

How to respond if a disaster makes it difficult for you to get home

In the event of an earthquake or other disaster



By following these instructions, you can help to minimize crowding and confusion in the event of a disaster.

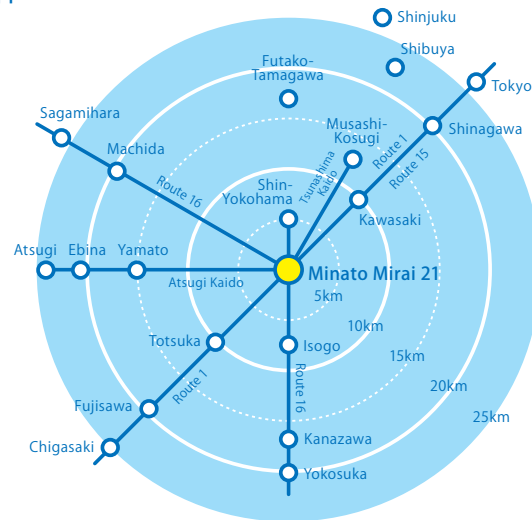
3 Considering walking home

It is important to gather accurate information and remain calm at all times. Do not start moving without a clear plan. First, consider whether it is realistic for you to walk home in your present circumstances.

Estimated walking time

As a general guideline, the distance that an average person can walk in an hour is said to be around 5 kilometers.

Approximate direct distances



Support stations for people walking home after a disaster

Look for these stickers at convenience stores, family restaurants, gas stations, and similar places throughout the city. Places displaying these stickers will serve as support stations to help people walking home in the event of a disaster.



- They will provide assistance by:
- Providing access to tap water and toilet facilities
 - Offering maps and road information
 - Providing disaster information obtained from radio broadcasts, etc.
 - Providing temporary rest places

What to carry with you when walking home

- | | | |
|---|--------------------------------------|---|
| <input type="checkbox"/> Map | <input type="checkbox"/> Flashlight | <input type="checkbox"/> Comfortable clothes for walking in |
| <input type="checkbox"/> Warm clothing | <input type="checkbox"/> Sneakers | <input type="checkbox"/> Snacks |
| <input type="checkbox"/> Gloves | <input type="checkbox"/> Waterproofs | <input type="checkbox"/> Drinking water |
| <input type="checkbox"/> Portable radio | <input type="checkbox"/> Towel | <input type="checkbox"/> Portable phone charger |

Safety considerations and good conduct when walking home

- Safety considerations**
- Protect yourself against adverse weather (cold, heat, rain)
 - Regularly replenish supplies of drinking water and snacks (candies, etc.)
 - Wear comfortable shoes for walking in
 - Avoid walking alone if possible
 - At night, visibility is often poor and walking can be dangerous (because of power cuts, rubble, and other damage caused by the earthquake)
 - Major roads are likely to be crowded with people walking home (On roads heading to Tokyo there will also be many people walking in the opposite direction, returning home toward Yokohama.)
- Good conduct**
- Remember to help others and give them priority when necessary
 - Never walk on the roads (this causes traffic congestion)

1 Contacting family members Gathering useful information

Disaster message board WEB 171

<https://www.web171.jp/web171app/disasterTop/?english>

You can use text messages (enter up to 200 single-byte characters) to let people know you are safe and to check on the safety of others.

Disaster information

Disaster and emergency management information on the Yokohama City website

<https://www.city.yokohama.lg.jp/lang/residents/en/emergencies/>

Yokohama City Disaster Prevention Twitter

[@yokohama_saigai](https://twitter.com/yokohama_saigai)

Japan National Tourism Organization (JNTO)

WEB <https://www.japan.travel/en/>

Hotline 050-3816-2787

App <https://www.jnto.go.jp/smartapp/eng/about.html>

Japan Safe Travel (JST) Twitter

[@JapanSafeTravel](https://twitter.com/JapanSafeTravel)

