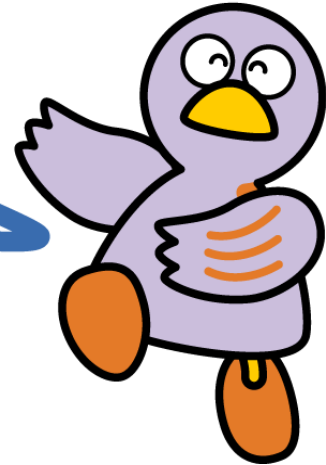


Chapter 2

Emergencies and Disasters, Crime Prevention, and Traffic Safety



Saitama's Prefectural Mascot
Kobaton

- 1 Emergency Contact Information
- 2 Japanese Road Rules
- 3 Traffic Accidents
- 4 Crime Prevention
- 5 Support for Victims of Crime
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1 Emergency Contact Information

(1) Fire, Medical, and Injury Emergencies – 119

When you require a fire engine or ambulance, dial **119** for the fire department. When the operator answers, state whether the emergency is a fire or medical, and give the details of the incident. Then tell the operator the address of the site where the incident occurred, the name of any large landmarks near the scene, your name, and your telephone number.

Using the ambulance for transportation to medical facilities is free of charge; however, the cost of any treatment will be your own responsibility. Please have your health insurance card and the necessary cash ready.

Ambulances are for transporting people who are injured or sick to hospitals in emergency situations. Please take a taxi if it is not an emergency. If you are not sure which hospital you should go to, the Saitama Emergency Medical Information Center (#7119 or 048-824-4199) can direct you to a medical institution 24 hours a day (excluding dentists, oral surgeons, and psychiatrists). (This service is provided in Japanese.)

Fire departments are also providing information to patients about Fire Department Headquarters-certified services for transportation (fees apply) to and from the hospital and outpatient visits.

- Example 119 Emergency Calls -

Fire:	“Kaji desu.” “_____ ga moeteimasu.” “There’s a fire.” “_____ is burning.”
Medical Emergency:	“Kyukyuu-sha o onegai shimasu. Koutsuu jiko de keganin ga imasu.” “Please send an ambulance. Someone has been injured in a car accident.” (Give details such as whether people are trapped inside [“hasamarete iru”], etc.) “Kyukyuu-sha o onegai shimasu. Kyuubyou-nin ga demashita.” “Please send an ambulance. Someone has become suddenly ill.” (Give details such as whether they have lost consciousness [“ishiki ga nai”], etc.)
Where:	“Basho wa __ machi __ banchi desu.” “The address is __ machi __ banchi.” “Denwa bango wa, ____ - ____ desu.” “The telephone number is ____ - ____.” “Chikaku ni _____ ga arimasu.” “There’s a _____ nearby.”
Caller’s Information:	“Watashi no namae wa, _____ desu.” “My name is _____.”

(2) Police – 110

If you are a victim of a crime or involved in a traffic accident, or when you need to make a report to the police immediately, please call 110. When your call is answered, tell them what has happened, whether anyone has been injured, when the incident occurred (how many minutes ago), where (the address and/or landmarks nearby), and what the perpetrator did. Please answer calmly when the police ask for your name and phone number.

- Example 110 Emergency Calls -

Incident:	“Dorobou (hittakuri) higai ni aimashita. Kega nin wa imasen.” “I've been robbed (my bag has been stolen). No one is hurt.”
When:	“Ima kara san (3) pun kurai mae desu.” “Approximately three (3) minutes ago.”
Where:	“__ machi __ banchi desu. Chikaku ni ____ yuubinkyoku ga arimasu.” “The address is __ machi __ banchi. The ____ post office is nearby.”
Information on the Criminal:	“____ iro no baiku ni notta futarigumi de, ____ eki houkou ni nigete ikimashita.” “There were 2 people. They got on a ____-colored bike and fled in the direction of ____ station.”
Caller's Information:	“Watashi no namae wa, ____ desu. Denwa bango wa ____-____ desu.” “My name is _____. My telephone number is ____-_____.”

