

Chapter 12 - Emergencies (Sudden Illness and Accidents) and Natural Disasters (Typhoons and Earthquakes)



1 Calling during Emergencies (Sudden Illness and Accidents)

1 - 1 Call 119 for Sudden Illness, Injury, or Fires

Even if you do not understand Japanese, you can talk with an interpreter.

(1) In case of extreme illness or injury:

- ① When calling 119, the operator will first ask Kaji desu ka? Kyukyu desu ka? (Is it a fire? An emergency?) Reply, Kyukyu desu. (It is an emergency.)
- ② Tell the operator the name of the place or landmark where you would like the ambulance to come. Ambulances are free-of-charge (0 yen).
- ③ Tell them about what hurts, your symptoms, and your age.
- ④ Give your name and contact information (phone number).



You can also check how to call an ambulance again via the homepage here:

<https://www.fdma.go.jp/publication/portal/post1.html>

(2) In case of fire:

- ① When calling 119, the operator will first ask Kaji desu ka? Kyukyu desu ka? (Is it a fire? An emergency?) Reply, Kaji desu. (It is a fire.)
- ② Tell the operator where the fire is happening.
- ③ Tell them what is on fire.
- ④ Tell them if there are any injuries or people who could not escape the building.
- ⑤ Give them your name and contact information (phone number).



1 - 2 Call 110 for Accidents and Incidents

Call 110 when you find yourself in a situation where you want the police to come quickly, such as a traffic accident or theft. If you are unable to make the call yourself, call out to someone close by and say, Tasukete kudasai! Denwa o kakete kudasai! (Help! Please make the phone call!)

After calling 110, the operator will ask you about the following things. Calm down and answer the questions as accurately as you can. For accidents, say, Jiko desu. (It's an accident.) For things like theft, say, Jiken desu. (It's an incident.)

- ① Tell the operator when, where, and what happened.
- ② Give them your name and contact information (phone number).
- ③ Describe the age, sex, clothing, and number of the offender of the incident or the other people involved in the accident.
- ④ If there is anyone who is injured, describe their age, sex, and the type of injury they've sustained.

2 - Natural Disasters (Typhoons, Earthquakes, etc.)

2 - 1 Preparing with Safety in Mind



- (1) Prepare 3 days to a week's worth of food, water, batteries, and flashlights.
- (2) Prepare a bag (emergency kit) filled with things to take with you when evacuating.
- (3) Check the [Hazard Map] of your area for dangerous areas and places to take shelter.
 - ※ A hazard map is a map that shows areas that are dangerous during natural disasters and the location of evacuation sites.
 - ※ Evacuation sites are places and facilities where people can temporarily take shelter and find safety from disasters. <https://www.city.miki.lg.jp/soshiki/3/8213.html>
- (4) Participate in [disaster prevention drills and evacuation drills] in your local area. Practice how to put out a fire, how to escape to safety, and learn about danger and overall safety.
- (5) Request of your neighbor(s), Moshi, jishin nado ga atta toki ni, iroiro oshiete kudasai.
(If there is ever something like an earthquake, please show me how to do things.)

- “Welcome to Miki City - Where the town is safe and secure”

This is a flyer about “disaster prevention,” - how to protect yourself from natural disasters. Check the homepage for more information. (English, Portuguese, Spanish, Chinese, Korean.)

<https://www.city.miki.lg.jp/soshiki/14/26155.html>

- “Disaster Preparedness Guide for Children and Parents

- 10 Tips to Protect Your Family”

This book contains everyday things we can do to prepare for the 7 natural disasters (earthquakes, tsunamis, typhoons, torrential rain, flooding, landslides, lightning, tornadoes) and points of caution for evacuation during them.

<https://www.hyogo-ip.or.jp/torikumi/tabunkakyose/guidemap.html>



2 - 2 Looking Up Information

(1) Hyogo Emergency Net (Hyogo E-Net)

Hyogo E-Net is a notification system that sends alerts with emergency information (earthquake, tsunami, and weather information) and evacuation information.

Subscribers will receive email notifications with emergency, earthquake, tsunami, and weather information from Miki City and Hyogo Prefecture. <https://bosai.net/>

(2) [Safety Tips]

A smartphone application with earthquake and storm information.

○Android:

<https://play.google.com/store/apps/details?id=jp.co.rcsc.safetyTips.android>

○iPhone:

<https://apps.apple.com/jp/app/safety-tips/id858357174>



(3) You can also check earthquake and storm information here:

<https://www.jma.go.jp/jma/kokusai/multi.html>



2 - 3 Moving to a Safe Place (Evacuating)

(1) When it seems that a disaster is about to occur, move to a safe place (evacuate) at once.

- If you do not know a safe place to move to, ask a Japanese person,

Doko ni nigetara ii desu ka? (Where should I escape to?)

- If you do not know when to take shelter, say,

Nigeru toki o oshiete kudasai. (Please tell me when we should evacuate.)

- Take essential items in a backpack or other bag that still lets you use both hands.
- Turn off the gas, heaters, burners before escaping to another place.

(2) Evacuation sites (for shelter during earthquakes and typhoons)

Miki City has designated evacuation sites for typhoons, earthquakes, and flooding. Many are community centers. Look up the closest one to your house and how to get there. If you do not know, inquire with the Risk Management division of the city hall.



