

HANDICAP INTERNATIONAL



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**Toolkit on protection of Persons with Disabilities
December 2008**

List of Acronyms

Handicap International	HI
Person with Disabilities	PwD
Woman with Disabilities	WwD
Child with Disability	CwD
Sexual and Gender ¹ Based Violence	SGBV
Internally Displaced Person	IDP
Non Food Relief Items	NFRI
Emergency Response Service	ERS
International Committee of the Red Cross	ICRC
United Nations High Commissioner for Refugees	UNHCR
United Nations Children’s Fund	UNICEF
National Human Rights Commission	NHRC
Terre des Hommes	TdH
Norwegian Refugee Council	NRC

¹ For the purpose of this toolkit Gender is defined as “the socially constructed and assigned characteristics, roles and responsibilities of women and men in any given culture. These social characteristics are constructed on the basis of sex combined with other factors, such as age, religion, national, ethnic and social origin. Gender is not static; it responds to changes in the social, political and cultural environment.

Contents

1. Introduction and objective
2. Definitions
3. Protection in practice
4. Protection and disability
5. Identification of protection issues affecting PwD
6. Fundamental principles when dealing with protection work
7. Protection Information Management
8. Case Referral

Annex 1: Individual Assessment Form sample

Annex 2: Consent for release of information sample

Annex 3: Undertaking of confidentiality sample

Annex 4: Referral Matrix Batticaloa

1. Introduction and objective

This toolkit's objective is to provide guidance to Handicap International Sri Lanka staff to improve the protection of persons with disabilities through:

- Raising awareness of protection framework and basic principles;
- Increasing understanding of particular protection risks faced by Persons with Disabilities;
- Providing guidance on identification, assessment, referral of protection cases and information management;
- Providing guidance on designing operational answers to identified protection gaps.

This toolkit is primarily intended for use by Handicap International staff and key partners. Any dissemination beyond its original objective should take place in consultation with Handicap International Sri Lanka.

2. Definitions

For the purpose of this toolkit, Handicap International Sri Lanka is using the following definitions:

- **Protection** is defined as “all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and spirit of the relevant bodies of law, namely human rights law, international humanitarian law and refugee law”.²

In its approach to protection, HI will nevertheless focus on specific gaps for Persons with Disabilities, and in connection with its core mandate and activities.

- **Persons with Disabilities** are defined as including “Persons who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.”³

² This definition, which was originally developed over a series of ICRC-sponsored workshops involving some fifty humanitarian and human rights organizations, has been adopted by the Inter Agency Standing Committee and is generally accepted as the official definition of protection.

³ This is the definition of PwD according to the UN Convention on the Rights of PwD. Physical disability is defined as “Any disability affecting a person’s ability to move one or more parts of their body, e.g. loss of a leg, paralysis, arthritis, polio, etc.”; Mental Disability is defined as “Any illness of mind (altered perception, memory, emotional balance, behavior)”; Sensorial disability is defined as “Any affection or loss of a sense – difficulty hearing, seeing or talking”; Intellectual Disability is defined as “significant limitations both in intellectual functioning and in adaptive behavior” e.g. Autism, CP, and Down’s Syndrome” – HI ERS presentation and American Association on Intellectual and Developmental Disabilities.

For Handicap International it will mean, using a general approach to work on protection for Persons with Disabilities, will be the following:

To prevent disability

- Among populations that are particularly exposed to the risks of disease, or incapacitating violence or accidents;
- Among people having continuation of impairments and disability;
- On behalf of people in disabling situations (Persons with Disabilities), their family, communities or societies.

By people in disabling situations, HI means:

- People with permanent or temporary disabilities resulting from a physical, sensory or mental impairment;
- People living with chronic diseases with a high risk of a consequential disability (HIV & AIDS and diabetes);
- People with mental health difficulties and more particularly people living with psychological distress;
- People in crisis situations and/or people with significantly reduced autonomy, such as elderly people, pregnant women and unaccompanied children⁴.

