

Disaster Management Handbook

for Foreign Residents



MATSUMOTO CITY

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Introduction

To Foreign Residents

Japan is a country which has many natural disasters, such as earthquakes and typhoons. In particular, we don't know when or where earthquakes will occur.

In order to reduce injuries & damage in times of disaster, it is important for residents to have knowledge about disaster management (*bosai*).

Important things are written in this handbook to protect you and your family from disasters. Please read this handbook with your family.



It is important for local residents to help each other at the time of a disaster.

Do be involved in your regular local events and get to know your neighbors.

They will help you at the time of an earthquake.

For more details, visit or call:

Matsumoto City Office, Human Rights and Gender Equality Division,
Matsumoto Multicultural Plaza

Tel: 0263-39-1106

Earthquakes

1 What is an Earthquake?

An earthquake is the shaking of the ground.
There are small earthquakes and large earthquakes.
Buildings collapse in large earthquakes.
Water, power, and gas will be cut off.
Big earthquakes are generally followed by many aftershocks.



[Seismic Intensity Scale - The Size of Earthquakes]

1	Not felt by all or most people.	A cartoon illustration of a man and a woman sitting at a table, talking. There is a light fixture hanging from the ceiling.
2	Felt by only some people.	A cartoon illustration of a man and a woman sitting at a table, looking surprised. There is a light fixture hanging from the ceiling.
3	Felt by some people indoors.	A cartoon illustration of a man and a woman sitting at a table, looking surprised. There is a light fixture hanging from the ceiling.
4	Felt by all people. Some get awakened by the shake.	A cartoon illustration of a man and a woman sitting at a table, looking surprised. There is a light fixture hanging from the ceiling.
5-lower	Everyone feels in danger. Dishes and books fall off shelves.	A cartoon illustration of a man and a woman sitting at a table, looking surprised. There is a light fixture hanging from the ceiling.
5-upper	Furniture falls over. Difficult to walk.	A cartoon illustration of a man and a woman sitting at a table, looking surprised. There is a light fixture hanging from the ceiling.
6-lower	People can hardly keep standing. Doors can't be opened because they are damaged. Houses may be destroyed.	A cartoon illustration of a man and a woman sitting at a table, looking surprised. There is a light fixture hanging from the ceiling.
6-upper	Impossible to keep standing. Houses may be destroyed.	A cartoon illustration of a man and a woman sitting at a table, looking surprised. There is a light fixture hanging from the ceiling.
7	Impossible to move. Buildings may be destroyed. Roads may be damaged.	A cartoon illustration of a man and a woman sitting at a table, looking surprised. There is a light fixture hanging from the ceiling.



2 What should you do if an earthquake occurs?

(1) Earthquake Early Warning (*kinkyu jishin sokuho*)

A *kinkyu jishin sokuho* e-mail will be sent to your mobile phone when a large earthquake is expected to happen soon. When you receive the *kinkyu jishin sokuho* e-mail, quickly take action to protect yourself.



(2) When at Home

- 1 Do not rush to get out of the house. Things may fall from above. Go under a table or desk, and protect your body (especially your head).
- 2 Once the shake stops, turn off cooking devices etc, so that they don't cause a fire.
- 3 Open the door or windows to escape.
- 4 Put on your shoes so you don't hurt yourself.
- 5 Prepare things you need to take when evacuating.
(Please refer to page 15 for details.)
- 6 Carefully assess the safety around you and go outside.



(3) When away from Home

★ If You are at School or Work

Stay away from book shelves and windows. Go under a table or desk, and protect your body (especially your head).



★ If You are at Supermarket or Department Store

Stay away from glass, and protect your head. Be aware of things falling from above. Please listen to the instructions of shop staff.

★ If You are Driving a Car

Pull over your car to the left hand side of the road, and turn off the engine. Leave the car key in the switch, and evacuate. Go to an evacuation shelter (*hinan-jo*), or other safe places.



