

Changi Airport Social Story

*For Passengers with Autism
Spectrum Disorder (ASD)*





WELCOME TO CHANGI AIRPORT!



At Changi, we understand travelling through an airport can be a stressful experience. It can be even more challenging for passengers with Autism Spectrum Disorder (ASD).

With the support from Rainbow Centre Training Consultancy (RCTC), we have created this social story as a guide to prepare you and your child for your upcoming trip. We understand that every individual is unique, so please feel free to customise this editable Powerpoint slides to make it your own! By providing these information for pre-trip planning, we hope to make travel as comfortable and stress-free as possible during your time with us at Changi.

Thank you and enjoy Changi!

Damon Wong
Vice President, Quality Service Management
Changi Airport Group (Singapore) Pte Ltd



WELCOME TO CHANGI AIRPORT!



Many people travel through Changi airport. It can be crowded and noisy.

My name is _____.

I am taking an Aeroplane on <date>.

I am going to _____ with _____.

I will follow and stay close to _____.

If I am uncomfortable, I will tell my _____.





Getting to the Airport



I **take** a **car, bus or train** to the airport.

I **sit** in the **car, bus or train** until I reach the airport.



I **place** my **luggage** on the Airport trolley.





FAST Check-In





CHANGI

airport singapore

GO TOUCHLESS!

Hold your finger close to the screen to select

I **slot** my **passport**, with the photo page facing down, on the scanner.

Please place your passport firmly, with the photo page facing down.

I **follow** the **on-screen** instructions.



FAST Check-In Kiosk

Boarding pass

I collect my printed boarding pass and luggage tag.

Luggage tag

I tag my luggage.





I put my luggage on the conveyor belt.



Check-In Counter

FLY SAFE
 Please keep a safe distance
 and wear a mask at all times in the
 airport and in-flight

