

1. Emergencies

A. Fire, Ambulance & Rescue

Call 119, but *only* in the case of an emergency. Emergency operators only speak Japanese, so if you do not speak it, have a Japanese-speaking person make the call if possible. If not, speak clearly and slowly, giving the following information:

First, **state if there is a fire or if you need an ambulance.** Next **give your address, phone number and name.** Have your address either memorized or written down in Japanese for quick reference.

For a **Fire:**

“ **Kaji desu!** ”

「かじ です！」



For an **Ambulance:**

“**Kyukyusha onegai-shimasu!**”

「きゅうきゅうしゃ おねがいします！」



B. Police

Dial 110. Police can be called in the case of threats, car accidents, or other emergency situations. **Give your name and phone number, and describe the incident, location, and time.** The police do not speak English, so you will have to explain in Japanese or have someone else do it for you.

In the case of an accident, first call 119 if someone is hurt, then call the police on 110.

For a **Traffic Accident:**

“**Kotsujiko desu!**”

「こうつうじこ です！」



In a **non-emergency situation**, call the Iwamizawa Police Department on: 22-0110

C. Utilities

⊙ Gas

If you notice either of the following, there may be a **gas leak**;

- smell of gas
- the flame on your stove/cooker is long, thin and orange

In the case of a gas leak;

1. Immediately turn off the gas supply
2. Extinguish any open flames
3. Do not turn on any electric appliances
4. Open the windows
5. Call the gas company and the fire station



Important phone numbers:

Iwamizawa Gas: 22-2158 (Address: 2 jo Nishi 16-1)

LP gas: (number of your LP supplier)

Fire station: 119

⊙ Electricity

If the electricity in your house goes out, first check the circuit breaker to see if any of them have switched off. Your breaker will most likely be in the foyer/hall (*genkan*) area. If you are unsure of where the breaker is, ask your landlord. If the breaker has switched to "off" [切], turn off the lights or electronic appliances you are using and flip the switch back to the "on" [入] position.

If the electricity has gone out and all the breaker switches are on, or the electricity in your neighbourhood appears to be out of service, call Hokkaido Electric (*Hokuden*) in order to resolve the problem.

Hokuden Iwamizawa Office: 22-0601

It is advised to always keep a flashlight/torch in the foyer/hall area for such emergencies.

D. Preparing for Disasters and Emergencies

1 Introduction

(1) The types of evacuation orders and appropriate actions

The 3 stages of official announcements:

Type	Situation	Course of Action
Evacuation Preparation Information 避難準備情報	○This is the phase for the elderly and handicapped people to start their evacuation procedure as risk of natural hazard is plausible.	<ul style="list-style-type: none"> ●Pay close attention to weather reports and status updates on the evacuation report. Be prepared to evacuate at a moment's notice (eg., contact your family and relatives, prepare the emergency equipment and food) . ●The elderly and handicapped people who cannot evacuate in a timely manner should begin to evacuate.
Evacuation advisory 避難勧告	○This is the phase for citizens that can evacuate without problems to start the procedure as the risk of natural hazard is evident.	<ul style="list-style-type: none"> ●Begin evacuating.
Evacuation Directive 避難指示	○Very high risk of natural hazard in areas near embankments and vulnerable lands. ○A very dangerous situation where there have been reports of lost lives and injuries due to the natural disaster.	<ul style="list-style-type: none"> ●Immediately take actions to evacuate (those in the process of evacuating, finish evacuating). ※In the event that there is no time or it is more dangerous to go outside, stay indoors and secure your safety.

2 General Preparedness

(1) Be aware of evacuation shelters and routes

Inform yourself of the safest route to take in case of an emergency.

(The Shelter's location is written on page 10 - 11) .

(2) Prepare emergency supplies in advance.

In the event of a major natural disaster, the city's infrastructure could be compromised and having emergency provisions will greatly help in such extreme situations.

- Food - alpha preserved rice, canned bread, retort pouched food, cup noodle, etc.
- Water - 2L water bottle, emergency water supply bag, etc.
- Personal hygiene products - towel, blanket, soap, dental products
- Others - portable stove, disposable hand warmer, duck tape, etc.

