Sample Casino Human Trafficking Response Protocol with the Recommended Steps Listed in Chronological Order

1. A front-line employee witnesses something that causes concern.
2. That employee notifies their supervisor.
3. The supervisor calls security dispatch.
4. Dispatch contacts the individual(s) on-shift designated/trained to address the suspicion of human trafficking.
5. The designated individual(s) contact surveillance to ensure coverage and record keeping.
6. Depending on the situation and guided by their skills obtained in training, the designated individuals take one of the following steps.
    i. Approach the suspected victim and begin a trust-building conversation/offer help.
    ii. Observe the situation to gain additional information and contact other departments who might have relevant information, such as hotel front desk or housekeeping.
    iii. Wait for surveillance to track movements – for example: surveilling a hotel room to determine if multiple persons are entering and leaving the room.
    iv. Track the movements of individuals approaching customers at tables, in bars, etc.
7. Once trafficking indicators are identified, it is safe, and the suspected adult victim agrees to, the designated individual escorts them to a designated secure space.
8. The interaction between the designated individual and the suspected victim is documented/recorded in a confidential manner that protects survivor privacy and safety.
9. The designated individual contacts local victim services, law enforcement (consider jurisdiction) and the Tribal gaming commission and documents all suspicions, interventions and observations, and recommendations.
10. Identified individual(s) finalize all reporting and makes recommendations for casino to exclude traffickers from facilities if the trafficker is a known individual.
11. Surveillance archives any footage for future use, ensuring records are held confidentially prioritizing victim safety and privacy.
12. The designate individual documents information into a database to track incident(s) and ensure all documentation is archived.
13. The designated individual holds monthly meetings with all internal stakeholders to capture best demonstrated practices and consider protocol refinements. Documentation and records of interactions with survivors are held in the strictest confidence, and disclosure must be based on the survivor's informed-consent and follow relevant mandatory reporting laws for minors.

Sample Protocols for Casino Staff to Respond to Human Trafficking

Human trafficking protocols support casino management and staff with knowing the potential signs, making a report, and understanding their role in a human trafficking response. These protocols encourage company-wide consistency emphasizing the safety of victims and casino staff.

Casino staff, at all levels, and in every department, have a role to play in combating human trafficking. The sample protocol offers a starting point for further conversation on how to identify and support those individuals experiencing human trafficking.

Reflection Questions

The following questions are reflection prompts for applying or adapting this sample casino protocol to your own Tribal community.

1. What other considerations are needed to prioritize the victim's safety, choice, and well-being in all interactions?

2. How can all casino staff respect and support the victim's rights, dignity, self-determination, and choice regardless of whether or not they choose to report or receive support?

3. These protocols serve as an example of one response. In what ways can you ensure the actions taken are trauma-informed?

4. Did any of the protocol steps surprise you? Are there other steps you would include in the protocol?

5. What external community partners would you include in a response protocol?