

Chapter 2 Good Recovery Practices after Large-Scale Disasters

Section 3 Supporting PWD and Community by One of Support Facilities for PWD next to Kumamoto City at the Kumamoto Earthquake of 2016: Live together beyond the earthquake

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Fig.1 Takako Miura, the author.



Fig.2 Philosophy of Ailinkan

1. Ailinkan

Ailinkan is located at Yamaga City, which is next north of Kumamoto City, that is the most affected area at the Kumamoto Earthquake of 2016. The map on the first page of this manual shows Yamaga City. The population of Yamaga city is fifty-three thousand. Ailinkan, which was only slightly affected by the earthquakes, also served as the support base facility used to offer a welfare evacuation center, deliver goods, provide personal assistances, conduct refresh support services, and provide support activities for residents at temporally housing. I also show here the evacuation plan and trainings of Ailinkan.

Ailinkan started in 1988 as a support facility for persons with physical disabilities, however most of the users also have intellectual disabilities. We added services for children and for the elderly and accept trainees from all over the world, particularly from Asian countries. Now, we have residential care, short stay, day care, home help, group home, and transition support for employment. Based on our philosophy “Love your neighbor as yourself”, we have a foster home and elderly nursing homes.

Fig. 3 Philosophy and practical targets of Ailinkan

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Philosophy: Love your neighbor as yourself

Parallel establishments:

Foster home Ailinen (1950)

Moderate-fee home for the elderly (1984)

Special elderly nursing home Ailin no Ie (1993)

Practical targets:

1. never give up to provide support
2. never refuse to provide support
3. provide proper and stable individual support

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Fig.4 History of Ailinkan

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History of Ailinkan (Business overview)

1988 Support facilities for persons with disabilities (Residential care/care for daily life) (Life Service Department)
Designated short-stay admission business office (Short-stay Department)

1990 Designated life care business office (Day-care Department)

1999 Multi-functional business office (Life care) (Ailin Club)

2003 Home help service business/Visiting care for persons with severe disabilities business/Activity support business (Home Help Department)
Type 2 community activity support center (City exchange salon Pia Pia)

2006 Designated consultation support business (Planning consultation/Children with disabilities consultation/Regional transition/Regional retention)
Temporary daytime support business (Short-stay Department)

2007 Multi-functional home (Group home with aid/Welfare home) (Pia House)

2011 Multi-functional business office (Transition support for employment) (Pia Work)

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Fig. 5 Service overview of Ailinkan

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Service overview (As of October 1, 2017)

Total number of employees is 112, including 8 disabled and 7 cooking staff.

Type of services	capacity	numer of present users	Average age of users	number of employees
Ailinkan (Facility admission support)	70	71	60.5	Full-time: 57
Short-stay service	6	48	40.2	(Management/Clerical work/Nursing care/Care staff/etc.)
Temporary daytime support business		19	25.2	
Multi-functional Ailin Club Care for daily life	20	26	43.4	Full-time: 9
Pia Work (Transition support for employment)	6	1	40	Part-time: 3
Day-care Department Care for daily life	20	51	65.1	Full-time: 6 Lecturers: 3
Community activity support center	10	33	47.9	Full-time: 1 Part-time: 4
Home Help Department	—	39	57.1	Full-time: 6 Registered Helper: 15
Multi-functional home	15	15	58.8	Full-time: 1 Part-time: 6
Consultation support business	—	200*	—	Part-time: 4
Transportation support service	—	2	—	

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The table of figure 5 shows the number of users and employees of our services. Total number of employees is 112 including 8 disabled and 7 cooking staff, and total number of users is 305.

2. Welfare evacuation center

According to Wikipedia, the 2016 Kumamoto Earthquake is a series of earthquakes, including a magnitude 7.0 mainshock which struck at 01:25 JST on April 16, 2016 beneath Kumamoto City of Kumamoto Prefecture in Kyushu Region, Japan, and a foreshock earthquake with a magnitude 6.2 at 21:26 JST on April 14, 2016. The two earthquakes killed at least 50 people and injured about 3,000 others in total. More than 44,000 people were evacuated from their homes due to the disaster. Many houses were collapsed at Masiki town which is the most seriously affected site. Some facilities for persons with disabilities were damaged.



