

1 Emergencies



Preparing for Emergencies, Accidents, and Illnesses

We never foresee when an emergency will happen. Your ability to take proper action without panicking when an emergency situation arises depends on how well you are prepared.

It is often the case that language difficulties hamper communication in an emergency situation. To prevent this from happening, it is important to be able to understand at least the minimum amount of emergency vocabulary.

In addition, please familiarize yourself with where you should call in emergency situations. Please keep this book in a handy spot so that you can use it when you need it.

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**For inquiries concerning the contents of this booklet,
contact the Foreign Resident Advisory Corner**

Language	Telephone No.	Days	Hours
English	03-5272-5060	Mon. through Fri.	9:30 a.m. to 12 noon, 1 to 4:30 p.m. Excluding Saturdays, Sundays, national holidays, etc.
Chinese	03-5272-5070		
Korean	03-5272-5080		

The information in this publication is subject to change. In addition, when you contact departments or telephone numbers listed in this booklet, **unless otherwise specified, be sure to speak in Japanese or have someone who speaks Japanese talk for you.**

English Edition

Published by: Shinjuku City
City Website: www.city.shinjuku.lg.jp/
Foreign Language Website: www.city.shinjuku.lg.jp/foreign/english/
Publication Number: 2012-1-2614
Edited by: Multicultural Society Promotion Division
 1-4-1 Kabuki-cho, Shinjuku-ku 160-8484
Tel: 03-5273-3504 **Fax:** 03-3209-1500
Publishing Date: April 1, 2012

This booklet is divided into 10 parts

1. **Emergencies**
2. Preparing for Disasters
3. Notifications and Procedures to Be Completed at the City Office
4. Taxes, Medical Treatment, and Health Insurance
5. Welfare
6. Employment
7. Childbirth, Child-Raising, and Education
8. Living
9. Leisure
10. Useful Information

Emergency Telephone Numbers

Inquiries ▶ **To Call the Police to Report a Crime or Accident, Dial 110**
To Call the Fire Brigade or Ambulance Regarding a Fire or Illness, Dial 119

■ **To call the police to report a crime or accident, etc., dial 110 (no area code necessary; available on a 24-hour basis, free of charge)**

When you call, give information in the following order:

1. Say whether you are calling to report an accident or a crime.
2. Give the location or address of the incident.
3. Give your name.

Notes:

1. If anyone is injured, an ambulance will be dispatched if you tell the police.
2. If you are a victim of a robbery or other such crime, report it to the police immediately.
3. If your bankbook or credit card is stolen, please contact your bank or credit card company immediately to prevent it being used fraudulently.

■ **Sample Questions and Answers When Calling the Police**

Q = Questions/comments from the police

A = Your answers

Q: This is the police. *Keisatsu desu.*

A: A man is on a rampage in a shop. *Omise de boryoku wo furutte iru hito ga imasu.*

Q: Does he possess any weapons? Is anybody injured? *Aite wa kyoki wo motte imasuka? Keganin wa imasuka?*

A: He doesn't have any weapons, but he is beating and hurting other customers. *Aite wa nanimo motte imasen ga, hokano okyakusan wo nagutte, kega wo sasete imasu.*

Q: Where is the shop? (Please give the exact address.) *Basho wo oshiete kudasai, Nani-ku (shi), nani-machi, nan-chome, nan-ban, nan-go desuka?*

A: The shop is in front of XX Bldg., X-X-X XXX-machi in Shinjuku City. *Shinjuku-ku XX-machi XXX no XX biru no mae desu.*

Q: What is your telephone number? *Denwa bango wo oshiete kudasai.*

A: It is XXXX-XXXX. XXXX-XXXX *desu.*

Q: The police will be on the way immediately. *Imakara keisatsukan ga genba e mukaimasu.*

■ **To call the fire brigade or ambulance regarding a fire or illness, dial 119 (no area code necessary; available on a 24-hour basis, free of charge)**

When you call, give information in the following order:

1. Say whether you are calling to report a fire or to call an ambulance.
2. Give the location.
3. Give your name.

Notes:

1. The police/fire department will be able to reach the location quickly if you describe buildings nearby that can serve as landmarks when giving them the location.
2. When you hear the ambulance approaching, send someone outside to direct the ambulance. While you wait for the ambulance, if time permits, you should gather your health insurance certificate and some cash.

