



# Emergency Personal Notes

Name

Nationality

Gender

Passport-No

Emergency Contact/Contact in Japan

Language(s) spoken

Date of birth

Blood type

Chronic diseases/allergies

Medicines

Residence in Japan

Address in home country

Remarks

# Pocket Emergency Guide

In Case of Emergency  
Remain calm and do not panic.

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other  
natural disaster



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Emergency Personal Notes



Yokohama Convention & Visitors Bureau

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# Earthquake and other natural disaster



## Earthquake

### It is important to respond calmly in an earthquake.

- If you feel a strong quake, protect your head and keep your body safe by moving away from any articles that could topple or fall.
- After the shaking has stopped, evacuate to a nearby school or evacuation center. Ask a nearby Japanese person where to evacuate.
- Aftershocks may occur after a large earthquake.



### Earthquake! Indoors Outdoors

#### In a conference center, theater, or concert hall.

- Use a handbag or similar item to protect your head.
- In a theater or concert hall, crouch between the seats.
- Move away from any windows or shelves.
- Remain calm and follow the instructions of facility staff.



#### In a hotel

- If you feel a quake, get under a table. Protect your head with a cushion or similar item.
- Quickly extinguish any source of flame, for example by unplugging electric appliances.
- Follow the instructions of hotel staff.

#### In an elevator

- Wait until the quake stops.
- Press the buttons for all floors and get off on the first floor where the elevator stops.
- If the elevator does not open, remain calm and wait for help. (Call for help using the emergency button.)

#### On the street

- Watch for electric poles that are liable to fall over and dangling power lines.
- Stay away from the dangerous objects such as concrete block walls, glasses or signboards.
- Move to a vacant lot or a high location.
- While covering your head, protect yourself from falling objects and evacuate to a vacant lot or a park.



## Tsunami

- Locations near the sea could be struck by a tsunami after an earthquake.
- In the event of a tsunami, evacuate to a high place (the top floor of a building or the top of a hill).



## Typhoon

### 1. Pay attention to storm/flood information

Stay inside and listen to the latest weather warnings, alarms and evacuation information from the television, radio and the hotel/facility staff.

### 2. Evacuate at an early stage

Do not delay in evacuating when an evacuation advisory is issued or you feel in danger. Please check the evacuation method and the location of an evacuation site in advance.

### 3. Do not approach dangerous places

Do not approach places where the riverbed is high, or where a flood or landslide may occur. Stay away from the dangerous objects such as concrete block walls, glasses or signboards.

Information Weather & Earthquake Information (Japan Meteorological Agency)

<https://www.jma.go.jp/jma/indexe.html>

search





# First aid for dehydration

Be careful not to get dehydrated by the heat!

As you sweat, your body releases water and salt, worsening the flow of blood and placing a burden on your heart.

Dehydration causes symptoms including headache, nausea, dizziness, rising body temperature, and drowsiness.

It can even lead to dangerous conditions.

## Prevention

- Wear a hat.
- Be sure to drink water often.
- Do not stay out in scorching heat for a long time.
- Do not overburden yourself when you are tired or lacking sleep.

## When get dehydrated

- Cool the person's body by loosening or removing clothing.
- Rest him or her in a cool place.
- If the person is capable of drinking water, let him or her drink a little at a time.

※Call an ambulance immediately, if the person's condition is a dangerous one, such as when he or she is nauseous or not clearly conscious.  
[Call 119 for emergency services]



**Information** Guide for when you are feeling ill (JNTO)

[http://www.jnto.go.jp/emergency/eng/mi\\_guide.html](http://www.jnto.go.jp/emergency/eng/mi_guide.html)

search



# Useful links

Safety Tips for travelers (JNTO) - Weather warnings and advisories etc

<http://www.jnto.go.jp/safety-tips/eng/index.html>

search



Japan National Tourism Organization (JNTO)

<http://www.jnto.go.jp/eng/>

search



Haneda Airport (Tokyo International Airport)

<http://www.haneda-airport.jp/inter/en>

search



Narita International Airport

<http://www.narita-airport.jp/en>

search



List of Embassies and Consulates-General in Japan

[http://www.mofa.go.jp/about/emb\\_cons/protocol/](http://www.mofa.go.jp/about/emb_cons/protocol/)

search



Disaster Management (Cabinet Office)

<http://www.cao.go.jp/en/disaster.html>

search





## Useful links

### Useful Tips

#### Mobile Applications

##### Safety Tips



A push-based information app for disasters. It automatically informs you of earthquakes, tsunamis, or other special weather warnings, and allows you to see more information on the weather and what actions you should take.

<https://www.jnto.go.jp/safety-tips/eng/app.html>

search



##### VoiceTra



VoiceTra is a speech translation app that translates your spoken words into different languages. With an easy-to-use interface, you can also check whether the translation is correct.

<http://voicetra.nict.go.jp/en/>

search



Provided by the National Institute of Information and Communications Technology (NICT)

### Getting information

Japan National Tourism Organization (JNTO) -Latest news and important notices after the disasters

<https://www.japan.travel/en/travel-directory/latest-news>

search



NHK World Japan -24-hour channel in 18 languages

<https://www3.nhk.or.jp/nhkworld/>

search



JR East Japan Railway Company -updated status of JR East trains

[http://traininfo.jreast.co.jp/train\\_info/e/service.aspx](http://traininfo.jreast.co.jp/train_info/e/service.aspx)

search



#### JNTO Tourist Information Center:

24-hour call center for English, Chinese and Korean in case of massive natural disasters

TEL 03-3201-3331





# Pointing Phrase book

What has happened?

何が起きましたか？



Please help.

たすけてください。

Is it safe here?

ここは安全ですか？

Is there anyone who can speak English?

英語の話せる人はいますか？

Can you explain information about the disaster in English?

英語で災害の情報を説明していただけませんか？

Where is the evacuation center?

どこへ避難すれば良いですか？

Where is the emergency exit?

非常口はどこですか？

I am injured.

けがをしています

There is an injured person.

けが人がいます

I am not feeling well.

体の調子が悪いです

Please take me to the hospital.

病院へ連れて行ってください

Please call an ambulance.

救急車を呼んでください

Where is the restroom?

トイレはどこですか？

Please tell me the way to \_\_.

～への行き方を教えてください

Please write it on this paper.

この紙に書いてください

Could you come with me?

一緒に来てください

Where can I make a telephone call?

電話はどこでかけられますか？

Is the internet working?

インターネットはつながりますか？

When will the (train/bus/airport) be back in service?

(電車・バス・空港)はいつ復旧しますか？

I am looking for place to stay tonight.

今日、宿泊できる場所を探しています

Where can I get some food/water?

食べ物(水)はどこでもらえますか？

I have allergies.

アレルギーがあります

Does this food contain the following ingredients?

この料理には以下の素材が入っていませんか？





# Useful Map for Emergency

Useful map for Emergency



Disaster base hospital

帰宅困難者一時滞在施設  
Temporary facilities for those unable to return to their homes

災害用地下水給水タンク  
Temporary facility for disasters  
The disaster reservoir (tank) is an underground reservoir to be used in emergencies as drinking water. Temporary faucets can be attached to supply water.

交番  
Police box

公共トイレ  
Public toilets

公共トイレ  
Public toilets for the disabled people

地震の際や津波の恐れがある場合は、海拔5m以上の高台または鉄筋コンクリート造等の頑丈な建物の3階以上を目安に避難してください。  
If a tsunami is feared after an earthquake, evacuate to a high place at least five meters above sea level, or to the third floor or higher of a strong building (e.g. built in reinforced concrete).