

# 災害復旧ロードマップの多言語化

多様なルーツを持つ人々が災害後も安心して暮らしていけるまちづくりを目指して

## WHAT CAN I DO? AFTER FLOOD DAMAGES A ROAD MAP FOR RECOVERY

**LIFE Restoration**

Obtain a Disaster Victim Certificate [risaishomeisho] 罹災証明書

Check your insurance policies

**Make a recovery plan**

• Use available support programs

• Make financial plans for recovery

**Recovery Check Chart**

Stay at the same location

- YES: Stay at the same house
- NO: Find a new home

You may want to consider your child's school district.

**Addressing HOUSE Damages**

**Document the damage**

**Take Pictures!**

You need photo evidence to obtain necessary documents to get support

Use a camera or your phone

Document the damage to your rooms and household items

Document the level of flood water

Take pictures of your house from outside (each of the four sides)

**Clean-up**

• Protect important belongings

• Dispose damaged goods

**Clean the house**

If you choose to remodel your house...

**Act on your recovery plan**

**Build a new house**

You can build a new house after dismantling your damaged house or at a different area

**Remodel my house**

You can fix your damaged house and keep living there.

**Find different housing**

You can move to different housing.

**Did you know?**

In some cases, you can dismantle your damaged houses using public funds. Application requirements for the funds could be different for individual disaster case and each municipality.

**How are the Damages Assessed?** (A standard for a wooden house)

Damage Level	Flood Damages	Landslide Damages
Completely damaged	180cm or higher	100cm or higher
Mostly damaged	Within 100-180cm	Mostly damaged
Largely damaged	Within 50-100cm	
Partially damaged	50cm or less	Partially damaged
Some damages		25cm or below

Note: The standard is a rough estimate. The damage is assessed at the lowest level of flood/water/dirt within a house.

**Procedure**

Remove the damaged parts

Ceiling ▶ walls ▶ floors ▶ mud ▶ disposal

Clean the area

Dry the area

Disinfect the area

Note: This procedure may not work for all the cases of damages. Change it according to your own situations.

### WHAT CAN I DO? WHEN I'M AFFECTED BY A DISASTER HOW TO ACCESS SUPPORT, Vol.1

**Start by obtaining a Disaster Victim Certificate**

This information sheet was created based on the Recovery Full Manual for Disaster Victims (罹災証明書) a document provided by your local government. This document indicates the extent of damages to your house (e.g., complete or partial damages)

**You will need this document to apply for various disaster relief programs!**

**What you can access with the certificate**

<b>Direct Support</b>	Disaster Victim Relief Aid, donation funds, household goods & food
<b>Loans</b>	House and life restoration loan programs
<b>Reduced Payments</b>	Reduced taxes, insurance, utilities, and loan payments
<b>Fee Relief</b>	Pension, utility, and other public service fee exemption
<b>Other Assistance Programs</b>	Temporary housing, emergent home repair, and more

**How to obtain a Disaster Victim Certificate**

- 1 Document the damages: Take pictures of your house from outside (four sides and inside each room). Don't forget to take pictures of your household items too. Document the level of flood water.
- 2 Go to your local City Office: Go to the disaster relief service consultation office at your local City Office.
- 3 Receive your certificate: It will be issued at your local City Office.

### WHAT CAN I DO? WHEN I'M AFFECTED BY A DISASTER HOW TO ACCESS SUPPORT, Vol.2

**Steps after obtaining a Disaster Victim Certificate**

You'll need to apply for each support program individually!

**Payment reduction and exemption**

For taxes, insurance fees, utilities, pension fees, and other public service fees...