■ **Sample Questions and Answers When Calling for an Ambulance**

Q = Questions/comments from the Tokyo Fire Department

A = Your answers

Q: This is the Fire Department. Do you need the fire brigade or an ambulance? *Shobocho. Kajidesuka, kyukyu desuka?*

A: We need an ambulance. *Kyukyu desu.*

Q: What is the matter? *Doshimashitaka?*

A: There has been a traffic accident. (Please describe the situation with as much detail as possible, such as by saying, "Someone is stuck inside.") *Kotsujiko desu.*

("Hasamatte iru" = "Someone is stuck inside.")

Q: Please give your location (city and address). *Nani-ku(shi), nani-machi, nan-chome, nan-ban, nan-go desuka?*

A: We are in front of XX Bldg., X-X-X XX-cho, Shinjuku City. *Shinjuku-ku XX-machi X-X-X no XX Biru-no mae desu.*

Q: Please give your telephone number. *Denwa bango wo oshiete kudasai.*

A: It's XXXX-XXXX. XXXX-XXXX *desu.*

Q: All right. *Hai, wakarimashita.*

■ **Sample Questions and Answers When Calling the Fire Brigade**

Q: This is the Fire Department. Do you need the fire brigade or an ambulance? *Shobocho. Kajidesuka, kyukyu desuka?*

A: There is a fire. *Kaji desu.*



Q: Please give your location (city and address). *Nani-ku (shi), nani-machi, nan-chome, nan-ban, nan-go desuka?*

A: We are in front of XX Bldg., X-X-X XX-cho, Shinjuku City. *Shinjuku-ku XX-machi X-X-X no XX Biru-no mae desu.*

Q: What is burning? *Nani ga moete imasuka?*

A: XX is burning. *XX ga moete imasu.*

Q: All right. *Hai, wakarimashita.*

Crime and Traffic Accidents

Koban (Police Box)

In Japan, there are small police stations on local street corners called *koban*, where police officers are stationed. These police boxes serve as mini police stations which police officers use as a base for community patrols, and where officers handle reports of crime, runaways and lost items as well as offering various services such as giving directions.

■ Police Stations in Shinjuku City

- Ushigome Police Station
Address: 1-15 Minami-Yamabushi-cho, Shinjuku-ku
Tel: 03-3269-0110
- Shinjuku Police Station
Address: 6-1-1 Nishi-Shinjuku, Shinjuku-ku
Tel: 03-3346-0110
- Totsuka Police Station
Address: 3-30-13 Nishi-Waseda, Shinjuku-ku
Tel: 03-3207-0110
- Yotsuya Police Station
Address: 6-5 Samon-cho, Shinjuku-ku
Tel: 03-3357-0110
- Shinjuku Youth Center
Address: 5-3-1 Nishi-Shinjuku, Shinjuku-ku
Tel: 03-3372-8335

To Avoid Becoming a Victim of Crime

■ Beware of Lock Pickers and Burglars Who Strike When You Are Not at Home!

Lock-picking is when someone opens a lock with a

metal device. Recently, the problem of lock-picking has become very serious.

- If you see a suspicious person, simply ask, “*Nanika goyo desuka?* (Are you looking for someone?)”
- Install two locks and/or an anti-crime buzzer.

■ Beware of Purse-Snatchers

There has been an increasing number in the cases of purse-snatching. Many purse-snatchers commit the crime while riding motorcycles or bicycles, and they seem to particularly target women and the elderly.

- Carry your purse with both hands close to your chest, or carry your bag on the side that is closest to buildings (away from the road).
- Do not place valuables in the basket of your bicycle; alternatively, attach a purse-snatching preventative net over your basket.
- Do not walk in areas where there are few people.

