

**DEPARTMENT OF CHILD CARE AND PROTECTION
CENTER OF COUNSELING AND COMMUNICATION SERVICES**

**OPERATIONAL GUIDELINES FOR ANTI-
TRAFFICKING IN PERSONS (ANTI-TIP) HOTLINE**

Hanoi, 2015

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PREFACE

In the framework of the "Project for the Establishment of Anti-Trafficking in Persons Hotline" granted by Japan International Cooperation Agency (JICA), the Project has supported Ministry of Labour, Invalids and Social Affairs to set up a hotline for prevention of human trafficking with central Operation Center in Hanoi and two Connecting Units of An Giang and Ha Giang.

The support by the Project covers a wide range of activities, such as new investment in two Connecting Units in two provinces and the central Operation Center upgrades, counselors training, development of a coordination agreement document among relevant agencies to provide hotline services to prevent human trafficking.

This Document provides procedures in receiving calls, providing counseling services, making referrals to localities and related organizations. These are guidelines for Counselors in Hanoi, An Giang and Ha Giang in providing Anti-Trafficking in Persons hotline service in a timely and effective way. The guideline also describes procedures for management of database, processing and use of information, for supervision and reports.

This guiding document consists of 6 parts

Part 1: General issues

Part 2: Procedures for receiving and handling calls

Part 3: Procedures to refer calls to relevant agencies

Part 4: Database management and reporting

Part 5: Enhancement of Counselor competence and support system

ANNEXES

Annex 1: Sample Questions

Annex 2: Telephone counseling skills

Annex 3: Concepts and essential knowledge about human trafficking and support to victims

LIST OF ABBREVIATIONS, ACRONYMS AND DEFINITIONS OF TERMS

Anti-TIP	: Anti-Trafficking in Persons
IT	: Information technology
C45	: Police Department for Investigation of Social Order-Related Crimes – Ministry of Public Security
Caller	: A person who calls the Hotline
CCCS	: Center of Counseling and Communication Services (Department of Child Care and Protection, Ministry of Labor, Invalids and Social Affairs)
Client	: Person/ people need(s) helps from the Hotline and other agencies (including a caller, a victim, a family member of a victim)
Counselor	: Anti-TIP Hotline Counselor
DCCP	: Department of Child Care and Protection
DOLISA	: Department of Labor, Invalids and Social Affairs
Hotline	: Anti-TIP Hotline
HT	: Human trafficking
JICA	: Japan International Cooperation Agency
MOLISA	: Ministry of Labor, Invalids and Social Affairs
PC45	: Police Offices for Investigation of Social Order-related Crimes– belongs to City/provincial Police Department
SWC	: Social Work Center

PART 1

GENERAL ISSUES

I. Purpose of Document

Hotline services on human trafficking prevention requires standard setting in the steps of receiving calls, counseling, intervention and connection among Counselors, between Operation Center in Hanoi and two Connecting Units in An Giang and Ha Giang, and between Operation Center/Connecting Units and functional agencies, and anti-human trafficking service providers. Therefore, it is necessary for Hotline operations to have guidelines delineating systematic working procedures, in order to ensure quality service delivery, operational stability and consistency in the storage, management and use of a database.

Accordingly, this document is to (i) standardize the procedures to provide Anti-TIP Hotline service; (ii) unify the archived database contents and standardize procedures in using and managing the database of the Operation Center, (iii) be the training document for Counselors, especially new Counselors; (iv) be reference for officers from organizations relating to Anti-TIP such as Ministry of Public Security, Border Guard, Women's Union officers.

II. Target audience and Scope of the guidelines

This Document applies to operations of the Anti-TIP Hotline call center in Hanoi, Operation Center under the Department of Child Care and Protection, Ministry of Labor, Invalids and Social Affairs, two Connecting Units of Anti-TIP Hotlines in Ha Giang and An Giang (under Departments of Labor, Invalids and Social Affairs of An Giang and Ha Giang provinces).

Primary users of this document are Counselors, case management staff, managers of the Hotlines, staff members in charge of data management and analysis of the Hotlines in Hanoi, An Giang and Ha Giang.

Staff of Anti-TIP agencies under MOLISA, Ministry of Public Security, Ministry of National Defense, and Vietnam Women's Union can use this document as

reference for information exchange, referral case processing and connection to support the victims.

III. Function and Structure of the Anti-TIP Hotline

The Anti-TIP Hotline in Vietnam, under the DCCP - MOLISA comprises call centers in Hanoi, An Giang and Ha Giang.

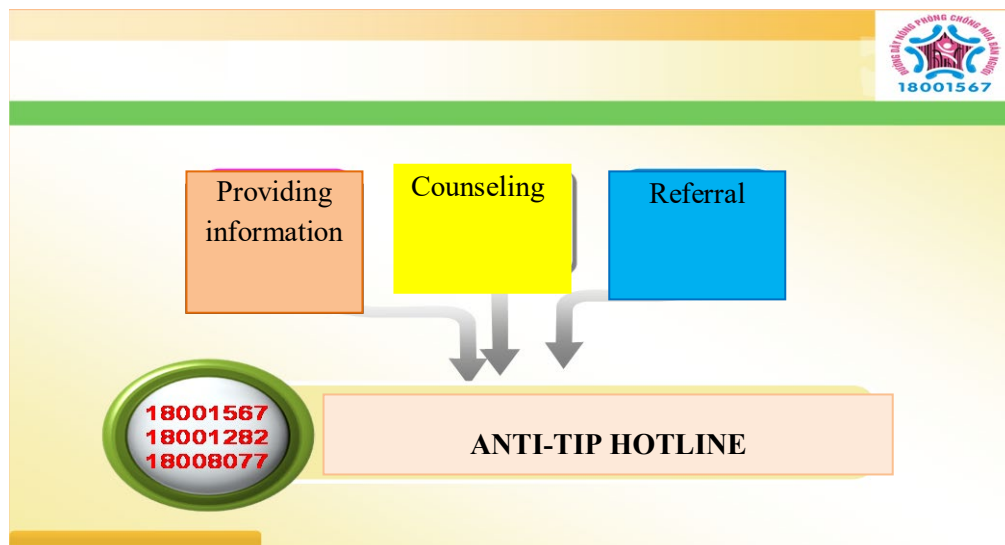
1. Functions of the Anti-TIP Hotline

Main functions of the Hotline are:

- Receiving and providing information regarding human trafficking;
- Counseling;
- Connecting, intervention and referral.

Hanoi Operation Center has a function to support and guide two Connecting Units when:

- A call is made to Connecting Units after working hour, the call will be transferred to Hanoi Operation Center;
- A Connecting Unit receives a difficult or complex case (which a Counselor cannot solve or does not have confidence to handle), Connecting Unit Counselors may, in consultation with a Shift leader, ask for advice and support from Hanoi Operation Center Counselors in order to find appropriate solutions;
- There is a need for training or guidance, Hanoi Operation Center will dispatch its staff to Connecting Units;
- Exchange new IT/techniques or skills between Hanoi Operation Center and Connecting Units.



2. Structure of Anti-TIP Hotline

Hanoi Operation Center - 18001567

- Having dual functions of Anti-TIP and child protection (Child Helpline, Vietnam)
- Operating time: 24/24, 7 days a week;
- Number of lines: 5 lines;
- Number of Counselors: 18 Counselors including 6 shift leaders and 2 advisors;
- Work shift: 3 shifts/day, the morning shift from 6am to 2pm (5 Counselors), the afternoon shift from 2pm to 10pm (5 Counselors), and the night shift from 10 pm to 6am (2 Counselors);
- Geographical coverage: 63 provinces/cities.

