

Assistance for Foreigners at Times of Disaster

Q & A Manual

Tokyo International Communication Committee

Introduction

Japan is currently experiencing a period of high earthquake activity, and there is predicted to be a 70% chance of a magnitude 7 class earthquake occurring with the Tokyo metropolitan area at its epicenter within the next 30 years.

The 1995 Great Hanshin-Awaji Earthquake is remembered for the unprecedented damage it caused. Many foreigners were affected, bringing into focus the necessity of supporting foreign residents. The lessons learned from this earthquake were the importance of preparing for emergencies on a routine basis, and of strengthening collaborative arrangements between the affected area and other areas.

Some 10 years later, the Chuetsu Earthquake and Chuetsu Offshore Earthquake demonstrated improved cooperation between volunteer groups and prefectural International Exchange Associations that had been focusing on these problems, and showed that support for foreigners had taken shape well.

International Exchange Associations, which through activities such as Japanese language classes, lifestyle consultations and exchange events create numerous opportunities to interact with foreign residents on a day-to-day basis, will play an invaluable role in establishing a base for foreign resident disaster support. We foresee International Exchange Associations receiving a large number of inquiries from foreigners in the event of a disaster. Given this, they are expected to coordinate with government institutions, NGOs and NPOs, provide logistics support to cooperation provided by regions to disaster areas, and handle foreigner support in an efficient and meticulous manner.

This manual collects in a Q&A format questions expected at times of disaster, along with outline answers. This is to enable International Exchange Associations and civilian organizations involved with providing support to foreigners to handle their questions. Naturally, there are a variety of structures, support systems, emergency shelter operation methods, language support set-ups, services, etc., depending on the local authority. There will also be significant differences depending on the time elapsed since the disaster. Please investigate actual conditions in the area, and append such information as will be useful following a disaster.

In disaster prevention it is essential that each of the following plays a part: self-help, mutual assistance, and public assistance. We are keen to see International Exchange Associations, which play a key role in mutual assistance, encourage self-help among foreign residents, while cooperating with government and civilian organizations to examine the actual situation in regions, and push forward urgent and important

preparations by “starting with the achievable.” We hope that disaster prevention awareness can be raised in the process of disaster preparation, and that the scope of existing networks can be expanded.

March 2009

Addendum to the Revised Edition

10 years have already passed since the March, 2009 publication of the "Assistance for Foreigners at Times of Disaster Q & A Manual." During this time revisions to systems have made parts of this manual outdated, so a revised edition is now being issued.

In the past decade, natural disasters such as earthquakes and torrential rains have occurred one after another. As the number of foreign residents living in Japan is expected to further increase, assistance for foreign residents in times of disaster has become a pressing issue. We hope that this manual will be used by all those supporting foreign residents.

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1 Evacuation

1-1 Where should I evacuate to?

- (1) Where are you now? What ward (city) are you in? What neighborhood? What district?
(...I'm in ○○ ward, ○○ neighborhood, ○○ district.)
The designated evacuation area is the nearby ○○ park (○○ school/ ○○ district). Please evacuate to that point carrying a proof of identity and any important items.
- (2) Evacuate according to the directions of municipal government officials, police officers and fire-fighters

【Evacuation Area】

A place, such as a park, to which an area's residents evacuate temporarily in times of disaster.

1-2 My house has collapsed (burned down) and I have nowhere to stay. Where can I go? Where is the emergency shelter?

- (1) Where do you live? What ward (town) do you live in? What neighborhood? What district?
(...I live in ○○ ward, ○○ neighborhood, ○○ district.)
The designated emergency shelter is the nearby ○○ elementary school (○○ junior high school/ ○○ community center). Please go there. At the emergency shelter everyone can receive food, drinking water, blankets and everyday essentials. You can sleep there.
Please ask the attendant about special arrangements for prayer etc.
- (2) Japanese people and foreigners will receive the same items at the emergency shelter. Put your mind at rest.
The emergency shelter has rules; please follow them and do as the attendant asks. Wait in line for food and toilet facilities. Please don't be noisy while you wait.
Announcements (information) will be made on the emergency shelter's bulletin board.

- (3) If you don't understand Japanese, please speak to someone from your country who does.

When there is no-one from the same country, or whose language you understand, please speak to someone from the municipal government. It may take some time, but the municipal official will find someone who can interpret for you.

