

HAZARD PREPAREDNESS MANUAL

How to provide support to international students when a disaster occurs

Making systematic preparations based on experience

The Great East Japan Earthquake and the ensuing nuclear accident in Fukushima in March 2011 caused damage on an unprecedented scale, and taught us many lessons about disaster preparedness. Many universities in areas affected by the catastrophe were used as evacuation shelters, and their major contributions to the region by serving as bases for disaster relief volunteers and as hubs in the region's reconstruction and restoration are still fresh in the memory. Many private universities and colleges in the Tokyo metropolitan area also played their part by serving as temporary shelters for people who were unable to return home because transport networks were badly affected by the disaster.

Unfortunately, earthquakes and typhoons are an inescapable part of life in Japan. This is precisely why it is essential to know how best to respond when a disaster strikes. Experts have predicted that devastating earthquakes could strike directly under Tokyo, in the Tokai region in central Japan, and in the Nankai Trough south of Honshu. By acknowledging that these events could happen at any time, we can use lessons learned from the Great East Japan Earthquake to effectively prepare for a disaster.

This was why, on March 28, 2014, the International Cooperation Committee of the Japan Association of Private Universities and Colleges published a hazard preparedness manual for university staff in charge of international students. We encourage the association's member universities to use the information contained in this manual as a set of guidelines for their disaster response preparations. Each member university should make its own preparations in accordance with its location and size.

We have now compiled a summary of this manual in English. By introducing some of the efforts being made by private universities in Japan, and our member universities in particular, this manual will provide information to people with an interest in studying in Japan giving them peace of mind and helping them prepare for their time here.

Minimizing unexpected situations and bolstering preparations

This manual has been compiled with the assistance of many of our member universities and related organizations, at a time when memories of the March 2011 disaster are still relatively fresh and detailed records are available. We must remain aware that earthquakes are not the only disaster that we should be prepared for. It is important to anticipate various situations that could arise during various large-scale disasters.

Since the Great East Japan Earthquake occurred, disaster response preparations have been reviewed and improved all over Japan. In order to minimize the chance of unexpected situations occurring, this manual draws on many observations made since the disaster. By following this manual, private universities and colleges in Japan are able to maintain a certain level of preparedness for a major disaster. We hope that sharing this information with the world will demonstrate that international students can study in Japan safely and with peace of mind.

The Japanese version of this manual and related materials can be downloaded from the following link:
http://www.shidaiaren.or.jp/blog/info_c/international_c/2014/03/28/14689

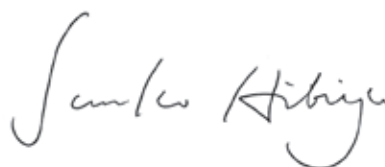
The Japan Association of Private Universities and Colleges
International Cooperation Committee

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Disasters and international students

International students with little knowledge or experience of earthquakes and other disasters

When a disaster strikes, even international students who speak Japanese well enough to converse and live in Japan comfortably might become unsure of what to do. If such disasters rarely occur in their home country, international students might lack experience or knowledge about such events. Under these conditions, a lack of experience or training may lead to panic.

To enable international students to respond and take action in the same way as Japanese students and other students with experience of disasters or training in disaster situations, it is important to hold emergency training exercises and short training courses before an emergency arises.

STEP

1

Provide students with correct knowledge about earthquakes and other natural disasters

At orientation sessions held when international students enter university, clearly explain about earthquakes and the other natural disasters that can happen in Japan. Use photographs and information based on real-life experiences to make students aware that such disasters could happen at any time.

POINT

Each local government in Japan compiles pamphlets on preventing disaster damage. Many of these pamphlets are available in several languages, and can be useful in helping international students prepare for an emergency.