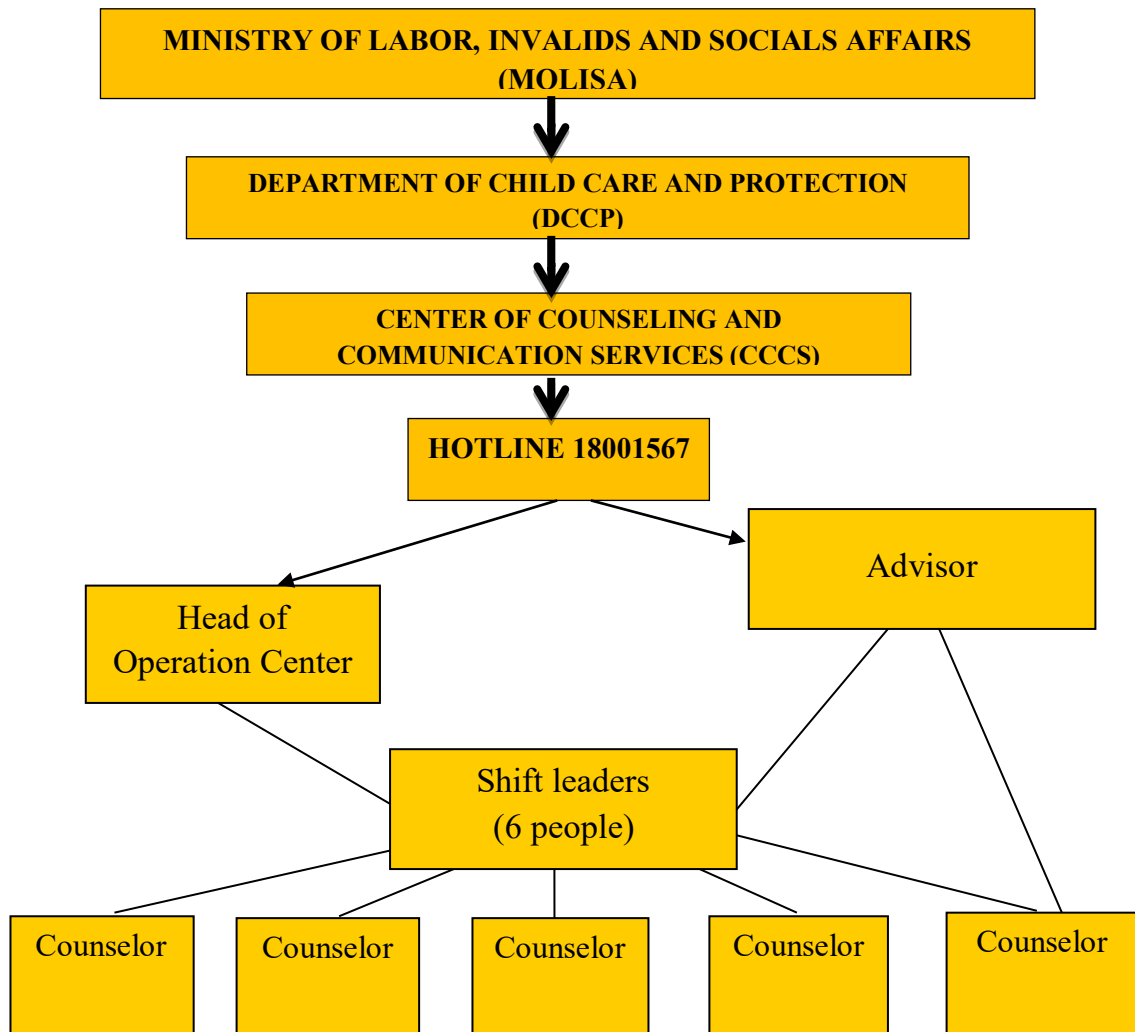
Hotline in An Giang Connecting Unit - 18008077

- Operating time: from 7am to 9pm from Monday to Friday, except for weekends and public holidays. After working hours, calls are automatically transferred to the Hanoi Operation Center 18001567;
- Number of lines: 2 lines;
- Work shift: 2 shifts/day, the morning shift from 7am to 2pm and afternoon shift from 2pm to 9pm;
- Geographical coverage: Only perform the functions of referral, intervention with the cases in An Giang.

Hotline in Ha Giang Connecting Unit - 18001282

- Operating time: from 8am to 5pm from Monday to Friday, except for weekends and public holidays. After working hours, calls are automatically transferred to the Hanoi Operation Center 18001567;
- Number of lines: 2 lines;
- Work shift: 1 shift during the working hour (8am to 5pm), this provision could be changed in accordance with the development of this Connecting Unit;
- Geographical coverage: Only perform the functions of connecting, intervention with the cases in Ha Giang.

**STRUCTURE OF ANTI-TIP HOTLINE WITHIN
MINISTRY OF LABOR, INVALIDS AND SOCIAL AFFAIRS (MOLISA)**



The Hanoi Operation Center has two advisors and 6 shift leaders. Each Connecting Unit has at least 01 shift leader.

3. Function and tasks of shift leaders

During workshift, shift leaders undertake three functions as follows.

3.1. Administrative work

- Implement and have the right to assign administrative work in the shift to other Counselors; ensuring administrative tasks stipulated in the regulation of the Call Center completed;

- Record the shift logbook, be responsible for hand-over of the shift logbook to other shift leader at the end of his/her working shift;
- Be responsible for checking the Counselors in and out during their shift.

3.2. Disciplines in the shift

Shift leaders have the rights to make a decision in order to keep discipline in the shift.

They may include:

- Reprimand the Counselors for coming late, leaving early, chatting, being engaged in personal matters, leaving the Center during the shift etc.;
- Suspend the Counselors from work in her/his shift if they have any problematic behavior or attitudes which can affect the work environment, e.g. arguing, fighting, drinking beer, etc., during the shift.

3.3. The professional work in shift

3.3.1. Receive and work on telephone counseling as other Counselors

- Receive, respond to calls and follow-up on cases according to the procedures of the Hotline;
- Record calls in a case logbook and database as prescribed;
- Analyze data and make monthly reports for the Call Center as assigned;
- Regularly update knowledge and improve counseling quality.

3.3.2. Support to develop a training plan for collaborators and new Counselors.

Conduct training for collaborators and new Counselors.

3.3.3. Responsible for handling difficult cases which an unexperienced Counselor or a collaborator received. A shift leader shares and discusses difficult cases and consults with other Counselors during the shift (if needed).

3.3.4. Responsible for pointing out the need for improvement of professional skills to Counselors when they think that the counseling case does not match with counseling process and skills standard.

3.3.5. Responsible for connecting and intervention plan, supporting and exchanging information with the shift leader of upcoming work shift in order to ensure the consistency in the connecting and intervention process.

4. Functions and tasks of an advisor

- Get involved in telephone counseling of difficult or complex cases;

- Supervise the direct counseling in the Call Center;
- Assess the quality of counseling of the Counselors and collaborators;
- Check and make correction to the monthly reports of the Call Center;
- Participate in professional meetings or case sharing during meetings in the Call Center;
- Train new Counselors.

5. The operating principles of Anti-TIP Hotline

- Respect for all;
- Always ready to listen;
- Always ready to share;
- Confidentiality, privacy;
- Reliable, friendly;
- Counseling and support to the maximum extent.

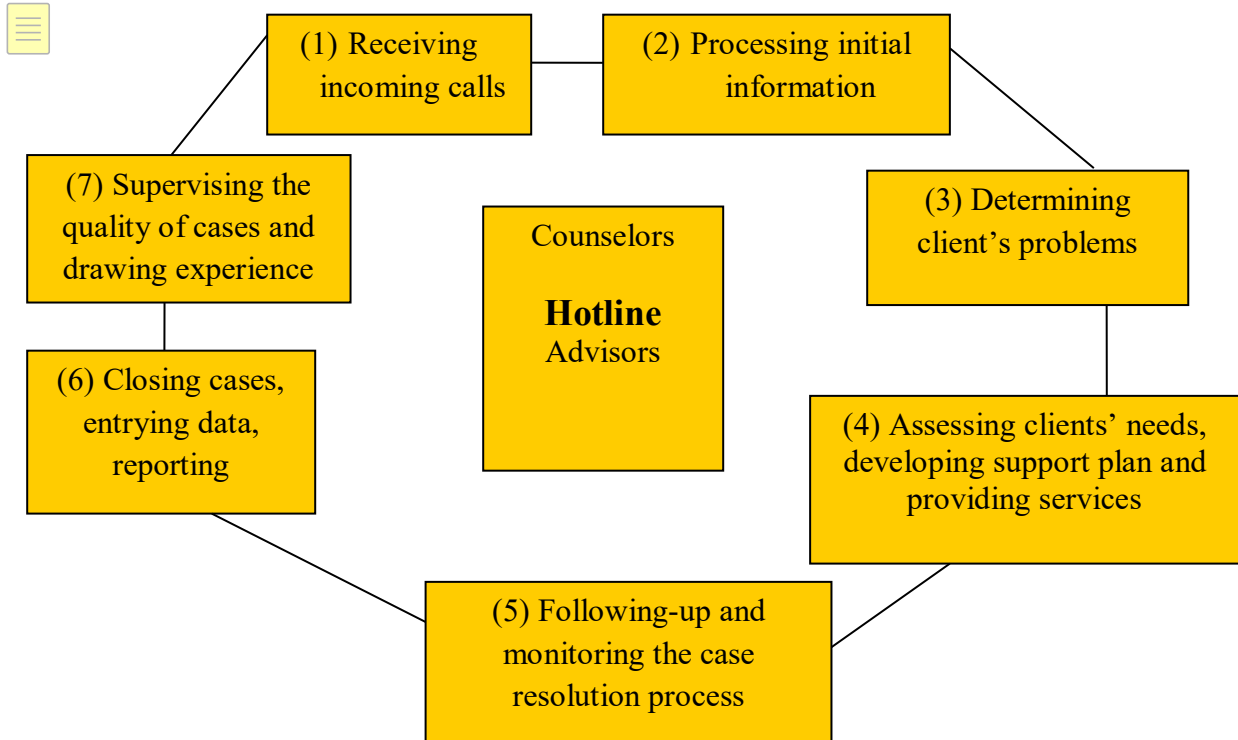
*** All the Counselors of the Hotline should always keep the principles in mind.**

Summary of the three Call Centers

Name	Location	Management	Operational hour	No. of line	No. of counselors
Hanoi Operation Center	Center of Counseling and Communication Services, Department of Child Care and Protection	Department of Child Care and Protection, Ministry of Labor, Invalids and Social Affairs	24/7	5	18
An Giang Connecting Unit	An Giang Social Work and Child Protection Center	Department of Labor, Invalids and Social Affairs, An Giang	7am – 9pm	2	5
Ha Giang Connecting Unit	Ha Giang Social Protection Center	Department of Labor, Invalids and Social Affairs, Ha Giang	8am – 5pm	2	2

PART 2
PROCEDURE FOR RECEIVING AND HANDLING CALLS

Diagram of the process of receiving and handling calls of Anti-TIP Hotline



Explanation of the steps in the process

Step 1: Receiving incoming calls

Step 2: Processing initial information

Step 3: Determining client's problems

Step 4: Assessing clients' needs, developing support plan and providing services

Step 5: Following-up and monitoring the case resolution process

Step 6: Closing cases, entering data and reporting

Step 7: Monitoring the quality of cases and drawing experience

Details of each step: (following page)

Step 1: Receiving incoming calls

The Call Center - 18001567 in Hanoi provides service for both Child Helpline and Anti-TIP Hotline. Therefore, receiving calls at Hanoi Operation Center right from the greetings is different from that in two Connecting Units in An Giang and Ha Giang.

