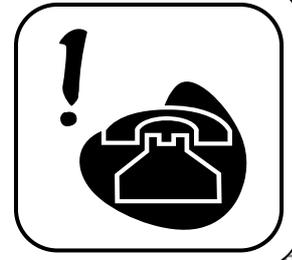


6 Emergencies



Living Information for Foreign Residents of Itabashi City

◆ In case of emergency – don't panic, refer to this booklet!

Emergency Contact Information	2
Emergency Hospitals	3
Crime and Accidents.....	4
Earthquakes.....	5
Preparing for Floods	7
Evacuation.....	7
Emergency Disaster Map.....	9

Unless otherwise noted, please make any inquiries in Japanese to the respective divisions using the telephone numbers listed in this brochure.

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Emergency Contact Information

When calling in, please remain calm and call from a safe location. If you feel that you are in danger during the call, please move to a safe location.

- ▶ **Contact:** *To report Crimes or Accidents* → Dial 110
 To report Fires and Medical Emergencies → Dial 119

When you need to report a crime (*hanzai*) and/or accident (*jiko*), dial 110. This number is available 24 hours a day and is reachable from cellular phones. When you call this number, provide the following information to the operator:

- (1) **What happened:** Crime and/or accident
- (2) **Where it happened:** Name or address of the place in which the crime/accident has occurred
- (3) **Who is reporting:** Your name

- ※ If there is an injured person (*kega*), the 110 operator will arrange emergency medical services.
- ※ If you are calling from a cellular phone, you must provide the location and the phone number from which you are calling.
- ※ If you have become a victim of a crime such as robbery, report it immediately to the police. If your bankbook/credit card has been stolen, contact your bank and credit card company immediately to avoid further victimization.

When you need to report a fire or require emergency medical services, dial 119. This number is also available 24 hours a day and is reachable from cellular phones. When you call this number, provide the following information to the operator.

- (1) **What is happening:** Fire or medical emergency
- (2) **Where is it happening:** Location in which the emergency services are needed
- (3) **Who is reporting:** Your name

- ※ If you can, let the operator know about any landmarks which may help emergency personnel find the location quickly.
- ※ If you are calling from a cellular phone, you must provide the location and the phone number from which you are calling.

Example 1: Calling for an Ambulance

Q: Tokyo Fire Department Operator

A: Person calling about the accident, emergency etc.

In English

Q: Fire Department. Fire or emergency?

A: Emergency.

Q: What happened?

A: Car accident. (*Describe in detail if you can*)

Q: What is the location?

A: The address is 1-3-5 Itabashi, Itabashi City. In front of ## Building.

Q: O.K. An ambulance is on the way.

In Japanese

Q: Shobo-cho. Kaji desu ka? Kyukyu desu ka?

A: Kyukyu desu.

Q: Dou shimashita ka?

A: Kotsu jiko desu.

Q: Nani-ku, nani-machi, nan-chome, nan-ban, nan-go desu ka?

A: Itabashi-ku Itabashi 1cho-me 3-banchi 5-gou no ## biru no mae desu.

Q: Hai, wakarimashita.

Example 2: Reporting a Fire

In English

Q: Fire Department. Fire or Ambulance?

A: Fire.

Q: What is the location?

A: It is the ## Building at 1-3-5 Itabashi, Itabashi City.

Q: What is on fire?

A: The office on the 3rd floor.

Q: O.K. The fire fighters are on the way.

In Japanese

Q: Shobo-cho. Kaji desu ka? Kyukyu desu ka?

A: Kaji desu.

Q: Nani-ku, nani-machi, nan-chome, nan-ban, nan-go desu ka?

A: Itabashi-ku, Itabashi 1cho-me 3-banchi 5-gou no ## biru desu.

Q: Nani-ga moete imasu ka?

A: San-kai jimushitsu ga moete imasu.

Q: Hai, wakarimashita.

Emergency Hospitals

This is a list of hospitals that have emergency services available on weekday nights, Sundays and holidays. Take your National Health Insurance card (*kenko hoken-sho*) with you. Whenever possible, contact the hospital that you are planning to go beforehand to confirm that you can receive treatment.

