
2. Emergencies, Disasters, Medical Care

2-1 【 Accidents, Thefts, Police Emergency Call: 110】

◆In the case of emergencies such as a traffic accident or a theft, you should call the police. The telephone number is 110 without the area code. (NB: if someone is injured, call 119 for an ambulance.) The information to provide is:

1) **State the problem. Examples:**

“There’s a thief (*dorobo desu*).” “There’s been an accident. (*jiko desu*)”

2) **State the location. Example:**

“Seido-cho 7-6.” (In Japanese, the name of the “*cho*” comes before the number.)

3) **State your name. Example:**

“My name is Smith (*Namae wa Sumisu desu*).”

4) **In the case of a traffic accident, see to the following before the police arrive:**

1. Confirm the license plate number of the other person’s car.
2. Have the other person show you his/her driver’s license and certificate of motor vehicle liability insurance. Confirm that the photograph on the driver’s license is that of the other person; and confirm the name, address and age of the person.
3. Write down the circumstances of the accident, and request the testimony of any witnesses.
4. Consult a doctor even in the case of a light injury.
5. Do not agree to an easygoing promise or private settlement.
6. Contact your insurance company.

◆Note especially: in the event that your bank passbook or cash card is stolen, it is necessary to contact immediately the bank that issued it and take procedures to suspend payments.

◆Local police boxes (*koban*) are found everywhere in Japan, where there is always a police officer stationed and where people can consult about lost-and-found items, ask the way, etc.

2-2 【 Fires, Emergencies, Fire Department Emergency Call: 119 (How to Call a Fire Truck or an Ambulance) 】

◆Call the Fire Department to report a fire or to call an ambulance for an urgent illness or serious injury. The telephone number is 119 without the area code. Fire Department Headquarters provide a multi-lingual interpretation service via three-way phone calls when you call “119”. The service is available in 5 languages (English, Chinese, Korean, Portuguese, and Spanish).

1) **State the problem. Examples:**

“There’s a fire (*Kaji desu*).” “Please send an ambulance (*Kyukyusha onegai shimasu*).”

2) **State the location. Example:**

“Seido-cho 7-6.” (In Japanese, the name of the “*cho*” comes before the number.)

3) **State your name and contact information. Example:**

“My name is Smith. My phone number is 234-5678 (*Namae wa Sumisu desu. Denwa bango wa 234-5678 desu*).”

4) **Before the ambulance or the fire truck arrives:**

1. In the case of an emergency, have ready your health insurance card. When you hear the siren, have someone go out to lead the ambulance to the location.
2. In the case of fire, shout “Fire! (*Kaji da!*)” to get the help of people in the area.
3. If there is a Japanese speaker nearby, have that person prepare to relay information to the ambulance or fire truck personnel.

2-3 【Typhoons, Storms and Floods, Earthquakes, Tsunamis】

Inquiries: Disaster Prevention Security Section ☎ 38-2093

Japan has the four seasons, spring, summer, autumn, winter. Depending on the season, different types of disasters (heavy rains, typhoons, etc.) do occur. From spring to the start of summer, we easily get heavy rains due to the seasonal rain front. From summer to autumn, heavy damage occurs by approaching or landing of the typhoons.

With such heavy rains or typhoons, disasters such as landslides and flooding or at times tornadoes can occur. It is necessary to be well prepared ahead of time by noting well which areas of the City are danger zones and where the evacuation sites are.

Also, Japan is one of the leading countries in number of earthquakes, which cause great damages, such as the collapse of buildings and the outbreak of fires.

In order to reduce damages to a minimum, we need to take precautions and always be prepared.

2-3-1 Typhoons, Storms and Floods

The strong winds and heavy rain of a typhoon bring great damage, with the typhoon season going mainly from July to October.

- ◆ When a typhoon approaches, pay close attention to the weather forecasts and typhoon reports on TV and radio.
- ◆ Secure or bring inside any items on your veranda or in your garden, to prevent them from getting blown away by the wind.
- ◆ When the wind and rain are strong, avoid going outdoors, as this is dangerous.
- ◆ Be prepared for a power failure by having at hand candles and a flashlight.
- ※ In schools and other institutions, classes may be canceled or pupils requested to remain at home.

2-3-2 Earthquakes and Tsunamis

When a strong earthquake strikes, buildings collapse, fires break out, and electricity, gas and the water supply can be disrupted.

