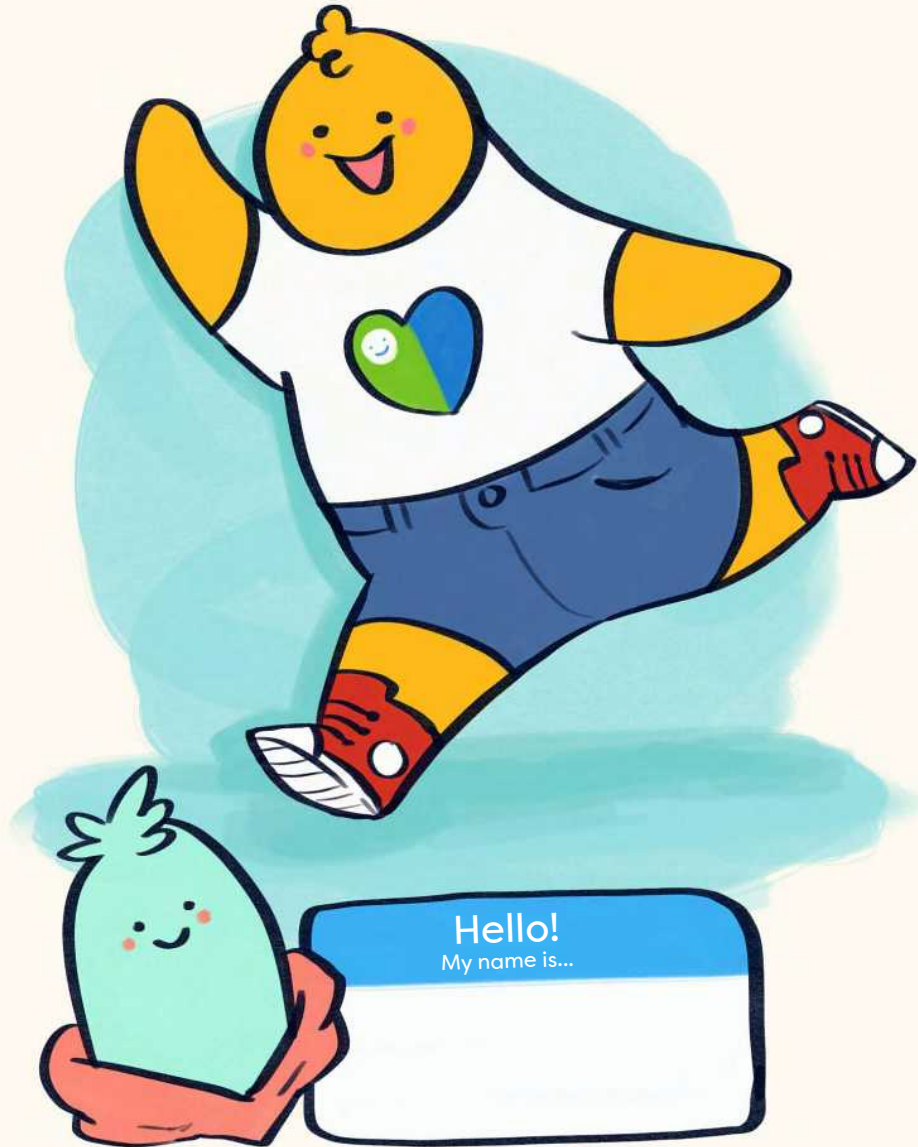


# BE A CARING COMMUTER



“Hey there! Are you heading home using the MRT?”

“Me too! Let’s walk over together.”



As you walk towards the fare gates...

You notice a group of students approaching a man with a dog that is wearing a harness.



“Hold on, guys! Let’s not touch the dog. She looks like a guide dog and we should not distract her while she is working.”

“Thanks for understanding! You are right, this is my guide dog. I have a visual impairment, so she helps me with navigation. It can be dangerous for me when people interact with her without me knowing, because her concentration will be disrupted.”



Happy to have helped, you tap your card and start to head towards the escalator.



