



# Training Companion Guide

**SEX TRAFFICKING PREVENTION & RESPONSE TRAINING FOR  
THE MINNESOTA LODGING INDUSTRY**

NOVEMBER 1, 2019

VIOLENCE PREVENTION PROGRAMS UNIT, SAFE HARBOR PROGRAM



# Use this training guide in conjunction with the MN Training Virtual Presentation

## The Minnesota Hotel Training Package

The Sex Trafficking Awareness and Response Training for the Minnesota Lodging Industry, developed by the Minnesota Department of Health's Safe Harbor Program, provides the essential information about recognizing and reporting sex trafficking. The training will take approximately 40 minutes to complete.

### The Hotel Training Package includes:

- MN Training Virtual Presentation – A three part video with guided practice for all employees
- This Training Companion Guide for All Trainees
- Managers/Owners Training Toolkit
- Poster Set

## What is sex trafficking

- In Minnesota, sex trafficking is the receiving, recruiting, enticing, harboring, providing, or obtaining, by any means, an individual to aid in the prostitution of the individual
- In essence, in Minnesota, sex trafficking is the buying or selling of a person for sex when a third person is making a profit

## Why this training is important to you

Everyone has a role in preventing sex trafficking. As an employee of a lodging establishment, you play a critical role in preventing and responding to sex trafficking since many traffickers and sex buyers exploit victims in hotels and motels.

Minnesota law now requires that lodging owners, managers, and employees receive training on how to detect and report this hidden crime. If you see something, say something. Thank you for joining the movement to prevent sex trafficking in Minnesota.

## Who are the victims

- Victims can be any age, gender, race, or ethnicity

## Who are the traffickers

- Traffickers can be males or females, young or old
- Can be neighbors, friends, older "boyfriends," "girlfriends," or family members

## Key victim indicators\*

- Appear fearful, anxious, tense, submissive, or nervous
- Show signs of physical abuse, restraint, and/or confinement
- Display signs of malnourishment, sleep deprivation, poor hygiene, or untreated injuries
- May be constantly monitored by people, or cannot move freely around the hotel
- Have no identification and/or control over their identification or money
- Dress inappropriately for their age, weather conditions, or the setting
- Have few personal belongings, or may be carrying their belongings in plastic bags
- In the company of older males or females, or have an older "boyfriend" or "girlfriend"

## Key activities consistent with sex trafficking\*

- "Do Not Disturb" sign up at all times
- Guest requests room or housekeeping services, but does not allow staff to enter room
- Guest refuses cleaning services for multiple days
- Guest with local address has frequent past short stays
- Guest reserves multiple rooms and/or pays in cash
- Minors are registered with the room but are left alone for long periods of time
- Excessive cash, sex paraphernalia, alcohol or illicit drugs, multiple computers, cell phones in room
- People loitering in hallways or appear to monitor areas around a room or common area
- Constant flow of people, especially men, in and out of rooms at all hours
- Evidence of a minor present in the room, but no minors are registered with the room

**\* It is important to note that any one of these signs alone may not indicate sex trafficking but, in combination, they should raise suspicion that someone might be being victimized.**

## What you should do if you suspect sex trafficking

### Employees:

- Contact the manager on duty
- Do not intervene directly in the situation
- If you are unable to contact your manager, or it is an emergency, contact 911

### Managers/Owners:

- Establish a protocol for responding to suspected sex trafficking
- Create a strong relationship with your local law enforcement agency
- If you suspect sex trafficking contact your local law enforcement agency
- You may also contact the Minnesota Bureau of Criminal Apprehension Human Trafficking Investigations Task Force at 651-793-7000

## Guided Practice

### Scenario

*Read the following scenario and answer the 3 questions. This exercise should take about 3 to 5 minutes.*

A 15-year-old girl was invited to a party at your hotel by an adult man who looked about 35 years old. Once at the hotel the man asked for a room by an exit, paid cash, and took the girl to the room. A different man who looked about 60 yrs. old almost ran into the maintenance person as he hurried toward the room with his head down. A couple of people saw a number of men go in and out of this room over the next 24 hours. The man who paid for the room ordered fresh linen and towels three different times during this period of time but would not allow motel staff into the room. At one point, Housekeeping staff saw the girl in the hallway at the beverage machine with the man. She looked very tired and scared and would not look at the staff. A day later, the girl was seen quickly approaching the front desk, the man was soon behind her, put his arm around her shoulders and together they headed back down the hallway.

**Question 1:** Please check the possible indicators, that when combined, make this a suspected trafficking situation:

- Male guest asked for a room by the exit and paid in cash
- The young female guest is accompanied by an older male guest, who seems controlling
- A number of men were seen entering and exiting the room
- Guest requested new linens three times but would not allow staff to enter the room
- The female guest appeared tired and scared, and would not make eye contact with staff
- The male guest was observed controlling the movements of the younger female guest

**Question 2:** What should your response be to this situation: (check one)

- a. Immediately call the FBI.
- b. Try to talk with the man and the girl to see if you could be wrong about what you are seeing.
- c. Don't do anything because you don't really know if there is anything bad going on, lots of people party at the motel.
- d. Immediately contact the manager on duty and follow their direction.