EXAMPLE

EX “Disaster Prevention Guidebook for Foreign Residents” compiled by the Okayama prefectural government

<http://www.pref.okayama.jp/page/detail-31559.html>



STEP

2

Hold emergency training exercises annually, and check what support international students need

It is important to make international students aware of what to do in disaster situations through experience-based learning. By taking part in annual emergency training exercises, international students can gain experience in disaster situations, learn how to best respond if a disaster happens and familiarize themselves with evacuation routes.

POINT

Conducting actual emergency training can reveal problems and aspects of disaster response plans that are in need of improvement.

Most universities conduct annual evacuation exercises and other drills to practice how to respond in the event of a major disaster.

A disaster drill conducted at Aichi University, Japan



STEP

3

Distribute disaster prevention manuals to the students, and encourage them to always be prepared for an emergency

Compile and distribute manuals that tell students what to do during and after a natural disaster. The manuals should contain basic information about disasters and the best way to act if such an event should occur. The manuals should also contain information about who to contact if a disaster strikes, and have space for students to add any contact details they might need in an emergency.

EXAMPLE

EX.1 The Kyoto City Fire Department has made cards bearing Japanese instructions that foreigners can show to Japanese people when they need to call for help in an emergency.

<http://www.city.kyoto.lg.jp/shobo/page/0000072291.html>

EX.2 Waseda University (Tokyo) has made Japanese and English versions of a pocket manual outlining how to react during and after a major earthquake.

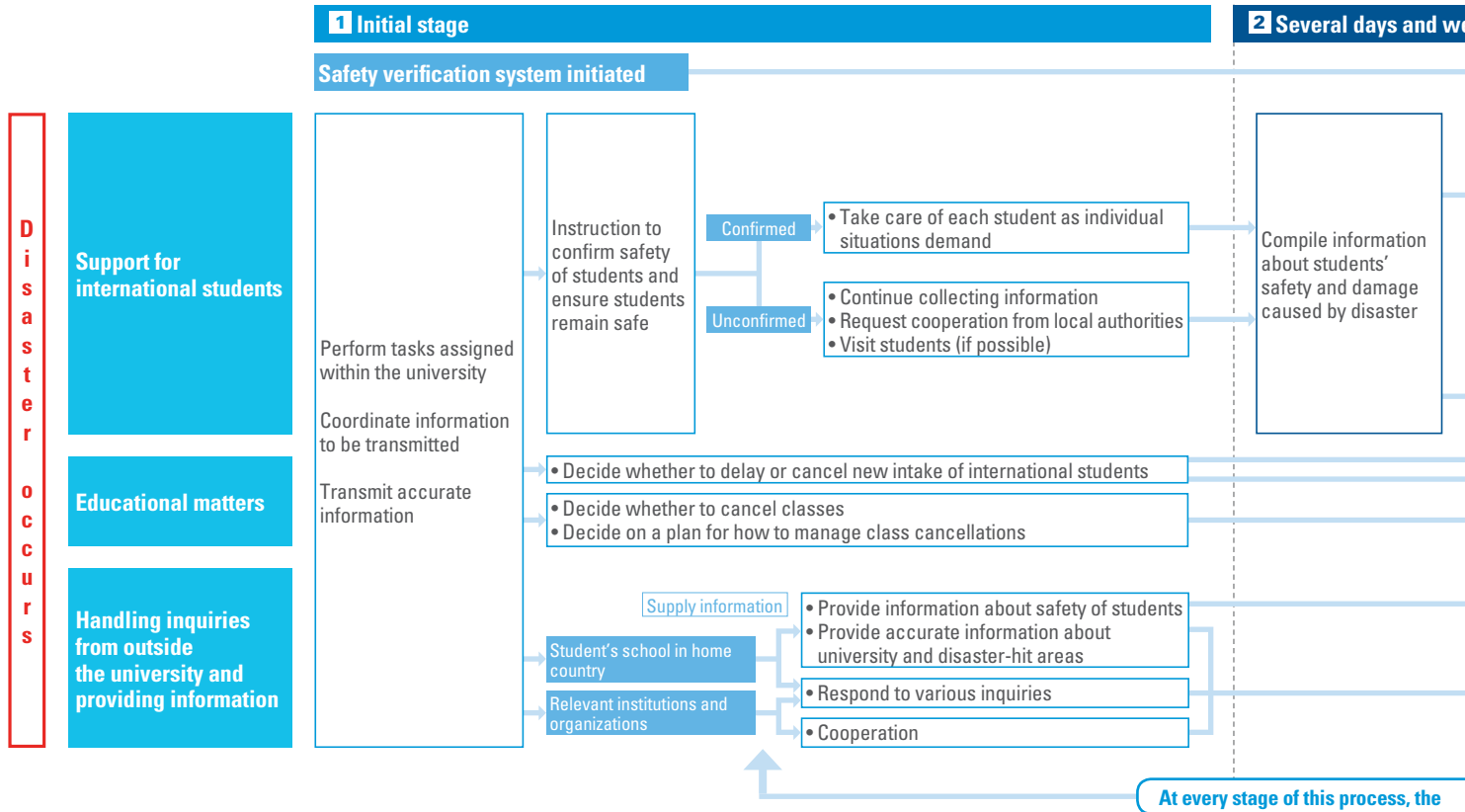
EX.3 Doshisha University (Kyoto) has made English, Chinese and Korean versions of maps showing evacuation routes.

