

1 Making Calls in Emergencies

1-1 Sudden illness/injuries, fires, etc. (Dial 119)

When you encounter a sudden illness/injury or fire, please dial 119.

When you dial 119, the operator will ask you, “Do you have a fire emergency or a medical emergency?” Clearly answer whether there is a “fire” or whether you want an “ambulance” for a sudden illness or injury. In addition, tell the operator the location of the fire, or the location or landmark where you want the ambulance to come, your name and contact information. In the event of a sudden illness or injury, tell the operator the symptoms and age of the ill or injured person.

(Foreigners' Guide for Using an Ambulance in Japan
https://www.fdma.go.jp/html/life/gaikokujin_kyukyusya_guide/index.html)

1-2 Victim of a traffic accident/crime (Dial 110)

If you are the victim of a traffic accident or crime, please dial 110 and notify the police.

When you dial, an operator will answer. Accurately convey to them what, where and when the incident happened, as well as your name and contact information.

If you are unable to call yourself, ask someone nearby for help.

2 Typhoons and Localized Torrential Downpours

In Japan, heavy rains fall from time to time when the seasons change, as the dividing line (front) between the warm air from the south and the cold air from the north stagnates in the air above Japan.

In Japan, heavy rain falls over a broad area when low air pressure associated with typhoons and fronts passes in the area near Japan. Also, due to the topography, clouds that are more than 10 km above ground (cumulonimbus clouds) that develop due to strong updrafts are formed one after another in the same location, causing heavy rains to continue falling in the same various locations (localized torrential downpours).

Due to such heavy rains, sediment disasters and flooding occur, and as they may cause major damage, precautions are necessary.

2-1 Sediment disaster

Disasters caused by shifting of sediment due to rainfall (sediment disaster) also cause catastrophic damage to buildings, and may also take away lives instantly. First, check the locations where there is risk of sediment disaster on a hazard map, etc. created by your local government.

When rain starts falling, use storm warnings and alerts published by your local meteorological observatory regarding heavy rains to make judgments on voluntary evacuation. When an evacuation advisory is issued by your municipality, evacuate promptly.

2-2 Flooding of rivers

Due to heavy rain, etc. rivers may flood, buildings along rivers may flood, and people may become swept up in rivers and lose their lives when the water flowing in a river increases abnormally and the river starts flooding. For the scope of areas that may be affected by flooding of rivers, check the hazard map beforehand. Depending on the topography, building structure, etc., it may be dangerous to take shelter inside.

Take note of storm warnings and alerts related to heavy rain. When an evacuation advisory is used by your municipality, evacuate promptly.

2-3 Obtaining weather information for disaster prevention

The Japan Meteorological Agency provides weather information for disaster prevention immediately via various channels to government disaster management agencies, local governments, TVs, the radio and Internet.

One Point



Heavy Rain Emergency Warnings

Special heavy rain warnings are issued when heavy rain with a rainfall amount that occurs once every dozen years is predicted to occur due to a typhoon or localized torrential downpour, or when heavy rain is anticipated due to a strong typhoon that occurs once every dozen years.

If a special heavy rain warning is issued, it would not be a surprise if severe damages that you had never experienced before have already occurred.

One Point



Real-time Risk Maps for Disaster Prevention

Real-time Risk Maps for Disaster Prevention shows inundation/flood/landslide risks in your location by color on a map, and is updated every 10 minutes. If you see or hear an alert or warning issued in your area of residence, check the areas with increased risk around you using a mobile device, and make efforts such as early evacuation.

3 Earthquakes

Around Japan, the Pacific Plate and the Philippine Sea Plate, which are tectonic plates, are submerged beneath continental plates (North American Plate and Eurasian Plate). As a result, these multiple plates result in the application of complex force applied near Japan, making the region a prominent earthquake-prone zone in relation to the world.

3-1 Magnitude and earthquakes

Magnitude represents the size (scale) of the earthquake itself. When the value of the magnitude increases by 1, the energy increases by approximately 32-fold; when the magnitude increases by 2, the energy increase by approximately 1,000-fold.

