

Chapter 2
**Emergencies and
Disasters, Crime
Prevention, and Traffic
Safety**



Saitama's Prefectural Mascot
Kobaton

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1 Emergency Contact Information

(1) Fire, Medical, and Injury Emergencies – 119

When you require a fire engine or ambulance, dial **119**. When the operator answers, state whether you require a fire engine (*shoubosha*) or ambulance (*kyuukyusha*). Then give the operator the details and address of the scene of the emergency, the name of any large landmarks near the scene, your name, and your telephone number.

Using the ambulance for transportation to medical facilities is free of charge; however, the cost of any treatment will be your own responsibility. Please have your Health Insurance documentation and the necessary funds ready.

Ambulances operate to transport people who are injured or sick to hospital emergency rooms. Please evaluate whether your situation is actually an emergency and take a taxi if it is not an emergency. If you are not sure which hospital you should go to, the Saitama Emergency Medical Information Center (#7119 or 048-824-4199) can direct you to a Medical Institution 24 hours a day (excluding dentists, oral surgeries, and psychiatrists). (This service is provided in Japanese.)

Also, Fire Departments are introducing a service whereby private patients can utilize certified Fire Department Headquarters for hospital admission, discharge, and outpatient visits.

- Example 119 Emergency Calls -

Fire:	“Kaji desu.” “○○ ga moeteimasu.” “There’s a fire.” “○○ is burning.”	
Medical Emergency:	“Kyukyuu-sha o onegai shimasu. Koutsuu jiko de keganin ga imasu.” “Please send an ambulance. (I’ve/someone has) been injured in a car accident.” (Give details such as whether people are trapped inside [“hasamarete iru”] etc.)	
	“Kyukyuu-sha o onegai shimasu. Kyuubyou-nin ga demashita.” “Please send an ambulance. (I’ve/someone has) become suddenly ill.” (Give details such as whether they have lost consciousness [“ishiki ga nai”] etc.)	
Where:	“Basho wa ○○ machi ○○ banchi desu.”	“The address is ○ banchi ○ machi.”
	“Denwa bango wa, ○○○-○○○ desu.”	“The telephone number is ○○○-○○○.”
	“Chikaku ni ○○ ga arimasu.”	“There’s a (n) ○○ nearby.”
Caller’s Information:	“Watashi no namae wa, ○○ desu.”	“My name is ○○.”

(2) Police – 110

If you are a victim of a crime or involved in a traffic accident, please phone the police on 110 immediately. When the police answer, tell them what has happened (whether anyone has been injured, whether the criminal is still present, etc.). Then, as calmly as possible, answer questions about when the incident occurred (how many minutes ago), where (the address and/or landmarks nearby), and what the perpetrator did; and give your name and phone number in that order.

- Example 110 Emergency Calls -

Crime:	“Dorobou (hittakuri) ni aimashita. Kega nin wa imasen.” “I have encountered a robber (bag snatcher). There is no-one hurt.”
When:	“Ima kara san (3) pun kurai mae desu.” “Three (3) minutes ago.”
Where:	“○ machi ○ banchi desu. Chikaku ni ○○ yuubinkyoku ga arimasu.” “The address is ○ banchi ○ machi. ○○ post office is nearby.”
Information on the Criminal:	“○○ iro no baiku ni notta futarigumi de, ○○ eki houkou ni nigete ikimashita.” “It was 2 of them. They got on a ○○ (color) bike and fled in the direction of ○○ station.”
Caller’s Information:	“Watashi no namae wa, ○○ desu. Denwa bango wa ○○○-○○○.” “My name is ○○. My telephone number is ○○○-○○○.”

(3) Calling from a Public Telephone (emergency calls are free)

- ① Green public telephone
Telephone with red emergency button:
Pick up the receiver and push the red emergency button. Then dial 110 or 119.
Telephone with no red emergency button:
Simply pick up the receiver and directly dial 110 or 119.
- ② Gray public telephone: Pick up the receiver and dial 110 or 119.

(4) Email and Fax 110

Email 110 <http://saitama110.jp/>

Fax 110 0120 – 264 – 110

2 Japanese Road Rules

(1) Basic Road Rules

- Pedestrians should keep to the right, and vehicles such as automobiles and bicycles should keep to the left.
- Pedestrians have priority over vehicles.
- Obey road signs and traffic lights etc.
- Obey any police instructions.

