



Ministria e Brendshme  
Kordinatori Kombëtar kundër  
Trafikimit në Njerëz



100 Vjet Shtet Shqiptar

# Health Workers in Support of Victims and Potential Victims of Trafficking

Manual on the Implementation of  
Standard Operating Procedures for the  
Identification and Referral of Victims of  
Trafficking and Potential Victims of  
Trafficking



## FOREWORD

*In July 2011, the Government of Albania approved an important document in the fight against trafficking in human beings, “Standard Operation Procedures for the identification and referral of victims and potential victims of trafficking (SOP).”*

*Pursuant to the implementation of obligations deriving from this important instrument for the identification and protection of victims of trafficking, the Office of the National Anti-Trafficking Coordinator (ONATC), and the International Organization for Migration (IOM), through consultant Ms. Valbona Lenja, in the context of the project funded by USAID “Strengthening Albanian Anti-Trafficking Capacities,” have undertaken the publication of a series of eight brochures, with this one being one of them*

*Each of the brochures seeks to help a certain group of professionals to take advantage of the possibilities offered by the SOPs and use their skills and experience to create, together, an environment where the law is implemented and the rights of victims of trafficking are respected.*

*Contribution to the preparation of the brochures included that by specialists from different and indispensable areas for the system of the identification and protection of victims of trafficking.*

*Ms. Emanuela Tollozhina, Head of Sector of Mental Health and Addictology, Ministry of Health, contributed to the preparation of this brochure.*

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### NOTE

The views of the author expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the U.S. Government and/or the International Organization for Migration (IOM).

## What is Trafficking in Persons?

Trafficking in persons means, “*The recruitment, transportation, transfer, harboring 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 the exploitation of the prostitution of others or other forms of sexual exploitation, forced labor or services, slavery or practices similar to slavery, servitude or the removal of organs.*”

Considering the above definition, the trafficking of persons has the following key elements:

1. **Activity** – recruitment, transportation, transfer, harboring and receipt of persons;
2. **Methods** – threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power or of a position of vulnerability, or the giving or receiving of payments or benefits to achieve the consent of a person having control over another person;
3. **Purpose** – exploitation of a person according to the ways listed in article 110/a of the Penal Code or Article 3 of the Palermo Protocol.<sup>2</sup>

## What is a Victim of Trafficking?

According to letter “e” of article 4 of law no. 9642, dated 20.11.2006 “On the ratification of the Council of Europe Convention “On

measures against trafficking in human beings,” a Victim of Trafficking in human beings is the person who is the target of trafficking in human beings.

### Note!

*The determination that a person is “a potential victim of trafficking (PVT)” does not in any way mean that the person was not trafficked; the determination shall only mean that the person has not been identified as a “victim of trafficking (VT)” by the group/structure responsible for formal identification at the border and in the territory (G/SRFI).*

*In spite of these categorizations, all persons whether they have been identified as potential victims by the institutions that conduct initial identification or identified as victims of trafficking by the responsible structure for formal identification, shall be ensured immediate access to necessary assistance.*

## Why is it important to identify victims of trafficking?

The trafficking in persons is an extreme violation of human rights. As such, any failure to discover the committed crime and to identify the victims of trafficking creates the environment necessary for the continuation of the crime and other crimes and the denial of victims’ access to justice. All anti-trafficking actors in Albania and in the world attach special significance to the correct and speedy identification of victims of trafficking because victims of trafficking:

- need specialized assistance and protection;
- most probably have acute physical and mental problems that illegal emigrants or smuggled persons do not have;

<sup>1</sup> Law no. 9188, dated 12.2.2004, “On some additions and amendments to Law no. 7895, dated 27.1.1995 ‘Penal Code of Albania,’ amended, article 110/a.

<sup>2</sup> IOM Manual on direct assistance for victims of trafficking, IOM, 2007

- have suffered severe and serious crimes and most are likely to be currently in danger;
- need special measures necessary to manage risk both to them and to assistance personnel of organizations helping them.

