

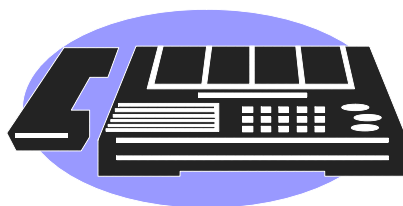
**Tokyo Metropolitan
Disaster Information Center
for Foreign Residents (T.M.DIC)**

Q & A Manual

**Culture Promotion Division
Bureau of Citizens and Cultural Affairs
Tokyo Metropolitan Government**

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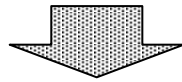
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Questions (Foreign Residents)

【Q 1】 Where do I go when I evacuate?

【Q 2】 Can I go home and pick up my belongings?



Answers (T.M.DIC)

【A 1】 Where do you live?

Ward officials will announce the evacuation site from the “Information Broadcast Vehicle.” Please evacuate to the place they request.

Please follow ward officials, policemen or fire-fighters, and evacuate to the “Temporary Gathering Location” with your neighbors. Do not hurry. Stay calm. , the local park is your “Temporary Gathering Location.” , the local school is your “Evacuation Area.”

【A 2】 If a fire has started, an “Evacuation Advisory” is issued in that area. Please go to the “Evacuation Area” and wait there until the fire has been put out.

House-inspection specialists will check the safety level of houses. Please stay away from collapsed buildings or houses until their inspection results are released.

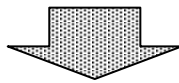
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- ◆ “Information Broadcast Vehicle” (広報車)
Vehicle that travels around the local area to broadcast disaster-related information.
- ◆ “Temporary Gathering Location” (一時集合場所)
Place where people affected by a disaster gather and assess the situation before going to an Evacuation Area, such as school grounds, parks, temples or shrines.
- ◆ “Evacuation Advisory” (避難勧告)
Government notice that recommends the evacuation of people who are living in vulnerable areas.
- ◆ “Evacuation Area” (広域避難場所 (避難場所))
Open spaces, such as parks and playing fields, with a large area for protecting evacuees from fires and other dangers arising from major earthquakes.

1 Evacuation < 1-3 First Aid Station >

Questions (Foreign Residents)

- 【Q 1】 My hand is injured and I want to get treatment as soon as possible.
Where should I go?
- 【Q 2】 I cannot get my health insurance card and purse from my house.
Where can I get free medical treatment at this time?
- 【Q 3】 What if I cannot explain my symptoms well in Japanese?



Answers (T.M.DIC)

- 【A 1】 Where are you right now?
A temporary “First Aid Station” is set up in Park. Upon a request from the ward headquarters, the Tokyo Metropolitan Government has sent medical aid staff to your area. Please go there to get proper treatment.
- 【A 2】 Free medical treatment is available at the “First Aid Station” in Park. The “First Aid Station” is temporarily located in the neighborhood of .
- 【A 3】 Do not worry. The Tokyo Metropolitan Government has sent volunteers who can speak different languages to help. If you need a translator or interpreter, please contact the Foreign Residents’ Advisory Counter of Ward. The phone number is - - .

< Reference >

- ◆ “First Aid Station” (救護所 (医療救護所))
Medical rescue centers set up at disaster areas, emergency shelters and hospitals to treat injured persons.

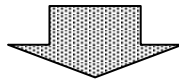
2 Getting information during a disaster

< 2-1 How to get information about a disaster >

Questions (Foreign Residents)

【Q 1】 How can I get information about the disaster?

【Q 2】 Where can I find TV or radio broadcasts in foreign languages?



Answers (T.M.DIC)

【A 1】 Listen to the Information Broadcasting Vehicles and Disaster Preparedness Broadcasts. You can also get information from local radio stations or cable TV.

Go to nearby shelters and check the bulletin boards.

Ask the information center in your town and/or check their website and publications.

A word of caution:

Pay close attention to information from ward offices, fire stations and police stations. Do not get confused by unconfirmed rumors. When a disaster occurs, you may not get enough information or only get word-of-mouth information.

【A 2】 On TV, you can find English language broadcasts on a sub-channel of NHK news (Channel 1). On the radio, the second NHK station (693KHz), AFN (810KHz) and InterFM (76.1MHz) have broadcasts in English and in 10 other different languages.

< Reference >

◆ “InterFM” (インターFMの放送言語)

English, Japanese, Chinese (Mandarin), Korean, Thai, Indonesian, Tagalog, Portuguese, Spanish, and French broadcasts are available.