Ishinomaki Senshu University (Miyagi) has prepared two evacuation maps—one for use in the event of a tsunami or flooding, and one for use in the event of a fire or when a building collapses.



When a large-scale disaster occurs

Anticipating possible situations that may occur during a disaster makes it possible to prepare for such situations in advance.



Making a preparation checklist

It is important to prepare various support systems and check these support systems so international students can quickly receive assistance if a major disaster occurs. Based on the lessons learned from the Great East Japan Earthquake, these tasks should be completed before a disaster happens.

1 Initial stage

Confirm students are safe

Preparation

Confirm each student's contact details and how to reach them in an emergency

A disaster can cause power blackouts and it might be impossible to use telephones and the Internet. It is important to consider and prepare various ways to contact students and confirm they are safe.

CHECK 1 Ascertain each student's contact details, including social networking service account details.

CHECK 2 Establish how to contact each student through his or her personal networks

CHECK 3 Establish how to contact international students who are away on holiday or conducting job-hunting activities

EX EXAMPLE Connections through university		
International exchange section Staff	Other sections	Department in which they are enrolled
Homestay family	International student	Seminar class Teacher Other students
Real estate agent		Classes Students
Friends International student	International student networks	Tutor system Students
International student networks	Student dormitory Students	Connections with other international students

