

Executive Council Resolution No. (1) of 2022
Issuing the Implementing Bylaw of Law No. (3) of 2022
Concerning the Rights of Persons with Disabilities in the Emirate of Dubai¹

We, Hamdan bin Mohammed bin Rashid Al Maktoum, Crown Prince of Dubai, Chairman of the Executive Council,

After perusal of:

Federal Law No. (29) of 2006 Concerning the Rights of Persons with Disabilities and its amendments;

Federal Law No. (3) of 2016 Concerning the Rights of Children ("**Wadeema's Law**") and its Implementing Bylaw;

Federal Decree No. (116) of 2009 Ratifying the Comprehensive and Integral International Convention on Protection and Promotion of the Rights and Dignity of Persons with Disabilities;

Cabinet Resolution No. (3) of 2018 Concerning the National Standard Classification of Disabilities of People of Determination in the United Arab Emirates;

Cabinet Resolution No. (43) of 2018 Concerning Support of the Employment of Persons with Disabilities (People of Determination);

Cabinet Resolution No. (54) of 2020 Concerning Non-Governmental Organisations Providing Habilitation Services to Persons with Disabilities (People of Determination);

Law No. (3) of 2003 Establishing the Executive Council of the Emirate of Dubai;

Law No. (17) of 2005 Establishing the Roads and Transport Authority and its amendments;

Law No. (4) of 2011 Establishing the Mohammed bin Rashid Housing Establishment;

Law No. (11) of 2013 Concerning Health Insurance in the Emirate of Dubai;

Law No. (8) of 2015 Concerning the Community Development Authority in Dubai;

Law No. (28) of 2015 Establishing the Dubai Statistics Centre;

Law No. (1) of 2016 Concerning the Financial Regulations of the Government of Dubai and its Implementing Bylaw;

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¹Every effort has been made to produce an accurate and complete English version of this legislation. However, for the purpose of its interpretation and application, reference must be made to the original Arabic text. In case of conflict, the Arabic text will prevail.

Executive Council Resolution No. (1) of 2022 Issuing the Implementing Bylaw of Law No. (3) of 2022 Concerning the Rights of Persons with Disabilities in the Emirate of Dubai

Law No. (6) of 2018 Concerning the Dubai Health Authority and its amendments;
Law No. (1) of 2021 Establishing the Dubai Digital Authority;
Law No. (2) of 2021 Concerning the Knowledge and Human Development Authority in Dubai;
Law No. (5) of 2021 Concerning the Dubai International Financial Centre;
Law No. (13) of 2021 Establishing the Dubai Academic Health Institution;
Law No. (20) of 2021 Establishing the Department of Economy and Tourism in the Emirate of Dubai;
Law No. (3) of 2022 Concerning Protection of the Rights of Persons with Disabilities in the Emirate of Dubai;
Decree No. (22) of 2009 Concerning Special Development Zones in the Emirate of Dubai;
Decree No. (4) of 2021 Concerning the Supreme Committee of Emergency, Crisis, and Disaster Management in the Emirate of Dubai;
Decree No. (45) of 2021 Concerning the Dubai Building Code;
The Order of 1961 Establishing the Dubai Municipality;
Executive Council Resolution No. (3) of 2014 Forming the Higher Committee for Protection of the Rights of Persons with Disabilities in the Emirate of Dubai;
Executive Council Resolution No. (2) of 2017 Regulating Private Schools in the Emirate of Dubai; and
The legislation establishing and regulating free zones in the Emirate of Dubai,

Do hereby issue this Resolution.

Definitions

Article (1)

The words and expressions mentioned in this Resolution will have the same meaning assigned to them in the above-mentioned Law No. (3) of 2022. The following words and expressions, wherever mentioned in this Resolution, will have the meaning indicated opposite each of them unless the context implies otherwise:

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| UAE: | The United Arab Emirates. |
| Law: | Law No. (3) of 2022 Concerning Protection of the Rights of Persons with Disabilities in the Emirate of Dubai. |
| DSC: | The Dubai Statistics Centre. |

