Shelter Operation Guidelines in Response to the COVID-19 Pandemic ~To Protect the Lives and Health of Citizens from Infectious Disease and Disasters~: Overview

[Features of the guidelines] ○ **Indicating measures to be implemented by municipalities and related matters requiring special attention in a timeline style** ○ **Proposing not only measures to be implemented at shelters but also other evacuation measures (including creation of "My Evacuation Cards" and recommendation of dispersed evacuation)**

Goals of the measures

○ Prevent COVID-19 clusters at shelters

○ Prevent citizens from being victimized by disasters as a result of their avoidance of evacuating and ensuring their own safety for fear of becoming infected at shelters

Phase 0: Preparation

1. Checking the capacity of each shelter in consideration of COVID-19 control measures

- Ensure a physical distance of a minimum 2 m (or at least 1 m) between household units.
  * Necessary living area per evacuee: 3 m^2 or more

[Reference] Living area for a standard household (three members): 3 m^2 or more per person × 3 people = 9 m^2 or more

Household size	Living area	Common area necessary to maintain sufficient physical distance	Required area per household
Three-person household	9 m^2	11 m^2	20 m^2 (5 m × 4 m)

- If a sufficient physical distance cannot be ensured, ensure a living area according to the previous standard (3 m^2 or more per evacuee) and place shelter partitions with a height of 1.4 m or more between household units.

2. Ensuring a sufficient number of shelters

- Utilize public facilities that are not used as designated shelters, corporate welfare facilities, hotels, inns, etc. as shelters.
- Build a support system (for providing emergency supplies) for facilities other than designated shelters used as shelters.
- Anticipate that some citizens will stay at home to avoid danger.

3. Securing separate rooms or shelters dedicated to evacuees in bad physical condition (including those with a fever, cough or other symptoms)

- Secure rooms or shelters (as well as toilets) dedicated to evacuees in bad physical condition, separated from evacuation spaces for other evacuees.

* If no separate dedicated rooms or shelters can be secured, divide a shelter into a zone for evacuees in bad physical condition and a zone for other evacuees, and design the shelter layout so that the lines of flow of the two types of evacuees will not overlap.

4. Estimating the necessary quantity of emergency, hygiene and other supplies and securing them in advance

Category	Necessary emergency, hygiene and other supplies
Infection control and other hygiene supplies	Disinfectant (alcohol-based disinfectant or sodium hypochlorite solutions), masks, disposable rubber gloves, liquid soap, wipes, paper towels, etc.
Health management and other supplies	Noncontact thermometers and other equipment
Protective and other supplies for shelter staff	Masks, disposable gloves, gowns, face shields, etc.
Supplies necessary for shelter operation	Partitions, masking tape, cardboard beds, plastic curtains, blue tarpaulins, temporary toilets, ventilation equipment, filtration and sterilization equipment, cleaning tools, toilet utensils, etc.

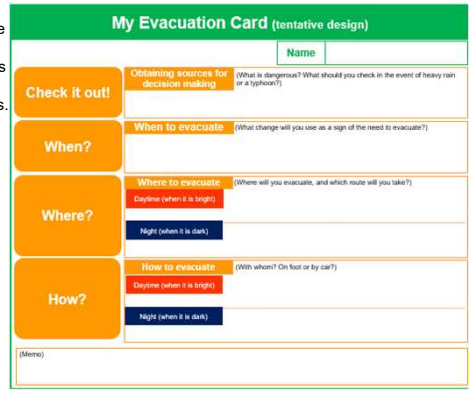
* Since the ventilation of shelters is especially important, it is desirable to carry out prior maintenance of ventilation equipment.

5. Building a system for appropriate shelter operations

- The prefectural government should build a shelter operation system through efforts involving the entire organization, involving departments in charge of disaster management, and health and welfare.
- Consult relevant local public health centers in advance (for example, on how to share information necessary to admit close contacts and other evacuees).
- Adopt thorough measures to prevent vulnerable people in disasters from becoming infected.
- Provide those appointed as shelter staff with prior training and drills.

6. Providing citizens with necessary information in advance

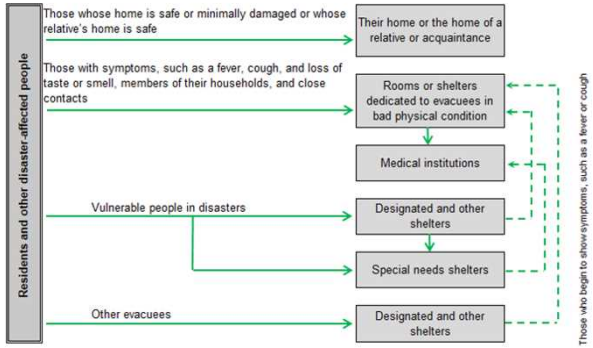
- Advise citizens to consider a multiple choice of places for evacuation other than designated shelters, such as their own home and the homes of relatives and acquaintances.
- Advise citizens to take necessary supplies, including masks, thermometers, and portable disinfectant, with them when evacuating.
- Encourage citizens to create their "My Evacuation Card." (Encourage them to check the hazard map and other related materials and determine when and where to evacuate in advance.)



