

Good Afternoon Practices dedicated to “Emergency services and crisis”

Adaptation of Civil Protection public messages



protecció civil



Generalitat
de Catalunya

1

Introduction

Introduction

Objective of the presentation

Explain the detected needs and the actions to effectively adapt Civil Protection messages for the population with autism and neurodiversity in emergency situations.



Introduction

Quick facts about autism and neurodiversity

- In 1998, sociologist Judy Singer defines the term *neurodiversity* as synonymous with **neurological biodiversity**.
- This crossword of " neurology " and "diversity" originated to affirm that neurological differences should be recognized and respected, in the same way as gender, ethnicity, sexual orientation or physical disability ...
- People with autism are people with neurodiversity.
- Autism is a neurodevelopmental disorder that affects communication, social interaction, and behaviour.
- characteristics **of people with autism** :
 - **Social communication:**.
 - **Behaviour and interests:**
 - **Sensory sensitivities:**
 - **Variability in the degree of need for help:**



2

The importance of message adaptation



The importance of message adaptation

Challenges for the population with autism in emergency situations

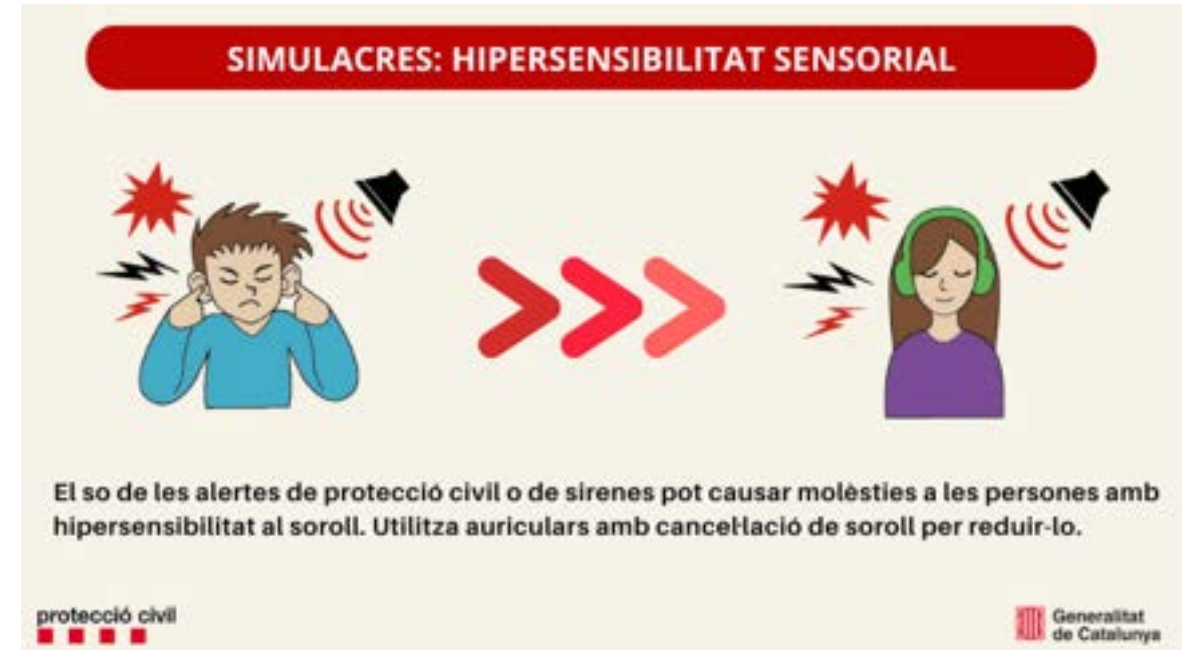
- **Reaction in situations of stress and chaos** : People with autism may find it difficult to manage new and stressful situations, such as emergencies, where the environment can be noisy, chaotic, and unpredictable.
- **Difficulties with communication** : In emergency situations, quick instructions and social interactions can be difficult for some people with autism to understand or process.
- **Sensory hypersensitivity** : Loud sounds, bright lights, or temperature changes can be overwhelming for people with autism, making it difficult for them to react appropriately.



The importance of message adaptation

Why is adaptation important?

- Guarantee information, care and safety for all citizens, including those with neurodiversity.
- Improve communication and reduce stress and anxiety for people with autism in emergency situations.