(3)Gather Information

Use the television, radio, and internet to find out pertinent information. The following information can be found through computers and smartphones.

Information found through Iwamizawa city disaster prevention mail

- ①Emergency alerts in the event of an imminent natural disaster in Iwamizawa
- ②Disaster prevention, crime prevention, snow removal notice

※Registration is free but data and messaging rates may apply.

Registration

Scan the QR code on the right to receive important announcements, updates, and reports.

※Please be aware all the information given here is only available in Japanese.



In regards to the emergency alert mails...

- NTT Docomo, KDDI(au), and Softbank Mobile send alert mails to cell phones within the municipal district.

※There is no registration required. An alert mail will be sent automatically to the corresponding type of cell phone.

Accessing information through the internet

Weather information	Sapporo District Meteorological Observatory < http://www.jma-net.go.jp/sapporo/ >
	Iwamizawa Meteorological Information < http://www.agw.jp/iwamizawa/disaster/ >
Disaster prevention	Iwamizawa City homepage < http://www.city.iwamizawa.hokkaido.jp/ >
	Hokkaido Disaster Prevention Information < http://www.bousai-hokkaido.jp/ >※English
	Ministry of Land, Infrastructure, Transport, and Tourism(MLIT) < http://www.mlit.go.jp/saigai/bosaijoho/ >※English
Water levels	MLIT < http://www.river.go.jp/ >

3 Disaster Support

Earthquake

(1) Japanese Meteorological Agency Seismic Intensity Scale (Shindo)

shindo 震度0	Tremors cannot be felt.	shindo weak 震度5弱	Tremors that obstruct movement. Dishes and books from shelves can fall.
shindo 震度1	Weak tremors that might be felt by those who are stationary and indoors.	shindo strong 震度5強	Very frightening tremors and walking is difficult without holding onto something. Furniture that is not secured can fall over.
shindo 震度2	Slightly stronger tremors that are likely to be felt by those indoors.	shindo weak 震度6弱	Difficult to remain standing. Walls and glass windows might break.
shindo 震度3	Tremors that can frighten some. The dishes on shelves might clatter.	shindo strong 震度6強	Impossible to remain standing. Most furniture will move and fall.
shindo 震度4	Frightening tremors. Objects that are hanging, like power lines, will shake.	shindo 震度7	Impossible to move due to the tremor. Wooden buildings are likely to collapse or become slanted.

(2) Emergency Earthquake Alert

Information given when the meteorological board forecasts an earthquake bigger than shindo 4.

There is only a small time lag between hearing or reading the emergency alert and feeling the earthquake. Try to secure your safety within that small time frame.

When securing your safety, please make sure to stay calm and protect your head while moving away from a dangerous area.

Depending on your surroundings or situation, the actions you should take will greatly vary. Assess situations in your daily life and plan your course of action in the event of an earthquake

There will be alert sirens from televisions, cell phones, and emergency FM radios

(3) When an earthquake happens

When there is a big earthquake, do not panic but calmly assess the situation and act accordingly.

<p>■Secure the safety of your family and yourself</p> <ul style="list-style-type: none"> • Your life is the most important. When an earthquake occurs, first secure your own safety by going under a desk or chair. • Do not panic and go outside in a rush. Move in a level-headed manner. 	
<p>■Put out any fires immediately</p> <ul style="list-style-type: none"> • Once the shaking stops, put out any fires from the gas stoves and heaters. • When evacuating, turn off all gas valves and circuit breakers. 	
<p>■Open the door and secure the exit</p> <ul style="list-style-type: none"> • There are times when the doors get stuck due to earthquakes. Make sure to secure your exit. 	
<p>■Helping your neighbour</p> <ul style="list-style-type: none"> • Call out to your neighbours to check if they are safe, especially to households with the elderly or handicapped. 	

◇Other things to watch out for:

- After a big earthquake, be cautious of aftershocks.
- Wear appropriate footwear to avoid unnecessary injuries.
- Check for updated information through the television or radio.

