

EMERGENCY HANDBOOK

for Foreign National Residents

English



 Yamaguchi Prefecture

EMERGENCY HANDBOOK

for Foreign National Residents

English

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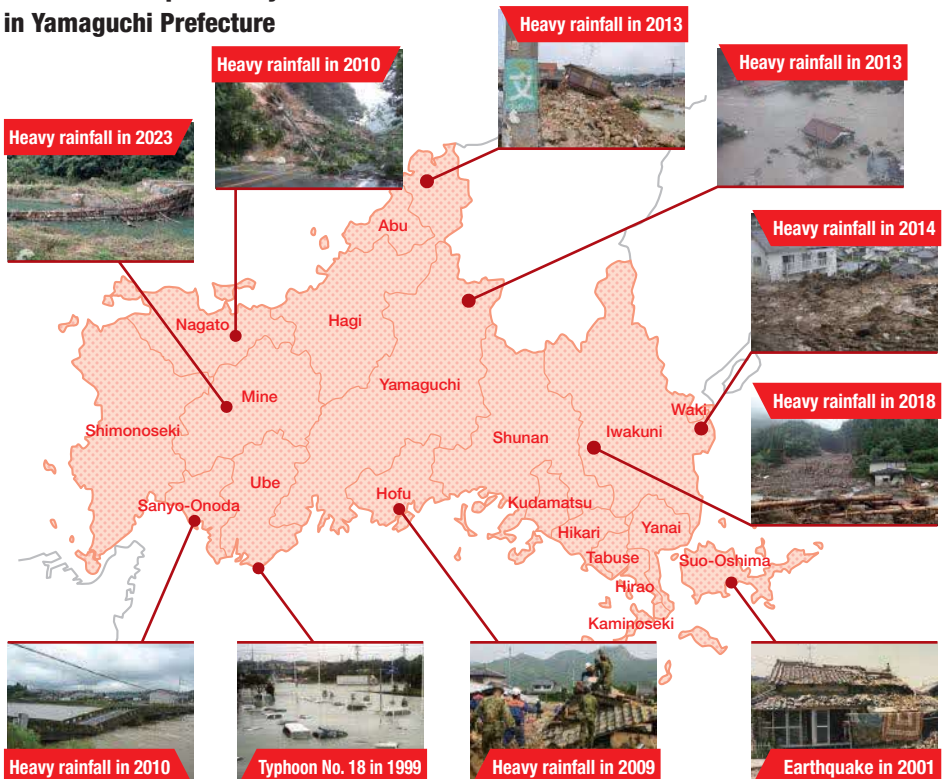
Introduction

Japan is susceptible to many types of disasters. Even in Yamaguchi Prefecture, heavy rainfall causes landslides and flooding in local communities. As a result, it is important to think about “Protecting yourself for survival (self-preservation)” and “Protecting the community together (cooperation)” on a regular basis. Carefully read this Emergency Handbook and make preparations to respond in the event of an emergency.

If a disaster occurs, it is important for everyone in the community to help out one another and work together. Participate in local activities regularly to help build a community network.



Disasters that previously occurred in Yamaguchi Prefecture



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Earthquakes

(地震: Jishin)



Overview of earthquakes

A wide area of the earth's surface shakes, sometimes causing damage to structures and injuring people.

It is unknown when and where an earthquake will occur.

[Seismic intensity] The degree of shaking on the earth's surface is expressed by "Seismic intensity (震度: Shindo)."



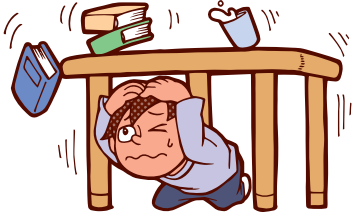
Level 1 (Shindo 1)	Only some people indoors, who are keeping still, feel a slight shaking.
Level 2 (Shindo 2)	Many people indoors, who are keeping still, feel a shaking.
Level 3 (Shindo 3)	Most people indoors feel a shaking.
Level 4 (Shindo 4)	Most people sleeping are awoken. Hanging objects such as lights shake violently.
Level 5-lower (Shindo 5 jyaku)	Many people are frightened and try to hold onto something. Dishes and books on shelves may fall.
Level 5-upper (Shindo 5 kyō)	Many people find it difficult to walk without holding onto something. Unstable furniture may fall over.
Level 6-lower (Shindo 6 jyaku)	People find it difficult to stand.
Level 6-upper (Shindo 6 kyō)	People cannot stand and must crawl to move. Many old structures lean to one side or collapse.
Level 7 (Shindo 7)	People cannot move. Some new structures may also lean to one side.



