

A Guide to Living in Saitama

埼玉県暮らしのガイド

Chapter 3 Emergencies

第3章 緊急時



Saitama's Mascot Kobaton

1. Emergency Contact Information 緊急時の通報先
2. Japanese Road Rules 日本の 交通ルールについて
3. Traffic Accidents 交通事故
4. Natural Disasters 自然災害



1. Emergency Assistance

(1) Fire, Medical and Injury Emergencies – 119

When you require a fire engine or ambulance, dial 119. When the operator answers, state whether you require a fire engine (*shohbasha*) or ambulance (*kyuukyusha*). Then give the operator the details and address of the scene of the emergency, the name of any large landmarks near the scene, your name and your telephone number.

Utilizing the ambulance is free of charge however the cost of any treatment will be your own responsibility. Please have your Health Insurance documentation and necessary cash ready.

Ambulances operate to transport people who are injured to hospital emergency rooms.

Please evaluate whether your situation is actually an emergency, and consider using a taxi. If you are not sure which hospital you should be going to, there is the Saitama Emergency Medical Information Center (048-824-4199) that can direct you to a Medical Institution 24 hours a day (Excluding Dentists and Psychiatrists).

Also, Fire Departments are introducing a service whereby private patients can utilize certified Fire Department Headquarters for hospital admission and release and for outpatient visits.

- Example 119 Emergency Calls -

Fire:	“Kaji desu” “○○ ga moeteimasu” “There’s a fire.” “○○ is burning”	
Medical Emergency:	“Kyukyuu-sha o onegai shimasu. Kotsu jiko de keganin ga imasu (hasamareteiru nado gutaitekini)” “Please send an ambulance. (I’ve/someone has) been injured in a car accident.” (Details such as whether people are trapped inside etc.) “Kyukyuu-sha o onegai shimasu. Kyuubyo-nin ga demashita. (Ishiki ga nai nado gutaitekini)” “Please send an ambulance. (I’ve/someone has) become suddenly ill” (Details such as whether they have lost consciousness)	
Where:	“Basho wa ○○ machi ○○ banchi desu.” “Denwa bango wa, ○○○-○○○ desu.”	“The address is ○ banchi ○ machi.” “The telephone number is ○○○-○○○.”
Caller’s Information:	“Chikaku ni ○○ ga arimasu.” “Watashi no namae wa, ○○ desu.”	“There’s a (n) ○○ nearby.” “My name is ○○.”

(2) Police – 110

If you are a victim of a crime or involved in a traffic accident, please phone the police on 110 immediately. When the police answer, tell them what has happened, whether anyone has been injured and whether the criminal is still present. Then, as calmly as possible, answer questions about when the incident occurred (how many minutes ago), where (the address and/or landmarks nearby), and your name and phone number, in that order.

- Example 110 Emergency Calls -

Crime:	“Dorobo (hittakuri) ni aimashita. Kega nin wa imasen.” “I have encountered a robber (bag snatcher). There is no-one hurt.”
When:	“Ima kara san (3) pun kurai mae desu.” “Three (3) minutes ago.”
Where:	“○ machi ○ banchi desu. Chikaku ni ○○ yuubinkyoku ga arimasu.” “The address is ○ banchi ○ machi. ○○ Post office is nearby.”
Information on the Criminal:	“○○ baiku ni notta futarigumi de, ○○ eki houkou ni nigete ikimashita.” “It was 2 of them. They got on a ○○ bike and fled in the direction of ○○ station.”
Caller’s Information:	“Watashi no namae wa, ○○ desu. Denwa bango wa ○○○-○○○” “My name is ○○. My telephone number is ○○○-○○○”

(3) Calling from a Public Telephone (emergency calls are free)

- Green Public Telephones:** pick up the receiver and push the red emergency button. Then dial 110 or 119.
- Gray telephones** simply pick up the receiver and directly dial 110 or 119.

(4) Email and Fax 110

Email address 110ban@mail.police.pref.saitama.jp

Fax number 0120 – 264 – 110

Crime prevention information is available on the Saitama Prefectural Police Website <http://www.police.pref.saitama.lg.jp/kenkei/> (Japanese, some pages have English translations)



2. Japanese Road Rules

a) Basic Road Rules

- pedestrians keep to the right, automobiles and bicycles to the left.
- give right of way to pedestrians.
- obey road signs and traffic lights.
- when in a car, not only the driver and front-seat passenger, but also the passengers in the rear seat should use seatbelts.

b) Basic Pedestrian Rules

- if there is no foot path, pedestrians should walk on the right hand side of the road
- cross the road at traffic lights or at pedestrian crossings
- wear reflectors or bright clothing at night

c) Basic Bicycle Rules

- cyclists should ride on the left shoulder in one row
- bicycles are permitted in roads where bicycle signage is displayed
- bicycles are permitted on footpaths only when
 1. signage indicates bicycles are permitted
 2. the bicycle is ridden by a child under 13, or senior citizen over 70 years old
 3. when it is unavoidable due to traffic conditions
- do not ride your bicycle when intoxicated, do not carry a passenger or ride side-by-side.
- riding a bicycle one-handed, such as when holding an umbrella, using a cell phone, or holding something, is unstable so please don't do so.
- using headphones or the like means you cannot sufficiently hear sounds around you so you are not fully aware of the traffic conditions around you.
- always stop at railroad crossings or intersections, look left and right to check to see if it is safe to cross.
- always use a light when riding at night
- parents and guardians must ensure any child under 13 years old is wearing a helmet when riding a bicycle.



