

Humanization of the Architecture of the National Social Security Institute (INSS) and Mental Disorder Autism Spectrum (ASD)

Humanization of Architecture by the National Institute of Social Security (INSS) and Autistic Spectrum Disorder (TEA)

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Summary

When we talk about accessibility, we understand barriers as those of a physical or architectural nature that create difficulty or impossibility in accessing a space. Therefore, it is a social responsibility to eliminate such barriers and guarantee this right for everyone (children, elderly people, people with disabilities, pregnant women, left-handed people, people with heart disease, foreigners, etc.). This work brings suggestions for improvement, initially aimed at the service at the Social Security Agency of Poções/BA, aimed at ensuring greater empathy for people diagnosed with autism. These are recommendations for training the work team, referring to the humanization of the existing architecture, providing accessibility with equity, thus expanding the responsibility, protection and defense of the rights of these users of public services. Based on the principles of citizenship and human dignity, aligned with the international debate in favor of an inclusive society, considering the importance of cognitive accessibility for people with Autism Spectrum Disorder (ASD), the suggestions presented here can serve as an analysis to other Social Security Agencies spread across the country. In this way, it is hoped that this work will inspire new reflections on the need for public policies based on the principles of social inclusion and the role of the State in guaranteeing the applicability of the rights of people with autism.

Key words: Humanization. Autism Spectrum Disorder. INSS. Social Security.

Abstract

When we talk about accessibility, we understand as barriers those of a physical or architectural nature that generate difficulty or impossibility in accessing a space. In this way, it is a social responsibility to eliminate such barriers and guarantee this right for everyone (children, the elderly, people with disabilities, pregnant women, left-handers, cardiac patients, foreigners, etc.). This work brings suggestions for improvement, at first, intended for assistance at the Social Security Agency of Poções/BA, and aimed at ensuring greater empathy for people diagnosed with autism. These are recommendations in the training of the work team, referring to the humanization of the existing architecture, providing accessibility with equity, thus expanding the responsibility, protection and defense of the rights of these users of public services. Based on the principles of citizenship and human dignity, aligned with the international debate in favor of an inclusive society, considering the importance of cognitive accessibility for people with Autistic Spectrum Disorder (ASD), the suggestions presented here can serve as an analysis to other Social Security Agencies throughout the country. In this way, it is expected that this work will inspire new reflections on the need for public policies based on the principles of social inclusion and the role of the State in guaranteeing the applicability of the rights of people with autism.

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Introduction

Autism Spectrum Disorder, known by its acronym ASD, is a neurological disorder of the development. The term "autism" comes from the Greek "autos" ("of oneself") and was first used to define a characteristic of schizophrenia. "Spectrum" highlights that the involvement of the syndrome varies from individual to individual, ranging from mild to severe cases. There is no cure for autism, but several treatments can help the development of these individuals and should be started as soon as possible.



Its diagnosis, to date, is essentially clinical, being carried out mostly by psychiatrists and psychologists (CEFAPP, 2021).

The large increase in the autistic population arouses the interest of numerous health researchers, and a large number of studies have been and are being developed to understand Autism Spectrum Disorder (ASD). But autistic children deal, daily, with countless challenges that could be avoided or, at least, alleviated, through architecture (ALOCHIO; QUEIROZ, 2020).

In addition to constitutional rights, guaranteed to the person through the Federal Constitution of 1988 (BRASIL, 1988), people with disabilities also have rights provided for in specific laws (Laws 8.899/94, 10.048/2000, 10.098/2000, 13.146/2015, among others), as well as international standards signed by Brazil, such as the United Nations Convention on the Rights of Persons with Disabilities (BRASIL, 2009).

The UN, in a survey carried out in 2015, states that 1% of the world's population has autism. In Brazil, there are around 2 million people with autism. Here there is a delay in information regarding the disorder, compared to other countries, which is quite worrying, as there is a high incidence of individuals with ASD without a diagnosis.

The growing number of people with disabilities, especially people with autism spectrum disorder, has become a global reality, according to statistics updated and released in 2023 — as the data is always announced at least three years after collection, from the American health agency Centers for Disease Control and Prevention (CDC): “in 2000, the United States recorded one case of autism for every 150 children observed, in 2020, there was a gigantic leap: one case of the disorder for every 36 children” (TENENTE, 2023, p. 12).

There are no updated statistics on autism, referring to the Brazilian population, due to many factors, including that here the child's assessment is multidisciplinary, that is, based on a sequence of consultations and clinical observations with different health professionals in addition to the lack of few specialized professionals.

