

# 障害のある人の支援

## ～在宅の場合～

ライフラインが止まっても、環境の整った家に留まることも有効です。そこで、近隣や避難所の人に知っていただきたい在宅の要援護者への支援方法を紹介します。

### 1. 出口確保・片付け

- ・ 家具が散乱すると、屋内でも車いすや視覚障害の人は、動けません。片付けの手伝いが必要です。
- ・ まず、家の中で何に困っているか、見に来てください。

### 2. 何が必要か聞く・伝える

・ 一般的な支援方法がありますが、個人差や好みがあります。何をしてほしいか、何ができるかを、お互いに率直に言えること、できないときにはどうしたらいいか一緒に考えることが大事です。

・ 避難所に行ったことを黄色いハンカチ等で知らせる方法がありますが、「家で支援を必要としていること」を知らせる印（赤いハンカチ等）を考えておきましょう。

・ 「困っていること」を書いてもらい、避難所まで隣人が持って行き、災害本部に支援者や物資の手配を依頼する仕組みも有効です。東京都のヘルプカードは参考になります。避難所は地域の災害支援センターとして機能することが求められます。



<避難所受付>

### 3. 情報

・ 外に出られないと、外の様子がわかりません。外の様子を伝えたり、避難所で支援物質が充足したら運んでもらえると助かります。

・ 聴覚障害の人には、広報車や防災無線の音、テレビ等、家の中で聞こえる音を伝えます。

・ 道の様子が変わった場合は、視覚障害や移動が難しい人に伝えて、安全な道を選んだり、外出を避けます。

・ 印刷物での連絡は、読み上げたり、録音したり、図にしたり、解説したりすることも役立ちます。

・ 役所、支援組織、ボランティア組織に、在宅の要援護者がいることを伝えます。



<列に並ぶ時>

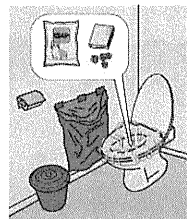
### 4. 運搬

・ エレベーターが使えないと、ゴミ出しや買い物にも手伝いが必要になります。

### 5. トイレ

・ トイレの使い方等災害時の特殊な対応は、文字や絵で示して伝えると聴覚障害や知的障害の人は助かります。視覚障害の人には、物を触りながら口頭で説明します。

- ※使用済みの紙は  
ビニール袋へ
- ※弁袋に入れた大便は  
フタ付きバケツに、  
芳香剤も役立つ



- ※便器にセットした  
ビニールに  
猫砂・凝固剤・新聞紙  
のどれかを入れる

・ 排泄物を各自で回収したり捨てる場合には、視覚障害の人、車椅子の人、知的障害の人は手助けがいる場合があります。

### 6. サービス

・ 平時に派遣されているヘルパーや事業所・学校が使えなくなると、サービスの代行が必要です。近所の人や臨時のボランティアが助介・通訳・家事・保育等を代行します。

・ 被害が大きい場合には、被災地在住の支援者は支援する余裕がなくなります。他県の行政や組織を介して経験豊かな支援者の派遣を得られるように事前の協定や、被災時の依頼準備が有効です。

・ 被災時には、通常の業務を超えた環境の変化や心理的な動揺への対応も求められますので、支援者に技量と保障が必要です。経験豊かな支援者の派遣が得られるまでの間、地域でどんな助け合いができるかも、事前の準備がよければ充実します。