NHK WORLD-JAPAN

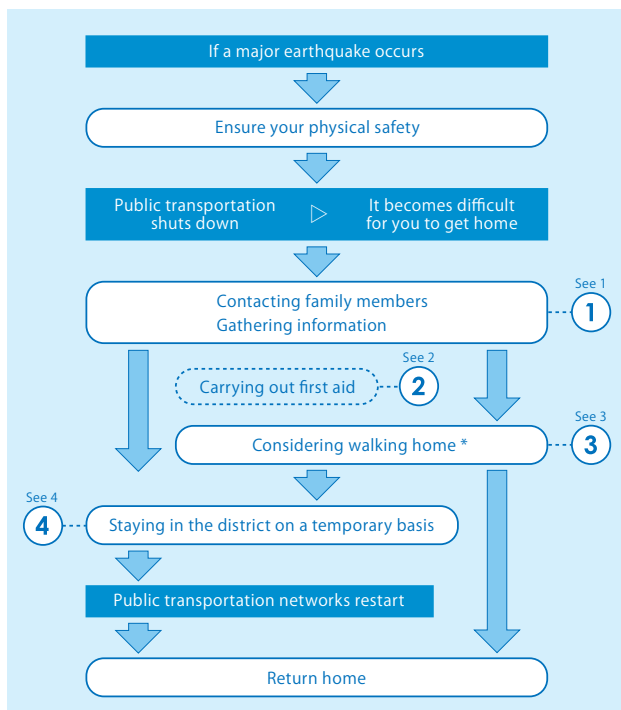
Japan Meteorological Agency

<https://www.data.jma.go.jp/multi/>

In the event of a severe, large-scale disaster, in addition to the SSID "YOKOHAMA Free Wi-Fi" that Yokohama City currently provides free of charge, the SSID "00000JAPAN," which does not require user registration, will also become available.

What Happens If You Can't Get Home in the Event of a Disaster

This district has a high resistance to earthquakes and other disasters. The buildings in the district have disaster prevention measures in place and feature high levels of seismic resistance technology. It is widely recognized as a safe area in the event of a disaster.



* If everyone tries to return home at once, it will cause massive congestion on roads and in stations. This could lead to a dangerous situation.

4 Staying in the district on a temporary basis

Using temporary stay facilities for people unable to get home

Temporary facilities for people unable to get home provide a place to rest, as well as toilet and tap water facilities and information, to the extent that businesses can provide these services, depending on conditions after the disaster.

Facilities provided include:

- A place to rest
- Access to tap water
- Toilets
- Information

Please offer help to people who may need special assistance (the elderly, people with disabilities, those with young children, pregnant women, children, foreign visitors, etc.).

When a disaster happens, the spirit of mutual assistance is more important than ever. Remember to help other people and give priority to others where necessary.

Things to remember when using temporary facilities for people unable to get home

- Temporary stay facilities for people unable to get home will not open immediately after a disaster. In the first instance, you should wait in the station or other facility you are using when disaster hits.
- Not all designated facilities may be available, owing to disaster damage, or circumstances relating to the business or special events. Some facilities may already be full.
- Temporary stay facilities offer access to tap water and toilet facilities, but it may not be possible depending on conditions after the disaster.
- Preparations to open the facilities will take some time.
- Make sure to use the facilities in an appropriate manner, and follow the instructions of the person in charge.
- You may stay in a temporary facility overnight until the morning after the disaster.

Please help prevent the spread of COVID-19 by taking steps including the following:

- Wear a mask, disinfect your hands, monitor your temperature, and install the official COVID-19 contact confirming app (COCOA) on your smartphone. https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/cocoo_00007.html
- Maintain social distance, wash your hands regularly, and ensure that you practice good cough etiquette (when you cough or sneeze, cover your mouth and nose with a mask, a tissue or handkerchief, or your sleeve)
- If you have a fever or cough, or feel unwell in any other way, immediately inform the person in charge at the facility, and follow instructions.

Measures to take during a stay at a temporary facility

Dealing with cold

- Wrap a towel around your neck
- Use a body warmer ("kairo") to keep the small of your back warm.
- Place plastic bottles filled with warm water under your armpits.
- Use newspaper to conserve heat (by placing it over your body or wrapping it around your belly or your feet).
- Use cardboard or other materials as sheets.

Dealing with heat and preventing heatstroke

- Make sure to drink enough water to avoid heatstroke and dehydration.
- If you feel hot, try to cool the areas around your neck and under your armpits.

Other safety considerations

- Conserve energy; do not wander around unnecessarily.
- Put your smartphone or mobile device in energy-saving mode, and make sure that it is always ready to receive calls or messages.

Areas around stations with crowd of people

At the time of the Great East Japan Earthquake in 2011, all railway services stopped immediately after the earthquake, and many people were unable to get home. Areas around stations were crowded and chaotic until the following morning with people waiting for trains to start running again.