◆ “Disaster Preparedness Broadcasts” (防災行政無線放送)

When a disaster occurs or is anticipated, information and evacuation instructions are provided over outdoor loudspeakers.

2 Getting information during a disaster

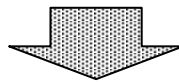
< 2-2 Confirmation of damages >

Questions (Foreign Residents)

【Q 1】 Could you tell me about the transit situation in Tokyo?

【Q 2】 I want to go home by car. What are the road conditions now? Is there any way for me to get home?

【Q 3】 I am living in _____ area. What is the water, gas and electricity recovery situation?



Answers (T.M.DIC)

【A 1】 In Tokyo, JR, subways and private railroad transit have all stopped.
At this moment, there is no service on the _____ -Line between _____ Station and _____ Station.
There is a shuttle service between _____ Station and _____ Station on the _____ -Line.

【A 2】 Some buildings have collapsed and a lot of debris is scattered on the roads. There are also cracks in the ground. As such, most of the main roads are blocked.
TV and radio programs are broadcasting traffic information. Listen to them carefully and do not make any rash decisions.
The _____ Road, between _____ and _____, will likely take more time for recovery.

【A 3】 Electricity, gas and water supply have stopped. It will take time to restore them. It is also difficult to use phones now.
The electricity supply in the _____ area will be recovered today.

< Reference >

◆ “Stranded Persons” (帰宅困難者^{きたくこんなんしや})

Commuters, students, shoppers, etc. in Tokyo who cannot return home on foot by the morning after an earthquake.

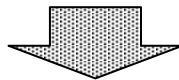
2 Getting information during a disaster
< 2-3 Confirmation of a person's safety >

Questions (Foreign Residents)

【Q 1】I would like to find out if my friend from who lives in Ward is safe. How can I confirm their safety?

【Q 2】 This is Embassy.
Can you confirm the safety of (nationality) citizens?
This is Newspaper Company.
What is the situation of the disaster victims from area?

【Q 3】 I am in an affected area. I would like to inform my friends in Tokyo about my safety, but I cannot contact them. How can I communicate with them?



Answers (T.M.DIC)

【A 1】 In that area, phone lines have become overcrowded since the earthquake occurred. Please wait until the person in question contacts you.

【A 2】 I do not have the accurate numbers yet, but many people seem to be injured and there has even been some deaths. Evacuation of the victims to the Emergency Shelters has begun.

They are some (nationality) in the Emergency Shelter. But I cannot tell you who they are, as the names of injured or hospitalized persons are not announced, except in the case of death. In the case of deceased persons, their names are usually announced officially.

According to the present information, (number) of (nationality) in Ward were injured and taken to the hospital.

【A 3】 You can use NTT's "Disaster Message Exchange". This lets you record your safety information, so people in unaffected areas can play-back and hear your messages.

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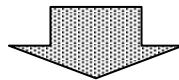
- ◆ "NTT Disaster Message Exchange" (NTT災害伝言ダイヤル)
Dial "171" and follow the instructions to record or play-back your messages.

3 Sending out & receiving volunteers

Questions (Foreign Residents)

【Q 1】 I was told that the Government of Tokyo can send out interpreters to help those who need this service. Could you send us a interpreter right away?

【Q 2】 I am from . I would like to work as a volunteer to help foreign victims of the disaster. How can I help them?



Answers (T.M.DIC)

【A 1】 The Tokyo Metropolitan Government can send out foreign language-speaking volunteers upon request from local municipalities. Please contact the Foreigners Advisory Counter at Ward. The phone number is - - .

(Confirming the situation)

Where are you now?

What is the condition of the victims there?

How many interpreters do you need?

【A 2】 Thank you. There is a registration office at in Ward. Please contact this office. After you are registered, you will get information about where to go. The address is - - , Ward. The phone number is - - .

< Reference >

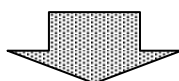
The present situation is difficult and this means that as a volunteer, you cannot expect to have accommodation and provisions ensured. Therefore, you are expected to make this a one-day activity, so please bring your lunch or food. It is recommended that you wear thick-soled shoes and carry your belongings in a backpack.

4 Entry and residence

Questions (Foreign Residents)

【Q 1】 I want to return to my country temporarily, because my rented apartment (or house) was severely damaged in the earthquake. What are the necessary procedures for a temporary exit?

【Q 2】 My visa has already expired. What should be my next step?



Answers (T.M.DIC)

【A 1】 I understand that the Tokyo Regional Immigration Bureau will extend the term of residence and permit to re-enter Japan for foreign residents who wish to return temporarily to their countries for the purpose of evacuation after a disaster. In this situation, there is no need to apply for a new entry visa.