(2) Basic Pedestrian Rules

- If there is a sidewalk next to a roadway, pedestrians should walk on the sidewalk.
- If there is no footpath or wide side strip (sidewalk), pedestrians should walk on the right shoulder of the road.
- If there are signals (walk signs) at a crossing, pedestrians should obey the signals.
- If there are no pedestrian crossings, signal your intent to cross by raising your hand, etc.
- When crossing the road, look right and left and check that it is safe to cross.
- Wear reflectors and bright clothing at night.

(3) Basic Bicycle Rules

- Cyclists should ride on the road rather than the sidewalk. Cyclists may only ride on the sidewalk in exceptional circumstances.
- Cyclists should keep to the left side of the road.
- When riding on footpaths or sidewalks, remember that pedestrians have priority and ride slowly on the side closest to the road.
- Follow all traffic rules, including:
 - ① No drunk riding, double riding (two or more people riding on one bicycle), or parallel riding (two or more bicycles riding side by side so no one can pass you).
 - ② Use a bicycle light when riding at night.
 - ③ Obey the traffic lights and always stop at crossings. Check the safety of the surrounding traffic before starting to ride.
- Children must wear a helmet when riding a bicycle.
- Please enroll in bicycle insurance.

*In Saitama, prefectural ordinance mandates that you enroll in bicycle insurance (that covers death, injury, etc. caused to a third party).

<https://www.pref.saitama.lg.jp/a0311/jitensya/jitensyajyourei.html>

(4) Basic Vehicle Rules

- Drivers must obtain a driver's license to drive.
 - Driving while intoxicated (drunk driving) is strictly prohibited.
 - All passengers, including drivers, front-seat passengers, and rear-seat passengers, must wear seatbelts.
 - Children under six years old must ride in a child safety seat.
 - When riding a motorbike, always wear a helmet.
 - Turn on vehicle lights early at dusk.
 - Do not use a cell/mobile phone, etc. when driving.
 - When passing near pedestrians, be sure to pass at a safe distance and drive slowly.
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3 Traffic Accidents

(1) In the Case of a Traffic Accident

- ① If there is somebody injured, administer first-aid to the injured if possible and call 119 for an ambulance. Continue administering first-aid until the ambulance arrives.
- ② Move to a safe place and dial 110 to notify the police.
- ③ Ask all the people involved in the accident for their name, address, telephone number, driver's license number, plate number, insurance company, the kind of insurance they have, etc.
- ④ If there were any witnesses, ask for their contact details.
- ⑤ Inform your insurance company that you have been involved in an accident.
- ⑥ Seek a doctor immediately.

(2) Traffic Accident Consultation Services

The Saitama Traffic Accident Consulting Center offers consultation services in Japanese on the following topics: settling out of court, how to file an insurance claim, and calculation of indemnity. This service is offered from 9:00 – 12:00, 13:00 – 17:00 (reception is until 16:30) Monday through Friday. For further information, contact the Saitama Traffic Accident Consulting Center.



Consultation and Inquiries

Office	Telephone	Address	Hours
Saitama Traffic Accident Consulting Center	048-830-2963	1F Prefectural Office Bldg 2 (Prefectural Citizens Consultation Center) 3-15-1 Takasago, Urawa-ku, Saitama-shi	Mon – Fri (Except National Holidays and New Year's holidays) 9:00-12:00, 13:00-17:00 (Reception closes 16:30)

URL: <http://www.pref.saitama.lg.jp/a0311/soudankyuhu/koutuujikosoudan.html>

4 Crime Prevention

(1) Snatching

- ① Please put a snatch prevention cover on the front basket of your bicycle.
- ② Please keep bags, etc., on the side of your body opposite the road when walking.
- ③ Please do not walk while using a cell phone or smartphone or listening to music with headphones because it makes you less aware of your surroundings.
- ④ Please be careful of motorcycles and bicycles and such that approach you from behind.