The area around Yokohama Station with crowd of people immediately after the March 11 earthquake, 2011
Photo provided by City of Yokohama government

2 Carrying out first aid

CPR (Cardiopulmonary resuscitation)

1. Check to see if the affected person is responsive and conscious.
2. Ask for assistance.
3. Check breathing.
4. Carry out chest compressions.
5. Carry out artificial respiration. In case of doubt, carry out chest compressions only.
6. Use an AED (automated external defibrillator).



Cardiopulmonary resuscitation using an AED (automated external defibrillator)

1. Turn on the machine. The AED will instruct you to attach the electrode pads to the patient's chest.
2. The AED will automatically analyze whether an electric shock is necessary. Do not touch the injured person while the machine is making this analysis.
3. If an electric shock is necessary, make sure that no one is touching the patient. The automated instructions will tell you to press the Shock button.
4. After the shock is administered, immediately resume cardiopulmonary resuscitation, starting with chest compressions.



Broken bones

1. Place splints on both sides of the break to stabilize the joint.
2. Make the splints longer than the joints above and below the affected body part.
3. In the case of a broken arm, use a sling to immobilize the arm against the chest. Note that umbrellas, cardboard, and newspapers can be used as splints in an emergency.



Bleeding

1. Stop the bleeding by applying pressure using a clean gauze, cloth, or towel that completely covers the wound.
2. Keep the affected area clean and wrap it tightly with a bandage.
3. Holding the wound above the heart will help to slow the bleeding.

发生灾难时



灾难时, 为避免混乱, 希望你能多加理解和配合。



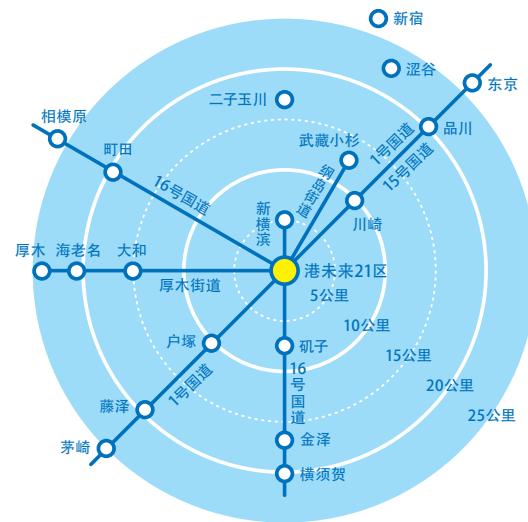
3 考虑步行回家

步行回家时, 需本着“避免不必要走动”的基本原则, 收集准确信息并时刻保持冷静。第一步, 应先考虑自己是否能步行走回家。

预计步行时间

通常, 一个人一小时的步行距离约为5公里。

到达各地的直线距离(参考值)



灾害时回家救援站

贴有下侧标志的便利店、家庭餐馆及加油站等设施, 将为步行返家人员提供救助。

救助项目

- 提供自来水 and 厕所
- 提供地图等道路信息
- 提供通过广播等渠道获取的灾害信息
- 提供临时休息场所



步行回家时的携带物品

- | | | |
|--------------------------------|------------------------------|----------------------------------|
| <input type="checkbox"/> 地图 | <input type="checkbox"/> 灯 | <input type="checkbox"/> 便于活动的衣物 |
| <input type="checkbox"/> 防寒衣物 | <input type="checkbox"/> 运动鞋 | <input type="checkbox"/> 方便携带食品 |
| <input type="checkbox"/> 手套 | <input type="checkbox"/> 雨具 | <input type="checkbox"/> 饮用水 |
| <input type="checkbox"/> 便携收音机 | <input type="checkbox"/> 毛巾 | <input type="checkbox"/> 手机充电器 |

徒步回家时的注意事项和举止

- 注意事项**
- 根据天气状况(冷天、热天、雨天)采取相应对策。
 - 及时补充水分和便携食品(如糖果等)。
 - 穿舒适的鞋子走路。
 - 尽可能与他人同行。
 - 夜晚光线不佳, 存在诸多危险(如停电, 地震后的瓦砾等)。
 - 主要道路将因步行回家者众多引发拥堵。(通往东京的道路将出现众多反向回家者。)
- 行为举止**
- 本着互帮互助的精神。
 - 避免在车道上行走。(可能造成交通拥堵)

