

1. Emergencies

A. Fire, Ambulance, & Rescue

Call 119, but only in the case of an emergency. Emergency operators only speak Japanese, but interpretation may be possible. Be prepared to provide the following:

- ① State if there is a fire or if you need an ambulance.
- ② Address (or nearby landmarks)
- ③ Phone number
- ④ Name

Interpretation can be provided in the following languages:

- ① 24-hour availability: English, Chinese, Korean, Portuguese, Spanish
- ② 10:00 a.m. to 6:00 p.m.: English, Chinese, Korean, Portuguese (Brazilian Portuguese included), Spanish, Thai, Vietnamese, Tagalog, French, Russian, Nepalese.

If you request an ambulance, the vehicles are equipped with multilingual computer tablets that can aid in communication. They have a wider range of available languages, including Indonesian, Burmese, Khmer, Mongolian, Arabic, Italian, Ukrainian, Urdu (Indian and Pakistani), Dutch, Sinhala (Sri Lanka), Danish, German, Turkish, Hungarian, Hindi (India), Polish, Malay (Malaysia), and Lao.


How to make a 119 report!


DON'T

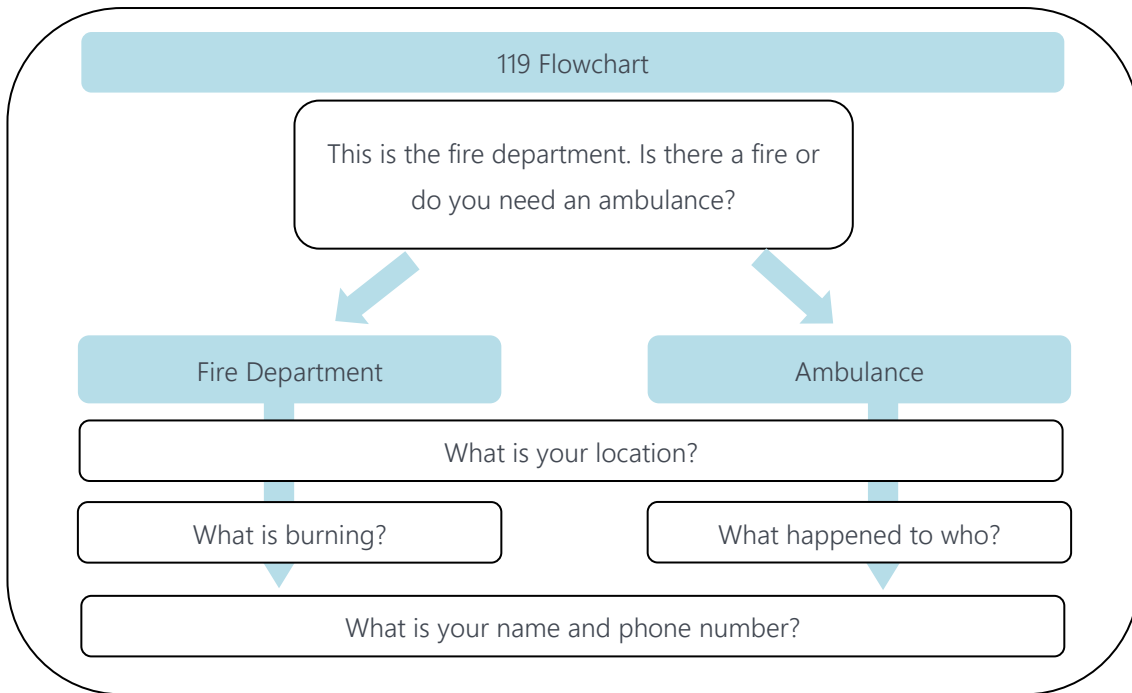
- Yell at the operator
- Hang up the phone without giving details
- Speak too fast to understand

DO

- Use landmarks or street names if you don't know the address
- Calmly answer the operator's questions
- Speak slowly and clearly







B. Police

Call 110. Police can be called in the case of threats, car accidents, or other emergency situations. Interpretation is possible in English and other languages.

