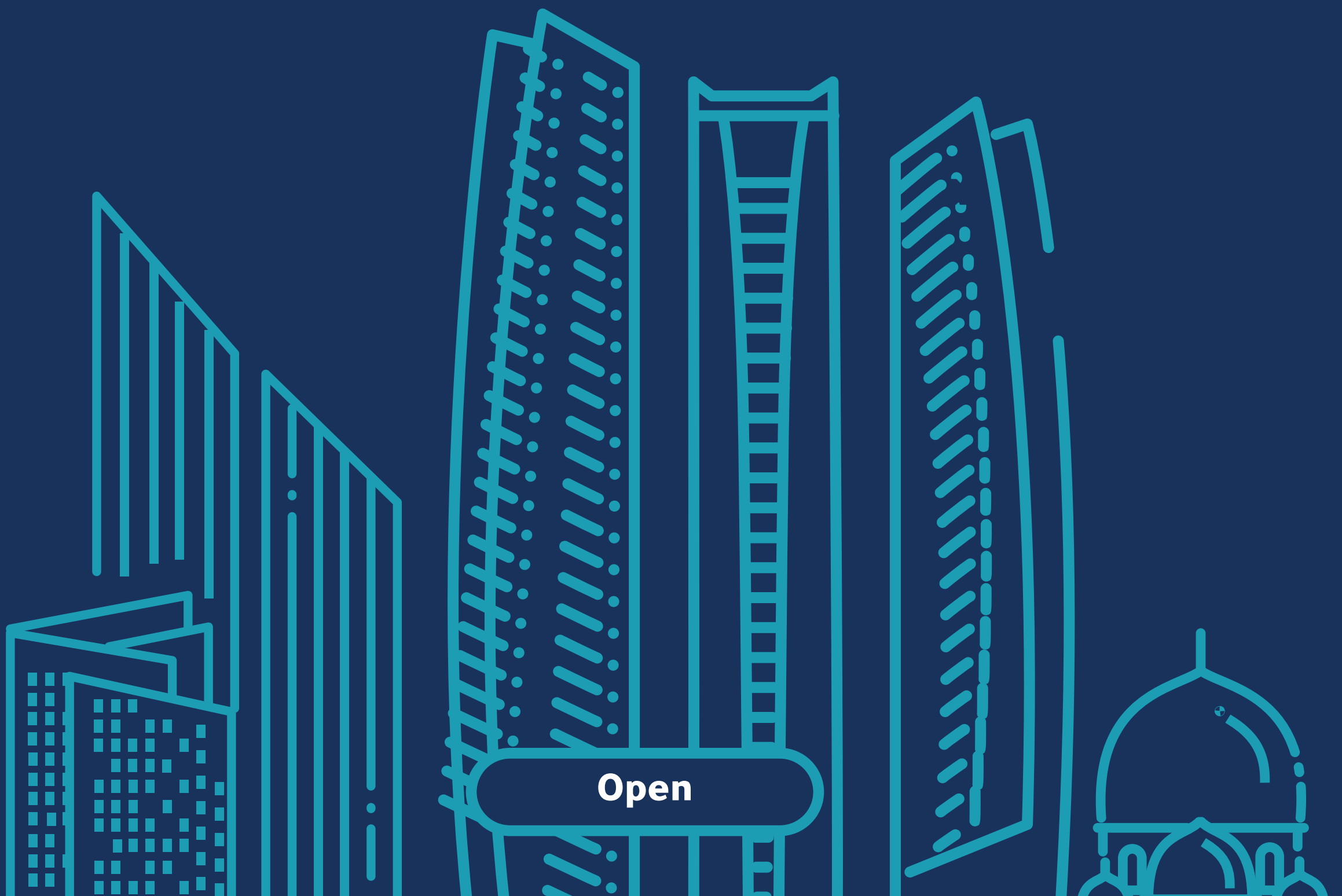


جاهزة مجتمعة مستعدة

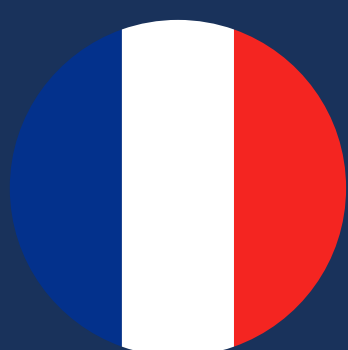
OUR COMMUNITY IS PREPARED

Awareness Guide for Dealing with the Current Regional Situation



Languages

Click to reach your preferred language.



