

6

Preparing for Emergencies and Disasters



Sudden Serious Illnesses or Injuries; Traffic Accidents; Disasters:

What would you do if you were inflicted with a serious injury or illness, or involved in a fire or traffic accident? In Japan, there is also the possibility of large earthquakes.

It is important to be well prepared, to know what you should do, where to go and who to contact in such emergencies. Please read this booklet to help prepare for emergencies.

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These guidebooks consist of six booklets.

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- ☐ ④ Childbirth, Parenting and Education
- ☐ ⑤ Medical Care, Health and Welfare
- ☒ ⑥ Preparing for Emergencies and Disasters

● Explanation of symbols

Enquiries: Person in charge: Address: Tel: Fax: URL: Email:

Emergency Numbers - 119 & 110

In Japan, ambulances, fire engines and police can be contacted anytime free of charge, 24 hours a day, 7 days a week.

Calling an Ambulance or Fire Engine

○ Sudden Serious Illness or Injuries

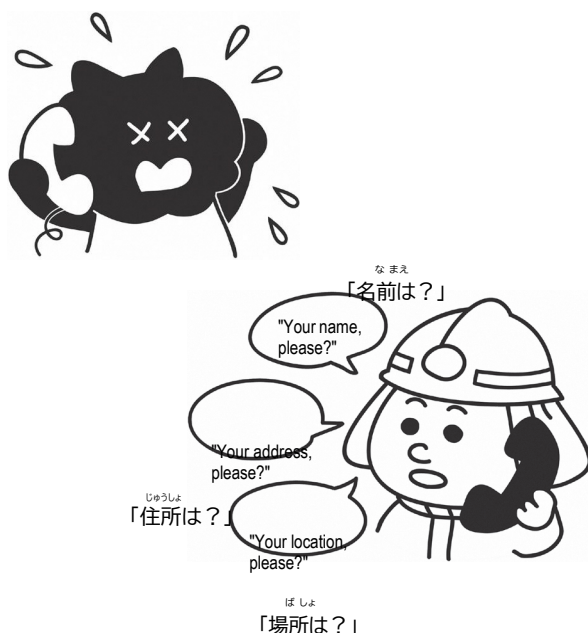
Dial 119. If you consider it necessary, do not hesitate to telephone immediately, even at night or on holidays. Keep calm and carefully dial one, one, nine (119). For how to give your information accurately, see "How to call an ambulance" on page 3. After calling an ambulance go outside when you hear the siren to meet the ambulance.

○ In Case of Fire

Shout "Fire! Fire!" in a loud voice to alert people nearby. Keep calm and carefully dial one, one, nine (119). For how to give your information accurately, see "How to call a fire engine" on page 4.

Can you speak Japanese/English?

"Uh...?? um...??" "Uh...?? um...??"



Calling the Police

○ Reporting an Incident to the Police

If you are involved in a traffic accident or crime Dial 110 immediately. Keep calm and dial one, one, zero (110) carefully. For how to give your information accurately, see "How to call the police" on page 5.

It is also possible to report directly to the nearest police box instead of using the telephone.

※ If your bank passbook or credit card is lost or stolen, you must also report the loss immediately to the bank or issuing credit card company.



※ If you are involved in a traffic accident

1. Call the Police

If someone is injured, also request an ambulance.

2. If you are injured or just hit, be sure to go to the hospital.

Even if you have no problems at the time of the accident, you may have after-effects later.

3. Confirm and keep a record of the counterparty's make of car, car number and driving license details (Name, address, license no.)



119 How to call an Ambulance

Call 119 if someone is seriously ill or injured(including traffic accidents)

Do not panic, stay calm and give as much information as possible!!

Ask your neighbors for help!

