ADMINISTRATION FOR CHILDREN & FAMILIES
Office on Trafficking in Persons

Be-An-Ambassador
TOOLKIT

Resources for integrating anti-forced labor training for procurement professionals into your healthcare organization's management system.

INTRODUCTION

The International Labor Organization estimates 27.6 million people are in forced labor globally across various industries. The healthcare sector is no exception. Forced labor in purchased goods and services puts healthcare systems at risk of supply chain disruptions, patient safety concerns, and legal, financial, and reputational harm.

SOAR for Procurement Professionals in Healthcare Systems is an online, on-demand training module designed to equip healthcare system personnel to—

- Understand forced labor and its causes and impacts on the healthcare sector.
- Recognize good due diligence in practice.
- Implement a stronger systems approach to mitigating and responding to forced labor risk in healthcare supply chains and labor recruitment.

This module was developed by partners across the healthcare supply chain, including the U.S. Department of Health and Human Services, Northwell Health, industry trade groups, distributors, group purchasing organizations, manufacturers, nonprofits, individuals who have experienced forced labor, unions, workers' rights advocates and other subject matter experts. Accredited for Continued Education by the American Society for Health Care Risk Management and the Association for Health Care Resource & Materials Management, this free course is accessible via the TRAIN learning network.

The purpose of this toolkit is to equip you to be an ambassador within your healthcare institution, helping

WATCH THE VIDEO

integrate SOAR for Procurement Professionals into your organization's management system. It includes—

- A brief Call-to-Action video that explains the purpose and importance of the training.
- A model dissemination strategy to help guide outreach within your organization.
- Sample digital content for getting the word out (i.e., news item, social media content).
- Sample metrics for monitoring training rollout and implementation.

Additional resources and technical assistance are available through the Joint Forced Labor Working Group of the Healthcare and Public Health Sector Partnership. For more information, contact endtrafficking@acf.hhs.gov.

MODEL DISSEMINATION STRATEGY

Objective

To effectively integrate SOAR for Procurement Professionals in Healthcare Systems and other anti-forced labor resources within an organization, ensuring leadership support and commitment to widespread awareness through structured engagement.

Process

Step 1: Engage Leadership

Set up Meetings with Executives: Personally reach out to each CEO/top executive to schedule 15-minute meetings. The goal of these meetings is to discuss the overall topic of forced labor risk in purchased goods and services, the training's significance, and how the training and related resources align with the organization's values and goals.

Action: Prepare a concise agenda for each meeting that includes—

- Key information on human trafficking and forced labor in supply chains.
- Discussion on the organization's role in combating these issues.
- Overview of the training and its benefits.
- Closing with inquiry if executive agrees and would like to proceed with integrating the training into continuing education for procurement professionals within the organization to create awareness around forced labor within its own purchased goods and services and those it does business with.

Step 2: Create Initial Awareness

Draft an engaging newsletter item OR executive email that summarizes the video's key points and encourages all staff to watch. See the Template News Item. Include a link to the 3-minute promotional video in the organization's newsletter/executive email. The video highlights the importance of addressing human trafficking and forced labor in supply chains, emphasizing the training's role in fostering awareness and prevention.

Amplify via Social: Spread the word on your organization's social media platforms or intranets. Sample social media content is available on pages 5-6.

STEP 1
Engage Leadership

STEP 2
Create Initial Awareness

STEP 3
Engage in Outreach to Taskforces or Establish Points of Contact (POCs) at Appropriate Locations Within Your Organization

STEP 4
Foster Organizational Culture

STEP 5
Measure Impact and Adapt

Awareness Days/Months *can be a good opportunity to host trainings and raise awareness. January is National Human Trafficking Prevention Month. July 30 is World Day Against Trafficking in Persons. National Health Care Supply Chain Week is the second week of October.*

Step 3: Engage in Outreach to Taskforces or Establish Points of Contact (POCs) at Appropriate Locations Within Your Organization

Create opportunities at organizations to share information: Examples include Team Huddles, Meetings, Lunch and Learn, general tabling at group events and or café, and the like. This outreach may or may not include incentives, such as being named a Forced Labor Awareness Ambassador (FLAA), some sort of acknowledgment on id, etc.).

Engage Individuals/Task Forces: Ensure that task forces and POCs at each site and/or department are provided an overview of the training and its purpose to create a network of advocates within the organization.

Action: Send a tailored communication outlining—

- How to access the SOAR for Procurement Professionals in Healthcare Systems training and ensure their preparedness to speak on the topic to create awareness and recruit more and future task force members.
- The importance of the task force's involvement.
- Resources available in the toolkit.
- How task forces and POCs can integrate the training into their ongoing efforts.
- The value of setting up a regular time to meet (e.g., monthly, quarterly, biannually).

Step 4: Foster Organizational Culture

Create a Continuous Learning Environment: Encourage an organizational culture that prioritizes awareness and education on human trafficking and forced labor.

Action: Propose regular training sessions and workshops on forced labor in supply chains, ensuring that participation is part of professional development goals for personnel involved in purchased goods and services.

Step 5: Measure Impact and Adapt

Monitor Engagement: After initial dissemination, track participation rates, and gather feedback from both leadership and task forces to assess the training's impact.

- **Action:** Take the feedback survey at the end of SOAR for Procurement Professionals in Healthcare Systems to provide insights on the effectiveness of the training and inform adjustments as necessary.
- **Action:** Establish and track training goals (e.g., number of personnel trained). See Sample Metrics in the Be-An-Ambassador Toolkit.