CHANGI

SINGAPORE AIRLINES

Passengers with reduced mobility or disabilities

STAR ALLIANCE

19 Apr 2021 11:49 Boarding gates will close 10 minutes before departure. No boarding call will be made



QR code and notice

NOTICE
IMPORTANT

QR code and notice

QR code and notice

NOTICE
IMPORTANT

QR code and notice

8

9

9





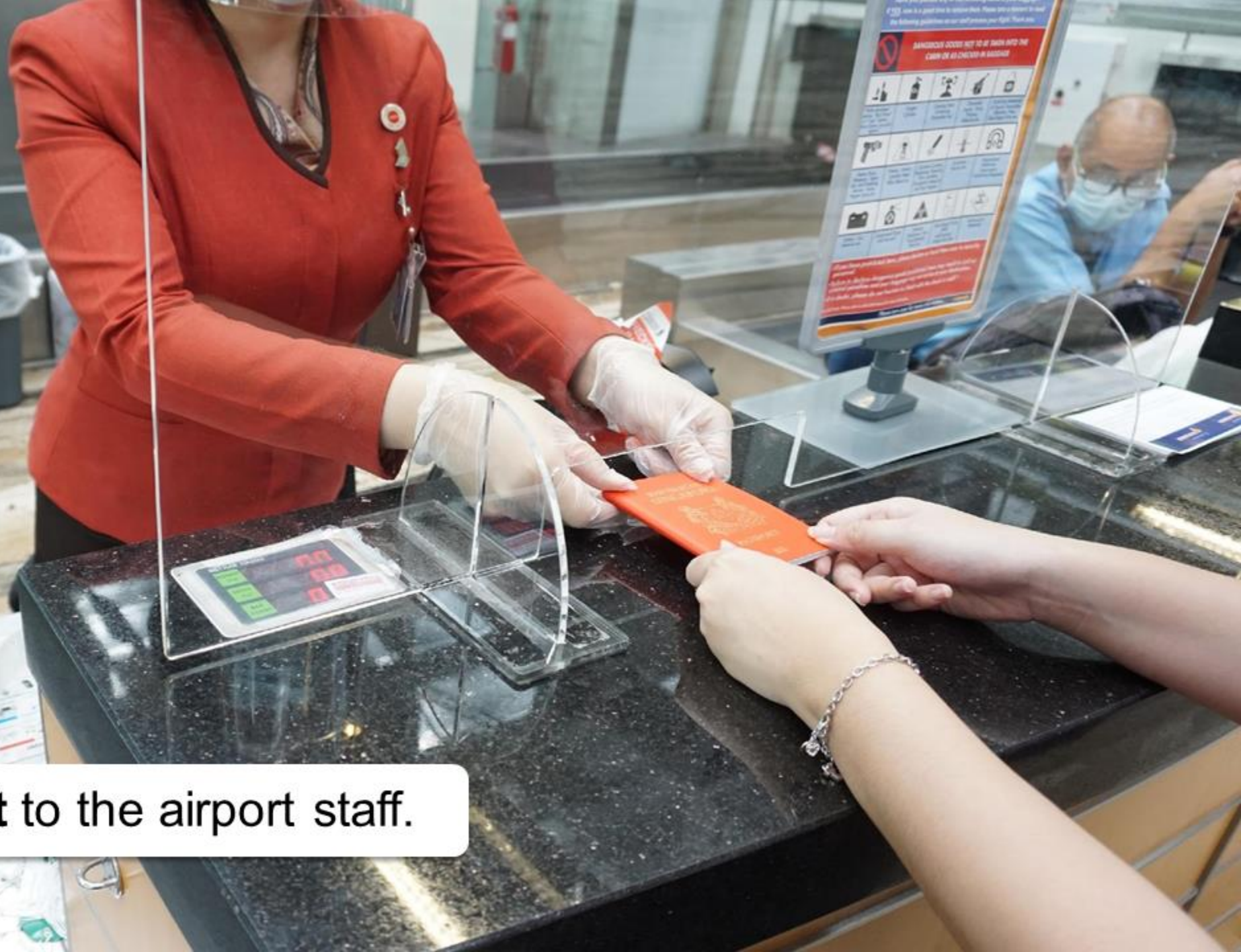
Check-In Counter

I **stand** on these stickers to maintain a **1m safe distance** from others.

I **queue** and **wait** quietly for my turn.



Check-In Counter



I give my **passport** to the airport staff.



I place my luggage on the luggage conveyor belt.





I take back my passport and boarding pass from the airport staff.





Departure

DEPARTURE

LEGEND OF XIAO LONG BAO

B1 - b1u
C1 - C26



← Lounges





The airport officer may ask me to **put** my **bag** in the tray.


I **put** my **bag** in the tray.

I **will not worry** because I **will get my bag back**.

 Departure Immigration
Automated Immigration Gates

 C1 - C26



 GST R

WE ARE OPEN



I **queue** and **wait** quietly for my turn.


I **slot** my **passport**, with the photo page facing down, on the scanner.



I **place** my **boarding pass**, with the barcode facing down, on the scanner.

I **look** at the **camera** for my photo to be taken.

I **walk through** when the gate opens.



Taking Photo


Camera

LOOK HERE

I will **remove** my **face mask**,
eyewear or **headwear**.

I **stand** on the footprints
and **look** at the camera.






If verification fails, I **place** my **thumb** on the scanner.

I **walk** through when the **gate opens**.

I **wait** for my parents to complete their turn.

I give my **passport** and **boarding pass** to the airport staff.



A close-up photograph of an airport security officer wearing a dark blue uniform and white gloves. The officer is holding a red folder and a white document, appearing to be in the process of checking them. A gold badge with the 'Aviation Security CERTIS' logo is visible on the officer's chest. The background is blurred, showing an airport setting.

I **wait** patiently while the airport staff **checks** my **documents**.

I take back my **passport** and **boarding pass** from the airport staff.




**SPECIAL ASSISTANCE
LANE**  CARES
CHANGE



I **queue** and **wait** quietly for my turn.

I **give** my **passport** and **boarding pass** to the airport officer.





*Please Place Both Thumbs
on Scanner*

I place both thumbs
on the fingerprint scanner.

Red Arrow



I look at the red arrow on the face scanner, until I see the green light.





I take back my **passport** and **boarding pass** from the airport officer.



Shopping, Food and Rest



I follow my parents at all times.

I can shop, eat and take a rest.





Walking to Boarding Gate

↑  Arrival
Immigration Hall A

Up to
2 mins

↑  A1 - A21  Up to
14 mins

I will **walk** to the **boarding gate** number shown on my boarding pass.

The boarding gate may be far.



Security Screening

B1 - B2

B3 - B4

Security for your Safety

Please hand over the following items to security personnel

- Electronic devices
- Sharp, thin, pointed weapons or blades
- Sharp and pointed instruments
- Explosives, incendiary devices and fireworks
- Flammable liquids, gases and chemical agents

Passengers are advised to avoid eating and drinking in the queue for the sake of the flight. If you are unsure, please contact the Airport Police.

CHANGI

Security for your Safety

Please hand over the following items to security personnel

- Electronic devices
- Sharp, thin, pointed weapons or blades
- Sharp and pointed instruments
- Explosives, incendiary devices and fireworks
- Flammable liquids, gases and chemical agents

Passengers are advised to avoid eating and drinking in the queue for the sake of the flight. If you are unsure, please contact the Airport Police.

CHANGI





I give my **passport** and **boarding pass** to the airport officer.



I put these things in the tray:
My Bag | The Jacket that I am wearing | My mobile phone

I will not worry because I get all my **things** back.



Security for your Safety

Please hand over the following items to security personnel



Firearms and ammunition



Toys that resemble weapons or firearms



Sharp and pointed instruments



Explosives, incendiary devices and fireworks

Passengers are advised to avoid making any comments that would threaten the safety of the flight

Passengers who commit the above will not be allowed to board and will be referred to the Airport Police



Security for your Safety

Please hand over the following items to security personnel



Firearms and ammunition



Toys that resemble weapons or firearms



Sharp and pointed instruments



Explosives, incendiary devices and fireworks



Flammable liquids, gases and chemical agents

Passengers are advised to avoid making any comments that would threaten the safety of the flight

Passengers who commit the above will not be allowed to board and will be referred to the Airport Police

I walk through the body scanner.



The officer may use a handheld scanner to **check me**.

I will **stand** on the **square carpet** and **not move**.



I collect all my **things** from the tray.



I **sit** on the **chair** that is not marked out and **do** my **favourite activity**.





The airport staff makes an announcement to board the aeroplane.

