



9-11-2001 **20** years



Remembering

9-11



How events unfolded on the morning of Sept. 11, 2001 and the memorials established so we will never forget.



Wednesday, Sept. 8, 2021



9-11-2001

20 years



A TIMELINE OF THE MORNING OF SEPT. 11, 2001

On the morning of September 11, 2001, 19 terrorists hijacked four commercial airplanes bound for California. The planes departed from airports in Boston; Newark, NJ; and Washington, D.C. September 11 would become an infamous date in American and world history, and the events of that day would forever change the world. As the world commemorates the 20th anniversary of 9/11, the following timeline, courtesy of the National September 11 Memorial & Museum, can help people fully understand how events unfolded on that late-summer morning two decades ago.

- **5:45 a.m.:** Two of the hijackers pass through security at Portland International Airport in Maine. The men will take a short flight to Boston Logan International Airport, where they will join three other hijackers and board American Airlines Flight 11.
- **6:00 a.m.:** Two of the hijacked planes, American Airlines Flight 11 and United Airlines Flight 175, will eventually crash into the North and South Towers of the World Trade Center complex in New York City. The day was a significant one on the New York City political calendar, as polling stations opened at 6 a.m. for primary elections.
- **7:59 a.m.:** American Airlines Flight 11 takes off from Boston with 11 crew members, 76 passengers and five hijackers on board. The plane, which will eventually crash into the North tower at the World Trade Center, is filled with more than 76,000 pounds of fuel.
- **8:15 a.m.:** United Airlines Flight 175 takes off from Boston with nine crew members, 51 passengers, and five hijackers on board. This flight also is loaded with 76,000 pounds of fuel.
- **8:19 a.m.:** American Airlines ground personnel are alerted by flight attendant Betty Ann Ong that Flight 11 is being hijacked. This call lasts roughly 25 minutes and Ong reports that the cockpit is unreachable. In the moments before Ong's call, one of the hijackers stabbed Daniel M. Lewin, who was sitting in front of him in first class. Lewin is likely the first person killed in the 9/11 attacks.
- **8:20 a.m.:** American Airlines Flight 77 takes off from Washington Dulles International Airport. The flight has 49,900 pounds of fuel and is carrying six crew members, 53 passengers and five hijackers.
- **8:21 a.m.:** The transponder on Flight 11 is turned off. This device is meant to allow air traffic controllers to identify and monitor the flight path of a plane.
- **8:24 a.m.:** One of the hijackers of Flight 11 unwittingly broadcasts a message to air traffic controllers alerting them to the attacks. The hijacker was attempting to communicate with passengers and crew within the cabin.
- **8:30 a.m.:** Around this time, roughly 80 people have already begun gathering on the 106th floor of the North Tower of the World Trade Center for a financial technology conference. The conference is one of many events on the Trade Center schedule that day.
- **8:37 a.m.:** The Boston Air Traffic Control Center alerts the military that a hijacking is under way.
- **8:42 a.m.:** United Airlines Flight 93 takes off from Newark International Airport. The flight was due to take off at roughly the same time as the other hijacked planes, but was delayed due to routine traffic. Seven crew members, 33 passengers and four hijackers are on board. The flight is filled with 48,700 pounds of fuel.
- **8:46 a.m.:** Five hijackers crash Flight 11 into floors 93 through 99 of the North Tower of the World Trade Center. Hundreds, including everyone on board the flight, are killed instantly. The crash severs all three emergency stairwells, trapping hundreds of people above the 91st floor.
- **8:46 a.m.:** Police, paramedics and firefighters are sent to the North Tower.
- **8:50 a.m.:** While visiting an elementary school in Florida, U.S. President George W. Bush is notified that a small plane has hit the North Tower.
- **8:52 a.m.:** A flight attendant aboard Flight 175 reaches a United Airlines operator in San Francisco and reports the flight is being hijacked. By 9 a.m., various passengers on Flight 175 have called family members.
- **8:55 a.m.:** The Port Authority informs people inside the South Tower via a public address system that the building is secure and there is no need to evacuate.
- **8:59 a.m.:** The Port Authority Police Department orders both towers evacuated. One minute later Captain Anthony Whitaker expands the order to include all civilians in the entire World Trade Center complex.
- **9:02 a.m.:** An evacuation order is broadcast in the South Tower.
- **9:03 a.m.:** Five hijackers crash Flight 175 into floors 77 through 85 of the South Tower. All onboard the flight are killed, as are an unknown number of people inside the building. Two of the three emergency stairwells are impassable and most elevator cables are severed, trapping many people above the impact zone and inside elevator cars.
- **9:03 a.m.:** A second call for mobilization brings the total number of New York City Police Department officers responding to the scene to roughly 2,000. In addition, the FDNY issues a fifth alarm and deploys several hundred additional firefighters to the scene.
- **9:05 a.m.:** President Bush is informed that a second plane has crashed into the World Trade Center.
- **9:12 a.m.:** Flight attendant Renée A. May calls her mother and tells her that hijackers have seized control of Flight 77. When May's call is disconnected, she calls American Airlines.
- **9:30 a.m.:** Amidst reports of additional hijacked planes, the Mayor's Office of Emergency Management at 7 World Trade Center is evacuated.
- **9:37 a.m.:** Hijackers crash Flight 77 into the Pentagon. All 53 passengers and six crew members perish, and 125 military and civilian personnel on the ground are killed in the fire caused by the crash.
- **9:42 a.m.:** The Federal Aviation Administration grounds all flights, ordering all civilian planes in United States airspace to land. Departures also are prohibited.
- **9:45 a.m.:** Evacuations at the White House and the U.S. Capitol begin. Both the House of Representatives and Senate are in session at the time the evacuation begins.
- **9:58 a.m.:** Flight 93 is flying so low to the ground that passenger Edward P. Felt is able to reach an emergency 911 operator in Westmoreland County, Pennsylvania.
- **9:59 a.m.:** The South Tower collapses after burning for 56 minutes. The tower collapses in just 10 seconds.
- **9:59 a.m.:** Continuity-of-government procedures are implemented for the first known time in American history.
- **10:03 a.m.:** Four hijackers crash Flight 93 into a field near the town of Shanksville, Pennsylvania. All 33 passengers and seven crew members on board perish. Passengers and crew had stormed the cockpit, and the plane ultimately crashes just 20 minutes' flying time from Washington, D.C.
- **10:15 a.m.:** The E Ring of the Pentagon collapses.
- **10:28 a.m.:** The North Tower collapses after burning for 102 minutes. More than 1,600 people are killed as a result of the attack on the North Tower.
- **11:02 a.m.:** New York City Mayor Rudolph Giuliani urges the evacuation of lower Manhattan.
- **12:16 p.m.:** The last flight still in the air above the continental United States lands. Within two and a half hours, U.S. airspace has been cleared of roughly 4,500 commercial and general aviation planes.

