



THE OPRAH WINFREY SHOW

*prah*

SEPTEMBER 18, 2001

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HOST: Oprah Winfrey

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HOW TO TALK TO CHILDREN ABOUT AMERICA UNDER ATTACK

OPRAH WINFREY: A special hour with first lady Laura Bush.

Unidentified Girl #1: I stay up thinking about the buildings collapsing.

Unidentified Boy #1: I do worry about my mom and dad when they go to work.

SETH: My parents say don't worry about it. It doesn't make me feel better.

Unidentified Girl #2: I would really like it to be all better in the morning, but it's not.

LEE: I hope that never happens again.

WINFREY: Our children are asking questions we've never heard before. How do we answer them? First lady Laura Bush: How to talk to our children, next.

Hello, everyone. Good to see you.

First lady Laura Bush--I know it's a surprise--first lady Laura Bush came to Chicago today with an important message. As many Americans walk around scared and traumatized by the horrific tragedy that took place just a week ago.

Mrs. LAURA BUSH: A week ago this morning.

WINFREY: This morning. We have to think who can the children look up to if we can't pull it together? How should we talk to our children? And this is a very important question that Mrs. Bush has been asking since this tragedy occurred. And later, Mrs. Bush and Dr. Phil McGraw are going to talk to you parents, to teachers, whom you say is most important to talk to...

Mrs. BUSH: That's right.

WINFREY: ...because they're spending more time with the children...

Mrs. BUSH: With our children. We're asking them to console our children. We need to also pay attention to them and console them.

WINFREY: And console them. We're going to be talking to teachers, to parents, and of course, to children, and try to answer their questions. But let's have a seat. First of all, you're--you're--you're right, it was just a week ago...

Mrs. BUSH: A week ago. In fact, I just saw, while I was waiting in the green room, the president and the vice president were in the Rose Garden, and they asked America to have a moment of silence for the exact--exact week since it happened, and then ABC, which--of course...



WINFREY: Yeah.

Mrs. BUSH: ...that's what I was watching in the green room closed with the national anthem--with a beautiful rendition of the national anthem. And it seems like it's been such a short week in many ways, but also it seems like it's been forever, and a lot of things that happened before that, we hardly remember. I know that that'll change. I know that as time goes on, we will remember all the great things that happened before that week, like the National Book Festival, which just happened again.

I was in Chicago last week--the week before, with Mrs. Fox. We had the state visit, Vicente Fox and Marta Fox from Mexico, and...

WINFREY: But is this...

Mrs. BUSH: ...all those memories will come back.

WINFREY: Is this happening to you, too, Mrs. Bush, where things that seemed important don't seem important anymore?

Mrs. BUSH: Well, I think that's really right. I think that's one thing that's happened to our country, is a lot of the things that we used to complain about, road rage, all of those things, seem very trivial now, and we probably are even slightly embarrassed about the way we might have acted before we found out what really was important, and--and now we know, of course, what's really important are the people we love and our country, and to have the chance to tell all the people we love that we love them, and to make them know that, to hear that from us every day.

WINFREY: So tell me, where were you? I know all of us now will remember where we were...

Mrs. BUSH: Exactly.

WINFREY: ...the moment this happened. Where were you?

Mrs. BUSH: I happened to be in Senator Kennedy's office. I was going that morning to brief the Senate Education Committee on the findings from a summit that I had this summer about early childhood education, and I actually heard about the first plane as I got in the car to drive to his office, and then heard about the second plane en route. So when he met me at the door--not of his office, he met me at the door of the office building, and I said, 'We--you know, we've got to postpone the hearing.' And so then we went into his office, and Senator Judd Gregg joined us, who's a very close friend of mine as well, and we waited in there.

We didn't watch the television. We talked to each other and I'm not really sure if Senator--Senator Kennedy was just trying to distract me so that I--you know, the whole weight of it wouldn't be that obvious, or maybe distract himself, because of the things he's been through in his life.

But anyway, then we waited there, and we got the word that they were evacuating the White House and evacuating the Capitol, and so we waited for a



little bit, and I went on with a--the Secret Service took me to a safe place, a safe building. And then of course, the first thing I did was call my girls, to make sure they were safe, and they couldn't believe I was waking them up so early; they didn't know. And then I called my...

WINFREY: Where were the girls, in their...

Mrs. BUSH: They were both in their--both in their universities. And then I called my mother, and she thinks I called to reassure he--her that I was OK, but the fact is, I called to hear her voice and to have her reassure me.

And my mother and her generation, my father, lived through something very similar that now none of us, or very few of us, are left that lived through it, the attack on Pearl Harbor, and the--you know, those things, and so I knew...

WINFREY: Did...

Mrs. BUSH: ...she could be reassuring to me.