	Japanese	Japanese Pronunciation	English
Operator	火事ですか。 救急ですか。	Kaji desuka? Kyu-kyu desuka?	Fire? Ambulance?
You	救急です。	Kyu-kyu desu	Ambulance
Operator	住所(場所)はどこですか。	Jusho wa doko desuka?	What is your address?
You	Give your address as written in the box below. ※ If there is a traffic accident, give the location.		
Operator	お名前は？	Onamae wa?	What is your name?
You	Give your full name as written in the box below.		
Operator	電話番号は何番ですか	Denwa-bango wa nanban desuka?	What is your phone number?
You	Give your phone number as written in the box below.		
Operator	どうしましたか？	Doshimashitaka?	What happened?
You	Please practice some phrases in Japanese to use in case of emergency, such as, 「Netsu ga takai (I have a fever)」 「Kega desu (I am injured)」		
Operator	はい、分かりました。 救急車が向かいます。	Hai, wakarimashita Kyu-kyu-sha ga mukaimasu	OK The ambulance will be there in a moment

Write your address, full name and phone number in the boxes below,

so you can give your details in Japanese in cases of emergency.

Address	
Name	
Phone #	

It may be useful to keep a copy with your phone or on the refrigerator.



119 How to call a fire engine

Call in cases of fire.

Do not panic, keep calm, and be accurate when calling!!

Ask your neighbors for help!

	Japanese	Japanese Pronunciation	English
Operator	火事ですか。 救急ですか。	Kaji desuka? Kyu-kyu desuka?	Fire? Ambulance?
You	火事です。	Kaji desu.	Fire
Operator	住所はどこですか。	Ju-sho wa dokodesuka?	What is your address?
You	Give your address as written in the box below.		
Operator	お名前は？	Onamae wa?	What is your name?
You	Give your full name as written in the box below.		
Operator	電話番号は何番ですか	Denwa-bango wa nanban desuka?	What is your phone number?
You	Give your phone number as written in the box below.		
Operator	逃げ遅れた人はいますか？	Nigeokureta hito wa imasuka?	Did anybody fail to escape?
You	Answer,「Hai Yes」 or 「Iie No」 clearly in Japanese.		
Operator	何が燃えていますか？	Nani ga moete imasuka?	What is on fire?
You	Please practice some phrases in Japanese to use in cases of emergency, such as, 「Daidokoro (Kitchen)Heya (Room)」		
Operator	はい、分かりました。 消防車が向かいます。	Hai, wakarimashita Sho-bo-sha ga mukaimasu.	OK The fire engine will be there in a moment.

Write your address, full name and phone number in the boxes below,
so you can give your details in Japanese in cases of emergency.

Address	
Name	
Phone #	

It may be useful to keep a copy with your phone or on the refrigerator.



110 How to call the police

Call 110 if you are robbed, harassed,
or involved in an accident, or violence,
Ask people around you for help!

	Japanese	Japanese Pronunciation	English
Operator	①事件ですか。 ②事故ですか。	①Jikenn desuka? ②Jiko desuka?	①Is it an incident? ②Is it an accident?
You	①泥棒です。 ②交通事故です。	①Dorobou desu. ②Kotsu-jiko desu.	①My house has been burgled. ②Traffic accident.
Operator	いつありましたか。	Itsu arimashitaka?	When did it happen?
You	①今わかりました。 ②今です。	①Ima wakarimashita. ②Ima desu.	①I noticed just now. ②It happened just now.
Operator	あなたのお名前と住所、電話番号を教えてください。	Anata no namae to jusho, denwa-bango wo oshiete kudasai	Please give me your name, address, and phone number.
You	Give your full name, address and phone number as written in the boxes below.		

Write your address, full name and phone number in the boxes below,
so you can give your details in Japanese in cases of emergency.

Address	
Name	
phone#	

It may be useful to keep a copy with your phone or on the refrigerator.

Natural Disasters

■ Earthquakes

Japan has many earthquakes. In large earthquakes buildings collapse, and there may be many injured people and fatalities. In order to minimize loss and damage, it is necessary to review preparations on a daily basis.



