

If you see...	Try <i>OneKindWord</i> or action
A father who is struggling with a lot of packages or bags, and has two small children who appear to be ready to walk out into a busy street...	<ul style="list-style-type: none"> • Move towards the children and observe the whereabouts of other vehicles in the parking lot • Offer to help the father carry the packages to his vehicle • Say something supportive: "It's not easy juggling the packages and the kids, is it?"
A little boy who appears to have wandered away from his parent, or is standing alone...	<ul style="list-style-type: none"> • Stand nearby and wait to see if his parent returns • Approach the child and ask if his parent is there. Ask him if the family has a plan to follow if he gets lost (it's best to follow it what his parent may have already established) • Find the nearest employee and inform that individual he has been separated from his parent
A mother who is yelling at or threatening or her child...	<ul style="list-style-type: none"> • Say something supportive: "It's not easy when children aren't cooperating." • Simply move closer to the mother and child • Use humor, if it's appropriate: "Too bad we can't all have nannies while we're shopping. It's not easy, is it?"
Other customers complaining and rolling their eyes at a father whose baby daughter has been crying uncontrollably for the last ten minutes...	<ul style="list-style-type: none"> • Say something supportive: "It's hard when you can't figure out what they need." • Look at those around and say something light-hearted like: "Most of us have been there. It's not easy, is it?" so that the father doesn't feel alone or embarrassed • Ask if there's anyway you can help
A mother on her cell phone, who is unaware that her son is climbing out of the stroller and towards a nearby amusement ride...	<ul style="list-style-type: none"> • Stand near the gate or entrance, or block the child from moving to a dangerous location • Say something non-judgmental: "I didn't mean to intrude; I was just worried he might get hurt."
A mother yelling at her son who knocked over an entire shelf of books at the library because he wasn't careful where he was going...	<ul style="list-style-type: none"> • Offer to help pick up the books, or find an employee who can help • Say something supportive: "Too bad we don't have the same energy level that they do." • Say something empathetic: "Kids can be a handful, can't they."