We will never forget the lives lost on September 11, 2001, and today we honor their memories and those who have sacrificed to protect our freedom and our way of life in the wake of those terrorist attacks 20 years ago.

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President George W. Bush's address to the nation on Sept. 11, 2001

On the evening of September 11, 2001, United States President George W. Bush addressed a nation that earlier that day witnessed the deadliest terrorist attacks in world history. That morning, hijackers took control of four airplanes, ultimately crashing two into the Twin Towers at the World Trade Center in New York City and another into the Pentagon in Washington, D.C. A fourth hijacked plane crashed in a field near the town of Shanksville, Pennsylvania after passengers and crew attempted to regain control of the plane from the hijackers. All passengers and crew on board all four flights died on September 11, and thousands of others on the ground lost their lives that day as well. It was under those conditions that President Bush delivered the following speech to a shaken nation.



PATRIOT DAY

REMEMBER 9-11

"Good evening. Today, our fellow citizens, our way of life, our very freedom came under attack in a series of deliberate and deadly terrorist acts. The victims were in airplanes, or in their offices; secretaries, businessmen and women, military and federal workers; moms and dads, friends and neighbors. Thousands of lives were suddenly ended by evil, despicable acts of terror.

The pictures of airplanes flying into buildings, fires burning, huge structures collapsing, have filled us with disbelief, terrible sadness, and a quiet, unyielding anger. These acts of mass murder were intended to frighten our nation into chaos and retreat. But they have failed; our country is strong.

A great people has been moved to defend a great nation. Terrorist attacks can shake the foundations of our biggest buildings, but they cannot touch the foundation of America. These acts shattered steel, but they cannot dent the steel of American resolve.

America was targeted for attack because we're the brightest beacon for freedom and opportunity in the world. And no one will keep that light from shining.

