

Changi Airport Social Story

Terminals 1, 2 and 3

*For Passengers with Autism
Spectrum Disorder (ASD)*





WELCOME TO CHANGI AIRPORT!



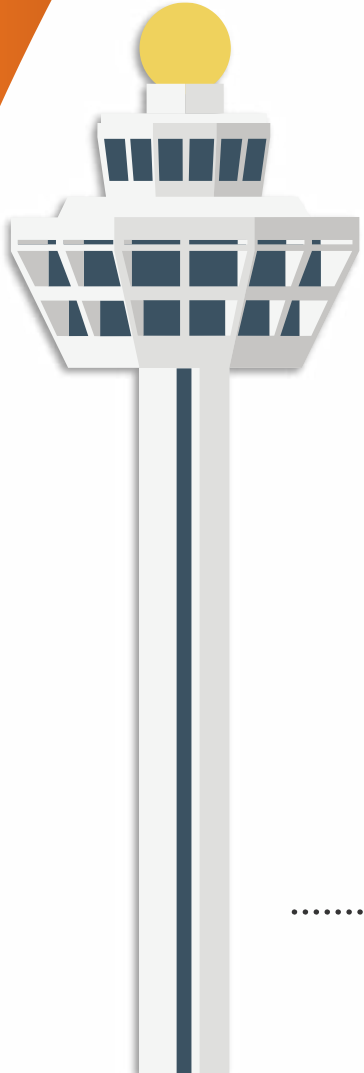
At Changi, we understand travelling through an airport can be a stressful experience. It can be even more challenging for passengers with Autism Spectrum Disorder (ASD).

Collaborating with Rainbow Centre, Singapore, 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 social story 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!



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 _____.

I am going to _____ with my _____.

I will follow and stay close to _____.

If I am uncomfortable, I will tell my _____.





These people are **Care Ambassadors**.
I can approach them if I need help.

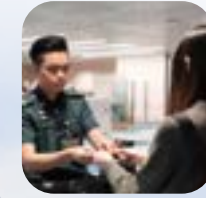
WHAT TO EXPECT



I arrive at the airport



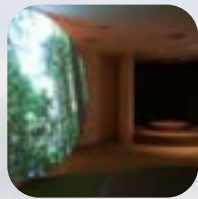
I check in and drop off my luggage



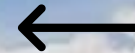
I go through immigration



I walk to my gate



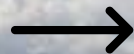
If I need a quiet space, I visit the Calm Room at T2



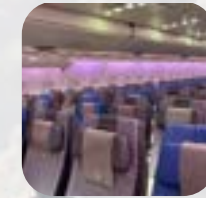
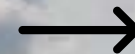
I explore the shops and restaurants