Français



English



العربية



Español



বাংলা



中文



മലയാളം



اردو



Tagalog

Content

Click the title to be directed to its page.



- **About the Abu Dhabi Emergency, Crisis and Disasters Management Centre (ADCMC)**
- **About the 'Our Community is Prepared' Campaign**
 1. Emergency Preparedness in Advance
 2. Signs That May Require Attention
 3. How the Warning System Works
 4. What to Do If Debris Falls
 5. Why is Filming at Incident Sites Dangerous?
 6. How Do You Protect Yourself From Rumors and Misinformation?
 7. Official Channels for Information
 8. Key Emergency Numbers and Contact Information
 9. Digital Security and Message Verification
 10. How to Deal with Children During Emergencies
 11. How to Support Older Adults and People of Determination During Emergencies
 12. Guidelines for Handling Pets During the Current Situation
 13. Safety Guidance While Driving
 14. Safety Inside the Home When Hearing Explosions
 15. Safety in Public Places and Outdoors
 16. Safety in Shopping Malls or Enclosed Places
 17. Emergency Procedures - Workplace Building
 18. How to Act After the Danger Has Ended
 19. The Role of the Community in Enhancing Safety During Crises
- **Participating Entities in the Campaign**

About the Abu Dhabi Emergency, Crisis and Disasters Management Centre (ADCMC)

The Abu Dhabi Emergency, Crisis and Disasters Management Centre (ADCMC) was established pursuant to Law No. (22) of 2019, with the objective of enhancing the Emirate's preparedness to address emergencies, crises, and disasters, while ensuring effective response and rapid recovery.

The Center is responsible for developing public policies, strategies, and plans related to emergencies, crises, and disaster management. It also conducts studies, field visits, audits, and assessments to ensure the readiness of relevant entities and their ability to respond efficiently and with agility to associated challenges.

In addition, the Centre plays a pivotal role in coordinating efforts among stakeholders, strengthening collaboration and knowledge exchange with strategic partners, and leveraging its integrated system to enhance the Emirate's overall resilience in managing emergencies, crises, and disasters.

About the **'Our Community is Prepared'** Campaign

The "Our Community is Prepared" campaign is a key awareness initiative launched by ADCMC in collaboration with government entities and companies across Abu Dhabi.

It aims to enhance community readiness and raise awareness on how to effectively respond to various risks and emergencies.

The campaign phases are determined based on risk assessments, operational reports from relevant centers, and emerging developments, ensuring that awareness messages are timely, relevant, and aligned with the current situation. The campaign focuses on:

- Raising community awareness of potential risks and preparedness measures
- Promoting preventive behaviors to minimize risks and impacts
- Aligning and unifying awareness messaging across entities
- Building public confidence and reassurance through official information

Phase One: **(Severe Weather Conditions)**

The first phase of the campaign focused on raising public awareness on how to respond to severe and unstable weather conditions, such as heavy rainfall, strong winds, and climate fluctuations.

Awareness messages included safety guidance during rainfall, safe driving practices under adverse weather conditions, avoiding hazardous areas such as water accumulation zones,, and adhering to official instructions.

This phase contributed to strengthening preventive behaviors within the community and reducing risks associated with weather-related events.

Phase Two: **(Current Regional Developments)**

In response to ongoing developments, the second phase of the campaign was launched to enhance public awareness on appropriate actions during current regional conditions.

This phase witnessed intensified awareness messaging targeting all segments of society, strengthened coordination and integration with entities and strategic partners, and a strong emphasis on relying on official information sources. These efforts contribute to enhancing public reassurance and maintaining community stability.

01

Emergency Preparedness in Advance



Know the emergency exits at home, at work, and in public places.



Choose a designated assembly point in a safe, sheltered area to avoid injuries and damage, and ensure all family members are aware of it.



Keep important emergency numbers readily available, for example: Police **999**.



