



HOSPITALITY PROFESSIONALS TOOLKIT

Who We Are:

Join the Movement Events, Inc. (also known as JTM is a 501c3 non-profit) teaches awareness and education about human trafficking and it's affects in local communities. We work with law enforcement, health care professionals, hospitality professionals, schools, libraries, government, non-government, civil organizations, clubs, LGBTQ+, addiction support groups and private organizations. We also provide advocates for victims of violence with our CARE Team.

What's included in this packet?

This toolkit offers tips and resources that should help you inform and educate you and your employees about human trafficking. This toolkit is designed to provide indicators specific for the different areas in which a hotel will function.

Human trafficking is modern-day slavery and involves the use of force, fraud, or coercion to obtain some type of labor or commercial sex act. Traffickers use force, fraud, or coercion to lure their victims and force them into labor or commercial sexual exploitation.

Every year, tens of thousands of men, women, and children are trafficked in the United States. It is estimated that human trafficking generates many billions of dollars of profit per year, second only to drug trafficking as the most profitable form of transnational crime. Human trafficking is a hidden crime as victims rarely come forward to seek help because of language barriers, fear of the traffickers, and/or fear of law enforcement.

Traffickers look for people who are susceptible for a variety of reasons, including psychological or emotional vulnerability, economic hardship, lack of a social safety net, natural disasters, or political instability. The trauma caused by the traffickers can be so great that many may not identify themselves as victims or ask for help, even in highly public settings. Hotels are one of many venues that traffickers use to exploit their victims. As a result, industry leaders are increasingly recognizing the unique role they can play in preventing and disrupting this crime. Traffickers are capitalizing on the lack of awareness around this issue within the hotel industry. All too often, they continue to exploit their victims unchecked because staff, managers, and executives do not know what to look for.

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VICTIMS ARE IN PLAIN SIGHT:

Human traffickers often use hotel rooms, recreational vehicles, AB&B and VBRO's to sell their victims, hiding them in plain sight. As a hotel industry employee, you are the eyes and ears. Your profession puts you in position to recognize indicators and report potential instances of human trafficking to law enforcement. You play an important role because you regularly interact with members of the public, and you may be able to recognize signs that someone is in danger. Victims of human trafficking are in all our communities.

Trafficking victims can be any age, race, gender, or nationality, including U.S. citizens. They may or may not have legal immigration status. Victims are found in any labor sector; some are lured with false promises of well-paying jobs or even love. Often, they are forced or coerced into commercial sex, domestic servitude, farm or factory labor, or other types of forced labor. Under federal law, every minor induced to engage in commercial sex is a victim of human trafficking.

This guide hopes to inform you, hotel industry professionals what human trafficking is and the indicators so you can better prepare to recognize a potential victim and know how you can report a potential case.

HOW TRAFFICKERS OPERATE:

Traffickers prey on people with little or no safety net. They look for people who are vulnerable for a variety of reasons, including economic hardship, violence in the home, natural disasters, or political instability. They will become whatever their potential victim may need: a boyfriend, a protector, a home, social status. Traffickers provide for victims' basic needs to gain their favor and trust.

Traffickers use a variety of strategies to trap victims, including violence or threats of violence, as well as psychological coercion/brainwashing. The trauma can be so severe that many may not see themselves as victims or ask for help.

Human trafficking does not require an element of transportation to be considered a crime, but like any business, it can heavily depend on the hospitality industry to operate. Traffickers often use hotels to recruit victims of sex trafficking and forced labor. Traffickers can operate discreetly because hotel industry employees and travelers may not know the signs of human trafficking. There is no single face of traffickers. They can be of any gender or from any background and any age.

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COLLABORATION BETWEEN FEDERAL, STATE, AND LOCAL LAW ENFORCEMENT:

Always contact your local police department first. As most states now have their own laws on human trafficking, making this form of modern-day slavery a violation of not only local but international and federal law. The goal is to work with our law enforcement colleagues to protect and help victims, prosecute offenders, and prevent additional human trafficking cases.

