Emergency Manual

What to Do When You Are in Emergencies or Troubles

English

Personal information
Name: ___________________ Blood type: ___Rh___
Address: ___________________
Date of birth: ___________________
Nationality: ___________________
Language(s) I can speak: ___________________

Point of contact of my family
Name: ___________________ Relationship: ________
Tel: ___________________ Cell-phone: ___________
E-mail: ___________________

My workplace
Name: ___________________
Tel: ___________________
E-mail: ___________________

When You Need an Ambulance for Sudden Illness or Injury:
Call 119.

When you get suddenly ill or seriously injured, call the fire station at 119 for an ambulance.

When the fire station answers, tell them the following:
1. It is an emergency.
2. What happened.
   (e.g. state of the illness or injury)
3. Where you are.
4. Your name and phone number

If you can't speak Japanese, ask people around you to make a call.

In Case of a Fire:
Shout “Fire!” to alert people.
Call 119.

In case of a fire, shout “Fire!” to alert your neighbors.
Call the fire station at 119 for a fire engine.
It is dangerous to try to fight a fire by yourself alone.

When the fire station answers, tell them the following:
1. There is a fire.
2. Location of the fire, such as address or name of the building
3. What is on fire.
4. Nearby landmarks, such as a building
5. Your name and phone number

If you can't speak Japanese, ask people around you to make a call.

If You Have Become a Victim of a Crime or Involved in a Car Accident:
Call 110.

If you have been robbed, become a victim of violence, been involved in a car accident, or seen any incident/accident, call the police at 110.

When the police answers, tell them the following:
1. What happened.
   (e.g. “An incident/accident has happened.”)
2. When it happened.
   (e.g. “An accident happened ___ minutes ago.”)
3. Where it happened.
   (e.g. location or nearby landmarks, such as a building)
4. Criminal’s facial characteristics, clothing and features of his/her car
5. Your name and phone number

If you can’t speak Japanese, ask people around you to make a call.
**Ten Hints on Measures against Earthquakes**

Earthquakes often occur in Japan. In case of an earthquake, please act according to the following steps to prevent injury or fires.

- **During an earthquake**
  1. When a tremor comes, protect yourself first. Turn off the gas and all the other sources of fire.
  2. Wait until the tremor subsides.
  3. Remain calm and act carefully so that you won’t hurt yourself with broken items.
  4. Open the window or door to secure your way out.

- **After the earthquake**
  5. Do not rush out of your house or a building, as objects may fall on you.
  6. Stay away from gates and fences, as they may fall down.

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**Evacuation Site of My Family** *(meeting place)*

Name of the facility:

Address:

Tel.:

To prepare for emergency, discuss and make a plan with your family on communication methods, the meeting place, and the safe routes to the evacuation site.

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**List of Emergency Supplies**

**[Items to be carried out]**

Prepare the following items, and put them in a backpack, etc. in case of evacuation.

- Bottled water, radio, clothes, shoes, food, matches or lighter, valuables, flashlight, first-aid kit, writing instrument, rain gear, outfit for cold weather, tiss, and other items indispensable for daily life

**[Emergency Stock]**

Prepare the following to survive for about 3 days after an earthquake.

- Candles, portable gas cooker, solid fuel, drinking water (in plastic containers, etc., approx. 3 liters a day per person), and food

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**To Contact Your Family Members**

**● NTT Disaster Emergency Message Dial is available.**

To record a message

To hear the message

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Phone number (fixed-line) of the person in the disaster-stricken area: *(xxx)-xxx-xxxx*  
(Guidance in Japanese)

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**Counseling Services**

Languages available for the services are different in each venue and by the day of the week. Please make a call for the detailed information.

**● Prefectural services**

Open Mon. to Fri. from 9:00 to 12:00, and from 13:00 to 16:00.

- Kanagawa Kenmin Center 045 (324) 2299
- Ken-o Region Prefectural Administration Center 046 (221) 5774
- Kawasaki Kenmin Center 044 (549) 0047

**● Medical interpretation services**

Request for the service accepted Mon. to Fri. from 9:00 to 12:00, and from 13:00 to 16:00.

- MIC Kanagawa 045 (317) 8803

**● Counseling Services of Municipalities**

- Yokohama Association for International Communication and Exchange 045 (222) 1209
- Kawasaki International Association 044 (435) 7000
- Yokusuka International Association 046 (827) 2166
- Hiratsuka City Office 0463 (21) 8764
- Fujisawa City Office 0466 (25) 1111
- Chigasaki City Hall (appointment necessary) 0467 (82) 1111
- Atsugi City Office 046 (225) 2100
- Yamato International Association 046 (260) 5126
- Sagamihara City Hall 042 (769) 8319
- Hadano City Office 0463 (82) 2001
- Yugawara Town Office 0465 (63) 2111
- Aikawa Town Office 046 (285) 2111