Seismic intensity represents the strength of the shaking caused by the earthquake in a given location. In Japan, seismic intensity is expressed in 10 grades.

3-2 Preparing for an earthquake

To minimize damage caused by an earthquake as much as possible, it is important to make efforts to protect yourself and to help out your neighbors, since there is a limit to the relief and assistance that can be provided by administrative agencies such as the national and prefectural governments. Thus, it is important to carry out the following actions on a regular basis, and be able to take appropriate actions in the event that an earthquake occurs.

- Regularly talk to your family members about evacuation areas so that you can take action calmly
- Actively participate in emergency drills so that you and your neighbors can help each other and prevent disasters, as well as learn basic disaster prevention knowledge, such as how to protect yourself, how not to cause fires and how to extinguish them, and how to administer first aid
- Prepare enough food and drinking water to sustain you until you can receive relief or assistance, as well as first-aid equipment to administer first aid for injuries (for at least 72 hours, preferably for one week)
- To prepare for furniture, etc. from falling over or shifting, anchor your furniture, etc. in place. Be aware of the placement of your furniture to prepare yourself in the event that your furniture ends up falling over or shifting.

3-3 Actions to take if an earthquake occurs

If an earthquake occurs, remain calm and take action. The kind of action to take differs depending on where you are when the earthquake occurred. Keep in mind the following.

(1) Calm behavior

- If you are inside your home or a building
 - To protect your head from objects falling due to shaking, cover yourself by going under a sturdy desk or table, and wait until the shaking stops.
- If you are outside
 - If you are near a building, signage or a building, walls or window glass may fall. Protect your head with a bag, etc. and evacuate to a safe location.
- If you are in a vehicle
 - If you feel shaking, remain calm, stop your car on the left side of the road, and stop the engine. Leave the keys in the car, walk to a safe location and evacuate.

(2) Manage fires

If a fire occurs due to an earthquake, damage will become larger.

After the shaking has stopped, turn off all heat in your kitchen, stove, etc. If a fire breaks out, extinguish to the furthest extent possible using an extinguisher.

After the earthquake, there may be a gas leak. Make sure not to light any fires.

(3) Evacuate to a safe location

In an earthquake, there is the risk of your house collapsing or a fire occurring. Near mountains, there is also the possibility of a landslide. After the shaking has stopped, promptly evacuate to an evacuation area specified by your municipality.

(4) Cooperate with and help neighbors

When a disaster has occurred, it is important to help out your neighbors. In particular, call out to elderly people who are living by themselves or to people who are physically disabled, and cooperate and help them out.

(5) Obtain accurate information

After a large earthquake has occurred, there will be all kinds of information everywhere. Obtain the latest, accurate information based on information on TV, radio, portable terminals and radio communications for disaster prevention and administration, and take action calmly.

One Point



Earthquake Early Warning (Alarm)

When an earthquake with a maximum seismic intensity of at least lower 5 is anticipated, the Japan Meteorological Agency issues an Earthquake Early Warning (alarm) to regions where there is expected to be shaking of a seismic intensity of 4 or higher.

The Earthquake Early Warning is broadcast on TV, radio, portable terminals, radio communications for disaster prevention and administration, etc., in applicable regions.

4 Tsunamis

When a large earthquake occurs at the bottom of the ocean, the ocean floor may swell or sink. In association with this, the surface of the sea fluctuates, forming large waves which then propagate in all directions, resulting in a tsunami.

There is a saying, “The tide goes out before a tsunami comes,” but this is not necessarily true.

The speed of a tsunami will slow down in areas where the water depth is shallow, but this does not mean that humans can outrun a tsunami. It is already too late if you start evacuating after watching a tsunami approach the shore. If you feel shaking near the ocean or an estuary, evacuate immediately.

4-1 Preparing for a tsunami

To protect yourself from a tsunami, it is important to start preparing on a regular basis.

It is important to routinely keep the following in mind, and to be able to take appropriate actions when a tsunami occurs.

It is also important to check the location of evacuation areas, as well as safe paths to the evacuation areas from your home, etc.