Follow alerts and instructions issued by official authorities



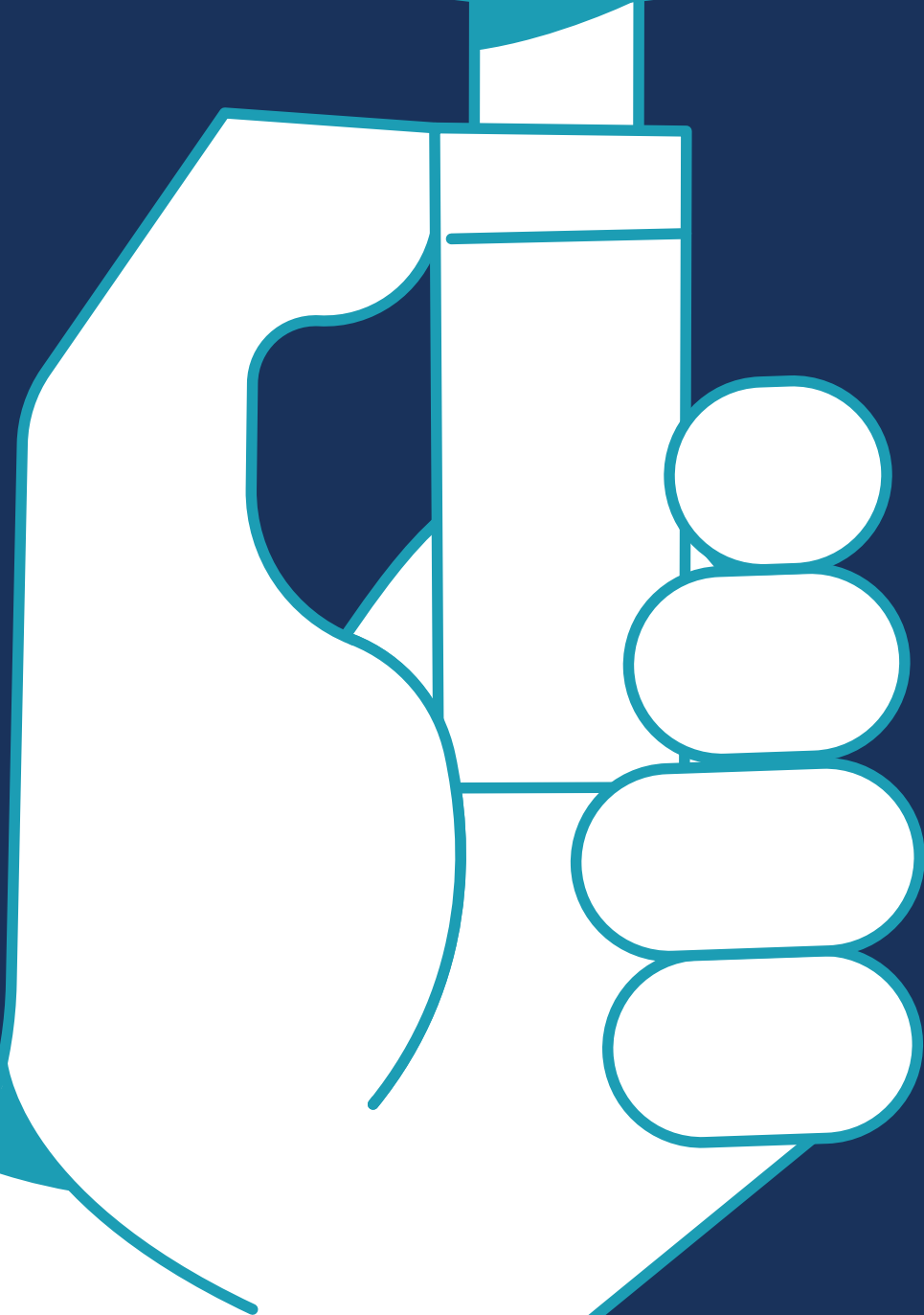
Ensure a first aid kit and a home fire extinguisher are available.



Prepare an emergency bag (ready bag) containing essential supplies such as a flashlight, extra batteries, drinking water, light food items, a portable charger, and copies of important documents.

02

Signs That May Require **Attention**



In some situations, people may notice unusual signs in the air, such as:



Seeing a flying object at a relatively low altitude.



Hearing a continuous or unfamiliar engine sound in the sky.



Observing a flying object moving at a steady speed or along an unusual path.



The sound continues briefly before fading away.



Noticing moving lights in the sky.