- For Hanoi Operation Center
 - When the phone rings, the Counselor picks up the phone, answers within 3 rings and says “Call Center 18001567 speaking”
- For Connecting Units in Ha Giang and An Giang
 - When the phone rings, the Counselor picks up the phone, answers within 3 rings and says “Anti-TIP Hotline in An Giang/Ha Giang speaking”

This is an important step because before the caller calls the Hotline, the Counselor does not know who he/she is and vice versa. This is the time when the Counselor makes the first impression and wins the confidence of the caller, preparing for a good counseling process. The relationship between the Counselor and the caller is the factor affecting the counseling case the most.

The Counselor should speak a little bit slowly and clearly in a friendly manner.

Encourage the caller to express their thoughts, feelings and listen to them and show them the empathy; explain confidentiality of their information, function and mission of the Counselor; ask about the caller’s worries; seek the caller’s expectations in the counseling case. These are the things that should be done in this step.

Listening to the information from the caller and promptly identify the type of calls. There are types of calls like: providing information or seeking advice; intervention, connection or different kinds of services.

There are also cases of emergencies, psychological crises, in which callers are upset, just cried and could not say any word. In such a case, the Counselor tries to calm down the caller, when the caller calms down, the Counselor will continue to draw new information. If it takes too long to calm down the caller (up to 3 minutes), the Counselor suggests that the caller should call back when he/she is ready to talk and hangs up.

There are calls with the intention to interrupt the work of the Hotline. Such calls need to be handled carefully.

* Silent calls (callers keep silent): the Counselor talks about scope, principles of operation of the Hotline and informs the caller to hang up the phone for other incoming calls. (Keep the phone for 5 seconds before hanging up)

* Prank calls, or nuisance phone calls (calls made to annoy counselors): the Counselor explains the caller about the operation principles of the Hotline and asks the caller to call back when he/she needs help (keeps the phone for 5 seconds) then hangs up the phone. If that number keeps calling for flirting or saying bad words, the Counselor puts this number on the black list (that number cannot call to the Call Center for 7 days)

Step 2: Processing initial information processing

The Counselor has established a relationship in Step 1 and now he/she wants to know for what purpose and why the caller calls to the Hotline.

The purpose of this step is to get the information about the caller's concerns. In the case of Hanoi Operation Center, the Counselor can choose the database management software of human trafficking at this point.

The Counselor collects information of the caller, trying to fill the fields of the database system. Specifically on these fields, the Counselor will receive training and specific instructions which are detailed in the user manual of the software. To avoid any confusion or delay in operation while juggling the acts of gathering information of the client and typing, the Counselor needs to use a pen and notebook to take notes. After the call ends, the Counselor will conduct data entry and edit information on the database (note that pen and notebook must be always put on the desk next to the phone). The paper used for this should be shredded and discarded so that any part of the contents would not be seen by outsiders.

Step 3: Determining the client's problems

The Counselor should ask questions to determine problems such as: "What is your problem? What can I do for you?"

When the client mentions issues related to HT:

- Need to be rescued;

- Being forced to sexual prostitution;
- Unpaid labor;
- Kidnapping;
- Illegal marriage.

The Counselor needs to further ask questions so as to accurately understand the case and the type of HT. The following questions will be used for better understanding the client's problems and how they impact the client.

- History of the problem: how did the problem start? How long? Whom did it concern? How were they concerned? The severity of the problem? How was done? What's the current problem?
- The client's feelings;
- The family circumstance and community culture related to the client's problem.

The Counselor needs to pay special attention to the questions about the safety of the client when calling the Hotline; make sure that the client is safe and comfortable enough to talk about sensitive matters. Question examples can be found in the Annex.

In these cases, it is necessary to explain the commitment to ensure confidentiality of the information provided by the clients. While handling phone calls and identifying problems, the Counselor of Hanoi Operation Center needs to quickly use the appropriate site (site of database of Child Helpline or Anti-TIP Hotline). Note: When receiving phone calls asking for support for a child victim of HT, the Counselor uses database management software of HT and the data will be transferred to the Child Helpline database. Hence, the extracted reports will not miss relevant information.

Step 4: Assessing the client's needs, making support plans and providing services

The purpose of this step is to get further information and help find ways to respond to the client's problems.

The Counselor can ask the client: What do you expect to happen? After listening to the client, the Counselor determines correctly what the client's concerns are, then selects and discusses the information relating to his/her concerns with the client in order to effectively help the client. This is an important step in counseling case for exchanging information and making plan for solutions.

After identifying and collecting enough information about client's problems, the Counselor and the client can discuss and agree on the way to solve his/her problems.

In this step, the Counselor needs to help the client to have an idea about the process that he/she has to follow to solve his/her problems. This also helps the Counselor to easily follow the case in the following counseling with the client.

Some people call Hotline just for being listened to, sharing their stories and receiving sympathy or for getting more information. Others need directions to suitable services and some need direct intervention.

When there is a need for supporting the family and persons who are related to client, Counselor provides services for not only client but for those as well.

Depending on the client's problem, we should provide appropriate services. Below is the list of the types of calls:

Type 1: Information provision regarding the client's requirements

The Counselor provides information and counseling to help the client solve his/her problems.

This support level is to help the client to have correct information and facilitate him/her to access to services, when necessary, without the need of intervention or connection of the Hotline.

The Counselor performs the counseling services and at the same time provides information and addresses of service providers as required or in relation to the client's problems.

In case the information and addresses that the client needs cannot be provided right away, the Counselor can provide them to the client later (or ask the client to call back) after updating the information, verifying the addresses, functions, missions, and operation of organizations... (using E-directory, newspapers, 1080, 116...)

Type 2: Counseling

This is a case which requires intensive psychological skills. With this type of case, we can have several counselings for the client and each counseling only solves a few targeted problems.

The client is the agent of change, not merely a recipient of services. Therefore, plans for support should be discussed with the client. The discussion with the client

should be: regular, continuous, and sufficient and the Counselor should respect the client's decision. The discussion with the client should be in such a way that the client can recognize his/her problems, find solutions so that he/she can solve his/her problems himself/herself in a way suitable for him/her and his/her situation.

Normally, services or external resources can only play a supporting role for the change. However, in some cases, those factors are very important.

Group counselings and family counselings support families and those related to the client's problem. These are key issues that arise in the relationship, the behavior of those around the client. The Counselor performs his/her task which is not only to help the client but also for the others.

At this level, the most important thing for a Counselor is to help the client feel confident enough in order to improve relations with his/her family members, relatives and close friends and so forth, helping related parties recognize their role and responsibility toward the client's issue.

Note: regarding the type (2), the Counselor will:

- a. Assess risks, vulnerability and strengths of the client that affect the ability of the client to solve the problems. In this step, it is essential to concentrate on strengths, resources, and skills of each client to help them realize how these strengths can be used to overcome their difficulties.
- b. Consult with the client about the course of action; do not impose what the Counselor thinks the best, but give the client sufficient information about possible actions and respect his/her decisions.
- c. When the client may have several needs at the same time, the Counselor supports the client in identifying priority of the needs.

In order to achieve determined objectives, the Counselor and the client make a plan. It should be noted that in some cases one client may need both Type (2) and Type (3) services.

Type 3: Referral call

This level includes cases relating to questions about the implementation of policies in order to protect the client's legal rights and benefits.

Such inquiries may come from client's lack of legal knowledge or administrative procedures undertaken by certain organizations.

After getting and verifying the information provided by the client and clearly identifying the needs of the client, and determining whether the case needs to be connected or transferred or not, the Counselor should report to a shift leader and discuss the connecting and referral method with him/her. The shift leader decides the methodology, whom to connect, and what information to be shared.

(Note: verification of information about the client's problems should be sufficient and accurate. When necessary, the client may be requested to send an explanation in writing and other necessary documents to ensure certain legal requirements are met before making a referral).

Before making a referral, the Counselor should:

- a. Have information about service providers and relevant agencies such as available services, requirements, procedures and so forth. If important information is not at hand, ask the client if the Counselor can call him/her back.
- b. Support the client to make a plan with the full information above. Assure the confidentiality of the information given by the client.
- c. Help the client in filling forms or following necessary procedures if necessary.
- d. Refer the call to appropriate agencies/organizations which can provide required support; make sure that the confidentiality of the information provided by the Counselor is respected by the agencies/organizations.

The referral contacts of the Anti-TIP Hotline cover a wide range of agencies, organizations and victim support establishments, including 4 major government organizations, that is, Ministry of Public Security, Ministry of National Defense (Border Guard), Ministry of Labor, Invalids and Social Affairs and Vietnam Women's Union, and their branches. Therefore, accurate identification of the client's problems and decision on what cases will be handled by Labor, Invalids and Social Affairs lines or other organisations, will be very important as the accuracy of assessment determines the quality of services.

