

# RECOVERING from a flood disaster

This flyer outlines general steps to take in the event of a flood.  
Stay calm and start where you can.

## 1. Take pictures of the disaster site

- Make the damage visible.
- Take pictures outside of the house in 4 directions to show the depth of the flooding.
- Take pictures of inside the house and appliances.

These will be helpful in obtaining a Disaster Victim Certificate from your local government, as well as in claiming insurance benefits.



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

- Notify your building's construction company and owner that your home has been flooded, and the approximate depth of the flood.
- If you have fire insurance or cooperative insurance, contact them.

If you do not know what type of fire insurance you have, call the Natural Disaster Insurance Contract Inquiry Center for free on 0120-501331.

## 3. Obtain a Disaster Victim Certificate

- Notify your local city/town government that your home has been flooded.
- Accept a home damage assessment.

Once you report the flooding to your local government office, an official will assess the damage and issue a Disaster Victim Certificate, or 罹災証明書 (Risai Shomeisho) that verifies the extent of the damage. You will need this certificate later to receive public assistance.

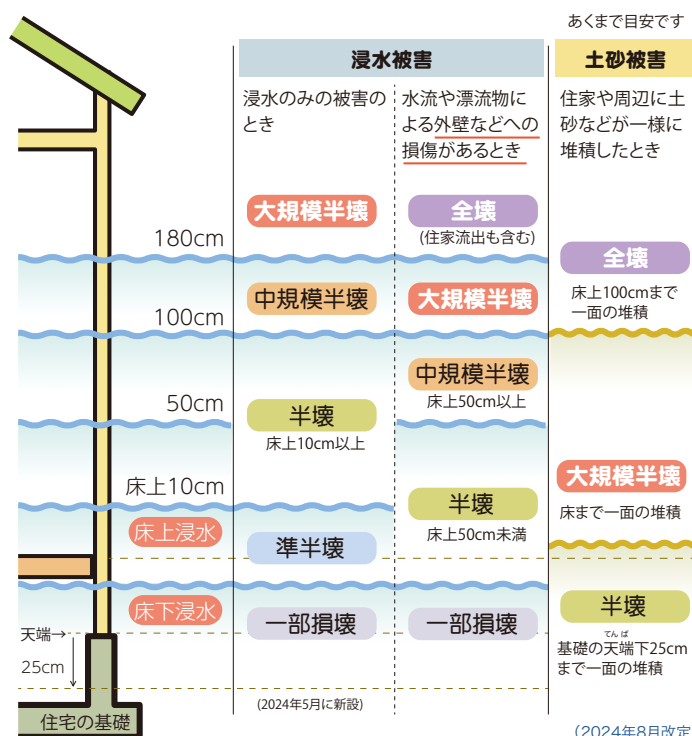
It should be noted that in the case of a major disaster, officials will assess the damage without you having to request an assessment; in this case, the issuance of the Disaster Victim Certificate may take anywhere from a few weeks to over a month.

The initial assessment will often be based solely on physical appearance. However, from the second time on, the assessment will be based on the inclination of the house, the structural integrity of the building, and overall damage. If you have any doubts about the assessment, you can request a reassessment.

The latest guideline for assessing damage to wooden houses is available at

<https://www.bousai.go.jp/taisaku/unyou.html>

Damage assessment is based on criteria such as the exterior appearance, the slope of the house, the depth of flooding, and the ratio of damage to each part of the house, such as columns and floors.



## 4. Clean up wet furniture and electronics

### ● Clean up slowly.

If electricity, water and gas have not been restored yet, it is difficult to clean. You will be tired, so take your time cleaning these items.

### ● Use disinfectant to wash fingers and hands after work.

After flood disasters, dust and sand are floating in the air, so wear masks and gloves and gargle after work. Use disinfectant and wash your hands.

### ● Follow the temporary rules for disposing trash.

Local government, flyers, and radio will inform you of the rules for disposing garbage. Get correct information about where and how to dispose of garbage.

### ● Ask volunteers for help.

There are many people who can help. Contact volunteer centers, your local government, and council of social welfare, or 社協 (shakyo). Use services they provide.

## How should I handle these goods?

### Cars and farm equipment

- DO NOT start the engine, call a repair shop for help.
- If you don't plan to use these vehicles for a while, remove the inspection certificate or 車検証 (shakensho) and license plate to prevent theft.
- Beware of people who try to take advantage of you--they may claim that they will "dispose of your car for free".

### Pictures and albums

- If carefully cleaned and dried, they can be restored.
- If you cannot use water yet, remove dirt and dry by spreading them out in the shade.

