

From October 2, 2023, the reception hours of Tsukuba City Hall and its branch offices will be changed from 8:45am to 4:30pm, for both callers and visitors.

In Case of Emergency

Police: 110

If you are involved in a traffic accident:

If you are not injured, please give first aid to the injured person and call an ambulance and the police. Please also take safety measures. Please see a doctor, too, even if you both think it is just a minor injury and make sure to check the person's address, name, phone number and driver's license.

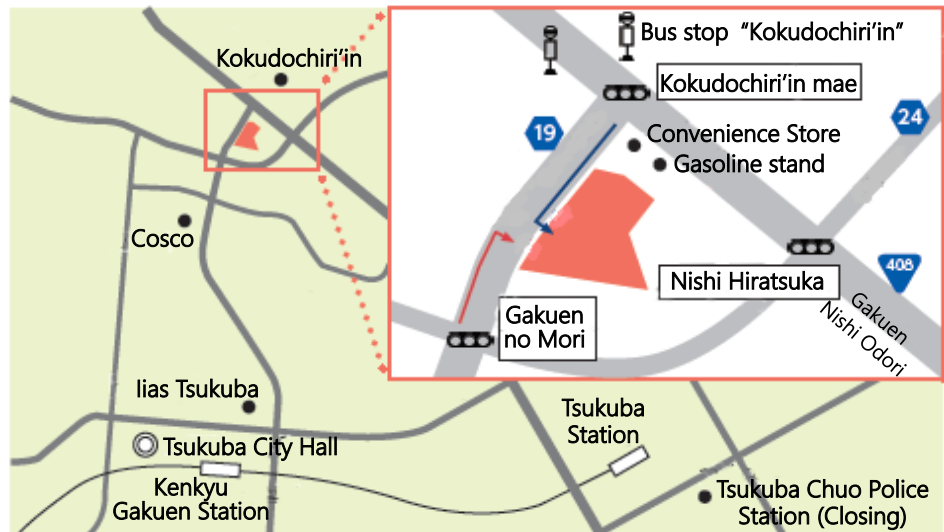
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Tsukuba Police Station

3-50-1 Gakuen-no Mori, Tsukuba, 305-0816

Multilingual

<https://www.pref.ibaraki.jp/kenkei/foreign/index.html>



Fire and Emergency: 119

For details, inquire at Operations Division of Fire Headquarters

For many people, it is rare to call 119 and when they do, they are in an urgent situation and they might be very upset. However, please remain calm and clearly explain what is going on. Please do so, so that people's lives as well as their property and assets are saved.

To call 119 for fire or emergency, there are a few options:

-You can call with your home phone, mobile phone or pay phone.

Please make sure to turn on your GPS when you call 119 with your smartphone.

-You can call through the Interpretation Center (called "Multilingual Call Service") for foreign residents who do not speak Japanese.

-You can report using your smartphone's Internet function for people who have difficulty in hearing and/or speaking. (Emergency Call System 119)

-Report through FAX (FAX 119)

Tsukuba City Fire Headquarters

1-1-1 Kenkyu-Gakuen Tsukuba, 305-0817

Important Points to Note When Calling 119

When calling 119, please remain calm and answer the questions asked by the staff of Operations Division.

-In case of fire, tell the staff the following:

- That it is a fire.
- Where (address) and landmarks around the place.
- What is burning - whether it is a building, forest, car, etc.
- Whether there are persons who are trapped or who are injured.
- Your name and phone number.

-In case of emergency, tell the staff the following:

- That it is an emergency.
- Where (address) and landmarks around the place.
- What happened to the person - whether it is an illness, injury or accident.
- The number of injured or ill persons and their states of consciousness, breathing condition and other condition.
- Your name and phone number.

Multilingual 119

When Tsukuba City Fire Headquarter receives a 119 call from someone who does not speak Japanese, the staff will listen to the call through a multilingual call service. When you call, please talk in your own language that you would usually do so that the staff can determine whether to communicate through the multilingual call service.