I give my **passport** and **boarding ticket** to the airport staff.



I **walk** on the **aerobridge** towards the aeroplane.



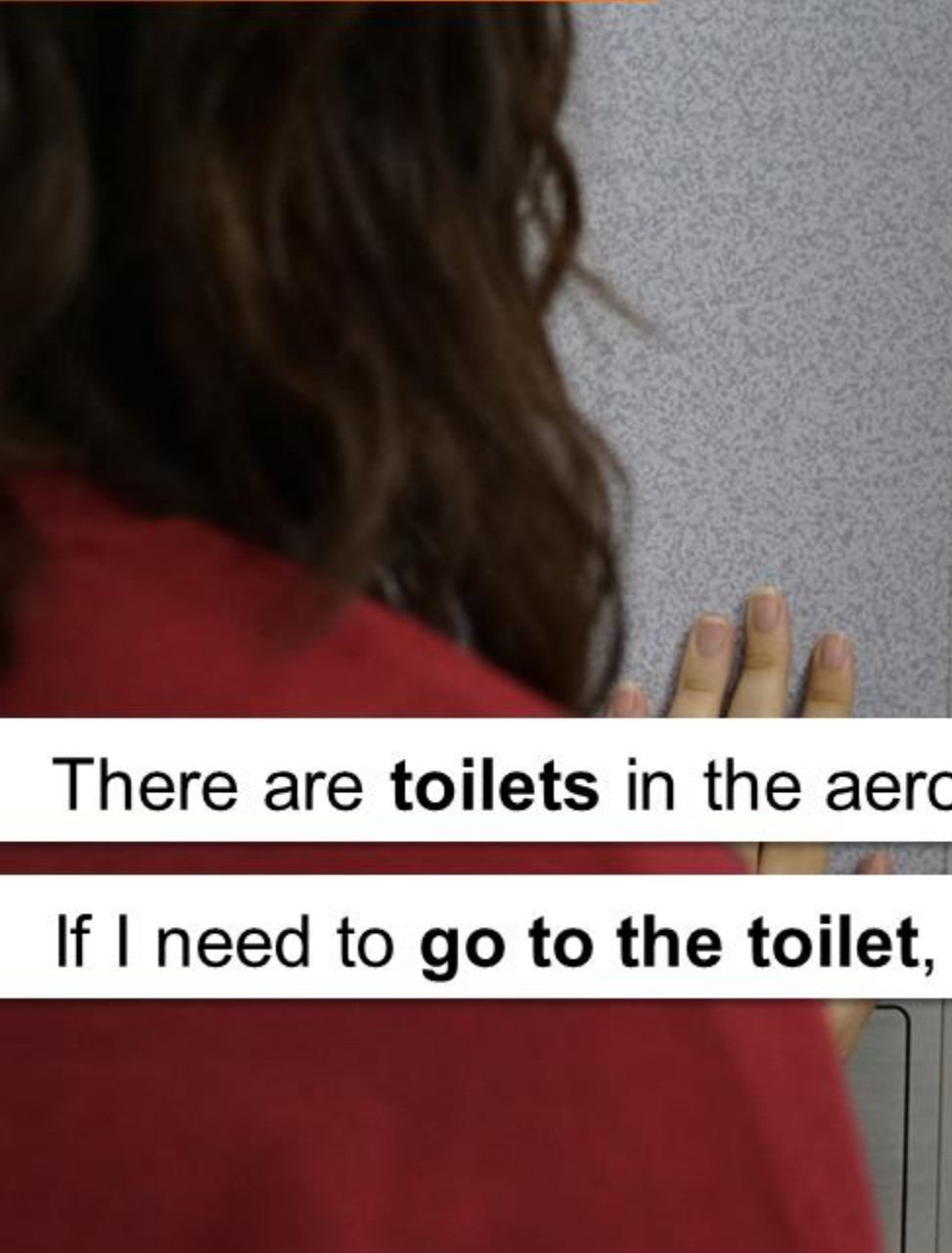


I **find** my **seat** and **keep** my **bag** in the overhead compartment.



I **sit down** and **fasten** my seat belt.

When the aeroplane is ready to take off, I **turn off** my **ipad**, **handphone** and **laptop**.



There are **toilets** in the aeroplane.

If I need to **go to the toilet**, I will **tell** my **parents**.

I will **remain seated** until the seatbelt sign is switched off.

I **unfasten** my **seat belt** and **wait** to disembark from the aeroplane.





I **retrieve** my **bag** from the overhead compartment and **wait** to disembark from the aeroplane.

WELCOME HOME!

I return to Singapore on _____.