1 联系家人 / 收集信息

灾害留言板 web171

<https://www.web171.jp/web171app/disasterTop/?chinese>

可输入文字(限100字以内全角字符)通知他人自身安危, 并可查看其他人的安危信息。

灾害信息

横浜市网页的防灾信息

<https://www.city.yokohama.lg.jp/lang/residents/zh-s/emergencies/>

日本国家旅游局 (JNTO)

网站 <https://www.japan-travel.cn>

热线电话 050-3816-2787

应用 <https://www.jnto.go.jp/smartapp/chs/about.html>

气象厅

https://www.data.jma.go.jp/multi/index.html?lang=cn_zs

NHK WORLD-JAPAN

<https://www3.nhk.or.jp/nhkworld/zh/>



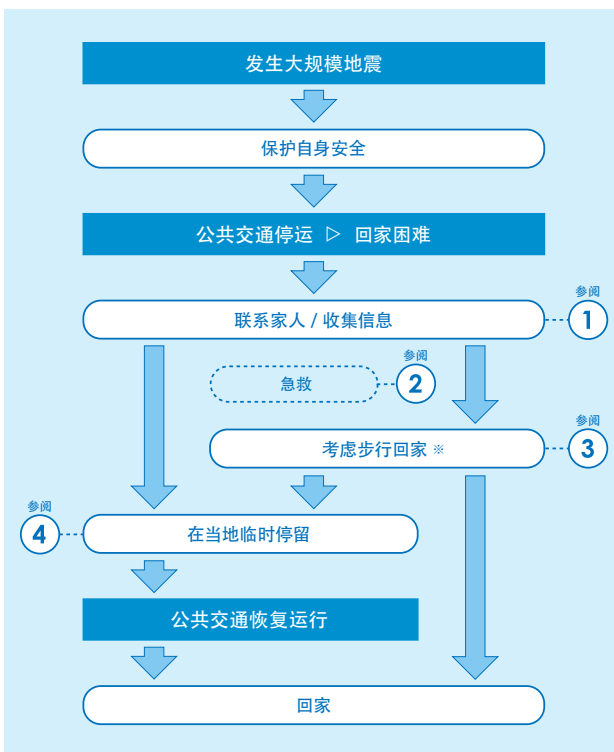
二维码



发生重大灾难时, 您可以利用我市无偿提供的SSID“YOKOHAMA_Free_Wi-Fi”。此外, SSID“0000JAPAN”也将依次提供服务, 届时您无需认证注册即可使用。

发生地震 - 临时停留 - 回到家中的一系列做法

本地区建筑物具有良好的抗震防震性, 被公认为抗灾能力强的城市。



※ 如果所有人同时回家, 街道和车站附近将变得水泄不通, 或引发危险。

4 在当地临时停留

利用回家困难者临时住宿设施

- 在回家困难者临时住宿设施里, 相关业主将根据受灾情况向无法步行回家的人员尽可能实施救助。除设置休息场地外, 还将提供厕所、自来水以及相应信息。

回家困难者临时住宿设施将提供下列便利

- 休息场地
- 自来水
- 厕所
- 信息

- 请帮助和照顾需要援手的人群(老人、残疾人、带婴幼儿的人、孕妇、儿童、外国人等)。
- 在特殊时刻, 请发挥互助精神, 互帮互让。

利用回家困难者临时住宿设施时的注意事项(摘自横浜市网站)

- 回家困难者临时住宿设施在灾难发生后并不会立即开放。因此, 请先在车站或自己所在的设施中等待。
- 即使已给你安排好临时住宿设施, 根据灾情、收容情况、营业和特别活动等原因, 或存在无法让你利用临时设施的可能性。
- 即便业主承诺可提供自来水和厕所, 因灾情的影响, 或有无法兑现的可能。
- 准备临时住宿设施需要一些时间。
- 入住设施时, 请按照设施管理者的指示妥当利用。
- 你可以在临时设施停留至第二日清早。

敬请配合防止新型冠状病毒感染的扩大

- 佩戴口罩、手指消毒、体温检查。在智能手机上安装新型冠状病毒接触确认的APP(COCCA) https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/cocoo_00138.html
- 保证社交距离, 勤洗手, 注意咳嗽礼仪(咳嗽、打喷嚏时, 用口罩、纸巾、手绢、衣袖等捂住口鼻)
- 在发烧、咳嗽等身体不适时, 应马上向设施管理者告知, 并遵从指示 等

