

## Frequently Asks Questions

### **Q ١ - What is the Directorate General of Civil Defense role in granting Constructions license, work permissions and occupational license for buildings?**

- The Civil Defense Directorate General represented by Prevention & self-protection department is one of the governmental entities which grant licenses starting from constructions' license to work permissions & occupation licenses.
- Constructions License: All designs charts will be sent to the Prevention & Self-Protection Department after being approved by Jordan Engineers Association to check them out and ensure its conformity to the national structural codes applicable by the Prevention & Self-Protection Department (Fire prevention code, Fire Alarm & signaling Code, Fire Code & Mechanical Ventilation Codes) then the designs are sealed with the civil defense stamp after charging necessary fees to issue the approval of construction license.
- Work Permissions: The licensees (Amman Greater Municipality, other municipalities...) transfer an official letter to the Prevention & Self-Protection Department or its outer sections for feedback to give building work permission letter. Accordingly, the detection date is set within (٤٨) hours top, after which the detection will be made to ensure conformity with constructions license procedures, then send a letter to the licensee of approval \ disapproval work permission until implementing the requirement of the prevention & self-protection department as shown in the sealed designs previously.
- Occupational licenses: The licensees forward an official letter to the Prevention & Self-Protection Department or its outer sections for feedback to give the required permission letter. Accordingly, the detection date is set within (٤٨) hours top, after which the detection will be made to ensure the provision of prevention and self-protection requirements to this part as shown in the sealed designs & the codes applicable by the civil defense, then send the licensees approval letter to give occupational license.

### **Q ٢ – How the Instructions Complaint Process works?**

- Complaints can be received from official bodies or customers themselves.
- The official bodies' forward complaints letters to the prevention & self-protection department or other concerned directorates. The customers could fill complaint form or through a phone call.
- If the complaints are of prevention department concerns (Exits, Alarm Systems, Fire systems etc.), all complaints letters or forms are transferred to the engineering\prevention section chief to set detection date.

- If the complaints are not of prevention department concerns (Exits, Alarm Systems, Fire systems etc.), the detection officer will make a detection report outlining the detection results then transfer it to the prevention & self-protection department to be reviewed then address on the governor with recommendations. The Civil defense representative will follow up with relevant authorities.

- If the complaints are of other official authorities concerns (Water Leakage, Cracks, and Poor sanitation) the complaint-receiving officer will forward the complaint to the relevant party to be handled and the civil defense representative will follow up procedures & inform us with result.

### **Q ۳- What are the procedures of approving companies working in public safety domain?**

-The accreditation section representative will give you a form & the instruction manual of classified institutions & companies' works with prevention & self-protection equipment shows the required procedures to be approved.

- The Accreditation & Standard section is responsible of the submitted documents to ensure documents completeness as required.

- Set a detection date within ۲۴ hours & provide it in written form the time of application.

-Engineering \ Prevention section chief will inform detection officers to implement the required detection on the company to obtain approval or renew it.

-Implement the detection & provide written results report by reference to the type of transaction.

-If the detection results match the standards, all documents will be sent to the assigned committee.

-The committee will re-review the documents and provide written results on the classified form.

-The submitted form will be sent back to the detection committee in case it did not meet with standards.

-If the results were compatible with all standards, the form will be sent to be ratified by the engineering & technical assistance then to the Prevention & Self-Protection director.

-The application will be sent back to the accreditation & standards section to complete procedures and pay fees.

-Send a letter to inform the company of ratifying the application & send a copy of the letter to the import section for documentation purposes.

- The company name will be added within the list of accredited companies & mainstream it to all governorates.
- If the results not compatible, the company will be informed to improve their conditions.
- After improving the company its conditions, the owner has the right to re-set a new detection date.

**Q ٤- what is the time required getting the approval of constructions license (Study designs), work permissions and occupational license for buildings?**

- Average Time for the year (٢٠١٧):
- Study Designs: (١٦ Minutes)
- Civil Defense approval letter of work permissions: (١.٦) workdays.
- Civil Defense approval letter of occupational license: (١.٢) workdays.