【Emergency Shelter】

A place, such as an elementary school or community center, where people can stay temporarily following a disaster evacuation. Food, living items and blankets are stockpiled.

1-3 Is it OK to go back to my home to pick things up?

- (1) Please collect your belongings after a specialist registered with the Tokyo Metropolitan Government (municipal office) has assessed whether it is safe.
- (2) After a large earthquake there are a number of aftershocks. Please take care when approaching your home.

【Post-earthquake Safety evaluation of buildings】

A large earthquake is followed by large aftershocks. In order to prevent secondary damage from the aftershocks, a specialist will evaluate whether or not buildings are safe.

1-4 How should I get from my workplace (where I am now) to home?

- (1) Before traveling check the road information and the safety of your family. Wait until you can verify the safety of the roads.
- (2) When you return home, take major roads, and go on foot. If it is dark outside, wait until light.

- (3) There will be Return-home Aid Stations along major roads for those returning home (at gas stations etc). You can get road information and drinking water there. This is the same for Japanese people and foreigners. You do not need money. You can use the restroom.
- (4) If you cannot walk home, remain where you are, or go to a nearby emergency shelter. You can get drinking water and food there. This is the same for Japanese people and foreigners. You do not need money.
- (5) When it becomes dark, go to a nearby emergency shelter. You can sleep there. Ask the people at the support station, or residents of the area, where the emergency shelter is.

【Return-home Aid Stations】

In times of disaster, gas stations and convenience stores will temporarily be used as rest stations for those returning home on foot. There you can (1) receive drinking water, (2) use the restroom, (3) receive highway information.

1-5 I am living in my car. Can I receive food and medicines?

- (1) You can receive food and medicine at a nearby emergency shelter. Please tell the emergency shelter attendant that you are living in your car. (→ Provide guidance to emergency shelters)
- (2) If you stay in your car for a long time, blood can form clots in your legs, and there is a danger of death if this blocks the lungs. Stretch and bend your legs, and move your body at least every two-three hours. Be sure to drink water. If a doctor comes on patrol, please consult him or her about your physical condition. This does not cost money.

【Economy-class Syndrome (deep-vein thrombosis /pulmonary embolism)】

Sitting or sleeping for a long time without moving can cause blood clots to develop in the veins of your legs (deep-vein thrombosis). If the clot moves to the lung and blocks the blood vessel (pulmonary thrombosis → pulmonary embolism), it can result in death.



2 Rescue

2-1 I am injured (ill). Where can I see a doctor?

Where are you now? What ward (what city?) are you in? What neighborhood?
What district?

(...I'm in ○○ ward, ○○ neighborhood, ○○ district.)

The designated first aid station is set up at the nearby ○○ elementary school (○○ junior high school/ ○○ park). You can see a doctor there. You do not need money or a health insurance card.

【First aid station】

A designated place, such as an evacuation center, where medical staff members are located in times of disaster, and carry out emergency medical treatment.

2-2 Where can I receive medicine and bandages? I've caught a cold. Where can I see a doctor?

- (1) Please go to a nearby first aid station. You do not need money or a health insurance card. (→ Provide guidance to nearby first aid stations)
- (2) If you have a high fever, please inform the doctor.
(Influenza is going around, so please consult a doctor as soon as possible.)

2-3 I don't have money (a health insurance card). Will the doctor see me?

Please see someone at the nearby first aid station. You do not need money or a health insurance card. (→ Provide guidance to nearby first aid stations)

2-4 I can't speak Japanese. What should I do when I see the doctor?

- (1) Immediately after the earthquake, there will not be interpreters at the first aid stations. Please go with someone who speaks Japanese.
- (2) If you cannot find a Japanese speaker, speak to someone from the municipal government. It may take some time, but the municipal official will find someone who can interpret for you. This does not cost money.

2-5 Someone I know has died. What should I do?

- (1) Please speak to nearby police. Wait where you are until the police arrive.
(→ Provide guidance to nearby police offices)
- (2) If you don't know the nearest police station, please speak to someone from the municipal government at the nearby emergency shelter. (→ Provide guidance to nearby emergency shelters)
- (3) Please inform any relatives or acquaintances of the deceased.
Please inform police or municipal officials of the telephone number, address and family details of the deceased.



3 Food

3-1 Where can I get drinking water and food?