Provide your:

- ① Name
- ② Phone number
- ③ Description of the incident
- ④ Incident location and time

- If you call with your mobile phone and GPS tracking is enabled, the police can find your location.
- In the event of a traffic accident, first call 119 if there are any injured parties. Then call 110.
- If you have lost an item or have found one, go the closest police station or police box.
- In a non-emergency situation, call the Iwamizawa Police Department at: 0126-22-0110



Useful phrases for emergencies	
Romanized Japanese	Translation
Watashi no namae wa ___ desu.	My name is ____.
Denwa bango wa _____ desu.	My phone number is _____.
Dorobo desu.	I've been robbed.
Keganin ga imasu.	Someone is injured.
Tasukete!	Help!
Basho wa _____.	The place is _____.
Kaji desu!	Fire!
Kyukyusha onegai shimasu!	Please send an ambulance!
Kotsu jiko desu!	There's been an accident!

Emergency calls can be made from public phones. Pick up the receiver, push the red emergency button and dial 110 or 119.

C. Natural Disasters

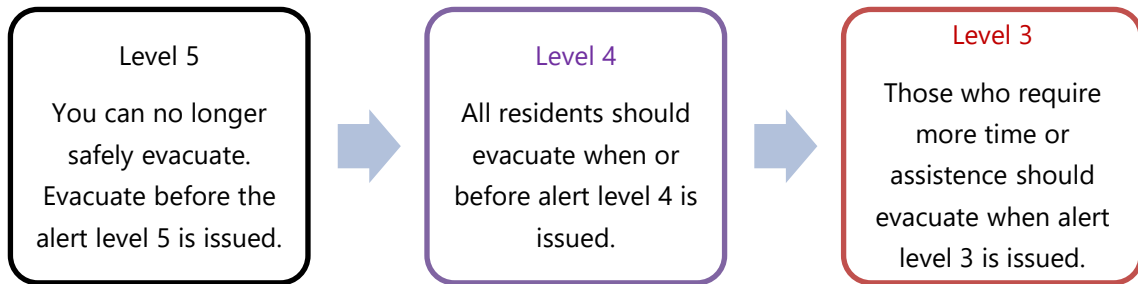
In the even of a flood or a landslide, evacuation information will be communicated using the following alert levels.

Alert level	Action	Information
5	Life-threatening danger. Take immediate action to protect your own safety.	Emergency safety measures
4	Everyone evacuates from dangerous areas.	Evacuation instructions
3	Those who need more time to evacuate (elderly, persons with disabilities, etc.) should evacuate.	Evacuation of those in need of assistance
2	Prepare for evacuation, check maps, emergency supplies, etc.	Heavy rain, flood, or storm surge advisories (Japan Meteorological Agency)
1	Be prepared for potential disasters.	Probability of warnings (Japan Meteorological Agency)

Things to note about alert levels:

- Alert level 5 is rarely issued, due in part to municipal governments being unable to grasp the severity of the disaster.

- Level 3 alert indicates that everyone should prepare to evacuate in case the alert level increases. People who have difficulty evacuating or need more time should proceed to evacuate themselves.



I. Evacuation


Evacuation is getting somewhere safe, not just moving to an evacuation shelter. Proceed with caution and determine the best action.

Escape	<ul style="list-style-type: none"> •Go a designated shelter. •Go to a friend or relatives house if in a safe area. •Drive to a safe area.
Stay inside	<ul style="list-style-type: none"> •If it is unsafe to leave a building, remain inside. •Get to the 2nd floor or higher. •Check the hazard map in advance to determine if a location is safe.
Emergency action	<ul style="list-style-type: none"> •If it is impossible to evacuate, do what you can to protect yourself from the hazard. •Get to as high an elevation area as possible, stay inside away from the elements, or evacuate to a next door building.

Hazard map

Hazard maps indicate which areas are prone to danger in the event of a natural disaster. They also indicate shelter locations and areas to avoid.

Iwamizawa City hazard map



II. General Preparedness

Be aware of evacuation shelters and inform yourself of the safest route to take in case of an emergency. Shelter locations are written on page 11.

