



Preparing for Accidents and Emergencies

災害・事故に備えて



Talk with your family how to contact each other in emergencies, and each person's role. Also, try to cultivate a sense of community in your neighborhood where members help each other .

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1 Sudden Illness, Accidents

(1) Calling an Ambulance

Call Ambulance = Dial 119

*You do not need to insert coins to make an emergency call from a pay phone. Pick up the receiver and push the emergency button to call.

Contacting emergency services by Fax or E-mail

FAX 06-6538-0119

E-mail:

NTT DoCoMo Mobile phone: osaka.shobo@i.mail-119.jp

Non-NTT DoCoMo mobile phone/PHS/Computer: osaka.shobo@mail-119.jp

You need to state the followings on the report:

- The service you require - Fire or Ambulance
- The location of the emergency
- Your situation (ex. Location of pain)
- Your return Fax number (if contacting by fax)
- The full name of the sender
- Name, age and gender of the patient

*Dial 119 when emergency treatment is required for sudden illness, a motor vehicle or other accident causing injury, burns or poisoning. Keep calm and explain to the operator the location of the emergency, your full name and phone number.



(2) Emergencies at night and out of business hours

Emergency treatment is available at emergency clinics if you need urgent medical care on Sundays, National holidays or Year-end/New Year holidays. Please be sure to bring your national health insurance certificate when you see a doctor.

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- Chuo Emergency Clinic 4-10-13, Shinmachi, Nishi-ku
☎ 06-6534-0321

Internal medicine/ Pediatrics	Monday – Friday	22:00 – 5:30
	Sunday (except national & Year-end/New Year holidays)	15:00 – 5:30
	Sunday, national & Year-end/New Year holidays (Dec. 30 – Jan. 4)	17:00 – 5:30
Ophthalmology/ Otolaryngology	Monday – Friday	22:00 – 0:30
	Sunday (except national & Year-end/New Year holidays)	15:00 – 21:30
	Sunday, national & Year-end/New Year holidays (Dec. 30 – Jan. 4)	10:00 – 21:30

- After-hours Emergency Clinic (→Map p.8)

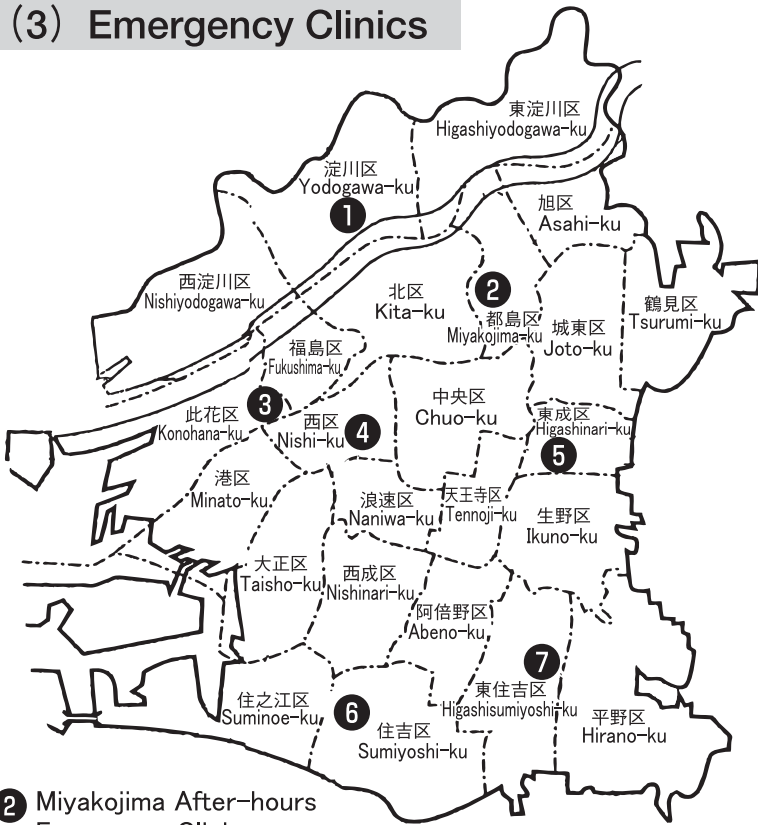
Internal medicine/ Pediatrics	Sunday, national & Year-end/New Year holidays (Dec. 30 – Jan. 4)	10:00 – 16:30
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Miyakojima After-hours Emergency Clinic	1-24-23 Miyakojima-Minami-dori, Miyakojima-ku	☎ 06-6928-3333
Nishi-Kujo	5-4-25 Nishi-Kujo, Konohana-ku	☎ 06-6464-2111
Juso	1-11-26 Juso-Higashi, Yodogawa-ku	☎ 06-6304-7883
Imazato	3-6-6 Oimazato-Nishi, Higashinari-ku	☎ 06-6972-0767
Sawano-cho	2-2-6 Sentai, Sumiyoshi-ku	☎ 06-6672-6021
Nakano	2-1-20 Nakano, Higashi-Sumiyoshi-ku	☎ 06-6705-1612