If You Become the Victim of a Crime

As soon as you discover that your home has been burglarized, report to the police either by calling or going directly to the local police box or station. When your bank passbooks and credit cards have been stolen, you should also report to the banks and credit card companies.

■ If You Become the Victim of Purse-Snatching

- Check the license plate number of the motorcycle of the purse-snatcher. Remember such special characteristics as the type of vehicle and its color, etc.
- Ask for help from people nearby and report the incident by dialing 110 immediately.
- Do not try to catch the thief (he/she may have a weapon).

■ If You Forget or Lose Your Belongings

If you have left your belongings on the train or bus, contact the station office; if you have dropped something on the street or some other public area, contact the police station.

Items that are found and brought to the police are stored for a designated period, after which they are taken to the Lost and Found Center.

Inquiries Police Department Lost and Found Center

**Address: 1-9-11 Koraku, Bunkyo-ku
Tel: 03-3814-4151**

■ If You Are Involved in a Traffic Accident

If you are involved in a traffic accident, report the incident to the police no matter how minor it may be. When you do, ask for an ambulance if anyone is injured. Although you may not look injured, or even if the injury is minor, after effects may occur later. So, if any part of your body has been hit, or if you have been injured, go to a hospital and undergo an examination by a physician.

Obtain the following information on the other party involved in the accident:

1. Write down the license plate number of the car.
2. Check the other party's driver's license, and write down the driver's license number, name, address, and age.
3. Write down the name of the car insurance company and membership number.
4. If there are witnesses, you must also ask for their names and addresses.

Illnesses and Injuries

If You Become Ill on a Holiday or at Night

The Fire Department and the Tokyo Metropolitan Government provide information on medical institutions that operate in evenings and on holidays and emergency facilities. In Shinjuku City provides medical treatment on holiday evenings, and also offers information on clinics and hospitals that are open on holidays.

■ Information on Medical Institutions with Services in Foreign Languages

Himawari (Tokyo Metropolitan Health and Medical Information Center), Tel: 03-5285-8181

URL: www.himawari.metro.tokyo.jp/

Information on medical institutions with staff who speak English, Chinese, Korean, Thai, and Spanish is available.

- Hours: Daily (includes Sat., Sun., and national holidays), 9 a.m. to 8 p.m.

■ Tokyo Metropolitan Emergency Interpretation Service (for Medical Institutions)

Himawari (Tokyo Metropolitan Health and Medical Information Center), Tel: 03-5285-8185

For urgent patients who are having difficulties communicating with doctors due to lack of Japanese skills, the center provides an emergency interpretation service over the phone. (Available languages are English, Chinese, Korean, Thai, and Spanish.)

Hours: Weekdays from 5 to 8 p.m.

Holidays from 9 a.m. to 8 p.m.

■ Emergency Telephone Consultation Center in Tokyo Fire Department

Tel: #7119 (from cell phones, PHS's, and touch-tone lines)

03-3212-2323 (from pulse dial lines)

Help is available on a 24-hour basis and covers such areas as determining the level of emergency, ascertaining the need for examination, providing advice on emergency first aid procedures, and giving information on medical facilities.



■ Holiday Emergency Telephone Center

Residents' Health Center (3-1-1 Okubo, Shinjuku-ku)
Tel: 03-3208-2223

Information on which medical clinic is on duty on holidays is also available on holidays (Sun., national holidays, and during the year-end/New Year holidays from December 29 through January 3). The doctor on duty provides immediate treatment for emergency patients.

For sudden toothaches, information on the dentist on duty is also available.

- Information Hours (on holidays): 9 a.m. to 5 p.m.

■ Medical Treatment at Night and on Holidays

Residents' Health Center (3-1-1 Okubo, Shinjuku-ku)
Tel: 03-3208-2223

For emergency internal medicine and pediatric cases at night on holidays (Sun., national holidays, and during the year-end/New Year holidays from December 29 through January 3), doctors offer examinations and medical treatment such as injections and medication. This is a healthcare service provided by health insurance and is charged. Be sure to bring your health insurance card.