***If you can live normally at your residence, do not feel compelled to evacuate to public shelters.**

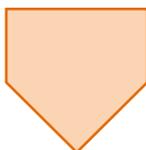
***Do not enter buildings that have collapsed or are at the risk of collapsing.**

Things to watch out for while evacuating during an earthquake!

- Do not go near narrow streets, particularly those lined with concrete walls (due to risk of walls and vending machines collapsing)
- Evacuate by foot. (Transportation by car is not only dangerous but can be an obstruction to emergency vehicles).

Wind and Water Hazard

Begins raining
Chance of heavy rain



Heavier Rain

Advisory



If heavy rain continues

Warning



Weather becomes
severe

Evacuation
Information



(1) When advisory/warning is issued

Rain and wind conditions constantly changes. Be sure to check the television, radio, or internet for updated weather information, and instructions evacuation from the fire department and city hall.

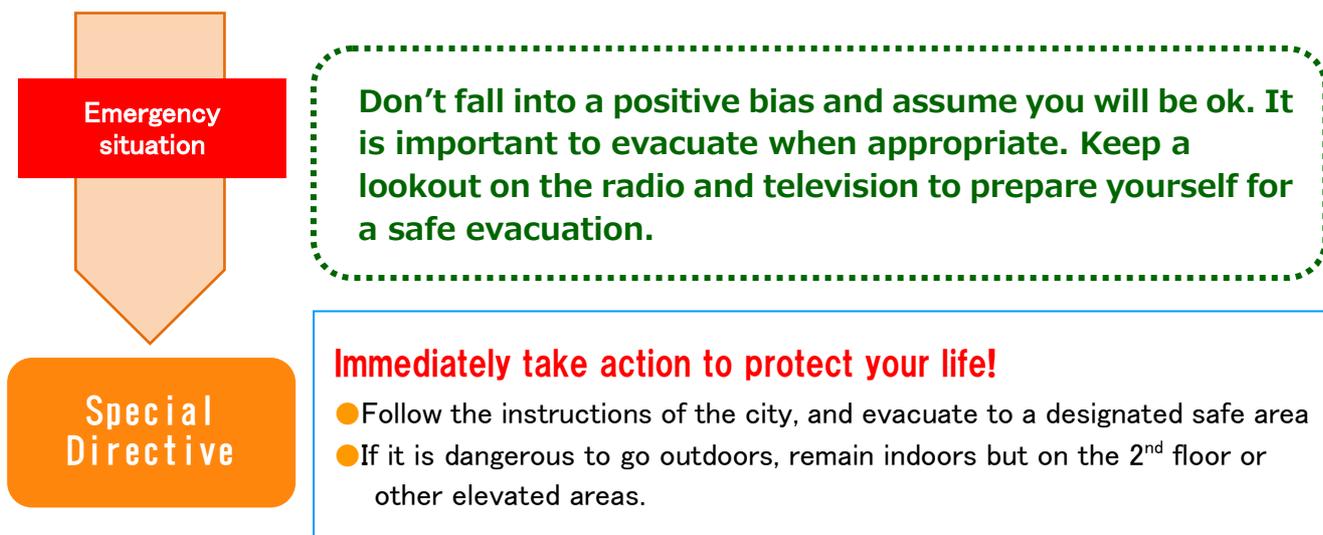
- Watch out for the weather report and changes in weather.
- Do not go outside when a typhoon or heavy rain are imminent.
- Do not go near dangerous places.
- Keep a look-out for updated reports and prepare in advance for evacuation (especially those living in susceptible areas).
- Even without an evacuation order, evacuate if you feel imminent danger.

(2) When evacuation information is given out

Evacuation information refers to an order given out to residents in areas susceptible to natural disasters. The order is divided into 3 stages: evacuation preparation (the elderly and handicapped should begin evacuating), evacuation advisory and emergency evacuation directive.

→ See page 3 for types of evacuation

- With rain boots, it becomes difficult to walk once water gets in so it is recommended to evacuate with running shoes and easy-to-move attire.
- Be wary of where you are walking and check with a stick if the ground under the surface of the water is safe while evacuating.
- Only bring essentials that can be carried in a backpack to leave both of your hands free.
- Help out your neighbour and try evacuating together in a group.
- Do not drive as it could obstruct emergency service vehicles if it gets stuck after the street gets flooded.
- Assist vulnerable people who need support when evacuating.