### Note!

**Only correct identification gives victims of trafficking the possibility to benefit from the following services in accordance with Albanian legislation**

- Victims of trafficking in an assistance program may receive free legal aid<sup>3</sup>.
- Victims of trafficking may be included in the witness and collaborator of justice protection program<sup>4</sup>.
- Foreign victims of trafficking may be given “C” type special case work permits for business purposes, employment, self-employment, or vocational training<sup>5</sup>.
- Victims of trafficking are included among beneficiaries of economic assistance upon exit from social care institutions, until the time of their employment<sup>6</sup>.
- Potential victims/ victims of trafficking may be accommodated in special residential centers.

<sup>3</sup> Law No. 10039, dated 22.12. 2008 “On legal aid,” Article 13: “Persons entitled to legal aid” ,

<sup>4</sup> Law No. 9959, dated 17.7.2008 “On foreigners,” Article 60.

<sup>5</sup> Law No. 9959, dated 17.7.2008 “On foreigners,” Article 60.

<sup>6</sup> Law No. 10252, dated 11.03.2010, “On some additions to Law No. 9355, dated 10.03.2005 “On social aid and services,” Article 1

## Difference between trafficking and related penal offences

Problems most encountered in the identification of victims of trafficking that should be avoided is the failure to differentiate between trafficking and the exercise and/or exploitation of prostitution, or assistance to illegal border crossing (smuggling<sup>7</sup>.

***Trafficking is enslavement. Trafficking refers to all actions that consist in harboring and using an individual for forced services. The essence of trafficking is the forms of enslavement and not the elements of recruitment, movement, hiding, transfer (i.e. elements of movement). All persons involved in the recruitment, transportation, harboring, receipt, or keeping of the person in an enslaving situation are involved in trafficking. If a person is kept in prostitution through psychological manipulation, physical force, deceit...; he/she is a victim of trafficking. When a person is forced, violated, deceived, or kept forcefully in prostitution, he/she is a victim of trafficking, even if the person initially entered into prostitution upon his/her free will.***

The following table outlines a summary of elements that make the difference between these criminal offences.<sup>8</sup>

<sup>7</sup> Precisely difference between articles 110a and 114a, 298 of the Penal Code of Republic of Albania.

<sup>8</sup> ICMPD. Guidelines for the Development and Implementation of a Comprehensive National Antitrafficking Response. ICMPD, 2006.

<b>Trafficking in persons Articles 110/114 b/128 b of the PC</b>	<b>Assistance for illegal border crossing Article 298 of the PC</b>
Crime against the person.	Crime against the state.
Conducted, among others, also through crossborder transportation.	Conducted only through crossborder transportation.
Continued exploitation of the victim.	Ensuring profits in exchange for ensuring illegal entry into another country.
Exploitation relationship continues to maximize profits.	Upon entrance of the illegal emigrant into the desired country, the relationship smuggler – smuggled person ends.
Conducted without the consent/approval of the	Conducted with the free will of the smuggled person.
<b>Victim of Trafficking</b>	<b>Person Exercising Prostitution</b>
The person (female, male, minor, or adult) conducts, among others, sexual relations for payment, obliged by force, held by force, coerced or deceived, not upon free will or choice. Pushing the person may include physical or psychological elements.	The person (adult female and male) conducts sexual relations for payment not obliged by force, not kept by force, coerced or deceived, but upon his/her full free will and choice <sup>9</sup> .

<sup>9</sup> In the case of minors, this definition does not apply. A child who conducts sexual relations for payment is a victim of trafficking.

## GENERAL ETHICAL AND SAFETY PRINCIPLES IN RELATIONS WITH VICTIMS OF TRAFFICKING

According to Guidelines of the United Nations High Commissioner for Human Rights and Trafficking in Human Beings “The rights of trafficked persons should be at the center of all efforts to prevent and combat trafficking, to protect, assist and compensate victims.”

The following ethical and safety principles in relation to victims of trafficking, integrated into SOPs, are:

### **For trafficked girls and women**<sup>10</sup>:

**Do no harm:** treat each woman and the situation as if the potential for harm is extreme until there is evidence to the contrary.

Do not undertake any interview that will make a woman’s situation worse in the short term or longer term.

**Know your subject and assess the risks:** learn the risks associated with trafficking and each woman’s case before undertaking an interview.