Given the growing prevalence of autism, it is critical that the National Social Security Institute (INSS), as a Federal Authority, provider of public services, contemplates forms of access, quality standards and commitments to care for users with ASD, so that the perception of the disorder can protect the appreciation of human rights and diversity, so necessary to consolidation of an increasingly inclusive and democratic society.

According to the Pan American Health Organization, in a publication on autism spectrum disorder, available on its official website (<https://www.paho.org/pt>), interventions for people with autism spectrum disorder need to be accompanied by broader actions, making physical, social and attitudinal environments more accessible, inclusive and supportive. Around the world, people with autism spectrum disorder are often subject to stigmatization, discrimination and human rights violations. Globally, access to services and support for these people is inadequate.

The INSS, a provider of public services for the federal public administration, is responsible for recognizing the right and enabling access for all citizens to Social Security benefits and services, seeking to preserve the integrity of the quality of service to the public. (BRAZIL, 2017) (emphasis added).

This work brings suggestions for improvement, in principle, aimed at the service at the Social Security Agency of Poçoões/BA, aimed at guaranteeing rights and greater empathy for people diagnosed with autism.

The Poçoões social security agency and the needs of autistic people

The origins of the municipality of Poçoões date back to 1732, however, its political emancipation was held on June 26, 1880. Poçoões is located southwest of Salvador, its population is 48,293 inhabitants, according to the 2022 Brazilian Demographic Census carried out by the Brazilian Institute of Geography and Statistics (IBGE). It is located approximately 444.4 km from the state capital, but precisely in mesoregion of Central South Bahia and in the microregion of Vitória da Conquista (Figure 1).

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Figure 1- Location of the municipality of Poções on the map of Bahia



The Social Security Agency in Poções, operates for 6 hours a day, from 7am to 1pm, was created on 06/10/1999, through INSS/DC Resolution No. 34, serves several cities, in addition to Poções, if we include the services of social assessments and medical examinations, it serves the cities of Boa Nova, Bom Jesus da Serra, Ibicuí, Iguai, Manoel Vitorino, Mirante, Nova Canaã, Planalto and even requests from the municipality of Jequié and surrounding cities.

Through Ordinance DIRBEN/INSS No. 1,027, of June 28, 2022, rules and procedures were established for in-person assistance to citizens, providing guidance and basic information on benefits and social security services, protocol of requests for people without access to the channels remote channels, together with documents in an application with the status “under analysis”, which has reached the maximum limit of 50 MB of attachments”, in addition to guidance on highly complex requests, considered those where the insured does not find the service available on remote channels.

According to the System (SIGMA₁), the Poções Social Security Agency provided 11,505 services in 2022 and by May 2023 there have been more than 3,950 services provided to citizens, including the BPC/ LOAS Social Assessment and Medical Expertise.

According to Almeida and Neves (2020), autism represents a dual battlefield: disability or disorder. At this juncture, it is important to problematize the inclusion of autism as a disability, as the child who receives this diagnosis is entitled to the assistance benefit of the Organic Law of Social Assistance (LOAS)_{two}. Based on the law, a minimum monthly wage is guaranteed to people over the age of 65 or who have a disability that makes it impossible for them to participate fully and effectively in society. To acquire the benefit, the income per member of the family group must be less than a quarter of the current minimum wage. This benefit can be an external element that characterizes the family as a safe and stable place in the face of the instability of living with a child, who is often described as a stranger. To this extent, these parents who find themselves alone in the face of what causes their child anguish can, at times, experience a feeling of abandonment, “which leads them to make their child 'the cause' of their life and to fight in favor of their rights. . The third party then becomes purely external, reducing itself to being the one with whom it is possible to claim more rights and more care”.

The Social Assessment and Medical Expertise services are stages of assessment of children with Autism Spectrum Disorder (ASD), to verify eligibility for the granting of the BPC – Continuous Payment Benefit, These services are offered at the Poções Social Security Agency.

There are reports from mothers, provided at the time of care at the Poções Social Security Agency, which corroborate the bibliographical research: Autistic children may have sensory sensitivity, and may be hypersensitive and/or hyposensitive to sensory stimuli. In other words, your senses can capture more or less information than normal (GOMES et al, 2015).