Fig.6 The welfare evacuation center at Ailinkan

In Ailinkan, after confirming the safety of staff and users soon after the foreshock on the 15th of April, we established a welfare evacuation center at a department of children with disabilities from April 16, the day of the mainshock, shown in Figure 6. A photo on Figure 7 shows a cardboard bed in a room of the Kumamoto Prefectural Welfare Center for Persons with Physical Disabilities. The left photo of Figure 8 shows a mattress provided by the Japan Disaster Rehabilitation Support Team (JRAT) and the right photo shows a cardboard table at a welfare evacuation center in Mashiki city, which we provided with supplies and personal assistants.



Fig. 7 A room for persons using wheelchairs at the Kumamoto Prefectural Welfare Center for Persons with Physical Disabilities.



Fig.8 The welfare evacuation center at Mashiki town, most affected area.

3. Supply Deliveries

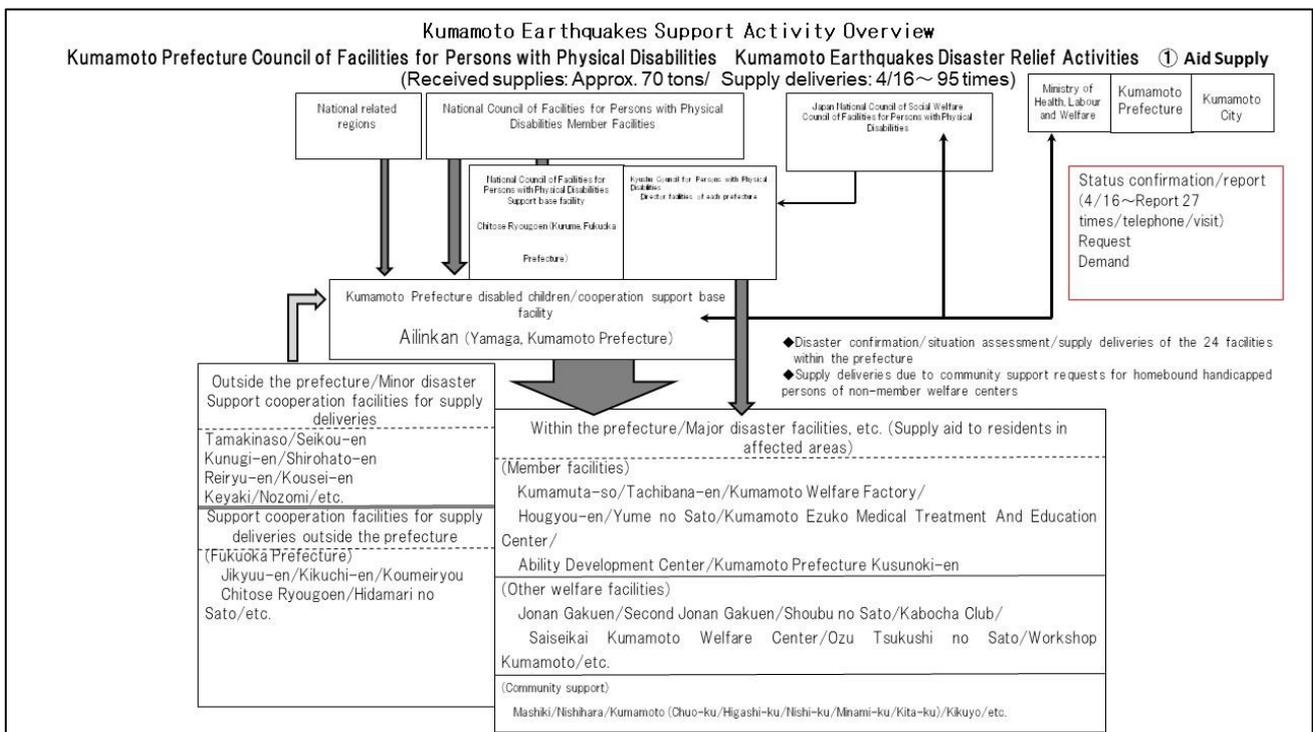


Fig.9 Supply deliveries by Kumamoto Prefecture Council of Facilities for Persons with Physical Disabilities at the Kumamoto Earthquake