**Question 3:** Let's say that in addition to what you already know about the situation, you come upon the girl in the lobby bathroom and she is throwing up, looks like she was just beat up, and is very dazed.

How should you respond: (check one)

- a. Try to find housekeeping staff to come clean up the bathroom as the girl is getting blood all over.
- b. Immediately take her to the hospital.
- c. Immediately contact law enforcement to come to the motel right away, then contact the manager on duty, and stay with the girl until help arrives.
- d. Try to clean her up, bring her to the lobby to sit down, and then get her some ginger ale.

## Answers to guided practice questions:

### Question 1

Answer: All of the following are indicators for sex trafficking in this scenario:

- ✓ Male guest asked for a room by the exit and paid in cash
- ✓ The young female guest is accompanied by an older male guest
- ✓ A number of men were seen entering and exiting the room
- ✓ Guest requested new linens three times but would not allow staff to enter the room
- ✓ The female guest appeared tired and scared, and would not make eye contact with staff
- ✓ The male guest was observed controlling the movements of the younger female guest

### Question 2

Answer: d. You should immediately contact the manager on duty and follow his or her directions. Ideally your hotel has a protocol established for you to follow. If your manager is not available, then contact your local law enforcement agency or 911 and tell them you have a possible sex trafficking situation happening at your establishment.

### Question 3


Answer: c. Immediately contact law enforcement to come to the motel right away, then contact the manager on duty, and stay with the girl until help arrives.

## Minnesota Safe Harbor

Know that you are not responding alone. There is a strong network of resources in Minnesota to help hotels and motels respond to trafficking. The Safe Harbor Program (<http://www.health.state.mn.us/safeharbor>) provides a coordinated approach to addressing sexual exploitation and human trafficking. By working across state agencies, and with community partners, Safe Harbor provides community services, housing, and funding to support sexually exploited youth and young adults and prevent human trafficking.

Safe Harbor's network of Regional Navigators (<http://www.health.state.mn.us/communitessafeharbor/response/navigators.html>) can assist you in developing your response protocol, responding to sex trafficking, as well as provide you with additional support such as connecting you to local resources. Regional Navigators provide a main point of contact for anyone concerned about a youth who may be sexually exploited. Please see the next two pages for the Safe Harbor Referral Map.

**Sources for the development of this training companion:** ECPAT-USA, American Hotel & Lodging Educational Institute (AHLEI), BEST Alliance (Businesses Ending Slavery & Trafficking), Blue Campaign, Polaris Project, and the Minnesota Department of Health Safe Harbor Program.

Training Companion Guide  
 **DEPARTMENT  
OF HEALTH**  
Violence Prevention Programs Unit, Safe Harbor Program  
PO Box 64882  
St. Paul, MN 55164-0882  
[www.health.state.mn.us](http://www.health.state.mn.us)

*To obtain this information in a different format, contact Safe Harbor Program staff at [health.safeharbor@state.mn.us](mailto:health.safeharbor@state.mn.us) or call 651-201-5400.*

# SAFE HARBOR

## SERVICES FOR SEXUALLY EXPLOITED YOUTH

Safe Harbor provides a statewide network of victim-centered, trauma-informed services and safe housing, as well as Regional Navigators who are responsible for connecting youth with services and serving as experts for their communities. To find services statewide, call the Day One Crisis Hotline at 1-866-223-1111.

### REGIONAL NAVIGATORS

#### NORTHEAST

**PROGRAM TO AID VICTIMS OF SEXUAL ASSAULT** Duluth 218-726-1442  
pavsa.org

#### NORTHWEST

**SUPPORT WITHIN REACH** Bemidji 218-444-9524  
Crisis Line: 1-800-708-2727 supportwithinreach.org

#### EAST METRO

**MIDWEST CHILDREN'S RESOURCE CENTER (CHILDREN'S HOSPITAL)**  
St. Paul 651-220-6750 childrensmn.org

#### WEST METRO

**THE LINK** Minneapolis 612-232-5428 thelinkmn.org

#### CENTRAL

**LUTHERAN SOCIAL SERVICES** Brainerd 218-824-3770 lssmn.org

#### WEST CENTRAL

**SOMEPLACE SAFE** Fergus Falls 218-739-3359 someplacesafe.info

#### SOUTHWEST

**SOUTHWEST CRISIS CENTER** Worthington 507-376-4311 mnsbcc.org

#### SOUTHEAST

**DODGE, FILLMORE, AND OLMSTED COUNTY VICTIM SERVICES** Rochester  
507-289-0636 co.olmsted.mn.us/cs/victimservices

For a full list of resources on housing and services, please see reference guide on opposite side.



