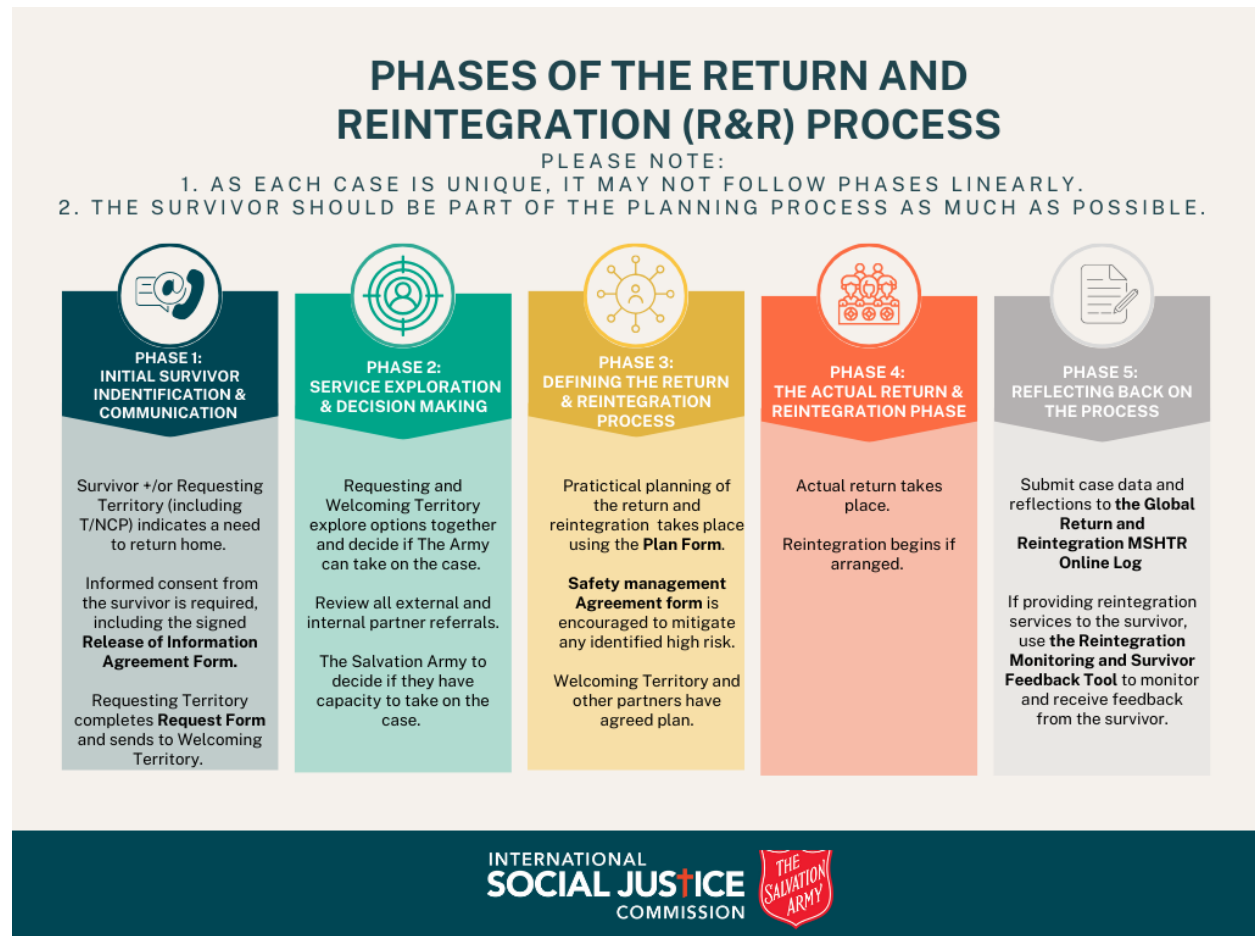
in R&R Cases

1. **Center and Include the Survivor**: The R&R process should always promote the survivor's ownership and active participation in the entire process and all decision-making. Return assistance should be designed and delivered in collaboration with survivor.
2. **It's Okay to Not Take on a Case but Always Refer**: Capacity to respond to R&R cases vary throughout each territory. It's okay to not take on a case if there's no capacity within the territory, but please always refer the case to a partner organisation.
3. **Each Case is Unique**: Each case is unique and will look differently in how long it takes and what's require in each. In some cases, The Salvation Army will only be supporting in the return process. In other cases, The Salvation Army will be supporting in both the return and reintegration. This will also mean that the phases in our international guidelines may not flow linearly, or some tools/questions may not be relevant. In some cases, the case may also be referred to a partner before all phases are completed.
4. **Be clear in introductions about who you are**. The survivor may have met many different people and be unsure of their role.
5. **Do not ask about details of trafficking history that are not necessary**: We only ask for information in the paperwork, to assess risk and determine need. Pressing for more details could be re-traumatising and may not be necessary.
6. **Keep case details confidential**: Trust may be lost if details are shared with the community or church, even if we are trying to help. Ensure sensitive conversations are held in private. We also must be mindful of legislation around data protection.
7. **Avoid using the survivor's name in communication**: You can use the Survivor Universal ID. This helps uphold confidentiality and reduces the potential for sensitive personal information to end up in the wrong hands. Try to discuss details in phone or Teams calls to avoid electronic transmission of sensitive information.
8. **Provide survivors with options and choices**: Do not decide what is best for survivors in their return and reintegration plan as this can feel oppressive. Making

informed decisions is an important part of recovery and empowerment. Even if decisions seem unwise to you, this is their decision to make.