WINFREY: Did you try to call your husband? You knew where your hus...

Mrs. BUSH: No, I talked to him immediately. I talked to him first.

WINFREY: Oh.

Mrs. BUSH: He had--he called me from Sarasota as he was leaving, at that point, he thought, for the White House, and then got--made it there that night.

WINFREY: Did you feel--did you feel, as many of us felt--I--I'm sorry if I'm stepping on you, because I know we're live--did you feel, as I know many of us felt, that the media was giving out too much information at some points?

Mrs. BUSH: Well, no, I didn't really. I felt that parents should monitor how much television their children were watching.

WINFREY: No, I meant in terms of where your husband was. I mean, you all--you...

Mrs. BUSH: Oh. Yeah. No, no, I didn't think so.

WINFREY: You did not think that. Because I thought the--because the White House, or the Secret Service was aware the president or perhaps Air Force One was also under attack, and then when he moved to Shreveport, it was announced on the television. And when he moved to Omaha, to a bunker, it was announced on the television.

Mrs. BUSH: No, I didn't feel that way.

WINFREY: You didn't feel that way.

Mrs. BUSH: I think people wanted to know where the president was, and that



he was safe.

WINFREY: How is the president?

Mrs. BUSH: He's fine. He's doing very well. He's...

WINFREY: Is he sleeping? Are you sleeping?

Mrs. BUSH: Yes, uh-huh. We're both sleeping. He is very focused. He has a lot of resolve. He's so proud of America. Everywhere we go--today, when I drove in from the airport, there were flags everywhere. Every single place I go, people say, 'I'm praying for you, I'm praying for our country.' We've never been so unified, and it's really strengthens him, and me. And we see how people are handling it all over our country. And to go to the memorial services, the things that we've done, to meet the families...

WINFREY: Right.

Mrs. BUSH: ...who have lost loved ones, or whose loved ones are injured, and--and then what they're saying is, 'I'm praying for you, and I'm praying for our country.'

WINFREY: Did he decide immediately--because I thought that I had just said on the air the day before there was a national day of mourning that there needed to be...

Mrs. BUSH: Yeah.

WINFREY: ...a national day of mourning, and for whomever pulled that together, to have such an extraordinary service--did you all not think that the ceremony in the National...

Mrs. BUSH: It was a beautiful service at the National Cathedral.

WINFREY: ...Cathedral was--it was extraordinary. And important.

Mrs. BUSH: Yeah.

WINFREY: Extraordinary, important and unifying.

Mrs. BUSH: Exactly. One thing that all of us know who are people of faith is that right now, this is a time that faith is so important...

WINFREY: That's right.

Mrs. BUSH: ...for our country to come together, every faith. We are a country of every race, of every creed, of every faith, and we need to remember that, especially now, under these circumstances.

WINFREY: May I ask, were you personally afraid. You were...

Mrs. BUSH: I was never personally afraid.



WINFREY: You were not personally afraid.

Mrs. BUSH: No, I wasn't.

WILLIAMS: Hearing that jets were headed for...

Mrs. BUSH: No.

WINFREY: You were not personally afraid.

Mrs. BUSH: I was not personally afraid.

WINFREY: But what kind of woman are you, that you wouldn't be afraid?

Mrs. BUSH: I will say I had--I was not at the White House, which that--when they evacuated the White House, and when they did, they said to my staff members who were there--most of my staff were with me, which I'm really glad, because most of them had gone to the Senate building with me for the education briefing--but when they told people at the White House to run, you know, they were, of course, afraid, and--and I have some members of my staff, very young women, who were very, very afraid.

And thing that I think--and we need to remember this--is that the way we ourselves cope with this, and the way our children do--the very first day, some of the youngest women on my staff just fell apart and wept all day. And then two days later, other people, older people, were the ones who were falling apart and weeping, and the younger ones were consoling them, so I think we all need to realize that we're going to cope with this in different ways, in a different time and--and that...

WINFREY: And if the sh...

Mrs. BUSH: ...all the feelings we have are natural, the feelings or sadness or the feelings of anger or the feelings of...

WINFREY: Anxiety.

Mrs. BUSH: ...anxiety or uncertainty or confusion.

WINFREY: But you know, many of us are feeling a sense of anxiety, and we're not at the White House. When we--I was first talking to your staff about--to do the show here or do the White House, I was thinking, well, I don't know if the White House is where I want to be right now. So those of us who aren't in the hot seat, who are not in--in a pressure point, are feeling a sense of uneasiness and anxiety...

Mrs. BUSH: Sure.

WINFREY: ...but you feel none of that.

