Brief your household helper

A nanny or domestic worker may be the only adult at home when a fire or medical emergency happens. This page helps families give their helper the numbers, address and simple steps they need, written on a card they can grab.

CHECKLIST

- [ ] Printed emergency contact card for the helper
- [ ] List of important numbers posted where it is easy to see
- [ ] Fire extinguisher the helper knows how to use
- [ ] Torch or brightly coloured cloth for signalling
- [ ] Children's medicines list with doses
- [ ] Copy of the family emergency plan

PREPARE

• Provide medical care or health insurance for your helper, as UAE law requires.
• Let your helper keep their own passport and ID, as the law requires.
• Add your helper to your family emergency plan; plan forms include caregivers.
• Write a contact card with names, home address, phone numbers and key local numbers.
• Post the list of important numbers somewhere easy to see.
• Walk through the home's safe exits and outside meeting place together.

USE AND MAINTAIN

• In a fire, leave at once and do not stop for belongings.
• Do not use the lift, and close doors behind you if you can.
• If smoke blocks the way, stay low under it or use the second exit.
• If trapped, close the door, block the gap with a wet towel, call and signal from a window.
• Once outside, go to the meeting place, then call for help. Stay out.
• For a medical emergency, call 998 for an ambulance.
• Keep emergency calls short and give only the vital facts.
• Tell the listed emergency contacts, and share medical details with first responders.

REVIEW

• Do not re-enter the home until police or Civil Defence say it is safe.
• Cool a burn under cold running water for at least 20 minutes, then get medical care.
• Keep children with a trusted adult and reassure them that the disruption will pass.
• If your helper is hurt while working, remember employers must pay work injury compensation.

IN THE UAE

Dubai's DCAS SOS app can request an ambulance and pinpoint the patient's location, which helps a helper who is unsure of the address.

MY NOTES

Sources: UAE Government Portal (u.ae), Domestic workers (https://u.ae/en/information-and-services/jobs/Workplace-regulations/domestic-helpers); UAE Government Portal (u.ae), Handling emergencies (https://u.ae/en/information-and-services/justice-safety-and-the-law/handling-emergencies); Ready.gov (FEMA), Make a Plan Form (https://www.ready.gov/plan-form); American Red Cross, Household Preparedness Workbook (https://www.redcross.org/content/dam/redcross/get-help/youth/Household-Preparedness-Workbook.pdf); American Red Cross, What To Do If A Fire Starts (https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/fire/if-a-fire-starts.html); Government of Canada, Make an emergency plan (https://www.canada.ca/en/services/policing/emergencies/preparedness/get-prepared/make-plan.html); Government of Canada, Emergency kit checklist (https://www.canada.ca/en/services/policing/emergencies/preparedness/get-prepared/emergency-kits/get-kit.html); US Centers for Disease Control and Prevention, Keeping Children Safe Away from Home (https://www.cdc.gov/children-and-school-preparedness/keeping-safe/index.html); US Centers for Disease Control and Prevention, Before, During, and After an Emergency (https://www.cdc.gov/children-and-school-preparedness/before-during-after/index.html); Abu Dhabi Department of Education and Knowledge (ADEK), Early Education Institutions Emergency Management Policy (https://www.adek.gov.ae/-/media/Project/TAMM/ADEK/Policies/Early-Education-Policies/Health-safety-and-wellbeing/ADEK_EEI_Emergency-Management-Policy_EN.pdf); British Red Cross, Burns (https://www.redcross.org.uk/first-aid/learn-first-aid/burns) General guidance in our own words. Always follow your local authorities.