

What to Do When Disaster Strikes

Ensure Good Communication

- ◆ People with visual impairments cannot identify the conditions resulting from a disaster. Clearly and calmly explain the situation as many times as necessary.



- ◆ Those with hearing impairments cannot hear oral evacuation information. Speak slowly and emphasize your mouth movements. If communication is still difficult even when you move your mouth carefully and speak slowly, or if you can't communicate at all, then write using a combination of letters and pictures.



- ◆ If someone is not fully aware that there is an emergency and you think they may become upset, speak clearly using short words and repeat the information as necessary.

- ◆ Be careful not to frighten children unnecessarily.



- ◆ Non-Japanese people who are not fluent in Japanese may not understand the situation or the meaning of 避難 (evacuation). Communicate with them by using gestures.



Evacuate Together

- ◆ For people with visual impairments, after a disaster, evacuating can be difficult due to the changes in their surroundings and even in their homes. When they need a guide, let them hold onto your arm just above the elbow and walk together slowly.



- ◆ To communicate with those with hearing difficulties, you can explain the situation by using sign language and texting information, and helping them to evacuate.

- ◆ People with disabilities have difficulty staying safe even if they understand the situation created by a disaster. Use a wheelchair or trailer or carry them on your back and evacuate as quickly as possible. To move a wheelchair up or down stairs, three or more people should help, and when going downstairs, turn the chair so that it faces upstairs to keep the rider from feeling frightened.



- ◆ For those who can't recognize danger or act quickly, use short words, pictures, and photos to explain the situation and lead them to the shelter. If they seem upset, take your time and help them calm down.

- ◆ If you are with a pregnant woman or a baby, you need to be especially calm and not panic. Help them so that they can evacuate quickly.