

# Evacuee Life Guide

for Foreign Residents

English Version



Name	
Languages I can speak	
My Neighborhood Disaster Management Group	

Keep this with your disaster preparation map.  
You can get a map at your local disaster support office.



## To begin

**This guidebook provides information on how you can evacuate safely and be secure in the event of an earthquake, tsunami, or other natural disasters.**

**Please read this guidebook carefully.**

**Please be prepared to protect yourself and your family from an earthquake, tsunami, or other natural disasters.**

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1

# Earthquakes

- Japan is a country that experiences a lot of earthquakes. It is impossible to know when an earthquake will occur.
- When an earthquake occurs, electricity, gas, and water are shut off. It becomes difficult to make phone calls. Houses and roads may be destroyed. There may be Tsunamis as well as landslides.



## Column Speed of a tsunami

Some tsunamis may approach at the speed of an airplane.

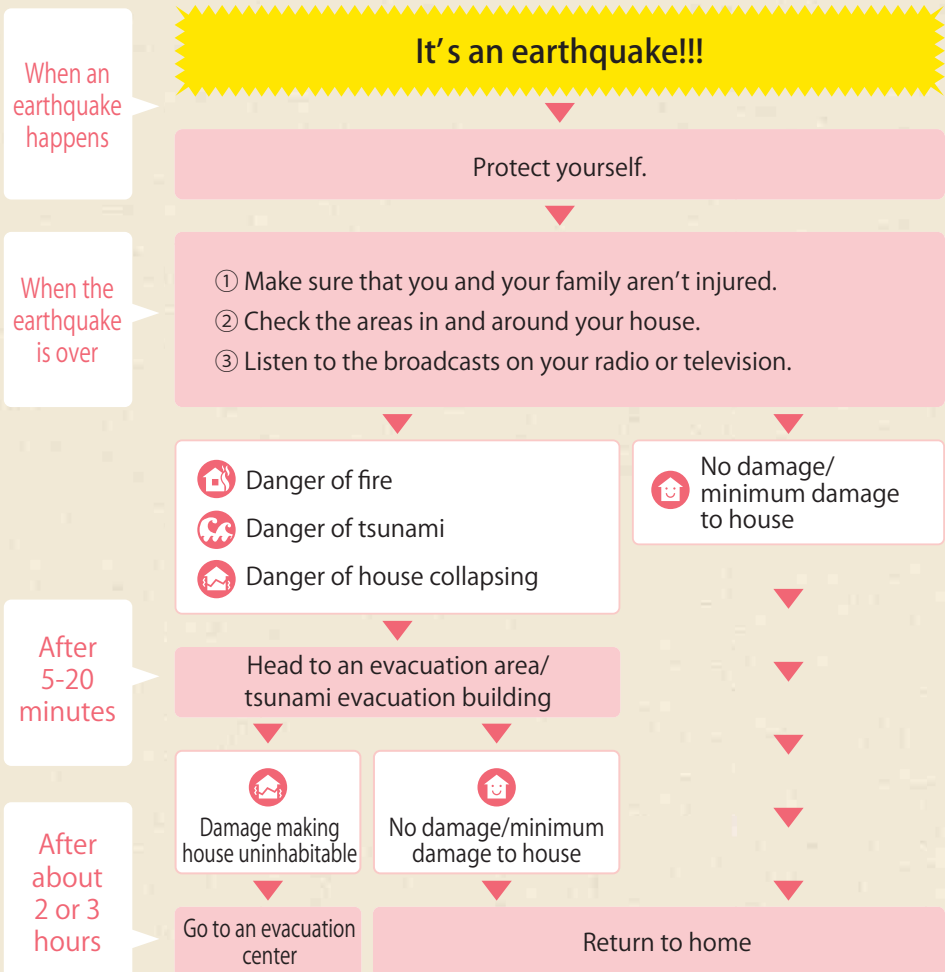


If you feel an earthquake while near the ocean, immediately evacuate. There may be an order to evacuate even when you don't feel anything, because of tsunamis triggered by far away earthquakes.

## 2

# What to do in the event of an earthquake?

Evacuation Flow Chart (Example)



Evacuation flow charts differ by municipality.  
Ask your local Disaster Support Center (usually in Japanese).