3. Protection in practice

The protection concept is wide in perspective. Protection is not limited to survival and physical security. The protection concept covers the full range of human rights; the economic, social, health and cultural rights like right to education, access to health services and right to work. Also rights like civil and political rights, such as the right to freedom of movement, the right to political participation and the right to a fair trial.

What does protection mean in practice?

- Activities to prevent violations of rights from occurring or recurring;
- Activities to stop ongoing violations;
- Activities to provide remedies, through reparation and rehabilitation, if violations have occurred;
- Activities to promote an environment conducive to respect for the rights of all human beings;
- Activities to develop implement policies on protection.

Who is responsible to ensure protection?

- Protection is principally a responsibility of the State and its agents.
- In situations of armed conflict the responsibility extends to all parties of the conflict.
- When States are unable or unwilling to provide protection the international community has the responsibility to ensure that basic rights are respected.⁵

⁴ Handicap International, Strategic Orientations 2005-2010, HI, 2005, p. 2.

⁵ Adapted from Handbook for the Protection of IDPs – Protection Cluster Working Group – provisional release 2008 and Protecting Refugees ‘A Field Guide for NGOs’ by UNHCR and NGO partners reprinted in 2003.

Handicap International and the issue of protection

HI Sri Lanka works on protection through a two pronged approach:

- At institutional level, we comply with the “do no harm” motto by developing and implementing specific policies (child protection policy, gender policy, etc.).
- At operational level we focus on protection against abuses, violations and severe neglect that Persons with Disabilities are facing:
 - In utmost vulnerability situations where there are specific gaps in protection of vulnerable groups (crisis, conflicts, population displacements);
 - In daily living environment (family, community).

4. Protection and Disability

PwD have the same rights as every other person in society in theory. However PwD are often more vulnerable and less empowered than any other member in society, hence PwD can be denied basic rights such as health, education, work, and identification. The vulnerability of PwD can lead to abuse, violence and exploitation. PwD can experience particular protection risks that are linked to their disability, other times their disability simply makes them more vulnerable to protection risks affecting the general population. In the international protection system specific focus on the needs and risks of PwD are often neglected. The specialized protection organizations might not be sensitized to PwD specific vulnerabilities in terms of protection.

The examples below are not an exhaustive list and are intended only as guidance⁶.

4.1 Examples of protection risks specific to Persons with Disability

4.1.1 General protection issues

Discrimination

- PwD are discriminated against which poses serious consequences on their rights.
 - at household and family level: PwD might not be a respected member of the household and might even be kept hidden from society, the family cards do not mention PwD name;
 - at community level: Women with disabilities and men with intellectual disabilities are discriminated in relation to marriage; PwD have no access to work/unfair work conditions because of disability;
 - at society level: It is difficult/impossible for PwD to access services: health services, public services such as Katcheri, DS, post office are not accessible and there is limited consideration for the special needs of PwD (for example: PwD might be unable to stand in queue for a long time, information not accessible for person with visual impairment).

⁶These examples are derived from field assessment conducted in Sri Lanka by the Disability and Protection Project Manager from August to November 2008, therefore are Sri Lanka specific. However some of these issues were discussed during a regional workshop and appeared to be present in other countries such as Nepal and Afghanistan; moreover some of these issues are reported also in DISABILITIES AMONG REFUGEES AND CONFLICT-AFFECTED POPULATIONS by Women's Commission for Refugee Women and Children June 2008

- **Disruption of family structure**

The usual 'coping mechanism' changes when disability comes into the family. The structure within the family needs to be adjusted to divide roles and responsibilities. This disruption often has negative effects on the well being and security of the family. For example; children whose parent becomes disabled have to take care of the parent, might need to provide the main source of income for the household hence have to leave school to work; women who care for children with a disability are housebound and might not necessarily continue with formal employment outside the house; men with disability, who used to be the head of the household, might not be considered head anymore due to his lack to provide the main source of income.

