



Personal Security Guide

Table of Contents



1. Introduction	1
2. General Personal Security Measures	5
3. Security Measures for Children.....	16
4. Security Measures for Women.....	20
5. Measures to Take in “Hostage” Situations	26
6. Stress and Coping Mechanism	33
7. Personal Safety Guide For People With Disabilities ...	43

Preamble

Providing services as required to enable the society to live in a safer environment, Securitas aims to institute peace, safety and security in the lives of individuals and organisations through sharing a series of publications incorporating its knowledge and experience in the fields of corporate and personal security. Addressing the public opinion with the motto, "Knowledge Leader in Security" in countries it serves around the world, Securitas endeavours to add value to social life in Turkey in its field of expertise via activities supporting this slogan. The Personal Security Guide has been published in line with these aims.

Personal security is, in fact, an individual responsibility. Individuals must try to take the measures necessary to eliminate any situations that may lead to danger before experiencing any event that may jeopardise their security in order to lead their lives in security and peace. This situation can only be achieved through the ability of individuals to raise their security awareness and to take into consideration their own lives and the risks posed by their environment.

1

Introduction

Personal security is, in fact, an individual responsibility. An individual can mitigate the risks they may encounter in the field of security if they act with common sense and due prudence. The individual plays the most important role in providing for personal security. Individuals must adapt their knowledge of security in line with their own workplaces, residences, conditions, and abilities and use the same in their security planning.

Individuals must endeavour to take the measures necessary to eliminate any situations that may lead to danger before experiencing any event that may jeopardise their security. This situation can only be achieved through the ability of individuals to raise their security awareness and to arrange their own lives by taking into consideration their own lives and the risks posed by their environment.

The information in the present booklet addresses essential issues/pieces of knowledge required for an individual to provide for their security.

1A. Essential Points of Consideration for Personal Security

1. First of all, listen to your instincts. If you are restless in any environment or place, stay away from there.
2. Pay attention to the details in your environment. People, objects or events may be indicative of imminent danger.
3. While travelling/walking/driving alone, do not be afraid or panic in front of people around you; look confident.
4. Collect information on the district/neighbourhood/ street where you live. (The closes police station, markets, restaurants, workplaces, and their office hours, etc.) Learn about the spots you can reach and points of communication in the immediate vicinity. (Phone booth, etc.)
5. Watch out for signs of individuals keeping your residence, workplace or the route in between under watch. In general, serious security-threatening events happen after a period of time when such places have been kept under watch.
6. Most events happen on the way to or back from work. Thus, designate alternative routes and hours for your travel to work.
7. Identify your routine schedules including your regular activities such as sports and social activities. Change the time of such activities at certain intervals. Be careful with inevitable routine programs including, as an example, you picking up your child from school.
8. If you feel you are in danger, try to attract others' attention by screaming or, if you are in a vehicle, honk your horn.
9. Try to be in good physical condition. Get to know your abilities and physical capacity.
10. Make sure that due security measures have been taken at your workplace; learn how to operate the communication system or to comply with emergency instructions, if any.
11. Before travelling abroad, learn a few words and sentences to express yourself/your call for help in the language spoken at your destination. Plan ahead the steps you will take when faced with a dangerous situation.
12. There is no good or bad practice with respect to how an individual must react when they have encountered an event that threatens their security. In fact, every event is different than the other. However, as a general principle, when faced with a dangerous situation:-

13. Try to stay away from the current situation as soon as possible by using appropriate behaviour or words.

14. At the time of danger or attack, you have such alternatives as doing what has been requested, asking for help, trying to run away from the situation, or confront the source of such danger or attack. However, your priority must be security of your life regardless of the decision you have taken.

1B. What Not to Do: for Personal Security

1. Taking part in, or being present at the venues of, authorised or unauthorised meetings or demonstrations, etc. where crowds have been gathered.

2. Paying no mind to extraordinary events happening in your environment.

3. Carrying valuable goods including money or keys in such a manner as to attract the attention of potential thieves.

4. Using routes where your movements or ways may be anticipated easily by a person following you or keeping you under watch.

2

General Personal Security Measures

Individuals must be aware of certain essential measures that may be taken against security-threatening events at work, on the street, and while travelling, i.e. in any area where they lead their lives. These measures should not be put in place at dimensions that will force the person to lead their lives in constant anxiety and suspicion. What matters is the ability of an individual to lead their life in an environment of peace and security by taking these measures as required.

2A. Residential Personal Security Measures

An individual should not be indifferent to security-related matters while they are at home. An individual's residence may be a target for security-threatening events as is the case for outdoor spaces. Individuals must carefully evaluate security matters relating to their homes, where they spend most of their lives, and make improvements if necessary. First of all, an individual must take into consideration both the technical/structural properties of the building and the district where the building is situated while selecting their residence. Relations with neighbours, attitude of the building manager, general law enforcement units and aid centres in the close vicinity (fire fighting, police stations, etc.) are among points of consideration in the process of selecting a residential location. On the other hand, the notions addressed in this part also include steps to improve residential security for individuals.

What to Do:

1. Check the robustness of all doors and locks in the house. Keep all doors in the house locked while you are at home or outside. Specifically, make sure that the outer gate or entrance gate of the house/building is sufficiently lit.
2. Keep the windows in the house locked while you are at home or outside. Use covering materials such as curtains or shutters on your windows.
3. As one of the important measures used by most people frequently, certain lights in the house may be left on at times when there is no one in the house. This measure may deter persons who wish to break into your house. In the contrary situation, keeping curtains closed during the day may be a sign for thieves to think that the house is not in use.
4. You can designate a part of your house (a room with a strong door, bathroom, cellar, etc.) as a safe shelter where you and your family can be protected from any attack and may ask for help.
5. Get to know your neighbours. You need to maintain good relations with your neighbours and let them know if you will be away from the house for extended periods of time.
6. Before employing help in your home, make sure that you have inquired into and checked their CV and references. If any help in your house is identified not to have been honest or to have committed such an offence as theft, be sure to let them go without delay. If needed, change the locks and let your neighbours and your shopping points of this situation.