Mrs. BUSH: Well, I mean, of course, I feel like everyone does, sadness and anxiety and--but I also feel--I know that everything is being done to make sure America is safe. I know about that, so, you know, because I know that, I



feel reassured.

WINFREY: So when the president comes home at night, do you all talk about this?

Mrs. BUSH: We do a little bit, but really not that much. I mean, that's what he's talked about all day. That's what I know he's thinking about every minute when he's at home. This will probably sound funny, but we have three pets that we're crazy about, and since our children aren't there with us to be with us and to entertain us, we let our our three pets entertain us.

And one thing about pets, I think all of you children, especially, if you have animals at home, can take a little feeling of reassurance with them and being with them. But one of the women who was injured in the Pentagon bombing--we went to visit the hospital where she was--her husband showed me a picture of her before she was injured; he wanted me to see what she was like, because of course now, there was a lot of tubes and it was hard to tell what she would have looked like. And then I turned, looked at the next picture, and the next picture was a picture of their two dogs that he was going to show her as soon as she woke up. So I think there are a lot of ways we can get comfort, seek comfort and certainly for ...(unintelligible).

WINFREY: Well, we're here today to try to comfort the children and the parents and teachers who have to speak to their children. We'll be right back with the first lady, Laura Bush.

(Announcements)

LEE: I have been watching a lot of television. I've just been worried about the people, the people who lost their families. I saw the plane crash into the tr--the trading center, and the buildings falling down. My dreams were pretty scary, and lots of dying. I'm just glad my parents are still with me, and not dead. I would like to tell the families that I'm really so--sorry for them, and I hope that that never happens again.

WINFREY: That was Lee, who is eight years old, and we know Lee is not alone in his fears and his worries, and that's one of the reasons we're doing this show today.

First lady Laura Bush made a special trip here to Chicago exactly one week after the horrific tragedy on September 11th, to talk to the children, to talk to the parents and the teachers.

As a former teacher, what would you be doing right now?

Mrs. BUSH: Well, I think that--I think teachers are in a really very, very hard position, and we all need to be sympathetic with our children's teachers. They are suffering exactly the same emotions we are, the same sadness, the same confusion, the same feelings of insecurity, and they're taking care of our children. They don't just have our child in their class, but they, you know, have 20 others or more. So I think whatever we can do as parents to help our child's teacher would really be great. If we could take things up to school, if we could take food up to school, if we could think of activities



that would be distracting and--and reassuring for children to help the teacher. We also could help our schools provide the counselors they might want to have. Maybe they'd want to get together small groups of children with a counselor and a teacher.

WINFREY: Do you think all schools should, in some way, be dealing with this issue?

Mrs. BUSH: Yes.

WINFREY: Should refer to it...

Mrs. BUSH: Yes.

WINFREY: ...because I know that I've heard other moms say--and I know Kathy is a mom in our audience who says that she's disappointed that her eight-year-old daughter's teacher chose not to discuss the attack at all with the students. She says that the teacher felt it was not his responsibility. Is that true?

KATHY (Audience Member): Yes.

WINFREY: Yes.

KATHY: Just exactly. They...

Mrs. BUSH: Well, and that is a--you can also understand how he might have felt. He probably was having a lot of trouble dealing with it himself...

KATHY: Absolutely.

Mrs. BUSH: ...and didn't know what to say to children.

WINFREY: But you feel the school...

KATHY: I--I think that--you know, they didn't say much. They said...

Mrs. BUSH: Yeah.

KATHY: ...we feel it is the parents' role, and I agree with that, but I think we're in a partnership.

Mrs. BUSH: That's right.

KATHY: You know, all of this kind of unfolded. You know, we had good mer--"Good Morning America" on, she sees the whole thing, we drop her to school. There's six hours where they were scared, unsure. I knew the teachers were feeling the same way, but I think there had to be a--an open line of discussion. They had a lot of questions, and you know how kids on a playground are.

Mrs. BUSH: Sure.





KATHY: It--one thing goes, it gets bigger and bigger. You know, are other planes coming? It could make a horrendous situation, if it's possible, even worse...

Mrs. BUSH: Even worse.

KATHY: ...in their mind. If maybe just some basic facts were given, just the reassurance that we're doing everything to keep you safe, I think would have helped.

Mrs. BUSH: Well, I think that's what children really want to hear from their parents and their teachers, and that is reassurance that your school is safe, you're going to be safe. And I also think that schools and--the children in schools and the teachers in schools will do better if schools make an effort to get help for the teachers who might want it, help and just ideas about what to talk to their students about.

WINFREY: So you believe that the schools should address the issue, because I know that there are many schools who have chosen to avoid talking about it at all.

Mrs. BUSH: I think everyone would do better if the schools would address it, as well as the parents. And the schools--the teachers want to address the issue in the same way that the parents do. They want to reinforce what parents say, which is that children are loved, they're safe, and all the things that go along in a school day, just the routine of the school day is reassuring children.