### Smartphones and mobile phones

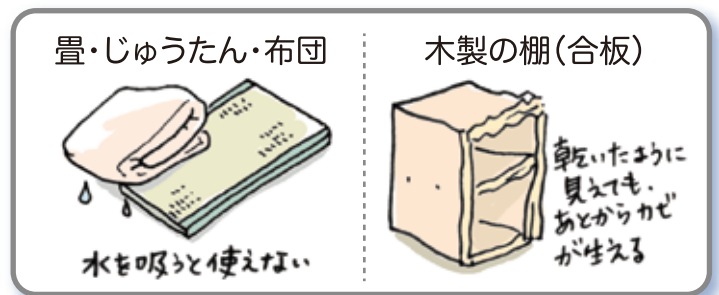
- Do not turn on the power. Remove the battery, SIM card and SD card and keep them separately.
- If submerged in muddy water, even if the phone is waterproof, turn it off and dry out.
- Consult your local phone company.

### Cash and Bank book

- You may be able to exchange dirty cash for new cash under certain conditions
- After a disaster, you may be able to pay without your passbook or stamp. Check with your bank/financial fund.

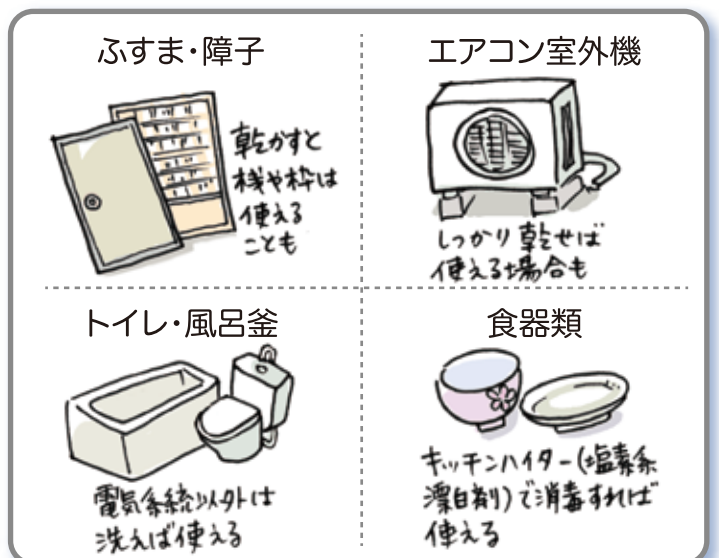
### Difficult to restore:

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



### May be able to reuse:

- Sliding doors (fusuma and shoji) if well dried.
- Outdoor air conditioning unit if dried well.
- Toilet/bath if electrical parts are removed.
- Dishes (clean with chlorine bleach).



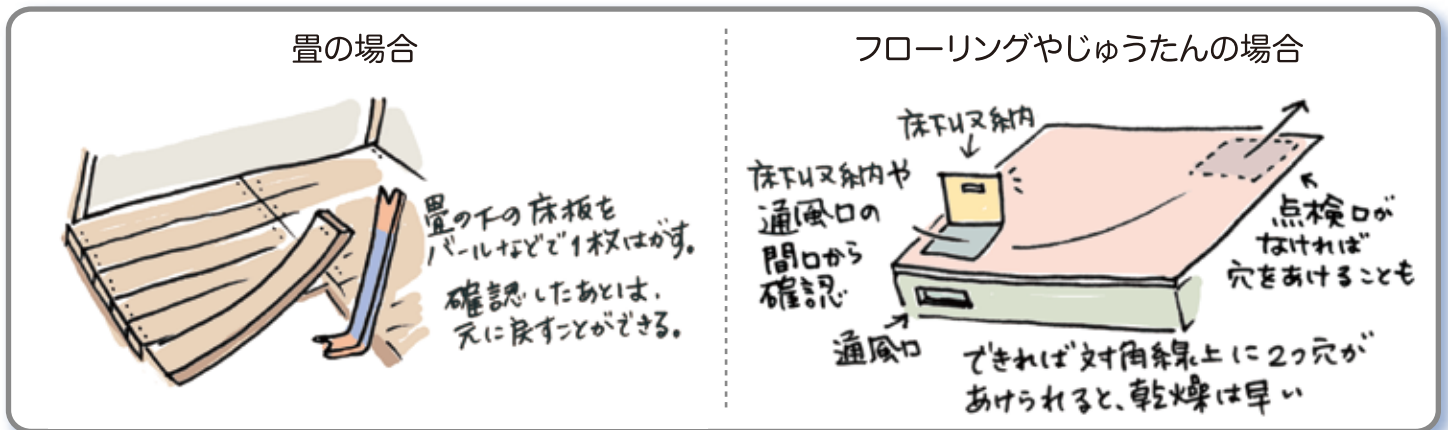
## 5. Clean under floors, remove mud and dry your house

If you leave your soaked house as it is, mold may later grow and/or unpleasant odors may grow later. If you cannot check under your floor by yourself, ask your contractor or volunteers to help you.