・ 災害のために片付けや事務手続き等追加される用事をする間の保育や送迎も助かります。

・ ライフラインが止まっていない家で、洗濯、入浴、休憩をお手伝いいただけるのもありがたいです。

#### 【参考資料】

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2. セイフティネットプロジェクト横浜  
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3. 東京都心身障害者福祉センター  
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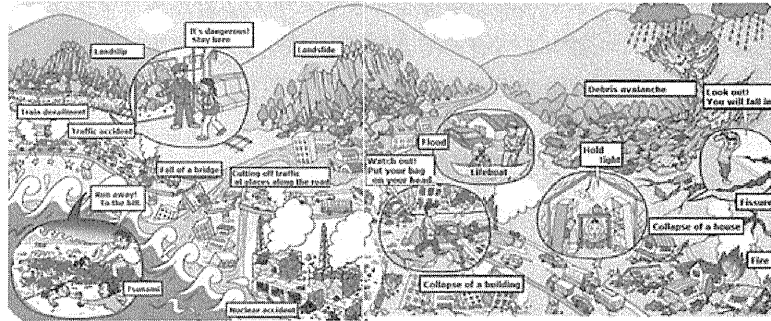
#### 【製作】

厚生労働科学研究「障害者の防災とまちづくりに関する研究」  
(研究代表者：北村弥生 国立障害者リハビリテーションセンター  
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# Disaster Prevention and Support Handbook for People with Autism

- For you with autism and your family -

After the experience of the Great East Japan Earthquake 2011.3.11

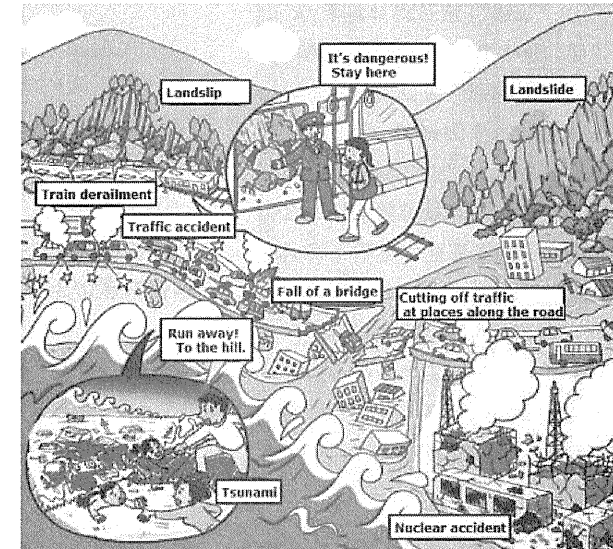


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General Editor, Kosuke Yamazaki (Chairman, Autism Society Japan)

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Various Disasters: earthquake, tsunami, flood, and tornado.



Autism Society Japan

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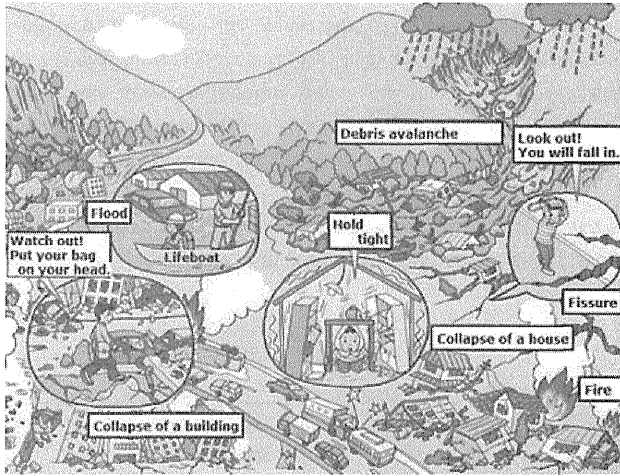
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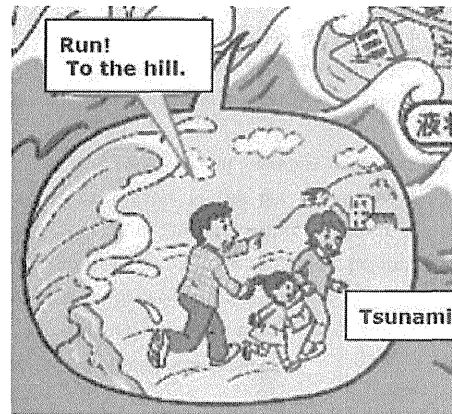
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Tsunami: tsunami comes with the earthquake!  
Run away to the hill immediately.