Fire crew and emergency response team will also use multilingual services at a disaster scene, if necessary. The service is available for 24 hours and 365 days.

Available languages (19 languages) are English, Chinese, Korean, Spanish, Portugal, Thai, French, Italian, Russian, Vietnamese, Indonesian, Tagalog, Nepalese, Malay, Burmese, Khmer, Mongolian and Singhalese (As of September 23, 2020).

Acute Illness

-Medical institutions that are open on Sundays and national holidays

Please refer to the multilingual page of Tsukuba City's official website or Japanese version of "Newsletter TSUKUBA (Koho TSUKUBA 広報つくば)" for the available medical institutions and other details. Please note that some medical institutions charge additional fees.

-Emergency phone consultation for acute illness (available in Japanese only)

Phone consultation for children's acute illness

☎ # 8 0 0 0 ☎ (03) 6667-3377

-Tsukuba Medical Center Hospital ☎ 029 (851) 3511

Address: 1-3-1 Amakubo

Open hours: 24 hours a day, 365 days a year for pediatric emergency.


In order to prioritize patients requiring urgency, the hospital triages patients.

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-Phone consultation for adult's acute illness ☎ # 7 1 1 9 ☎ (03) 6667-3377

Open hours: 24 hours a day, 365 days a year (available in Japanese only).


List of hospitals for emergency

Hospital name	University of Tsukuba Hospital (筑波大学附属病院)
Address	2-1-1 Amakubo
Phone	☎029 (853) 3900 (main number) 
Services	Please see the hospital's website or contact them to find more about their services. http://www.s.hosp.tsukuba.ac.jp/
Note	All outpatient services are by appointment only. The hospital's appointment center is open from 8:30am to 5:00pm on weekday. The counter 2 accepts appointments until 5:15pm. Appointment Center: ☎029 (853) 3570 For initial visit: From 8:30am to 4:30pm For follow-up visits: From 7:30am to 4pm (Appointment only.) You can make an appointment for the follow-up visits using a machine at the hospital.) Night time emergency visit (From 5:15 to 8:30) : ☎029 (853) 3110 ・ ☎029 (853) 3860 Weekday (From 8:30 to 5:15pm): ☎029 (853) 3572 Open for emergency 24 hours a day and 365 days a year.

Hospital	Tsukuba Souai Hospital (つくば相愛病院)
Address	Takasaki 1008
Phone	029-873-2511
Services	Please see the hospital's website or contact them to find more about their services. http://www.tsukuba-soai.com/

Hospital	Tsukuba Chuo Hospital (筑波中央病院)
Address	Hokujo 5118
Phone	029-867-1211
Services	Please see the hospital's website or contact them to find more about their services. http://www.tsukuba-chuo.jp/

Hospital	Tsukuba Memorial Hospital (筑波記念病院)
Address	Kaname 1187-299
Phone	029-864-1212
Services	Please see the hospital's website or contact them to find more about their services. http://www.tsukuba-kinen.or.jp

Hospital	Tsukuba Gakuen Hospital
Address	Kamiyokoba 2573-1
Phone	029-836-1355 
Services	Please see the hospital's website or contact them to find more about their services. http://www.gakuen-hospital.or.jp
Note	The hospital's services (both initial and follow-up visits) are by appointment only. Make an appointment by phone ☎029 (836) 6688 An appointment can be made between 9:00 am and 4:00pm on weekdays and between 9:00am and 12:00pm on Saturdays. <u>On-the-day-appointment can be made between 8:00am and 3:00pm on weekdays and 8:00am and 11:00am on Saturdays. (You cannot make on-the-day-appointment for obstetrics, dental surgery, oral surgery, rehabilitation and psychosomatic medicine departments.)</u>

Hospital	Ichihara Hospital
Address	Osone 3681
Phone	029-864-0303
Services	Please see the hospital's website or contact them to find more about their services. http://www.ichihara-hospital.or.jp/

Hospital	Tsukuba Hospital
Address	Sasagi 1761
Phone	029-855-0777
Services	Please see the hospital's website or contact them to find more about their services. https://tsukuba-hospital.jp/

