

The International Women's Rights Protection  
and Promotion Center "La Strada"

# **PRACTICAL GUIDE TO TELEPHONE-BASED COUNSELLING**



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# INTRODUCTION

Although recent years were marked by appearance and existence of diverse sources of public information – still, ever since the day when the telephone was first invented, it is telephone service that remains amongst the most solicited means of information. And that is because phone communication is highly accessible and most handy for everyone. Besides comfort of use it also offers a totally different option of having a chance to discuss an issue and maintain a dialogue with a specialist or counsellor as compared to learning some information from mass media.

Proper set up of telephone service determines at large the efficiency of activities performed by an agency. Since the very onset of its activity the International Centre for Protection and Promotion of Women's Rights La Strada proposed as objective prevention and countering human trafficking in the Republic of Moldova, including through launching of telephone service. Thus, **the Hotline** service appeared as a result of pressing need existent at the moment. Labour migration was taking large proportions; people were leaving overseas for making money being uninformed and often falling easy prey into the hands of individuals lining their pockets on the account of exploitation in humans. By means of Hotline persons desiring to leave overseas were advised on taking correct decision while the ones trapped in trafficking were saved from the yoke of slavery. Reaching now its 7 years of activity it is not just enough to say that the Hotline remains amongst most paramount necessities for the population and a very important instrument for countering human trafficking. The Hotline continues to be the source of information and immediate assistance to persons finding themselves in a deadlock, remaining at the same time the first line of direct interaction with a person in need of help regardless of the actual location of this person – in the country or overseas. Obviously, such a service once well arranged serves to facilitate beneficiaries' access to the desired assistance.

The present publication is a guide on how to organize Hotline service in counter-trafficking activity. Despite of numerous telephone services available nowadays there are rather scarce practical guides concerning proper organization of the activities of such. One can find more information concerning psychological aspects of telephone counselling than such on Hotline management. But for thorough understanding of Hotline management it is important to get familiar with its core concepts, which we did in the present paper. Actually, **the Practical Guide to Telephone Counselling** is an attempt to bring into ensemble the theoretical

skills and expertise gained by the Hotline counsellors engaged by the International Centre La Strada.

The Guide serves to teach a beginner on how to launch the Hotline activities, what are the technical components and staff selection criteria, what instruments are required and what are the specific instances of telephone counselling. This Guide is also meant for training specialists for most efficient organization of activities of the like service bearing on the following:

- getting familiar with the components, forms, procedure, and ideas laying foundations of a successful set up of Hotline activities;
- mastering certain skills in setting up Hotline activities;
- getting familiar with the paramount elements specific of telephone counselling in the domain of labour migration and human trafficking.

In this guideline for the beginners one could find responses to the following questions: what does Hotline means and how could one manage it? What are the general principles of counselling and what are the functions and qualities of a counsellor? What is the algorithm underlying general telephone counselling? What is the range of psychological components that could be recommended during counselling and how to give a good account before the professional “burn out” syndrome, etc.

Besides, the present Guide could also serve as training course support in **Hotline set up and Management**; likewise, it could be used as methodical instrument outside such training course. All the examples mentioned in this course support were derived from the experience gained by the International Centre La Strada, which manages counter-trafficking Hotline since 2001. The authors' intention was to share expertise accumulated in the course of seven year of activity with all persons interested in practical application of this knowledge. When disclosing information and wide experience in the procedure of managing Hotline the authors did their best to put the text in vivid and accessible wording, offering explicit examples and including practical advise as well as some peculiar details, which makes this material interesting and susceptible to any reader. The authors also believe that **the Practical Guide to Telephone Counselling** will become an indispensable support for all those who desire to launch telephone service with counter-trafficking profile.

Naturally, depending on the goals pursued by the potential users this Guide could be adapted, amended and adjusted to their own scopes and needs.

## Chapter 1. **HOTLINE: INSTRUMENT TO PREVENT ILLEGAL MIGRATION AND HUMAN TRAFFICKING**

The telephone counselling service today is not a novelty anymore. Hundreds of people appeal to this service as many times as they need information in order to resolve a problem.

As any other line of activity, telephone counselling features both advantages and disadvantages. Broadly, the following are **the advantages** of telephone counselling:

- efficiency, promptness, short time between the emergence of a need for counselling and its satisfaction;
- ease of establishing contact with remote clients;
- hidden identity of the connected party (which is favourable condition for unmotivated and hesitant persons), "security" in social and/or personal situations labelled as unpleasant/sensitive;
- help in overcoming communication barriers, etc.

Deemed as **disadvantages** or difficulties could be the following instances:

- „mediating" communication through technical devices and hence impersonal;
- impossibility to observe and assess general conduct of the caller, reduced number of *feed-back* elements during communication (non-verbal communication, visual contact, posture, gestures, mimics, dressing style);
- narrowing the register of paraverbal elements (tone, rhythm, voice modulation and articulation, etc.) depending on technical conditions and sensitivity of telephone receivers.

In any case, despite all the disadvantages but also due to comfort offered by the phone and fast access, telephone counselling remains amongst most often used instruments in helping the connected parties to make important decisions in their lives.

### **1.1. The Notions and Terms used in Telephone Counselling**

In the books on specialized subjects one can find different names given to telephone services. Depending on their profile and profile topic one can encounter the following names: *Hot Lines*, *SOS Lines/help*, *Trust Line*, *Crisis Counselling Line*,

*Life Line, Green Line, etc.* It is rather complicated to define their limits as they have lots of likelihoods and also lots of distinguishing features while many agencies are using combination of such. For example, very often *Crisis Counselling Line* also works as *SOS Line*. Likewise, the Hotline managed by the International Centre La Strada serves as telephone service meant to offer education to the potential migrants on the aspects of secure migration, minimization of risks of human trafficking as well as *SOS Line* meant to facilitate access of presumed victims of human trafficking to adequate assistance.

The free encyclopaedia Wikipedia contains the following definition for the notion of Hotline: „Point-to-point communication link in which a call is automatically directed to a source of information or assistance or a telephone line which extends immediate assistance in solving a problem”.

When talking about the staff working on Hotline one should mention appearance of ambiguities in regard to naming their function. In specialized issues one can come across such terms as: *operator, consultant and counsellor*. As a rule, an *operator* is perceived as a person dealing with information contained in a certain automated database, such as maintained by the information bureaus where a response to any question is given without any explanations or interventions. A *Consultant* is a person to whom one could appeal occasionally or permanently for counselling; the latter being a specialist in certain domain and thus furnishing specialized counselling. And finally, a *counsellor* is a professional qualified to guide an individual by use of psychological methods, especially with the scope of gathering data on case history using different interviewing techniques and testing interests and aptitudes (**Merriam-Webster online dictionary**).

For the case of Hotline managed by the International Centre La Strada the most suitable would be the terms *consultant* and *counsellor*, since in addition to solicited information we also offer psychological support to a caller.

Yet another term used by the specialists is *telephone counselling*. The most appropriate notion of telephone counselling belongs to I. Rosenfield (1997) who defined it as: „A service whereby a trained counsellor works with a client, or group of clients, by telephone, to enable the client(s) to explore personal situations, problems or crises on a one-off or in an ongoing longer term therapeutic relationship”. A caller begins a counselling process by making a phone call and determines what and how much he or she wants to say. The counsellor helps the caller to find a solution to the problem or to reach a decision. However, the counsellor cannot solve the problem for the client.

Finally, it is worth noticing that used as the terms in the context of the present paper were some lexemes of general order. For instance, two nouns *consultant* and *counsellor* are practically used, with the title of terms, as absolute synonyms. The noun *caller* is used in a more extended sense – meaning not only a person sub-



scribed to mobile or fixed telephony service but any person soliciting counselling or assistance furnished by the counselling telephone service, in our case by any person dialling on the Hotline. In other words, in the environment of counselling telephone services, the lexeme *caller* seems to be meant more as a term.

## 1.2. Hotline: Scope and Objective. Hotline Beneficiaries

Any successful activity should start with clarifying general scope and objectives of a structure while such elements as place, role of a unit within the structural complex is determined by its charter. Clear identification of the general scope/mission influences the structure of work performed by the Hotline, mechanism of its functioning, choice of optimal methods of operation and therefore all this work needs to be done prior to launching it.

**The scope** is what a unit proposes to implement through its actions. For example, the scope pursued by the Hotline managed by the International Centre La Strada lies with promotion of secure migration and protection of trafficked persons' rights.

**The objectives** of the Hotline follow from the scope pursued by the respective service. These could be defined as follows:

- Educating potential migrants on the issues of secure migration and the treats poised by human trafficking.
- Facilitating unconstrained access of trafficked persons to adequate assistance.
- Monitoring migration, human trafficking and other associated phenomena.

**The Beneficiaries** are identified arising from the mission of the respective organization as well as by the scope pursued by the Hotline. Once identified, we should proceed to setting the algorithm of counselling for each type of beneficiaries. Practically speaking we need to answer the question: „Who can call the Hotline?“ By grouping responses we will get the categories of beneficiaries. Thus, the following persons could be the beneficiaries of telephone service which pursues the scope of anti-trafficking through promotion of secure migration and facilitation of access to adequate assistance in cases of human trafficking:

- *potential migrants*, i.e. persons soliciting information about going overseas;
- *emigrants*, i.e. persons that have already left overseas but have questions on legalization of their status, family reunion, etc.;
- *trafficked persons, regardless of the scope of exploitation as well as their relatives and close ones*;

- *occupational groups* (representatives of mass media, didactic staff, social workers, medical staff, representatives of law enforcement authorities, international organizations, NGO's, etc.), which rather often solicit information referred to such phenomena as migration and human trafficking (statistics, specialized literature, etc.).

Setting clear scope, lines of activity and beneficiaries will allow the counsellors operating Hotline to understand *WHAT* and *HOW* to act, for *WHOM* they are doing their job and *WHICH* is their mandate/purpose. Once these instances are established, it is likewise useful to conduct analysis of external environment, market of services, and the region where the telephone service is expected to be launched. It is important to learn about the existence of other telephone services and which domains such are covering and what agencies are managing these so as to understand what the common points of cooperation are, and what could be done for the referral of beneficiaries. Practically, we need to address the following questions:

- Are there similar telephone-based services in the existent market of services?
- If so, what is the level of such and what are the underlying motives in favour of launching one more telephone service in this domain?
- What are the risks associated with launching telephone-based service in case of existence of similar services? What is prevailing – strong arguments in favour of launching telephone service or risks?
- What are the needs experienced by the target group (telephone service beneficiaries)?
- What resources will be required in order to satisfy the needs experienced by the beneficiaries?
- What will be the modality of operating and setting up telephone service (working hours, number of counsellors to be trained, required number of active telephone lines, etc.)?

Naturally, responses to some of these questions will change in line with gaining more experience. It is also true that record of these instances will be maintained from the very beginning so as to ensure achievement of proposed objective, efficient planning and successful performances of telephone service.

### **1.3. General and Ethical Principles of work to be observed while working on the Hotline. Security Rules**

*Confidentiality, morality, openness, reciprocal responsibility* stand as a series of general principles governing counselling activity, applicable to telephone counselling inclusively irrespective of the domain (domestic violence, migration, pre-

vention of human trafficking, etc.). Here is a brief description of general principles to be observed while working on the Hotline.

**1. Confidentiality and anonymity principle.** Confidentiality in counsellor-caller relationship implies use of information offered by the latter strictly for solving the problem experienced by the caller without divulging such to the third party or to those who are subjectively involved. In other words, the counsellor should keep the secret of discussion with the caller; the latter, in his turn, is free to choose to state his name or not. Any record (made in writing or taped) or data transfer should be done only with free and explicit consent of the caller.

**2. Humanistic approach principle.** The counsellor should manifest his trust towards the caller, confidence in caller's possibility and capacity to resolve his problem independently and should exclude any authoritarian approach. The dialogue should be conducted arising from the perspective of equality in relation with the caller; this should apply to both research of the problem and solving such.

**3. Accessibility principle** presumes possibility of every caller, irrespective of age, gender, ethnic appartenance, religion, etc. to address Hotline services.

**4. Impartial responsibility principle** implies counsellor's responsibility before the professionalism of furnished service (information offered to the beneficiary should be selected from numerous sources and produced in a manner, which sounds consistent and understandable for the person seeking advise). The counsellor should continuously improve his counselling skills and use updated information in his routine activity. The counsellor should be aware of the limits of his competencies while the caller should be responsible for making decision on solving his problem.

**5. Positive response principle** presumes finding rather plausible solution – regardless of the problem stated by the caller, including in cases when it does not refer to the domain of Hotline; the counsellor should try to offer at least information on where the caller could appeal in order to resolve his problem.

Besides general principles, the Hotline counsellors should be guided by certain ethical principles. These comprise a set of moral norms used in working with the callers in order to ensure quality and efficiency of counselling in a favourable psychological climate, which could be confined to the following:

1. The counsellor, in the course of counselling, will take care to ensure observance of caller's self-respect and privacy, to manifest loyalty and consensus with the values, interests and aptitudes of the beneficiary.

2. The beneficiary needs to be reassured that the whole conversation is taking place with complete security and confidentiality (including vis-à-vis his relatives) and that full security is assured to the data communicated by the latter. Beneficiary's identity should be strictly protected in any circumstances. The coun-

seller should not ask the caller to disclose his identity beyond the limits considered reasonable by the latter.

3. The beneficiary will be informed on the existence of any conversation taping devices (as part of a rule, procedure or in-house recommendation of an organization serving, as a rule, only for making work-related entries for subsequent entry of some data in writing) and then asked whether he is willing to continue conversation under such conditions.

4. The beneficiary cannot be abandoned in the course of Hotline counselling or treated superficially. The counsellor is entitled to solicit to discontinue conversation in exceptional cases only.

5. Created for the beneficiary will be such conditions and/or situation that would allow him to take his own decisions in a responsible manner and with full awareness.

6. Assistance will be granted to the beneficiary so that he could start thinking positive, overcome hard instances and get encouraged on positive ideas in solving his problem.

7. The counsellor will ensure the beneficiary of his impartiality in handling the problems and will not admit any discrimination in regard to age, gender or sexual orientation, ethnic appurtenance, race, culture, political or religious convictions, reference values, social-economic status, disability condition, etc.

8. The counsellor will not express his disagreement or his own opinion so as not to influence onto the decision made by the caller. In situations that are obviously unfavourable for the beneficiary, the counsellor should restrict himself to outlining the advantages and disadvantages, risks and benefits of such decision.