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

- ① Green public telephones
If the telephone has a red emergency button:
Pick up the receiver and push the red emergency button. Then dial 110 or 119.
If the telephone has no red emergency button:
Pick up the receiver and dial 110 or 119.
- ② Gray public telephones (digital payphones): Pick up the receiver and dial 110 or 119.

(4) 110 App and Fax 110

Individuals who have difficulty reporting to the police over the phone (e.g. due to hearing loss) have the option of reporting to the police using text and images through smartphones and other devices.

- ① 110 App System: Search for 110 番アプリ (110 ban apuri) and download the app

☎ Fax 110: 0120 - 264 - 110 (Toll-free number)

2 Japanese Road Rules

(1) Basic Road Rules

- Pedestrians should keep to the right, and vehicles such as automobiles and bicycles should keep to the left.
- Pedestrians have right-of-way over vehicles.
- Obey road signs and traffic lights, etc.
- Obey instructions from the police

(2) Basic Pedestrian Rules

- If there is a sidewalk next to a roadway, pedestrians should walk on the sidewalk.
- If there is no sidewalk or pedestrian walkway, pedestrians should walk on the right side of the road.
- If there are traffic lights at an intersection, obey the signals.
- If there are no traffic lights at a pedestrian crossing, signal your intent to cross such as by raising your hand.
- Look left and right to make sure it is safe before crossing the road.
- Wear reflectors and bright clothing at night.

(3) Basic Bicycle Rules

- As bicycles are categorized as light vehicles by law, cyclists should keep to the left side of the road.
- Cyclists should ride on the road rather than the sidewalk. Cyclists may only ride on the sidewalk in exceptional circumstances.
- When riding on sidewalks, remember that pedestrians have right-of-way, and ride slowly on the side closest to the road.
- Always obey the traffic lights and stop signs. Check the safety of the surroundings before starting to ride again.
- Use a bicycle light when riding at night.
- It is illegal to ride under the influence of alcohol.
- Wear a helmet.
- Enroll in bicycle insurance.

*In Saitama, prefectural ordinance mandates that you enroll in bicycle insurance.

<https://www.pref.saitama.lg.jp/a0311/jitensya/jitensyajyourei.html>

(4) Basic Vehicle Rules

- You must obtain a driver's license to drive.
- Driving under the influence of alcohol (drunk driving) is prohibited.
- All passengers, including the driver, front-seat passengers, and rear-seat passengers, must wear seatbelts.
- Children under six years old must ride in a child safety seat.
- When riding a motorbike, always wear a helmet.
- Turn on vehicle lights early at dusk.
- Do not use a mobile phone, etc. when driving.
- When passing near pedestrians, be sure to pass at a safe distance and drive slowly.

(5) General Rules for Special Small Motorized Two-wheeled Vehicles

- Only electric scooters that meet certain requirements are recognized as special small motorized two-wheeled vehicles; others will fall under a different classification such as general motorized two-wheeled vehicles.
- A license plate is required.
- Enrollment in mandatory vehicle liability insurance (*jibaiseki hoken*) is required.
- Riders must be at least 16 years old.
- Driving under the influence of alcohol (drunk driving) is prohibited.

3 Traffic Accidents

(1) In the Case of a Traffic Accident

- ① If there is somebody injured, administer first-aid and call 119 for an ambulance. Continue administering first-aid until the ambulance arrives.
- ② Move to a safe place and call 110 to notify the police, and follow their instructions.
- ③ Ask the people involved in the accident for their name, address, phone number, driver's license number, license plate number, insurance company, and insurance type, etc.
- ④ If there were any witnesses, ask for their contact information.
- ⑤ Inform your insurance company that you have been involved in an accident.
- ⑥ See a doctor as soon as possible.

(2) Traffic Accident Consultation Services

The Saitama Traffic Accident Consultation Center offers consultation services in Japanese on the following topics: settling out of court, how to file an insurance claim, and calculating compensation. This service is offered from 9:00 - 12:00 and 13:00 -17:00 (reception is until 16:30), Monday through Friday. For further information, contact the Saitama Traffic Accident Consultation Center.