(3) What Special Directive means

It is an order issued by the meteorological board in a situation that is deemed more dangerous than the regular orders given out.

These are issued in situations where a certain region is expecting a once in a decade heavy rain or hurricane-caliber natural disaster.

Be attentive on updated news and **take the appropriate action to secure your safety immediately.**



■ In order to protect your life

Avoid evacuating when it proves to be more dangerous to do so and make safety as your top priority. When the situation is dire, keep in mind evacuating to the 2nd floor of your house (or other elevated areas) might be a better idea than heading out to the shelter.

Precautions when evacuating during strong winds and water-related hazards !

- When **[Evacuation preparation • Initiating evacuation process for the elderly and handicapped people]** is issued, get your emergency rations out and prepare to evacuate. Seniors and disabled people should begin evacuating.
- When **[Evacuation advisory] • [Emergency evacuation directive]** is issued, immediately evacuate to a designated safe area like an emergency shelter.
- When evacuating, avoid dangerous areas and take a safe route.
- When faced with urgent and imminent danger, do your best to secure your own safety.
- When evacuating, it is recommended to call out for your neighbours to help with the process.

4 The rules in the evacuation shelter

Living in an evacuation shelter is not exactly comfortable. There are some who have their health deteriorate due to the stress and exhaustion. Also, life at the shelter is a communal one. It is essential to help each other out by respecting the rules and manners.

Communal life

- Have all your belongings gathered in one place.
- To prevent any unnecessary trouble, have your name written on your belongings.
- At the shelter, there are people sleeping due to exhaustion or poor health. Be considerate of others.

Keep your environment clean and hygienic

- Throw out the garbage at designated areas. Keep the toilet clean after use.
- Keep your space neat and clean.

Be considerate of those supporting the evacuation

- If possible, help out the elderly and handicapped people
- When changing diapers or prosthetics, you can help out by setting up a curtain to protect their privacy.

Food and Water

- At shelters, canned bread, alpha rice, and bento boxes will be given out.
- When the water supply is cut, bottled water will be given out. Some people will have trouble transporting it so, if possible, assist them.

Staying healthy at the shelter

■ Be careful of infections and other contagious diseases.

It is easy for colds, influenza, and other contagious diseases to spread. So take precautions by regularly washing your hands, gargling your mouth, and putting on a mask.

■ Be careful of venous thrombosis

If you stay seated in the same position for too long, it can form blood clots in the veins which can get loose and move to other parts of the body that can be life-threatening. To avoid this, make sure to move your body regularly.

List of Major Evacuation Shelters

No	Evacuation Shelter (Japanese)	Evacuation Shelter (Romanized Japanese)
1	第一小学校 (緑町3丁目7番1号)	Dai ichi shōgakkō (Elementary School) (Midori machi 3chōme 7ban 1gō)
2	総合体育館 (北3条西12丁目2番16)	Sōgō taiikukan (Sports Centre) (kita 3jō nishi 12chōme 2ban 16)
3	北真小学校 (緑町30番地7)	Hokushin shōgakkō (Elementary School) (Minorichō 30banchi 7)
4	東小学校 (東町2条7丁目977番地5)	Higashi shōgakkō (Elementary School) (Higashi machi 2jō 7chōme 977banchi 5)
5	東光中学校 (5条東14丁目1番地1)	Tōkō chūgakkō (Middle School) (5jō higashi 14chōme 1banchi 1)
6	岩見沢小学校 (2条東6丁目2番地)	Iwamizawa shōgakkō (Elementary School) (2jō higashi 6chōme 2banchi)
7	中央小学校 (6条西8丁目1番地)	Chūō shōgakkō (Elementary School) (6jō nishi 8chōme 1banchi)
8	生涯学習センターいわなび (4条西1丁目3番地4)	Shōgai gakushū sentā Iwanabi (Cultural Centre) (4jō nishi 1chōme 3banchi 4)
9	駒沢幼稚園 (6条西18丁目1番地)	Komazawa yōchien (Kindergarten) (6jō nishi 18chōme 1banchi)
10	市民会館・文化センター (9条西4丁目1番地1)	Shimin kaikan・bunka sentā (Cultural Centre) (9jō nishi 4chōme 1banchi 1)
11	南小学校 (9条東2丁目1番地)	Minami shōgakkō (Elementary School) (9jō higashi 2chōme 1banchi)
12	光陵中学校 (春日町1丁目10番37号)	Kōryō chūgakkō (Middle School) (Kasugachō 1chōme 10ban 37gō)
13	美園小学校 (美園5条4丁目4番1号)	Misono shōgakkō (Elementary School) (Misono 5jō 4chōme 4ban 1gō)
14	日の出小学校 (かえで町2丁目1番1号)	Hinode shōgakkō (Elementary School) (kaedechō 2chōme 1ban 1gō)
15	岩見沢東高等学校 (東山8丁目1番1号)	Iwamizawa higashi kōtōgakkō (High School) (Higashiyama 8chōme 1ban 1gō)
16	志文小学校 (志文町158番地2)	Shibun shōgakkō (Elementary School) (shibunchō 158banchi 2)

