

Illinois Department of Human Services (IDHS) Human Trafficking Recognition Training Curriculum Guide for Hotels and Motels

Background & Overview

The Illinois Department of Human Services is pleased to provide the following curriculum guide to help train hotel and motel employees about the issue of Human Trafficking. This curriculum guide has been created in accordance with PUBLIC ACT 101-0018: Lodging Services Human Trafficking Recognition Training Act

This curriculum guide is designed to meet the minimum standards required by law and while it provides an overview of the problem of human trafficking in the hotel and motel industry, it is not a comprehensive training to cover all possible types of trafficking.

Part of the training guide suggestions include developing internal hotel and motel protocols for how to respond to a potential trafficking situation. Many companies have determined that this is best done by having staff report to supervisors. This training guide is an introduction to human trafficking for hotel and motel employees; however, it is not the level of training recommended for supervisors or security staff responding to actual allegations. It is recommended that a deeper and more nuanced training of human trafficking be provided to any staff who are responding directly to potential allegations of human trafficking.

Additionally, this training guide is designed to either be viewed in a webinar form or presented with a lecturer reading the material. It is suitable for individuals to go through on their own and does not include discussions or learning tools that would be used in a longer training led by experts.

Materials

The speaker Note section of each slide includes references and a transcript which can be used for each slide.

Additionally, handouts are available for download which provide additional information to supplement the slide presentation.

Slide 1 – Title Slide: Human Trafficking in Hotels and Motels

Thanks for joining. This presentation is designed for hotel and motel staff to help you learn about the potential signs of human trafficking and know how to respond if you encounter someone who may be a victim of human trafficking.

Slide 2 – Sex and Labor Trafficking Definitions

Under Federal Law human trafficking is defined in two parts: Sex trafficking is defined as a commercial sex act, induced by force, fraud, or coercion, or in which the person performing the act is under the age of 18. Labor trafficking is defined as when force, fraud, or coercion is used to transport, obtain, or employ a person for labor or services in involuntary servitude, peonage, debt bondage, or slavery.

This definition comes from the Trafficking Victims Protection Act of 2000

Slide 3 – Elements of Trafficking

The crime of human trafficking involves three elements which can be broken down into: an action, means, and purpose. The Action element involves recruiting, harboring, moving, or obtaining a person. Recruiting includes proactive targeting of vulnerability and grooming behavior. Harboring includes isolation, confinement, monitoring. Transporting includes movement and arranging travel. Providing includes giving to another individual. Obtaining includes forcibly taking, exchanging something for ability to control. In addition, for sex trafficking the action can include, soliciting, which includes offering something of value or patronizing, which includes receiving something of value.

The next element is the means. For human trafficking cases the means includes force, fraud, or coercion. Force includes physical restraint, physical harm, sexual assault, and beatings. It may also include monitoring and confinement which can be used to control victims, especially during the early stages of victimization to break down the victim's resistance. Fraud includes false promises regarding employment, wages, working conditions, love, marriage, or better life. Over time, there may be unexpected changes in work conditions, compensation or debt agreements, or nature of relationship. Coercion includes threats of serious harm to or physical restraint against any person, psychological manipulation, document confiscation, and shame and fear-inducing threats to share information or pictures with others or report to authorities. It is important to note that coercion can include psychological coercion and overt force is not required to prove this element. Under the law minors under the age of 18 are deemed unable to consent to a commercial sex act so force, fraud, or coercion does not need to be proved.