- Hours (on holidays): 5 p.m. to 10 p.m.

Hospitals

Japanese medical institutions are roughly divided into two types: private clinics owned and operated by doctors and general hospitals. Clinics are usually located in neighborhoods, thus you can comfortably consult about your family's health condition. However, they are usually limited in the types of medical treatment they offer. General hospitals provide medical treatment in a greater number of fields and are equipped with more extensive facilities and manpower. However, because of the large number of patients, there is usually a long waiting list. Doctors also do not have as much time to spend with each patient, reducing the opportunity to have extensive consultations.

As medical institutions differ in their area of specialization and features, it is recommended that you check the medical institutions in your neighborhood before a problem arises.

General Hospitals in Shinjuku City

- National Center for Global Health and Medicine
1-21-1 Toyama, Shinjuku-ku
Tel: 03-3202-7181
- Okubo Hospital
2-44-1 Kabuki-cho, Shinjuku-ku
Tel: 03-5273-7711 (appointments required)
- Keio University Hospital
35 Shinano-machi, Shinjuku-ku
Tel: 03-3353-1211
- Social Insurance Chuo General Hospital
3-22-1 Hyakunin-cho, Shinjuku-ku
Tel: 03-3364-0251
- Seibo Hospital
2-5-1 Naka-Ochiai, Shinjuku-ku
Tel: 03-3951-1111
- Tokyo Medical University Hospital
6-7-1 Nishi-Shinjuku, Shinjuku-ku
Tel: 03-3342-6111
- Tokyo Kosei Nenkin Hospital
5-1 Tsukudo-cho, Shinjuku-ku
Tel: 03-3269-8111
- Tokyo Women's Medical University Hospital
8-1 Kawada-cho, Shinjuku-ku
Tel: 03-3353-8111

Health Insurance and Medical Costs

In Japan, everyone is required to join either the Workers' Health Insurance Program or the National Health Insurance (NHI) Program. While the former is designed for company employees and members of organizations, NHI is for local residents, including foreign residents who are going to live in Japan for one year or more.

Under the Workers' Health Insurance Program, the policyholder and his/her dependent(s) pay 10% to 30% of the total cost of medical treatment.

However, when medical costs become very expensive or you receive treatment for a rare disease, special tax breaks or medical expense deduction are available.