- (1) You can get drinking water, food and blankets at the emergency shelter. This is the same for Japanese people and foreigners. Please wait in line. (→ Provide guidance to nearby emergency shelters)
- (2) Water pipes have been damaged. They are now being fixed. It will be one-two weeks until the water can be used. Until then, please obtain water from temporary waterworks, water trucks or emergency shelters.

3-2 Where can I get Halal food (meat suitable for consumption by Muslims)?

This will not be provided in emergency shelters. Please find Halal food yourself. Please eat what you can from the food available at the emergency shelter.

【Halal food】

Food prepared in line with Islamic law.

3-3 Where can I cook?

You cannot cook in the emergency shelter. Please return home and cook once the gas supply has returned. Gas should be available within 40 days or so.

Gas supplies will be stopped after a major earthquake. When you use the gas, please press the button on the gas meter outside your room or building. Once the red light goes out you can use it. If there is a leak you will smell it. Please check whether there is a leak before using the gas.

3-4 My child is allergic to eggs (milk, flour). Where can I find food safe for them to eat?

There may be special allergen-free food at the emergency shelter. Please ask the attendant. If the attendant says that there is no special allergen-free food available at the emergency shelter then please check that your child can eat the food before giving it to them.

3-5 Where can I find baby milk/ baby food?

The nearby emergency shelter will have powdered milk, baby food and okayu rice porridge. Please ask the attendant. (→ Provide guidance to nearby emergency shelters)

3-6 Where can I buy food?

Shops are likely to open one-two weeks after an earthquake. Please take small change, as they won't have any.

3-7 Where can I eat hot food?

After 2-4 days or so, emergency shelters will provide hot food. This is

available to Japanese people and foreigners. Please wait in line. (→ Provide guidance to nearby emergency shelters)

3-8 I am in the nearby church, can I receive food?

You can get food at the emergency shelter. Please ask the attendant.

At that time, please tell the attendant how many people there are in the church. (→ Provide guidance to nearby emergency shelters)



4 Communication and information

4-1 I am looking for my family/acquaintances. What should I do?

(1) Here are five methods.

The first is to ask the attendant at the emergency shelter near their place of residence. (→ Provide guidance to nearby emergency shelters)

(2) The second is to use your telephone to check for messages.

You can use NTT's Disaster Emergency Message Dial 171, and your mobile phone company's Disaster Message Boards to send messages. If you connect your mobile phone or smart phone to the internet you can send messages to any company's mobile phones or smart phones.

If the person you wish to contact has left a message on the Disaster Emergency Message Dial or mobile phone company's Disaster Message Board, you can use that person's telephone number to receive the message.

(3) The third is to speak to municipal officials.

(4) The fourth is to speak to the relevant embassy of the person you are seeking.

(5) The fifth is through TV and radio broadcasts. Announcements are usually made three days to a week after a major earthquake.

【Disaster Emergency Message Dial】

Following an earthquake of intensity 6 lower or more, communications with the affected area are often difficult. For this reason NTT offers a service for leaving and listening to messages.

【Disaster Message Boards】

A service provided by all mobile phone companies following an earthquake of intensity 6 lower or more, allowing people to leave and listen to messages using their mobile phones or smart phones.

4-2 How can I find information about the affected area?

- (1) You can find it at the nearby emergency shelter. (→ Provide guidance to nearby emergency shelters)

Please always listen to and read the announcements of police, fire-fighters and municipal officials.

- (2) The municipal government's information car will circulate giving information. If you don't speak Japanese, please ask someone who speaks your language what the message was about.

- (3) The sound you can hear periodically outside is the municipal government broadcast. Please listen to it. If you don't speak Japanese, please ask someone who speaks your language what the message was about.

- (4) Consult the municipal official in the nearby emergency shelter.

- (5) Visit the Tokyo Metropolitan Government homepage or the homepage of your municipal government, or read information leaflets.

- (6) Please check the disaster prevention apps from both the Tokyo Metropolitan Government and the region where you live.

- (7) Information is sometimes circulated by word of mouth that is not from the municipal government, and contains rumors or lies. Please be careful. If you hear an announcement that you think may be a rumor or a lie, speak to municipal officials.

4-3 Are there foreign language broadcasts?