Today, our nation saw evil, the very worst of human nature. And we responded with the best of America — with the daring of our rescue workers, with the caring for strangers and neighbors who came to give blood and help in any way they could.

Immediately following the first attack, I implemented our government's emergency response plans. Our military is powerful, and it's prepared. Our emergency teams are working in New York City and Washington, D.C. to help with local rescue efforts.

Our first priority is to get help to those who have been injured, and to take every precaution to protect our citizens at home and around the world from further attacks.

The functions of our government continue without interruption. Federal agencies in Washington which had to be evacuated today are reopening for essential personnel tonight, and will be open for business tomorrow. Our financial institutions remain strong, and the American economy will be open for business, as well.

The search is underway for those who are behind these evil acts. I've directed the full resources of our intelligence and law enforcement communities to find those responsible and to bring them to justice. We will make no distinction between the terrorists who committed these acts and those who harbor them.

I appreciate so very much the members of Congress who have joined me in strongly condemning these attacks. And on behalf of the American people, I thank the many world leaders who have called to offer their condolences and assistance.

America and our friends and allies join with all those who want peace and security in the world, and we stand together to win the war against terrorism. Tonight, I ask for your prayers for all those who grieve, for the children whose worlds have been shattered, for all whose sense of safety and security has been threatened. And I pray they will be comforted by a power greater than any of us, spoken through the ages in Psalm 23: "Even though I walk through the valley of the shadow of death, I fear no evil, for You are with me."

This is a day when all Americans from every walk of life unite in our resolve for justice and peace. America has stood down enemies before, and we will do so this time. None of us will ever forget this day. Yet, we go forward to defend freedom and all that is good and just in our world.

Thank you. Good night, and God bless America.

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WORLD HEADLINES

The terrorist attacks against the United States on September 11, 2001 shook the world. People across the globe, including men, women and children from all walks of life, reacted to the attacks with sadness, horror, shock, and anger. Newspaper front pages throughout the United States and the world reflected those emotions on September 12.

- *The New York Times*: **U.S. Attacked: Hijacked Jets Destroy Twin Towers And Hit Pentagon In Day Of Terror**
- *New York Post*: **Act of War: World Trade Center destroyed; many dead**
- *New York Daily News*: **It's War**
- *Pittsburgh Post-Gazette*: **Horror Mounts**
- *The Washington Post*: **Terrorists Hijack 4 Airliners, Destroy World Trade Center, Hit Pentagon; Hundreds Dead**
- *The Boston Globe*: **New day of infamy: Thousands feared dead after planes hit towers, Pentagon**
- *Chicago Tribune*: **'Our nation saw evil': Hijacked jets destroy World Trade Center, hit Pentagon; Thousands feared dead in nation's worst terrorist attack**
- *The Dallas Morning News*: **War at home: Shaken nation awaits tally from Pentagon, Trade Center attacks; Bush vows to track down terrorists and 'bring them to justice'**
- *Houston Chronicle*: **Terror Hits Home**
- *Los Angeles Times*: **Terrorists Attack New York, Pentagon**
- *San Francisco Examiner*: **Bastards! A Changed America**
- *Seattle Post-Intelligencer*: **'None of us will ever forget'**
- *USA Today*: **'Act of war': Terrorists strike; death toll 'horrendous'**
- *The Australian*: **War Of Terror: Bush vows to hunt down perpetrators of world's worst terrorist attacks**
- *Herald Sun* (Melbourne, Australia): **America Attacked**
- *The Sydney Morning Herald*: **Terror war on US: World Trade Center Razed; 10,000 feared dead in suicide attacks**
- *The Daily Telegraph* (Sydney, Australia): **World Terror: Hijacked Jets Hit Trade Centre; 10,000 Dead**
- *The Age* (Melbourne, Australia): **War on America**
- *The Daily Telegraph* (London): **War on America**



On this solemn anniversary, we honor the victims, the survivors and the first responders of September 11, 2001.

We will never forget.



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Twenty years later, we remember the spirit of courage, compassion, determination and unity that prevailed across our nation in the wake of disaster, and makes us so proud to be Americans.



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The 9/11 Memorial

Among the more indelible images to emerge on September 11, 2001 was the sight of two planes crashing into the North and South Towers of the World Trade Center. Still photos and video footage of those planes flying into the Twin Towers were the first images of the attacks many Americans saw, and no one who watched events unfold that morning will ever forget those images.