Receiving Outpatient Treatment

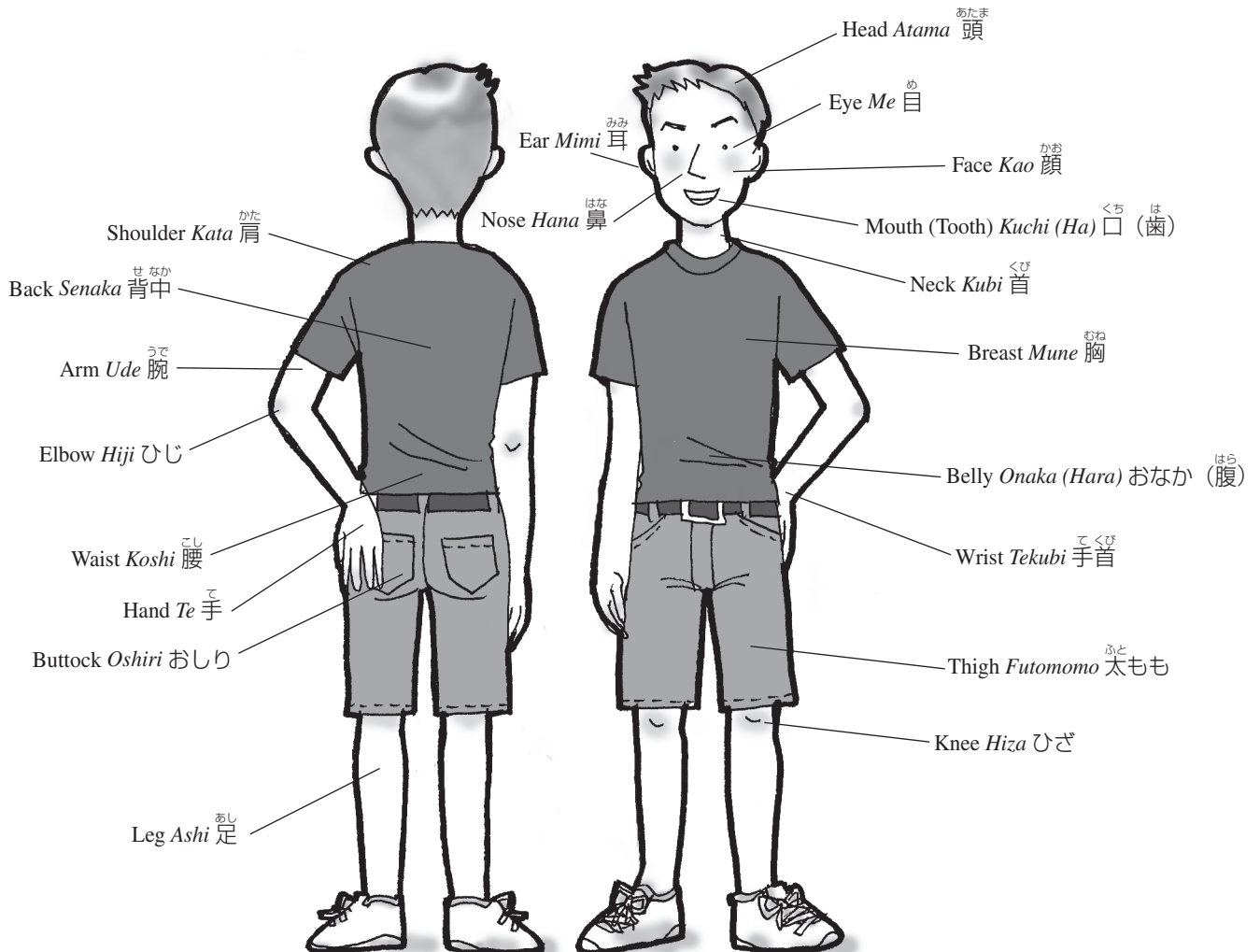
When you are examined or receive treatment at a hospital for the first time, you must register your name with the receptionist. Usually out-patient registration is open all morning, but at some locations it is open for only a short time or may require an appointment. Therefore, please check the registration system in advance. When you use your health insurance to receive medical treatment, you will be required by

medical institutions designated by the insurance program (most are) to submit your health insurance certificate when you register. Otherwise, you will have to pay the entire cost of the medical treatment. However, when you don't have your certificate, for example when you are traveling or in times of emergency, you can apply to the insurance program for reimbursement of the covered expenses at a later date.

When you receive continued treatment at the same institution, you will be required to present your medical insurance certificate at the first visit of each month.

Useful Japanese Expressions at a Hospital

Parts of the Body





■ Medical Departments

Internal medicine	<i>Naika</i>	内科
Pediatrics	<i>Shonika</i>	小児科
Psychiatry	<i>Seishinka</i>	精神科
Neurology	<i>Shinkeika</i>	神経科
External Medicine/Surgery	<i>Geka</i>	外科
Orthopedic Surgery	<i>Seikei Geka</i>	整形外科
Plastic Surgery	<i>Keisei Geka</i>	形成外科
Brain Surgery	<i>Noshinkei Geka</i>	脳神経外科
Obstetrics/Gynecology	<i>Sanfujinka</i>	産婦人科
Ophthalmology	<i>Ganka</i>	眼科
Otorhinolaryngology	<i>Jibiinkoka</i>	耳鼻咽喉科
Dermatology	<i>Hifuka</i>	皮膚科
Urology	<i>Hinyokika</i>	泌尿器科
Dentistry	<i>Shika</i>	歯科