- (1) In the event that an emergency warning for a tsunami or major tsunami is published, NHK TV's secondary audio and NHK Radio 2 (Tokyo 693kHz 500kw) will broadcast in four languages: English, Korean, Chinese, and Portuguese.
- (2) NHK World TV broadcasts 24 hours a day in English. You can watch it on NHK World's website or through their app.
NHK World Radio broadcasts in 17 foreign languages. You can listen to it on NHK World's website or through their app.
- (3) AFN (American Forces Network, Tokyo 810 kHz) broadcasts in English. You can listen to it on the internet.

4-4 I can't connect to the internet. What should I do?

In the event of a major disaster, Wi-Fi spots from mobile phone companies, etc. will be opened up and made free of charge within 72 hours. After enabling your Wi-Fi while near a Wi-Fi spot, please select the "00000JAPAN" network name (SSID). The Wi-Fi will be free for anyone to use.

Please be careful about security because it will be an open Wi-Fi network that anyone can access. Please only use it for confirming the safety of family members and searching for information.

4-5 What is the train situation in the Tokyo metropolitan area?

- (1) No Tokyo metropolitan JR, subway or private railways are running.
- (2) ○○ line trains are not running between ○○ station and ○○ station.
- (3) ○○ line trains are running between ○○ station and ○○ station.

4-6 I would like to travel by car, can I use the roads?

- (1) The roads can only be used by police, fire-fighters, lifesaving vehicles,

motorcycles (emergency use, supply transport etc.) Do not use them until ordinary cars and motorcycles are given permission to do so.

In addition the inner lane of Loop 7, and larger roads, will be closed to traffic.

(2) Road information is broadcast on TV and radio.

(3) Where do you want to go?

Take number ○○ road from ○○ to ○○. Number ○○ road runs in front of ○○.

4-7 Can I send post? Where should I go to send it?

- (1) You can find out whether you can send post or not at the nearby emergency shelter. (It will vary depending on the magnitude of the disaster.) (→ Provide guidance to nearby emergency shelters)
- (2) There will also be announcements on radio and TV.

4-8 When will elementary schools (junior high schools) start?

- (1) Elementary schools (junior high schools) will inform you by telephone and email. If your telephone is broken, please give the school a number that they can use.
- (2) You can find out from the elementary school (junior high school) or from a nearby emergency shelter. Look at the emergency shelter's bulletin board.
Please ask the attendant. (→ Provide guidance to nearby emergency shelters)
- (3) Ask at the municipal government where the school is based.

4-9 When will senior high schools (universities, technical schools, Japanese language schools) start?

- (1) Ask the relevant senior high school (university, technical school, Japanese language school).

(2) Ask at the municipal government where the school is based.

(3) Research on the internet.

4-10 Can I take the senior high school (university) entrance exam?

(1) Ask the senior high school (university).

(2) Ask at the municipal government where the school is based.

(3) Research on the internet.



5 Daily life

5-1 Can I get clothes and blankets?

You can get blankets, towels and underwear from a nearby emergency shelter. This is the same for Japanese people and foreigners. Put your mind at rest. Please wait in line. (→ Provide guidance to nearby emergency shelters)

5-2 Where can I take a bath?

There are no baths in the emergency shelters. For information on bathing, please look at the bulletin board in a nearby emergency shelter. (→ Provide guidance to nearby emergency shelters)

5-3 I have pets. Where should I take them? Is there pet food?

Bring your pets to the emergency shelter. In some shelters there are cages in which to keep them. If you have your own cage, please bring it when you evacuate. There is no pet food in the emergency shelters, so please bring your own. (→ Provide guidance to nearby emergency shelters)

5-4 When will the banks open? Can I withdraw money?

Announcements regarding the day of banks' reopening will be circulated via TV, radio, and the emergency shelters' bulletin boards. It will take between 3 days and a week before you can withdraw money. When you go to do so, please take a proof of identity and your passbook.

【Proof of identity】

Passport, Residence Card, driver's license, health insurance card, employee card, student card, etc.

5-5 Where should I dispose of my garbage?

- (1) The ward's (city/ town/ village's) garbage collection truck will come to pick up household garbage. To find out when, ask a nearby emergency shelter.
Separate burnables (paper, vinyl, plastic) from non-burnables (metal, glass), sort cans and bottles and leave out for collection.
We will decide a day to collect large articles. Please put out large items such as furniture on this day. (→ Provide guidance to nearby emergency shelters)
- (2) For collection points and days, see the bulletin board at a nearby emergency shelter, or talk to the attendant. (→ Provide guidance to nearby emergency shelters)
- (3) When disposing of a collapsed or burned house, it is necessary to obtain a 'Victim's Certificate'. Ask the municipal. (→ Provide explanation of 'Victim's Certificates')



6 Lifelines

6-1 When can I use electricity, tap water and gas?