9. **Ask for Help:** Navigating this case can be complex. Feel free to reach with your support team for help.
10. **Corps as Resources:** Engage with the Corps and its members when possible/applicable to provide R&R support.

Section 3: Phases of the Return and Reintegration (R&R) Process:



Phase 1: Initial Survivor Identification & Communication

GOAL OF THIS PHASE: To establish initial communication between the MSHTTR teams of the Requesting and Welcoming Territories.

- Once a survivor has requested The Salvation Army (TSA) to assist with returning to their country/community of origin or once TSA is notified that a survivor will be

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deported from a country, the TSA personnel assisting the survivor should make initial communication with the Territorial/National Contact Person (T/NCP) of the Requesting Territory and begin obtaining informed and valid consent from the survivor.

- In situations where the survivor's first language is not that of the Requesting Territory, obtaining informed consent may require using a translator (as able and as the situation allows). This may involve preparing the **Release of Information Agreement** in the survivor's first language.
- TSA personnel must inform the survivor with whom this information will be shared and for what purpose. If, at any time, this goes beyond who and the purposes originally agreed upon, consent must again be sought again to include these new partners.
- **Release of Information Agreement.** This form will provide authorization to release information about the survivor and their case to explore options to assist with the return and reintegration of the survivor. The signed agreement should remain with the Requesting Territory.
 - If the survivor has already signed a Salvation Army Release of Information Agreement Form throughout their time in a Salvation Army programme and the agreement is still active then an additional Release of Information Agreement form isn't required.
- Requesting Territory T/NCP can make begin completing the **Return and Reintegration Request Form** with the survivor.

- Requesting Territory T/NCP can make initial contact with the Welcoming Territory T/NCP with the **Return and Reintegration Request Form** and **Release of Information Form** attached.
 - Contact information for T/NCPs on the Global MSHTR Directory is located here: <https://saitco.sharepoint.com/:x/r/sites/GRP-IHQ-MSHTRGlobalDirectoryTest/Shared%20Documents/Directory/Global%20Directory.xlsx?d=w27eedc9be2984cbd83f2df610c328fe5&csf=1&web=1&e=qFthpW>
 - Cc: Zonal MSHTR Coordinators, Territorial Leaderships, IHQ-MSHTR@salvationarmy.org
- For data safety purposes, the survivor's name should not be shared or included in any correspondence or communication at this phase.
- Requesting and Welcoming Territories are also encouraged to communicate over phone or video calls as much as possible to discuss details of the case. This is encouraged minimizes electronic and written transmissions, which may jeopardize the privacy of the survivor.

Phase 2: Service Exploration and Decision Making

AIM OF THIS PHASE: To take inventory of possible support services in the welcoming territory.

- Both T/NCPs from the Requesting and Welcoming Territory can together begin exploring options to assist with the return and reintegration of the survivor, taking into account the following factors:
 - a . Is there an external organization that is already providing the service?

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- b. Is the Welcoming Territory adequately resourced and has the capacity and available to assist the survivor in this return and reintegration?
- Does the Requesting or Welcoming Territory have funds to assist with the return and repatriation of the survivor?
 - Is there a local Salvation Army institution or personnel in the community to which the survivor would like to return to, that can assist?
- Keeping the above factors in mind, the following four steps are encouraged when exploring an R&R service.

STEP 1: Contact the International Organization of Migration (IOM) national office in the welcoming territory/country (or closest regional office when a national/country office does not exist) to ask for R&R assistance. IOM's national office contact directory: [Where we work | International Organization for Migration \(iom.int\)](https://www.iom.int/where-we-work)

STEP 2: If IOM isn't available to assist, check if The Salvation Army has a specific project/programme that serves MSHT survivors in the local city/surrounding area in the Welcoming Territory. T/National Contact Persons will know this information.

STEP 3: If The Salvation Army doesn't have a project/programme specifically serving MSHT survivors, explore local partners already providing this service. T/National Contact Persons will know this information. Additionally, the Global Modern Slavery Directory can be a

resources as it provide external services available around the world.

([Global Modern Slavery Directory](#)).

STEP 4: Welcoming T/NCP and/or local TSA personnel to assist with returns as possible. In this situation, the T/NCP can assist with the return portion (first 24 hours of arrival) and refer out for short-term and long terms reintegration assistance.