## HOUSING

### NORTHEAST

- **LIFE HOUSE** Duluth 218-722-7431 [lifehouseduluth.org](http://lifehouseduluth.org)

### NORTHWEST

- **EVERGREEN YOUTH AND FAMILY SERVICES** Bemidji 218-751-8223 [evergreenyfs.org](http://evergreenyfs.org)
- **NORTH HOMES CHILDREN & FAMILY SERVICES** Bemidji 1-888-430-3055 [northhomesinc.org](http://northhomesinc.org)

### EAST METRO

- **180 DEGREES/BRITTANY'S PLACE** St. Paul 651-332-5539 [180degrees.org/brittanys-place.html](http://180degrees.org/brittanys-place.html)

### WEST METRO

- **THE LINK** Prior Lake 612-232-5428 [thelinkmn.org](http://thelinkmn.org)

### CENTRAL

- **TEREBINTH REFUGE** St. Cloud 320-828-7721 [terebinthrefuge.org](http://terebinthrefuge.org)
- **LUTHERAN SOCIAL SERVICES** Brainerd 218-824-3770 [lssmn.org](http://lssmn.org)

### WEST CENTRAL

- **HEARTLAND GIRLS RANCH** Benson 320-843-4815 [heartlandgirlsranh.org](http://heartlandgirlsranh.org)

### SOUTHEAST

- **WOMEN'S SHELTER AND SUPPORT CENTER** Rochester 507-285-1010 [womens-shelter.org](http://womens-shelter.org)

## SERVICES

### NORTHEAST

- **PROGRAM TO AID VICTIMS OF SEXUAL ASSAULT** Duluth 218-726-1442 [pavsa.org](http://pavsa.org)
- **LIFE HOUSE** Duluth 218-722-7431 [lifehouseduluth.org](http://lifehouseduluth.org)

### NORTHWEST

- **EVERGREEN YOUTH AND FAMILY SERVICES** Bemidji 218-751-8223 [evergreenyfs.org](http://evergreenyfs.org)
- **NORTH HOMES CHILDREN & FAMILY SERVICES** Bemidji, Grand Rapids, and Duluth 218-327-3000 [northhomesinc.org](http://northhomesinc.org)

### EAST METRO

- **HMONG AMERICAN PARTNERSHIP** St. Paul 651-495-1557 [hmong.org](http://hmong.org)
- **MIDWEST CHILDREN'S RESOURCE CENTER** St. Paul 651-220-6750 [childrensmn.org](http://childrensmn.org)

### WEST METRO

- **CORNERSTONE** Bloomington 952-884-0376 [cornerstonemn.org](http://cornerstonemn.org)
- **THE FAMILY PARTNERSHIP** Minneapolis 612-729-0340 [thefamilypartnership.org](http://thefamilypartnership.org)
- **THE LINK** Minneapolis 612-232-5428 [thelinkmn.org](http://thelinkmn.org)
- **LUTHERAN SOCIAL SERVICES STREETWORKS** Minneapolis 612-354-3345 [streetworksmn.org](http://streetworksmn.org)
- **MID-MINNESOTA LEGAL AID** Minneapolis 612-332-1441 [mylegalaid.org](http://mylegalaid.org)
- **MINNESOTA INDIAN WOMEN'S RESOURCE CENTER** Minneapolis 612-728-2020 [miwrc.org](http://miwrc.org)
- **YMCA** Minneapolis 612-492-1713 [ymcamn.org/Intervention](http://ymcamn.org/Intervention)

### CENTRAL

- **CENTRAL MN SEXUAL ASSAULT CENTER** St. Cloud 320-251-4357 [cmsac.org](http://cmsac.org)

### WEST CENTRAL

- **LUTHERAN SOCIAL SERVICES OF MN** Willmar 320-444-0512 [lssmn.org](http://lssmn.org)
- **RAPE AND ABUSE CRISIS CENTER** Fargo/Moorhead 701-293-7273 [raccfm.com](http://raccfm.com)
- **SOMEPLACE SAFE** Fergus Falls 218-739-3359 [someplacesafe.info](http://someplacesafe.info)

### SOUTHWEST

- **SOUTHWEST CRISIS CENTER** Worthington 507-376-4311 [mnsbcc.org](http://mnsbcc.org)
- **LUTHERAN SOCIAL SERVICES OF MN** Mankato 507-381-6670 [lssmn.org](http://lssmn.org)

### SOUTHEAST

- **DODGE, FILLMORE AND OLMSTED COUNTY VICTIM SERVICES** Rochester 507-289-0636 [co.olmsted.mn.us/cs/victimservices](http://co.olmsted.mn.us/cs/victimservices)