7. Inform and warn the help in your house (babysitter, cleaning person, etc.) that they should not open the door before they know who is behind the door; not invite unauthorised guests inside; not provide information on you to anyone else; and call you or the police if they have seen any suspicious person around your house.

8. Specifically, be careful about uninvited guests at evening hours.

9. Trim any trees and bushes around your house that obstructs your view and may provide a hiding place for suspicious persons.

10. Stay close to the buttons while in a lift. Press more than one button when you have been faced with any event that threatens your security in a lift.

11. Do not rush to the door once it has been knocked; try to see who is behind the door and to hear their voice through the door opening. While answering the door, do not stand behind the door, and be sure that the chain bolt, if any, is in place at the initial stage.

12. Do not invite mongers, peddlers, beggars and those that ask for help into your house or your apartment building. Do not hesitate to report such persons and strangers to police.

13. Do not write your name, address or telephone number on your keychain. Keep your car keys and house keys on separate key chains. Women are recommended to keep their keys in their pockets instead of their purses. This measure may prevent any person who has stolen your purse from entering your house or car before you.

14. Do not keep money or valuables in the pockets of your pants or shirt or in your handbag. If you have a weapon in your house, keep it somewhere a thief may not be able to find easily. This measure is necessary with a view to preventing any possible accidents and will also save you from any harm a thief may cause by making use of this weapon after the break-in.

15. Keep a fire extinguisher and a first-aid kit ready at your home for possible accidents and events.

What Not to Do:

1. Writing names on the letter box and doors and opening the door for strangers.
2. Keeping valuables outside and sleeping at home with the windows open and without iron fencing.
3. Giving away the house key to the help working around the house.

2B. Practical Security Measures to Take at Home during Holidays or Business Trips

1. Have 24-hour online Electronic Security Systems installed at home by certain centres.
2. If you will be away from the house for extended periods of time on business or for pleasure, ask your neighbours to help you with the collection of newspapers, letters, invoices or similar documents piling up in front of your door or in your letter box.
3. Use a "TIMER" to turn on the lights around the house and your radio or television automatically at certain intervals.
4. Remove any names on the door or on the letter box.
5. Never leave your spare key under the door mat, in letter boxes or in pots outside the house, etc.
6. Do not let many people other than your close neighbours know that you will be out of the house for some time. Provide a telephone number and address for your destination only to people you sincerely trust.
7. Before leaving your house, turn off all taps and valves including water and gas lines or LPG tank, etc.
8. If your house has been subject to a robbing despite the measures you have put in place, call 155 Police Hotline or 156 Gendarmerie Hotline from the closest telephone without panicking or touching any furniture or door. Try to provide officials with as much information as you can.

2C. Measures to Take during Travels

As is known, people carry valuables including money, passports, etc. with them during travels. Therefore, individuals are also open to dangers during travels. Travellers are more vulnerable due to such frequent mishaps as losing the way in an unfamiliar environment while travelling through places which they don't know much in terms of their specific environment and security conditions.

Consideration of the points specified here will assist you in providing for your security during travels.

What to Do:

1. Before leaving for your travels, check the security rules/practices of your destination.
2. Before setting off, let some people know about your plans and leave them a number they can use to reach you. Inform the same people of any changes in your plans, as well.
3. Take care in not carrying too many electronics or valuables with you on your travels.
4. Keep your bag and luggage at a visible spot at all times during travels.
5. Keep your passport, plane ticket, money and travellers' checks in a safe place. Have a belt bag produced specifically for these purposes under your clothing.
6. Take two photocopies each of the identification and appearance page(s) and the visa page of your passport, your driver's license and the credit cards you will be carrying with you. Leave one copy of each of these documents at home and keep one copy of each with you, but in a space separate from your valuables.
7. If possible, prefer direct flights. Minimise the time you will spend in non-secured public areas of airports. Enter the secure area without losing too much time at check-in and luggage procedures.
8. Collect information on how you will reach your hotel or business meeting from the airport in advance. If you will be greeted by a person, obtain the exact identity information of that person.
9. Stay at big and well-known hotels that are situated in the close vicinity of the centre or your destination point.

10. At the hotel, prefer a room that is close to the lifts in order not to walk along long and empty corridors. If you feel restless, ask a hotel employee to accompany you to your room.

11. Keep balcony doors and windows locked and the curtains closed while you remain in your room.

12. Once you have reached your room, locate the closest fire exit. Walk towards the fire exit while also counting the number of rooms along the corridors. Visualise how you will make the distance in a dark and highly smoky environment. Read the fire instructions provided by the hotel.

13. If you have a vehicle during your travels, park it in well-lit places.

14. Use the exchange bureaus to convert your money. Be alert against people who may offer converting your money at the black market rate and against con men.

14. Be vigilant against people who may ask you to accompany them to another spot by disguising as policemen or security personnel. Ask them to produce their ID and, if needed, call a local police station to verify their identity. You can also ask the reception at your hotel to help you in identifying such people. Before going with them, call the security guard and let them know about the situation.

What Not to Do:

1. Answering the door and opening it without confirming any information the person behind the door may have provided. (In this situation, call the reception to double-check.)

2. Entering the room upon finding the room open or unlocked. (In such cases, go to the reception and ask someone to accompany you to your room.)

3. Staying on the ground floor or in rooms overlooking the external corridor. (If possible, book a room on an intermediary floor. The floor of the room must be high enough to prevent a person from breaking into your room easily and low enough for fire fighting equipment to reach.)

4. Showing your room key to strangers.

5. Keeping the "Please Clean the Room" tag on the door. (This tag shows that your room is vacant and calling the cleaners into your room will be a safer option than using this tag.)

2D. Measures to Take during Walks

Consideration of the following points will ensure your security during walks.