No	Evacuation Shelter (Japanese)	Evacuation Shelter (Romanized Japanese)
17	清 園 中 学 校 (志文町927番地5)	Seien chūgakkō (Middle School) (shibunchō 927banchi 5)
18	幌 向 小 学 校 (幌向南2条1丁目180)	Horomui shōgakkō (Elementary School) (Horomui Minami 2jō 1chōme 180)
19	豊 中 学 校 (幌向南2条1丁目59)	Yutaka chūgakkō (Middle School) (Horomui Minami 2jō 1chōme 59)
20	上 幌 向 中 学 校 (上幌向北1条4丁目745)	Kamihoromui chūgakkō (Middle School) (Kamihoromui kita 1jō 4chōme 745)
21	メ ー プ ル 小 学 校 (上志文町107番地1)	Mēpuru shōgakkō (Elementary School) (kamishibunchō 107banchi 1)
23	朝 日 コミュニティ交流センター (朝日町176番地22)	Asahi komyunitī kōryū sentā (Community Hall) (Asahichō 176banchi 22)
24	毛 陽 コミュニティ交流センター (毛陽町534番地11)	Mōyō komyunitī kōryū sentā (Community Hall) (mōyōchō 534banchi 11)
25	北 村 トレ - ニ ッ ク センター (北村赤川595番地1)	Kitamura torēningu sentā (Sports Centre) (kitamura akagawa 595banchi 1)
26	北 村 中 学 校 (北村中央202番地4)	Kitamura chūgakkō (Middle School) (kitamura chūō 202banchi 4)
27	北 村 小 学 校 (北村中央4725番地)	Kitamura shōgakkō (Elementary School) (kitamura chūō 4725banchi)
33	栗 沢 文 化 センター (栗沢町南本町23番地1)	Kurisawa bunka sentā (Cultural Centre) (Kurisawachō minamihonchō 23banchi 1)
34	栗 沢 市 民 センター (栗沢町北本町168番地36)	Kurisawa shimin sentā (Community Hall) (Kurisawachō kitahonchō 168banchi 36)
44	栗 沢 B & G 海 洋 センター (栗沢町最上506番地1)	Kurisawa B&G kaiyō sentā (Sports Centre) (Kurisawachō mogami 506banchi 1)
47	美 流 渡 中 学 校 (栗沢町美流渡米町58番地)	Miruto chūgakkō (Middle School) (Kurisawachō miruto sakaemachi 58banchi)
48	美 流 渡 コミュニティセンター (栗沢町美流渡米町93番地)	Miruto komyunitī sentā (Community Hall) (Kurisawachō miruto sakaemachi 93banchi)
50	ホ テ ル サ ン プ ラ ザ (4条東1丁目6番地1)	Hoteru sanpuraza (Hotel) (4jō higashi 1chōme 6banchi 1)
51	北 村 温 泉 (北村赤川156番地7)	Kitamura onsen (Hotel) (kitamura akagawa 156banchi 7)