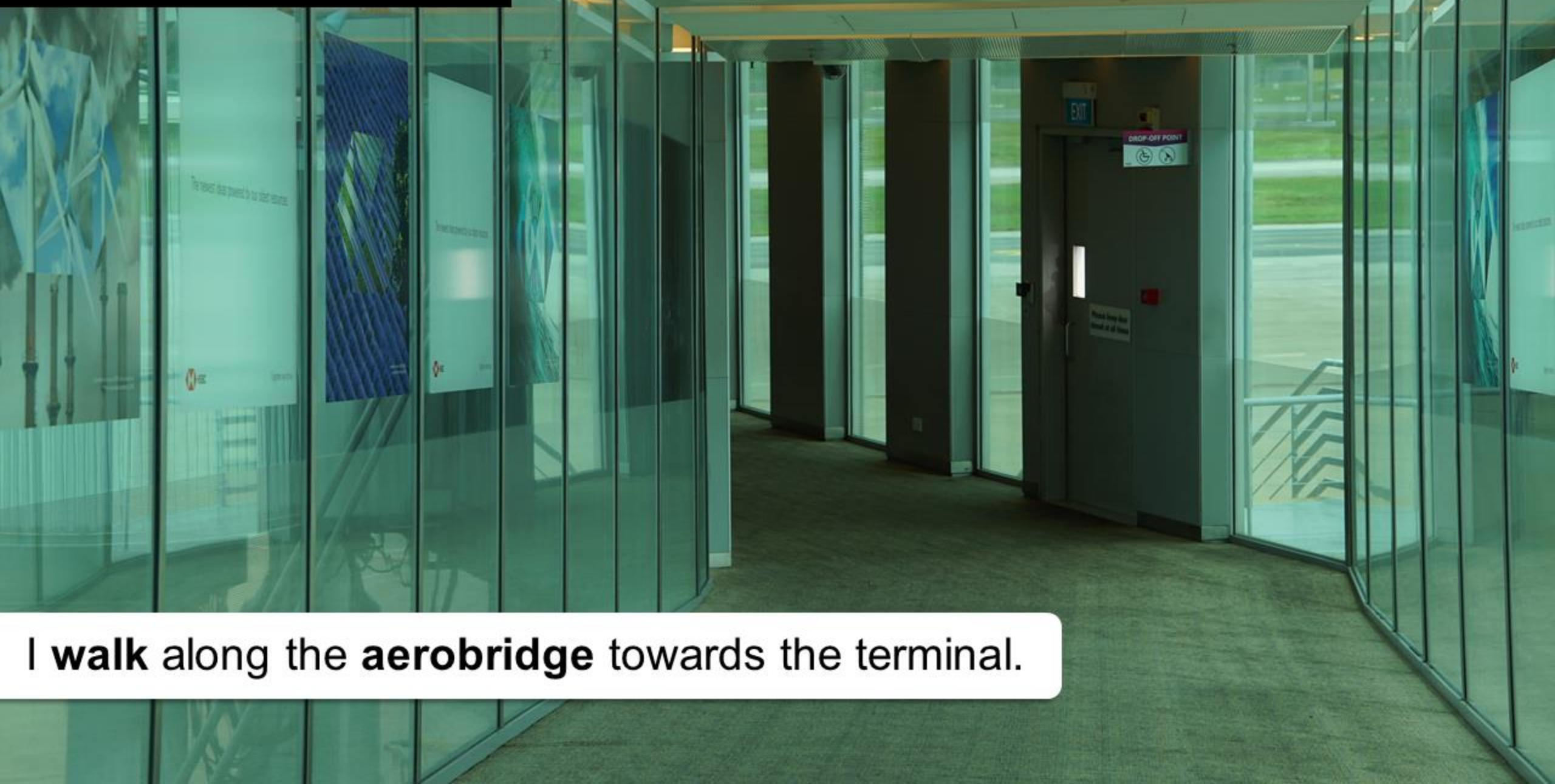
I will follow and stay close to _____.

If I am uncomfortable, I will tell my _____.












Disembarking the Aeroplane



I **walk** along the **aerobridge** towards the terminal.

  **Transfer A**
转机 A
Pertukaran A
乗り換え A

  **Arrival
Immigration Hall A**
Up to
2 mins

  **A1 - A21**  Up to
14 mins

I will **walk** towards Arrival Immigration Hall.

Arrived at **Terminal 1**? Refer to Slide 51.

Arrived at **Terminal 3**? Refer to Slide 76.





Arrival Immigration
Automated Immigration Gates

Terminal 1



Insert Passport

PLEASE REMOVE
YOUR MASK



I **queue** and **wait** quietly
for my turn.

I **slot** my **passport**, with the photo page
facing down, on the scanner.

I **walk** through when the **gate opens**.

← Camera



tascent

**I remove my face mask,
eyewear or headwear.**

I look at the camera.



If verification fails, I **place** my **thumb** on the scanner.

I **walk through** when the gate opens.

I **wait** for my parents to complete their turn.







What's Next?

1

You are here



Clear arrival immigration

2



Collect bags

3



Take On-Arrival Covid-19 PCR Test
For passengers from Category 1 countries/regions and VTS flags


4



Leave the airport
To avoid the queue and the hassle, you might want to take a taxi or a train

I **queue** and **wait** quietly for my turn.

I **give** my **passport** to the airport officer.



Please Place Both Thumbs
on Scanner

I place both thumbs
on the fingerprint scanner.



Red Arrow

I look at the red arrow on the face scanner, until I see the green light.



What's Next?

1 **You are here**
Clear arrival immigration

2
Collect bags

3
Take On-Arrival Covid-19 PCR Test
For passengers from Category 1 countries/regions and VISA-free

4
Leave the airport

I take back my **passport** from the airport officer.