停留期间的对策

● 防寒措施

- 将毛巾等缠在脖子上。
- 将暖贴贴到尾骨处取暖。
- 将装有热水的塑料瓶放在腋下。
- 用报纸温暖身体。(可披在身体上、包住腹部、从袜子外面裹住脚踝等)
- 使用硬纸箱作席子铺地。

● 预防暑热和中暑的方法

- 注意适当补充水分, 以免中暑和脱水。
- 炎热时, 给后脖颈和腋下降温。

● 滞留期间的其他应对方法

- 不四处走动以免消耗体力。
- 将智能手机和手机设置为省电模式, 以始终保持信号畅通联络的状态。

大量人群滞留在车站周围

2011年东日本大地震发生时, 所有铁道交通在地震发生后立即停止运行, 许多人无法回家。大量人群滞留在车站周围等待电车恢复运行, 各地引发混乱。

地震发生后大量人群滞留在横滨站周围(横浜市提供)



2 急救

心肺复苏

- 检查昏倒者的反应和意识。
- 寻求协助者。
- 检查呼吸情况。
- 按压胸骨。
- 进行人工呼吸。(如有犹豫, 可仅实施④)
- 使用AED。



使用AED(自动体外除颤器)进行心肺复苏

- 接通电源后, 根据声音将电极垫粘贴到昏倒者胸部。
- 让AED判断是否需要电击。在AED完成解析之前, 请勿触摸昏倒者。
- 如需电击, 请先确保无人触碰到昏倒者, 然后再根据语音提示按下电击按钮。
- 完成电击后, 请立即再次开始胸部按压, 以实现心肺复苏。



查看地图了解AED的设置位置

骨折

- 用夹板从两侧固定骨折处的骨关节。
 - 夹板应长于骨折处上下关节之间的长度。
 - 如患部为手臂处, 则需使用三角绷带将患部吊起并固定在胸部位置。
- ※ 可以使用雨伞、硬纸板或报纸等替代夹板。