Connection and cooperation with organizations, mass media is one of the important functions in the intervention of the Hotline to facilitate the problem solving process.

Type 4: Emergency calls

Intervening – immediately connecting to all organizations, authorities, individuals in the area to support the client or victims of TIP in danger.

Some circumstances considered as emergency cases:

- An adolescent (<18 years) engaged in commercial sex;
- A call from a person who may be a victim of trafficking and needs immediate help (for example: intervention by the police, medical assistance, shelter support, etc.);
- A call from a person who may be a victim or in a HT situation and need rescue assistance;
- A caller has some indication to be a victim in danger.

This type requires a prompt and flexible response from the Counselor right after determining if the clients and victims' health or lives are in danger, and if they are in a potential human trafficking situation. The Anti-TIP Hotline does not directly intervene in the emergency procedure; therefore, cases should be connected to organizations, authorities for timely intervention. However, in urgent cases, the Counselor shall not only transfer calls, but he/she shall also participate directly in the intervention process to protect the lives of the clients and victims.

Skills for accurate identification of the location of the victims in danger and skills and techniques to avoid actions that may harm health, lives of the victims are very important. At the same time, the Counselor should request help from other Counselors to connect urgently to 113, ward/commune police, People's Committees, Border Guard at border gates, border areas and social organizations in the area for timely rescue of victims.

Step 5: Following-up and monitoring the case resolution process

This step is performed by the Counselor who directly provides services to the client. This is an important step to follow after the Counselor finishes the collection of information, determination of problems of the client. This ensures that information is managed smoothly. Also, comments from experienced people may make the plan more effective.

The supervision ensures that the case is solved adequately by the Counselor and the legal rights of the client are protected. It also strengthens accountability of the Hotline by ensuring timely problem solving. Supervision is carried out through telephone, e-mails, official letter and fax.

In this step, the Counselor must ensure that the client achieves his/her goals and needs to be aware whether the client's problems and concerned issues have been solved or not. The Counselor should track the client's improvement time by time.

The Counselor implements monitoring process of cases in his/her charge. This is a mandatory mechanism of management for effectiveness in connecting process with other agencies which finally bring services to the client. The Counselor follows up the implementation of service provision by referral agencies.

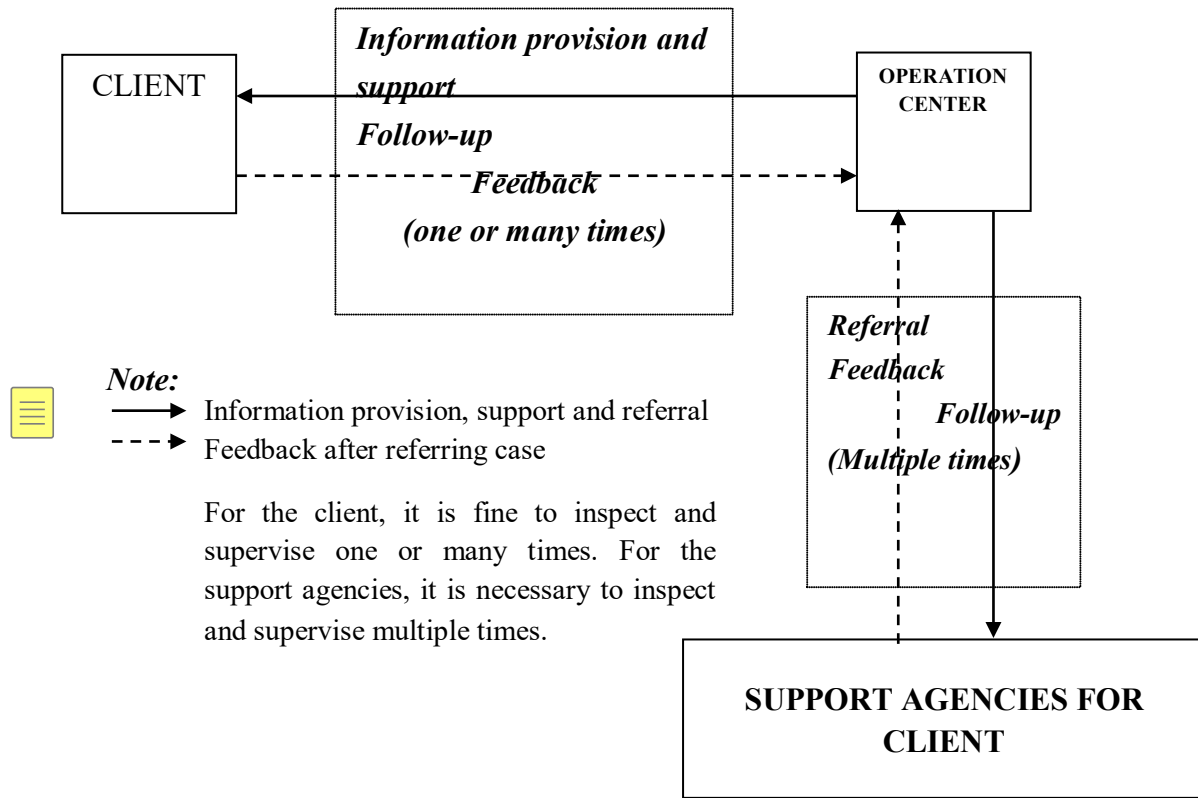
The Counselor checks again the information, follows up the process of service provision by responsible organizations to see whether they are performing their tasks in accordance with the client's needs and how they solve the problems. The Counselor will actively call referral agencies. The deadline for feedback will be set as follows:

+ ***Normal referral call:*** When there is no report from a referral agency within **03** days, the Counselor calls the referral agency in order to get updates and record information on the database. For referral to C45 (Ministry of Public Security), Drug Criminal Control Department (High Command of Border Guard – Ministry of National Defense), Department of Law and Policy (Vietnam Women's Union), Department of Social Assistance & Department of Overseas Labor (Ministry of Labor, Invalids and Social Affairs), the Counselor shall contact the member of Inter-Agency Working Team.

+***Emergency call:*** Call back to referral agencies within 24 hours for getting information on how they have handled the case.

Call back the client to see whether he/she is satisfied with the solutions by functional organizations?

Diagram: Following-up and monitoring the case resolution process



Time for following-up and monitoring the case resolution process: at least every 3 months after the cases have been solved to see if new issues arise. If there are new issues, the Hotline will start new steps to resolve them. If the client does not need any further support, the case will be completely closed after 6 months.

Step 6: Closing cases, entering data, reporting

After finishing counseling, the Counselor enters full information on the database. The data cannot be changed once it is entered. Therefore, after the call, the Counselor needs to immediately compare and double-check the information on the database, on the notes on paper, and from her/his memory.

The Counselor needs to establish adequate records as required, and stores the data on the database of the Operation Center for easy monitoring while making references or retrieving information from other counseling sessions. For the cases of connection and intervention, the Counselor is responsible for printing records, submitting to the shift leader for signature and storing in the case file of connection and intervention in the Operation Center.

Step 7: Monitoring the quality of cases and drawing experience

This step is carried out throughout the whole process of counseling, intervention and connection. Supervision is carried out by advisor and case supervisors and through feedback from the clients and the relevant agencies. Supervision is also carried out during the step 2 of the counseling procedure: monitoring, supervising and evaluating the quality and effectiveness of the counseling work of the counselors.

Supervision can be carried out through an entire counseling processor any stage of it, no matter if the work may have been completed or not. The quality of counseling of counselors can be evaluated by the Leader of CCCS - DCCP, the Leader of the division, advisors, shift leaders (case supervisors).

During the counseling process, counseling cases will be recorded. Therefore, during supervising and evaluating the quality of counseling work, we should check recording of the counseling process to identify errors made during the counseling process and supervising the cooperation of Connecting Units.

For serious cases, there should be discussion and broad consultation among the counselors during the regular meetings of Hanoi Operation Center and the Connecting Units. Hanoi Operation Center gives continuing support to the Connecting Units in the form of visit to the Connecting Units or through communication via e-mails or telephone.

PART 3

PROCEDURE FOR REFERRAL CALLS TO RELEVANT AGENCIES

Officers of localities, relating organizations under Sector of Labor, Invalids and Social Affairs and other organizations do not have any responsibilities to follow the regulations on process of connection and intervention set out in this document. Based on the function and missions of preventing TIP and supporting the victims of TIP set out by the Government for organizations, sectors, the Counselor shall coordinate with these organizations for prevention of TIP and support of the victims according to each case.

Nonetheless, when a Joint Plan on the coordination among relevant government organizations in the operation of the Anti-TIP Hotline service is signed, it will provide a legal basis for the Counselor to enhance the connecting and intervening capacity of the Hotline.

E-directory, a Hotline's online resource list, will help the Counselor directly and quickly connect to organizations at all levels to meet the requirements of the Hotline, especially for urgent need for intervention to ensure safety of the TIP victims.

For referral, it is important to pass on accurate information as well as to ensure confidentiality of the information. The Counselor needs to insist on strictly limiting the access to information within the referral agencies.

For a case of a child (under 16 years old), the Counselor will refer to the Sector of Labors, Invalids and Social Affairs. In the case of emergency, in addition, a contact will be made with the government agency which has been specified in the verification, rescue, receive and support of victims.

