



# Disaster Volunteer Handbook

## - English Version -

This handbook is an unofficial guide to help international visitors and residents in Hiroshima volunteer safely, comfortably and most effectively.

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# 5 Easy Steps to Volunteering



**Buy Volunteer Insurance**  
Protects you & host community  
(6F Bic Camera bld) 350 yen/yr



**Find Welcoming Volunteer Center**  
shakyo-hiroshima.jp (JP)  
GetHiroshima.com (ENG)



**Find Volunteer Center Location**  
Look up GPS  
& Plan Travel Route



**Dress for Comfort & Protection**  
Hat, Gloves, Boots, Long sleeves,  
long trousers, face-towel..



**Schedule Time to Recover**  
Disaster volunteering can be  
physically & emotionally draining



## Thank you for your interest in volunteering!

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The first volunteer handbook was created after the 2014 landslide disaster when local people and volunteers from outside Hiroshima came to help. Information for the first handbook was compiled from reports and feedback from volunteer centers, locals, and coordinators.

This English version was created after the July, 2018 Heavy Rain, Flood and Landslide disaster in Hiroshima. This handbook is not a direct translation of the Japanese version. Instead, the most relevant information was chosen from the Japanese handbook and international volunteering reports to offer guidance to first-time English speaking volunteers.

2018 unfortunately saw many devastating natural disasters around Japan. The needs are increasing in many areas for all residents in our Japan community to work together to lend a hand. Disaster volunteering is hard work, but is also very rewarding.

If you'd like to share your story, have feedback, comments or updates, please drop us a line at GetHiroshima on Facebook, Twitter, Instagram or through the [GetHiroshima.com](http://GetHiroshima.com) website.

We look forward to hearing from you!

– Joy Jarman-Walsh  
(jjwalsh)





# Volunteer Check-in



**1) Fill in the volunteer registration form** at the desk & show (or buy) insurance

Receive a name tag (usually your **name on tape**).

**2) Give the completed form** to the staff member organizing groups.

**3) Pick up** (free) towels, drinks, gloves, masks, hats, shovels, boots, helmets, snacks & any **available items on offer**.

**4) Listen** to an orientation meeting (even if it's only in Japanese).

**5) Travel** to the day's target location with your group.

**6) Take breaks** when your **leader** says "**kyukei**" (break time)

**7) Say "Osaki ni"** if leaving before the rest of the group.

**8) After volunteering, check-out at the sign-up desk.**

**9) Smile, bow & say "Arigato" or "Thank you"** to locals and volunteer staff.

**10) Go home safely & rest.**



At the Sign-In area - **Uketsuke**

+ Good morning - **Ohayo!**

+ I'd like to volunteer for **2** hours

**Ni-jikan borantia shitai desu.**

+ Is there a toilet nearby?

**Kono hen, toirei arimasu ka?**

+ Is there a parking area I can use?

**Paakingu eria arimasu ka?**

+ Can I use this? (point at)

**Tsukatte ii desu ka?**

**At the volunteering location Genchi**

+ It's rest time. **Kyukei (desu).**

+ Shall we start (again)? **Shimashou ka?**

**Finished Owari**

(If leaving first before others are finished) **Osaki ni**

**Checking out** (back at the volunteer center)

Wash **Arimasu** (boots, hands, rinse mouth)

Thank you **Arigato Gozaimashita**

Excuse me (when leaving) **Shitsurei-shimasu**

Goodbye! **Sayonara**

Hot - **Atsui**

Cold - **Samui**

Tired - **Tsukareta**

Feeling sick- **Kibun Warui**

Where? - **Doko?**

What? - **Nani?**

Teach - **Oshiete**

Friends - **Tomodachi**

Drink - **Nomimono**

# Useful (Casual) Japanese

## WHAT TO WEAR



- Long, protective clothing is best – keeps you safe from dust, injury from working around disaster debris, mud, sun, and biting insects.
- Lighter colored clothing is best for safety, cooler and attracts fewer insects.
- The outfit on the top left is ideal attire, but the outfit on the right is also fine. You will see many clothing variations among volunteers.
- Plan to wear clothing you don't mind getting dirty, has skin cover and is loose enough to work in. Bringing a change of clothes is a good idea.
- A hat, face towel, mask, gloves, long-sleeved shirt, long trousers, water bottle, and rubber boots are the typical & essential outfit of most volunteers.
- Specialty items like steel-lined work boots, fan-cooled work-jacket, and helmets are recommended if you volunteer in dangerous areas.



Dress for Safety & Comfort

## TYPICAL WORK



**Remove Mud**



**Move & Pile Bags**



**Move Mud & Debris**



**Put Mud in Bags**

- Usual work is clearing mud and debris which is blocking drains, waterways or the space under homes.
- Usual work is in small spaces, too difficult for machinery to access.
- Volunteers often help private individuals who have signed up for assistance and are very grateful for any help as they feel overwhelmed.
- Volunteers can also help locals by providing emotional support as well as cleaning-up, so smile and be supportive, positive and friendly.
- Volunteer work allows evacuees to move back into their homes and neighborhoods.
- Without volunteers, homeowners may abandon their homes or have to spend a considerable amount on private contractors.
- It's gratifying to help out & be a positive part of rebuilding broken communities.
- Volunteers are an essential part of the recovery process!

## WHAT TO BRING



Being prepared can improve your experience, so here is some packing advice from experienced international volunteers.

If you forget something, don't worry, you'll get by and often other volunteers will be happy to share items with you.

**Body Odor (BO):** Volunteering is **hot, smelly work** so pack a **change of clothes** and wet-wipes to be kind to others while traveling home. < *Especially on hot days* >.



**Sun:** Suncream, hat, sunglasses, long-sleeves..

**Bugs:** Insect Repellant, long-sleeves, bug-net hat..

**Dust and bacteria:** cotton mask, goggles, rubber gloves, rubber boots, long-sleeves, long leg cover (trousers) ..



**Drinks\***: Large Thermos of Cold Water (1L-2L)

**Food\***: food bars, snacks, sandwiches, rice-balls or fruit



\*Although Japan is known for vending machines and convenience stores, there's often shortages of food or drink for sale at many disaster volunteer areas, so best to come as self-sufficient as possible.



# My Volunteer Log

Date:                      Start:    Finish:    (total time:    )  
Location:  
Type of work:  
Comments:



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Location:  
Type of work:  
Comments:



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Type of work:  
Comments:



## Great Job! Well done!



# DISASTER VOLUNTEER INFORMATION

## HIROSHIMA AREA

+ Shakyo (Japanese) <http://shakyo-hiroshima.jp>

(Shakyo = Hiroshima Volunteer Center) Tel: 082-264-6408 [JP]

+ Hiroshima International Community : [GetHiroshima.com](http://GetHiroshima.com)

+ Hiroshima city: <http://www.city.hiroshima.lg.jp/>

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