4-2 Handling tsunamis

- When you feel strong shaking, or when you feel weak shaking for a long period of time (i.e., slow earthquake), immediately move away from the shore or estuaries, and evacuate to a safe location such as high ground or an evacuation building.
- Even if you do not feel an earthquake, if a tsunami warning is issued, immediately move away from the shore or estuaries, and evacuate to a safe location such as high ground or an evacuation building.
- Obtain accurate information from the TV, radio, portable terminals, or radio communications for disaster prevention and administration.
- As tsunamis tend to occur repeatedly, stay away from the shore or estuaries until the tsunami warning/advisory is lifted.

5 Evacuation

5-1 Evacuation areas

When a disaster occurs or is at risk of occurring, there are cases where it is dangerous to stay at home. In such cases, it is necessary to evacuate immediately to a safe area. It is important to check the evacuation areas decided on by your municipality.

Evacuation areas are facilities or locations where people evacuate to urgently in order to protect their lives from disasters.

5-2 Evacuation information

If the occurrence of damage is imminent, and evacuation becomes necessary, your municipality will issue evacuation recommendations. If evacuation is announced, please start evacuating.

Issued Evacuation information may consist of the following.

- Prepare to evacuate / Start evacuating elderly and other persons requiring special care.
People who require time to evacuate (elderly people, children, etc.) should start evacuating.
Other people should prepare to evacuate for any moment. Those who sense danger should start evacuating.
- Evacuation recommendations
Issued when damage due to a disaster is anticipated, and there is increased risk of harm to humans.
When an evacuation recommendation is issued, evacuate to an evacuation site. Please evacuate to a safe place in the neighborhood, etc., in a situation that evacuation site occurs to endanger your life.
- Evacuation instruction (emergency)
Issued when conditions in which damage occurs, etc., worsen further, and the risk of harm to people has increased significantly and the risk of damage to human beings is markedly increased and it urges emergency or repeated evacuation. Please be aware that this is not mandatory.
If you have not yet evacuated, evacuate from where you are immediately. If the conditions are such that going outside is a threat to your life, move to a safe location indoors, such as inside your home. Please evacuate to a safe place in the neighborhood, etc., in case evacuating to the evacuation site would endanger your life.



About evacuation information using warning levels in flood (except tsunami), earth and sediment disaster

In order to make it easy to intuitively understand the action to be taken based on the disaster prevention information by dividing the action to be taken by the residents into five stages from the time of the rainy season and typhoon in the year of 2001 according to the increased risk of disaster occurrence. In earth and sediment disaster (except tsunami), offer of evacuation information based on warning level begins.

Warning level 5 Take the best action to protect lives 【Disaster occurrence information】 1

Warning level 4 Everyone should evacuate [Evacuation recommendation] * 1, [Evacuation order (Emergency)] * 1

Warning level 3 Elderly people should be evacuated [Prepare to evacuate / Start evacuating elderly and other persons requiring special care-] 2

Warning Level 2 Confirm your evacuation actions in preparation for evacuation (alert) * 2

Warning level 1 Improve attitudes to disasters (probability of warning class) * 2

1 Information announced from the municipalities

2 Information released by the Japan Meteorological Agency



“Safety Tips” app that provides information during disasters

In Japan, an app called “Safety Tips” that provides information compiled by the Tourism Agency to foreign tourists during disasters is available. App users receive push notifications of Earthquake Early Warnings, tsunami warnings, special weather warnings, volcanic eruption information, etc. in Japan. In addition, an evacuation flowchart that shows evacuation behavior depending on surrounding circumstances, a communication card for obtaining information from people around you, and links from which you can obtain necessary information during disasters are also provided.



Disaster message phone service

When a large earthquake occurs, for example, phone lines may be congested with people checking on safety of others, sympathy calls and inquiries.

In such cases, a disaster message phone service is implemented. If you have NTT, dial “171” to easily record and play a message by following the usage guidance. In addition, all mobile phone carriers also provide a disaster message board service.

5-3 Evacuation method

Before evacuating, make sure to extinguish any kind of fire. When evacuating, minimize what you are going to bring with you and carry them on your back, so that both of your hands are free.