■ General Words

Reception	<i>Uketsuke</i>	受付
First-Time Visit	<i>Shoshin</i>	初診
Outpatient	<i>Gairai</i>	外来
Health Insurance Card	<i>Hokensho</i>	保険証
Patient's Card	<i>Shinsatsu-ken</i>	診察券
Waiting Room	<i>Machiai-shitsu</i>	待合室
Prescription	<i>Shohosen</i>	処方箋
Pharmacy	<i>Yakkyoku</i>	薬局
Doctor	<i>Ishi</i>	医師
Nurse	<i>Kangoshi</i>	看護師

■ Describing Symptoms in Japanese

● Common Symptoms

I feel sick.	<i>Mune ga mukamuka suru.</i>
I have chest pains.	<i>Mune ga kurushii.</i>
I have a headache.	<i>Zutsu ga suru.</i>
I feel tired.	<i>Karada ga darui.</i>
I have a fever.	<i>Netsu ga aru.</i>
I don't feel well.	<i>Kimochi ga warui.</i>
My back hurts.	<i>Koshi ga itai.</i>
I have no appetite.	<i>Shokuyoku ga nai.</i>
I feel anemic.	<i>Hinketsu gimi desu.</i>

● Digestive Organ-Related

My stomach hurts.	<i>Onaka ga itai.</i>
I feel nauseated.	<i>Hakike ga suru.</i>
I have diarrhea.	<i>Geri wo shiteiru.</i>

● Respiratory Organ-Related and Ear-Nose-and-Throat-Related

I have a sore throat.	<i>Nodo ga itai.</i>
I have asthma.	<i>Zensoku desu.</i>
My nosebleed won't stop.	<i>Hanaji ga tomaranai.</i>
I have an earache.	<i>Mimi ga itai.</i>
My ears are ringing.	<i>Mimi-nari ga suru.</i>

● External Medicine-Related

I have a sprain.	<i>Nenza shita.</i>
I sprained my finger.	<i>Tsukiyubi shita.</i>
I have a broken bone.	<i>Kossetsu shita.</i>
I have a swelling that won't go away.	<i>Hare ga hikanai.</i>

● Pediatrics-Related and Obstetrics/Gynecology-Related

The child has convulsions.	<i>Hikitsuke wo okoshite iru.</i>
The child is whining.	<i>Muzukatte iru.</i>
My menstrual period is irregular.	<i>Seiri ga fujun desu.</i>
I have severe morning sickness.	<i>Tsuwari ga hidoi.</i>

● Dentistry-Related

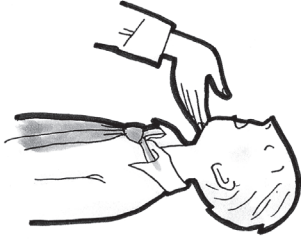
My gums are bleeding.	<i>Haguki kara chi ga deru.</i>
My tooth hurts.	<i>Ha ga itai.</i>
My tooth feels loose.	<i>Ha ga uita youna kanji desu.</i>
My filling came off.	<i>Ha no tsumemono ga toreta.</i>
My teeth hurt when I eat something cold.	<i>Tsumetai mono ga shimiru.</i>

Useful First Aid Skills

■ If Somebody Is Unconscious

○ Secure air passage

- Breathing becomes difficult after a person becomes unconscious because his/her tongue hangs down, blocking the air passage. Raise the person's chin and bend the head backward to open up the throat.



- The patient must rest completely.
- Do not move the patient unnecessarily.

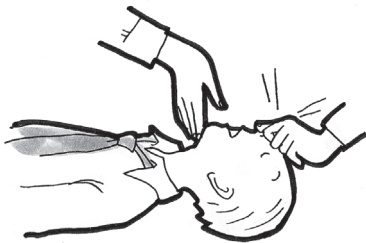
Note: If there is vomit, etc. around his/her mouth or if he/she is suffocating, examine the inside of the mouth and remove whatever is stuck inside.

■ If Somebody Is Not Breathing

○ Artificial respiration

1. Raise the chin, press the forehead, and pinch the nose.
2. Open your mouth wide, cover the patient's mouth, and breathe into it. (Breathe in two seconds at a time if the patient is an adult.)

