

6. Emergency

Keio University Shonan Fujisawa Campus Office of International Affairs

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Emergencies

Theft: If you have been robbed or had valuable belongings stolen, dial 110 (03-3501-0110 for English assistance) or go directly to a police station or police box (*koban*). Clearly state your name and address and report the incident. If it happens on campus, report it to the SFC Academic Affairs Office. During night hours, contact the Security Office on campus. If your bank card or credit card was stolen, notify the bank or credit card company immediately so they can prevent any unauthorized transactions. It is important to keep your PIN separate from these cards and not to share it with others.

Traffic Accidents: If you happen to be involved in a traffic accident, contact the police immediately by dialing 110. If anyone has been injured or wounded, dial 119 for an ambulance. Even if you believe you only have a minor injury, some injuries may become more serious with time. Do not try and evaluate yourself and tell people you are fine. Consult a doctor as soon as possible, as the onset of pain may be delayed or there may be other complications later on. Always record the names and addresses of the other parties involved, including the car owner, even if there is so little damage that you do not need to call the police. Record the license plate numbers of all vehicles involved. You might also want to

Sudden Illness/Serious Injury: If you have been injured or suddenly feel ill (especially during night hours), the telephone number to call an ambulance is 119 throughout Japan. Since 119 is the emergency number for both fire departments and ambulances, you must state which service you need when you call.

Fire: It may be impossible for you to put out a fire by yourself. In the event of a fire in your own residence or a residence near to yours, first alert people around you by yelling “Fire! Kaji da!”, then immediately call the fire department by dialing the emergency number 119. Since the number is the same for both fire engines and ambulances, you must clearly state that there is a fire (“Kaji desu!”), and then tell them your address.



●Police (in case of crime or traffic accident): 110. Call 03-3501-0110 for English assistance.

●Fire/Ambulance: 119

Always speak clearly and slowly when making an emergency call, since not all operators understand English. The following Japanese phrases may be helpful:

- *Kyukyusha o yonde kudasai.* (Please send an ambulance.)
- *Kaji desu.* (There is a fire.)
- *Keikan o yonde kudasai.* (Please send a policeman.)
- *Watashi no namae wa _____ desu.* (My name is _____.)
- *Watashi no jusho wa _____-ku, _____-cho, _____-ban, _____-go desu.* (My address is...)
- *Watashi no denwa bango wa _____ desu.* (My phone number is ...)

It may not always be necessary to give your address since the police and fire departments have installed a computer system that tells them the location of the caller. Because of this, do not hang up the phone until they arrive.

Earthquakes

Japan is prone to earthquakes (*jishin*) and you should be prepared for when one happens. Protect yourself and try not to panic.

If you are Indoors:

Strong tremors usually continue for only about one minute. Do not rush outside in a panic; it is safer to stay inside than rush outside.

- 1) Protect yourself: Quickly duck under a sturdy table or desk to protect yourself from falling objects. If there is nothing to hide under, protect your head with a cushion or book. It may be wise to move to a room with less furniture.
- 2) Secure a safe exit: Doors and windows may not open due to distortion from strong tremors, so you may end up trapped in a room. During a strong earthquake, open a door or window to secure a way out if it is safe to do so.
- 3) Put out any flames: In case of major tremors, put out any flames after the shaking subsides. Make sure to close all gas valves even if there is no fire. To avoid a fire after electricity is restored, switch off the circuit breakers and any appliances.
- 4) Be aware of aftershocks: There may be aftershocks after a big earthquake, so be cautious around objects such as drawers, bookshelves, and refrigerators that are tilting or may be unstable. They may fall over during an aftershock. Turn on a radio to listen to the Emergency Broadcast System and follow instructions. Avoid using the telephone if a large number of homes in your area have been affected by a disaster. Emergency responders need to have the telephone lines available to coordinate their response.