(3) Emergency Clinics

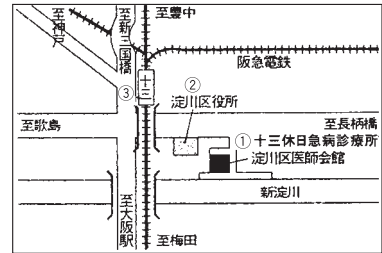
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※Please refer to p.7 for departments of urgent treatment and open hours that each emergency clinic offers.

1 Juso After-hours Emergency Clinic

1-11-26 Jusohigashi, Yodogawa-ku
☎06-6304-7883

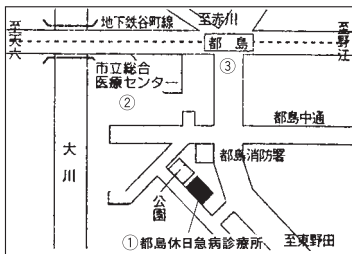


Hankyu Juso Stn., East Exit, about 300m east

- ① Juso Emergency Medical Care Center
- ② Yodogawa Ward Office
- ③ Juso stn. (Hankyu line)

2 Miyakojima After-hours Emergency Clinic

1-2-23 Miyakojima-Minami-dori, Miyakojima-ku
☎06-6928-3333

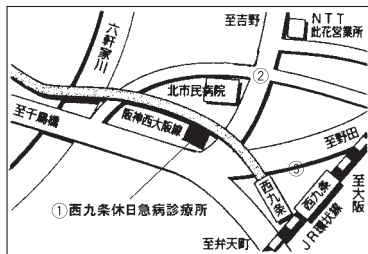


Tanimachi Line, Miyakojima Stn., Exit No.2, about 400m south

- ① Miyakojima Emergency Medical Care Center
- ② Osaka City General Hospital
- ③ Miyakojima stn.(Subway: Tanimachi Line)

3 NishiKujo After-hours Emergency Clinic

5-4-25 Nishikujo, Miyakojima-ku
☎06-6464-2111

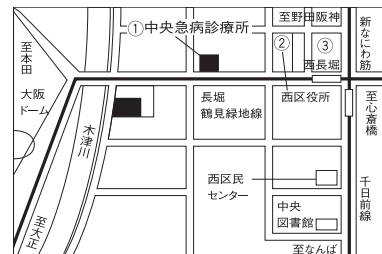


JR Loop Line / Hanshin: Nishikujo Stn., about 200m northwest

- ① Nishikujo Emergency Medical Care Center
- ② Kita Citizens' Hospital
- ③ Nishikujo stn. (JR Loop Line / Hanshin)

4 Chuo Emergency Clinic

4-10-13, Shimmachi, Nishi-ku
☎06-6534-0321

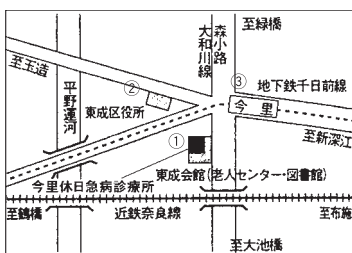


Sennichimae Line / Nagahori Tsurumiryokuchi Line: Nishimagahori Stn., Exit No.4A., about 100m west

- ① Chuo Emergency Medical Care Center
- ② Nishi Ward Office
- ③ Nishinagahori stn. (Subway: Sennichimae Line / Nagahori Tsurumiryokuchi Line)

5 Imazato After-hours Emergency Clinic

3-6-6 Oimazato-Nishi, Higashinari-ku
☎06-6972-0767

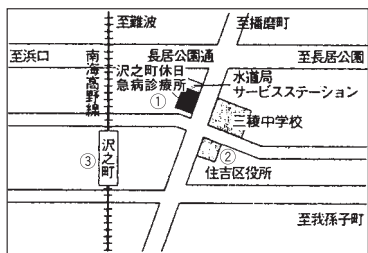


Sennichimae Line, Imazato Stn., Exit No.2, about 100m south

- ① Imazato Emergency Medical Care Center
- ② Higashinari Ward Office
- ③ Imazato stn. (Subway: Sennichimae Line)