WINFREY: Jennifer, stand up, because Jennifer's a second-grade teacher, Mrs. Bush, who says she is not sure--what? How much of a role...

JENNIFER (Audience Member): ...(Unintelligible) a teacher, it's so hard to know how much or how little to say in a classroom.

Mrs. BUSH: That's right.

JENNIFER: You have some parents who do want you to be--have you discussing it. You have some parents who want to use school as a forum to get those feelings out, and then are so--are some parents who don't want you to s--discuss it at all.

Mrs. BUSH: Discuss it at all. That's right.

JENNIFER: They want to keep that information from their children.

WINFREY: So what are you saying? What have you said?

JENNIFER: We--on Tuesday, we had counselors in our school. We were fortunate enough to have counselors who came and gave the basic facts, and at that time, the teachers themselves didn't know what was going on. We were cut off from--you know, we don't have radios...

Mrs. BUSH: Sure.



JENNIFER: ...or TVs around, so we got our basic information from the counselors. And they were wonderful. They really came in and they did the best that they could ...(unintelligible) and they did reassure the kids. Of course, then they go home, and they see everything on TV, and I think that Wednesday was a very difficult day, too. So how much--how much should we be talking in the classrooms about...

Mrs. BUSH: Well, I think just whatever it--use common sense and be--and say what's appropriate, for sure. And I think continue to do activities, activities that maybe distract a little bit, maybe not the hardest activities or the ones that require the most...

WINFREY: Concentration.

Mrs. BUSH: ...concentration with children, but also figure out ways that children can be constructive. They really want to be constructive and it does alleviate that helplessness that we feel. I mean, that's why people lined up to give blood because they wanted to do something. And children can write letters. They can send letters to their own firefighters in their own neighborhoods to thank them in honor of the lives of the firefighters that were lost or to their own policemen in their own neighborhoods. There are lots of things that they can do. But you're right, teachers walk a very fine line, because some parents might not ever even want it to be mentioned. And--but it sounds like your school really did the right thing with the counselors coming in to give just the basic facts of what happened.

WINFREY: Well, how do you explain terrorism to a child? Next, Dr. Phil McGraw talks to parents along with Mrs. Bush, who wants to know.

(Announcements)

Unidentified Girl #2: My friends have been telling me things--you know, to keep strong and be proud of America and try to keep on the good side. I believe them but, you know, I still have a knot in my stomach always whenever I think about it.

Unidentified Girl #3: My mom's been telling me not to worry because there--God's watching over you but the planes keep crashing and the gut feeling keeps telling me, 'Well, you're safe but you're not real safe.'

Unidentified Girl #4: My parents have not made--said anything to make me feel good about this.

SETH: My parents say, 'Don't worry about it. None of our relatives died and none of us were in the building, so we're happy now.' It doesn't make me feel better, because--because the people there--I feel so sorry for the men. I just can't stop thinking about it.

WINFREY: How to talk to our children. We're back with first lady Laura Bush. Joining us is Dr. Phil McGraw. As we just heard, what some parents are saying to their children is not comforting to the children at all, Phil. And if--you know, you were listening to us. What can you say?



Dr. PHIL MCGRAW: Well, I think one of the things we have to realize is that children's worlds are much smaller than ours. And one of the biggest mistakes we can make is asking children to deal with adult issues or asking children to hold themselves responsible or accountable for things they don't control. Their world is much smaller. And if everything in their world is right and--and--in their immediate world, if--if the routines are there. You know, you were talking earlier about do activities in school and things. They've got to learn that things go on, that the routine is there, that--that Mom and Dad are there. You know, and as I've said, there's got to be more physical contact with the children. Turn the television off and talk about other things and...

WINFREY: A lot of people didn't see that show because we were pre-empted by the networks, where you had said that during this time, you might see your children sort of regressing into behaviors that they, you know, once had. You know, kids want to sleep in the bed or--or are more clingy or crying or needy, touchy, feely kind of things.

Dr. MCGRAW: There--there--those are good warning signs to see that our children are--are internalizing this and taking it too much to heart, and--and I think that the best thing to do with children is tell them the truth, but tell them the truth at the level they can deal with it. We--we do need to let them know that this is a very isolated event. I mean, that's the whole idea of terrorism. They don't have the ability to make a blanket attack, so what they do is--is they do a high-profile isolated attack, and they need to understand that. You know, a lot of children have seen this replayed so many times, they think it's happening over and over again, and--and so we need to--we need to talk about it. We need to put it in context and--and talk about it at the level they can talk about it. A lot of children don't even know what the word 'terrorism,' or 'terrorist' means. That's--that's an adult word. We need to talk to them about good guys and bad guys, and we've had some bad guys do some isolated things, but we're going to get through this, and here's how, and then start spelling out for them what they can do.