○ Response during earthquakes

When at home

- Go under a strong table or desk to protect your body (protect your head).
- Once the shaking calms down, turn off gas stove to prevent a fire from occurring.
- Open a door or window to maintain an access route because the door(s) may deform and no longer open.



When outside

- Stay away from concrete-block walls, utility poles, vending machines and structures.



When in a car

- As soon as you feel a tremor, slowly reduce the speed and stop the car on the left side of the road.
- Do not go outside of the car until the shaking subsides.
- When evacuating, leave the key in the ignition, turn off the engine and evacuate on foot.



When riding on public transportation (train or bus, etc.)

- Hold tightly onto the hanging strap or handrail.
- Remain calm and follow staff instructions.



When in a public facility or supermarket, etc.

- Remain calm and follow staff instructions.
- Check the evacuation route and proceed to evacuate.



○ Earthquake Early Warning (緊急地震速報: Kinkyū jishin sokuhō)

If a strong earthquake seems imminent, the “Earthquake Early Warning (緊急地震速報: Kinkyū jishin sokuhō)” will automatically be sent to the cellular phones of people in that area. As soon as the “Earthquake Early Warning” is received, act quickly to protect yourself.



“Magnitude (M)” and “Seismic intensity”

Magnitude (マグニチュード: Magunichūdo) (M): Amount of energy released in an earthquake.

Seismic intensity (震度: Shindo): Degree of shaking in an earthquake.

Even in an earthquake with a small magnitude, if the earthquake’s epicenter is close to earth’s surface, the severity of the shaking and the seismic intensity are high. In contrast, in an earthquake with a large magnitude, if the earthquake’s epicenter is far from the earth’s surface, the severity of the shaking and the seismic intensity are low.

- 1/17/1995 Great Hanshin earthquake (Magnitude: 7.3, Seismic intensity (Shindo): 7)
- 3/11/2011 Great East Japan earthquake (Magnitude: 9.0, Seismic intensity (Shindo): 7)
- 4/16/2016 Kumamoto earthquakes (Magnitude: 7.3, Seismic intensity (Shindo): 7)



(Source: Institute of Scientific Approaches for Fire & Disaster)

○ Routine preparations

Set up furniture so that it does not fall over if an earthquake occurs (do not use tall furniture, set heavy objects in low places and secure the furniture).



Keep slippers and a flashlight by the bed because windows may break or a blackout may occur during an earthquake (earthquake preparations before going to bed).



Tsunami (津波: Tsunami)

An extremely large wave may hit land immediately after an earthquake.

Multiple waves may continue to hit land and move inland at a very fast speed.

[To protect yourself against a tsunami]

- Immediately evacuate to high ground.
- Go to the roof of a tall structure when possible if there is no high ground close by.
- Do not go close to the coast or river until the tsunami warning and advisory have been lifted.



Heavy Rainfall, Flooding, Landslides

(大雨・洪水・土砂災害: Ōame, Kōzui, Doshasaigai)

○ Heavy rainfall and flooding

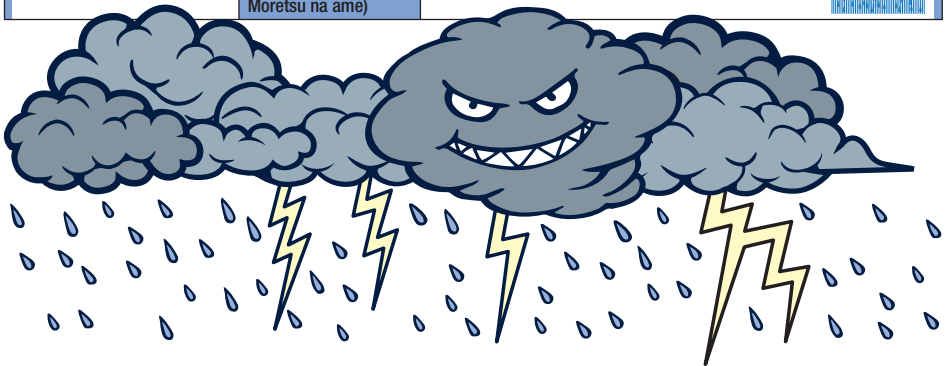
Continuous rain over a long period, or intense rain in a short period, can cause rivers to overflow, levees to break and roads and homes to flood.

