

BULGARIA

NATIONAL HUMAN TRAFFICKING RESOURCE LINE



1. WHAT TYPE OF CALLS DOES THE BULGARIAN NATIONAL RESOURCE LINE AGAINST HUMAN TRAFFICKING RECEIVE?

Crisis Calls – This category includes calls received from self-identifying victims of trafficking in need of immediate assistance or calls from individuals calling on behalf of a potential victim in need of immediate assistance. Calls referencing potential minor victims of trafficking may also fall into this category even if the situation is not an emergency.

Tips – Tips include calls received from individuals wishing to report information related to potential trafficking victims, suspicious behaviors, and/or locations where trafficking is suspected to be occurring.

Training Assistance – Calls requesting training and technical assistance on anti-trafficking topics often include, but are not limited to, requests for: specialized information, materials reviews, trainings/presentations, and field training or joint activities.

Referrals – This call category includes requests for referrals to organizations working to combat human trafficking, specified by name, geographical area and/or type of service provided.

General Information – This category includes calls requesting general information on the issue of human trafficking, such as legal definitions, scope, statistics, trends, prevalence, etc.

Related Calls – This category was created to address calls that are either irrelevant to the purpose of the Resource Line, or are related in issue (such as sexual assault or general labor exploitation) but are beyond the scope of the Resource Line services.

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2. WHO CAN CALL? **Anyone can call +359 800 20 100**

Past callers have included:

- Victims of human trafficking
- Friends and Family Members of Victims
- Social Service Providers
- Medical professionals
- Public prosecutors, lawyers and judges
- Educators and students
- Anyone who comes into contact with a potential victim
- Anyone who wants to learn more or get involved
- Law enforcement
- Government employees
- Legal professionals
- Community members

3. WHAT ARE THE RESOURCE LINE'S HOURS OF OPERATION?

The Resource Line is available to answer all urgent calls, 24 hours a day, 7 days a week, every day of the year. For informational calls, please call within general office hours.

4. ARE CALLS TO THE RESOURCE LINE CONFIDENTIAL?

Yes. The caller can choose to stay anonymous. The Bulgarian National Resource Line Against Human Trafficking strives to abide by the highest ethical standards.

Calls received by the Bulgarian National Resource Line Against Human Trafficking are anonymous unless the caller chooses to provide the Bulgarian National Resource Line Against Human Trafficking with his or her name and contact information and authorizes its use. This information is not given to law enforcement, other individuals, or other agencies without prior consent.

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4. (CONTINUED) In limited circumstances, we may be required to inform certain authorities if we suspect child abuse, have reason to believe the caller may harm his/her self or others, or if we are required by law.

In other circumstances, where a caller prefers to remain anonymous, his/her privacy will be protected while the information they have conveyed about a situation of human trafficking will be shared with appropriate authorities.

5. IS THE RESOURCE LINE TOLL-FREE?

The Bulgarian National Resource Line Against Human-trafficking is free to call from Bulgaria and the EU. If you call outside of these territories you will be charged according to your local mobile operator plan. For international calls please dial 00359 800 20 100.

6. WHAT HAPPENS AFTER I REPORT A TIP?

After receiving a tip, the Bulgarian National Resource Line Against Human Trafficking team jointly conducts a thorough internal review process to determine appropriate next steps.

Crisis calls and urgent tips receive immediate follow-up. Before reporting, the Resource Line will consider the needs and stated preferences of the caller as a primary consideration.

Additional considerations include: the specificity of the information provided, the presence of indicators of severe forms of trafficking in persons, the involvement of minors, and the anti-trafficking services and law enforcement available in the caller's area. The preferences, when known, of the potential victims involved will also be taken as a primary consideration.

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6. (CONTINUED) Follow-up may involve any of the following actions:

- An additional call to the caller to confirm the accuracy of information (with the caller's consent).
- Provision of materials and/or referrals to organizations in the caller's area serving trafficking victims.
- A report to a local anti-trafficking organization, service provider, or law enforcement.

7. DO YOU ACCEPT INTERNATIONAL CALLS/TIPS?

The Bulgarian National Resource Line Against Human Trafficking serves both local and international purposes. With Bulgaria being one of the main countries of origin of victims of trafficking, many cases we receive are from outside of the country.

When we receive international tips, we process them according to the level of urgency. The Resource Line database includes a wide range of international service providers and law enforcement with whom we can coordinate with and refer cases to, according to the needs and the specificity of the cases. In some cases, the Bulgarian National Resource Line Against Human Trafficking may report the tips directly to international law enforcement agencies.

8. HOW CAN I GET INVOLVED WITH THE BULGARIAN NATIONAL RESOURCE LINE AGAINST HUMAN TRAFFICKING (00359 800 20 100) ?

If you or someone you know has information on a potential trafficking situation, call us at 00359 800 20 100. Call us for materials and resources to generate awareness in your community. Help us publicize the 00359 800 20 100 by posting the number in your community or organization.

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9. HOW DO I ADD MY ORGANIZATION TO THE RESOURCE LINE'S REFERRAL DATABASE?

To add your organization to our database, call the Resource Line at 00359 800 20 100 and tell us about the services you provide and the populations you serve. The Bulgarian National Resource Line Against Human Trafficking is looking for organizations that provide a variety of services and resources to assist trafficking victims, including the following:

- Shelter
- Legal assistance
- Transportation assistance
- Referrals
- Awareness initiatives
- Training / Education
- Job opportunities
- Immigration assistance
- Counseling

10. WHO OPERATES THE BULGARIAN NATIONAL RESOURCE LINE AGAINST HUMAN TRAFFICKING?

The A21 Campaign, a non-profit, non-governmental organization working to combat human trafficking and modern-day slavery, began operation of the Bulgarian National Resource Line Against Human Trafficking on April 3rd, 2012. The line itself has been in operation since 2012.

11. WHO FUNDS THE BULGARIAN NATIONAL Resource Line AGAINST HUMAN TRAFFICKING?

The Bulgarian National Resource Line Against Human Trafficking receives support from a number of different sources. Funding and support is currently provided by The A21 Campaign and other private donors.