WINFREY: Well, Heather is a mother of two and wants to know how to explain just--what you just said, hijacking and ter--terrorism to her children. Heather.

HEATHER (Audience Member): Hi. My sons had a difficult time understanding why there were Americans on the plane. They said why..

WINFREY: How old are your sons?

HEATHER: Six and eight. And they said, 'Well, why would the Americans crash into the building?' I was trying to say, 'But the Americans didn't crash into the building. There were bad guys on the plane.' They didn't understand about fighting back or how can you not fight back. Hijacking was a very difficult thing to try and explain to them.

Dr. MCGRAW: It is difficult to explain. I think one of the things we have to do is model our answers to the level of the child. At six and eight, you need to be much more concrete, and you need to sit down and--and ask them some questions to see what they know, like 'Do you know what jail means? Do you



know what criminal means?' Find out what they know, and I think you'll be surprised at what they understand, because they need to understand these aren't soldiers that did this--this thing, these are criminals. These are murderers that should be in jail. And those that are caught, that aren't dead, will be in jail. These are bad people.

There's--there's good people and bad people, and the bad people forced them--themselves into the situation, and did some really stupid and terrible things. But it's over. It was isolated. And then we need to point to all of the things that they can take comfort in--the policeman, the fireman, you, your--your husband, the teachers. I was talking to someone yesterday that said for children, the biggest building they experience is their church and their school. Those are the big icon buildings in their lives, and let them know, 'Your church is still here. Your school is still here.' But I--I don't think you want to try to tell them don't worry or care about what happened. Do care, but understand that it's not impacting you tomorrow or today.

And--and Mrs. Bush said something that I can't underline enough: Give those children something to do. Have them write letters. Have them...

WINFREY: To their own fire department.

Dr. McGRAW: To their own fire department. Have them write letters to--to the families that have lost people. Have them build a flag at school. Give them activities, give them something to do. You've got to give these children something to do, so they feel like they're empowered, instead of just passive.

WINFREY: Because aren't we all going to be defined at this time by what we do, and how we respond to the children is going to make a difference in--in all of our futures, really.

Mrs. BUSH: And also children take emotional cues from adults, so if you can keep a very calm and relaxed atmosphere in the home, and I think no m--there's no more time when a routine is more reassuring than in a time of tragedy, and that is sharing meals with your children and of course, reading books before you go to bed. It helps people sleep better to have heard a story. It's very reassuring for children to hear their parent's voice, to--to read a story, even with your older children. They might think it's a little funny if you want to start reading to them again, but it's a...

Dr. McGRAW: Well, but you...

Mrs. BUSH: ...nice to share stories ...(unintelligible).

Dr. McGRAW: But you know, you said earlier you wanted to hear your mother's voice...

Mrs. BUSH: Yeah, my own mother's voice.

Dr. McGRAW: And so even as adults, we want to touch those things that have been the touchstones in our lives.

Mrs. BUSH: Yeah.



Dr. McGRAW: And so parents have to be there for them, and again, get them out from in front of the television with the sensational video that they're seeing, and--and spend time talking to them, and see what their level of curiosity is. That tells you at what level you should explain things, how curious are they.

Mrs. BUSH: And of course we can't explain terrorism, you know, we really can't. It's just a horrible, evil thing. But one good thing out of that is that we've seen so much good, so many, many people--this was a few people who did the evil thing, and--and everyone else who's done the good things, the firefighters and the hospital workers and the doctors and the...

WINFREY: What does one do...

Mrs. BUSH: And even in the midst of the tragedy, the people who carried someone who is paraplegic all the way down 68 flights of stairs at the World Trade Center are the other people who--Father Judge, that everyone saw, he was giving the last rites to the firefighter, and died while he did that. I mean, there are so many sacrifices. They think the--some of the people on the plane that crashed in Pennsylvania, you know, took--did--did try to fight back with the hir--the hijackers, and so saved--they don't know where that plane was going, but saved some other people.

Dr. McGRAW: And let them see...

WINFREY: Everybody thinks it was going to Washington, DC. Was that what you were told?

Mrs. BUSH: No, I don't think anyone really knows for sure. I mean, there's a lot of speculation about where it might have been going, but--but they don't know.

WINFREY: Well, we're hearing from children who are afraid of planes literally falling out of the sky. Next, what the airlines are doing to prevent this from happening again. We'll be back with John Nance.

Unidentified Boy #1: Yes, I do worry about my mom and dad when they go to work, when I'm in school, pretty much all the time, that the buildings that they work in could also be hit by a plane. I do worry about a plane crashing into where my mother works.