### Did you know?

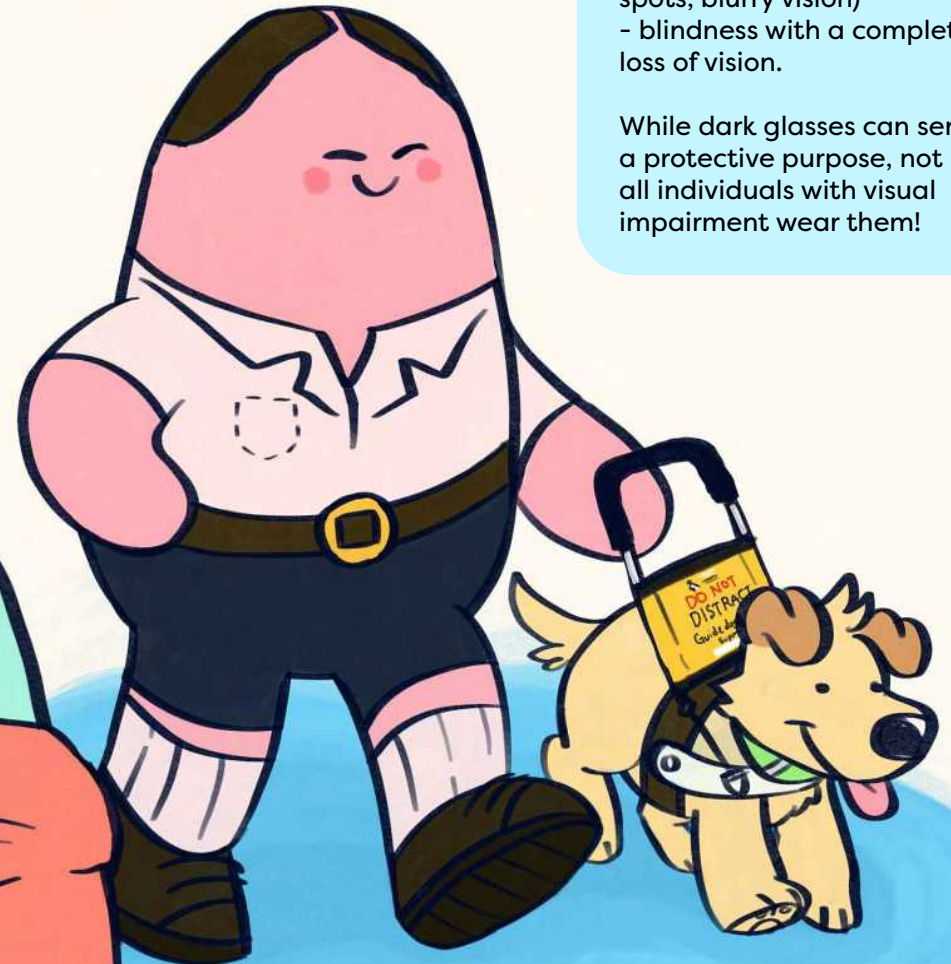
Visual impairment exists on a spectrum. Some people may have:

- tunnel vision (loss of peripheral vision)
- low vision (such as blind spots, blurry vision)
- blindness with a complete loss of vision.

While dark glasses can serve a protective purpose, not all individuals with visual impairment wear them!

“Ooohh!”

“Thank you for sharing! We will keep that in mind the next time we see a guide dog.”