**Prepare referral information – do not make promises that you cannot fulfill:** be prepared to provide information in a woman’s native language and the local language about appropriate legal, health, shelter, social support and security services, and to help with referral if requested.

**Adequately select and prepare interpreters and co-workers:** weigh the risks and benefits associated with employing interpreters

<sup>10</sup> Source: World Health Organization

co-workers, or others, and develop adequate methods for screening and training.

**Ensure anonymity and confidentiality:** protect a respondent's identity and confidentiality throughout the entire interview process – from the moment she is contacted through the time the details of her case are made public.

**Get informed consent:** make certain that each respondent clearly understands the content and purpose of the interview, the intended use of the information and her right not to answer questions, her right to terminate the interview at any time, and her right to put restrictions on how the information is used.

**Listen to and respect each woman's assessment of her situation and risks to her safety:** recognize that each woman will have different concerns, and that the way she views her concerns may be different from how others might assess them.

**Do not re-traumatize a woman:** do not ask questions intended to provoke an emotionally charged response. Be prepared to respond to a woman's distress and highlight her strengths.

**Be prepared for emergency intervention:** be prepared to respond if a woman says she is in imminent danger.

### **For trafficked children**

The rights of children envisioned in Convention on the Rights of the Child represent the principles for all actions with trafficked children. Below are some of them considered key:

**Recognize and protect the best interests of the child:** in all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities, or legislative bodies, the best interests of the child shall be a primary consideration<sup>11</sup>.

**Do not discriminate children:** respect and ensure the rights set forth in the present Convention to each child without discrimination of any kind, irrespective of the child's or his or her parent's or legal guardian's race, color, sex, language, religion, political or other opinion, national, ethnic, or social origin, property, disability, birth or other status<sup>12</sup>.

**Recognize and respect the right of the child to be heard and considered in all matters related to the child:** assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child<sup>13</sup>.

**Respect the right of the child to privacy:** no child shall be subjected to arbitrary or unlawful interference with his or her privacy, family, or correspondence, nor to unlawful attacks on his or her honor and reputation<sup>14</sup>.

<sup>11</sup> Article 3.1, Convention on Rights of the Child.

<sup>12</sup> Article 2, Convention on Rights of the Child.

<sup>13</sup> Article 12, Convention on Rights of the Child.

<sup>14</sup> Article 16, Convention on Rights of the Child.

## Setup of the system for the identification of victims of trafficking in Albania

Standard operating procedures divide identification at the border and in the territory of RoA into two main moments: initial and formal identification. Structures conducting initial identification are different. The purpose and structures are outlined below:

### Initial Identification

Definition of initial identification at the border and in the territory	Structures Responsible for Initial	
	In territory	Border
<p>The initial identification of victims of trafficking is the entirety of actions undertaken by state and non-state institutions at the border and in the territory of the RoA that makes it possible to determine that a person, minor or adult, is a potential victim of trafficking in human beings.</p> <p>These actions shall include at least:</p> <ol style="list-style-type: none"> <li>1. Assessment of the situation of persons against trafficking indicators</li> <li>2. Collection and analysis of initial information about the person's trafficking process</li> <li>3. Informing the person about his/her rights and assistance available to victims of trafficking and potential victims of trafficking and ways to access assistance</li> <li>4. Providing first aid to bring the person out of the exploitation network and his/her speedy rehabilitation in a safe environment</li> <li>5. Notifying the Group/Structure Responsible for Formal Identification (G/SRFI) and</li> <li>6. Cooperation and coordination to ensure the rehabilitation and</li> </ol>	<p>State police structures; Social care centers for persons in need; Shelters for victims of trafficking; Organizations with assistance programs for persons in need; Regional social services offices; State Labor Inspectorate; Regional education directories, regional education offices; Regional Health Directories; Municipal/Communal Child Protection Units.</p>	<p><b>Border and Migration Police</b></p>

### Formal Identification

Formal identification of victims of trafficking at the border and in the territory of the RoA is the identification of a person as a victim of trafficking conducted only by the Group/Structure Responsible for Formal Identification (G/SRFI) according to the formal interview format included in the SOP document.