**Contact your local City Office for...**

- Life Restoration Support Programs for Disaster Victims
- Disaster Victim Relief Aid: Basic amount (The amount varies based on the degree of damages to your house) and Additional fund (Add for restoring housing (amount varies, depending on the restoration method))
- Accessing Donation Funds: Donation will be distributed to disaster victims via local governments

**Contact insurance providers for...**

- Fire Hazard Insurance
- Car Insurance
- Life Insurance / Emergency Medical Insurance

**Request more information from providers regarding damage claims.**

If you have lost your insurance certificate or are not sure of your insurance provider, contact these numbers:

Center for Searching for Life Insurance Contracts in Disaster Areas, the Life Insurance Association of Japan: 0120-001731 (Weekdays, 9:00-17:00)

General Insurance Association of Japan: 0120-501331 (Weekdays, 9:15-17:00)

**Loan Payment Relief**

- Prevent bankruptcy
- Interest-free loan on your credit information
- Aids in life and business restoration

**Contact a lawyer**

You may be eligible for loan payment reduction under the Government's Guideline for Debt Consolidation for Natural Disasters.



## [英語版]

災害支援ネットワークおかやま被災家屋部会では、西日本豪雨での経験を受けて、被災してから生活再建までの道筋を視覚的にわかりやすくまとめた「復旧ロードマップ」<水害編>を作成しました。現在、多様なルーツを持つ人々が被災した場合でも活用できるよう、橋本財団とともに、この「復旧ロードマップ」の多言語化に取り組んでいます。本展示では、英語版とベトナム語版をご紹介しますとともに、復旧ロードマップの作成とその多言語化の経緯、そして災害支援ネットワークおかやまでおこなっているその他の災害関連の活動についてもご紹介します。

災害支援ネットワークおかやま被災家屋部会





# 西日本豪雨災害の対応から生まれた生活再建のためのロードマップ



災害支援ネットワークくらしき会議（まびシェアにて）

2023

2022

2021

まび復興支援ボランティアセンター閉鎖  
一般のボランティアセンターに移行



まびシェア

2020

民間ボランティアセンター  
「晴れの国助け合いプロジェクト」結成  
民間支援者の拠点として「まびシェア」開設

倉敷市災害ボランティアセンターを  
まび復興支援ボランティアセンターに縮小し移行

2019

倉敷市災害ボランティアセンター  
設置



倉敷市災害ボランティアセンター

2018

平成30年7月豪雨災害発生



倉敷市真備町の被害の様子。小田川および支流の真谷川、高馬川、末政川が越水、決壊し、町内の約3割が浸水する被害に見舞われた。

被災家屋部会設置

災害支援ネットワークおかやま被災家屋部会で家屋支援と生活再建の相談支援の中での必要を、視覚的に理解できるようにまとめた「復旧ロードマップ」水害編・生活再建編を制作



リカバリーカフェ

リカバリーチェックシートを通して  
家屋復旧へのチャートを可視化  
そのワークショップが行われた

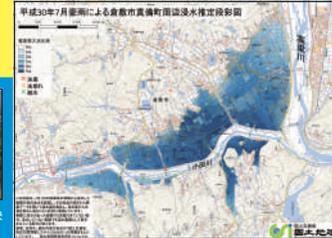


災害時対策共有会議（災対共）

ボランティア・NPOと地元建築事業者との災害対応共有会議のまとめ



倉敷市真備町



橋本財団調査と災害支援ネットワークおかやま被災家屋部会の協働で、外国にルーツを持つ方たちの被災後の生活再建のために、復旧ロードマップの多言語化に挑戦。現在、2言語。今後7言語に対応予定です



あいおいニッセイ同和損保との協働で  
「水害復旧ロードマップ自動単編」を作成



重機講習会

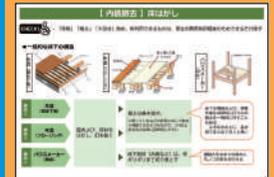


今後の災害を見据えて、重機・被災家屋処置の講習会が行われた

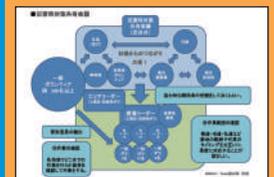
被災家屋講習会



作成された  
作業マニュアル



災害VCにて作成されたマニュアル



災対共にて作成されたマニュアル