- (1) Where do you live? What ward? What neighborhood?
(I live in ○○ ward ○○ neighborhood)
○○ ward ○○ district's electricity, tap water and gas are shut off. For the moment you cannot use them. The electricity will take at least two-three days to return, the tap water a couple of weeks, the gas around 40 days.
- (2) In ○○ ward ○○ district, you can use electricity from the ○○th.
Check whether the switch is off on electrical appliances before using the electricity. Check whether there is a gas leak. If there is a leak, you will smell gas.
- (3) Gas will be available from the ○○th.
When using the gas, press the button on the gas meter. You can use it once the red light goes out.
Check whether there is a gas leak. If there is a leak, you will smell gas.

6-2 I want to use my car. Where can I buy gas?

- (1) Check whether the road closure has ended.
- (2) Where are you now? You can buy gas at the nearby ○○ gas station. The address is ○○ ward ○○ neighborhood number ○. The road is crowded, so use your car as little as possible.

6-3 When can I use the road? Which roads are open?

Which road do you want to know about?

Road number ○○ from ○○ to ○○ is closed between ○○ and ○○. Road number ○○ will open around ○○ (month) the ○○th (from ○○ (month)).

- 6-4 When can I take a train (boat, airplane)? Which trains (boats, airplanes) are running?

Announcements regarding trains (boats, airplanes) will be made on TV and radio.



7 Housing

- 7-1 I'm leaving my house to go to a friend's place. What should I do?

- (1) If your house has collapsed, leave a sign saying where you have gone.
- (2) If you leave your home, read the notices from the municipal government around once a week.
You can see these on the bulletin board of the nearby emergency shelter, or ask the attendant.
- (3) If you are away from your home for a longer period, or have moved, complete procedures at the municipal government.

- 7-2 My house is collapsing, what should I do?

- (1) A housing specialist registered with the Tokyo Metropolitan Government Office (municipal office) will come to assess whether your home is safe. Do not enter until they have inspected it.
If a housing specialist comes to assess your home, they will put up a notice with the results.
- (2) After a large earthquake there are a number of aftershocks. Please take care when approaching your home.

- 7-3 My house has collapsed. What should I do to repair it?

- (1) If your house has collapsed, please consult municipal officials.

You will receive a 'Victim's Certificate' from municipal officials. You need this when disposing of your house, or receiving disaster compensation money.

- (2) If your house has completely collapsed, you can receive a loan to rebuild it.
Please ask at the municipal government.
- (3) When rebuilding your home, please write a contract before commencing that states what kind of work will be done, and how much it will cost. Be aware of deception.
- (4) When you're not sure who to talk to, or are worried, please consult the municipal government.

【Victim's Certificate】

Proof issued by the head of the ward (municipal) head confirming the extent of damage after an inspection regarding the affected dwelling has been performed by the municipal government. As a rule, one card is issued per household.

7-4 What should I do if my house is burned?

Please consult the nearby fire station.

You will receive a 'Victim's Certificate' (proof of damage to your property) from the fire station. This is needed to receive disaster compensation. (→ Provide guidance to nearby fire stations)

7-5 My house has collapsed (burned down). Can I receive any money, such as a living fund?

- (1) Please consult the municipal government.
Ask them to issue a 'Victim's Certificate' (proof of damage done to my property). A 'Victim's Certificate' is needed to receive disaster compensation money.
- (2) Registered residents can also receive disaster compensation money or goods distributed at the municipal government.
The municipal government can lend money essential for daily life, or to rebuild

a house, to residents in difficulty.

The projects for which money is lent varies from one municipal government to another, so please consult officials.

- (3) Those who own their own home can receive money if they are entered into an insurance scheme which pays in event of earthquakes. Carry out the necessary procedures with the insurance company.

7-6 What will the neighborhood do to get back to normal?

Residents should meet to decide what type of area they want theirs to be. Then they commence building operations. They should also talk with local authorities. Discussions can take two-three years, or as much as ten years. The sooner residents decide, the sooner construction can begin. Please cooperate in the discussions.