## (1) Things to do in the event of earthquake

- ▶ When an earthquake happens, first protect yourself.
- ▶ Danger of fire, tsunami and a landslide
  - ➡ Evacuate immediately.
- ▶ Please evacuate when your home has been destroyed or looks unsafe.
- ▶ Stay at your house if you know that it is safe.

## (2) Where to evacuate first

- ▶ Evacuate to a nearby evacuation area.
- ▶ When you are by the ocean, quickly evacuate to a tsunami evacuation area or a tsunami evacuation building and go to the top of the building.

Most evacuation orders and information on disasters are broadcast in Japanese. Please memorize the following disaster-related terms in Japanese.

Term/phrase	Meaning	Pictogram
<b>Hinanchi</b> (Hinambasho)	The first place you evacuate to when an earthquake happens. It's in a wide open space such as a park, school yard, etc.	
<b>Tsunami hinambasho</b> (Takadai)	A place to evacuate from tsunamis. It is a hill or mountain higher than the areas around it.	
<b>Tsunami hinan biru</b> (Tsunamihinan tawaa)	A high building or tower for evacuating from tsunamis.	 

- ➡ Everybody including foreigners can use these.
- ➡ These are places you evacuate to until it is safe. You cannot stay the night.

- ▶ A tsunami can arrive quickly. If an evacuation area is far from you, evacuate to a higher place nearby.



### Look it up!

Look up the place you should first evacuate to and write it down on page 21 .

## (3) Things to be aware of when evacuating

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- ▶ Please turn off the gas at your house when you are evacuating. Turn off electric breakers.

Main gas supply tap



Electric breakers



- ▶ Keep the things you need to evacuate (emergency items) in a backpack. Try to carry as little in your hands as possible.




Look at page 14 for a list of emergency items.

### (4) Go to an evacuation center when your home has been destroyed

- ▶ After evacuating to an evacuation area, tsunami evacuation area or building, one can return home if there is no risk of fires, tsunamis, or landslides.
- ▶ People who have lost their homes should go to an evacuation center.

#### Japanese terms/phrases used during disasters

Term/phrase	Meaning	Pictogram
<b>Hinanjo</b>	Evacuation center where people live when their homes have been destroyed or may have a risk of collapsing. You can stay there until you can return home, usually a community center or school gym.	



Evacuation center (a school gym, etc.)



 **Please Look it up!**

Look up your closest evacuation center and write it on page 21.



How an evacuation center looks inside (gym)



## Life in an evacuation center

- People gather in evacuation centers when their homes have been destroyed or have a risk of collapsing. Since many people stay at an evacuation center, please be mindful of others around you and follow the rules of the evacuation center.

### (1) How an evacuation center is operated

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- ▶ The evacuation center is operated by members of the neighborhood disaster management group. A neighborhood disaster management group is a group of people who live near evacuation centers that help one another when disasters strike. Because government assistance might not be available immediately, evacuees should help each other by sharing duties at the evacuation center.

### (2) What to do at an evacuation center

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- ▶ When living at an evacuation center, help out the neighborhood disaster management group.

#### 【Example】

- Help out with preparing food, cleaning, carrying things around, etc.
- Help seniors, the ill, and children.





- ▶ For those who know Japanese, talk to other foreigners in easy-to-understand Japanese.
- ▶ If you can interpret, please do so.

### (3) Rules of evacuation center life

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※The following 8 rules are the main rules.

The rules differ depending on the evacuation center.

Ask any members of the neighborhood disaster management group at the evacuation center.

#### ① Registering your name

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- ▶ When you arrive to the center, tell your name and address to the staff there.

#### ② Evacuation Center Living Space

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- ▶ Ask any members of the neighborhood disaster management group at the evacuation center about the space that you can use.
- ▶ Don't enter the spaces assigned to other people.



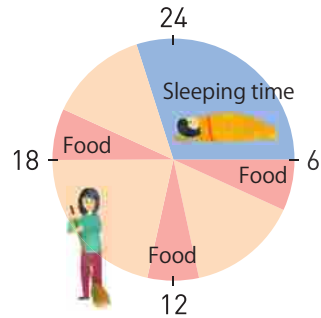
What an evacuation center is like  
(Living space)



(Image of dividing living space up by cardboard.)