■ When an earthquake occurs - protect yourself

If you are indoors

- If there is a strong earthquake, keep away from large furniture. Protect your head and quickly move under a table. It is dangerous to rush outside.
- Once the shaking stops, if you have been cooking, using a heater or naked flame, check that electric and gas appliances are turned off. Unplug electric appliances. Open the doors or windows to secure an exit.
- If there is a fire, alert your family and neighbors in a loud voice, and if possible extinguish the fire.
- Be cautious of strong earthquakes (aftershocks) that follow the main earthquake.
- When indoors, wear shoes or slippers if there is broken glass or tableware on the floors.
- Wear long-sleeved clothes and slacks or trousers made of material that does not burn easily such as cotton, a helmet or protective hood (if you don't have one, wear a hat), and working gloves.
- Get accurate information from the television or radio, the Internet, and local municipalities.



Evacuating from a building

- If it is dangerous to stay indoors, take your emergency goods and evacuate to a safe place. If possible, before you leave turn off the gas at the main valve and the electricity at the main circuit breaker.
- Do not use your car, evacuate on foot. Be careful where you walk, especially at night.

- Do not use an elevator as you may get trapped inside.
- If you are in an elevator when an earthquake occurs, push the buttons of all the floors. When the door opens check the situation outside the elevator before you get off. If you become trapped, use the emergency button or the interphone to call for help.

If you are outdoors

- Protect your head with a bag or something firm and evacuate to an open space where there is no danger of falling objects, such as vacant land or a park. If you cannot find a place to evacuate, move away from buildings to a safer location.
- Stay away from concrete breeze block walls, vending machines and telegraph poles, as they may collapse.
- Watch out for falling debris, roof tiles, slates, glass and billboards.
- Stay away from hanging electric wires.
- If you are near a river, cliff or embankment, move away quickly.
- If you are near the ocean, heed tsunami warnings.



If you are driving a car

- Switch on the hazard (warning) lights, gradually slow down, check the situation around you and park at the left side of the road, or on vacant land.
- If you must leave the car to evacuate on foot, turn off the engine, but leave the ignition key with the door unlocked, as someone may have to move your car. Take all valuables, cash and the vehicle inspection certificate (owner registration certificate) with you.



Everyday Preparations for Earthquakes

Prevent objects falling

- Use specialized devices for fixing furniture and electrical appliances in place, to prevent them from falling.
- Arrange furniture so that it will not block your passage or any exit if it falls.
- Do not pile things in high places.
- Do not place objects in passages or doorways.
- If you live in a housing complex, do not place things where they may block common community areas, such as passages and emergency stairways.
- When sleeping, keep your mobile phone and a flashlight near you. Always keep a pair of slippers in your bedroom in case shattered glass litters the floors. (Put anti-shattering film on the windows.)
- Always leave water in the bathtub. You can use it to extinguish fires, or for flushing the toilet if the water stops.
- You can also use your car battery in emergencies.



Find all local evacuation centers

- Confirm the location of large open spaces where there is no danger of falling objects, such as vacant land or a park near your home.
- Confirm the location of evacuation areas and emergency refuge centers, and check the time to walk to each.
- Talk with your family about how to contact each other after a large earthquake, where you will be and how to find each other if you or a member of your family cannot get home.

Emergency stock

- Stock enough goods to be self-sufficient for at least 3 days, while awaiting disaster response and support.

You should prepare such things as drinking water, food, first-aid kit, fire extinguisher, portable gas stove, various tools, helmet, candles, matches, portable hand-cranked generator, eyeglasses, clothes, towels and toothbrush.

Emergency evacuation packs

- Keep some goods in fireproof backpacks or rucksacks, so you and your family can carry them in an emergency.
- If each backpack is too big or too heavy, you will not be



able to evacuate quickly, so keep each to about 3kg.