8 Procedures and certifications

8-1 My house has collapsed. What should I do?

Please apply for a 'Victim's Certificate' (proof of damage done to your property) at the municipal government. (→ Provide guidance to ward (municipal) offices)

8-2 My house has burned down. What should I do?

Please apply for a 'Victim's Certificate' (proof of damage done to your property) at the fire station. (→ Provide guidance to fire stations)

8-3 I have lost my passport. What should I do?

Follow the passport reissue procedure at your country's embassy. Consult the embassy regarding necessary documents. (→ Provide guidance to embassies)

8-4 My visa has expired. What should I do?

Carry out visa extension procedures at Tokyo Regional Immigration Bureau.

Consult them regarding necessary documents.

The telephone number of Tokyo Regional Immigration Bureau Information Center (foreign language consultation counter) is 0570-013904.

8-5 I have lost my Residence Card. What should I do?

Carry out Residence Card reissue procedures at the Tokyo Immigration Bureau.

Take a proof of identity.

8-6 I have lost my driver's license. What should I do?

Carry out driver's license reissue procedures at the police station. Take a proof of identity.

8-7 Can I receive disaster compensation money?

Registered foreign residents can receive disaster compensation money. Take a proof of identity and carry out procedures at the municipal government.

【Proof of identity】

Passport, Residence Card, driver's license, health insurance card, employee card, student card, etc.

8-8 Can I be lent money temporarily?

- (1) Registered foreign residents can be lent money to cover living expenses.
The system varies between municipal governments, so please consult them directly. Take a proof of identity and complete procedures at the municipal government's Welfare Division or social welfare council. (→ Provide guidance to the location of social welfare councils)

- (2) Registered foreign residents can be lent a percentage of the money needed to rebuild, rent or build a home.

The system varies between municipal governments, so please consult them directly. Take a proof of identity, and complete procedures at the municipal government.

8-9 I don't have enough money to pay my taxes or insurance premium. What should I do?

Registered foreign residents can be exempted fully or partially from the following. The system varies between municipal governments, so please consult them directly.

- Tax
- Insurance premium (national health insurance fees/ national pension fees/ later old-age insurance/ nursing care insurance premium/ nursing fees)
- Day-care fees (nursery school/ municipal kindergarten)

8-10 I have moved. What should I do?

If you have moved, please complete procedures at the municipal government. Consult the municipal government regarding necessary documents.

8-11 A member of my family has died. What should I do?

- (1) If a family member dies in an accident, such as the collapse of your house, report this to the police.

Wait there until the police arrive. Consult the police regarding procedures. Go with someone who speaks Japanese.

If you can't find someone who understands Japanese, speak with a municipal official. It may take some time, but the municipal official will find someone who can interpret for you. It doesn't cost money.

- (2) If a family member dies in a hospital, consult hospital staff.

- (3) Please submit a death report at the municipal government. You will need a post-mortem certificate from the police, or a Death Certificate (or a post-mortem certificate) from the hospital.

- (4) Regarding the funeral, discuss this with an undertaker's or your church.
You will need a Cremation Permit to cremate the remains. You can get this when you submit the death report at the municipal government.
You can receive a Burial Permit at the place of cremation.
- (5) When burying remains (a deceased person's bones) in a graveyard or crypt, please consult the temple (cemetery, church, shrine or other religious institution).
When burying remains, you will need the Burial Permit received at the place of cremation.

【Disaster Victim Support system】

There is a support system for disaster victims giving economic and social support to maintain and rebuild their homes. See 'Outline of Various Disaster Victim Systems' (Cabinet Office)

【Victim's Certificate】

Proof issued by the head of the ward (municipal) head confirming the extent of damage after an inspection regarding the affected dwelling has been performed by the municipal government. As a rule, one card is issued per household.

【Residence Card】

Proof that a foreigner has a status of residence to stay in Japan for three months or more.

【Proof of identity】

Passport, Residence Card, driver's license, health insurance card, employee card, student card, etc.

【Post-mortem Certificate】

A document issued by a doctor or police inspector confirming that they have conducted a post-mortem.

【Death Certificate】

A document issued by the doctor or a dentist who confirmed a death, verifying that fact.

【Cremation Permit】

A document necessary to cremate a body, issued by the municipal government where you submit the death report.