WORKING WITH VICTIMS:

A victim-centered approach places equal value on the identification and stabilization of victims and the investigation and prosecution of traffickers. Victims are crucial to investigations and prosecutions. Each case and every conviction change lives. JTM understands how hard it can be for victims to come forward and work with law enforcement because of their trauma. They need help to feel stable, safe, and secure. A victim-centered approach to investigation and prosecution is essential to accomplish the law enforcement mission. To successfully conduct a human trafficking investigation and prosecution, you need a victim who can tell their story and testify as a witness. We recommend that all victims have an advocate to help them through the recovery process. JTM provides fully trained advocates through our CARE Team.

SIGNS OF HUMAN TRAFFICKING:

Recognizing key indicators can save a life. This is the first step in identifying victims. Not all indicators listed are present in every human trafficking situation. The presence or absence of any indicator is not necessarily proof of human trafficking. If you see something, say something. Call 911.

DO NOT ATTEMPT TO CONFRONT A SUSPECTED TRAFFICKER OR ALERT A VICTIM TO YOUR SUSPICIONS. FOLLOW YOUR ORGANIZATION'S REPORTING PROTOCOL OR CALL 911 OR LOCAL AUTHORITIES IF SOMEONE IS IN IMMEDIATE DANGER.

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SIGNS OF HUMAN TRAFFICKING - HOTEL AND MOTEL STAFF

Indicators:

- Your guest shows signs of fear, anxiety, tension, submission, and/or nervousness.
- Your guest shows signs of physical abuse, restraint, and/or confinement.
- Your guest exhibits evidence of verbal threats, emotional abuse, and/or being treated in a demeaning way.
- Your guest shows signs of malnourishment, poor hygiene, fatigue, sleep deprivation, untreated illness, injuries, and/or unusual behavior.
- Your guest avoids eye contact and interaction with others.
- Your guest has no control over or possessions of money or has their ID.
- Your guest dresses inappropriately for their age or lower quality clothing compared to others in their party.
- Your guest has few or no personal items — no luggage or other bags. He/she is checking in with everything in a shopping bag.
- Your guest appears to be with a significantly older “boyfriend” or in the company of older males.
- A group of girls appear to be traveling with an older female or male.
- A group of males or females with identical tattoos in similar locations. This may indicate “branding” by a trafficker.
- Guest requests a room with two beds.

Each indicator alone does not necessarily mean a person is being trafficked.

What to do next:

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SIGNS OF HUMAN TRAFFICKING – HOUSEKEEPING, MAINTENANCE AND ROOMSERVICE STAFF

Indicators:

- “Do Not Disturb” sign on the door during length of stay.
- Requests room or housekeeping services (add’l towels, linens, etc.) but denies staff entry into room.
- Refusal of cleaning services for multiple days
- Excessive amounts of cash in room.
- Smell of bodily fluids and musk.
- There appears to be a presence of multiple computers, cell phones, pagers, credit card swipes, or other technology.
- The same guest reserving multiple rooms.
- Guests leave the room infrequently, not at all, or at odd hours.
- Children’s items or clothing are present, but no child registered with the room.
- Guests loitering in hallways or appearing to monitor the area.
- Excessive amounts of alcohol or illegal drugs in room.
- Evidence of pornography.
- Minor left alone in room for long periods of time.
- Excessive number of people staying in a room.
- Extended stay with few or no personal possessions.
- Provocative clothing and shoes.
- Constant flow of men into a room at all hours.
- Excessive amounts of sex paraphernalia in rooms (condoms, lubricant, lotion, etc.)
- Room is stocked with merchandise, luggage, mail packages, and purses/wallets with different names.