Consultations and Inquiries

Office	Phone	Address	Reception Hours
Saitama Traffic Accident Consultation Center	048-830-2963	1F Prefectural Government Office Bldg 2 (inside the Prefectural Citizens Consultation Center) 3-15-1 Takasago, Urawa-ku, Saitama-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period) 9:00 - 12:00, 13:00 -17:00 (Reception closes at 16:30)

Website: <https://www.pref.saitama.lg.jp/a0311/soudankyuhu/koutuujikosoudan.html>

4 Crime Prevention

(1) Bicycle Theft

- ① Lock your bicycle even when parking at home.
- ② Lock your bicycle even if you are only away for a short period of time.
- ③ Use wire locks, etc. to double-lock your bike.
- ④ If you own a bicycle, make sure to register it.

(2) Break-in and Theft

- ① Lock your doors and windows even if you are at home or only away from home for a short period of time.
- ② Use two locks or more on doors and windows by using supplementary locks, etc.

(3) Bag Snatching

- ① Put a cover on the basket of your bicycle to prevent bag snatching.
- ② Keep bags, etc., on the side of your body opposite the road when walking.
- ③ Do not walk while using a cell phone or smartphone or listening to music with headphones, as it makes you less aware of your surroundings.
- ④ Be careful of motorcycles and bicycles, etc., that approach you from behind.

(4) Child Safety

Guardians should frequently remind children about the following:

- ① Never be alone.
- ② Do not follow strangers.
- ③ Yell loudly for help.
- ④ Tell your family where and with whom you are going, and when you will be back.

(5) Women's Safety

- ① When it is dark, take well-lit, busy streets and always keep an eye on your surroundings and check behind yourself frequently.
- ② Carry a personal alarm and make sure it is ready to use at all times (e.g. by attaching it to the outside of your bag).
- ③ Lock your front door and windows even when you are at home.
- ④ Do not walk while using a mobile phone or smartphone or listening to music with headphones, as it makes you less aware of your surroundings (including suspicious individuals nearby).

"Handbook for Creating a Safe Community"

Website: <https://www.pref.saitama.lg.jp/a0311/bouhanjyohou/index.html>

5 Support for Victims of Crime

(1) Victims of Crime and Accidents

Victims of crime and their families do not just suffer from direct damage such as losing their loved ones, being injured, or having their possessions stolen, but also suffer from various other effects that persist even after the incident, such as poor mental and physical health due to the crime or accident, increased financial burden as a result of paying medical expenses, losing their job or changing jobs, thoughtless treatment from those around them, and emotional burden and loss of time due to investigations and trials, etc.

(2) General Consultation Services

The Sai-no-Kuni One-Stop Support Center for Victims of Crime is located in the Musashi-Urawa Godo Chosha on the 3rd floor of the Lamza Tower, and is operated jointly by the Saitama Prefectural Government, the Saitama Prefectural Police, and the Saitama

Prefecture Support Center for Victims of Crime (Public Interest Corporation). Free confidential consultation services are provided for victims of crime and their families, with multiple support services available through a single consultation.



Consultations and Inquiries

Name of Institution	Phone	Address	Reception Hours
Sai-no-kuni Crime Victims One-Stop Support Center	0120-735-001 or 048-862-0001	3F Lamza Tower, (Musashi-Urawa Godo Chosha) 1-10-1 Numakage, Minami-ku, Saitama-shi	8:30 - 17:15, Mon - Fri (Excluding National Holidays and days of closure)
Saitama Prefectural Crime Prevention and Traffic Safety Division	048-710-5036		8:30 - 17:15, Mon - Fri (Excluding National Holidays and days of closure)
Saitama Prefectural Police Support Office for Victims of Crime	0120-381-858		8:30 - 17:15, Mon - Fri (Excluding National Holidays and days of closure)
Saitama Prefecture Support Center for Victims of Crime (Public Interest Corporation)	048-865-7830		8:30 - 17:00, Mon - Fri (Excluding National Holidays and days of closure)

Website:

<https://www.pref.saitama.lg.jp/a0311/hanzaihigaisya/soudanmadoguchigaishoni.html>



(3) For Victims of Sex Crimes

- Iris Hotline: Phone Consultation for Sexual Violence Crimes -

Consultation services are available for victims of sexual violence and other sex crimes and their families, regardless of gender. Consultation services are provided by staff members who are required by law to maintain strict confidentiality. Services include consultations over the phone, online inquiries, consultations over Zoom (appointment required), in-person consultations, examinations at medical institutions, accompaniment services, and legal advice.