Finally, the last element proven is that the action and means were done for a purpose of involuntary servitude, debt bondage, slavery, or commercial sex act. Involuntary Servitude is any scheme, plan, or pattern intended to cause a person to believe that, if the person did not enter into or continue in such condition, that person or another person would suffer serious harm or physical restraint; or the abuse or threatened abuse of the legal process. Debt Bondage includes a pledge of services by the debtor or someone under debtor's control to pay down known or unknown charges (e.g. fees for transportation, boarding, food, and other incidentals; interest, fines for missing quotas, and charges for "bad behavior). The length and nature of those services are not respectively limited and defined, where an individual is trapped in a cycle of debt that he or she can never pay down. Peonage is a status or condition of involuntary servitude based on real or alleged indebtedness. Slavery is the state of being under the ownership or control of someone where a person is forced to work for another. Commercial Sex Act is any sex act on account of anything of value given to or received by any person.

Slide 4 – What is Human Trafficking Under Illinois Law

Under Illinois law Human Trafficking exists when a person knowingly: (1) recruits, entices, harbors, transports, provides, or obtains by any means, or attempts to recruit, entice, harbor, transport, provide, or obtain by any means, another person, intending or knowing that the person will be subjected to involuntary servitude; or (2) benefits, financially or by receiving anything of value, from participation in a venture that has engaged in an act of involuntary servitude or involuntary sexual servitude of a minor.

Slide 5 – Illinois Law: Involuntary Servitude

One key difference is under Illinois law there is no distinction between labor trafficking and sex trafficking for adult victims. As under federal law this can be broken into three elements, action, means, and purpose. In Illinois someone commits the crime of involuntary servitude, if one takes the action of knowingly subjecting or engages in a conspiracy to subject; through use of harm or threats to cause harm or using physical restraint, or threats or actual abuse of the law or threats of actual financial harm or control to subject someone to labor or services.

Another difference is for minors who are forced into the commercial sex trade, Illinois defines that as Involuntary sexual servitude of a minor. As in federal law individuals only an Action and purpose have to be proven. Involuntary Sexual Servitude of a Minor exists if action of recruiting, harboring, enticing, transporting, or obtaining a minor-- which is defined as some on under the age of 18--for the purpose of commercial sexual activity, sexually explicit performance, or pornography.

Slide 6 – Human Trafficking in Hotels and Motels

Human Trafficking occurs across many industries. Hotel and motel staff may come across individuals who are victims of labor or sex trafficking. Polaris Project, which runs the National Human Trafficking Hotline released a report in 2017 called “The Typology of Modern Slavery”, which found there were a number of different industries where victims of human trafficking were forced to work that resulted in encounters with the hotel or motel industry. These included individuals who were forced into sex trafficking through escort services, outdoor solicitation (commonly known as street prostitution), or in bars, strip clubs, and cantinas. Individuals who were forced into labor trafficking that came into contact with hotels and motels includes those forced to work in traveling sales crews, those involved in the hospitality industry, victims forced to work in commercial cleaning services, and victims forced to work in recreational facilities.

Source: <https://polarisproject.org/typology-report>

Slide 7 – Human Trafficking in Hotels and Motels, cont.

In 2018, Polaris released a secondary report that discussed how various industries played a role in the fight against human trafficking. This report included a specific subsection on the hotel and motel industry. The report “On-Ramps, Intersections, and Exit Routes: A Roadmap for Systems and Industries to Prevent Human Trafficking” included a survey of 127 survivors.

100 or 79% of those survey respondents state they had come into contact with hotels or motels during their exploitation. 47% of respondents stated they had sought shelter at a hotel or motel and spent the night. 50% of respondents reported their trafficker had them live in a hotel or motel. 18% of respondents stated they lived at a hotel and motel without their trafficker while they were being trafficked. 4% of respondents stated they were working/being trafficking as a hotel or motel employee and another 3% stated they were working/being trafficked by a hotel or motel subcontractor. 80% of respondents stated they were forced to engaged in a commercial sex at a hotel or motel.

These reports highlight that survivors with a diverse array of lived experiences have interacted with hotels and motels - making it a key place for identification and intervention.