Though both the North and South Towers fell on that day, today the site where each tower once stood is a serene retreat in the bustling lower Manhattan neighborhood that was shaken to its core on the day of the attacks. The 9/11 Memorial was designed by architect Michael Arad and landscape architect Peter Walker. The 9/11 Memorial and Museum notes that Arad and Walker's proposal was chosen in a design competition that featured 5,201 submissions from 63 countries.

The 9/11 Memorial is located on the western side of the former World Trade Center where the Twin Towers once stood. Two enormous reflecting pools are part of the Memorial Plaza, which is where the North and South Towers once stood. The pools feature the two largest man-made

waterfalls in North America. Around the edges of the pools, the names of people who were killed in the 9/11 attacks in New York, the Pentagon, on Flight 93, and in the 1993 bombing at the World Trade Center are etched in bronze.

In recognition of the crash sites, 400 swamp white oak trees were selected from nurseries located in New York, Pennsylvania and near Washington, D.C. These trees are located throughout the Memorial Plaza, providing a peaceful respite separate from the surrounding city. The Memorial Plaza also includes one Callery pear tree. That tree was discovered at Ground Zero weeks after the attacks and it was severely damaged. The tree, now known as the Survivor Tree, was nursed back to health by members of the New York City Parks and Recreation Department and returned to the World Trade Center site in 2010, where it still stands as an enduring symbol of resilience and perseverance.

The 9/11 Memorial is free and open daily from 10 a.m. to 5 p.m. More information about the 9/11 Memorial and the 9/11 Memorial and Museum can be found at www.911memorial.org.

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SEPTEMBER 11, 2001, is a day permanently etched in history. 9-11 carries profound meaning for many people and stands in infamy along with events like Pearl Harbor and the assassinations of President John F. Kennedy and Martin Luther King, Jr.

The attacks on 9-11 resulted in a total of 2,996 fatalities. Among those were the victims on the four planes, civilians working in the towers and on the ground, military personnel and civilians in the Pentagon, and first-responders to the scenes. It is believed that at least 200 people in the World Trade Center fell or jumped to their deaths from the burning towers because rescue was improbable at or above points of impact on the towers.

Along with the World Trade Center primary towers, many other buildings in the area were destroyed or badly damaged from the attack. Many buildings were condemned. The Pentagon suffered serious damage as well.

Thousands of first responders and civilians entered the affected buildings to search for or help people exit the carnage. As of 2019, it is believed that several thousand more people have also died, some say from illnesses related to their heroic efforts.

While the world is quick to focus on the extensive damage and loss of life that ensued as a result of this

terrible day, it also is important to focus on the survivors and those who risked their own lives to save people from burning and collapsing buildings. There are a number of ways to honor the legacy of these brave people.

* Establish a memorial at your home, in a neighborhood park or at a place of worship. While many memorials exist, there is certainly room for more memorials devoted to the heroes of September 11.

* Host a family get-together on or around September 11. Celebrate the life of those people who were lost on that day and focus on the positive memories.

* Initiate a scholarship fund in memory of a lost relative or friend. Many businesses or even the place of employment of the deceased may be willing to contribute money to the effort. This way the individual's name will live on and be associated with something positive for years to come.

* Volunteer time at a firehouse in the area or with an EMT unit. Volunteer EMTs and fire fighters are in short supply. Becoming a part of one of these units enables people to help others.

* Survivors can share their stories with school children or others, imparting knowledge about the events as they unfolded. This is a strong lesson in American history and bravery.

* Make a donation to a charity that offers financial support to those

impacted by the events of 9-11. Be sure to check out the charity to ensure that funds are appropriated properly.

* Plan a visit to downtown New York City to see the progress that has been made in rebuilding the area, and visit the memorial that has opened to honor those who lost their lives.

While September 11, 2001, will live in infamy as a traumatic and horrific moment in American history, people can focus on the positive aspect of the heroes and find ways to honor their memories.



