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: 3 m² and over
  (Reference) Living space for standard family (3 people): 3 m²/person = 9 m² and over

<table>
<thead>
<tr>
<th>Family unit</th>
<th>Living floor space</th>
<th>Physical distance share space</th>
<th>Necessary space per family</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three-person household</td>
<td>9m²</td>
<td>11m²</td>
<td>20m² (5m x 4m)</td>
</tr>
</tbody>
</table>

- If physical distancing is not kept, ensure 3 m² 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

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

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)
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**Phase 1: Evacuation**

1. **Provide adequate shelter**
   - Allocate appropriate shelter for evacuees depending on individual situation
   - House is safe / Damage is small / Relative’s house is safe
   - A person who has symptoms such as fever, cough, loss of taste or smell and close contact with someone who has tested positive for COVID-19
   - Special separate space or special shelter for poor health people
   - Medical Institution
   - Designated Shelter
   - Disabled and elderly people shelter
   - Designated Shelter

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**

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.