★ If You are on a Bus or Train

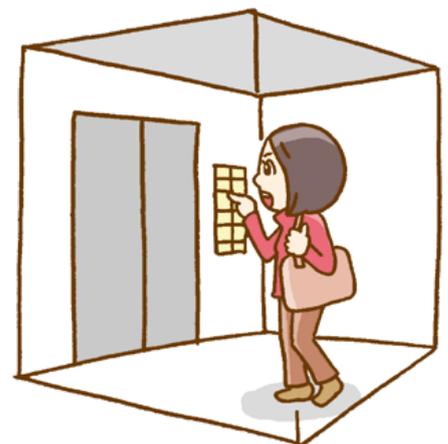
Hold tight on a strap or hand rail. Do not get off quickly.

Please listen to the driver's instructions.



★ If You are in an Elevator

Press all the buttons. Get off the elevator immediately once the door is open. Use stairs to evacuate.





★ If You are Near Buildings

The buildings may collapse or things could fall on the ground. Move away from the buildings.



★ If You are Near the Sea

Tsunami (fast and high waves) may come. Evacuate immediately to higher ground. Evacuate to places far from the sea.



(4) Please Prepare Now

No one knows when an earthquake will occur. Please prepare now before an earthquake occurs.

★ Use special fittings designed to prevent furniture from falling. Use them on your furniture (chests, book shelves, and cupboards).



★ Do not put heavy things on your furniture.

★ Apply anti-scattering films to your windows and glass.



★ Prepare things you need to take when evacuating.

(Please refer to page 15 for details.)



Heavy Rain, Flooding, and

1 Heavy Rain and Floods

Sometimes, it might rain for a long period of time, or it might rain intensively for a short period of time.

Rivers may overflow, or river banks may burst, and roads and houses could get flooded.

Heavy rain is often observed around the *tsuyu* period, when the season is changing from spring to summer.



[Intensity of Rain]

Hourly Rainfall (mm)	Terms	Status
10mm -20mm	Relatively Heavy Rain	Difficult to hear each other even in a house, because of the sound of rain. 
20mm -30mm	Heavy Rain	People get wet even when using an umbrella. Poor visibility when driving, even when moving the car wipers swiftly. 
30mm -50mm	Intensive Rain	Roads become like a river. Mountains and cliffs are likely to have landslides. 
50mm -80mm	Very Intensive Rain	Dangerous to drive. Masses of mud and rocks are likely to slide down mountains and cliffs like a river. 
80mm or more	Torrential Rain	A large disaster is likely to occur. 

Landslide Disasters



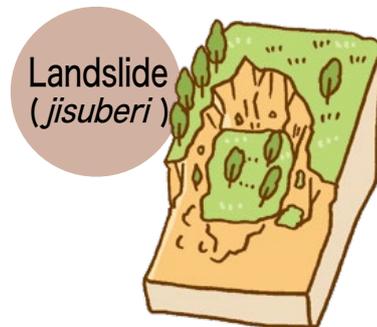
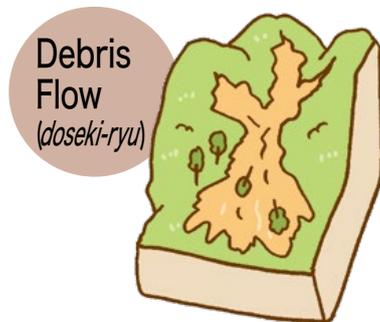
2 Landslides

When there is heavy rain and the ground absorbs large amounts of water, masses of mud and rocks slide down in a river like flow from mountains and cliffs.

Debris Flow (*doseki-ryu*).....Dirt, rocks and trees flowing down like a river.

Rock Falls (*gake-kuzure*).....A cliff collapsing and sliding down.

Landslide (*jisuberi*).....The ground moving and sliding down.



3 What should you do at times of heavy rain, flooding, and landslide disasters?

- Do not go near a river.
- If water is overflowing from gutters or manholes, evacuate to a safe place (such as a *hinan-jyo*, an evacuation shelter).
- If the water level outside is higher than your knees, go to a place higher than the second floor.
- A mountainside could collapse due to heavy rain. Go to a room away from the mountainside.



Typhoons

Typhoons are rain clouds that form and become large over the sea south of Japan. Many of them come between August and October.

There is very strong wind and heavy rainfall.