3

Strategies for adapting civil protection messages



Strategies for adapting civil protection messages

Different types of messages and how we have adapted them from civil protection

Clarity and simplicity

- Use direct and simple language
- Step-by-step instructions



Preference for visual information

- Infographics, maps, icons and pictograms



Predictable and routine messages

- Forecast alerts and updates
- Calm and control



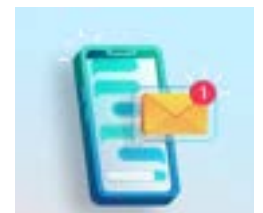
Adjustment in sensory sensitivity

- Minimize excessive stimuli
- Encourage quiet spaces



Alternative communication techniques

- Messages via mobile phones or apps
- Personalized assistance



4

Collection of some actions to adapt the message of Catalonia's civil protection



Actions to adapt the message of civil protection

Vector pictograms and icons

Civil protection uses pictograms and vectors in all communications made to the population so that the information is in visual format and thus the instructions and advice on self-protection are better understood.

Basic emergency equipment



Christmas decoration tips



Actions to adapt the message of civil protection

Risquet

Risquet is the civil protection "mascot".

Information for children on protection tips against different risks is presented visually and with clear instructions using the Risquet.

Tips for different risks



Flood advice



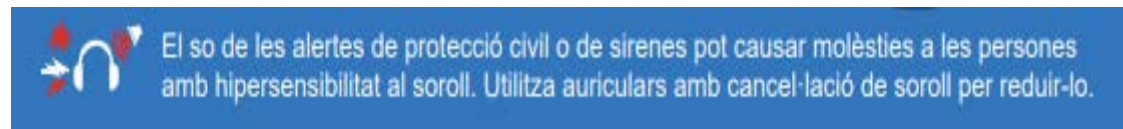
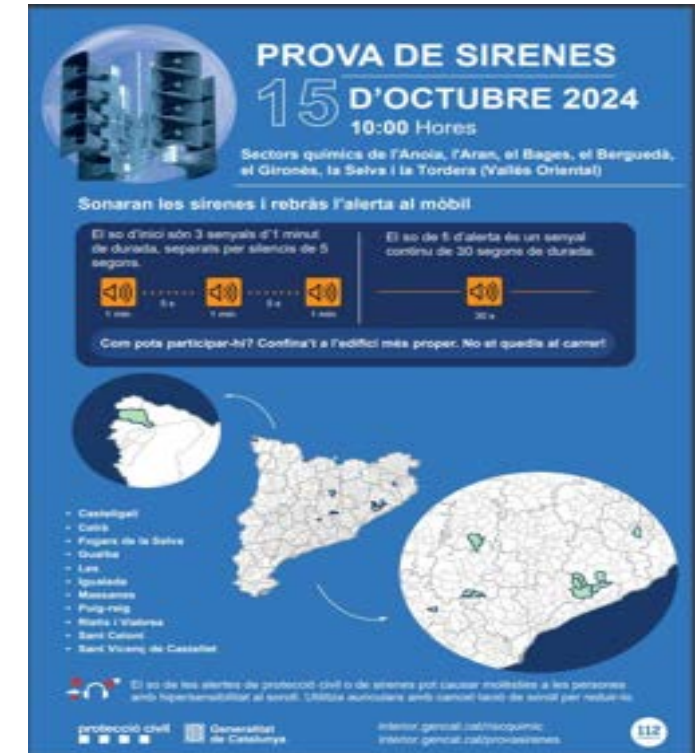
Actions to adapt the message of civil protection

Pictograms in infographics and siren test posters

Accompanying pictograms in the infographics that are carried out in siren tests in relation to the start and end sound of the alert and hypersensitivity to noise:



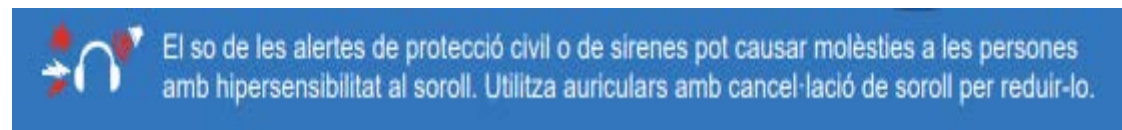
The sound of civil protection alerts or sirens **may cause discomfort** to people with noise hypersensitivity. **Use Noise-canceling headphones to reduce it.**



Actions to adapt the message of civil protection

Pictogram and infographic for sensory hypersensitivity

In relation to the adjustment in sensory sensitivity, infographics have been made and pictograms have been included in the civil protection alert simulations on mobile phones, in the chemical risk siren tests and in the Sant Joan eve campaign.



Actions to adapt the message of civil protection

Guide to recommendations for adapting emergency response to the diversity of our society

This guide constitutes a collection of guidelines to adapt the actions of those involved in emergency situations to the needs of different groups in our society, among these groups are people with autism. It begins with the Decalogue that should inspire the actions of those involved and civil protection teams and continues with the guidelines for each group and ends with a needs detection form.