Flight	From	Belt
3K 782	Manila	16
TR 427	Penang	16
BG 84	Dhaka	18
TR 607	Bangkok-DKK	20
SQ 8345		

Flight	From	Belt
QR 946	Doha	16
IB 7958		
CZ 3039	Guangzhou	10

Check and collect the correct bags



CHANGI

Check and collect the correct bags

CZ 3039
Guangzhou

10



→ Belts 11, 13

Have you booked your pre-arrival Covid-19 PCR test?



Scan here to complete pre-arrival registration and download

CHANGI



I take a trolley and place my luggage onto the trolley.





↓ Customs
Goods To Declare ↓

↓ Customs
Nothing To Declare ↓

The airport officer may **check** our **luggage**.



ALL ARRIVING PASSENGERS



Please collect your bags before proceeding
请领取行李再前往核酸检测



Have you booked your On-Arrival Covid-19 PCR Test?

For passengers from Category 1 countries and VTL flights

Scan here to complete advanced registration and payment



CHANGI
airport group

Money Changer
Belts 16 - 20
Belts 11





ALL ARRIVING PASSENGERS

ALL ARRIVING PASSENGERS

←
COVID-19
SWAB TEST
核酸检测

↑
COVID-19
SWAB TEST
核酸检测

 Please
collect your bags
before proceeding
请领取行李
再前往核酸检测

 collect your bags
before proceeding
请领取行李
再前往核酸检测



I will **follow** the directions
towards the **testing facility**.



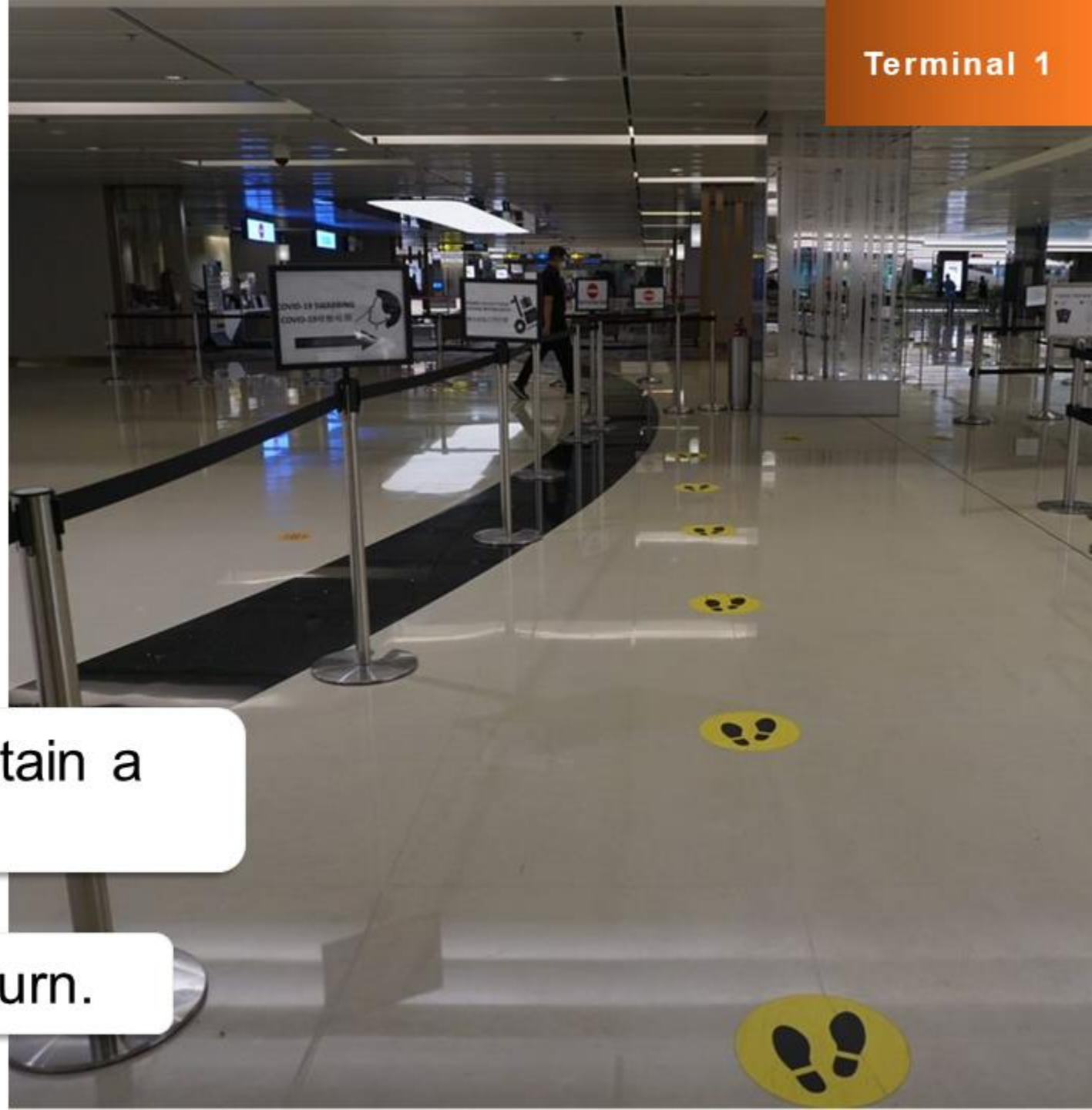
I will arrive at the Airport testing facility.





