

# 緊急・災害時等の対応マニュアル

－ 留学生のみなさんへ －

Emergency and Disaster Manual  
for International Students

- 急病・けが Illness and Injuries
- 火事 Fires
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- 大雨・洪水・土砂災害

Heavy rains and floods · Land-related disasters

2022

神戸大学学務部国際交流課

Student Affairs Department

International Exchange Division

Kobe University

## Dealing with Emergencies and Disasters

In order to secure your safety in case of an emergency or a disaster, you must keep in mind the 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 Exchange Division on 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 on 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 on 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 is 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 on 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 Mon, Tue, Thu, Fri

### [Accident Insurance for Cars]

Car insurance is divided into compulsory insurance (required by law) and optional insurance. Compulsory insurance only covers injuries and death of the other parties in 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.

### [Mandatory Bike Insurance]

Recently, there has been an increase in the number of accidents involving bicycles and pedestrians, in which cyclists are not only injured but also accused of causing deaths and bodily harm to others. In some cases, cyclists are ordered to pay a large sum of money in damages.

Hyogo prefecture has enforced the mandatory bicycle insurance law and all cyclists are required to have liability insurance since October 2015.

Insurance can compensate death or injury of another person as well as the cyclist.

Those who use bicycles for commuting or in daily life should check the coverage of their insurance, if any. If liability insurance is not included in your contract, please purchase bicycle insurance.

If you have already bought Comprehensive Insurance for Students Lives Coupled with "Gakkensai" for International Students, it is not necessary to purchase bicycle insurance.

## **Cars and Bicycles**

In order to prevent traffic accidents, drivers of cars and motorcycles must possess driver's licenses. 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 in a different place. Therefore please do not take them since they are not yours.

## **Theft and Other Crimes (Call the police on the phone number 110)**

Dial 110 in case of theft and other crimes.

## **Earthquakes**

Earthquakes occur frequently in Japan. The 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.

### ● What to do if you feel shaking

- If you are at home, hide under a desk. Do not rush outside.
- Turn off all gas and cooking or heating appliances, which may be a fire hazard.
- If you are outside, stay away from concrete walls and other things that could fall.

### ● What to do after the shaking stops

- Open doors or windows to create an escape path.
- Wear shoes so you don't get hurt by broken glass.
- Turn on the TV or radio to get the information for aftershocks and tsunami.
- If your house looks like it might collapse or fire has broken out nearby, go to an evacuation center. When you do so, bring your emergency supplies after closing the gas valve and turning off the electricity breaker.

## Tsunamis

A tsunami is a tall wave that approaches the shore very quickly. Tsunamis are caused when an earthquake happens in the ocean. You should turn on the TV or radio to check for emergency warnings, warnings, or advisory for tsunamis during an earthquake.

- Be aware during your everyday life
  - Check a hazard map (<http://www.hazardmap.pref.hyogo.jp/>) (Japanese only)
  - Decide ahead of time where you will evacuate to if a tsunami occurs.
- When you evacuate
  - If you are near the ocean, run to a high place far from the ocean.
  - A tsunami could occur even after a small earthquake.
  - Tsunamis approach repeatedly, not just once.
  - Don't go near the ocean until the tsunami emergency warning, warning, or advisory has been turned off.

## Typhoons

Typhoons approach Japan from approximately June to October. When a typhoon comes, it brings strong rain and wind.

- During a typhoon
  - Put potted plants, trash bin and other items inside that could be blown away.
  - Close the curtains so that you won't be injured if the windows break.
  - Stay inside as much as possible.
  - Pay particular attention to the weather forecast. If you are advised to evacuate, do so immediately.

## Heavy rains, Floods and Land-related disasters

During heavy rain, river banks can be flooded, and water can seep into homes. If you are in a low-lying area where water could collect, escape to a higher place. Stay away from rivers and streams. Heavy rain can also cause landslides. Check the hazard maps made by Hyogo Prefecture or your city (<http://www.hazardmap.pref.hyogo.jp/>) (Japanese only).

## Being prepared for disasters

- Emergency supply kit checklist (You should have an emergency supply kit ready.)
  - Flashlight and spare batteries
  - Portable radio
  - Emergency rations
  - Drinking water
  - Medications
  - Money
  - Cash card
  - Passport
  - Residence Card
  - Health insurance card
  - Clothing and underwear
  - Helmet
  - Towel
  - Gloves
- Participate in local disaster drills.
- Do not place objects in the entrance, passageway or corridor which may obstruct evacuation.
- Check the location of the evacuation center and access routes.
- If a disaster occurs, turn on the TV or radio.

## Vocabulary used during disasters

- Advisory (chuiho) . . . a notice that a disaster may occur. There are advisories for heavy rain, floods, strong winds, tsunamis, etc.
- Warning (keiho) . . . a notice that a large-scale and dangerous disaster may occur. There are warnings for heavy rain, floods, violent winds, tsunamis, etc.
- Emergency Warning (tokubetsu keiho) . . . a notice that disaster may occur at an unheard-of scale. There are warnings for heavy rain, violent winds, tsunamis, etc.
- Emergency earthquake warning (kinkyu jishin sokuho) . . . a notice to be careful because an earthquake is about to occur.
- Evacuation of the Elderly, etc (Koureishatou Hinan) . . . a notice that elderly people, those with disabilities and others who may need more time to evacuate should evacuate.
- Evacuation order (hinan shiji) . . . a notice that residents are required to evacuate
- Emergency Safety Measures (Kinkyuanzenkakuho) . . . a notice indicating that the situation is lifethreatening and you can no longer safely evacuate.

All residents should evacuate from affected areas before or when the Evacuation Order is issued.

Please evacuate before Emergency Safety Measures are issued.

## After the disaster

In a large-scale disaster, let your embassy or consulate know that you are safe. Kobe University will send a message to the e-mail address that is registered in your Student Portfolio on URIBO-Net via safety confirmation system called ANPIC. When you receive it, you must submit your condition. In order to make sure you receive the message, submit your e-mail address to the Student Section at your faculty if you change it.

## Hyogo E-net

Hyogo prefecture sends out disaster information (earthquake, tsunami, and weather alerts) and evacuation information to residents in English, Korean, Chinese, French, German, Indonesian, Italian, Portuguese, Spanish, Thai and Vietnamese. Please register your mobile phone email address below: <http://bosai.net/e/>

## Kobe City Disaster Information

Kobe City sends out the latest information on disasters and evacuation in Kobe via its website and social media (Facebook and Twitter) in English. By downloading the app 'KOBE SONAE to U', you can obtain information in English, Chinese, and Korean languages.

Kobe City: <https://www.city.kobe.lg.jp/index.html>

Kobe City Facebook (English): <https://www.facebook.com/kobecityPR>

Kobe City Twitter (English): <https://twitter.com/kobecityPR>

KOBE SONAE to U: To use the service, please download via App Store or Google Play.