※ The "Higashikurume Disaster Prevention Map" with the "Hazard Map" printed on the reverse side is available at City Hall. If you don't have one, you can get one at the City Residents Affairs Section (1st floor) or the Disaster & Crime Prevention Section (2nd floor) of City Hall.

Participating in emergency drills

- Participating in emergency drills organised by the city or municipalities helps build everyday preparedness and to learn the disaster response system in the area where you live.

Earthquake Early Warnings

- When an imminent earthquake is expected to be strong, announcements broadcast over television and radio state, "Earthquake early warning! (Kinkyu-jishin-sokuho). Prepare for a strong earthquake in XXX Regions." You can hear these warnings when your television or radio is on.
- If you hear an earthquake early warning while driving, switch on the hazard (warning) lights and gradually slow down (braking suddenly may cause a collision and is dangerous). Park on the left side of the road.

Intensity of Earthquakes

The intensity of earthquakes and what you could expect are as follows:

<Seismic intensity, class and situation>	
Level 4:	Most people are surprised. Hanging objects such as lamps sway greatly. Objects such as vases may fall.
Lower 5:	Most people feel afraid and that they need to hold on to something. Tableware and books may fall off shelves.
Upper 5:	It is difficult to walk unless you are holding on to something. Furniture that is not fixed in place may fall over. Concrete breeze block walls that have not been reinforced may collapse.
Lower 6:	It is difficult to stand. Most furniture that has not been fixed in place will move and may fall over. Wall tiles and window glass may break and fall down.
Upper 6:	You cannot move unless you crawl, and you may go flying. Most furniture which is not fixed in place will move, and most will fall over.
Level 7:	Buildings made of wood with low earthquake tolerance are most likely to tilt or collapse. Sometimes, buildings made of wood with high earthquake tolerance may tilt too.

■ Confirming the Safety of family, friends & neighbors

Decide among your family and friends how to confirm each other's safety in case of disaster.

○ Voice Message Board «Disaster Emergency Message Dial 171»

(Automated guidance is given in Japanese): This system becomes available in the event of large disasters such as earthquakes or floods.



<https://www.ntt-east.co.jp/en/saigai/voice171/>

● Accessing the service

The service can be used from domestic or office phones, ISDN, public phones, optical fiber telephones, and special telephones that are set up at emergency refuge centers.

To use from mobile phones, PHS and telephones serviced by other providers, please ask your provider for details.

● Recording a message on Disaster Emergency Message Dial

People in the disaster area can record a 30-second message from one of the telephones listed above.

The telephone number that can be registered when recording a message is limited to a domestic or office phone, an ISDN phone or optical fiber telephone in the disaster area.

● Listening to messages recorded on Disaster Emergency Message Dial

You can listen to messages that have been recorded and registered to a telephone number in the disaster area from anywhere in Japan, on any type of telephone listed above.

The telephone number that can be entered to retrieve a message is limited to that of a domestic or office phone, ISDN phone or optical fiber telephone in the disaster area.

● Practicing using the service

① to ④ below are the dates and times when you can practice using Disaster Emergency Message Dial. Dial 171 to practice using the system. If you cannot access the number, confirm with your telephone provider.

- ① 1st & 15th of each month, 0:00 to 24:00
- ② 9:00 Aug 30 to 17:00 Sept 5 (Disaster Prevention Week)
- ③ 0:00 Jan 1 to 24:00 Jan 3 (First 3 days of January)
- ④ 9:00 Jan 15 to 17:00 Jan 21 (Disaster Prevention and Volunteer Week)

Recording a message on a touch phone

- ① Press 171
- ② Press 1
- ③ Enter your home phone number (a fixed phone number in the disaster area).
- ④ Press 1#
- ⑤ When you hear a beep, record your message within 30 seconds.
- ⑥ Hang up.

