

Dealing with Emergencies and Disasters

In order to secure your safety in case of an emergency or a disaster, you must keep in mind following instructions.

The phone numbers to bear in mind when you ask for help are as follows:

Sudden illness and injuries	Call the Ambulance Service	Dial 119
Fire	Call the Fire Service	Dial 119
Traffic accidents	Call the Police	Dial 110
Theft and other crimes	Call the Police	Dial 110

Report to the International Student Exchange Division at the phone number:
(078) 803-5260 through 5265; or e-mail address: intl-student@office.kobe-u.ac.jp

Sudden Illness or Injury (Call the Ambulance Service at the phone number 119)

When you need an ambulance, dial 119 and say, "Kyukyu desu" (I need an ambulance). Give your name, address, and explain the injury or illness. The emergency service will find a hospital that can give you treatment. The ambulance service is free of charge.

On holidays and in the evening, hospitals provide emergency treatment on a rotation basis. Inquire which clinic or hospital is on duty at the time at the nearest city or town hall or at the main fire station within the area.

In the Hanshin, Kobe, East Harima and West Harima regions, there is also a special emergency treatment system for foreign residents. About 45 hospitals are registered and diagnostic forms are available in five languages. The hospitals are prepared to deal with emergency cases involving foreign residents at night. For further information, please contact the following organization.

Information and Advisory Service
Hyogo International Association
Tel 078-382-2052
Office Hours: 9:00 am – 5:00 pm, Monday through Friday

Fires (Call the Fire Service at the phone number 119)

It is important to take precautions when using a cooking oven, heater or any home appliance. Do not smoke in bed.

● In case of FIRE:

- (1) Shout "Kaji !" (Fire!) to alert your neighbors.
- (2) Dial 119. The Fire Service will ask you whether there is a fire or you need an ambulance. Answer "Kaji desu" (There is a fire). Give your name, address, phone number and any building in the neighborhood that a landmark.
- (3) If the fire is not particularly threatening, use a fire extinguisher to put it out. Cover your mouth with a damp towel as protection against poisonous gas. Leave the area, keeping your body and head as low as possible.

Traffic Accidents (Call the police at the phone number 110)

If you are involved in a traffic accident, you are required by law to report to the police. If an accident is not reported, the Certificate of Traffic Accident necessary for making insurance claims cannot be obtained. You must verify the name and address of the other party and contact the insurance company. In case of injury, NO MATTER HOW SLIGHT, you must have a medical examination.

If you do not know how to make an insurance claim, or how to settle matters out of court, contact the following traffic accidents office or lawyer. Consultation is free of charge and there are consultants in several areas of the prefecture. Consultation is in Japanese. If you do not understand Japanese, you should engage an interpreter or contact the Information and Advisory Service, Hyogo International Association (Tel (078) 382-2052).

Traffic Accidents Office

Hyogo Prefecture Consultation Center (Kobe Crystal Tower 6F)

1-1-3 Higashi Kawasaki-cho, Chuo-ku, Kobe

Tel (078) 360-8521

Office Hours: 9:00 – 12:00 , 13:00–16 : 00 Monday through Saturday

*Saturday is available on appointment basis.

[Accident Insurance]

Car insurance is divided into compulsory insurance (required by law) and optional insurance. Compulsory insurance only covers injuries and death of the other parties to accidents caused by the insured. However this form of coverage is far from adequate. Therefore it is strongly recommended that car owners buy optional insurance, which provides full coverage against loss, injury due to accidents, and damage to vehicles etc. This is particularly advisable because pedestrians have the priority in Japan, and the amount of financial compensation for accidents is extremely high. When buying or receiving a motorcycle or a car, you should carefully consider taking out insurance and carefully check the insurance policy.

Cars and Bicycles

In order to prevent traffic accidents, drivers of cars and motorcycles must possess driver's license. Please note that even if you have a driver's license from your home country, you are not allowed to drive in Japan unless you have a valid international or Japanese driver's license.

You may find bicycles left on the streets. However they are often parked temporarily or left after they get stolen at different places. Therefore please do not take them since they are not yours.

Theft and Other Crimes (Call the police at the phone number 110)

Dial 110 in case of theft and other crimes.