Figure 9 shows the overview of our activities after the Kumamoto Earthquake. We delivered supplies to council member facilities and other heavily damaged welfare service centers and residents of affected areas. The goods were voluntarily sent from throughout the country. The management of delivery was cooperated among Ailinkan, other less affected facilities in Kumamoto, and facilities in Kyushu. Totally over 70 tons of goods were delivered 95 times in the span of three months beginning from April 16. We used our own 10ton trucks, shown in figure 10, which is used to carry oranges that our users cultivated.

From April 19, email report to share the status of affected areas and facilities for persons with disabilities began

being sent to the Ministry of Health, Labour, and Welfare, state government and city government, as well as the various facilities and disability persons' groups in Kumamoto Prefecture. Twenty-seven emails were sent out by August 12.



Fig.10 Supply deliveries

4. Personal Assistance

We also coordinated to call personal assistants from outside Kumamoto city for three months to the facilities that was the most heavily damaged. Kyushu Council of Facilities for Persons with Physical Disabilities helped a lot for sending the staff of member. The right tick right down arrow on figure 11 shows the project of Ministry of Health, Labour and Welfare, which also asked welfare facilities all over Japan to send their staff to the affected facilities. One facility for persons with disabilities received this support.

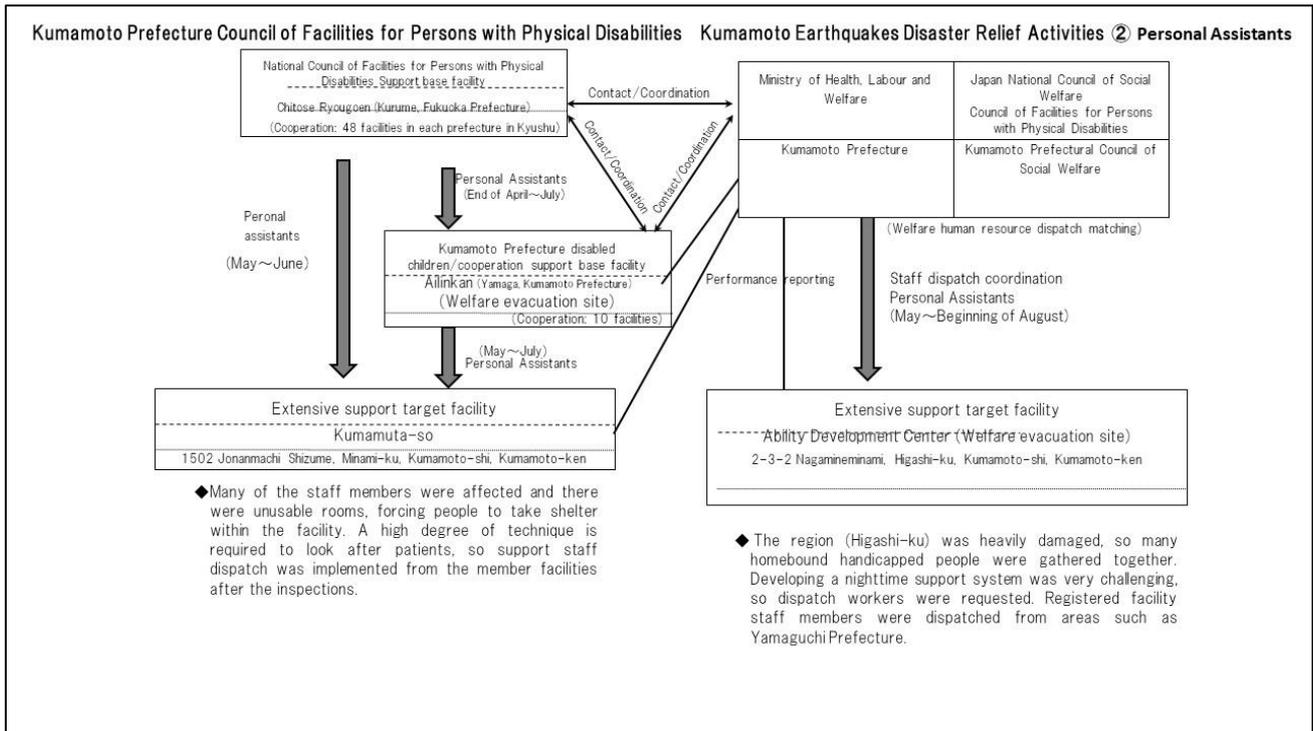


Fig.11 Personal assistance by Kumamoto Prefecture Council of Facilities for Persons with Physical Disabilities at the Kumamoto Earthquake