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Triggers for inappropriate behavior include: noise, lighting, problems with room capacity, narrow corridors, circulation flows, lack of connection with the external environment and the opposite (...) (BEZERRA, 2022) (emphasis added). Many aggressive attacks can be caused because the autistic person does not want to do something or has a desire denied, for example. But there may be other reasons, such as being in a very noisy place or with a lot of visual stimuli. (emphasis added).

In view of the above, it can be seen that the Poções Social Security Agency does not have a at structure adequate understanding for autistic subjects, in order to guarantee adequacy to their 1SIGMA - INSS Service Indicator, Management and Monitoring System. two Law No. 8,742, of December 7, 1993.



special needs, making physical, social and attitudinal environments more accessible, inclusive and supportive.

Importance of ensuring accessibility for autistic people in social security agencies

It is important to mention Law 12,764, of December 27, 2012, named “Berenice Piana”, law federal law that guarantees rights to autistic people, equivalent to other people with disabilities. It is noteworthy, then, that autism is considered a type of disability for all legal purposes, thus guaranteeing the right to accessibility.

The Brazilian Law on the Inclusion of Persons with Disabilities (Law No. 13,146, of July 6, 2015), in its Article 3, item I, advocates the concept of accessibility:

I -Accessibility: possibility and condition of scope for use, with safety and autonomy, of spaces, furniture, urban equipment, buildings, transport, information and communication, including their systems and technologies, as well as other services and facilities open to the public, for public use or deprived of collective use, both in urban areas and in rural, by people with disabilities or reduced mobility (BRASIL, 2015).

The National Social Security Institute (INSS) is responsible for recognizing the right and enabling access for all citizens to Social Security benefits and services, such as children with Autism Spectrum Disorder (ASD), in granting the BPC–Continuous Payment Benefit.

Law No. 13,460, of June 26, 2017, which provides for participation, protection and defense of the rights of users of public administration services, in its art. 5th, item I, recommends information on accessibility conditions:

Art. 5 The public service user has the right to adequate provision of services, and must public agents and public service providers observe the following guidelines: I - urbanity, respect, accessibility and courtesy in serving users (BRAZIL, 2017) (emphasis added).

Another point that deserves attention concerns the importance of investing in professional training to better serve this population. Law No. 12,764, of December 27, 2012, which established the National Policy for the Protection of the Rights of Persons with Autism Spectrum Disorder, in its Article 2, item VII, addresses this importance:

Art. 2 These are guidelines of the National Policy for the Protection of the Rights of Persons with Disorders of the Autism Spectrum:
VII -encouraging the training and training of professionals specialized in caring for people with autism spectrum disorder , as well as parents and guardians (BRASIL, 2012) (emphasis added).

Accessibility for autism is information. Your employees need to know about autism, what it is, what its characteristics are, how to help, how to deal with it, what the rights are, how a post-diagnosis mother feels, how to welcome, how important sensory stimuli are for an autistic person. Information is key to the inclusion of autistic people (OPAS, 2020).

The need for inclusive architecture in social security agencies

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People with ASD may have greater sensitivity in one or more of the five senses - sight, hearing, smell, touch and taste. When this happens, their reactions can be intense. This happens because sensitivity makes the stimulus unbearable (INSTITUTO OLGA KOS, 2023). The vast majority of buildings were not designed to encourage inclusion and especially the development of children with autism spectrum disorder, thus criticizing architecture without thinking about inclusion (ANTUNES, 2017).

In fact, for many autistic people, the world can be an overwhelming place. But with the right supports, the impact of these sensory processing difficulties on mental health and well-being can be significantly reduced (AUTISMEDIA, 2022). When autistic people and their companions arrive at INSS agencies, they are faced with a waiting area that is architecturally non-humanized and not sensitively prepared.

the needs they have.

Sergio Altomonte, architect and associate professor in the department of architecture and built environment at the University of Nottingham, argues that: "Buildings and urban spaces should be designed with their users in mind. The importance of architecture in people's physical, physiological and psychological well-being is becoming an increasingly relevant topic" (HARROUK, 2021).

The INSS Agencies' service structure must promote, protect and ensure the full and equitable exercise of all human rights and fundamental freedoms by all people with disabilities and promote respect for their dignity. For autistic people, the organization of spaces according to the sensory level facilitates the understanding of functionality, enabling the development of various senses (CEFAPP, 2021).

In Brazil, Law No. 12,764/12 was enacted establishing the National Policy for the Protection of the Rights of People with Autism Spectrum Disorder, establishing rights such as physical and moral integrity, social inclusion, safeguarding the equality and dignity of the human person.

