

18. In Case of an Emergency

Tell the operator the following phrases calmly and clearly in Japanese.

(1) Call 119 for fires, injuries and sudden illnesses.

English	Japanese	Phone Number
Fire	Kaji desu!	119
Sudden Illness	Kyubyo desu!	119

(2) Call 110 for traffic accidents, incidents or crimes.

English	Japanese	Phone Number
Incident / Accident	Jiken/ Jiko desu!	110

Emergency calls have no area code. Simply directly dial the 3 digits listed above.

* From a pay phone, push the emergency red button hard before dialing.

Emergency calls are free of charge.

Phrases :

The address is _____ cho, _____ chome, _____ banchi.

Koko wa, _____ cho, _____ chome, _____ banchi desu.

It is near _____ .

_____ no chikaku desu.

My name is _____ .

Watashi no namae wa _____ desu.

The phone number is _____ - _____ .

Denwa bango wa _____ - _____ desu.

* If you do not speak Japanese well, have someone nearby call.

* If the illness or injury is not serious, please go to the hospital on your own.

(There is an emergency medical clinic or a doctor-on-call available during holidays and evenings.)

(3) AED

AED (Automated External Defibrillator) is a portable electronic device that diagnoses and treats cardiac arrest by re-establishing an effective heart rhythm. AED can be found in corporate and government offices, shopping centers, school, some homes and other places where a large group of people gather to prevent the risk of sudden death caused by an unexpected cardiac arrest. This device requires very little training to use.

How and When to Use (If an AED is available)

Someone passes out.

Call an ambulance and have an AED ready. It is preferable to have someone help you. (Call out to have as many people to help you) Decide and assign different roles to those present, such as life-support, record keeper, phone-caller, one who makes rounds, etc.

Check his/her respiration within 10 seconds. (If possible check the pulse as well)
If his/her breathing has stopped, administer artificial respiration with cardiac massage.

When an AED has arrived, switch it on. Bare the victim's chest and attach the electrode pads in the appropriate locations.

* AED should only be used for those who are unconscious and has stopped breathing.

After the AED is fully charged, press the button when instructed by the AED. Continue giving cardiac massage.

Do not remove the pads until the ambulance crew arrives. Do not turn off the switch either.

* If you apply the electrode pads to an ordinary person who is not a victim, it will not cause any harm.

(The AED will not operate if it analyzes the person as normal.)

4. Preparing for Natural Disasters

Earthquakes

When an earthquake occurs, it is crucial for each individual to remain calm and take appropriate actions to minimize damage. In order to do so, it is important to be prepared and know what to expect when an earthquake strikes.

Prevent furniture and elevated furnishings from tipping over or falling down. i.e. with clamps

Install catches on cupboards and cabinets to prevent them from easily opening.

Put anti-shatter film on glass to prevent scattering.

Prepare earthquake kits: cash, account book, personal seal (INKAN), flashlight, batteries, water bottles, work gloves, candles, lighters, first aid kit, portable radio, food (cans, crackers, chocolate, instant noodles, etc.), can opener, baby bottles, milk, disposable diapers, blankets, etc.

Find out where your local evacuation shelter is in advance (schools or community centers).



When an Earthquake Occurs:

Stay calm and seek safety, such as under a sturdy desk or table.

Secure an exit. When you feel an earthquake, open a door right away. This ensures an escape route after the earthquake over.

Do not rush outside. Put on your shoes and continue to stay calm after the earthquake.

To prevent fire from starting, turn off and unplug all gas and electric power sources. Put out any fires with water or a fire extinguisher and shout "KAJI" (fire) to notify your neighbors and get help.

Stay away from narrow streets, walled streets, cliffs and river banks, for walls may loosen and collapse, and the ground may be unstable in these areas.

Evacuate by foot with minimal amount of personal belongings.

Do not evacuate by car. Cars will cause traffic problems. If you are near a beach, evacuate to higher ground immediately to avoid possible tsunami (Tidal waves caused by earthquakes) occurrences.

Do not listen to rumors, but listen to the news on TV or radio broadcast.

Make telephone calls only when necessary and urgent. Do not call the fire department, etc. to ask for news on disaster status as it will interfere with their main duty of extinguishing fires.

Provide first aid for minor injuries amongst each other and participate in emergency relief activities.

In order to acquire first aid skills, take part in first aid lecture meetings held at fire stations and other competent organizations.

If you are driving a car when an earthquake strikes, immediately pull over to the side of the road or into a vacant lot and turn off your engine. Evacuate on foot, leaving the key in the car.

How to Confirm Family Members' Safety

Determine beforehand a place for the family to reunite when an earthquake has occurred.

Choose one of your relatives or friends (preferably someone not local) as a central contact point for family safety information during an earthquake.

Know how to effectively use the NTT "Disaster Emergency Message Dial 171" (Japanese guidance only)

1. If you are in the disaster-stricken area and recording a message: Dial "171"
push "1" record message
push your home phone number (0×××)××-××××
2. If you are outside the disaster-stricken area and playing a message: Dial "171"
push "2" push the phone number of the person you want to know if they are safe (0×××)××-××××

TYPHOONS AND FLOODS

The rainy season (TSUYU) in Japan lasts from June to October, and there will be much rain and typhoons (TAIFU). There is the possibility of serious damage from flooding and destruction of homes, especially when typhoons hit land.

In the event of typhoon,

Pay close attention to weather bulletins in newspapers, radios and television.

Prepare a shelter beforehand with emergency supplies such as a flashlight, radio, etc.