

WHAT IS A CRISIS?



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

Examples of Crisis



Terror attacks such as the 9/11 attacks in New York City and the 2018 Surabaya attacks in Indonesia.

PREPARING FOR A CRISIS



Special attention must be paid to the elderly during times of crisis as they require assistance.

How to prepare in the event of a terror attack?



Go through the brochure to learn more!

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)

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

Silver Generation Office

1800 - 650 6060

RESOURCES

SGSecure Website

<http://www.SGSecure.sg>



SGSECURE
STAY ALERT. STAY UNITED. STAY STRONG.

COPING WITH CRISES

**Practical tips for
preparing the
caregivers of the
elderly in the event
of a terror attack**

THINGS TO TAKE NOTE FOR THE CAREGIVERS OF THE ELDERLY

BEFORE AN ATTACK

Prepare the following:



Medication/first aid that can be brought along with you.



Sound emitting device (e.g., whistle) to signal for help.



An emergency card:
1. Detailing any sickness.
2. Guidelines on how people can help.

In order to facilitate the evacuation process:



1. In case of a crisis, identify the escape routes of your area.
2. Be familiar with the emergency routes.



Remember to...



Download the SGSecure App!



Familiarise yourself with Run, Hide, Tell and Improvised First Aid Skills. Apply these skills when required.



After a terror attack, apply Psychological First Aid when needed.

DURING AN ATTACK



Communicate to the elderly:
1. What is happening?
2. What you are going to do?

Evacuating the elderly:



When getting the elderly to be seated in a wheelchair, ensure that:

- Wheels of the wheelchair are locked.
- The elderly is lowered onto the wheelchair slowly.



When lifting the elderly:
• Place your arms around the elderly's waist or use a transfer belt.



When moving the elderly from the bed to a sitting position, ensure that you:

- Roll the elderly on their side so that they are facing you.
- Remain in front of them until they are stable.

AFTER AN ATTACK



Administer Psychological First Aid, when needed.

When administering PFA:

LOOK



1. Observe for elderly who require urgent basic needs (e.g., food, medical care, shelter).
2. Observe for elderly with present distress reactions (e.g., anxiety, fear, confusion).

LISTEN



1. Make contact with elderly who may need emotional support.
2. Ask and address the elderly's needs and concerns.

LINK



1. Help the elderly address basic needs and access services (e.g., health services, shelter, food distribution).
2. Connect them with loved ones and social support.