The presence of such signs does not necessarily indicate danger. However, it is advisable to follow preventive guidance and official instructions as a precaution.

03

How the Warning System Works

The warning system is designed to quickly alert the public to potential threats and deliver clear messages that support appropriate action. Alert methods may include sirens, text messages, mobile notifications, or messages through official channels.



Warning Message Definition:

An alert indicating a potential danger, accompanied by safety instructions that must be followed



Warning Stages:

Danger Alert:

Indicates that immediate attention is required and that official instructions must be followed without delay.



Accompanying instructions:

May include staying inside the building, avoiding windows, or avoiding certain areas.



All-Clear Notice:

Indicates that the competent authority has announced that the immediate threat has passed. Any follow-up guidance should still be observed, and normal conditions may gradually resume.

What Should Be Avoided When You Hear the Alert?



Avoid going outside out of curiosity or gathering in open areas.



Avoid filming from windows or sharing live footage from the incident location



Avoid circulating voice notes or text messages from unknown sources.



Do not neglect assisting children, older adults, or persons of determination at home.

04

What to Do if Debris Falls



Stay calm, move away from the area, and remain at a safe distance from the impact site.



Do not touch or move any debris.



Do not gather at the scene to allow emergency personnel access to the area.



Check on your family's safety and reassure them to reduce panic.



Do not approach. Debris may contain explosive or hazardous materials.



Do not assume that any unfamiliar object or debris is harmless.



Avoid photographing the impact site or posting images on social media.



Rely on official sources within the country for information and avoid spreading rumors, unverified or fabricated information.



Call the emergency number **999** to report the incident to the competent authorities.

05

Why is Filming at Incident Sites Dangerous?





It hinders the movement of emergency teams.



It increases congestion around the incident site and makes scene management more difficult.



It exposes the person filming and those nearby to the risk of secondary incidents.



It violates the privacy of injured and affected individuals.



It contributes to the spread of inaccurate information.



It distracts drivers and people on the scene, potentially leading to additional accidents.



It may reveal sensitive details about the incident site before the relevant authorities complete their work.



It may result in the spread of distressing scenes within the community.



It may lead to a misleading interpretation of the incident.

06

How Do You Protect Yourself from Rumors and Misinformation?





Verify the source before believing or sharing any news or information.



Rely on official channels for information and updates.



Do not share unconfirmed information, even if it appears urgent or important.



Avoid sensational or exaggerated headlines intended to provoke fear or anxiety.



Report accounts or content that spread misleading information to the competent authorities.

07

Official Channels for Information

During emergencies, ensure your sources of information are clear and reliable. Follow the official accounts and platforms of the relevant authorities, and do not rely on unverified accounts or unauthorized individuals.



@mofauae

UAE Ministry of Foreign Affairs



@uaegove

UAE Government Media Office



@modgovae

Ministry of Defence



@wamnews

Emirates News Agency "WAM"



@ncemauae

National Emergency Crisis and Disasters Management Authority



@moiuae

Ministry of Interior



@adcmc_ae

Crisis and Disasters Management Center - Abu Dhabi



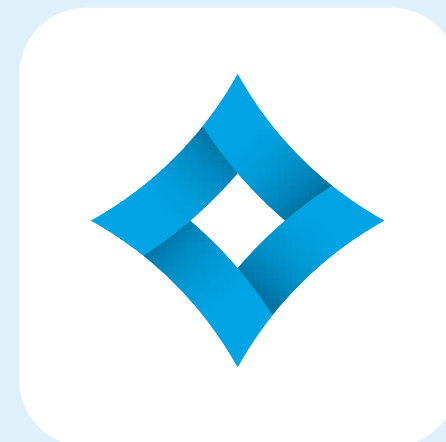
@gcauae

General Civil Aviation Authority



@dubaimediaoffice

Government of Dubai Media Office



@admediaoffice

Government of Abu Dhabi Media Office



@ajmanmedia

Government of Ajman Media Office



@sharjahmedia

Government of Sharjah Media office



@fujairah_media_office

Government of Fujairah Media Office



@rakmediaoffice

Government of Rak Media Office



08

Key Emergency Numbers **and Contact Information**



Essential emergency numbers should be kept in a visible place at home and saved on the phones of adult family members. It is also advisable to teach older children the main numbers and how to ask for help when needed.



