

Avista

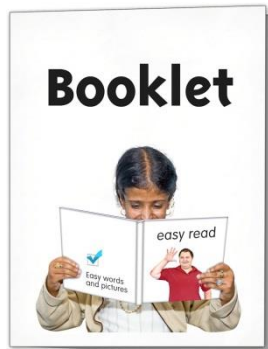
Understanding and Reporting Abuse



An Easy to Read Guide

Easy read version of
internal document on safeguarding vulnerable persons
at risk of abuse.

For Staff - How to use this guide:



This easy to read document can be used as a guide to help explain abuse to individuals we support in conjunction with DOCS 020 "Policy for the Protection and Welfare of Vulnerable Adults and the Management of Allegations of Abuse."

Each individual we support should be guided through this document at their own pace, and this should be documented in accordance with local guidelines.

This book acts only as a guide, and can be adapted to suit the needs of the individual. Please feel free to elaborate on the content and provide opportunities for questions and clarification.

It is advised that you read "Avista Guide to Preparing Easy to Read Information" (2014) when adapting/creating easy to read documents for individual service users.

All easy to read resources can be found in the "Easy to Read Documentation" section of Public Folders in Microsoft Outlook.

These are your rights.

I have a Right To...



CHARTER OF RIGHTS



Daughters of Charity Service Website: www.docservice.ie Email: info@docservice.ie



You have a right to be safe.

What is Abuse?

Abuse is when someone
does something wrong to you
that hurts you,
frightens you
or makes you unhappy.
(Speakup Self Advocacy, 2009)



Physical abuse is when someone hurts you on purpose.

This could be:



Kicking



Hitting / Shaking / Slapping /
Scratching



Biting



Pulling your hair



Pushing you



Burning you



Not giving you your medication
or giving you
too much medication.

Sexual abuse is when someone touches your body or private parts or makes you touch their body or private parts when you do not want to. This could be:



Kissing you when you do not want to.



Touching you or having sex with you when you do not want to.



Showing you pictures, DVDs or pages on the internet about sex that you do not like.

Emotional abuse is when people shout at you or say bad things that upsets you. This could be:



Calling you names /
Shouting at you.



Blaming you for something
that is not your fault.



Laughing at you.



Not listening to you
or leaving you out.

Financial abuse is when someone takes or steals money from you.
This could be:



Taking or stealing money from you.



Telling you how to spend your money.

Neglect is when your support people do not look after you. This could be when:

	<p>They do not give you food or drinks.</p>
	<p>They do not help you stay warm and dry.</p>
	<p>They do not help you when you are sick.</p>

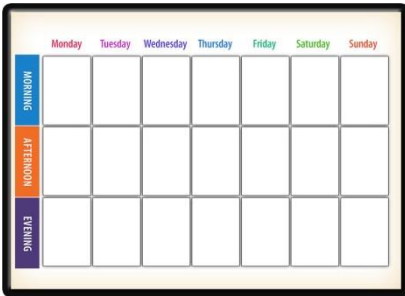
Discrimination is when people treat you differently because of:

	<p>Your age.</p>
	<p>The colour of your skin.</p>
	<p>Your religion.</p>
	<p>Who your boyfriend or girlfriend is.</p>
	<p>The things you find hard to do such as walking, talking, understanding, seeing or hearing.</p>
	<p>The language you speak.</p>

Institutional abuse is when staff do not care for you properly or respect your rights. This can be when:



There are not enough staff or they are not trained.



When staff decide the rules and routines without talking to service users.



When you are not given choices.



When you are not able to do things in the community that you would like.

Online abuse is when someone says bad things to you or about you on the internet.
It can happen on:



Computers



I pads



Mobile phones



Social media sites

Modern Slavery and Human Trafficking is when someone gets paid money to make you do things you don't want to do, like:



Making you work







Making you have sex



Selling you to somebody

Abuse is Wrong

Abuse can make you feel:

	Sad
	Angry
	Scared
	Lonely

Who might abuse you?



Anyone could abuse you. It could be someone you know or a stranger.

Where can abuse happen?



Abuse can happen anywhere.

It might happen at home.



At work /day centre.



Out in the community.

Who should you tell first?

Tell someone you trust. This might be:

 A photograph of four people sitting on a green sofa. From left to right: a man in a dark jacket and blue jeans, a woman in a red top and blue jeans, a man in a dark suit and yellow tie, and a woman in a light pink top and blue jeans.	<p>A friend / family member</p>
 A photograph of a woman with blonde hair, wearing a black long-sleeved dress and a yellow lanyard with a white ID badge, standing against a white background.	<p>Staff</p>
 A photograph of three people sitting on black chairs. From left to right: a man in a dark jacket and brown pants, a woman in a grey suit and glasses, and a man in a grey suit and blue tie.	<p>Someone in your work place</p>

If you tell staff they will:

Appendix E -
REGISTRATION OF QUALITY ISSUES/ISSUES REPORT FORM
STAGE 1 - SERVICE USER PROTECTION AND WELFARE REPORT FORM

SECTION A - IDENTIFY CONTACTS

1. Service User Information (Please print or write clearly):

Name (Last, First, Middle): _____

Date of Birth: _____

Sex: Male Female

Address: _____

City: _____

Postcode: _____

Telephone: _____

Mobile: _____

Work: _____

Home: _____

Emergency Contact: _____

Next of Kin: _____

Do Not Write 'I' in the box for 'I' if you are the contact person for the service user.

2. Which of the following categories does your concern relate to?

Physical Abuse	<input type="checkbox"/>	Sexual Abuse	<input type="checkbox"/>
Psychological Abuse	<input type="checkbox"/>	Discrimination Abuse	<input type="checkbox"/>
Medical Abuse	<input type="checkbox"/>	Deprivation Abuse	<input type="checkbox"/>
Financial Abuse	<input type="checkbox"/>		

Page 16 of 22

Fill out a form and send it to the HSE.



Talk to Mary Reynolds
Service Manager



Or talk to Patricia McCartney
CNM2



Staff might need to talk to
the Gardaí or a doctor



They will listen and make
sure you are safe.

If you still have a problem, you can tell:



The guards at your local Garda station on



Leigh Gath on
1890 100 014 or
087 6657269.



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Safeguarding and Protection
Team on
01 6250447

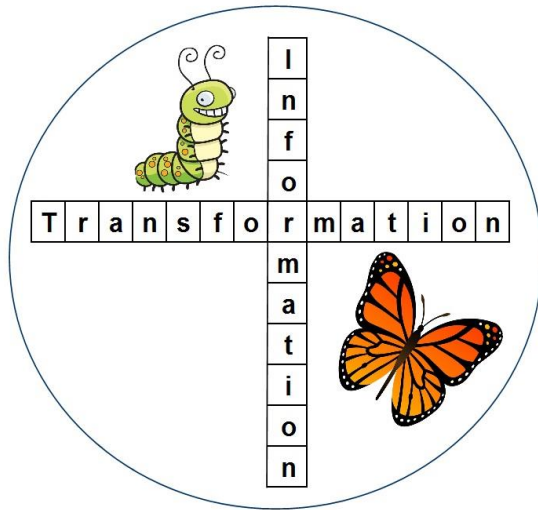


National Advocacy Service
on 0761073000

Pictures Used:

- Made with Photosymbols
<http://www.photosymbols.com>
- Microsoft Clip Art





Created by Information Transformation (2016)

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