

# What to Do in an Emergency

緊急のときの対応

## 1-1 Dial 110 or 119, no area code necessary

局番なしの110番, 119番

- If there is a crime, burglary or traffic accident: Call the Police Department (110)
- If there is a fire, sudden illness or serious injury: Call the Fire Department (119)

### ▪ When Calling the Police or Fire Department 警察署や消防署に連絡するときは

1. Explain what happened (traffic accident, robbery, fight, etc.).
2. Give your name and address.
3. Report when and where the incident occurred (time, location and nearby landmarks).

### ▪ When Calling an Ambulance 救急車を呼ぶときは

1. Specify whether you are reporting a fire (*kaji*) or to request an ambulance (*kyukyusha*).
2. Give your name and address.
3. Describe the situation.

### ▪ How to Make an Emergency Call from a Public Telephone 緊急時に公衆電話からかけるときは

Most public telephones have a red emergency button covered with protective glass. Simply press the emergency button before dialing. When making an emergency call from a public telephone that does not have a red emergency button, insert a coin (¥10 or ¥100) before dialing. When you are finished, the coin will be returned.

## 1-2 Koban (Police Boxes) 交番

In Japan, there is a police box in each neighborhood that is used as a base for neighborhood patrols. Police stationed in kobans serve as the local police who handle lost-and-found items, take reports of theft, accidents or runaways, give directions to those who are lost, and patrol the neighborhood.

## 1-3 If a Fire Breaks Out 火事が発生したとき

In addition to dialing 119, alert your neighbors and ask for their assistance in first-stage fire-fighting efforts. If the flames reach the ceiling, it is best to evacuate immediately. When escaping from smoke, cover your mouth with a wet towel, and keep as low as possible.

## 1-4 If You Are In a Traffic Accident 交通事故にあったとき

Either dial 110 or contact your local police box or police department. If someone is injured, be sure to report that. The police can make arrangements to send an ambulance.

## 1-5 What to Do If an Earthquake Strikes 地震への対応

Inquiries: Disaster Prevention and Safety Division; Tel: 7167-1115

Japan has many earthquakes. It is a good idea to always be prepared so you will not panic when an earthquake strikes.

To minimize damage resulting from an earthquake, you should obtain and read the pamphlets “Jishin ni Jishin wo (Confidence in the Face of an Earthquake)” and “Disaster Prevention Handbook” which summarizes what to do in case of an earthquake, and also the Kashiwa City Disaster Prevention Map, which shows the location of evacuation sites. Both of these items can be picked up at the City Hall.

## Daily Preparedness 日頃の備え

1. Participate actively in local disaster prevention drills and learn disaster prevention activity skills.
2. Discuss with family members what each person should do after an earthquake, which evacuation sites

and evacuation routes you will use, and where to store backpacks containing items used during an emergency so that you will not panic when a major earthquake strikes.

3. Brace your furniture to the wall or ceiling to prevent furniture from toppling over and items from falling.
4. Make sure to have a fire extinguisher or water handy to extinguish fires if there is an emergency.
5. Prepare a bag containing the minimum daily necessities that can be used in an evacuation site, as well as a first-aid kit in case there are injuries. Keep these items in a convenient location so you can quickly grab them when you leave your home.

### **When an Earthquake Strikes** 地震が起きたとき

1. If you feel a tremor, go under a desk or table to protect yourself.
2. Quickly turn off any sources of heat, such as gas devices and stoves. (If the tremor is long, wait until the tremor subsides before turning off any heat source.) If a fire breaks out, try extinguishing the flames first with a fire extinguisher or similar device. In addition, alert your neighbors and work together in first-stage fire-extinguishing efforts.
3. Open a door, such as your front entrance, to secure an emergency exit, keep yourself safe and don't panic.
4. Evacuate on foot and only take a minimum amount of belongings.
5. Listen for the latest information on TV or the radio and follow the instructions. Don't be influenced by rumors.
6. If you are driving a car when an earthquake strikes, stop on the left side of the road or in an empty lot, turn off your engine and listen for the latest information on your car radio. If you need to evacuate, leave the key in the ignition and evacuate on foot.

### **Evacuation Sites** 避難場所

Kashiwa City has designated school grounds and comparatively large parks as evacuation sites which all residents can use when a major disaster strikes. It is a good idea to look at the Disaster Prevention Map to find the location of your nearest evacuation site.

### **Network Service for Foreign Residents** 在住外国人ネットワーク

Kashiwa City conducts meetings and evacuation drills under the theme of disaster prevention so that foreign residents will acquire knowledge and information about disasters. It is also necessary for them to have friends (acquaintances) who they can go to for help, not only in case of disasters, but also in case they are in trouble or need advice in their everyday life. For such purposes, the Network Service provides fun events, get-togethers and meetings with local residents, in order to help foreign residents make friends and acquaintances. We hope you will join in these activities.

## Multi-language Mail Distribution Service through Mobile Phone (Cell-Phone)

### 携帯電話による多言語メール配信サービス

Kashiwa City provides multi-language mail distribution service through mobile phones to keep foreign residents informed of useful information for daily life and information, and upcoming events. The languages used include easy-to-use Japanese, English, Chinese and Spanish. You are encouraged to register for this service.

#### How to Register

1. Please choose the language of your preference from among English, Chinese, Spanish and easy-to-use Japanese.
2. Please send a blank e-mail to the following address of your preferred language from your mobile phone. It is not necessary to write any message in your mail.

Easy-to-use Japanese      【[ejp@k-city.jp](mailto:ejp@k-city.jp)】

English                      【[eng@k-city.jp](mailto:eng@k-city.jp)】

Chinese                      【[chn@k-city.jp](mailto:chn@k-city.jp)】

Spanish                      【[esp@k-city.jp](mailto:esp@k-city.jp)】

3. When you send a mail, you will receive a return mail promptly. Read the return mail and register your name, etc.
4. When your registration is successfully completed, you will receive a return mail saying “Thank you for your registration.”

<http://k-city.jp>

**\*You can also register from the QR code.**

