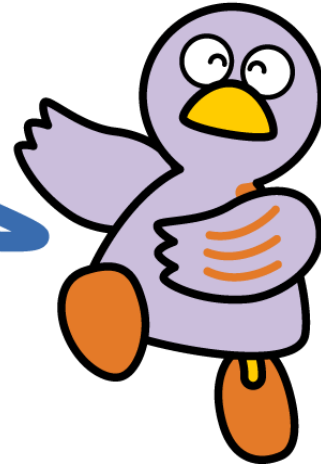


## Chapter 2

### Emergencies



Saitama's Mascot Kobaton

- 1 Emergency Contact Information
- 2 Japanese Road Rules
- 3 Traffic Accidents
- 4 Crime Prevention
- 5 Natural Disasters

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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 (*shohbasha*) or ambulance (*kyuukyuuusha*). 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.

Utilizing the ambulance is free of charge; however the cost of any treatment will be your own responsibility. Please have your Health Insurance documentation and necessary cash 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 be going to, there is the Saitama Emergency Medical Information Center (048-824-4199) that can direct you to a Medical Institution 24 hours a day (excluding dentists and psychiatrists).

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:	<b>“Kaji desu.” “○○ ga moeteimasu.”</b> “There’s a fire.” “○○ is burning.”	
Medical Emergency:	<b>“Kyukyuu-sha o onegai shimasu. Kotsu jiko de keganin ga imasu.”</b> “Please send an ambulance. (I’ve/someone has) been injured in a car accident.” (Give details such as whether people are trapped inside [“hasamerete iru”] etc.) <b>“Kyukyuu-sha o onegai shimasu. Kyuubyo-nin ga demashita.”</b> “Please send an ambulance. (I’ve/someone has) become suddenly ill.” (Details such as whether they have lost consciousness [“ishiki ga nai”] etc.)	
Where:	<b>“Basho wa ○○ machi ○○ banchi desu.”</b>	“The address is ○ banchi○ machi.”
	<b>“Denwa bango wa, ○○○-○○○ desu.”</b>	“The telephone number is ○○○-○○○.”
	<b>“Chikaku ni ○○ ga arimasu.”</b>	“There’s a (n) ○○ nearby.”
Caller’s Information:	<b>“Watashi no namae wa, ○○ desu.”</b>	“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:	<b>“Dorobo (hittakuri) ni aimashita. Kega nin wa imasen.”</b> “I have encountered a robber (bag snatcher). There is no-one hurt.”
When:	<b>“Ima kara san (3) pun kurai mae desu.”</b> “Three (3) minutes ago.”
Where:	<b>“○ machi ○ banchi desu. Chikaku ni ○○ yuubinkyoku ga arimasu.”</b> “The address is ○ banchi ○ machi. ○○ Post office is nearby.”
Information on the Criminal:	<b>“○○ iro no baiku ni notta futarigumi de, ○○ eki houkou ni nigete ikimashita.”</b> “It was 2 of them. They got on a ○○ (color) bike and fled in the direction of ○○ station.”
Caller’s Information:	<b>“Watashi no namae wa, ○○ desu. Denwa bango wa ○○○-○○○.”</b> “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

- In principle, pedestrians keep to the right, automobiles and bicycles to the left.
- Car drivers and bicycle riders should watch out for pedestrians.
- Obey road signs and traffic lights etc.
- When in a car, the driver, front-seat passenger, and passengers in the rear seat should use seatbelts.

### (2) Basic Pedestrian Rules

- If there is no footpath or side strip without sufficient width, pedestrians should walk on the right shoulder of the road.
- Cross the road at traffic lights or at pedestrian crossings if available.
- Wear reflectors or bright clothing at night.

### (3) Basic Bicycle Rules

- In principle, cyclists should ride on the left edge of the area of the road designated for cars, in a single row.
- Bicycles are permitted on the shoulder, only on the left side of the road (as long as they do not interfere with the passage of pedestrians).
- Bicycles are permitted on footpaths only when
  - ① signage indicates bicycles are permitted.
  - ② the bicycle is ridden by a child under 13, senior citizen over 70 years old, or the physically disabled.
  - ③ it is unavoidable due to traffic conditions.
- Please abide by the following when taking the footpath:
  - ① In the event the footpath has a designated zone, please use this zone.
  - ② If there is no designation, please use the zone closest to the road.
  - ③ If you may be in the way of pedestrians, please stop.
- Do not ride your bicycle when intoxicated, do not carry a passenger or ride side-by-side.
- Riding a bicycle one-handed, such as when holding an umbrella, using a cell phone, or holding something, is unstable so please don't do it.
- Since you cannot hear sounds around you and cannot be fully aware of the traffic conditions around you, please do not use headphones while riding a bike.
- Do pay attention to cars and pedestrians at intersections and cross at a safe speed.
- Always stop at railroad crossings or intersections and look left and right to check to see if it is safe to cross.

- Always use a light when riding at night.
- Parents and guardians must ensure that all children are wearing helmets when riding a bike.

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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 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.

#### (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, calculation of indemnity. This service is offered from 9:00 –17:00 (closed from 12:00 – 13:00, reception is until 16:30) Monday through Friday. For further information, contact the Saitama Traffic Accident Consulting Center.