Typhoons: Storm and Flood Damage

Typhoons often hit Japan during summer and autumn. Usually damage (landslides and floods) is caused by the strong winds and heavy rain. In order to prepare against typhoons, the following points should be considered:

●Precautions against strong winds and heavy rain

- (1) Reinforce windowpanes with adhesive tape or vinyl tape. Any sliding doors and shutters should be closed.
- (2) Any items in the garden or on the balcony such as trash bin, pot plant, or ornament should be fixed in place or brought indoors to prevent them from being blown away by the wind.
- (3) TV antennas should be reinforced with splints and wire.
- (4) In houses that may be at risk from flooding or that are situated in lowland, furniture and electrical goods should be moved above ground level or upstairs.
- (5) Power failures may occur during a typhoon. Keep a flashlight and a portable radio in a place accessible by all family members.
- (6) Keep emergency items available, should an evacuation become necessary.
- (7) Confirm the location and access routes to the nearest shelter. Information about shelters and "Maps of Dangerous Areas" (kiken kasho) are available at each ward office, fire station and civil engineering office.

●During a Typhoon

- (1) Do not go out in strong winds. If you have to go out, make sure to wear a helmet or a thick hat.
- (2) Do not approach fallen power poles or dangling electric wires.
- (3) Pay particular attention to the weather forecast. If you are advised to evacuate, do so immediately. Families with old or sick people and babies should evacuate as quickly as possible.
- (4) When evacuating, check that the gas appliances are turned off and the gas mains are closed. Turn off the electric supply and close all doors.
- (5) Keep baggage to a minimum and use a backpack in order to keep your hands free. Be careful of rumors and trust only information coming from television, radio, or official reports from public offices.

Earthquakes

Earthquakes occur frequently in Japan. The recent Great Hanshin Earthquake (January 17, 1995) clearly demonstrated that earthquakes can cause considerable damage in a short period of time. Earthquakes can happen at any time without any warning. You should always be prepared, both mentally and materially, in order to keep damage to a minimum.

●General Precautions

- (1) Do not place objects in entrance, passageway and corridor which may obstruct evacuation.
- (2) Store two to three liters of drinking water per day per person.
- (3) Keep an emergency bag containing following items:
 - Flashlight and spare batteries
 - Drinking water and food supplies
 - Portable radio
 - Cash (10-yen coins are handy for public telephones)
 - Copy of ID cards and other valuable papers such as passport, bank/post office account books
 - Matches, lighters, and candles
 - Emergency first-aid kit (including medicine for those under medical treatment)
 - Helmet or covering for head
 - Gloves, socks, and underwear
 - Waterproof vinyl sheets for protection against cold
 - Rope
- (4) Fix furniture with metal fixings to prevent them from falling over.
- (5) Affix shatterproof films to glass surfaces such as windows, bookshelves and cupboards.
- (6) Check the location of the nearest emergency shelter and hospital (and access routes). Information about shelters is available at the city or town office where you live.

●When an Earthquake Occurs

- (1) Ensure your physical safety first.
- (2) Turn off all gas appliances. Close gas main. Turn off all other cooking and heating appliances, which may be a fire hazard. If a fire break out, put it out immediately with a fire extinguisher.
- (3) When shaking stops, evacuate to open ground outside. Take your emergency bag and helmet.
- (4) Stay in contact with family members and neighbors when you evacuate to shelters.
- (5) If you are driving, do not brake suddenly. Reduce speed slowly and pull off the car on the left side of the road. Do not stop near gas stations or high pressure gas facilities or underneath pedestrian bridges.
- (6) If you are walking, go to the center of wide roads. In downtown areas, watch out falling telephone poles, signposts and glasses.

●After the Earthquake

- (1) There is danger of aftershocks and tidal waves. Try to get as much correct information as possible through radio, newspapers, televisions, etc.
- (2) When the earthquake causes damage that you prevent you from returning home, inform embassy or consulate and the International Student Exchange Division or respective faculties of your safety and shelter to stay as soon as possible.

About the Hyogo Emergency Net (E-Net)

The Hyogo E-Net is a system designed to utilize current trends in mobile and wireless information technology in order to supplement conventional systems for disaster management, such as radio and loudspeaker vans, which directly supplies local citizens with emergency information (on earthquakes, tsunamis, weather warnings), evacuation information and other vital information via e-mail on mobile phones and websites.

Each municipality in Hyogo Prefecture will have its own website. In the event of emergencies and disasters, this system will expedite the transmission of vital information to local citizens in the most immediate manner possible.

Please register yourself at the website of your municipality. You will then receive messages containing information regarding emergencies, earthquakes, tsunamis, and weather warnings from Hyogo Prefecture and your municipality.

For more information : <http://bosai.net/e/>

Contact Information:

Hyogo Emergency Net Support Center

E-mail: support@bosai.net