I **stand** on these stickers to maintain a **1m safe distance** from others.

I **queue** and **wait** quietly for my turn.





email to airborder@rafflesmedical.com

11:27, 7:51 PM

Sub Travel Group

Arrival COVID-19 Test

Travellers entering Singapore during the COVID-19 pandemic are required to undergo a COVID-19 test on arrival.

- You have successfully booked an arrival COVID-19 test. A booking confirmation has been sent to your email MANPOWER.RECRUIT2011@GMAIL.COM

Your Arrival COVID-19 PCR Test Booking

Please present the QR code below to receive your COVID-19 PCR test at Chang Airport.



The staff will ask for:

- 1. My passport**
- 2. Payment Confirmation QR Code**



I will **open** my passport to **show** my details.

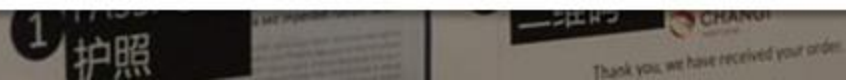
I will **insert** my **passport** into the left plastic pocket with the **red side** facing me.

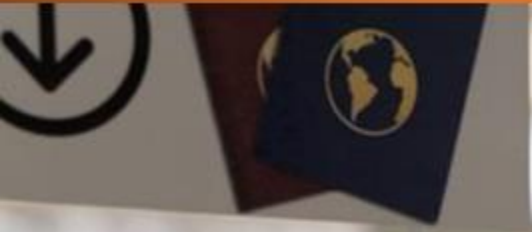
PLEASE PREPARE

2 QR CODE
二维码



I will **insert** my **Payment Confirmation QR Code** into the right plastic pocket with the **QR** facing the staff.





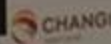
The staff will do some checks.
I **wait** patiently.

The staff will let me in.

PLEASE PREPARE

1 PASSPORT
护照

2 QR CODE
二维码



Thank you, we have received your order.



email to airborder@rafflesmedical.com

11:27, 7:51 PM
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Travellers entering Singapore during the COVID-19 pandemic are required to undergo a COVID-19 test on arrival.

- You have successfully booked an arrival COVID-19 test. A booking confirmation has been sent to your email MANPOWER RECRUIT2011@GMAIL.COM

Your Arrival COVID-19 PCR Test Booking

Please present the QR code below to receive your COVID-19 PCR test at Chang Airport.



Save As Image

Re



I take back my passport and Payment Confirmation QR Code from the plastic pocket.



- I **wait** for my turn.
- I feel safe because Mummy/Daddy/my caregiver is with me,



- I give my **passport** and **documents** to the staff.



- The staff will **ask questions** about me.
- Mummy/Daddy/my caregiver can help me to answer.



- I will remove my mask.
- A long cotton bud will be put in my **mouth**.



- The long cotton bud will be put into my **nose**.
- It may feel uncomfortable, but it will get better.



- Well done! I have completed the test!
- I will put on my mask.
- I will exit the Testing Facility.

I will **leave** the testing facility after completing my test.

I will either:

- Follow the directions to the Taxi Stand to take a taxi to my declared accommodation for self isolation, or
- Be directed to a bus which will transport me to my SHN-Dedicated Facility





I **queue** at the **taxi stand** and **wait** quietly for my turn.

When my taxi arrives, I **sit** in the **taxi**.

The taxi brings me to my next stop.



**Singapore Citizens
Permanent Residents
Long Term Pass Holders**

LANE


 Singapore Citizens
 Permanent Residents
 Long Term Pass Holders

N

47

48



17

18

19

20

21

22

23

I **queue** and **wait** quietly for my turn.

I **slot** my **passport**, with the photo page facing down, on the scanner.

I **walk** through when the **gate opens**.




← Camera



tascent

**I remove my face mask,
eyewear or headwear.**

I look at the camera.



If verification fails, I **place** my **thumb** on the scanner.

I **walk through** when the gate opens.

I **wait** for my parents to complete their turn.



Arrival Immigration Counter

Terminal 3

SPECIAL ASSISTANCE LANE



care@CHANGI

CHANGI SAFE TRAVEL



Please wear a mask at all times



Keep a safe distance from others

CHANGI

 **Automated Lanes**
Singaporeans, Permanent Residents & Long Term Pass Holders



SPECIAL ASSISTANCE LANE



+1

care@CHANGI

CHANGI SAFE TRAVEL



CHANGI



What's
Next?

1 You are here



Clear arrival
immigration

2



Collect bags

3




Take On-Arrival
Covid-19 PCR Test
For passengers from Category 1
countries/regions and VTS flights

Leave the airport
to proceed to customs and
the transit area register
Control Room



I **queue** and **wait** quietly for my turn.

I **give** my **passport** to the airport officer.