### ③ Schedule

- ▶ Match your schedules with the people around you as much as possible.
- ▶ For those who work at night, do your best not to disturb those who are sleeping.



### ④ Items necessary for living

- ▶ Use the items you brought at first.
- ▶ Later on, free food, drinks, blankets, etc. will be distributed.
- ▶ People requiring special help, such as seniors, children, and the ill, will receive these items first. Line in order.
- ▶ The communal items in the center (such as the stoves, fans etc.) are used by everyone.



What an evacuation center is like  
(Image of relief goods distribution)



(Image of items for communal use)

### 5 Trash

- ▶ Sort your trash in the designated area.  
Don't leave trash for long periods of time in the living areas.



### 6 Toilet

- ▶ Use the designated toilet.  
There are some toilets that you can't use.

### 7 Fire

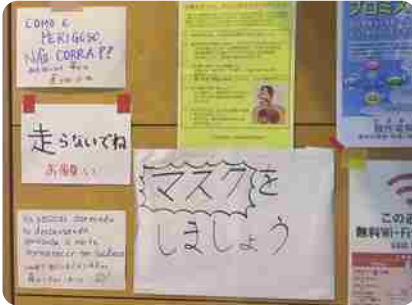
- ▶ Don't light fires in an evacuation center.  
Smoke cigarettes in the designated areas.



Smoking area

## ⑧ Information

- ▶ Check for new information on the evacuation center bulletin board.
- ▶ If you don't understand what's written, ask someone at the center.



Evacuation center bulletin board



At the evacuation center, you live with members of the neighborhood association.

It's very hard to live with those who you do not know.

Regularly interact with your neighbors so you can get to know them (greetings, etc.).



## 4

## Things to do in anticipation of an earthquake

- Life at an evacuation center is completely different from regular life. Since there are many people at an evacuation center, some people may not get enough rest and/or fall sick. Prepare yourself before an earthquake hits so that you can continue to live in your own home if it happens.

### (1) Preparation inside the home

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- When an earthquake strikes, furniture falls over, things fall from shelves, and glass breaks. Secure your furniture so that it doesn't move during an earthquake and you don't hurt yourself. Also, make sure that you place your furniture away from your sleeping area and exit.



## (2) Household Stockpile

- ▶ Utility services might stop and you may be unable to use the toilet due to plumbing damage.
- ▶ Please stockpile goods so you are able to continue living at your home after a disaster.

### Examples


 Water (7 days' worth)

 Food (7 days' worth)

 Portable stove

 Portable toilet

Number of family members  $\times 3 \text{ l} \times 7 \text{ Days}$

## (3) Emergency goods to carry

- ▶ Put everything you need to evacuate into a backpack.

### Examples


 Passport

 Light

 Radio

 Batteries

 Gloves

 Medicines

 Tissue Paper

 Clothing/Underwear

 Matches/Lighter

 Knife

 Water

 Emergency food

 Cups, plates & utensils

 Towel


Make sure that it's light enough to carry.

## 5

## During heavy rains/typhoons

### (1) What are heavy rains/typhoons?

Term/phrase	Meaning
<b>Ooame</b>	Heavy rain. Heavy rains could lead to roads being flooded and rivers overflowing.
<b>Taifuu</b>	Typhoon. Typhoons may bring not only heavy rainfall but also very strong winds. Strong winds may cause flying debris and knock down trees.

- ▶ Heavy rains and typhoons may cause overflowing of rivers, road flooding and house flooding. There may be landslides, too.





## (2) Evacuation during heavy rains and a typhoon

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- ▶ When an evacuation is necessary, there will be announcements on the television, radio, and disaster PA system.

Listen closely to the information※ provided by the city or town hall.



- ▶ If you are close to the ocean or a mountain during heavy rains or a typhoon, even if there is no evacuation information, you should evacuate immediately.



- ▶ If it's dangerous to go to an evacuation area, stay in a safe area in your house or go to a safe place nearby.

A safe place in your house is somewhere higher and away from cliffs.



- ※ You can get information on earthquakes, tsunamis, heavy rains, typhoons, etc. through the local disaster information e-mail system (usually in Japanese) and the prefectural facebook page.



## 6

## Japanese terms/phrases used during disasters

- In times of disaster, there will be a broadcast in Japanese. Learn the terms and their meaning in the chart below.