In order to protect the appreciation of human rights and diversity, which are so necessary for the consolidation of an increasingly inclusive and democratic society, we must include, when possible, reasonable adaptations and the provision of assistive technologies, to guarantee equality and non-discrimination, as provided for in Law No. 13,146, of July 6, 2015 (Brazilian Law on the Inclusion of Persons with Disabilities), in its art. 4th, §1st:

Art. 4 Every person with a disability has the right to equal opportunities with others people and will not suffer any kind of discrimination.

§ 1 Discrimination on grounds of disability is considered to be any form of distinction, restriction or exclusion, by action or omission, that has the purpose or effect of harming, preventing or nullifying the recognition or exercise of a person's fundamental rights and freedoms. with disabilities, including refusal to reasonable adaptations and provision of technologies assistive (BRAZIL, 2015) (emphasis added).

Inclusive architecture is of fundamental importance in the production, development and balance of physical space, and is capable of providing the necessary physical and mental conditions for users awaiting care there. A small room, located close to the reception, with toys for the interaction of children waiting for care, would be a reasonable adaptation offered by the INSS, respecting art. 4th, §1st of the Brazilian Law on the Inclusion of Persons with Disabilities.

Pervasive developmental disorders (GDD), known as the "autism spectrum", form a set of syndromes defined by changes in behavior (Maciel, 2009). Autism is complex to diagnose and must be investigated by a technical team of professionals to understand the dynamics and demands of an autistic child. Within this perspective, it is worth highlighting the professionals involved in the development of physical spaces, especially architects and urban planners, because to design spaces intended for individuals with this disorder, the architectural professional needs to reflect on their performance, and understand the particularities of each individual. , deepening the look, to then understand that each individual perceives the world in their own and particular way, and their apparent aloofness disguises the fact that, in general, they are present and extremely sensitive, but have difficulties communicating (SANTOS; FERRAZ, 2021).

Final considerations

The process of inclusion of people with disabilities is recent, compared to the long history of exclusion. We have the challenge of building intersectoral policies that guarantee access for people with disabilities to social security, social assistance, health, education, sport, leisure services, etc.

Throughout this work, we have made some considerations that encourage the debate about individuals with Autism Spectrum Disorder (ASD) and their rights, as users of public services.

Autistic people who go to INSS Agencies deal with numerous challenges on a daily basis, including a lack of knowledge about the disorder, its characteristics, how to identify it and what measures are most appropriate to overcome its impacts during care.

There are many possibilities to mitigate symptoms and minimize their impact on care, we suggest training agents in care and providing an architecturally inclusive environment that will have the function of enhancing the environment's interactions with users and their families, ensuring accessibility and better experiences with the waiting space, respecting the dignity of the human being as an individual limited in their special needs.



This work aims to contribute to the topic of autism and inclusive architecture in the service public, think about how to improve accessibility for individuals with ASD, when serving INSS agencies.

The user of the public service, as established by law no. 13,460/17, has the right to face-to-face assistance, when necessary, in healthy, safe, signposted, accessible and appropriate facilities for the service and assistance. We suggest as reasonable adaptations and provision of assistive technologies, in face-to-face service rooms, the installation of the DIMMER electrical devices³, in controlling the intensity of light, providing comfort at the sensory levels of autistic people.

It is very common to see autistic children cover their ears, hide or be afraid of some sounds and objects. These behaviors often occur due to auditory hypersensitivity. This anomaly in sensory perception is a frequent symptom in people with Autism Spectrum Disorder (ASD). Therefore, we suggest monitoring the sound volume related to the password call monitor.

We believe in the importance of training agents who work with the public at the Social Security Agency, in order to raise awareness about ASD, providing guidance on the differences in autism in each person, and understanding the wide spectrum of varieties in relation to the way in which autism disorder affects each individual. Anyone providing care must be prepared to understand the specificities of autistic people, as, if necessary, they will be able to implement strategies in care that provide favorable situations in the communication process, generating care with humanism, respect, accessibility and courtesy.

It is concluded that understanding that the existing architecture in the buildings of Social Security Agencies can be humanized/adapted to autistic people, contributed to the construction of a public space that provides better conditions for serving this population, seeking to advance the process of social inclusion for these people. individuals.

Thus, an autistic person is someone who has rights, values, talents, challenges, fears, potentials and everything else that our humanity allows us to do, all in their own way. The autistic way of being.

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3A DIMMER is a rotating electrical device, which, when in series with a lamp, has the ability to change the luminosity values produced by the lamp.

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