Hospital	Tsukuba Medical Center Hospital
Address	Amakubo 1-3-1
Phone	029-851-3511
Services	Please see the hospital's website or contact them to find more about their services. http://www.tmch.or.jp/hosp/

Disaster Prevention

Disaster prevention means to prepare for a future disaster. Japan is an earthquake-prone country and it is said that a huge earthquake will hit the Tokyo area in the near future. Japan is also susceptible to typhoons which bring strong wind and heavy rain. If a typhoon makes a direct hit, rivers may flood due to heavy rain.

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Furthermore, there are other risks such as fires and nuclear accidents. It is important to have a plan for these emergencies.

Disaster Risk

Do you know what kind of disaster risks there are in Tsukuba City? Prepare for a future disaster so that you can remain calm when it actually happens.

Tsukuba City's official hazard map shows areas that are vulnerable to a major disaster.

-Areas that can be affected by landslide and flooding caused by heavy rain:

- Landslide Prone Area of Mt. Tsukuba (mudslide) and Yatagawa (steep terrain area)
- Anticipated Inundation Area of Kokai River and Sakura River.

-Earthquake

A seismic intensity (*Shindo*) scales categorize the intensity or severity of ground shaking at a given location from an earthquake.

Shindo 1 -2: Most people do not feel shaking.

Shindo 3-4: Most people feel shaking.

Shindo lower 5: Dishes and books fall off shelves.

Shindo upper 5: Furnitures and block walls fall.

Shido lower 6: Wooden and less earthquake-resistant homes may lean.

Shindo upper 6: Wooden and less earthquake-resistant homes may collapse.

Shindo 7: Less earthquake-resistant homes may collapse.

-When an earthquake of *shindo* 5 or above occurs, there may be cases where houses are destroyed and electricity and water are cut off.

-If the ground liquefies, houses and other structures may lean.

-During a disaster, there are cases where you cannot use trains or motorways.

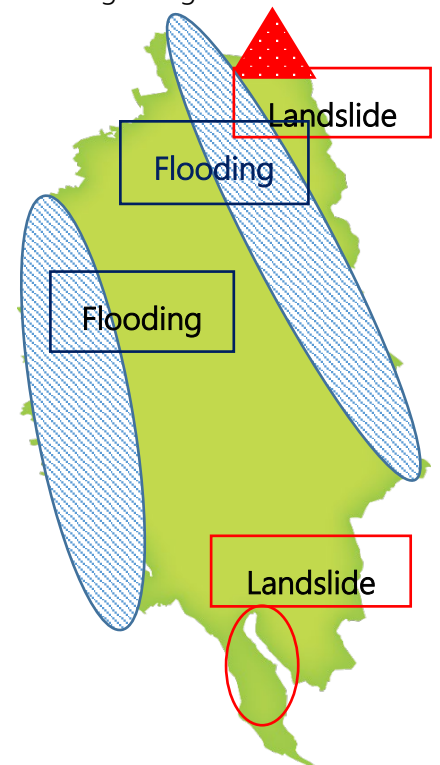
-Most shops will be closed which makes it difficult to buy gasoline and fuel.

-In the case of a major earthquake, there will be many aftershocks and another big earthquake may occur a few days later.

Self-help, mutual-help and public-help

To minimize damage during a disaster, "self-help, mutual-help and public-help" are very important. "Self-help" means to prepare yourself and your family in advance to protect your and your family's lives and property. "Mutual-help" means to help each other in a community in order to reduce damage to the community. "Public-help" means comprehensive disaster prevention measures by the governments.

"Public-help": If a disaster like the Great East Japan Earthquake occurs in Tsukuba City, the City Hall will set up a disaster response headquarter to assess damage, open shelters to arrange and provide supplies, support disaster recovery and gather and distribute information.



However, in the event of a large-scale disaster, there may be cases where public disaster management authorities cease to function due to the damage caused by the disaster, as well as firefighters become overwhelmed by multiple fires. Thus, the function of “public-help” becomes restricted which makes “self-help” and “mutual-help” more important.