Emergency Medical Facilities (listed by area)

Medical Institution	Address	Telephone
Kitamura Plastic Surgery and Internal Medicine Hospital	3-3-4 Akatsuka Shinmachi	03-3939-3020
Azusawa Hospital	1-6-8 Azusawa	03-3966-8411
Itabashi Central General Hospital	2-12-7 Azusawa	03-3967-1181
Nihon University Itabashi Hospital.	30-1 Oyaguchi Kamicho	03-3972-8111
Tazaki Hospital	5-3 Oyama Nishi-cho	03-3956-0864
Teikyo Univeristy Hospital	2-11-1 Kaga	03-3964-1211
Tokyo Musashino Hospital	4-11-11 Komone	03-5986-3111
Toshima Hospital	33-1 Sakae-cho	03-5375-1234
Tokyo Metropolitan Geriatric Hospital(Previously the Elderly Treatment Center)	35-2 Sakae-cho	03-3964-1141
Seishikai Hospital	1-40-2 Sakashita	03-3968-2621
Takashimadaira Central General Hospital	1-73-1 Takashimadaira	03-3936-7451
Itabashi City Physicians Association Hospital	3-12-6 Takashimadaira	03-3975-8151
Tokiawadai Surgery Hospital	2-25-20 Tokiwadai	03-3960-7211

Ims Memorial Hospital	4-25-5 Tokiwadai	03-3932-9181
Kamiitabashi Hospital	4-36-9 Tokiwadai	03-3933-7191
Yasuda Hospital	1-13-9 Narimasu	03-3939-0101
Kobayashi Hospital	3-10-8 Narimasu	03-3930-7077
Funado Hospital	2-19-12 Funado	03-3968-8851
Tokyo Kidney Urology Center Yamato Hospital	36-3 Hon-cho	03-5943-2411
Kaneko Hospital	1-15-14 Minami-tokiwadai	03-3956-0145
Fujimi Hospital	14-16 Yamato-cho	03-3962-2431
Ukima Funado Hospital	1-17-1 Funado	03-5994-5111
Tobu Nerima General Hospital	3-19-1 Tokumaru	03-3934-1611

Crime and Accidents

(1) Police Box (*Koban*)

In Japan, you can find many small community police stations (*koban*) located in different areas. Police officers working in these *koban* provide various services: patrolling the neighborhood, taking reports (crime, missing persons, etc.), dealing with lost and found items, giving directions and so on. These *koban* act as “mini-police stations.”

Major police stations in Itabashi City are located at the following addresses.

Itabashi Police Station: 2-60-13 Itabashi, Itabashi-ku TEL: 03-3964-0110

Shimura Police Station: 1-11-6 Azusawa, Itabashi-ku TEL: 03-3966-0110

Takashimadaira Police Station: 3-12-32 Takashimadaira, Itabashi-ku TEL: 03-3979-0110

(2) To Avoid Victimization

Breaking and Entering (*akisu*)

The most common way for a burglar to enter a house is by breaking a window, usually glass nearest a door lock, so that they can unlock the door and enter. Installing auxiliary locks above and below the main lock is shown to be effective. These locks are inexpensive and can be easily installed.

- ▶ Be sure to lock your doors even when leaving the house for a short time, such as when putting out the waste or doing some quick shopping.
- ▶ Locking bathroom windows and doors is also important.

Prevent Bicycle Theft

There are many bicycle thefts in Itabashi City. Please follow the following advice in order to prevent yourself from becoming a victim.

- ▶ Always lock your bicycle, even when you are away for a short time.
- ▶ Use a double lock.
- ▶ Do not park on the street. Only park your bicycle in a designated parking space.
- ▶ Complete crime prevention registration at police station.

If You Do Become a Victim

- ▶ Take care of yourself (there may be a weapon involved) and seek out help.
- ▶ Call 110 and provide the location and details about the criminal (sex, height, clothes, vehicle (bicycle), etc.)

Lost and Found (*wasuremono, otoshimono*)

▶ **Contact:** Metropolitan Police Department Lost and Found Center
1-9-11 Koraku, Bunkyo-ku TEL: 03-3814-4151

If you think you lost or left something when you were riding some form of public transportation, contact the closest station. If you think you lost the item in a public place such as on the street, contact the closest police station or *koban*. After a certain period of time all lost property is forwarded and stored at the Metropolitan Police Department Lost & Found Center, so you may need to contact this division.

Traffic Accidents (*kotsu-jiko*)

No matter how serious the accident you are involved in, you must report it to the police or call 110. If someone is injured, request help or ask them to arrange an ambulance. Even if there is no visible or apparent injury, serious aftereffects are possible. If you are hit or injured by a vehicle, go to hospital and get appropriate medical attention. After a traffic accident, do the following immediately in order to prevent another accident from occurring:

- (1) Note the license number of the other party.
- (2) Ask for their driver's license and note their license and registration number, name, address and age.
- (3) Ask for the name of their insurance company and their insurance number.
- (4) If there is a witness, ask for the person's name and contact information.