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| Protection Specialist: | An employee of the CDA assigned, as part of his job duties, to follow up the affairs of Persons with Disabilities. |
| Protection of a Person with Disability: | The measures and procedures that must be taken for the Protection of Persons with Disabilities from all forms of Discrimination, Abuse, Neglect, or Exploitation. |
| Accessible Environment: | An environment created by adapting public facilities, services, products, and information to make them accessible to most people, including Persons with Disabilities. |
| Dubai Universal Design Code: | An official manual which is adopted in the Emirate and which contains the standards that ensure meeting the minimum requirements that enable Persons with Disabilities to access and use all buildings, facilities, and means of transport in the Emirate without assistance. |
| Alternative Care: | The provision of appropriate care to a Person with Disability who is unable to take care of himself, or whose family is unable to provide him with appropriate care, through placement in an alternative family environment or through a Government or social system. |
| Database of Persons with Disabilities: | A register maintained by the DSC containing the data of Persons with Disabilities in the Emirate. |
| Standard Classification: | The national standard classification of disabilities adopted pursuant to the above-mentioned Cabinet Resolution No. (3) of 2018. |
| Educational Institution: | A public or private establishment authorised by the competent entities to provide education services at all Educational Stages in the Emirate. These include kindergartens, schools, institutes, colleges, universities, and other academic or vocational educational institutions. |
| Supported Employment: | A set of measures which support a Person with Disability in the work environment, assist him in performing his duties, and enable him to retain his job and to achieve the highest possible level of independence in the work environment. This includes, without limitation, specialised professional training, assistive technologies, and continued development. |

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| Public Services: | The services provided by Government Entities in the Emirate or by the entities authorised by these Government Entities. |
| Identification Card: | A card issued by the CDA to a Person with Disability to enable him to avail of the rights and services to which he is entitled pursuant to the Law, this Resolution, and the resolutions issued in pursuance thereof. |

Healthcare and Medical Treatment Services

Article (2)

The Dubai Health Authority and the Dubai Academic Health Institution must, each within its own jurisdiction and in coordination with the Concerned Entities, ensure that:

1. Persons with Disabilities, whenever possible, and their Care-givers, are involved in making all decisions related to the Healthcare of these Persons with Disabilities;
2. Persons with Disabilities regularly and constantly receive the primary Healthcare appropriate for the degree of their disabilities and the associated health complications, if any;
3. Persons with Disabilities are provided with specialised preventive and therapeutic Healthcare depending on the type and degree of their disabilities, including the prevention of exacerbation of disabilities and minimising, to the maximum possible limits, their negative impact on the functional development and performance of Persons with Disabilities;
4. early screening tools are available to support parents in discovering any disabilities experienced by their children before starting school and up to the age of four (4) years, the provision of these tools is made mandatory at public and private primary Healthcare centres, and all sectors coordinate amongst each other to ensure Accessibility to the relevant records and reports;
5. Persons with Disabilities are provided with the appropriate primary and specialised Health Insurance coverage in a manner that ensures that they receive appropriate preventive, therapeutic, and rehabilitation Healthcare;
6. Health Service Providers are provided with continued training to enable them to interact with Persons with Disabilities and their families, in accordance with the relevant standards adopted for practising medical professions; and their health awareness in respect of the rights of Persons with Disabilities is raised; and

7. health establishments, facilities, and information are managed in a manner that allows Persons with Disabilities to easily and conveniently access them, in accordance with the standards stipulated in the Dubai Universal Design Code, including the use of Accessible Formats when providing Persons with Disabilities with any information related to their medical records and medical prescriptions, and any other information related to their health conditions.

Habilitation and Rehabilitation

Article (3)

Persons with Disabilities have the right to avail of integrated and comprehensive Habilitation and Rehabilitation services and programmes in accordance with their individual needs. The CDA, the Dubai Health Authority, and the Knowledge and Human Development Authority in Dubai must, in coordination with the Concerned Entities, each within its own jurisdiction, regulate Habilitation and Rehabilitation services in the Emirate; and must ensure that Persons with Disabilities have access to the following services, equipment, and programmes:

1. psychiatric and social Habilitation for Persons with Disabilities, and their families, particularly those who suffer from psychological disorders associated with their disabilities;
2. the centres specialised in the Habilitation and Rehabilitation of Persons with Disabilities, and the services of these centres. This includes easy access to the Rehabilitation services provided by these centres;
3. the Assistive Devices that enable Persons with Disabilities to overcome their disabilities and achieve integration in society;
4. the Habilitation and Rehabilitation programmes, whether required at birth or at any later stage, with a view to enabling Persons with Disabilities to achieve the highest level of independence and integration in society;
5. the Habilitation and Rehabilitation programmes that ensure that Persons with Disabilities are re-integrated into society and that assist them in securing employment, particularly where they are subjected to any form of Discrimination, Abuse, Neglect, or Exploitation;
6. the continuing training programmes offered by dedicated Habilitation and Rehabilitation centres, with a view to enabling Persons with Disabilities to derive the maximum benefit from these programmes, meeting their health and social needs, and raising awareness amongst the staff of these centres in respect of the rights of Persons with Disabilities, in accordance with the standards approved for providing Habilitation and Rehabilitation services; and

7. physiotherapy, speech therapy, occupational therapy, and applied behavioural therapy programmes, as required for each type and degree of disability and taking into account multiple disabilities in certain cases, thus achieving the integration of Persons with Disabilities in society and their participation in various social events.

