

## Voluntary Disaster Prevention Activities “During Normal Times”

Voluntary Disaster Prevention Group is a Residents' Association-based organization to conduct activities for “protecting their community on their own.”

It is said that many of those who were rescued in the Great Hanshin-Awaji Earthquake were saved, thanks to the rescue activities by neighbors.

It is important for people to get to know each other in their communities to be ready for an emergency. Join your community's Residents' Association to cooperate with its Voluntary Disaster Prevention Group so that you can minimize the damage from a disaster by working with your community's residents.



### Main voluntary disaster prevention activities “during normal times”

Work for conducting a disaster drill in preparation for a disaster during normal times.

Carry out discussions and trainings on the operation of evacuation sites on a regular basis in cooperation with public authorities and community people so that evacuation sites can be smoothly operated during a disaster.

#### ■ Implementation of disaster drill

The drill includes trainings on early-stage firefighting, safety confirmation, evacuation guidance, first aid, information gathering and distributing, opening and operating evacuation sites, preparing meals, etc.



#### ■ Popularization of disaster prevention knowledge

Creating a disaster prevention map, conducting disaster prevention-related events such as disaster prevention workshops and movie shows.



#### ■ Disaster prevention patrol and disaster prevention check

Items to be checked include household emergency goods, emergency storage equipment, water availability for firefighting, inflammable material left uncontrolled, concrete block and stone walls, signs, things easy to fall such as vending machines, etc.



## Voluntary Disaster Prevention Activities “During Disaster”

Join rescue activities in order to minimize the damage when a disaster occurs. Also, help in opening and operating an evacuation site and work with the facility manager and our staff (evacuation site support staff).

#### ■ Rescue and first aid activities for the injured



#### ■ Fire prevention and early-stage firefighting activities



#### ■ Information gathering from Saitama City and distribution to residents



#### ■ Opening and operating evacuation site

Establish and operate “Evacuation Sites Steering Committee” consisting of community people, facility managers, and evacuation site support staff.



#### ■ Importance of Female Participation

Female-specific needs and care may not be noticed if there is no female member who speaks out.

If females participate with Voluntary Disaster Prevention Groups and express their opinions, both males and females will respect and help each other, which will help enhance the entire community's disaster prevention ability.

Therefore, the leader and board members of the Voluntary Disaster Prevention Groups should work hard to create an environment where everybody can spontaneously participate in discussions and help each other regardless of age and sex.



# Creating a Community Disaster Prevention Plan and a Policy for Disaster Prevention Community Development

In order to protect yourself from disasters, it is very important to help yourself and work with your neighbors to help each other!  
The city promotes voluntary disaster prevention organizations to create Community Disaster Prevention Plans to improve local disaster preparedness.

## How to Draw Up a Community Disaster Prevention Plan

- 1 Create a draft and schedule.
- 2 Conduct a site visit with a blank map and house location map to check dangerous places and disaster prevention facilities.
- 3 Consider what activities should be conducted during a disaster.
- 4 Confirm that each person has a role, responsibility, and emergency stock of supplies. Discuss measures for disaster mitigation.
- 5 Conduct a disaster drill and verify whether or not the activities and framework discussed are feasible.
- 6 Draw up a plan.

Documents useful for drawing up Community Disaster Prevention Plan are available on the City's website. (Japanese Only)



Drawing up "Area Disaster Prevention Plan"

◆わたしの町の指定緊急避難場所は…  
◆指定避難所の開設、閉は地元の人でも開けられるって…  
◆避難火災から逃げる広域避難場所ってどこに…  
◆防災拠点となる自治会館の役割とは…  
◆わたしの町の避難所運営委員会のメンバーは誰…  
◆避難行動要支援者名簿の情報提供の対応者は…

平常時から地域での情報共有が災害時には有効です！  
作成してみませんか？  
**地区防災計画 「避難行動編」**

各人の防災アドバイザーが指定をお手伝いします（無料）。  
防災アドバイザーの派遣依頼は、各任地所 担当課へお問い合わせください。

新設アドバイザー派遣依頼2017（仮）  
Tel Fax  
地区 626-2613 626-2760  
地区 609-6013 609-6100  
地区 646-3013 646-3100  
地区 681-6013 681-6100  
地区 840-0013 840-0100  
地区 876-3113 876-3213  
地区 844-7123 844-7223  
地区 713-3123 713-3223  
地区 700-0115 700-0260