6 Sawano-cho After-hours Emergency Clinic

2-2-6 Sentai, Sumiyoshi-ku
☎06-6672-6021



Nankai Koya Line, Sawanocho Stn., about 300m northeast

- ① Sawanocho Emergency Medical Care Center
- ② Sumiyoshi Ward Office
- ③ Sawanocho stn.(Nankai Koya line)

7 Nakano After-hours Emergency Clinic

2-1-20 Nakano, Higashisumiyoshi-ku
☎06-6705-1612



Tanimachi Line, Komagawa Nakano Stn., Exit No.1, about 300m east

- ① Nakano Emergency Medical Care Center
- ② Komagawa Nakano stn. (Subway: Tanimachi Line)



(4) Information Service for Emergency Hospitals & Clinics

The following telephone numbers provide medical information in emergency situations where an ambulance is not needed, but you need to find a hospital or clinic which can provide appropriate medical care.

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- **Osaka Municipal Emergency Information Service**
☎ 06-6543-9999 (24 hours / Open 365 days)
- **Osaka Prefectural Emergency Medical Information Center**
☎ 06-6761-1199 (Hospital Information only)

2 Fire

- If a fire breaks out

Call the Fire Department = Dial 119

* You do not need to insert coins to make an emergency call from a pay phone. Pick up the receiver and push the emergency button to call.

Contacting emergency services by Fax or E-mail

☎ FAX 06-6538-0119

E-mail:

NTT DoCoMo Mobile phone: osaka.shobo@i.mail-119.jp

Non-NTT DoCoMo mobile phone/PHS/Computer: osaka.shobo@mail-119.jp

State the same information as when contacting an ambulance.

3 Police

Calling the Police = Dial 110

* You do not need to insert coins to make an emergency call from a pay phone. Pick up the receiver and push the emergency button to call.



(1) Traffic Accidents

When traffic accidents occurred, first, you should give aid to the injured. Where an ambulance is needed call 119. Then call the Police at 110 and calmly report the where the accident happened, your name and phone number etc.

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(2) Robbery etc.

If you fall victim to a crime such as robbery or theft, call the Police at 110 and calmly report where the crime happened, your name and phone number etc. It is important to make yourself aware of the location of your local Police station or Police box.

4 Earthquake

Earthquakes occur frequently in Japan. For your safety, preparing for the major earthquakes should be an important part of your everyday life.

(1) Predictable Earthquakes in Osaka (Learn the mechanics of the earthquakes)

■ Ocean-trench earthquake



Ocean plates sink under continental plates. When a boundary of plates strain and reach its limit, the edge of the continental plate will spring back and cause an earthquake.

《Characteristic》

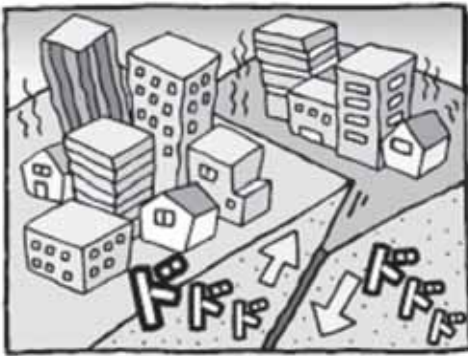
- Long quake time span (1 minute or over)
- Possibility of suffering from a Tsunami
- Earthquakes will occur at the interval of 10 to about 100 years



Tonankai/Nankai massive earthquakes of the M8 class that occur at an interval of 100 to 150 years are believed to occur in the first half of this century.



■ Subduction-zone earthquake



A subduction-zone earthquake is generated by the Eurasian plate slips under the plate. Kobe Earthquake is a case in point.

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《Characteristic》

- Short quake time span (10 seconds or over)
- Since the seismic center is shallow, quake around fault is intense.
- Earthquakes will occur at the interval of 1,000 to about 10,000 years



Uemachi Fault Earthquake occurs in continental areas and may reach the M7 class. Uemachi Fault extends from Toyonaka City to Kishiwada City penetrating a center of Osaka city approximately 42km.

Please refer Osaka City's Office Emergency of Management website.

(2) In Case of an Earthquake

Earthquakes can occur at any moment. Even for a few seconds, we feel a quake is longer.