Education

Article (4)

- a. Persons with Disabilities will have the right to receive education throughout all Educational Stages, starting from the Early Childhood stage, to school education, to higher education, to continuing education, to vocational education and training.
- b. The Knowledge and Human Development Authority in Dubai must, in coordination with the Concerned Entities, establish the procedures and processes that ensure that Persons with Disabilities are not deprived of education at any Educational Stage; that support their enrolment, at all stages and without Discrimination, in Inclusive Education programmes and quality alternative educational courses based on the principle of equal opportunity; and that ensure that Reasonable Accommodations are provided to them.
- c. No public or private Educational Institution may deprive any person from education on the grounds of his disability, or impose any additional fees or other amounts in return for any services deemed as Reasonable Accommodations. In this regard, the Concerned Entities in charge of education must approve the relevant requirements and instruction manuals for Reasonable Accommodations in the field of education. For this purpose, and in coordination with the Concerned Entities in charge of education, the Knowledge and Human Development Authority in Dubai must:
 1. develop the policies, plans, programmes, and standards that ensure the provision of education to Persons with Disabilities depending on the type and degree of disability, in line with the highest levels of commitment, quality, and international best practices;
 2. develop the programmes and policies that aim to encourage the recruitment of educational cadres from amongst Persons with Disabilities;
 3. facilitate the learning of writing and reading Braille, use modern technologies and equipment to support persons with visual impairment, and ensure the availability of the means and methods of communication that enhance the independence of students with disabilities in education and training;
 4. facilitate learning and using sign language for persons with hearing impairment and boost their linguistic identity;

5. publish data, information, Statistics, reports, and research on the education of Persons with Disabilities;
 6. conduct scientific research and studies aiming at improving the quality of life of Persons with Disabilities and alleviating the impact of disability on them; and encourage Educational Institutions to conduct such research and studies;
 7. verify that Educational Institutions are providing the appropriate training for their specialists and staff at all the Educational Stages to assist them in identifying cases of psychological, perceptual, and other hidden disabilities amongst Persons with Disabilities and referring these cases to specialists to take the relevant necessary action; and
 8. launch initiatives and adopt programmes that provide students with disabilities with equal learning opportunities at Educational Institutions.
- d. An Educational Institution must:
1. request medical reports on the types and degrees of any disabilities experienced by its students;
 2. apply the procedures and requirements for the early identification of disabilities at the pre-school and school stages as approved by the concerned health authorities;
 3. provide the assessment tools and perform the screening and assessment processes required for identifying learning difficulties and disorders, including hidden disorders of Persons with Disabilities; and develop the appropriate intervention plans which include, without limitation, individual needs in terms of learning and health support services that optimise learning outcomes using the support of concerned specialists and professionals;
 4. adopt the best Inclusive Education methodologies and alternative educational courses to ensure that the required support is provided to students with disabilities and that their special needs are met, with a view to integrating them at all levels of the educational process and facilitating the achievement of optimum learning outcomes;
 5. raise the awareness of, and provide guidance to, educational cadres, students, and parents on the rights of Persons with Disabilities;
 6. provide an Accessible Environment that enables students with disabilities to easily and conveniently access and use all the facilities of Educational Institutions and further their education; and adopt Accessible Formats in imparting information to them, particularly when they take exams; and

7. recruit the necessary human resources, including the teachers, learning assistants, and specialists qualified to deal with various types of disabilities; and train them on facilitating the full integration of Persons with Disabilities in the educational environment.