As part of “self-help”, it is most important to prepare for a future disaster.

Hardware stores and other stores have a section dedicated for emergency goods and goods that can be stockpiled where you can buy foods with long shelf lives and products useful in case of a disaster. You can see the list of items that you should get ready in advance here: <http://www.clair.or.jp/tagengo/> . In particular, items such as sanitary products, nappies, baby formula, baby food, towels, baby carrier, diapers for elderly persons who need care, and medicine may take a while to be delivered as relief supplies, so it is recommended that you stockpile these items at home. At the time of a disaster, it will be difficult to provide foods that meet religious requirements and/or allergy restrictions, so please stockpile foods that meet the requirement and have long shelf lives. Also, please keep a mobile battery as well, because smartphone and cellphones are essential tools to communicate and to gather information.

It is also important to gain knowledge related to disasters.

Do you know what these pictures below represent?



1. Evacuation site: Parks and Squares near you where you can temporarily protect yourself.

Please check the location of evacuation sites and shelters near you in advance. It is a good idea to decide a meeting place so that you know where to go if you cannot get in touch with your family. Various companies and organizations also provide disaster-related information in multiple languages, so please have a look. During a disaster, in order to prevent total failure of communication lines, the communication lines for regular phone calls will be deliberately restricted, so please secure means of communication such as LINE or messenger so that you can get in touch with your family and friends.

Free mobile app is available that notifies you of information such as earthquake early warning which predicts the location, timing and intensity of an earthquake immediately after it occurs, as well as Tsunami warning, volcano warning, special weather warning, heatstroke warning and information on missile launches. The app is available in English, Chinese (traditional and simplified), Korean and Japanese.

Guidelines for Evacuation Advisories

In response to the heavy rainfall in July 2018, Japan’s Cabinet Office revised the guidelines for evacuation advisories and started to apply in June 2019.

Warning level

5

A disaster is underway.
Take the best action possible to protect your life.

Warning level

4

Go to an evacuation shelter as soon as possible.
 If it seems dangerous to go to a public shelter, evacuate to a safer place near you or to a safer place in your house.

Warning level

3

People who need more time to evacuate (elderly persons, persons with disability, infants, etc.) and their carers should start evacuation. The rest of the people should get ready to evacuate.

Warning level

2

Look at the hazard map and check what you need to do for evacuation.

If you are in an area where Tsukuba City issued a warning level 3 or 4, please evacuate as soon as possible!

Warning level

1

Prepare for a disaster to become serious.

How to Protect your Pet during a Disaster

Have you thought about what happens to your pet during a disaster? If you evacuate to an evacuation shelter with your pet, you will not be able to bring the pet to a common living space. In principle, owners will have to "self-help" themselves regarding pets in the time of a disaster. Please check the disaster risks of your house and find a place to leave your pet in advance. Once you find a place, please check the following points as well. -Whether or not you can leave your pet during a disaster, fee, how to drop-off and pick-up, food for your pet, how long you take your pet for a walk, cage, pet carrier bag, etc.

Note: You can see how you can protect your pet during a disaster in a booklet which you can find on the official website of Ministry of Environment:

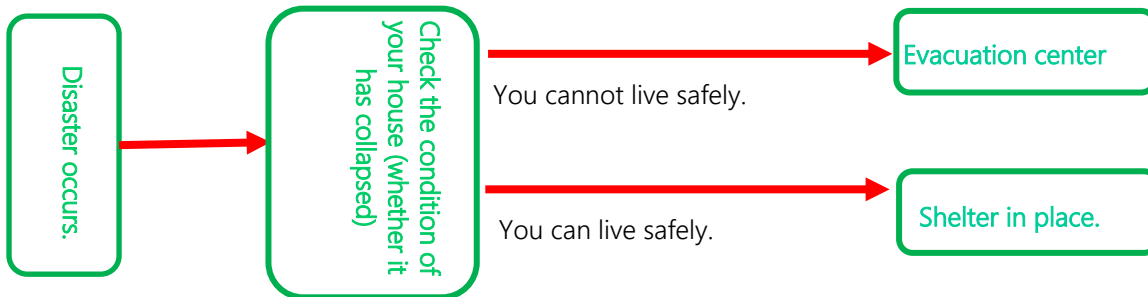
["https://www.env.go.jp/nature/dobutsu/aigo/2_data/pamph/h3010a/a-1b.pdf"](https://www.env.go.jp/nature/dobutsu/aigo/2_data/pamph/h3010a/a-1b.pdf)