4.1.2. **Protection risks in emergency situation**

- **Invisible disability:** When the specific disability is not clearly visible it can impair protection. The PwD will not be recognized and seen as people with specific needs which implies specific needs are not considered and thus PwD will be left out of the general protection interventions
- **Difficulties in fleeing:** It is more difficult for PwD to leave when the conflict erupts due to mobility. PwD have to find alternative ways of escaping or they are not in the position to escape at all – which poses serious concerns on their safety.
- **Identification as ex combatants:** Young injured/disabled Tamil men and women are in Sri Lanka identified as ex combatants by the army. The implications are with effect on their security, freedom of movement and access to health services: e.g. PwD often refrain from accessing health services for fear of being identified as ex combatants and detained.
- **Harassment due to hearing/speech impairment or intellectual disability:** At checkpoints PwD with hearing impairment or intellectual disability might not be able to answer the questions of the security forces. PwD aren't able to express themselves or understand the questions. This might be perceived by the security forces as disobedience or a security threat.

4.1.3. **Protection risks in displaced and resettlement situation**

- PwD can encounter discrimination when they need to secure a shelter with host families;
- In camp settings there is limited consideration of PwD special needs in design and lay out of the direct environment (i.e. accessibility to water points, distribution points, latrines/toilets, education areas and shelters). It is essential for PwD to be accommodated near these facilities;
- PwD special needs in information sharing in emergency assistance are in general not considered well enough. Information is provided through the traditional methods which do not reach the visual and hearing impaired. Hence PwD do not get prioritized in food or NRFI distribution. Access to information is particularly important as it is the key to obtain services and protection.
- Usually a disability does not appear in the registration list/identity card – while HI should not advocate for a procedure that 'singles out' PwD from the rest of the community, it is important that the special needs of PwD are identified at the time of registration of the IDPs in order to be addressed;

- PwD are usually not represented in camp management structures which make it more difficult for their voice to be heard⁷;
- Occasionally PwD do not want to return to their place of origin for the reason the services in the IDP camps are better than in rural area;
- Other PwD could not access health services because of limitation of movement out of the camps.

4.1.4. **Other examples**

- **Neglect of CwD:** CwD, especially with severe disability such as Cerebral Palsy have a chance of being neglected by the family. For example they are not given enough food; they are kept inside the house at all times, sometimes tied up; they are not taken to the hospital if they are sick and no effort is made to ensure their education.
- **Education of CwD:** CwD are discriminated in accessing mainstream education: even children with minor disabilities struggle to be included. Limitations/poor quality of special education and services of Special Unit in mainstream education, causes CwD to drop out. Strong effort by parents is needed for CwD to make it possible to pursue education; often parents can not/do not want to make the effort. CwD can be bullied at school when teachers are not making an effort to stop discriminating behavior.
- **Sexual and Gender Based Violence:** Women abandoned by their husbands after they gave birth to CwD; sexual abuse and harassment of WwD, specifically with intellectual disability; several cases of women, girls and boys with intellectual disability who are victim of abuse, specifically sexual abuse.
- **Lack of documentation:** People with intellectual disability often do not have documentation and are not included in the family card or have their own identity card, the perception is that CwD do need an identity card.

5. Identification of protection issues affecting PwD

When working on protection of PwD remember that:

- PwD are generally less visible which makes them more vulnerable to protection risks;
- Families or households might keep PwD hidden for the reason not to 'loose' prestige in the society - therefore it might be difficult to identify PwD. Members of the household might not want to discuss about disability;
- Women, children and elderly PwD are more vulnerable than others;
- People with mental and intellectual disability are more vulnerable than others;
- People with severe disability or multiple disabilities are more vulnerable than others;
- PwD with mental and intellectual disability, might have difficulties understanding and expressing their problems;

⁷ DISABILITIES AMONG REFUGEES AND CONFLICT-AFFECTED POPULATIONS by Women's Commission for Refugee Women and Children June 2008.