Abu Dhabi Police and
Abu Dhabi Civil Defense
Authority

999



Electrical
emergency

991



Water
Emergency

992



Department of Municipalities
and Transport

993



Psychological Support
- Sakina

800725462



Social Care
Services

800444



Reporting emergencies on
the sewerage network -
TAQA Water Solutions

028180000



Abu Dhabi
Government

800555

09

Digital Security and Message Verification

Important warning:

Fraudulent messages have been circulating while impersonating certain entities and asking recipients to open suspicious links or enter personal data.



To Protect Your Information:



Do not click on any unknown or suspicious link.



Do not share any personal data or sensitive information.



Verify the source of the message before taking any action.



Ignore suspicious messages and do not engage with them.

10

How to Take Care of Children During Emergencies



Reassure Them and Strengthen Their Sense of Safety.

- Reassure them that they are safe and that the competent authorities are working to protect everyone.
- Show them support and care, and remain close to them.
- Speak to them in a calm, confident tone that conveys reassurance.



Answer Their Questions Clearly and Listen to Their Feelings.

- Listen carefully to their questions.
- Acknowledge their feelings, reassure them, and give them the opportunity to express themselves without interruption.
- Provide simple, clear explanations that suit their age and needs.
- Show understanding of their fears or worries.
- Encourage them to talk about how they feel.



Limit Exposure to Distressing News.

- Reduce their exposure to news or images that may cause anxiety.
- Ensure information comes only from official sources.
- Maintain a calm and reassuring home environment.



Using Supportive and Reassuring Language.

- Use positive phrases that strengthen their sense of safety.
- Remind them that you are always there to support and protect them.
- Kind words and a calm tone help reduce stress and anxiety.



Maintain Daily Routines as Much as Possible.

- Maintaining usual daily activities helps reduce anxiety.
- Encourage calm activities such as reading or family conversation.

11

How to Support Older Adults and Persons of Determination During Emergencies

Promote a Sense of Safety and Reassurance.

- Stay close to them and ensure they feel supported and cared for.
- Speak to them calmly and kindly to help ease stress and anxiety.
- Listen attentively and show appreciation for their feelings and experience.
- Avoid leaving them alone for long periods or making them feel isolated.



Use Reassuring and Positive Words.

- Use calm words and a gentle tone that promote comfort and safety.
- Explain what is happening in simple, clear language without complexity.
- Avoid conveying news in an exaggerated or alarming manner.
- Give them enough time to ask questions and express their concerns.



Provide a Safe and Supportive Environment.

- Ensure that the home or place of stay is safe and easy to move around in.
- Remove obstacles that may hinder movement or cause tripping.
- Place essential items where they are easy to reach.



Manage News and Information Exposure.

- Rely only on official sources for information.
- Set specific times for following the news to avoid constant anxiety.
- Avoid circulating unconfirmed information or rumors.
- Maintain a calm and reassuring home environment.



Strengthening Family and Community Support.

- Include older adults and persons of determination in family discussions and decisions.
- Provide ongoing psychological and social support.
- Encourage cooperation among family members to ensure the care they need.



Consider the Needs of Persons of Determination.

- Make sure the devices or assistive tools they depend on are available.
- Ensure chargers or batteries are available for medical or assistive devices.
- Provide support when they need assistance moving around.



Seek Support and Guidance When Needed.

If family counselling or support is needed, you may contact the Family Counselling Call Centre at:

80033322

12

Guidelines for Handling Pets During the Current Situation





Keep pets indoors and in a safe place.



Ensure food, water, and essential medications are available for several days.



Do not allow pets to approach unidentified objects or incident locations.



Prepare a safe carrier or transport method in case relocation is required.



Keep pets calm and close to their owners to reduce stress.



If you cannot care for your pet or notice an abandoned animal, call Department of Municipalities and Transport on **993**.

13

Safety Guidance While Driving



Follow These Instructions:



Reduce your speed.



Avoid stopping in exposed or crowded areas.



If there is a nearby building, move towards it and follow shelter-in-place instructions inside.