さいたま市防災対策推進課 防災課 Tel:049-221-1126 Fax:049-221-1976

## Saitama City Disaster Prevention Advisor

In order to improve local disaster preparedness and disaster mitigation with the aim of building a disaster-resistant city, disaster prevention advisors provide advice and assistance for group activities in the community, jichikai (residents associations), voluntary disaster prevention organizations, and evacuation shelter management committees.  
Disaster prevention advisors can provide advice and guidance on Crossroads (a disaster prevention simulation game), Disaster Imagination Game (DIG), Hinan Unei Game (HUG) (evacuation shelter management training), and assist in community disaster prevention plans. Please contact the General Affairs Division in your ward office should you wish to acquire a disaster prevention advisor.



Disaster Prevention Advisor

## Create a Policy for Disaster Prevention Community Development

In order to protect ourselves during a disaster, it is important to create an environment that is disaster resistant and supports evacuation and emergency activities.  
For areas that are prone to the spread of fire and evacuation difficulties due to major earthquakes, Saitama City is promoting the creation of a Disaster Prevention City Planning Policy to facilitate evacuation and emergency activities to create an environment that reduces the risk of disasters, and to improve the living environment.



Policy for Disaster Prevention Community Development

# People Requiring Special Care and Calling for Support

People who need someone's support to protect themselves are called "People Requiring Special Care." Led by Residents' Associations and Voluntary Disaster Prevention Groups, community people should work together to help such people evacuate.

## People Requiring Special Care Expected to Need Support

- Elders (elders living alone, household consisting only of elders, etc.)
- People with disabilities (physically disabled people, intellectually disabled people, mentally disabled people, etc.)
- Patients with intractable diseases and the injured
- Infants, babies, and pregnant women
- Foreigners, etc.



## Features of People Requiring Special Care

- They find it difficult to perceive hazards from a disaster.
- They cannot or find it difficult to ask anyone around them for assistance even though they are threatened by a hazard.
- Neither can they receive the information that notifies them of a hazard nor properly understand it, or it's difficult for them to do that.



# Key Points for Support <During Normal Times>

It is important to regularly communicate with People Requiring Special Care aiming to build a support system and trust with them so that you can confirm their safety and guide them to evacuate when a disaster occurs.

## Active Interactions

Say hello to neighbors on a regular basis. Increase the opportunity to interact with community people including People Requiring Special Care by joining Residents' Association' s and volunteering activities in your community.



## Roles Assigned to Voluntary Disaster Prevention Group Members

Decide the role of each member such as safety check and evacuation guidance during a disaster. Also, draw up Individual Evacuation Support Plan to give support to each person requiring evacuation support during a disaster in collaboration with case workers at Residents' Association and Voluntary Disaster Prevention Group.

## Participation in Disaster Drill

You can calmly cope with a disaster by regularly participating in disaster drills as a support provider. Check evacuation routes and dangerous spots with People Requiring Special Care.

## Identification of People Requiring Special Care

One of the important roles of Residents' Association and Voluntary Disaster Prevention Group is to know who are next-door residents. Discuss how community people can work together for People Requiring Special Care, respecting their privacy, and will.



# Key Points for Support <During Disaster>

It is important to build trust with People Requiring Special Care by respecting their will and wishes or mitigating their concerns with a smile. Also, refrain from promising unrealistic support or performing first aid and medical treatment for People Requiring Special Care unless they ask you to do so since that may damage their trust in you or cause a serious accident.

## Support for Elderly, Sick, and Wounded People

Support them in cooperation with other support providers. Evacuate using a stretcher or carrying them on your back.



## Support for Intellectually Disabled People

Address them with a smile to reduce their anxiety. Guide them to a safe place after calming them down.



## Support for Visually Impaired People

First, address them to make them notice that you are beside them. Ask them to hold your shoulder or elbow when guiding them to evacuate. Provide them with the information about the road conditions and current location.