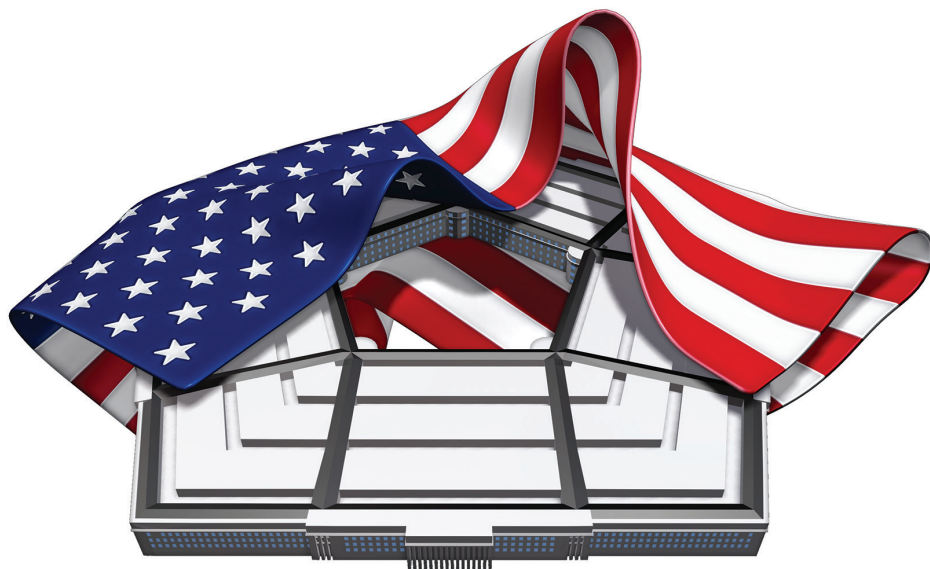


9-11-2001

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The Pentagon Memorial



The hijacking of Flight 77 was part of the broader attack on 9/11, which remains the deadliest terrorist attack in world history. The Pentagon Memorial was created to honor the 184 people whose lives were lost at the Pentagon on 9/11, as well as their families and all those who sacrifice to protect and preserve the freedom of Americans.

At 9:37 a.m. on September 11, 2001, five hijackers crashed American Airlines Flight 77 into the Pentagon in Arlington County, Virginia. All 53 passengers and six crew members perished in the crash, and an additional 125 military and civilian personnel on the ground were killed in the fire caused by the crash.

The hijacking of Flight 77 was part of the broader attack on 9/11, which remains the deadliest terrorist attack in world history. The Pentagon Memorial was created to honor the 184 people whose lives were lost at the Pentagon on 9/11, as well as their families and all those who sacrifice to protect and preserve the freedom of Americans.

The design of the Pentagon Memorial was developed by architects Julie Beckman and Keith Kaseman. Their design was chosen from 1,100 submissions.

The Pentagon Memorial sits on two acres of land just outside where Flight 77 struck the building. The memorial includes 184 benches that are dedicated to each of the victims. The benches are organized in a timeline of their ages, stretching from the youngest victim, 3-year-old Dana Falkenberg, to the oldest, 71-year-old John Yamnicky. Each bench is engraved

with a victim's name and arches over a shallow reflecting pool of water, lit from below. The benches for the passengers who were aboard the plane at the time of the crash are positioned so visitors will face the sky when reading the victim's names. The benches dedicated to the victims who were inside the building are positioned so their names and the Pentagon are in the same view.

A curved wall known as the Age Wall also is a significant part of the memorial. The wall increases in height from 3 inches to 71 inches to represent the ages of the victims.

Eighty-five paperbark maple trees were clustered throughout the memorial, and these trees feature foliage that changes to orange and red each fall. The trees will eventually grow to 30 feet, providing a canopy of shade over the memorial.

The Pentagon Memorial is free and open seven days a week year-round, though visitors are urged to contact the Memorial in advance due to potential restrictions or closures related to the COVID-19 pandemic. More information about the Memorial is available at <https://www.washington.org/find-dc-listings/national-911-pentagon-memorial>.

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The Flight 93 National Memorial - Shanksville, Pa.

At 10:03 a.m. on September 11, 2001, the last of four planes that were hijacked earlier that morning crashed into a field near the town of Shanksville, Pennsylvania. The people behind the 9/11 attacks later claimed the hijackers who commandeered the plane intended to crash it into the U.S. Capitol Building in Washington, D.C., but passengers and crew stormed the cockpit, prompting the hijackers to crash the plane into the field, which is less than 20 minutes' flying time to Washington, D.C.

The efforts of passengers and crew onboard Flight 93 were nothing short of heroic. Though everyone aboard the flight perished in the crash, the attack on the U.S. Capitol was thwarted, saving untold number of lives. All passengers and crew on board Flight 93 were awarded a Congressional Gold Medal on September 11, 2014.