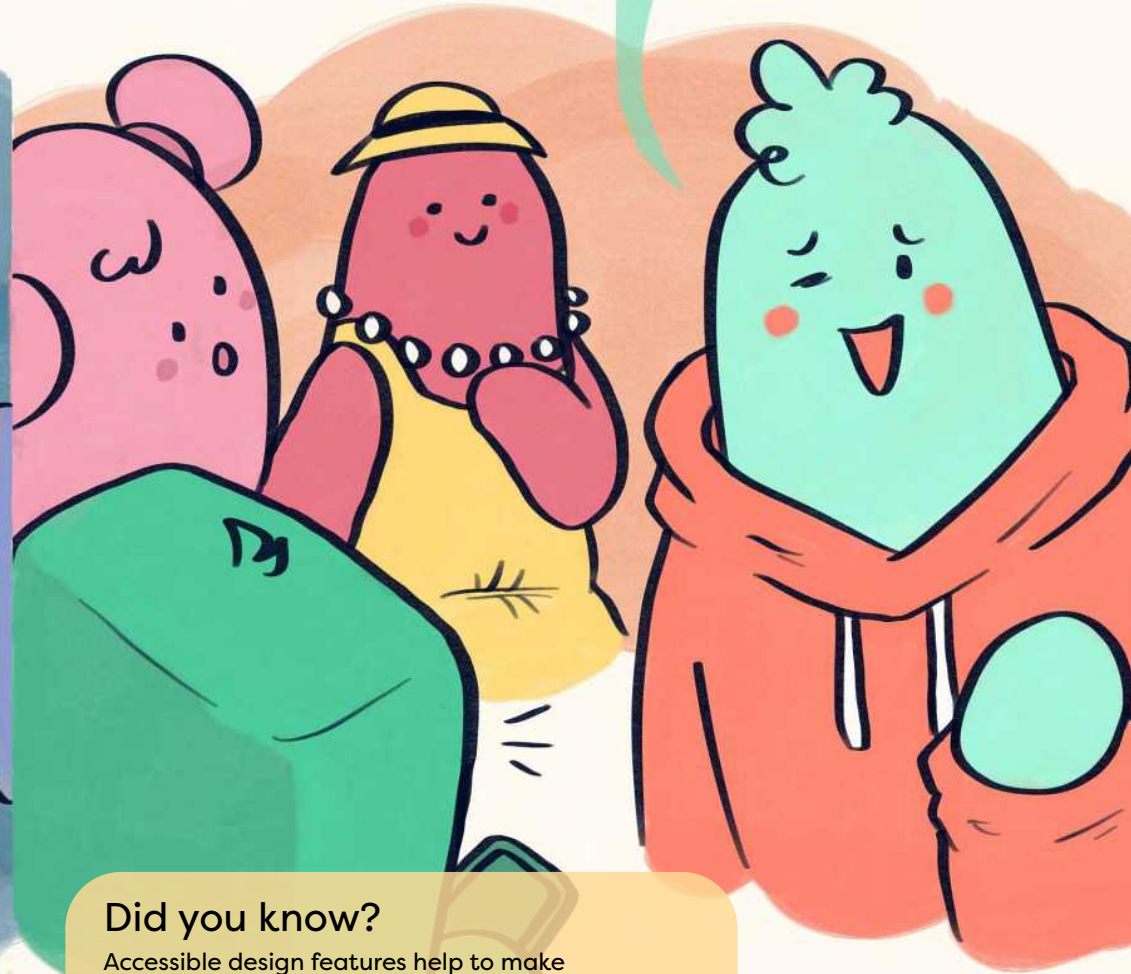
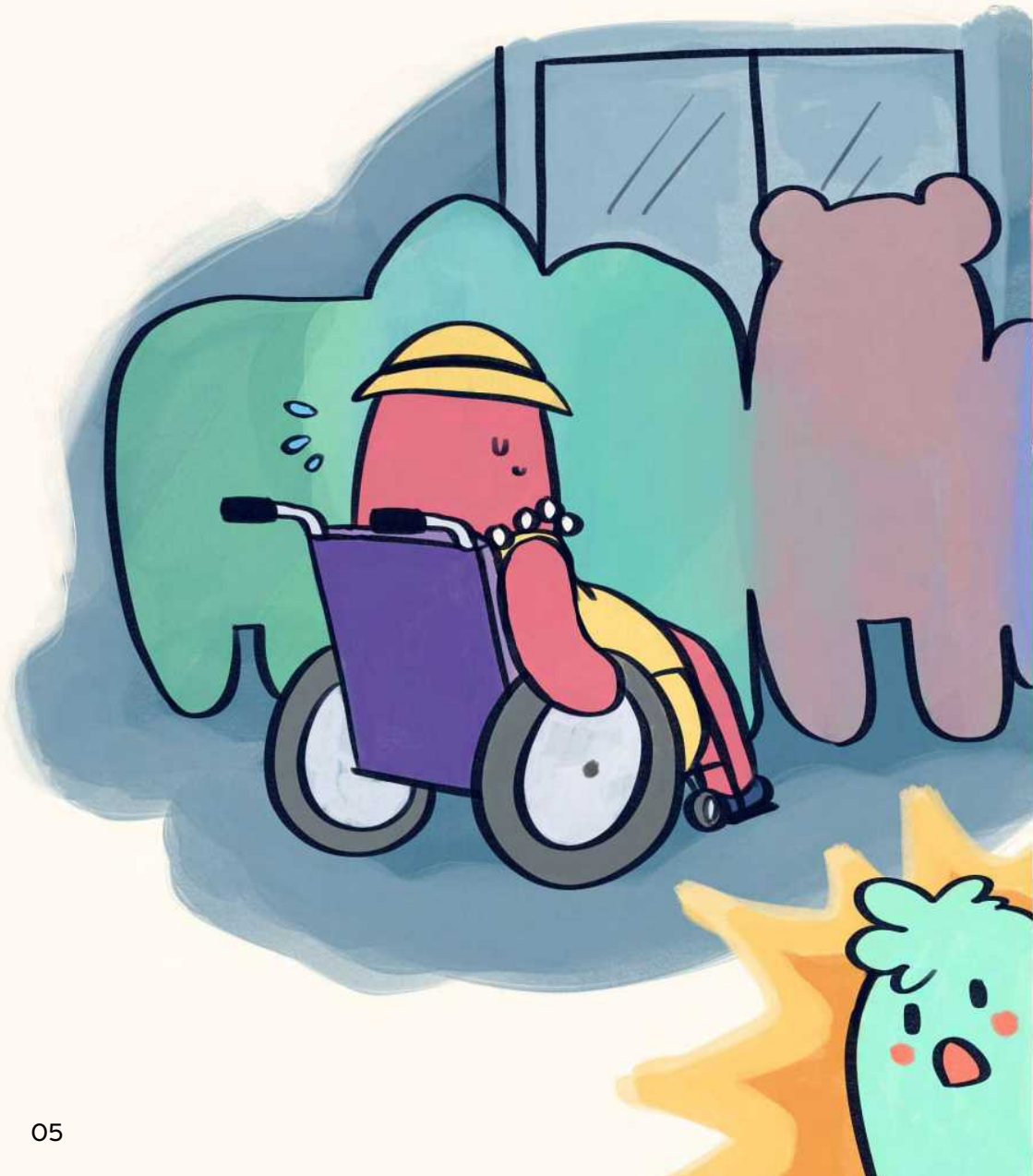