## Support for People in Wheeled Chairs

Help them go upstairs by holding their wheeled chairs in cooperation with other support providers. Carry them on your back to evacuate them when it is difficult to use wheeled chairs.



## Support for People with Hearing Difficulties

Communicate with them by writing or gesture. Slowly speak to them to make them read the movement of your mouth.



## Support for People Unable to Speak Japanese

Communicate with them by gesture. Spontaneously communicate with them in Japanese to let them know that you are willing to help them regardless of the language barrier.





## Types and Roles of Evacuation Sites

Immediately evacuate to the designated place when you are exposed to a hazard including evacuation information announced by the City. Try to take not only your evacuation bag but also non-cooking food stored in your house when evacuating to an evacuation site.

### Type and Role of Evacuation Site

Designation Urgent Evacuation Site	This is a facility where you can escape from a hazard of the disaster to secure your safety. It is designated by category such as earthquake, flood, and catastrophe.
Wide Area Evacuation Site	This is one of Designation Urgent Evacuation Sites, which is available for people's evacuation from a spreading fire that poses a risk to the entire community.
Time's Assembly Location	This is the meeting place for the members of Voluntary Disaster Prevention Group to spontaneously gather and start conducting their disaster prevention activities when a disaster occurs. It also works as a place where community people temporarily evacuate during a disaster.
Designated Evacuation Site	This is a facility with functions that not only accommodate and protect people who have lost their houses by fire or collapse but also allow them to temporarily live during a disaster.
Linchpin Consideration Person Priority Evacuation Site	Among the designated evacuation sites, this facility especially prioritizes People Requiring Special Care (people with disabilities, elders, babies, infants, etc.) when accommodating evacuees.
Secondary Evacuation Site	Evacuees can use this facility when they are not accepted by designated evacuation sites for such a reason as being full.
Welfare Evacuation Site	This evacuation site is equipped with facilities and human resources necessary to accept evacuees requiring special care. It will open in about 3 days from the occurrence of a disaster as a general rule.
Disaster Prevention Bases of the Community	We have various places for evacuation that meet a certain level of conditions and are managed by Voluntary Disaster Prevention Group such as Residents' Association's Hall and meeting rooms in a condo. These are positioned as alternatives to Designated Evacuation Site.
Time's Stay Facility	This facility opens to temporarily accommodate stranded commuters.



Evacuation Site



## Cautions for Living in Evacuation Site <How to Live>

As a general rule, Operation Leader, e.g., Chair of Residents' Association, plays the leading role in operating the evacuation sites. Evacuees need to help each other in abiding by the rules and taking their own roles assigned since they have to live together.

All evacuees need to work together in their evacuation lives. You have to be fully aware of keeping your health in a good condition so as not to be out of shape due to fatigue and stress from your evacuation life in an unfamiliar environment.

Making Rules	Develop a system in which a variety of people can speak out regardless of the generation or gender and flexibly assign roles like cooking and cleaning to encourage both males and females to do whatever they can do.
Health Management	Dehydration triggers various bad physical conditions. Drink plenty of fluids without caring about the frequency of going to the toilet. Also, wash your hands and put on a face mask every time you need to in order to prevent contagious diseases such as cold, flu, and infectious gastroenteritis. Move your body on a regular basis in order to prevent economy-class syndrome.
Life Environment	Strive to keep the life environment clean such as taking the trash out to the designated place, cleaning the toilet after use, regularly sweeping the floor, and making the rule to take off the shoes before entering the living space. Inconvenient life with people whom you don't know in the same place is very stressful and brings about various physical and mental problems. Carefully check your health conditions so as not to miss any signs of disorder, and see a doctor or healthcare worker if necessary.



## Cautions for Living in Evacuation Site <Consideration Toward Others/Crime Prevention>

Different people evacuate to evacuation sites. Evacuees should give consideration to each other's privacy and behave in a compassionate manner throughout their evacuation lives.

Pay attention to changes occurring in the mind and behavior, or the health conditions of those whom you live with, and casually address them to help each other. As for People Requiring Special Care, you need to think about the following:

### Common Things

- Place for hanging laundry and break room.
- Some consideration should be given to those who use a changing room so that they can protect their privacy there, e.g., time allocation for personal use.
- Space for females and children.
- Toilets for safe use.
- Consultation service counter for anxiety and trouble.  
(This service counter should be publicized on the bulletin board or by posting posters around.)