Heavy rainfall occurs frequently during the “Rainy season (梅雨: Tsuyu)” when spring transitions to summer.



[Intensity of rain]

Amount of rainfall in 1 hour (mm)	Forecast terminology	Conditions	
≥ 10 mm, < 20 mm	Slightly strong rain (やや強い雨: Yaya tsuyoi ame)	Voices speaking indoors cannot be heard.	
≥ 20 mm, < 30 mm	Strong rain (強い雨: Tsuyoi ame)	Get wet even with an umbrella. Difficult to see even with windshield wipers on high.	
≥ 30 mm, < 50 mm	Heavy rain (激しい雨: Hageshii ame)	Roads become like rivers. Landslides tend to occur.	
≥ 50 mm, < 80 mm	Extremely heavy rain (非常に激しい雨: Hijōni hageshii ame)	Driving a car is dangerous. Easy for debris flows to occur.	
≥ 80 mm	Torrential rain (猛烈な雨: Mōretsu na ame)	High risk of large scale disaster.	



○ Landslides

After a lot of rain, water soaks into the ground and can cause landslides, where large tracts of land and rocks on mountains or hillsides flow down like a river.



Debris flows

Large quantities of earth, rocks, trees, and other debris flow downhill like a river.



Landslides

Cliffs collapse and fall.



Earthflows

The ground moves, slides around, and collapses.

○ Response during heavy rainfall, flooding, landslides

- Do not go close to rivers.
- Evacuate to a safe location (evacuation shelter, an acquaintance's house, etc.) quickly, before the situation becomes dangerous.
- Go to the second floor or higher if the water outside has already risen to your knees.
- Move to a room on the side away from the hillside because a landslide can occur during heavy rainfall.



Typhoons & Storm Surges

(台風・高潮: Taifū, Takashio)

○ Typhoons

A typhoon is a cyclone made of nimbus clouds that can develop in the warm ocean off southern Japan. Typhoons develop frequently and particularly from summer until fall (August to October). They are characterized by really strong winds and lots of rain.

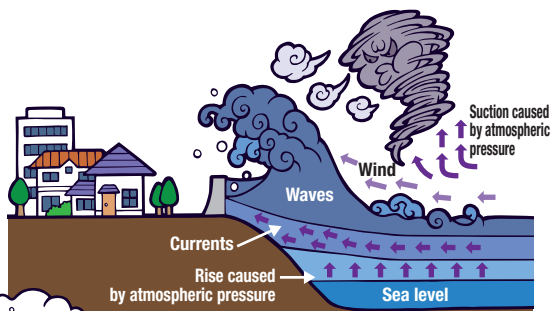


[Wind speed]

Average wind speed (m/s)	Forecast terminology	Conditions	
≥ 10 m, < 15 m	Slightly strong wind (やや強い風: Yaya tsuyoi kaze)	It is difficult to walk against the wind. An umbrella cannot be opened.	
≥ 15 m, < 20 m	Strong wind (強い風: Tsuyoi kaze)	People cannot walk against the wind and some people fall over. Storm doors and shutters shake.	
≥ 20 m, < 25 m	Extremely strong wind (非常に強い風: Hijōni tsuyoi kaze)	People cannot keep standing without holding onto something. Driving a car is dangerous.	
≥ 25 m, < 30 m		People cannot stay standing. Activity outdoors is dangerous. Concrete-block walls break apart.	
≥ 30 m	Gale force wind (猛烈な風: Mōretsu na kaze)	Trees fall over. Roofs are blown away and homes are destroyed.	

○ Storm surges

During a typhoon, the sea level rises and sometimes waves surge onto the land where the waves normally do not reach, causing flooding in structures and on roads.