If You Are Unable to Reach a Safe Building:



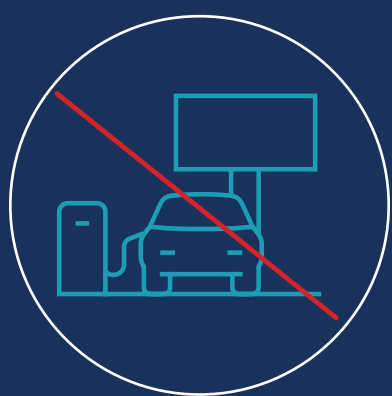
Stop the vehicle in a location away from tall buildings and glass facades.



Remain inside the vehicle with the windows and doors closed.



Lower your body position as much as possible to reduce exposure to fragments.



Avoid stopping near poles, billboards, or fuel stations.



Cover your nose and mouth with a cloth or tissue if there is dust or smoke.



Avoid sharing unverified information on social media.



Avoid posting videos or images that may cause concern or spread rumors.



Wait until an official notification that the emergency has ended, then resume your normal activities.

14

Safety Inside the Home When Hearing Explosions



Safe Areas:



Interior rooms
with few or no
windows



Hallways



Under concrete
staircases



Ground floor

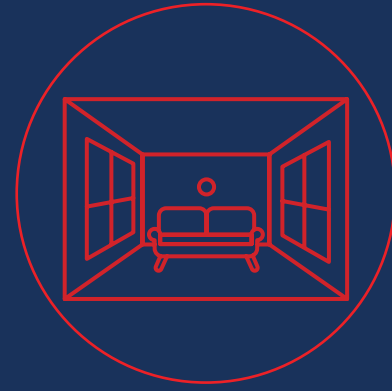


Basement

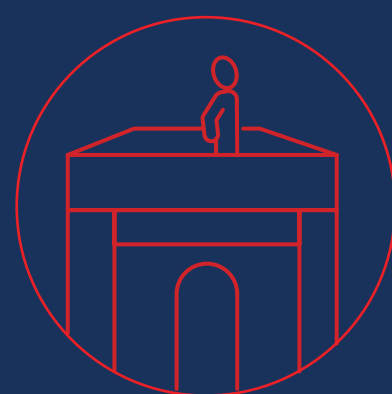
Unsafe Areas:



Outer
perimeter
wall



Windows and
glass walls or
glass doors



Rooftops



Balconies

- Do not go outside after hearing any blast until you receive the all-clear message indicating that the situation has ended.
- Resume your normal routine after receiving the all-clear notification.

15

Safety in Public Places and Outdoors



- If you hear explosive blasts or receive an emergency alert while you are outside the home, stay calm and follow safety guidance.

Follow the Guidance Below:



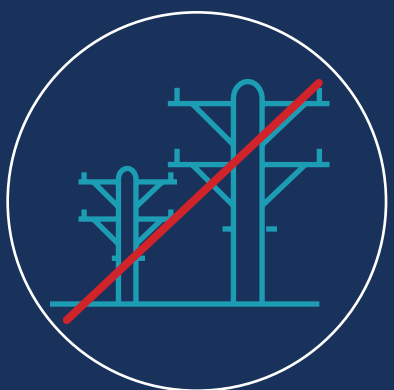
Stay calm and avoid crowding or pushing.



Look for the nearest safe building and follow shelter procedures inside.



Avoid gathering in open spaces.



Keep away from power poles, tall structures, billboards, windows, glass walls, and vehicles.



If there is no nearby building, lie flat on the ground and cover your head with your hands.



Follow the instructions issued by the competent authorities.

16

Safety in Shopping Malls or Enclosed Places





Move to interior areas away from glass.



Follow the site's security and safety instructions.



Use the stairs and avoid using elevators.



Adhering to the instructions and guidance of safety marshals in shopping malls and other public places helps protect your safety and that of others.

Complying with instructions helps protect your safety and others'.

17

Emergency Procedures **Workplace Building**



When You Receive an Emergency Warning Message From the Competent Authorities:



Step 1:

Stop working immediately.



Step 2:

Remain calm and do not panic.



Step 3:

Keep away from windows and glass.



Step 4:

Move to the building's basement, if available.



Step 5:

Use the stairs only.



Step 6:

Wait for a message confirming that the situation is safe, then return to your office.

18

How to Act After the Danger Has Passed



After Receiving the All-Clear Notice, It Is Recommended to Follow These Guidelines:



Check that all family members are safe.



Make sure there are no hazards or damage at the location.