【Help each other !】

- Call out neighbors to confirm their safety.
- If someone is trapped under a building or furniture, save him or her with your neighbors. Be careful of a gas leak, an electric leak and an aftershock.
- For rescue operations, a shovel, a rope, and a crowbar are useful. Utilize home carpenter tools or rescue device installed in elementary schools or parks.
- Provide first aid for injured people. Seriously injured people should be carried to the hospital.
- Extinguish a fire using a fire extinguisher or a portable fire pump.



● Patrol your town in turns to prevent crime

■ When you are inside

(When you are cooking)

The gas supply can be automatically shut off when it senses a quake. First, hide beneath a desk or table. After a quake, be sure to turn off any gas appliances.

※ You may suffer burns severely when you try to extinguish a fire during a quake.

(When you are sleeping)

Protect your head from being injured by using futon or a pillow. Hide beneath a bed where furniture does not fall down.

(When you are taking bath or in restroom) Bathroom or restroom is comparatively safer. Do not rush out of the room. Open a door or window to ensure an exit.

(Apartment Area)

Open all doors and windows to ensure an escape route. Do not use the elevator for evacuation.

(Be aware of glass in the room)

Be sure to wear slippers inside the house to protect your feet from broken pieces of glass.

■ Telephone message service

When a disaster occurs, it is often difficult to make telephone calls to the affected area. In such circumstances, use the NTT West Japan's Saigai-yo Dengon Dial service or a voice recorded message board provided by mobile phone companies to contact your family or friends. Please check websites of each company on how to use these services.

■ When you are outside

(When you are driving)

Avoid sudden braking. Slowly reduce your speed and move to the left shoulder of the road and turn off the engine.

(When you are driving on the expressway)

Escape routes are installed at about every 1000m. Confirm the safety around you and escape immediately.

(When you are on a train)

Grab a front seat or a strap. Or sit down to grab a leg of a seat.

(When you are on a train)

Do not rush to get off the train. Follow the instructions by the conductors. In a subway, there is a risk of electrocution.



(When you are in an elevator)

Because of an earthquake sensor, an elevator will immediately stop at the next floor. If an elevator does not have a sensor, press the stop buttons of all floors and get off as soon as it stops.

(When you are in a department store or a supermarket)

Get away from show-windows or merchandise. You may be injured if you rush to an exit.

(When you are in underground shopping area)

Exit is installed at 60m. In case of blackout, an emergency exit sign will turn on. Don't panic and follow the instructions by conductors.

(When you are in school)

When you are in a classroom, hide beneath a desk and grab a leg.

(When you are in workplace)

Get away from windows, a locker or a shelf. Hide beneath a desk to protect yourself.

(When you are in the street lined with office buildings)

Watch out for broken glass of office windows.

(When you are on a bridge)

Grab a rail or a fence. After a quake becomes calm, evacuate immediately.

(When you are in a coastal or river area)

Watch out for Tsunamis. Evacuate immediately to a safer ground such as high ground)

■ Japan Meteorological Agency will announce urgent earthquake news before a quake reaches. If an earthquake intensity of 5 lower or over occurs, the information will be provided to the areas considered to be affected by earthquakes with an intensity of 4 or over. For further information, please check the Japan Meteorological Agency's website.

(3) Everyday Measures

① To minimize the damage of earthquakes, it is important to prepare for disasters in daily life. Talk with your family about what to do in case of earthquakes.

Decide what to do for each family member in case of emergency

Check for dangerous places inside and outside of your home.

Check a fire extinguisher or disaster prevention items are ready to use.

Put all emergency items such as a torch light or medicine for chronic disease in a rucksack and place it in an easy to access location

Stock emergency items can be used for 3 days until you receive relief supplies.



Decide on an evacuation area, a meeting place and how to contact family members each other if you are split up.

(Evacuation Area) Ensure municipal designated evacuation shelters below. For more details, please refer to Osaka City's Office of Emergency Management website.

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Wide-area shelters	In the case of a severe fire, large areas such as parks provide a safe place for refuge. Safety routes to the wide-area shelters are specified as escape routes.
Accommodation shelters	Elementary and junior high schools can be used as shelters to accommodate for affected citizens who lost their homes due to a natural disaster.
Temporary shelters	Open spaces, parks and school yards can be used as temporary shelters.

■ Create a map for disaster preventions!

Check dangerous places around your home and confirm evacuation areas such as elementary schools, junior high schools or parks. Decide several escape routes in case if you cannot pass through.

