

ABSTRACT

Aviation occurrences and non-motor disabilities: an Augmentative and Alternative Communication (AAC) tool.

In high-intensity emergency scenarios such as aviation incidents, the psychophysiological arousal of uninjured passengers and waiting family members remains elevated for a prolonged period due to the time required to obtain reliable information and facilitate reunions. Within the "Uninjured Passengers Area"—where the absence of physical injury does not equate to psychological stability—and the "Family Area," states of hyper-arousal (hyper-vigilance, restlessness) and hypo-arousal (dissociation, freezing) are common, often exacerbated by significant cognitive disorganization. In this context, individuals with non-motor disabilities (sensory, cognitive, or neurodevelopmental disorders) are particularly vulnerable due to communication barriers, potential cognitive limitations, and sensory overload. This paper presents an operational model of Psychological First Aid (PFA) aimed at emotional containment and stabilization; it defines care practices and clinical criteria for overcoming communication barriers through interventions tailored to specific disabilities. The proposed intervention model relies on an analog "toolkit" and the regulatory presence of the responder within a protected setting, integrating AAC with non-exploratory validation and non-interrogative listening. For some individuals with cognitive disabilities or neurodevelopmental disorders, high stress levels can render digital communication devices counterproductive due to sensory and cognitive overstimulation; consequently, the use of analog tools—such as a booklet featuring essential paper-based pictograms and sensory regulation aids—enables responders to provide inclusive, safe, and neuro-affirming care from the very early stages of the emergency response.

Keywords: Psychological First Aid; Aviation emergency; Augmentative and Alternative Communication (AAC); Analog toolkit; Non-motor disability; Emotional regulation.