

You're Not Alone: A Practical Guide After a Fire

IMMEDIATE ACTIONS

1. First 30 Minutes — Safety Above All

- ✓ Move to a safe area as directed by authorities
- ✓ Do not re-enter the building unless officially cleared
- ✓ Stay with family or flatmates if possible
- ✓ Avoid smoke and fumes
- ✓ Follow instructions from Civil Defence and Police

Do not rush decisions. Your safety comes first.

2. Emergency Contacts in the UAE

If immediate assistance is required, contact:



999 Police emergency
998 Ambulance
997 Fire / Civil Defence

If you are unsure which service to call, dial 999 and follow instructions.

3. First 24 Hours — Stabilise

Must do:

- ✓ Secure a safe place to rest for the night
- ✓ Eat, hydrate, and rest
- ✓ Keep your phone charged and reachable

If safe and permitted:

- ✓ Collect essential items only (ID, phone, wallet, keys)
- ✓ Take photos of damage if possible (for records or insurance)

If belongings or documents are lost, this is common — solutions exist.

4. Health Check — Even If You Feel "Fine"

- ✓ Breathing discomfort or coughing
- ✓ Chest tightness
- ✓ Headaches or dizziness
- ✓ Eye or throat irritation

If symptoms worsen, seek urgent medical care immediately.



5. What to Do After Displacement

- ✓ Confirm whether your building is temporarily or permanently inaccessible
- ✓ Avoid making rushed long-term decisions in the first 48 hours
- ✓ Keep receipts for temporary accommodation, transport, or essentials
- ✓ Inform your employer, school, or relevant parties if needed

6. Mental & Emotional Wellbeing

Emotional reactions after a fire are normal. You may experience:

- ! Shock or numbness
- ! Anxiety or panic
- ! Difficulty sleeping
- ! Trouble concentrating

Helpful steps:

- ✓ Rest and maintain simple routines
- ✓ Talk to someone you trust
- ✓ Limit exposure to distressing news
- ✓ Seek support if feelings feel overwhelming

7. Documents & Records



Write down what is missing to speed up next steps.

8. Insurance & Tenancy — What to Prepare

- ✓ Incident details (location, date, reference number)
- ✓ Photos or videos of damage (if available)
- ✓ Tenancy contract or policy number

Do not sign anything you don't understand. Ask questions and take notes.

9. How to Ask for Help

When you're ready to ask for help, you'll be asked for:

- ✓ Name
- ✓ Incident (location/date)
- ✓ Requirement

After submission:

- ✓ WhatsApp confirmation
- ✓ Unique case number
- ✓ Step-by-step follow-up

✓ Final Reminder

You don't need to solve everything today. *Focus on safety, rest, clarity, and next steps.* Recovery takes time — and you are not expected to handle it alone.

Rise Again UAE *is here when you're ready.*