Formal identification should achieve at least:

1. The determination whether the person is a victim of trafficking, through the collection and analysis of information provided by the person himself/herself,
2. Enhanced assessment of the victim of trafficking person's need for assistance and protection;
3. Provision of instructions and ensuring the trafficked person's access to appropriate and safe assistance,
4. Collection of information and initiation of investigations for the penalization of traffickers.

The formal interview and all actions to determine the status of the person vis-à-vis trafficking shall be conducted at the earliest opportunity upon identification of the person as a potential victim of trafficking in human beings.

The formal interview shall be conducted separately from the report of the offence. Even if the person wishes to report the offence, the formal interview shall in no case be interrupted in order to obtain a report of the offence; another time shall be scheduled for that purpose. The formal interview shall be conducted in every case in the premises of the SFAIT, and all necessary arrangements for the formal interview, including the notification of the state social worker, shall be the responsibility of the SFAIT police officer.

### Guiding principles specific to health workers

1. Respect the principles of the World Health Organization<sup>15</sup>;
2. Handle every contact with trafficked persons as a step toward improvement of their health;
3. Give priority to the safety of trafficked persons, yourself, and personnel;
4. Offer care with respect, equality, and without discrimination;
5. Prepare referral information and contact details of trusted people;
6. Collaborate with other service providers;
7. Ensure confidentiality and privacy for trafficked persons and their families;
8. Give information in a language the person understands;
9. Obtain informed and willing permission;
10. Respect the rights, choices, and dignity of every individual;
11. Avoid calling authorities such as police or migration services without the trafficked person’s permission;;
12. Keep information on trafficked persons in a safe place.

### Specific duties of health workers

SOPs contain specific duties for health workers for the purpose of for the purpose of identification, referral, and rehabilitation and integration or reintegration assistance for victims/ potential victims of trafficking, whether minor or adult, Albanian or foreign citizens.

Below is a table outlining the main duties of health workers:

<sup>15</sup> Principles given at the beginning of the brochure



Structures they operate in		Duties of Health Workers		
		Initial identification		Rehabilitation and reintegration assistance
		Initial	Formal	
Public Health Directory, Ministry of Health	Reproductive Health Sector			
	Hygiene and Epidemiology Sector			
	Sector of Family Medical Services & Dental Services			
	Sector of Mental Health & Addictology			



Structures they operate in		Duties of Health Workers			
		Initial Identification		Rehabilitation and Reintegration	
		Initial	Formal		
Regional Health Directories/ Directory of Public Health	Focal point/group for issues of				
	HC	Emergency care.			
		Health care for minors.			
		Health care for adults.			
		Health care for women and reproductive health			
		Health care for the elderly.			
		Health promotion and education			
Mental health care.					

### Actions of health workers

In order to conduct correct initial identification, referral, and assistance, health workers should:

**Use indicators available in the SOP document:**

SOPs require that initial identification in the territory (i.e. also by health workers) is done through (methods) interviews for the purpose of assistance, observation, assessment of information by individuals or state or non-state agencies against trafficking indicators.

The SOPs require that initial identification in the territory (i.e. also by health workers) is done through (methods) interviews for the purpose of assistance, observation, assessment of information by certain individuals or other state and non state agencies against trafficking indicators.

Indicators for minors - Primary	Indicators for adults – Primary
<ul style="list-style-type: none"> <li>• The minor declares that he/she was misused, abused, threatened, exploited and is pleased to have come into contact with persons / authorities that provide assistance and indicates seeking help;</li> <li>• The minor has marks on the body (e.g. bruises), that indicate physical or sexual violence toward him/her;</li> <li>• The begging minor always has an adult nearby watching over him/her;</li> <li>• The minor sells or works;</li> <li>• The minor does not have contact with the family and no blood-related person to take care of him/her;</li> <li>• The minor has been brought to the site/ city or region by an adult or older person he/she is not related to by family;</li> <li>• The unregistered minor stays with adult persons that he/she is not related to by family;</li> <li>• The minor is in the company of persons who exploit or traffick minors;</li> </ul>	<ul style="list-style-type: none"> <li>• The person declares that he/she has been exploited and seeks help;</li> <li>• The person has come to an exploitation situation through abduction or through a promise that resulted in deceit;</li> <li>• The person is forced to stay in an exploitation situation through threats of and violence to him/her or persons close to him/her;</li> <li>• The person has no control over his/her life: movement, shelter, use of income are guided and controlled by other persons;</li> <li>• The transportation of the person, his/her shelter, employment have been arranged by persons who are known or on whom there is information that they are traffickers or exploiters.</li> </ul>