- ◆ Talk over with your family how to contact each other at those times and where the evacuation sites are.
- ◆ When tremors are severe, get under a desk or table, with a cushion on your head.
- ◆ If an earthquake strikes, turn off stoves and gas appliances, and close gas cocks, including the main gas cock of your house. Also turn off the electrical circuit breakers.
- ◆ Leave windows and entrance open to have a way to get out of the house.
- ◆ In the case of danger, take refuge in an evacuation site.
- ◆ Pay close attention to information on TV and radio and on the Ashiya Disaster Prevention Wireless Radio System, and remain calm.

※ The Ashiya Disaster Prevention Wireless Radio System...

39 loudspeaker stations and 150 individual receiving stations are set up in the City. In the event of an emergency, relevant information is provided in all parts of Ashiya. If you cannot understand the explanations well, please use the automatic answering service by telephone (☎ 0797-38-2630 (Japanese language only)).

2-3-3 Things to Take Along in an Emergency

Valuables (seal, bankbook, passport, etc.), drinking water (PET bottles), foods (crackers, canned food, etc., planning on 3 days' supply), portable radio, first-aid kit, flashlight, clothes, matches, tissue paper, etc.

- ※ Be sure to line up ahead of time 3 days' supply of food and water!
- ※ Renew regularly the supply of emergency food and water!
- ※ Three liters of water per person per day is needed.



2-3-4 Evacuation Sites

Due to the high likelihood of damage due to disasters like earthquakes, storms and floods evacuation sites have been set up (in school buildings, assembly halls, etc., as written in the table below) to serve as places of refuge when deemed necessary. Be sure to know in advance where these sites are and what possible hazardous areas there may be on route to the sites. In the case of a tsunami, aim for the higher floors of buildings signaled with a ■ mark in the table below. Go to the 3rd floor or higher, and make use of corridors and public spaces available temporarily for common use. For further details, please refer to the “Information and Map for Disaster Prevention”, available at Ashiya City Hall, Public Relations and International Exchange Section (Inquiries, Tel. 38-2008).

List of Evacuation Sites in Case of Disaster

(as of January, 2018)

■: Temporary evacuation sites when a tsunami occurs.

(Public spaces for common use on the 3rd floor or higher at each facility)

#	Name	Address	Phone
1	Okuike Assembly Hall	34-4 Okuikeminami-cho	32-0763
2	Osaka Gas Okuike Lodge (only in case of landslide)	47-16 Okuikeminami-cho	38-0771
3	Sysmex Global Communication Center (only in case of landslide)	41-1 Okuikeminami-cho	32-3690
4	Yamate Junior High School	39-10 Sanjo-cho	32-1122
5	Nishiyama Kindergarten	22-15 Nishiyama-cho	32-5457
6	Sanjo Assembly Hall	8-3 Sanjo-cho	35-0501
7	Maeda Assembly Hall	8-17 Maeda-cho	23-3899
8	※Yamate Elementary School	8-3 Yamate-cho	32-1113
9	Ohara Assembly Hall	20-2 Ohara-cho	38-7782
10	Citizens' Center	8-24 Narihira-cho	31-4995
11	Kamimiyagawa Cultural Center	10-5 Kamimiyagawa-cho	22-9229
12	Asahigaoka Elementary School	10-10 Asahigaoka-cho	32-1115
13	Asahigaoka Assembly Hall	30-9 Asahigaoka-cho	23-4896
14	※Iwazono Elementary School	23-41 Iwazono-cho	32-1114
15	Ashiya Gakuen Junior & Senior High School	16-18 Rokurokuso-cho	31-0666
16	Iwazono Child Day Care Center	2-18 Iwazono-cho	31-0335
17	Midorigaoka Assembly Hall	9-15 Midorigaoka-cho	22-2475
18	■※Seido Elementary School	8-25 Seido-cho	32-1111
19	■ Gymnasium and Youth Center	15-3 Kawanishi-cho	31-8228
20	Chaya Assembly Hall	8-20 Chayano-cho	32-1232
21	Takezono Assembly Hall	5-6 Takezono-cho	22-2484
22	Ise Kindergarten	13-14 Ise-cho	31-8313
23	■ Miyagawa Elementary School	1-9 Hama-cho	32-1112
24	Gymnasium of Prefectural Ashiya High School (in case of disaster)	1-1 Seido-cho	32-2325
	■ Prefectural Ashiya High School	6-3 Miyagawa-cho	
25	Kozuchi Kindergarten	15-7 Uchidekozuchi-cho	22-4885
26	■ Marine Technical College	12-24 Nishikura-cho	38-6201
27	■ Uchidehama Elementary School	8-2 Niihama-cho	23-4581
28	■※Seido Junior High School	9-7 Nangu-cho	32-1121
29	Kasuga Assembly Hall	13-17 Kasuga-cho	32-5377
30	■※Hamakaze Elementary School	1-1 Hamakaze-cho	23-4591
31	Hamakaze Assembly Hall	3-2 Hamakaze-cho	38-0960
32	Niihama Child Day Care Center	1-1 Niihama-cho	32-0410
33	■ Shiomi Elementary School	1-2 Shiomi-cho	34-0721
34	■ Shiomi Junior High School	20-1 Shiomi-cho	34-1601
35	Shiomi Assembly Hall	7-1 Shiomi-cho	32-4359
36	Prefectural Yoko-cho Housing Assembly Hall	6-8 Yoko-cho	35-8015
37	Municipal Minami-Ashiyahama Housing Assembly Hall	5-7 Yoko-cho	38-2068
■	Health and Welfare Center	14-9 Kurekawa-cho	