Earthquakes

(1) Everyday Preparations

It is very common to experience earthquakes in Japan as it is a volcanic country. Therefore, it is vital for you to be calm and prepared for earthquakes in your everyday life.

※An earthquake is the violent shaking of the surface of the earth that occurs when tectonic plates cross their respective fault lines.

(2) When Earthquakes (*jishin*) Occur

Stay calm and do not panic. Obey the following rules. Your everyday preparations are important.

Indoors

- ▶ Crawl under a table to secure your safety, especially from falling objects.
- ▶ Put out fires in the area after the main shaking subsides and open the doors and windows to secure an exit.
- ▶ Do not rush out of the building. Be careful of falling objects when you go outside.
- ▶ Do not use elevators.
- ▶ Obtain accurate information from reliable sources such as the radio and act accordingly.
- ▶ Do not get confused or misguided by inaccurate information or false rumors.

Outdoors

- ▶ Be careful of falling objects such as glass and signboards and stay away from walls and other objects that may collapse.
- ▶ Act according to the directions given by authorities if you are in a public place.
- ▶ Pull your car over to the left and evacuate. Leave the key in the ignition in case the car needs to be moved by the authorities such as the emergency services.

(3) Home Safety Measures

Fix your furniture to avoid it falling over or collapsing. The level of the earthquake can be higher than you actually feel or expect. Falling furniture is a common occurrence in earthquakes. In the Great East Japan Earthquake in 2011 it occurred in 16.8% of homes on the 1-2 story, 23.8% of homes on the 3-5 story, 31.9% of homes on the 6-10 story, and 47.2% of homes on the 11th story or above. (Figures taken from survey results from a survey by Tokyo Fire Department after the Great East Japan Earthquake, 2011)

(4) Emergency Kits

Prepare an emergency kit containing emergency supplies such as flashlight, radio, food, drinking water, medicinal supplies, valuables etc. Store this emergency kit in a convenient place that is easy to access quickly. Canned food is handy in case there is no electricity, gas or water as it does not require cooking. Prepare sufficient drinking water for 3 days. It is estimated that 3 liters per person per day should be sufficient. If you have babies or elderly family members, remember to include milk and diapers etc.

(5) Talk with your Family

Take time to talk with your friends and family members about what to do when a large earthquake happens. Decide where and how to evacuate, and how to contact each other in case telephone lines are not available.

(6) Levels of Earthquake

Refer to the following seismic scales to get an idea of what is likely to happen with different intensity levels. The seismic scales shown below illustrate some of the estimated damage for each level. It is important to know that the actual damage can vary even with the same intensity level depending on the location. The official announcement of an earthquake's seismic intensity provided by the Meteorological Agency is based on their official measurement system and not based on visible damage caused by earthquakes.

Level 4	Most people wake up, hanging objects sway, dishes in cupboards make clattering noises, and people riding bicycles can feel it.
Level 5 (weak)	Most people feel afraid and attempt to grab on to something for stability. Dishes and books on the shelves fall, and furniture may move. Telephone poles visibly sway, and concrete walls can crack.
Level 5 (strong)	Most people try to grab something for stability and experience difficulty walking. The number of objects falling from shelves and cupboards increases. Unsecured furniture may fall over, driving may become difficult and some cars may stop in the road.
Level 6 (weak)	People experience difficulty standing and most unsecured furniture moves or falls over. Doors may get stuck or not open, and tiles and windows may shatter and fall. Cracks may open in the ground and landslides may occur.
Level 6 (strong)	People can only move by crawling, most unsecured furniture moves or falls over, glass and tiles fall from buildings and the number of buildings collapsing increases. Large earthquake fissures appear.
Level 7	People cannot move of their own volition due to severe shaking. Unsecured furniture moves or falls over, tiles and glass shatters and falls, and the number of collapsing buildings increases. Large landslides may occur, and entire mountains sometimes become deformed.

Preparing for Floods

▶ **Contact:** South of Kanpachi-dori Ave... **Itabashi Public Works Office** TEL: 03-3967-3871
North of Kanpachi-dori Ave... **Akatsuka Public Works Office** TEL: 03-5398-1251

Sandbag(donou) ※ Stations have been set up in the City to provide sandbags for use in emergencies. Sandbags are also distributed for use as anti-flood protection.