Basic emergency supplies:

- Personal medication
- Sanitary supplies (toothbrush, wipes, sanitary napkins, diapers, etc.)
- FM radio
- Flashlight
- Batteries (including portable charger)
- Valuables (wallet, identification)
- Food (sealed and packaged)
- Water
- First aid kit
- A change of clothes
- Waterproof and heavy winter clothes
- Slippers



Prepare emergency supplies in advance. In the event of a major natural disaster, the city's infrastructure could be compromised and having emergency provisions will greatly help in such extreme situations.

Safety tips application:

The Ministry of Land, Infrastructure, Transport and Tourism (MLIT) developed a smartphone app for people visiting Japan, called "Safety tips". Its aim is to provide multilingual information in the event of natural disasters.

It provides up-to-date information on disasters, safety advice, useful phrases in many languages, and more. It is available in more than 14 languages. For more information, visit the webpage:

[\[https://www.mlit.go.jp/kankocho/news08_000325.html\]](https://www.mlit.go.jp/kankocho/news08_000325.html)

For Android



For iPhone



Email services:

There are two types of email services in Iwamizawa.

- ① Disaster prevention mail (Area mail): Emergency alerts in the event of an imminent natural disaster in Iwamizawa. NTT Docomo, KDDI (au), and Softbank Mobile send alert

mails to cell phones within the municipal district. No registration required. An alert mail will be sent automatically to the corresponding type of cell phone.

- ② Iwamizawa mail service: Disaster prevention, crime prevention, snow removal notices, public transportation notices. Scan the QR code below to register (Japanese).



The QR code will open an email. Send the email with the subject line and contents blank. When you receive a response, click the link to complete registration.

Internet resources

Weather information	Sapporo District Meteorological Observatory http://www.jma-net.go.jp/sapporo/
	Iwamizawa Meteorological Information http://www.agw.jp/iwamizawa/disaster/
Disaster prevention	Iwamizawa City homepage http://www.city.iwamizawa.hokkaido.jp/
	Hokkaido Disaster Prevention Information http://www.bousai-hokkaido.jp/ ※English
	Ministry of Land, Infrastructure, Transport, and Tourism (MLIT) http://www.mlit.go.jp/saigai/bosaijoho/ ※English
Water levels	MLIT http://www.river.go.jp/



III. Earthquakes

Japanese Meteorological Agency Seismic Intensity Scale (Shindo)			
shindo 震度 0	Tremors cannot be felt.	shindo weak 震度 5 弱	Tremors that impede movement. Objects swing violently, break, or fall. Furniture may move.
shindo 震度 1	Weak tremors that might be felt by those who are stationary and indoors.	shindo strong 震度 5 強	Moving is difficult without holding onto somethings. Objects continue to break and fall. Furniture, may topple over.
shindo 震度 2	Slightly stronger tremors that are likely to be felt by those indoors.	shindo weak 震度 6 弱	Difficult to remain standing. Wall tiles and windows may sustain damage and fall.
shindo 震度 3	Felt by most people indoors. Objects may rattle or swing.	shindo strong 震度 6 強	Impossible to remain standing. Most furniture will move and fall.
shindo 震度 4	Most people are startled or awoken. Objects may move significantly.	shindo 震度 7	Impossible to move due to the tremor. People may be thrown through the air. Buildings may collapse.

For more explanations of the seismic scale in different situations, visit the Japan Meteorological Agency website:

[\[https://www.jma.go.jp/jma/en/Activities/inttable.html\]](https://www.jma.go.jp/jma/en/Activities/inttable.html)

To help prepare for earthquakes, make a “earthquake safe zone” in your house, where things are less likely to fall, break, or move. In the event of an earthquake, you can go to this space to ensure your safety before evacuating.

- Secure furniture to prevent it from moving.
- Be aware of where items may fall or move.
- Make it away from windows.

Emergency Earthquake Alert

- Seismic waves are measured by devices at two different geographic spots. There are two types of activity measured: seismic activity (see table above) and long-period seismic motion*.
 - If seismic activity is measured at “shindo 5 weak”, an alert will be issued to electronic devices within an area of strength “shindo 4” or stronger shocks.
 - If long-period seismic motion is measured at level 3**, an alert will be issued to electronic devices within an area of strength level 3 or stronger shocks.
- The alert could come just a few seconds before the earthquake event, so be ready to act.





