1) Situation of Disaster Area

- Local characteristics of the disaster area (urban or rural area, transportation, social infrastructures, etc.)
- Characteristics of residents of the disaster area (age distribution, networks among residents, inhabitants organization, residents' mentality, etc.)
- Type and scale of the disaster
- Extent of damage (human and property damage, damage to utility lifelines, etc.)
- Living environment (security of privacy, etc.)
- Hygiene conditions (cleaning, ventilation, availability of drinking water, toilets, etc.)
- Medical needs (first aid treatment, chronic illnesses, infectious diseases, mental care, etc.)
- Health and welfare services available (adult day-care centers, home helper stations, vocational aid centers, etc.)
- Contents and status of distribution (as to what extent, foods, water and other daily necessities are supplied)
- A base / the location of public health practice to have jurisdiction over a disaster area

2) Condition of Disaster Victims

- Family members (check whether each disaster victim lives alone or with other family members and if they have any relatives)
- Living conditions (diet, sleep, job, mental support [purpose in life, hobbies, pets, etc.], etc.)
- Living environment of disaster victims (home, evacuation center, changes from before the disaster)
- Health conditions (need for medical care, chronic disease management, etc.)
- Neighborly relationship
- Status of use of social infrastructures (nursing care insurance, welfare services, etc.: day-care centers, functional training, rehabilitation for disabled children etc.)
- Feelings and sentiments (anxiety about the future, fear, things lost home, family, etc.)
- Identify vulnerable populations
  - Vulnerability due to the target's attributes...Infants, pregnant women, elderly persons, disabled persons, elderly persons living alone, persons in need of nursing care, foreigners without Japanese ability
  - Vulnerability due to illnesses...Those heavily dependent on medical care such as those with intractable diseases, those bedridden, those with psychiatric disorders, chronic illnesses, tuberculosis, dementia, or persons on artificial respiration or oxygen therapy at home

3) Support for the Evacuation Center

- Coordination of social assistance
  - Create opportunities to adjust daily rhythms. (waking up, going to bed, cleaning the entire living space all together)
  - Encourage daily exercise to prevent lack of exercise
  - Encourage such recreational activities as hiking and walking on holidays
  - Secure places and opportunities for children to play
- Psychological Support
  - Visit disaster victims on post-disaster stress reactions
  - Help disaster victims deal with any pent-up anger they might have
  - active listening
  - Make the rounds on a regular basis, talk to each victim
  - Locations and opportunities for gathering and sharing

Tips on Health Care Volunteer Activities by Nurses

in the Event of Disaster

(Emergency and Medium-term: Support in phase of evacuation)

- Support for the evacuation center
  - Living Environment-Related Support
    - Temperature control and ventilation, consideration of lighting and noise
    - Clean living space including toilets and garbage disposal
    - Giving advice about how to care for pets
    - Separate smokers from non-smokers (set up smoking areas)
  - Dietary Support
    - Coordinate a food menu for those who have special dietary requirements due to age, physical conditions or illnesses
    - e.g. elderly persons, infants, those feeling sick or having digestion problems those suffering from hypertension, diabetes or other chronic illnesses, dialysis patients, etc.
    - Help evacuees drink a sufficient amount of water
    - Help those who need feeding care
  - Support for Cleanliness and Hygiene
    - Provide bathing support for those who need care (newborn babies and elderly persons)
    - Dry bathe and shampoo those who cannot take a bath (because of being injured or bedridden)
    - Provide excretion care (including diaper change)
  - Support for Restful Sleep and Privacy
    - Secure enough space
    - Supply partitioning kits
    - Secure a place of a change of clothes, break rooms and nursing rooms

Support for Special Needs Activities

- Create opportunities to adjust daily rhythms. (waking up, going to bed, cleaning the entire living space all together)
- Encourage daily exercise to prevent lack of exercise
- Encourage such recreational activities as hiking and walking on holidays
- Secure places and opportunities for children to play

Support for vulnerable populations

- In case of disasters > Provide ways of playing (make-believe play, story-telling, drawing/painting, etc.)
- In case of seeing and hearing disabled persons > Introduce sign-language volunteers and guide helpers to those in need
- In case of foreigners without Japanese ability > Introduce foreign residents’ support centers
- In case of chronic illnesses etc. > Help them take their usual medicines, inform them of consulting a doctor, and provide them with necessary care