9. In case when the beneficiary fails to manifest explicitly his desire to continue conversation the counsellor should strictly confine their communication to offering brief and essential information on the solicited matter.

10. The counsellor will abstain from projecting or transferring his own values, interests or convictions to the beneficiary.

11. Counsellor's interference in private life of the caller should be none at all or minimum; any interference could take place only in the interests and with due consent of the beneficiary.

12. The counsellor will act within the framework of his professional competencies and as many times as necessary, will recognize the limits of information and will appeal to other specialists in respective domains for advise so as to subsequently offer correct information to the beneficiary and assume responsibility for the information divulged.

13. The Hotline counsellor could use information accumulated directly or through work-tools, in the interest of service exclusively.

14. The beneficiary will be informed on the cost of Hotline service as well as on the fees charged on phone conversations if such are paid ones.

Conclusion: general work principles as well as ethical principles applicable to Hotline counselling should always guide telephone conversation in favour of the beneficiary.

**Security Rules.** Human trafficking is a crime against freedom, honour and self-esteem of a person, which in many cases turns to be part of an organized crime. From this standpoint, the counsellor during telephone conversation should bear in mind a series of personal security measures equally applicable to his colleagues.

- Never divulge counsellor's name – this should be substituted with a nickname.
- Never talk about yourself.
- Never make any arrangements to meet with the caller. We should always bear in mind: all we offer is just telephone-based counselling!
- Never disclose the Hotline address.
- Never disclose place of employment to any casual acquaintances.
- It is inadmissible under any circumstances to take photos of counsellor's face.

Conscious and thorough observance of ethical principles and security rules, besides ensuring safety and reliability of the parties engaged in the process of telephone counselling also guarantees, to a large extent, the success of Hotline, contributing to the integrity of furnishing professional counselling and at the end of the day to the image and prestige of the organization. The experience gained over more than seven years of Hotline activity conducted by the International Centre La Strada proves exhaustively the validity of these affirmations.

## 1.4. The General Algorithm of Telephone-based Counselling

While furnishing telephone counselling one can highlight three basis stages: *establishing contact with the caller, researching the problem experienced by the caller and concluding the discussion.*

### 1. Establishing Contact with the Caller

- *The form of greeting* is the first sign indicating that on the other end of the wire caller can sense the support so much desired at the moment. It is very important to ensure that the greeting is well articulated and expresses interlocutor's eagerness to communicate. At the same time, the caller, being yet unfamiliar with the voice of a counsellor needs short time period (2 to 3 seconds) to get adapted to the mode of discussion. Therefore, du-

ring introduction it is necessary to mention either the name of organization or the name of Hotline or both. Hence, we should start our greeting by saying: „Hotline, Centre for ... Good morning (good evening, etc.)”.

- *Caller's propensity for dialogue.* The counsellor, by all means and from the start, should manifest his interest to caller's personality and to the problem that the caller is experiencing („Can I help you? etc.”).
- *Creating an atmosphere of openness and trust.* Addressing the caller by name, if the latter has stated his name would be an extra sign of openness. Never hesitate to tell to the caller your nickname as this helps to add to the dialogue a higher measure of trust.

## **2. Researching Problem Experienced by the Caller**

This stage is composed of two key phases, which in their turn, contain more elements. Let us analyze each of these separately in more detail.

### **➤ Problem Identification**

Telephone counselling is lacking visual elements (of nonverbal communication), which could help us to understand more easily the matter of discussion. Therefore we will target ourselves towards verbal communication exclusively, so as to understand more profoundly the problem experienced by the caller. Likewise, our beneficiaries cannot see us due to which fact we must inspire safety to them using our voice and ensure that we listen to them. In telephone conversation our voice must be more expressive as compared to eye-to-eye discussions. Special attention must be given to “vocal mimics”. Telephone discussions could be easily influenced by tone, articulation, voice modulations, encouraging affirmative uttering, as well as by placing accepts and our speech rate. In case when we are not saying anything or making lengthy pauses, the caller could get the feeling that we are not listening to him and that his problem is not of interest for us and thus losing confidence in dialogue. With the help of certain simple verbal confirmations, like *yes, of course*, we can encourage our interlocutor to continue conversation.

Same as in face-to-face dialogue, silence could be tolerated provided it is not maintained for too long of a time. It is rather difficult to define duration of “depressive silence” in seconds; but having said that one should remember that the “message” of silence is also important. Depending on the case and beneficiary we will choose the respective method of intervention. Talking in high voice could be interpreted by the client as aggression, thus provoking concerns and mistrust. Rapid pace of speech could provoke pressure onto the interlocutor and generate stressful situation.

In case when we feel that our interlocutor fails to continue the dialogue we could ask him what he thinks about. If the feeling is that the caller has lost concentration, we can bring him back to the subject by making brief comment: „Somewhat earlier

you mentioned that..." Telephone appeal that starts with silence usually comes on behalf of a person encountering problems when communicating with unknown people. Such callers need encouragement and approval. If silence continues we can encourage the beneficiary to come back with a new call as soon as he would feel ready to have a discussion.

### ➡ **Problem Diagnosis**

During the phase of problem diagnosis we will carry out analysis of personal and environmental resources as well as limitations of the caller. Time factor is more limited in case of telephone counselling as compared to face-to-face one. This aspect could be resolved through targeted counselling and leading questions. We should proceed with asking open, closed and successive questions and abstain from asking suggestive questions. The questions could motivate and push such callers that feel uncertain, hesitant or non-specific. Usually, they talk more about themselves while the confidence towards counselling keeps growing.

Different types of questions could be perceived and analyzed from different perspectives. The following questions were classified according to their intent.

*Closed questions* are worded in such a way as to have the possible answers confined to just "Yes" or "No". (For example: *Have you checked company's license?*) These allow for keeping control over the conversation. The answers are predictable, talkative persons could be stopped while the unconfident ones could be convinced to assume commitments.

*Open questions* are leaving plenty of space for the caller to find proper wording for his answers. By so doing we can disclose the matter of conversation and make uncertain or hesitant callers act. (For example: *What conditions were set by the company that proposed you to leave abroad?*)

When asking *alternative questions*, the choice of responses, as a rule, is restricted to two options. (For example: *What do you think, would it be better to leave abroad on legal or illegal grounds?*) Such questions are placing the client in a situation under which he needs to take certain position. The alternative questions could lead to conversation towards more ample explanations and taking better decision.

*Guiding questions* are used in order to influence somebody's opinion. In counselling one can use such questions sporadically in order to intentionally provoke the caller, to contradict or verify his attitude. (For example: *What do you think – what are the benefits for the agency in case when it covers all your expenses?*)

*Verifying questions* serve to help us in verifying whether we were understood correctly. The current portion of conversation can be summarized and then one can cross over to next matter.

However, there is such type of questions that could be used with *strategic intentions*. These refer to either specific actions in solving the problem exper-

rienced by the caller or to certain steps that could facilitate the process of solving such.

*Information questions.* Such questions will allow us to find out the level of knowledge required for continuing conversation (facts, data, etc.). As a rule, these require brief and simple answers. (For example: *Are you familiar with the procedure of verifying the agency that offers employment overseas?*)

*Progressive questions.* Through these we can summarize the current status of conversation, pursuing the scope of crossing over to the next level where we open new subjects of discussion. (For example: *Do you recall all stages of finding out exact address of your daughter?*)

*Questions in regard to objective,* serve to visualize and describe the desired or hoped result. These refer to the future and ensure motivation through hypothetical anticipation of the needs experienced by the caller. At the same time, these allow us to verify the course and nature of conversation. (For example: *Then, what will you do at the moment?*)

The skills of clarifying and summarizing the message are extremely important at the phase of diagnosing the problem experienced by the caller. To that end we recommend the following steps to be followed when holding discussion with the caller:

- Listening to the caller.
- Responding to the events, feelings and values of the caller.
- Understanding desire/problem and asking questions, paraphrasing and rewording or problem.
- Examining numerous options of solving the problem (engaging internal and external resources).
- Final decision, which belongs to the caller.

### **3. Closing discussion**

It is rather difficult to estimate how long telephone discussion will take. In case when the caller is awaiting specific answer to a single question, the conversation could end up in few minutes. There are some beneficiaries that hesitate or have certain fears and, accordingly, they need some time to state their inquiries. Sometimes, hiding behind simple solicitation is a real emotional problem or simply the need of the caller to be heard while conversation could go on for 20-30 minutes or even more. In such cases the counsellor should proceed to active listening, encouraging and support. Still, in order to avoid appeals that have no end, it is necessary to set certain time limit. Arising from the fact that the period of maximum concentration amounts to 50-60 minutes the telephone conversation should never take longer. Bearing this in mind, the counsellor should bring the conversation towards an end by saying: *Do you have further questions? If you do, feel free to call again.*



Regardless of the length of discussion, when closing such one should proceed as follows:

- summarize the discussion;
- solicit feedback from the caller;
- suggest to come back with any question and as many times as necessary.

## 1.5. Psychological aspects of counselling

In order to ensure „psychological comfort“ for the caller, we should bear in mind a series of psychological instances.

1. Maintaining **generally positive attitude**. When we are conveying optimism and confidence the caller feels it. Important is to avoid ignoring fears or doubts experienced by the caller.

2. Revealing **maximum seriousness** vis-à-vis the problem experienced by the caller even if certain things seem to be inadequate or lacking gravity.

3. The counsellor should abstain from expressing his **own opinion** that could infringe the self-esteem of the caller.

4. The counsellor should also abstain from stating his **disagreement, bring accusations, mocking or putting** shame on the caller.

5. The caller needs to be **helped in taking decision** – once his problem is identified, offered to him will be alternatives and thorough explanations on choosing most optimal solution.

Active listening in case of telephone counselling has even grater importance than in case of face-to-face dialogue. As the Portuguese proverb says: „Everybody needs an ear for his complaints“ [Everyone needs a shoulder to cry on]. In fact, active listening is an art of understanding and presumes the following:

- offering to the caller a possibility to ask useful questions and to manifest response reactions (the counsellor should start talking only after listening to the caller, a person seeking for an advise could listen only after stating his problem);
- offering independence and autonomy to the interlocutor so that the latter has freedom to speak and disclose himself, obtaining space for individuality and his own identification.

By active listening the counsellor ensures **support to the caller**, while manifesting the following:

- real interest towards what is being told;
- minimum support, signs of understanding (short verbal affirmations, such as yes, so, etc.);

- expressing support by uttering longer verbal „links" (*I am with you, I hear you, I have enough time, I am not in a hurry*);
- validation of emotions expressed by the speaker, giving them the status of normal and obvious feelings that have all the right to exist (*I understand that you suffered through these very emotions. I believe that anyone in such situation would feel the same*).

And finally, with the help of active listening we can clarify the feelings of another person, the structure of complicated emotional condition and thus determine the problem more clearly while offering to the caller a possibility to solve his problem.

Yet another psychological aspect in telephone-based counselling lies with communication with aggressively-minded person. In the like cases it is advisable to bear in mind the following:

- Some auxiliary questions should be given so as to offer the caller a chance to explain the motives underlying his aggressiveness.
- It is necessary to wait until the caller will end his aggressive utterance (but this could not go unlimited).
- The counsel should send positive messages in the instances of irritation/emotional imbalance of the caller.
- It is inadmissible to use agitated tone or talking in a high voice.
- The counsellor should say the truth but always in a delicate manner.
- Confrontations should be avoided.
- If the emotions cannot be calmed down the counsellor should suggest to the caller to make a call later while using calm but firm voice.
- We should by all means manifest sympathy with the caller trying to place ourselves into his shoes so as to understand his emotions.
- We should abstain from any critics or entering polemics as this could generate with the caller a mechanism of defence, making him feel anger and pushing him towards encapsulation.



## Caution! Traps!

**Know-How Trap.** „Bingo, I found it!“ – exclaims a counsellor when an impromptu “genial” idea about solving the problem of the caller comes along. Remember, we do not make diagnosis – we just offer required information so that the caller could make decision in regard to his problems and his ways of living.

**Chatter Trap.** The caller tells in details about his problem adopting free tonality of discussion with a good sense of humour. The impression is that he could go on continuously creating an impression of intensive work but in reality making no progress towards understanding his sufferings. Under such circumstances the counsellor should lead the caller towards closing the discussion.

**A Trap „Tell me just two words and I will find out the rest“** For at least one minute you hear the voice of the caller being sure that this is not the first time he is calling you; actually he is your permanent “client”. Naturally, you became the authority for him. This occurs in cases when the caller is not getting the attention he needs on behalf of those around him. You are not making attempts to get rid of the caller despite of the fact that you think that this is not his first call and despite of the fact that the caller denies it. You will proceed to offer maximum information within the competences of the Hotline without making any attempts to make him recognize that he has already called you and got this information before.

**A Trap „What would you do if you were in my place?“** Someone wants to see a magician in you – the one that has the so much expected answer. If you would go along with that and give him a straightforward advise the called could come back to you with a reproach: “You advised me... but it did not work”. Therefore abstain from giving advice – just help the caller to take the decision on his own responsibility.

**A Trap „Tacit“ Call (without words).** Such a call should be treated as if the caller is gathering powers to start a discussion. Do not treat such a call like a joke. Do not hang up before the caller; instead prompt him by saying: „If you decide to speak up, please call us, we will offer you required help/information“. Make sure to observe this rule! You are not just a worker from the sphere of services – you should become a close person for the caller.

## Chapter II. **HOTLINE OBJECTIVES URSUED BY THE INTERNATIONAL CENTRE LA STRADA**

Any telephone service could have more lines of activity, which as a rule, are stipulated in the internal Regulation for Hotline.

The whole area of activity covered by the Hotline managed by the International Centre La Strada is subordinated to the accomplishment of three key objectives: educating potential migrants on the aspects of secure migration and on the treat of human trafficking, facilitating access of trafficked persons to adequate assistance, analysis and monitoring of migration and human trafficking by means of counselling telephone service.