Please Place Both Thumbs
on Scanner

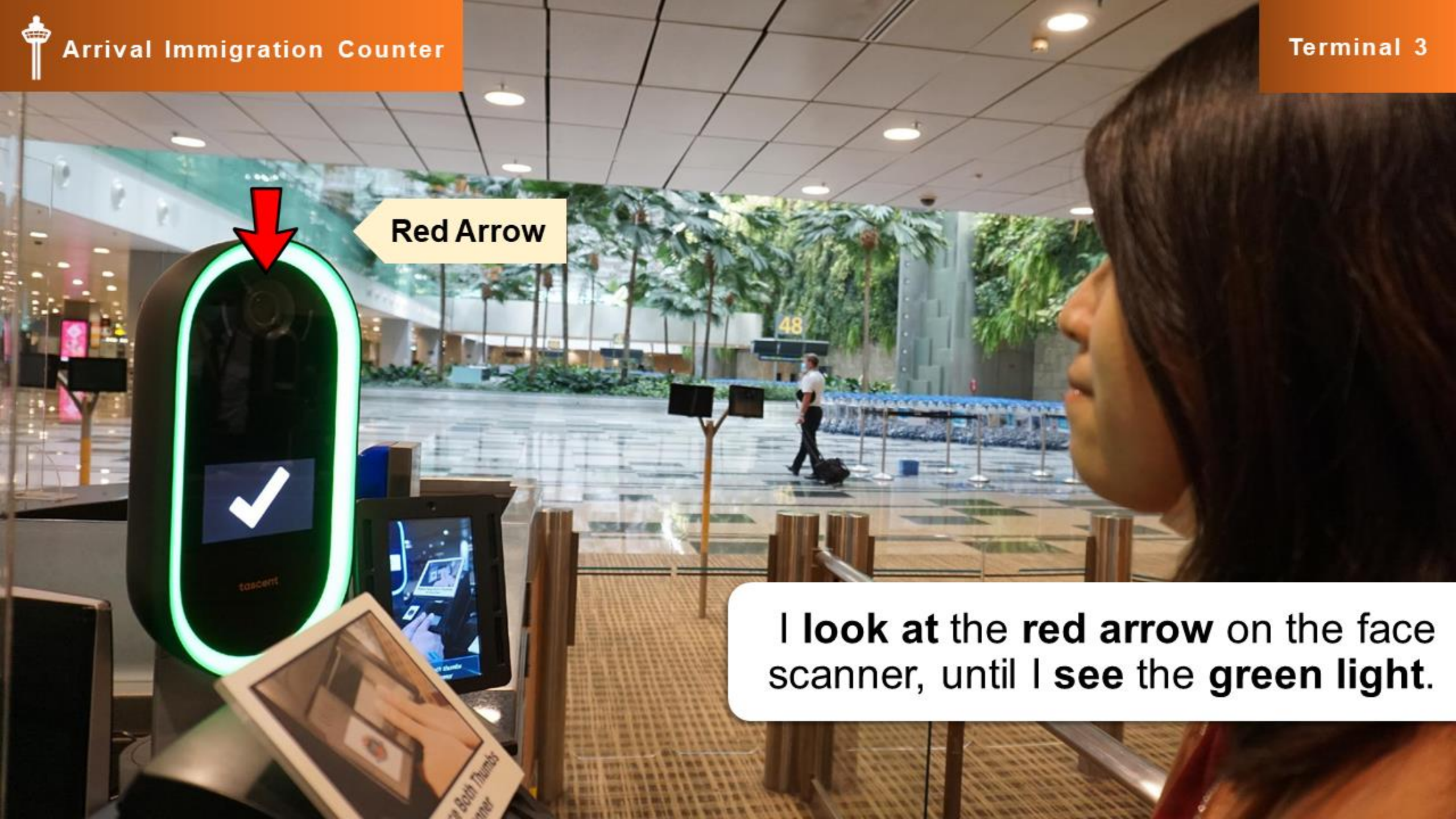
I **place both thumbs**
on the fingerprint scanner.



Red Arrow



I look at the red arrow on the face scanner, until I see the green light.





What's Next?

1 You are here



Clear arrival immigration



Collect bags



Take On-Arrival Covid-19 PCR Test
For passengers from Category 1 countries/regions and VTL flights



Leave the airport
To proceed for collection until you receive your negative Covid-19 PCR test results



I take back my passport from the airport officer.



I take a **trolley** and **place** my **luggage** onto the trolley.



Customs
Goods To Declare

Customs
Nothing To Declare


The airport officer may **check** our **luggage**.



EXIT

Belts 41-44
WELCOME TO SINGAPORE!


 Please have your confirmation QR code ready for verification if you have registered online.
 若您已通过网站成功预订，请准备在抵达拭子检测设施时出示二维码。

COVID-19 SWAB TEST
COVID-19 拭子检测
 Please have your confirmation QR code ready for verification if you have registered online.
 若您已通过网站成功预订，请准备在抵达拭子检测设施时出示二维码。


COVID-19 SWAB TEST
COVID-19 拭子检测
 Travellers who are required to take the COVID-19 swab test, please register and make payment by scanning the QR code below or visit changieport.com/safetravel
 需要接受 COVID-19 拭子检测的旅客，请扫描以下二维码进行注册及付款。
 注册及付款链接：





I will **follow** the directions towards the **testing facility**.

Passengers required to remain in isolation are to proceed immediately to their declared accommodation.

需要隔离的访客
必须立即前往已
申报的住所。



I will arrive at the Airport **testing facility**.

The staff will ask for:

1. **My passport**
2. **Payment Confirmation QR Code**

The staff will do some checks.
I **wait** patiently.