- Sometimes sandbags cannot be distributed just before or on the day of heavy rain. Please inquire for more details.

- For more information about Sandbag Stations

(Itabashi City homepage) http://www.city.itabashi.tokyo.jp/c_kurashi/036/036062.html

Please also refer to the Disaster Map below for more details.

※Sandbag (*donou*)...A cloth bag filled with earth and sand. When piled up they prevent flood inundation.

Evacuation

▶ **Contact:** **Disaster Prevention & Crisis Management Section**

City Office South Building 4F #25, TEL: 03-3579-2159

Region-Wide Emergency Evacuation Areas

Large parks and plazas etc. have been designated as areas to go to for protection during large fires caused by earthquakes, etc. There are nine such areas in Itabashi including Ukima Park and Arakawa Green Zone. There is also one designated residual area in Takashimadaira which does not need to be evacuated even in case of fire as it has been fire-proofed and there is no worry of fires extending into its area. It is important to remember where these locations are ahead of time.

Evacuation Centers (*hinanjo*)

Evacuation centers are places that provide temporary accommodation for people who have lost their lifelines and cannot go back home due to earthquakes, flooding, etc. They act as a base-point for getting information, food and emergency aid. Local elementary and junior high schools are designated as such areas. Make sure to evacuate to somewhere safe.

When and Where to Evacuate

First, go to a wide open and safe space such as a park or a vacant lot or wasteland nearby, and wait to see what happens.

If your building or the buildings around you start to fall down and you cannot go home due to fire, then go to one of the evacuation sites listed such as schools.

If you think that your house or the local evacuation area may be dangerous due to fires, etc., move to one of the region-wide evacuation areas.

When it is absolutely necessary to evacuate, instructions for compulsory or voluntary evacuation will be announced by wireless disaster announcement systems, the City's disaster prevention mailing list or public Twitter account, etc.

Evacuation Centers for Flooding

These are places to evacuate to from massive floods. Go to one of the designated facilities, such as elementary and junior high schools, which are not expected to be damaged by heavy rains. Itabashi has also prepared emergency disaster and flooding hazard maps indicating where to go in emergencies. Please keep track of where you should go in an emergency.