and ["https://www.env.go.jp/nature/dobutsu/aigo/2_data/pamph/h2703/pdf/full.pdf"](https://www.env.go.jp/nature/dobutsu/aigo/2_data/pamph/h2703/pdf/full.pdf).

There are options other than evacuating to an evacuation site or shelter.

Many people tend to think that they will be safe as long as they get to an evacuation shelter during a disaster. Evacuation shelters are set up to provide places to stay for people who find it difficult to live in their own houses, because their houses have either collapsed or have a risk of collapsing. If your house is safe to live in, please shelter in place at your home. (Please evacuate if there is a risk of flooding or landslide.)

Evacuation flow



Important points to note regarding earthquakes

Create a safe space in your house where you do not put any furniture, etc.

- Secure a safe space inside your house where you can evacuate to.
- If you cannot create such space, rearrange furniture to make it safer.
- To be able to evacuate safely, do not put any objects on corridors and entrances.

Please also take measure to prevent furniture from falling and moving, and broken glasses from scattering. What is most important is to take measures so that you do not get injured when an earthquake happens.

Safety measures at home

Will you be safe in your home in the event of an earthquake? Are there risks in your bedroom and/or living room where a furniture falls on you if a big earthquake occurs? Please secure a bookshelf, refrigerator and other furniture to the wall. By securing kitchen cabinet doors with clasps, you can prevent broken glasses and plates from scattering. You can find these clasps, latches and other device to secure furniture at a hardware store. Many of these devices can be used at a rented home, too, so please install them where possible. In addition, you can make your home earthquake-proof by putting non-slip cloths or sheets in the kitchen cabinet, secure kitchen cabinet doors with tools such as clasps, secure a TV to the wall or pillar in a low position and put a shatterproof film on windowpane and glass parts of furniture so that they will not be scattered in case they break.



- 1 . Tension rods to secure a furniture and prevent from falling down.
- 2 . Poles to secure TV and TV stand to prevent from falling down.
- 3 . Clasps or latches to secure kitchen cabinet doors to prevent broken plates from scattering.

64 Emergency Stockpile at Home

-Stockpile drinking water for at least 3 days. You need roughly 3 liters per person per day.

Please note that there was water outage in Tsukuba City during the time of Great East Japan Earthquake.

-Things that you usually use.

Foods: Stockpile extra food that you usually eat, instead of special food.

Daily necessities: Always keep extra supplies of toilet papers, tissues, nappies, sanitary napkins, etc.

Medicine: Consult your doctor about what to do in case of an emergency.

-Things that you only use during a disaster.

Please check how to use them, where you stored them, and whether they function at least once a year. (For example, portable gas stove, radio, flashlight, etc.)

★Rolling Stock Method

Rolling Stock is a method to purchase extra foods and daily necessities than usual, consume the oldest items first, and replace them with new items. By repeating this process, you do not have to worry about expiration date, and also can stockpile what you used to eat and use.

List of Websites Related to Various Disasters

-Ibaraki Prefecture Disaster Prevention and Risk Management Portal Site

<https://www.bousai.ibaraki.jp/>

Multilingual

-Multilingual Information on Disaster Mitigation (Japan Meteorological Agency)

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

Multilingual

-Institute of Scientific Approaches for Fire & Disaster

<https://www.bousai-kensyu.com/knowhow/>

-Notification App for Disaster Information

<https://www.rcsc.co.jp/safety-tips-en>

Multilingual