(2) Safety of Children

Guardians should repeatedly give children the following instructions:

- ① Never be alone.
- ② Do not go with strangers.
- ③ If you feel that you are in danger, get away from that spot and ask for help.
- ④ Tell somebody at home where and with whom you are going, and when you are coming back.
- ⑤ If you are alone, walk on streets with a lot of people or stores.

(3) Safety for Women

- ① Please try to take well-lit, busy streets and always keep an eye on your surroundings and check behind yourself frequently. Avoid dark alleys and deserted streets when

possible.

- ② Please carry a mugger whistle (personal alarm) and make sure it is readily usable at all times (e.g. by attaching it to the outside of your bag).
- ③ When you return home late, please have somebody from home come pick you up or use a taxi.
- ④ Please be sure to lock your front door and windows even in the daytime.
- ⑤ Walking while listening to music with earphones or using a cell phone can make you less aware of your surroundings (including suspicious individuals nearby), so please try to avoid such distractions.

(4) Breaking and Entering

- ① Use at least two locks or more by using auxiliary locks on doors and all windows.
- ② Always be sure to lock your doors and windows while at home or even you are only away from home for a short period of time.

(5) Bicycle Theft

- ① Lock your bicycle even when parking at home.
- ② Lock your bicycle even if you are only away for a short period of time.
- ③ Use wire locks, etc. to double-lock your bike.
- ④ Park your bicycle where it can be clearly seen in a supervised area.
- ⑤ If you own a bicycle, make sure to register your bicycle to prevent theft. (You can register bicycles at police stations).

URL: <http://www.police.pref.saitama.lg.jp/>

5. Support for Victims of Crime

(1) Victims of Crime and Accidents

Victims of crime and their families do not just suffer from direct damage such as losing their loved ones, being injured, or having their possessions stolen, but also suffer from various other effects that persist even after the crime or accident such as poor mental and physical health due to the crime or accident, increased economic burden as a result of paying medical expenses, losing their job, or changing jobs, thoughtless treatment from those around them, emotional burden and loss of time due to investigations and trials, further harm from the accused party, etc.

(2) General Consultation Window

The Sai-no-Kuni One-Stop Support Center for Victims of Crime is located in the Musashi-Urawa Godo Chosha on the 3rd floor of the Lamza Tower, and is operated jointly by Saitama Prefectural Government, Saitama Prefectural Police, and the Saitama Prefecture Support Center for Victims of Crime (Public Interest Incorporation Association). Confidential, free consultation services are provided for victims of crime and their families, and multiple support services are offered in one consultation.



Consultation and Inquiries

Name of Corporate Body	Phone Number	Address	Reception Time
Sainokuni Crime Victims One-Stop Support Center	0120-735-001 or 048-862-0001	1-10-1 Numakage, Minami-ku, Saitama-shi (Musashi-Urawa Godo Chosha, Lamza Tower, 3F)	8:30-17:15, Mon to Fri (excluding holidays and national holidays)
Saitama Prefectural Police Crime Prevention/Traffic Safety Division	048-710-5036		8:30-17:15, Mon to Fri (excluding holidays and national holidays)
Saitama Prefectural Police Support Office for Victims of Crime	0120-381-858		8:30-17:15, Mon to Fri (excluding holidays and national holidays)
Saitama Prefecture Support Center for Victims of Crime (Public Interest Incorporated Association)	048-865-7830		8:30-17:00, Mon to Fri (excluding holidays and national holidays)

URL: <https://www.pref.saitama.lg.jp/a0311/hanzaihigaisya/soudanmadoguchigaishoni.html>

(3) Victims of Sexual Violence Crimes

- Consultation Number for Sexual Violence Crimes: Iris Hotline -

Consultation services are available for victims of sexual violence crimes and their families. Your privacy is assured, as consultations services are provided by staff members who are obligated by law to maintain strict confidentiality. Support provided includes phone consultation, face-to-face consultation, support regarding examinations and procedures at medical institutions, accompaniment assistance, legal advice, etc.



