

Sendai City

Producing evacuation shelter operation manuals specific to the shelter



Situation



- A great number of people were evacuated to shelters due to large-scale damage in the Great East Japan Earthquake on March 11, 2011.
- In the operations of shelters, aspects that must be taken into account may differ, depending on the characteristics of communities and living environment.
- In order that anyone can operate shelters accurately whenever a disaster occurs, manuals for each evacuation shelter should be drawn up in advance.

Intervention

- Community organisations, organisations managing facilities to be used as shelters and Sendai municipal government officials in charge are working together to formulate community-version evacuation shelter operation manuals.
- Some examples about the manuals are below.
 - an area near Tohoku University's International House accommodation facility for students from abroad has created shelter operation manuals together with foreign students.
 - manuals were made that utilise pictograms for ease of understanding, such as one indicating that you must take off your shoes before entering.
- These manuals will be reviewed and updated following shelter operation training.

Impact

- As of Nov. 30, 2015, community-version evacuation shelter operation manuals had been created in 166 of the total of 193 shelters in the city.
- Community networks were established through the compilation of the manuals, shelter operation training and other activities.
- Collaboration among people of many age groups has led to the development of community activity supporters and the fostering of human resources.