From the corner of your eye, you spot a large crowd gathered in front of the lift. A woman in a wheelchair is among the crowd.

When the lift arrives, she tries to enter, but is blocked by a few other passengers.

You walk over and speak up:

“Sorry, could some of you take the escalator instead?”



### Did you know?

Accessible design features help to make Singapore's public transport system more barrier-free. Some features include:

- Wide fare gates
- Lifts
- Designated spaces for wheelchairs and Personal Mobility Aids in buses.

Please give way if you see a wheelchair user who may need these accessible features more.

A few passengers look up from their phones and finally notice the woman in the wheelchair. They apologise and give way to her.

“Thanks for noticing I needed help!  
It can be difficult to move around  
crowded places in a wheelchair.”



You wave goodbye as the lift door closes. You ride the escalator to the platform level. When the train arrives, you head into the cabin and find a seat next to your friend.

At the next stop, a girl wearing a lanyard with a yellow card boards the train.



“Oh! I have seen posters about this lanyard and card before! It is used by commuters with disabilities that may not be obvious, to help them show others that they need a seat.”



### Did you know?

Not all disabilities and medical conditions are visible.

For commuters with non-visible disabilities, the “May I Have a Seat Please” lanyard and card helps them alert public transport staff and other commuters that they would appreciate a seat on public transport.

You quickly stand up and offer her your seat.

“Thank you!”



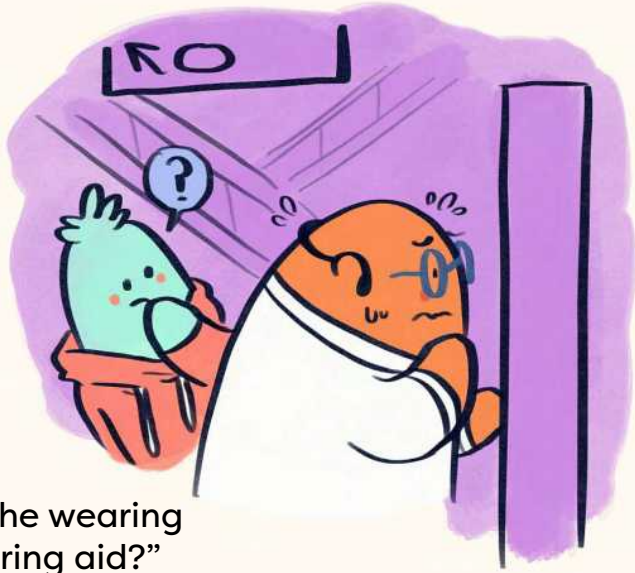
“No worries! I’m glad to help!”