Consultation and Inquiries

Name of corporate body	Phone number	Address	Reception time
Consultation Call Number for Sexual Violence Crimes: Iris Hotline	#8991 0120-31-8341 or 048-839-8341	1-10-1, Numakage, Minami-ku, Saitama-shi (Musashi-Urawa Godo Chosha, Lamza Tower, 3F)	24 hours, 365 days a year

URL: <https://www.pref.saitama.lg.jp/a0311/hanzaihigaisya/seibouryoku2.html>

6 Natural Disasters

(1) Earthquakes

Earthquakes occur frequently in Japan. If a large earthquake should occur, furniture may fall over and cause injuries, gas and water services may stop, and you may find it impossible to purchase food and other daily items. Consequently, it is important to take precautions and develop disaster prevention measures as a family, in advance.

Disaster Prevention for Large Earthquakes:

- 10 Dos and Don'ts -

- 1 Advance Preparation: Make sure all furniture is securely fastened to prevent it from falling over. Decide beforehand how family members will contact each other, where you will gather, where and how you will take shelter, and what items you need to have ready in case of an emergency.
- 2 When an earthquake occurs, prioritize your safety first: Hide under a sturdy table and protect your head with a cushion.
- 3 Immediately extinguish all flames and close all gas taps. (Wait until all aftershocks have subsided before turning on the gas.)
- 4 Open the door and secure an exit.
- 5 Do not run outside in a panic.
- 6 If a fire breaks out, remain calm and extinguish it. (Call out to alert your neighbors and help each other to extinguish the fire(s).)
- 7 Do not go near stone/brick walls or vending machines.

- 8 Be careful of broken glass indoors.
- 9 Cooperate and administer first aid to those in need of it.
- 10 Gather accurate information on the situation.

(Reference) Items needed in times of emergency: medicines, first-aid kit, drinking water, emergency food, smart phone charger, portable radio set, extra batteries, headlights (flashlight), cold protection aluminum sheet, helmet (to yourself from falling debris), army knife, towels, gloves, rope, tissue paper, portable toilets, wet wipes (wet tissues), face masks, plastic bags in various sizes, newspapers, rain gear, sports shoes, socks, and anything else necessary for yourself and your family.

① “Earthquake Emergency Procedures” Pamphlet

(Published by the Institute of Scientific Approaches for Fire & Disaster)

You can download brochures which summarize tips on how to be prepared for earthquakes and what to do in the case of an earthquake. (Japanese, English, Chinese, Korean, Vietnamese, and Portuguese)

URL: <https://www.bousai-kensyu.com/knowhow/pamphlet01/>

② Earthquake Preparedness Trips (Published by the Saitama Prefectural Police)

You can view tips on how to reduce damage from earthquakes and download a sheet to check the safety of your house. (Japanese, English, Chinese, Korean, Spanish, Portuguese, Tagalog, Vietnamese, Arabic, Urdu, Thai, Turkish, Malay)

URL: <http://www.police.pref.saitama.lg.jp/g0050/kurashi/earthquake-foreigner.html>

(2) Typhoons

Typhoons are tropical low-pressure systems accompanied by heavy rain and strong wind. They most often strike Japan during summer and autumn. Be sure to check your house and repair or reinforce any weak or damaged areas. Typhoons often result in power failures, so it is important to keep flashlights, candles, a portable radio with spare batteries and a smart phone charger handy.

During times with no storms, check hazard maps of the area in which you live for information on the disaster risks of your residence and evacuation sites.

Before a typhoon hits, the area in which you live will make announcements regarding the rising warning levels of the approaching storm. At level 3, the elderly and others requiring additional time should evacuate. At level 4, everyone should evacuate.

(3) Emergency Evacuation Areas

In emergency situations when people have to flee their homes for safety, they go to emergency evacuation centers such as schools or other large buildings designated by the local municipal office. To find out the nearest evacuation center to you, ask the disaster prevention office personnel at your local municipal office. Also, some municipalities distribute maps indicating the evacuation centers in the area.

(4) Natural Disaster Information Broadcasts in Foreign Languages

The following stations broadcast disaster information in English and other foreign languages:

Radio: Inter FM897 (89.7 MHz) and NHK 2 (693 kHz)

TV: NHK 1, BS 1 and 2

(5) NTT's Disaster Message Number 171

When a disaster occurs, telephone lines in the disaster area become overloaded with calls. In such cases, the "Disaster Message Number" is provided as a service so that you can easily verify the safety of family members. No area code is necessary; simply dial 171 and you can easily record and/or replay your message. For further information, visit the NTT website below.