**Q ٥- What are the procedures required holding lectures on public safety training?**

- The Civilian Training Section officer will review an official letter from the applicant to civil defense for required type of training.
- The officer concerned at training Department will contact the applicant to set time & place of the lecture.
- The officer concerned will contact the directorate or department concerned to outline time & place of the lecture. Lectures for the public sector are free of charge.
- For the private sectors request holding these lectures are payable, the concerned officer will do the following procedures:
  - \* Send an official letter of requested fees for holding the course, adding to; stamps charges and send a letter to the financial department inform them to get the payment before starting the course.
  - \* An official letter sent by the financial department of completing the payment with reference attached.
  - \* The officer concerned will contact the directorate or department concerned to outline time & place of the lecture including training program.
  - \* Processing & signing the certificates properly.

**-After signing the certificates by the course supervisor and the director of the training department, the certificates shall be submitted to the Assistant for Operations and Training, then to the directorate or the department. After that, the department or directorate will be addressed to send a representative to receive certificates and hand them to the participants.**

**Q<sup>٦</sup>- How can the entities apply for the Civil Defence to hold evacuation exercises?**

- Requesting parties (be they governmental or private institutions) to submit an official letter to the General Directorate asking for a facility evacuation plan.
- Sending the application to the Operations Department
- The Head of the Operations Division shall form a committee of departments and directorates concerned to prepare the plan and its members from (Operation Department, Prevention and Self-Protection Department and entitled Directorate).
- The committee shall coordinate with the requesting party to prepare the plan for a field visit to the establishment.
- The committee has to appoint a public safety officer in the establishment.
- Public Safety Officer at the establishment provides facilities and information to the Committee to complete the task so that an information form of the establishment is filled.
- The plan is prepared according to a specific model and approved by the Director General or his Assistant for Operations and Training
- A copy of the plan shall be sent to the concerned directorates and departments and a copy will be submitted to the concerned establishment
- The owners of the establishment have to implement the procedures and instructions in the plan by forming emergency teams and training them on civil defense carrying out evacuation.
- The institutions may request the implementation of the evacuation plan by the Civil Defense.

**Q<sup>٧</sup>- Does the civil defense provide training services upon payment?**

Training courses are held for the private sector upon payment and according to the following procedures:

- An official letter from the requesting party indicating the type of training required provided that the number of participants in the course is not less than five and not more than twenty participants.

- The relevant officer in Training Department coordinates with the concerned entities about the place and time of the course.
- A financial claim letter from the requesting party for training and then the officer concerned addresses the directorate or the department concerned to hold the course indicating the date of start and end of the course and the place.
- Hold a training program
- Certificates are prepared and signed duly
- Handing out certificates to trainees
- Costs:
  - First Aid Course (٣٠٠) JD/ (٣٠) training hours
  - Firefighting Course (٤٠٠) JD/ (٣٠) training hours
  - Comprehensive Civil Defence Course (١٠٠٠) JD (٤٠) training hours

#### **Q^ - How can I become a civil defense volunteer?**

Volunteer applications are received according to the instructions of the Civil Defense for ٣٠١٣ through local committees in the governorates; the study of volunteers' recruitment has been transferred to the Directorate of Legal Affairs at the Ministry of Interior to define executive regulations to recruit volunteer. Volunteers must be:

- Not be less than ١٨ years and not more than ٥٠ years old,
- Jordanian,
- Willing to participate in the tasks of the volunteer teams,
- Able-bodied and can carry out voluntary work,
- Be of good character and conduct,
- Resident in an area in which the volunteer team provides its services and aware of its facilities such as ambulances, hospitals, shelters, public facilities and others.
- Not a member of the Armed Forces or other security institutions,
- Obtain a prior approval of the entity in which he works if the volunteer is an employee of a governmental or public entity,

- Aware of the civil defense duties and the voluntary work. Volunteers may include Civil Defence retirees, members of charities, and youth, social and cultural clubs.

**Q<sup>٩</sup>- What are the required documents to apply for the civil defense voluntary work?**

- Copy of identity card or passport

- A written commitment in volunteering for a period not less than one full year, the volunteer should mention in this commitment his profession, place of work, place of residence and address.

- Four personal photos.

**Q<sup>١٠</sup>- How can I apply to study in Prince Hussein Academy for Civil Protection?**

- You can apply to study in the academy through the Unified Admission Coordination Unit.