Nuclear Accident  
It is necessary to decontaminate to avoid outside radiation exposure and be careful about food to reduce internal radiation exposure.

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### About disasters

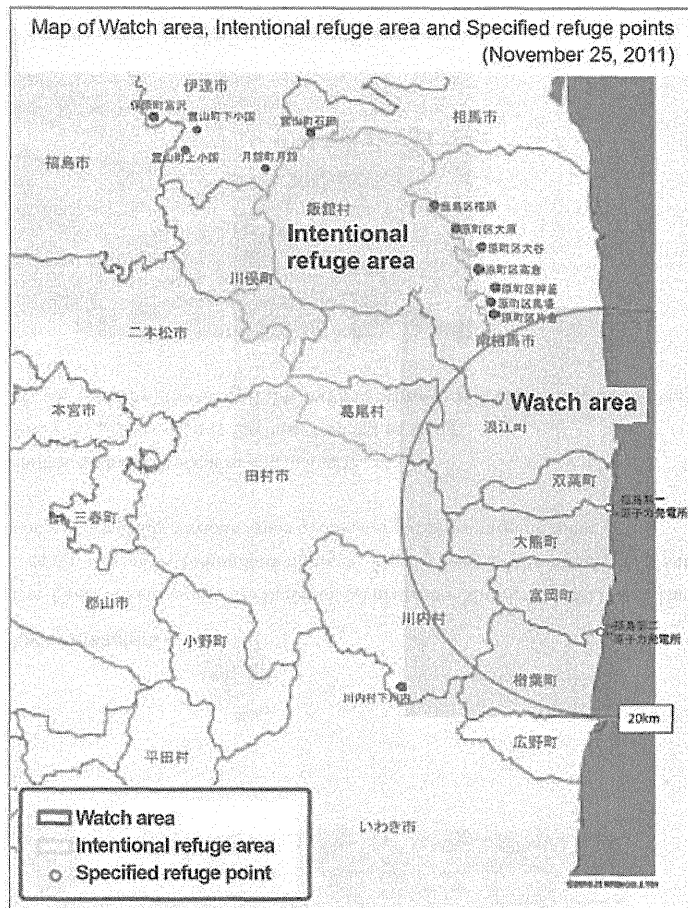
The Great East Japan Earthquake occurred on March 11, 2011 and the earthquake and tsunami caused a tremendous damage. Also, related to the atomic accident, the damage got worse. Let's study various types of disasters and prepare for them.

Earthquakes could occur at any moment!

Everyday preparation is the most important thing.

Fix the furniture to the wall. Do you have your own disaster evacuation bag?





## 4

Prepare in everyday life: Get information first, then ask for understanding to autism.

■The possibility of experiencing disaster yourself: Earthquake and tsunami may occur at any time

Now, after experiencing the Great East Japan Earthquake, it is earthquakes and the accompanying tsunami that the majority of people are most afraid of. The University of Tokyo Earthquake Research Institute announced that Tokyo Metropolitan Earthquake will occur in near future by comparatively high probability. According to the public opinion poll of Asahi News Paper (dated December 8th 2011), “80% of people have answered the possibility of

disaster occurring to themselves.”

■If you caught information, take quick action

First of all, get the right information with the Earthquake Early Warning, cable broadcasting, radio or cell phone.

Autism Society Japan conducted a questionnaire survey to the 4 affected prefectures (Iwate, Miyagi, Fukushima, Ibaraki) of this Earthquake and the collection rate was 53.5%. In this survey, 37.4% of people mentioned that they didn't get the right information especially the information of the nuclear accident. Also, even though having heard the cable broadcasting of refuge from the giant tsunami on the wire broadcasting, there were some people who didn't evacuate. If you caught information, take quick action.