■	Kiguchi Memorial Hall	14-10 Kurekawa-cho	
■	Seido Junior High School	9-7 Nangu-cho	
■	Prefectural Housing Minami-Ashiyahama 1 to 6	6-1, 2, 3, 4, 5, 6 Yoko-cho	
■	Municipal Housing Minami-Ashiyahama 1 to 6	5-1, 2, 3, 4, 5, 6 Yoko-cho	
■	Towa Live Town Ashiya Kurekawa-cho Luminance	13-3 Kurekawa-cho	
■	Royal Ashiya Matsuhama	8-18 Matsuhama-cho	
■	Ashiya Palace Heights North Wing	2-7 Hirata-cho	
■	Ashiya Palace Heights South Wing	2-8 Hirata-cho	
■	Ashiya Sun Plaza	5-8 Hirata-cho	
■	Ashiya Matsuhama Heights	5-15 Matsuhama-cho	
■	Hyogo Prefectural Ashiya International High School and Secondary School	1-2 Niihama-cho	
■	UR Housing Ashiyahama 1 to 3	2-1, 2, 3 Takahama-cho	
■	UR Housing Ashiyahama 1 to 2	4-1, 2 Takahama-cho	
■	UR Housing Ashiyahama 1 to 2	5-1,2 Wakaba-cho	
■	Prefectural Public Corporation Housing Ashiyahama (Takahama) 1 to 2	5-1, 2 Takahama-cho	
■	Prefectural Housing Ashiyahama (Takahama)1 to 3	8-1, 2, 3 Takahama-cho	
■	Prefectural Public Corporation Housing Ashiyahama (Wakaba) 1 to 2	4-1, 2 Wakaba-cho	
■	Prefectural Housing Ashiyahama (Wakaba)1 to 3	7-1, 2, 3 Wakaba-cho	
■	Municipal Housing Daito-cho 14	14-16 Daito-cho	
■	Municipal Housing Daito-cho 5	5-9 Daito-cho	
■	Municipal Housing Daito-cho 4	4-16 Daito-cho	
■	Municipal Housing Daito-cho 11	11-7 Daito-cho	
■	Municipal Housing Daito-cho 17-3	17-3 Daito-cho	
■	Municipal Housing Wakamiya-cho 1	2-18 Wakamiya-cho	
■	Nagase Co. Head Office Bldg.	10-12 Seido-cho	
■	South Palace Ashiya	6-16 Nangu-cho	
■	Ashiya City Hall East Wing	8-28 Seido-cho	
■	Heartiness Ashiya	13-10 Hama-cho	


Notes:

1. Evacuation sites in the case of landslides: Osaka Gas Okuike Lodge, Sysmex Global Communication Center, Iwazono Elementary School, Nishiyama Kindergarten, Sanjo Assembly Hall, and Citizens' Center. Please do not take refuge in the following places: Okuike Assembly Hall, Asahigaoka Assembly Hall, and Yamate Junior High School.
2. Temporary evacuation sites in the case of storms and floods: Iwazono Elementary School, Citizens' Center, Shiomi Elementary School.
3. In the case that a tsunami occurs or is likely to occur, seek refuge in evacuation sites with a ■ mark (going to public spaces for common use on the 3rd floor or higher at each facility)
4. The ※ mark indicates evacuation sites with a first-aid station.

2-3-5 Hyogo Emergency Net

The “Hyogo Emergency Net” is a system to reach people of the Prefecture and the cities directly with information on emergencies (earthquakes, tsunamis, tornadoes, weather warnings, landslide warnings, river flooding forecasts), and on evacuation, etc. In addition to using existing means of publicizing, such as the disaster prevention administrative radio system and loudspeaker cars, the Net makes use of email and homepage functions on mobile phones.