○ Response during typhoons and storm surges

Before a typhoon

- Check the latest weather information collected by meteorological observatories, reported on the TV, radio, internet, etc.
- Close windows and storm doors securely, and apply a film so that the window glass does not shatter and shoot out.
- Put outside objects inside the house so that they do not blow away.
- Move clothes, bedding, etc., to the second floor if there is a flood risk.
- Set aside some drinking water and put water into the bathtub for daily living in the event that the water supply is cut off.
- The electricity is likely to stop working, so have candles or flashlights and batteries prepared.
- Make preparations ahead of time for items to take in the event of an evacuation.
- Check the location of the evacuation shelter or temporary evacuation site ahead of time.



During a typhoon

- Make preparations inside a safe structure in the event of a blackout, evacuation, or water supply cut-off (do not go outside more than necessary).
- Do not go close to the ocean or rivers.
- Evacuate to a safe location (evacuation shelter, an acquaintance's house, etc.) quickly, before the situation becomes dangerous.
- Go to the second floor or higher if the water outside has already risen to your knees.
- Move to a room on the side away from the hillside because a landslide can occur during heavy rainfall.

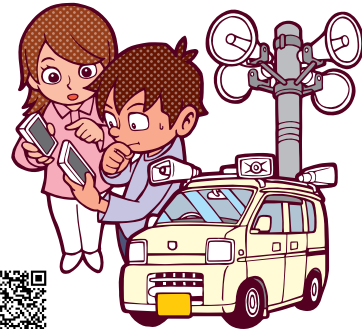


Evacuation Guide & Routine Preparations

Overview on evacuations

Cities and towns issue evacuation information (emails with emergency information, special vehicles announcing emergency instructions, emergency broadcast system, etc.) to the residents if residents are at risk of being injured during a disaster.

https://dims-bousaiportal.bousaikiki.pref.yamaguchi.lg.jp/pub_sp/portal-top/



[Evacuation terminology] *Let's learn these important words!

Evacuation terminology	Description
警戒レベル5: Alert level 5 <small>緊急安全確保: Kinkyū anzen kakuho</small> (Emergency safety measures)	Your life is in danger. Take immediate action to save your life.
警戒レベル4: Alert level 4 <small>避難指示: Hinan shiji</small> (Evacuation instruction)	Everyone should evacuate (seek shelter) immediately. (Evacuation advisory)
警戒レベル3: Alert level 3 <small>高齢者等避難: Kōreisha tō hinan</small> (Evacuation of the elderly, etc.)	Elderly people, disabled people, and other people who need time to evacuate should evacuate (seek shelter).



Evacuate to a safe location, such as a temporary evacuation site or an evacuation shelter (school or public building).



Evacuation shelter



Evacuation site

Evacuate on foot and avoid using a car when possible.

Do not use boots because they can slip off.
Use athletic shoes that are easy to walk in,
and evacuate on foot.





- If you feel you are in danger, or if it will take a long time for you to evacuate, make the decision yourself to evacuate early on.
- If it is too dangerous to evacuate on foot to an evacuation shelter, due to flooding or a storm, then take action according to the circumstances, such as evacuating to the top floors of your home or a structure close by, or moving to a room on the side away from the hillside.

○ Evacuation shelters (避難所: Hinanjo)

- Shelters are available to everyone (including Japanese, foreign nationals and tourists) free of charge.
- Food, drinks, daily necessities, emergency information, sleeping arrangements, etc., are provided.
- Evacuation shelters are available to local residents for communal use. Please follow the rules while living at the shelter.
- Ask at city hall or the town office where the evacuation shelters are, and check beforehand where the closest temporary evacuation sites to your own home are.



Hazard map

(ハザードマップ: Hazādo mappu)

This map identifies areas that are at risk, the degree of potential damage, evacuation shelters, etc. The map is available at city hall or the town office (customer service desk or website) to take home or as a reference. Confirm ahead of time the area where you live.



○ Routine preparations

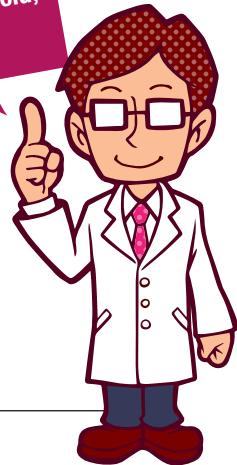
Each household should prepare supplies to live off for several days, because water and food may be unavailable after a disaster occurs.