### **II.1. Objective No. 1 Educating potential migrants on the aspects of secure migration and on the threat of human trafficking**

#### ***II.1.1. Defining categories of appeals***

Arising from the fact that one of the principles of counselling lies with offering a positive response, the counsellor should not refuse to communicate information to a caller even if such does not fall under any of the categories of beneficiaries of the Hotline. But to be able to offer minimum information to this category of callers as well it is necessary to collect information about other organizations active in different domains so as to readdress the appeals. In this sense it is very important to establish from the start the procedure of cooperation with the organizations to which the callers will be readdressed. The counsellors will proceed to offer to the callers contacts within the organizations specialized in the respective domains. In such cases, the counsellor bears responsibility for the services furnished rather than for the quality of services furnished by the organization in question.

All the information available with the telephone-based service should be arranged into categories so as to allow most operative access to such. Arranging incoming appeals into categories should take place on the basis of analysis of the subject – the problem experienced by the beneficiary. In fact, the category of appeals is defined by the question, i.e. the problem stated by the caller. At the moment of launching Hotline service the categories of appeals are established provisionally, anticipating questions that could come from the callers and collecting information required for counselling. Subsequently, in line with gaining more experience profiling is made to ensure real break down into categories made on the basis of received appeals. Obviously, certain time is needed for accumulation of information even if the Hotline mission is clearly outlined.

The process of setting categories of appeals is also influenced by the specificity of a country in which the Hotline was launched (economic and socio-political situation, magnitude of some or the other social phenomenon, possibilities and opportunities offered by the given country), by the profile of the caller, his appurtenance to certain ethnic group, religious convictions as well as on the type of his country (country of origin, transit or target in case when we talk about the phenomenon of human trafficking). For example, a newly established Hotline (even in the domain of anti-trafficking or illegal migration) could borrow a model of appeal typology from another organization; however a model-organization could be from the country of origin of victims while the Hotline is being launched in the target country. Accordingly, its mission is the same but the typology of calls is different – in the country of origin predominating are the calls referred to leaving overseas while in the target country such are referred to the status of a migrant.

Yet another instance that could generate a different category of calls is determined by the principles used as a guide by the organization. If such an organization decides to collect information that could be of interest for law enforcement authorities (data about traffickers, recruiters, victims' statements, notifications, etc.), then it will get a category of calls that could be titled: operative information. Besides, types of appeals could suffer certain changes with the time – some categories could disappear or get amended while others could appear instead.

Initially, the Hotline managed by the International Centre La Strada was operating in the domain of countering human trafficking (lines of activity being confined to prevention of the phenomenon and furnishing assistance to those who suffered as a result of trafficking) and basically was keeping record of two large categories of appeals:

- *prevention appeals* (coming from potential migrants);
- *appeals concerning access to the respective assistance – SOS* (appeals from the presumed victims of human trafficking or their relatives).

However, with the time passing by we noticed that general public reveals interest towards getting familiar with the phenomenon and projects existing in this domain. As a result, defined was a new category including proposals for cooperation, solicitation of workshops and documentation by mass media, solicitation of data referred to development of human trafficking, migration phenomenon, which was titled: *information and cooperation appeals*. All these appeals refer to the competencies of counsellors, which makes them upgrade their expertise on the ongoing basis as they obliged to give adequate and professional answers to these appeals.

Registered in any telephone-based service are some calls **that do not refer to its competencies**. For example, the Hotline or Telephone Emergency Service counsellors furnishing purely psychological counselling will not furnish legal advice; counsellors of a telephone service in the field of health will not be able to offer spe-

cialized counselling in the problem of migration, etc. Talking about calls that do not refer to the competencies of the Hotline managed by the International Centre La Strada, one can specify that such refer to furnishing humanitarian aid to pensioners and children, psychological assistance on diverse problems other than such phenomenon as migration and human trafficking, specialized legal advice. Part of the callers being impressed by the promotion campaigns (especially impressed by the fact that these services are furnished for free and easily accessible) proceed to calling on the Hotline maintained by the Centre regardless of the type of their problem hoping to get an answer for coming out of difficult situation. As a rule, such appeals are placed in the category of *Others*, since the respective callers do not fall under the category of our beneficiaries.

### ***II.1.2. The Mechanism of Telephone-Based Counselling***

As one of the lines of activity pursued by the International Centre La Strada is confined to prevention, i.e. education of potential migrants on secure migration and the threat poised by human trafficking, practically this becomes objective No. 1 underlying Hotline activity. In other words, **telephone-based counselling** constitutes the prime and paramount activity in this direction. From the standpoint of a procedure it also depends on the manner of **collecting and updating data/information** required for counselling and where these data are stored.

The telephone counselling is bearing on the types of incoming calls. The experience shows that prevention calls make a vast domain and therefore these, in their turn, are broken down by type of problem or information requested.

Prevention calls received by the Hotline managed by the International Centre La Strada refer to *leaving overseas for work reasons, tourism, and marriage to a foreigner, au-pair system, studies abroad, statute of a migrant while staying abroad, and family reunion*. By nature these appeals could be both **general** as well as **specific**. For example, general information about labour migration bears general nature while the counselling of a caller who desires to leave abroad for work reasons under specific offer bears specific nature.

Regardless of the manner in which the caller presents his problem (tells immediately about all the conditions, procedure of leaving, details of offer, etc.), the counsellor should be guided by the pre-established algorithm. The counsellor needs to prepare in advance a list of questions that would facilitate establishing contact with the caller, enhance the efficiency of conversation in order to find best solution for his problem. Such a list is usually recommended to newly hired counsellors lacking experience; however, this list is being permanently adjusted in line with the actual situation. Once the expertise of working at the Hotline is gained the need for having such list disappears.

When a caller contacts Hotline it is not always the case that he would mention all the details in regard to his problem. However, the counsellor should have the skills

of leading in communication so as to detect key instances and to make the caller take the correct decision of his own arising from the available possibilities and information offered by the counsellor. For example, when talking about leaving abroad there is a model of communication referred to legal procedure (passport, employment contract, visa, conditions, competent authorities dealing with overseas employment issues, etc.). But there also exist a more specific procedure of counselling, and that is when besides the scope of leaving abroad some other details appear such as: the caller appealed to an intermediary (a business that offers employment abroad, tourist companies, matrimonial issues, legal and natural persons, etc.). In these cases the caller is interested to learn more specific details and therefore the counselling differs from that bearing general nature; the counsellor should inform the caller on the necessity and procedure of verifying legality of the offer. In case when the appeals refer to the status of a migrant abroad, the callers, as a rule, would ask what time it takes to obtain citizenship of the country in which they work or are married, how could one legalize his stay in a country if he leaves by illegal ways, where to address in case of the theft of documents, etc. In such case, the algorithm of counselling differs depending on the problem stated by the caller.

Yet another example is a situation when an intermediary proposes to the caller some simplified and urgent or rather sophisticated leaving method, which implies travelling across other countries outside the usual route leading to the target country. In such situations the counsellor cannot have certain pattern and should be guided by the general algorithm prescribed for leaving abroad in a legal way. However, individually, every caller will be offered answers and advice observing the principle of individual approach to the problem stated by the caller. In such cases the counsellor will place the accent on the instances that seem to be suspicious, on the situations posing the risk of deception, of getting into the network of traffickers or even threat to life. Such instances could be disclosed only through dialogue between counsellor and caller.

Sometimes we have to deal with totally unusual situations – a person is getting a proposal to leave abroad as labor migrant following a route through Egyptian desert in order to reach Israel. No matter how strange such an offer sounds, still the caller is absolutely convinced that the chosen offer is a good one. The counsellor could only give a shrug of the shoulders when learning that the talk is about illegal migration full of risks while the caller has definitely set his mind on leaving... Still, one should not leave unattended the fact that there was something which made him call on the Hotline, as something seems dubious to him although he fails to recognize the fact. The aim of the counsellor is to demonstrate that there are possibilities of legal migration and to reiterate again the risks that the caller could encounter. Naturally, the idea is not to scare the caller but rather to invoke real facts giving him a chance to do pro and contra weighing on his own. This way, he would feel responsible for the decisions taken.

### **II.1.3. Collecting Information Required for Counselling**

The purpose of a counselling telephone service is to furnish information. Regardless of his specifics or of the mission pursued by the organization to which he is making part, the counsellor should offer information and pertinent answers to all the questions raised by the caller. It means that the counsellor, in his turn, also needs this information.

If a reference is made to the Hotline in the domain of prevention and anti-trafficking it is worth mentioning that for prevention appeals it is absolutely necessary to have information about the procedure of legal migration regardless of the target country or ways of leaving as well as about certain emigrational aspects stipulated in the international and national legislation, etc. This implies the need to have minimum required information already at hand when launching our telephone counselling service thus avoiding the risk of losing trust of our callers. However, the process of gathering information should be maintained continuously throughout the entire period of activity of the Hotline. This is due to appearance of some offers for migration and disappearance of others, changes emerging in this phenomenon, in legislation, in social situation, in preferences of the population, etc. In line with gaining more experience the process will bear less on gathering information and more on adjusting available information to the newly emerging trends and changes.

In order to facilitate the process of gathering information it is recommended to make up a list of the following reference points:

- Specificity of the Hotline.
- Possible questions that the callers might come up with.
- Depending on the questions what could the answers be and what information could be offered.
- Sources of gathering information.
- Persons in charge of gathering information.
- Contacts of the organizations active in the given domain.
- Time intervals set for updating the information.
- Format of storing accumulated information.
- Most efficient way of accessing required information.

Arising from the experience gained by the International Centre La Strada, it is clear that the information required for furnishing Hotline counselling is contained in a data base titled **Informational Data Base (IDB)**. Responsible for collecting and updating such is a counsellor, for whom this should become additional and ongoing activity. On monthly basis the responsible counsellor should take care of updating the information of prime necessity: list of useful telephones and daily information used by the counsellors.



With the scope of ensuring authenticity, the information is verified and re-edited twice a year. Once every six months the IDB is subject to inventory with application of different modalities depending on the type of information:

- direct telephone contact;
- field visits;
- sending out questionnaires;
- accessing sites containing information about leaving abroad (organizations active in this domain, diplomatic missions, etc.);
- letters posted by e-mail requesting information;
- participation in different national and international events (conferences, seminars, and other such events).

Each of these methods of gathering information has its advantages and disadvantages. For example, it does not take much time to post a letter requesting information; quite the contrary, getting response from such could take enormous amount of time (due to the fact that the organization in question does not have time to reply or its e-mail is invalid, etc.), which complicates verification of information. Verification by telephone could produce immediate result although the disadvantages lies with the fact that this type of conversations applies in the same form for each of the contacted organizations; besides being costly (more so when we talk about verification of international contacts) and time consuming, keep the telephone line busy (it is absolutely unacceptable to keep Hotline telephone busy more so during publicity campaigns). Extremely useful is participation in diverse events (seminars, conferences, study visits) when the staff has a chance to have live discussions with the representatives of the respective organizations, ensuring exchange of contacts even if such events are rather occasional.

Of course, it is absolutely impossible for a counsellor to be on top of all changes taking part in the domain of information of interest. Therefore engaged in gathering information should be more persons handing it over to the responsible counsellor who will enter it in the IDB. At the same time, any news in the domain should be placed on the information board so as all the counsellors could get familiar with such.

The information could be arranged and stored by lines of activity, by different segments that feature certain similarities. At the Hotline managed by the International Centre La Strada the IDB is stored in two working instruments:

- ◆ **Reference Guide**, which includes all *contact data* (telephone, address, contact person) required for furnishing counselling on all categories of appeals (Annex 2). Every new edition of such is subject to continuous verification and is being printed once every six months.

- ◆ **Counsellor's Guide**, which contains *information required for furnishing counselling on all categories of calls* coming from the callers. Besides the algorithm of counselling on different types of questions it also includes other information as necessary (Annex 3). The structure of both instruments is rather flexible and is not restricted by the list of reference items appearing in page 22. Any new edition of the Counsellor's Guide is printed annually in December.

### **II.1.4. Accessibility of Information**

Used with the scope of allowing the caller to get immediate response and thus avoiding long pauses in counselling or coming back with a repeated appeal are the methods of prompt access to information, and namely:

- using information panel to place first-hand information and most often used telephones as well as most recent news;
- maintaining information in the electronic format, which offers to a counsellor operative access to more detailed information straight in the course of counselling;
- making exchange of newly available information during work meetings.

It is recommended not to reshuffle the sheets with information as during counselling the counsellor keeps looking (unconsciously, while being consciously engaged in the process of counselling) to that spot where he has seen the information for the first time and memorized it. If possible, with the same scope it will be good to print out certain type of information on the paper of same colour while storing it in the same format so as to be more promptly accessed in the course of counselling (for example, list of contacts of Embassies – in the alphabetic order or, if this is more comfortable for the counsellor, by cities/countries where the Embassies have their offices). In what refers to the list of contacts of governmental or nongovernmental organizations, these could be grouped by categories (pursuant to domain of activity, region, types of services furnished to the beneficiaries, women, children, elderly persons, veterans, etc.). Same as the information available in electronic format it is preferable to have respective Internet links so as to avoid entering required address during counselling. It is also recommended to use phone headsets so that during counselling the counsellor has his hands free to take notes or search for information both in electronic files as well as in the respective guides.

## **II.2. Objective No. 2 Facilitation Trafficked Persons Access to Adequate Assistance**

This objective comprises general aspects of telephone-based counselling in case of SOS calls, the way required data/information is being collected for furnishing assistance to victims of human trafficking, how could access to assistance be

facilitated, what are the actions of a counsellor in case of receiving SOS call and the limits of his competencies.

Arrangements for furnishing assistance to victims of trafficking could differ from one organization to another. In some cases the counsellor not only receives appeals and identifies victim but also furnishes assistance. Yet another modality of work applies when a counsellor receives appeals, makes preliminary identification of a victim and transfers information to a specialized social assistant for the latter to subsequently arrange required assistance.

### **II.2.1. Post-Traumatic Stress Disorder Affecting Victim's Conduct**

In order to provide for quality counselling of SOS calls a counsellor needs to have educational background in the domain, including knowledge of what post-traumatic stress disorder is and its effect onto the conduct of victims of trafficking.

When talking about post-traumatic stress disorder we should bear in mind that the victim went through one or more traumatic instances which left profound imprints in his mind. These instances differ in a radical way from his prior experience or have inflicted such great sufferings that this person responded to such in a profoundly negative manner. Human mentality has the capacity of attenuating trauma provoked by negative experience through change of conduct (a person is changing attitude towards the surrounding world, suffers from amnesia, develops fantasies, etc.). These changes of conduct represent the mechanisms for accommodation to strains in situations when one cannot avoid such.