What to Do:

1. While preparing to go out, make sure that all sections of your bag are closed. Keep your wallet on a front pocket or inside your clothes. Take only the amount of money you will need with you and keep it in parts.
2. Be careful about persons and events around you.
3. Walk closely to the edge of the pavement in order not to be too close to dark entrance doors or other possible hiding places.
4. If you will listen to music while walking, keep it to a low volume that will allow you to hear the sounds around you.
5. Keep only the keys you will use with you.
6. If you see someone suspicious in front of or behind you, cross the road and repeat the same. If you are still in doubt, do whatever you need to do to attract attention. Don't forget that the sense of shame arising from any mistake is much better than lack of the necessary measures in case of danger.
7. Mark your keys in such a way that you will be able to distinguish them from each other. This will help you locate your keys at any time.
8. Preferably, carry an ID card specifying your blood type.

What Not to Do:

1. Approaching a parked car to ask for directions. (Be especially wary of people showing you directions on a map.)
2. Refraining from screaming or taking action in response to a threat posed by a driver of an approaching car to the security of your life.
3. Hitchhiking or accepting an offer from a stranger to give you a lift.

4. Joggling your keys unnecessarily. (This is a sign that you are approaching where you stay.)
5. Using desolate routes to shorten your way.
6. Walking alone late at night.
7. Talking to strangers.
8. Keeping your address and name on your keychain.

2E. Measures to Take while Driving

Any person may be the target of security-threatening events while in a vehicle. This part provides points of consideration for persons sitting in or driving vehicles.

What to Do:

1. Use main roads and well-lit streets to the extent possible while driving.
2. Keep your vehicle's windows ajar with a small opening for ventilation. Keep all doors locked while parked or driving.
3. Be careful about stop signs and red lights.
4. Arrange your driving speed in such a way to be able to stop at traffic lights.
5. Be ready to move away from the spot or honk your horn in case of danger.
6. Make sure that you keep the necessary equipment in the vehicle and have a full tank at all times. (Inflated spare tyre, one litre of drinking water, a folding shovel, first-aid kit, repair kit, lifting jack, signal lamp and transmission cable, etc.)
7. Know where you are going and how quite well. Always carry a map with you.

8. While parking your car at night, select spaces that will be well-lit when you return. Before leaving your vehicle, check if there are any suspicious persons around the car.

9. If you have the possibility to park your vehicle in a parking lot or a garage, do not use streets for parking.

10. Check the surroundings and inside of your vehicle before getting in.

11. Make sure that all doors are locked before leaving your vehicle.

12. Before assisting a person who is stranded on the road, think twice about this decision regardless of their sex.

What Not to Do:

1- Driving on or parking your vehicle in a desolate place if you suspect that you are being followed. (In this situation, return to crowded streets. If the vehicle is still following you, go to the closest police station or any other spot where you can get help.)

2- Driving alone at night.

3- Panicking when someone tries to force you out of the road. (The best thing to do in this situation is to honk the horn for a while to attract attention. If you are still being forced out of the road although you have stopped the car, put the car into the reverse gear and tries to move away from there.)

4- Taking a stranger into your vehicle.

2F. Measures to Take on Public Transport

Below you may find the measures you need to take to improve your personal security while on public transport.

What to Do:

1. Wait for your public transport in areas designated for passengers during the times when stations/stops remain desolate.
2. Prefer cars or compartments where the conductor or the driver is situated.
3. In order to refrain from waiting at desolate platforms/stops, learn about the departure times of your preferred means of public transport. Refrain from using late-night rides or the last ride of the day.
4. After getting off a public transport vehicle (leaving a bus or metro station), always check if you are being followed.

3

Security Measures for Children

Children are more vulnerable in the society in terms of security as they do not possess as much information and as much physical strength as other individuals. Therefore, it is of great importance for parents to put forth additional efforts to ensure their security and to provide their children with training in this field. This part provides the measures to be taken by families and other persons taking care of children (school, caretakers, etc.) to ensure children's security.

3A. Basic Security Teachings for Children

1. To remain in the range of vision of parents in crowded places and when they have been lost or require assistance, to approach a police officer or a store employee.
2. Not to go anywhere with any person without parental permission.
3. Not to accept any packages, letters, food, or drink, vb. from strangers.
4. When travelling, learning an essential word or sentence in the local language of the destination.
5. Informing parents or any caretaker in charge of them about their daily plan and whereabouts.
6. To walk in groups or at least in pairs.
7. To use crowded streets to the extent possible and to stay away from desolate places.
8. To report people who harass or abuse them to the closest authorities as soon as possible.

3B. Security Measures to be Taken by Parents

1. Teach your child not to get into the vehicle of a stranger or go to a stranger's house without your permission.
2. Never leave your child alone in crowded places.
3. Teach your child your home address and telephone. Your child needs to know how to call your home at a phone booth.
4. Keep a list of emergency phone numbers on your child and let your child know about these numbers.
5. Teach your child not to give out personal information even if a caller or house guest tells them that they are a friend of yours.
6. Teach your child that all doors of the house must be locked at all times. Warn your child not to open the door for strangers without the permission of their parents or caretakers.
7. Listen to your child when they tell you that they don't want to be with a specific person; this may be due to an important reason. Be sure to ask why.
8. Have your child present during interviews with their potential caretakers and watch their responses.

3C. Security Measures to be Taken by Babysitters

1. Make sure that all doors and windows are locked and do not open the door for anyone.
2. Do not give out information to anyone on the phone. Simply say that the householder Mr/Mrs. X is not available at the moment and take the caller's message.
3. Do not leave the child under your care alone at home or outside.
4. Be aware of hazardous substances including matches, gas, poison and dangers that may threaten the child's security including heights and depths and take the necessary measures.
5. Learn about all emergency exits (stairs, doors, windows, fire exits) and emergency phone numbers.
6. Ask the parents of the child in your care to provide you with alternative telephone numbers for you to reach them.
7. Obtain information on the ages and health issues (allergies, etc.) of children. Telephone Numbers to be Provided to Babysitters

Parents must provide certain information beside every telephone in the house for the babysitter:

For the emergency contact:

Name, Surname, Address, Telephone Number, Fire Department, Police, First Aid, Work and Mobile Numbers of Parents, Names and Telephone Numbers of Neighbours...