If You Are Outdoors:

Stay away from narrow streets, garden walls, cliffs, and riverbanks. Beware of falling objects if you are near buildings. Protect your head (by holding something like a bag over your head if you are carrying one) and quickly flee to a safe area.



Earthquake Response Manual:

Please refer to the manual to learn how to protect yourself on-campus and off-campus.

<http://www.gakuji.keio.ac.jp/en/> ⇒“Others” ⇒ “Earthquake Response Manual”

Disaster Safety Measures:

Avoid placing objects on the tops of cabinets, shelves, or other tall furniture. Use tip-resistant safety devices, which you can find at home centers to secure furniture to the walls, ceiling, or floor. (You need to ask the owner of your apartment as they may damage walls, ceilings, or floors.) Make sure you know the location of the emergency exit of your apartment along with public evacuation areas and shelters (*hinan basho*-usually parks or schoolyards) closest to your home and university. **BE SURE YOU KNOW HOW TO GET TO THESE LOCATIONS!** We recommend deciding on a common meeting spot with your family beforehand to avoid being split up during an emergency.

- Tokyo Metropolitan Government Disaster Prevention Information:

<http://www.bousai.metro.tokyo.jp/foreign/english/index.html>

- Kanagawa Prefectural Government (K.P.G.) Information to Support Foreign Residents at the Time of Disaster: <http://www.pref.kanagawa.jp/docs/k2w/saigaiji-english.html>

Preparation for disaster: In case of an emergency, ensure that you have a disaster preparedness kit including the following items: • first-aid kit • bottled water • canned or packaged foods (with can opener) • portable radio (with working batteries) • flashlight, spare batteries • copy of your ID card/passport • cash (including coins) • savings passbook • medicine • list of emergency number



Tsunami

Ensure that you do the following if you feel a strong earthquake when you are on the coast:

- Leave everything else behind. A tsunami may be coming within minutes. Move quickly to higher ground away from the coast, at least ten meters above sea level, or if possible move at least one kilometer away from all beaches and the water's edge of harbors and coastal estuaries.
- If you cannot leave the area take shelter in the upper story of a concrete multi-story building.
- Tune into your emergency broadcasters for information. Warnings and advisories will be available at the Japan Meteorological Agency's website: <http://www.jma.go.jp/en/tsunami/>

Typhoon

A typhoon is a large tropical cyclone also known as a hurricane. To prepare for a typhoon you should keep yourself informed on its progress and take precautions to minimize any problems that may arise:

- Besides TV or the Internet, you can listen to Inter-FM at 76.1 or JOKN AM at 810 for information in English.
- Secure or move outdoor items inside.
- If the storm becomes severe, move to an area with the least exposure to external glass windows.
- Typhoons have "eyes," areas in their center where the weather appears calm. If the eye passes over your area, it may appear that the storm has finished, with winds then picking up again afterwards.

J-Alert System (Nationwide Warning System)

J-Alert is a nationwide alert system. If the government of Japan deems that there is an urgency to protect the lives, bodies, and property of the people, such as from a North Korean missile threat, it will issue warnings and promptly notify prefectural governors. If it is necessary to evacuate residents, the government will instruct prefectural governors to take evacuation measures. The prefectural governors will then announce warnings and issue evacuation instructions, and communicate information to residents through publicity vehicles of the municipal government. In the situation of an armed attack etc., it is critical that information is communicated promptly and convincingly. For this reason, the government has secured multiple means to communicate information on civil protection, such as radio networks and satellite communication.

Based on the Civil Protection Law, the national and local government will also occasionally implement drills for civil protection, such as those concerning evacuation and relief measures.

Please access the link for more detailed information on J-ALERT.

- Civil Protection Portal Site by Cabinet Secretariat
http://www.kokuminhogo.go.jp/en/pc-index_e.html
- Protecting Ourselves against Armed Attacks and Terrorism
<http://www.kokuminhogo.go.jp/en/pdf/protecting.pdf>