In principle, this is a post-traumatic stress disorder. Its symptoms, which in their complexity are presented as mental abnormality, in fact are nothing but deeply-rooted behavioural patterns generated by extreme events from the past.

#### **Clinical Symptoms**

1. **Unmotivated vigilance.** A person reacts with suspicion to all what happens around him as if being permanently threatened.

2. **„Explosive” reactions.** A person reacts with violent movements to any unexpected event.

3. **Emotions decline.** It happens that a victim loses partially or completely the capacity to express emotions and encounters difficulties in establishing friendly relations with others; becoming inaccessible for such are such feelings as happiness, love, creative enthusiasm, vivacity and spontaneity. Many patients complain that since they went through big pain it is much more difficult for them to live through this type of emotions.

4. **Aggressiveness.** The tendency of resolving any problem with the help of violence. Despite of the fact that this could be deemed as purely physical impact it also has psychological, emotional and verbal impact. A person tends to apply

physical force to those surrounding him every time when he wants to achieve something even if the scope is not an important one.

5. **Memory and concentration deficiencies.** A victim encounters difficulties whenever there is a need to concentrate or recall something. Sometimes these difficulties appear under specific conditions only.

6. **Depression.** In stressful situation post-traumatic depression is capable of leading to darkest desperations giving raise to a feeling that whatever one does is useless and makes no sense. Retarded depression is supplemented by extenuation/nervous exhaustion, apathy, negative attitude towards life.

7. **General anxiety.** At physiological level general anxiety manifests itself through headaches, spinal and stomach pains), while psychologically – through permanent anxiety and paranoid accesses (unfounded fear of persecutions), living in emotional state of fear, loss of self-trust, developing such complexity as guilt complex.

8. **Bursts of anger** and accesses of moderate mania.

9. **Abuse of narcotics and psychotropic substances.** Victim becomes dependent on such and cannot do without them.

10. **Undesired recollections.** This is one of the most important symptoms identifying post-traumatic syndrome. Appearing briskly in victim's memory are gruesome scenes associated with the traumatizing event. These could appear both in sleep and vigilance.

11. **Hallucinations** represent a separate form of unpleasant recollections in connection with traumatizing events distinguished by hallucinating sufferings that bring such vivid recollections of past happenings that suppress present events making such less real as compared to recollections. Being in this hallucinating state a victim behaves as if living through the traumatizing event again, acting and feeling same way as in the instances when saving his/her life.

12. **Insomnia** (sleeping problems and superficial sleep). If a victim suffers from nightmares we have all grounds to assume that the latter fights back falling asleep. The following are the motives causing insomnia: a person fears to fall asleep and see the same nightmare again. Continuous insomnias result in nervous extenuation and complement the symptoms of post-traumatic stress disorder. Insomnia could also be provoked by high level of anxiety associated with incapacity to relax and continuous sensations of anguish and body distress.

13. **Suicidal tendencies.** The patient is permanently thinking about the suicide or planning actions that at the end of the day could provoke decease. When the life looks more painful and more frightening than the death – thinking about suicide and getting rid of suffering could be deemed as attractive idea. A person

sees no solution to his problems and feels so desperate that he starts thinking more often about death.

14. „**Survival's complex**“. The feeling of guilt suffered by the survivors of frightening situations in which others lost their lives is characteristic of those suffering from "emotional coolness" (incapacity to feel happiness, love, compassion, etc.) since the moment of traumatizing events.

### **II.2.2. Specifics of counselling in case of SOS appeals**

Arising from the experience gained by the International Centre La Strada considered as SOS appeals are the ones referred to the following:

1. Facilitating access of trafficked persons to required assistance (appeals/ inquires on behalf of victims seeking for assistance or requests for such coming from the third parties).

2. Assistance on presumed cases of trafficking and on cases of lost persons (appeals on behalf of the third party asking for search of persons considered victims and/or possibility of recuperation, searching for lost persons).

The counsellor proceeds to subdivide and furnish counselling on SOS calls pursuant to categorization of such in *ordinary* or *emergency* cases.

Considered as **ordinary cases** are the appeals coming from the victims that have returned to the country and seeking for assistance or such coming from the relatives of a trafficked person. In order to gain caller's confidence the counsellor needs to provide for such psychological environment that would be favourable for conversation while pursuing the following algorithm:

- the counsellor should help the caller and give him a possibility to express his sufferings and needs referred to the experienced problem, accept negative emotional sufferings of the beneficiary and ensure stabilization of his condition by the end of discussion;
- the counsellor should listen actively asking supportive and open questions especially such referred to more important details;
- once the problem is identified and the caller's request is understood the counsellor should proceed to conclude such and solicit confirmation on behalf of the caller;
- the counsellor should communicate to the caller details of preliminary plan of work/intervention and establish the modality of further communication.

Considered as **emergency cases** are direct appeals received from the victims found abroad, in captivity or from the ones soliciting immediate intervention. The counsellor should move straight to the subject avoiding lengthy discussions about

sufferings, emotions, etc. At the same time, he should ensure help and moral support to the victim for the entire duration of conversation. The counsellor, without any delays, should concentrate on the following:

- identification of current situation in which the victim is found as well as associated circumstances;
- identification of victim's problems immediate problems and needs.

Counsellor's actions in the course of counselling:

- carry out instantaneous assessment of the situation and communicate the first decisions on the possibilities and alternatives of assistance and intervention including notification of the caller on certain risks associated with decisions taken by the latter;
- inform the victim on the details of intervention plan, on each measure already attempted or yet to be attempted;
- establish the modality of maintaining contact (depending on the case, finding out whether the counsellor could call the victim if necessary);
- ensure the victim that the latter could appeal any time with any problem.

Rather often the victim of trafficking finds herself in a state of shock, frustration, negligence, cataclysm of emotions (fury, fear of terror, grievance, confusion, guilt, etc.) and psychological imbalance. These states do not allow him to state his problem clearly, to ask questions and give clear answers. In order to facilitate discussion with the victim and provide for efficient counselling the counsellor should proceed as follows:

- engage in conversation;
- ask closed questions that require "YES" or "NO" answers;
- ask affirmative and qualifying questions;
- repeat some questions in order to confirm certain facts;

In order to be able to handle appeals referred to cases of human trafficking the counsellor should:

- be capable to identify and understand the moral and intellectual condition of the caller;
- finding a way to convince the caller in his willingness and capacity to help;
- have specific expertise in solving the encountered problem; in case when a counsellor has no experience and does not feel sure or does not know how to handle such appeals he should immediately pass the call to a more experienced counsellor;

- have empathic qualities (be able to imagine himself in the situation experienced by the caller so as to identify his sufferings and feelings) and help the caller to express/control his emotions and feelings;
- describe physical and mental reactions possible in stressful situations so that the victim could understand what is happening to his/her body and how to fight against such;
- concentrate on key instances as sometimes it is impossible to remember all the small details communicated by the victim;
- try to understand the problem integrally and to draw an individual plan of actions;
- respond to stated ideas and problems rather than to a personality; abstain from drawing hasty judgments;
- inform the beneficiary about the range of accessible types of service, ensure of taking care that the latter will benefit on such, ensure access to services by contacting specific person;
- abstain from making unfounded promises.

Sometimes the conversation is listened to or supervised due to which fact the victim cannot speak openly. Often the victim has only limited time to speak which does not allow for supplying all the required information. In such cases the counsellor should start conversation by asking clear questions so as to clarify discussion possibilities of the victim and to make preliminary assessment of risks: *Are you free to speak now? Is there anyone near you? How much time do you have? Do you want me/can I call you? When can I/can you contact me? Can you write down a phone number?*

In order to enhance chances of solving a case instantaneously the counsellor should suggest to a victim to write down phone number of a competent organization in the country where the victim is found but first of all making sure that the victim can do so. There could be a case when the victim will not be able to call again from abroad, will be transferred to another location or could ask for help another occasional person (client) and will ask the latter to call the respective organization on his/her behalf.

### **II.2.3. Access of Trafficked Persons to Adequate Assistance**

Organization of assistance to victims of human trafficking is a complex procedure bearing on a series of specific steps.

#### **➡ Preliminary Identification of the Victims of Trafficking**

Regardless of the domain in which the Hotline is active, identification of beneficiaries plays a special role amongst the responsibilities of a counsellor; besides

informational assistance furnished to the beneficiaries should also be a more ample package of services in compliance with the capacities of the respective organization. **Finding (identifying) persons that have suffered from human trafficking is important from the standpoint of human rights; it especially applies to the victims of trafficking since primarily, the identification is meant for ensuring trafficked persons' access to the required assistance.** Under this context, the role of a counsellor acquires high importance as from the moment when a presumed victim makes a call on the Hotline the counsellor is the first who can make preliminary identification of his status. A counsellor who receives such appeals should possess special knowledge in regard to identification of victims of human trafficking, to be familiar with the rules of communication with the trafficked persons as well as the procedure of actions to be taken in order to ensure required assistance. This process is rather complicated and requires special training as well as extensive experience in the domain. It is also true that during this procedure a person engaged in the identification of victim of trafficking should arrive, based on certain indicators, to a more or less definite conclusion on whether the person in question has actually suffered as a result of this crime.

The identification methods could be different:

- identification in the course of the process of communication with the victim;
- identification in the process of communication with a third person (with victim's relative or someone close, with a governmental structure or NGO engaged in this type of activity).

In the process of preliminary identification of victims the counsellor should be guided by two core regulatory acts – **The Protocol to prevent, suppress and punish trafficking in persons, especially of women and children, supplementing the UN Convention against transnational organized crime** (also known to the specialists as **Palermo Protocol**) and **the Law of the Republic of Moldova No. 241-XVI dated 20.10.2005 on prevention and combating trafficking in human beings**, as well as by **the Criminal Code of the Republic of Moldova** (Law No. 985 of dated 18.04.2002). The Palermo Protocol contains the first and core definition of human trafficking that was accepted internationally. The Criminal Code also contains definition of human trafficking, including trafficking of children, stipulating as well the punitive measures applicable in Moldova for these types of crime. The Law on prevention and combating trafficking in human beings, besides many definitions (the knowledge of which, undoubtedly, is an obligation of a counsellor operating Hotline) includes also the following definition of the **victim of trafficking in human beings** (natural person that was presumed or identified as such subject to trafficking action) and of **identification of the victim of human trafficking** (the process of verification of persons that presumably could be victims of human trafficking). Annex 4 contains more relevant abstracts from these three regulatory acts.



Although in the international legislation there is no official definition of identification and in the national laws we can find only generalized one, still from the context in which this term is being used it is clear that **identification of the victims** of trafficking is interpreted as a complex of actions during which a specialist, based on data obtained from the presumed victim of trafficking or from legal or natural person disposing of data about violation of the norms of right in regard to a victim, proceeds to analyzing information obtained, comparing indices of committed crime against the elements contained in the definition of human trafficking and drawing conclusion that the person in question is actually a victim of trafficking.\* Identification of victims pursues the scope of ensuring free access of trafficked persons to the package of required assistance, the volume of which is established in compliance with the legislation or possibilities of the organization active in the domain.

Identification of the victims of trafficking should be done operatively following more simplified algorithm unlike in the case of crime qualifying procedure. (Crime qualifying procedure should strictly follow provisions set forth by the Criminal Code while identification of victims is a more simple process which does not imply criminal prosecution and can be based on an instruction accompanied by a set of indicators; these should be flexible offering a possibility to respond to new trends and changes of situations). Pursuing the same scope it is also desirable to have knowledge and be able to draw the psychological and social portrait of victim compared to statistical average. Data obtained are subjected to merely summarized verification without the need to collect exact evidence.

For the purpose of identifying victims of trafficking one can also proceed to establishing **characteristics of a specific case** by comparing such with already known cases of trafficking (for instance, characteristics of habitat or exploitation environment).

### ➡ *Assessment of needs experienced by the victims of trafficking*

Once the case is preliminary identified the counsellor proceeds to assessment of paramount needs experienced by the victim of human trafficking and arranges for required assistance, which takes place in 4 directions (names of assistance directions were assigned by the International Centre La Strada).

#### **1. Assistance at recuperation from the place of exploitation (with the help of partners in target countries).**

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\* In the process of identifying victims of human trafficking the counsellor of the Hotline managed by the International Centre La Strada are also guided by the set of topical publications edited by the Centre which refer to the mechanism of identification (see [www.lastrada.md](http://www.lastrada.md), Data and numbers/Reports and studies, topical publications La Strada EXPRESS, No. 2, *Identification of the victims of human trafficking*, „Identification of the victims of trafficking in Moldova (Recommendations for specialized NGO acting in the Republic of Moldova)“).

**2. Pre-repatriation assistance (temporary shelter, medical and psychological assistance, clothing, etc.).**

**3. Repatriation assistance (obtaining repatriation document, covering cost of fares, meeting at the airport, etc.).**

**4. Post-repatriation assistance, including rehabilitation and social reintegration (accommodations, medical and psychological assistance, humanitarian aid, professional training, employment, etc.).**

Social assistance could be furnished by the state structures, nongovernmental and intergovernmental structures, projects and programs having their activity targeted towards vulnerable categories of persons. Same thing is valid in case of furnishing assistance to victims of human trafficking. Under this context, important is to ensure efficient cooperation and communication between the competent authorities in the countries of destination, transit and origin. Solicited in the countries of destination are 2-3 types of assistance while in the countries of origin there are more structures furnishing post-repatriation assistance in a special way; there are also organizations furnishing other types of assistance mentioned above. Rather often promptness of furnishing assistance (including recuperation from the place of exploitation) largely depends on the activity conducted by Hotline counsellors.

#### **II.2.4. Collecting Data Required for Counselling on SOS Appeals. Internal System of Referrals**

At the Hotline managed by the International Centre La Strada all the information collected on the phenomena of migration and human trafficking is used to form the contents of the Informational Database mentioned before. However, for counselling on the SOS calls also compiled was the electronic database used for



##### **What are the elements of crime in human trafficking?**

The definition of human trafficking appearing in Palermo Protocol is rather complicated and based on three **main groups of elements**:

- A) acts of crime** – recruitment, transportation, transfer, harbouring or receipt of persons;
- B) methods of influence** – threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability, giving or receiving of payments or benefits to achieve the consent of a person having control over another person;
- C) purpose** – exploitation, which includes, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or removal of organs.