1. For referral case within Sector of Labor, Invalids and Social Affairs (in a case that the client is a child)

The Counselor directly contacts staff in Sector of Labor, Invalids and Social Affairs at the district or commune levels. For provinces having SWC, the Counselor refers directly cases to such center.

Connecting cases should be passed on together with clear and correct information to help local staff quickly handle the case.

The process to refer to staff at district and commune levels:

Step 1: Introduce the Hotline to those who receive calls;

Step 2: Provide information of the case;

Step 3: Discuss to agree on the intervention process;

Step 4: Call back to get follow-up information (within 2 working days).

Depending on each case, the Hotline will directly connect the case to staff of suitable level. For usual referral cases, the Counselor shall not require report; he/she shall actively contact to get the information about the process, solutions, results, except for special cases. Special cases are the difficult cases that the clients have already contacted many organizations and authorities at all levels and it takes long to handle such cases.

Connect to SWCs:

Basically, the process of connecting to staff in SWC and staff at district/commune levels are the same. However, for staffs in SWC who are professionally trained and experienced in supporting victims in the locality, the Counselor shall only provide the case information and then discuss the process of treating the case.

2. For referral to other government agencies

Organizations such as Ministry of Public Security, High Command of Border Guard – Ministry of National Defense, Ministry of Foreign Affairs or Vietnam Women’s Union have their own specialized departments for TIP prevention as well as victim support. Therefore, they have their own case management processes.

- When the case is under the mandate of the agency:

+ For the information relating to the clients/victims abroad and they call the Hotline for help, for example, loss of passport, loss of personal documents, being forced to work without payment etc... or relating to citizenship abroad: connect with and transfer the case to the Consular Department of the Ministry of Foreign Affairs. Consular Department will take necessary procedures through diplomatic channels to verify information while the victims abroad and cooperate with the police for solution.

+ For the information about missing persons, verification of information, rescue, receiving victims within a country and against crime: connect with Police. If it is simply a missing case, report Police at the commune level. For cases showing signs of

HT, the Counselor should transfer the case to PC45 or C45. The following information should be transferred to the Police:

- Name, age and gender of the victim;
- Time of incident;
- How the incident developed;
- Witnesses;
- Effects on the victim;
- Measures taken.

+ For the case that the victims are in a border area or receiving the victim in the border area: connect with Border Guard. We can contact Women's Union if needed (if the victim is in a psychological crisis and in need of consultation).

+ For the cases relating to receiving and supporting the victims: connect with and refer to Department/Division of Social Vices Prevention and Combat in cities/provinces. If necessary, refer to local women's groups under Women's Union.

Steps to connect and refer cases:

Step 1: Introduce the Hotline to those who receive calls;

Step 2: Hand over the case - by providing case information. It is possible to hand over the contact (of the caller);

Step 3: Discuss how to coordinate;

Step 4: Call again for information exchange on the case status.

Note: For emergency cases which need special protection

When the victims are in imminent danger of being trafficked across border or harmed, the Counselor shall quickly verify the information and immediately contact functional organizations in the area to prevent any actions that may be harmful to victims. After the cases are prevented and solved, the Counselor gets further information from the local staff (staff of the organization directly rescues and supports the victims) and follows up on the intervention cases. In case that the Counselor cannot get full intervention information from local staff or from staff directly receives and handles the cases, the Counselor shall directly contact the focal points in functional organizations who directly handle the emergency cases to get information for case progress report.

When the victims are rescued and then taken to a short-term or long-term victim support establishment of Sector of Labor, Invalids and Social Affairs, the Counselor continues following up and discussing the plan to help the victims directly with the establishment so that the victims can quickly return to the community.

If the victims are taken to care establishments that are not under the Sector of Labor, Invalids and Social Affairs, the Counselor shall discuss the issue with contact points of departments, organizations so that they can discuss support plan with those establishments.

In some cases, localities should make a general plan to support the victims and their families and conduct activities to enhance the awareness of the community in the area where the victims live as well as to facilitate social reintegration of the victims.

PART4

DATABASE MANAGEMENT AND REPORTING

I. Management of database

The Anti-TIP Hotline has 3 Call Centers: 01 Operation Center in Hanoi and 02 Connecting Units in An Giang and Ha Giang province. The management of database will be performed with support of software with specialized functions which ensures timeliness and effectiveness of data entry and extraction of periodical and ad-hoc reports. This is a basis to make administrative reports, trend reports to be sent to functional authorities and to inform development of legal policies on anti-TIP in Vietnam.

1. Requirement for information input of counseling, connecting, intervention cases

This document does not provide guidance on how to input information because the Counselor will be trained carefully in database management software manuals by an IT expert. Here requirements and points to be noted are presented.

Case information input will be performed by the Counselor to record the client's personal information, client's case history including counseling, supporting and connecting, intervention history to solve the client's problems.

Hence, the Counselor should enter data correctly, sufficiently and honestly.

In all situations, the Counselor must collect and input case information. If data entry prevents the Counselor from concentrating on calls, which affects the counseling service quality, the Counselor can take notes first and enter the data afterwards. If they cannot take notes, the Counselor will try to memorize essential information and listen to the recording for information immediately after the call ends.

Case information data entry to the computer database will be performed at least after each working shift (the Counselor normally has one hour to do this task).

After initial information or follow-up information of a case is entered, the Counselor should ensure that data have sufficient information in a chronological order. This does not only help the Call Center to have sufficient, correct and reliable data but it also helps the Counselor support the client again later on.

If having difficulties in obtaining case information, the Counselor must actively discuss with his/her shift leader, or with Head of Call Center, Head of Division or Leaders of the CCCS for the necessary cases.

2. Requirement for collection, input of case status reports

For cases that need collecting case status information regarding connection, intervention, referral and connection to the press: the Counselor should make follow-up calls 01 time every 03 working days until the case is closed. Collected information includes information exchanged through phones, emails and written reports. In cases of written reports, the Counselor will file a hard copy and summarize the reports to input to the database.

For connecting cases or cases found in the media, before connecting to the localities, the Counselor will open the case files. Information may not be sufficient but will be updated completely later (including personal information and problems). After that, update the information as required above.

3. For cases that lack information of case status

In reality, no matter how hard they try, in some cases, the Counselor fails to have case status report from localities and referral organizations at different levels. In such cases, after contacting agencies, asking for information for three times, the Counselor will prepare a written document to report to the Head of the Call Center. The Head of the Call Center and the Head of the Counseling - Services Division will directly handle the issue. If they still fail to handle, they will report to the Leaders of the CCCS.

4. Regulation on the use of database and information confidentiality

4.1. Regarding the access to and the use of information

The Anti-TIP Hotline data management is centralized in Hanoi Operation Center:

(i) At 16:00 every Friday, database of Ha Giang and An Giang Connecting Units will be automatically transferred to common database in Hanoi.

(ii) To make reports of each province, Connecting Units in An Giang and Ha Giang can access to the Central database but they can only see the data of their own province.

The Anti-TIP Hotline database is managed under one system. Any requests for information shall be approved by one contact point, that is, the Head of Counseling – Services Division in order to prepare monthly report and other periodical reports. Any other requests for information within CCCS and DCCP shall also be approved by the Head of Counseling - Services Division and by the Leaders of CCCS (information requested by partner agencies should have comments of the leader of DCCP).

The Counselor only has the rights to update information of the case of which they are in charge, and are given time to modify information. However, Counselor cannot make any changes to database. If there is information to be supplemented, modified, updated after the specified time, the Counselor will report to the Head of Counseling – Services Division to open the case to update information.

4.2. Information confidentiality

The Hotline follows seriously the information confidentiality requirements by the Government to ensure that the information is not abused by outsiders intentionally or unintentionally. For this purpose, the Hotline will invest in advanced security tools. At the same time, the Counselor shall not use office computers to download any software from the internet for any purposes. Any requests for the use of the computers for any reason outside of the counseling work shall be approved by technicians of the Hotline.

During the work of managing information and data of the clients, the managers, the advisor, the case supervisors, the Counselors and the collaborators must strictly obey following principles:

Collecting information

Information collection must comply with law, regulations and ethical principles of counseling. Collected information will be used only for the purpose of the Hotline service provision. Information is stored on the database for data management of the Hotline.

Use of the clients' information

The Hotline will not share the clients' information with any agencies, organization or individuals without permission of the clients even in the referral case.

The clients' information will be kept for a limited period in accordance with the necessity of such information for the Hotline operation or as required by laws or to the extent that permitted by laws.

The Hotline will try to ensure the accuracy and update the database information in line with the necessity of purpose of use.

For analysis and evaluation of cases by the Counselor, names of the clients and problems of the cases can be mentioned. The Counselor can listen to oral explanation, recorders about all these contents but they shall not make any record in hard copies.

When information sharing is requested by security organizations for criminal investigation, information may be handed over following the current regulations on information provision for criminal investigation.

When a case is cited for a training purpose, any personal information such as names and addresses of victims will not be disclosed.

For the case of requirement of providing information to the press: when a journalist or a reporter comes and asks for information, a journalist or a reporter must sign a consent form provided by the Hotline which clearly states the points below:

- Any information, photos, data, figures regarding counseling cases and counselor, even when agreed to be used, will not show their face and real names.
- Any information related to the Hotline will not be disclosed without approval of the Leaders of CCCS - DCCP (MOLISA), the managing agency of the Hotline, before being posted on public media.

