

Communication Guide with pictograms for Emergency Situations



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Building Active & Inclusive Citizenship
Together: Services and support for persons
with disabilities

04 of June 14.00h-15.30h

Overview of the Guide

- Features 100+ pictograms across 11 emergency scenarios
- Designed to support communication when speech is not possible
- Accessible tool available in service officers and police tablets
- Promotes clarity, safety and inclusion

“Pictograms ensure clarity and safety when words fail in critical situations”

Problems Targeted

- Communication barriers in emergencies involving
 - People with intellectual or communication disabilities
 - Individuals who do not speak Spanish
 - People who do not speak Spanish
- Risk of misunderstandings and delays in police response
- Need for immediate, universal visual communication



Solution & Innovation

- Joint development by Fundacion ONCE and Guardia Civil
- A 46 page pictogram guide for direct, accessible interaction
- Uses open-source symbols from ARASAAC (widely recognized AAC system)
- Covers scenarios such as:
 - Accidents
 - Violence and abuse
 - Cybercrime
 - Lost persons/confusions
 - Emotional states

How it works

- Officers show the pictograms to the person involved
- The victim or the individual points or gestures to communicate:
 - What happened
 - How they feel
 - What they need
- Works even when:
 - Speech is blocked by panic
 - There is no shared language
 - Cognitive barriers prevent verbal expression



Implementation Across Spain

- Launched in 2023
- By 2025:
 - Distributed to more than 2.000 Guardia Civil police stations throughout all Spain
 - Installed on 20.000 tablets and all mobile devices carried by+ 70.000 police officers
- Accessible on all frontline police devices

Real- world Impact

- Used in diverse services:
 - Traffic control
 - Emergency response
 - Assistance to vulnerable people
 - Example: support to pilgrims on the Camino de Santiago
- Improved communication with non-Spanish speakers
- Enabled faster, more accurate resolution of cases
- Increased trust and safety for citizens with communication difficulties

- **Accessible communication saves time, reduces risk, and protects people**
- **This guide represents a commitment to inclusion, public safety and universal accessibility across Spain**