Emergency supplies can be purchased at supermarkets and home improvement stores.

[Emergency stock supplies (Example of supplies to prepare beforehand in the event of disaster)]

Food supplies	<ul style="list-style-type: none"> <input type="checkbox"/> Drinking water (3 days' worth (3 liters daily per person)) <input type="checkbox"/> Cookies / Biscuits <input type="checkbox"/> Canned or vacuum-packed food <input type="checkbox"/> Instant ramen <input type="checkbox"/> Candy and chocolate 	
Daily necessities	<ul style="list-style-type: none"> <input type="checkbox"/> Water for daily living (Keep water in bathtub or plastic container, etc.) <input type="checkbox"/> Matches, candles and lighter <input type="checkbox"/> Clothing (outerwear and underwear) <input type="checkbox"/> Plastic wrap <input type="checkbox"/> Paper plates <input type="checkbox"/> Disposable chopsticks, spoons and forks <input type="checkbox"/> Plastic bags <input type="checkbox"/> Portable gas stove and cylinder cartridges 	

If your water and food are getting old, you should buy replacements!





[Emergency portable supplies (Example of supplies to prepare beforehand in the event of evacuation)]

<p>Emergency food ration</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Drinking water <input type="checkbox"/> Cookies / Biscuits <input type="checkbox"/> Canned or vacuum-packed food <input type="checkbox"/> Candy and chocolate <input type="checkbox"/> Dietary supplements 	
<p>Daily necessities</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Matches, candles and lighter <input type="checkbox"/> Plastic bags <input type="checkbox"/> Cellular phone and charger 	
<p>Medical supplies</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Prescribed medicine <input type="checkbox"/> Masks 	
<p>Valuables</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Cash <input type="checkbox"/> Passport <input type="checkbox"/> Residence Card <input type="checkbox"/> Individual Number Card <input type="checkbox"/> Bankbook and personal seal (inkan) <input type="checkbox"/> Driver's license <input type="checkbox"/> Health insurance card <input type="checkbox"/> Spare glasses and contact lenses <input type="checkbox"/> Spare car and house keys 	
<p>Evacuation supplies</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Flashlight <input type="checkbox"/> Radio <input type="checkbox"/> Batteries <input type="checkbox"/> Helmet <input type="checkbox"/> Whistle 	
<p>Clothes</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Outerwear, underwear and socks <input type="checkbox"/> Long sleeve shirt and long pants <input type="checkbox"/> Cotton work gloves <input type="checkbox"/> Towel 	
<p>Other</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Baby products (powdered milk, diapers, etc.) <input type="checkbox"/> Female products (sanitary products, etc.) <input type="checkbox"/> Elderly products (disposable adult diapers, medicine, etc.) 	

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Emergency & Disaster Safety Terminology

Remember these disaster-related words in the case of an emergency.

[Evacuation information]

ひなん 避難する: Hinan suru	Evacuate
ひなんじょ ひなんばしょ 避難所・避難場所: Hinanjo / Hinan basho	Evacuation shelter / Temporary evacuation site
ちゅうい 注意する: Chūi suru	Watch out
けいかい 警戒する: Keikai suru	Issue warning
こうれいしゃどう ひなん 高齢者等避難: Kōreisha tō hinan	Evacuation of the elderly, etc.
ひなんしじ 避難指示: Hinan shiji	Evacuation order
ちゅういほう 注意報: Chūihō	Advisory
けいほう 警報: Keihō	Warning
とくべつけいほう 特別警報: Tokubetsu keihō	Special warning

[Earthquake and tsunami]

じしん 地震: Jishin	Earthquake
しんど 震度: Shindo	Seismic intensity
よしん 余震: Yoshin	Aftershock
きんきゅうじしんそくほう 緊急地震速報: Kinkyū jishin sokuhō	Earthquake Early Warning
しんげんち 震源地: Shingenchi	Epicenter
つなみ 津波: Tsunami	Tsunami
たかだい 高台: Takadai	High ground
かさい かじ 火災・火事: Kasai / Kaji	Fire
げんしりょくはつでんしょ 原子力発電所: Genshiryoku hatsudensho	Nuclear power plant
かおく とうかい (家屋の)倒壊: (kaoku no) Tōkai	(House) collapse
ていでん 停電: Teiden	Blackout
だんすい 断水: Dansui	Water supply cut-off