- PwD might have a low self esteem which affects their ability to express their protection needs/risks - for example PwD might think that it is normal not to go to school, not to go out of the house, not to get married, not to receive the same amount of food as other family members, etc;
- PwD might encounter discrimination within their own household, therefore asking to and discussing with their family members will not be enough;
- Stigma associated with disability might influence the possibility to redress violation - for example a woman with mental disability has been abused, recognizes her abuser, though the family and/or the community does not consider her testimony as a valid proof;
- PwD have more difficulties to access remedial actions and need support to redress violations of their rights - for example: a person with visual or hearing impairment or intellectual disability will have more difficulties accessing legal aid/psychosocial/and other services.⁸

6. Fundamental principles when dealing with protection issues

- **Do No Harm:** Before taking any action you should ask yourself if your action could have negative consequences on the person you are trying to help, his/her community, your partners or colleagues. You should take measures to eliminate and minimize such risks.
- **Independence and Neutrality:** Your action must be free and perceived to be free from any interference, whether political, ideological, economic or military. Your actions and activities must be transparent, balanced and based on objective criteria.
- **Confidentiality:** You should always respect confidentiality and guarantee the privacy and security of individuals, their families and communities. As a general rule: information identifying a specific case (e.g. bio data, name of the village etc.) should not be shared unless you have obtained the consent from the individual. There are circumstances that authorize you to report (for example in case of abuse of a minor). You should always be clear from the beginning with the individual about what and with whom information might be shared. Personal information protection methods must be in place to guarantee the security of recorded information.

⁸ All these concerns have been identified throughout protection assessment conducted in Sri Lanka by the Protection and Disability Project Manager from August to December 2008. Moreover many of these concerns had already been identified by other assessments, see for example: DISABILITIES AMONG REFUGEES AND CONFLICT-AFFECTED POPULATIONS by Women's Commission for Refugee Women and Children June 2008

6.1 The basis of protection work

Remember that your attitude IS VERY IMPORTANT. As a bare minimum you should follow and ensure to the following standards. If you feel that you are unable to ensure these, please talk with your supervisor.

- **Respect and impartiality:** You should treat individuals humanely, with dignity and respect, and equally without any distinction based on nationality, ethnic origin, religion, class, political opinion or other ground. You should avoid at any time passing judgments on the people you are assisting.
- **Professionalism:** Your actions must be guided by the highest standard of personal and professional integrity. In particular, you must ensure that your behavior, that of your colleagues and partners respects the dignity and worth of the individuals you are working with; that it is consistent with national laws and customs; and that it respects international human rights and humanitarian law standards. Any form of sexual abuse or exploitation, including entering into sexual relations with a beneficiary or exchanging aid for sexual favors, is against the law will be handle accordingly.
- **Sensitivity:** Many PwD in the context we are working have experienced violence, abuse and other forms of personal harm. You should be sensitive to their personal situation, and avoid creating more harm. You should also be careful to avoid creating false hopes and unrealistic expectations about what protection and assistance you can offer.
- **Empathy:** You should be able to view the situation from the perspective of the people you are assisting, without becoming emotionally involved. Empathy helps you understand and create an atmosphere where people feel comfortable sharing their experience with you.
- **Self - awareness:** You should be aware of what are your personal strengths and weaknesses, as well as your personal biases and prejudices, so as to minimize their impact on your work. You should pay attention to constructive feed-back that can help you identify and address your weaknesses.⁹
- **Humbleness:** You should never think that you know what the person's needs are before discussing with him/her. Remember that your role as a humanitarian worker does not give you the right to substitute your opinion/judgment to the ones of the people you are trying to assist. You should listen carefully to the person's concerns, make sure you understand and act as his/her voice to the services providers.

⁹ Adapted from Handbook for the Protection of IDPs – Protection Cluster Working Group – provisional release 2008

Particular attention should be paid to:

Interviewing tips:

- 1. Prepare for the interview:** Spend few minutes to prepare for the activity; anticipate the possible situation and problems and make the necessary preparation on how you will respond to them;
 - **Identifying PwD:** Consult all existing documentation and who might already know the case;
 - **Adapting communication:** Type of communication depending on disability (for example using drawings, body language, simple language, sign language if possible)
 - **Being sensitive about gender dynamics:** - particularly for women and girls.
- 2. Introduce yourself simply and clearly:** Start the interview by mentioning your role or position in the organization and explaining the purpose of the activity.
- 3. Explain about confidentiality:** Explain to the PwD that what you will talk about will remain confidential and that you will ask his/her specific consent to share information with anybody else.
 - Ensure the environment is quiet and that the moment is appropriate
 - Making sure you have some time alone in a private setting
 - Conducting repeated visits: if you visit the PwD more than one time you will obtain his/her confidence and you will be able to see his/her environment in different ways.
- 4. 'Active listening' giving complete attention to the person:**
 - **Listen** before you talk! Give brief relevant comments or questions to show that you are listening. When you are listening to a testimony, make sure you are focused (for example; avoid answering to the phone, looking at your watch because it is late, looking in other directions, etc.)
 - **Observe** body language, underlying messages, and shift in conversation, association of ideas, recurrent references, inconsistencies or gaps. Most of the time even if you are not able to communicate with the PwD because of severe disability.
 - **Record the interview:** Note taking should be subordinate to interviewing; don't allow note taking to interfere with the flow of your interview.
 - **Understanding the power dynamics** within the household and in the community.

5. **Ask questions in the right way.** Ask questions in a friendly manner and use the right balance of closed and open ended questions: you can start with open ended questions and then clarify through closed questions.

For example:

I: what did you do today? (open question - it can have many answers)

PwD: I went to school

I: Ah! Do you go to school every day? (closed question – only yes or no answer)

- **Making sure you understand what the person is telling you**
If you have doubts repeat the question or repeat back what you understood.
- **Guide the interview:** Even though you should listen carefully to what the person is saying, sometimes you would need to 'guide' the interview to make sure you are getting the right information. In this case you can paraphrase and summarize to clarify what has been said, ask for clarifications and/or focus on important points raised.

Example – paraphrasing

'I understand from what you said that you would like to be reunified with your wife and child who are outside the camp – is that what you want us to help you with?'

Example - asking for clarification:

'Can you please tell me again how you and your family separated? I did not understand correctly what happened'.

Example – focus on important points :

"I remember you mentioned before that your parents are going out to work everyday.... So, who do you stay with when you come back from school?"

6. **Not drawing immediate conclusions**
- **Avoiding giving advice or solutions prematurely.** Also remember that counseling is NOT about giving advice! It is about helping and supporting a person to find answers that work for him/her.
7. **Taking time and remaining patient and positive.** You might be confronted with difficult situations, for example sometimes the family might be resistant to external interference; other times the family members who are not caring about the PwD might lie to you. In any case try to remain calm and explain to the family that you understand their concerns. Consider taking severe measures only when the case is extremely severe (for example calling the police in case of ongoing sexual abuse).
8. **End the interview with a short conversation that provides a transition out of the interview.** Summarize what has happened and invite the PwD to ask questions; discuss what you can or can not do realistically; make sure the PwD is involved in and consents to your planned next actions.

7. Protection Information Management

Every time we are handling information we should think about how to manage the information. As guidance, a basic Information Management System will consist of:

- **Clear criteria to open and close a case**, for example:
 - A case is open for every PwD interviewed who presents protection concerns;
 - A case is closed when a) HI was able to solve the issue; b) the referral to different organizations was successful; c) the referral was not successful but there is nothing else HI can do; d) the person's protection issue does not exist anymore; e) the person has died; f) the person does not want HI to take any action on the issue.
- **An individual assessment form** where information are collected and organized – possibly in electronic version (see example in **Annex 1¹⁰**);
- **A simple database** with individual data, time of visit and issue identified;
- **Physical individual files** containing all the information relating to each individual case (individual assessment form including a part on the follow up, other relevant documentation for example notes from the interview, copies of individual documentation, letters/requests from the person; referral form to other organizations/government structures);
 - Physical individual files should contain complete and organized information to ensure that whenever any staff member needs to take action he/she can quickly understand the history and status of the file;
 - All documents should be filed in chronological order with the most recent ones being added on the top of the file.
- **Electronic individual files** containing all individual data and connected to the database.
- **A designated staff member** who is tasked with the responsibility of overseeing the information management system and who reports to his/her supervisor about the system.