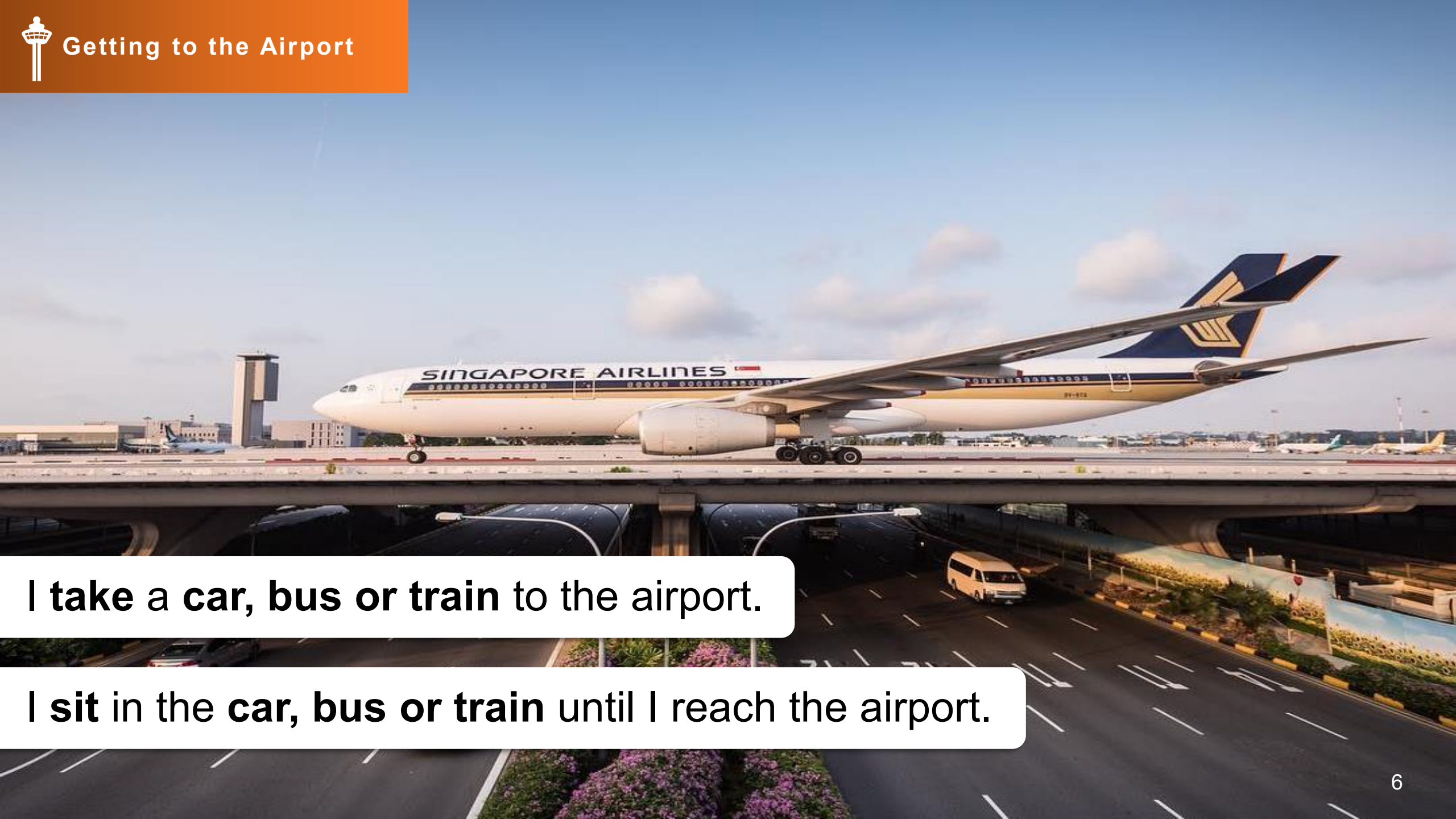
I go through security screening



I board the plane



I enjoy my flight



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.







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

I follow the instructions on the screen.



Boarding pass

I collect my printed boarding pass and luggage tag.

Luggage tag



I tag my luggage.

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

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





I put my luggage on the conveyor belt.



If it is required, I will go to the **check-in counter** to check-in, instead of the kiosk.





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





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

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





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



SPECIAL ASSISTANCE
LANES



I queue and wait quietly for my turn.



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

Camera

LOOK HERE



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

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



Camera



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

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



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 follow my parents at all times.

I can shop, eat and take a rest.





Calm Room

The Calm Room is designed for travelers who may experience anxiety, nervousness. This may include neurodivergent individuals and their caregivers. This room offers a soothing and safe space where you can take a moment to breathe and recharge before your flight.

This is a shared space. Travelers with mobility needs may require the use of this room more than others. We encourage everyone using the room to be respectful and considerate.

care@CHANGE

In Terminal 2, there is a **Calm Room**.

It is a **quiet** and **safe** place.



When I enter, there is a **storage area**.

I need to **take off** my **shoes**.

I place my **luggage** on the **shelves**.



In The Forest area, it is **quiet**.

The lights are **dim**.

I can **rest** and feel **relaxed**.



In The Den area, the floors and walls are **soft**.

It is **safe** for me to **move around**.





Walking to Boarding Gate

Departures	
FJ 9951	17:00
FJ 9953	17:00
JK 772	17:15
NZ 3470	17:30
UK 8526	17:30
OZ 6784	Check Gate at 16:50
NZ 3416	Check Gate at 17:00
NZ 3218	Check Gate at 17:15
FY 7336	Check Gate at 17:30
NZ 3426	Check Gate at 17:30