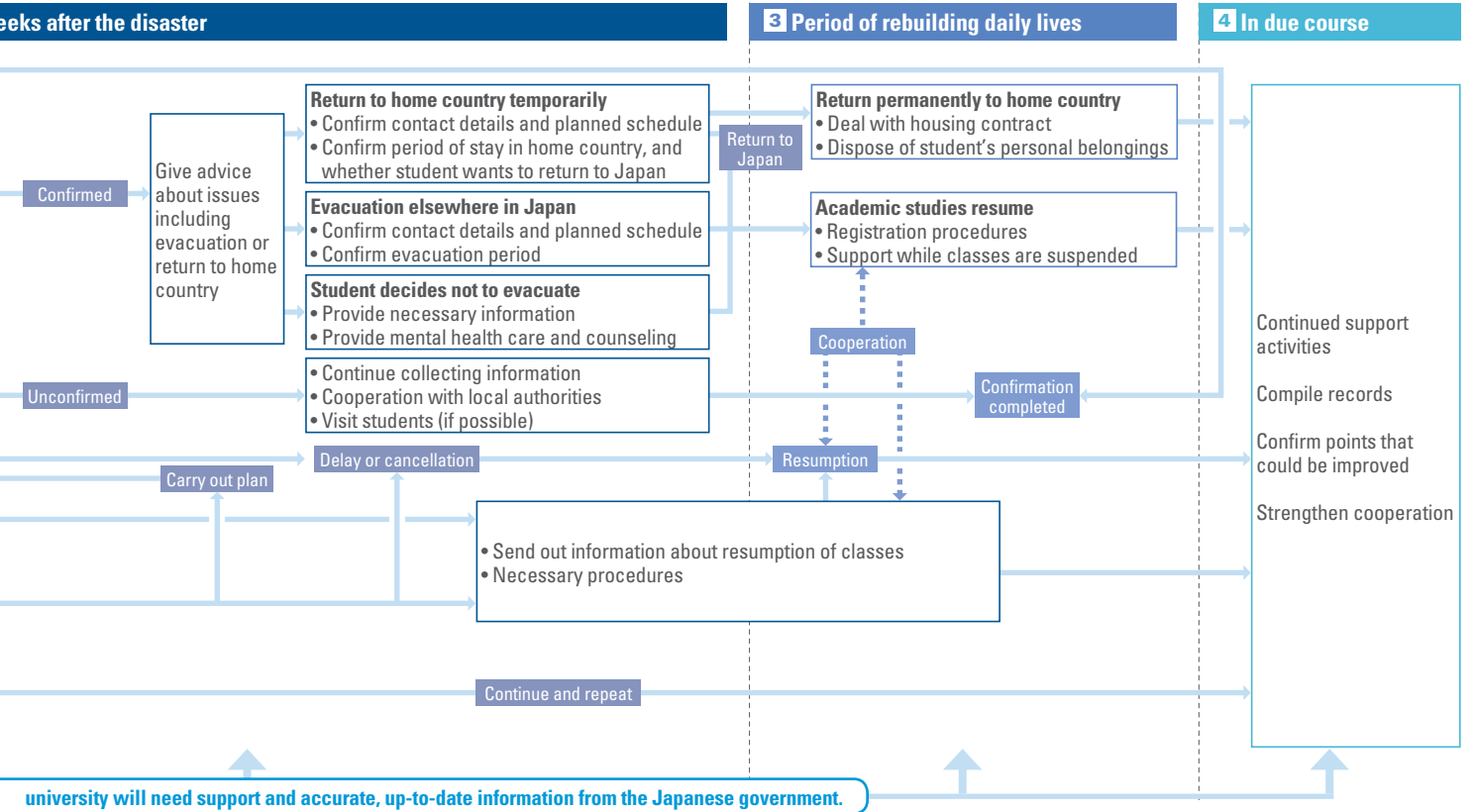
Swiftly issue instructions

Preparation

Confirm beforehand division of roles and types of orders to be issued at the university

Reconfirming instructions and orders that will be issued at the university and assigning specific roles within the sections responsible for looking after international students will make it easier to quickly take action in an emergency.

University Disaster Countermeasures Headquarters			
People in charge of sections responsible for international exchanges Help for students			
Confirm their safety	Manage procedures	Offer advice	Handle inquiries
for International students			



Support for individual students

Preparation

Anticipating how best to assist individual students according to their level of Japanese ability

When confirming the safety of international students and providing individual support after a disaster, it might be necessary to provide support individually tailored to each student's level of Japanese ability. This process runs more smoothly when information, including how the students will be grouped based on their language skills, which students will get certain assistance, and how the university will help them, is shared beforehand.

Ensuring essential items for daily lives

Preparation

Preparing items for which additional consideration is needed, especially for international students

When storing emergency supplies, particular consideration is needed for some international students due to their different customs and cultural practices. It is important to arrange these items beforehand and to coordinate with other relevant bodies within the university.