Protection of information

The Hotline will protect the clients' information with appropriate measures in accordance with the level of sensitivity of the information in order to ensure that the information will not be accessed, disclosed or used without required authorization.

The Clients' information can be used only under strict control. The Hotline managers will designate certain individuals who are allowed to access and retrieve data and information to monitor the work and ensure they implement tasks in compliance with privacy and confidentiality principles.

Principle of the protection of the clients' information security is stated clearly in labor contract or working agreement of all personnel, such as advisors, supervisors, shift leaders, Counselors and collaborators.

II. Report

1. Periodical reports

1.1. Monthly report

The Anti-TIP Hotline will prepare monthly reports to send to functional authorities, partners for preparing policies to fight against TIP and support victims. Reports include: statistics, problem trends, outstanding issues, typical cases and so forth.

- On 25th of each month, extract information from database software;
- On 30th of each month, complete the draft report;
- On 5th of the following month, complete the report according to any comments from the leaders of CCCS and then submit to the Leaders of Department for signature and approval before sending out.

1.2. Bi-annual report

Bi-annual reports will be prepared based on report of the first six months. The difference between this report and monthly reports is that evaluation of outstanding issues is for a longer period of time and making comments on problem trends in the following six months. This report form is also built to ensure the uniformity of content items.

1.3. Annual report

Every December, the Hotline shall have annual report on general performance of the Hotline in that year. The report includes data, problems, and typical cases to draw lessons and experiences of that year and propose a plan for the following year. This report will be submitted to governmental agencies, the National Assembly, Ministry of Public Security, High Command of Border Guard – Ministry of National Defense, Women’s Union and DOLISA(s).

2. Ad-hoc reports

As per request by management agencies, reports are prepared for submission.

2.1. Agencies to request for information and competent authorities to decide the ad-hoc report

Upon urgent request for the purpose of policy making and so forth, state management, higher-level agencies, and partners have the right to ask the Anti-TIP Hotline to prepare special reports. Procedures to request for such reports shall follow regulations of state management.

Contents of such reports based on periodical reports and specific requirements.

2.2. Time to complete reports

The deadline for submission of such reports shall depend on the urgency of the request.

PART 5

IMPROVING PROFESSIONAL CAPACITY OF COUNSELORS

I. Telephone counseling skills

1. Difficulties of telephone counseling

- The Counselor cannot utilize non-verbal communication channels, cannot observe the body language of the client, and cannot express empathy by gestures or eye contacts. These make it difficult to interpret client's behavior to understand unstated messages, feelings and emotions fully;
- The Counselor may feel stressed due to the need for continuous and intensive attention to the interaction without break;
- The quality of the counseling may be affected by the transmission equipment, transmission quality;
- Affected by noise, environment around, colleagues;
- The client may develop his/her dependency on the Counselor;
- The client tends to have high expectations to the counseling; hope to get advice;
- Suffering harassment through telephone (prank calls, disturbing calls with sexual contents);
- Confined in a small working space for a long shift especially at night can affect morale of Counselors;
- The Counselor needs to understand different accents and word use as calls come from all over the country;
- Work pressure is high (quality, time);
- Difficult to differentiate false cases from the real ones.

2. Advantages of telephone counseling

- Because there is no direct contact, the Counselor does not worry about how he/she looks in the eyes of the client. His/her capacity may not be judged by his/her age or appearance. The client does not visually observe the feelings of the Counselor;
- Because of the anonymous nature of the Hotline, it may be easier for the client to share and discuss even sensitive matters;

- The Counselor may be less influenced by the initial impression of appearance of the client unlike in the case of direct counseling;
- The Counselor can discuss the cases with colleagues immediately after the counseling session;
- The Counselor can note down information and record calls during counseling;
- Easier to exit from counseling;
- The Counselor can connect the client to multiple service providers (for example: both psychological counseling and legal consultation).

3. Errors to avoid during telephone counseling

Although there is no non-verbal communication between the Counselor and the client, attitudes and feelings of the Counselor can be still sensed by clients. Here are some behaviors and actions that the Counselor should avoid:

- Make a noise (clicking a pen, tapping on the table, talking to others, listening to music, reading newspapers, watching TV);
- Not concentrate on the counseling;
- Chewing, belching, or drinking water;
- Clicking one's tongue, giving a sigh;
- Keep silent for a long time;
- Laugh when listening to the client's issues;
- Transfer cases to colleagues without telling the client;
- Bring personal feelings into the work (counseling without focus or negative emotions or pressures);
- Do not barrage clients with questions;
- Abrupt hang-up;
- Speak in a monotonous tone or easily influenced by client's feelings.

4. Some tips to handle difficult situations

- When counseling process extended too long and client bursts into tears, or tells loads of story, the Counselor can summarize the discussions and navigate the call to wrap-up. For example: "We have talked about ABC issues and agreed to give XYZ

solution; perhaps we stop this counseling here so you can solve these issues. You may call again when needed”;

- When the client asks personal questions to the Counselor, the Counselor carefully re-directs the conversation to the main issue for which the client needs support from the Hotline;
- When the client makes indecent and undesirable calls (prank calls, bad words, sexual harassment), the Counselor explains the Hotline activities and requests to call back when he/she is in real needs. The Counselor may refuse to respond from the third call from the same caller, putting the telephone number on the black list;
- When the silent call (the client might not be ready for sharing), the Counselor will tell the function of the Hotline, and ask the client to call back if necessary;
- The Counselor can transfer calls to other Counselors if she/he is not available for some reason or if she/he is not confident in handling the call.

II. Training and coaching

1. Initial training for Counselor

Counselor recruited to work in the Call Center 18001567 shall have at least bachelor's degrees or higher in psychology, social work, sociology or law. Only candidates with these qualifications can be considered for the job.

In addition, in order to provide advice for the client, connect with local authorities for intervention, it is required that the Call Center 18001567 should provide the Counselor with training as described below:

Step 1: Recruiting Counselor

Step 2: Providing training for the Counselor

All new Counselors shall undergo a training process right after signing probation contracts. Usually, this training will last 2 months.

Purposes of the training:

+ New Counselors will learn basics of counseling and consultation, such as basic principles of counseling, consultation, telephone counseling skills, how to support/intervene, case entry, how to use call management software and make record in a casebook etc...

+ The new Counselors can grasp common counseling contents, such as legal documents and policy relating to supporting victims, etc.

After two-month training, the new Counselors of Call Center 18001567 will be able to provide clients with telephone counseling.

Training method:

- + Topic-based;
- + Emphasis on practice.

Participations of training:

- + Advisors and experts of the Hotline;
- + Head of Call Center;
- + Counselors, shift leaders and Counselors in charge of specific fields.

Time and detailed process:

+ First two weeks: the Counselor will study training materials and observe counseling work of senior Counselors at the Call Center;

+ From 3rd week to 6th week: Topic based training is conducted. Each topic will last from 3 to 5 days. The topics include: principles of counseling and work ethics of counseling job; process of telephone counseling; basic counseling skills; counseling on Anti-TIP; laws and policies on Anti-TIP and support to victims;

+ In 7th and 8th week: the Counselor will practice listening to cases, analyzing the cases, telephone counseling, note taking, filing, data entry to the call management database;

After two-month training, the new Counselor must make a report of the training result. A shift leader will be responsible for compiling the comments, evaluation from trainers and submit to the Leader of CCCS for getting approval. Then, the new Counselor will be officially put on duty, for maximum of three working shifts per week.

Step 3: Receiving simple calls

The shift leaders must be responsible for supporting the new Counselor in their working shift and assigning experienced Counselors as a mentor.

During this time, the new Counselor will directly answer to simple calls such as explaining information, policies and so forth. Psychological or complicated cases

difficult to handle for them will be transferred to experienced Counselors in the same working shift.

Step 4: Officially providing telephone counseling and services via telephone

After receiving simple calls for six months, the new Counselor will undergo an evaluation process to assess their ability, working attitude and counseling quality to decide whether they can be a qualified Counselor or not.

If evaluation results are not satisfactory, he/she will continue receiving simple calls for another two months. After two months' period, he/she will be evaluated again. If he/she is still not qualified as a Counselor, his/her labor contracts will be terminated.

If the evaluation results are satisfactory, the new Counselor will be arranged same number of working shifts as the other Counselors and he/she will perform full procedures in counseling and connecting for intervention as mentioned above.

2. Other trainings

The Counselor is encouraged to learn to develop his/her professional capacity:

- He/she will be dispatched to short-term training courses useful for their profession development, conducted by MOLISA, or other organizations including governmental, non-governmental, individuals and international organizations;
- He/she will be dispatched to participate in long-term courses to improve his/her professional ability (as set out by the State) such as master's and doctor's degree courses in majors relevant to their professional activities;
- Every year, the Center will organize 1-2 training courses to provide new information regarding laws, policies and professional information for Counselors, to evaluate and improve the working procedures of the Call Center.

III. Case assessment

The purpose of case assessment is to help the Counselor improve his/her professional ability and check on his/her working attitude but not to reward or punish him/her.

Case assessments usually take place periodically (monthly) but there will also be irregular ones.

1. Periodical case assessment

Each month, the Call Center 18001567 assesses counseling cases. The cases are randomly taken from database of the Call Center (in case records)

Participants:

- Advisors: experts in psychology, policy experts of the Call Center;
- Shift leaders;
- All Counselors.

