

## Simran's full story

*Simran has moderate intellectual disabilities and requires regular help for many of her needs. She is unable to speak but uses a communication aid, two-word combinations, and gestures. It was a very hot day, and Simran was sweating a lot. Simran fell asleep in the afternoon due to the heat and woke up feeling very tired and hot. She wanted a cold drink and wanted to turn on the air conditioning in her room. She did not want to bother the support staff, but she could not work out how to use the remote control for the air conditioner. As a result, she felt frustrated as she was unable to call someone for help and upset because she was unable to communicate her needs clearly. She wondered why the support staff didn't turn the air conditioner on. As she was unable to speak and support staff were not in her room, she began to shout. As soon as you entered her room, Simran started throwing things at you, which injured you.*