EXAMPLE
Items needed for religious reasons (special consideration required for food)

Providing information about the availability of assistance and regional cooperation

Preparation

Appealing for information and passing on information to students who were away from the university when a disaster occurred, and preparing for the university to become an evacuation shelter

When confirming the safety of international students, it may be necessary to instruct them to evacuate to an emergency shelter. Because some students might be at or near their home and not on campus when a disaster happens, it is important to make students aware of the need to confirm where hospitals, evacuation shelters and other facilities are located. It is also important to assume that the university could be designated as an evacuation shelter.

CHECK

1 Confirm beforehand necessary information about what to do if a student is away from the university when a disaster occurs

CHECK

2 Ensure local governments, support groups for foreigners and other organizations can work together when needed

Local government sections in charge of international issues and foreign residents

Support centers that provide disaster information in multiple languages

International exchange associations

Universities in other areas etc.

2 Several days or weeks after a disaster

Continually collect information and provide accurate information

Preparation

At orientation sessions, tell students about basic disaster response principles

International students have their own personal networks. Consequently, the information they receive from Japanese media reports following a disaster may differ from information they receive from their own country or personal networks. This can create confusion and increase anxiety.

It is important to remind all international students that they should take action in accordance with official information provided by the Japanese government, local governments and their university.

Handling requests for advice about returning to home country or evacuating elsewhere in Japan

Preparation

At orientation sessions, tell students about basic disaster response principles and protocols

Following a disaster, in accordance with the policy of the government in their home country, their own wishes, or the wishes of family members, some students might temporarily return to their home country or evacuate to a region of Japan that has not been affected. Some students might return to their home country or evacuate without notifying the university. To help prevent this, at orientation sessions it is important to clearly tell students what they should do and who they should contact after a disaster has occurred.

CHECK

1 When a student returns to their home country temporarily

- Confirm and pass on instructions issued by embassies
- Confirm student's course of action and contact details
- Confirm student's intended length of stay in home country, and whether they want to return to Japan
- If transport networks have been severed, pass on government information about ways student might return to home country
- Handle inquiries from the Ministry of Education, Culture, Sports, Science and Technology (MEXT); The Ministry of Justice's

Immigration Bureau; Japan Student Services Organization; embassies; and partner universities and institutions seeking confirmation about status and plans of international students.

CHECK

2 When a student evacuates elsewhere in Japan

- Confirm and pass on instructions issued by embassies
- Confirm student's course of action, contact details and intended length of stay at evacuation location, and handle inquiries from students about evacuation sites
- Check condition of student's housing while they are away

CHECK

3 When a student decides not to evacuate

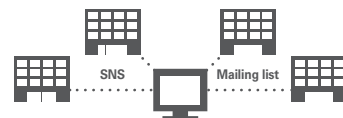
- Confirm and pass on instructions issued by embassies
- Provide information necessary for daily living (planned blackouts, the suspension of water supplies, etc.)
- Mental health care and counseling (ensure student does not become isolated)
- Designate willing students as volunteer leaders

Coordinating contact with student's school in home country

Preparation

Establish reliable communication methods

After a major disaster, many partner universities will make inquiries about their students in Japan. Creating reliable methods of contact that can provide collated information about the safety of students can simplify this process. Mailing lists and social networking services are useful in this regard.



Furthermore, it is important to not only deal with such inquiries, but also to take the lead in providing accurate information directly to the relevant institutions.

3 Period of rebuilding daily lives

Helping students who temporarily return to their home country, evacuate elsewhere in Japan or return to their home country permanently

Preparation

At orientation sessions, tell students about basic disaster response principles and protocols, and compile checklists



It is important to help international students who wish to return permanently to their home country, as well as helping students who have returned to their home country temporarily or have been evacuated elsewhere in Japan with the procedures involved when they wish to resume their academic studies.

If a student returns to their home country permanently, problems may arise with the disposal of their personal belongings and the termination of their housing contract. At orientation sessions, it is important to carefully explain such issues to the students.

Close cooperation especially in terms of academic affairs will be needed for students wishing to resume their studies. Full consideration must be given to developing close cooperation among the various university departments.