② Measures for home safety

(Roof) Check regularly if roof tiles or slate are not cracked or slid.

(Balcony) Do not place flowerpots at an unsteady place.

(Block fence) Secure a block fence if it does not have a steady foundation or a reinforced concrete.

(Under-floor) Inspect if there is damage by termites. Check and reinforce the foundation of under floor and pillars.

(Glass) Use shatter-prevention film on windows, cupboards, and on shelves where glass is used.

(Lighting equipment) Pendant light should be secured with metal fitting and prevent it from swinging.

(Television) Place a TV as low as possible.

(Furniture) Use metal fittings to secure a tall wardrobe or a refrigerator and prevent it from falling over.

(Bedroom) Do not place big furniture.

(Entrance) Do not place furniture in aisle to ensure an escaping route to doorway.



(Temporary shelter) Keep a temporary shelter in your home in emergency. Restroom or a room without big furniture is suitable because these rooms are narrow with a lot of pillars.

■ Check for residence against earthquakes

Financial assistance system for earthquake retrofit

You can receive financial assistance if your residence was constructed before 1981 and meet the requirements. For more details, please contact Osaka Municipal Housing Corporation. (☎06-6882-7053 📠06-6882-7051)

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(4) Protect yourself from a Tsunami

① Osaka can experience Tsunamis!

Two hours after the Tonankai/Nankai earthquake occurs, the 1st Tsunami is predicted to reach the mouth of the Yodogawa River, Yamatogawa River or Kizugawa River.

A height of tide walls developed by Osaka City is over 2.9m which is higher than a maximum height of a Tsunami at high tide. So we can prevent floods if we shut tide walls. But there is a possibility that tide walls cannot be moved because of an earthquake, therefore, evacuate immediately when a Tsunami warning is issued.

A Tsunami can reach seashores and riverbeds. Evacuate immediately and do not go back to watch it.

② Characteristic of a Tsunami

(Fast and powerful)

Tsunami in the deep sea are like jet speed waves. Even in the seafront, the speed is the same as a sprinter running. A small wave (ankle height) is powerful enough to prevent you from standing.

(Tsunami is repeatedly produced)

Until a warning or a pre-warning is called off, don't go to seashore. Tonankai/Nankai earthquake is expected to produce massive Tsunamis repeatedly for approximately 6 hours.

(Breakwater may not be produced)

Before a Tsunami occurs, a Tsunami breakwater can be seen. But a Tsunami may attack without any indication.

③ How to protect yourself from Tsunami

- Evacuate immediately to higher ground over 3F in the building.
- Be aware that Tsunamis will occur even if the quake is small.
- Do not evacuate by car.



(1) Typhoon and heavy rain brings massive disasters

Typhoon season hits Japan in July to October every year and can cause heavy rain and strong winds. Recently, floods by a squall occur frequently. Cumulonimbus clouds producing heavy rain will develop quickly in a short matter of time. It is difficult to forecast heavy rain compared with typhoon.

Osaka City has done maintenance for tide walls to prepare if the most powerful typhoon (Isewan Typhoon) in Japan history hits Japan again. Since 1976, there has been no case of the damage caused by a tidal wave. Sewage maintenance is under way for preparations for heavy rain which occurs once in 10 years (rainfall of 60mm in an hour)

■ Characteristic of flood damage in urban area

Since the roads are paved with asphalt in urban areas, huge amount of rainwater can flow into the sewers at once, so drain system cannot work. Eventually rainwater comes out from manholes or side ditches. Flooding can result in great damage to the underground and underground service areas.

When you are in the underground, you should pay attention to rainfall and time span of raining. Speed of running water is so fast that it will be difficult to evacuate up to the ground. If you expect a flood, evacuate as quickly as possible.

(2) Preparations for Typhoon

Pay close attention to the meteorological information by TV, radio or the internet. When a typhoon is close, do not go out in heavy rain. Do not go to bank, seashore and river to watch what's going on there.

■ In case of strong winds

(When you are outside)

Watch out for falling roof tiles, signs, street trees, etc. Try not to walk down. Evacuate into a sturdy building.

(When you are inside)

Watch out for broken glass. Do not get close to the windows during strong winds.

(When you are on seashore)

You may fall into the sea or be caught in a high wave. Evacuate immediately to higher ground.



■ In case of heavy rain

(When you are in river side)

Due to heavy rain, headwater may be swelled quickly. Do not get close to the river, etc.