- For more details can be found in <http://pha.edu.jo>

**Q<sup>١١</sup>- How can I follow my recruitment procedures?**

**By Email: [tajneed@cdd.gov.jo](mailto:tajneed@cdd.gov.jo)**

**Q<sup>١٢</sup>- Dealing with tongue-based airway obstruction?**

**a- Return the head back and lift the chin**



**b- Push the lower jaw**

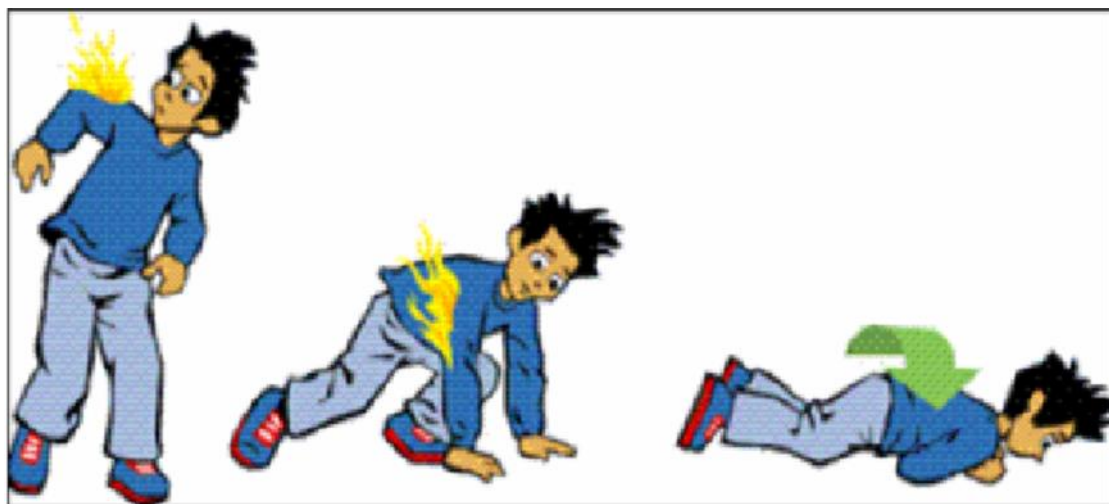


**c- Recovery mode**



**Q \ - Dealing with burns**

**First degree burns:**



**\. Remove the affected person from the danger zone**



٧. Put a great amount of cold water that isn't frozen on thermal burns.





**३. Observe breathing if there are any facial burns because they can block air ways as a result of swelling (Lungs and airways' burns).**



**४. After putting out the fire, take off clothes unless they stick to the skin, don't try to remove clothing if it sticks to the burnt area.**

**५. Cover the burns with dry a sterile bandage.**



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7. **Raise the burned part higher than the heart.**



۷. Keeping the body temperature normal, to avoid feeling cold.- Use oxygen in the case of oral and facial burns.

Q) ۴- How to rescue someone with sunstroke

Put the person in a cold place



۷. Take off his clothes as much as possible.



۷- The patient should lie and lift his head.



4- Give a bath to the patient, use cold compresses or put the patient in ice water.



5- Do not give the patient any painkillers.



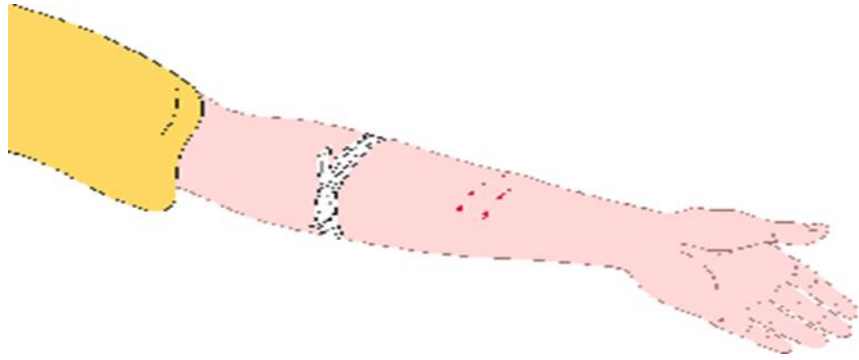
6- Observe the victim and render first aid for shocks if any.



**Q 1 - First aid for stings and bites?**



- 1- Wash the wound with water and soap if it is bleeding slightly.**
- 2- Stop the bleeding and apply an antiseptic on it.**



۳- Tie the upper area of the injury.



۴- Fix the injury and cover it with a bandage completely.

۵- Keep the injury lower than below the heart level to slow down the spread of the poison.

