

Hyogo Prefecture: Evacuation Shelter Operation Guidelines for Coping with COVID-19

～ Saving lives and preserving health from infectious diseases and disasters ～

(summary version)

Features of this Guideline:

- Organize implementation and focal points for municipal governments with a timeline
- Promote not only evacuation shelter measures but also evacuation measures (Develop your own evacuation card and recommend distributed evacuation)

Aims

- Prevent disease outbreaks in evacuation shelters
- Prevent victims from taking evacuation/safety actions due to fear of infection at evacuation shelters

Phase 0: Preparation

1 Assess shelter capacity for preventing infectious disease

- Keep physical distance (2m as much as possible (at least 1m)) with respect to each family
✂ Living floor space per evacuee: 3m² and over
(Reference) Living space for standard family (3 people): 3m²/person = 9m² and over

Family unit	Living floor space	Physical distance share space	Necessary space per family
Three-person household	9m ²	11m ²	20m ² (5m x 4m)

- If physical distancing is not kept, ensure 3m² and over per person (the above space standard) and put 1.4m and over height partition for each family to prevent droplet infection

2 Ensure sufficient number of shelters

- Use public facilities not previously designated as shelters, companies' welfare and recreational facilities and hotels as evacuation shelter
- Develop support systems such as a supply of necessary goods when non-designated facilities are used as evacuation shelter
- Simulate evacuation at home

3 Keep separate room or dedicated shelter for people in poor health (fever, cough, etc.)

- Keep separate room or dedicated shelter for people in poor health (and separate bathroom)
✂ If dedicated space cannot be kept, lay out a different line for them from ordinary evacuees by proper zoning.

4 Check required quantity and prepare supplies of support goods and sanitary goods

Category	Necessary Goods and Sanitary Goods
Sanitary goods for infection control measures and others	Antiseptic supplies (Alcohol, Sodium hypochlorite solution), mask, disposable rubber gloves, liquid soap, wet tissue, paper towel etc.
Healthcare goods and others	Contactless thermometer etc.
Protective equipment for shelter staff and others	Mask, disposable glove, gown, face guard etc.
Supplies to support shelter operations	Partition, masking tape, cardboard bed, plastic curtain, blue tarp, temporary toilet, ventilation equipment, sterilization facilities, cleaning tools, toiletry items

5 Develop framework for adequate shelter operation

- Develop a shelter operation system for a whole local government through joint efforts by all relevant departments including disaster department, health and welfare department.
- Discuss with local public health centers in advance about controlling transmission in shelters (e.g. how to share/exchange information that is necessary for admitting people who had close contacts with someone who had tested positive for COVID-19)
- Fully enforce infectious disease countermeasures for people requiring assistance during a disaster
- Require staff in shelter to have training and practice beforehand

6 Make an announcement to citizens in advance

- Consider alternative evacuation locations such as the home, relative's house, or a friend's house other than designated shelter
- Bring mask, thermometer, hand sanitizer and disinfectant and other necessary goods during evacuation
- Promote "My Evacuation Card" (Check hazard map and decide timing for evacuation and evacuation location in advance)

My Evacuation Card (Image)		
	Name	
Check!	Get information	(What is dangerous? What should I check when heavy rain or typhoon happens?)
	Timing of evacuation	(When is the time to evacuate?)
When?	Evacuation location	(Where? Which route are you taking?)
	Daytime	
Where?	Night-time (in the dark)	
	The way of evacuation	(With whom? Walk? By car?)
How?	Daytime	
	Night-time (in the dark)	

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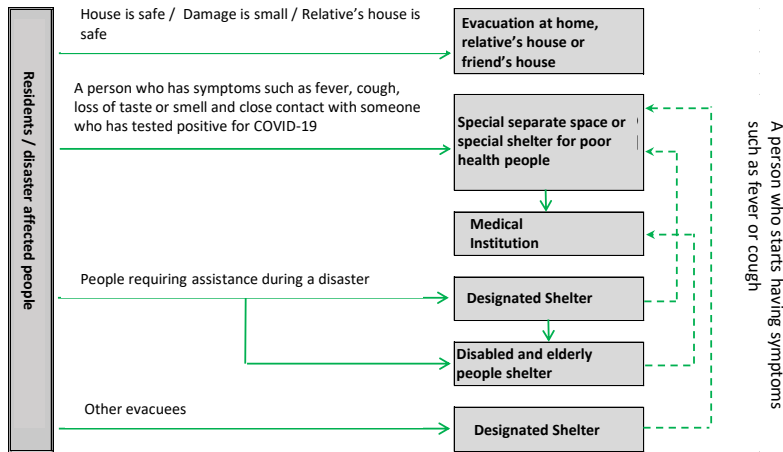
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Phase 1: Evacuation

