



Freedom Network USA

Freedom Network USA's Standards of Care

Freedom Network USA (FNUSA) is committed to the human rights-based approach to addressing human trafficking. Although the services provided may vary from one organization to another, FNUSA members are expected to provide services that are trauma-informed and person-centered. This document outlines the values and tenants that we actively practice and promote. FNUSA members should strive to instill these values within their services, as part of their membership.

Definitions:

Standards of Care- FNUSA's Standards of Care establish guidelines for human trafficking service providers to ensure that survivors receive high quality, trauma-informed, and evidence-based care no matter who delivers the services. The standards prioritize the autonomy and choice of survivors and acknowledge that the field is ever changing. As practitioners, we have a responsibility to serve from a place of humility and respond to the unique needs of the individual. These standards serve as guidelines to ensure that every individual is treated with dignity and respect, inclusive of all ages, genders, locations, sexual orientations, races, ethnic backgrounds, immigration statuses, and other diversities or lived experiences. The Standards of Care emphasize the importance of each person's rights to autonomy and choice in making informed decisions throughout the personal process of healing.

NOTE: Freedom Network USA refers to individuals impacted by the crime of human trafficking as survivors. We understand that organizations may refer to survivors in different terms such as a participant or client. We choose to use the word survivor as a term of empowerment.

FNUSA members ensure that survivors have access to high quality services by engaging and centering their service provision around the following values and tenants:

Person-Centered Approach

- Providers will honor the survivor as the expert on their own life and experience.
- Providers will offer as many choices about when/where/how the work will happen/look like and will set appropriate expectations.
- Survivors should be encouraged to identify the needs and goals most relevant to them.

Trauma-Informed Approach

- Service provision is based on harm reduction and avoids all pre-requisites or mandated services.
- Providers should never mandate participation in activities such as therapy, detox, chores, or religious activities as a condition to receiving services.



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- Organizations support staff through training, supervision, and reasonable caseloads.
- Autonomy of all survivors is respected and encouraged in all interactions.

Survivor Informed

- Survivors have valuable insight and expertise and should be leaders in informing services and policies.
- Survivors are leaders in the anti-trafficking movement and should not be tokenized.
- Survivors are more than their trafficking experience. Opportunities for engagement with the organization should be provided and not limited to just telling their story.
 - a. Survivors are autonomous and choose if, when, and how they share their story.
 - b. Providers should acknowledge the power dynamic between service provider and survivor, which may impact the survivor's decision to share their story.
 - c. Informed consent is necessary before sharing any part of a survivor's story.
- Survivors should be considered for any position in a program, including management, based on their meeting the qualifications for the vacant position.
- Service providers should compensate survivors for work they do for, or on behalf of, the organization.
 - a. It is critical to acknowledge and compensate survivors fairly.
 - b. Payments should be made in a timely manner.

Safety

- Survivors are in the best position to identify what is safe for them. Programs should engage in harm reduction and safety planning rather than excluding survivors who they identify as a safety risk.
- Service providers should not restrict survivor autonomy in the name of safety. This includes practices such as taking away cellphones and prohibiting/demanding that the survivor participate in certain activities.
- Service providers should prioritize safety planning which includes physical safety and wellbeing.
- Harm reduction is a part of safety planning.
- Safety plans should be periodically reviewed and updated.
- Safety plans should be flexible and allow survivors to be engaged in the decision of what the safety plan looks like.

Confidentiality

- A survivor's privacy is prioritized and the provider respects and acknowledge the survivors have ownership over their personal information.



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- A survivor has ownership of their story and details should not be shared without explicit consent.
- Providers always get time-limited, specific, revocable, written consent from the survivor before disclosing any information about the survivor to any third party.
- Survivors choose what information is and is not disclosed.
- When consent is given, service providers should ensure they do not share more information or details than specifically needed.

Transparency

- Providers give accurate information about available resources and services, including honest information about the process, availability, and limitations of resources and services.
- Service providers should be clear about what an organization can do and can't do for the survivor.
- Service providers should be transparent about program rules.
- Service providers should never promise services that can't be delivered.
- Service providers should be honest with survivors when they need more time/resources to provide an accurate answer to a question.

Comprehensive Services

- Providers should assess what services a survivor needs or wants. Where appropriate, service providers should make referrals to ensure that the survivor has options outside of what the program is able to provide.
- Providers should build connections with other organizations to support the needs of survivors and acknowledge the limitations of their organization.
- Providers should strive to find organizations that have trauma-informed care practices, to ensure consistency and continuity of services. Additionally, providers should engage in training where such practices do not exist.
- Providers should be transparent about the limitations of their program.
- Providers should give survivors as much information as possible before a referral so that the survivor can make an informed decision about accessing that referral.
 - a. Ultimately the survivor should make the decision if they want the referral.
 - b. As a provider, it's important to do our due diligence to learn about the services provided by our partners and colleagues before referrals are given.

Language Access

- Providers should always ask the survivor what language they prefer to communicate in and use qualified interpreters and translators to meet those needs.
- Providers should honor the survivor's choice of how/when to use interpreters.



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- Providers should use professionally trained interpreters (in person or over the phone) and should ensure that interpreters are bound by confidentiality.
- Providers should conduct a conflict of interest check with the interpreters before the first interpretation session with each survivor.
- Providers should never use family members, companions, or children of the survivor as interpreters.
- Language access should include ASL and other means of access for D/deaf and hard of hearing individuals.
- Programs should strive to hire bilingual staff members that speak the most common languages spoken by the survivor population.
- Providers should have cultural humility and not assume that because they speak the language, they understand the culture.
- Providers should acknowledge and respect that a survivor may not feel comfortable having an interpreter from their same culture or community.
- Providers should ask what preferences the survivor has for interpreters including gender and community, in person or telephonic, and strive to meet those preferences.

Access to Justice

- Survivors define what access to justice means to them.
- Providers should educate all survivors about their legal rights and options.
- Providers will give the survivor information on reporting and involving law enforcement, including potential outcomes and will respect a survivor's wishes to engage or not engage with law enforcement.
- Providers will have periodic updates and check-in on the survivor's definition of justice and access to justice, and will make case planning changes as often as needed.
- Providers will share information about civil legal resources in addition to criminal legal resources.

Self-Awareness

- Providers should practice self-awareness to manage personal biases and assumptions to navigate privilege and power dynamics.
- Providers acknowledge and address the power dynamic between the provider and the survivor and how it may impact the survivor in their decision-making, as well as how the program services are delivered.
- Providers should have cultural humility, should not make generalizations about cultures, and should understand that each person has multiple cultural identities.
- Providers acknowledge that being an ally requires education and action. Educating yourself about the barriers and implicit and systemic biases facing communities put at risk and also taking action to make change.



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Ethics and Professionalism

- Providers should have the necessary knowledge, skills, qualifications, and experience when working with survivors, and should seek out ongoing professional development.
- Providers should have a clear understanding of their role and be able to communicate how that role engages with the survivor, including what you can and cannot do.
- Providers should have clear boundaries for their role and their program. Providers should uphold those boundaries to ensure that they work within their sphere of expertise and protect their personal boundaries.
- Providers should be informed and use best practice and evidence-based practices when working with survivors.
- Providers are encouraged to seek opportunities to learn and develop by connecting with practitioners in the field.