

WHAT IS A CRISIS?

Any event or situation that causes you to feel stressed and stretched beyond your ability to cope may be considered crisis.

A terror attack which aims to create fear amongst the public could be perceived to be a crisis. Examples of such acts include the 9/11 attacks in New York City and the 2018 Surabaya attacks in Indonesia. Other examples of crisis situations that are related to terror attacks may include injuries, death of loved ones and disruptions to daily routines, etc.

PREPARING FOR A CRISIS

Go through the brochure to learn more about the DOs and DON'Ts of how to engage children in the event of a terror attack.

USEFUL RESOURCES

HOTLINES

Samaritans of Singapore (SOS)
1800 - 221 4444 (24 hrs)

Counselling & Care Centre
6536 6366

Institute of Mental Health
6389 2222 (24 hrs)

Tinkle Friend
1800 2744 788 (Mondays – Fridays, 1430hrs – 1700hrs)

**PPIS Family Service Centers
For Malay communities**
6561 3462 (West) / 6848 4661 (East)

**Care Corner (Mandarin) Singapore For
Chinese communities**
1800 - 353 5800

**SINDA (Singapore Indian Development
Association) Family Service Centre
For Indian communities**
1800 - 295 4554

RESOURCES

SGSecure Website
<http://www.SGSecure.sg>



COPING WITH CRISES

Practical tips for
engaging children in
the event of a terror
attack

DO THIS



Ensure the child's physical safety – bring him/her to a safe place and attend to any physical injuries.



Normalise and validate the child's emotions (e.g., "It is normal to feel sad and angry after experiencing this").



Gently ask a lost child for identifying information (e.g. names of family/caregivers, address, school).



Encourage the child to resume daily routines as it provides some stability (e.g., establish daily routines at home).



Ask simple, open-ended questions in a calm manner, to avoid stressing the child (e.g. "Are you hurt?").



Exercise patience and be prepared for emotional and/or behavioural changes (e.g., tantrums, increased irritability; child may be in shock or have trouble coping).



Reassure the child that he/she is safe.



Encourage alternative forms of expression (e.g., writing, drawing) as a way to deal with their emotions.



Create a sense of safety for the child – provide a blanket or toy.



Monitor the child's behavior over time and seek professional help if required (e.g., child has trouble functioning in school or at home).



Remember to...

1. Download the SGSecure app.
2. Familiarise yourself with Run, Hide, Tell* and Improvised First Aid Skills*.
3. Apply Run, Hide, Tell and Improvised First Aid Skills when required.
4. After a terror attack, apply Psychological First Aid* when needed.

* For more information, please refer to the SGSecure website.

DO NOT DO THIS



Ask the child to provide detailed information about the event that he/she has just experienced.



Lie to the child. He/she might lose trust in you when he/she finds out the truth.



Tell the child how he/she should feel.



Interrupt the child when he/she is talking.



Direct strong negative emotions at the child (e.g., vent your anger on the child).



Completely hide all your distress or negative emotions.