5. Refreshment support services: Bathing, laundry and lunch for evacuees at evacuation centers

Fig. 12 Bathing, lunch and laundry support for refreshment at “Yamaga Hot Spring” by Ailinkan

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- Bathing, lunch and laundry support for refreshment at “Yamaga Hot Spring”
- water outage made difficult to bathing and doing
 - Target: Affected people (including the elderly, disabled and infants) and supporters at the affected areas
 - Affiliated organizations: 1. Yamaga City Council Of Social Welfare (Yamaga Volunteer Liaison Council) 2. Yamaga Onsen Tourism Association 3. Yamaga Economic Development Committee 4. Yamaga Restaurant Union/Yamaga Cafeteria Union 5. Ailinkan Social Welfare Corporation and Ailinkan Support Facility for the Disabled (Kyushu Prefecture Council of Facilities for Persons with Physical Disabilities)
 - Budget: 1.5 million yen (600,000 yen from the city council of social welfare (city grants), 300,000 yen donations gathered together from the Yamaga Onsen Tourism Association, Yamaga Economic Development Committee and Ailinkan Social Welfare Corporation)
 - Implementation period: April 30~July 31, 2016, Every Wednesday/Saturday, 2 organizations with approximately 25 members each, implemented 50 times
 - Users: Total of 2,400 people Support cooperators: 213 corporate staff members 207 volunteers
 - Implementation content
 1. Transport to evacuation centers (2 minibuses used to two areas each time)
 2. Lunch support (Restaurant catering)
 3. Hot spring bathing support (at the hotel)
 4. Laundry service
 5. Shopping and visitation support
 6. Conversational companions and recreation
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On the fourth, we offered a bathing, lunch and laundry support not only for persons with disabilities but also for elderly and infant at evacuation centers. Due to the water outages, one week after the disaster occurred, the need for bathing and laundries at evacuation centers and affected group homes was urgent. There was no bathing service at evacuation centers and it was too hard to wait for elderly people and persons with disabilities by lining up a long row to take a bath at public bathing place. There were many distressed people because they were unable to do laundry,

too.



Fig.13 “Yamaga Hot Spring refresh support”