Protection Information are usually very sensitive and should be kept confidential. The best way to do this is to limit the access of people to these information through:

- Inserting a password to access protection information on the computer;
- Limiting the number of people who know the password to selected staff members;

¹⁰ The Form in Annex 1 is the form used in Vavuniya that was recently reviewed with the Field Protection Officer to offer a practical tool for her work. Protection issues could be regrouped differently and under more general headings (for example 'security' that can include arrest, missing, threat, forced recruitment), 'child protection' that can include child abuse and child labor and other protection issues such as trafficking, neglect, recruitment etc., 'SGBV' that already include domestic violence, 'discrimination' that can include 'discrimination in the family; discrimination in the community; discrimination in access to services').

- Keeping physical individual files in a locked cabinet and keeping the keys of the cabinet in a safe place accessible by selected staff members only;
- Using a code/number instead of the name of the person to identify protection cases both electronically and in physical files;
- Ensure the consent of the individual when referring a case to another organization/agency/government service - this can be ensured through a standard form that is being signed by every individual allowing the organization to share information with other relevant organizations – see example in **Annex 2**;
- Ensure that all actors involved (including other organizations) will maintain confidentiality on the cases managed/referred – this can be ensured through a standard form that is being signed by all actors involved declaring to be bound by confidentiality – see example in **Annex 3**.¹¹
- Avoiding taking physical files away from the office;
- Avoiding copying electronic files or the database on personal laptops;
- Avoiding mentioning details that can identify the case in meetings or discussions with other staff;
- If many people have access to the physical files a system should be created to ensure the location of the file is always known (for example there should be a piece of paper corresponding to each individual files where people have to write the date and name when they take the files).

8. Case Referral

The main features of a good referral system are:

- **Information about resources:** you should have a good knowledge of the available resources and services including location, service providers and who they are targeting. Ideally a continuously updated Referral Matrix should be kept and distributed among staff in direct contact with beneficiaries to ensure their knowledge of and referral to existing services. The table in **Annex 4** is an example of Referral System for Batticaloa and should serve as a guide only¹².
- **A good network** with existing services/organizations (including DPOs, INGOS and specialized protection organizations): referrals of cases are easier if you know the key persons in the resource system.
- **Preparing the client:** you should discuss with the PwD what the referral will involve, and make sure you have his/her consent.
- **Preparing the referral agency:** referral will be more efficient if you share information about the PwD with their consent. Your recommendation and participation will usually be helpful in facilitating the PwD's acceptance and consideration. This should be done through a referral form that will track the referrals (the referral form can be included in the individual assessment form).

¹¹ Usually for staff of protection organizations this is being done only one time at the beginning of the assignment.

¹² The Batticaloa Referral Matrix is a work in progress that will need to be continuously updated.

- **A Focal Point** for referral who not only refers cases but continuously follow-up the referral.
- The case referral **can include a financial component** that will assist PwD to access services. Handicap international will address this potentiality very carefully, and not as a first option. Other referral possibilities will be studied first. In case a direct financial help would be decided, clear criteria should be applied for the assistance, and at least two staff members should approve the decision which will be carefully monitored. The assessment should be made on case by case basis as it is impossible to identify a priori all vulnerable cases that might be encountered. The individual who receives the money should sign a confirmation form where he/she agrees to use the money only for the purpose agreed by the organization and consent to any follow-up needed by the organization.

Examples of criteria are:

- Serious medical condition
- Extreme poverty
- High number of dependants
- SGBV/child abuse survivor
- Unaccompanied or separate child
- Elderly without support
- Single Head of household
- Others – specify why the person is considered extremely vulnerable

Examples of type of assistance:

- Transport and other allowance to obtain services (for example documentation, urgent medical assistance, education) for the PwD. Transport allowance can be considered for one accompanying person if needed.
- Emergency items (for example children's clothing; hygiene kits; school stationery)
- Supplementary feeding

Other relevant considerations should be:

- The individual/family has a very limited income
- The individual/family has not received assistance from other organizations or the assistance was not enough
- The allowance does not cover services that are provided by the Government (for example food in the hospital; medical care) or other provider
- The assistance is going to have an impact on the protection of the PwD.

