



The Canadian Human Trafficking Hotline

The Canadian Centre to End Human Trafficking (The Centre) with the support of the Federal Department of Public Safety launched the Canadian Human Trafficking Hotline on May 29, 2019. This dedicated, trauma-informed hotline accepts calls involving all forms of human trafficking, including **both sex and labour trafficking**, and provides assistance to and on behalf of minors, adults, citizens, permanent residents, and foreign nationals. In short, the hotline will serve anyone, anytime, anywhere.

The hotline uses a **person-centered, trauma-informed approach** to connect human trafficking victims and survivors with local emergency, transition, and/or long-term supports and services across the country, as well as municipal, provincial and/or federal law enforcement, as requested and as appropriate. All hotline staff receive extensive, trauma-informed training on human trafficking to ensure a timely, specialized, and effective response to callers. The hotline **acts as a central mechanism** for referrals, offering 24/7, multilingual, confidential access to services across Canada.

The hotline is not an investigative body, nor is it a direct service provider. Instead, the hotline provides a crucial **alternative point of access for victims** and survivors, as well as anonymous callers with questions about suspected trafficking incidents. Independent of government and law enforcement, the hotline will increase callers' options for support, thereby broadening the safety net available to them.

Building Collaborative Relationships

The hotline is focused on working with front-line service providers and law enforcement in communities across Canada to develop localized Referral and Reporting Protocols. By engaging all relevant actors, a robust, immediate response to our callers is ensured. In doing so, the hotline also aims to facilitate collaboration amongst organizations across Canada at the local, provincial, and national level.

The hotline will make referrals from an internal, comprehensive database of:

- direct and indirect service NGOs
- coalitions, networks and allied organizations
- government departments and agencies
- law enforcement agencies

While some of the above organizations work predominantly on human trafficking issues, others may work in intersecting service areas such as sexual assault, runaway and homeless youth, domestic violence, labour rights, healthcare, and immigration and refugee services.

About the Canadian Centre to End Human Trafficking

The Centre is a national charity focusing its efforts on eradicating human trafficking in Canada. The Centre coordinates and works together with stakeholders and organizations dedicated to ending human trafficking and advancing best practices.