Support for the Evacuation Center

- Professional general volunteer makes each role clear and coordinate a role and share it
- Coordinate responsibilities with volunteers in various activities such as washing, cooking and bathing
- Protect disaster victims from the media
- Provide and management of information at the evacuation center

Support for those who cannot come to the evacuation center

- Provide information
- Visit them and talk to them
- Give them the same kind of support as in the evacuation center

UNIVERSITY OF HYOGO, Graduate School of Nursing
The 21st Century Center of Excellence Program
[Development of a Center for Excellence for Disaster Nursing in a Ubiquitous Society]
The Professional Nursing Support Network Project (2004 making, 2007 revision)

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**Tips on Health Care Volunteer Activities by Nurses in the Event of Disaster**

*(Emergency and Medium-term : Support in phase of evacuation)*

~To a month after a disaster~

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1) **Support for Local Supporters**
   (Local supporters are also disaster victims)

   1) Do not criticize local supporters but discuss problems with them
   2) Respect the pace in which local supporters work and support their decision-making
   3) Secure a system in which local supporters can take rests
   4) Check or buy volunteers

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2) **Essentials of Community Health Nursing Activities in the Disaster Area**

   1) **Activity Principles**
      - The major objective of activities is to keep survivors as healthy as they were before the disaster
      - Respect the pace of work and support decision-making
      - Define specific activities to carry out and work in a systematic manner
      - Ensure cooperation with other medical workers but also with health, welfare and educational staffs

   2) **Activities after the Initial Operation Phase**
      - Disaster victims tend to be isolated after leaving the evacuation center. Be sure to visit them door-to-door after they return to their home
      - Promote activities to identify victims’ health needs
      - A local support network will be necessary from the middle phase of activities and thereafter

   3) **How to Conduct and Develop Activities**
      - In conducting activities, be sure to identify and integrate the needs of local residents and reflect these needs in future activities
      - Be sure to communicate information obtained from the disaster management office to all disaster victims. When disaster victims can’t get information, tell to the disaster management office

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3) **Your Conduct in the Disaster Area**

   1) **First thing to Do in the Disaster Area**
      - When you reach the disaster area, register yourself to the volunteer center
      - Check or buy volunteer insurance
      - Wear a name tag or some other item thatidentifies you by name
      - Introduce yourself as a nurse
      - Express words of sympathy for the local people

   2) **How to Act and Behave**
      - Work with local people (prefecture public health nurse, municipal public health nurse, local leaders, general local volunteers, etc.)
      - To ensure your own security, work with two or more members
      - To ensure a sense of security on the part of disaster victims, develop a system to send the same nurse to the same disaster victim, if possible
      - Discuss with a local contact person (e.g., leader of the residents’ association) and build good relations with him/her
      - Provide care in cooperation with the first-aid station and the medical team
      - Team up with local organizations (residents’ association, women’s association, youth association) in conducting activities
      - Work with the local public health nurses
      - Hold and participate in conferences (participants: government officials, general volunteers, etc.)
      - Conferences provide opportunities to share information and to make sure the courses of activities should proceed to confirm how to work
      - Conferences also provide opportunities for local supporters and outside supporters to debrief each other
      - Record consciously and leave it to the disaster area for needs collection and continuation support of disaster victims
      - Hand over your work for continuous support

   3) **Attitude and Preparedness**
      - Provide information about victim support service after having confirmed accuracy
      - In conducting activities, understand the characteristics of the disaster victim's psychological recovery process
      - Positive actions, go out and provide support to those in need
      - Focus on immediate needs of disaster victims when you listen to what they have to say and support them
      - Modify your role flexibly to cope with changing situations and needs
      - Remember that what you want to do for disaster victims is not always what they need
      - Supporters should not criticize local supporters

   4) **Care of Yourself**
      - Secure your own personal safety
      - Mind to control yourself. Volunteer nurses tend to overwork themselves due to the emotional uplift.
      - A limit of activity is around 1 week because there are your fatigue and relations with local peoples

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