Indicators for minors - secondary	Indicators for adults – Secondary
<ul style="list-style-type: none"> <li>· The minor goes to places known for illegal activities (drug distribution, exercise of prostitution, exchange of stolen goods, etc.);</li> <li>• The minor was caught stealing;</li> <li>• The begging minor looks neglected: is malnourished, inappropriately dressed for the age or weather;</li> <li>• The minor is in an undesired pregnancy;</li> <li>• The minor suffers from sexually transmitted diseases;</li> <li>• There is information that the minor was seen in places known to be used for child sexual exploitation, begging, forced labor, or other places inappropriate for the age of the minor;</li> <li>• The minor left the home / shelter in clothes unusual for the minor (inappropriate for the age, borrowed from older persons);</li> <li>• There is information that the minor receives calls or letters from outside usual social contacts;</li> <li>• There is information that around the minor's residence there are adults who behave or act suspiciously;</li> <li>• The minor hangs out of the residence alone in late night hours;</li> <li>• The minor has a much older boyfriend/girlfriend;</li> <li>• The minor has large unjustifiable amounts of cash;</li> <li>• The minor has been missing/ away for a long time but there is no information about what happened;</li> <li>• The minor in a street situation shows visible signs of neglect and abandonment;</li> <li>• The minor has returned after an absence with a changed look but was not from the legal custodian or parent.</li> </ul>	<ul style="list-style-type: none"> <li>· The conditions in which the person works/worked were harmful to the person's health and life;</li> <li>• The person's job/ school was arranged by a person who has business relations with the employer;</li> <li>• The person was not allowed to choose shelter;</li> <li>• The person pays a large and unjustifiable amount for his/her shelter to his/her employer;</li> <li>• The person is hiding from authorities due to his/her irregular job status;</li> <li>• The person has no access to health care;</li> <li>• The person has/had limited social contacts;</li> <li>• The person does not have/hasn't had control over his/her privacy and property;</li> <li>• The person has not had access to health information or health care;</li> <li>• The person's right to free time, paid holidays, etc., was not recognized;</li> <li>• The person's living conditions did not meet his/her basic hygiene needs;</li> <li>• The person does not know the language or his/her way around in the place he/she is.</li> </ul>

**Note!**

*The SOPs draw attention to the fact that all state and non-state institutions responsible for the initial identification of victims of trafficking should not consider these indicators an exhausting list of the appearance of trafficking and its consequences, but rather use their professional judgment and continuously refresh their knowledge about any trends in the appearance of trafficking and its effects on persons in the communities they work in.*

*Know health damages from trafficking, particularly physical, sexual, and mental ones.*

As may be easily understood, the SOP indicators were drafted for a broad range of institutions, including health workers. In using the above indicators, health workers should keep in mind that the majority of trafficked persons are exposed to health risks before, during, and after exploitation. The table below provides an outline of some of the risks and health consequences of trafficking. Many of the risks and consequences overlap, particularly psychological comorbidity, which is related the majority of physical, sexual, and social health risks.

Risks	Potential health effects
<p><b>Physical abuse, deprivations</b></p>	<p>Physical health risks, including:</p> <ul style="list-style-type: none"> <li>• death;</li> <li>• strangling;</li> <li>• cuts;</li> <li>• fractures;</li> <li>• hematoma</li> <li>• scars</li> </ul>