Participation in Events

Article (5)

Persons with Disabilities will have the right to participate in cultural, sports, recreational, social, and other events on an equal footing with others. The Concerned Entities in charge of supervising the organisation of these events in the Emirate must:

1. provide an Accessible Environment that ensures participation by Persons with Disabilities in various events to the extent permitted by the type and degree of their disability;
2. provide Persons with Disabilities with the opportunity to participate in various events at the national, regional, and international levels; and make the necessary arrangements in this respect;
3. encourage Persons with Disabilities to demonstrate and develop their undiscovered talents and abilities by providing them with the opportunity to participate in various events;
4. provide the means and channels of communication that enable Persons with Disabilities to stay updated on the various events to be organised in the Emirate and to receive the information related to these events;
5. provide the tools, devices, and games that are appropriate for Persons with Disabilities and that enable them to participate in various events; and
6. raise awareness amongst the persons in charge of organising events in the Emirate on the rights of Persons with Disabilities; and train and update them, each within his own powers, on how to interact with Persons with Disabilities.

Recruitment and Employment Opportunities

Article (6)

- a. Persons with Disabilities will have the right to employment without Discrimination and on an equal footing with others through the Inclusive Employment opportunities they may opt for in the public or private sector or through conducting personal business.

- b. No public or private entity may deprive a Person with Disability of employment on the grounds of disability. These entities must provide the Reasonable Accommodations that enable Persons with Disabilities to discharge their duties on an equal footing with others.
- c. In coordination with Concerned Entities, the Knowledge and Human Development Authority in Dubai must:
 - 1. ensure that Inclusive Employment opportunities are provided to Persons with Disabilities and support their right to employment, develop their sense of achievement and contribution, and raise awareness amongst the community on the right and ability of Persons with Disabilities to take up employment;
 - 2. ensure that Persons with Disabilities are provided with opportunities for professional orientation, Habilitation, and training and for continued professional training and development, in accordance with their needs; and that their professional skills and experience are developed to meet the labour market needs;
 - 3. promote Inclusive Employment opportunities for Persons with Disabilities; provide them with the necessary support in securing employment; and adopt support programmes, such as Supported Employment and other programmes and initiatives, that are commensurate with the qualifications of Persons with Disabilities and with the type and degree of disability, whether it is minor, major, or combined disability. This includes any disabilities that require special additional measures, such as mental disorders;
 - 4. encourage the private sector to employ Persons with Disabilities and to offer them the appropriate incentives and facilities;
 - 5. encourage Persons with Disabilities to engage in private business and trade; and launch the initiatives, programmes, and business incubators that enable them to establish their private investment projects;
 - 6. create a database of the employees and job seekers from amongst Persons with Disabilities in the public and private sectors, and a database of available employment opportunities that may interest Persons with Disabilities; and
 - 7. publish data, information, Statistics, reports, and research on the work and employment of Persons with Disabilities; and encourage the public and private sectors to conduct scientific research and studies aiming at improving the quality of life of Persons with Disabilities and alleviating the impact of disability on them.
- d. All Concerned Entities must:

1. not discriminate against any person based on disability in matters of employment, particularly those related to employment applications, employment terms, retention of employees, performance appraisal, career advancement, promotions, end-of-service gratuity, retirement schemes, safe and healthy working conditions, and any other similar matters;
2. provide appropriate and healthy working conditions for Persons with Disabilities, and protect them from all forms of Discrimination, Abuse, Neglect, Exploitation;
3. provide an Accessible Environment for Persons with Disabilities at workplaces and adopt Accessible Formats in imparting information that assists them in performing their duties and enables them to easily and conveniently use all the facilities available in workplaces;
4. provide Reasonable Accommodations for Persons with Disabilities, including those required for performing their employment duties or for participating in training programmes. The Knowledge and Human Development Authority in Dubai must, in coordination with the Concerned Entities in charge of labour affairs, approve the requirements and instruction manuals related to Reasonable Accommodations in workplaces;
5. support vocational and professional Rehabilitation programmes for Persons with Disabilities to ensure that they retain or regain their employment; and
6. raise awareness on the rights of Persons with Disabilities amongst the people interacting with Persons with Disabilities in general, and amongst the human resources staff in particular, and train them on how to interact with Persons with Disabilities.

Accessibility Article (7)

Persons with Disabilities will have the right to an Accessible Environment and the right to access all types of environments as well as their facilities, including transport facilities, information, Public Services, and private services, that are accessible to the public. For these purposes, the Concerned Entities will have the following obligations:

- I. The Concerned Entities must adopt the Accessible Environment standards stipulated in the Dubai Building Code approved by the competent entity in the Emirate as the sole reference for the adaptation of places for use by Persons with Disabilities. For the purpose of ensuring implementation of these standards, the following entities will have the obligations below:
 - a. The Dubai Municipality must:

1. in accordance with its functions and in coordination with the authorities supervising Special Development Zones and free zones, such as the Dubai International Financial Centre, establish the principles, requirements, conditions, and procedures required to ensure implementation of the principles of Inclusive Design in built environments; and supervise the compliance of all parties with these principles, with a view to making these environments easily and conveniently accessible to Persons with Disabilities;
 2. develop the engineering, design, and implementation standards required for the adaptation of buildings, facilities, and constructions in the Emirate, in accordance with international best practices. These standards must be approved pursuant to a resolution of the Director General of the Dubai Municipality; and
 3. raise awareness amongst the persons in charge of operating, maintaining, and managing buildings and public facilities; and train them on the implementation and application of the engineering, design, and implementation requirements and standards for the adaptation of buildings and facilities for use by Persons with Disabilities.
- b. The Dubai Municipality and the entities authorised to issue building permits and completion certificates will, each within its own jurisdiction, supervise the full application of the Accessible Environment standards stipulated in the Dubai Building Code across the Emirate, including in all types of newly licensed and existing buildings and facilities. The Dubai Municipality and these competent entities must submit to the Committee biannual reports on the outcomes of implementing these standards.
 - c. The Dubai Municipality, the Roads and Transport Authority, and the entities authorised to issue building permits will, each within its own jurisdiction, require companies and establishments to implement and complete projects, buildings, constructions, roads, and transport facilities and services in accordance with the Accessible Environment standards stipulated in the Dubai Building Code; and will take the necessary action to proscribe any act of non-compliance with these standards as a violation punishable by the penalties, punitive measures, and fines prescribed in the legislation in force.
 - d. The owners of existing buildings, constructions, and facilities must maintain the achieved levels of adaptability and sustainability to ensure Accessibility to the same by Persons with Disabilities and enable them to use these buildings, constructions, and facilities.
 - e. The Dubai Municipality, the Roads and Transport Authority, and the entities authorised to issue building permits will, each within its own jurisdiction, take the necessary action and impose penalties where the owners of buildings, constructions, and facilities fail to

maintain the achieved level of adaptability and sustainability to ensure Accessibility to the same by Persons with Disabilities and enable them to use these buildings, constructions, and facilities.

- f. The Dubai Municipality and the Roads and Transport Authority will provide official channels for receiving reports and complaints related to failure to comply with the Accessible Environment standards, and will establish an efficient process for informing community members on these channels and for addressing these reports and complaints.
- g. All Government Entities must ensure that their procurement contracts contain provisions that obligate the parties contracting with them to supply products which meet the adaptation specifications that enable Persons with Disabilities to use these products on an equal footing with others, including adopting the principle of Inclusive Design in all the services the Government Entities provide to their clients.
- h. The Roads and Transport Authority will:
 - 1. develop the engineering, design, and implementation standards required for the adaptation of roads, pavements, crossings, car parks, and all types of public transport stations, facilities, and vehicles; and all support services and systems in the Emirate, in accordance with international best practices. The Roads and Transport Authority will supervise the comprehensive implementation of the Accessible Environment standards stipulated in the Dubai Building Code across the Emirate. These standards must be approved pursuant to a resolution of the Director General of the Roads and Transport Authority;
 - 2. establish the specifications required for the adaptation of roads, means of transport, and all services to ensure that they are easily and conveniently accessible to Persons with Disabilities; and supervise compliance with these specifications by the authorities supervising Special Development Zones and free zones, such as the Dubai International Financial Centre;
 - 3. provide special seats designated for Persons with Disabilities in all means of public transport and in all passenger stations;
 - 4. provide the facilities required for enabling Persons with Disabilities to easily and conveniently use the facilities of passenger stations;
 - 5. facilitate the process of obtaining driver's licences by Persons with Disabilities to drive their own vehicles, in accordance with the relevant legislation in force, after verifying that they are capable of safely driving these vehicles; and