Unidentified Girl #1: I'm feeling worried that if this happens again, we could be hurt, we could be next, and it's just a terrible thing that's going on.

Unidentified Girl #2: I worry a lot about my mom and dad and the big buildings that they work in. I feel like a bomb might go on it, or a hijacker might do a plane again and it would go straight into the building.

Unidentified Girl #1: I'm worried about maybe some parents that were in there, that worked at the World Trade Center in New York, that if they had children, and one day they took them to school, not knowing what was going to happen, and then later that day, the parents died, and the children don't know.



They're looking for them--where's my mom? Where's my dad?

(Announcements)

Unidentified Girl #1: I'm afraid of going on an airplane, and I'm afraid of going to other countries.

Unidentified Girl #3: Before, I was a-scared of going on planes, but then I got on the plane and it wasn't so bad, but until this week, I saw planes crashing, and I definitely don't want to go on now.

Unidentified Girl #4: I haven't been scared to go on an airplane before, but now I'm scared. I'm afraid that somebody will get on that's not supposed to, and bomb it.

WINFREY: Well, John Nance, a pilot, best-selling author and international air safety analyst for ABC News, got on a plane last night for the first time since the tragedy and came here to answer our questions.

John, it's good to see you.

Mr. JOHN NANCE (Airline and Airport Safety Analyst): Good to see you.

WINFREY: We've been talking about airline safety for over a decade now.

Mr. NANCE: That's right.

WINFREY: Over a decade. Well, 13-year-old Alex wants to know what the airlines--well, that's a question that Alex is going to ask for all of us--are now doing to prevent this from ever happening again. Alex, your question?

ALEX (Audience Member): First, I want to know what the airlines are doing to improve their security. Are they installing new safety systems? And how are they improving it, by how much, and when will they start?

Mr. NANCE: They've already started, Alex. Everything changed last Tuesday morning, everything. All our assumptions had been wrong, basically, our assumptions as pilots in the cockpit, our assumptions in the airport. We really didn't expect that we were going to have this sort of thing happen domestically, and that was a mistake. But we've responded to that by immediately doubling up--now when they started the flights on Saturday--doubling up on the security, the screening, so the people are watching very carefully. They're watching computer lists. They've got people matching tickets to passengers. You can't go into the concourse unless you actually are a ticketed passenger. There are many, many things going on, including screening baggage, eliminating baggage check-in at the curbs, and at the meanti--in the meantime, I should say, there are a lot of task force--forces right now coming together to figure out what we need to do to double up on the security in the future.

You know, I--I would love to be able to say to you it is absolutely 100 percent safe, but that would be lying to you. There's always a risk, but the risk is very, very minimal. As a matter of fact, I'd say--we'll use one of



those huge words--infinitesimal, which means almost none at all, at this point.

And one other thing, if I may. As pilots, our whole world has changed, too. We had always been taught that we could talk a hijacker out of whatever it was they were doing. Now that door isn't coming open to the cockpit ever again.

WINFREY: Is the door--are we going to do steel doors, John? You think we're headed for the steel doors?

Mr. NANCE: We're headed for a very--very reinforced door, Oprah, because we've got to make sure that that cockpit has basically no ability, or leaves no ability for anybody to get in there. That probably means a reinforce Kevlar-type of door. Many different things need to be done. We need to be able to see behind the door, too. We need to...

WINFREY: Like a camera in the cockpit.

Mr. NANCE: That's e--well, or a camera outside the cockpit, to watch behind them.

WINFREY: That's what I mean, that would let you see behind, what's going on in the cabin.

Mr. NANCE: Yeah. Exactly. We may have to get into arming air crews, not for purposes of going back and playing Rambo in the cabin, but for purposes of defending that cockpit in the--in the hideous situation where somebody breaks through all the other barriers that we're putting in place.

But the thing is, just the fact that we're no longer going to let anybody in that cockpit, that changes everything.

Mrs. BUSH: Yeah. Sure.

Mr. NANCE: That changes the whole equation right there.

Dr. McGRAW: John, what can--what can you say to all of the--the children and the parents--what can we do at the airports to help, to be on alert, to s--I mean, what are--what can we as the traveling public do to contribute to this--to this solution?

Mr. NANCE: You can contribute an awful lot of patience, which I think a lot of us have not had. And I'm guilty of that, too, even as an aircrew member. I get very impatient with some of the--the procedures we've had in the past. But we've all got to pull together as Americans now in--in two ways, not only in the intermediate, to make sure over the next five or six months that we do whatever's necessary to comply with three- and four-hour delays prior to flight.

WINFREY: Because we must--not five or six months--we must never be lax again.