Source: [On-Ramps, Intersections, and Exit Routes: A Roadmap for Systems and Industries to Prevent and Disrupt Human Trafficking.](#)

Slide 8 – Implicit Bias

How do our past experiences impact our perception of people who have been trafficked? How does the media impact our perception of people who have been trafficked? How does the media impact our perception of people who are traffickers?

Implicit bias is defined as ‘ingrained habits of thought that lead to errors in how we perceive, reason, remember and make decisions.’ The photos on this slide reflect the diversity of who can be victimized in trafficking situations. The same holds true for who can be a trafficker. Victims can be of any age, gender, and ethnicity. Traffickers can also be of any age, gender and ethnicity. If we only view a victim as a young white girl, trafficked by an older person of color (a myth often perpetuated by the media), we miss the vast diversity of trafficking experiences, and will not identify human trafficking when it is happening in front of us.

IMAGE DESCRIPTION: The image on this slide is a collage of 15 images of people of all ages, genders and ethnicities to reflect that anyone can be trafficked and anyone can traffic others.

Slide 9 – Sex Trafficking Red Flags for Hotels and Motels

The Polaris Report included an opportunity for survivors from this same survey to share indicators or red flags, that outsiders could have observed and acted on to intervene. One survivor of sex trafficking stated “The biggest [red flag], was that I was a child spending a lot of time around a specific hotel for literal years. And nobody ever asked me questions, nobody ever called the police.”

Slide 10 – Sex Trafficking Red Flags for Hotels and Motels, cont.

Another survivor stated “I remember I had run away from one area in [the city] to another area and there was only a couple hotels I was able to stay at, just because for whatever reason they would kick us out...and would put our name on a list. So [my trafficker] knew which hotel I was going to be at.”

These two small statements from survivors reflect the variety of ways someone who is being trafficked may come into contact with a hotel or motel--which may include when they are trying to escape from their trafficker.

Slide 11 – Sex Trafficking Red Flags for Hotels and Motels, cont.

We are now going to discuss potential indicators that you as a hotel or motel employee may observe that could be indicators of human trafficking. However, it is important to remember that none of these indicators by themselves or even taken together is indicative of trafficking. There may be an innocent explanation for any of these when looking deeper into the scenario in question. The purpose for sharing these is to help you better understand when there may be a potential problem. We will discuss later in this training how to respond and what steps you should take.

Some potential indicators that hotel or motel employees may observe that could be indicators of sex trafficking include:

- A customer who pays for the room in cash or prepaid card one day at a time. In the Polaris report, 74% of respondents stated this is how rooms were paid for.

- If an individual is checking in without any luggage, this may indicate that a person isn't really traveling from out of town, but solely there to participate in a commercial sex act. If force, fraud, or coercion are also suspected in this situation, or if the people participating in that commercial sex act are under the age of 18, it is considered a situation of sex trafficking.
- If two or more people come in together and one person speaks for everyone and has the identification cards for everyone, this may point to potential power and control dynamics often seen in situations of trafficking. It is important to remember that traffickers are both men and women and victims include men, women, girls, and boys.
- If there is an inappropriate use of nicknames, such as the use of 'Daddy', sexualized nicknames for the many people under the seeming control of one manager, multiple aliases, language that relates to 'the Life', another phrase for the commercial sex trade, and language that might replicate family dynamics for people who are a chosen family rather than a biological one (relationships such as wife-in law, etc), these could also be indicators of trafficking. Again, if present on their own, without suspecting force, fraud or coercion, the presence of anyone under the age of 18 and without anything traded of value for a sex act, then this would not be considered a sex trafficking situation and should not be viewed as such.
- An individual may appear disoriented, appear unable to speak freely, or avoid eye contact with hotel or motel staff. This could be an indicator of trauma, continued isolation and the imposed rules of the trafficker. Victims may be moved frequently or have been given false information about what city they are in. Some victims of trafficking are also given an elaborate set of rules to follow, which includes limitations on who they speak to and who they look at. Some traffickers have rules that their victims can only make eye contact with their trafficker.
- You may encounter a situation where an adult arrives with several young adults or children who are exhibiting signs of trafficking, including appearing to be controlled, wearing clothing that is not appropriate for the time of year, current weather, or even their age, or if they are present when they should be in school or when they should be preparing for the next day of school rather than at a hotel or motel all night. If that adult seems to leave the youth behind and they receive visitors throughout the night, this is another red flag.