[The Intensity of Wind]

The Wind Speed (m/s)	Terms	Status
10 m -15 m	Relatively Strong Wind	It becomes difficult to walk into the wind. You can't use an umbrella. 
15 m -20 m	Strong Wind	It becomes impossible to walk into the wind. Some may fall over. Storm and window shutters rattle. 
20 m -25 m	Very Strong Wind	It is impossible to stand without holding onto something. Driving is dangerous. 
25 m -30 m		It is impossible to remain standing. It is dangerous to be outside houses or buildings. Concrete-block walls may be broken. 
30 m or faster	Intense Wind	Trees may fall. Roofs may be blown away, and houses may be damaged. 



1 Things to Do Before a Typhoon Comes

- Check new information on TV, radio, the internet, etc.
- Make sure that things around your house are secured so they aren't blown away.
- Lock windows and storm shutters.
- Water may not be available. Prepare drinking water.
- Fill the bath tub with water (for use in the toilet, etc).
- Electricity may not be available. Prepare candles, flash lights, batteries, etc. Be careful not to cause a fire when using candles.
- Prepare things you need to take when evacuating.
- Investigate where you can evacuate.



2 What should you do if a typhoon comes?

- Do not go out unnecessarily.
- Do not go near rivers or the sea.
- If water is overflowing from gutters or manholes, evacuate to safe places (such as a *hinan-jo*, an evacuation shelter).
- If the water level outside is higher than your knees, go to a place higher than the second floor.
- A mountainside could collapse due to heavy rain. Go to a room away from the mountainside.



Evacuation and Routine

1 Evacuation (*Hinan*)

- When a disaster is likely to occur, the city office provides information regarding evacuation via the Municipal Disaster Management Radio Communication Network (*bosai gyosei musen*).

[Terms Related to Evacuation] ※Please remember them as they are important.

Degree of Danger	Terms	Meaning
Alert Level 5	Emergency Safety Measures	A disaster is occurring. Please evacuate immediately. It is dangerous.
<Be sure to evacuate by Alert Level 4!>		
Alert Level 4 [All Should Evacuate]	Evacuation Instruction	Please evacuate immediately.
Alert Level 3 [Elderly and other vulnerable people should evacuate.]	Evacuation of the Elderly etc.	If you are in good health, please prepare for evacuation. The elderly, those with limited mobility, and pregnant people should evacuate.
Alert Level 2		Please prepare for evacuation.
Alert Level 1		There is the possibility of a disaster occurring.

- Evacuate to a safe place, such as evacuation shelters (*hinan-jo*; often schools and local community halls called *kominkan*).
- Try not to use a car as much as possible, but walk to an evacuation shelter. Rubber boots come off easily, so wear sports shoes when you evacuate.





2 About Evacuation Shelters (*Hinan-jo*)

- They are available free to everyone regardless of nationality (Japanese, foreigner, or tourists).
- They provide food, drink, necessities, disaster information, and a place to sleep.
- Evacuation shelters are to be utilized by everyone in a local area. Please keep their rules while you stay there.
- You should investigate where evacuation shelters are around where you live. If you are not sure, please inquire at the city office.



3 Routine Preparations



- Discuss with your family where to evacuate and how to communicate with each other in advance.
- Confirm the route to an evacuation shelter with your family in advance.
- At the time of a disaster, it is important for you and your neighbors to support each other. Get to know people in your neighborhood by regularly greeting them in daily life.
- Water and food may not be available once a disaster occurs.

Prepare several days' worth of such items in advance.

[Recommended Items to Stock for Disasters]

Food	<ul style="list-style-type: none"> <input type="checkbox"/> water (three days' worth-3 liters per person/day) <input type="checkbox"/> biscuits <input type="checkbox"/> canned food, pre-packaged food <input type="checkbox"/> instant noodles <input type="checkbox"/> candies, chocolates 	
Daily Commodities	<ul style="list-style-type: none"> <input type="checkbox"/> water for general use (fill the bathtub and plastic containers) <input type="checkbox"/> matches, candles, a lighter <input type="checkbox"/> clothes, underwear <input type="checkbox"/> plastic food wrap <input type="checkbox"/> paper plates <input type="checkbox"/> disposable chop sticks, spoons, forks <input type="checkbox"/> plastic bags <input type="checkbox"/> portable gas stove and gas cartridges 	



Once the water and the food items become old, replace them with new ones.