When a serious emergency arises, information is quickly transmitted to people of the Prefecture and the cities. It also operates the system, “Hyogo E net (Hyogo Emergency Net)” on the web, where weather warnings and emergency information from each city are automatically translated into 12 languages (simplified Chinese, traditional Chinese, English, French, German, Indonesian, Italian, Korean, Portuguese, Spanish, Thai, Vietnamese), and published for foreign people. If you wish to receive the emergency information, please register on the following website.

 <http://bosai.net/e/index.do>

Summary of Tables explaining the JMA Seismic Intensity Scale

0

Imperceptible to people.

1

Felt slightly by some people keeping quiet in buildings.

2

Felt by many people keeping quiet in buildings.

3

Felt by most people in buildings.

4

- Most people are startled.
- Hanging objects such as lamps swing significantly.
- Unstable ornaments may fall.

6 Lower

- It is difficult to remain standing.
- Many unsecured furniture moves and may topple over. Doors may become wedged shut.
- Wall tiles and windows may sustain damage and fall.
- In wooden houses with low earthquake resistance, tiles may fall and buildings may lean or collapse.

High earthquake resistance Low earthquake resistance

5 Lower

- Many people are frightened and feel the need to hold onto something stable.
- Dishes in cupboards and items on bookshelves may fall.
- Unsecured furniture may move, and unstable furniture may topple over.

6 Upper

- It is impossible to move without crawling. People may be thrown through the air.
- Most unsecured furniture moves, and is more likely to topple over.
- Wooden houses with low earthquake resistance are more likely to lean or collapse.
- Large cracks may form, and large landslides and massif collapses may be seen.

High earthquake resistance Low earthquake resistance

5 Upper

- Many people find it difficult to walk without holding onto something stable.
- Dishes in cupboards and items on bookshelves are more likely to fall.
- Unsecured furniture may topple over.
- Unreinforced concrete-block walls may collapse.

7

- Wooden houses with low earthquake resistance are even more likely to lean or collapse.
- Wooden houses with high earthquake resistance may lean in some cases.
- Reinforced-concrete buildings with low earthquake resistance are more likely to collapse.

High earthquake resistance Low earthquake resistance

If you feel a tremor **Remain calm, and secure your personal safety** **If you see/hear an Earthquake Early Warning**

- Protect your head and shelter under a table
- Don't rush outside
- Don't worry about turning off the gas in the kitchen
- Panic leads to injury
- When driving a car, turn on your hazard lights, then slow down smoothly
- Keep away from gates, walls, vending machines and buildings
- Leave immediately to highland when a strong shake has been felt on the seashore

Make residences earthquake-resistant and fix furniture to prepare for earthquakes

Ministry of Land, Infrastructure, Transport and Tourism
Japan Meteorological Agency
 Address: 1-3-4 Otemachi, Chiyoda-ku, Tokyo 100-8122
 Phone: 03-3212-8341
 Website: <http://www.jma.go.jp/>

Sources: websites of the Ministry of Land, Infrastructure, Transport and Tourism and of the Japan Meteorological Agency.

2-4 【Holiday and Nighttime Emergency Medical Care】

Name	Department	Address	Phone	Days	Hours	
Holiday and Emergency Clinic	Internal Medicine, Pediatrics	5-13 Kimmitsu-cho	21-2782	Sun. & Public holidays, Year-end and New Year's Holiday	9:00 a.m.–5:00 p.m.	
Kobe Children's Primary Emergency Medical Center	Pediatrics	1-4-1, Wakahama-kaigandori, Chuo-ku, Kobe-shi	078-891-3999	Sun. & Public holidays, Year-end and New Year's Holiday	9:00 a.m.–6:30 a.m. the following day	
Dental Center	Dentistry	14-9 Kurekawa-cho	31-0658	Sun. & Public holidays, Year-end and New Year's Holiday	9:00 a.m.–11:30 a.m.	
Amagasaki Health Medical Care Foundation Holiday / Night Emergency Medical Clinic	Otorhinolaryngology	3-15-20 Mizudo-cho, Amagasaki-shi	06-6436-8701	Sat., Sun. & Public holidays, Year-end and New Year's Holiday	Sun. & Public holidays, 9:00 a.m.–4:00 p.m. Year-end and New Year's Holiday 9:00 a.m.–5:30 a.m. the following day	
	Ophthalmology			Sun. & Public holidays, Year-end and New Year's Holiday	Sat. (Otorhinolaryngology only), 6:00 p.m.–8:30 p.m.	
Designated Emergency Hospital	Ashiya Municipal Hospital	39-1 Asahigaoka-cho	31-2156	365 days a year	24 hours a day	
				Pediatrics	Sat. night, Sun.	Sat. 5:00 p.m.–Sun. 5:00 p.m.
				Surgery	Tue., Wed., Thu.	5:00 p.m.–9:00 a.m. the following day
	Minami-Ashiyahama Hospital	Surgery, Internal Medicine	3-21 Yoko-cho	22-4040	365 days a year	24 hours a day
Ashiya St. Maria Hospital	Surgery, Internal Medicine	5-20 Ohara-cho	23-1771	365 days a year	24 hours a day	

**"Year-end and New Year's Holiday" means from December 29th to January 3rd in this table above.

2-5 【Medical Facilities with Service in English】

Please contact each medical institution about consultation days and hours.