Phase 3: Defining the Return & Reintegration Process

- AIM OF THIS PHASE: To set up a concrete plan for the return and reintegration of the survivor. This plan should take into consideration and account the information obtained through the **Return and Reintegration Request Form**. If high level of risk has been identified on the Request Form, you can use the **Safety Management Agreement form** to create a safety plan and mitigate risk.

The result of this phase is a return and reintegration plan that serves as a point of departure for the survivor and then starts a discussion about the actual reintegration process of the survivor after return to the country of origin.

1. An initial planning meeting between Requesting and Welcoming Territories should be set up to begin the return and reintegration planning. Please see **Appendix D – Return and Reintegration Plan Template**. Strongly advised to be included and present in the planning meetings: The survivor (if possible), Local Salvation Army personnel assisting the survivor (if different than T/NCPs), Zonal Coordinators and T/NCPs from both Requesting and Welcoming Territories.

2. Planning considerations involve specific service level requests, roles and responsibilities, and regular communication protocols.
3. If The Salvation Army Welcoming Territory will be supporting with the return and reintegration, they should connect with the survivor ahead of time to begin establishing trust.
4. At this point, the Requesting and Welcoming Territories should make it clear to the survivor about the level of support they can provide and share the Return and Reintegration plan with them.

Phase 4: Actual Return and Reintegration Process

AIM OF THIS PHASE: The objective of this phase is to contribute to a safe return of the survivor and to minimise as much as possible the risks of being re-trafficked.

- All stakeholders involved in the **Return and Reintegration Plan** follow the responsibilities within the agreed plan.
- All stakeholders communicate updates to one another on a regular basis about the result of their responsibility of the agreed plan.

Phase 5: Reflecting Back on the Process:

AIM OF THIS PHASE: This phase allows for The Salvation Army personnel to reflect, submit data, receive feedback from survivors, and to find support for themselves. Once the survivor has been returned to the Welcoming Territory and the reintegration process has begun, please fill out the online **Global Return and Reintegration MSHTR Log**

Form to the International Social Justice Commission:

<https://forms.office.com/e/LFmLHbpg5>

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- Your reflection and data submission will assist The Salvation Army with continuing to strength our R&R processes and better understand how we are impacting survivors of MSHT.
- The Salvation Army also acknowledge how working R&R cases can impact our staff and team. We have created a quarterly online space for process and debrief for TSA personnel working directly with R&R cases. You can indicate in this form if you would like to participate in our quarterly space.
- If The Salvation Army is providing reintegration services to the survivor, please use the **Reintegration Monitoring and Survivor Feedback Tool**, to monitor the reintegration process and receive feedback from the survivor from their experience after one month and one year.

Appendix A: Frequently Asked Questions (FAQs)

1. What if The Salvation Army can't provide any support when the request is made?

The Salvation Army in the welcoming territory to respond is encouraged to respond truthfully if that they cannot assist when the request was made. The Salvation Army realises the capacity for responding to R&R can be different depending on the Territory/Country and the local community. As stated in Phase 2, the Requesting Territories are also encouraged to reach out to organisations involved in responding to returns and reintegration.

2. What if I don't hear back from a territory or T/NCP I am trying to help someone return to?

Please ensure you have cc'ed the zonal coordinator and territorial leadership and IHQ-MSHTR inbox when communicating with the T/NCPs.

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3. What if something goes wrong? i.e. the survivor isn't at the airport as planned; there is an undisclosed risk.

Make contact with the Requesting Territory, zonal coordinator, leadership and other partners to discuss changes.

4. What if the Welcoming Territory don't find evidence that the person experienced MSHT?

The Salvation Army's services for return and repatriations are specifically for survivors of MSHT. In cases where the Welcoming Territory comes to understand the person who has/or being referred isn't a survivor of MSHT, please explore other opportunities for referral both within TSA and with outside partners who serve broader cases.

Appendix F: Safety Planning Considerations

Safety planning is vital for everyone serving survivors of MSHT. The Salvation Army affirms that the safety of the survivor and the TSA personnel should be considered in all phases and aspects of walking alongside someone in MSHT or during the return and reintegration process.

Here are some safety tips for Salvation Army Service Providers / Team Working With Trafficked Persons

- ✓ Keep your direct phone number and/or extension confidential if possible.
- ✓ Keep all TSA personnel's personal addresses and phone numbers confidential.
- ✓ If the trafficker knows your office location and is threatening, contact law enforcement immediately. Inform your supervisor and staff immediately. It is important to file a police report and keep them on file. Also, change your work location (i.e. different desk, floor, or work site).

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- ✓ Any personnel in direct contact with the trafficked survivor should avoid publicity and media. This could compromise staff and the trafficked person's safety.
- ✓ TSA personnel should never attempt to personally communicate with traffickers.
- ✓ Always make sure someone knows where you are.