

# What to Do When You Are in Emergencies or Troubles

English

英語版

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## When You Need an Ambulance for Sudden Illness or Injury:

Call

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1

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## In Case of a Fire:

Shout “Fire!” to alert people.

Call

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

Call

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## 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 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 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 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.

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.

### ● After the earthquake

7. Collect accurate information on radio or TV, and act cautiously.
8. Make sure of safety of your family and neighbors.
9. Cooperate with other people in rescue work and first-aid treatment.
10. Before evacuating, be sure to turn off the main cocks of electricity and gas.

## 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.

## 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, tissue, 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

## To Contact Your Family Members

- NTT Disaster Emergency Message Dial is available.

To record a message

To hear the message

171

↓ (Guidance in Japanese) ↓

1

↓ (Guidance in Japanese) ↓

171

↓ (Guidance in Japanese) ↓

2

↓ (Guidance in Japanese) ↓

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

↓ (Guidance in Japanese) ↓

1 #

↓ (Guidance in Japanese) ↓

Leave your message  
(within 30 seconds)

Hear the message

↓ (Guidance in Japanese) ↓

9 #

↓ (Guidance in Japanese) ↓

1 #

↓ (Guidance in Japanese) ↓

9 #

↓ (Guidance in Japanese) ↓

End

- Cell-phone companies also provide their disaster message board services in case of emergency.

## 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

Yokosuka 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