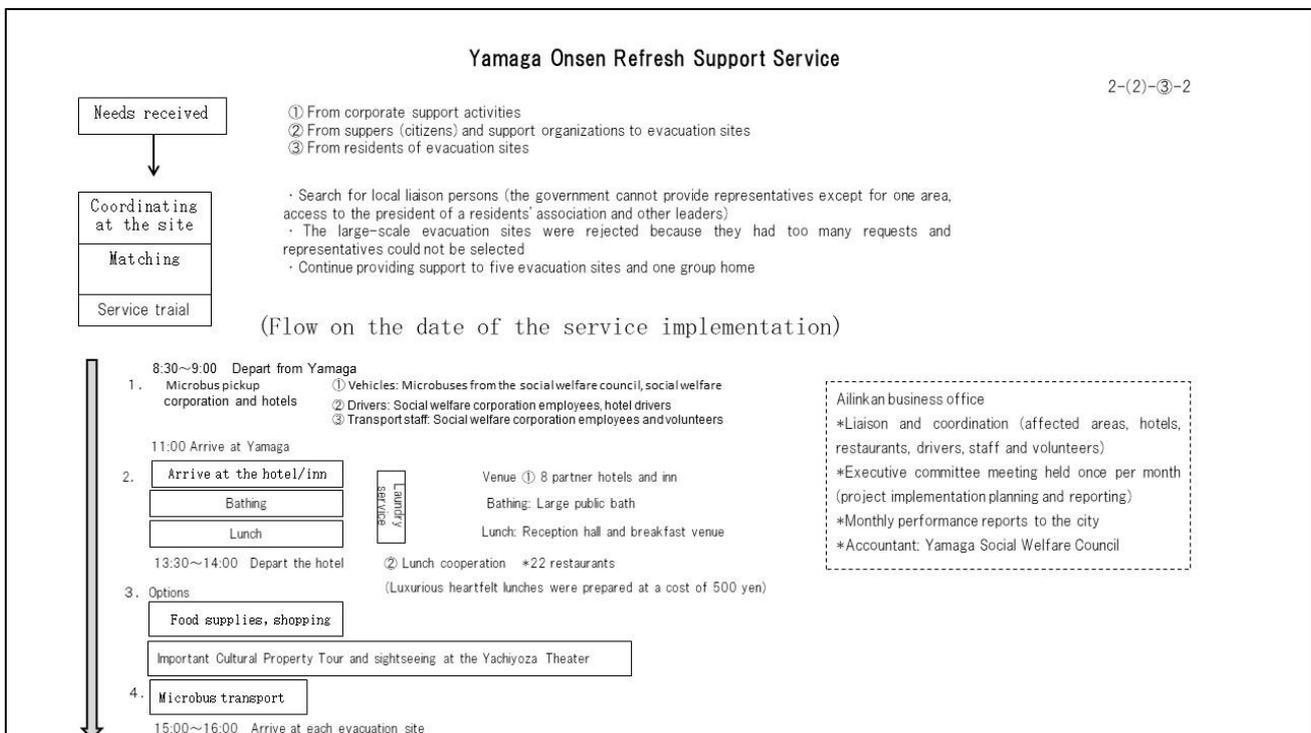


Fig.14 “Yamaga Hot Spring refresh support”

We, Ailinkan asked Yamaga economic development committee and city tourism associations (hotels, etc.) for transportation such as buses and drivers, restaurant unions for preparing lunch, city council of social welfare and the city government to find financial grant, send volunteers, and to announce about this project to evacuation centers. The Kyushu Prefecture Council of Facilities for Persons with Physical Disabilities also cooperated this project by sending their members. We were able to rent out the large public baths and meal venues of six inns and hotels within the city.

Between April 30 and July 31, every Wednesday and Saturday, 50 people were transported by two buses per trip from five evacuation centers (two or three evacuation centers for each day) and one group home for persons with intellectual disabilities, to a hot spring bathhouse at Yamaga. Not only the bathing service, but also lunch and laundry support services were implemented. Lunches were provided by various cooperative stores belonging to the Yamaga restaurant and cafeteria unions. A total of 2,400 people had utilized this service with the help of 213 staff

and 207 volunteers.

Participants enjoyed shopping, visitation and conversations, too. Wheelchair users were transported to the facilities where bathing support was conducted using machinery baths. Photographs of figure 13 show the transportation and lunch at this refreshment project. The upper part of figure 14 shows the background of this project and the lower part shows a flow on the date of service implementation. Kumamoto-nichinichi newspaper publisher wrote about this project on their newspaper.

6. Continuous support for residents at temporary housing



Fig.15 An itinerant art brut museum at a temporary housing



Fig.16 Guests to an itinerant art brut museum at a temporary housing

As the fifth project, we delivered support residents at temporary housings until spring of 2917. We opened an itinerant art brut museum displaying 50 artworks by 13 artists with disabilities in two Temporary Housing Complex (Kiyama and Mashiki) in 2016 December (fig. 15). Two hundred sets of Gyu-don, bowls of beef and rice, and Chestnut Zensai, soy beans sweets for visitors were sold out in fifteen minutes. We also treated pork cutlet for

residents at temporary housing. In the winter of 2017, we opened another roaming art brut museum at the other Temporary Housing Complex, Jonan.