It is worth mentioning that such offense as human trafficking could be identified at its incipient stage, i.e. at the stage of recruitment or transportation before the victim is subjected to exploitation. In such case the criminal intent serves as sufficient grounds to qualify this offense as human trafficking.



### **Bitter truth about victims of trafficking**

- They could reject help suggested to them as they do not trust people who offer such – were already deceived by those in whom they had trust.
- They are trying to protect themselves and feel fear to tell the truth.
- Fell ashamed of their plans for future or of their incapacity to plans their future.
- Rather often prior to leaving abroad they suffered from aggressive treat exerted by their family members.
- Could be in love/dependent on their hirer/pander/client.
- Many of them would abuse alcohol or narcotics (psychotropic substances).

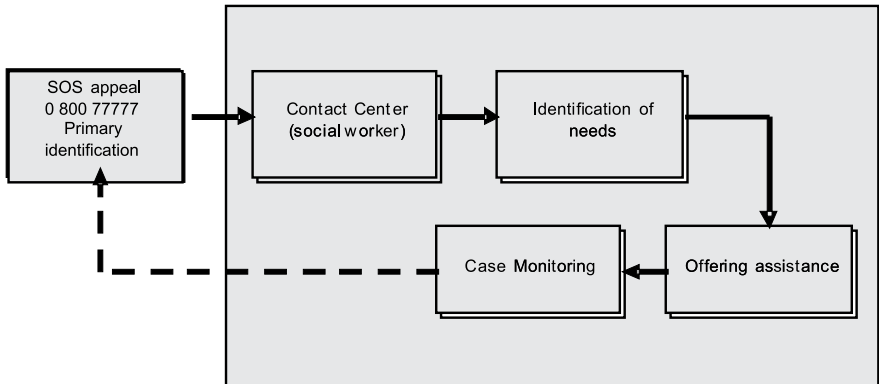
storing all information and personal data about victims of trafficking. Direct access to such is granted exclusively to the Hotline counsellors and social workers of the Contact Centre (Department furnishing social assistance to victims of human trafficking). Direct access of other employees of the organization to this type of information (about victims) is strictly forbidden.

In principle, data required for counseling SOS appeals are based on collection of information on the following:

- contact data of competent organizations vested with the competencies of rendering assistance to vulnerable persons including victims of trafficking as well as information on the package of services and type of assistance granted;
- contact data of different competent state agencies as well as terms and conditions of furnishing assistance;
- procedure in cases of search for lost persons;
- procedure of furnishing assistance to victims/presumed victims found in the countries where such contact structures do not exist.

Bearing in mind the fact that the key principle of working with the victims of human trafficking implies confidentiality the information accumulated through discussion with a victim should be subjected to thorough filtering and transferred only to certain structures depending on the needs of victim and type of information received from such.

There are two methods of working with information. First: the counsellor carries out just preliminary identification of victim by collecting all data and then transfers these to social worker. Subsequently, the latter decides what information and in which mode could be used and to whom it could be transferred so that the victim could benefit on the required assistance. As for the internal procedure – the organization is being guided by the same principle – the circulation of information following the route outline in the following diagram.



**Second:** the counsellor is responsible for carrying out work with the victim of human trafficking and then he is responsible for deciding whom and what information to offer.

Information collected on cases of trafficking presents interest for the following categories of persons:

- social worker responsible for the case;
- relatives and close ones of the victim of human trafficking;
- intermediary organization furnishing services;
- representatives of law enforcement authorities;
- representatives of the competent state structures;
- journalists.

For the last category, besides statistical data and general information we could often suggest "stories" narrated by the victims but this should be done with due observance of the principle of confidentiality (usually, applicable for each specific case should be coded name and changed name of location and target country).

### II.3. Objective No. 3 Monitoring Migration and Human Trafficking

If the objectives pursued by the organization managing Hotline include **problem monitoring** (for example, collecting information about migration and human trafficking in the form of reporting or collecting statistical data) then this telephone-based service could generate valuable information that subsequently could be processed, analysed, and summarized by other subdivisions or specialists. But anyway, the counsellor is the first to obtain and collect information on the problem.

Talking about the Hotline managed by the International Centre La Strada one should specify that definitely, the counselling does not refer exclusively to just

offering information to the callers but also implies gathering information from the callers, i.e. examining the problem stated by the caller and studying its contents. Continuous and systematic record of appeals has the goal of providing quality assessment of the activities conducted by the telephone service in ensemble. Analysis of calls received on the Hotline allows for a more profound understanding of the phenomena of migration, human trafficking and others. Information accumulated through Hotline appeals reflect the impact of legislative, migration policies and strategy changes in different states as well as the influence of such onto ordinary citizens. To that end, recording and storing information collected during telephone appeals provides for quality accomplishment of the Objective No. 3.

➡ **Incoming calls recording. Calls logs and databases**

Incoming calls recording becomes necessary due to the fact that operating Hotline are many counsellor; this allows each of them to be aware of the problem experienced by the caller and to be guided in case of repeated appeals initially counselled by another colleague.

It is recommended to initially enter the calls into a call log. In our case, the main work instrument of a counsellor is the **Appeals Recording Log (ARL)** which sets foundations for the subsequent telephone counselling activity. On a separate page of the log entered should be telephone numbers of the counsellors and their nicknames. On daily bases the counsellors enter all the incoming calls into a Log as follows:

Number	Date, hour	Case No.	Location	Gender, age, spoken language	Source of learning about Hotline	Problem stated	Recommendations	Hotline counsellor

Attributed to each appeal should be a number of registration which allows to find out promptly the number of appeals counselled in general or on monthly basis, coming back to such whenever necessary for monitoring or quantification of a problem as well as for learning/finding out about the problem of a caller (especially

in case of calls from victims soliciting assistance). Registering time indicator (date, hour) allows to carry out dynamics of appeals received, their specifics depending on day, hour, month, season, time of the year.

Registering the source of learning about the Hotline means a lot for the assessment of the efficiency of means used to promote such and for concluding on what sources of information are most frequently used by the beneficiaries. During conversation the counsellor should try very discretely to find out from where the advise-seeker is calling, his age which is an important indicator for subsequent counselling.

In case of receiving SOS appeals (in regard to furnishing assistance to a victim) – it is also necessary to ascribe a code to such (case number) which should be identical to the code entered in the database of the Contact Centre – this ensures direct link between two databases. In case of receiving repeated SOS appeal the counsellors should enter in column Case number of registration of the first appeal so as to see how the case has evolved while for the prevention calls it is sufficient to enter the word *repeated*.

The spoken language of the caller should be entered in order to assess the need for promotional materials in some or the other language. Gender, age and location from which the advise-seeker is calling should be registered in order to have a better knowledge of caller's profile and to assess the efficiency of promotional activities and services furnished. In order not to disturb the caller it is recommended to obtain this information in the form of question necessary for counselling. It would be ideal to ask such questions at the end of counselling but in practice it depends on the manner in which the dialogue is taking place.

Most comprehensively described and entered in the log should be the problem stated by the caller so as to allow other counsellors to get familiar with it in detail and in case of repeated appeal to resume the counselling from the spot at which it was discontinued or to furnish counselling in the context of the first appeal. Same way entered should be recommendations/advice furnished by the counsellor while entered in the last column should be his nickname.

***All entries made are confidential and should not be divulged without prior consent of the caller.***

**Electronic Data Storage Base (EDSB).** Calls registration log (CRL) serves as an instrument of entering data, ensuring storage of information in case of loosing such in electronic format. Meanwhile, looking for an appeal registered some time ago could be cumbersome as it required time while going through pages of CRL. With the scope of simplifying access to prior entered data created was electronic data support titled **Electronic Data Storage Base**. Indeed, keeping record of data is also important for making qualitative and quantitative analysis of information, materialized in reports, informative materials, topical publications and promotion actions.

However, the form and number of databases remain at the discretion of each organization. It is recommended to maintain just one electronic database for the appeals. Likewise, the experience showed that it does not make sense to create a sophisticated electronic database as of the first year of activity when all types of questions coming from the callers are not established yet. The need for such usually appears in the second year of operation when the counsellors based on their experience could specify respective categories and required headings. The International Centre La Strada started its activity with a database in Excel while two year later a database was created in Acces. The principle of information transfer is by the number of registration of an appeal. Thus, each appeal should include the following information:

- general data about the caller, and
- information on the stated problem.

Primarily, the database of appeals allows for collecting, entering and storing information by a number of parameters to ensure more rapid and efficient targeting of incoming calls and more efficient generation of statistics on the number of appeals per day, days of the week, depending on gender and spoken language; on age and number of appeals depending on the source of learning about Hotline, on problem stated as well as on the number of appeals broken down by the aforementioned categories in different periods of the year (monthly, quarterly, by seasons, etc.). Each counsellor is responsible for entering information in database of incoming appeals and on counselling furnished on such. It is recommended to carry out data entry by the end of working day at the latest.



#### ***De ce este nevoie a colectat informatoin in Hotline?***

We should bear in mind information collected through Hotline service in the process of conceptualization of sensitization and information campaigns. The message underlying such campaign and the instruments and channels used should be based on the needs/expectations of target group identified arising from the contents of telephone appeals. At the same time, the Hotline is an instrument of monitoring the impact of conducted sensitization and information campaigns. The contents of telephone appeals during and after the campaign reflects the extent to which the objectives set by the campaign were accomplished and to what extent satisfied were the needs and expectations of the beneficiaries.

Moreover, the Hotline should be used for monitoring impact of migratory policies and strategies. Information collected will be used by the organization for advocacy and lobbying activity in cases when such produce negative effects on the ordinary citizen with the scope of changing certain legislative provisions.

## Chapter III. HUMAN RESOURCES AND HOTLINE MANAGEMENT

The most valuable resource within any organization is a man. It is the man who creates, uses the fruit of creation and also the one who rips the laurels of his success. But in order to make it possible as well as to ensure maximum efficiency of accomplishing such it is necessary to have in place strategies of planning, organization, recruitment and selection of personnel and to have the capacity of carrying out assessment and motivation of hired staff.

### III.1. Planning Hotline Activities and Working Schedule

Positive attitude of a target group to a telephone-based service depends largely on its accessibility, i.e. on the plan of activities. **Working Schedule** on the Hotline means working hours and number of counselors servicing such. The number of hours depends on the following:

- type of country (origin or target); in case when a Hotline is launched in the target country on which the calls are coming preponderantly from the victims it is recommended to ensure non-stop working schedule as, for example, victims of sexual exploitation have a possibility of calling more during night hours;
- type of Hotline (national or regional);
- number of appeals received.

Number of counsellors furnishing counselling during day/night hours should be determined by the following:

- number of working hours;
- number of appeals that could be received in parallel;
- total (average) number of appeals;
- hours with high density of calls;
- average duration of a call.

Based on these very factors a decision should be taken on the specific number of counsellors and working schedule. Ideally, the Hotline should provide for access to maximum possible number of beneficiaries. The Hotline managed by the International Center La Strada functions 24/24 hours per day. From 8:00 a.m. through 8:00 p.m. the counsellors are working in teams of 2 persons while at night (8:00 p.m.



through 8:00 a.m.) one or two counsellors are working depending on the number of incoming calls (i.e. routine or informative campaign working regime). The working schedule should be made up on monthly basis observing the principle that after working one night the counsellor should rest minimum two nights. If necessary and with due consent of all counsellors the schedule could be amended.

Efficient performances of Hotline could also depend on holding *working meetings*; these are meant to discuss issues other than appeals (activities/functions in general, difficulties encountered by the counsellors, extra needs for accomplishing the goals set). It is recommended to hold such working meetings 2 times per month (at the beginning and end of the month). As and if necessary, each of the counsellors is entitled to convoke an extra topical meeting in regard to his individual terms of reference. The counsellor responsible for meetings should make out respective minutes.

Yet another component essential for good performance is **Work Plan**, which could be of the following types:

- annual;
- monthly;
- weekly;
- hourly (each counsellor is planning his own working hours).

The type of plan should be chosen depending on the status of Hotline unit within the organization. If the Hotline acts as an independent unit then it should work out the annual plan and specify in such priority activities and number of projected calls. The annual work plan is relatively flexible and if necessary it could be amended/changed in the course of the year. On monthly basis the counselors should work out individual plan (monthly/weekly/hourly) in which they distribute the work load projected for the current month.

In order to avoid overlapping of activities and required resources the Hotline coordinator should monitor implementation of the work plan and compares such with the individual plans. Based on the individual plans the coordinator proceeds to making out monthly plan which includes most important current activities and the final product. It is necessary to make sure that every assignment of a counsellor is reflected in the work plan. Once made out the plan should be approved by the responsible senior officer within the organization. The monthly plan is also flexible and could be amended as necessary. Making out weekly or hourly plan is not obligatory.

### ➤ **Internal Regulation of a Hotline**

The internal Regulation of a Hotline plays an important role in setting up telephone-based service performances. It comprises rules and norms of conduct

required for good performances of the unit (see Annex No. 1). Provisions set forth by the internal Regulation are mandatory for the counsellors and effective as of the moment when getting familiar with such. At the beginning of the activity it could contain 2-3 pages while later on it could be amended with new provisions based on the experience gained and in line with the development of unit; arising from our own experience we would like to recommend it as an indispensable document.

### **Advantages of the Internal Regulation**

- It contains information in regard to all instances in proper organization of work.
- It answers to the questions: *HOW, WHERE, WHEN, WHO* and *WHY*.
- A newly hired counsellor could easily grasp the essence of Hotline performances, including organizational and technical specifics of work.

As any other document this needs to be revised and updated at least once a year so as to avoid turning it into an impediment. In fact, the periodicity of revising it is set independently by each organization. Still, it has been proven by practice that if the respective changed in labour organization are not introduced in the Regulation – the contents of such very soon turns into dry theory.

## **III.2. Human Resources and Staff Recruitment**

When we refer to planning human resources for the Hotline we need first of all to get answers to the following questions:

- What will be the Hotline working schedule?
- How many people we need?
- What are the minimum requirements to a candidate?
- What changes to the statute could appear (promotions, demotions, lay-offs)?

At the stage of planning one should bear in mind the fact that the number of appeals differs from one telephone service to another. It will be best to have as much of this information at hand as possible from the very beginning. Otherwise, it will be necessary to analyse hypothetically certain important aspects that subsequently could be adjusted in line with the experience gained. We are hereby talking about such issues as:

- total monthly number of appeals;
- periods of enhanced volume of appeals;
- average duration of an appeal.