4

Security Measures for Women

Individual security is susceptible to different dangers by reason of age and sex. Specifically women are under a general threat by reason of their physical inferiority. On the other hand, women can also be subject to sexual violence including abuse. This part addresses psychological and physical abuse exerted upon specifically children and the measures that must be taken.

4A. Sexual Abuse on the Street

Attempts of abuse may be observed against women in all public areas and specifically on public transport. Especially a number of places including means and stops of public transport are frequented by verbal or physical abusers. This situation is unfortunately an inevitable truth of crowded and cosmopolitan urban life. Women may also be subject to psychological abuse, as well as physical abuse, in daily life. Considered from a psychological point of view, this experience can be as destructive as its physical equivalents. This part provides information on what they need to do so as not to experience this and similar incidents and how they need to act/ behave when faced with such incidents. However, as a general principle, when faced with a dangerous situation:-

1. Your first response when faced with such an incident must be indifference. If the abuser is only trying to elicit a reaction from you and you don't give them this reaction, they may give up.
2. If you are in a familiar environment during this abusive incident, you can express your reactions and consider confronting them. In this case, if the person is trying to harass you with their words, your response/reaction may stop them. However, make sure that you are at a distance from them so that they cannot physically reach you.
3. In case of abuse, you can express your anger and reactions if you are in a non-threatening situation for your security. If you express your reactions, you can get over this incident more easily.

4B. Sexual Harassment at Work

Sexual harassment cases cover a wide range of behavioural patterns. In any case, these are patterns that are not desired by the target of abuse. Sexual harassment cases observed at work can take place at verbal or physical dimensions that can be intimidating, hostile or demeaning or that can make it impossible for them to continue working.

Signs of Sexual Harassment at Work

Following observations can provide you with preliminary information on whether sexual harassment (physical or psychological) against women is taking place at your workplace:

1. Observe the general attitude of women at your workplace. Are sexist jokes, comments or addresses being used?

2. Are you taken seriously as an employee? Do you observe different behaviours do women and men in terms of management and other employees?

General Forms of Sexual Harassment at Work

1. Constantly insistent offers of dinner or drinks or requests for dates.

2. Physical contact during work.

3. Cards, caricatures and gifts with inappropriate messages or images.

4. Openly targeted sexual gestures, sexual invitations and words.

5. Unsolicited/insistent visits to your accommodation during out-of-town business trips/assignments.

6. Threats or physical attack.

7. Psychological and physical, light or strong pressures for sexual intimacy.

Problems Encountered as a Result of Reactions to Sexual Harassment at Work:

- Criticisms suddenly emerging to target your work.

- Assignment of less work, more work, or dangerous work.

- Provision of no professional training and learning opportunities.

- Issue of written warning for disobedience.

- Forceful resignation.

- Biased or wrong comments on your work and/or personality.

- Provision of no ancillary personnel to provide you with information and training.

- Hindrance of promotion or pay raise.

4C. General Measures to Take in Case of Sexual Harassment at Work

1. When you have been faced with sexual harassment at work, do not forget that every sexual harassment/abuse incident is different from the next. Give yourself some time to consider the risks and your desired outcome while making a decision on how to act in short and long term. Make sure that you are not uncomfortable with the strategy you have decided upon. A highly functional strategy for someone else may fail for you.
2. Express your objections to sexual harassment as soon and as clearly as possible. Clearly express before the harasser that you are not comfortable with what they are doing. It is up to you to decide how and when to say that. But never ignore the situation. This attitude will not stop the harassment.
3. If the harasser is not your superior, talk to your superior about the incident and provide them with information on the form, place and time of the incident. In addition, you may want to share your experience with someone you trust. This will not only diminish your sense of being alone or any doubts you may have about yourself, but also provide you with potentially beneficial advice. Moreover, having a third party informed on the situation will help you confirm your statement in case of an official complaint. However, never move too fast and do not expose your intentions unless you are sure about what you want to do and what your rights are. Trust your instincts and try to take healthy decisions in line with your specific situation.
4. It is important that you record every incident. Keep a journal including the dates of incidents, your conversations, and the witnesses. Never leave this journal at work. Keep the cards, notes, or gifts that you receive. Express your objections to the harasser verbally and, if possible, before witnesses. These objections should cover the harassing behaviours and words you are forced to experience at work. Then, express your objections in writing. Take a copy of each of your records. Keep any voice or text messages on your answer machine/telephone that may be used as evidence.

5. Consider how sexual harassment affects you. Which emotional/physical/work-related symptoms do you experience? Go through medical examination by a private doctor and include any results that may confirm your stress feelings in your records. If necessary, approach the highest manager and issue written and verbal complaint on the harassment.

6. Learn whether other women at work have been subject to sexual harassment before.

5

Measures to Take in “Hostage” Situations

Every kidnapping or hostage situation is different than the next. There are no fixed rules concerning the behaviour one must use in such situations, certain methods may be used to diminish the effects of being taken hostage, to cope with the situation, and to help yourself out of the situation. Certain techniques specified in this part have been used successfully by persons taken hostage in previous incidents.

What to Do:

1. Any person must make a decision on confronting their kidnappers or persons taking them hostage in line with the conditions of their current situation. Such confrontation may at times jeopardise a person's life. Resistance against armed persons will specifically cause physical harm to the victim.

2. The first 15 to 45 minutes of a hostage situation is the dangerous part. Try to obey the instructions of the person taking you hostage in this timeframe. These persons are tense in their temper due to their lack of psychological balance. They are ready to express their reactions in case of an altercation or attempted escape. Your main duty is to survive. Once the initial shock wears off, the persons taking you hostage will realise the situation they are in.