→ ✈️ F30 - F60

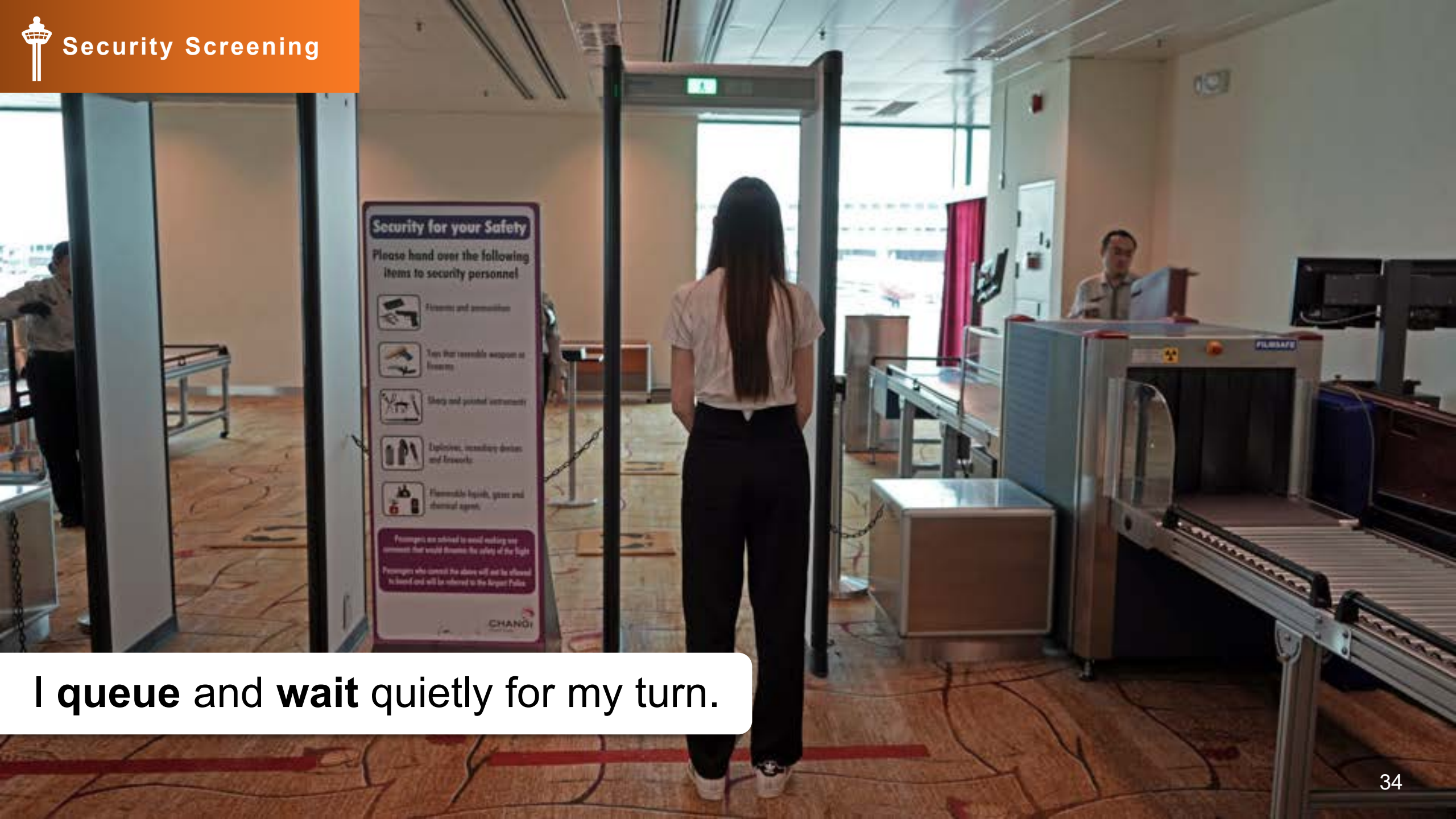
Up to 13 mins

← ✈️ E1 - E28
D40 - D42

Up to 16 mins


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

The boarding gate may be far.



Security for your Safety

Please hand over the following items to security personnel

-  Firearms and ammunition
-  Tools 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 conceal the above will not be allowed to board and will be referred to the Airport Police

CHANGI

I queue and wait quietly for my turn.



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



I put these things in the tray:

My bag | My mobile phone | My watch

| The things in my pocket | The jacket that I am wearing

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
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CHANGI
Singapore



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 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 mobile phone, iPad 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 _____.





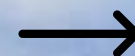
WHAT TO EXPECT



Arrive at Changi and exit the airplane



I will fill in the SG Arrival Card



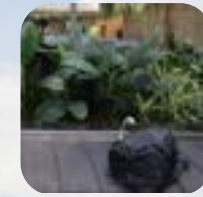
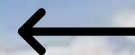
I will go through immigration



I will leave the airport and continue my day



I will go through customs



I will collect my luggage





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

IMMIGRATION

Singapore Citizens | Residents

Visitors

39



I fill in my particulars on the **SG Arrival Card (SGAC)** and submit it on my mobile phone or iPad.



PLEASE SUBMIT SG ARRIVAL CARD (SGAC) BEFORE CLEARING IMMIGRATION

Applies to all travellers including:
Singapore Citizens, Permanent Residents, Long-term Pass Holders and Children.