The Flight 93 National Memorial is located in Stonycreek Township in Somerset County, Pennsylvania, roughly two miles north of Shanksville. The memorial was opened to family members of the victims on September 10, 2015, and is now open to the public seven days a week, 365 days a year from sunrise to sunset, though visitors are urged to contact the Memorial in advance due to potential restrictions or closures related to the COVID-19 pandemic.

In September 2005, the Flight 93 Advisory Commission, which included family members of the victims as well as design

and art professionals and community and national leaders, chose a design proposal submitted by Paul Murdoch Architects and Nelson Byrd Woltz Architects from among 1,100 entries.

The Flight 93 National Memorial includes the Tower of Voices, a 93-foot-tall musical instrument that holds 40 wind chimes, one to represent each of the 40 passengers and crew members who perished in the crash. The tower is located on an oval concrete plaza that includes two curved concrete benches facing the opening of the tower. The tower is surrounded by concentric rings of white pines and deciduous plantings. A live webcam of the Tower of Voices can be viewed at <https://www.flight93friends.org/plan-your-visit/webcams>.

Visitors to the Flight 93 National Memorial also can visit the Memorial Plaza. The Memorial Plaza features the Wall of Names, which is made up of 40 white polished marble stones inscribed with the names of the passengers and crew who were aboard Flight 93 on 9/11. The Memorial Plaza extends one-quarter mile alongside the area where Flight 93 crashed. Visitors can walk along the Memorial Plaza and view the impact site, including a grove of eastern hemlock trees that were damaged by the crash. A gap in the tree line is still visible and serves as a lasting "scar" of the crash.

More information about the Flight 93 National Memorial is available at <https://www.nps.gov/flni/playourvisit/index.htm>.


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In the two decades since the 9/11 attacks, first responders have continued to make countless sacrifices to ensure their communities are safe and peaceful places to call home. The 20th anniversary of 9/11 is a great time to recognize the efforts of first responders and honor them for all they do.

How to honor first responders

This fall marks the 20th anniversary of the 9/11 terrorist attacks. The attacks on September 11, 2001 remain the deadliest terror attacks in world history, claiming more than 2,900 lives and causing countless injuries and long-term health problems for tens of thousands of civilians and first responders.

The 20th anniversary of 9/11 will no doubt evoke responses that span the emotional spectrum. Sadness may dominate such responses, but the anniversary of 9/11 also is a great time to reflect on the efforts of first responders. First responders played a vital role on 9/11, and many lost their lives and/or suffered long-term health consequences resulting from their selfless efforts to save innocent victims of the attacks.

In the two decades since the 9/11 attacks, first responders have continued to make countless sacrifices to ensure their communities are safe and peaceful places to call home. The 20th anniversary of 9/11 is a great time to recognize the efforts of first responders and honor them for all they do.

• **Donate to local fire departments.** According to the U.S. Fire Administration, 54 percent of active firefighting personnel are volunteers. Many of those volunteer firefighters work for underfunded departments that are in need of financial support. Donating to such departments is a great way to show first responders how much their efforts are appreciated. Donations may be used to purchase new equipment, upgrade existing facilities, provide vital training, and/or improve response times, the latter of which can increase the likelihood that firefighters make it through calls safe and sound.

• **Back legislation to support wounded first responders.** Many first responders suffer significant mental and physical injuries while on the job. Various nonprofit organizations help wounded first responders who may need to make modifications to their homes or purchase costly equipment to get through their daily lives. But nonprofit organizations cannot go it alone in support of wounded first responders. Citizens can do their part by promoting and voting for local, state and national legislation that makes it easy for wounded first responders to get the help they need, when they need it. In addition to urging local politicians to support such legislation, private citizens can utilize social media to promote proposals and other efforts to support wounded first responders. Many 9/11 first responders are still fighting for government-backed support to treat injuries suffered 20 years ago, and a vocal citizenry can be a strong asset in their fight and the fight of countless others in need of help.

• **Commit to supporting first responders year-round.** The 20th anniversary of 9/11 will call attention to the efforts of first responders on that day 20 years ago as well as the countless times since then that these brave men and women have served their communities. But first responders deserve vocal, year-round support. Make a concerted effort to thank policemen, firefighters, EMTs, nurses, and doctors in your community whenever you interact with them, and urge others to follow suit.

First responders play a vital role in communities across the globe. The 20th anniversary of 9/11 can serve as a catalyst for communities to express their support for first responders.