### ● Check to see if water or mud has gotten under your floors

- If tatami - Remove one wooden board under a tatami mat with a crowbar. Replace the board after check.
- If floor or carpet - Check from underground storage

area or ventilation areas. If there is no place to inspect, you may have to open a hole in the floor. The floor will dry faster if there are two openings placed diagonally.



### ● Remove mud and disinfect under floor

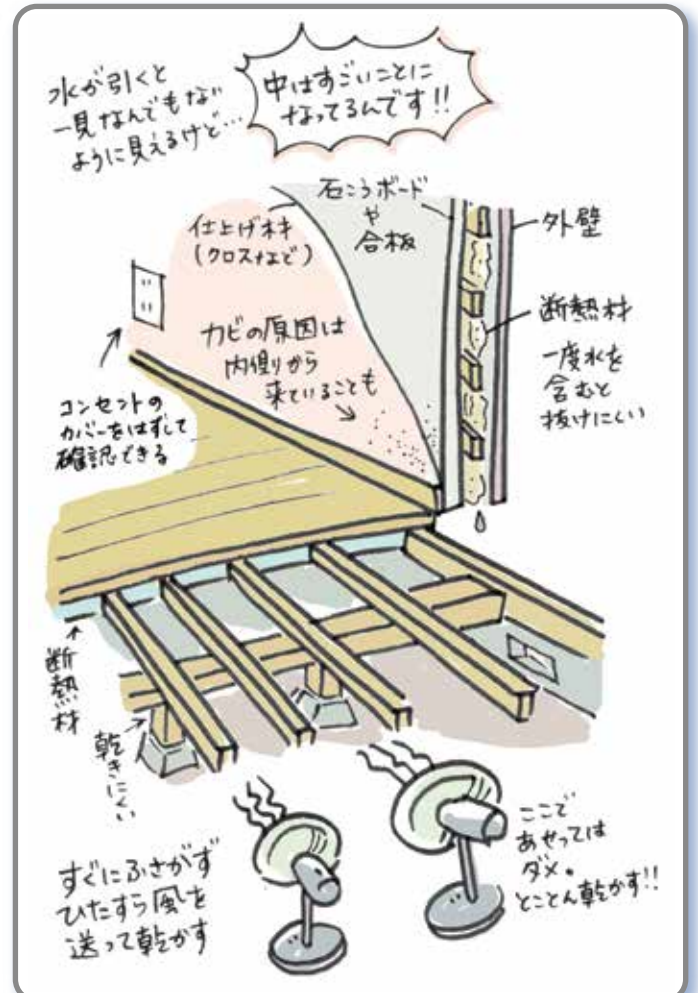
- Scoop out the mud, wash, and disinfect.
- Read warnings carefully before using any disinfectant.

### ● Popular disinfectants:

- Calcium hydroxide - sprinkle on damp dirt. DO NOT touch with bare hands.
- Benzalkonium chloride (sold as オスバンS or Osuban S) - dilute with water and use it to disinfect hands, household items and floors. DO NOT touch the 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 make sure there is no discoloration.
- Ventilate well, and do not use fire.
- Walls will also absorb water, so check inside them
- It will take at least 1 month for the house to dry completely.



## 6. What to wear when cleaning

Most of these products are available at hardware stores (home centers).

### ● Avoid skin exposure.

- Helmet/hat/towel for head
- Face mask
- Safety glasses (especially when using chemicals)
- Waterproof jacket
- Rubber gloves (better with work gloves inside)
- Waterproof pants
- Long boots (better with non-slip soles)
- Headlamp if cleaning under the house
- Toothbrush for cleaning small spaces

### ● Drink water.

### ● Wash hands.

### ● Rinse mouth or gargle.

### ● Watch out for heat stroke.

- Wrap ice pack in towel, place around neck to cool body



## 7. Check before restoration

### ● Circuit breaker

- If it has turned off by itself, there may be a leak somewhere, so contact the power company.
- Turn it off if you go to an evacuation center or leave the house.



### ● Water

- Water may be contaminated immediately after the water system is restored, so let the water run for a while before using.
- Do not drink water from wells until the water quality has been tested.
- If using a septic tank, inspect toilets and bathrooms before use.

### ● Propane Gas

- If a propane cylinder has been moved from its original location, request gas company inspection before restoration



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Original Information by:  
震災がつながる全国ネットワーク  
(Shintsuna)

This flyer in the original Japanese version is available at Shintsuna website at:

<https://shintsuna.org/tools/>

TEL:052-253-7550 FAX:052-253-7552

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