3. Once you have been taken hostage, try to be as calm as possible; take a deep breath. It is a natural reaction for persons in such situations to feel a fear of death or injury. However, keeping your reactions under control will help you understand and adapt to the situation and take the right decisions. Hostages feel the highest level of anxiety during the first hours following the incident. Feeling of such anxiety will diminish in time and as the survival instinct kicks in.

4. If you are in captivity, try not to be a hero and refrain from acts that may put you and, if any, others in danger. Do not retort to every word uttered by the criminals and refrain from harsh acts. Any of your movements may cause the other party to resort to violence.

5. Exhibit a calming attitude. Do not favour arguments. Act naturally and be a good listener for your kidnappers. Do not talk unless you are asked to and unless it is necessary. Be careful while expressing suggestions for the other party, because if your suggestions don't work, they may hold you responsible.

6. Take as many notes in your mind as possible with respect to the movements, clothing and hierarchy among the persons that have taken you hostage. While doing that, refrain from showing that you are examining them carefully. Such notes may assist the relevant authorities after your release.

7. Be ready to cooperate and obey the requests of the people that have taken you hostage. However, while doing that, refrain from hostile or completely submissive attitudes. Be careful about your actions as much as what you say. Avoid acts and words that may cause doubts or hostility in the other party.

8. Be vigilant against possible acts and isolation that may be used by the persons that have taken you hostage to confuse you. They may seize your watch so that you cannot distinguish between day and night.

9. Try to relax in your mind and to focus on good thoughts. Think of a book you have read or a movie you have seen. This will occupy your mind. Try to keep your positive thinking and sense of humour. This will alleviate the tension.

10. Do not hesitate to ask for things that you need including medicine. In the worst case scenario, they will say "no".

11. Establish good relations with your kidnappers. Try to find personal, non-political common interests. The best subjects for such conversations are family and children. Speak their language if you can. This will help you improve your communication and establish good relations.

12. Do not forget that hostages act with sympathy and positivity against their kidnappers. This situation was termed "Stockholm Syndrome" after the hostage crisis experienced at a Swiss bank years ago. Do not forget that such sympathy and close relations may be misapprehended by other people.

13. As a result of the hostage situation, you may experience incontinence, loss of appetite, and weight loss. Try to drink water and to eat even if you are not hungry. It is important to keep your strength in this process.

14. Do not threaten the people that have taken you hostage and do not give the impression that you may act as a witness against them in the future. If they are trying to hide their identities, don't let them be aware of the fact that you know them.

15. Encourage the people that have taken you hostage to notify the relevant authorities of your location and health situation. Provide beneficial suggestions to the kidnappers during your release talks. However, never cry or look weak. You can escape this situation by gaining the respect of such people as much as their sympathy.

16. If you have to act as a negotiator between your kidnappers and the relevant organisations, make sure that your messages are communicated in full and with due accuracy. Be prepared to make radio and telephone calls.

17. Attempt to escape only when you believe that you will be successful. If you get caught, the kidnappers may be violent towards you and, if any, others.

18. If a forceful rescue operation starts, immediately lie down and look for shelter. Keep your hands on your head. Reveal your identity when appropriate.

5A. Measures to Take in Case of Hijacking

Statistics show that hijacking incidents have decreased in numbers nowadays. However, individuals must prepare themselves for such a possibility in order to alleviate stress and trauma arising from such an experience. The considerations specified in this part will help you ensure your security in case of a hijacking:

What to Do:

1. Prefer window side or centre seats for flights in general; these seats will help you be subject to less question and interest from hijackers. In addition, those sitting on such seats will be affected to a lesser degree from any armed conflict that may occur during a rescue operation. On the other hand, if you have an aisle seat, it will be easier for you to leave the aircraft.
2. Avoid any acts that may provoke hijackers or that you cannot explain. If you are wearing or carrying something that may provoke or incite them, remove these immediately.
3. Try to keep calm and obey their instructions. Provide simple answers to any questions you may be asked.
4. Do not be too interested in what is happening around you. You will be affected less by everything around you as long as you keep yourself occupied. Furthermore, hijackers will not feel uncomfortable towards the people who do not pose a threat to them.
5. Try to keep your spiritual balance. Keep calm and patient.
6. If the hijacking goes on for longer than a day, try to exercise on your seat. Such an exercise will both keep your mind away from the incident and invigorate your body.
7. During a rescue operation, slide down from your seat as low as possible or lie down and cover your head with a pillow.

What Not to Do:

1. Saying or doing things that may attract the attention of hijackers.
2. Resisting the hijackers (Past experience shows that people taking aggressive stances against hijackers put themselves and others in more danger than those with passive attitudes).
3. Letting hijackers know that you speak their language (Although speaking the same language as the hijackers may seemingly improve relations, past experience shows that speaking in your own language and obtaining information by listening to hijackers are more beneficial. This will also enable you to know more about the next movements of hijackers.)
4. Aggressive attitudes and behaviour.

5B. Reactions after Release

Persons that have been in hostage situations in any manner will be more or less psychologically affected by the incident and treatment they have experienced after their release. Most hostages feel a strong urge to tell their stories in detail over and over again. If such a person has not received help in any manner, they must immediately request post-traumatic "psychological debriefing and interpretation" (debriefing). It should not be forgotten that the emotional issues of a person that has been taken hostage will not be revealed in a short period of time. This trauma may surface after months in some cases. It is a long process for someone to get themselves together after such an incident and it requires patience and understanding from those around them. The healing process will start as soon as the person that has been taken hostage realises that they are exhibiting normal reactions as a normal person.

6

Stress and Coping Mechanisms

Stress has become an important part of our lives. People are frequently asked in all fields of life (work, etc.) to face with difficult situations without developing the necessary coping skills. If people exposed to stressful situations lack full awareness on the effects of such situations on their own performance, decisions and attention span, this will lead them to make mistakes on many matters and to experience adverse consequences on their health. Specifically in work-related stress, police officers, fire fighters, and A&E doctors show a strong emotional reaction to situations that are difficult to cope with. Therefore, it is an acknowledged practice to provide such persons with suitable training to be able to fulfil their duties without any adverse consequences. Those working in the security sector can also be faced with the same type of destructive situations quite frequently. Thus, it is important for all employees working in this field to be informed on forms of stress and coping with stress. This part has been prepared to provide essential information as required for people experiencing stress in all fields of life and specifically work-related stress to cope with such situations.