Note: Breathe in softly the first time and confirm that the air passage is clear. After the patient's chest drops to the original position, breathe into his/her mouth again. Then continue the process every five seconds.

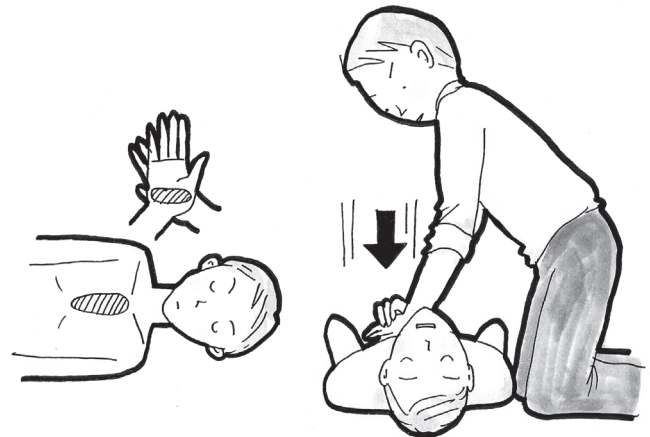


■ If Somebody Is Not Breathing and Does Not Have a Pulse

○ Cardio-pulmonary resuscitation

1. Check where to press on the patient's chest.
2. Place one of your hands on that place and put the other hand over it.
3. Press the chest with your arms straight.

Do two sets of artificial respiration and press the chest 15 times (at a pace of 100 times per minute for an adult), then do two sets of artificial respiration again and so forth. (The combination remains the same regardless of the number of first aiders.)

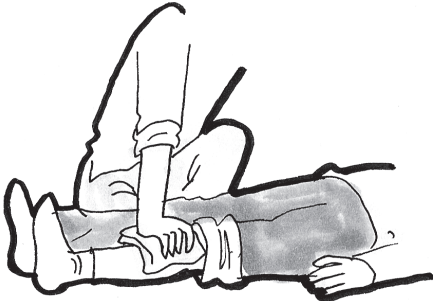




■ If Somebody Is Bleeding

○ Astriction

- Press the cut with a thick gauze or cloth (tissue paper and cotton are not suitable).



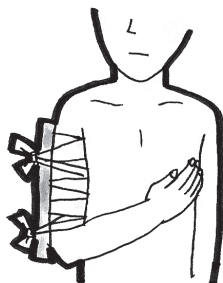
○ Arrest of hemorrhage by finger pressure

- If blood is bursting out, press hard on the artery closest to the cut and the heart using your fingers.



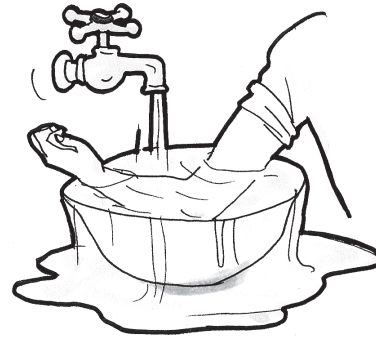
■ If Somebody Has a Broken Bone

The patient should keep quiet in bed. If he/she must be moved for unavoidable reasons, the broken bone should be fixed beforehand.



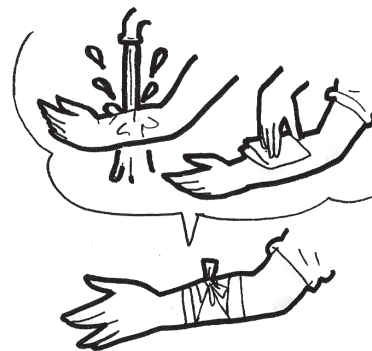
■ If Somebody Receives a Burn

The burn should be put in clean water as soon as possible and cooled for more than 15 minutes.



■ If Somebody Is Injured

1. Rinse the cut.
2. Place a piece of gauze or cloth on the cut and tie it up with a triangular bandage or a roller bandage.