6. raise awareness amongst drivers of all means of public transport on the rights of Persons with Disabilities, and train them on how to interact with them.
- II. The Concerned Entities must ensure Accessibility to digital services, information and telecommunication systems, and other services by adopting various types of Accessible Formats as suitable for all types of disabilities. In this regard, these entities will undertake the following:
- a. The Dubai Digital Authority will develop the policies and technical standards related to the requirements for adaption of digital channels, such as websites, smart applications, and other channels; and will supervise compliance by the public and private sectors with these policies and standards, in line with priorities and available resources, in order to make them easily and conveniently accessible to Persons with Disabilities.
 - b. All Concerned Entities will seek to raise awareness on the adaptation of websites and smart applications to allow Persons with Disabilities to use and avail of the services and information contained in these websites.
 - c. All Concerned Entities will seek to raise awareness on the rights of Persons with Disabilities amongst the persons supervising the provision of digital services, and train them on providing Persons with Disabilities with the information they need in an easy and convenient manner.
- III. The Concerned Entities must ensure that Persons with Disabilities can easily and conveniently access Public Service places and platforms through:
1. giving Persons with Disabilities the opportunity to access all the information related to providing Public Services by engaging public relations officers or sign language translators or by providing information and guidance on Public Services in Braille format or any other format that enables Persons with Disabilities to easily and conveniently access this information;
 2. taking the necessary measures and actions to implement the standards stipulated in the Dubai Building Code for the purpose of facilitating access to Public Services by Persons with Disabilities;
 3. raising awareness amongst the employees in charge of providing Public Services on the rights of Persons with Disabilities, and training them on how to interact with Persons with Disabilities;
 4. protecting the rights of Persons with Disabilities to resort to police and judicial authorities, and to take all legal actions that protect their rights under the legislation in force; and providing them with an Accessible Environment at detention and correction centres; and

5. developing the policies and plans required to ensure the protection and safety of Persons with Disabilities in times of Emergency, Crisis, or Disaster.
- IV. The Concerned Entities must ensure the right of Persons with Disabilities to access public places without any obstacles limiting the exercise of that right. In this regard, the Concerned Entities in charge of supervising public places must:
1. adapt public places, including buildings, parks, beaches, libraries, theatres, playgrounds, museums, and other facilities to make them easily and conveniently accessible to Persons with Disabilities, in accordance with the standards stipulated in the Dubai Building Code;
 2. provide public places with the equipment, tools, and guidelines that ensure that Persons with Disabilities use these places on an equal footing with others; and
 3. enable Persons with Disabilities to participate in public events and activities, and in community activities, taking place in public places.
- V. The Concerned Entities must ensure the right of Persons with Disabilities to perform religious rites and to attend mosques and other places of worship. For the purpose of enabling Persons with Disabilities to exercise this right, the Concerned Entities in charge of supervising mosques and other places of worship in the Emirate must:
1. provide an Accessible Environment that enables Persons with Disabilities to attend mosques and other places of worship to perform their religious rituals;
 2. give Persons with Disabilities the opportunity to participate in religious activities and develop the relevant skills and abilities;
 3. provide the tools, equipment, and means that ensure that Persons with Disabilities access the sermons, lessons, teachings, and other religious activities that take place at mosques and other places of worship; and
 4. raise awareness amongst the staff of mosques and other places of worship on the rights of Persons with Disabilities, and train them on how to impart information to Persons with Disabilities.

Social Services

Article (8)

- a. Persons with Disabilities will have the right to access Social Services that allow them, and their families, to enjoy an adequate standard of living without Discrimination. For this purpose, the CDA will:

1. manage and provide financial benefits to Persons with Disabilities, whether monetary or in-kind, in accordance with the standards, conditions, and rules adopted by the CDA in this respect; and provide them with social support services;
 2. promote the establishment of centres specialised in providing Persons with Disabilities with Social Services, and regulate the work of these centres by developing and implementing licensing policies and devising audit and quality assurance frameworks;
 3. develop, in coordination with the Concerned Entities, programmes and policies to attract Alternative Care service providers to provide their services in the Emirate;
 4. conduct, in coordination with the DSC, research, surveys, and census studies in respect of the social conditions of Persons with Disabilities in the Emirate;
 5. provide family counselling to the families of Persons with Disabilities and train these families to communicate and interact with Persons with Disabilities;
 6. address cases of Abuse, Neglect, and Exploitation in accordance with the regulations it adopts in this respect and in a manner that enables Persons with Disabilities, or other persons, to easily and conveniently report any violations committed against them;
- b. The CDA will, in coordination with the Concerned Entities, design and implement programmes that achieve the following:
1. preserving the rights of Persons with Disabilities stipulated in international treaties and conventions, and in federal and local legislation, in all Government plans, policies, programmes, and initiatives;
 2. ensuring that Persons with Disabilities avail of all the Social Services that ensure their self-sufficiency, improve their living conditions, and integrate them in society;
 3. integrating Persons with Disabilities into all aspects of life to ensure their active participation in society; and
 4. raising awareness amongst the community on the rights of Persons with Disabilities, and promoting their acceptance as active members of society.
- c. The Concerned Entities in charge of implementation of the programmes and campaigns aiming at raising awareness amongst the community on the rights of Persons with Disabilities must take into consideration the following when organising and implementing these programmes and campaigns:

1. raising awareness on the abilities and contributions of Persons with Disabilities in all aspects of life;
2. enhancing the acknowledgement by the community and its various establishments of the rights of Persons with Disabilities;
3. promoting a positive image of Persons with Disabilities and encouraging the media to take up this role;
4. encouraging the community to recognise the skills, competencies, and abilities of Persons with Disabilities and their contribution to all aspects of life;
5. fostering an attitude of respect for the rights of Persons with Disabilities regardless of their nationality, gender, age, religious belief, or type or degree of disability; and
6. educating the community, and the Persons with Disabilities and their families, on the system for reporting violations of the rights of Persons with Disabilities.

Housing Services

Article (9)

- a. A Housing Service applicant who is a Person with Disability, or has a family member who is a Person with Disability, will be given priority in obtaining Housing Services, such as housing loans or grants, and in availing of the housing consultation provided by the relevant supporting Government programmes.
- b. The Mohammed bin Rashid Housing Establishment must verify that the dwellings allocated or constructed for Persons with Disabilities meet the relevant adaptation specifications; and must develop plans that ensure making the necessary adaptation of dwellings upon request by any Persons with Disabilities who begin to experience their disabilities after being granted the Housing Service.

Banking Services

Article (10)

- a. Banks operating in the Emirate must:
 1. enable Persons with Disabilities, particularly those who have full legal capacity, to easily and conveniently manage their accounts and other financial matters independently and in a manner that preserves their financial rights;

2. enhance the accessibility by Persons with Disabilities to credit services, such as bank loans and other services to ensure that they avail of these services on an equal footing with others;
 3. adopt the Reasonable Accommodations required to ensure that Persons with Disabilities access banking services. This includes making the environment, websites, smart applications, automatic teller machines (ATMs), and other platforms used for providing banking services accessible to Persons with Disabilities, in line with the latest Accessibility standards; and
 4. train staff members on how to interact with Persons with Disabilities, with a view to providing them with banking services in the best manner possible.
- b. The Department of Economy and Tourism will verify that the banks operating in the Emirate are in compliance with the obligations stipulated in paragraph (a) of this Article.

Addressing Cases of Abuse, Neglect, and Exploitation Article (11)

- a. The CDA must address any cases of Abuse, Neglect, or Exploitation that Persons with Disabilities may be subjected to in accordance with the relevant rules adopted by it. This includes enabling Persons with Disabilities, their Care-givers, or any other person or entity to report these cases through the reporting system adopted by the CDA for this purpose.
- b. The reporting system referred to in paragraph (a) of this Article must:
 1. allow the reporting, through the channels dedicated for this purpose and using any available means, of any cases of Abuse, Neglect, or Exploitation against Persons with Disabilities; and
 2. be accessible to Persons with Disabilities and conform to the latest Accessibility standards.
- c. Protection Specialists will verify the complaints and reports received by the CDA in accordance with the relevant procedures adopted by it; and will record the violations and breaches, and refer any of these violations and breaches, as they deems necessary, to the security and judicial authorities in accordance with the relevant legislation in force.
- d. The CDA must provide any Person with Disability with Alternative Care where it is established to the satisfaction of the Protection Specialist that the Person with Disability has in fact been subjected to Abuse, Neglect, or Exploitation, and that his Care-giver is

unable to provide him with the required protection, in accordance with the relevant rules adopted by the CDA.

Database of Persons with Disabilities

Article (12)

The DSC will create a Database of Persons with Disabilities in the Emirate as a reference to be used by decision makers in strategic planning, in developing Government policies, and in steering the strategic projects related to Persons with Disabilities. In creating this database, the following must be observed:

1. The database must be designed in accordance with the Standard Classification to ensure that it is in line with the national requirements for compiling the data of Persons with Disabilities. The entities providing the data must comply with the relevant classification standards.
2. The DSC must determine the form of the Database of Persons with Disabilities, the data that will be entered in it, and the procedures for managing, updating, and connecting the database to the Concerned Entities. These entities must provide the DSC with the data of Persons with Disabilities, and must meet the following requirements:
 - a. The Concerned Entities in charge of regulating health affairs in the Emirate must report to the DSC all cases of disability occurring in the Emirate as soon as they are diagnosed by them, or by the private health entities operating in the Emirate, to ensure that these cases are entered in the Database of Persons with Disabilities.
 - b. The Concerned Entities in charge of regulating educational affairs in the Emirate must provide the DSC with the data of the students with disabilities who are enrolled in Educational Institutions, to ensure that it is entered in the Database of Persons with Disabilities.
3. The DSC will submit to the Committee an annual report on the Database of Persons with Disabilities. This report must include assessment of compliance by the Concerned Entities with the requirement to report to the DSC cases of disabilities and data of Persons with Disabilities.