6A. Terminology

Stress

Response/reaction showed by an individual to any request or change pertaining to their body, soul, and mind.

Distress

All types of frequent, long-lasting, and severe stress.

Critical Incident

All types of incidents that cause distress to almost everyone and that lies outside the scope of the normal experiences of individuals. These generally surface abruptly and threaten an individual's life. They may lead to emotional or physical loss for individuals.

Cumulative Stress

Stress that cannot be relieved and increases in time. Some types of stress may be grand and long-term, while others may be experienced at a smaller degree and as a result of daily life.

Defusing

The process whereby persons that have experienced a critical incident tells about what has happened during the incident and their immediate reactions. In general, this practice is conducted by duly educated persons.

Debriefing

The process designed to alleviate the effects of a critical incident. This requires an intervention put forth by a specifically trained person. It is conducted through organised group meetings. It encourages persons that have been faced with critical incidents to share their opinions and reactions in a safe and non-dangerous environment. Ideally, this takes place in 48-72 hours after the critical incident.

6B. What is Stress?

1. Stress is the response of an individual to any change or request pertaining to their mind, soul, and body. There are normal stressors that are present continually in life including breathing, blood circulation, walking, talking, and playing games. These functions are the same for everyone and are a

part of daily life. An individual cannot live without these and other physical requests of the human structure.

2. The more you understand stress and learn about it, the easier will it be for you to cope with it and contain its effects. Stress turns into a problem when it starts to increase in frequency, time, and severity. Distress emerges in such cases. It is important for an individual to know that a rather distressful situation for them doesn't have to be the same for another person. The degree of stress experienced in this context is determined by the way you perceive the incident, the degree of danger you feel, and your level of control on the situation. The factors that influence your perception and your control on distress are who you are and your past experiences. Your educational level, capabilities, philosophical take on life, age, sex, physical fitness level and personal reputation are factors that play a role in the determination of your level of impressionability by distressful situations or incidents.

3. Everybody can fall victim to stress if such situations increase in frequency, continuity, and severity. Dr. Hans Selye made a discovery in 1936: in a dangerous situation, the human body reacts with the same general adaptation mechanism. Dr. Selye defined this concept

Alarm Stage

It is mandatory to understand the functioning of basic life-preserving reactions to understand the effects of stress and eustress (good stress). A person reacts with a "fight or flight" response in a dangerous or threatening situation. This reaction increases our adrenaline and prepares us to fight or flight. If we offer a physical response including running away, fighting or even verbal attack, the feelings of fear, anger, and hostility caused by stress may be largely diminished or completely eliminated. "Fight or flight" response is a primitive physical reaction. In today's society, it may not be appropriate for individuals to react physically to certain dangers.

Adaptation Stage

If stressful situations continue as is without any solution, the severity of the alarm impulse will generally decrease, but will not be eliminated. Thus, the individual will have entered the period that is termed by Dr. Selye as the "adaptation stage". At this stage, vital biochemical, physiological, psychological and spiritual resources are used to strengthen the individual against the original root causes of distress. However, adaptation to and arrangement of the situation will not provide a solution.

Exhaustion Stage

After an individually varying and indefinite period of time, the individual may start to exhibit the initial symptoms of an emotional breakdown as a result of long-term distress and daily cumulative stress. Below are certain general symptoms:

PHYSICAL SYMPTOMS	PSYCHOLOGICAL SYMPTOMS	BEHAVIOURAL SYMPTOMS
FATIGUE	MEMORY LOSS	VERBAL ABUSE
BACK ACHE	DEPRESSION	INCREASED SMOKING
HEADACHE	DIFFICULTY IN CONCENTRATION	INCREASED DRINKING
ULCER	DECREASED PERSONAL RESPECTABILITY	UNBALANCED DIET

6C. Coping with Cumulative Stress

What to Do: with stress?

Many people are harmed by stress increasing and accumulating in time. Certain sources of stress are large-scale and long-term, while others may be smaller-scale and mere parts of daily life. Cumulative stress must be diagnosed before it becomes completely destructive. Certain daily burst of anger may arise from the following:

- Home management (loneliness and loss of comfort, noise, lack of water due to cuts, dysfunctional heating system, etc.)
- Travel (risks, dangers, travel restrictions)
- Food (famine, not enough variety)
- Lack of movement or activity
- Colleagues

What to do?

Cumulative stress will initially lead to inefficient hyperactivity followed by physical and emotional exhaustion and, eventually, a breakdown. You need to discipline yourself and know your limits. You need to accept the fact that you cannot take care of other people's problems unless you have taken care of your own and not to forget that everyone is responsible for their own stress first and foremost. Do not forget that stress is an inseparable part of your workplace. It is important for you to learn the stressors that affect you the most in order to be able to cope with stress. If you know the basic source of distress, you can develop management and control strategies to keep yourself away from them. As a rule, plans to cope with stress include the steps for an individual to learn how to fulfil their own duties with new methods. The following rules are effective in developing strategies to cope with stress.

1. Learn about your main sources of distress.
2. Don't be aggressive. Have confidence in yourself.
3. Plan out your time well.
4. Sleep only as much as you need to.
5. Exercise at least 3 times a week to maintain your fitness and strength.
6. Have a balanced diet. Keep consistency in your meal portions and your physical activity.
7. Avoid too much alcohol, nicotine, and caffeine.
8. Make constructive and efficient use of your free time.
9. Identify your philosophical view of life and put it in practice.
10. Be open to creative thoughts.
11. Know the importance of relaxation and mediation for human health.
12. The healthier, fitter, and better you are, the less will you be affected by distress.