For more information about the Re-entry Permission System, please contact the “Immigration Information Center” at the Tokyo Regional Immigration Bureau. The phone number is 03-5796-7112.

【A 2】 Please contact the “Immigration Information Center” at the Tokyo Regional Immigration Bureau. The phone number is 03-5796-7112.

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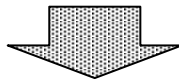
- ◆ “Immigration Information Center (Tokyo Regional Immigration Bureau)”
とうきょうにゅうこくかんりきょく がいこくじんざいりゅうそうごう
(東京入国管理局「外国人在留総合インフォメーションセンター」)

Questions (Foreign Residents)

【Q 1】 I am a _____ (nationality). I have been in Japan for one week as a tourist. I am scheduled to go home tomorrow, but I lost my passport during the confusion of the earthquake. What should I do?

【Q 2】 My Foreigner's Registration Certificate was burnt to ashes by a fire resulting from the earthquake. What should I do?

【Q 3】 My house was burnt down by a fire resulting from the earthquake, and I lost all my money. Can I receive compensation for my damages?



Answers (T.M.DIC)

【A 1】 You have to go to _____ Embassy and ask them to reissue your passport. _____ Embassy is located in _____, _____ Ward. The telephone number is _____ - _____ - _____.

【A 2】 You can get it reissued at the Foreigner's Registration Counter of your municipal office. Please make sure you apply for its reissue as soon as possible.

【A 3】 If you have a "Victim's Certificate," you can receive various services such as supplies or loans of money and goods. However, tourists, illegal aliens and expired visa holders are not eligible to receive a "Victim's Certificate."

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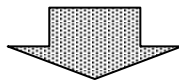
◆ "Victim's Certificate" (1)災証明書さいしやうめいしょ)

Document that proves you are a victim of the subject disaster. Issued by the municipal government or the fire department, and used by disaster victims to apply for special services such as distribution of money and goods, loans, etc.

Questions (Foreign Residents)

【Q 1】 I do not understand Japanese well. What is the location and name of a hospital that provides treatment in foreign languages?

【Q 2】 My foreign neighbor's home was broken into during the confusion of the disaster. This neighbor claims that his/her cash and credit cards were stolen. Where should he/she report the robbery? Where can he/she receive counsel?



Answers (T.M.DIC)

【A 1】 Please contact the “Tokyo Metropolitan Health and Medical Information Center.” This center provides information about medical clinics and the Japanese medical system.

Telephone: 03-5285-8181

Open: 9:00 am-8:00 pm

【A 2】 Please contact the “Foreign Residents’ Telephone Consultation Corner” of the Tokyo Metropolitan Police Department.

Telephone: 03-3503-8484

Open: 8:30 am-5:00 pm

< Reference >

- ◆ “Tokyo Metropolitan Health and Medical Information Center”
とうきょうとほけんいりりょうじょうほう
(東京都保健医療情報センター)

This center provides medical information service and emergency interpretation service in English, Chinese, Korean, Thai and Spanish.

- ◆ “Metropolitan Police Department Foreign Residents’ Telephone Consultation Corner” (けいし ちやうがいこくじんこま 警視庁外国人困りごと そうだん 相談コーナー)

This service provides service in 13 languages: English, Chinese (Mandarin and Cantonese), Korean, Thai, Spanish, French, German, Portuguese, Persian, Urdu (Pakistan), Tagalog, Russian.

ほんやく
翻訳:

まぶち えつこ みやぢ かおり ふきあげ みつえ こやま たかひろ
馬淵 悦子、宮地 香織、吹上 光恵、小山 隆弘、
まくうち みちこ うちの かずえ かわむら やすひろ
幕内 美智子、内野 一恵、河村 保弘、
かつもと まゆこ ののやま けいこ
勝本 繭子、野々山 圭子、サリー-T.K.イトウ

Translators: Etsuko Mabuchi, Kaori Miyaji, Mitsue Fukiage, Takahiro Koyama
Michiko Makuuchi, Kazue Uchino, Yasuhiro Kawamura,
Mayuko Katsumoto, Keiko Nonoyama, Sally T.K. Ito

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**Tokyo Metropolitan Disaster Information Center for Foreign Residents
Q & A Manual**

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Bureau of Citizens and Cultural Affairs, Tokyo Metropolitan Government

Address : 2-8-1 Nishi-Shinjuku, Shinjuku Ward, Tokyo 163-8001, Japan

Tel : 03-5388-3156(direct)

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〒163-8001 東京都新宿区西新宿 2-8-1

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