

# GENERAL GUIDELINES FOR ACTION

As police officers, we will be an active part of the conversation.

The notebook can help us complete and better explain what is happening.

It is convenient to agree on a code for YES/NO responses.

Ask closed questions so that the person can respond by pointing to a pictogram.

Point out the pictograms at the same time as they are named. Ask the color of the black and white pictograms.

Allow time for the person to point to the pictogram.

Once you have pointed it out, it is advisable to repeat the selected pictogram out loud, this helps to verify your answer.

Use clear and simple language, but not infantilized.

Talk slow. The tone of our voice will be calming.

Stand at his level and look him in the eyes while we talk to him.

Gently draw his attention so that he looks at us.

Support our oral language with natural and intuitive gestures.

Always end with the sequence of pictograms «THANK YOU! YOU HAVE DONE IT GREAT.

*Adaptation made from the "Communication Notebook with pictograms for Emergency and Police Station situations" prepared with the collaboration of National Police and the Aragonese Center for Augmentative and Alternative Communication.*

ARASAAC pictograms (<http://www.arasaac.org>). License: CC (BY-NC-SA)  
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# COMMUNICATION WITH PICTOGRAMS FOR EMERGENCIES AND AT THE POLICE STATION



With this augmentative communication notebook, adapted with ARASAAC pictograms, the aim is to provide the National Police with a rapid response instrument, which allows immediate communication and interaction with people who have difficulties in this area due to different factors (autism, intellectual disability, lack of knowledge of the language, elderly people, state of shock, etc.).

## BEFORE YOU START USING THIS NOTEBOOK,

It is essential to read the Police Use Guide that appears on pages 2 and 12, as well as know its structure and become familiar with the different sections it contains, the visual aids it has and the parts into which it is divided.

# POLICE USE GUIDE

This communication notebook with pictograms aims to facilitate communication in the police field for any person with difficulties in this field (for example, autism spectrum disorders, intellectual disabilities, migrants, tourists who do not know the language, elderly people and any other problem that implies difficulties in interaction).

To do this, ARASAAC pictograms have been used and basic terminology related to the police field has been included, as well as a series of frequent sequences in this context and procedures that are usually carried out (e.g. transfer to a police station or a hospital). , complaint, knowing what and how it happened, etc.).

## What is a pictogram?

Pictograms are graphic symbols that serve as support so that the person with communication difficulties can express what has happened to them.

## How are they used?

The pictograms can be used individually (e.g.: Hello, I'm a police officer) or in a sequence (e.g.: B-Who are we calling?). Each person and each situation is different, so we must be flexible and be able to adapt them according to each one of them.

## Involvement of families/responsible persons

We will always have the support of these people, since they are the ones who have the easiest time communicating with the affected person. We will also use the information they provide us if they are at the scene or if we can contact them by any other means.

## How to reflect it in the report?

The report will record the use of the communication notebook with pictograms to collect information. Pictogram sequences are referenced with letters and pictograms with numbers. We could record, for example: ...."When asking Who was it? The complainant indicates as the author the pictogram 1 that corresponds to the figure of a man and as the skin color the number 6 (white)."

# N - HOW DID THEY GET AWAY?



1 - ON FOOT



2 - SCOOTER



3 - MOTORBIKE



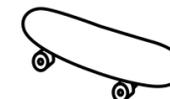
4 - BICYCLE



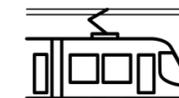
5 - BÚS



6 - CAR



7 - SKATEBOARD



8 - TRAM - METRO



**THANK YOU! YOU HAVE DONE GREAT**



**IF YOU NEED HELP, CALL US AT 911 AND WE WILL HELP YOU**

## L - WHAT WAS STOLEN?



1 - WALLET



2 - MONEY



3 - JEWELRY



4 - BAG



5 - HEADPHONES



6 - MOBILE DEVICE



7 - SCOOTER



8 - BIKE



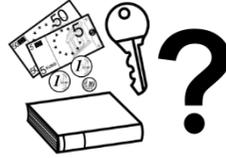
9 - SNEAKERS



10 - BACKPACK



11 - SWEATSHIRT



12 - OTHER ITEMS

## M - WHAT DID THEY USE?



1 - FIST



2 - KNIFE



3 - BOTTLE



4 - AXE



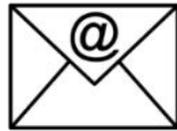
5 - STICK



6 - SYRINGE



7 - GUN



8 - EMAIL



9 - INTERNET



10 - VOICE

## COMMUNICATION WITH PICTOGRAMS FOR EMERGENCIES AND AT THE POLICE STATION



HELLO, WE ARE THE POLICE.



WE ARE FRIENDS. WE ARE GOING TO HELP YOU CALMLY.



WHAT IS YOUR NAME?



WHERE DO YOU LIVE?



DO YOU HAVE IDENTIFICATION?