The left photo of figure 16 shows a Kumamon as a special guest. The right photo of figure 16 and the left photo of figure 17 show Mr. Matsumoto, wearing red sweater, who is selected one of the 30 Japanese young distinguished artists, used the newspaper of the 17th of April that shows the main earthquake, as a sheet of his pencil drawings. The right photo of figure 17 is his drawing. These activities were broadcasted by TV (fig.18) and introduced by Kumamoto-nichinichi paper publishers. After August 2016, various types of workshops on our experiences and disaster risk reductions were implemented in order to make use of our unforgettable experiences.

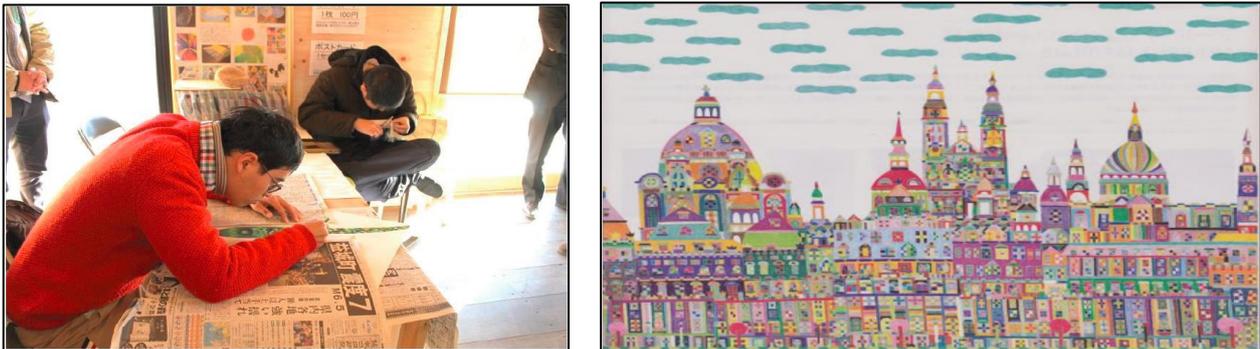


Fig.17 Hironobu Matsumoto and his drawing



Fig.18 An itinerant art brut museum was broadcasted by TV

7. Evacuation plan and drills at the disability facilities

(1) A manual for Typhoon/Heavy rain/River flooding/Sediment disaster

At our facilities, the disaster management manuals have been revised based on the actual ongoing situation. We have two kinds of manuals. One is a manual for Typhoon/Heavy rain/River flooding/Sediment disaster which can be known by weather broadcasting. Figure 19 is the flow chart.

In order to conduct these revisions, we first held group discussions and group announcements at staff training

sessions. Based on the opinions obtained there, our staff leaders created a draft and after proofreading them, the administrators exchanged their opinions and summarized the results. We then provided explanations to the users and obtained consent to implement nighttime training.

On October 17, 2016, staff members were assembled together to conduct nighttime evacuation training in earthquake scenarios under the presence of fire department, local fire brigade and 9 chair persons from voluntary organization for disaster prevention. In approximately 30 minutes the staff members within the city were gathered together to evacuate all users to safe location based on the assumption of a power failure. However, the challenge of providing evacuation assistance to 70 people (of which 95% were wheelchair users) with only four night shift workers became apparent. We plan on incorporating our findings throughout the training sessions into the manual draft.

Fig. 19 Disaster management manuals at Ailinkan

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Revision of disaster management manuals at Ailinkan
 Typhoon/Heavy rain/River flooding/Sediment disaster Ailinkan Manual

①Collect information of expected typhoon courses/heavy rain

Gather information with TV/radio/mobile telephone/Disaster prevention wireless radio

Grasp situation of Iwano River and Kikuchi River (when necessary)

②Necessary precautions against typhoons inside and outside the facilities (advance preparations)

(Indoors)

Store water in the bathroom half a day before the typhoon approaches

Prepare buckets in each toilet and store water

Prepare two generators and three floodlights

Move bed away from the window in the living room

Shut the curtains in the living room

Check and secure preserved food and drinking water

(Perimeter)

Move objects that can blow away indoors

Secure objects that don't fit indoors with a rope

Place objects that can be moved flat on the ground to prevent them from blowing away

Prepare welfare evacuation centers

③Typhoon (during disaster)

Do not go outdoors, do not open windows

Take refuge inside facility when necessary

Power failure

Give status report to facility director

Gather information with mobile telephone, radio, etc.