Term/phrase	Meaning
Yoshin	Aftershock
Shindo	The size of an earthquake tremor (Eg.Shindo 1, Shindo2)
Toukai	Homes and buildings collapsing
Tsunami	A large and powerful wave that comes after an earthquake
Kasai	Fire
Teiden	Power outage
Gakekuzure	Landslides
Ooame	Heavy rains which could result in inundation and river flooding.
Taihuu /Taifuu	Typhoon. Typhoons may bring not only heavy rainfall but also very strong winds. Strong winds may cause flying debris and knock down trees.
Hinan suru	To evacuate to a safe place
Hinan kankoku	Evacuation warning
Hinan shiji	Evacuation order
Hinanchi (Hinanbashi)	Evacuation area. The first place you evacuate to when an earthquake happens. It's in a wide open space such as a park, schoolyard, etc.
Tsunami hinan basho (Takadai)	Tsunami evacuation area. A place to evacuate from tsunamis. It is a mountain or hill higher than the areas around it.
Tsunami hinan biru(tawaa)	Tsunami evacuation building(tower). A high building or tower for evacuating from tsunamis.
Hinanjo	Evacuation center where people live when their homes have been destroyed or may have a risk of collapsing. You can stay there until you can return home, usually a community center or school gym.
Takadai	A place higher than the areas around it

Term/phrase	Meaning
Jishu bousai soshiki	Neighborhood disaster management group created so that people living near evacuation centers can help one another when a disaster strikes.
Bousai musen	PA system

## 7 Information on earthquakes, tsunamis, etc.

- These are some examples of websites and applications you can use to look up information on earthquakes, tsunamis, etc. When you're evacuating, do your best to make sure you're getting accurate information.



NHK World (Radio)	18 Languages	<a href="http://www3.nhk.or.jp/nhkworld/ja/radio/">http://www3.nhk.or.jp/nhkworld/ja/radio/</a>
Japan Life Guide (CLAIR)	14 Languages	<p>You can download the app from the App Store and Google Play.</p> <p>Japan Life Guide </p> <p>You can get general and earthquake information.</p>
Shizuoka Prefecture Natural Disaster Information SIPOS RADAR	Japanese	<a href="http://sipos.pref.shizuoka.jp/">http://sipos.pref.shizuoka.jp/</a> (For computers)
Disaster Prevention in Shizuoka Prefecture Official App <small>Official Disaster Prevention App for Shizuoka Prefecture</small>	12 Languages To be added:	<p>You can download the app from the App Store and Google Play.</p> <p> Disaster Prevention in Shizuoka Prefecture </p>
Shizuoka Prefecture Facebook Disaster Information, Event Information	Japanese	<a href="https://fb.com/shizuoka.bousai">fb.com/shizuoka.bousai</a>
	English	<a href="https://fb.com/infoshizuoka.eng">fb.com/infoshizuoka.eng</a>
	Portuguese	<a href="https://fb.com/infoshizuoka.por">fb.com/infoshizuoka.por</a>
	Tagalog	<a href="https://fb.com/infoshizuoka.tag">fb.com/infoshizuoka.tag</a>
	Indonesian	<a href="https://fb.com/infoshizuoka.ina">fb.com/infoshizuoka.ina</a>
Shizuoka Prefecture Multicultural Affairs Division Twitter	English	@MtFujiShizuoka

	Name of city/town	Division in charge	Telephone
Izu area	Shimoda-shi	Bousai anzen-ka	0558-36-4145
	Higashi Izu-cho	Bousai-ka	0557-95-1103
	Kawazu-cho	Soumu-ka Bousai-kakari	0558-34-1913
	Minami Izu-cho	Soumu-ka Bousai-kakari	0558-62-6211
	Matsuzaki-cho	Soumu-ka Shoubou bosai-kakari	0558-42-3963
	Nishi Izu-cho	Bousai-ka	0558-52-1965
East area	Numazu-shi	Kiki kanri-ka	055-934-4803
	Atami-shi	Kiki kanri-ka	0557-86-6443
	Mishima-shi	Kiki kanri-ka	055-983-2650
	Fujinomiya-shi	Kiki kanri-kyoku Kiki kanri-tantou	0544-22-1319
	Ito-shi	Kiki taisaku-ka Kiki taisaku-tantou	0557-32-1362
	Fuji-shi	Bousai kiki kanri-ka Bousai taisaku-tantou	0545-55-2715
	Gotemba-shi	Kiki kanri-ka	0550-82-4370
	Susono-shi	Kiki kanri-ka	055-995-1817
	Izu-shi	Bousai-anzen-ka	0558-72-9867
	Izu no Kuni-shi	Kiki kanri-ka	055-948-1482
	Kan'nami-cho	Soumu-ka Anzen-kakari	055-979-8102
	Shimizu-cho	Kurashi anzen-ka Bousai taisaku-kakari	055-981-8205