risks	Potential health effects
<b>Threats, intimidation abuse</b>	Mental problems include: <ul style="list-style-type: none"> <li>• thoughts of suicide and attempts to do so;</li> <li>• depression;</li> <li>• anxiety disorders;</li> <li>• hostility;</li> <li>• envisages and mental reliving of experiences.</li> </ul>
<b>Sexual abuse</b>	<ul style="list-style-type: none"> <li>• Sexually transmitted diseases (including HIV/AIDS).</li> <li>• Inflammatory pelvis diseases,</li> <li>• Infertility.</li> <li>• Vaginal fistula;</li> <li>• Undesirable pregnancy;</li> <li>• Unsafe abortion;</li> <li>• reproductive health disorders.</li> </ul>
<b>Substance abuse (drugs, alcohol, smoking,</b>	<ul style="list-style-type: none"> <li>• overdoses;</li> <li>• substance dependency.</li> </ul>
<b>Social limitations, emotional manipulation &amp;</b>	<ul style="list-style-type: none"> <li>• psychological disorders;</li> <li>• impossibility to get services.</li> </ul>
<b>Economic exploitation</b> Debts, deceiving “bargains”.	<ul style="list-style-type: none"> <li>• insufficient food or drinks;</li> <li>• undertaking health risks to pay back debts,</li> <li>• insufficient funds to pay for health care.</li> </ul>
<b>Legal insecurity</b> Forced illegal activities, confiscation of documents.	<ul style="list-style-type: none"> <li>• limitations or hesitations to access services, which leads to worsening health.</li> </ul>
<b>Job hazards</b> <ul style="list-style-type: none"> <li>• Dangerous job conditions,</li> <li>• Poor training or equipment, exposure to chemicals,</li> <li>• Bacterial or physical risks</li> </ul>	<ul style="list-style-type: none"> <li>• dehydration,</li> <li>• physical wounds,</li> <li>• bacterial infections,</li> <li>• overexposure to cold or heat.</li> </ul>

***React sensibly to attitudes of victims/potential victims of trafficking toward the identification and provision of help***

Knowledge and information so far indicate that the most frequently encountered symptoms and problems in trafficked women and girls are:

- headaches,
- exhaustion,
- dizziness,
- memory loss,
- sexually transmitted infections,
- abdominal pain,
- backpain,
- dental problems,
- weight loss,
- eating disorders,
- sleeping disorders.

You should be aware that the minor victims/potential victims of trafficking would rarely want to be identified as such because:

- They think they are helping their families and are not being exploited;
- They are afraid of their parents being convicted;
- They do not know what trafficking means or that their experience was trafficking and that they have a right to assistance;
- They fear revenge against them and their siblings and parents;
  - They fear that by being identified, their situation might get worse.

You should be aware that in some cases, offers for help may not be welcomed by the minor victims of trafficking. In many cases, they have not had experiences of unconditional assistance and therefore may not believe you. The minor may not

not be in a psychological condition to understand and accept assistance.

***Follow steps and document and exchange information according to SOPs:***

Below is an adapted SOP extract for specific steps for initial identification of potential victims of trafficking in the territory of the RoA:

**1:** Employee of the agency/institution directly responsible for initial identification in the territory (A/IRII) considers that the *person* is a potential victim of trafficking (PVT) using the list of indicators.

***Specification of this step for health workers:***

In order to assess whether a person is a potential victim of trafficking, aside from highlighting the symptoms in a standard manner, health workers may ask some anamnestic questions as in the sections of the table below and analyze the entire information collected against the indicators<sup>16</sup>;

No.	Anamnesis for:	Questions that may be asked
1	Head/eyes/ears/nose/throat	<ul style="list-style-type: none"> <li>• Was the person ever hit on the head (examine the head for bruises, crushes, or healed lacerations)?</li> <li>• Was the person exposed to strong noises?</li> <li>• Did the person have frequent headaches?</li> <li>• Did the person have a faringitic trauma (lacerations, ulcers)?</li> <li>• Tooth or gum aches?</li> <li>• Change of look (sudden or gradual)?</li> </ul>