- Stay calm and protect your head while moving to a safe area, like under a table.
- Do not panic and run outside.
- Do not try and turn off a stove or heater if unsafe to do so.

*Long-period seismic motion refers to shaking due to an earthquake that lasts for longer than a quake on the seismic intensity scale. The scale measures degree of difficulty in human activities and degree of damage in buildings or objects.

**Level 3 means it is difficult to stand, unfixed furniture will move or shift, and cracks can form in walls.

In the event of an earthquake, there will be alert sirens from televisions, cellphones, and emergency FM radios.

When an earthquake happens, do not panic. Calmly assess the situation and act accordingly.

<p>Secure you and your family's safety</p> <p>Your life is the most important. When an earthquake occurs, first secure your own safety by getting under a desk or chair.</p> <p>Do not panic and rush outside. Move in a calm manner.</p>	
<p>Turn off appliances</p> <p>Once the shaking stops, turn off all appliances with a flame.</p> <p>When evacuating, turn off all gas valves and circuit breakers.</p>	
<p>Open the door and secure the exit</p> <p>There are times when the doors get stuck due to earthquakes. Make sure to secure your exit.</p>	
<p>Help those around you</p> <p>Call out to your neighbours to check if they are safe, especially to households with the elderly or handicapped.</p>	

Other things to do:

- Be cautious of aftershocks.
- Wear appropriate footwear.
- Check for updated information through television, radio, or internet.
- Do not enter buildings that have collapsed or are at risk of collapsing.

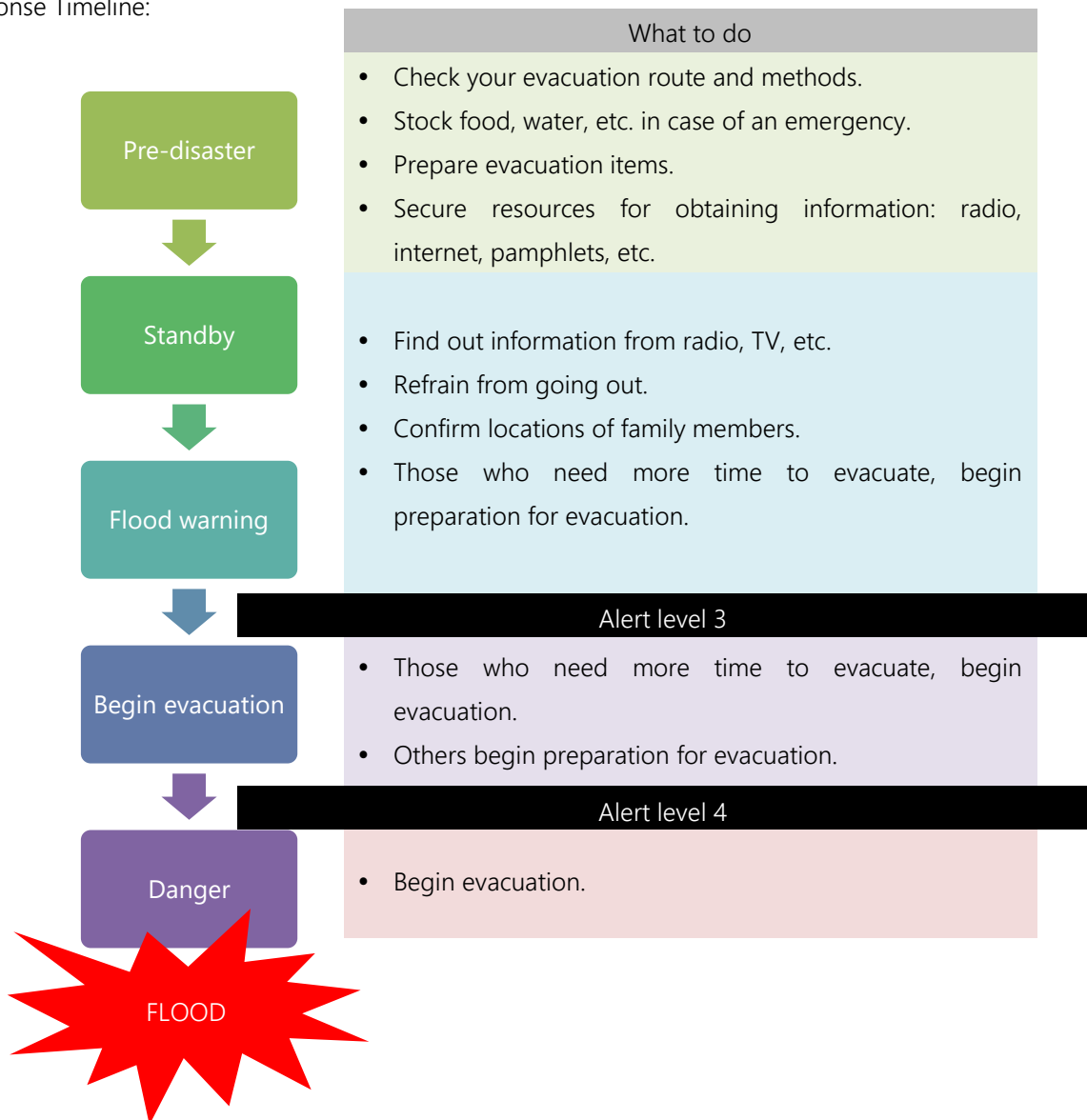
※If your residence is unaffected, do not feel compelled to evacuate.