#### Consultation and Information Contacts

Office	Telephone	Address	Hours
Saitama Traffic Accident Consulting Center	048-830-2963	Prefectural Office Bldg 2 3-15-1 Takasago, Urawa-ku, Saitama-shi	9:00-17:00 (Closed 12:00-13:00. Reception closes 16:30) Mon – Fri (Except National Holidays)

\* Special consulting service is provided twice a month (only by meeting; reservation required) respectively at Kawagoe, Kasukabe and Kumagaya Regional Government Offices. For further information, contact the Saitama Traffic Accident Consulting Center.

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

## **4 Crime Prevention**

### **(1) Snatching**

- ① Please put a crime prevention cover on the front basket of your bicycle.
- ② Please keep bags, etc, on the side of your body opposite of the road when walking.
- ③ Please do not walk while using a cell phone or smartphone or listening to music with headphones.
- ④ Please be careful of motorcycles and bicycles that come near from behind.

### **(2) Safety of children**

Guardians should repeatedly give children the following instructions:

- ① Never be alone.
- ② Do not leave with somebody you do not know.
- ③ Scream for help if you feel that you are in danger.
- ④ Tell somebody at home who you will be with and until what time.

### **(3) Safety of women**

- ① Please avoid dark alleys and deserted streets.
- ② Please carry a mugger whistle and make sure it is readily usable at all times.
- ③ If you will return home late, please have somebody from home come pick you up or use a taxi.
- ④ Please always be aware of your surroundings.

### **(4) Breaking and entering**

- ① When you leave home, please fasten at least 2 locks on all your windows.
- ② Please always lock doors and windows even when you leave home for a short time.

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

## 5 Natural Disasters

### (1) Earthquakes

Earthquakes occur frequently in Japan. If a large earthquake should occur, furniture may fall over, causing 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 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 Secure your safety: 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, extinguish it(Call out to the neighbors for help in extinguishing fires.).
- 7 Do not go near gates or stone/brick walls.
- 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.

(Ref) Items needed in times of emergency: first aid kit, drinking water, food, flashlight, candles, matches, blanket, knife, can opener, soap, towel, gloves, rope, under garments, and tissue paper.

#### ① “Confidence for Earthquakes”

(Website of the Institute for Fire Safety and Disaster Preparedness)

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

URL:[http://www.bousaihaku.com/cgi-bin/hp/index2.cgi?ac1=B934&ac2=&ac3=3907&Page=hpd2\\_view](http://www.bousaihaku.com/cgi-bin/hp/index2.cgi?ac1=B934&ac2=&ac3=3907&Page=hpd2_view)

② Preparedness for earthquakes (Website of 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. (English, Chinese, Korean, Spanish, Portuguese, and Tagalog)

URL: <http://www.police.pref.saitama.lg.jp/kenkei/saigai/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 and a portable radio with spare batteries handy.

## **(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 office. To find out the nearest evacuation center to you, ask the disaster prevention office personnel at your local office. Also, some municipalities distribute maps indicating the evacuation centers in the locality.

## **(4) Natural Disaster Information Broadcasts in Foreign Languages**

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

Radio: Inter FM (76.1 MHz) and NHK 2 (693 kHz)

TV: NHK 1, BS 1 and 2 (bilingual broadcasts)

## **(5) NTT's Disaster Message Number 171**

When a disaster occurs, the 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 dialing 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: [http://www.ntt-east.co.jp/saigai\\_e/voice171/index.html](http://www.ntt-east.co.jp/saigai_e/voice171/index.html) (English)



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

- iMode:** <http://dengon.docomo.ne.jp/top.cgi> (Japanese)  
<http://dengon.docomo.ne.jp/Etop.cgi> (English)
- EzWeb:** <http://dengon.ezweb.ne.jp/> (Japanese)  
<http://dengon.ezweb.ne.jp/E/service.do> (English)
- Softbank:** <http://dengon.softbank.ne.jp/pc-1> (Japanese)  
<http://dengon.softbank.ne.jp/pc-e1.jsp> (English)
- WILLCOM:** <http://dengon.willcom-inc.com/dengon/Top.do> (Japanese)  
<http://dengon.willcom-inc.com/dengon/Top.do?language=E> (English)
- EMOBILE:** <http://dengon.emnet.ne.jp/> (Japanese)  
<http://dengon.emnet.ne.jp/en/service.do> (English)

## (6) Information Gathering

### ① Saitama Prefecture Crisis and Disaster Management Site

This Crisis and Disaster Management Site's homepage has been developed to transmit various crisis management related information.

Any disaster, etc. in Saitama Prefecture, including information such as damage, and relief measures by Saitama Prefecture, will be reported promptly.

You can also use the site on a regular basis to find out information on what is necessary in a crisis or find out about disaster management related events.

This site can also be accessed from cell phones.

Use this site as one means to obtain disaster information.

URL: <http://plaza.rakuten.co.jp/kikisaitama>

### ② Disaster Support Information for Foreign Residents (CLAIR (Council of Local Authorities for International Relations))

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 preventions 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/tabunka/shinsai/infolink.html>

③ Response to Radioactive Substances (Website of Environmental Policy Division, Saitama Prefectural Government)

The prefectural government is measuring radiation levels with regard to air, tap water and food products and assessing 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/page/housyasen-sokuteikekka.html>