### Elders

- Encourage them to move their bodies as often as possible so that their muscles will not weaken.
- Beware of such changes as not saying hello and becoming less curious about their surroundings.



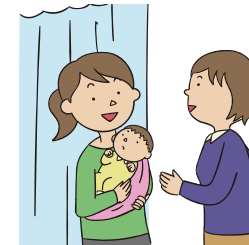
### People with Disabilities

- Create a barrier-free environment by eliminating all gaps in the flooring.
- Provide audio or text information to those who have visual or hearing impairments.



### Females/Expectant and Nursing Mothers

- Create a space for females to hang their underwear to dry without anxiety.
- Create a space for breastfeeding and changing diapers.
- Arrange all things required for female evacuees to be able to receive sanitary items from a female staff.



### Babies and Infants

- Prepare toys and picture books to keep a play area in place.

### Foreigners

- Provide information to foreigners in a way that they can easily understand, for instance, using Hiragana/Katakana, or multilingual translator toolkits.



It is important to be highly conscious about crime prevention in your evacuation life.

- Stay with other people like your family or friends, not acting alone if possible.
- Stay always with children without leaving them alone.
- Patrol the sleeping space and other spaces for special purposes striving to create a safe environment that doesn't allow for violence.
- Work to ensure safety and security by distributing personal alarms.

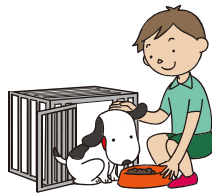
## Cautions for Living in Evacuation Site <Pet>

People who evacuate with their pets need to give consideration to those who don't like animals or have pet allergies and abide by the rules to live with them.

However, no pets are allowed to enter the living space of an evacuation site. (Legally recognized guide dogs, service dogs, and hearing assistance dogs are allowed to accompany their owners.)  
As for the acceptance of pets at an evacuation site, confirm in advance with the steering committee of the evacuation site you are planning to go to.

### Cautions

- Keep your pet in the cage in the designated control area.
- If it is difficult to do so, ensure that your pet is tethered to a fixed pole or something like that with a non-stretchable lead so that he/she will not disturb the traffic of people moving around in the evacuation site.
- You are responsible for feeding your pet and removing his/her poop.
- The evacuees except pet owners shouldn't touch their pets.



### Things to be Stored

Cage/Pet food/Water (for 5 days at least or for 7 days or longer if possible)/  
Drugs/Spare collar/Non-stretchable lead/Harness/Disposable dog bowls/Packing  
tape/Pet sheets (toiletary goods)/Towels/Brush/Pet carrier/Toy/ID Tag  
(with owner's and other concerned parties' contact information specified)



### Things to Do during Normal Times

- Train your pet on a regular basis so that it will get used to being in a cage and learn not to bark at other people and animals.
- Attach an ID tag to your pet, have a microchip embedded in it, and store its photo in your mobile phone in case that it gets lost.
- Attach to your dog's collar the tags to prove that it has been registered and vaccinated against rabies.
- Have your pet receive various vaccines and treatments for parasite control.
- Have your pet castrated to prevent it from reproducing as unwanted in such a place as an evacuation site.



## First Aid Procedures

An ambulance cannot necessarily rush to someone who is lying on a roadway unconscious or injured when a disaster suddenly occurs.  
Learn how to perform first aid for an emergency.

### How to Perform Cardiopulmonary Resuscitation (CPR)

If the victim is not breathing, immediately perform chest compressions by repeatedly pressing down firmly on their breastbone with both hands. Repeat this motion in quick succession, without pausing, until the victim stirs or resumes regular breathing. If the victim does not respond, continue chest compressions until an AED or rescue team arrives.

#### 1 Check for responsiveness

- ① Call out to the victim in a loud voice while gently shaking their shoulder.
- ② If the victim doesn't respond, call for help in a loud voice and have someone else call 119 and arrange for an AED to be brought.