(When you are driving)

When the roads are flooded, evacuate to higher ground.

(When you are in the street)

If you encounter flooding, evacuate immediately up to higher ground over 3F in the building.

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(3) When evacuating in times of typhoon

(Cloths)

Protect your head with a helmet or anything you can cover your head. Wear shoes with good traction. Do not wear rain boots and do not go barefoot.

(Pay attention to depth)

In case of a flood, if the water is running slow, the possible depth for walking is 70cm for men and 50cm for women.

(Pay attention to your feet)

In the water, there are uncovered manholes or side ditches. When walking, check the safety around your feet using a long stick.

(Do not evacuate alone)

Call out your neighbors and evacuate with them as a group. Not to be apart. Tie a part of your body with a rope.

(For children and elderly people)

Carry elderly or sick people on your back. Give an inner tube (flotation device) for children to ensure their safety.

(If a shelter is far)

If you cannot reach an evacuation area, temporary evacuate to higher ground over 3F in the building.



■ Evacuation warnings and instructions

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	Information on evacuation preparations	Evacuation warnings	Evacuation instructions
In case an evacuation warning is issued.	●Cases where the possibility of potential danger toward the people is high.	●Cases where the possibility of potential danger toward the people is clearly high.	●Indication of disasters can be seen or possibility of potential danger toward the people is extremely high. ●Disasters occurred.
How to act	●Residents who need assistance or need some time to evacuate should try to become alert and prepare in advance for an evacuation. (Evacuation supporters should start operations.) ●Other residents should contact their families, prepare emergency goods and prepare for evacuation.	●Normal residents should go to a evacuation area.	●All the residents should finish evacuation

(4) Everyday Measures

(Roof) Repair if roof tiles or a tin roof have racks, slides or came off. TV antenna should be fixed.

(Outside wall, inside wall) Check for cracks, breakage or unsteady parts on walls.

(Window) Check for breakage, looseness or unsteady parts on windows. If a typhoon comes, attach a board on windows from the outside or attach gummed tapes as X marks on windows from the inside.

(Side ditch, drain) Clear side ditches and drains to make water run smoothly.

(Gutters) Reinforce if the joint parts or coating material have come off.

Clean the gutter if sand or fallen leaves are stacked

■ When you cannot go back to home

When a disaster occurs, you may not go back home due to traffic congestion. In advance, confirm a route to go home by walking. In petrol stations or convenience stores with the following marks, you can receive support services to go home. They provide tap water, restroom, traffic information, etc.



**■ Office of Emergency Management, Osaka City**

☎ 06-6208-7388 📠 06-6202-3776

<http://www.city.osaka.jp/kikikanrishitsu/>

The Office of Emergency Management website provides information on disaster preparations and evacuation area, etc. In case of disaster, urgent information on the damage or response against the disaster will be provided.

■ Osaka Disaster Prevention Net (English, Chinese, Korean)

<http://www.osaka.osaka-bousai.net/>

Osaka Disaster Prevention Net mainly provides information on disaster preventions including pre-caution and caution against earthquakes, tsunamis, typhoons, etc and evacuation instructions. Links on lifeline information are also available. In addition, if you register your mobile phone e-mail address with “Bosai Information Mail”, you can get information on weather, earthquake or tsunami through e-mail (English). Canceling this service is the same as the registration process. Send your unwritten e-mail to regist-eng@osaka-bousai.net, then you will get the registration (or cancellation) e-mail. If your mobile phone has a barcode reader function, read QR code, then send an e-mail.

**■ Japanese Meteorological Agency (English)**

<http://www.jma.go.jp/>

Disaster preventions and weather information is available.

■ Osaka City Abeno Life Safety Learning Center

3F Abeno Forca, 3-13-23 Abenosuji, Abeno-ku Osaka

☎ 06-6643-1031 📠 06-6643-1040

<http://www.abeno-bosai-c.city.osaka.jp>

You can experience simulated earthquakes in the center. The center will give you a good opportunity to learn about disasters and safety measures.

Admission: Free

Open Hours: 10:00 – 18:00

Closing Day: Wednesday, every last Thursday, Year-end and New Years (December



28 – January 4)

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■ Multilingual FM, FM CO·CO·LO 76.5MHz

Provide disaster information in case of disaster.

<http://www.cocolo.co.jp>

14 languages: Japanese, English, Chinese, Korean, Spanish, Portuguese, Thai, Indonesian, Filipino, Malay, Vietnamese, Hindu, Urdu, Sinhalese