IV. Floods

If there is a large amount of rain and your residence is near a river, it may be at risk of a flood. Refer to the following diagram to prepare for a disaster.

See page 4 of this guide for a QR code linking to the Iwamizawa hazard map, to check what areas are prone to flooding.

Response Timeline:



Types of landslides



Rockfall

Due to rain, melted snow, or earthquakes, the earth crumbles and slides. It can happen suddenly, therefore often causing injury to people who live nearby or cannot escape in time.



Mudslide

Rocks from mountains or rivers, sand, and dirt mix with large amounts of rain and violently slide down. It can reach speeds up to 40 km and instantly destroy buildings.



Landslip

Rain or melted snow soak into the ground, causing the land to intermittently slip. It occurs over a wide area all at once, causing serious damage. Once it starts it is very difficult to stop completely.

V. Evacuation Shelters

Living in an evacuation shelter may not be comfortable. There are some who have their health deteriorate due to stress and exhaustion. As life is communal, it is essential to help each other out by respecting rules and manners.



Communal life

- Have all your belongings gathered in one place.
- Write your name on your belongings to prevent confusion.
- There are people sleeping due to exhaustion or poor health, so be considerate of others.

Keep your surroundings clean

- Throw out garbage in designated areas. Keep the toilet clean after use.
- Keep your space neat and clean.

Be considerate of others

- If possible, help those who are elderly or handicapped.
- If changing diapers or prosthetics, try setting up a curtain to protect their privacy.

Food and Water

- At shelters, food will be rationed out. As food is limited, each person will only receive a single portion, and more can not be given at request.

- When the water supply is cut, water will be given out. Some people will have trouble moving it, so help them if you can.

Staying healthy at the shelter

- Be careful of infections and other contagious diseases.
- It is easy for colds, influenza, and other contagious diseases to spread. Take precautions by regularly washing your hands and putting on a mask.

Be careful of venous thrombosis

- If you stay seated in the same position for too long, blood clots can form in your veins. These can be life-threatening if they travel to other parts of your body. Avoid this by moving regularly.