Slide 12 – Sex Trafficking Red Flags for Hotels and Motels, cont.

Additional signs of trafficking may include noticing that various individuals or men keep going in or out of the same room or are being escorted to a particular room. Customer may request for a room that is isolated or close to an exit. You may notice that one of the guests is never left alone in the room or allowed to go out on their own. You may notice young people who are hanging out in the room or in the hotel or motel during daytime hours when they should be in school. A customer may be continuously receiving or making calls from their cell phone, which in trafficking cases could be setting up appointments for commercial sex acts. As you likely have many business

customers constantly on the phone, this is a good reminder that there may be an innocent explanation for any of these actions, but these are common behaviors which may be observable. You may notice the customer has made a point of avoiding areas with CCTV cameras or uses hats or glasses or other ways to prevent having their face captured on camera.

Slide 13 – Sex Trafficking *In Room* Identification

For hotel or motel staff whose job may include entering a room, there are some additional signs that you may notice in conducting your job. Some examples are if the customer tries to keep anyone from entering the room by insisting on little or no housekeeping. If you notice the customer has little or no luggage. If you notice that the clothing which is around consists primarily of undergarment, lingerie, or is revealing. If you notice excessive amounts of lingerie, discarded condoms, or lubricants. If you notice that alcohol is being ordered for guests who appear to be underage. You may notice that the customers are requesting an unusual amount of towels or extra sheets or excessively wanting them cleaned and replaced. You might notice evidence of pornography being used or viewed. You may also noticed there seems to be unusual items in the room such as credit card reader or an unusual number of cell phones, laptops, cameras, or used gift cards.

Slide 14 – Labor Trafficking in Hotels and Motels

Labor trafficking also happens in hotels and motels where staff may be forced to work and may themselves be experiencing trafficking. Based upon information collected from 482 potential labor trafficking victims in the hotel/motel industry made to the National Human Trafficking Hotline since 2015: 100 were men and women from Jamaica, 80 from the Philippines, 34 from India, and 20 were potential victims from Mexico.

Slide 15 – Labor Trafficking Red Flags for Hotels and Motels

Some indicators that someone may be experiencing labor trafficking at a hotel or motel include: Workers are prevented from taking adequate breaks--you might notice they aren't able to have time to sit down and eat lunch, but have quick snacks they are able to eat while cleaning or between rooms. A worker may mention that they have a debt they owe or that they had to take out loans or incur debt to get the job or their visa. You may observe that workers are subject to verbal or physical abuse or threats of harm by their supervisor. A worker may mention that they had been told they were going to be doing a different type of job in the hotel or motel than what they are doing or they may mention there were supposed to be working at a different location or in a different industry. Workers may be living and working in the same location or the workers are all living together offsite in housing arranged by their employer. Workers may be forced to meet a daily quota. Workers might be forced to turn over their wages or they may have exorbitant fees directly deducted from their paychecks. You may notice that some workers aren't being paid directly, but that their payment goes through a third party.

Slide 16 – Recommendations for Response- Do's and Don'ts

Now what should you do if you see any of these indicators and red flags that we just discussed? It is important to know some of the things that you shouldn't do. First, you should never get directly involved in a suspected trafficking situation. You do not want to do anything that would put yourself at risk, co-workers at risk, or the suspected trafficking victim at risk. Many times trafficking victims are being watched by their traffickers and they are punished if the trafficker doesn't like what they see--this may result in the victim being harmed by their trafficker. Additionally, getting involved may lead the trafficker or the victim to run away and remove the opportunity for help to arrive.

