# {Onboarding}

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| {Lesson: Onboarding} | |
| Welcome. This may be a difficult time for you and your family. We hope we can help, even just a little.  The tips you receive here are designed with support from the World Health Organisation, World Without Orphans, UNICEF, UNHCR, experts in the parenting research community and Palestinian parents just like you. | Welcome |
| Before you receive the tips, let’s look at how CrisisText works.   Together we will review:   * What to expect * How to access playful activities with your child * And how to access additional information & support | * What to expect * How to access playful activities with your child * How to access additional information & support |
| You will receive a new tip every day to help you support your children in a time of crisis.  These tips are made to be short but helpful. It takes less than 5 minutes to read the daily tips.  If you are uncertain about having a data connection from day-to-day, you can load as many of the tips as you like by typing “NEWDAY” at the end of a tip and automatically loading the next one. |  |
| If you want to review any of the tips you’ve previously received, just type MENU and navigate to “Review Tips”  To change your language or gender settings, select “Change my Settings”  To share a link to this chatbot with a friend, select “Invite a Friend to CrisisText”  For more information or resources available to you in a crisis, select “Get more help.” You can also access this information by typing HELP at any time.  Finally, selecting “Watch a video about CrisisText” will replay this video. | MENU  “What would you like to do?”   Review Tips  Change my Settings  Invite a Friend to CrisisText  Get more help  Watch a video about CrisisText  Exit Menu |
| In very hard times, especially times of war, it can be difficult to find moments to connect with our children but it is these moments, even if they are small, that can give our children much-needed stability.  CrisisText offers ideas on how to spend time with your child through playful activities. You can do these activities anywhere, without needing supplies.  After each tip, you’ll be asked whether you’d like a playful activity, or to finish your lesson for the day.  You can choose the type of activity you want to do with your children:  Active - for energetic fun Calm - to relax together, or  Quick - for when you are short on time  You don’t have to wait for the end of a tip to receive these playful activities. You can also type PLAY at any time. | **PLAY**  Active  Calm  Quick |
| Being here shows you care. Welcome to CrisisText. | Welcome to CrisisText |

# {Mindfulness activities}

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| {Body Scan} | |
| Today's pause is called Checking-In. |  |
| Begin by taking a full breath in and a long breath out.  Now bringing awareness to the top of your body, your head, face, neck, shoulders.  Noticing any sensations, movements, any places of tension. |  |
| Continue to scan your body, moving down the arms and hands  [pause]  and into your fingers.  Sense the back of your body  [pause]  and your lower back. |  |
| Feeling the contact of your body with the chair if you are seated.  Now, sensing your upper legs,  [pause]  your lower legs,  [pause]  and the feet. |  |
| Finish this pause by taking a full deep breath in and a long breath out. |  |
| Thank you for taking a moment to pause with us. It's time for today's lesson. |  |

{Module Content}

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| {Lesson: help\_children\_cope} | |
| It is great to see you again. In these times, it can be hard for us as parents to help our children feel secure.  Today's tip is about helping your children cope with trauma from war, displacement, and other hardships  It is possible that your children are feeling upset, angry, or confused. They need your support.  There are some small things you can do!  Here are five tips on how you can support your children during these times: | Help Children Cope |
| The first tip is to listen.  Listen to your children carefully when they express their feelings. Do your best to empathise so they feel heard and understood. | LISTEN  Listen when children express their feelings and empathise with them. |
| The second tip is to be honest with your children.  If they ask a question about what is happening, be honest in your response and share information that is appropriate for their age.  Try to have a compassionate attitude and accept any feelings they have. | BE HONEST  Tell your children honestly what is going on  Share information appropriate for their age  Accept any feelings they might have |
| The next tip is to accept and be sensitive.  Accept whatever your children are feeling and give them comfort that these feelings are quite normal under these circumstances.  Remember, if your child does not want to talk about this situation, do not insist. | ACCEPT & BE SENSITIVE  Accept whatever your children are feeling  If your child does not want to talk about this situation, do not insist |
| The fourth tip is to praise yourself and your children.  Every night, praise yourself and your children for something, even if it is for something small.  This will make you and your children feel better and will help build a caring relationship between you | PRAISE YOURSELF AND YOUR CHILDREN  Praise yourself and your children every night, even if it is for something small. |
| The final tip in the lesson is that there is help.  If you have any concerns regarding a child’s feelings and behaviours, then please contact a trusted person, organisation, or helpline. You can always get help from someone you trust to support your children. Type HELP for more information. | THERE IS HELP  {help phone image} |
| Thank you for joining us today. No matter how upset or tired you are, you are amazing parents. | Help Children Cope  You are amazing parents. |