 **Consultations and Inquiries**

Name of Institution	Phone	Address	Reception Hours
Iris Hotline: Number for Consultations on Sexual Violence Crimes	#8891 0120-31-8341 or 048-839-8341	Lamza Tower 3F (Musashi-Urawa Godo Chosha) 1-10-1 Numakage, Minami-ku, Saitama-shi	24 hours, 365 days a year

Website: <https://www.svsc8080.jp/iris/>

6 Natural Disasters

(1) Earthquakes

Earthquakes occur frequently in Japan. If a large earthquake occurs, furniture may fall over and cause injuries, gas and water services may stop, and you may be unable to purchase food and other daily necessities. It is important to take precautions and develop disaster prevention measures in advance as a family.

Disaster Prevention for Large Earthquakes: 10 Guidelines

1. Advance Preparation: 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, how you evacuate and where to, and what items you need to have ready in case of an emergency*.
2. When an earthquake occurs, prioritize your safety first: Hide under a sturdy table and protect your head with a cushion.
3. Immediately extinguish all flames and close all gas valves. (If it is a strong earthquake, move away from the fire. Wait until all shaking has subsided before putting out the fire.)
4. Open the door and secure an exit.
5. Do not run outside in a panic.
6. If a fire breaks out, remain calm and extinguish it. (Call out to alert your neighbors and help each other to extinguish the fire.)
7. Do not go near outside walls or vending machines.
8. Be careful of broken glass indoors.
9. Cooperate in first-aid and rescue efforts.

10. Gather accurate information on the situation.

*Items needed in times of emergency: medicines, first-aid kit, drinking water, emergency food, smart phone charger, portable radio set, extra batteries, headlights (flashlight), cold protection aluminum sheet, helmet, utility knife, towels, gloves, rope, tissue paper, portable toilets, wet wipes (wet tissues), face masks, plastic bags, newspaper, rain gear, sports shoes, socks, and anything else necessary for yourself and your family.

① “Be Prepared for Earthquakes” Pamphlet

(Published by the Institute of Scientific Approaches for Fire & Disaster)

You can download a pamphlet which summarizes how to prepare for earthquakes and what to do if one occurs. (Available in Japanese, English, Chinese, Korean, Vietnamese, and Portuguese)

Website: <https://www.bousai-kensyu.com/knowhow/pamphlet01/>

② Stay Prepared for Earthquakes at Home (Saitama Prefectural Police website)

You can download a home safety checklist and view tips on how to reduce damage from earthquakes and how to prepare for earthquakes. (Available in Japanese, English, Chinese, Korean, Portuguese, Tagalog, Vietnamese, Thai, Indonesian)

Website: <http://www.police.pref.saitama.lg.jp/g0050/kurashi/earthquake-foreigner.html>

(2) Typhoons

Typhoons that occur from summer to autumn bring heavy rain and strong wind, and can cause significant damage. Be sure to check your house, put away outdoor items that could be blown away, and reinforce any weak or damaged areas. Typhoons often result in power failures, so it is important to prepare flashlights, candles, a portable radio with spare batteries and a smart phone charger.

Before typhoon season, regularly check hazard maps of the area you live in for information on the disaster risks and evacuation sites in your area.

Before a typhoon hits, the area you live in will make announcements about the rising warning levels of the approaching storm. At level 3, the elderly and others requiring additional time should evacuate. At level 4, everyone should evacuate.

(3) Emergency Evacuation Areas

There are emergency evacuation centers such as schools or other large buildings designated by the local government for people who must evacuate their homes. To find your nearest evacuation center, ask the disaster prevention division of your local municipal office.

Some municipalities also distribute maps indicating the evacuation centers in the area.