【Recommended Items for Evacuation (Emergency Supplies)】

<p>Emergency Food</p>	<ul style="list-style-type: none"> <input type="checkbox"/> water (three days' worth—three liters per person/day) <input type="checkbox"/> biscuits <input type="checkbox"/> canned food, pre-packaged food <input type="checkbox"/> instant noodles <input type="checkbox"/> candies, chocolates <input type="checkbox"/> dietary supplements 	
<p>Daily Commodities</p>	<ul style="list-style-type: none"> <input type="checkbox"/> matches, candles, a lighter <input type="checkbox"/> plastic bags <input type="checkbox"/> mobile phone, charger 	
<p>Medical Items</p>	<ul style="list-style-type: none"> <input type="checkbox"/> household medicines 	
<p>Valuables</p>	<ul style="list-style-type: none"> <input type="checkbox"/> money <input type="checkbox"/> passport <input type="checkbox"/> Residence Card (<i>zairyu card</i>) <input type="checkbox"/> Individual Number Card ("my number" card) <input type="checkbox"/> bank book, personal seal <input type="checkbox"/> driver's license <input type="checkbox"/> health insurance card (<i>kenko hoken sho</i>) <input type="checkbox"/> spare glasses or contact lenses <input type="checkbox"/> spare car and house keys 	
<p>Evacuation Items</p>	<ul style="list-style-type: none"> <input type="checkbox"/> flashlight <input type="checkbox"/> radio <input type="checkbox"/> batteries <input type="checkbox"/> helmet <input type="checkbox"/> whistle <input type="checkbox"/> indoor shoes to wear in the evacuation shelter 	
<p>Clothes</p>	<ul style="list-style-type: none"> <input type="checkbox"/> clothes, underwear, socks <input type="checkbox"/> long sleeved clothes and long pants <input type="checkbox"/> gloves <input type="checkbox"/> towels 	
<p>Others</p>	<ul style="list-style-type: none"> <input type="checkbox"/> items for babies (milk, diapers, etc) <input type="checkbox"/> items for ladies (female sanitary items, etc) <input type="checkbox"/> items for the elderly (adult diapers, medicines, etc) 	

Information on Disaster Management

1 Confirmation of Someone's Safety

If a big disaster occurs, the phone service is likely to be disturbed. In order to notify your family and friends about your safety, or to confirm the safety of your family and friends, utilize the Disaster Message Board Service (*saigai-yo dengon-ban*), or the Disaster Emergency Message Dial (*saigai-yo dengon dial*). You can utilize these for free in times of disaster.

1 Disaster Message Board Service for Mobile Phones (Japanese and English)

Text messages can be sent from a mobile phone, and messages can be read on mobile phones.

Messages can be seen from anywhere around the world.



[NTT Docomo] iMenu, dMenu

<http://dengon.docomo.ne.jp/Etop.cgi>

[au] E Z Top Menu

<http://dengon.ezweb.ne.jp/E/service.do>

[SoftBank] Yahoo Mobile Top Menu

<http://dengon.softbank.ne.jp/pc-e1.jsp>



② Disaster Emergency Message Dial “171” (in Japanese)

Voice messages can be left or checked on the phone.

How to record a message

- ① Dial “171” .
- ② Press “1”
- ③ Enter your home phone number. (××××-××-××××)
- ④ Press “1#”
- ⑤ Record a message.
- ⑥ Press “9#” and finish the recording.

How to listen to a message

- ① Dial “171” .
- ② Press “2” .
- ③ Enter the phone number of a person you want to confirm the safety of. (××××-××-××××)
- ④ Press “1#” .
- ⑤ Listen to the message.



※ This service cannot be accessed from mobile phones.

2 Knowing about Disaster Management Information

Obtain accurate information via TV, radio, internet, etc.