Conclusion

By following these steps, you can create a robust framework for integrating forced labor due diligence training for supply chain professionals into your organizational management systems. Engaging leadership and task forces will not only foster a culture of awareness but also empower the organization to take actionable steps against human trafficking and forced labor.

SAMPLE DIGITAL CONTENT

Newsletter Content

CE Credit Available through Training on Forced Labor for Procurement Professionals in Healthcare Systems

The International Labour Organization estimates that 27.6 million people are in forced labor globally across various industries. The healthcare sector is no exception. Forced labor in purchased goods and services puts healthcare systems at risk of supply chain disruptions, patient safety concerns, and legal, financial, and reputational harm.

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Additional resources and technical assistance for integrating the training into hospital management systems are available through the Joint Forced Labor Working Group of the Healthcare and Public Health Sector Partnership. You can also watch and share the Call-To-Action video here. For more information, contact endtrafficking@acf.hhs.gov.

Social Media Content

POST 1

Forced labor is a critical issue in healthcare **supply chains** and **contracted labor**. Learn how to protect your healthcare system by understanding these risks.

In this new video, we introduce the **SOAR for Procurement Professionals** training, designed to help procurement teams—

Understand forced labor's causes and impacts.

Implement better due diligence practices.

Respond effectively to human trafficking concerns.

This free, on-demand training is a crucial tool for **healthcare leaders** working to ensure a safe, ethical, and sustainable supply chain. Watch the video now: https://www.youtube.com/watch?v=Eq2jL_7VJQk #EndTrafficking #EthicalSupplyChains

Download *the Be an Ambassador Toolkit social media graphics here.*

POST 2

Did you know that forced labor affects all industries—including healthcare? The International Labour Organization estimates that **27.6 million** people are in forced labor globally, putting systems at risk of supply chain disruptions, patient safety concerns, and legal and reputational harm.

Healthcare procurement professionals—equip yourself with the knowledge to mitigate forced labor risks. Check out the **SOAR for Procurement Professionals** online training, accredited for CE credit, and learn how to implement stronger systems and practices to protect your healthcare system. Access the free course on TRAIN and take action today: https://www.train.org/main/course/1112251/details. #EndTrafficking

POST 3

The healthcare sector is vulnerable to forced labor risks—but YOU can help reduce them.

Procurement professionals play a key role in identifying and preventing forced labor in the healthcare supply chain. The **SOAR for Procurement Professionals** training helps you—

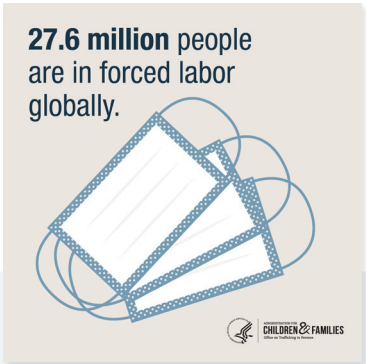
- Spot forced labor risks in your supply chain.
- Implement effective strategies for due diligence and risk mitigation.
- Contribute to safer, more ethical healthcare systems.

The course is free and accredited for CE credit. Get started today: https://www.train.org/main/course/1112251/details #EndTrafficking #EthicalSupplyChains

POST 4

Healthcare professionals—forced labor can impact patients AND supply chains. Learn how procurement teams can recognize and prevent trafficking risks.

Watch now: https://www.youtube.com/watch?v=Eq2jL_7VJQk



POST 5

Did you know your procurement decisions can combat human trafficking? Our new video explains how the SOAR training helps healthcare teams address forced labor in supplies and contracts.

Watch now: https://www.youtube.com/watch?v=Eq2jL_7VJQk

Sample Metrics

Establishing and tracking target metrics is a good first step toward integrating forced labor training for procurement professionals into a healthcare institution's management system. What data make sense to collect will vary on the basis of a hospital's size, its organizational structure, and the functions of personnel involved with purchased goods and services. With those factors in mind, a healthcare system might choose to use a combination of the following metrics over a set period of time:

Percentage of **contract managers** who have completed the training (collected quarterly)

Year 1 Target: 25% annually
Year 2 Target: 75% annually
Year 3 Target: 95% annually

Percentage of **supply chain management** who have completed the training (collected quarterly)

Year 1 Target: 25% annually
Year 2 Target: 75% annually
Year 3 Target: 95% annually

Percentage of **human resources/labor relations personnel** who have completed the training (collected quarterly)

Year 1 Target: 25% annually
Year 2 Target: 75% annually
Year 3 Target: 95% annually

Percentage of **group purchasing organizations (GPOs)/supplier/vendor** contracts requiring the training of employees and/or subcontractors, if applicable (collected annually)[1]

Year 1 Target: 25% annually
Year 2 Target: 75% annually
Year 3 Target: 95% annually

Percentage of GPOs/suppliers/vendors reporting compliance with the training requirement (collected annually)

Year 1 Target: 25% annually
Year 2 Target: 75% annually
Year 3 Target: 95% annually

Percentage of contracts requiring the training (collected annually)[2]

Year 1 Target: 25% annually
Year 2 Target: 75% annually
Year 3 Target: 95% annually

Percentage of [insert high-risk good or service] contracts requiring the training (collected annually)

Year 1 Target: 25% annually
Year 2 Target: 75% annually
Year 3 Target: 95% annually

Percentage of [insert high-risk good or service] contractors/vendors reporting compliance with the training requirement (collected annually)

Year 1 Target: 25% annually
Year 2 Target: 75% annually
Year 3 Target: 95% annually

1 Healthcare institutions may establish criteria for which contracts should require training.
2 Including purchased goods (e.g., personal protective equipment, medical devices) and services (e.g., translation services, food services).

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