■Method of safety confirmation

According to the questionnaire survey, 43% of people answered that they wanted a method or a tool to confirm their family's safety. Cell phones were unable to use easily. Consult with your family, school, facility and work place beforehand about the method of safety confirmation. In Oita Prefecture, Support Center for Persons with Autistic Disorders takes the lead in asking people to register to the list of persons with autistic disorders. Being connected with somewhere will be useful for safety confirmation.

■Ask for understanding to autism:

Make a place for people with autism to stay even in emergencies.

43.2% of people answered that they wanted understanding to autism. They were told “Be quiet!” in shelters and in times of material distributions, so that they could not line up for supplies and there were no place for people with autism to stay. Ask for understanding to autism in everyday life.

## 5

Hints in times of evacuation

\* At the time of an earthquake

- Don't be confused but calm down.
- Be careful not to step on fallen things such as broken glass.
- If there is a person in charge or a shop clerk, follow their instructions.
- If there is no person in charge, move towards the emergency exit.

\* At the time of tsunami

- Evacuate to the hill.
- Judge through watching the situation: Evacuate watching other people's situation. Shelters could be dangerous even if they are the appointed ones.



- Evacuate yourself, then help others.

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## How to protect your life: Preparation ①

Let's think together about the things to put in your disaster evacuation rucksack and check them occasionally.

Think by yourself about the things you need to protect yourself or think with the support of your parents and teacher, and then put them into your rucksack. Things you need to protect yourself will change. Reexamine them sometimes and if you write down the date of when you made the list of them, it will help your memory as well. In that case, be careful of the following points.

Be careful of your rucksack getting too heavy.

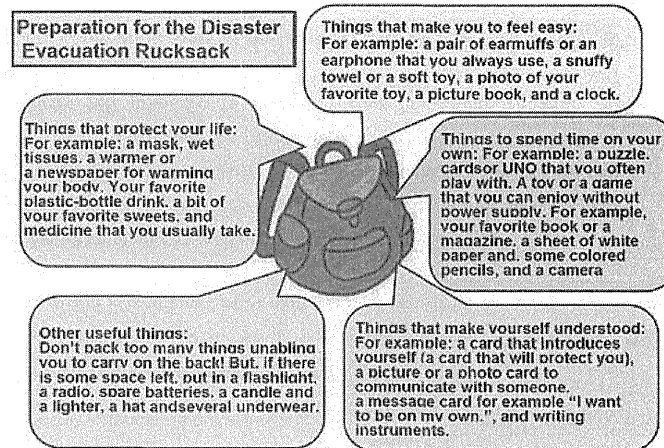
Think about things necessary to spend about 3 days. (actually, the period may become longer)

Think by yourself as much as possible.

In the rucksack, put

- ① Things that make you to feel easy,
- ② Things to spend time on your own,
- ③ Things that make yourself understood,
- ④ Things that protect your life, and
- ⑤ Other useful things.

The experience to prepare things that will protect you, together with your important people, will enable you to pack not only security but also relief into your rucksack.



## Preparation for the Disaster Evacuation Rucksack

### ① Things that make you to feel easy:

For example: a pair of earmuffs or an earphone that you always use, a snuffy towel or a soft toy, a photo of your favorite toy, a picture book, and a clock.

### ② Things to spend time on your own:

For example: a puzzle, cards or UNO that you often play with. A toy or a game that you can enjoy without power supply. For example, your favorite book or a magazine, a sheet of white paper and, some colored pencils, and a camera.

### ③ Things that make yourself understood:

For example: a card that introduces yourself (a card that will protect you), a picture or a photo card to communicate with someone, a message card for example "I want to be on my own.", and writing instruments.

### ④ Things that protect your life:

For example: a mask, wet tissues, a warmer or a newspaper for warming your body. Your favorite plastic-bottle drink, a bit of your favorite sweets, and medicine that you usually take..

### ⑤ Other useful things:

Don't pack too many things unabling you to carry on the back! But, if there is some space left, put in a flashlight, a radio, spare batteries, a candle and a lighter, a hat and several underwear.