Mr. NANCE: Absolutely. Never, not--not even for a moment.



WINFREY: Right.

Mr. NANCE: But over time, we've got to make this system user friendly, and to do that, we've got to have a really good interface between the speeding--speeding up of the system, in other words, what positions we put in place. All the different screening has to be more compressed in time, so it doesn't take two or three hours to get on a flight. When we do that, we're going to need a lot of cooperation, a lot of understanding.

Dr. McGRAW: And if passengers get to the airport and--and they see something that they're concerned about, or they're actually seated on a airplane and they see something that they're uncomfortable about, do they have the right to get off the airplane, and what should they do? Who should they speak to if--if one of the children or someone else sees something that says I--I'm uncomfortable with this?

Mr. NANCE: They need to speak to somebody immediately. You know, I've always said as a--as a pilot, as an airline captain, you are a part of my crew, really, as passengers, because there are many times--I've had my career saved several times by passengers seeing something in the back, including young passengers. Doesn't matter what your age is. If you see something, then speak up. You ask about it. There's a little button over your head there that calls a flight attendant. You hit that button and you--you say what it is that's worrying you, and--and there is no dumb question in aviation, because you're another set of eyes and ears.

WINFREY: How have you had your life saved?

Mr. NANCE: I had a situation with a flap coming off of an airplane, literally, in Juneau, Alaska. We didn't know that it had two bolts missing out there. The last passenger off the airplane said, 'Oh, by the way, you saw the flap, didn't you?' I said 'What do you mean? Yes, I see the flap every day.'

Dr. McGRAW: John, we did not want to hear that. Tell us something different.

WINFREY: Well, he was saying his life was saved. I wanted to know what it was.

Mr. NANCE: But the point--the point is, Phil, that somebody spoke up, and we listened...

WINFREY: Yes.

Mr. NANCE: ...and we found the problem. It wasn't a major safety of flight problem, but it could have been, that's the main thing. Everybody is a participant in this, and now, as Americans, we are all very definitely tied together as participants. We--we've got a mutual interest in talking to each other. One of the things I teach is communication, and in--communication among crew members, and this is a very vital thing to extend to all the passengers as well.





WINFREY: What else do we need to do, John?

Mr. NANCE: One of the things we need to do is be very, very cognizant of our situation in the airports. If there is some modi--some person, some situation that does not look right, don't hesitate to report it. One of the problems here with these people getting on this airplane was that they were able to sail through a system that was not sufficiently careful about looking at people. We didn't have enough people saying things. These individuals were observed even in, I believe, Florida, maybe even in California, working on computer games with things that--that should have been reported to the FBI. All of us need to be aware of things that don't look right these days. And I don't mean to be paranoid--that's another one--one of those words that means super-afraid of everything--but we need to be very aware, because we're all citizens, and we are all involved in this. We all must make it safe.

WINFREY: Did you feel safe flying this morning?

Mr. NANCE: I did. You know, I really did. And that's a very (unintelligible).

WINFREY: Would you tell me if you did?

Mr. NANCE: I would. I would. As a matter of fact, I put my family, my daughter and granddaughter, on a plane two days ago.

WINFREY: OK. Then you felt safe.

Mr. NANCE: I did.

WINFREY: You did. Thank you very much, John Nance.

Next, what to do if your children are having nightmares about what they have seen. And then, what if we're having nightmares, Phil. We'll be right back.

(Announcements)

Unidentified Girl #1: The first thing I saw on TV was the World Trade Center--Center collapsing, collapsing, falling down on the ground. It--blowing up, just fire everywhere, people halfway out of the building at the very top floor crying and screaming, trying to get help. But they couldn't get help. And I stay up thinking about it, just having flashbacks from TV going on in my head.

Unidentified Girl #2: When I go to bed at night, I feel oh, you know, I'll go to sleep. This will be all over. In the morning it will be all better. But, I mean, I would really like it to be all better in the morning, but it's not.

Unidentified Girl #3: When I go to the bed at night, I try not to think about it, but when I go to sleep, I dream about planes crashing into buildings.

SETH: When I go to bed at night, I have nightmares and bad dreams about what happened. I'm dreaming about I'm in the building and it was collapsing and then I got buried and no one ever found me.



WINFREY: That was 8-year-old Seth. We've heard from many children who say that they are having trouble sleeping. Dr. Phil, what should parents do about that?

Dr. McGRAW: Well, understand that when you're having nightmares, I mean, for folks--well, my age...

WINFREY: Yeah.

Dr. McGRAW: ...you can have it if you eat pizza too late, you know.

WINFREY: Yeah.

Dr. McGRAW: But if--if it's on the heels of something like this, what it tells you is that you're thinking about those things, but you're not talking about them when you're awake.

