



# TRAINING COMPANION GUIDE

## Minnesota Lodging Sex Trafficking Prevention & Response Training

*November 1, 2023 Revised*

VIOLENCE PREVENTION PROGRAMS UNIT | SAFE HARBOR PROGRAM



# Use this training guide as a resource along with the Minnesota Training Virtual Presentation

## The Minnesota Lodging Training Package

The Minnesota Lodging Sex Trafficking Prevention 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:

- Minnesota Training Virtual Presentation – An e-learning training.
- This Training Companion Guide for All Trainees
- Managers/Owners Training Toolkit
- Poster Set

Please note that the following training includes information about human trafficking and the experiences of survivors. If you find this material upsetting, please ask your manager on duty if you can have a few minutes to process your feelings after viewing the training.

## 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, motels, and short-term rentals.

Minnesota law 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 in a way that is not fitting with their age, the weather, 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"

**\* It is important to note that some victims may appear completely calm and may not display any of the above indicators.**

## 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 near the hotel/motel room
- Someone appears 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 or the owner of the lodging establishment
- 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
- Create a strong relationship with the Safe Harbor Regional Navigator in your region
- If you suspect sex trafficking contact your local law enforcement agency
- You may also contact the Minnesota Bureau of Criminal Apprehension (BCA) Tipline 877-966-6222

## Guided Practice

*The following scenarios are in the virtual presentation. They are here for your review.*

### Scenario One

*A 30 year-old woman 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 woman to the room. A short time later, a different man who looked about 60 yrs. old almost ran into a 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 woman in the hallway at the beverage machine with the man. She looked very tired and scared and wouldn't look at staff. A day later, the woman 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:** Which of the following are the possible indicators that, when combined, make this a suspected trafficking situation. Check all that apply

1. The maintenance man was in the hallway by the guest room
2. A number of men were seen entering and exiting the room
3. The soda machine was out of soda when the woman went to buy some
4. Guest requested new linens three times but would not allow staff to enter the room

5. The woman guest appeared tired and scared, and would not make eye contact with staff
6. The older male guest was observed controlling the movements of the woman

**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 woman 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 for scenario one:

### Question 1

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

- 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 woman guest appeared tired and scared, and would not make eye contact with staff
- The older male guest was observed controlling the movements of the woman

### 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 woman until help arrives.

## Scenario Two

*A man and a woman in their late 30's came to the front desk to check in. They had a teen boy with them that looked about 14 years old. The boy looked anxious and scared even though the two adults were joking around with him and saying they were "going to have a good time tonight with friends." Something didn't feel right to the front desk staff, but they couldn't quite figure it out. The next morning, housekeeping is called to bring more towels and sheets to the room but was not allowed in by an adult male, but before he tried quickly to shut the door, the housekeeping staff caught a glimpse of the 14 yr. old boy sitting on the bed looking dazed and they could see bruises on his neck.*

**Question 1:** What are the possible indicators that, when combined, make this a suspected trafficking situation.

Check all that apply:

1. Adult male and female guests check in with a teen boy who looked anxious and scared
2. The guests planned on having a good time that night
3. Front desk staff thought something doesn't feel right with this situation
4. Guest requested clean towels and sheets but would not allow staff to enter the room
5. The guests put out a "Welcome" mat outside their room
6. Housekeeping caught a glimpse of the boy sitting on the bed looking dazed and they could see bruises on his neck

**Question 2:** What should your response be to this situation?

Choose one:

- a) You should call the room and ask to speak to the boy
- b) You should immediately contact the manager on duty and follow his or her directions.
- c) You should refuse to provide the clean towels and sheets unless you are allowed into the room

## Answers to guided practice scenario two:

### Question 1

Answer: he following are indicators for possible sex trafficking in this scenario:

- Adult male and female guests check in with a teen boy who looked anxious and scared
- Front desk staff thought something didn't feel right with this situation

- Guest requested clean towels and sheets but would not allow staff to enter the room
- Housekeeping caught a glimpse of the boy sitting on the bed looking dazed and they could see bruises on his neck

## Question 2

Answer: d: You should immediately contact the manager on duty and follow his or her directions. Ideally your lodging establishment 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.

## Minnesota Safe Harbor

Know that you are not responding alone. There is a strong network of resources in Minnesota to help hotels, motels, and short-term rentals respond to trafficking. The [Safe Harbor Program \(health.state.mn.us/safeharbor\)](https://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 adults and prevent human trafficking.

Safe Harbor's network of [Regional Navigators \(health.state.mn.us/communities/humantrafficking/safeharbor/navigators.html\)](https://health.state.mn.us/communities/humantrafficking/safeharbor/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.

If you have questions about this training or about Safe Harbor please send inquiries to [health.safeharbor@state.mn.us](mailto:health.safeharbor@state.mn.us)

**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



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*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.*