[Typhoon and heavy rainfall]

たいふう 台風: Taifū	Typhoon
きょうふう 強風: Kyōfū	Strong wind
ぼうふう 暴風: Bōfū	Violent wind
ふうそく 風速 (m/s): Fūsoku (m/s)	Wind speed (m/s)
たつまき 竜巻: Tatsumaki	Tornado
はろう 波浪: Harō	Ocean wave
たかなみ 高波: Takanami	High wave
たかしお 高潮: Takashio	Storm surge
おおあめ 大雨: Ōame	Heavy rainfall
ごうう 豪雨: Gōu	Rainstorm
か せん ぞうすい (河川の) 増水: (Kasen no) Zōsui	(River) rising
か せん はんらん (河川の) 氾濫: (Kasen no) Hanran	(River) overflow
こうずい 洪水: Kōzui	Flood
か おく しんすい (家屋の) 浸水: (Kaoku no) Shinsui	(House) flooding
ど しゃくず がけくず 土砂崩れ・崖崩れ: Doshakuzure / Gakekuzure	Landslide

[Other]

ゆく え ふめい 行方不明: Yukue fumei	(Person) missing
あん び かくにん 安否確認: Anpi kakunin	Safety confirmation
ひ さい 被災する: Hisai suru	Stricken by disaster
ひ さいしや 被災者: Hisaisha	Disaster victim
ひ じょうしょく 非常食: Hijōshoku	Emergency food
た だ 炊き出し: Takidashi	Emergency soup kitchen
はいきゅう 配給: Haikyū	Rationing
きゅうすいしや 給水車: Kyūsuisha	Water truck
ふっきゅう 復旧する: Fukkyū suru	Recover
ふ つう 不通: Futsū	No service communication
う かい 迂回する: Ukai suru	Detour
つうこう ど 通行止め: Tsūkōdome	Closed to traffic
うんきゅう 運休: Unkyū	Suspension of operation

Emergency Information

Get the most current and accurate information via the TV, radio, internet, etc.

Japanese only

Emergency emails issued by cities and towns: Each city and town

If you register, you can receive emergency information via email.

*Make inquiries at your city hall or town office for registration and service information.

Emergency alert emails: Cellular phone companies

Cellular phone company services provide emergency information for local communities automatically sent out via email.

*As soon as an emergency alert email is received, act quickly to protect yourself.

Yamaguchi public works disaster prevention information system

Information on the amount of rainfall, the water level of the rivers, landslides, etc., is available for Yamaguchi Prefecture.

<https://y-bousai.pref.yamaguchi.lg.jp/> (for PCs)

<http://y-bousai.pref.yamaguchi.lg.jp/k/> (for cellular phones)

<https://y-bousai.pref.yamaguchi.lg.jp/sp/> (for smartphones)



For cellular phones



For smartphones

*Users can register under “Yamaguchi Prefecture emergency email alert.”

After registering, users will receive emails with weather information for Yamaguchi Prefecture.

Yamaguchi Prefecture road information – Actual road images available on navi

Images of road conditions in Yamaguchi Prefecture are provided.

<http://road.pref.yamaguchi.jp/gmap/>



Available in multiple languages

Bousai Yamaguchi

This website provides information on evacuation and other disaster-related topics for Yamaguchi Prefecture.

https://dms-bousaiportal.bousaikiki.pref.yamaguchi.lg.jp/pub_sp/portal-top/



Japan Meteorological Agency

Information on earthquakes, heavy rainfall, typhoons, etc., is available in multiple languages.

<https://www.jma.go.jp/jma/kokusai/multi.html>



Guidebook on Living and Working (Immigration Services Agency)

Information that is helpful for residents living in Japan is available in multiple languages.

https://www.moj.go.jp/isa/guidebook_all.html



Multilingual Medical Questionnaire (International Community Hearty Konandai (NPO) / Kanagawa International Foundation)

Interview sheets can be downloaded in multiple languages and used when visiting the hospital.

