

## Chapter 2

### Emergencies and Disasters, Crime Prevention, and Traffic Safety



Saitama's Prefectural Mascot  
Kobaton

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- 2 Japanese Road Rules
- 3 Traffic Accidents
- 4 Crime Prevention
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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**. 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 operate to transport 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 to and from the hospital and outpatient visits (fees apply).

**- Example 119 Emergency Calls -**

|                       |  |                                     |
|-----------------------|--|-------------------------------------|
| Fire:                 | <b>“Kaji desu.” “〇〇 ga moeteimasu.”</b><br>“There’s a fire.” “〇〇 is burning.”  |                                     |
| Medical               | <b>“Kyuukeyuu-sha o onegai shimasu. Koutsuu jiko de keganin ga imasu.”</b>   |                                     |
| Emergency:            | “Please send an ambulance. Someone has been injured in a car accident.” (Give details such as whether people are trapped inside [“hasamarete iru”], etc.)<br><br><b>“Kyuukeyuu-sha o onegai shimasu. Kyuubyuu-nin ga demashita.”</b><br>“Please send an ambulance. Someone has become suddenly ill.” (Give details such as whether they have lost consciousness [“ishiki ga nai”], etc.) |                                     |
| Where:                | <b>“Basho wa 〇〇 machi 〇〇 banchi desu.”</b>   | “The address is 〇machi 〇banchi.”    |
|                       | <b>“Denwa bango wa, 〇〇〇-〇〇〇〇 desu.”</b>  | “The telephone number is 〇〇〇-〇〇〇〇.” |
|                       | <b>“Chikaku ni 〇〇 ga arimasu.”</b>   | “There’s a (n) 〇〇 nearby.”          |
| Caller’s Information: | <b>“Watashi no namae wa, 〇〇 desu.”</b>   | “My name is 〇〇.”                    |

## (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:                    | <b>“Dorobou (hittakuri) higai ni aimashita. Kega nin wa imasen.”</b><br>“I have encountered a robber (bag snatcher). There is no one hurt.”   |
| When:                        | <b>“Ima kara san (3) pun kurai mae desu.”</b><br>“Approximately three (3) minutes ago.”   |
| Where:                       | <b>“○ machi ○ banchi desu. Chikaku ni ○○ yuubinkyoku ga arimasu.”</b><br>“The address is ○machi ○banchi. The ○○ post office is nearby.”   |
| Information on the Criminal: | <b>“○○ iro no baiku ni notta futarigumi de, ○○ eki houkou ni nigete ikimashita.”</b><br>“There were 2 people. They got on a ○○ (color) bike and fled in the direction of ○○ station.” |
| Caller's Information:        | <b>“Watashi no namae wa, ○○ desu. Denwa bango wa ○○○-○○○ desu.”</b><br>“My name is ○○. My telephone number is ○○○-○○○.”   |

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

- ① Green public telephones  
Telephones with red emergency button:  
Pick up the receiver and push the red emergency button. Then dial 110 or 119.  
Telephones with no red emergency button:  
Pick up the receiver and dial 110 or 119.
- ② Gray public telephones: Pick up the receiver and dial 110 or 119.

## (4) 110 App, Email 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

- ② Email 110: <http://saitama110.jp/>  
③ Fax 110: 0120 - 264 - 110 (Toll-free number)

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## **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 any police instructions.

### **(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 side strip, pedestrians should walk on the right shoulder of the road.
- If there are crossing signals at an intersection, obey the signals.
- If there are no crossing signals at a pedestrian crossing, signal your intent to cross by raising your hand, etc.
- When crossing the road, look left and right and check that it is safe to cross.
- 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.
- Obey the traffic lights and always stop at crossings. Check the safety of the surroundings before starting to ride again.
- Use a bicycle light when riding at night.
- It is illegal to ride after drinking 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 while intoxicated (drunk driving) is strictly 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) 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 while intoxicated (drunk driving) is strictly prohibited.

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### **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 calculation of indemnity. This service is offered from 9:00 - 12:00, 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 (Prefectural Citizens Consultation Center)<br>3-15-1 Takasago, Urawa-ku, Saitama-shi | Mon - Fri<br>(Excluding National Holidays and the New Year's holiday period)<br>9:00 - 12:00, 13:00 -17:00<br>(Reception closes at 16:30) |

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

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## 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) Burglary of an Empty House

- 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 repeatedly give children the following instructions:

- ① Never be alone.
- ② Do not go with strangers.
- ③ Yell loudly for help.
- ④ Tell someone at home 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 cell 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>

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## **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 crime or accident, such as poor mental and physical health due to the crime or accident, increased economic 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, and multiple support services are offered in one consultation.



## Consultations and Inquiries

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

Website:

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



### (3) For Victims of Sex Crimes

#### - Phone Consultation for Sexual Violence Crimes: Iris Hotline -

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           |
|---|---|--|---------------------------|
| Number for<br>Consultations on<br>Sexual Violence<br>Crimes: Iris Hotline | #8891<br>0120-31-8341<br>or<br>048-839-8341 | 1-10-1 Numakage, Minami-ku, Saitama-shi<br>(Lamza Tower 3F, Musashi-Urawa Godo Chosha) | 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, where and how you will evacuate, 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, Spanish, Portuguese, Tagalog, Vietnamese, Arabic, Urdu, Thai, Turkish, Malay)

Website: <http://www.police.pref.saitama.lg.jp/q0050/kurashi/earthquake-foreigner.html>

## **(2) Typhoons**

Typhoons are tropical low-pressure systems accompanied by heavy rain and strong wind. They most often strike Japan during summer and autumn. 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, 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 information in English and other languages:

Radio: Inter FM897 (89.7 MHz) and NHK 2 (693 kHz)

TV: NHK Channel 1 (secondary audio programming)

Satellite Broadcasting Channels 1 and 2 (secondary audio programming)

#### (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:

|                                |   |
|--------------------------------|---|
| <b>docomo:</b>                 | <a href="http://dengon.docomo.ne.jp/top.cgi">http://dengon.docomo.ne.jp/top.cgi</a> (Japanese)<br><a href="http://dengon.docomo.ne.jp/Etop.cgi">http://dengon.docomo.ne.jp/Etop.cgi</a> (English)     |
| <b>au:</b>                     | <a href="http://dengon.ezweb.ne.jp/">http://dengon.ezweb.ne.jp/</a> (Japanese)<br><a href="http://dengon.ezweb.ne.jp/E/service.do">http://dengon.ezweb.ne.jp/E/service.do</a> (English)               |
| <b>Softbank /<br/>YMOBILE:</b> | <a href="http://dengon.softbank.ne.jp/pc-1">http://dengon.softbank.ne.jp/pc-1</a> (Japanese)<br><a href="http://dengon.softbank.ne.jp/pc-e1.jsp">http://dengon.softbank.ne.jp/pc-e1.jsp</a> (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.

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 Disaster Support Information for Foreign Residents (CLAIR (Council of Local Authorities for International Relations) website)

This site includes information on disaster support information for foreign residents and links to other websites which are useful in gathering and disseminating disaster support-related information. Examples of disaster support activities and disaster prevention measures for

foreign residents in different regions as well as links to websites on support activities by foreign residents in Japan are also available.

Website: <https://www.clair.or.jp/j/multiculture/tagengo/saigai.html>

③ 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/20190801tsumo.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 (Available in Simple Japanese, English, Chinese, Portuguese, Spanish, and Korean)

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