In view of furnishing good quality and pertinent counselling it is desirable to **define the position** from the start (i.e. functions of counsellors and coordinator), which

in fact is identified with the Hotline objectives: educating potential migrants on the issues of secure migration and the treats poised by human trafficking, facilitating access of trafficked persons to required assistance, analyzing and monitoring these phenomena.

Next, it is necessary to establish **working hours**. From the experience gained by the International Centre La Strada while managing Hotline, which operates 24/24 hours per day with the help of 4 counsellors and one coordinator who also furnishes telephone counselling when the second call comes in parallel. These instances are important for planning human resources as depending on that is the actual work of each counsellor.

Once we have established our needs for personnel we can proceed to **recruiting the staff** – a procedure used for attract qualified specialists to compete for vacancies within certain unit or organization. For example, not all of the applicants will meet the requirements for taking desired position. Once more candidates were attracted we should initiate the **procedure of selection** of candidates that could efficiently fulfil the objectives of the organization in case of their eventual employment.

Selection is the final stage of recruitment which is confined to a series of steps including as follows:

**Attracting candidates.** Recruitment of candidates could be done internally or externally. Internal recruitment is done through selection of candidates from the existing staff. This could be approached from the standpoint of promoting the most active and competent employees as well as from the perspective of downgrading the ones that fail to meet the requirements of a function. Besides, in case of the International Centre La Strada the internal recruitment is also applicable to the volunteers that are already familiar with the specifics of our Centre and with the domain of activity in which they are immediately engaged. During seven years of activity, more than 50 % of the counsellors (bearing in mind fluctuation/promotion of personnel) were prior acting as volunteers. The external recruitment is done through higher educational institutions, agencies for consulting and recruiting of personnel, employment agencies and by placing announcements in mass media.

**Announcement of Recruitment.** Regardless of the fact where it was placed, the announcement of recruitment should follow the routine model of announcing vacancies and hence contain *name of the organization accompanied by its brief profile and description of vacant position* (Hotline counsellor, department in which the announced vacancy is integrated), *requirements for taking vacant position* (description of position, main responsibilities and competencies), *requirements vis-à-vis the candidate* (professional background required for taking position, qualification, skills, experience in this or similar domain, personal features relevant for taking the vacant position), *documents to be produced* (CV's, letters of intent,

references), *dead line* and *modality of submitting application* (by e-mail or fax), *contact telephone* for further inquiries.

**Making up the „short list“.** Following expiry of the dead line, all the CV's received should be subjected to preliminary examination. Arising from the fact that, following application of selection criteria, not all of these appear to be relevant for the vacancy, one should proceed to making up the first list of CV applicants who will be invited to pass an interview.

**Interviewing.** Based on the selected CV's („short list“) the candidates are scheduled for a preliminary interview during which selection panel creates the first impression about the applicants, offering them the most specific information about the vacant position. Used for carrying out an interview could be diverse strategies: sincere and friendly approach, an approach based on past conduct of the candidate, an approach targeted towards solving the problem (situational interview), or an approach that simulates stressful climate. Used in practice is a mixture of herewith mentioned strategies.

The questions asked refer to such domains as *communication*, *awareness of the problem*, *emotional balance*, and *team spirit*. The applicant is invited to pass just one interview (by telephone or face-to-face) which could be followed by some tests (abilities, intellect, professional skills). Some organizations are using tests of abilities, interests and personality in order to compare requirements of a vacant position with certain characteristics of candidates – others use a series of interviews (with immediate chief, human resources manager as well as with general manager).

**Decision of the selection panel and communicating it to the candidates.** Information accumulated after the interview is set against requirements of the vacant position, i.e. there takes place assessment of “candidate-to-vacancy” compatibility rate. However, persons matching this compatibility are not automatically employed – they are being notified on the need to pass a training course during which they will learn what are the applicable rules and standards of the organization. To that end they have to follow a period of carrier guidance or integration. As a rule, once the selected persons pass carrier guidance/integration into the system, they need help in updating their capacities, attitudes and general competencies so as to bring them up to the level considered adequate for the organization through training and development program. Working as the counsellors at the Hotline managed by the International Centre La Strada are the persons that have benefited on special training in telephone-based counselling, which comprises the following:

- *Training course titled „Skills of telephone-based counselling in the domain of secure migration and assistance to trafficked persons”.* This first training course ends up with evaluation of knowledge accumulated during training. Following evaluation – only those participants of training that have met the requirements are admitted to the next stage, and namely:
- *Training in the job.* In order to be able to furnish counselling at the highest level a counsellor needs to possess vast knowledge so as to feel comfortable and find answer to any question coming from the caller. For some time the already potential employees are subjected to practical testing meant for making analysis of the quality of service furnished. Likewise, this period allows to the potential counsellor to take final decision on getting engaged in this type of activity. During in the job training period experienced counsellor are guiding and rendering support to newly engaged counsellors in fulfilling tasks entrusted to them while supervising performances of the latter. It is recommended that after each counselling an experienced counsellor carries out analysis of the act of counselling together with the potential counsellor, evaluates its quality and gives respective recommendations. During in period of training in the job the working schedule of new counsellors could include just few hours per day depending on the volume of work and could vary depending on the case.

**Taking Final Decision on Hiring Candidate.** The process of selection is considered accomplished only after the counsellor-candidate passes testing in the job for qualities and skills of a counsellor for the Hotline while the candidate becomes the counsellor and acts according to the working schedule being continuously supervised by an experienced counsellor or by the coordinator of the respective unit.

Knowing the qualities and aptitudes required to act as Hotline counsellor allows for drafting a profile. This profile helps in conducting interviews and selection of counsellors.

Se cuvine să precizăm că, în definitiv, cunoașterea calităților și aptitudinilor necesare unui consultant la Linia Fierbinte permite schițarea unui profil. De acest profil ne vom conduce la efectuarea interviurilor, ceea ce ne va asigura succesul selectării consultanților.

**Qualities required to be a counsellor**

The future counsellor should possess required qualities/aptitudes and meet certain requirements. The requirements (preferable) specified by the International Centre La Strada vis-a-vis counsellors hired for the Hotline are confined to the following: se

- Age – not younger than 20 years.
- Higher education (complete/incomplete).
- Knowledge of languages: Romanian, Russian and English (preferable).
- Computer literacy.

Counsellor's professionalism is also marked by his personal skills and qualities.

<b>Recommended aptitudes</b>	<b>Personal qualities required to be a counsellor</b>	<b>Qualities incompatible with acting as Hotline counsellor</b>
<ul style="list-style-type: none"> <li>➤ High level of concentration and stability of attention (possibility of getting concentrated on an object without dissipation of attention).</li> <li>➤ High level of distribution of attention (ability of conducting a number of activities at the same time).</li> <li>➤ Mnemonic aptitudes (developing long and short term memory, aural and imaginative memory).</li> <li>➤ Logical thinking and developed imagination.</li> <li>➤ Communicative skills (ability to establish contacts with other people easily).</li> <li>➤ Ability to listen, sensitive acoustic analyzer).</li> <li>➤ Oratorical aptitudes (ability of speaking clearly, expressively without any speech abnormalities and clear expression of thoughts).</li> <li>➤ Command of emotions.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Responsibility.</li> <li>➤ Sociable character.</li> <li>➤ Patience, tolerance.</li> <li>➤ Respect to other persons.</li> <li>➤ Freshness of ideas.</li> <li>➤ Initiative, perseverance.</li> <li>➤ Intuition.</li> <li>➤ Quality of keeping secret of information.</li> <li>➤ Empathy.</li> <li>➤ Emotional balance.</li> <li>➤ Stress endurance.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Mental and emotional imbalance.</li> <li>➤ Aggressiveness.</li> <li>➤ Hiding in a shell.</li> <li>➤ Self-distrust.</li> <li>➤ Incapacity to work with people. Lack of empathy.</li> <li>➤ Inflexible thinking (incapacity of adjusting the methods of solving problems to changing environment)</li> <li>➤ Low intellect.</li> </ul>

**III.3. Functions Performed by Hotline Counsellor**

Same as everywhere else, work at the Hotline implies fulfilment of certain functions. The functions performed by a counsellor could be **primary** (i.e. generally applicable for all the counsellors) and **complementary**. These functions serve for drafting job description.

The **primary** functions are mandatory for all the counsellors and include the following:

- telephone-based counselling;
- registration of appeals;

- identification and collection of data on the appeals concerning presumed cases of human trafficking;
- supervising candidates and transferring good practices of telephone-based counselling to the newly hired counsellors (especially in the course of training in the job).

The **complementary** functions are mandatory as well but to the extent possible these could be distributed between the staff members depending on the specifics of their qualities and aptitudes as well as on the volume of their terms of reference. The complementary functions as well as distribution of such could differ from one organization to another. In our case, the complementary functions were derived from the experience gained by the International Centre La Strada and include the following:

- collecting information required for furnishing counselling, including updating of the IDB;
- ensuring circulation of information within the team (maintaining informational panel, e-mail consulting, dissemination of news within the team, etc.);
- compiling statistics as well as quantitative and qualitative reports on the activity of Hotline;
- examination and analysis of offers for leaving abroad appearing in mass media and preparing certain information to be placed on the WEB page of the Centre (for example, examining job offering announcements, visas, etc. appearing in a specialized newspaper like Makler);
- documenting working or topical meetings (making out minutes);
- maintaining archives (reports, promotional materials, working instruments and calls log);
- elaborating the program and plan for Hotline promotion, drafting promotional materials, writing and placing articles in newspapers, establishing and developing relations of cooperation, maintaining correspondence (information soliciting letters, thank you letters, etc.);
- electronic data base administration, etc.

A series of complimentary functions referred to the competencies of Hotline coordinator or counsellors having the quality of trainers (or other likewise complementary functions) are not obligatory for all. Referred to such are the following:

- planning, organization and assessment of Hotline activities, counsellors services, monitoring performances of counsellors, making out working schedule, etc.;
- coordinating training process, working out and implementing modules for strengthening capacity of counsellors (trainings, seminars);

- coordinating the process of elaboration of methodical materials required for the activity of the respective unit;
- identification of needs experienced by the counsellors and satisfying such;
- participation in different events (referred to functioning or experience of the Hotline) organized at both national and international level.

Experience gained by the International Centre La Strada persuade us that it will be good to have these functions performed by more experienced person possessing sufficient organizational and analytical skills.

### **III.4. Improving and Strengthening Professional Capacity. Counsellors Assessment**

In order to meet the requirements, a counsellor, same as any employee should take care of ongoing self-perfecting. Self-training of a Hotline counsellor implies getting familiar with the literature concerning the problem of human trafficking, migratory policy and regulation, national and international anti-trafficking strategies and initiatives, etc., collecting and studying information on the activity of counselling telephone-based services. With the scope of strengthening their professional capacities the counsellors acting at the Hotline managed by the International Centre La Strada carry out exchange of experience with other NGO's that are managing similar Hotline and/or conduct their activity in the domain of anti-trafficking, taking part in workshops, conferences, national or international seminars on the problematic of human trafficking or telephone-based counselling (as representative of the organization and/or expert/presenter) and other such activities conducted by the Centre. As a rule, appointment of persons to attend such events is referred to the competencies of the superiors in the hierarchical structure of the organization.

Assessment of its activity is a very important element to be pursued by any organization. „If you cannot measure something, you cannot understand it. If you cannot understand it, you cannot control it. If you cannot control it, you cannot improve it" – says world renown quality authority. By making assessment we state our opinion about the status of certain fact or process at certain moment in time, an activity emerging from the information collected through use of certain instrument which allows us to measure the activity against certain preset indicators. Assessment of performances implies appreciation of the level of fulfilling service responsibilities.

The assessment helps us to:

- learn from past mistakes so as to avoid repeating such again in the future;
- acknowledge the skills and potential capacities of each employee;
- enhance motivation and job satisfaction;



- strengthen employee-to-employees and employee-to-manager cooperation relations.

The following are the objectives pursued by the assessment:

- **Motivation of employees.** Feed-back produces beneficial effect onto the motivation of counsellors, allows them to improve quality of service furnished and to enhance labour productivity.
- **Planning staff training program.** Assessment of the performances of the staff gives a chance to detect gaps in competencies of each employee and take the remedial measures.
- **Establishing size of remuneration, motives of professional advancement, demotion or dismissal.** Systematic staff assessment within an organization allows the management to take well-substantiated decisions on the size of wages, advancement or dismissal of an employee.

Subjected to the process of assessment could be not only the counsellors but also the unit as a whole. Assessment of the Hotline takes place on the basis of certain indicators:

- **Number of calls.** Throughout the years we noticed that on annual basis the number of calls remains approximately the same getting higher only during informational or publicity campaigns. This fact is reflected in statistics and reporting.
- **Keeping track of new tendencies in the phenomenon of human trafficking and migration.** For example, sensitization campaign on the new tendencies in human trafficking in Moldova organized by the International Centre La Strada in 2007 was marked by intensification of telephone calls on behalf of male beneficiaries; in the course of this campaign based on the appeals made on the Hotline the specialists of the Resource Centre identified new aspects and particularities of this phenomenon. The character of appeals also allows us to identify new tendencies in migration phenomenon (intensification of migratory movement, new stages, like for example, family reunion, increase/decrease of remittances, etc.). All these tendencies are also reflected in biannual or annual reports which serve as the basis for certain research conducted by the departments of our Centre.
- **Credibility of the Hotline.** This could be verified through the source of learning about Hotline phone number (from mere fact of existence of such). Since the moment at which minimum 10 percent of the callers indicate their relatives or acquaintances as the source of learning about Hotline it is clear that the latter recommend the Hotline as being sure about the professionalism of its counsellors. This share is reflected in our monthly reports.

- **Prompt response to the needs of beneficiaries.** All changes occurring in the migration and human trafficking phenomenon of human trafficking should find their place in the process of counselling. For example, if the number of calls concerning Austria is growing then the information about this country needs to be updated and mandatory included in the Counsellor's Guide. In case when changes appear in the process of control or exploitation of victims, these should be taken into account during primary identification of presumed cases of trafficking. This indicator could be verified by using Hotline working instruments (Counsellor's Guide and/or Reference Guide).
- **Number of mass media appearances.** Throughout the years the interest of national and international mass media is getting stronger. The interest revealed by the journalists as well as the number of articles written by Hotline counsellors engaged by the Centre besides serving as an instrument of promotion is also an indicator used to assess the activities of the service. This indicator also finds its reflection in the reports on activity.