Slide 17 – Recommendations If You Suspect HT

Now let's talk about what you should do if you suspect a trafficking situation. First, assess the situation and take note of your observations, what you find suspicious, and if there appears to be any indication of imminent harm. If you are able, try to note the date & time of the suspected incident. Try to record description of people involved including tattoos, physical identifies, hair color, approximate age, et. Make note of any names or nicknames that you heard or were provided to you. If vehicles were involved take note of the description such as make and model, license plate number, and details such as dents, scratches, bumper stickers, etc.

Second, follow the policy laid out by [employer name] and contact [insert hotel/motel policy]. Finally, you should always feel free to call the National Human Trafficking Hotline at 888-373-7888. Even if you aren't sure what you saw was trafficking, the hotline staff can help make the determination. If it does appear to be trafficking they can connect with the appropriate law enforcement agents who are trained in human trafficking or provide additional resources.

Slide 18 – Recommendations for Management

If you are in management or another position that allows you to help implement policy and procedures, consider implementing some of the following recommendations.

- Become well-versed in signs of human trafficking.
- Consider greeting all guests after 10PM. Ask that they wait at the front desk until the guest comes to escort them. Remember that there may be a wholly innocent explanation for behavior that appears suspicious in nature. For this reason, no single indicator should be the sole basis for action. The totality of indicators and other relevant circumstances should be evaluated when considering any law enforcement outreach.
- Call the National Human Trafficking Hotline for connections to law enforcement who are trained on human trafficking in your area. Know your local resources and the types of social services available to survivors of human trafficking in your area.

- Establish a response plan involving a safe reporting mechanism.
- Post the National Human Trafficking Hotline for victim access in public places like restrooms. Put a variety of resources (not just trafficking-specific resources, but a host of resources for a variety of presenting issues (homelessness, suicide prevention, domestic violence, human trafficking, etc.) in places that may be safe, including inside the TV-guide (CCHTTF Focus Groups).
- Emphasize your support to employees reporting their suspicions to make them feel comfortable.

See supplemental handout on Policy Recommendations for Hotels/Motels and Management for more guidance.

Slide 19 – In Case of Interaction

Finally, you may be in a position where you end up interacting with a potential victim of human trafficking. The following guidelines come from the Cook County Human Trafficking Task Force Train-the-Trainer Manual and while many of them may apply more to direct service providers, the sentiment and guidelines are helpful for everyone who interacts with survivors. To help you remember what you should and shouldn't say or do. When speaking with the individual don't tell them they are safe now, you don't know that and you can't control what will happen. You can say that we will do everything we can to keep you safe. Don't say no one here will hurt you, instead say we are not working with the people who hurt you and took advantage of you. We are here because we want to help you. Don't say coming to us and working with us will help you. Instead say we are here because we want to do our best to help you and protect you. Do not say you are a victim, not a criminal--putting a label on someone, no matter what the label is, can be really damaging. Instead you can say you were mistreated and your rights were violated. You did not deserve this. It is not your fault. Don't say to someone that they can trust you--many victims of trafficking ended up in the situation because they trusted someone that should have been a safe person. Trust is established through your actions. Finally, don't try to get the survivor to cooperate with you by saying we want to make sure what happened to you does not happen to anyone else. This is victim blaming and also puts responsibility on the victim to avoid and stop future crimes--which is not their responsibility.

Slide 20 – National Human Trafficking Hotline

If you only take one thing away from this training, let it be this slide. The National Human Trafficking Hotline is available 24/7 and has interpreters available in over 200 languages. They can be reached at 888-373-7888 or a victim or survivor can reach them by texting BeFree. The Hotline is available to take reports, or answer questions. They can connect a survivor to service providers to assist with their needs, connect to attorneys, or to law enforcement. The hotline also can provide resources to the community. More information can be found on their website at humantraffickinghotline.org.