<sup>16</sup> See indicators above

No.	Anamnesis for:	Questions that may be asked
2	Genitourinary	<ul style="list-style-type: none"> <li>• Forced sex, or sexual trauma including foreign objects?</li> <li>• Enuresis or encopresis (a possible effect of sexual abuse)?</li> </ul>
3	Musculoskeletal	<ul style="list-style-type: none"> <li>• Work-related repeated or unrepeated wounds?</li> <li>• Fractures?</li> <li>• Physical abuse record such as burns?</li> <li>• Contractions?</li> <li>• Lack of D vitamin?</li> </ul>
4	Respiratory	<ul style="list-style-type: none"> <li>• Was she exposed to chemicals, smokes, asbestos, or other similar things at work?</li> <li>• Is she exposed to TV (work conditions, number of people sharing bedroom, airing, etc.)?</li> </ul>
5	Gastrointestinal	<ul style="list-style-type: none"> <li>• Abdominal trauma?</li> <li>• Chronic diarrhea, visible parasites in excretion?</li> </ul>
6	Neurological/behavioral	<ul style="list-style-type: none"> <li>• Epileptic crisis (even pseudocrises should be considered)?</li> <li>• Sleeping disorders in amount and quality (impossible to fall asleep, waking up often, nightmares)?</li> <li>• Record of head banging?</li> </ul>
7	Neck	<ul style="list-style-type: none"> <li>• Signs of suffocation/strangulation?</li> </ul>
8	Cardiovascular	<ul style="list-style-type: none"> <li>• Chest/breast trauma?</li> </ul>
9	Nutrition	<ul style="list-style-type: none"> <li>• Under/Malnutrition (quantity and content)</li> <li>• Eating disorders (anorexia or bulimia)?</li> </ul>
10	Dermatological	<ul style="list-style-type: none"> <li>• Scabies?</li> <li>• Lice (various parasites)?</li> <li>• Scarce or thin hair? (which may indicate lack of nutrition)</li> <li>• Burns (e.g. from cigarettes, hot water),</li> <li>• Pimples and fungal infections?</li> </ul>

2. The SFAIT officer makes an assessment of the needs of the potential victim of trafficking and consults his/her supervisor to take immediate measures that in their opinion are necessary and possible to stop the exploitation and ensure his/her safe rehabilitation.

*SOPs require that if the employee and his/her supervisor deem that they are not able to carry out a proper evaluation and intervene immediately and safely to stop the trafficking of the minor and his/her rehabilitation, the agency/institution (A/IRII) immediately notifies the nearest SFAIT police officers and request their intervention to verify the minor's situation and take measures for the protection of the minor.*

***Specification of this step and request for health workers:***

The health worker notifies the service head and if they judge that no solution or assistance that may be provided by the health service could save the potential victim of trafficking from trafficking, together they inform the adult or minor about their judgment, his/her situation, and the obligation he/she has to report the violence, exploitation, and/or trafficking.

***If the person wishes to leave and not contact the police (SFAIT):***

The person who is a potential victim of trafficking is given information about where to turn to for help in case he/she wishes to leave. After that, the head of service and health personnel that has come into contact with the potential victim of trafficking notify immediately verbally the Sector for the Fight Against Illegal Trafficking (SFAIT) in the County Police Directory for immediate intervention. The verbal notification should contain all of the

information necessary to help police intervene.

Upon verbal notification of the SFAIT, a verbal notification is made of the Regional Health Directory/ Directory of Public Health about the situation and taken action.

Immediately after verbal notification (within two days), the head of the health service and health personnel that made the notification prepare the written notification of the SFAIT (identical to the verbal notification, format of request for immediate SFAIT intervention is provided in annex 9.13 of the SOPs) and send it as follows:

- a. Original to SFAIT (enclosed in an envelope with the note ***urgent and confidential***)
- b. One copy to the Regional Health Directory / Directory of Public Health (copy enclosed in an envelope with the note ***urgent and confidential***).
- c. One copy is kept in the Health Center (measures should be taken to preserve the confidentiality of the data/document).