Listening to the message on a touch phone

- ① Press 171
- ② Press 2
- ③ Enter the phone number (a fixed phone number in the disaster area), for the person you want to contact.
- ④ Press 1 #
- ⑤ When you hear a beep, the newest message will be played back.
- ⑥ Hang up.

※For details & other options see:

<https://www.ntt-east.co.jp/en/saigai/voice171/>

■ Typhoons

Typhoon season in Japan is usually July to October.

When a typhoon is approaching

- Prepare yourself for strong winds and heavy rain, check and repair your house as necessary. If you have plant pots or laundry poles on your balcony or in the garden, secure them in place or put them indoors.
- Get accurate information about the scale, course and strength of the typhoon from the television, radio or the Internet.
- Avoid going outside. Public transport may be disrupted. If you are out, try to return home as soon as possible.
- Prepare flashlights or candles in case of power cuts.
- Comply with any instructions from nurseries, kindergartens or schools regarding school closures.



When a typhoon comes, and after it passes

- Close window shutters and curtains (to prevent glass from breaking or shattering).
- Putting shatterproof film on glass also serves as preparation for earthquakes.
- Avoid flooded roads, as you will not be able to see manholes, gutters and ditches the roads will be very dangerous.
- Avoid electric wires hanging from telegraph poles.
- After the typhoon has passed, continue to be cautious of swollen rivers, strong winds and heavy rainfall.

■ Torrential Rain Storms

Torrential rain storms occur between June to October. Heavy rain falls for a short period of time. Be sure to get accurate information from television, radio or the Internet. Be especially careful of sudden strong winds, lightning, hail, rapid swelling of rivers and flash flooding in low areas.

Consultation locations for foreign residents

Note: Available languages, times and days are subject to be changed, so please call in advance to confirm.

	Tel. ■Service hours	Languages, the days ■Service hours
○General Consultation		
Foreign Residents' Advisory Office	03-5320-7744 03-5320-7766 03-5320-7700	English 月～金 中文 火・金 한국어 水 ■9:30am-0:00 pm 1:00pm-5:00pm
Tokyo Multilingual Consultation Navi	0120-142-142 ■10:00am-4:00pm	やさしい にほんご・English・中文・한국어・Português Español・ไทย・Русский・Tagalog・Tiếng Việt・हिंदी नेपाली・Français・Indonesia မြန်မာ 火 月～金
Tokyo English Lifeline(tell)	03-5774-0992	English 火・水・木 9:00am-11:00pm 金 9:00am - 土 2:00am 土 9:00am - 月 11:00am * Chat platforms are also available during service hours. To access the chat platforms, please visit the website below. Website: https://telljp.com/lifeline/
Metropolitan Police Dept. Consultation for Foreign Residents	03-3503-8484 ■8:30am-5:15pm	English・中文・한국어・ไทย・Tagalog Español・فارسی・اردو 月～金
Legal Information For Foreign Nationals	0570-078377 ■9:00am-5:00pm	English・中文・한국어・Português Español・Tagalog・Tiếng Việt・नेपाली ไทย・Indonesia 月～金
○Labor Consultation		
Tokyo Labour Bureau Consultation and Support Office for Foreigners	03-5361-8728 ■9:30am-0:00pm ■1:00pm-4:30pm	English・中文 月～金 Tagalog 月・火・水・金 ไทย 木 Tiếng Việt 火・木・金 नेपाली 月・火・水・木 မြန်မာ 金 ខ្មែរ 水 Монгол хэл 金 Indonesia 火
Labour Standards Advice Hotline for foreign workers	月～金 5:00pm-10:00pm 土・日 9:00am - 9:00pm *Holidays(days of calendar numbers are red) 9:00am - 9:00pm	Japanese 月～日:0120-811-610 English 月～日:0120-531-401 中文 月～日:0120-531-402 Portuguese 月～土:0120-531-403 Español 木・金・土:0120-531-404 Tagalog 火・水・土:0120-531-405 Tiếng Việt 火・水・金～日:0120-531-406 မြန်မာ 水・日:0120-531-407 नेपाली 水・日:0120-531-408 한국어 木・日:0120-613-801 ไทย 木・日:0120-613-802 Indonesia 木・日:0120-613-803 ខ្មែរ 月・土:0120-613-804 Монгол хэл 月・土:0120-613-805
Shinjuku Foreigners' Employment Assistance and Guidance Center	03-3204-8609 ■9:00am-4:00pm	English・中文 月～金 *Appointment by phone or in person is required. *Maximum time for counseling is 30 minutes.