## A - HOW ARE YOU?



1 - I'M FINE



2 - I AM NOT OK



3 - I NEED MEDICAL ASSISTANCE



4 - SAD



5 - ASHAMED



6 - SCARED



7 - NERVOUS



8 - ANGRY

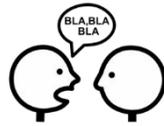
# B - WHO CAN WE PHONE?



WAIT



1 - LET'S CALL



2 - LET'S TALK



3 - TO MY FAMILY



4 - TO MY FRIENDS



5 - TO MY HOUSE



6 - TO SOMEBODY ELSE

Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	Ñ
@	Z	X	C	V	B	N	M	_	-

# C - CALL...



0	1	2	3
4	5	6	7
8	9		

# K - WHAT DID THEY LOOK LIKE?



1- YOUNG



2- ADULT



3- ELDERLY



4- TALL



5- SHORT



6- THICK



7- THIN



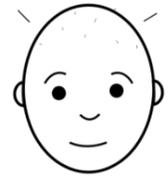
8- SHORT HAIR



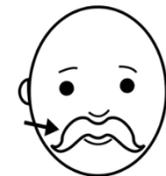
9- LONG HAIR



10- CURLY HAIR



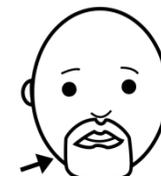
11- BALD



12- MUSTACHE



13- BEARD



14- GOATEE



15- SIDEBURNS



16- EYES

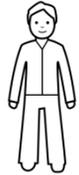


17- GLASSES



INDICATE THE COLOR

# I - WHO DID IT?



1- MAN



2 - WOMAN



3- FAMILY



4 - FRIEND



5 -STRANGER



POINT TO THE COLOR OF THE SKIN

# J - HOW WERE THEY DRESSED?



1 - PANTS



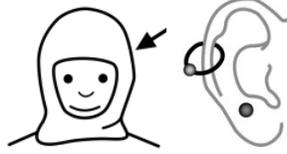
2 - SLEEVE T-SHIRT



3 - TRACKSUIT



4 - SNEAKERS



5 - HOOD 6 - PIERCING



7 - SKIRT



8 - LONG SLEEVE T-SHIRT



9 - SWEATSHIRT



10 - SHOES



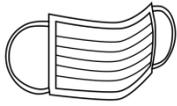
11 - CAP



12 - NOSE PIERCING



13 - SHORTS



14 - MASK



15 - COAT



16 - SANDALS



17 - BANDANA



18 - TATOO



POINT TO THE COLOR

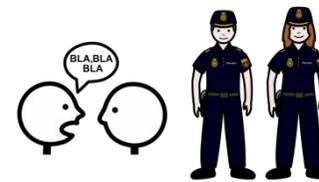
# D - WHERE ARE WE GOING?



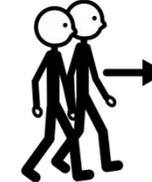
THINGS ARE OK NOW



THE POLICE WILL HELP YOU.



1 - LET'S TALK.



WE WILL GO WITH YOU



TO YOUR HOUSE.



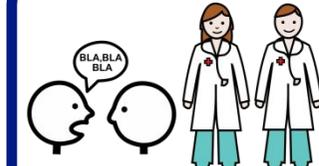
2 - LET'S TALK.



LET'S GO BY PATROL CAR



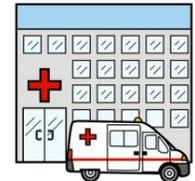
TO THE POLICE STATION.



3 - LET'S TALK.



LET'S GO BY AMBULANCE



TO HOSPITAL.

# E - WHAT HAPPENED TO YOU?



1 - I WAS ATTACKED



2 - I WAS INSULTED OR THREATENED



3 - I GOT INTO A FIGHT



4 - I WAS MUGGED



5 - I WAS ROBBED



6 - I WAS MOLESTED



7 - I WAS ROBBED ON THE INTERNET



8 - I ESCAPED



9 - I AM LOST



10 - I FELL



11 - I WANT TO RENEW DOCUMENTS

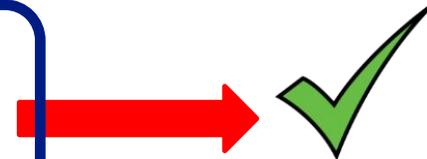


12 - I LOST MY...

# F - DO YOU WANT TO REPORT?



DO YOU WANT TO REPORT?



1 - YES



2 - NO

# G - REMEMBER...



I HAVE TO TELL THE TRUTH



IF I DON'T UNDERSTAND SOMETHING, I ASK



IF I DON'T KNOW, I SAY I DON'T KNOW



# H - WHERE DID IT HAPPEN?



1 - HOUSE



2 - SCHOOL



3 - PARK



4 - BAR - NIGHT CLUB



5 - STREET



6 - SHOPPING CENTER



7 - BANK MACHINE



8 - SOMEWHERE ELSE