<https://www.kifjp.org/medical/>



“Safety Tips” (Japan Tourism Agency) App sending information to international travelers

This application provides emergency disaster information in multiple languages for international travelers.

For tablets and smartphones



Android version



iOS version



Safety confirmation

When a large scale disaster occurs, it is difficult to get through on telephones.

Use the “Disaster Message Board (災害用伝言板: Saigai yo dengon ban)” or “Disaster Emergency Message Dial (災害用伝言ダイヤル: Saigai yo dengon daiyaru)” (free service) to tell family and friends that you are safe or to confirm if family or friends are safe.

▶ Disaster Message Board on cellular phones (Japanese / English)

Users can leave and read text messages from their cellular phones. Messages can be accessed from all over the world.



[NTT Docomo] <http://dengon.docomo.ne.jp/top.cgi>

[KDDI (au)] <http://dengon.ezweb.ne.jp/>

[SoftBank] <http://dengon.softbank.ne.jp/>

▶ Disaster Message Board on the Internet (Japanese, English, Chinese and Korean)



[NTT East / NTT West] <https://www.web171.jp>

Users can try out the “Disaster Message Board” and “Disaster Emergency Message Dial” service for free every month on the 1st and 15th, January 1st to 3rd, January 15th to 21st, and August 30th to September 5th.

▶ Disaster Emergency Message Dial (171) (Voice guidance only available in Japanese)

Users can leave and listen to voice messages from a telephone

How to record

- 1 Dial "171"
- 2 Enter "1"
- 3 Enter your landline number (xxx-xxxx-xxxx)
- 4 Enter "1"
- 5 Record a message
- 6 Enter "9" to exit

How to play

- 1 Dial "171"
- 2 Enter "2"
- 3 Enter the landline phone number of the other party (xxx-xxxx-xxxx)
- 4 Enter "1"
- 5 Listen to the message



MEMO

Personal & Emergency Contact Information

[Personal information]

Name			
Address in Japan			
Phone number		Blood type	
Birthdate			
Passport number			
Residence card number			
Company / School		Phone number	
Prescribed medicine			
Allergies / Medical conditions			

[Family and friends]

Name	Phone number	Company / School name	Company / School phone number

[Emergency contact information]

Emergency contact in Japan	Name	Phone number
Emergency contact overseas	Name	Phone number

[Contact information]

Embassy / Consulate	Phone number
City hall / Town office	Phone number
Status of Residence	Phone number
Gas	Phone number
Electricity	Phone number
Water	Phone number
Other	Phone number
	Phone number
	Phone number
	Phone number
	Phone number

[Evacuation shelter, Temporary evacuation site]

Local evacuation shelter, Temporary evacuation site	
Family meeting place	

Police
(General incident / Accident)

110



Fire Services
(Fire / Emergency)

119



Japan Coast Guard
(Incident / Accident at sea)

118



**Disaster Emergency
Message Dial**

171



Contact information for emergency and disaster safety services:

Phone numbers for city halls and town offices (Support only available in Japanese.)

Shimonoseki City	TEL:083-231-9333
Ube City	TEL:0836-34-8139
Yamaguchi City	TEL:083-934-2723
Hagi City	TEL:0838-25-3808
Hofu City	TEL:0835-25-2115
Kudamatsu City	TEL:0833-45-1832
Iwakuni City	TEL:0827-29-5119
Hikari City	TEL:0833-72-1403
Nagato City	TEL:0837-23-1111
Yanai City	TEL:0820-22-2111 (ext. 491)

Mine City	TEL:0837-52-1110
Shunan City	TEL:0834-22-8208
Sanyo-Onoda City	TEL:0836-82-1122
Suo-Oshima Town	TEL:0820-74-1000
Waki Town	TEL:0827-52-2136
Kaminoseki Town	TEL:0820-62-0311
Tabuse Town	TEL:0820-52-5802
Hirao Town	TEL:0820-56-7111
Abu Town	TEL:08388-2-3110

**This handbook should be placed
in a readily accessible place
so it is available when needed.**

Emergency Handbook for Foreign National Residents (Issued on July 2016)

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1-1 Takimachi, Yamaguchi City, Yamaguchi Prefecture

Phone: 083-933-2340 Fax: 083-933-2358 Email: a12900@pref.yamaguchi.lg.jp

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