	Name of city/town	Division in charge	Telephone
East area	Nagaizumi-cho	Chiiki bousai-ka	055-989-5505
	Oyama-cho	Bousai-ka	0550-76-5715
Central area	Shizuoka-shi	Kiki kanri soushitsu Kiki kanri-ka	054-221-1012
	Shimada-shi	Kiki kanri-ka Kiki kanri-tantou	0547-36-7320
	Yaizu-shi	Bousai keikaku-ka	054-625-0128
	Fujieda-shi	Daikibo saigai taisaku-ka	054-643-3119
	Makinohara-shi	Bousai-ka	0548-23-0056
	Yoshida-cho	Bousai-ka	0548-33-2164
	Kawanehon-cho	Soumu-ka Jichi bousai shitsu	0547-56-2220
Western area	Hamamatsu-shi	Kiki kanri-ka	053-457-2537
	Iwata-shi	Kiki kanri-ka	0538-37-2114
	Takegawa-shi	Kiki kanri-ka	0537-21-1131
	Fukuroi-shi	Kiki kanri-ka Kiki taisaku-kakari	0538-44-3108
	Kosai-shi	Kiki kanri-ka	053-576-4538
	Omaezaki-shi	Kiki kanri-ka Saigai taisaku-kakari	0537-85-1119
	Kikugawa-shi	Kiki kanri-ka	0537-35-0923
	Morimachi	Soumu-ka Bousai-kakari	0538-85-6302

## 9

# Where to evacuate

- Have your disaster preparation map ready and confirm the following.

(1) Is the area around your house safe? Please make a check mark.

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- The ocean is nearby.  Danger of tsunami
- Mountains are close.  Danger of a landslide

If you've checked either of these boxes, you need to evacuate quickly

(2) Where to evacuate

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Look up the closest place to which you can evacuate from your house

## ► Where to first go when you evacuate

Evacuation area	<ul style="list-style-type: none"> <li>• Earthquake</li> <li>• Tsunami</li> </ul>	Place name	
		Address	
	<ul style="list-style-type: none"> <li>• Typhoon</li> <li>• Heavy rain</li> </ul>	Place name	
		Address	

## ► A place to live temporarily when your house is destroyed


Evacuation Center	Place name	
	Address	

## 10

## Disaster Preparedness Notes

- Look up important information that you will need if an earthquake or tsunami hits.

## ▶ Personal Information




Passport Number		Residence Card Number	
Home address			
Name of school/company			
Name of school/company			

## ▶ Family Info



Passport Number			
Home address		Residence Card Number	
Name of school/company			
Name of school/company			

Passport Number			
Home address		Residence Card Number	
Name of school/company			
Name of school/company			



## ▶ Info of people you know (friends, relatives, etc.)

Name		
Name		
Name		

## ▶ Public Institutions

Fire & Ambulance 	119	Disaster Messaging Service	171
Police 	110	Embassy	

## ▶ Other important numbers

Name	
Name	
Name	



Shizuoka Assistance Center  
for Foreign Residents

**CAMELLIA**



**Residence qualifications (what you need to be able to reside in Japan), Japanese language study, health insurance, taxes, work, choosing a school for your child, finding a hospital, etc. and other concerns you may have!**

**Tel / 054-204-2000 FAX / 054-202-0932 URL / <http://www.sir.or.jp/>  
Mail / [sir07@sir.or.jp](mailto:sir07@sir.or.jp) Line / [sirlinenid](https://line.me/tv/p/~sirlinenid) Facebook / Adviser Shizuoka  
Skype / [siradviser](https://www.skype.com/user/siradviser) Messenger / [@adviser.shizuoka](https://www.messenger.com/profile/@adviser.shizuoka)**

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