3. Traffic Accidents

(1) In the Case of a Traffic Accident

- a) If there is somebody injured, administer first-aid to the injured if possible and call 119 for an ambulance. Continue administering first-aid until the ambulance arrives.
- b) Dial 110 to notify the police;
- c) Ask all the people involved in the accident for their name, address, telephone number, driver's license number, plate number, insurance company, the kind of insurance they have, etc.;
- d) If there were any witnesses, ask for their contact details;
- e) Inform you insurance company that you have been involved in an accident.

(2) Traffic Accident Consultation Services

The Saitama Traffic Accident related Civil Consulting Center offers consultation services in Japanese about, the following topics: settling out of court, how to file an insurance claim, calculation of indemnity. This service is offered 9:00 – 16:00 (closed from 12:00 – 13:00, reception is until 15:30) Monday through Friday. For further information, contact the Regional Development Center operated by the Saitama Traffic Accident Consulting Center.



<Traffic Accident Consultation Center>

Office	Telephone	Address	Hours
Saitama Traffic Accident Consulting Center	048-822-6558 048-830-2963	Prefectural Office Bldg 2 3-15-1 Takasago, Urawa-ku, Saitama shi	9:00-16:00 (closed 12:00-13:00. Reception closes 15:30)
Kawagoe Hiki Region Center	049-244-1424	1-1-1 Shinjuku-machi, Kawagoe-shi	Mon – Fri
Eastern Region Center	048-737-0630	1-76 Onuma, Kasukabe	(Closed national holidays)
Northern Region Center	048-521-7300	3-9-1 Suehiro, Kumagaya-shi	

Consulting offices website

<http://www.pref.saitama.lg.jp/site/soudankyuhu/koutuujikosoudan.html>



4. Natural Disasters

(1) Earthquakes

Earthquakes occur frequently in Japan. If a large earthquake should occur, gas and water services may stop and you may find it impossible to purchase food and other daily items. Consequently, it is important to take precautions and develop disaster prevention measures as a family in advance.

Disaster Prevention for Large Earthquakes:

- 10 Dos and Don'ts -

1. Make sure all furniture is securely fastened to prevent it from falling over; decide beforehand how family members will contact each other, where you will gather, where and how you will take shelter, and what items you need to have ready in case of an emergency.
2. Secure your safety: hide under a sturdy table and protect your head with a cushion.
3. Immediately extinguish all flames and close all gas taps. (Wait until all aftershocks have subsided before turning on the gas.)
4. Open the door and secure an exit.
5. Do not run outside in a panic.
6. If a fire breaks out, extinguish it. (Call out to the neighbors for help to extinguish fires.)
7. Do not go near gates or stone/brick walls.
8. Be careful of broken glass indoors.
9. Cooperate and administer first aid to those in need of it.
10. Gather accurate information on the situation.

(Ref) Items needed in times of emergency: first aid kit, drinking water, food, flashlight, candles, matches, blanket, knife, can opener, soap, towel, gloves, rope, under garments, and tissue paper.

(2) Typhoons

Typhoons are tropical low-pressure systems accompanied by heavy rain and strong wind. They most often strike Japan during summer and autumn. Be sure to check your house and repair or reinforce any weak or damaged areas. Typhoons often result in power failures, so it is important to keep flashlights, candles and a portable radio with spare batteries handy.

(3) Emergency Evacuation Areas

In emergency situations when people have to flee their homes for safety they go to emergency evacuation centers such as schools or other large buildings designated by the local office. To find out the nearest evacuation center to you, ask the disaster prevention office personnel at your local office. Also, some municipalities distribute maps indicating the evacuation centers in the locality.

(4) Natural Disaster Information Broadcasts in Foreign Languages

The following stations broadcast disaster information in English and other foreign languages:

Radio: Inter FM (76.5 MHz) and NHK (693 kHz)

TV: NHK 1, BS 1 and 2 (bilingual broadcasts)

(5) NTT's Disaster Message Number 171

When a disaster occurs, the telephone lines in the disaster area become overloaded with calls. In such cases, the "Disaster Message Number" is provided as a service so that you can easily verify the safety of family members. No dialing code is necessary; simply dial 171 and you can easily record and/or replay your message. For further information, visit the NTT web site below.

<http://www.ntt-east.co.jp/saigai/voice171/index.html> (Japanese)

http://www.ntt-east.co.jp/saigai_e/voice171/index.html (English)

Cell phones also have a Japanese and English message board services that can be accessed from the following URLs:

iMode: <http://dengon.docomo.ne.jp/top.cgi> (Japanese)

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

EzWeb: <http://dengon.ezweb.ne.jp/> (Japanese)

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

Softbank: <http://dengon.softbank.ne.jp/pc-1> (Japanese)

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

(6) Saitama Prefecture Crisis and Disaster Management Site

This Crisis and Disaster Management Site's homepage has been developed to transmit various crisis management related information.

Disaster in Saitama Prefecture, including information such as damage, and relief measures by Saitama Prefecture, will be reported promptly.

You can also use the site on a regular basis to learn information necessary in a crisis or find out about disaster management related events.

This site can also be accessed from cell phones.

URL: <http://plaza.rakuten.co.jp/kikisaitama>