



جامعة عجمان
AJMAN UNIVERSITY

Emergency Procedures for People of Determination (POD)



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1. Introduction

These procedures establish a comprehensive, inclusive, and medically responsive emergency framework designed to ensure the safety, dignity, and well-being of all People of Determination at Ajman University, and to support the implementation of the People of Determination Policy.

2. Purpose

These procedures ensure the safety, protection, and effective emergency and medical response for People of Determination (POD), including students, faculty, staff, and visitors through structured, inclusive, and medically supported protocols.

3. Scope

These procedures apply to all AU community members across academic buildings, clinics, and residential facilities, and cover both evacuation and immediate medical response.

4. Procedures

Ajman University is committed to a safe, inclusive, and accessible environment, ensuring emergency preparedness incorporates individual needs and appropriate medical care, aligned with institutional and international standards.

5. Emergency Response Framework

5.1 General Emergency Protocol

In addition to the University's general [Emergency Plan and Procedures](#) (November 2020), emergencies involving People of Determination (POD) shall follow the below medically responsive and accessibility-focused procedures:

- Ensure scene safety and identify or remove any immediate hazards.
- Assess the individual's condition and provide immediate medical assistance or first aid based on the condition.
- Contact emergency services (998) in cases of severe or potentially life-threatening illness or injury, where necessary.
- Coordinate with the Emergency Response Team (ERT), including trained first aid/CPR responders, security personnel, and relevant staff members, as appropriate.
- Stabilize the individual in accordance with established medical protocols and the individual's specific needs or condition.
- Evacuate the individual safely according to their medical, physical, sensory, cognitive, or mobility needs.
- Inform emergency responders if additional medical, accessibility, mobility, or communication support is required.

- Maintain clear access routes and reduce unnecessary crowding around the area.
- Document and report the incident in accordance with institutional procedures.

6. Category-Specific Emergency and Medical Procedures

6.1 Individuals with Visual Impairment

Evacuation Support

- Clearly identify yourself and offer assistance
- Provide continuous verbal guidance and environmental descriptions
- Allow the individual to hold your arm

Medical Care

- Assess for injuries, disorientation, or shock
- Provide reassurance to reduce anxiety
- Treat minor injuries (e.g., cuts, bruises) using first aid protocols
- Monitor for dizziness or imbalance during movement

6.2 Individuals with Hearing Impairment

Evacuation Support

- Use visual signals, gestures, or written communication
- Maintain eye contact and ensure understanding

Medical Care

- Check for injuries or signs of distress
- Use visual tools to explain medical assistance
- Ensure the individual understands instructions before treatment
- Monitor for anxiety due to communication barriers

6.3 Individuals with Mobility Limitations (Non-Wheelchair)

Evacuation Support

- Provide physical assistance with consent
- Support movement on stairs or uneven surfaces

Medical Care

- Assess for muscle strain, falls, or fractures
- Stabilize injured limbs if needed

- Avoid forcing movement if injury is suspected
- Allow rest periods to prevent exhaustion

6.4 Wheelchair Users

Evacuation Support

- Do not move the wheelchair without consent
- Use approved evacuation equipment if needed
- Move to designated refuge areas if evacuation is delayed

Medical Care

- Check for pressure injuries, fractures, or circulation issues
- Ensure proper body positioning during evacuation
- Monitor breathing and comfort levels
- Avoid improper lifting that may cause further injury

6.5 Individuals with Psychological or Cognitive Disabilities

Evacuation Support

- Provide calm, clear, and step-by-step instructions
- Avoid overwhelming the individual
- Stay with the individual whenever possible

Medical Care

- Monitor for panic attacks, anxiety, or confusion
- Use calming techniques (e.g., slow communication, reassurance)
- Assist with breathing control if needed (for anxiety episodes)
- Escalate to medical professionals if severe distress occurs

7. Roles and Responsibilities

7.1 Office of Medical Services (OMS)

- Lead medical emergency response and first aid protocols
- Provide training, guidance, and emergency resources
- Coordinate with emergency teams

7.2 Security and Emergency Response Teams

- Execute evacuation procedures

- Provide immediate on-site assistance
- Coordinate with OMS for medical escalation

7.3 Colleges, Departments, and Residential Facilities

- Identify individuals requiring support
- Ensure awareness of procedures

7.4 Facilities and Health and Safety

- Ensure accessible evacuation routes
- Provide appropriate emergency equipment

7.5 Individuals (POD)

- Voluntarily share needs where possible
- Follow emergency instructions

8. Training and Awareness

- Conduct regular drills and simulations
- Provide first aid and disability-specific response training
- Ensure campus-wide awareness of inclusive emergency practices

9. Monitoring and Continuous Improvement

- Regularly review and update procedures
- Incorporate feedback and incident learnings
- Align with updated regulations and best practices

10. References

AU [Emergency Plan and Procedures](#) (November 2020)

Emergency Procedures Fact Sheets for Persons with Disabilities