Name	Department	Address	Phone
Ashiya Grande Clinic	Orthopedics, Internal Medicine, Plastic Surgery, Dermatology, Cosmetic Surgery, Beauty Medicine, Cosmetic Dermatology	3-5 Maeda-cho	22-8000
Ashiya Municipal Hospital	Internal Medicine, Surgery, Pediatrics, Orthopedics, Obstetrics & Gynecology, Ophthalmology	39-1 Asahigaoka-cho	31-2156
Azumi Clinic	Internal Medicine, Cardiology	6-23 Matsunouchi-cho	25-1078
Honda Surgery & Gastro intestinal Clinic	Surgery	5-11 Miyagawa-cho	31-2221
Kyogoku Pediatric Clinic	Pediatrics	8-13 Kusunoki-cho	31-2735
Maple Lane Pediatrics	Pediatrics	1-7-1F Iwazono-cho	25-0911
Mimura Clinic	Internal Medicine, Pediatrics, Dermatology, Allergology	15-14 Ohara-cho	32-5172
Minami-Ashiyahama Hospital	Internal Medicine, Surgery, Orthopedics, Neurosurgery, Rehabilitation (Speech Therapy), Comprehensive Medical Examination (General/Brain)	3-21 Yoko-cho	22-4040
Nakanishi Clinic	Internal Medicine, Surgery	3-23-3F Funado-cho	25-1751
Seno Internal Medicine Clinic	Internal Medicine, Diabetic Medicine	11-24-106 Ohara-cho	23-3578
Tada Clinic	Internal Medicine, Pediatrics	13-5 Uchidekozuchi-cho	32-3884
Takahashi Psychiatric Clinic	Psychosomatic Medicine, Psychiatry	4-1-403 Funado-cho	31-0888
Uetsuka Ear, Nose and Throat Clinic	Otorhinolaryngology	8-10 Uchidekozuchi-cho	22-5191
Yano Eye Clinic	Ophthalmology	7-2-105 Takahama-cho	34-1577

*Alphabetical order

2-6 【Medical Consultations】

2-6-1 Medical Treatment in Japan

Of the medical institutions in Japan, some are equipped for hospitalization and medical examinations, while smaller clinics offer everyday care on a more personal level. In the case of a sudden illness or an injury, you can avoid anxiety and feel more at ease by getting a checkup at an easily accessible local clinic.

2-6-2 Medical Consultations

If you do not know what your illness is, or if the symptoms are light, it is recommended that you go to a local clinic for consultation and get directions from a doctor.

Consultation hours at a clinic are generally in the morning and again in the evening, though some clinics close on certain evenings. As for hospitals, some hold consultations only in the morning.

1. Follow the standard procedures at the reception desk: present your Medical Insurance Certificate (*Kenko Hokensho*), if you have one; fill out a questionnaire regarding your symptoms and medical history; then wait in the waiting room until your name is called.
2. The consultation is held in a consultation room. If necessary, examinations and treatments are provided.
3. After the consultation, pay the medical fee at the reception desk. If a prescription is issued, buy the medicine at a stipulated drug store. (The amount you pay depends on the type of health insurance you have. A person without health insurance or not carrying the insurance card must pay the full amount.)

※The questionnaire you fill out is usually in Japanese. If you cannot read Japanese, it is suggested that you have someone accompany you to help out.

2-6-3 Medical Information Resources in Foreign Languages

Name	Content	Languages				Phone	Hours
		E	C	S	P	URL	
Hyogo Prefecture Medical Institutions Information Service System	Website only	★				http://web.qq.pref.hyogo.lg.jp/hyogo/ap/qq/men/pwtpmenu01.aspx	
Tabunka Kyosei Center-HYOGO Center for Multicultural Society	General consultation on medical services by telephone	★		★	★	078-453-7440	Every Friday, 3:00-8:00 p.m. (English: any time)
						http://www.tabunka.jp/hyogo/	

Languages: E = English, C = Chinese, S = Spanish, P = Portuguese