The staff will let me in.



- I **wait** for my turn.
- I feel safe because Mummy/Daddy/my caregiver is with me,



- I give my **passport** and **documents** to the staff.



- The staff will **ask questions** about me.
- Mummy/Daddy/my caregiver can help me to answer.



- I will remove my mask.
- A long cotton bud will be put in my **mouth**.



- The long cotton bud will be put into my **nose**.
- It may feel uncomfortable, but it will get better.

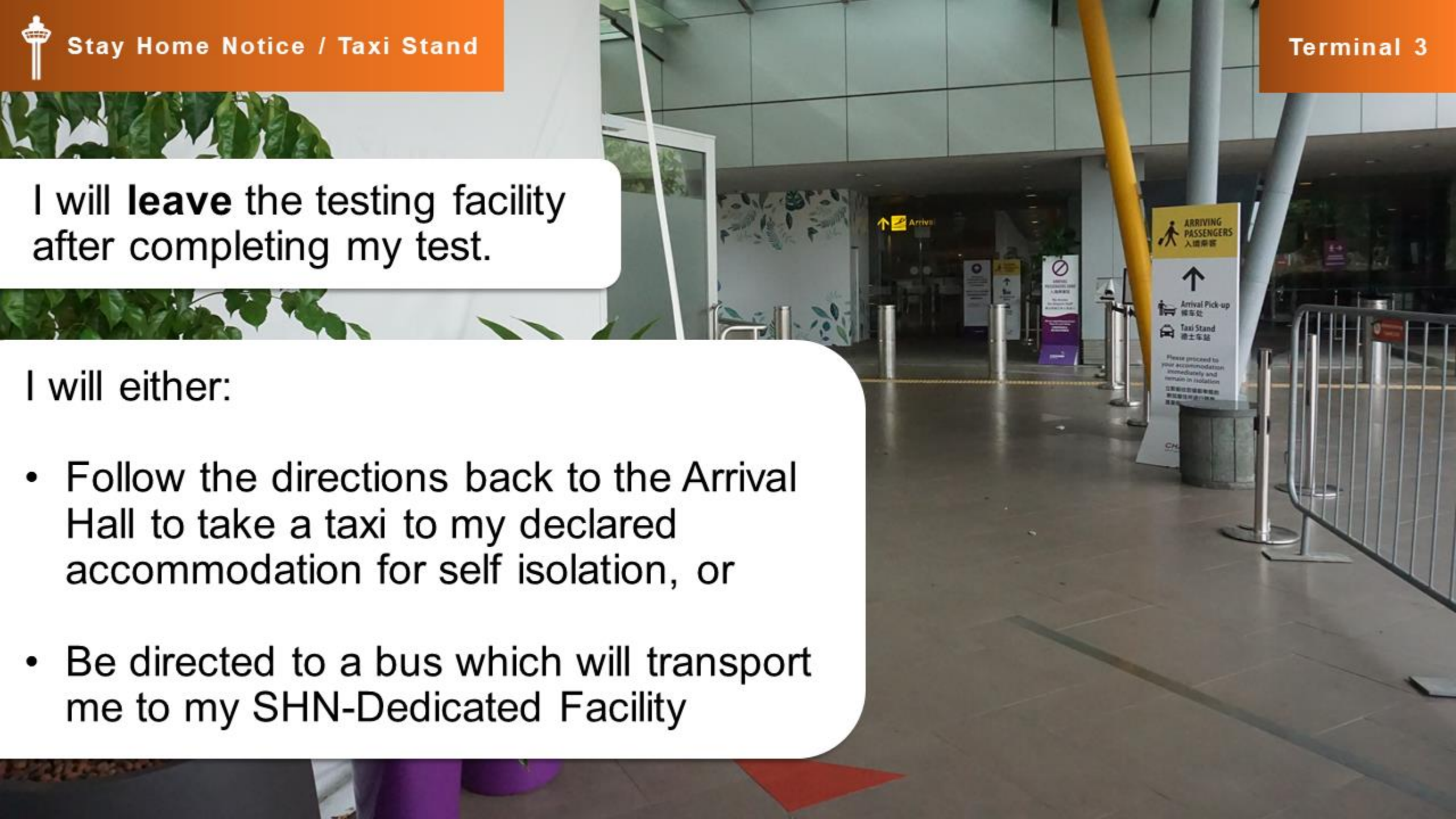


- Well done! I have completed the test!
- I will put on my mask.
- I will exit the Testing Facility.

I will **leave** the testing facility after completing my test.

I will either:

- Follow the directions back to the Arrival Hall to take a taxi to my declared accommodation for self isolation, or
- Be directed to a bus which will transport me to my SHN-Dedicated Facility

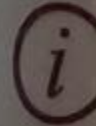




I **queue** at the **taxi stand** and **wait** quietly for my turn.

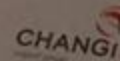
When my taxi arrives, I **sit** in the **taxi**.

The taxi brings me to my next stop.



Please proceed to your accommodation immediately and remain in isolation

立即前往您提前申报的
新加坡住所进行隔离，
直至收到阴性检测结果



Trolley Transfer Point



Well done! You have completed your travel journey in Changi Airport.

See you again!