#### 2 If the victim does not respond, check for breathing

- Position yourself by the crown of the victim's head and observe the movement of their chest and abdomen for no more than 10 seconds. If you do not see up-and-down motion, consider the victim to be in cardiac arrest and begin chest compressions immediately.



#### 4 Opening Airways and Rescue breathing

- ① Put your hand on the forehead of the victim with the fingertips of the other on the bottom of their chin to lift it and slightly tilt the head back.
- ② Pinch the nose of the victim while keeping their airway open. Open your mouth wide and cover the victim's mouth with your own. Blow firmly into their mouth for approx. 1s until you can see their chest rise.



#### 3 Chest compression

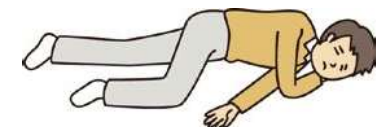
- ① Kneel by the victim.
- ② Put the heel of one hand on the center of their chest and place your other hand on top, fingers interlocked.
- ③ Compress the chest 30 times in a row at a pace of 100 compressions per minute, keeping your elbows positioned such that the victim's chest is compressed by at least 5 cm.



\*Rescue breathing may be administered by trained and willing persons as a supplement to chest compressions. Two rescue breaths should be performed at an interval of 30 chest compressions. If you are not comfortable providing rescue breaths, continue administering chest compressions alone. Use personal protection equipment if available.

#### Recovery Position

If the victim is unresponsive and breathing, lay them on their side with the back of their upper hand positioned under the head and the lower arm positioned in a 90-degree angle. Make sure that their airways are open.



# First Aid Procedures

## How to Use AED

An Automated External Defibrillator (AED) is a medical device to restore the rhythm of a victim's heart by giving an electric shock to the heart when they are in ventricular fibrillation.

Put the AED on the victim, and operate it following the audio instructions. AEDs should be the first priority of first aid if available on site. You can check the locations of AEDs on the Saitama Prefecture website.

### \* Autosshock AED

Autoshock AEDs were approved in July 2001. After a warning countdown, autoshock AEDs deliver an electric shock automatically without the need to press the shock button. Follow the voice message and move away from the patient.



Location of AED



## Key Points for First Aid

### Bleeding

Firmly apply pressure to the bleeding wound with a thick piece of gauze or towel. (To stop the bleeding effectively, elevate the position of the wound higher than the heart of the patient.)

\*In order to prevent infection, if possible, use disposable gloves or plastic bags as gloves.



### Burns

- ① Cool the burn under running water.
- ② If the burn is under any clothing, do not remove it forcibly, but let the burn cool.
- ③ Don't burst any blisters.
- ④ Protect the burnt area with sterilized gauze or a clean cloth after cooling. Cover any blisters with clean gauze to protect them from bursting.



### Fractures

- ① Prepare a piece of wood (stick) that is longer than the joints above and below the fractured area.
- ② If you have someone who can help you, ask them to help you to stabilize the fractured area by tying the wood with cloths, etc. starting from the closest part of injured area.



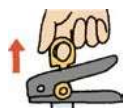
### Sprains

- ① Cool the sprained area.
- ② Leave your shoes on. Stabilize the injury with cloths wrapped over the shoe.



## How to Use Fire Extinguishers

Learn how to operate a fire extinguisher by participating in a disaster drill.



① Pull the pin.



② Release the hose to aim at the fire.



③ Strongly squeeze the handles together to discharge the extinguishing agent inside.

## Correct Posture for Holding Extinguisher

- Stand showing your back to the wind, and make a low posture by slightly lowering the position of your waist.
- Keep a distance from the fire to ensure your safety.
- Aim at the base of the fire and swing the extinguisher from side to side as if sweeping with a broom.

Store in here your community-related hazard maps for your evacuation as well as the "My Timeline" that you created.



## Emergency Call

Fire Station  
☎ **119**

Police Station  
☎ **110**

- ① Calm yourself, and tell them the purpose of the call: "firefighting," "emergency medical care," "rescue," or others.
- ② Tell them the correct address including the block number.
- ③ Tell them what happened, or who did what.
- ④ Tell them your name.