1 Provide adequate shelter

- Allocate appropriate shelter for evacuees depending on individual situation



2 Focal point during evacuation advisory or evacuation order

- Propose alternative evacuation options and enforce mask wearing

【 Example of Official Announcement 】

Disaster management office/headquarters in XX municipal office informs citizens.
We issued an evacuation advisory level 4 at X pm to X area due to a dangerous water level at XX point in XX river. Please evacuate to a designated evacuation shelter immediately. However, if the road to an evacuation shelter or the surrounding situation is dangerous due to heavy rain or flooding, you should evacuate to a building which seems to be safe or the 2nd floor in your house. Please bring some food and wear a mask to prevent infectious disease when you go to an evacuation shelter.

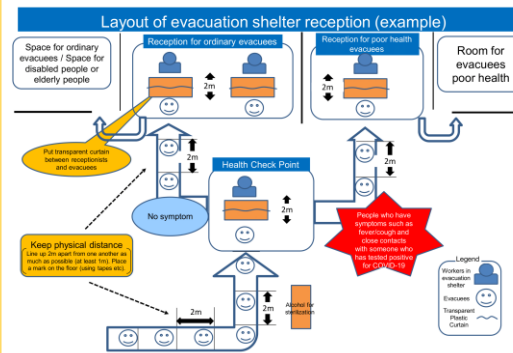
Phase 2: Setting up Shelters, Accepting evacuees, shelter operation

1 Setting up shelters

- Conduct health check for evacuation shelter staff
- Arrange the layout of the inside of the shelter and keep sanitary goods such as antiseptic available
- Announce evacuation shelter set up using various means such as website and disaster prevention radio to citizens

2 Accepting evacuees

- Place “Health check point” where evacuees must visit before going to shelter reception



3 Shelter operation

- Enforce basic infectious disease countermeasures such as hand washing and gargling
- Ventilate completely (Open windows in 2 directions and ventilate a few minutes twice an hour. Use a fan, sterilizer, etc.)
- Carry out periodic temperature checks and health condition checks
- Separate people who have symptoms such as fever or cough from healthy people. Contact the public health center and follow the instructions depending on the situation

Example of Medical Questionnaire when accepting evacuees

Check Items	
1 Are you in close contact with someone who has tested positive for COVID-19 and is your health being monitored by a medical institution right now?	Yes / No
2 Do you feel your temperature is higher or a feverish than usual?	Yes / No
3 Do you have difficulty breathing or chest pain?	Yes / No
4 Do you have a loss of sense of smell or taste?	Yes / No
5 Do you have a cough, sputum or sore throat?	Yes / No
6 Do you feel fatigue or lightheaded?	Yes / No
7 Do you have nausea?	Yes / No
8 Do you have diarrhea?	Yes / No
9 Do you feel a rash on your body?	Yes / No
10 Do you have eye mucus with red eyes?	Yes / No
11 Do you visit medical institutions regularly for any treatment? (Symptom:)	Yes / No
12 Are you currently taking any medications? (Name of medicine:)	Yes / No
13 Do you have any symptoms of concern? (If you answered "Yes", please write in concrete terms.)	Yes / No
14 Do you need care or assistance in an evacuation shelter?	Yes / No
15 Do you have a disabling condition which requires special needs or considerations in an evacuation shelter? (If you answered "Yes", please write about your disabling condition.)	Yes / No
16 Do you have an infant(s)? (Including in pregnancy)	Yes / No
17 Do you have a breathing problem, high pressure, diabetes or another underlying disease? (If you answered "Yes", please write in concrete terms.)	Yes / No
18 Do you have epilepsy?	Yes / No

4 Healthcare for evacuees at home and other places

- Understand the situation of evacuees at home, tent, car and other places and fully support them (no one should be left out from support)
- Carry out health condition checks periodically

Phase 3: Close shelters

- Clean up the shelters after all evacuees have left. Sterilize common area/public area including equipment, doorknobs etc.