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We remember the courageous efforts of the emergency responders, the everyday heroes who risked their own safety to help others, and all those who lost their lives in the wake of the September 11th terrorist attacks.

City of Mendota

"World's Greatest Little City"



David Boelk,
Mayor



09082021



9-11-2001 20 years



How to discuss 9/11 with children



Twenty years ago, parents across the United States faced the delicate situation of discussing 9/11 with their children. Many adults watched their televisions with a sense of disbelief and horror on September 11, 2001, and parents were forced to explain the inexplicable events of that day to their youngsters.

As the world prepares to commemorate the twentieth anniversary of 9/11, many people who were children or adolescents on the morning of September 11 now have children of their own. Parents may need help explaining the significance of 9/11 to youngsters who were not alive when the attacks occurred. The 9/11 Memorial & Museum recognizes how difficult such conversations may be for parents and offers the following tips that can serve as broad guidelines to facilitate discussions about 9/11 and terrorism.

- **Listen.** The museum notes that some children will want to discuss 9/11 and terrorism and some won't. Discussions should not be forced if kids do not want to talk about 9/11 and parents can let kids know they're ready to listen whenever kids want to talk. Kids who want to speak can be encouraged to share their thoughts and ask questions. Parents are urged to actively listen to kids' concerns, noting their body language and validating their emotions.
- **Don't avoid discussions.** Children who don't want to discuss 9/11 and terrorism should not be forced to do so. But parents also should not avoid discussing 9/11 and terrorism in general solely because of the difficult subject matter. The museum urges parents to invite conversations if children express an interest in learning about terrorism and 9/11. Ask children, "What would you like to know?" or "How does that make you feel?"
- **Remain calm and avoid appearing anxious.** Adults should be aware of their tone when discussing 9/11 and terrorism with children. Make a concerted effort to remain calm and not appear anxious. Answer questions honestly, but also in a way that is developmentally appropriate. Ask children if they have any concerns and provide appropriate, realistic reassurance. Let kids express their feelings and focus on how to cope with those feelings rather than suggesting their feelings are unfounded. If necessary, share what's been done since 9/11 to keep the country safe and prevent future attacks.
- **Learn about 9/11 so you can answer questions truthfully.** The images of 9/11 are indelible, but even adults who lived through the tragedy may not know the answers to questions kids may ask. In anticipation of such questions, parents can visit 911.memorial.org to learn more about 9/11 so they're better prepared to answer kids' questions. Resolve to find answers to questions together if need be.
- **Emphasize hope.** Acts of terrorism are often so horrific that they can contribute to a deep sense of despair. But parents can explain to children that events like 9/11 also tend to bring



out the best in people who are inspired to help and support family, friends and strangers alike. Emphasize the ways this happened on 9/11 and express to kids that their own acts of compassion may help to prevent future acts of violence and intolerance.

The twentieth anniversary of 9/11 may inspire children to ask questions about the attacks and other acts of terrorism. Parents can employ various strategies to ensure such conversations are constructive and supportive.

On this day of mourning and remembrance, we pause to pay tribute to the police, firefighters and first responders who made the ultimate sacrifice to save others and to all of the September 11th victims whose lives were cut short.






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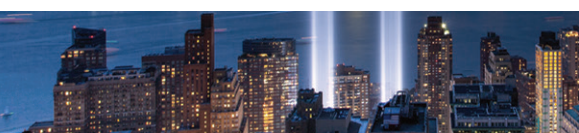



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9-11-2001

20 years



9-11-01
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Did you know?



The terrorist attacks of September 11, 2001 were perpetrated on American soil and in American airspace, but the tragedy that unfolded on 9/11 affected countries across the globe. The attacks on 9/11 claimed the lives of citizens of 78 countries. People around the world mourned those who perished in the attacks, and various world leaders made comments that reflected the global impact of the senseless acts of violence that were perpetrated on 9/11. The comments from then-German Chancellor Gerhard Schroeder reflect how shaken the world was in the aftermath of the attacks. "They were not only attacks on the people in the United States, our friends in America," Schroeder said, "but also against the entire civilized world, against our own freedom, against our own values, values which we share with the American people."



On the 20th anniversary of the September 11th terrorist attacks on America, we pause to remember the tragic events of that day, honor the memories of those who perished and recognize the first responders who risked their own lives to save others.

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