## Disaster Prevention-Related Organizations List

### City Hall and Ward Offices

◎ Saitama City Hall  
6-4-4, Tokiwa, Urawa-ku  
☎ **829-1111**  
FAX **829-1978** (Disaster Prevention Division)

◎ Midori Ward Office  
975-1, Nakao, Midori-ku  
☎ **874-1111**  
FAX **712-1270** (General Affairs Division)

◎ Nishi Ward Office  
3-4-2, Nishi-Omiya, Nishi-ku  
☎ **622-1111**  
FAX **620-2760** (General Affairs Division)

◎ Iwatsuki Ward Office  
3-2-5, Honcho, Iwatsuki-ku  
☎ **790-0111**  
FAX **790-0260** (General Affairs Division)

◎ Kita Ward Office  
1-852-1, Miyaharacho, Kita-ku  
☎ **653-1111**  
FAX **669-6160** (General Affairs Division)

◎ Bureau of Waterworks  
6-14-16, Tokiwa, Urawa-ku  
☎ **832-1111**  
FAX **832-5929** (General Affairs Division)

◎ Omiya Ward Office  
1-124-1, Kishikicho, Omiya-ku  
☎ **657-0111**  
FAX **646-3160** (General Affairs Division)

◎ Fire Bureau  
6-1-28, Tokiwa, Urawa-ku  
☎ **833-1231**  
FAX **833-1237** (Instruction Division)

◎ Minuma Ward Office  
12-36, Horisakicho, Minuma-ku  
☎ **687-1111**  
FAX **681-6160** (General Affairs Division)

◎ Chuo Ward Office  
5-7-10, Shimoochiai, Chuo-ku  
☎ **856-1111**  
FAX **840-6160** (General Affairs Division)

◎ Sakura Ward Office  
4-3-1, Dojo, Sakura-ku  
☎ **858-1111**  
FAX **856-6270** (General Affairs Division)

◎ Urawa Ward Office  
6-4-4, Tokiwa, Urawa-ku  
☎ **825-1111**  
FAX **829-6233** (General Affairs Division)

◎ Minami Ward Office  
7-20-1, Bessho, Minami-ku  
☎ **838-1111**  
FAX **844-7270** (General Affairs Division)

### River

◎ Arakawa River  
Upstream River Office  
3-12, Arajukumachi, Kawagoe-shi  
☎ **049-246-6371**  
FAX **049-246-7282**

◎ Tone River Upstream  
River Office  
2-19-1, Kurihashikita, Kuki-shi  
☎ **0480-52-3952**  
FAX **0480-52-3964**

◎ Edo River Upstream River Office  
134, Miyazaki, Noda-shi,  
Chiba Prefecture  
☎ **04-7125-7311**  
FAX **04-7123-7347**

### Civil Engineering/Construction

◎ Northern Area  
Construction Office  
1-124-1, Kishikicho, Omiya-ku  
☎ **657-1151** FAX **646-3265**

◎ Southern Area  
Construction Office  
5-7-10, Shimoochiai, Chuo-ku  
☎ **859-1151** FAX **840-6265**

◎ Saitama Prefecture Saitama  
Prefectural Land Maintenance Office  
2-4-7, Numakage, Minami-ku  
☎ **861-2495** FAX **866-9713**

◎ Omiya National Highway Office  
1-435, Yoshinocho, Kita-ku  
☎ **669-1200** FAX **669-1221**

### Infrastructure

◎ NTT  
☎ **113**

◎ TEPCO Power Grid, Incorporated  
Saitama Branch Office  
4-17-10, Honmachinishi, Chuo-ku  
☎ **0120-995-442**

◎ Tokyo Gas Co., Ltd.  
Saitama Branch Office  
7-1-1, Bessho, Minami-ku  
☎ **0570-002211**

◎ TOSAI GAS, Inc.  
202, Oba, Kasukabe-shi  
☎ **0120-1031-24**

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Supported by : Saitama City voluntary disaster prevention group liaison council  
Saitama City disaster prevention adviser

Issued by : Saitama City General Affairs Bureau Department of Risk Management Disaster Prevention Division  
TEL 829-1126 FAX 829-1978

Produced by : Zenrin Co., Ltd.

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