Soon, you reach your stop and get off the train.

“Good job for noticing her card! I should be more observant when taking the train or bus too.”

On your way out of the station, you notice a man looking slightly confused while he looks at the map.

You walk up to him and ask if he needs any help, but he does not seem to hear you.



“Oh, is he wearing a hearing aid?”

### How should I communicate with a Deaf or hard-of-hearing person?

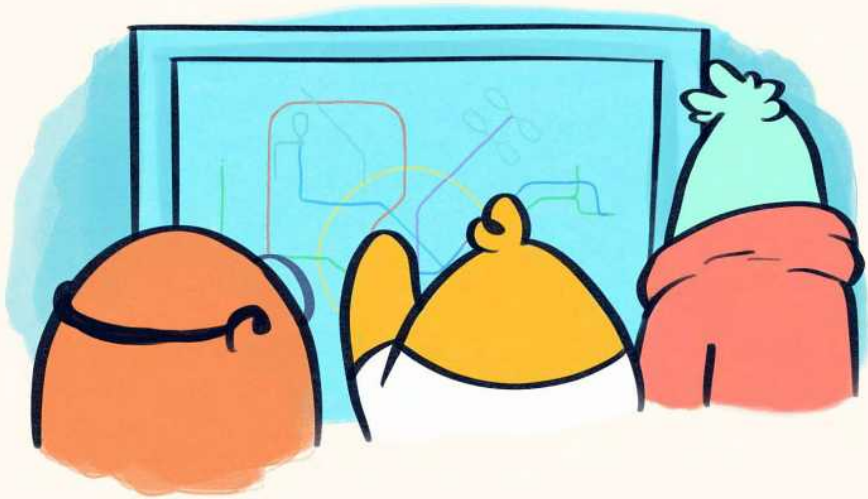
Each individual is unique and has their own set of communication needs and preferences. Asking the person for their preference is the best approach. Some communication methods are:

- Writing.
- Speech or lip-reading. You should face the Deaf or hard-of-hearing individual when speaking with them. Do note that not all individuals with hearing loss can lip-read.
- Sign language. These are visual languages where you will use your hands, body, and facial expressions to communicate. Singapore Sign Language (SgSL) is the language of the Deaf community in Singapore.

You quickly type a message on your phone and tap his arm to get his attention.



“Oh yes, thank you for offering! I want to take the Blue MRT line.”



Your friend guides him over to the map, and types some directions on his phone to communicate with the man. He smiles and thanks the two of you, before heading off.



Suddenly, you feel a tap on your shoulder. You turn around and see an elderly man who looks anxious. He asks you where he is, and appears to be lost.





The man hands you a card with his name on it. You see that the card reads “I Am Living With Dementia” on the back.



### What are Dementia Go-To Points (GTPs)?

GTPs are “safe return” points to assist “lost-and-found” persons living with dementia.

All MRT stations and bus interchanges in Singapore are registered as GTPs. The staff there will be able to assist the commuter to reunite with their family.

If you see a commuter appearing lost, you can offer to lead them to the MRT station or bus interchange to seek assistance from the trained staff.



You suddenly remember your teacher sharing that you can help people with dementia by leading them to a Dementia Go-To Point.



Reassuring the uncle that he is safe, you bring him over to the Passenger Service Centre and inform the station staff about his situation. They thank you for helping him and say that they will ensure he gets home safely.

You say goodbye to the elderly man and exit the MRT station.

“What an eventful day! Who knew there were so many different ways to show care while commuting home.”



A little care goes a long way! The next time you take public transport, just follow three simple steps:

**ASSESS** if anyone around you seems to be in need of help

**ASK** if they would like some help

**ASSIST** them if they accept your offer to help.



You, too, can be a  
**CARING COMMUTER!**

This booklet was produced in collaboration with students from Singapore Polytechnic for the Caring Commuter Champion programme.

Through this booklet, you can learn some ways to show care to others on public transport, and make everyone's journey more pleasant.

To find out more about the Caring SG Commuters movement, visit [www.caringcommuters.gov.sg](http://www.caringcommuters.gov.sg) or scan the QR code.



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