An international student who has been severely affected by a disaster may need assistance in order to gain full access to the various support measures available.

4 In due course

Compiling reports and archives

Preparation

Compile records and preserve documents relating to the response to the disaster

Records of people's experiences of the 2011 Great East Japan Earthquake and 1995 Great Hanshin-Awaji Earthquake are valuable resource materials that help universities plan their response to a major disaster, particularly a major earthquake.

Preserving such materials and compiling such records should be the first step in any future efforts to provide assistance to international students when a disaster happens.

EXAMPLE

EX.1 Ishinomaki Senshu University



http://www.senshu-u.ac.jp/ishinomaki/isocial/fukkou/shinsai_report.html

EXAMPLE

EX.2 Tohoku Gakuin University



<http://www.tohoku-gakuin.ac.jp/about/sinsai/>

EXAMPLE

EX.3 Kwansei Gakuin University



http://www.fukkou.net/news/20110325_3.html

EXAMPLE

EX.4 Konan University Library



<http://www.adm.konan-u.ac.jp/lib/profile/earthquake/>

Be prepared for any eventuality

This manual has outlined some of the basic preparations that can be made before a disaster strikes. Of course, when a disaster actually happens, the conditions and circumstances at each university will be different. It is important to conduct simulations and training exercises that match the specific conditions of each university.

1 Anticipate the conditions when a major disaster strikes

Timing of the disaster (season)

Summer

Winter

Timing of the disaster (academic calendar)

During term

During vacation

Essential utilities may be cut

What if the power and water are cut?

What if telephones and the Internet do not work?

Transport networks may be severed

What if trains stop operating?

What if roads become impassable?

2 Anticipate the conditions at the university when a major disaster happens

What if the university has been damaged?

Who will make decisions affecting the university in an emergency?

Display signs in university buildings that international students can understand

3 Anticipate the circumstances of international students when a major disaster happens

Where were they when the disaster happened?

Campus

Residential areas

Somewhere else

+ Consider the various circumstances of the international students

Where were they when the disaster happened?

- Student has a Japanese family and relatives
- Student has brought their family to Japan from their home country
- Student is living with a homestay family
- Student's home has been destroyed in the disaster
- Student is scheduled to begin at university and was affected in a disaster zone before classes started

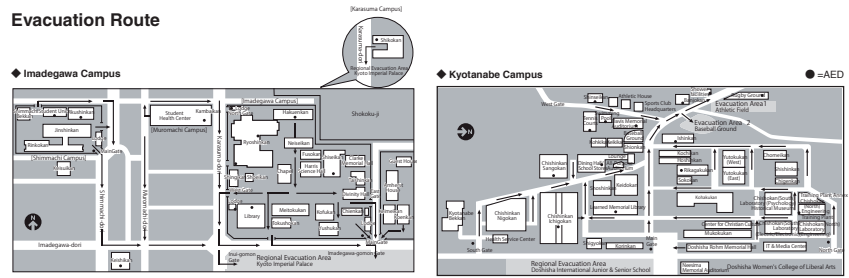
Doshisha University's "Handbook for International Students"

(Japanese, English, Chinese and Korean editions)

Each edition of this handbook contains maps in the respective languages, showing evacuation routes and the locations of automated external defibrillators (AED) at Doshisha University's Kyotanabe and Imadegawa campuses.



Evacuation Route

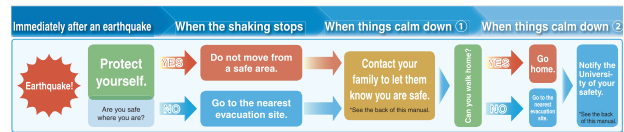
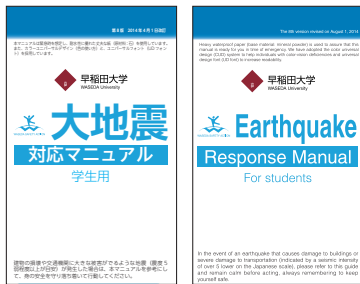


<https://cjl.doshisha.ac.jp/english/studentlife/index.html>

Waseda University's "Earthquake Response Manual"

(pocket-sized edition, mobile phone website edition and digital book edition are all available in Japanese and English)

In addition to the indispensable pocket-sized print edition of this manual, a more detailed website edition for use with mobile phones is also available. A digital book edition has also been prepared, and students are recommended to download this edition so they have it available in the event of an emergency. All three editions are available in English.