○Immigration Bureau・Residence Card

Immigration Services Agency General Consultation Support Center for foreign residents	03-3202-5535 03-5155-4039 ■9:00am-4:00pm	English・中文・Português・ Español・Indonesia・Tiếng Việt・ Tagalog * Closed on the 2nd and the 4th Wednesdays
Immigration Services Agency Foreign Resident General Information Center	0570-013904 ■8:30am-5:15pm	Japanese・English・中文・한국어・Español Português・Tiếng Việt・Tagalog(Pilipino) नेपाली・Indonesia・ไทย・မြန်မာနိုင်ငံ Монгол хэл・Français・සිංහල・اردو

○Human Rights

Foreign-language Human Rights Hotline	0570-090911 ■9:00am-5:00pm	English・中文・한어・Pilipino・Português Tiếng Việt・नेपाली・Español・Indonesia・ไทย
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○Medical Health Information Services・Medical Insurance

Medical Information Services for Foreign Patients (Himawari)	03-5285-8181 ■9:00am-8:00pm	English・中文・한국어・ไทย・Español 月～日(everyday)
AMDA International Medical Information Center	03-6233-9266 ■10:00am-4:00pm	Easy Japanese 月～金 English 月～金 中文 火・木 한국어 月 Português 金 Español 水 ไทย 火 Pilipino 月 Tiếng Việt 水・金

○Child Education

Tokyo Metropolitan Education Consultation Center	0120-53-8288	English・中文・한국・조선어 金 ■1:00pm-5:00pm
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○Consultation facility in Higashikurume City (Japanese only)

Gender Equality Promotion Center (City Hall 2nd Floor)	042-472-0061 Appointment by phone or in person is required. * Free of charge	Consultation for women Every Mondays ■10:30am-4:30pm Legal counseling from lawyers The First Friday of the month ■9:30am-0:30pm
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English 中文(Chinese) 한국어(Korean) 한국・조선어(Korean) Português(Portuguese)
Español(Spanish) ไทย(Thai) Русский(Russian) Tagalog(Tagalog) Pilipino(Filipino)
Tiếng Việt(Vietnamese) नेपाली (Nepali) Français(French) Indonesia(Indonesian)
हिंदी(Hindi - India) বাংলা(Bengali - Bangladesh, East India) සිංහල(Sinhala - Sri Lanka)
မြန်မာနိုင်ငံ(Myanmar) ខ្មែរ(Khmer-Cambodian) Монгол хэл(Mongolian)
فارسی(Persian - Iran, Afghanistan, Tajikistan) اردو(Urdu - Pakistan)

月(げつ)(Mon.) 火(か)(Tue.) 水(すい)(Wed.) 木(もく)(Thu.) 金(きん)(Fri.) 土(ど)(Sat.) 日(にち)(Sun.)

Information for foreign residents living in Higashikurume
English edition, Korean edition, Chinese edition and Simplified Japanese edition

Editor and Publisher: Life and Culture Section,

Higashikurume City Hall, 3-3-1 Hon-cho, Higashikurume City 203-8555

☎ 042-470-7777 (switchboard)

March 2024 (Fiscal Year 2023 revised edition)

This booklet is a revision of “A Guide for Foreign Residents” back in the fiscal year 2015.

“The Multicultural Coexistence Promotion Project” of The Council of Local Authorities for International Relations (CLAIR) was used.