(<http://homepage3.nifty.com/mayekawa/asami/>)

(AsamiMaekawa, Professor, Tokyo Woman's Christian University)

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### In order to protect lives: Preparation Section②

For appropriate rescue and evacuation, it is necessary to have the existence of your child known in everyday life. It is important to associate with your neighbors and contact with the welfare commissioner. It is important to register to the list of people who need support, and the list must be utilized.

Measures of support for people who need support are the urgent need: In order to make effective use of the "list of people who need support"

The "list of people who need support in times of disasters" is made for making the hold of the elderly and the disabled who have difficulty in evacuating on their own in times of disasters by local government in Japan. But in this Great East Japan Earthquake, according to the questionnaire survey conducted by Autism Society Japan, there were answers mentioning that these lists were not necessarily effective. The reasons are difficulty in preparing the candidate lists of names due to personal information, difficulty in reserving supporters due to the weakness of relations with the regions, the unprepared individual support plans for each person who need support. And even if the system had been prepared, the function itself would not have worked under this wide-area serious disaster.

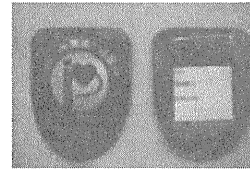
Hajime Kagiya, Director of Welfare Division, Itabashi Ward, Tokyo, who joined in formulating the "Guideline for Evacuation Support for people who need support in times of disasters" proposes "In order to save people who need support in times of disasters, first of all, it is important for the family, together with the supporters to fix furnitures to the wall and prepare beforehand to reduce the sufferings. Next, decide concretely where and with whom and how to evacuate. Furthermore, total structure including the evacuation life and rebuilding life needs to be planned. After registering to the list for people who need support in times of disasters, it is important to contact daily with the people of the region and cooperate with various support organizations."

(Hajime Kagiya, Director of Welfare Division supervised what the committee summarized from each data.)

### Example of Itabashi Ward, Tokyo: Badges for people who need support

I attached this badge to my child's school bag. This is a badge for people who need support to put on. You can purchase this badge from "NPO Peace" in Osaka.

(Parents)



### Example of Sugunami Ward, Tokyo: Information storage case and sticker

My child registers to a care home out of Sugunami Ward, and he was allowed to register to the list of people who need support in Sugunami Ward. If you register to the list of people who need support, you will receive a sticker and a case. Inside the case, there is a paper which an individual support plan is written on.

You keep the case in the refrigerator. The sticker (photo) is stuck on the front door. No one knows whether the rescue will succeed or not, but I think this method will be useful as an appropriate information when receiving support after evacuation.

(Parents)



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### Has your house prepared enough?

Prepare for emergency and prepare as countermeasures for disasters. The importance of daily preparation is confirmed after experiencing the Great East Japan Earthquake.

Check out what you have already prepared.

- Have you confirmed each other's contact method and meeting place?
- Checking your house: Are the drawers and shelves fixed to the wall?
- Have you confirmed the safe place in your house?
- Have you prepared to carry out your household medicine, medical prescription and medicine notebook at any time?
- Does your child carry his/her support book and the "HELP ME CARD"?

- Have you confirmed the welfare shelter?
- Have you registered to the list of the people who need support?
- Have you prepared your emergency bag?
- Have you confirmed the contact method with the school, facility and working place?



- Make a Return Map with your family. Fill in the toilets and places able to supply water, places like convenience stores and gas stations.
- Prepare things referring to the outdoor activities, such as tents, lanterns, batteries, spare batteries for cell phones and portable toilets.
- Carry out an on-site training of evacuation drill at the Disaster Prevention Hall and the Tsunami Hall.

#### Actual counterplan

We will introduce what our school kept in mind with consideration and our correspondence towards students with autism when the Great East Japan Earthquake occurred.