<http://www.waseda.jp/top/about/work/organizations/general-affairs/safety/earthquakes>

MEMBER UNIVERSITIES

As of April 2014

- Aichi University
- Aoyama Gakuin University
- Asia University
- Atomi University
- Baika Women's University
- Bunkyo University
- Bunri University of Hospitality
- Chikuchi Jogakuen University
- Chukyo University
- Chuo University
- Dokkyo University
- Dokkyo Medical University
- Doshisha University
- Doshisha Women's College of Liberal Arts
- Ferris University
- Fukuoka University
- Fukuoka Jo Gakuin Nursing College
- Fukuoka Jo Gakuin University
- Gakushuin University
- Gakushuin Women's College
- Hakuoh University
- Hannan University
- Himeji Dokkyo University
- Hiroshima Jogakuen University
- Hiroshima Shudo University
- Hosei University
- Hyogo College of Medicine
- Hyogo University of Health Sciences
- International Budo University
- International Christian University
- International University of Japan

- Ishinomaki Senshu University
- Japan Women's University
- Jissen Women's University
- Josai University
- Josai International University
- Juntendo University
- Kansai University
- Kanto Gakuen University
- Kanto Gakuin University
- Keio University
- Keisen University
- Keiwa College
- Kobe College
- Kobe Kaisei College
- Kogakkan University
- Kokugakuin University
- Komazawa University
- Konan University
- Kurume University
- Kwansei Gakuin University
- Kyoritsu Women's University
- Kyoto Sangyo University
- Kyoto Seika University
- Kyoto Tachibana University
- Matsuyama University
- Matsuyama Shinonome Women's University
- Meiji University
- Meiji Gakuin University
- Miyagi Gakuin Women's University
- Musashi University
- Musashino University

- Musashino Art University
- Nagoya Gakuin University
- Nanzan University
- Nihon University
- Notre Dame Seishin University
- Osaka Gakuin University
- Osaka Jogakuen University
- Osaka Medical College
- Otani University
- Otemon Gakuin University
- Rikkyo University
- Rissho University
- Ritsumeikan University
- Ritsumeikan Asia Pacific University
- Ryukoku University
- Ryutsu Keizai University
- Seigakuin University
- Seijo University
- Seikei University
- Seinan Gakuin University
- Seisen University
- Sendai Shirayuri Women's College
- Senshu University
- Shibaura Institute of Technology
- Shirayuri College
- Showa Women's University
- Soka University
- Sonoda Women's University
- Sophia University
- St. Andrew's University
- St. Catherine University

- Taisho University
- Takushoku University
- Tenri University
- Toho University
- Tohoku Gakuin University
- Tohoku University of Community Service and Science
- Tokai University
- Tokiwa University
- Tokyo Dental College
- Tokyo Healthcare University
- Tokyo Keizai University
- Tokyo University of Agriculture
- Tokyo University of Information Sciences
- Tokyo Woman's Christian University
- Tokyo Women's Medical University
- Tomakomai Komazawa University
- Toyo University
- Toyo Eiwa University
- Toyo Gakuin University
- Toyota Technological Institute
- Tsuda College
- University of Marketing and Distribution Sciences
- University of the Sacred Heart, Tokyo
- Wako University
- Waseda University
- Yamanashi Eiwa College
- Yokkaichi University
- Yokkaichi Nursing and Medical Care University