【Burial Permit】

A document, issued at the place of cremation, required to bury remains in a graveyard or place them in a crypt.



9 Emotional care

9-1 My child is depressed following the shock of the earthquake. What should I do?

- (1) The municipal government's health workers and clinical nurses will visit the emergency shelters. Please take your child to see them.

- (2) Volunteers will visit the emergency shelters. They will sing songs, play games and draw pictures with the children to enliven their spirits. Please go with your child.
Read the announcements on the emergency shelter's bulletin board, or ask the attendant.

9-2 I am depressed following the death of a family member or acquaintance. What should I do?

- (1) The municipal government's health workers and clinical nurses will visit the emergency shelters. Please go to see them.

- (2) You are not the only one to feel grief. There will be others who feel the same way and speak your language. Speak with those people and with good friends at the emergency shelter or at church.



10 Others

10-1 I want to send food or clothes to the disaster area. What should I do?

(1) What do you want to send?

(I want to send ○○)

○○ is accepting ○○. The address is ○○ ward ○○... Conditions vary depending on the item, so please check carefully.

(2) Where do you want to send it? Near there, ○○ is accepting that item. The address is ○○ ward ○○...

10-2 Where can I donate money?

Organizations now accepting donations are the Japan Red Cross, ○○ and ○○.

Which do you want to give to? The deposit account is ○○.

10-3 I speak Japanese and ○○. What can I do to help those affected by the earthquake?

The Disaster Volunteer Centres of ward (municipality) are accepting volunteers. Their number is ○○○○.

10-4 I can't speak Japanese, but I want to do something to help those affected by the earthquake. What can I do?

What language can you speak?

There are many people from ○○ [country] in ○○ ward. There's a volunteer group there called ○○. Please ask them. Their number is ○○○○.

Glossary

【First aid station】

Medical rescue centers set up at the disaster area, emergency shelters and hospitals, and treat the injured persons.

【Economy-class Syndrome (deep-vein thrombosis /pulmonary embolism)】

Sitting or sleeping for a long time without moving can cause blood clots to develop in the veins of your legs (deep-vein thrombosis). If the clot moves to the lung and blocks the blood vessel (pulmonary thrombosis → pulmonary embolism), death can result.

【Cremation Permit】

A document necessary to cremate a body, issued by the municipal government where you submit the death report.

【Return-home Aid Stations】

In times of disaster, gas stations and convenience stores will temporarily be used as rest stations for those returning home on foot. There you can (1) receive drinking water, (2) use the restroom, (3) receive highway information.

【Post-earthquake safety evaluation of buildings】

A large earthquake will be followed by large aftershocks. In order to prevent secondary damage from the aftershocks, a specialist will evaluate whether or not buildings are safe.

【Disaster Emergency Message Dial】

Following an earthquake of intensity 6 lower or more, communications with the affected area are often difficult. For this reason NTT communications administers a service for leaving and listening to messages, operated by NTT East Japan and NTT West Japan.

【Disaster Message Boards】

A service provided by all mobile phone companies following an earthquake of intensity 6 lower or more, allowing people to leave and listen to messages using their mobile phones or smartphones.

【Residence Card】

Proof that a foreigner has a status of residence to stay in Japan for three months or more.

【Disaster Victim Support system】

There is a support system for disaster victims giving economic and social support to maintain and rebuild their homes. See 'Outline of Various Disaster Victim Systems' (Cabinet Office).

【Post-mortem Certificate】

A document issued by a doctor or police inspector confirming that they have conducted a post-mortem.

【Death Certificate】

A document issued by the doctor or a dentist who confirmed a death, verifying that fact.

【Halal food】

Food prepared in line with Islamic law.

【Emergency Shelter】

A place, such as an elementary school or community center, where people can stay temporarily following a disaster evacuation. Food, living items and blankets are stockpiled.

【Evacuation Area】

A place, such as a park, to which an area's residents evacuate temporarily in times of disaster.

【Burial Permit】

A document, issued at the place of cremation, required to bury remains in a graveyard or place them in a crypt.

【Proof of identity】

Passport, residence card, driver's license, health insurance card, employee card, student card, etc.

【Victim's Certificate】

Proof issued by the head of the ward (municipal) head confirming the extent

of damage after an inspection regarding the affected dwelling has been performed by the municipal government. As a rule, one card is issued per household

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