- Children must be feeling great anxieties under the unusual circumstances. Teachers told the situation and the prospect as much as possible by using audiovisual information.
- When the child was unable to tell that he/she was in difficulty, we made the child use the real thing or a picture if necessary.
- We divided the corners of the classroom with desks for some students and tried to make them feel easy.
- There were cases of students unable to take the usual routes back home from school. We tried to explain other routes concretely by using maps in necessity.
- Mental care for students after the earthquake disaster is also important. Not to mention the consideration according to the disability characteristics, teachers tried to take the utmost care of the student and tried to notice even the small changes.

Based on this experience, we will continuously try to make our school, a school that can act properly in case of emergencies.

(Akira Yamauchi, Chief, Itabashi Special Support School, Tokyo)

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#### How to act when a disaster occurs : At home, schools and facilities

When a disaster occurs, first let's calm down. Then, protect yourself from danger. Since each facility has a disaster prevention manual, follow the direction of your school teacher or the staff of your workplace and evacuate.

- ① First, calm down.
- ② Protect yourself from danger.
- ③ Call someone.
- ④ Ask someone to take you to a safe place.

#### At schools

We suggest that teachers and parents should tell children daily that since teachers will certainly secure safety, they should follow the teachers' instructions and also it would be safe if they stay with them.

Their teachers will not always be with them when the disaster occurs. It is important to teach them that if the child is not in the classroom but in the school yard or the toilet on his/her own or with other children, he/she should not move from that place, but wait until the teacher comes.

Your school will become the shelter. Consulting with teachers and getting advice, acting together as a group is supposed to lead to safe stability. If you consider in everyday life about what is necessary for your child's stable life, that will lead to preparation for disasters. It is important to always confirm about the contact method with teachers and to let the children have various experiences.

(Mariko Endo, Teacher, Takasago Elementary School, Sendai, Miyagi Prefecture)

#### At facilities

At that time, I called out just like in evacuation drills, and gave instructions to confirm the number of users. There were some users who looked insecure, but they had no signs of getting confused, and beyond our expectations, all of them stayed calm. Usual adherence, jumping, shutting doors, and replacing desks, was just seen.

In evacuation drills, we guide them to the temporary emergency shelter, but judging from the point that there were few damage to the building and the children were comparatively calm, we decided to stay there and wait for their parents to pick them up. Even there was no contact method and the lifeline stopped, their parents came one after another. We took just one user to his/her home by my judgement, and then we handed over all the users back to their parents

in safety.

(Harumi Chiba, Chief, Support Division, Nanzai Home, Sendai, Miyagi Prefecture)



### How to act when a disaster occurs

When you are near the sea or a river

When you are near the seashore or a riverbank and get attacked by a strong shake, the most frightening thing is the tsunami. Don't wait for the evacuation order or advisory, go straight to a safe hill or a shelter.

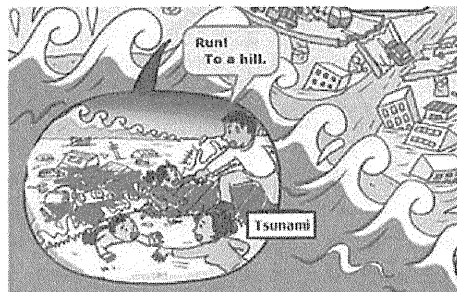
At the beach, speakers will be used to inform the hit of tsunami and also red flags will be used to inform the danger of tsunami. If you notice the danger, evacuate as soon as possible.

In the Great East Japan Earthquake, which is said to occur once in thousand years, an unpredictable huge tsunami attacked and many lives were lost.

Tsunami had attacked many times so far, and a huge seawall was built to prevent the tsunami. Even though, tsunami this time was far beyond expectation. The tsunami went far up the river and hit places even schools that were supposed to be safe.

There is a phrase in Japanese "Tsunami tendenko". This means "Protect you own life at the time of tsunami". Toshitaka Katada, professor of Gunma University Graduate School says "Tsunami disaster can be avoided if people evacuate to a safe place. The attitude towards disaster prevention education is important". So we made three points in tsunami education. "Don't get seized with assumption", "Take your possible best action", and "Evacuate first."

