



## SERANGOON SECONDARY SCHOOL

11 Upper Serangoon View  
Singapore 534237  
Tel: 63851589  
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20 September 2025

Dear Parent/Guardian,

### Social-Emotional Support for Students

1. As we begin Term 4 after the September break, we recognise that returning to school with the upcoming year-end examinations can bring about a range of emotions for our students. Please be assured that the well-being of our students remains a priority, and support continues to be accessible.
2. We are grateful to you for supporting the well-being of your child/ward and would like to share that MOE has developed some resources for parents. These can be accessed at: <https://file.go.gov.sg/pfw-toolbox-for-parents.pdf> and <https://www.schoolbag.edu.sg/story/watching-for-signs-of-distress-in-children/>.

### In Case of Emergency

3. If your child/ward is experiencing high emotional distress and/or is at risk of harm, you are strongly recommended to take the following steps:
  - a) Bring them directly to the **Institute of Mental Health (IMH) Emergency Services**.
  - b) Alternatively, you may **call the police at 999** for urgent assistance and support.

### Safety Measures at Home

4. If your child/ward is experiencing emotional distress, please implement the following safety measures at home to ensure their safety:
  - a) Secure all medication and other substances of concern by locking it away.
  - b) Check their bags, room, and belongings for sharp or dangerous objects.
  - c) Keep all windows secured.
  - d) Provide close monitoring and supervision, particularly at night.
  - e) Temporarily withhold your child's/ward's mobile phone and ensure he/she refrains from posting on social media regarding their distress, as doing so may escalate their emotional state, invite unhelpful or harmful responses, or compromise their privacy and safety.

### Getting Help

5. Otherwise, if your child/ward needs emotional support outside school hours — including weekends, school holidays, and public holidays — you may reach out to the helplines and services listed below. These organisations provide confidential assistance and are trained to support individuals in distress.
  - **24-Hour Helplines**

Service	Contact Number
SOS (Samaritans of Singapore)	1767
SOS Care Text (via WhatsApp)	9151 1767
IMH Helpline	6389 2222
NAVH (National Anti-Violence Helpline)	1800 777 0000

- **Counselling Services**

Service	Contact Details
SAMH Helpline	1800 283 7019
Silver Ribbon (Singapore)	6386 1928
Touchline (Counselling)	1800 377 2252
Care Corner (Mandarin speakers)	1800 353 5800
YouthLine – Call (Mon. to Sat., 12pm to 9pm)	6436 6612
YouthLine – Email	hello@youthline.sg
Limitless	<a href="https://www.limitless.sg/talk">https://www.limitless.sg/talk</a>
CHAT (Mental Health Support for Youths)	6493 6500/6493 6501

- **Other Support Platforms and Online Resources**

Appt/Platform	Contact Information	Description
MindSG	<a href="https://mindline.sg/get-help">https://mindline.sg/get-help</a>	Chat
Youthline (Mon. to Sat., 12pm to 9pm)	+65 8533 9460	Chat
Carey by Care Corner	<a href="https://carey.carecorner.org.sg/">https://carey.carecorner.org.sg/</a>	Self-help tool
Tinkle Friend	1800 2744 788	For Primary School children (7–12 years old)

### **School Communication Guidelines**

6. As mentioned in our Term 3 parent letter sent on 11 July, we encourage all parents and guardians to reach out to the school through our official channels during school hours (7:40 am to 5:00 pm). We seek parents understanding that our teachers are not required to share their personal phone numbers, and do not need to respond to work-related messages during the November and December school holidays, in alignment with MOE's position.
7. If you wish to update us on your child's condition or require support, you may contact the school via the following:
  - a) **School General Office:** 6385 1589 (Weekdays, 7.40am to 5.00pm)
  - b) **Email:** serangoon\_ss@moe.edu.sg
8. Your cooperation and support are greatly appreciated as we work together to care for your child's/ward's safety and well-being during the school holidays.

Yours sincerely,



Mdm Lum Cindy  
Year Head



Mr Tay Ming Yang  
Year Head