6D. Coping with Critical Incident Stress

Critical incident stress is stress caused by a sudden and unexpected situation that lies outside the scope of normal human experience, that disrupts the sense of individual control and that may involve lethal danger or physical or emotional loss. Critical incidents may include the following:

1. Natural disasters
2. Accidents with more than one loss
3. Sexual and other attacks
4. Death of a child
5. Hostage situation
6. Suicide
7. Traumatic death in family
8. Work-related death of a colleague
9. Death of civilians in war
10. Bombing of buildings, mine laying on roads
11. Attack on vehicle or convoy
12. Armed robbery/attack
13. Direct/indirect intimidation/threat

A critical incident can happen to anyone anywhere; however, certain professions are more prone to such situations.

- Fire fighters,
- Police officers,
- Search and rescue employees,
- Doctors, nurses, and professionals working in Accident & Emergency parts of hospitals,
- Humanitarian aid workers,
- Security guards.

Critical incident stress is a normal response to an abnormal situation. Reactions may manifest themselves in physical, emotional, and intellectual forms and may develop in time. The following table shows immediate and delayed reactions to incidents:

Immediate Reactions

PHYSICAL REACTIONS	EMOTIONAL REACTIONS	INTELLECTUAL REACTIONS
NAUSEA	ANXIETY	INDECISIVENESS
MUSCLE TWITCHES	ANGER	MEMORY LOSS
SWEATING	FEAR	CONFUSION
DIZZINESS	IRRITABILITY	INABILITY TO CONCENTRATE
CHILLS	SENSE OF GUILT	
RAPID HEART RATE	SADNESS	
HIGH BLOOD PRESSURE		
HYPERVENTILATION		

Delayed Reactions

PHYSICAL REACTIONS	EMOTIONAL REACTIONS	INTELLECTUAL REACTIONS
FATIGUE, LETHARGY	ABANDONMENT	DISTRACTION
NIGHTMARES	RESENTMENT	LACK OF CONCENTRATION
DIFFICULTY IN SLEEP	ALIENATION	MEMORY PROBLEMS
RESTLESSNESS	WITHDRAWAL	FLASHBACKS
TIMID BEHAVIOUR	DEPRESSION	
DRUG ABUSE		

Factors Affecting Severity of Individual Reaction to Critical Incidents

INCIDENT-RELATED FACTORS	INDIVIDUAL-RELATED FACTORS
SPONTANEITY	PAST EXPERIENCES
VIOLENCE	PERSONAL LOSSES
DURATION	PERSONAL
SOCIAL SUPPORT	COPING ABILITY
	PERCEPTION OF DANGER

Research and experience provide you with various techniques to help you during and after such incidents.

Techniques for Use during a Critical Incident

- Recognising the symptoms of incident stress.
- Maintaining a positive approach.
- Management of breathing (slow and regular).
- Maintaining connections and conversations with others.
- Focusing on the next task.
- Paying attention to oneself (nutrition, water, and clothing, resting).
- Taking breaks in long exposures and keeping the order of tasks.

Techniques for Use after a Critical Incident

- Talking about the incident (what was seen, heard, smelt, and done).
- Talking about your reactions and specifically how you feel.
- Applying coping techniques for stress.

Techniques to Cope with Stress

- Deep breathing exercises.
- Meditation.
- Physical activity.
- Listening to music and reading a book.
- Humour to facilitate acceptance of reactions.
- Relaxation.
- Taking part in stress defusing immediately after the incident and in incident stress "debriefing" afterwards.

6E. Critical Incident Stress Defusing

Critical incident stress defusing takes place in a group meeting held immediately after the incident with people that have been involved in the incident. It aims to provide information on normal stress reactions, help services and the stage that will follow critical incident stress debriefing. In addition, it allows people that have been involved in such an incident to tell their story and talk about their reactions.

6F. Critical Incident Stress Debriefing

Debriefing is a military term for the report issued by a soldier to their superior after completing a mission. In psychology, this term is used to define the detailed report compiled after field work with respect to thoughts, emotions,

and impressions. Critical incident stress debriefing (CISD) is a process developed to alleviate the effects of critical incidents. It is not a consultancy service. It is designed to provide a safe opportunity for individuals to cope with their reactions in stressful and traumatic situations. Debriefing covers the following:

1. This is a structured intervention conducted by specifically trained members of the critical incident stress group.
2. It follows a series of organised group meetings conducted 48 to 72 hours after the incident to encourage people that have been involved in the critical incident to discuss their thoughts and reactions in a safe environment.

For many, most symptoms diminish in severity and frequency in a few days or a week following the incident. This process is supported to a great extent by a debriefing and discussions between the persons and their reliable family members and friends.

6G. Post-Traumatic Stress Disorder

If symptoms of critical incident stress have not diminished for more than a month, this may cause post-traumatic stress disorder. This is a more serious condition and can be seen as a wound that cannot be healed with natural methods. The following factors must be observed for the diagnosis of post-traumatic stress disorder:

1. Trauma
2. Tendency to alleviate the trauma with severe emotional reactions to everything reminding one of the trauma, as well as flashbacks, nightmares, and memories
3. Tendency to escape from acts, emotions, and thoughts that remind one of the traumatic incident
4. Overt hyperactivity, sudden bursts of anger, sleep disorders, and especially immediate transition to sleep along with exaggerated timid reactions
5. These symptoms being observed for more than one month. Post-traumatic stress disorder must be treated by experts upon diagnosis.

6H. Suggestions for Family and Friends

Everyone that has experienced trauma will undergo change by reason of this experience. It is normal for individuals to feel a variety of emotions following the trauma. The abnormal piece of this puzzle is the traumatic incident. The emotional reactions shown to the experience may be seen as a psychological wound. As is the case with all wounds, you can help such people with the following:

1. Listen to them attentively. Everyone that has undergone a traumatic experience must learn how to talk to the person closest to them about the incident and their emotions.
2. Spend time with the person that has been subject to the traumatic incident.
3. Assure them that they are normal and safe.
4. Give them time to be alone with themselves.
5. Tell them that you can help and you are ready to listen at any time.
6. Help them in routine tasks including cleaning, cooking, and family care.
7. Do not take their anger and actions personally.
8. Tell them that you are sorry that they have gone through such an incident, that you understand them and you want to help them.
9. Call for help and support when needed.