Risks to consider and tips to remember:

- **Security first of all!** Security is important for you, your colleagues and partners and for the people you are trying to help. If your action or inaction might jeopardize the security of any of the persons involved (including your own) please talk with your supervisor before taking any action.
- **Do not raise expectations!** The last thing you want is to create expectations that you might be able to do something when you are not sure you can. Be realistic about what you can and can not do, if you have doubts explain to the people concerned that you will do your best to assist him/her but you can not promise anything at this moment.
- **Do not duplicate - use the network!** If you know that there are other organizations/agencies/Government services that are working on some issues, try to mobilize them to assist the PwD instead of doing things by yourself. The time that you save duplicating someone else's work can be spent more efficiently on a case that you can not refer to any appropriate service. Moreover this will help mainstreaming disability in other organizations' activities and will be more sustainable as once you are not there the established network will continue to work. Obviously if there is a risk that the service is there only in theory, you will need to closely monitor and follow-up the referral to make sure the PwD receive proper consideration.
- **Do not get frustrated if no 'solution' is found!** Accept the possibility that some issues might be too complex to be solved in the short term. For example issues relating to sexual abuse are generally very difficult to address in most developing countries. The same might be true for security issues that are deeply rooted in the context and armed conflict.
- **Do not handle difficult cases alone!** Discuss with your supervisor and your colleagues if needs be (always maintaining confidentiality on details of the case) about difficult cases. Two brains are better than one and this will help you not to 'forget' about difficult cases simply because you don't know what to do.

9. Conclusion

Protection is about ensuring people have the freedom to access and enjoy their human rights. In general PwD are more vulnerable persons in our society and hence have more occasions in which their human rights are being violated. In highlighting the protection issues for PwD Handicap International is hoping to raise awareness of the rights of PwD and the protection of these rights.

In protection it is key to keep confidentiality and built trust with the people you are working for.

Good luck with the work.

ANNEX 1:

Individual Protection Needs assessment Form



ERS North, Individual Protection Needs Assessment Form

Number:

INDIVIDUAL PROTECTION NEEDS ASSESSMENT FORM				
Assessor:		Date:	Place of assessment:	
PWD / PWI BASIC INFORMATION				
Name:			N.I.C.: -	
Sex:	Date of birth: ___/___/___	Head of household:	Type of disability:	
Address:		Marital status:		
Mobile number:		Residency status:		
IDENTIFIED PROTECTION NEEDS				
<input type="checkbox"/> Registration	<input type="checkbox"/> Threat	<input type="checkbox"/> Child abuse	<input type="checkbox"/> Discrimination	<input type="checkbox"/> Lack of privacy
<input type="checkbox"/> Documents	<input type="checkbox"/> Forced recruitment	<input type="checkbox"/> Child labor	<input type="checkbox"/> Negative att./neglect	<input type="checkbox"/> Dry ration
<input type="checkbox"/> Arrest	<input type="checkbox"/> SGBV (other than DV)	<input type="checkbox"/> Health	<input type="checkbox"/> Exclusion from community	<input type="checkbox"/> Other assistance
<input type="checkbox"/> Missing	<input type="checkbox"/> Domestic violence	<input type="checkbox"/> Education	<input type="checkbox"/> Lack of communication	<input type="checkbox"/> Other – specify:
HISTORY OF PWD				
ACTION PLAN				

Signature of the assessor:

ANNEX 2:

Consent for Release of information

I hereby give my consent to Handicap International to release information relating to my case to all relevant agencies.

[Translation in relevant language]

It is understood that in giving this consent the information will be treated sensitively and confidentially and strictly in the interests of facilitating access to protection or assistance.

[Translation in relevant language]

Name:

Date:

Signature:

Signature of staff member:

Name of the person involved in the case:

I undertake not to disclose or discuss any information about the individual case that comes to my knowledge as a result of my role in the process.

I understand and accept that my obligation to maintain the confidentiality of information I have received continues beyond the termination of my formal role in the process.

I understand that this signed Undertaking will be maintained on file and that failure to comply with it, without reasonable excuse, will amount to misconduct and may result in disciplinary proceedings against me and/or legal action.

I have read, understand and accept the above undertaking of confidentiality.

Signature:

Date:

Place:

¹³ Adapted from UNHCR BID Procedures 'Undertaking of confidentiality'