URL: <http://www.ntt-east.co.jp/saigai/voice171/index.html> (Japanese)

URL: <https://www.ntt-east.co.jp/en/saigai/voice171/> (English)

Cell phones also have Japanese and English message board services that can be accessed from the following URLs:

docomo: <http://dengon.docomo.ne.jp/top.cgi> (Japanese)

<http://dengon.docomo.ne.jp/Etop.cgi> (English)

au: <http://dengon.ezweb.ne.jp/> (Japanese)

<http://dengon.ezweb.ne.jp/E/service.do> (English)

Softbank <http://dengon.softbank.ne.jp/pc-1> (Japanese)

/YMOBILE: <http://dengon.softbank.ne.jp/pc-e1.jsp> (English)

(6) Gathering Information

① Safety and Security in Saitama (Published by the Saitama Prefectural Government)

A Guide to Living in Saitama

Information on any disaster or crisis that occurs in Saitama Prefecture, resulting damage, and relief measures will be reported promptly on the Saitama Prefectural Government website below. This site can also be accessed from cell phones.

This site can be used as a means to obtain disaster information.

URL: <http://www.pref.saitama.lg.jp/theme/anzen/index.html>

② Disaster Support Information for Foreign Residents (Accessible via the CLAIR (Council of Local Authorities for International Relations) website)

This site includes information on disaster support information for foreign residents and links to other websites which are useful in gathering and disseminating disaster support-related information. Examples of disaster support activities and disaster prevention measures targeting foreign residents in different regions as well as links to websites on support activities by foreign residents in Japan are also available.

URL: <http://www.clair.or.jp/j/multiculture/tagengo/saigai.html>

③ Response to Radioactive Substances (Accessible via the Saitama Prefectural Government Environmental Policy Division website)

The Saitama Prefectural Government regularly measures radiation levels in the air, tap water, and food products and assesses the effects of radioactive substances on them. Survey results are uploaded to the Saitama Prefecture Official Website (with a link to the Health Consultation Service site).

URL: <http://www.pref.saitama.lg.jp/a0501/housyasen-sokuteikekka.html>

(7) Disaster Preparedness

① Opportunities to participate in disaster prevention training are offered in each city and town in Saitama Prefecture to prepare for disasters such as earthquakes. Please see the following websites for a list of disaster prevention training open to non-Japanese residents:

URL: <https://www.pref.saitama.lg.jp/a0306/gaikokujinbosaikunren.html>

Japanese: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaijapa.pdf>

Easy Japanese: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaiyasasii.pdf>

English: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaienglish.pdf>

Chinese: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaichina.pdf>

Korean: <https://www.pref.saitama.lg.jp/documents/26002/202108bosaikankokuchosen.pdf>

② A point-and-talk sheet and a questionnaire designed to help workers at evacuation centers and foreign evacuees communicate can be accessed via the Saitama Prefectural Government website.

Evacuation Center Point-and-Talk Sheet (Easy Japanese, English, Chinese, Korean, Spanish, Portuguese, Tagalog, Thai, Vietnamese):

<http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378845.pdf>

Questionnaire for Foreign Evacuees:

English: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378846.pdf>

Chinese: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378848.pdf>

Korean: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378852.pdf>

Spanish: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378847.pdf>

Portuguese: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378851.pdf>

Tagalog: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378855.pdf>

Thai: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378856.pdf>

Vietnamese: <http://www.pref.saitama.lg.jp/a0306/tabunkakyousei/documents/378857.pdf>

(8) Countermeasures for Heat Stroke

Heat stroke can occur as a result of extended exposure to a hot environment. Symptoms and indicators of heat stroke include dizziness, lightheadedness, headache, nausea, convulsions, etc. If you suspect that you or someone else is suffering from heat stroke, move them to a cool place and seek medical help.

When indoors, use the air conditioner, keep adequately hydrated, and be careful of heat stroke.

5 Points to Avoid Heat Stroke (in Easy Japanese, English, Chinese, Portuguese, Spanish, and Korean)

URL: <https://www.pref.saitama.lg.jp/a0704/netsuchusyo/5point-e.html>