It is only natural that the assessment indicators differ from one organization to another depending on the on the domain of activity and profile of the counselling telephone-based service. Likewise different could be the methods used for carrying out the assessment. In case of the International Centre La Strada assessment of quality of counselling services furnished is done on the ongoing basis by Hotline coordinator on the basis of two core indicators: *level of implementation and quality of primary tasks* and *level of implementation and quality of complementary tasks*, including through the survey technique.

### III. 5. Professional “burn-out” Syndrome and its Prevention

Some experienced psychologists assert that burning out in one's job is real. We got used to think that a person that has endured myocardial infarction in his job is a *hero*. But in fact this tells us that something was wrongly planned or insufficiently assessed and was not prevented in due time.

Rather often the Hotline counsellors encounter different strongly emotive situations, whether these are appeals of SOS nature or counselling an aggressively minded caller or any routine counselling (repetition of the same types of appeals and responses) triggers negative emotions or even depressions. Hence chances for professional “burn out” are rather high.

*Professional “burn out” appears as a result of interiorization of negative emotions without possibility of exteriorizing of “discharging” such (according to G. Se-lie), H. Freudenbergt defines this notion as energetic extenuation of a professional from the domain of social assistance – the feeling of being overloaded with other people's problems. Such an employee becomes inefficient in his actions.*



### **Definition**

*Professional burn out is a syndrome which appears and evolves on the basis of chronic stress and leads to extenuation of emotional-energetic resources and worker's personality.*

"Burning out" more rapidly are the workers having the character of an introvert whose individual-psychological particularities do not correspond to the profession which requires intensive communication; such workers do not dispose of excess of energy, are modest and timid, predisposed to isolation and concentration on the object of their professional activity. As a rule, they accumulate emotional discomfort unable to "discard"/exteriorize negative experience.

The syndrome of professional burn out appears more often when a person happens to be in a new environment where it is necessary to manifest maximum efficiency. Predisposed to professional burn out are such workers that have certain personality particularities, such as permanent desire of success, hyper-responsibility, and lack of interests other than job.

A very important quality of persons resistant to professional burn out is their capacity to shape up and save positive (optimistic) cliché and values in relation to themselves as well as in relations with those surrounding them and in relation to life in general.

*Special importance in prevention of professional burn out syndrome lies with timely detection of certain factors that provoke this syndrome.*

### **III.5.1. Factors Provoking Professional „Burn Out”**

#### **External factors**

*Chronic psycho-emotional strain.* Counselling activity requires intensive communication with people. A counsellor in his activity gets overloaded with certain mental activity (recording and memorizing information, analytical thinking and active process of solving problems).

*Disorganization at working space.* This is manifested by inefficient planning, establishing certain non-realizable performances, inadequate organization of current activities, etc. The negative effect is multiple: it affects not only the beneficiaries but also the employee and the working team in ensemble.

*Excessive responsibility in fulfilling one's functions.* A worker engaged in the sphere of interpersonal relations is found under permanent pressure. Many persons while working with people assume excessive moral and legal responsibility for the condition of beneficiaries (patients, clients, pupils, etc.). For example, a doctor that assumes excessive responsibility for the life and health of his patients ends up with paying with nervous strain for that.

*Unfavourable psychological climate in the working team.* In the majority of cases, unfavourable climate is determined by two circumstances: a) "manager-to-subordinate" conflict or b) "colleague-to-colleague" conflict. Stressful environment leads to emergence of negative emotions with some people and making others adopt such methods that allow them to conserve psychic resources. Sooner or later, the prudent persons endowed with strong nervous system, will accept the tactics of professional burn out – will prefer to stay away from all, will not take anything close to heart and will be guided by the principle that the "glial cells cannot reproduce"

*Contingent which is difficult from the psychological standpoint.* Persons suffering from character abnormalities (psychopathic, suffering from neurosis as well as from other more serious mental disorders) or simply capricious and brutal clients could sometimes "take us off balance". It is advisable to foresee such situations and to "conserve" emotional resources passing on to a formula "Take no notice of him..."

### **Internal factors**

*Predisposition for emotional rigidity.* Emotional burn out as a mechanism of defence appears more often with those who genetically have an inert nervous system – are less reactive and perceptive, more emotionally reserved. In persons with mobile nervous system the symptoms of professional burn out appear with a delay – high impressionability and sensitivity help blocking formation and development of the mechanism of psychological defence. At the same time, persons with mobile nervous system have the capacity to recuperate much faster and easier.

*Intensive interiorization (perception and suffering) of circumstances of professional activity.* The respective psychological phenomenon appears in persons having enhanced responsibility towards their service duties. Emotional persons tend to fully dedicate themselves to their work. Each stressful example from experience leaves deep imprint in the soul, causing co-participation and intense suffering, provokes depressive thoughts and insomnias.

*Insufficient emotional motivation and dedication in one's professional activity.* Triggering such condition could be two reasons: a) A worker finds its inappropriate or does not feel interested to manifest co-participation and empathy towards his beneficiary, which generates emergence of limitrophe forms of professional burn out, such as indifference and brutality; b) Such an employee is incapable of stimulating the feeling of co-participation and empathy, for him emotional altruistic dedication does not mean a thing, he does not feel satisfaction brought along by dedication perceiving it as something natural while loss of affectivity is taken as loss of one of human sensations.

*Moral deficiencies and moral effects, disorientation and change of personality.* It is possible that an employee had moral deficiencies prior to starting

his work with people or acquired such through his job. Moral deficiency means lack of certain moral qualities, such as for example, honesty, integrity, respect for human rights and dignity of other persons. Disorientation and change of personality means incapacity to distinguish between bad and good and between benefits and prejudices inflicted to the caller.

### ***III.5.2. Prevention of professional „burn out“***

Prevention of this phenomenon at the organizational level implies observance of the following rules.

Making sure that a worker does not get isolated while fulfilling his service duties. Care should be taken to create such psychological working climate that would allow for communication with other counsellors, which is a necessary condition for prompt emotional response, discussing difficult and/or problematic call.

A counsellor should be offered to choose hours and days of work as well as a colleague for working in pair.

Creating adequate conditions required for counselling: working place of a counsellor should provide for maximum comfort, isolated from access of unauthorized persons and noise.

A lot depends on creation of friendly, supportive and receptive atmosphere in a team.

For the improvement of professional and personality problems experienced by the counsellors it is advisable to provide for group or individual psychotherapy sessions or such of psychocorrection.

It is recommended to have working meetings to discuss problematic calls, training courses touching on the problem of emotional state of the counsellors and identifying mechanisms of different responses to stressful situations. Every counsellor is entitled to solicit individual therapy at his own choice or as suggested by one of his colleagues.

### ***Supervising Hotline performances***

One of the conditions mandatory for both psychotherapists and counsellors lies with supervision of performances displayed by the employees.

Supervising Hotline performances, especially telephone-based counselling is confined to rendering ongoing methodical support required by the counsellors, creating positive relationship climate amongst the counsellors so that every person has a chance for professional and personal development resulting in more efficient work of the respective unit.

## Preventing „professional burn out“

### Useful advice

Knowing yourself. Consider how much time you will need for sleep every day and try to take full rest.

Take meals according to your own needs. Choose such a mode that would allow you to maintain the balance corresponding to your life style.

**Practice of physical exercise.** Choose a complex of exercises and practice such every day. It is good to attend sports club offering a possibility of practicing sports together with other persons.

**Create a network of support.** To that end, special role belongs to your colleagues and friends motivating you and making your laugh. Humour is the best cure for stress.

**Take systematic care of your professional development.** Acquire new skills and expand the area of your professional competencies and knowledge horizon.

**Free some time every day just for yourself.** No matter how much preoccupied you are by service or family problems, free some time for yourself to relax and rest. Read some books, listen to the music, make phone calls to your friends, etc.

**Recognize your own merits and successes.** It is excellent when other persons come with positive feedback but likewise important is your own assessment of progress achieved more so if you have initially set your goal.

**Be cautious, especially to the signs appearing as a result of strong external impact.** Look for such signs and take measures before the symptoms of a stress have a chance to develop.

**Diversify your professional life.** Do not restrict your activity to mere routine – make sure to learn about the beautiful side of your professional.

**Suggest realizable scopes of life.** Evaluate systematically all the successes and failures.

**Make yourself a present!** Buy yourself a flower, a hairgrip or something special just for yourself.

**Organize a party for yourself!** Make your preferred meals; arrange a nice tablecloth on the table and best cutlery. Turn on music, make your hair, and put on makeup and wear your best dress.

### Useful techniques

#### 1. Technique „Coloured respiration“

This exercise is based on appearance of an image and keeping it. Breathe in clean air that has your preferred colour. For example, orange...

#### 2. Technique „Centre of rest“

Try to imagine that somewhere in your interior there is a place, small particle that is totally calm and happy. Imagine now that this particle starts growing – from the size of a grain up to the size of an apple. And even bigger...

#### 3. „Discussion with important person“

Try to talk to someone important for you (the one who is not present at this moment). Imagine that this person is in front of you. What would you tell this person...?

#### 4. „Along amidst nature“

Close your eyes and imagine a corner of the nature that brings back pleasant memories: forest of your childhood, fragrance of a leaf or of the sea, its colour and taste. Simply watch the water (even the flow from water tap) or bring into your memory different images of water – a rivulet flowing down the valley, a cascade, a sparkle of moonlight reflected on the sea surface, etc. Put your hand in the water flow and imagine it "washes" off all the negative emotions...

#### 5. „Emotions from your palms“

Sit down and close your eyes. Imagine a fire or a candle light. Put your hands on your knees with your palms up. Imagine that all the negative emotions are accumulated in your right palm. One you feel that your palm is getting heavy throw briskly all the emotion into the fire...

*P.S. Of course, clearing the effect of stressful factors by these techniques alone is impossible but these can reduce it by changing your own responses with the time or after living through difficult situation.*

### **Components of supervision**

1. Analysis of "difficult" calls and "neutralization" of negative emotions.
2. Encouraging counsellors after completion of "good" and/or "unsuccessful" counselling.
3. Sharing positive experience.
4. Searching for new informational resources.
5. Offering required support in studying/clarification of problems stated by the callers.

At the start up of Hotline activities supervisory meetings should take place on daily basis; later on such could be organized on weekly basis. Periodicity of supervision depends on a number of factors: hiring new counsellors, changes of tendencies in the domain of trafficking, number of appeals etc.

### **III.6. Hotline promotion. Promotion methods**

One of the paramount conditions underlying Hotline efficiency lies with its publicity, i.e. promotion of telephone number (numbers). Mass media is the first that comes to help us in the implementation of this objective. Through a powerful flow of information TV and radio broadcasting facilities, newspapers and magazines and electronic press influence the consciousness of the people, changes society's attitude towards some or the other problem or phenomenon. The specialists affirm that 1/3 of the activities conducted by an NGO should be targeted (especially at the start up) towards promotion of its activity through certain mass media.

However, cooperation with mass media produces effect only when the contacts are maintained on systematic and sustainable basis. We should not expect the press to find out about the activity of the organization – the idea is to for us to be the first who tells about our activities.

Before we go for assistance furnished by the press we have to decide what exactly we want to achieve and whom to address our message. At the same time, in order to avoid undesired effects of publicity we need to make sure that the journalists are reflecting our activity in the desirable manner, coming to a consent with them *what* accents and *how* those will be placed in highlighting the subject in question, including what will be the most efficient methods of mediating the Hotline telephone number.

Appealing on the Hotline are also representatives of mass media soliciting information about the activities of the service or such of a Centre. It is a chance to establish cooperation relation and exploit the opportunity of promotion. At the same time, the counsellor should not forget about his right to offer ample information of general nature about the activities conducted by the Centre, and about its telephone-based service but in no case disclosing any information treated as confidential (names of the counsellor, callers, victims, etc.). A lot depends on the very first presentation of the telephone-based service, the Centre and the first impression

produced by the counsellor onto the journalist during phone conversation although, as a rule, this is usually a short one and information shared is a laconic one. It is preferable to invite the journalist in the office so as to deliver more ample and accurate information about the lines of activity, including meeting with an appointed person (public relations officer, if such unit is making part of the organizational structure).

Our own experience tells us that use of a number of channels of promotion in mass media contributes to approximately 70 % increase of the efficiency of Hotline operation. So far, the highest rate of publicity was proven by TV and radio broadcasting stations; these are followed by informative publicity materials (handouts), outdoor advertising (big ad panels) and such placed in public transport, etc. Strange as it may sound but the press is ranking amongst the last in this hierarchy. True too that the choice of mass media information channel depends at large on the type of product/services and on the target group. Likewise taken into account should be the accessibility of the chosen method for the promotion of product/service by the potential counsellor.

### ***Methods/channels of promotion recommended to organizations managing Hotline***

**Television.** Although being the most costly type of publicity it is also the most efficient one influencing concomitantly onto the visual and audio perception of a spectator and covering large audience. It is necessary to choose prime time hours to have maximum audience when the majority of spectators representing target group keep all eyes on TV. We should also keep in mind the fact that basically, the cost of publicity bearing social nature is less as compared to commercial which fact should be properly used.

**Radio** is also ranking high amongst the efficient channels of promoting the services. Rather often the radio sets are found in the kitchen, where in the majority of cases listening to broadcasts are the housewives, spending a lot of free time there as well as other members of the family (in the morning at breakfast time and during evening meals). Social publicity could be placed on both national and local radio broadcasting stations.

**Public transport** (trolleybus, bus, mini taxi) more so in conditions of a city serve as daily "informational panel" for the urban population. It is impossible not to notice attractive glossy advertising items placed in transport; these are usually examined with attention by the passengers. This method of promotion could also be successfully used in the international and interurban transport.

**Outdoor advertising,** especially in metropolis and big cities become an indispensable part of urban landscape. Original design and enhanced visibility offers a possibility of reading it while walking/driving and memorizing telephone number. It is good to have the contact telephone easily memorisable while the advertising board should be illuminated at night.

Using **publicity** in newspapers, dissemination of brochures „flyers" (small size hand outs), calendars, office disposables and other informative materials makes



sense in cases when such are addressed to specific target groups. Educational materials and topical publications that also reflect Hotline performances in addition to representing one of the methods of promoting telephone number serve to mobilize the society and delivering information to the professional groups.