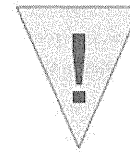
Up until now, there were people who ignored the tsunami alert or people who didn't think much of it. But, even tsunami occurs a hundred times, each tsunami is different. Do not follow the past estimation. Take the lead in evacuating.



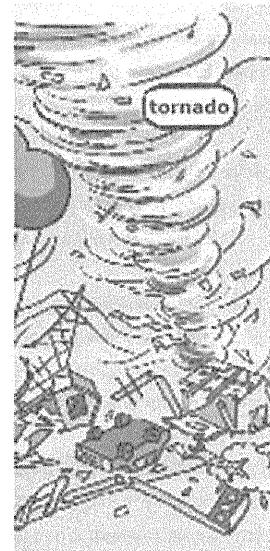
Be careful at the following disasters occurring quite often recently

Be careful at local heavy rain, thunderstorm, typhoon, tornado

- ◎ River water will rise suddenly, so run away from the riverside as soon as possible.
- ◎ If you are in town and the water comes, evacuate to a hill and be careful not to fall into the gutter while confirming your feet security with an umbrella. Follow your way watching the telephone polls as a guide.
- ◎ If you are in a car, doors will not open when water depth becomes 60cm. Evacuate beforehand.
- ◎ Thunderstorm. If there's a lightning, run indoor. If you are outdoors, stay away from dangerous things and lower your body.



Warning at these moments



When the sky is like:

"deep-black clouds have approached suddenly"

"the sound of thunder"



“the lightning of thunder”

When the river is like:

“the water level is rising”

“the color is getting dark”

“driftwood and fallen leaves are flowing “

Be careful if you are in these places:

if you are fishing or playing in the river, camping or a doing a barbeque on the riverbank or a sandbank, if you are under a two-level crossing which passes through underground, if you are at a building site at a river or a sewerage construction site.

(referring Weather Forecast Institution “Be careful at the sudden change of the weather if you are in these places!”)

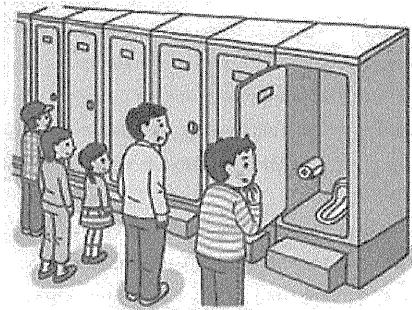
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### Daily life will change by disasters

When a disaster such as an earthquake or tsunami occurs, lifeline such as electricity, gas and water will stop and people have to live in anxiety and inconvenience. People will be unable to get drinks, food and daily necessities and also public transport such as trains and buses will stop.

Information on telephones or TV will not be available and of course people are unable to enjoy games or CDs. Nobody can do the “ordinary things” that they’ve been doing. Schools will be closed, and you cannot go to facilities for a couple of days. There are cases like you cannot live in your own house and have to live in a shelter like a school gymnasium or to live in a car.



### Reports from the affected areas: Facts of evacuation life

Even life was inconvenient, children were able to stay in shelters without extremely lacking in emotional stability. This was because they evacuated into private rooms not to contact with many people unfamiliar and stayed with their familiar people such as their parents and teachers.

In this earthquake, electricity stopped. The situation was like unable to watch their favorite TV programs, batteries went out even they wanted to do games, playground equipment of schoolyards could not be used freely. If the evacuation gets long, life tends to be like nothing to do, so it is effective to give change to life by playing an easy game or going out for a walk. Moreover, food and toilets may become big subjects. It is better for the parents to consult with the teachers and the surrounding people and ask them to correspond together and not to act too much on their own.

Besides playing, children will at least be prevented from getting stressed and will be able to experience making contact with other people or getting praised from others through given roles or doing some kind of work each.