Service Counters Where Counseling in Foreign Languages Is Available

★ Shinjuku Foreign Resident Advisory Corner	General everyday living	English		03-5272-5060
		Chinese	(Mon. through Fri.)	03-5272-5070
		Korean		03-5272-5080
● Shinjuku Multicultural Plaza	General everyday living	Korean (afternoon only)	(Mon.)	
		Chinese and Thai	(Tue.)	
		English (excluding days when the facility is closed)	(Wed.)	03-5291-5171
		Myanmarese and Chinese	(Thu.)	
		Korean and English (3rd Friday of the month only for English)	(Fri.)	
● Consultation Support Center for Foreign Residents	Consultations concerning immigration, visa procedures, and everyday living	English, Chinese, Portuguese, and Spanish	(Mon. through Fri. excluding days when the facility is closed)	03-3202-5535
		Bengalese	(Mon., Thu., and Fri.)	
		Vietnamese	(1st and 3rd Tue.)	
		Indonesian	(2nd and 4th Tue.)	
● Immigration Information Center	Visa consultations	English and Spanish		0570-013904 03-5796-7112
		Portuguese and Chinese	(Mon. through Fri.)	
		Korean		
● Tokyo Metropolitan Consultations for Foreign Residents	General everyday living	English	(Mon. through Fri.)	03-5320-7744
		Chinese	(Tue. and Fri.)	03-5320-7766
		Korean	(Wed.)	03-5320-7700
● Japan Legal Support Center	Introduction to relevant institutions pertaining to legal problems	English	(Mon. through Sat.)	0570-078374
● Police Department Comprehensive Consultation Center	Consultations for victims of crimes	English and Chinese	(Mon. through Fri.)	03-3501-0110
		Korean, etc.	Touch-dial	#9110
● Police Department Consultation Corner for Foreign Residents	Consultations for victims of crimes	English, Chinese, etc.	(Mon. through Fri.)	03-3503-8484
● Tokyo Legal Affairs Bureau Human Rights Consultation Office	Human rights consultations	Chinese	(Mon.)	1:30 to 4 p.m.
		English and German	(Tue. and Thu.)	03-5213-1372
● Shinjuku Employment Assistance and Instruction Center for Foreigners	Labor consultations Introduction of employment/part-time jobs	English and Chinese (Mon. through Fri.)		03-3204-8609
		Portuguese (Mon. and Fri.) and Spanish (Tue. and Thu.)		
● Advisory Services for Foreign Workers	Labor consultations	English	(Mon., Wed., and Fri.)	03-3512-1612
		Chinese	(Tue. and Thu.)	
● Tokyo Metropolitan Labor Consultation Center	Labor consultations	English	(Mon. through Fri.)	03-3265-6110
		Chinese	(Tue., Wed., and Thu.)	
● Himawari (Tokyo Metropolitan Health and Medical Information Center)	Medical institutions and medical system	English and Chinese	(Daily)	03-5285-8181
		Korean, Thai, and Spanish		
		English, Thai, and Chinese, Korean and Spanish	(Mon. through Fri.) 9 a.m. to 5 p.m.	03-5285-8088
● AMDA International Medical Information Center	Consultations concerning medical treatment	Portuguese	(Mon., Wed., and Fri.) 9 a.m. to 5 p.m.	
		Filipino	(Wed.) 1 to 5 p.m.	
		Vietnamese	(Thu.) 1 to 5 p.m.	
● Japan Anti-Tuberculosis Association	Telephone consultations concerning tuberculosis	English, Chinese, and Korean	(Tue.)	03-3292-1218/9
● Tokyo English Life Line	Consultations on everyday living	English	(Daily)	03-5774-0992
● Japan Post Customer Service Center	Postal services	English	(Daily)	0570-046-111
● Japan Post Bank English Information Service	General postal savings services	English	(Mon. through Fri.)	0120-085420
● NTT East Information	Telephone services, etc.	English, Chinese, Korean, etc.	(Mon. through Fri.)	0120-005250
● Japan National Tourist Organization	Tourism and travel	English	(Daily)	03-3201-3331
● JR East Infoline	Information on JR East Japan	English, Chinese, and Korean	(Daily)	050-2016-1603