The advisors and shift leaders will listen to case records and assess the cases based on the following criteria:

- Knowledge, skills;
- Working attitude, convincing ability, patience etc...;
- Results, effectiveness of counseling, connecting, intervention cases.

After case records are listened to and commented, the participants will spend time together. Counselors can listen to assessment results and discuss them with advisors, shift leaders to draw lessons.

For typical cases, contents and experiences learnt from the cases will be discussed and exchanged with all Counselors at shift change meetings of Call Center.

2. Irregular case assessment

Normally irregular case assessments will be conducted whenever there is any complaint about quality of counseling, connecting and intervention in general or about a specific case.

In this case, the Leaders of CCCS, the Head of Counseling - Services Division, the Call Center advisors (may be invited depending on a particular case) will listen to one or more cases to assess the service quality, working attitude of the Counselors and problems of some specific cases against which complaints are made.

In addition, irregular case assessment will serve the improvement of service quality and management in general and be performed anytime when requested by the Leaders of CCCS.

ANNEXES

Annex 1: Sample questions

Sample questions to assess if it is a TIP case

What are your immediate needs?

Do you know where you are now? What is the location/address?

Do you keep your personal documents (i.e.: ID card, passport or other personal documents)?

How were you recruited? Were you promised anything? (to see if the person was deceived, threatened, forced, or under debt-bondage)

Are you doing what you expected to do?

What are the working conditions?

Have you ever been deprived of food, water, sleep or medical care?

How many hours do you work every day?

Are you being paid? How much?

Do you have access to your own money?

Are you free to leave?

Have you ever been threatened? Or have your family members or friends ever been threatened? What are the threats?

Have you/your family members/friends got physically harmed?

How old were you when you were taken to the place (e.g. brothel, factory, someone's home as a housemaid or a bride)?

Sample questions to assess safety

Is it safe for you to talk with me now? Do you feel you are in any kind of danger?

Are you comfortable enough to talk about you and your difficulties?

Sample questions to assess the situation

- In rescue case

- o Are you in a safe place right now? Can you tell me where you are? If not, what you can see from there? Do you remember how you got there?

Operational Guidelines of Anti-Trafficking in Persons Hotline

- Forced prostitution
 - Did anyone force you to engage in sexual acts against your will?
 - Did anyone force you to engage in commercial sex?
 - Are you required to earn a certain amount by engaging in commercial sex?
What happened if you did not earn that much?
- Labor exploitation
 - Did anyone force you to work for extremely long hours?
 - Did you pay a broker or employer to get your job?
 - Are you paid a reasonable amount of salary?
 - Are you forced to pay for lodgement or food? Is the amount reasonable?
 - Do you have access to the money you earned?
 - Did anyone punish you when you did not finish the work they assigned?
- Child kidnapping (questions to passers-by)
 - When and where did you see the (suspicious) incident?
 - Do you have any information about the identity of the child(ren)?
 - Do you have any information about their current whereabouts and destination?
- Illegal marriage
 - Did you or the bride agreed to the marriage?
 - Did you or the bride know the husband before the marriage?
 - Was there any payment from husband to a broker made?
 - Are you/Is the bride forced to have sex with the husband against your/her will?
 - Are you/Is the bride forced to work for/care for the family?

Annex 2: Telephone counseling skills

1. First skill: Telephone communication

Do you know that even telephone communication can transfer your feelings and attitudes through voice and answers to the client despite the physical distance between you and the client?

Therefore, in order to create a positive conversation, you should be proficient in the following small but effective skills:

- Do not allow the phone to ring for more than three rings. Pick up the phone at the second or third ring to show that you pay attention to your work and you respect the client;
- The client can feel your attitude and decide whether he/she continues to talk to you or soon to hang up. Pick up the phone with a positive, welcoming attitude, smile and speak clearly. Many people may not know that your smile can make the client feel good and can create a positive signal for communication;
- During listening to the call, do not let the client speak only and you just listen; Listen positively and sometimes put something like “Yes, I understand”, “Oh really”, “Yes”. You can ask the clients further questions so that he/she can share his/her problems in a sufficient and correct way;
- Use moderate voice, not too loud or too low. For Vietnamese, addressing the client using the terms such as uncle, aunt and young/elder one can bring you closer to the client than formal addressing forms;
- At the end of the call, summarize the story and confirm the same understanding of that story. Finally, thank the client for calling you.

2. Second skill: Listening

2.1. General issue of listening skills

Listening is stop speaking and thinking. It requires the listeners to pay their highest attention and use all their senses to receive and understand the information.

Listening is the key skill to establish the cooperation relationship between the Counselor and the client. Listening shows that you respect and accept the client.

Listening makes the clients feel that the Counselor is there to listen to them, share their sorrows, joys and difficulties they are going through. This makes the client feel more confident and cooperative for problem solving.


2.2. Listening principle:

- Listen to the feelings;
- Realize that the client has a problem: know the client's problems and what protection mechanism help them;
- Recognize the client's feelings: help the client name the feelings that the client is having or trying to hide;
- Feel that you want to help the client: the Counselor feels that he/she really wants to help the client to overcome the problem he/she is facing to. This desire to help comes from the heartfelt feelings of the Counselor but it does not mean providing the advice, solutions for the client;
- The Counselor can only truly listen when he/she is not in a hurry;
- Be ready to listen to the client: during counseling, there are some times when the client keeps silent; in such a case, the Counselor should not speak right away. Let the client keep silent for a short period of time (20-30 seconds) so that he/she can think about his/her problems. When the client keeps silent longer than this, the Counselor can break the silence (using skills in handling the silence of the caller);
- Respond with positive words: (using responding skill);
- Do not ask cross-questions: (using asking skill);
- Do not suggest or advise.

2.3. Demonstrating listening skills

During telephone counseling, the Counselor and the client cannot see each other, the Counselor can only listen to the client when the Counselor has "serious" working manner. For example: when answering the phone, two legs are on the chairs, your back is on the arm-chair; you listen to the phone while chatting with other staff; putting the phone on the shoulder to listen while texting message or chatting, watching films, surfing on the internet, even hanging on the phone or covering the phone by hands to talk to other staff. All these things will make the Counselor fail to accept, carefully listen to the client's stories.

In order to use the listening skill well, the Counselor should:

- Harmonize your non-verbal expression with feelings of the client (showing the harmony in voice, speaking speed, gesture and so forth) ;
- Limit answers or responses to minimum (to avoid interrupting the flow of the information the client gives);
- Repeat the main points in the client's words (sometime summarize some words to help the client to keep his/her information flow);
- Use response (when listening to the clients, the Counselor must respond to the client to show that the Counselor is paying attention to him/her; 
- Make questions short (encourage the client to continue his/her stories);
- Take note if any information is missing (when realizing that the client's information is not clear, ask again or give comments so that the client can give clear information);
- Summarize main points (paying attention to the feelings of the client and showing your understanding of the information).

3. Third skill: Asking question

3.1. General issues in making questions

Asking questions is a way to obtain information in order to help the people in the conversation to understand clearly about their problems. In counseling, asking questions does not only help them to share their concerns, but it also helps them to talk about things that are forgotten in the past.

The skill to ask questions is used throughout the counseling process, especially while collecting information/identifying the client's problems. When asking questions, the Counselor should be aware: when he/she should ask questions? What purpose this question can be asked? In what ways the question should be formulated? Why does he/she have to ask questions?

When the Counselor asks questions in a correct way, he/she can collect information to help the client to understand himself/herself, his/her own thoughts, feelings, behavior and his/her potential. Asking questions is also a way to help the Counselor and the client to be clear about what they want and make a plan to solve problems.

3.2. Asking skill

Characteristics of good questions can be grouped in two aspects:

- Asking technique: Open, short, clear, appropriate questions;
- Asking contents: Follow each topic in the client's story. Avoid asking questions in a disorganized manner and making the client feel confused.

Some cautions to be taken when asking questions as follows:

- Do not ask two questions at once;

For example: Are you sure that your friends are trafficked? What dangerous situations do you think your friends will be in?

When the Counselor makes two questions at once, the client may not decide to answer to which question.

- Do not ask "Why?"

For example: Why do you think so?

Why don't you inform adults?

These types of questions make the client feel that he/she is investigated or blamed. He/she will feel that the Counselor does not fully believe them. Still there is a need for getting information on what leads to the client's problems. Therefore, instead of asking "why?" as if you were from the police, the Counselor should ask "what?" "What is the reason for...?"

4. Fourth skill: Responding

4.1. General issues of responding skill

When the Counselor understands why the client calls the Hotline, the Counselor can summarize the counseling for them, repeat what the client says or ask questions to double-check. When the client says that the Counselor is correct, the Counselor knows that he/she understands the story and now the Counselor can take suitable actions. The Counselor's actions can be provision of information or advice, direct the client to other services or connect the client to organizations that can help him/her.

Because the Counselor tries his/her best to enhance the ability of the client to solve the client's problems himself/herself, the Counselor should directly ask questions to the client. For instance: "According to you, how many possibilities are there in order to solve the problems?"

Always listen carefully to the client's opinion before making any comments.

Responding is speaking again in your own words or repeating the client's words in summary or clarifying what the client feels and receiving their agreement.

Responding during counseling is **echoing** feelings, thoughts, behavior of the client in order to check the information and show the attention, at the same time to encourage the client to better understand their own feelings and thoughts.