Do not approach any strange or suspicious objects or areas where unusual odors are present. Move away immediately and report the incident to the relevant authorities.



Continue following instructions issued by official authorities.



Avoid approaching incident sites or affected areas.



Resume daily activities gradually.

19

The Role of the Community in Enhancing Safety During Crises



The community plays an important role in supporting safety during crises and emergencies.

This Can Be Done By:



Complying with instructions issued by the official authorities.



Avoiding the publication and circulation of rumors or unreliable information.



Helping older adults and People of Determination when needed.



Cooperating with the competent authorities and facilitating the work of emergency teams.



Demonstrating calmness and social responsibility.

Community cooperation strengthens safety and protects everyone.



مكتب أبوظبي الإعلامي
Abu Dhabi Media Office



Participating Entities

دائرة الطاقة
DEPARTMENT OF ENERGY



دائرة البلديات والنقل
DEPARTMENT OF MUNICIPALITIES
AND TRANSPORT



دائرة القضاء
JUDICIAL DEPARTMENT



مكتب أبوظبي التنفيذي
ABU DHABI EXECUTIVE OFFICE



دائرة التنمية الاقتصادية
DEPARTMENT OF ECONOMIC DEVELOPMENT



دائرة التمكين الحكومي
DEPARTMENT OF GOVERNMENT ENABLEMENT



دائرة التعليم والمعرفة
DEPARTMENT OF EDUCATION
AND KNOWLEDGE



دائرة الصحة
DEPARTMENT OF HEALTH



ديوان ممثل الحاكم
RULER'S REPRESENTATIVE COURT
منطقة الظفرة AL DHAFRA REGION



مركز الإحصاء
STATISTICS CENTRE



دائرة تنمية المجتمع
DEPARTMENT OF COMMUNITY
DEVELOPMENT



دائرة الثقافة والسياحة
DEPARTMENT OF CULTURE
AND TOURISM



أبوظبي
للتنقل
Abu Dhabi
Mobility



شرطة أبوظبي
ABU DHABI POLICE



هيئة أبوظبي للزراعة والسلامة الغذائية
ABU DHABI AGRICULTURE AND FOOD
SAFETY AUTHORITY



هيئة البيئة - أبوظبي
Environment Agency - ABU DHABI



هيئة أبوظبي للإسكان
Abu Dhabi Housing Authority



مجلس أبوظبي
للجودة والمطابقة
Abu Dhabi Quality &
Conformity Council



هيئة أبوظبي للدفاع المدني
ABU DHABI CIVIL DEFENCE
AUTHORITY



الهلال الأحمر الإماراتي
EMIRATES RED CRESCENT



صحة
SEHA



مجموعة
تدوير



أدنوك
ADNOC



هيئة الرعاية الأسرية
FAMILY CARE AUTHORITY



قطارات الاتحاد
Etihad Rail



مجموعة موانئ أبوظبي
AD PORTS GROUP



مركز أبوظبي
للصحة العامة
ABU DHABI PUBLIC
HEALTH CENTRE



مركز أبوظبي لإدارة المواد الخطرة
Abu Dhabi Hazardous Materials Management Centre



هيئة زايد
لأصحاب الهمم
Zayed Authority
for People of Determination



ألدار
ALDAR



جمارك أبوظبي
ABU DHABI CUSTOMS



أكاديمية ربدان
Rabdan Academy



هيئة
أبوظبي
للطفولة
للبحر
HAFSA



مطارات أبوظبي
ABU DHABI AIRPORTS



مؤسسة التنمية الأسرية
Family Development Foundation



الإمارات للطاقة النووية
ENEC



مكتب أبوظبي للاستثمار
ABU DHABI INVESTMENT OFFICE



غرفة أبوظبي
ABU DHABI CHAMBER



Abu Dhabi
Sports Council
مجلس أبوظبي الرياضي



مركز أبوظبي
للمشاريع والبنية التحتية
Abu Dhabi Projects
and Infrastructure Centre



مجالس
أبوظبي
MAJALIS ABUDHABI



الإتحاد
ETIHAD



ساند
SANID
مؤسسة الإمارات
BY EMIRATES FOUNDATION



REINFORCING CRISIS READINESS

  [adcmc_ae](#)

 [adcmc.gov.ae](#)

Published March 2026