Region	Evacuation Facility	Phone ☎
Miki	<small>み き し ちゅうおうこうみんかん</small> 三木市中央公民館 Mikishi Chuo community center	0794-82-2007
	<small>ふくいこみゆにていせんたー</small> 福井コミュニティセンター Fukui community center	0794-82-7300
Miki – South	<small>み き な み こうりゅう せ ん た ー</small> 三木南交流センター Miki minami koryu center	0794-83-1710
Bessho	<small>べっしょちょうこうみんかん</small> 別所町公民館 Besshocho community center	0794-82-0072
Shijimi	<small>しじみちょうこうみんかん</small> 志染町公民館 Shijimicho community center	0794-87-3814
Hosokawa	<small>ほそかわちょうこうみんかん</small> 細川町公民館 Hosokawacho community center	0794-86-2059
Kuchiyokawa	<small>くちよかわちょうこうみんかん</small> 口吉川町公民館 Kuchiyokawacho community center	0794-88-0004
Jiyugaoka	<small>じゅう おかこうみんかん</small> 自由が丘公民館 Jiyugaoka community center	0794-85-4700
Midorigaoka	<small>みどり おかちょうこうみんかん</small> 緑が丘町公民館 Midorigaokacho community center	0794-85-7011
Aoyama	<small>あおやまこうみんかん</small> 青山公民館 Aoyama community center	0794-87-1300
Yokawa	<small>よかわちょうこうみんかん</small> 吉川町公民館 Yokawacho community center	0794-72-1577

2 - 4 Different Types of Natural Disasters

(1) Typhoons and Storms (Torrential Rain)

- Do not go outside during a typhoon. The strong winds can be dangerous.
- Stay away from rivers and the ocean because of rising water levels and tall waves.
- Avoid mountains and cliffs because the earth can become unstable and break apart.
- Flooding (rising and overflowing water levels) and landslides (crumbling ground) can happen. You can check high-risk areas and evacuation areas on your hazard map.



- If you find yourself in a high-risk area for flooding or landslides, escape to a safe location as soon as you can.



(2) Earthquakes

Japan is a country with many earthquakes. Secure your shelves and drawers ahead of time so that they will not fall. Keep your room a safe place.

- If you are inside a building during an earthquake,
 - Take shelter under a table. Things falling from above and toppling shelves can endanger you.
 - Once the shaking has stopped, turn off the gas, heaters, and burners.
 - Heaters that have toppled during an earthquake can cause fires. If you are able to put out the fire yourself, do so with a fire extinguisher.
 - Before escaping outdoors, switch the breaker to “^{きり}切 (OFF)” to turn off your electricity.
- If you are outside,
 - Use your bag to protect your head from falling objects and move to a safe place.
 - Following an earthquake, buses and trains may stop running. Instead of hurrying back home, wait for a bit in a safe place. Many people heading home at the same time will lead to crowded streets and stations, which can also be dangerous.
- If you are driving,
 - Carefully park your car on the left side of the road and turn off the engine.
 - Without locking the doors, exit the car leaving the key in.
- If you are near the ocean or a river,
 - If an earthquake occurs in the ocean, there is a chance that a tsunami will follow. Distance yourself from the ocean and rivers and take shelter on higher ground.
 - You can also look for tsunami information on TV or on the internet.
 - If you are unsure, ask a Japanese person, *Tsunami wa daijoubu desu ka?* (Is the tsunami situation okay?)

- Evacuating
 - If you do not know a safe place to move to, ask a Japanese person, *Doko ni nigetara ii desu ka?* (Where should I escape to?)
 - Do not go near cliffs. The cliff can collapse and crumble.
 - When there is danger of tsunamis, distance yourself from the ocean and rivers and evacuate to higher ground.

- After the earthquake
 - Do not light any fires. There is a chance that the pipes may have ruptured and the gas has leaked indoors.

(3) Contacting Friends and Family

If your calls are not connecting after an earthquake, use the cellular provider's service.

If you do not understand how to use it, tell a Japanese person, *Dengon daiyaru no kakekata o oshiete kudasai.* (Please teach me how to use Message Dial.)

- Emergency Message Dial (NTT *Dengon* Dial)
 - By calling 171, you can listen to and leave voice messages.
 - NTT EAST <https://www.ntt-east.co.jp/saigai/voice171/>
 - NTT WEST <https://www.ntt-west.co.jp/dengon/>

- Emergency Message Board (Web 171)
 - Here, you can leave a text message via computer or smartphone.
 - <https://www.web171.jp/web171app/topredirect.do>

- Emergency Message Board Service (Mobile Phone)
 - Cellular service providers also have their own message boards.
 - NTT Docomo <http://degon.docomo.ne.jp/top.cgi> (Japanese)
 - <http://degon.docomo.ne.jp/Etop.cgi> (English)
 - KDDI (au) <http://degon.ezweb.ne.jp/>
 - Softbank / Y-Mobile <http://degon.softbank.ne.jp/>

(4) [Evacuation Information] and [Emergency Alert Levels]

These are words that you will often see on TV and news during a natural disaster.

Evacuation Information

Information about evacuation (escaping to a safe place)



- Make preparations for evacuation.
- Elderly people, young children, and others who take time to evacuate should do so now.



- Everyone should evacuate to a safe place.



- The disaster is extremely dangerous.
- Everyone should evacuate immediately to a safe place.

Emergency Alert Levels

Information about water-related disasters (excl. tsunamis), danger of landslides, and evacuation information.



- Check the status of rain and rivers on TV or the internet.



- Check where to and how you will evacuate.



- Elderly people, young children, and others who take time to evacuate should evacuate now.



- Everyone should evacuate to a safe place.



- A disaster is happening. Guard your life with great care.