Scan Here or Visit
<https://eservices.ica.gov.sg/sgarrivalcard/>



Automated Lanes Guide

-  Remove passport cover and scan passport.
(Passport cover face down)
-  Enter lane and stand on footprint sticker.
-  Remove glasses/mask/cap and look into the camera.
-  Place your right thumb on the fingerprint scanner (if prompted).
-  Please exit.
Welcome to Singapore.

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

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

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.





Baggage Claim Hall



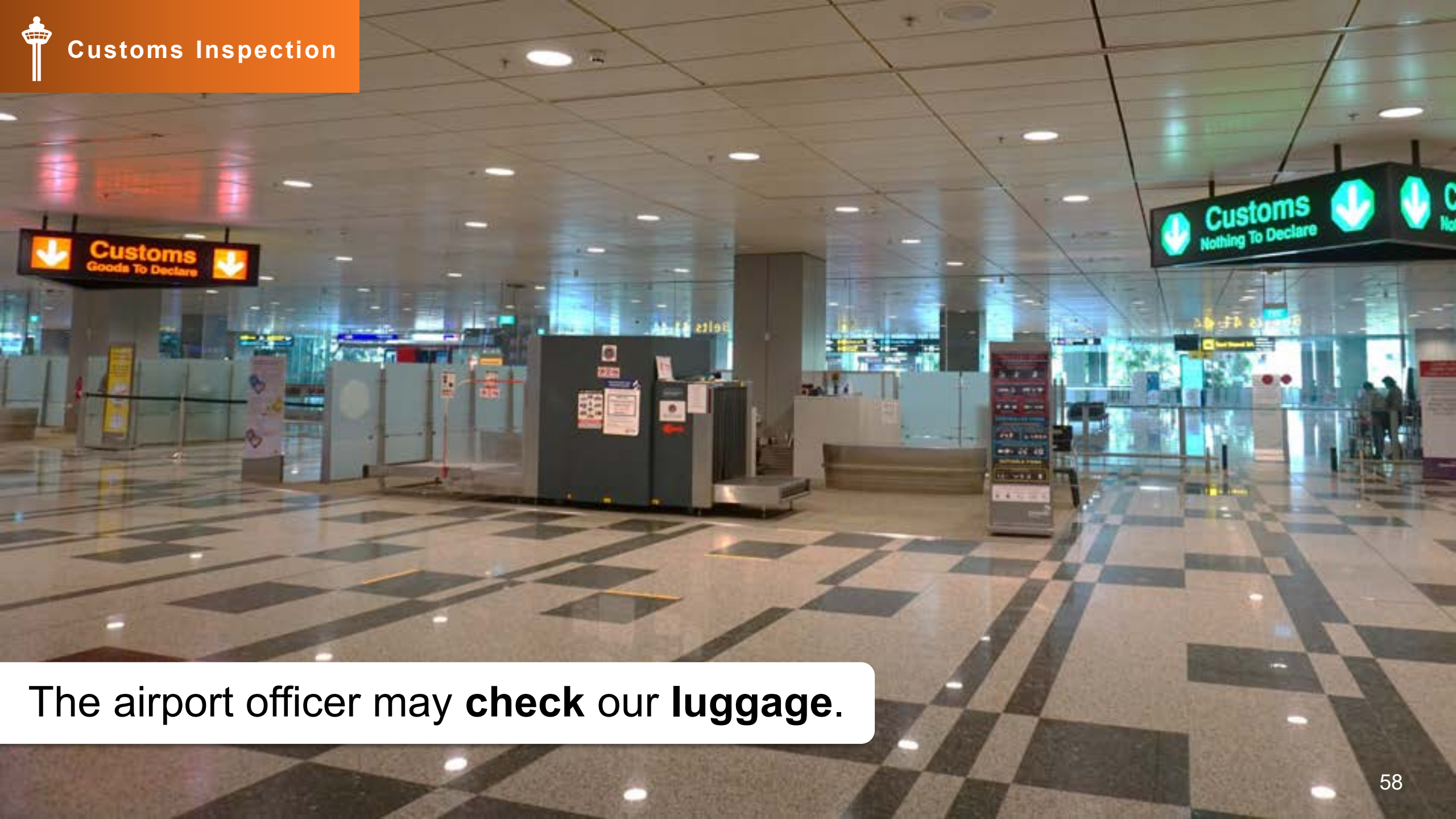
SQ 105
SINGAPORE AIRLINES
Kuala Lumpur



Collect **ODD-SIZE** items between Belts **41 & 42**



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



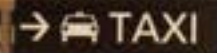
The airport officer may **check** our **luggage**.



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**.





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

See you again!