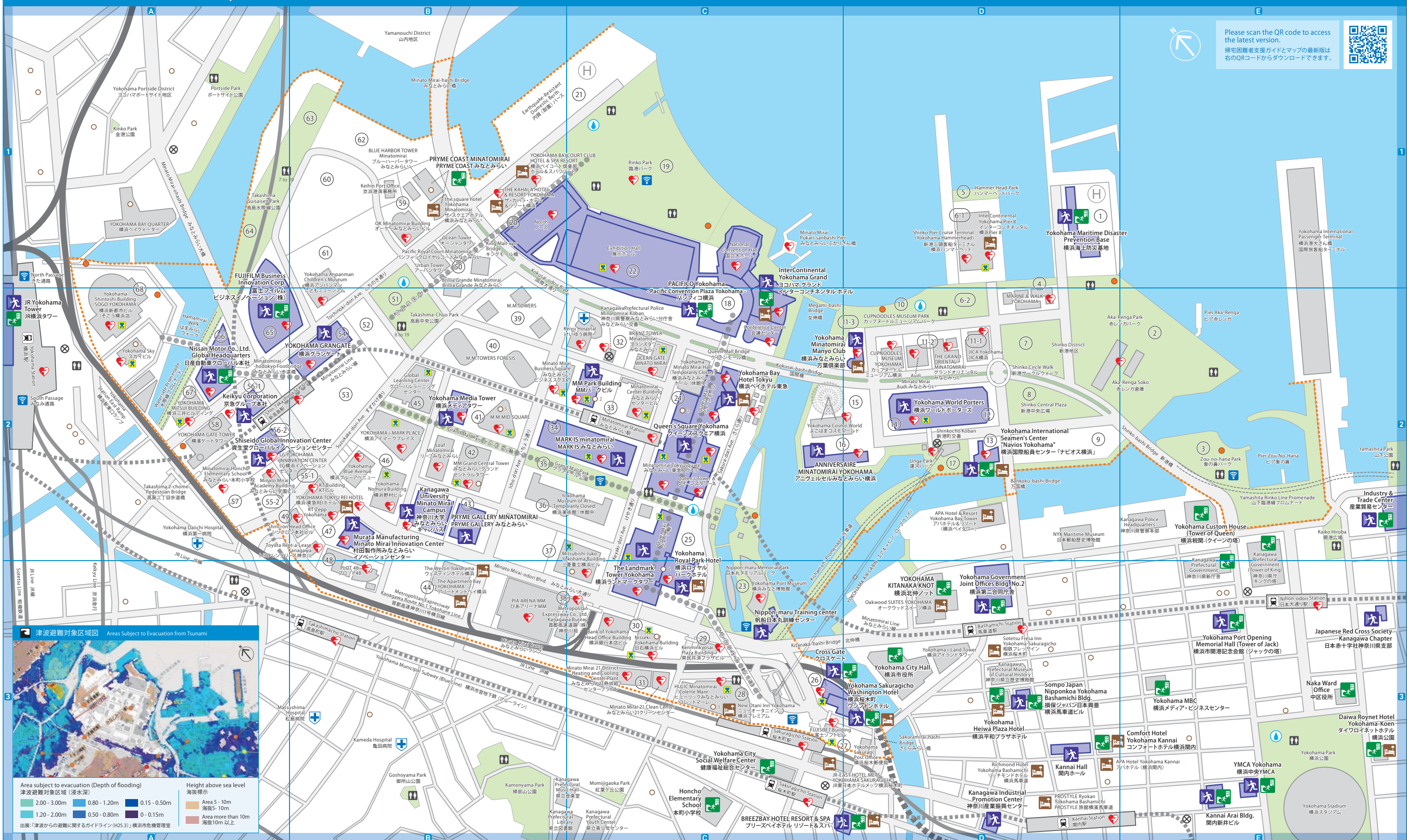
出血

- 可使用干净的纱布、布料或毛巾等用力按压整个出血部位止血。
- 保持患处清洁并使用绷带用力包裹。
- 将伤口放置在高于心脏的位置处, 以增强止血效果。

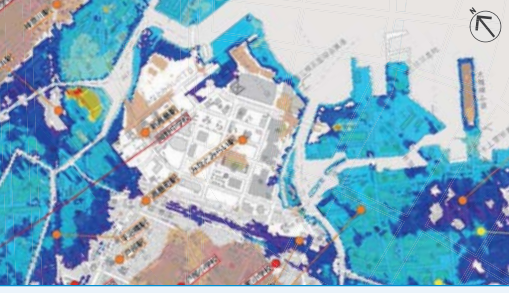
Minato Mirai 21 Map

0 100 200 500m

Please scan the QR code to access the latest version.
 帰宅困難者支援ガイドとマップの最新版は
 右のQRコードからダウンロードできます。



津波避難対象区域図 Areas Subject to Evacuation from Tsunami



Area subject to evacuation (Depth of flooding) 津波避難対象区域 (浸水深)

| | | |
|--------------|--------------|--------------|
| 2.00 - 3.00m | 0.80 - 1.20m | 0.15 - 0.50m |
| 1.20 - 2.00m | 0.50 - 0.80m | 0 - 0.15m |

Height above sea level 海拔標高

| |
|--------------------|
| Area 5 - 10m |
| Area more than 10m |

出典:「津波からの避難に関するガイドライン(H25.3)」横浜市危機管理室

| E Legend | | 中 凡例 | | 한 범위 | | 日 凡例 | |
|----------|---|------|----------------------|------|------------------------|------|--------------------------|
| | Temporary Stay Facilities for People Unable to Get Home (Not all designated facilities may be available owing to circumstance) | | 高齢者住宅施設 (高齢者施設) | | 高齢者福祉センター (高齢者福祉施設) | | 帰宅困難者一時滞在施設 (帰宅困難者施設) |
| | Tsunami Evacuation Building | | 災害時拠点病院 (災害時拠点病院) | | 災害時拠点病院 (災害時拠点病院) | | 津波避難施設 |
| | Hotel | | AED (救命救急箱) | | AED (救命救急箱) | | ホテル |
| | Support Stations for People Walking Home after a Disaster | | YOKOHAMA Free Wi-Fi | | YOKOHAMA Free Wi-Fi | | 災害時帰宅支援ステーション (コンビニ等) |
| | Emergency Underground Water Tanks | | 災害時警報伝達システム | | 災害時警報伝達システム | | 災害用地下水タンク |
| | Public Toilet | | 津波警報システム | | 津波警報システム | | 公共トイレ |
| | KOBAN | | みなとみらい21地区 | | みなとみらい21地区 | | 交番・派出所 |
| | Block numbers | | 街区番号 | | 街区番号 | | 街区番号 |