

Emergencies (Sudden Illness, Fire, Theft, Traffic Accident or Earthquake)

1 Numbers to Call in Case of Emergency

Fire/Ambulance: Call “119”

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 all over 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 (Traffic Accidents/Crimes): Call “110”

Theft

If you have been robbed or had valuable belongings stolen, dial 110 or go directly to a police station or police box (*kōban*). Clearly state your name and address and report the incident. If it happened on campus, report it to the Office of Student Services/SFC Academic Affairs Office (Student Life Services) or Office of Student Services (International Exchange Services Group). 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 feel all right at the time, never say that 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 record the names and addresses of witnesses who happened to be there. You may need this information to verify the accident with the insurance company. Please inform Office of Student Services/SFC Academic Affairs Office (Student Life Services) and the International Center at your main campus/Office of Student Services (Japanese Language Program) about the accident.

Note:

If you need to call “119” or “110,” please stay calm when informing the operator of the situation (a fire or other emergency) and location (including any nearby landmarks). When you hear the siren of the approaching fire engine, ambulance, or police car, please wait outside and guide it to the site. There is no charge for dialing the emergency numbers from a public telephone booth.

2 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 if in an aftershock. Turn on a radio to listen to the Emergency Broadcast System and follow instructions. Avoid using the telephone.

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 safe area.

If You Are On Campus:

Please access the “Earthquake Response Manual” published by Keio University from the link below.

Earthquake Response Manual: http://www.keio.ac.jp/en/about_keio/data_info/publications.html

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/english/index.html>

Kanagawa Prefectural Government (K.P.G.) Information to Support Foreign Residents at the Time of Disaster:

<http://www.pref.kanagawa.jp/cnt/p453450.html>