(4) Foreign Language Disaster Information Broadcasts

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

Community FM radio station: InterFM897 89.7MHz

NHK General TV, NHK Educational TV, NHK BS Broadcasting (secondary audio programming)

*The multilingual service NHK World Japan also provides information in foreign languages online and through the official app.

- Website: News available in 20 languages
https://www3.nhk.or.jp/nhkworld/en/multilingual_links/
- App: News available in 19 languages

(5) NTT's Disaster Emergency Message Dial 171

When a disaster occurs, phone lines in the disaster area become overloaded with calls. In such cases, the "Disaster Emergency Message Dial" is a service that enables you to verify the safety of family members. No area code is necessary; simply dial 171 and you can easily record and replay your message. For further information, visit the NTT website below.

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

English: <https://www.ntt-east.co.jp/en/saigai/voice171/>

Cell phone companies also have Japanese and English message board services that can be accessed from the following websites:

docomo:	http://dengon.docomo.ne.jp/top.cgi (Japanese) http://dengon.docomo.ne.jp/Etop.cgi (English)
au:	http://dengon.ezweb.ne.jp/ (Japanese) http://dengon.ezweb.ne.jp/E/service.do (English)
Softbank / YMOBILE:	http://dengon.softbank.ne.jp/pc-1 (Japanese) http://dengon.softbank.ne.jp/pc-e1.jsp (English)

(6) Gathering Information

① Saitama Disaster Preparedness Portal (Saitama Prefectural Government website)

If a disaster occurs in Saitama Prefecture, you can find information about evacuation, resulting damage, and relief measures on this website.

A Guide to Living in Saitama

This site can also be accessed from cell phones.

Use this site to get information on disaster preparedness:

<https://www.pref.saitama.lg.jp/theme/anzen/index.html>

② Official Saitama Prefectural Government LINE Account

Provides information about disasters and disaster preparedness in multiple languages.

Please add the account as a friend to receive information.

(Available in Easy Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Nepali, Thai, Indonesia, Burmese, Khmer, Mongolian, Turkish, and Bengali)

Website: <https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/line-tagengo.html>

③ Multicultural Affairs Portal Site (CLAIR (Council of Local Authorities for International Relations) website)

Summarizes information you can use immediately in the event of a disaster.

Website: <https://www.clair.or.jp/tabunka/portal/disaster/index.php>

④ Response to Radioactive Substances (Saitama Prefectural Government Environmental Policy Division website)

The Saitama Prefectural Government regularly measures radiation levels in the air, tap water, and food products and assesses the effects of radioactive substances. Assessment results are uploaded to the Saitama Prefectural Government website (with a link to health consultation services).

Website: <https://www.pref.saitama.lg.jp/a0501/housyasen-sokuteikekka.html>

(7) Disaster Preparedness

① Disaster prevention trainings are offered in each city and town in Saitama Prefecture to prepare for disasters such as earthquakes. Please see the following website for a list of disaster prevention trainings open to non-Japanese residents:

Website: <https://www.pref.saitama.lg.jp/a0306/gaikokujinbosaikunren.html>

② The Saitama Prefectural Government website has a point-and-talk sheet and a questionnaire designed to help workers at evacuation centers and foreign evacuees communicate.

<https://www.pref.saitama.lg.jp/a0306/tabunkakyousei/hinanjokaiwa.html>

③ The Prefectural Government's website has a pamphlet with information on simple measures

you can take to prepare your home for disasters. (Available in English, Chinese, Korean, and Vietnamese)

<https://www.pref.saitama.lg.jp/a0401/library-info/20190801itsumo.html>

(8) Heat Stroke Prevention

Heat stroke can occur as a result of extended exposure to a hot environment. Symptoms of heat stroke include dizziness, lightheadedness, headache, nausea, convulsions, etc. If you suspect that you are suffering from heat stroke, move to a cool place and seek medical help.

Use the air conditioner when indoors and stay hydrated to prevent heat stroke.

5 Ways to Prevent Heat Stroke

Website: <https://www.pref.saitama.lg.jp/a0704/netsuchusyo/5point-e.html>

(Available in Simple Japanese, English, Chinese, Portuguese, Spanish, and Korean)