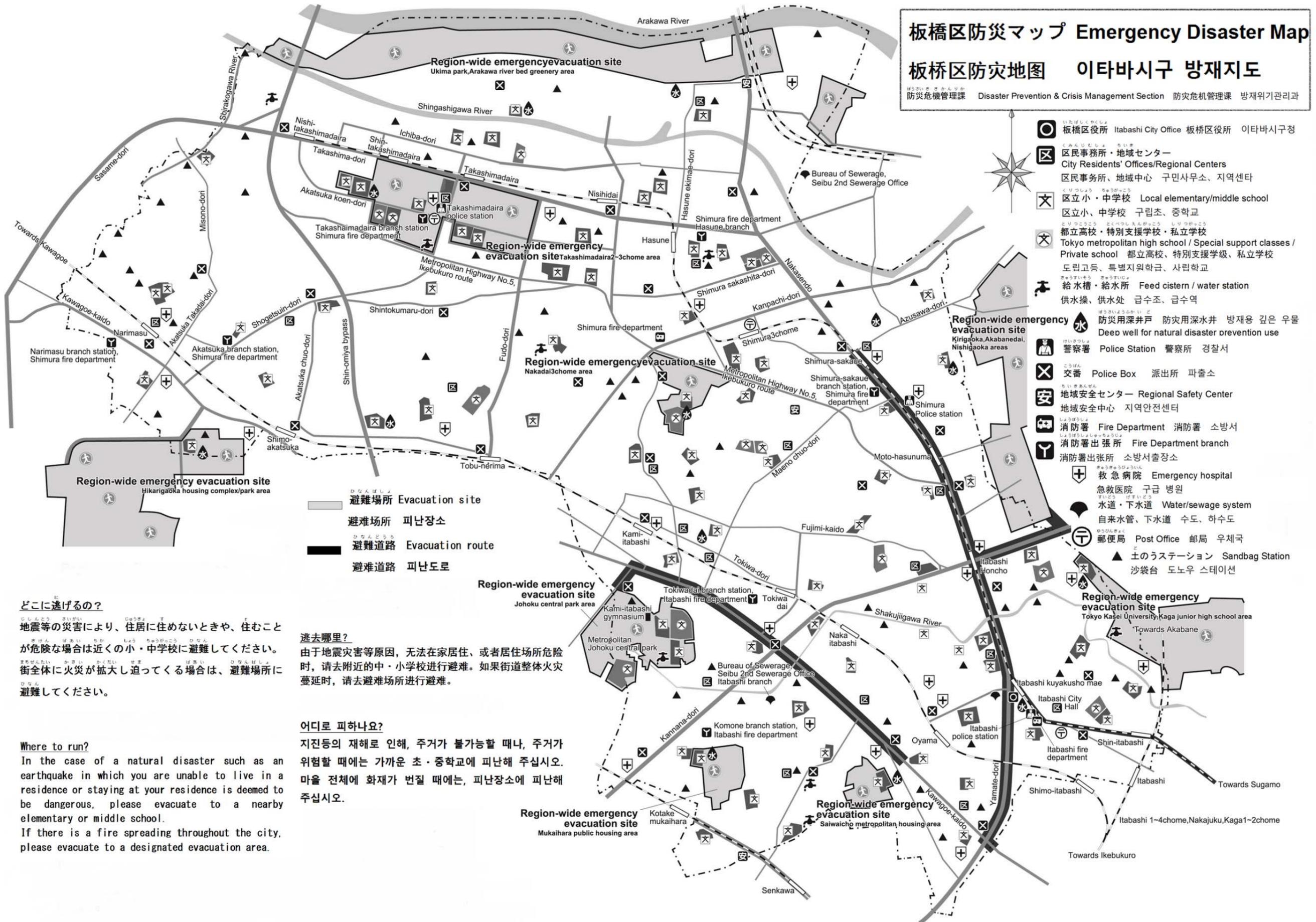
Itabashi Emergency Disaster Center

The Itabashi Emergency Disaster Center is the center of preventive activities in Itabashi, and has worked on setting up the latest in wireless disaster announcement systems, cameras, weather information and other information collection systems. The Center is on 24-hour information watch in order to protect both the lives and property of Itabashi residents. You can also visit the Center if you make a reservation in advance.

板桥区防災マップ Emergency Disaster Map

板桥区防災地图 이타바시구 방재지도

防災危機管理課 Disaster Prevention & Crisis Management Section 防災危機管理課 방재위기관리과



どこに逃げるの?

地震等の災害により、住居に住めないときや、住むことが危険な場合は近くの小・中学校に避難してください。街全体に火災が拡大し迫ってくる場合は、避難場所へ避難してください。

Where to run?

In the case of a natural disaster such as an earthquake in which you are unable to live in a residence or staying at your residence is deemed to be dangerous, please evacuate to a nearby elementary or middle school. If there is a fire spreading throughout the city, please evacuate to a designated evacuation area.

逃去哪里?

由于地震灾害等原因，无法在家居住，或者居住场所危险时，请去附近的中·小学校进行避难。如果街道整体火灾蔓延时，请去避难场所进行避难。

어디로 피하나요?

지진등의 재해로 인해, 주거가 불가능할 때나, 주거가 위험할 때에는 가까운 초·중학교에 피난해 주십시오. 마을 전체에 화재가 번질 때에는, 피난장소에 피난해 주십시오.

- 避難場所 Evacuation site
- 避難場所 피난장소
- 避難道路 Evacuation route
- 避難道路 피난도로

- 板桥区役所 Itabashi City Office 板桥区役所 이타바시구청
- 区民事務所・地域センター City Residents' Offices/Regional Centers 区民事務所、地域中心 구민사무소, 지역센터
- 区立小・中学校 Local elementary/middle school 区立小、中学校 구립초, 중학교
- 都立高校・特別支援学校・私立学校 Tokyo metropolitan high school / Special support classes / Private school 都立高校、特別支援学校、私立学校
- 都立高校、特別支援学校、私立学校 都立高校, 특별지원학교, 사립학교
- 給水槽・給水所 Feed cistern / water station 供水槽, 供水处 급수조, 급수역
- 防災用深井戸 防災用深水井 방재용 깊은 우물 Deep well for natural disaster prevention use
- 警察署 Police Station 警察所 경찰서
- 交番 Police Box 派出所 파출소
- 地域安全センター Regional Safety Center 地域安全中心 지역안전센터
- 消防署 Fire Department 消防署 소방서
- 消防署出張所 Fire Department branch 消防署出張所 소방서출장소
- 救急病院 Emergency hospital 急救医院 구급 병원
- 水道・下水道 Water/sewage system 自来水管, 下水道 수도, 하수도
- 郵便局 Post Office 邮局 우체국
- 土のうステーション Sandbag Station 沙袋台 도노우 스테이션