VI. List of major evacuation shelters

Iwamizawa City and vicinity evacuation shelters		
No	Evacuation Shelter (Japanese)	Evacuation Shelter (Romanized Japanese)
1	第一小学校 (緑町3丁目7番1号)	Dai ichi shōgakkō (Elementary School) (Midori machi 3chōme 7ban 1gō)
2	総合体育館 (北3条西12丁目2番16)	Sōgō taiikukan (Sports Centre) (kita 3jō nishi 12chōme 2ban 16)
3	北真小学校 (稔町30番地7)	Hokushin shōgakkō (Elementary School) (Minorichō 30banchi 7)
4	東小学校 (東町2条7丁目977番地5)	Higashi shōgakkō (Elementary School) (Higashi machi 2jō 7chōme 977banchi 5)
5	東光中学校 (5条東14丁目1番地1)	Tōkō chūgakkō (Middle School) (5jō higashi 14chōme 1banchi 1)
6	岩見沢小学校 (2条東6丁目2番地)	Iwamizawa shōgakkō (Elementary School) (2jō higashi 6chōme 2banchi)
7	中央小学校 (7条西16丁目7番地3)	Chūō shōgakkō (Elementary School) (7jō nishi 16chōme 7banchi3)
8	生涯学習センターいわなび (4条西1丁目3番地4)	Shōgai gakushū sentā Iwanabi (Cultural Centre) (4jō nishi 1chōme 3banchi 4)
9	市民会館・文化センター (9条西4丁目1番地1)	Shimin kaikan・bunka sentā (Cultural Centre) (9jō nishi 4chōme 1banchi 1)
10	南小学校 (9条東2丁目1番地)	Minami shōgakkō (Elementary School) (9jō higashi 2chōme 1banchi)

Iwamizawa City and vicinity evacuation shelters		
No	Evacuation Shelter (Japanese)	Evacuation Shelter (Romanized Japanese)
11	光陵中学校 (春日町1丁目10番37号)	Kōryō chūgakkō (Middle School) (Kasugachō 1chōme 10ban 37gō)
12	美園小学校 (美園5条4丁目4番1号)	Misono shōgakkō (Elementary School) (Misono 5jō 4chōme 4ban 1gō)
13	日の出小学校 (かえで町2丁目1番1号)	Hinode shōgakkō (Elementary School) (kaedechō 2chōme 1ban 1gō)
14	岩見沢東高等学校 (東山8丁目1番1号)	Iwamizawa higashi kōtōgakkō (High School) (Higashiyama 8chōme 1ban 1gō)
15	志文小学校 (志文町161番地1)	Shibun shōgakkō (Elementary School) (shibunchō 161banchi 1)
16	清園中学校 (志文町927番地5)	Seien chūgakkō (Middle School) (shibunchō 927banchi 5)
17	幌向総合コミュニティセンター (幌向1条1丁目70番地)	Horomui sōgō komyunitī sentā (Horomui 1jō 1chōme 70 banchi)
18	幌向小学校 (幌向南2条1丁目180番地)	Horomui shōgakkō (Elementary School) (Horomui Minami 2jō 1chōme 180 banchi)
19	豊中学校 (幌向南2条1丁目59番地)	Yutaka chūgakkō (Middle School) (Horomui Minami 2jō 1chōme 59 banchi)
20	上幌向中学校 (上幌向北1条4丁目745番地8)	Kamihoromui chūgakkō (Middle School) (Kamihoromui kita 1jō 4chōme 745 banchi 8)
21	メープル小学校 (上志文町107番地1)	Mēpuru shōgakkō (Elementary School) (kamishibunchō 107banchi 1)
22	岩峰地区農地流動化センター (峰町330番地3)	Iwamine chiku nouchi ryūdouka sentā (Minemachi 330 banchi 3)
23	朝日コミュニティ交流センター (朝日町176番地22)	Asahi komyunitī kōryū sentā (Community Hall) (Asahichō 176banchi 22)
24	毛陽コミュニティ交流センター (毛陽町534番地11)	Mōyō komyunitī kōryū sentā (Community Hall) (mōyōchō 534banchi 11)
25	北村トレーニングセンター (北村赤川595番地4)	Kitamura torēningu sentā (Sports Centre) (kitamura akagawa 595 banchi 4)