Shine floodlights on hallways of each building using generators

Carry out patrol every 20-30 minutes

Building damage (glass windows, etc.)

Give status report to facility director

Confirm safety of users

Guide evacuees from living rooms with broken glass

Temporary repairs of damaged areas

④Typhoon (after disaster)

Take final roll call of users

Give final status report to facility director

Confirm damage inside living room and internal and external facilities

Clean up inside and outside of facilities

Regional victim support

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(2) A manual for earthquakes, storms and flood damages

Another is a manual for earthquakes, storms and flood damages which can not be forecast and are affected seriously.

Figure 20 shows the flow chart of this manual.

Figure 20 Disaster prevention manual (earthquake, storm and flood damage) at Ailinkan

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Revision of the disaster prevention manual (Earthquake, storm and flood damage) : Ailinkan earthquake management manual

Large-scale earthquake (4-person system during the night)

☆Magnitude upper 5 (everyone but the sub-chief assembles together)

☆Magnitude 6 (all employees assemble together)

①Stand-by until the earthquake settles down

Ensure personal safety (helmet, shoes, flashlight, mobile telephone)

②-1Grasp the situation/contact (1 person)

- Secure information (carry around flashlight with radio)
- Call director (deputy director)→From the director to chief director
- Decision to transmit emergency contact network through LINE
- Open the entrance/exit doorway

②-2Safety confirmation (3 people)

- Urgently confirm the safety of users at each building
- Protect and approach users
- Confirm injuries of users
- Emergency first-aid treatment → Nursing care→ Transport decision

③Evacuation preparation

- Secure evacuation site (cafeteria/assembly room/front yard/courtyard)
- Wear helmet (disaster hood)
- Walking pedestrians should wear shoes
- Transfer wheelchair users with their wheelchairs
- Move to stretchers and beds

④Evacuation

- Staff confirmation
- Primary evacuation sites (cafeteria/assembly room, front yard/courtyard)
- Secondary evacuation sites (north side parking lot)
- Emergency backpack
- (List of user and employee names, batteries, gloves, heat insulating aluminum sheet, list of stockpile supplies, etc.)

⑤-1Safety confirmation (building/facilities) (2 people)

- Lifeline (telephone/electricity/water supply/gas)
- Hallway, glass window, ceiling
- Malfunction support of sprinklers

⑤ Evacuee care (2 people/support staff)

- Ensure safety
- Physical and mental care
- Share information with users
- Emergency supplies (water/food supplies/diapers/blankets/etc.)

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(3) A crime prevention manual

The crime prevention manual is still in the drafting process. We established a checklist of the notifications to the Ministry of Health, Labour, and Welfare after the Sagamihara stabbings on 26th of July 2016, and held group discussions and announcements. Although we have thus far found it difficult to anticipate the various scenarios, we

wish to slim down the content of the manual and measure its practicality. We were able to hear from the participants of the training sessions regarding their thoughts on sharing the awareness of crime prevention and having the opportunity for staff members to better understand each other. As an organization, we hope to continue repeating training sessions to establish what kind of support should be provided in the case of an emergency while reducing the burden on the minds of night shift workers and carrying our original mission of protecting the lives of the facility users.

8. Connection between service providers

During these experiences, I fully realized the importance of “stockpiling everyday connections.” I felt that maintaining regular connections with the national government, prefectural and city government, facility organizations and community leads to swift support, such as National Council of Social Welfare, Cabinet Office, and National Council of Facilities for PWD. In addition to the previous connection, we obtained new connections. “Connection” means the relationship with whom we exchange cell phone numbers, that enables people to make contact anytime we need. I felt like I should continue to cherish these connections not only with persons concerning the field of disability but also with persons and organizations a variety of filed at community.

Support activities continued not only for persons with disabilities, but for anybody who had moved from the evacuation centers to temporary housing during the year. We carved the design of the Shinto shrine of the most affected town, Mashiki, on a paper lantern for a traditional festival and dedicated it to the Shinto shrine. This story appeared in a local newspaper.

After being told by evacuees, “we never would have met if not for the earthquake” and “not everything about the earthquake was a bad thing,”

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