(Mariko Endo, Teacher, Takasago Elementary School, Sendai, Miyagi Prefecture)

### Daily life changes by disasters

We were reported the actual situation of the affected areas of the Great East Japan Earthquake. Let's know beforehand that everyday life will change by disasters and enable it to prepare to help each other all together.

### Reports from the affected areas: The fact of evacuation by the nuclear accident

※ We had to change no less than 5 shelters one after another. We wanted the right information and the suitable measures.

※ Food and measures for cold weather were not enough in the early shelter. We were given only one cold untasty rice ball.

※ In the second half of evacuation, we were really grateful for the enough amount of volunteers and supplies except from the lack of privacy in the shelter.

### Reports from the affected areas: Advice from experiencing the disaster

※ Go to the shelter once even you decided to stay at home. This is necessary for safety confirmation and to receive physical support such as food, daily necessities, and blankets.

※ It will be helpful to have cash as much as possible.

※ Put your favorite things into your emergency bag.

※ Those who are allergic to food should prepare food corresponding allergies for evacuation

food.

- ※ You had better consider daily about other places to evacuate besides your evacuation place.
- ※ Evacuation with your daily acquaintances such as your neighbors or your schoolmates will bring relief even in the hard evacuation life.

#### My daughter's unexpected action

My daughter is a 14-year old, second-year junior high school student, able to communicate and talk, and goes to school happily. At the time of the earthquake, she was at the entrance of the special education school to return home, together with the teachers and friends. She was said to be very calm and seemed to have no problem. After she returned home, she spent several days without any problem besides complaining about the situation of not being able to use electricity.

After a few days, she started to run around the neighborhood shouting something in a loud voice exactly every hour. She continued this every day even in the rain or at night, every hour when our clock struck from 9 o'clock in the morning till 9 o'clock in the evening. Even we stopped the clock to strike every hour, she didn't give up. When we told her not to do so, she seemed to understand, but we were unable to stop her action. Her strange action started a few days after the outbreak of the earthquake when the unusual life started, but gradually with the stability of life, the loud voice became a soliloquy, wandering became confirming in front of the house entrance door, and finally ended after eight months. We really felt that we regained our everyday life.

(Tomoko Hashimoto, Autism Society Ibaraki)

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#### About shelters

There will be a case like getting unable to live in your own house because the earthquake or tsunami destroyed your house. Different from your daily life, you have to live together with the regional people. Life will be unfamiliar, so consult with the supporting people or helpers.

- Shelters are places to evacuate when you cannot stay at home in times of big disasters.  
Places are like school gymnasium or public hall in the region.
- When your house is collapsed and you cannot live in, you go to a shelter.  
Even your house is not collapsed but dangerous to live in, you go to a shelter.

☀ day

night 🌙



- You will have to live with many people in the shelter until you are able to go home.  
You will have to sleep together with them.
- Schools and facilities will also be closed, so you cannot see your teacher and friends for a while.  
When schools and facilities start, there will certainly be a notice.

If you get unrelieved or worried:

- Consult with the supporting staff before you get into panic.
- Ask them to write down the future schedules and places you are supposed to go.

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In ordinary shelters, it is difficult to adjust to sound, lighting and space, and it is also difficult to set time for play and sleep, so people with autism have great difficulties in mixed residence life in shelters.

In welfare shelters, it is necessary to have consideration for people with autism so that they can stay in relief.

#### Welfare Shelters

In case of Sendai City, each ward has a life support center for persons with disabilities. The centers are supposed to become welfare shelters in times of disasters. The three applying disabilities are mental illness, physical disabilities, and intellectual disabilities. They are secondary shelters for people who need support in times of disasters. There are two kinds of lists of people who need support, one is a list of those who registered to the disability planning division of the city, and the other is a list made voluntarily in the region, but actually these do not substantially make sense. In Sendai City, there are 15,000 people who have disability