Iwamizawa City and vicinity evacuation shelters		
No	Evacuation Shelter (Japanese)	Evacuation Shelter (Romanized Japanese)
26	北村中学校 (北村中央4725 番地)	Kitamura chūgakkō (Middle School) (kitamura chūō 4725 banchi)
27	北村小学校 (北村中央4725 番地)	Kitamura shōgakkō (Elementary School) (kitamura chūō 4725 banchi)
28	豊正地区自治会館 (北村豊正 778 番地 141)	Hōsei chiku jichi kaikan (Kitamura hōsei 778 banchi 141)
29	美唄達布地区自治会館 (北村美唄達布 4614 番地)	Bibai tappu chiku jichi kaikan (Kitamura bibai tappu 4614)
30	幌達布地区自治会館 (北村幌達布 5180 番地 22)	Horotappu chiku jichi kaikan (Kitamura Horotappu 5180 banchi 22)
31	砂浜地区自治会館 (北村砂浜 361 番地 12)	Sunahama chiku jichi kaikan (Kitamura sunahama 361 banchi 12)
32	東地区自治会館 (北村中小屋 524 番地 59)	Higashi chiku jichi kaikan (Kitamura nakagoya 524 banchi 59)
33	栗沢市民センター (栗沢町北本町 168 番地 36)	Kurisawa shimin sentā (Community Hall) (Kurisawachō kitahonchō 168banchi 36)
34	必成地区集会所 (栗沢町必成195 番地4)	Hissei chiku shūkaijo (Kurisawa machi hissei 195 banchi 4)
35	西地区集会所 (栗沢町北斗 601 番地 1)	Nishi chiku shūkaijo (Kurisawa machi hokuto 601 banchi 1)
36	岐阜地区集会所 (栗沢町岐阜 207 番地 2)	Gifu chiku shūkaijo (Kurisawa machi gifu 207 banchi 2)
37	由良地区集会所 (栗沢町由良 419 番地 1)	Yura chiku shūkaijo (Kurisawa machi yura 419 banchi 1)
38	茂世丑地区集会所 (栗沢町茂世丑 309 番地 1)	Moseushi chiku shūkaijo (Kurisawa machi moseushi 309 banchi 1)
39	上幌地区集会所 (栗沢町上幌 350 番地 1)	Kamihoro chiku shūkaijo (Kurisawa machi kamihoro 350 banchi 1)
40	栗丘地区集会所 (栗沢町栗丘 201 番地 11)	Kurioka chiku shūkaijo (Kurisawa machi Kurioka 201 banchi 11)

Iwamizawa City and vicinity evacuation shelters		
No	Evacuation Shelter (Japanese)	Evacuation Shelter (Romanized Japanese)
41	弥生ヶ丘地区集会所 (栗沢町最上 298 番地 17)	Yayoigaoka chiku shūkaijo (Kurisawa machi mogami 298 banchi 17)
42	栗沢 B&G 海洋センター (栗沢町最上 506 番地 1)	Kurisawa B&G kaiyō sentā (Sports Centre) (Kurisawachō mogami 506 banchi 1)
43	最上北栄地区集会所 (栗沢町最上 2 番地 45)	Mogami hokuei chiku shūkaijo (Kurisawa machi Mogami 2 banchi 45)
44	宮村地区集会所 (栗沢町宮村 186 番地)	Miyamura chiku shūkaijo (Kurisawa machi miyamura 186 banchi)
45	美流渡コミュニティセンター (栗沢町美流渡栄町 93 番地)	Miruto komyunitī sentā (Kurisawa machi miruto sakaecho 93 banchi)
46	万字地区集会所 (栗沢町万字英町 1 番地 2)	Manji chiku shūkaijo (Kurisawa manji hanabusa cho 1 banchi 2)
47	ホテルサンブラザ (4 条東 1 丁目 6 番地 1)	Hoteru sanpuraza (Hotel) (4jō higashi 1chōme 6banchi 1)
48	北村温泉ホテル (北村赤川 156 番地 7)	Kitamura onsen Hotel (kitamura akagawa 156 banchi 7)

For more details about the evacuation shelters, visit the Iwamizawa city hall website:

岩見沢市指定避難所一覧 (Iwamizawa shi shitei hinanjo ichiran)



[https://www.city.iwamizawa.hokkaido.jp/soshiki/bosaitaisakushitsu/anshin_anzen/1/2/1/2409.html]