GUIA DE RECOMANACIONS
per a l'adaptació de la resposta a les emergències a la diversitat de la nostra societat

Actions to adapt the message of civil protection

Infographics during the COVID emergency

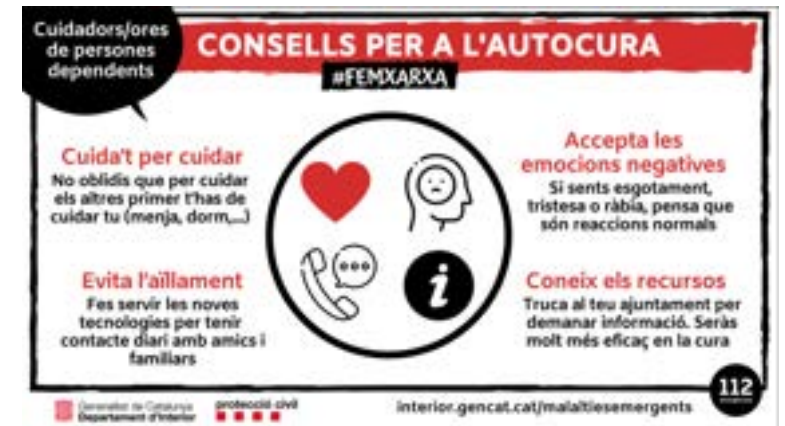
Mobility restrictions



Communication difficulties



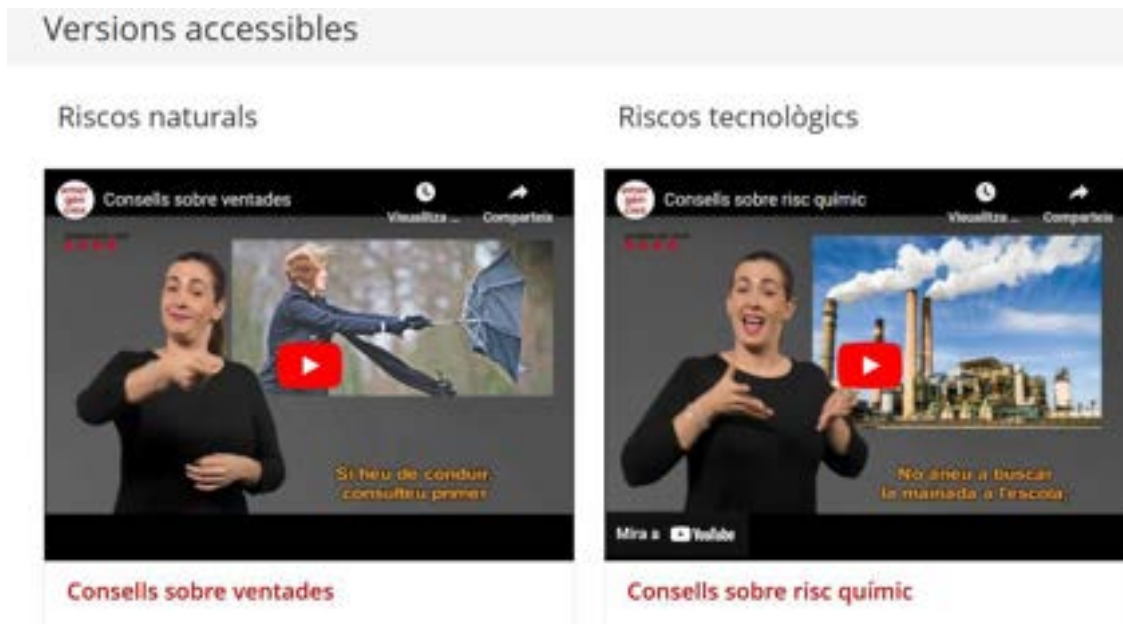
Self-care tips for caregivers of dependent people



Actions to adapt the message of civil protection

Accessible versions of advice on different risks

From civil protection we have different accessible videos (images, icons, subtitles and sign language) on self-protection advice for different risks



Conclusion

Importance of inclusion

Adapting messages is essential to ensure the safety of all people, including people with neurodiversity and autism, in emergency situations.



Improvement proposal

Continue working to ensure that communications are more accessible and effective for everyone.





**Generalitat
de Catalunya**

Departament d'Interior i Seguretat Pública
Direcció General de Protecció Civil

sensibilitzacioprotecciocivil@gencat.cat