Identification Cards

Article (13)

- a. The CDA will issue each Person with Disability an Identification Card that proves his status as a Person with Disability.

- b. The Identification Card will be used as a means by which the Person with Disability avails of the services, facilities, and privileges prescribed by the Law, this Resolution, and other legislation in force.
- c. The Identification Card must include the following basic information:
 - 1. the name of the Person with Disability;
 - 2. the Identification Card number;
 - 3. a photograph of the Person with Disability;
 - 4. the type and nature of disability;
 - 5. the expiry date of the Identification Card; and
 - 6. any other information determined by the CDA.
- d. The Identification Card is deemed an official document owned by the CDA. Neither the Person with Disability nor his Care-giver may use the Identification Card, except for its intended purposes. In particular, the card holder must:
 - 1. not permit others to use his Identification Card;
 - 2. produce it to the Concerned Entities upon request;
 - 3. notify the CDA if the card is lost or damaged; and
 - 4. not make any variation, erasure, or deletion of, or addition to, the information included in the card.
- e. An Identification Card will be issued subject to the following:
 - 1. The disability must be proven by a medical report issued by a medical entity accredited by the Dubai Health Authority.
 - 2. The disability must be amongst the disabilities listed in the Standard Classification.
 - 3. The applicant must comply with any other requirements prescribed by the CDA pursuant to the resolutions issued by its Director General in this respect.
- f. The Identification Card will be issued in accordance with the procedures stipulated in the relevant resolution issued by the Director General of the CDA.

Violations and Administrative Penalties

Article (14)

Without prejudice to any stricter penalty stipulated in any other legislation, a Person who commits any of the violations set forth in the Schedule attached to this Resolution will be punished by the fine indicated opposite that violation.

Payment of Fines

Article (15)

The fines collected pursuant to this Resolution will be paid to the Public Treasury of the Government of Dubai.

Publication and Commencement

Article (16)

This Resolution will be published in the Official Gazette and will come into force on the day on which it is published.

Hamdan bin Mohammed bin Rashid Al Maktoum

Crown Prince of Dubai

Chairman of the Executive Council

Issued in Dubai on 4 January 2022

Corresponding to 1 Jumada al-Thaniyah 1443 A.H.

Schedule
Violations and Fines

| SN | Violation | Fine (in dirhams) |
|-----------|--|------------------------------|
| 1 | Committing any form of Discrimination against a Person with Disability, including denying him using Reasonable Accommodations or refusing to provide any services to which he is entitled in accordance with the legislation in force. | 10,000.00 |
| 2 | Using any words, expressions, descriptions, or signs, or engaging in any act intended to demean a Person with Disability or his abilities, or degrade him in any manner whatsoever. | 7,000.00 |
| 3 | Exploiting a Person with Disability. | 20,000.00 |
| 4 | Abusing a Person with Disability. | 50,000.00 |
| 5 | Failure by the Care-giver of a Person with Disability to meet his obligations under law. | 7,000.00 |
| 6 | Committing Neglect in providing care or protection to a Person with Disability, in any manner whatsoever, by the person assigned to provide that care or protection. | 5,000.00 |
| 7 | Refusal or failure to report, or delay in reporting, to the Concerned Entities any Abuse, Discrimination, Exploitation, or assault to which a Person with Disability is subjected, or any denial of a right to which he is entitled under the Law, this Resolution, or other legislation in force. | 5,000.00 |
| 8 | Refusal to admit a student with disability, in any Educational Stage, without a reason acceptable to the Knowledge and Human Development Authority in Dubai. | 50,000.00 |
| 9 | Imposing additional fees or costs in return for providing Reasonable Accommodations to a student with disability during any of the Educational Stages. | 20,000.00 |
| 10 | Failure to provide the appropriate aids and tools or Reasonable Accommodations required for integrating a Person with Disability in the work environment. | 5,000.00 |
| 11 | Refusal to employ or engage a qualified Person with Disability for any reason related to his disability, without a reason acceptable to the Knowledge and Human Development Authority in Dubai. | 5,000.00 |