Expats: be ready far from home

Living away from your home country adds extra layers to any emergency: residency papers, an embassy to reach and family in another time zone. This page helps expatriate residents sort documents, contacts and insurance, and know whose instructions to follow.

CHECKLIST

- [ ] Valid passports and residence visas
- [ ] Paper and digital copies of each person's ID and passport
- [ ] Medical insurance details
- [ ] Insurer phone number and policy number
- [ ] Next of kin contact details
- [ ] Copy of your emergency plan with contact numbers
- [ ] UAE emergency numbers: 999, 998, 997
- [ ] Cash in small notes
- [ ] Prescription medicines

PREPARE

- Check whether your home country offers registration for citizens living abroad, and sign up.
- Subscribe to your government's travel advice email alerts for the UAE.
- Keep passports and visas for the whole family valid, stored safely but easy to reach.
- Keep paper and digital copies of each person's passport and other ID.
- Make sure your employer holds up to date next of kin details.
- Pick emergency contacts both close by and out of town.

USE AND MAINTAIN

- Follow instructions from UAE authorities and keep up with local and international news.
- Watch for official warning texts from NCEMA, the Interior Ministry and police.
- Call 999 for police, 998 for ambulance or 997 for civil defence anywhere in the UAE.
- Tell family at home and abroad whether you are safe or need help.
- If told to shelter, stay indoors or go to the nearest safe building or shelter.
- Contact your insurer and airline to learn what help they can give.
- Make your own plans to leave if needed; do not count on a government evacuation.
- Abroad with valid UAE residency? Register on MOFA's Tawajudi for residents for help returning in emergencies.

REVIEW

- Do not approach or touch drone or missile fragments or any unusual objects.
- Keep your departure plans under review.
- Tell your insurer promptly about any damage and photograph it for your claim.
- Keep receipts for lodging, repairs and supplies you pay for.

IN THE UAE

Abu Dhabi's AD999 app and Dubai's DCAS SOS app let you call for emergency help from your phone, and DCAS SOS shares the patient's exact location.

MY NOTES

Sources: UK Government (GOV.UK, FCDO), If you're affected by a crisis abroad (https://www.gov.uk/guidance/how-to-deal-with-a-crisis-overseas); UK Government (GOV.UK, FCDO), United Arab Emirates travel advice (https://www.gov.uk/foreign-travel-advice/united-arab-emirates); Government of Canada, Registration of Canadians Abroad (https://travel.gc.ca/travelling/registration); UAE Ministry of Foreign Affairs, Tawajudi for residents who are outside the country (https://mofaic.gov.ae/en/missions/brussels/media-hub/embassy-announcements/tawajudi-for-residents-who-are-outside-the-country--a-new-service-launched-by-the); UAE Government Portal (u.ae), Handling emergencies (https://u.ae/en/information-and-services/justice-safety-and-the-law/handling-emergencies); UAE Government Portal (u.ae), Emergency phone numbers and apps (https://u.ae/en/information-and-services/justice-safety-and-the-law/handling-emergencies/important-phone-numbers-); UAE Government Portal (u.ae), Getting a health insurance (https://u.ae/en/information-and-services/health-and-fitness/getting-a-health-insurance); Government of Canada, Emergency kit checklist (https://www.canada.ca/en/services/policing/emergencies/preparedness/get-prepared/emergency-kits/get-kit.html); Government of Canada, Make an emergency plan (https://www.canada.ca/en/services/policing/emergencies/preparedness/get-prepared/make-plan.html); American Red Cross, Recovering Financially (https://www.redcross.org/get-help/disaster-relief-and-recovery-services/recovering-financially.html); UAE Ministry of Human Resources and Emiratisation (MoHRE), Health insurance scheme (https://mohre.gov.ae/en/media-center/Awareness-and-Guidance/health-insurance-scheme.aspx)
General guidance in our own words. Always follow your local authorities.