WINFREY: That's right. Right.

Dr. McGRAW: Now when you're awake, you--you have a mental processes that can push that stuff away. You go to sleep, those go away and they pop up in your mind and you get very covered...

WINFREY: So a nightmare means you haven't dealt with it.

Dr. McGRAW: You have not dealt with it...

WINFREY: Yeah.

Dr. McGRAW: ...in your waking hours.

WINFREY: Yeah.

Dr. McGRAW: So if your children are having nightmares, you may think, 'Well, I don't want to bring it up. That's going to make it more poignant in their mind. They're going to think about it even more.' Not true.

WINFREY: Not true.

Dr. McGRAW: They need to give it a voice. They need to talk about it, and you need to come full circle. Ask children 'So what does that mean to you? If you're afraid, let's talk about what you can do to feel safer.' And maybe it's drawing a--it--it mit not--may not--it may not make sense to us. Maybe it's drawing a picture. Maybe it's writing a letter. Maybe it's just talking about it. But they've got to get it out.

WINFREY: But you were saying, too, that children really need a lot of physical contact regardless of the age. Just like Mrs. Bush wanted to call and hear her mother's voice. What did you say to your daughters when you called them, to reassure them?

Mrs. BUSH: Well, that they were going to be safe and that--that I loved them and, you know, that things were going to be all right. And this was, of



course, right at the very start of it.

But I want to say something about what Dr. Phil said. It's so important to let children talk as well, instead of just talking to them, exactly what he was saying, that if children can talk about it, and we've heard here on these videos, a lot of these parents probably have no idea...

WINFREY: Right.

Mrs. BUSH: ...that their children feel this way.

WINFREY: Yeah.

Mrs. BUSH: And a lot--and I think as parents and as teachers both, we talk to children, and we forget to listen to them.

Dr. McGRAW: And you have to involve them in the solution. What can we do about it?

WINFREY: Well, I think it's important for parents who are watching these videos and a lot of my friends are saying, 'Well, my kids seem to be handling it well.' Well, no, none of us are really handling it that well, especially in the first few days. And that hearing these children give--give voice, have a voice to express their feelings, that more than likely your children are feeling a lot of the same thing.

Dr. McGRAW: You know, don't take silence as comfort.

WINFREY: Right.

Dr. McGRAW: Do not think because they're silent, there's comfort. So often if children haven't gotten into a pattern of talking to you about things that don't matter, they're going to have a real hard time coming to you about things that do.

WINFREY: That really do.

Dr. McGRAW: So you have to initiate that, break down the wall and go to the kids and get a solution.

WINFREY: We'll be right back. As we go to break, a fourth grade class shares little things that kids can do to make themselves feel better. We'll take a look at this.

Unidentified Child #1: When bad things happen that you don't understand, exercise so your body and mind feel better.

Unidentified Child #2: Make a poster of your family doing fun things together.

Unidentified Child #3: Try to remember something happy.

Unidentified Child #4: Talk to someone you know and express your feelings.



Unidentified Child #5: Go play a game that makes you happy.

(Announcements)

WINFREY: I noticed from the second day on some of the morning shows how you had given the letter to the country and had from the very beginning emphasized how important it was that we not forget the children through all of this because being a mother of yourself and former--and former teacher. What is it you want us to take away from?

Mrs. BUSH: I want every parent to put their arms around their children and reassure them that they're loved and cared for. I think it's so important. I also hope that teachers and parents will realize that your children are going to ask you a lot of questions, probably the same question over and over, and it might become a little irritating, but try to realize that they are just trying to deal with and cope with the very same feelings that all adults in America are dealing with and coping with right now, and that's an unbelievable sadness that this happened in our country, that this happened to Americans, and just the whole anxiety and insecurity that surrounds a tragedy like this.

But I also know that Americans are strong, that we're very resilient. We see that every single day. We see so many really fabulous acts of goodness and kindness from other Americans, and I hope we can reassure our children about that, too.

WINFREY: We'll be right back.

(Announcements)

WINFREY: Want to say thank you to all the children who came here today, and thank you to first lady Laura Bush. Our prayers will be with you and the president.

Mrs. BUSH: Thank you.

WINFREY: Please let the president know that we are praying for him that he will be guided with a sense of clarity and wisdom to do what is best for our country.

Mrs. BUSH: Thank you very much, Oprah.

WINFREY: Thank you, Dr. Phil. And thank you, John Nance, who for years has been talking about airline safely--safety. Thank you all for joining us today.

Tomorrow, Dr. Phil will be here again as we talk about some of the anxieties and fears that parents are having themselves in--in coping with this.

Dr. McGRAW: Looking forward to it.

WINFREY: Looking forward to it. Thank you again.