① Matsumoto City’s Disaster Management E-mail system “Matsumoto Anshin Net”

If you register with the system, disaster information will be sent from Matsumoto City to your mobile phone or PC.

Scan the QR code on the right to register.





② Mobile Phone Companies' Service

“*Kinkyu Sokuho Mail*” (Emergency Alert E-mail)

This service is provided by mobile phone companies. Local disaster information will be sent to you by e-mail. Please take steps to protect yourself as soon as you receive such e-mails.

③ Disaster Information within Nagano Prefecture (From Nagano Prefecture's Website)

Disaster information in Nagano Prefecture, such as public transportation status (trains, buses, etc), and road status is provided here.

<http://www.pref.nagano.lg.jp/kurashi/shobo/saigai/index.html>

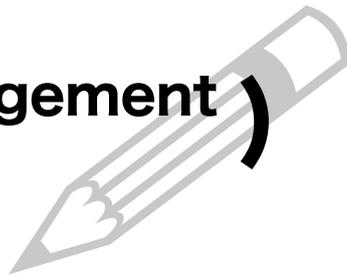
④ Nagano Prefecture Kasen Sabo (river works) Information Station

Information regarding rainfall, river water levels, and landslide disasters etc in Nagano Prefecture is provided here.

<http://www.sabo-nagano.jp/>



ぼうさいめも 防災メモ (Disaster Management Notes)



(名前 住所 電話番号などをメモしておきます)

Write down your names, address and phone number in advance.

<p>なまえ 名前 (Name)</p>	<p>しょうぼうしよ 消防署 Fire Station 119</p> <p>かじ (火事) のとき けがや びょうき (病気をしたとき) に でんわ (電話) してください Contact them in cases of fire, injury, or medical emergency)</p>
<p>くに 国 (Nationality)</p>	
<p>けつえきがた 血液型 (Blood Type)</p>	
<p>ばすぽーと パスポートNo. (Passport No.)</p>	<p>けいさつしよ 警察署 Police Station 110</p>
<p>ざいりゅうかーど 在留カードNo. (Residence Card No.)</p>	
<p>にほん じゅうしよ 日本の住所 (Address in Japan)</p>	<p>さいがいでんごん だ い や る 災害伝言ダイヤル Disaster Emergency Message Dial 171</p>
<p>でんわばんごう 電話番号 (Phone Numbers)</p> <ul style="list-style-type: none"> いえ (Home) けいたいでんわ (Mobile) 	
<p>かぞく なまえ 家族の名前 (Names of Your Family Members)</p> <ul style="list-style-type: none"> . . . 	<p>たいしかん りょうじかん 大使館・領事館 (Contact Details of Embassy or Consulate of Your Country)</p>
<p>かいしゃ がっこう 会社、学校など (Your Workplace, School, etc)</p> <ul style="list-style-type: none"> なまえ (Name) じゅうしよ (Address) でんわ (Phone Number) 	<p>にゅうこくかんりきょく 入国管理局 (Contact Details of Immigration Office)</p>
<p>にほん ともだち れんらくさき 日本の友達の連絡先 (Contact Details of a Friend in Japan)</p> <ul style="list-style-type: none"> なまえ (Name(s)) じゅうしよ (Address) でんわ (Phone Number) 	<p>まつもとしやくしよ じん けん きょう せい か 松本市役所 人権共生課 まつもとしたぶんかきょうせいぶらざ 松本市多文化共生プラザ Matsumoto City Office, Human Rights and Gender Equality Division, Matsumoto Multicultural Plaza TEL 0263-39-1106</p>
<p>あなたに くに れんらくさき あなたの国での連絡先 (Your Contact Details in Your Home Country)</p> <ul style="list-style-type: none"> なまえ (Name(s)) じゅうしよ (Address) でんわ (Phone Number) 	<p>れんらくさき 連絡先 (Contacts)</p> <ul style="list-style-type: none"> がす (Gas) でんき (Electricity) すいどう (Water) ほかに (Others)

ひなんばしよ
避難場所 (Evacuation Shelter)

かぞく しゅうごうばしよ
家族の 集合場所 (Your Family's Meeting Place)