7

Personal Safety Guide For People With Disabilities

According to the report of World Health Organization (2011), 15 % of the world's population is disabled. This number is about 9 million in our country. A significant point leading disability into a dead end is vulnerability of people with disabilities to dangers such as maltreatment, etc. for help or other purposes. Besides, people with disabilities may be unfortunately perceived as more vulnerable and easier targets for malicious people. However, individuals with disabilities can also protect themselves and also defend themselves. For this purpose, people with disabilities need to believe themselves, to be at peace with themselves and to be on the safe side in order to protect themselves. It is necessary to be more careful and to take extra precautions in addition to these precautions.

While other articles related to personal safety in this guide apply also to the people with disabilities, the following articles include the specific safety precautions and warnings for people with disabilities. This part is prepared by WORLD DISABILITY FOUNDATION (WDF)

- Know your own neighborhood / region very well. Determine alternative roads, accessible phones, restaurants, police stations, stores, etc. well.
- Make sure your home is safe. In particular, wheelchair users should pay attention for the door locks and peepholes to be at eye level.
- If you have speech disorder, ask a friend of yours or your family to record voice message to be used in any emergency. Your name, address, disability may be included in this message. Keep a written message with you and keep the voice message you recorded next to the phone in your home.
- People with disabilities who use smart mobile devices may use appropriate "security applications" by downloading on their phones.
- Learning martial arts will help you to protect yourself in case of an attack.
- Create a support network. This may include your family and your friends. If possible, especially at night, travel with your friends. Tell your neighbors and friends where you're going before going out.
- Always carry/keep a note including a written description of your medical needs with you for emergency cases.
- Record the numbers to be called in emergency and numbers of people to be reached in emergency on your mobile device (phone, computer, ipad, etc), if any, or keep them written on a paper.
- Record 155 Police Emergency and 112 Emergency Service Call on speed dial (click to call) of your mobile phone.
- Do not hesitate to shouting or screaming when you feel danger from a situation or a person. Trust your instincts in such a case.
- Learn the escape ways from whereabouts (your home) in case of emergencies in advance. Tell the situation your family, friends, companions. Carry out emergency escape drill twice a year. Never use elevator in emergencies.

- Do not go to the streets or places you do not recognize or with poor lighting without your companion or an accompanying person; if you have to go those places, let your acquaintances know.
- People with mental disabilities should carry a piece of paper identifying themselves written by their relatives.
- Visually impaired people should not use medication without names in Braille on the pillboxes or without being sure about the name written.
- Visually impaired people should notify the plain and vacation condition by asking the safety card written in Braille from the officials during their travels by plane.
- Visually impaired people who have trained dogs with them should know that these dogs have free entrance everywhere, "pets not allowed" sign does not apply to the trained dogs to help visually impaired people.
- If visually impaired people do not have a companion with them, they should be careful in case the tracer roads are closed etc. when following them,
- Visually impaired people should be careful to have a reliable person with them while using the password of their credit card.
- It should be helpful for visually impaired people to set up a smoke detector system in their houses in order to be able to recognize the fire quickly.
- Visually impaired people should know the on-off buttons (combi boiler, stove, iron etc.) of electrical household appliances and domestic appliances. They should be able to deactivate these devices in electricity or failure condition.
- People with disabilities who use smart mobile devices may use appropriate "security applications" by downloading on their phones.
- While exiting the buildings in cases of emergency, if you have a guide dog with you, you don't have to leave it in this point. There is no rule to leave your guide pet, just as long as there is a ground where the pet can move accordingly.
- Wheelchair users should make sure that the wheelchair brakes are locked when they will move another place from the wheelchair and they should well adjust the leg and arm rests before transfer.

- Wheelchair users should not force their wheelchairs to go up or go down. They should consider the slope of ramps and road.
- Wheelchair users should replace their wheelchairs regularly.
- Regular maintenance of power wheelchairs should be carried out, thus so much faster and more comfortable ride is done.
- You should avoid rain as much as possible, rain will reduce the traction of wheelchair. However, if you are out in rainy weather, you should drive slowly and carefully.
- Avoid falling by leaning forward and backwards on wheelchair.
- Do not excessively reach out something or an object on your wheelchair, this may cause you fall.
- Carry out the maintenance of your wheelchair before the trip.
- Wheelchair users are the first to get in and the last to get out from the plain in air travel. It is good to know that.
- Before getting on the plane, it is good to take a photo showing the condition of your wheelchair, having date and time on it, against damages that may occur.
- Specify that you are a wheelchair user in your flight, hotel, bus, etc. bookings.
- Wheelchair users should pay attention to the situations such as loopholes, holes, pits, etc. in outdoors, front wheels of the chair may lead to falls and injuries by tripping these holes.
- Never use the moving stairways alone in places where there is no elevator, ask help from the officials or people around.
- Look over the ramp against slippery floors, holes and roughness depending on weather conditions before using outdoor ramps.
- If you are on wheelchair, make sure that ramps of your house are made of the robustness and materials not to be affected by natural disasters such as earthquakes.
- Persons having impaired hearing should set up light warning systems, light warning smoke detectors and bed

and pillow vibration alarm devices in their houses against cases of danger and emergency. The electronic devices used should have light warning systems.

- Persons having impaired hearing should be very careful outdoors where the vehicle traffic is heavy.
- Persons having impaired hearing should avoid contact of the hearing aid (implant) with water.
- Persons having impaired hearing must look over where the light warning systems used in emergency are, when they go to the places such as shopping malls, etc.
- People with Speech Disorder
- If you have a speech disorder, carry small papers and a pen with you to express yourself.
- People with Chronic Disorders
- People with chronic disorders must make sure that they always carry the drugs related to their disorders with them.
- Patients with renal failure should know for sure that there is a dialysis center in destination when they travel.