In other words, **work with general public** implies carrying out topical meetings, lectures and training sessions delivered by professionals (social workers, pedagogues, police officers, representatives of public administration), which in their turn, directly or indirectly could become the messengers of the service amongst young people, socially vulnerable categories and the society in ensemble. As proven by the practice, dissemination of information "from mouth to mouth" is also rather efficient. (For example, as part of seminars titled "From equal to equal" conducted by the educational institutions on the issue of preventing human trafficking the presenters (a team of volunteers from our Centre) were suggesting to the students to discuss what they have learnt with at least two of their friends/acquaintances.

Mentioned as one of the most efficient forms of promotion should be the Informative campaigns (also called social campaign aimed at informing the population); it is recommended to organize such at least once a year. The effect of such is usually marked by an improvement of the efficiency indicators:

- number of incoming calls;
- number of persons to whom assistance was furnished.

Preparing Informative Campaign is referred to the competency of the professionals in the domain of promotion for whom information received on the Hotline is very valuable for elaborating the concept. Besides, the counsellors of the telephone-based service could play an important role in each of the three stages of the informative campaign – preparing, piloting and implementation. They could be the first to "feel" to what extent the message or the broadcasting channel are appropriate, whether it has success with the callers, etc. Likewise, while being directly engaged in the actions displayed as part of informative campaigns the counsellors have a chance to offer interviews for the press during which they will never miss a chance to promote the Hotline telephone number.

Something new – a much more promising method of promotion which does not require large material resources is the **Internet**, represented by **WEB page**. Information about Hotline, its services, working schedule, types of information available should be by all means placed on the official site of the organization or even on a separately created portal. In addition to telephone numbers it is worthwhile to indicate e-mail of the telephone-based service for the eventual beneficiaries that could make/maintain contact with the Hotline through electronic mail.

**In conclusion**, any method of promoting Hotline is good – important is to select the most appropriate one for the promotion media and to choose the correct message that will find better reception with the respective target group.

## Annex 1

### **Hotline Internal Regulation Model**

- §1. General provisions (charter, mission, lines of activity, beneficiaries)
- §2. Rights and obligations of the management of organization
- §3. Rights and obligations of the staff managing Hotline unit
- §4. Working time arrangements
  - A. Work schedule
  - B. Work organization
  - C. Procedure of granting days off
  - D. Staff daily attendance log
  - E. Scheduling holidays
- §5. Staff hiring and promoting
- §6. Paying wages
- §7. Applicable sanctions
- §8. Procedure of resolving individual applications and claims of the staff
- §9. Final provisions

## Annex 2

### **Contents of Reference Guide**

Diplomatic Missions and Honourable Consulates accredited for the Republic of Moldova (having offices in the country and overseas).

Diplomatic Missions and Honourable Consulates of the Republic of Moldova (having office overseas).

Representations of the International Organizations in the Republic of Moldova  
Permanent Representations of the Republic of Moldova overseas.

State structures responsible for countering human trafficking and migration problems

Employment Agency.

Other government structures active in the domain.

Nongovernmental Organizations from the Republic of Moldova furnishing services to women.

Nongovernmental Organizations from the Republic of Moldova furnishing services to children.

Nongovernmental Organizations from the Republic of Moldova for protection of human rights.

Benefaction, Charity and Religious Organizations active in the Republic of Moldova.

International/intergovernmental organizations active overseas and managing consultative telephone services of Hotline type.

ILO missions overseas.

International network La Strada.

Organizations furnishing telephone counselling in the Republic of Moldova.

Interurban phone codes (prefixes) for the Republic of Moldova.

List of businesses, holders of the license, which allows them to carry out legal activity in the domain, i.e. recruiting manpower to work in the country and/or overseas.

Useful sites.

## Annex 3

### Contents of Counsellor's Guide

(Cited as a model is the Counsellor's Guide for the Hotline managed by the International Centre La Strada)

#### CHAPTER I. **General Framework of Telephone Counselling**

- § 1. Recommended principles of counselling
- § 2. General algorithm of telephone counselling

#### CHAPTER II. **Telephone Counselling. Prevention Aspect**

- § 1. The algorithm of counselling depending on the categories of appeals for prevention.
- § 2. The algorithm of counselling depending on categories of appeals for information and cooperation.
- § 3. General information required for counselling on appeals for prevention. Visa issuance regime.
- § 4. Information on visas. Typology of visas.
- § 5. Specific information. Work in the Republic of Moldova and overseas.
- § 6. Specific information. Au-pair system
- § 7. Specific information. Study abroad.
- § 8. Specific information. Tourism.
- § 9. Specific information. Marrying a foreigner.
- § 10. Specific information. Emigration.

§ 11. Specific information. Political asylum.

§ 12. Risks and consequences associated with illegal migration. Advise to potential migrants.

§ 13. Requirements for issuance of entry visas to the Republic of Moldova.

§ 14. Legalization of documents.

### CHAPTER III. Telephone Counselling. Social Assistance Aspect

§ 1. General aspects

§ 2. The algorithm of counselling depending on appeals for assistance.

### CHAPTER IV. Telephone Counselling. Information about target countries

### CHAPTER V. Hotline promotion

## Annex 4

### ***Excerpts from International and National anti-trafficking legislation***

#### ***The Notions***

***Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime (Palermo Protocol)\****

a) „Trafficking in persons” shall mean the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs;

b) The consent of a victim of trafficking in persons to the intended exploitation set forth in subparagraph (a) of this article shall be irrelevant where any of the means set forth in subparagraph (a) have been used;

c) The recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation shall be considered „trafficking in persons” even if this does not involve any of the means set forth in subparagraph (a) of this article;

d) „Child” shall mean any person under eighteen years of age.

\* Ratificat prin Legea Republicii Moldova nr. 17-XV din 17 februarie 2005 (Monitorul Oficial al Republicii Moldova, 2000, nr. 36-38, art. 126).

# **Law on Preventing and Combating Trafficking in Human Beings, No. 241-XVI of 20 October 2005 \*\***

## **Article 2. Main Terms**

In the present law, the following main terms will be used:

1) trafficking in human beings – recruitment, transportation, transfer, harbouring or receipt of a person, by means of threat of force or use of force or other forms of coercion, of abduction, fraud, deception, of abuse of authority or a situation of vulnerability, or by means of offering or receiving payments or benefits of any kind in order to obtain the consent of a person who has control over another person for the purpose of exploitation of the latter;

2) trafficking in children – recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation, even if these actions were not accomplished through any of the means provided in sub-paragraph 1);

3) exploitation of a person – abuse of a person in order to obtain profit, namely:

a) compelling to perform work or services, by use of force, threats or other forms of coercion, in violation of the legal provisions connected to labour conditions, remuneration, health and security;

b) slavery, use of certain practices similar to slavery, or resorting to other ways of deprivation of liberty;

c) compelling to engage in prostitution, to participate in pornographic performances, with a view to the production, distribution and any introduction into circulation of such performances, the acquisition, sale or possession of pornographic material, or practicing other forms of sexual exploitation;

d) compelling harvesting of organs or tissues for transplantation or collection of other component parts of the human body;

e) using a woman as a surrogate mother or for reproductive purposes;

f) abuse of child's rights with a view to illegal adoption;

g) use in armed conflicts or in illegal military formations;

h) use in criminal activities;

i) compelling to engage in begging;

j) sale to another person;

k) compelling to engage in other activities that violate fundamental human rights and freedoms.

The consent of a victim of trafficking in human beings to the intentional exploitation, stipulated in sub-paragraph 3), is irrelevant when any of the means of coercion specified in sub-paragraph 1) are employed;

4) child – any person under 18 years of age;

5) document – passport or identity card or any kind of travel documents of the person subject to exploitation;

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\*\* Published in the Official Monitor No.164-167/812 of 9 December 2005.

6) seizure of documents – depriving by any means the person subject to exploitation of the documents mentioned in sub-paragraph 5);

7) debt bondage – the state of a person deprived of freedom, including the freedom of movement or holding hostage until he/she or a third party reimburses a legally or illegally established debt;

8) slavery – state or condition of a person over whom one or all entitlements flowing from a right of ownership are exercised;

9) slavery-like practices – state of a person who is kept or forced in a situation in which another person exercises mastery over him/her or forces him/her through deception or threats of violence, violence or other means of coercion to offer certain services, including to enter into or to remain as a concubine or in a marital relationship;

10) state of vulnerability – special state in which a person is found such that he/she is inclined to be abused or exploited, especially due to:

a) his/her precarious situation from the standpoint of social survival;

b) situation conditioned upon age, pregnancy, illness, infirmity, physical or mental deficiency;

c) his/her precarious situation due to illegal entry or stay in a country of transit or destination;

11) victim of trafficking in human beings – a natural person presumed or found to be subjected to acts of trafficking as provided for in sub-paragraphs 1) and 2).

12) trafficker in human beings – a person who participates in the organizing and carrying out of activities of trafficking in human beings;

13) identification of victims of trafficking in human beings – the process of verification of persons presumed to be victims of trafficking in human beings.

### **Article 15. Identification of Victims of Trafficking in Human Beings**

Identification of victims of trafficking in human beings shall be carried out by the competent public authorities with the support of non-governmental organizations or by non-governmental organizations that have reasonable grounds to believe that a person is a victim of such trafficking.

## **Suppress**

### ***Criminal Code of the Republic of Moldova (Law No.985-XV of 18 April 2002\*\*\****

#### **Article 165. Trafficking in human beings**

(1) The recruitment, transportation, transfer, harboring or receipt of a person, with or without her consent, for the purpose of commercial and non-commercial sexual exploitation, forced labor or services, slavery and slavery-like conditions, using a person in armed conflicts or in criminal activities, removal of organs or tissues for transplantation, by means of:

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\*\*\* Published in the Official Monitor Official Monitor of the Republic of Moldova No.128-129/1012 of 13 September 2002.

a) threat of use or use of physical or psychological violence non-dangerous for a person's life and health, including through abduction, confiscation of documents and servitude for the repayment of a debt whose limits are not reasonably defined;

b) deception;

c) abuse of a position of vulnerability or abuse of power, by giving or receiving payments or benefits to achieve the consent of a person having control over another person;

shall be punished with imprisonment between 7 and 15 years, with deprivation of the right to occupy certain positions or to exercise a certain activity for a period of 2 to 5 years, and a legal entity shall be sanctioned with a fine in an amount of 3000 to 5000 conventional units, with deprivation of the right to exercise a certain activity, or with liquidation of the enterprise.

(2) Actions provided by paragraph 1) of the present article committed:

a) repeatedly;

b) against two or more persons;

c) against a pregnant woman;

d) by two or more persons;

e) by a decision-making person or by a person with high-ranking position;

f) accompanied by dangerous violence for a person's life, physical or psychological health;

g) by way of torture, inhuman or degrading treatment to ensure the person's compliance or through rape, physical bondage, use of a weapon or threat or disclosure of confidential information to the person's family and other persons as well through other means;

shall be punished with imprisonment between 10 and 20 years with deprivation of the right to occupy certain positions or to exercise certain activity for a period of 2 to 5 years, and a legal entity shall be sanctioned with a fine in an amount of 5000 to 7000 conventional units, with deprivation of the right to exercise a certain activity, or with liquidation of the enterprise.

(3) Actions envisaged by paragraphs (1) or (2) of the present article, committed:

a) by an organized criminal group or criminal organization;

b) that resulted in serious bodily harm or mental illness to the person, in the person's death or suicide, shall be punished with a imprisonment between 15 and 25 years, with deprivation of the right to occupy certain positions or to exercise a certain activity for a period of 3 to 5 years or with life imprisonment, and a legal entity shall be sanctioned with a fine in an amount of 7000 to 9000 conventional units, with deprivation of the right to exercise a certain activity, or with liquidation of the enterprise.

4) the victim of trafficking in human beings shall be exempted from criminal liability for the offences committed by him/her in connection with this status.

[Art. 165 amended by Law No. 376-XVI from 29 December 05, entry into 31 January 06]

## **Article 206. Trafficking in children**

(1) Recruitment, transportation, transfer, sheltering or reception of a child, or giving, or receiving payments or benefits in order to obtain the consent of the person who is in control of the child for the purpose of:

- a) commercial or non-commercial sexual exploitation, prostitution, use in the pornography industry;
- b) forced labor or services exploitation;
- c) slavery exploitation or in conditions similar to slavery, including illegal adoption;
- d) using the child in armed conflicts;
- e) using the child in criminal actions;
- f) removal of organs or tissues for transplant;
- g) abandonment outside the country,

shall be punished with imprisonment for between 10 and 15 years with deprivation of the right to occupy certain positions or to exercise a certain activity for a period of 2 to 5 years, and a legal entity shall be sanctioned with a fine in an amount of 3000 to 5000 conventional units, with deprivation of the right to exercise a certain activity, or with liquidation of the enterprise.

(2) Same actions, accompanied by:

- a) use of physical or psychological violence against the child;
- b) subjecting the child to sexual abuse and commercial or non-commercial sexual exploitation;
- c) use of torture, inhuman or degrading treatment to ensure the child's compliance or accompanied by rape, taking advantage of physical dependence of the child, using a weapon, threat of disclosure with divulgation of confidential information to the child's family or to other persons;
- d) subjecting the child to slavery or similar to slavery conditions;
- e) use of the child in armed conflicts;
- f) removal of organs or tissues for transplant,

shall be punished with imprisonment for between 15 and 20 years with deprivation of the right to occupy certain positions or to exercise a certain activity for a period of 2 to 5 years, and a legal entity shall be sanctioned with a fine in an amount of 5000 to 7000 conventional units, with deprivation of the right to exercise a certain activity, or with liquidation of the enterprise.

(3) Actions envisaged by paragraphs (1) and (2) of this article and:

- a) committed repeatedly;
- b) committed against two or more children;
- c) committed by a decision-making person or by a person with a high-ranking position;
- d) committed by an organized criminal group or criminal organization;
- e) resulted in the child's death, his/her suicide, serious bodily injury or mental illness,

shall be punished with imprisonment for between 20 and 25 years with deprivation of the right to occupy certain positions or to exercise a certain activity for a period of 3 to 5 years or with life imprisonment, and a legal entity shall be sanctioned with a fine in an amount of 7000 to 9000 conventional units, with deprivation of the right to exercise a certain activity, or with liquidation of the enterprise.

(4) the victim of trafficking in children shall be exempted from criminal liability for the offences committed by him/her in connection with this status.