Responses from the Counselor help the client:

- Feel that there is someone listening to and understanding him/her;
- Feel that he/she is supported and respected;
- Be better aware of his/her thoughts and feelings.

Some responding samples

- It seems that....
- I have a feeling that....
- So you want....
- It seems that you ...
- Am I wrong when I understand that you mean....
- I feel that your urgent issues are related to ...
- It seems that you are feeling that ...
- Main problem you want to say is that ...
- I am trying to understand what you say, you mean ...
- Do I understand what you mean, do you mean
- It seems that you are feeling ...
- For me, this seems that you are talking about ...
- It seems that you want to say...
- I am not sure whether you want to say that
- The message from your story is that...

4.2. Type of responses

- *Content responses*: briefly and clearly repeat what the client has said. When repeating the contents, note the use of words of the client and the Counselor can add some words but ensure keeping the contents as the client has explained.

For example: my neighbor is too playful and not very hard-working. They love gathering together with many young girls. They go out for several days then come back. Next time, there are other young girls.

⇒ *It seems you want to say that your neighbor usually gathers together with young girls then they go somewhere for several days and next time there are other girls.*

This type of responses lacks understanding the feelings of the client. It only repeats what the client has said. This type of responses is not highly appreciated because repeating responses sometimes makes the Counselor sound like a machine.

Content responses are used when the Counselor starts approaching the client and does not have enough information about the client.

- *Feeling responses*: responses that describe the current feeling of the client that the Counselor knows through observation, listening or what the client says.
- *Clarifying responses*: clarify what the client implies.

For example: since the day when I was rescued, I am alone. My husband has gone... Ugh, are you married?

What the client implied can be: when you are not married, you do not know about the feeling when you back home and find your husband had gone. The Counselor should clarify the client's underlying feeling by clarifying response.

⇒ *I am not married; however, I can understand your feelings and your disappointment.*

4.3. Response steps are as follow

Step 1: Determine client's feeling;

Step 2: Select the words to express the feeling;

Step 3: Check again the responses from the client after responding through their attitude, behavior and their responses.

Through observation, listening to the client's story, the Counselor helps name the feeling that the client expresses in such a way that it is consistent with the client's explanation and makes the client feel assured.

For example: my friend is a good one but I just found out that she takes people to the borders to sell.

⇒ *It seems that you are surprised, confused when you know the truth about your friend.*

When being brought back to my country, shelter's staff promised to support me. However, after three months, I got no support from them. I want to go back to my hometown.

⇒ *It seems that you are disappointed that the shelter does not support you at all.*

5. Fifth skill: Comprehensive understanding

5.1. General issues on the skills for comprehensive understanding

Comprehensive understanding is to experience what the client is experiencing, to understand his/her emotion and thoughts inside, and to understand the client like the Counselor understands himself/herself.

Comprehensive understanding is different from sympathy. Sympathy means you have same thinking and feelings with others. The Counselor should not have the same feelings as the client. The Counselor should have own understanding about the client and separately with the Counselor's feelings.

Comprehensive understanding is used when the client has negative feelings. The Counselor should say some words of comprehensive understanding to help the client feel that there is someone listening to him/her, sharing with him/her and helping him/her get out of his/her negative feelings. This also helps the client think about himself/herself in a positive way and feel how the Counselor treats him/her.

5.2. Skills of comprehensive understanding

- Put yourself in other people's shoes to understand their feelings and thoughts inside;
- Repeat the client's feelings and what results in that feeling;
- Make the client think that what they feel is correct in their situation, and that the client is accepted and respected (Level 3);
- Make the client feel that he/she is valued, and increase his/herself-esteem and accept his/her current situation (Level 4);
- The things to be avoided for comprehensive understanding;
- Do not give any advice (should, 'd better ...) or tell them what and how to do ...

Operational Guidelines of Anti-Trafficking in Persons Hotline

- Do not show any personal attitude; opinions (do not take side);
- Do not preach social morality;
- Do not ask any questions.

Annex 3: Concepts and essential knowledge about human trafficking and support to victims

1. Human trafficking definition

The concept of human trafficking under the provisions of the law of Vietnam: Human trafficking is understood to consider people as a commodity to exchange for cash or other material benefits.

The law prohibits trafficking in persons and children (Section 3.1, as stipulated in Penal Code Article 119 and 120), defines trafficking in persons as recruitment, transportation, transfer, harboring and receipt of persons for the purpose of sexual exploitation, forced labor, removal of organs or other inhuman purposes (Section 3.2 and 3.3). The law includes domestic trafficking and that for various purposes not limited to sexual exploitation. Accomplice may be prosecuted (Section 3.4 and 3.5). Leaking of victims' personal information is also prohibited (Section 3.10).

2. Psychological characteristics of victims

- Psychological vulnerability: always suffer the sense of inferiority, low self-esteem, no social respect, trust; having suicidal thoughts and attempts; anger and hostility; extremely tired and apathetic; stress; haunted by the bad things that happened to them; self-harm such as wrist cut, pressing burning cigarette butts, beating or bruising themselves;
- Bewildered, scared: afraid of revealing personal information; afraid of being punished for violations of law (such as illegal immigration, illegal employment, or involved in illegal activities such as prostitution, drug use); fear of revenge by criminals and criminal organizations, etc.;
- Lack of confidence: lack of belief in self, no hope for a better future; no one will believe and respect their words; lack of trust in the authorities; no trust in others; not really trust that the competent authority to protect the safety of themselves and their families from retaliation by offenders of HT; that the competent authorities will arrest and punish offenders;
- Show the symptoms of psychological disorders such as post-traumatic stress disorder (PTSD) or traumatic syndrome, characterized by symptoms of anxiety

markedly after facing the trauma which continue after even though the event ended a long time ago;

- Contracts diseases due to trafficking experience, which severely affects mental and physical health;
- It was found that different people suffer traumatic events differently, with serious consequences for each of them. It is because psychological factors of each person influence the ability to tolerate stress, which is different from person to person;
- Victims of HT often have acute stress disorder (i.e. anxiety) occurred only a short time after the traumatic event), but also there are prolonged cases which lead to PTSD.

3. Some principles in the counseling process with the victim

- Do not leave the victim suffering pain again;
- Ensure the confidentiality and privacy;
- Provide information to ensure safety of victims;
- Do not promise the victims what you yourself are not sure; or beyond the authority;
- Ensure the victim's consent;
- Ensure soft and barely audible voice, do not talk too loud or raise tone;
- Questions must be logical and easy to understand, do not repeat the same questions many times;
- Make sure you get accurate information from the victim.

** Notes: in the case of a child victim, we should have a talk with the child's guardian.

4. System of Vietnam's legal framework for the prevention of human trafficking and victim support

- Law on prevention of HT was passed by Congress on 29/3/2011, which came into effect on 1/1/2012: Chapter IV specifies the issues of receiving, verifying and protecting victims; Chapter V specifies supports to which victims are entitled, specifying each beneficiary of the support regime;
- *Decree No. 62/2012/ND-CP* dated 13/08/2012 prescribing the basis for determining the trafficked victims and for protecting the safety of victims;

- *Decree No. 09/2013/ND-CP* dated 01/11/2013 stipulating in detail the implementation of some articles of the Law on prevention of HT, regulations for the issuance, amendment, supplement, extension of the certificate that permits the establishment of victim support facility; organization and operation of victim support facility and support regime, order and procedures for implementation of support for victims;
- *Joint-Circular No. 01/2014/TTLT-BCA-BQP-BLDTBXH-BNG* dated 10/2/2014 of the Ministry of Public Security - Ministry of National Defense - Ministry of Labour, Invalids and Social Affairs - Ministry of Foreign Affairs guiding the order and procedures for coordinating relations in verification, identification, receipt and return of trafficked victims.;
- *Circular No. 78/2013/TT-BQP* dated 25/6/2013 of Ministry of National Defense stipulating measures of the Border Guard and the Coast Guard in the prevention of HT;
- *Joint -Circular No. 134/2013/TTLT-BTC-BLDTBXH* dated 25/09/2013 of the Ministry of Finance and the Ministry of Labor, Invalids and Social Affairs guiding the content and levels for the victim assistance provided in Decree No. 09/ND-CP of the Government dated 01/11/2013 detailing the implementation of some articles of the Law on Prevention and Control of HT;
- *Circular No. 35/2013/TT-BLDTBXH* dated 30/12/2013 by the Ministry of Labor, Invalids and Social Affairs guiding the implementation of some articles of Decree No. 09/2013/ND-CP specifying the implementation process for supporting victims; quality standards in providing victim support services in the agency of receiving, rescuing and supporting victims;
- *Directive No. 776/CTTTg* dated 17/09/1997 assigning responsibility for the implementation of measures to prevent the illegal sending women and children abroad for functional departments;
- *Decision No. 130/2004/QD-TTg* dated 07/14/2004 approving the program of action to combat trafficking in children and women for the period 2004-2010;
- *Decision No. 1427 / QD-TTg* dated 18/08/2011 approving the program of action to combat human trafficking crimes for the period 2011-2015.

5. The process of receiving, identifying and protecting victims

Bases for victim identification:

Definition: a person is considered to be a victim when he is the subject of human trafficking act in accordance with the provisions of Article 119 and 120 of the penal code.

The identification of victim is the responsibility of the police agencies, specifically Immigration Department will be responsible for verifying whether a person is victim or not.

The process of receiving victims:

Receive, verify rescued victims (Article 25)