Phase 1: Evacuation

1. Offering appropriate places for evacuation

- Allot an appropriate place for evacuation according to the condition of each citizen at the time of evacuation, including a fever or other symptoms. and advise the citizen to evacuate there.



2. Matters requiring special attention when evacuation information is released

- Offer citizens a choice of places for evacuation other than shelters and instruct them to wear masks.

[Announcement sample]

This is an announcement from the XX City/Town Disaster Management Headquarters. Since the water level of the XX River at the XX point has reached the flood danger level of X m, a level-4 alert with evacuation recommendation was issued to the XX area at X:00 p.m. Evacuate immediately to the designated shelter. However, if the outdoor conditions of your evacuation route or nearby areas seem dangerous due to heavy rain or flooding, evacuate to a nearby building that seems to be safe or upstairs in your home.
If you evacuate to the shelter, please take food and other necessities with you and wear a mask as a COVID-19 control measure.

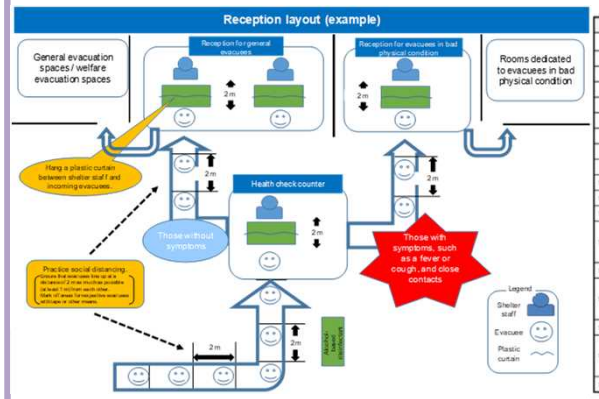
Phase 2: Opening shelters, admitting evacuees, and operating shelters

1. Opening shelters

- Check the health condition of shelter staff.
- Post shelter layouts and place hygiene supplies, including disinfectant, at appropriate spots.
- Share information about the opening of shelters and other matters with citizens by utilizing various means, such as websites and the disaster management radio communication system.

2. Admitting evacuees

- Set up a health check counter in front of the evacuee reception counter.



Health check sheet to be filled out by incoming evacuees (sample)

	チェック項目	
1	あなたは新型コロナウイルスの感染が確認されている人の濃厚接触者で、現在、健康観察中ですか？	はい・いいえ
2	普段より熱っぽく感じますか？	はい・いいえ
3	呼吸の息苦しさ、胸の痛みはありますか？	はい・いいえ
4	においや味を感じないですか？	はい・いいえ
5	せきやたん、のどの痛みはありますか？	はい・いいえ
6	全身がだるいなどの症状はありますか？	はい・いいえ
7	吐き気がありますか？	はい・いいえ
8	下痢がありますか？	はい・いいえ
9	からだにぶつぶつ（発疹）が出ていますか？	はい・いいえ
10	目が赤く、目やにが多くないですか？	はい・いいえ
11	現在、医療機関に通院をしていますか？（症状：　　）	はい・いいえ
12	現在、服薬をしていますか？（薬名：　　）	はい・いいえ
	そのほか気になる症状はありますか？	はい・いいえ
13	※PCR検査の実施、結果の問い合わせはない	
14	避難所での行動に際し、介護や介助が必要ですか？	はい・いいえ
	避難所での行動に際し、配慮を要する障がいがありますか？	はい・いいえ
15	※PCR検査の実施、結果の問い合わせはない	
16	乳幼児と一緒ですか？（妊娠中も含む）	はい・いいえ
	呼吸器疾患、高血圧、糖尿病、その他の基礎疾患はありますか？	はい・いいえ
17	※PCR検査の実施、結果の問い合わせはない	
18	てんかんはありますか？	はい・いいえ

3. Operating shelters

- Instruct evacuees and shelter staff to adopt basic COVID-19 control measures, including washing their hands and gargling.
- Ensure that the shelters are ventilated well (by opening the windows in two opposite directions for several minutes twice an hour and using ventilation fans, filtration and sterilization equipment, etc.).
- Check evacuees' body temperatures and health condition regularly.
- Separate evacuees with a fever, cough or other symptoms from other evacuees, and when the situation needs it, consult the local public health center and follow its directions.

4. Managing the health of evacuees at places other than shelters, including those staying at home

- Identify the status of evacuees outside shelters, including those at home or in tents or cars, and ensure that all of them will be able to receive emergency support.
- Check their health condition regularly.

Phase 3: Closing shelters

- Clean up evacuation spaces after the evacuees leave them. Disinfect equipment and fixtures for common use, such as doorknobs, with alcohol-based disinfectant.