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SIGNS OF HUMAN TRAFFICKING - CONCIERGE, BELLMAN, FRONT DESK, SECURITY AND VALET STAFF

Indicators:

- Guest checking into room appears distressed or injured.
- The same person has reserved multiple rooms.
- Few or no personal items when checking in.
- Room paid for with cash or pre-loaded credit card.
- Excessive use of hotel computers for adult oriented or sexually explicit websites.
- Guest not forthcoming about full names, home address or vehicle information when registering.
- Minor taking on adult roles or behaving older than actual age (paying bills, requesting services).
- Your guest appears with a minor that he or she did not come with originally.
- Rentals of pornography when children are staying in the room.
- Your guest dropped off at the hotel or visits repeatedly over a period of time.
- There are guests leaving the room infrequently, not at all, or at odd hours.
- Minor with patron late night or during school hours (and not on vacation).
- Your guest checking into the room has no identification.
- The room is rented hourly, less than a day, or for long-term stay that does not appear normal.
- Your guests request information or access to adult services or sex industry.
- Room rented has fewer beds than guests.
- Your guests sell items to or begging from other guests or staff.
- Your guests enter/exit through the side or rear entrances, instead of the lobby.
- Cars in parking lot regularly parked backward, so the license plate is not visible.

Each indicator alone does not necessarily mean a person is being trafficked.

What do to next:

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SIGNS OF HUMAN TRAFFICKING - FOOD AND BEVERAGE STAFF

Indicators:

- Your guest entertaining a minor at the bar or restaurant that he/she did not come in with originally
- Your guest claims to be an adult although appearance suggests he/she is a minor.
- Your guest is loitering and soliciting male patrons.
- Your guest is waiting at a table or bar and picked up by a male (trafficker or customer).
- Your guest is asking staff or patrons for food or money.
- Your guest is taking cash or receipts left on tables.

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KNOW THIS:

Victims will not be easy to assist. Keep in mind that they will:

- Fear law enforcement
- Don't identify themselves as a victim
- Don't tell a complete story, or will use rehearsed responses
- Identify with the trafficker

These behaviors can be frustrating to deal with initially. It is crucial to understand these behaviors are indicative of the level of control traffickers exert over their victims, and that victims need support and understanding.

VICTIM-CENTERED RESOURCES

Be aware of the organizations in your area. Call 911 for more information or 211 to locate resources available in your location. In S.E. Wisconsin, Join the Movement offers additional victim assistance resource programs and services. Please call 262-374-1491 for more information on utilizing the JTM CARE Team. If you need assistance working with a victim or don't have resources available to you, or you want to connect a victim to services in your community, we can help you.

VICTIM ASSISTANCE SPECIALISTS:

The Child Advocacy Center and Forensic Specialists in the local hospital – can conduct developmentally appropriate, legally defensible, and victim and culturally sensitive forensic interviews. If the victim is a child or extremely traumatized, please contact 911.

JTM CARE TEAM:

The CARE (Community Advocate Resource Evaluation) Team is a group of community members fully trained as advocates for victims of violence, which includes human trafficking, domestic abuse, and sexual assault. We offer advocacy services to local hospitals in S.E. Wisconsin currently for emergency intake of victims of violence. The CARE Team also includes male advocates so all our victims can feel comfortable during the forensic examination at the hospital. We also assist victims identified in the local jail and will assist the Child Advocacy Center as needed.

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JTM CARE BAGS

JTM provides CARE bags to victims as needed. The CARE Bags include travel sized toiletries that include shampoo, conditioner, body wash, soap, toothbrush, toothpaste, deodorant, and any other items that will help fill a basic need. The bags are plain backpacks or totes without any logos. We also provide CARE bags to those incarcerated at the jail, but they are not given the items until they are released, along with their own personal possessions. All the items provided are collected by members of our local community. We believe that every victim should know that we are a community that cares. They are never alone.

REFERENCES AND RESOURCES:

Join the Movement (JTM) – www.jtme.org – 262-374-1491 – dawn@jtme.org

Homeland Security – The Blue Campaign - <https://www.dhs.gov/blue-campaign>

UMOS – Hispanic outreach – <https://www.umos.org/>

Polaris – <https://polarisproject.org/>

National Center for Exploited and Missing Children - <https://www.missingkids.org/home>

Be part of the solution!

Upload photos of your hotel rooms to assist law enforcement in rescuing victims, especially children from human trafficking - <http://traffickcam.com/about>

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