

# RECOVERING FROM A FLOOD DISASTER

Japanese 日本語 PDF チラシ版: <http://bit.ly/2L0BeMI>

## 1. Take pictures of the disaster scene

- Make the damage visible
- Take pictures outside of the house in 4 directions so the depth of flooding is observable
- Take pictures of indoor damage, take pictures of home appliances
- These will be helpful when obtaining an Disaster Victim Certificate from your local office, as well as for requesting insurance payment



## 2. Contact the building's construction company/owner/insurance company

- Let your building's construction company and owner that your home has flooded, and tell them the approximate depth
- If you have fire insurance or cooperative insurance, contact them
  - If you do not know what fire insurance you have, contact the Natural Disaster Insurance Contract Inquiry Center for free at 0120-501331

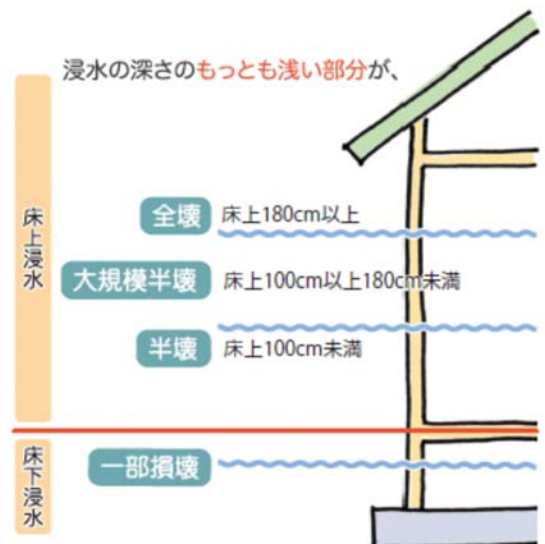
## 3. Issue Disaster Victim Certificate

- Notify your local city/town office of your home's flooding
- Accept building damage assessment

Once you notify your local office of flooding, an officer will assess the damage and issue a Disaster Victim Certificate that proves the extent of damage. You will need this Disaster Victim Certificate later when receiving public aid.

It should be noted that during a large-scale disaster, officers will assess damage without you having to request for an assessment; in this case, issuance of the Disaster Victim Certificate may take anywhere from a few weeks to over a month.

The first assessment by officers will often be done solely based on the outside appearance. However, from the second time on, the judgement will be based on the house's tilt, the building's structural integrity, and overall damage. If you have doubts about the assessment, you can apply for reassessment.



## 4. Clean up wet furniture and electronics

- Clean up slowly
  - If electricity, water supply, and gas pipes are not restored yet, it is difficult to clean. You will be tired, so take your time to clean these furnitures
- After the work, use sanitizer to wash fingers and hands
  - After flood disaster, dusts and sand are floating in the air, so please wear masks and gloves and gargle. After the work, use sanitizer and clean your hands.
- The rules of disposing trash are different from usual
  - Local government, flyers, and radio will inform you the rules of disposing trash. Please obtain correct information of where to put trash and trash bags.
- Ask volunteers for help
  - There are a lot of people who can help. Contact volunteer centers, the local government office, and council of social welfare--please utilize these services.

How should I deal with furniture and household items?

- Cars and agricultural equipment
  - You MUST NOT start the engine, call a repair shop for help.
  - If you don't plan on using these cars for a while, remove vehicle inspection sticker and license plate to avoid theft
  - Beware of people trying to take advantage of you--they may claim that they will "dispose your car for free."
- Pictures and albums
  - If carefully cleaned and dried, they may be restored.
  - If you cannot use water yet, remove dirt and dry by spreading them out in the shade
- Smartphones and cell phones
  - Do not turn on the power. Remove battery, SIM card, SD card, and store them
  - If submerged in mud water, even if phone is waterproof, turn it off and dry out
  - Consult with local phone company
- Cash and Bank book
  - You can exchange dirty cash with new cash under certain conditions
  - After a disaster, you may be able to pay without your passbook or stamp, so consult with your bank/financial fund

### DIFFICULT TO RESTORE

- Tatami mat, carpet, futon cannot be reused if they absorb water
- Wooden shelf also cannot be reused as they can grow mold

### MAY BE ABLE TO REUSE

- Sliding doors if dried well
- Outdoor air conditioning unit if dried well
- Toilet/bath if electric sections are removed
- Dishes (use chlorine bleach to clean)

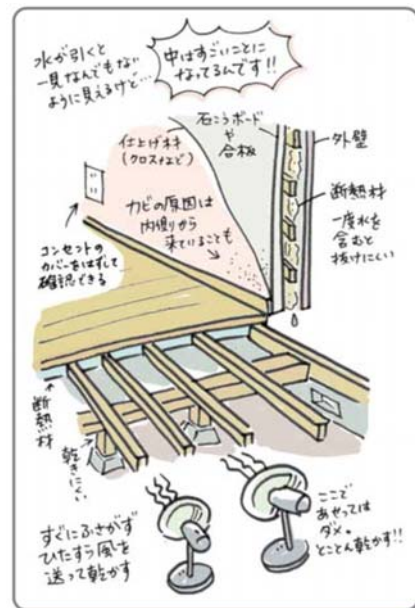
## 5. Clean underneath the floor/removing mud/dry your house

If you leave your soaked house as is, mold may later grow and/or foul odors may arise, harming daily life. First, please check underneath your floors. If you cannot do this alone, ask your contractor or volunteer staff to help you.

- Check if water or mud has entered underneath your floors
  - If tatami - remove one wooden board underneath a tatami sheet with a bar. After checking, put board back.
  - If flooring/carpet - check from underground storage area or ventilation areas. If no convenient spot to inspect, you may have to open a hole in the floor. Floor will dry quicker if there are 2 openings placed diagonally.



- Remove mud and disinfect underneath the floor
  - Scoop out the mud, wash, and disinfect
  - Read the warnings well before using disinfectant
- Popular disinfectants:
  - Calcium Hydroxide - spread on damp dirt. Do NOT touch with bare hands.
  - Benzalkonium chloride (sold as Osuban S) - dilute with water and use it to disinfect hands, household items, and flooring. Do NOT touch original liquid with bare hands.
- Prevent mold and **DRY!!!**
  - Spray disinfectant ethanol (80% dilution) on the floor, ceiling, and walls, then wipe off with a dust cloth
  - If using on furniture, test first to ensure no discoloration
  - Ventilate well, and do not use fire
  - Walls also will absorb water, so check inside them
  - It will take at least 1 month for full drying of the house



## 6. Outfit when cleaning

(most of these products can be bought at home center stores)

- AVOID SKIN EXPOSURE
  - Helmet/hat/towel for head
  - Mask
  - Goggles (especially when using chemicals)
  - Waterproof jacket
  - Rubber gloves (better with work gloves inside)
  - Waterproof pants
  - Long boots (better with non-slip soles)
  - Headlight if cleaning underneath the house
  - Toothbrush for cleaning a small space
- DRINK WATER
- WASH HANDS
- WASH MOUTH / GARGLE
- BE CAREFUL OF HEAT STROKE
  - Wrap ice pack in towel, place around neck to cool body



## 7. Check before recovery

- Circuit breaker
  - If it has turned off on its own, there may be a leakage somewhere, so consult with the electricity company
  - Turn it off when going to an evacuation center or leaving house
- Water
  - Water may be contaminated right after the water system recovers, so let the water run for a while before using
  - Do not drink water from wells until there has been a water quality inspection
  - If using a septic tank, inspect toilets and bath before using
- Gas
  - If propane gas cylinder has moved from its original position, request gas company inspection before restoration

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