***Specification of this step and request for Regional Health Directories/ Directory of Public Health:***

The Regional Health Directory/ Directory of Public Health sends the copy of the notification with an accompanying letter to:

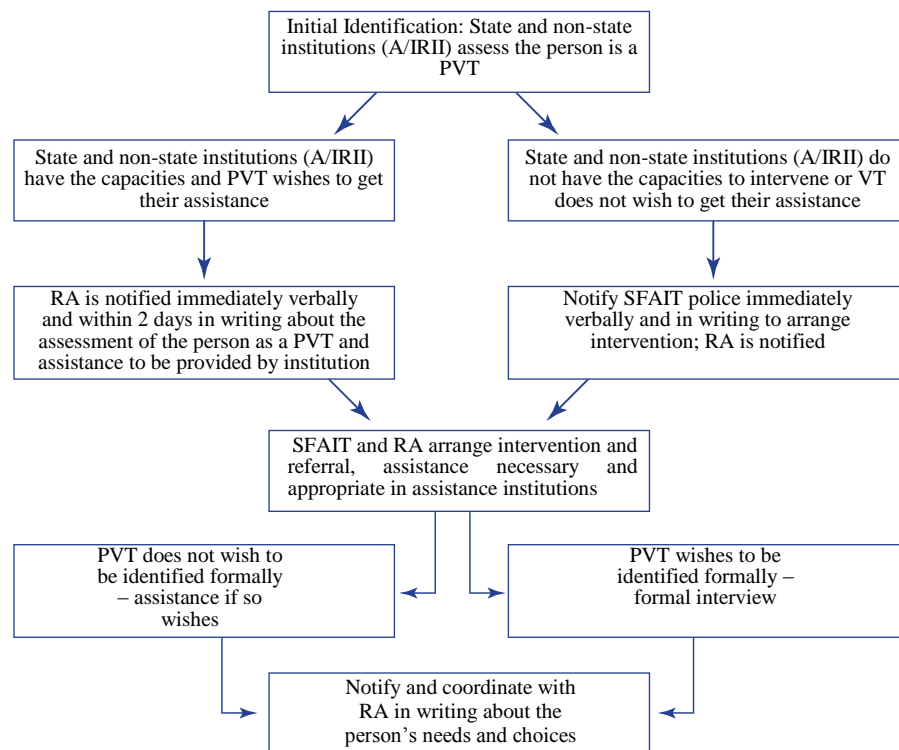
- a. Responsible Authority (enclosed in an envelope with the note ***urgent and confidential***)
- b. Directory of Public Health at the Ministry of Health (enclosed in an envelope with the note ***urgent and confidential***).
- c. One copy is kept in the Regional Health Directory/ Directory of Public Health (measures should be taken to preserve the confidentiality of the data/document).

**If the person wishes to contact the police (SFAIT) and be interviewed immediately:**

SFAIT is notified to accompany the person to appropriate premises for a formal interview; information is provided about interventions, assistance provided; willingness to support the formal interview is offered.

In this case as well, steps to follow are those of the official notification/ request of the SFAIT, verbal and official notification of the Regional Health Directory/ Directory of Public Health, and notification of the Responsible Authority and Ministry of Health by the Regional Health Directory/ Directory of Public Health.

**Scheme of Initial Identification of Potential Victims of Trafficking in the territory of the Republic of Albania**



**annex**

**Table for monitoring success by responsibilities of health workers**

Structure	role in identification	Success indicators	Monitoring institution/ structure
Regional Health Directory / Directory of Public Health	Monitoring initial identification	- Number of persons identified and referred as potential victims of trafficking	<b>Directory of Public Health (Ministry of Health)</b>
Health center	Institution of initial identification	- Number of persons identified and referred as potential victims of trafficking	<b>Regional Health Directory/ Directory of Public Health</b>

**Annex 9.13**

**REQUEST FOR IMMEDIATE INTERVENTION BY THE SFATP**

Date:

Subject of request:

1. Name and job description of the agency/institution making the request:
2. Description of the circumstances in which the agency came into contact or established contact with the presumed victim of trafficking:
3. Data available to the agency on the person deemed a presumed victim:

Name, Family Name:

Age:

Residence:

Location:

If a child, names of parents:

If a child, name of the legal custodian if it is not the parent:

4. Description of the circumstances that led the agency to think the person is a presumed victim of trafficking:
5. Description of efforts made by the agency/institution to save or assist the presumed victim:
6. Recommendations issued by the agency/institution on the SFATP police intervention:
7. Name, family name, and contact information for the employee of the agency/institution, which may be contacted by SFATP police officers for further information:

