

# Disaster Readiness Guide

2023  
Revised  
Version



## STEP 1

Let's start  
with action.

**Let's start today.**

This book is intended to  
protect the lives of you and  
your loved ones.

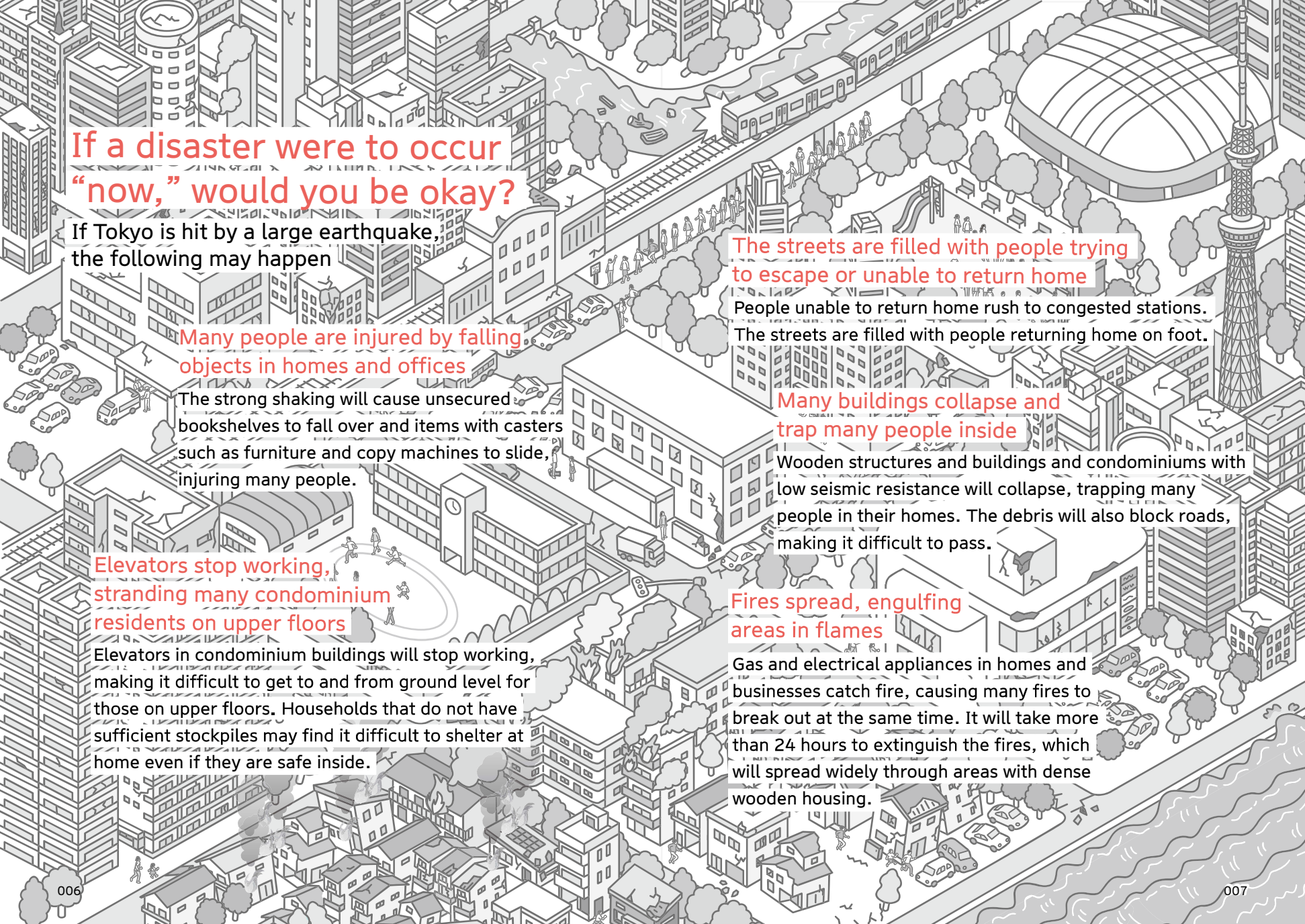
The always-peaceful city of Tokyo. It is “now,” before a disaster occurs, that you can prepare for one.

The purpose of this is to show you how you can prepare for disasters in your everyday life.

Disaster preparedness starts with small efforts within your daily life.

This book introduces disaster preparedness from a variety of perspectives, focusing on the characteristics of individuals and regions in addition to disaster preparedness that all households can take.

First, let's start with the “actions” you can take.



## If a disaster were to occur “now,” would you be okay?

If Tokyo is hit by a large earthquake, the following may happen

**Many people are injured by falling objects in homes and offices**

The strong shaking will cause unsecured bookshelves to fall over and items with casters such as furniture and copy machines to slide, injuring many people.

**Elevators stop working, stranding many condominium residents on upper floors**

Elevators in condominium buildings will stop working, making it difficult to get to and from ground level for those on upper floors. Households that do not have sufficient stockpiles may find it difficult to shelter at home even if they are safe inside.

**The streets are filled with people trying to escape or unable to return home**

People unable to return home rush to congested stations. The streets are filled with people returning home on foot.

**Many buildings collapse and trap many people inside**

Wooden structures and buildings and condominiums with low seismic resistance will collapse, trapping many people in their homes. The debris will also block roads, making it difficult to pass.

**Fires spread, engulfing areas in flames**

Gas and electrical appliances in homes and businesses catch fire, causing many fires to break out at the same time. It will take more than 24 hours to extinguish the fires, which will spread widely through areas with dense wooden housing.

# What you must do first to save

# your life in a disaster



## During an earthquake

### 1 Protect yourself

Protect yourself from falling objects



### 2 Grab hold

Grab hold of something that is fixed



### 3 Stay away from danger

Stay away from dangers caused by shaking



## After the shaking stops

### 1 Avoid injury

Take care to avoid getting injured



### 2 Put out fires

Put out any fires in a calm manner



### 3 Secure an exit

Open a door to secure an exit



## When a typhoon or heavy rain is approaching



- 1 Pay attention to the latest weather information
- 2 Pay attention to the evacuation information of your ward or municipality
- 3 Start evacuating early

## Let's think about what will trouble or concern

## you and your loved ones if a disaster occurs

### Immediately after a disaster

### Immediately after a disaster / When evacuating



Being trapped under large furniture that falls over

➡ p.32, p.96



Being trapped in an elevator

➡ p.100



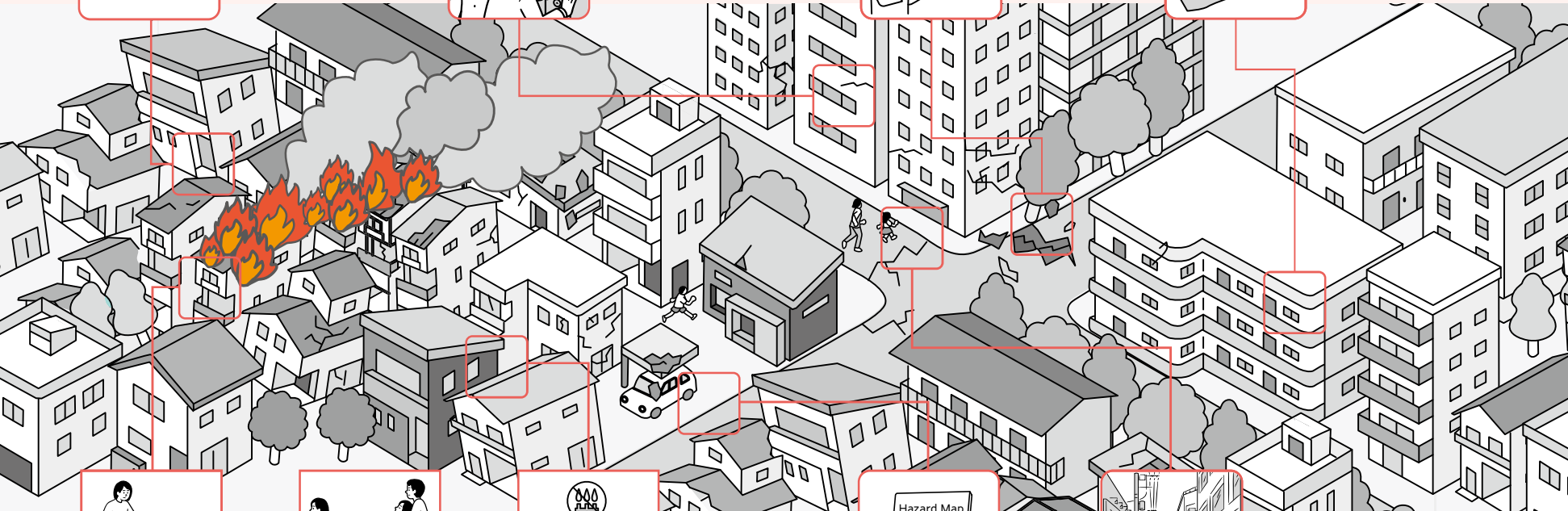
How to confirm the safety of loved ones

➡ p.120



Toilets at home cannot be used

➡ p.38



How to extinguish fires

➡ p.114



How to treat injured people

➡ p.133



Lifelines such as electricity, gas, and water are cut off

➡ p.65



Where is a safe place?

➡ p.111



It is difficult to return home

➡ p.122

Let's think about what will trouble or concern

you and your loved ones if a disaster occurs

Evacuation of people with diverse needs

Life during evacuation



Concerns about physical strength or health

➔ p.76, p.136



Help is needed to evacuate

➔ p.78, p.137



How to shelter at home

➔ p.156



What to do if feeling anxious after a disaster

➔ p.163



Concerns about language and communication

➔ p.80, p.138



Expectant and nursing mothers

➔ p.82, p.139



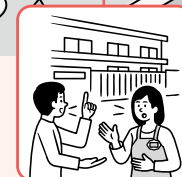
Pets

➔ p.89, p.141



Concerns about ensuring hygiene and privacy in mass evacuation centers

➔ p.160, p.167



Worries about crime prevention in an evacuation center

➔ p.170

What is necessary to prepare "now"?

Take this quiz to understand what disaster preparation you should take now

## Diagnose your disaster preparedness level

- Q.1** Have you taken measures to secure indoor furniture and appliances from tipping over, falling and sliding?
- A** Yes                      **B** Only some items  
**C** Not really
- Q.2** Do you know how to use a fire extinguisher?
- A** Yes, and I have used one (including in a drill)  
**B** Yes, but I have never used one    **C** No, I don't
- Q.3** Do you have enough water and food for everyone in your family and people living with you, in preparation for a disaster?
- A** Yes                                      **B** We have prepared some  
**C** Not at all
- Q.4** To what extent have you prepared portable or emergency toilets?
- A** I have a stockpile, and I have used one before  
**B** I have a stockpile, but I have never used one  
**C** I have none
- Q.5** Have you discussed how to confirm your safety with your family, etc.?
- A** Yes, and we have conducted simulations  
**B** Yes, but I don't know if we can do it in an emergency  
**C** No
- Q.6** Do you know what disaster prevention measures are in place at the schools and workplaces you and your family attend?
- A** Yes                      **B** I do not know the details  
**C** Not at all

- Q.7** Do you know the rules about what to do and what to prepare in case you are away from home and unable to return?
- A** Yes, and I am prepared    **B** I know, but I am not prepared  
**C** No, and I am not prepared
- Q.8** Have you ever participated in local disaster prevention activities?
- A** Yes, I have participated  
**B** I know about them but have never participated  
**C** I do not know about the activities
- Q.9** Do you know "evacuation sites" in case of an emergency and an "evacuation center" where you can stay?
- A** Yes I know both  
**B** I only know one  
**C** No, I don't
- Q.10** Are you using the Disaster Preparedness Tokyo app?
- A** Yes  
**B** I have downloaded it, but I do not use it much  
**C** I have not downloaded it

Turn the page for your disaster preparedness level



Find out your disaster preparedness level on the next page, based on your answers.



# Circle your answer to each question and enter your points!

	A	B	C	Points	Details
Q.1 Measures to secure furniture and appliances from tipping over, falling and sliding	10	5	0	<input type="text"/>	➡ pp.35-37
Q.2 How to use a fire extinguisher	10	5	0	<input type="text"/>	➡ p.227 of Disaster Preparedness Tokyo
Q.3 Stockpiling water and food	10	5	0	<input type="text"/>	➡ p.47
Q.4 Stockpiling portable toilets, emergency toilets, etc.	10	5	0	<input type="text"/>	➡ p.38
Q.5 How to confirm the safety of family members, etc.	10	5	0	<input type="text"/>	➡ p.120
Q.6 Understanding of disaster prevention measures at schools and workplaces	10	5	0	<input type="text"/>	➡ p.100, p.103
Q.7 Behavioral rules and necessary preparations for when it is difficult to return home	10	5	0	<input type="text"/>	➡ p.122
Q.8 Participation in local disaster prevention activities	10	5	0	<input type="text"/>	➡ p.96 of Disaster Preparedness Tokyo
Q.9 Confirmation of "evacuation sites" and "evacuation centers"	10	5	0	<input type="text"/>	➡ p.111
Q.10 Use of the Disaster Preparedness Tokyo app	10	5	0	<input type="text"/>	➡ p.18, p.19

What is your disaster preparedness score?

## What is your disaster preparedness level?

### 0 - 20 points

You haven't taken action yet, even if you are concerned

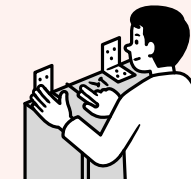
Let's begin by reading this book or researching local disaster prevention events!



### 25 - 45 points

You are interested in disaster preparedness but have not taken many measures

Let's increase your interest in disaster preparedness and improve your disaster prevention measures, such as stocking up on emergency supplies, securing furniture, and how to communicate with loved ones!



### 50 - 75 points

You have a high interest in disaster preparedness and are taking measures

You have a strong interest in disaster prevention and are making steady progress in your preparations, so please continue making disaster prevention a habit in your daily life!



### 80 - 100 points

You are able to help people around you in a disaster

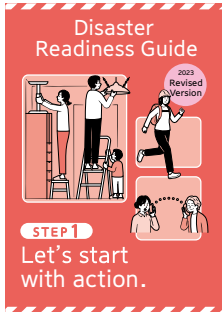
You have good knowledge of disaster preparedness, so please build a disaster-resistant network by spreading your knowledge to those around you!



# How to use the “Disaster Readiness Guide” and “Disaster Preparedness Tokyo” books

STEP 1

Read the “Disaster Readiness Guide” and implement the disaster prevention measures



Let's start with action.

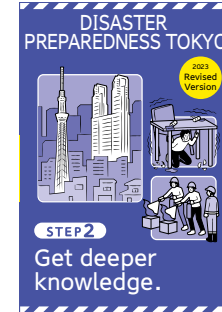
Basic disaster preparedness and behavioral rules in a disaster

### Features of this book

- \* Explains the basics of disaster prevention and preparation that you can start from now
- \* Introduces disaster prevention measures and preparation methods that are easy to incorporate into daily life

STEP 2

Get a deeper understanding of disaster preparedness with “Disaster Preparedness Tokyo”



Get deeper knowledge.

Up-to-date disaster prevention knowledge based on the latest information

### Features of this book

- \* Introduces preparations and actions for various disasters in detail, including earthquakes and wind and flood damage
- \* Introduces a wide range of initiatives for mutual preparation assistance in the community

## Please use the Disaster Preparedness Tokyo app too

The Disaster Preparedness Tokyo app can be used to play, learn, and access information. The “Disaster Readiness Guide” and “Disaster Readiness Tokyo” books and the various content available in the app are useful in preparing for and taking action in the event of an emergency.



Download the app now for great disaster prevention measures.



Android



iOS

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# 1

## Begin with preparations you can take “now”!

“It might happen someday...”

“Someone will somehow help me”

Let’s stop putting off preparing for disaster or leaving it to others. What can you do now to protect yourself, your family, and your loved ones? The important thing for disaster preparedness is to start by changing your mindset.

### Voice from experience

I was in a lot of trouble because I had to evacuate without bringing the medication for my illness and my stockpiled medication. I should have kept my medication close to me...

(60s, Noto Earthquake)

### Voice from experience

My preparation in the form of not placing any objects or furniture that could fall onto my head saved my life.

(40s, Great Hanshin-Awaji Earthquake)



### Voice from experience

I live alone and my refrigerator is always empty. I had trouble getting food immediately after the earthquake. I wish I had stockpiled canned food back then...

(30s, Great East Japan Earthquake)

## How much disaster preparedness is included in your current lifestyle?

There are surprisingly many things that we do casually that can lead to disaster preparedness. For example, owning camping equipment because you love the outdoors, or having a vegetable garden. Disaster preparedness includes buying groceries in bulk on the weekend or checking each morning your family's activities for that day. Why not start by finding something in your current lifestyle for which you can say, "Oh, this is also disaster preparation!"?



## Start by reading disaster preparedness topics that interest you!

**Do you know where your family is today?**

Things to always keep in mind

➔ p. 28

**Is there anything which is dangerous?**

Checking your home's safety is the top priority

➔ p. 32

**Want to try changing your usual shopping?**

Disaster preparedness through "shopping"

➔ p. 46

**Are you prepared so you can remain calm no matter where you are when a disaster hits?**

New habits for when going out

➔ p. 52

**Will that lead to disaster preparedness?**

Disaster preparedness you can do while out

➔ p. 56

**Can you use those disaster preparedness goods properly?**

Try actually using disaster preparedness goods

➔ p. 65

**Have you considered the problems unique to condominiums?**

Disaster preparedness for condominiums

➔ p. 66

**What kind of help do you need now?**

Preparations for peace of mind for people who require support

➔ p. 72

**How will you overcome a disaster with your pet?**

Preparation for people with pets

➔ p. 89

Imagine “what if a major earthquake occurred here and now”

## Disaster preparedness through daily habits

When it comes to disaster preparedness goods, it is important to consider how the items you use on a daily basis can be used. The secret to making preparing fun is to think, “this might be useful in an emergency!” Simply checking in advance where dangerous places and public telephones are at your destination will give you peace of mind.

### Voice from experience

Our house flooded due to heavy rain. We were rescued by a passing boat. Since then, we have started having family meetings on a regular basis.

(40s, July 2018 southwestern floods)

### Voice from experience

I realized that “you cannot be too prepared.” I thought once again how it is necessary to be prepared not only at home but also at work.

(30s, Great East Japan Earthquake)

### Voice from experience

Thanks to keeping water in the bathtub to save money, I was able to flush the toilet. I also had enough food in stock, so I didn't have any problems.

(20s, Great Hanshin-Awaji Earthquake)



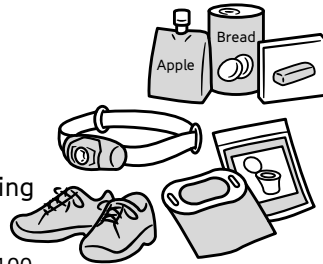
## Imagine "what if a major earthquake occurred here and now" Things to always keep in mind

What would you do if a major earthquake were to occur "now"?

### At home

First, remove the dangers in your home.

➔ p.32, p.96



### At the office

Check for dangers. You can feel assured if you are prepared for the possibility of staying at your workplace after an earthquake.

➔ p.100

### In the city

What if an old building collapses? What if a fire breaks out? Also be aware of areas where a crowd collapse could occur.

➔ p. 102

### In an underground shopping mall

Always check the emergency exits.

Anticipate that people will rush towards the stairs and exits, and find a safe place.

➔ p. 104



### At the train station or airport

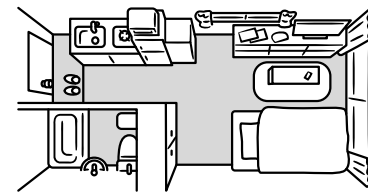
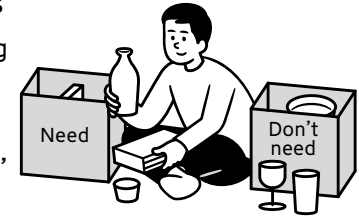
Find a place where you can protect yourself from falling objects and broken glass.

➔ pp.104-105

## Stay safe by keeping your room tidy and arranging your storage

### Dispose of unnecessary items

In a major earthquake, everything that is not fixed will move, such as furniture and small items. Tall shelves become a deadly weapon, and glass and ceramics which fall and break can cause injuries. A simple lifestyle without excessive items is a shortcut to disaster preparedness.

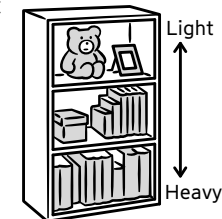


### Don't block escape routes

Do you have items lying around near doors or around the entrance hall that were only meant to be kept there temporarily? They can impede evacuation, so keep the passageways leading to exits clear!

### Store heavy items at the bottom and light items at the top

Make putting things away as soon as you have finished using them a habit. The basic rule is to put heavy or breakable items at the bottom, and lighter items which won't hurt if they fall on you at the top.



## Communicate with family and loved ones who you live with

In the event of a disaster, you may not be able to make contact as well as you thought. So every day, such as during breakfast, tell each other what your plans are for the day. Even if it's just a casual conversation, once you have an idea of where your family will be in the event of a disaster, your subsequent behavior will change. Also, try to build a cooperative relationship with your neighbors by seeing them face-to-face on a regular basis.



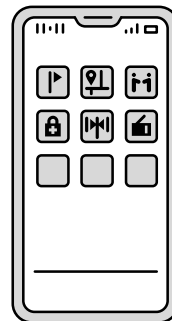
Check not only the company name but also the department your family works in!

## Do you have a disaster preparedness app on your smartphone?

In addition to the Disaster Preparedness Tokyo app, you can learn about local dangers and preparing for a disaster by using apps provided by local governments. It is convenient to create a “disaster preparedness” folder on your smartphone’s home screen.

### Apps you should keep in your “disaster preparedness” folder

- Disaster Preparedness Tokyo app
- Municipal disaster preparedness app
- Radio app
- Disaster information app
- An app for sending location information
- Messaging app
- First aid app
- Weather app, etc.



## Many of the items you have at home can be used in the event of a disaster!

Aprons and raincoats can be used to prevent clothes from getting dirty in situations where you cannot wash them. Keeping a solar-powered light near a window will provide a light source during a power outage.

### Everyday items that can be used in a variety of ways in a disaster

- Plastic bags
  - Can be used as an emergency toilet, water bag, garbage bag, or even be cut to make a raincoat.
- Plastic wrap
  - Can be used as string, to cover dishes to prevent them getting dirty, and as goggles to protect your eyes from dust.
- Zipper bags
  - Can be used for food storage, to separate valuables, and to contain odorous material.
- Duct tape
  - Can be used to repair damaged items, to fix a splint, etc., and for leaving messages.





Is there anything which is dangerous?  
**Checking your home's safety is the top priority**

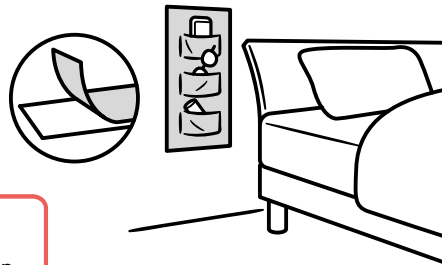
Is there any danger where you usually sleep?

Furniture and small items that are not properly secured may topple or fall in an earthquake. Lie down where you usually sleep and check if there is any furniture that might fall over or any items that might fall on your head.



Place important items like your glasses, cane, smartphone, and baby carrier next to your bed

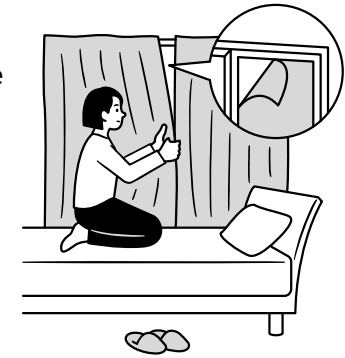
Always keep essential items by your bedside to help you act. If simply left in a place, they may fly off somewhere due to the shaking, so consider placing them on a non-slip sheet or in fixed wall-mounted storage.



Securely fix wall-mounted storage with hook-and-loop fasteners, etc.

Be especially careful of shattered glass in the bedroom!

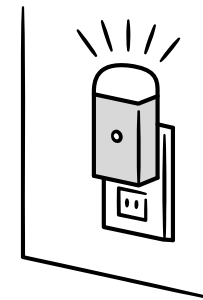
If a major earthquake occurs while you are sleeping, the window may break before you can get away from it, and lighting equipment may also fall. You will not be able to walk if you cut your foot on the shattered glass. Take special precautions for the glass in your bedroom, such as applying shatterproof film to windows, sleeping with the curtains closed, and choosing small items made of materials that won't break.



Keep thick-soled slippers nearby!

Can you safely evacuate in the dark during a power outage?

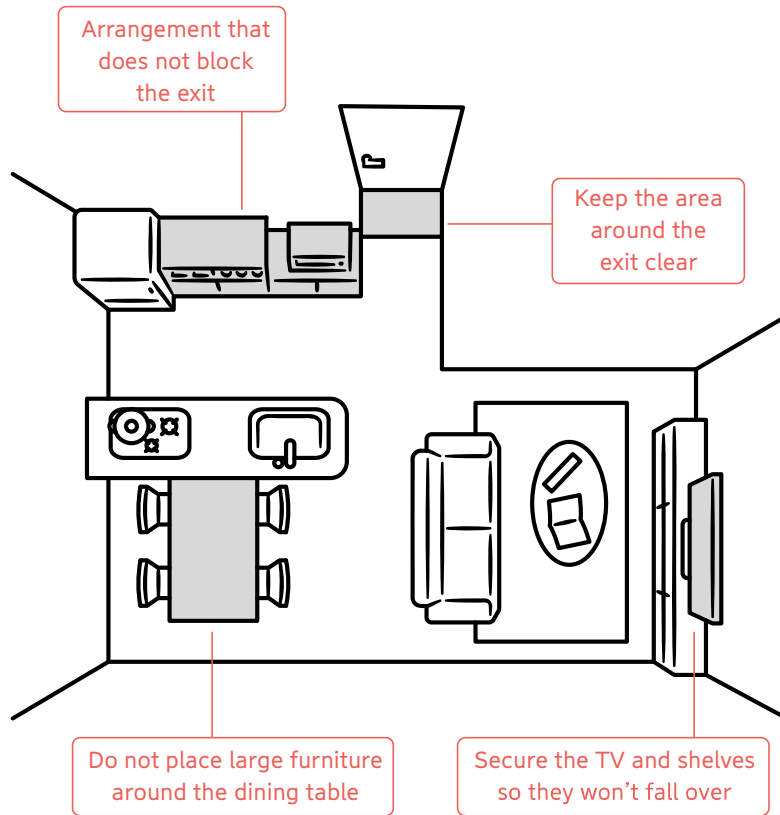
Be sure to secure a light source in case of an earthquake at night. Footlights that automatically turn on when they detect a power outage, and solar-powered lights that are charged by sunlight during the day are useful. It is also recommended to put a headlight in wall-mounted storage near your bed.



Preparations you can take now  
 When a disaster occurs  
 Life after a disaster

## Simple is best: Ensure a clear path to the exit!

Living room,  
dining room,  
work space, etc.

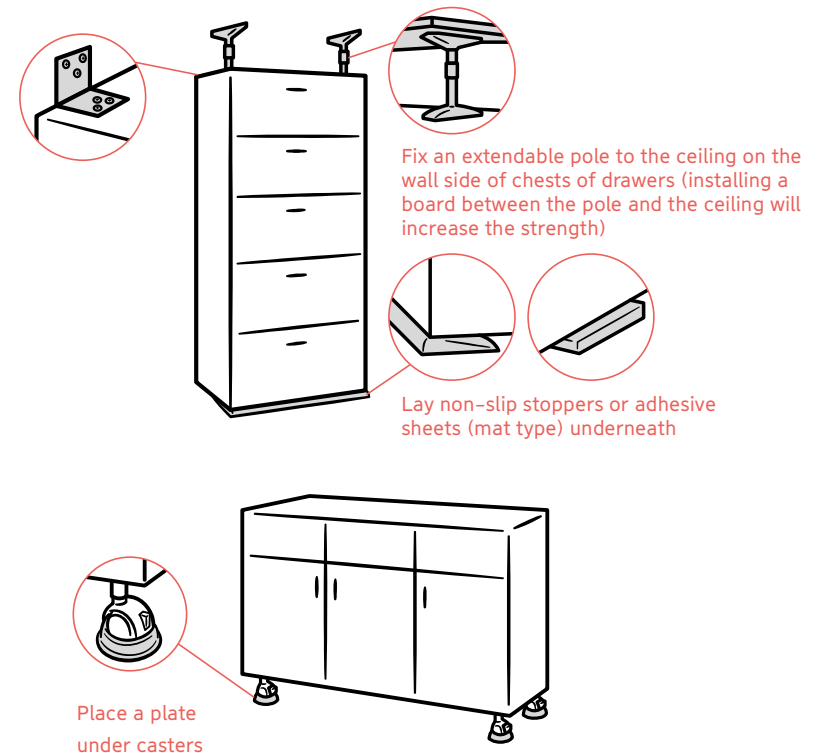


Avoid placing large objects around doorways so that you can easily move to the hallway. Do not place anything on your dining table. You can also avoid danger through the layout of your furniture. Keep large furniture in one place as much as possible, and make sure your lounge area is a safe area where furniture won't fall over.

## Take steps to prevent large furniture, appliances, and lighting from falling over

There are various ways to prevent furniture and appliances from falling over. They can be fixed to the wall with an L-shaped bracket, fixed against the ceiling with an extendable pole, or stoppers placed between them and the floor. Lighting fixtures that are fixed to the ceiling with a chain are safe.

➡ pp.46-53 of Disaster Preparedness Tokyo



## Be sure to secure your refrigerator and microwave!

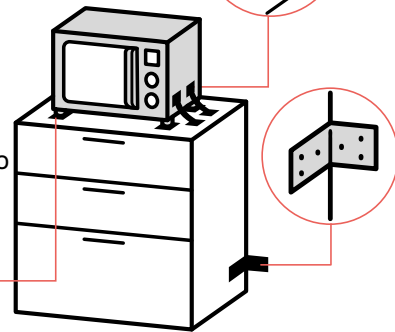
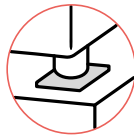
Kitchen

Take the same steps as for other large furniture to stop your refrigerator from falling over. After securing the shelf to a wall, etc., securely fix the microwave to the shelf using a strap-type device or adhesive mat. Cooking appliances such as rice cookers and mixers also need attention so that they do not fall in an earthquake.

If using a strap-type device



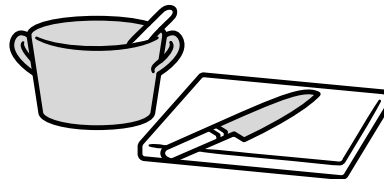
If using an adhesive mat



If using L-shaped brackets

## Do not leave knives and other utensils lying about

Cooking utensils such as knives and heavy pots can cause serious injury if they fall or fly around in an earthquake. Put them away as soon as you finish using them.



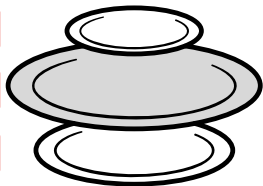
## Techniques for stacking dishes and preventing them from falling

Do not stack dishes high, and stack them in order of medium - large - small from the bottom to make them more stable. Simply placing kitchen paper between plates will also prevent them from slipping.

Small

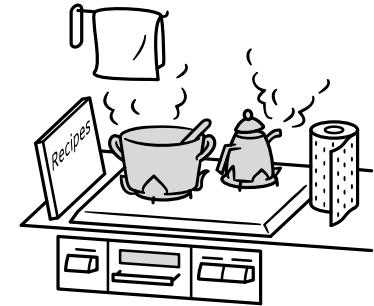
Large

Medium

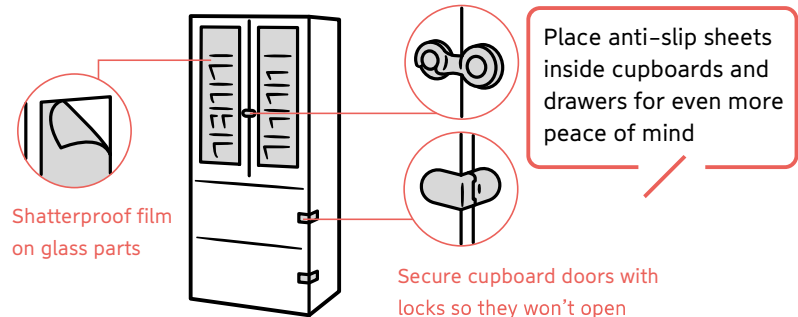


## Are you inadvertently creating the cause of a fire?

Be careful of clutter around the gas stove such as dish towels, kitchen paper, recipe books, and plastic bags. In the event of a major earthquake, the kitchen is the most likely place for a fire to break out in your home. Place flammable items away from the stove.



## Take steps to prevent cupboard doors from opening by themselves



Install locks on cupboards to prevent the doors from opening by themselves, and apply shatterproof film to glass in order to prevent the dishes inside from flying out. This will not only prevent injuries, but also drastically reduce the amount of cleanup required after a disaster.

Preparations you can take now

When a disaster occurs

Life after a disaster

## Prepare for the situation where flush toilets cannot be used

Toilet

Not only can flush toilets become unusable due to a power outage or water outage caused by a major earthquake, but if drain pipes are damaged then sewage can back up or leak from the damaged area. Having portable toilets are a necessity to prepare against this.

### Stockpile commercially available portable toilets

There are various types on the market, including types that can be set in a toilet bowl or bucket, and types that can be used when outdoors or stuck in a traffic jam. Don't just buy it, but try actually using it.



### Emergency response when there is no portable toilet

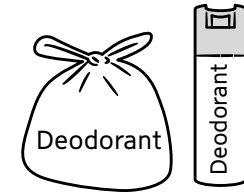
Everyday items such as garbage bags, diapers, urine pads, and sawdust can also be used in an emergency. Imagine that an earthquake has occurred, and try setting it up and using it.

➔ p.42 of Disaster Preparedness Tokyo



## Prepare deodorizing bags and deodorizing spray to control odors

People are often bothered by odors after a disaster, such as flush toilets that cannot be flushed. Prepare deodorizing bags and deodorizing spray to control odors around the toilet. It is a small step, but you will want to reduce the stress caused by odors as much as possible.



### Preparing for other female concerns

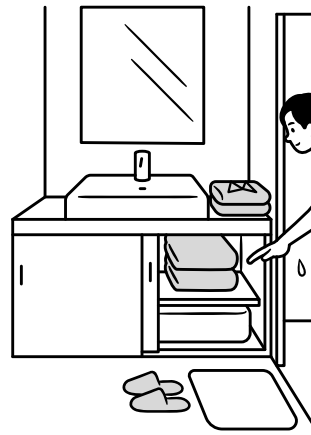
In times of disaster, women may experience irregular periods due to stress. Having at least an extra month's supply of sanitary products on hand will give you peace of mind. Also, keeping things like panty liners, wet wipes for sensitive areas, clean cotton, and purified water will help reduce discomfort.



## What would you do if disaster strikes while you are naked in the bath?

Around the bathroom and washroom

What if you get stuck in the bathroom while wet because the door won't open? Your body temperature will drop, and in the winter you will feel especially cold. Always keep a bath towel and change of clothes within easy reach. Keeping thick-soled slippers in the changing room will provide extra peace of mind.



## Eliminate the risk of glass flying from broken bathroom mirrors

Window glass and mirrors may also fall and break, so put shatterproof film on both. Choose unbreakable containers for relaxation products such as bath oils.



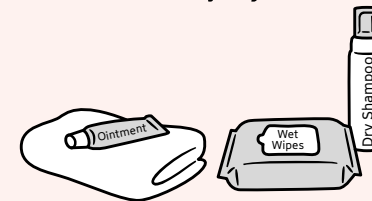
## Make "putting things away after using them" a habit in the change room and washroom

Cosmetics bottles and hair dryers are not only dangerous when they break, but they can also fall and hit children on the head, causing injuries. Get into the habit of storing things in drawers or cabinets as much as possible.



## Dry shampoo is convenient for when you can't take a bath!

Imagine not being able to take a bath or shower for an extended period of time. You can wipe your body with wet wipes, but washing your hair is difficult. Dry shampoo is valuable in such a scenario. It is good to keep on hand because it can be used not only after a disaster, but also in the outdoors such as when camping. Also keep plenty of ointment handy if you have skin problems.



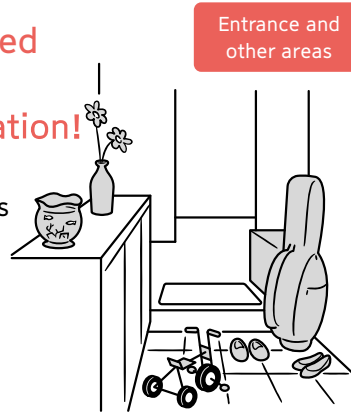
Preparations you can take now

When a disaster occurs

Life after a disaster

## Dangerous objects scattered around the entrance will significantly hinder evacuation!

Are golf bags or delivered parcels left lying around the entrance? Glass fishbowls and vases can become a major hindrance to evacuation if they break and scatter. Put shoes that you won't wear right away in a shoe rack and keep the area tidy.



## Check the expiry date on your fire extinguishers!

There are two types of fire extinguishers: those with alkaline liquid as the extinguishing agent and those with powder, and there are also simple aerosol extinguishers that are easy to use and convenient. They each have different expiration periods, so be sure to check them every year. Place them somewhere easily reachable, such as near the entrance or kitchen.

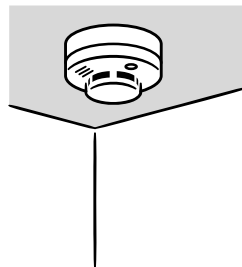
➡ p.81 of Disaster Preparedness Tokyo



## Extinguishing a fire quickly begins with early detection! Replace residential fire alarms every 10 years.

The most important thing for extinguishing a fire quickly is to detect it early. Install residential fire alarms, which are effective for detecting fires early, test their operation on a regular basis, and replace them after 10 years to prevent the device deteriorating.

➡ p.84 of Disaster Preparedness Tokyo



## Evacuate immediately! Can you easily grab your emergency bag in such a scenario?

Prepare your emergency bag with the assumption that you may spend a few days evacuated from your home. Adjust the contents so that the bag is light enough for you to carry.

- ➡ For the contents of emergency bags, see page 50
- ➡ p.40 of Disaster Preparedness Tokyo



### Tips for putting together an emergency bag

- 1 Assume that you may go to an evacuation center, and use bags that are easy to carry on your back or by hand, such as backpacks and travel bags.
- 2 First, pack the items you usually take on trips.
- 3 Add items that you think you'll need in an emergency, such as a portable toilet.
- 4 Once you have the basics, adapt it to suit yourself, such as if you are pregnant or nursing a child, elderly or have an underlying disease.

## Install an earthquake-tripped circuit breaker to prevent electrical equipment triggering a fire

Entrance and other areas

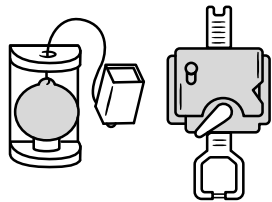
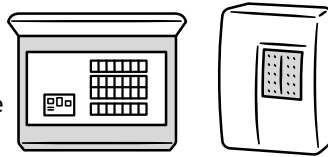
Approximately 60% of fires after an earthquake are caused by electricity!

Electrical equipment may cause a fire when an earthquake occurs or when the power is restored. One of the ways to prevent these fires is an earthquake-tripped circuit breaker. It detects strong shaking from an earthquake and automatically cuts off the electricity. There are various types, so select one that suits your lifestyle. [p.82 of Disaster Preparedness Tokyo](#)

## Main types of earthquake-tripped circuit breakers

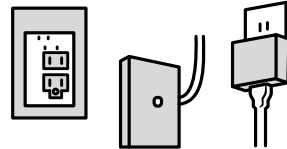
### Distribution switchboard type

When the sensor detects shaking, it will trip the breaker and cut off the electricity after a certain period of time. There are two types: one is built into the distribution switchboard and the other has an external seismic function attached to the distribution switchboard.



### Simple type

A spring moving or a weight falling trips the breaker and cuts off the electricity.



### Electrical socket type

Built-in sensors detect shaking and cut off electricity to that outlet.

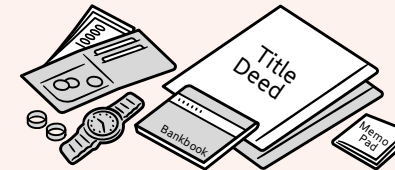
\* If you have a type that shuts off all electricity in the house, it is important to prepare flashlights and lights that automatically turn on when the power goes out, so that you can see an evacuation route in the dark in case an earthquake occurs at night. Also, if you have medical equipment, prepare extra batteries in case of a blackout.

## How do you manage your important documents and data?

If your home is damaged or a fire breaks out, your valuables, important documents, and data on computers will also be lost, so be sure to prepare for that too.

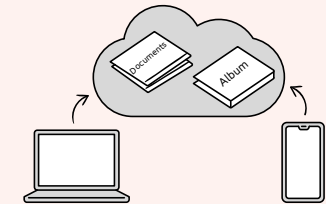
### Make a list of valuables and important documents

Collate the numbers and contact information for important documents such as bankbooks, insurance policies, and title deeds on a piece of paper and carry it with you. When doing so, find out which can be reissued if they are lost (passbooks, driver's licenses, etc.) and which cannot (title deeds, etc.), and consider the option of moving the latter to a safer place (e.g. a safe deposit box at a financial institution).



### Manage important data in the cloud

Using a reliable cloud service to store important data is recommended. Work data, family albums and important letters can also be converted into data and uploaded to the cloud for peace of mind.



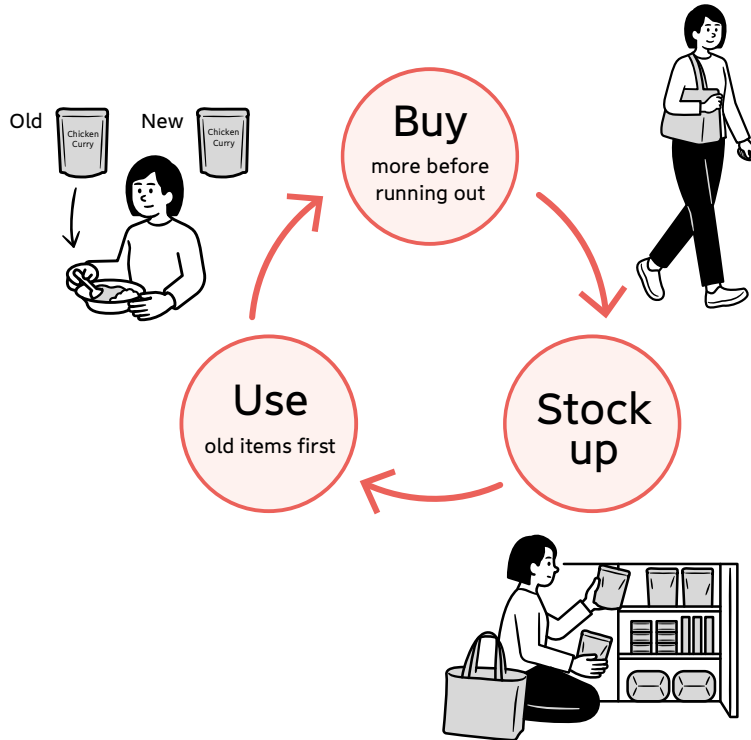


Have fun stocking up

# Disaster preparedness through “shopping”

Start “daily stockpiling” by stocking up on things you normally use

“Daily stockpiling” refers to buying a little more of what you normally use, such as food and daily necessities, to create a stockpile. Simply changing the way you shop will be a disaster preparedness action as an extension of daily life that will lead to disaster preparedness. It is also called “rolling stock” because it involves repeating the cycle of purchasing, stocking and using.



## Food and Drink

Buy a little more of the foods you’re accustomed to and like, and stock these foods. Eat items with short expiration dates first and then replenish what you have eaten. Aim for at least three days’ worth, then try stocking for even longer periods.

Aim to stock at least three days’ worth of food and drink

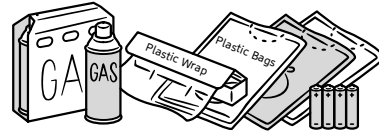


- Foods that can be carried around and eaten as is
  - Candy and chocolate (high relaxation effect), nuts (high in calories and nutritional value), cheese (high in nutritional value and satisfaction), dried fruits (rich in vitamins and minerals)
- Foods that can be eaten without using heat or water
  - Processed meat and fish products (ideal for main dishes, provides energy), canned goods (king of preserved foods, match them to your family’s preferences)
- Foods that can be eaten just by adding hot water or heating
  - Retort-packed and freeze-dried foods (long-lasting, rich in variety), thin noodles (e.g. somen noodles and thin pasta that cooks quickly; don’t forget noodle soup base or pasta sauce)
- Sweets that encourage your appetite
  - Rice crackers (the aroma increases appetite, select an individually wrapped product), yokan jelly (bite-sized type for when you’re feeling hungry), fruit and vegetable chips (vitamin supplement)
- Foods that balance nutrition
  - Cereals and balanced nutritional food (an easy nutritional supplement), nutritional functional foods (provides nutrients that cannot be obtained from meals)
- Recommended drinks during a disaster
  - Vegetable juice (resolves the lack of vegetables), powdered soup (e.g. miso soup, which warms the body), functional drinks (maintains health)



## Daily items

Items such as plastic wrap, plastic bags (also prepare high-density polyethylene bags), garbage bags, and duct tape have a variety of uses during evacuation life. Be sure to have plenty of gas cylinders, batteries, work gloves and vinyl gloves too.



## Personal hygiene products

Make sure to buy an extra pack of toilet paper and tissue paper. Wet wipes, soap, and disinfecting alcohol are also useful. Women should also stock up on extra sanitary products and panty liners.



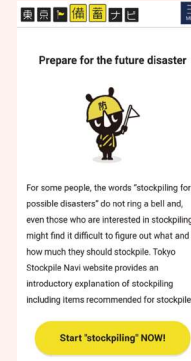
## Baby and nursing care products

Having the items you use on a daily basis, including your baby’s diapers, undergarments, and baby food, will provide psychological peace of mind. The same goes for nursing care supplies. Make sure to keep a larger stock of products if they are the only ones that suit you.



## “Tokyo Stockpiling Navi”

A website that provides guidelines on the items and quantities you need to stockpile in your home

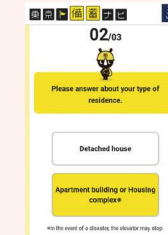


This convenient website shows you the items and quantities that you need to stockpile by simply answering some simple questions such as your family composition. It is also full of useful information to help you prepare.

東京 備蓄 ナビ



1 Enter your family structure, genders, and ages.



2 Select your type of residence (single-family house or apartment) and whether you have pets.



3 The items and quantities required for your household will be displayed.



You can also access it from the Disaster Preparedness Tokyo app. Check what stockpiles you need!

➡ How to download the app is explained on page 19.

## Have you separated the things you need to take with you the moment an earthquake hits from the things you need during evacuation?

### When you need to evacuate immediately

Large, heavy bags can become a burden during an emergency evacuation after an earthquake. Keep an emergency evacuation backpack which contains only the things you really need at the entrance to your home.

- Portable toilet
- Headlight
- Helmet (a foldable type is convenient)
- Raincoat
- Disaster preparedness whistle
- Towel
- Water (one or two 500ml bottles)
- Masks
- Jelly drinks, etc.
- First aid supplies
- Portable phone charger (dry cell type, solar rechargeable type)
- Water bag
- Dry-cell batteries



➡ p.40 of Disaster Preparedness Tokyo

### Things that are useful during evacuation life

Prepare the following items at home in case you need to shelter at home or can return home temporarily from an evacuation center.

- Portable/emergency toilets
- Wet wipes
- Liquid toothpaste
- Masks
- Drinks (one week's worth)
- Long-life food (one week's worth)
- Portable gas stove and cylinders
- Water bag
- Cleaning equipment
- Container for carrying water (e.g. plastic tank)
- Lantern
- Eye mask, ear plugs



➡ pp.37-39 of Disaster Preparedness Tokyo

## Tips for “happy stockpiling” of things your family likes

Stocking enough water for your family of four is important, but why not be a little more flexible and buy a carton of drinks that each person likes? Everyone will feel happier if there is a carton of their favorite drink. Thinking about which carton you will buy next time will also make you feel happy and look forward to stocking up.



Why not buy cartons of things your family likes, such as tomato juice for dad, soy milk for mom, and milk coffee for your daughter?

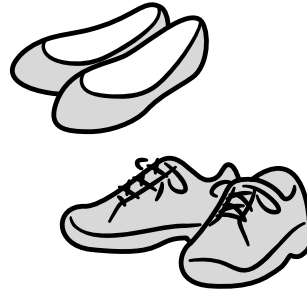


So you can remain calm no matter where you are when a disaster hits

## New habits for when going out

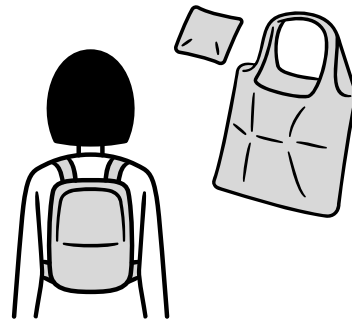
### Can you walk a long distance in high heels after a disaster?

Assume that you will have to walk down the stairs of a tall building or walk a long distance in the event of a disaster, and choose shoes that are comfortable to walk in. Even if it's difficult to do every day, try keeping a pair of compact flats in your bag on days when you wear sandals or high heels, or keep a pair of sneakers at work.



### Choose a bag that leaves both hands free

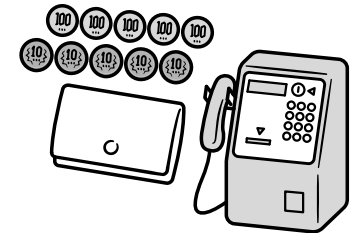
A bag that allows both hands to be free will make it easier to ensure your safety in an emergency. This is especially so if you have small children or elderly people with you. It is also very convenient to have a foldable shopping bag in your bag.



### Keep some coins in your wallet for use in a public phone

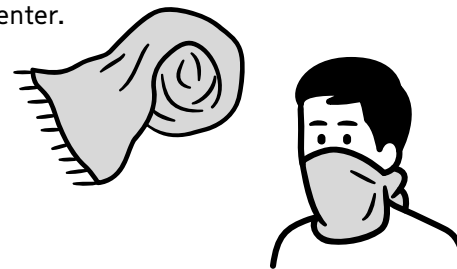
Public phones are a safety net for when you can't connect to your mobile phone or messaging app. They can be used for free in the event of a disaster, but you may need to insert a coin or phone card, depending on the type of phone. Always keep some coins in your wallet.

Always keep at least five 10 yen coins and five 100 yen coins in your wallet.



### Have a habit of carrying a shawl or scarf

This is a useful item that can be used in a variety of ways during a disaster. It can prevent you getting dirty from dust during evacuation, and can be used as a mask, bandage, sunshade, or blanket. A large one can also be used as a partition in an evacuation center.



## Use the restroom when you can!

It may become difficult to access a restroom immediately following a disaster, with long lines at public restrooms. Get into the practice of going to the restroom as often as you can.



## Keep an emergency pouch in your bag

In addition to the disaster preparedness bag you have at home, it is a good idea to always carry absolutely necessary items in a pouch. See the page on the right for the contents of the pouch. Imagine what you would do if you were stuck in an elevator right now, and add the items that you would need.

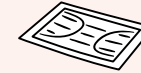


## Basic items to keep in an emergency pouch



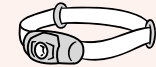
### Portable phone charger

Your smartphone is a lifeline during a disaster. Carry two if possible, battery-powered and solar-powered types.



### Masks

Provides dust protection during evacuation. They are a necessity when infectious diseases are prevalent.



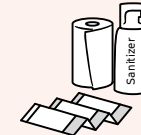
### Headlight

A headlight is valuable for allowing you to keep your hands free when evacuating or working in the dark at night.



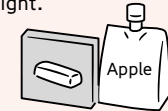
### Portable toilet

A must-have item if you cannot move for several hours. Furthermore, you can maintain privacy if you have an emergency poncho.



### First aid supplies

A disaster causes unexpected injuries, such as from glass falling from above. Being prepared will provide peace of mind.



### Snacks such as jelly drinks

Hunger also makes people more irritable and anxious. Eating something sweet is recommend to calm someone who is panicking.



### Plastic bag

A great item that can be used in a variety of ways, such as a water bag, floor covering, raincoat, and protection from the cold.



### Leather/rubber gloves

They prevent infection and won't slip when you grab a handrail, making it easier to support your body.

Try simulating what to do if there is a disaster

## Disaster preparedness you can do while out

Try putting on imaginary “danger vision” glasses when you go out. Can you see the dangers along the roads you use each day, such as block walls or vacant houses that could collapse? Signs pointing to evacuation sites that will help you in a disaster should light up in your eyes. If you keep this image in your mind, you can act calmly in an emergency.

Voice from experience

Thanks to the signs for the evacuation site that I saw every day, I knew where to go and avoided the tsunami.

(60s, Great East Japan Earthquake)

Voice from experience

What type of area are you living in, what are the risks there, and how should you prepare for them? I think the important thing is to give detailed thought to it and have an attitude of protecting yourself.

(40s, July 2009 Chugoku and Northern Kyushu Heavy Rains)



Voice from experience

Office workers tend to only travel between their home and the station in the area they live in. Many probably don't know where evacuation sites or emergency supplies storerooms are. I think it's a good idea to always pay attention to signs that point to evacuation centers.

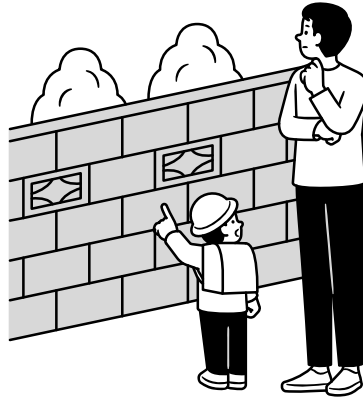
(40s, 2005 Typhoon Nabi)

## Are you aware of the dangers around you?

# While out

### Walk around your neighborhood and check for dangers.

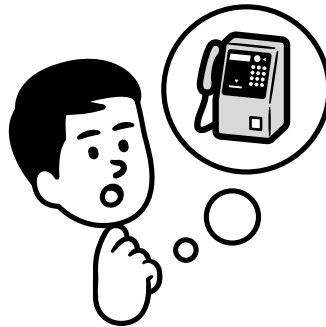
Try taking a slow walk along your usual route with disaster prevention in mind. Also take a “disaster preparedness walk” with your children to their school. By checking if “this looks dangerous” with your children, you can reduce the risk to them if a disaster hits on their way to school.



### Check where public telephones are

Calls to emergency services are given priority in a disaster, so your home landline and mobile phone lines may have restricted access. However, public telephones are given priority in times of disaster. Be sure to know where public telephones are located, as they can sometimes be used for free during large-scale power outages.

➡ p. 53, p. 87



Public telephone  
location search site  
Nippon Telegraph  
and Telephone East  
Corporation



### Is there a risk of secondary disaster in your area?

In addition to the direct damage caused by the shaking of an earthquake, it is important to learn from past disasters and what concerns you should have in the area where you live. Monuments of past natural disasters can provide a hint to understanding the situation in your area.

➡ p. 101 of Disaster Preparedness Tokyo



Check the hazard map!  
You can learn about the history of disasters in the area from monuments to past natural disasters

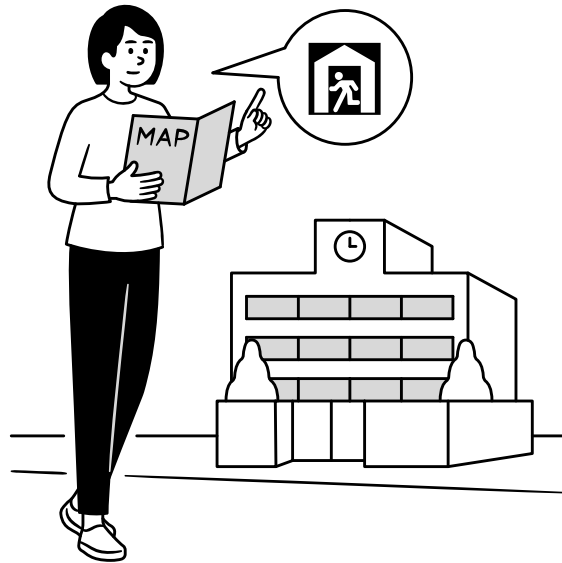


### What major damage is expected based on the regional characteristics?

- Near the coast or a river → tsunami, flooding
- Near the mountains → landslide
- On a cliff → landslide
- Dense wooden houses → spreading fires
- In the city → building collapse
- Reclaimed land → liquefaction

## Do you know where to evacuate if an earthquake occurred here and now?

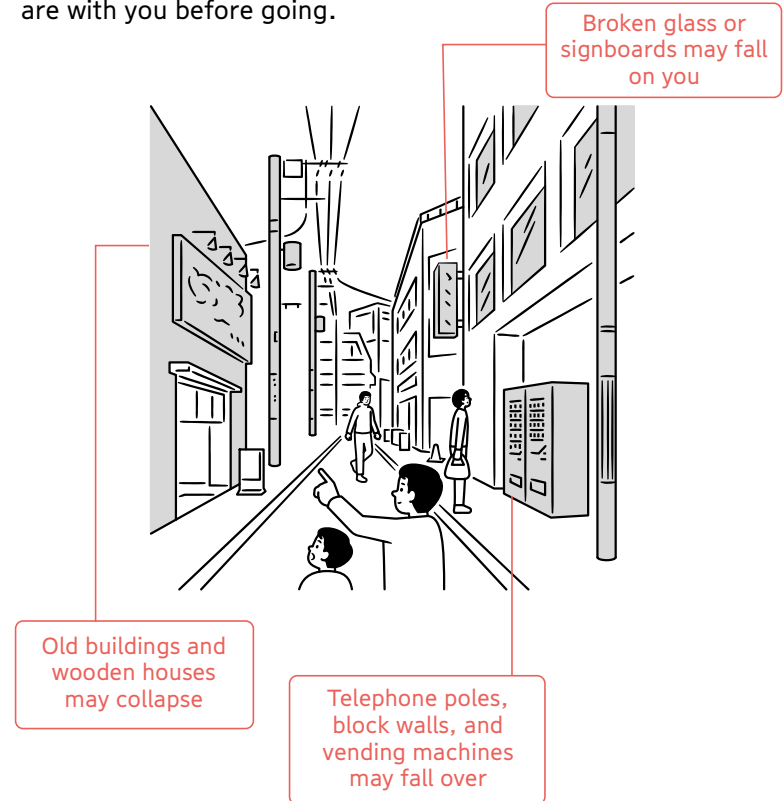
Where would you evacuate if an earthquake occurs on your way home? Are there any dangers along the way? Always check with your family and loved ones where to evacuate in case of an emergency. It can also be used as a meeting place if a disaster occurs while you are separated.



\*Check page 111 for evacuation locations.

## Get into the habit of being aware of dangers wherever you go!

The three things to check when you are out are for falling objects, a place where you can protect yourself, and the evacuation routes. Check whether there is anything that might tip over or fall, and look for a place where you can protect yourself in case of an emergency. Also check the evacuation routes such as emergency exits and stairs. Also assume that the door to a place where you will be alone, such as a restroom, may get stuck, so inform your family or friends who are with you before going.

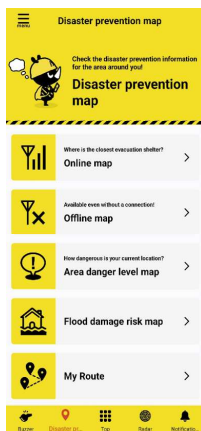


## Learn about the dangers and safety in your area While at a government office

### Get the latest hazard map

A hazard map (disaster preparedness map) is a map that shows locations that are likely to be severely damaged or at high risk due to a major earthquake or flood, as well as evacuation sites, water supply points, etc. You can see at a glance what dangers are lurking in your area and where to go in case of an emergency, so be sure to get the latest version when you go to a government office.

The Layered Hazard Map on the Geospatial Information Authority's website is also useful.



Check nearby evacuation centers and flood risks at a glance! “Disaster Preparedness Maps” on the Disaster Preparedness Tokyo app

It covers evacuation centers, evacuation sites, hospitals, water supply stations, emergency return support stations, etc. for the whole of Tokyo. It is useful for checking your place of work and when going out.



Download the “Disaster Preparedness Tokyo app” to get disaster preparedness information for your surroundings!

➡ See page 19 for download instructions

### Know where emergency water supply stations are

Emergency water supply stations are generally located within a 2 km radius throughout Tokyo, so check whether there is one near your home. It is surprisingly difficult to transport a large amount of water without a car. You will need to prepare your own container to carry water (a water bag that can be carried on your back, empty plastic bottles, backpack, etc.).



Emergency water supply station

### Seek advice if you are concerned about the seismic resistance of your home



The Tokyo Metropolitan Government has set up a consultation desk for making homes seismic resistant. Your municipality may subsidize a portion of the costs required for a seismic resistance diagnosis and seismic retrofitting, so consult with them if you are concerned.

➡ p.79 of Disaster Preparedness Tokyo

### Where should I go if I am injured in a disaster?

Injured people can go to a first-aid station set up at the nearest hospital or school, where they can be assessed whether they need to be transported to a hospital. “Disaster key hospitals” give priority to treating seriously injured people. Keep in mind that minor injuries can be treated at a first-aid station.

➡ p.219 of Disaster Preparedness Tokyo



Emergency medical aid structure

Source: Bureau of Waterworks, Tokyo Metropolitan Government “Water Supply in Everyday Life”  
<https://www.waterworks.metro.tokyo.lg.jp/kurashi/shinsai/kyoten.html>



Workshop **Have fun experiencing disaster preparedness**  
**While playing**

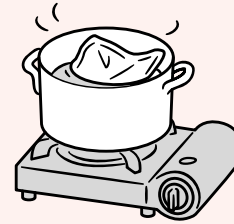
## Try “camping at home” to experience life after a disaster!

Try camping at home, even if you enjoy camping outdoors on a regular basis. How will you spend your time at home when a disaster strikes and lifelines are cut? By trying it you will realize there are many other things you should prepare.



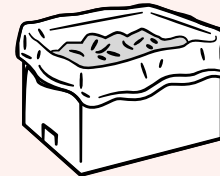
## Try actually using disaster preparedness goods

Preparing disaster preparedness goods is not the end of the story. It is only by actually trying to use them that you will be able to use them without trouble in an emergency. When camping at home, try spending one day using the things you have stocked at home and the disaster preparedness goods. Making it an annual event will be a good opportunity to review the goods.



### Enjoy meals with a portable gas stove and stocked items

Look for ways to minimize your use of gas and water and to make the foods you regularly stock up on more delicious. Your dishes won't get dirty if you cover them with plastic wrap.

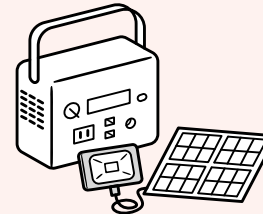


### Try using an emergency toilet

Assume your toilet is broken and try making one out of cardboard and a plastic bag.

### Ensure power and light

Ensure the minimum amount of power needed to charge your smartphones and provide light at night.



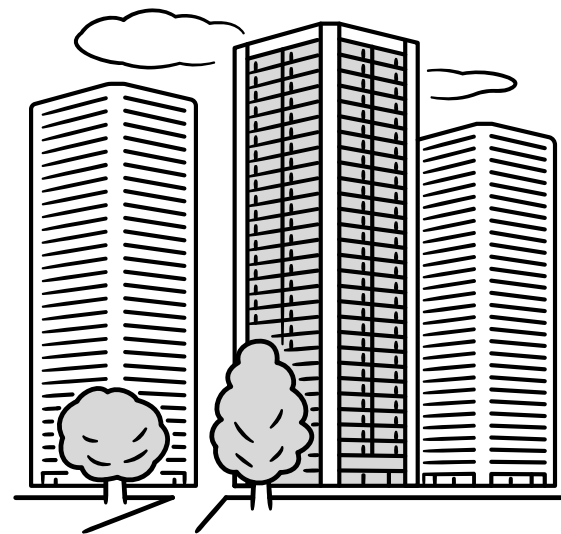
For people living in communal housing such as condominiums and apartments

## Disaster preparedness for condominiums

It is estimated that approximately 9 million people in Tokyo live in communal housing such as condominiums and apartments (hereinafter “condominiums”), and the number of high-rise condominiums with 20 floors or more is also increasing. This is where disaster preparedness specific to condominiums becomes important.

In condominiums and other communal housing, if sewage pipes, etc. have not been repaired, you may not be able to use the toilet, even if the water supply is working.

It will be difficult to move between ground level and the middle and upper floors of condominium buildings if the elevators stop working, making it difficult to shelter at home if you are not adequately prepared





Why is disaster preparedness for condominiums important in Tokyo?

## Understand disaster preparedness for condominiums

### It is possible to shelter at home if the damage is minor

The number of high-rise condominiums has increased by about 40% over the past 10 years. After a disaster, if the damage to your building is minor and there is no risk of it collapsing, you may be able to shelter in your home. On the other hand, the number of old condominium buildings that were built many years ago continues to increase. It is necessary to thoroughly check that there are no problems with its seismic resistance.



### Residents should work together on disaster preparedness

In a condominium, in addition to each household responding individually when a disaster occurs, disaster preparedness by the management association and entire building is effective. Therefore, it is effective to establish a voluntary disaster response team to prepare for disasters. Understand your building's strengths and weaknesses and build a cooperative system on a daily basis.



## Let's understand the strengths and weaknesses of condominiums!

### [Strengths of condominiums]

#### Seismic-resistant structure

Condominiums that meet seismic standards may develop cracks or suffer damage, but they will rarely collapse.

#### Utilization of common areas

A disaster response headquarters can be established and stockpiles can be temporarily stored. It is also a safe place for children to gather.

#### Helping each other

Discussing and acting together can be of great strength in an emergency.



### [Weaknesses of condominiums]

#### Elevators cannot be used

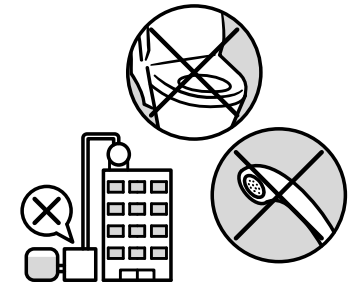
Elevators will not work if the power goes out. In some cases, people may get trapped inside. People living on higher floors and those with disabilities will have difficulty getting around.

#### Toilets cannot be used

Toilets cannot be used if sewage pipes are damaged. If a toilet on an upper floor is used in this scenario, sewage will overflow on a lower floor.

#### Common facilities cannot be used

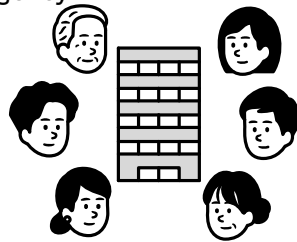
When the power goes out, common facilities such as lighting, mechanical parking lots, and automatic entrance locks become unusable, impacting daily life.



## How a condominium as a whole should prepare

### Decide the rules that will apply in an emergency

As preparation for a disaster, it is effective to establish in advance rules for checking building equipment, procedures for the emergency restoration of elevators and checking sewage pipes, and methods of disseminating information to residents. In addition, having face-to-face relationships with other residents through greeting and talking to each other on a daily basis will manifest in the ability to help each other in a disaster.



### Are there enough supplies and equipment in the emergency supplies storeroom?

Check whether the management association is also stockpiling important items such as drinking water and portable toilets. Don't store the stockpile in just one place (i.e. a emergency supplies storeroom), but place them on multiple floors in case the elevators stop working. Make sure the materials and equipment necessary for post-disaster recovery are also prepared.

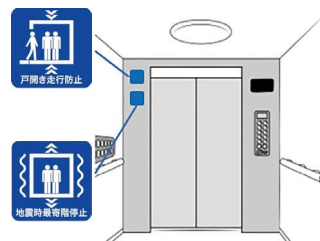


➡ p.65 of Disaster Preparedness Tokyo

### Check elevator safety measures

Install an emergency cabinet and stock it with water, food, portable toilets, etc. on the assumption that people may be trapped in the elevator for a long time. A blue label may be displayed inside the elevator to indicate that a safety device has been installed.

➡ p. 70 of Disaster Preparedness Tokyo



Source: Building Performance Standardization Association,  
<https://www.seinokyo.jp/evs/sm/>

## How prepared is your building?

### Condominium disaster preparedness checklist

- Disaster preparedness is sufficiently promoted through posters, etc.
  - I have regular face-to-face relationships with my neighbors.
  - The space for disaster response in case of an emergency has been decided
  - The management association also has sufficient stockpiles
  - Materials and equipment such as fire extinguishers, generators, and carts are prepared
  - As preparation for elevator outages, emergency supplies storerooms are placed on every few floors
  - A safety device is installed in the elevators
  - A disaster preparedness manual has been created and shared among residents
  - Disaster preparedness drills are held regularly
  - A voluntary disaster response team has been formed
  - A residents' list and a list of persons requiring consideration are maintained
- \*Please check with your management association if there is anything that is missing



Details can be found in the "Condominium Disaster Preparedness" section of the Disaster Preparedness Tokyo app. Please be sure to check it.

➡ See page 19 for download instructions

How to reduce everyone's anxiety

## Preparations for peace of mind for people who require support

People who will find it difficult to evacuate by themselves when a disaster occurs need to carefully prepare in advance. The same is true for those with family members who need support in the event of a disaster. But do not worry about it alone; ask those around you for help and make a thorough evacuation plan.

Voice from experience

We wrote information on a whiteboard in Japanese, English, Chinese, etc.

(40s, Hokkaido Eastern Iburi Earthquake)

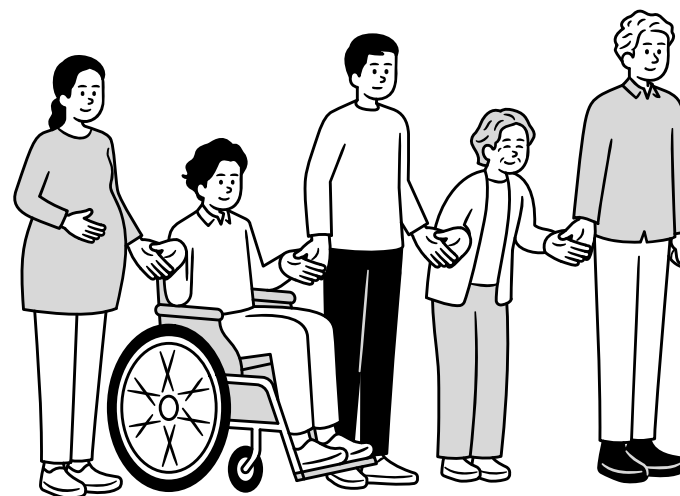
Voice from experience

I realized that for young children, we need not just water, but hot water to make milk. A bed for them to sleep on is also necessary... (30s, Great East Japan Earthquake)

Voice from experience

I felt that it was necessary to communicate with the children in special needs classes to give them a sense of security.

(40s, Hokkaido Eastern Iburi Earthquake)



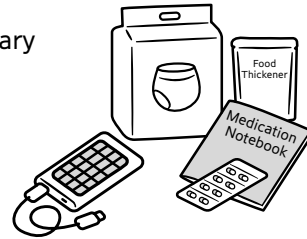
“Inclusive disaster preparedness” refers to disaster preparedness in which everyone supports each other so that “nobody is left behind,” including those who need support. This idea was introduced at the United Nations World Conference on Disaster Risk Reduction in 2015, and has since become an issue for the international community to address.

# Six common preparation points

for people who need support

## 1 Secure sufficient quantities of the items that each individual needs

Be sure to have enough supplies specific to individual needs, such as medicines that elderly people are used to taking, necessary baby products for expectant and nursing mothers and portable power sources for people who use medical equipment.



## 2 Discuss disaster response with support people and support facilities

Talk with family and relatives who live with you, as well as support people (helpers, care workers, etc.) and support facilities, about what to do in case of an emergency, such as where and how to evacuate.



## 3 Discuss with your family doctor whether you need to be transferred in the event of a disaster

If you are recovering from an illness or injury, consult with your family doctor about the stockpiling of medicines, therapeutic food, medical supplies, etc., and what to do in the event of a disaster. Also check whether you will need to be transferred to another hospital in the event of a disaster.



## 4 Write down what kind of help you need on a Help Card

In addition to basic information such as emergency contact information, write down what you have difficulty with and what kind of support you need on a Help Card that describes the things you want taken into consideration when receiving support (page 266 of Disaster Preparedness Tokyo), and always carry it in your bag.



## 5 Check whether the evacuation site matches your characteristics

Check to see if there are disabled toilets, if you can move around in a wheelchair, and if there are staff who will understand your special needs. If this is difficult, check with your municipality whether you can go to a “welfare evacuation center” that gives special consideration for people who require special care. Also ask them to tell you the nearest evacuation site.



## 6 Always value your relationships with people in your neighborhood

If you have relationships with your neighbors, you can help each other in an emergency. If there is someone in your home who needs support, it is important to let your neighbors know. Participate in local disaster preparedness drills as much as possible.



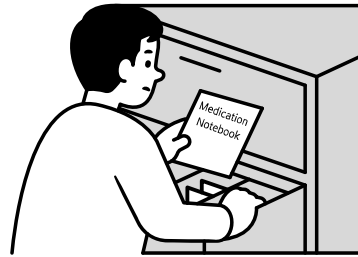
Consult with your family doctor

## Preparation for people with concerns about physical strength or health

Be able to take necessary medicines with you at any time

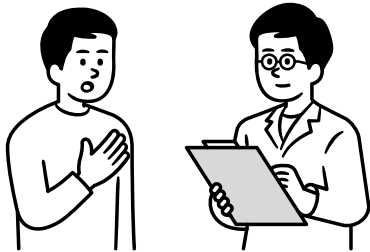
If you are taking medication, be sure you are able to take it with you immediately in the event of an emergency. A 7–10 day supply of medicines and your medication records are a must. Also, be sure to include items such as a mask and alcohol disinfectant to prevent infection, and a thermometer to monitor your physical condition in your emergency bag.

People attending hospital for treatment and with underlying diseases



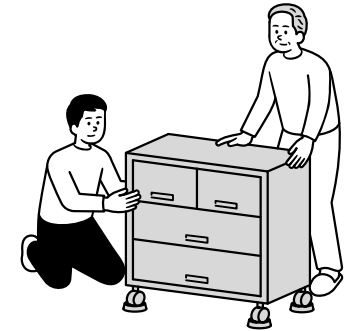
### Consult with your doctor about treatment in an emergency

If you are regularly attending hospital for treatment, be sure to consult with your doctor about what to do in an emergency. It is also important to have information about the treatment you are receiving in the event of a disaster. Be prepared so that you can properly inform a doctor you are seeing for the first time about your medical history and the medications you are taking.



## Create a safe environment around you

With the help of family members, check the safety of your building and furniture, and take measures to prevent large furniture from tipping over. Elderly people should rest near an exit unless there is a risk of a river flooding or a landslide. By doing so, you can immediately begin to evacuate in an emergency.



## Prepare items so you will not have trouble during evacuation life



Add the items you need to the basic disaster preparedness goods in your emergency bag and supplies. For example, if your clothes often get dirty while eating, packing an extra change of clothes will provide peace of mind. Include a thickening agent if you have difficulty swallowing food. Include a support belt if you are not confident in your physical strength.

➔ p. 50

### In addition to regular disaster preparedness goods

Things to carry at all times    Things to prepare if necessary

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>▫ Regulation medicines, medication records</li> <li>▫ Reading glasses, dentures, hearing aids</li> <li>▫ Oral care products</li> <li>▫ Copies of your health insurance card and nursing care insurance card</li> </ul> | <ul style="list-style-type: none"> <li>▫ Wheelchair, cane</li> <li>▫ Disposable diapers and pads</li> <li>▫ Emergency nursing food</li> <li>▫ Thickening agent</li> <li>▫ Support belt</li> </ul> |
|---|---|

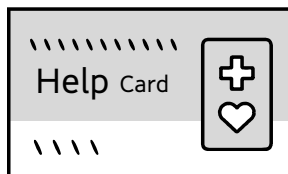
Assume a disaster hits

## Preparation for people with physical disabilities

### What should be specifically written on a Vision Explanation Card and Help Card?

People with visual or hearing impairments

If you have weak vision, carry a “Vision Explanation Card” that describes how well you can see, such as “I have a narrow field of vision and find it difficult to walk by myself.” Write your emergency contact information and the type of support you need on a Help Card.



### Preparing in anticipation of major changes in the surrounding environment

After a disaster, even people who are normally independent may find it difficult to move on their own. Try walking with your support person along several evacuation routes to the evacuation site and evacuation center in advance, and ask them to tell you about anticipated dangers. Add the items you need to your emergency bag and supplies.

#### In addition to regular disaster preparedness goods

- |   |   |
|---|---|
| <p>People with visual impairment</p> <ul style="list-style-type: none"> <li>▫ Special lenses, etc. (spare)</li> <li>▫ Work gloves (to protect your hands)</li> <li>▫ White cane (foldable type)</li> <li>▫ Braille board</li> <li>▫ Food and care items for your guide dog</li> </ul> | <p>People with hearing impairment</p> <ul style="list-style-type: none"> <li>▫ Disaster preparedness whistle or buzzer</li> <li>▫ Written communication tools</li> <li>▫ Hearing aids/cochlear implants (spares and batteries)</li> <li>▫ Food and care items for your hearing dog</li> </ul> |
|---|---|

### Check your evacuation center and evacuation routes with your support person

People with physical disabilities, elderly people who need care, people with serious illnesses, etc.

Try actually going to the evacuation site and evacuation center in your wheelchair with your support person. Consult with your local neighborhood association, community association, or your neighbors if there are things that will be an obstacle when evacuating, such as steps or abandoned bicycles. Check the environment at the evacuation center, including the toilets and whether there are stairs.



### Identify how to respond in an emergency in households that use medical equipment

If you use a medical device such as a pacemaker, check what to do and how to contact your doctor in the event of an abnormality. If you use an oxygen inhaler or ventilator, stock up on supplies and keep the external battery fully charged so it will operate in the event of a power outage. Decide specifically who will support you in an emergency and who to contact if your condition worsens.



Value cooperation with those around you

## Preparation for people with concerns about communicating

Write down the details of required support on your Help Card

People with developmental disabilities, mental illness, dementia, etc.

It will be difficult to act calmly if the situation suddenly changes. Therefore, always carry your Help Card or disability handbook with you so that your support person can quickly find out what help you need. Write down everything you think will be necessary, such as “Please take me to a safe place.”



Decide what actions to take if a disaster occurs while you are out alone

What if a disaster occurs while you are out? What if you become separated from your family and support person during evacuation? Decide on some promises for while you are out.

### Example of promises in case of emergency

- Stay where you are until a family member or friend comes to pick you up
- Follow your guide's instructions and have them contact your family once you arrive at a safe location
- If you have trouble, show your Help Card to someone around you and ask for help

Do you know about natural disasters in Japan?

Japan is prone to many natural disasters including earthquakes and typhoons, which can cause damage that makes it impossible for daily life to continue. Understand these regional characteristics and always try to make preparations that can minimize the damage.



Value your connections with the local community

Actively participate in disaster preparedness drills and volunteer activities in your area. Also, deepen your mutual understanding through local events.



Download these apps which are useful in a disaster now!

There are disaster information apps that support foreign languages, as well as apps for voice translation into foreign languages. Please download them to your smartphone in advance.



List of multilingual apps and websites that are useful in the event of a disaster

Translation app “VoiceTra” is a voice translation app that translates into 31 foreign languages



\* Provided by: National Institute of Information and Communications Technology (NICT)

The Cabinet Office's “Disaster Management in Japan” site is available in 14 languages including English, Chinese, Korean, and Spanish.



Source: Cabinet Office, “Disaster Mitigation Points for Foreigners”  
<https://www.bousai.go.jp/kyoiku/gensai/index.html>

Foreigners,  
etc.

Preparations you can  
take now

When a disaster  
occurs

Life after a disaster

Don't panic due to drastic changes

## Preparation for expectant and nursing mothers, infants, etc.

Mental and physical worries are different in each stage of pregnancy!

Expectant and nursing mothers

Wear comfortable shoes and carry a bag that leaves both hands free when going out

There are physical changes in the first trimester of pregnancy, and in addition to morning sickness, dizziness, and lightheadedness, there is also a risk of miscarriage. Although the second trimester is a relatively stable period, it is also a time when women are more susceptible to anemia, gestational hypertension, and threatened preterm labor. In the third trimester, when childbirth is approaching, your weight increases and your belly grows, making it difficult to maintain balance and move around. It is also necessary to prepare for giving birth. Learn the physical characteristics of each stage of pregnancy and prepare accordingly. Discuss with your obstetrician who to contact in an emergency, how to contact your family, and what to do in case of an emergency.



Also consider post-childbirth when preparing for an emergency

After giving birth, you may suffer from continued post-partum bleeding, breast problems such as mastitis, a weak bladder, and hemorrhoids. Be prepared with sanitary products, incontinence pads, moisturizing cream, etc. Also, breastfeeding in an awkward position can cause back pain. Having a nursing cushion that fits your body will help.



A baby carrier is a must. Prepare your usual nursing bag + extra items

Infants

A nursing bag filled with the things your baby needs when going out is a great help in case of an emergency. In addition, be sure to stock up on items you use on a daily basis, which will be necessary for life after a disaster.

Always keep a baby carrier with you, even when you take your baby out in a car or buggy



Prepare with daily stockpiling by stocking up on things you always use

- Milk (powder/liquid)  
Sachet type and liquid milk are convenient. Mothers who usually breastfeed should also stock milk. Prepare items you need for allergies.
- Baby food  
Confirming whether your baby likes the taste will provide peace of mind.
- Baby snacks  
When your baby is stressed, familiar snacks can help relieve them.
- Gauze cloths  
They are useful for cleaning your baby's teeth, wiping their face, and more.
- Disposable diapers and baby wipes  
These are also essential for people who normally use cloth diapers. Baby wipes are also useful for wiping your baby's body.
- Allergy medicine, folic acid supplements  
If your baby has an allergy, make sure to have medication ready to use if symptoms occur.

Source: Cabinet Office "Disaster Preparedness Notes to Protect Babies and Mothers"  
[https://www.bousai.go.jp/kaigirep/kentokai/hinanzokakuho/wg\\_situ/pdf/dai3kaisankou4.pdf](https://www.bousai.go.jp/kaigirep/kentokai/hinanzokakuho/wg_situ/pdf/dai3kaisankou4.pdf)

## Understand liquid milk for infants

Infants

Liquid milk for infants is attracting attention because it does not require hot water and can be stored at room temperature for long periods of time, which makes it useful in a disaster and for stockpiling. Since the milk is already prepared, there is a low risk of bacterial contamination, and there is no need for a baby bottle if it comes with a teat. Breast milk is the best source of nutrition for infants, but liquid milk is also useful not only in a disaster, but also when going out, so be sure to consider it.



### Characteristics of infant liquid milk

Reduces the burden of childcare

Makes feeding possible when the mother is absent due to working at night and in households where both parents work.

Convenient when out

It saves the trouble of making milk and reduces the things you need to carry when out.

Can also be used as preparation for a disaster

Hot water is not required to make milk. Also, a baby bottle is not needed if it comes with a teat. Because the milk is already prepared, the risk of bacterial contamination is lower.

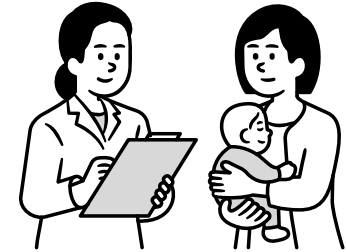


Infant liquid milk

## Receive vaccinations to prevent infectious diseases

Infants

Infant babies have low immunity and weak resistance, so care must be taken against infectious diseases in unsanitary conditions. Completing vaccinations as soon as they reach the appropriate age will provide peace of mind.



## Making “promises in an emergency” with the nursery school or kindergarten is essential!

Also consider that in the event of a disaster, you may not be able to immediately go to pick them up from where you are or your place of work. Be sure to share with your child’s nursery school or kindergarten in advance what you have agreed to in case of an emergency, such as their evacuation site and how to contact them in the event of a disaster.



Source: Cabinet Office “Disaster Preparedness Notes to Protect Babies and Mothers”  
[https://www.bousai.go.jp/kaigirep/kentokai/hinanzokakuho/wg\\_situ/pdf/dai3kaisankou4.pdf](https://www.bousai.go.jp/kaigirep/kentokai/hinanzokakuho/wg_situ/pdf/dai3kaisankou4.pdf)

## Try things during playtime that will be helpful in a disaster

Infants,  
children

Playtime is a good opportunity to practice in preparation for an emergency. Inviting fellow parents to join and have fun while experiencing it together will also provide an opportunity to discuss how you can cooperate with each other.



Try eating stockpiled food on a plate covered with plastic wrap.



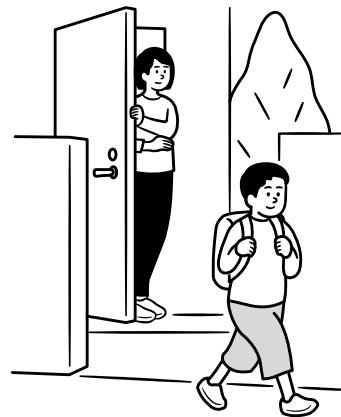
See if they can blow a whistle, assuming they need to seek help from people nearby in the event of a disaster.



Try using a Japanese style toilet.

## Check their destination when your child goes out

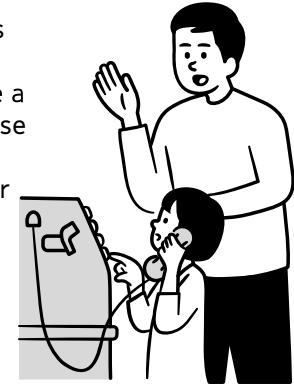
You may be unable to use your mobile phone and messaging apps in the event of a disaster. When your child goes out, always check where they are going and who they will be with. Also decide where they should evacuate or where they should wait for you in the event that they cannot return home.



## Teach your child how to use a public phone

Children

Public telephones are also a means of communication in a disaster. If your child doesn't know how to use a public phone, teach them how to use it. Having them carry some coins and a note with your phone number on it will provide peace of mind.



Have children memorize their parent's phone number!

## Check the school's response, including evacuation locations and emergency contact methods.

Do you know where your child's school will evacuate the children in each type of disaster? Also, discuss with your child how they should decide whether to evacuate at their school or go home if a disaster hits while on their way to or from school. Inform the school how to contact you in case of an emergency.



Consider how you will live at an evacuation site

Sexual  
minorities, etc.

## Preparation for those with concerns about ensuring privacy

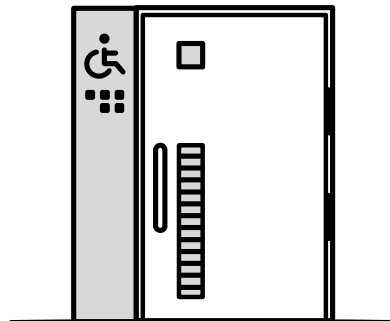
Prepare your own items so you won't be troubled during life in evacuation

People from sexual minorities say that it is difficult for them to receive gender-specific supplies such as underwear, sanitary products, and shavers at evacuation centers. What each person needs in the event of a disaster is different. Make sure you are always prepared with the things you need.



## Does the evacuation site suit your characteristics?

Check in advance to see if your nearest evacuation center has multipurpose toilets and whether changing rooms can be used individually. Also inform them of your requests in advance.



So you can evacuate together

Pets

## Preparation for people with pets

➔ p.92 of Disaster Preparedness Tokyo

Daily training is key

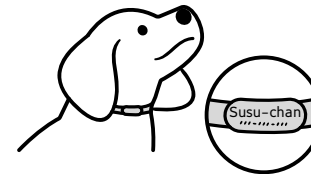
Basic training such as “don't bark unnecessarily,” “don't be afraid of or aggressive towards people or animals,” and “toilet training in a designated place” is essential for life in an evacuation center.



Don't forget your dog's name tag and vaccination tag.

Make your pet identifiable

In case your pet gets separated from you, identify them with a name tag or microchip, and take and save a photo of your pet.



Be fully stocked with pet supplies and food

Be sure to stock up on food, water, regular medicines, toilet supplies, etc. Your pet's favorite toys can also help manage their stress. It is also important for your pet to become used to a cage and carry case, as preparation for evacuating with them.

# 2

## What if a disaster occurred “now”?

What if an earthquake were to occur directly under Tokyo right now? The scenes depicted in each of the following scenarios are by no means an exaggeration. When struck by a huge tremor that you have never experienced before, your body will stiffen and your mind will go blank, making it difficult to make proper decisions. What actions should you take to protect yourself and your loved ones in such a situation? Memorize the actions by heart through participating in disaster preparedness drills.

### Voice from experience

Since the earthquake was directly below us, it suddenly shook with a thud. I realized that even if an earthquake early warning is issued, it is necessary to be emotionally prepared.

(70s, northern Miyagi Prefecture earthquake)

### Voice from experience

I couldn't open the door by myself because my refrigerator had fallen over in the earthquake, so a friend helped me. I think we need to make sure that things won't fall over.

(50s, Iwate-Miyagi Nairiku earthquake)



### Voice from experience

There was so much sand on the road due to liquefaction that it was impossible to walk on it in regular shoes. Walking just 100 meters while carrying my daughter was difficult.

(40s, Chuetsu offshore earthquake)

Source: Edited and created based on Cabinet Office, One Day Before Project, <https://www.bousai.go.jp/kyoiku/keigen/ichinitimae/index.html>

What actions should you immediately take?

## During an earthquake

Initial actions when an earthquake occurs

Immediately take cover when you feel a tremor!

Be aware to “protect yourself,” “grab hold” and “stay away from danger”



Actions to take after the shaking stops

- 1 Take care to avoid getting injured
- 2 Put out any fires in a calm manner
- 3 Open a door to secure an exit



Ascertain the situation and evacuate if necessary

Immediately take cover when you feel a tremor!

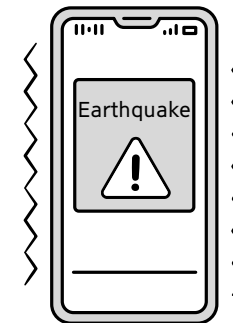


If you feel a tremor, check your surroundings and immediately move to a place where objects will not fall, fall over, or move. Prioritize protecting your own life first when acting.

Take action to secure your safety when you receive an earthquake early warning

The time from when an Earthquake Early Warning is issued until you feel strong shaking will be from a few seconds to several tens of seconds, and the time will be shorter the closer the epicenter is. Although you may not have enough time if you are close to the epicenter, there are things you can do to protect yourself even in this short amount of time. Imagine that it takes five seconds to perform an action, and act so you can do one or two of them without too much effort.

➡ p.108 of Disaster Preparedness Tokyo



## Actions to take after the shaking stops



### 1 Take care to avoid getting injured

If you act in a panicked manner, you may get injured from scattered glass or broken pieces of pottery. If you can't walk, you won't be able to evacuate. Stay calm and look around you, put on slippers or shoes, and then act.

There are also gas meters that cut off the gas if it detects an earthquake, and stoves that automatically turn off the heat.



### 2 Put out any fires in a calm manner

It is difficult to suddenly turn off the heat while cooking. The kitchen is full of danger during an earthquake. Prioritize moving away immediately to protect yourself, and turn off the heat after the shaking has stopped. If a fire breaks out, stay calm and take initial measures to put it out.



### 3 Open the door to secure an exit

Aftershocks will continue even after the strong shaking has stopped. Open the room's window, door, and the front door to secure a way out will provide peace of mind, allowing you to evacuate at any time.

## Ascertain the situation and evacuate if necessary

Stay calm and look around, and immediately evacuate to the nearest evacuation site if your house is in danger of collapsing, or if you are concerned about landslides or tsunamis.



Source: Japan Meteorological Agency, Earthquake Early Warning Homepage  
<https://www.data.jma.go.jp/svd/eew/data/nc/shikumi/shousai.html>



Understand at a glance



## Dangers lurking at home



The kitchen during cooking is the most dangerous place in the house, so immediately move away if you feel a tremor

### Living room, dining room, kitchen

In the living room and dining room, cupboards and the TV will fall over, and pieces of broken window glass will be scattered about. In the kitchen, things such as knives that are left out, pots on the stove and hot oil will become deadly weapons, and the dishes, glasses, and seasonings lined up on the countertops will come crashing down. The refrigerator may fall over and appliances such as the microwave may fly around. If you feel a tremor, it is important to move yourself to a place where objects will not fall, fall over, or move, even if you are in the middle of cooking. Calmly turn off the heat once the shaking has stopped.

➡ p. 34



### Bedroom

Protect your head with items such as a pillow or bed quilt to avoid being directly hit by broken window glass or lighting equipment, and move to a place where floor lamps or dressing tables will not topple over on you. If you make it a habit to put your glasses in a case when you go to sleep, this can prevent them from breaking and throwing you into a panic in an emergency. Consider the possibility of a power outage and have a headlight and footlights on hand to reduce the risk of evacuating in the dark.

➡ p. 32



### Upstairs

In an old building, the lower floors may collapse and crush you, so do not rush downstairs. If you are in a building that does not meet the earthquake resistance standards, decide whether you should escape outside according to the situation.



### Children's room

There are many potential dangers in your children's room where items easily accumulate and the door may not be able to be opened due to a bookshelf falling over. Secure a place for your child to take cover by not putting things under their desk. If a child is alone in their room when a disaster strikes, calling out their name unnecessarily can cause the child to move, which is even more dangerous. Wait until the shaking stops before moving to your child.



### Bathroom

You are defenseless because you are naked. If you feel a tremor, cover your head with a washing basin or something to protect yourself from broken glass. Immediately exit the bathroom and protect yourself in a safe place to avoid the door warping and trapping you.

➔ p. 40



### Toilet

If you feel a tremor, open the door so you don't get trapped inside the toilet. If possible, move to a safer place such as the hallway or front entrance, so that you can quickly escape.

➔ p.38

## Any time, any place

# How to protect yourself while out



### At the office

Copy machines on casters that have not been locked can move around the room in an unpredictable manner. You could even be killed if you are hit in the head by objects such as shards of broken glass. While being careful of these things, move to a place to protect yourself from falling objects or furniture and other heavy items toppling over or sliding into you. Once the shaking has subsided and you are ready to evacuate, be sure to use the stairs because elevators could shut down from aftershocks and power failures.



### Inside an elevator

If you are in an elevator and feel an earthquake, press the button for every floor and get off on the first floor the elevator stops at. If you become trapped, use the intercom button to call for assistance.



### High-rise buildings

High-rise buildings shake for a longer period of time, and the higher you are in a building, the more pronounced the shaking. If you are inside a building, maintain a low posture in the elevator hall or other common area and wait for the shaking to stop.



### Department stores, supermarkets, etc.

Watch out for items scattered across the floor and broken product displays, and move near a stairway landing or support column. In a supermarket, use a shopping basket, bag, or other item to protect yourself from falling objects.



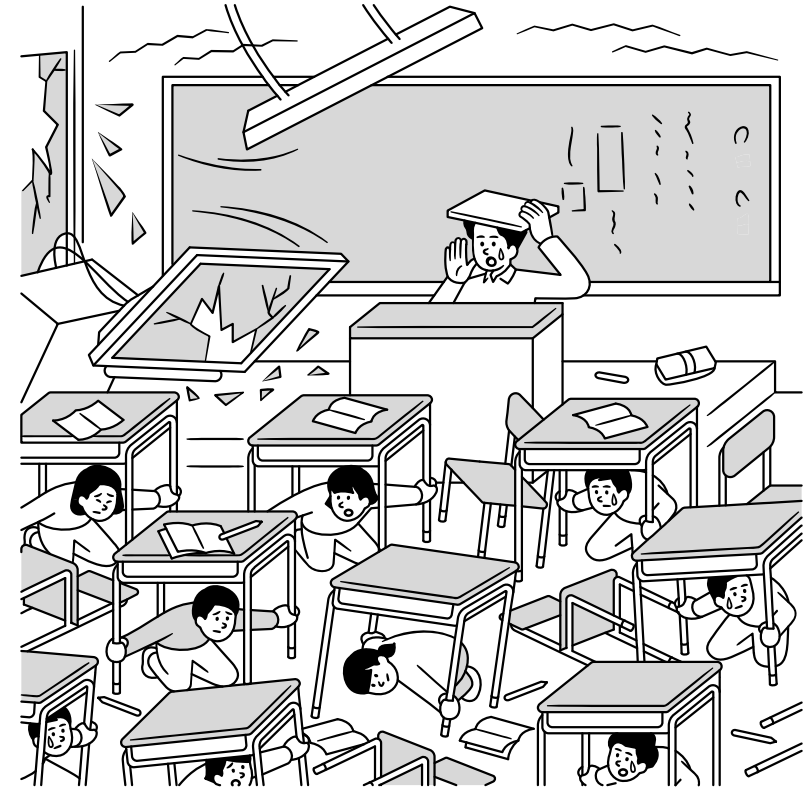
### Theaters, stadiums, etc.

In facilities where a great number of people gather such as theaters and stadiums, rushing toward the emergency exit or stairs is more dangerous. Be careful of falling objects, stay calm and listen to the public address system and follow instructions given by the staff.



### In town

While protecting yourself from falling objects and debris, and watching out for collapsing buildings, move to a place that is as open and safe as possible, such as a park. If you are unable to flee to an open area, take refuge in a relatively new, reinforced concrete building that is seismic resistant. One of the scariest things that can happen in a crowd is the eruption of panic, and if you move recklessly, you may get caught up in a crowd collapse. Remain calm, especially in areas where a lot of people are gathered.



### Schools

To protect yourself from flying shards of window glass and falling lighting fixtures in the classroom, move away from windows, take cover under a desk, hold on to the desk's legs, and wait until the shaking subsides. If you're in the hall, quickly move away from windows, and on the stairs, grab hold of the railing and crouch low to avoid losing your balance and falling. When the shaking stops, follow the instructions of the teachers.



### Underground shopping areas

A power failure may cause the crowd to panic and stampede toward the emergency exit. Moving unnecessarily can cause a crowd collapse, so remain calm, protect yourself from falling objects and wait near a column or wall until the shaking subsides.



### Airports

Even in the event a major earthquake directly strikes Tokyo, airport terminals are not expected to sustain serious damages such as building collapse. However, you should still be prepared to protect yourself from falling objects such as glass and ceiling components.



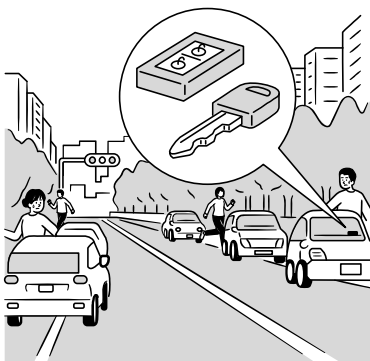
### Stations, subways

Protect yourself from falling objects and move to the nearest column so you don't fall off the platform. If the platform is too crowded to move around, do not push others but wait for the shaking to subside. In subway stations, there is also the risk of crowd collapse if people panic and rush to get above ground quickly. Stay on the platform and never go on to the tracks. Follow the instructions of the station staff once the shaking has stopped.



### Trains, buses

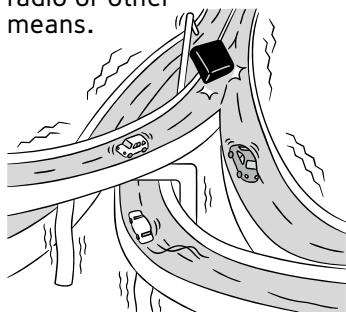
Trains and buses will make an emergency stop when strong shaking is detected. If you are standing, you could bump into someone or fall down. If standing, protect yourself by crouching to the ground, and if you are seated, use your bag or something similar to protect your head. If it is crowded, firmly grab a handrail or strap, and keep your feet firmly planted on the ground so you don't fall over. Follow the instructions of the crew once the shaking has ended.



Some roads are subject to traffic restrictions for general vehicles in order to allow the smooth passage of emergency vehicles directly following an earthquake.

➡ p.252 of Disaster Preparedness Tokyo

If you are driving on an expressway, gradually reduce speed and bring the car to a stop on the left side of the road. There's also the possibility that the expressway will be closed soon. Confirm the situation over your car radio or other means.



### In the car

Turn on your hazard lights and gradually slow down. Stop your car on the left side of the road, turn off the engine, and wait for the shaking to stop. Move to a parking lot or open area if possible. If leaving your car to evacuate, do not lock the car doors. This is because it will need to be moved quickly if it becomes an obstruction to the passage of emergency or relief vehicles. When evacuating, leave the engine key in the ignition or place it in an easily visible place in the car, and take your car registration certificate with you.

Every bridge and overpass shakes in a different way. Gradually slow down, pull over to the left side of the road, and stop the car. Since old bridges could collapse, if you are close to finishing crossing the bridge, reduce your speed and complete the crossing.



### Mountainous areas

As there is the danger of being buried alive by a landslide, you should immediately move away from slopes and cliffs. An earthquake increases the risk of landslides, so also be aware of aftershocks and rainfall.



### Islands and coastal areas

At the earliest, a large tsunami could reach the coastline within minutes, so promptly move to higher ground. If there is no higher ground in the area, quickly evacuate to a high-rise building or tsunami evacuation tower.

## Precautions immediately after an earthquake

Immediately after a large tremor, you may be confused and have difficulty making the right decisions. Stay calm and act carefully to avoid injury, fire, and panic.



**Do not walk barefoot**

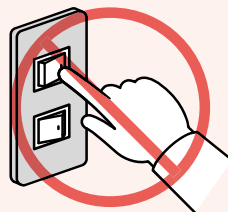
→ Injuries will be caused by scattered shards of glass, etc.

Shards of glass will be scattered on the floor. Do not walk barefoot even inside your house, instead put on some comfortable sneakers.

**Pressing the switch to turn on the light is dangerous!**

→ Risk of fire or explosion

Be careful of electrical fires. If an earthquake occurs, turn off electrical appliances and unplug them from their outlets.



**Do not make unnecessary phone calls**

→ It will overwhelm the phone lines

Phone lines will be overwhelmed in the disaster area by the flood of people calling to confirm each others' safety. Make use of the Disaster Emergency Message Dial (171).

➔ p.120



**Carry out rescue operations in groups, not alone**

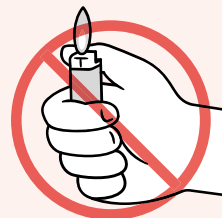
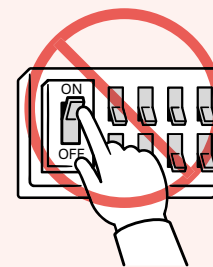
→ There is a risk of getting injured in unexpected ways

There is also a risk that surrounding buildings may collapse due to aftershocks. Unless it is unavoidable, rescue operations should be carried out by multiple people who are calling out to each other.

**Do not reset the circuit breaker immediately**

→ It could cause an electrical fire

Recently, there are circuit breakers that automatically trip when they detect an earthquake. To prevent a fire from starting when the power is turned back on, do not reset the circuit breaker until you have confirmed it is safe to do so.



**Do not unnecessarily light any fire**

→ Gas may ignite and explode

There is also the possibility that gas is leaking from damaged pipes. If you inadvertently light a fire, it could ignite the gas and cause a fatal catastrophe.

Keep your eyes and ears alert  
to dangers and act calmly

## Evacuation and moving immediately after a disaster

When the shaking stops, take a deep breath first then look around. If you are in danger, immediately move to a safe place. This section summarizes the precautions to take when evacuating to protect your life. Read on to learn how to evacuate safely and how to contact your family and loved ones who have been affected by the disaster elsewhere.

Voice from experience

I realized the meaning of “do not use a car to evacuate” in the traffic jams on the day of the earthquake. I shudder to think about being hit by a tsunami while driving.

(50s, Great East Japan Earthquake)

Voice from experience

Mobile phones do not work in disaster-stricken areas. I wish I had discussed with my family where and how to contact each other in an emergency.

(30s, Great East Japan Earthquake)

## What does “evacuation” mean?

“Evacuation” means to move to a safe place to protect your life and livelihood from a disaster. There are two types of evacuation places, “evacuation sites,” where people evacuate immediately after a disaster to protect their lives from approaching dangers such as earthquakes, fires, and tsunamis, and “evacuation centers,” where people can stay for a certain period of time and live as evacuees if they cannot live in their own home after a disaster. However, evacuation sites and evacuation centers are not the only types of evacuation places. If it is safe, your own home or the home of a relative or acquaintance can be an evacuation place too. Be aware of the various evacuation places and plan what actions you will take.

### Differences between evacuation sites and evacuation centers



Quoted from  
JIS Z8210, 2022

#### Evacuation site

A place to evacuate to in order to escape danger. Large parks, plazas, university campuses, school grounds, etc.



Quoted from  
JIS Z8210, 2022

#### Evacuation center

A place to live for a certain period of time if your home is damaged and is difficult to live in. Schools, community centers, etc.

\*“Evacuation sites” and “evacuation centers” are designated by local governments.

### Other evacuation locations



#### Sheltering at home

If you can confirm that your house is not at risk of collapse, flooding or landslide, you can stay in your home.



#### Relative's or acquaintance's house

If you live in an area with a high risk of natural disasters, you should consult with your local government regularly about evacuating in the event of a disaster.



To protect your life



## What you need to know to evacuate safely



### In an underground shopping area, stay calm and move along the wall

Underground shopping areas during a power outage are one of the places at a high risk of mass panic. As underground shopping areas have emergency exits located every 60 meters, do not join everyone in rushing to one emergency exit, but find another one close to you by walking along the wall.



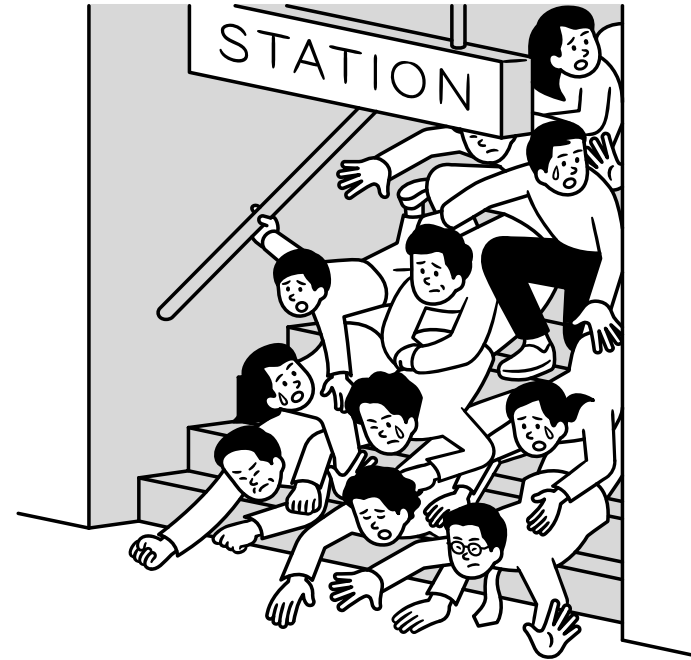
### Do not ride the elevator, even if it is working

There is a risk of being trapped inside due to an aftershock or power outage. Instead of using the elevator, evacuate using the stairs from the evacuation exit (emergency exit).



### Be careful of panic in crowds

In crowded areas, actions such as making strange noises or suddenly running have the risk of causing a panic and resulting in accidents. Do not spread false information or rumors, and take care to act in consideration of those around you.



### How to avoid getting caught up in a crowd collapse

Don't think that you're okay!

People become so packed together that they can't move, pile up on top of each other, and fall one after the other... In recent years, crowd collapse accidents have occurred both in Japan and overseas. Crowd collapse can occur in the stairs leading from underground shopping areas or subway stations to ground level, narrow passageways leading to exits, and areas around terminal stations. Make especially calm decisions when in such places. The act of people scrambling after becoming unable to see their surroundings is directly linked to life-threatening danger.



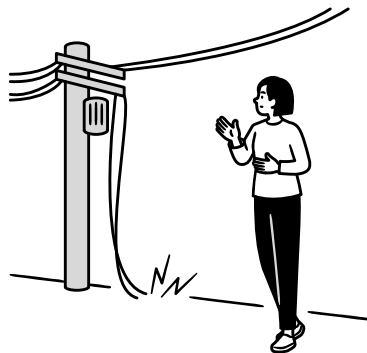
## If you discover a fire, extinguish it immediately!

Use a fire extinguisher or bucket of water to extinguish a fire while it is still small. However, remember that your safety comes first. If the situation seems dangerous, such as with flames reaching the ceiling, stop trying to extinguish the fire and evacuate the area.



## Escape quickly if a fire alarm rings

In a fire, many people lose their lives due to inhaling smoke. If a fire alarm rings, go outside quickly before smoke fills the room and it's too late.



## Do not go near or touch fallen power lines

Electricity could be flowing through broken or sagging power lines, posing the danger of electrocution, so never touch one. The same applies if a power line is in contact with a tree or signboard.



## Protect yourself from falling objects

In residential areas, there is a risk of death or injury due to collapsing block walls or falling roof tiles, planters, etc. Be careful of falling billboards, neon signs, and broken glass when in town or an office area.



## Buildings with cracks in the exterior walls are dangerous

There is also a risk of death or injury from pieces of external walls or tiles falling from cracked buildings. If the pillars or walls that form the basic structure of a building are cracked, there is a risk of the building collapsing, so do not go near it.

## Do not use a car to evacuate

The use of personal cars obstructs the passage of emergency vehicles. There is also the risk of secondary disasters such as traffic accidents due to damaged roads and broken traffic signals. Avoid using your car to evacuate immediately after a disaster.



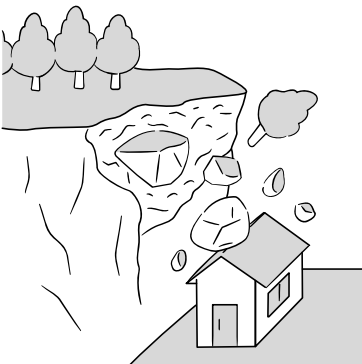
## Move away from a river before a tsunami reaches it

Concerns about tsunamis are not just limited to areas near the ocean. Tsunamis also move upstream in rivers. If you are near a river, evacuate immediately in a direction at a right angle from the river.



## At the beach, go to a tsunami evacuation site immediately

If you are near the ocean at the time of an earthquake, immediately move to nearby higher ground or a tsunami evacuation building. If there are none, move to a higher building. At beaches with lifeguards, follow their instructions and evacuate.



## Sediment disasters such as landslides and rock falls can occur in an instant

Landslides, in which land that has a relatively gentle slope slides over a wide area, and rock falls, in which a steep slope suddenly collapses, occur suddenly due to heavy rain or an earthquake. If you find yourself in such a dangerous place, move to a safe place as soon as possible.



## What to be careful of when evacuating at night

Because of low visibility when evacuating at night, there are the risks of stumbling or falling into roadside ditches. Be sure to take particular caution, such as using wide roads. Use a flashlight when evacuating at night during a power failure, and move carefully while visually confirming the situation.



## What to be careful of when evacuating during the winter

Evacuation during the cold winter season could affect your health. It is important to take sufficient measures against the cold to maintain your health. Wearing several layers so you can adjust your outfit depending on the temperature and activity is recommended. The use of space heaters in the wintertime also has the danger of causing fires. Be careful of fires when evacuating.

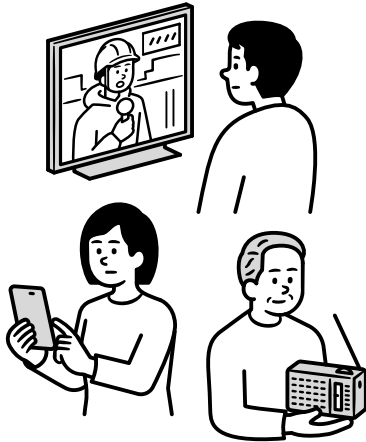


Utilize public information and social media

## Obtain correct information

### Find out what's happening from official information sources

Once you have confirmed that your surroundings are safe, you need to ascertain what is happening. Where is the epicenter and what is the maximum magnitude? Is there a possibility of a tsunami? Check for information from official sources such as television, radio, wireless emergency alert system, and government and local government websites.



### Move to a temporary gathering place or evacuation site in accordance with evacuation orders

If you determine that your home is safe without risk of tsunami or fire, you do not need to go to an evacuation site. If you rush outside immediately after an earthquake occurs, you may put yourself in danger. However, if a fire breaks out and an evacuation order is issued, evacuate to a designated temporary gathering place or evacuation site.

➡ p.113 of Disaster Preparedness Tokyo

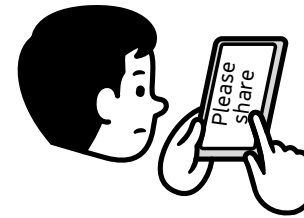


### Make a habit of checking whether the information on social media is true

While social media is convenient, unreliable information can spread immediately after a disaster, fueling chaos. Be even more careful than usual when checking information about disasters. Don't simply believe what you see, but check to see if the source (quoted source) is reliable.



### False rumor?



### Do not spread uncertain information needlessly

Information from a friend that appears to be well-intentioned may not always be true. Also, in a disaster, information from one day ago may be outdated, so it is important to always check whether the information is current and correct. Avoid spreading uncertain information needlessly.

#### Beware of the following kinds of information during a disaster

- Beware of “spread the word” and “tell your friends.” It may be a false rumor disguised as kindness.
- Don't be fooled by information that goes out of the way to fuel anxiety. Check several news sources to confirm whether it is true or not.
- Beware of reports on crime that lack concrete details. Such reports may fuel distrust toward others.

# Using the Disaster Emergency Message Dial or Message Board

## Confirming your family's safety and communication methods with them

### Use the Disaster Emergency Message Dial and Message Board immediately after a disaster

Utilize the Disaster Emergency Message Dial (171) and Disaster Message Board (web171) to confirm your family's safety, which will also help prevent phone lines becoming overwhelmed. Please try using it in advance.



The Disaster Emergency Message Dial (171) is a free service provided by NTT East, and is available to try on the 1st and 15th of every month.

#### How to use

- 1 Call "171"
- 2 Press "1" to record, or "2" to listen to messages
- 3 Dial the phone number starting from the area code  
\* You can also use your mobile phone number
- 4 Record your message (or play recorded messages)


 Record a message that you are safe using your home phone number

(Example) 171-1-0●●●-●●-●●●●

Check your mother's message using her mobile phone number

(Example) 171-2-090-●●●●-●●●●

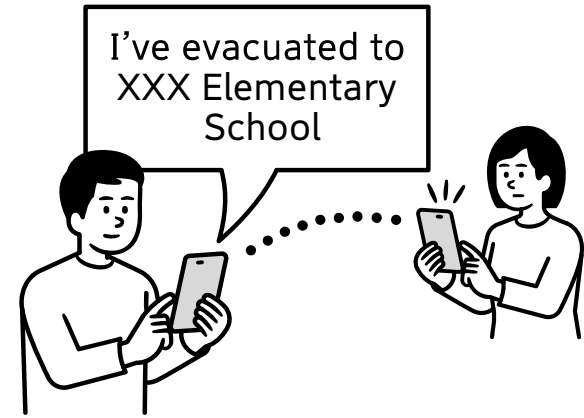


 Check your child's message that they are safe using your home phone number

(Example) 171-2-0●●●-●●-●●●●

Your mother records a message using her mobile phone number

(Example) 171-1-090-●●●●-●●●●



### There are also disaster message boards for smartphones!

There are also disaster message board services provided by each mobile phone company. The usage is the same: people in disaster-affected areas can register information about their safety (their phone number and name are linked and saved), and people who want to confirm someone's safety can input the other person's phone number and the message will be displayed. Share this method of contacting each other using a message board service with your loved ones.

### Take advantage of the characteristics of each social media service to confirm your safety

Compared to mobile phones and landlines, social media that uses an internet connection is a tool that makes it relatively easy to contact others. Take advantage of the strengths of apps such as X (formerly Twitter), Facebook, Instagram, and LINE, while being wary of false rumors.

Source: "Introduction to Disaster Preparedness" (Supervised by Nobue Kunizaki, edited by Creative Suite, Natsumesha, 2021)

Source: All About "Proper use of social media during a disaster as recommended by experts (IT Literacy Guide, Akiko Takahashi)" <https://allabout.co.jp/gm/gc/463515/>

Preparations you can take now  
When a disaster occurs  
Life after a disaster



Don't attempt to go home immediately and stay where you are

## What if you cannot return home?

### Stay where you are and don't attempt to go home immediately after a disaster

If streets become packed with people trying to move after a disaster, ambulances and fire engines won't be able to pass through, obstructing rescue and life-saving activities. There is also the possibility of aftershocks occurring while walking, as well as the risk of getting caught up in a crowd and suffering a crowd collapse. It is quite dangerous to head home immediately after an earthquake. Instead of rushing home, remain in a safe location, such as your workplace or school. Assuming that you may not make it home for a while, decide beforehand on how to confirm the safety of your family.

### Stay in a temporary accommodation facility if you are traveling or outside

If an earthquake hits while you are out, don't panic and try to rush home. If you are at a station or commercial facility, first move to a safe location within the facility and wait for the chaos to subside. In the event of a major earthquake, temporary shelters will be opened for stranded persons such as shoppers who have nowhere to go, so head to a nearby shelter.



The estimated length of stay is for about 3 days after a disaster, while rescue and life-saving activities are prioritized

Prepare multiple means of communication including disaster message services and social media to ensure that you can contact your family after a disaster



### Be able to stay in touch as preparation for being unable to return home

Taking the risk to try and rush home on foot because you are worried about your children or grandparents at home is not a good idea. It is important to regularly check how you and your neighbors can help each other and how you can cooperate with schools, daycare centers, nursing care facilities, etc., in case you are unable to return home for a while after a disaster. Inform your family members waiting at home that you will return when it is safe to do so.

### Mutual support is important in temporary shelters

The temporary shelters that accept people who are unable to return home are operated as a local "mutual aid" effort to protect the city's safety, even though the facilities themselves are also victims of the disaster. People who use the shelters should also actively take part in their operation, such as distributing supplies and cleaning common areas. Also, be considerate of the elderly and people with impairments.

## Understand stockpiling at work

To ensure that you can stay in your workplace when a disaster hits, businesses in Tokyo are expected to keep three days' worth of supplies for their employees. Check what kind of supplies your workplace has on a regular basis. In addition, it is a good idea to keep the things you need (portable phone charger, medicines, contact lenses, cold weather goods, favorite food, etc.) in your locker at work.



Inform people at work and temporary shelters in advance of the rules for returning home (those who require special consideration first, then those who live nearby, etc.)

## Remain calm and wait your turn when returning home

Wait about three days after the disaster, until the confusion has settled down, before returning home. Depending on the recovery status, public transportation may have resumed operating. However, if the people who were unable to return home head towards stations and roads all at once because it has become possible to travel, this could end up creating dangerous congestion. When returning home, check your surroundings closely and choose a time when there are not many people.



## Utilize support stations for people returning home

Once the situation calms down, walking home is an option. In principle, support stations for people returning home (convenience stores, gas stations, etc.) will become available from four days after the disaster to provide those walking home with tap water, lavatories and rest areas. If you decide to walk home, use these support stations.



Support stations for people returning home after a disaster



## Things to pack in your bag when going out

### Examples of goods for walking home

- ▣ Drinking water
- ▣ Portable phone charger and cable
- ▣ Chocolate, caramels, etc.
- ▣ Portable toilet
- ▣ Masks
- ▣ Hat
- ▣ Pocket warmer (winter)
- ▣ Cooling sheet (summer)
- ▣ Flashlight, etc.

Assuming that an earthquake may hit when you're away from home, carry around small snacks such as chocolate or caramels as well as water and a portable phone charger and cable with you. It is especially important to be able to use your mobile phone or smartphone for gathering information and confirming safety.



Understand the characteristics of condominiums and react calmly

## If you are in a condominium when a disaster occurs

### What will happen?

During a major earthquake, people, furniture, and appliances will fall over and stored items will be scattered. Additionally, if the elevators stop working, you may become trapped inside or have difficulty moving from higher floors. Keep in mind what to do when an earthquake hits and also what to do afterwards.



### Protect yourself and your family first

The shaking will be stronger on higher floors, so take steps to protect yourself from falling objects such as furniture that topples over and broken window glass. If you are trapped in an elevator, use the intercom button to call for assistance and wait for help.

### Let your neighbors know that you are safe and check on your neighbors

Once the situation has calmed down, hang a card confirming your safety on your front door to let people know that you are safe. If there are people on the same floor who require assistance, such as the elderly, infants or young children, knock on their door or say hello to make sure they are safe.





## Should you shelter at home or evacuate?

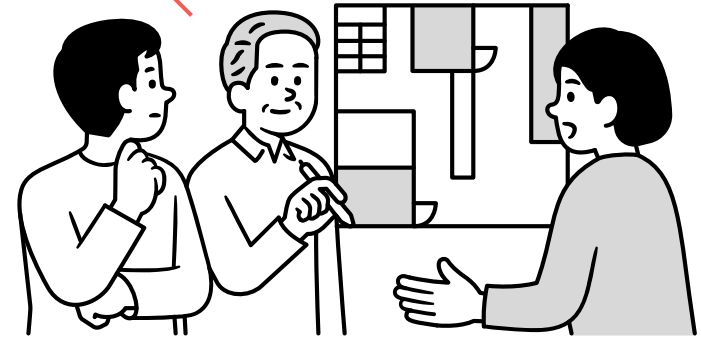
If the damage is minor, you may be able to shelter at home by staying in your apartment. If you feel uncertain about continuing to live there, go to an evacuation center. In addition, an evacuation site may be set up in the meeting room or other common area within the building.



## People sheltering at home should share the work and help each other

In a condominium complex where many people live, great power can be created if everyone cooperates. Help each other by sharing the tasks that you can do as residents, such as communicating with and transporting supplies to upper floors, and conducting crime prevention patrols. Communicate necessary information with each other, coordinate with the nearest evacuation center, and act together on behalf of the building when collecting relief supplies that are distributed to each building.

Creating a space for disaster response, such as for garbage collection and sorting relief supplies, will make things easier.



Details can be found in the “Condominium Disaster Preparedness” section of the Disaster Preparedness Tokyo app. Please be sure to check it.

➔ See page 19 for download instructions



For those who need support at the disaster site or at evacuation centers

## Helping others in a disaster

When your everyday life comes crashing down, people who have regularly been suffering from some kind of anxiety will be placed in an unimaginable state of mind, and may be unable to make the right decisions. When a disaster occurs, how can you help if someone in your family or neighborhood needs special consideration, or if you see someone in trouble on the street?

Voice from experience

By getting to know each other, you can build a relationship that makes it easier to say “can you please do this.”

(50s, Earthquake off the Western Coast of Fukuoka Prefecture)

Voice from experience

At the evacuation center, people scowled at me even though I kept my dog in a cage, so I stayed in the hallway with my dog. There were also many restrictions at the temporary housing, and my dog had to stay in my car, causing it stress and malnutrition. It would be nice to have a place that is friendly and relaxed towards pets after a disaster.

(40s, July 2018 Southwestern Floods)

Voice from experience

The earthquake struck while I was at a maternity hospital with my wife who was about to give birth. When we were about to go home, the nurse gave my wife a hospital blanket to protect her. Soon after it snowed and became cold, so the blanket was a big help.

(30s, Great East Japan Earthquake)





Don't hesitate to ask others for help

## How to rescue someone from a dangerous place

### Helping each other can save lives in an emergency

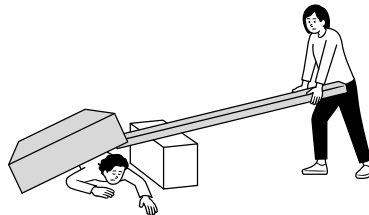
Many people get injured in a large disaster. Many people trapped in collapsed buildings will require rescuing at the same time, and roads may become impassable, delaying the arrival of ambulances. Therefore, it is important to cooperate with those around you and help as many people as possible. If you find someone who is trapped, work with others to rescue them.



### If someone is trapped in a collapsed building or under furniture

If someone is trapped under a collapsed building or furniture, first secure your safety, call for backup, then start to rescue them. Furniture can be lifted by using a car jack or using timber and applying the principle of leverage. Please note that “crush syndrome” may occur due to a person’s body being under pressure for a long period of time, so it is dangerous to rescue someone hastily.

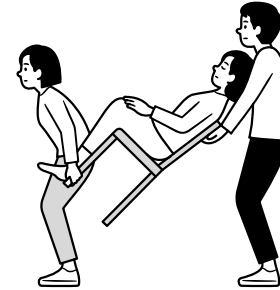
Don't forget to talk to the person so that they will feel reassured.



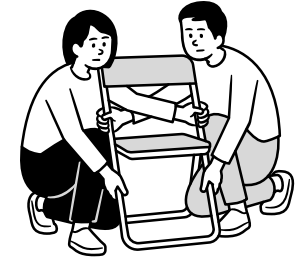
➡ pp.222–3 of Disaster Preparedness Tokyo

## Work together to carry injured people to safety

If an injured person cannot move, work with those around you to carry them to a safe location. If there is no stretcher, carry the person on your back or use something nearby, such as a chair with a backrest. ➡ p.218 of Disaster Preparedness Tokyo



If you carry a chair from the front back, carry the injured person so their feet are facing forward.



If you carry the chair from each side, cross one arm to gain more stability.

### If someone is unconscious, don't hesitate to ask others for help!

If a person who has collapsed doesn't respond to you, request cooperation from those around you by calling for help in a loud voice. If there is an AED (automated external defibrillator) nearby, ask for someone to bring it and perform the necessary first aid until the AED arrives.



➡ pp.210–212 of Disaster Preparedness Tokyo

Source: Cabinet Office “Mutual Assistance in Disaster Areas”  
[https://www.bousai.go.jp/kyoiku/pdf/guideline\\_separate.pdf](https://www.bousai.go.jp/kyoiku/pdf/guideline_separate.pdf)

Let's join together to support those in need!



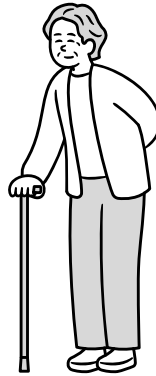
## How to appropriately evacuate people who require support

### What difficulties do people who require support face in a disaster?

#### 1 People with concerns about physical strength or health

Elderly people cannot evacuate quickly. It is difficult to obtain information if you are deaf. In addition, there are also people who have an illness that is not obvious from their appearance, and those whose symptoms are not stable. All such people are likely to feel strong anxiety about evacuating.

- ➔ See page 76 for the necessary preparations.
- ➔ p.197 of Disaster Preparedness Tokyo



#### 2 People with physical disabilities

People with visual or hearing disabilities will have difficulty obtaining information such as what is happening and where possible dangers are while evacuating. Even if they are usually able to look after themselves, they will be in an environment that is different from what they are used to. People who use a cane or a wheelchair will find it difficult to quickly protect themselves or move when an earthquake hits.

- ➔ See pages 78-79 for the necessary preparations.
- ➔ pp.199-201 of Disaster Preparedness Tokyo



➔ p. 166

#### 3 People with concerns about communicating

People with developmental or mental disabilities may become confused by the unusual situation and may shout or freeze. People who are not good at Japanese will have difficulty obtaining accurate information.

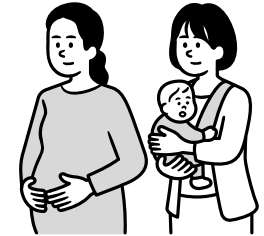
- ➔ See pages 80-81 for the necessary preparations.
- ➔ pp.202-203, 206 of Disaster Preparedness Tokyo



#### 4 Expectant and nursing mothers, infants, young children

Pre and postnatal women are unable to lift heavy objects or move as well as they want. Also, evacuating with infants and young children is more difficult than you might imagine. Protecting children makes it harder to ensure your own safety.

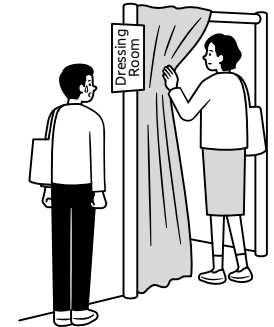
- ➔ See pages 82-85 for the necessary preparations.
- ➔ pp.204-205 of Disaster Preparedness Tokyo



#### 5 People who require consideration to ensure their privacy

Sexual minorities may be worried about the reactions of those around them and about using changing rooms and restrooms at evacuation centers.

- ➔ See page 88 for the necessary preparations.
- ➔ p.207 of Disaster Preparedness Tokyo



#### 6 People with pets

Pets may become stressed and behave differently than usual. Some people hesitate to go to an evacuation center because they have a pet, even if it is difficult for them to shelter at home.

- ➔ See page 89 for the necessary preparations.
- ➔ p.92 of Disaster Preparedness Tokyo

Source: Persons with Disabilities Welfare Division, Hachioji City Welfare Department, Hachioji City Community Independence Support Council for Persons with Disabilities, Community Transition and Continuing Support Subcommittee, Disaster Support Manual for Persons with Disabilities Creation Project "Disaster Support Manual for Persons with Disabilities"  
[https://www.city.hachioji.tokyo.jp/kurashi/welfare/005/011/001/p004165\\_d/fil/sapo-tomanyuaru.pdf](https://www.city.hachioji.tokyo.jp/kurashi/welfare/005/011/001/p004165_d/fil/sapo-tomanyuaru.pdf)

## 1 People with concerns about physical strength or health



[At home]

- During the earthquake, get into a safe position that is low, such as sitting or crawling.
- People who can evacuate by themselves should proceed to a safe exit. People in a wheelchair should wait for help in as safe a place as possible. Remaining calm is important, as rushing and taking unreasonable actions can worsen a person's condition or cause acute heart failure.

[While out]

- Take the initiative and ask for support from those around you.
- People who have an illness should inform someone and receive help going to a nearby evacuation site or medical facility. Breathe slowly and remain calm to avoid exhaustion.

### What families living with the elderly or those recovering from illness can do

Once the shaking has stopped, confirm your safety and move to a safe location first. If you need help, ask those around you for assistance. If you have prepared an "Individual Evacuation Plan" (p.194 of Disaster Preparedness Tokyo), start evacuation according to the plan.

Source: Persons with Disabilities Welfare Division, Hachioji City Welfare Department, Hachioji City Community Independence Support Council for Persons with Disabilities, Community Transition and Continuing Support Subcommittee, Disaster Support Manual for Persons with Disabilities Creation Project "Disaster Support Manual for Persons with Disabilities"  
[https://www.city.hachioji.tokyo.jp/kurashi/welfare/005/011/001/p004165\\_d/fil/sapo-tomanyuaru.pdf](https://www.city.hachioji.tokyo.jp/kurashi/welfare/005/011/001/p004165_d/fil/sapo-tomanyuaru.pdf)

## 2 People with physical disabilities



[At home]

- Protecting yourself is the priority during the earthquake. If you are in a wheelchair, lean forward to lower your center of gravity. If you are visually impaired, shout or use an emergency whistle or other implement to call for help once the shaking stops.
- When evacuating, protect your head and face with one hand, and use your other hand to feel along the wall toward the exit. It is important for people with a hearing impairment to obtain accurate information while ensuring their own safety. If you are in a wheelchair and having trouble evacuating by yourself, wait for help in a safe space.

[While out]

- First, take the initiative and ask for support from those around you by shouting or using gestures.
- People who have an illness should inform someone and receive help going to a nearby evacuation site or medical facility. Breathe slowly and remain calm to avoid exhaustion.

### If you see someone with a visual or hearing impairment, or using a wheelchair

Immediately after the earthquake, stay alongside a person with a visual impairment and explain in words the situation around you. For people with hearing disabilities, communicate appropriate information through gestures or by writing, and check what support they need. If a person in a wheelchair is having trouble evacuating by themselves, ask them directly what they would like you to do.

### 3 People who are concerned about understanding language or communicating with others



[At home]

- The most dangerous thing for people with developmental or mental disabilities is if they panic when faced with an unfamiliar situation. Once the shaking has stopped, take a deep breath and wait for your family and support person in a safe place.
- Foreigners who don't understand Japanese should use a smartphone to get accurate information about what's happening.

[While out]

- People with a developmental or mental disability should seek help from those around them. Show someone your Help Card or disability certificate and tell them what kind of help you need.
- If you have difficulty communicating verbally, use gestures and hand gestures to strongly convey to those around you that you need help to evacuate.

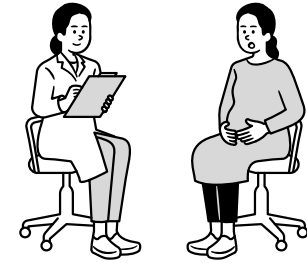
#### What families with a member who has a developmental or mental disability can do

When an earthquake hits, the person may act in ways that even family members who understand the characteristics of the person's disability may not be able to predict. Also, if the family members providing support feel anxious, the person may become even more unstable. No matter the situation, remain calm and act while checking the safety of your surroundings.

#### If a foreigner who doesn't understand Japanese is confused

Try asking, "Are you okay?" If you cannot communicate, try guiding them to a nearby hotel or other facility that serves foreigners.

### 4 Expectant and nursing mothers, infants, young children



[At home]

- If you are pregnant, adopt a posture to protect your stomach. Also, be careful that there are no objects above your head that might fall. It will be difficult to use your strength, so hold on to a pillar, etc. If you are with an infant or young child, curl over to cover the child's head and protect yourself too.
- Decide whether to evacuate based on the situation around you. Decide whether it would be safer outside before taking action.

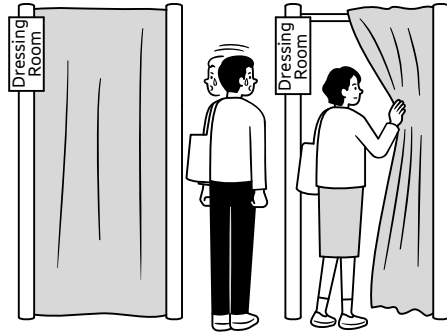
[While out]

- As described above for at home, take a protective position to protect your stomach, and if you are with a child, hold them close to your stomach to protect your child.
- Once the shaking stops, remain calm and take what action you can at that time.

#### Help for families with an expectant mother or infant

Pre and postnatal women are physically delicate. Family members should pay attention to her condition and immediately consult with a hospital if there are any signs of a change in condition. Also, it is very difficult to evacuate with infants and young children, so help in any way you can.

## 5 People who require consideration to ensure their privacy



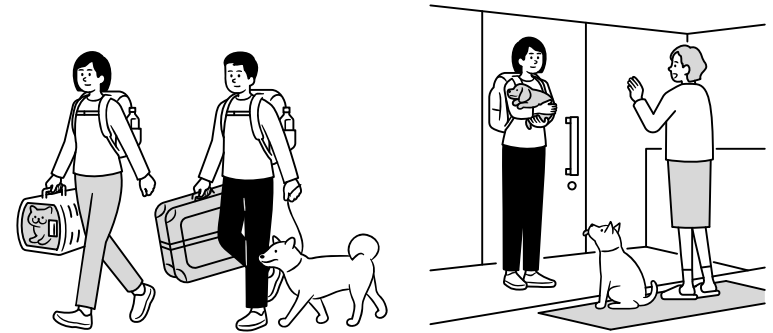
### Examples of problems faced by sexual minorities

- The register I was asked to fill out at the evacuation center had a section regarding gender, which made me wonder whether I should write the gender listed in my family register or the gender I identify as. Having to decide was mentally painful.
- I could not use the toilets, changing rooms, and bathing facilities that were separate for men and women. I was met with suspicion when I tried to use the facilities that matched my gender identity or appearance.
- I want to consult with someone, but I am not sure if they will listen to me with the understanding that I am from a sexual minority. I'm a transgender woman, but I don't know if I can use counseling for women.

### People from sexual minorities each have different needs

The needs of sexual minorities vary from person to person. To begin with, it is a personal choice whether or not to let others know that they are a member of a sexual minority. It is also important for those involved in providing support to improve their understanding.

## 6 People with pets



### [At home]

In order to protect your pet, the most important thing is to ensure your own safety. Check on your pet after the shaking stops. Just like humans, pets will be confused and stressed in an emergency. The first step is for the owner to remain calm so as not to make the pet any more anxious. Then, try to stay close and have physical contact with them, smile and keep speaking to them reassuringly.

### [While out]

If an earthquake hits while you are walking your dog, ensure your own safety first. Remain calm and take action after the shaking stops.

### Taking a pet to an evacuation center

Check in advance whether the evacuation center will allow you to bring your pet. Even if you can take your pet with you, it does not necessarily mean that you will be able to live with your pet. If your home is safe and you can return regularly to care for your pet, leaving your pet at home is an option. If you are friends with any other pet owners, you may be able to ask them to look after your pet temporarily.

Typhoons, torrential rain, pandemic

# How to protect yourself from other disasters

Disasters are not limited to earthquakes. The actions you should take are different depending on the disaster, such as a typhoon, torrential rain, or heavy snow. Furthermore, an infectious disease could be prevalent at the time. Having knowledge of disasters and the measures to take, and then responding flexibly depending on the situation, could save your life.

Voice from experience

I kept warm and protected myself from the mud and muddy water with a poncho made from a plastic bag, so as not to get cold.

(50s, October 2010 Heavy Rains)

Voice from experience

A light rain in the morning suddenly turned into heavy rain around 10 am, roads quickly flooded, and my house was flooded above the floor level. Most residents hurriedly evacuated to the community center. It happened so quickly that some people didn't notice the power had gone out because it was daytime, and they were rescued without being aware of the emergency situation.

(70s, October 2010 Heavy Rains)

Source: Edited and created based on Cabinet Office, One Day Before Project, <https://www.bousai.go.jp/kyoiku/keigen/ichinitimae/index.html>



## Check the weather information frequently! Actions to take during a typhoon or heavy rain



### Keep an eye on the latest weather information

It is important to collect accurate information to protect yourself from typhoons and torrential rain. Compare weather information with the latest hazard maps to identify dangers early.

Don't be optimistic and think, "No, we'll be fine!"

### What is the difference between a warning and an emergency alert issued by the Japan Meteorological Agency?

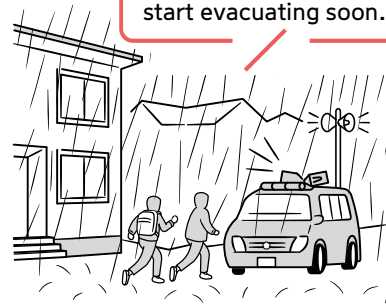
Weather information issued by the Japan Meteorological Agency has different levels such as "warning," "alert," and "emergency alert." In recent years, it is not uncommon for emergency alerts to be issued, when a serious disaster due to heavy rain of an intensity observed only once every few decades, or a serious disaster such as flooding or landslides. Take action that is appropriate for the situation based on the evacuation information (page 144).

pp.156-157 of Disaster Preparedness Tokyo



## Pay attention to evacuation information from your municipality too

When the danger of a wind, flood, or landslide disaster is approaching, the municipality will issue the following evacuation information (not necessarily in this order): If you feel that you are in danger, begin evacuating before a warning is issued.



### Types of evacuation information

**Emergency Warning → Alert Level 5: Take action to protect your life**

Because a disaster has already occurred or is imminent, it is not possible to safely evacuate to a designated emergency evacuation site. Stay as safe as possible by moving to a higher floor of your home or a nearby tall, sturdy building.

**Evacuation Order → Alert level 4: All people must evacuate**

There is a high risk of a disaster occurring. Those who need to evacuate should begin evacuating. Make sure everyone finishes evacuating from areas in danger by this stage.

**Evacuation Preparation Alert / Early Evacuation for the Elderly → Alert level 3**

There is a risk of a disaster occurring. Those who require time to evacuate from areas in danger, such as the elderly, should begin evacuating. People other than the elderly should also refrain from going out and consider evacuating themselves.

➡ p.156 of Disaster Preparedness Tokyo

## Evacuate to safety in advance if you live in a low-lying area

People living in areas that are likely to be inundated by a large-scale flood, such as Tokyo's eastern lowlands and the Tama River basin, should keep in mind the need to evacuate in advance to an area that will not be flooded.

## Evacuate from basements, semi-basements

Houses with a basement or semi-basement are prone to flooding, and there is the risk that you may not be able to escape in time. Pay attention to the weather information. If you feel a potential risk, quickly evacuate to an evacuation center or a sturdy building that is three stories or more.



## Evacuate upstairs to the second floor or higher of a building

If the road is already flooded, it may be safer to evacuate upstairs to the second floor of your home. However, your home may be washed away in the event of a major landslide or flood, so make a decision based on the situation.



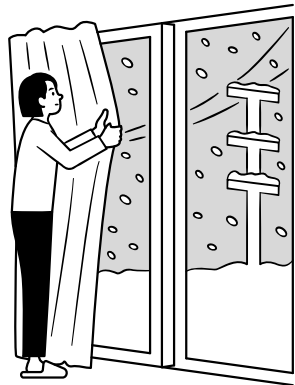
### Understand evacuating during a flood

Wide-area evacuation	Evacuate to another area that is not at risk of flooding * It is important for those who require support to evacuate early
Evacuation to another location (Leaving to evacuate)	Evacuate to an emergency evacuation site designated by the local government, such as a community center or school on higher ground
Evacuating upstairs	Evacuate by moving upstairs to the second floor or higher when flooding has begun and evacuating to a different location is dangerous

**Check the weather information frequently!**  
**Actions to take during a lightning storm or heavy snow**

**Evacuate to safety if you feel threatened by lightning**

Lightning can be transmitted through tall trees and steel towers. Be especially careful in open spaces such as playgrounds and golf courses. Evacuate to a safe location such as a reinforced concrete building or your car.



**Go home early and avoid going out if heavy snow is expected**

Public transportation may stop operating and roads may become impassable. When heavy snow is expected, return home early and avoid going out. If you must leave home, wear slip-resistant shoes and be careful not to slip and fall.

**If a volcano erupts**  
**Actions to take during a volcanic eruption**



**Evacuating in advance if the risk of a volcanic eruption increases is the golden rule**

If a volcano erupts on an island, it can cause severe damage to that island. When a volcano erupts, there is hardly any time to evacuate before it spews out large volcanic rocks and pyroclastic flows. If there is a risk of an eruption, gather information while paying close attention to eruption alerts and forecasts from the Japan Meteorological Agency and evacuation information announced by municipalities, and evacuate early. If an eruption occurs, protect your head and cover your mouth with a towel to protect yourself from volcanic ash and gas.

Assume that even a small amount of damage caused by ash from a Mt. Fuji eruption will have a large impact on society!



To protect the lives of you and your family

# Actions to take during an armed (ballistic missile) attack

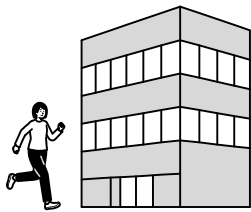
## When an emergency J-Alert is issued

A ballistic missile could strike within 10 minutes of being launched. When there is a possibility of a missile striking the Tokyo area, emergency information will be provided by the “J Alert” system, which will send a message through the municipalities’ wireless emergency alert systems and through email alerts. If an alert is issued, remain calm and take the following actions immediately.



➔ p.180 of Disaster Preparedness Tokyo

### Run away



When you’re outdoors  
Evacuate inside a nearby building or a basement (a sturdy building is best).

### Move away



When you’re indoors  
Move away from windows or to a room with no windows to avoid being injured by broken glass from a blast.

### Protect yourself



When there are no buildings  
Hide behind something or get low and protect your head.

## If a ballistic missile strikes

If a ballistic missile strikes, your body may be seriously affected by the intense blast and debris. Additionally, missiles may contain toxic substances. As a precaution, if you are outdoors, cover your mouth and nose with a handkerchief, move away from the area immediately, and evacuate to a well-sealed indoor location or upwind. If you are indoors, turn off ventilation fans, close the windows, and seal the room.



Preparations you can take now

When a disaster occurs

Life after a disaster

## Check here for information on protecting yourself from armed attacks and terrorism



Civil Protection Portal Site  
Protecting yourself from armed attacks and terrorism



Please check it in advance.

Check here for the status of the government’s response in the event of a missile strike

Website of the Prime Minister’s Office



X (formerly Twitter)  
Prime Minister’s Office (Disaster and Crisis Management Information)  
@Kantei\_Saigai



Source: Cabinet Secretariat Civil Protection Portal Site “What to do in a ballistic missile strike” <https://www.kokuminhogo.go.jp/kokuminaction/index.html>

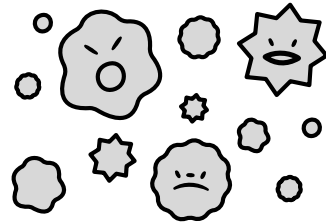


If a disaster occurs during a pandemic

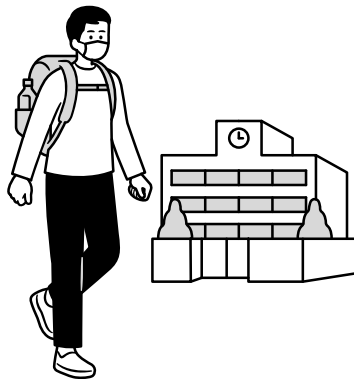
## If there is an epidemic at that time

### Do not hesitate to evacuate if danger is approaching

What if a disaster occurs and you are forced to evacuate in a situation where an infectious disease is spreading in the future, in the way that Covid-19 spread? If necessary, do not hesitate to evacuate to a safe location or evacuation site.



Take the basic protective measures, such as wearing a mask and thoroughly washing and disinfecting your hands.



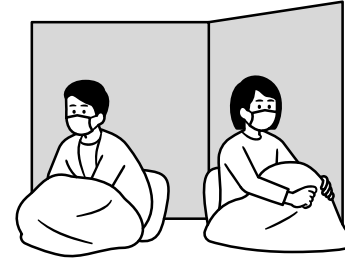
### Be careful of infectious diseases that spread easily in evacuation centers

Prolonged living in a group in an evacuation center can lead to the deterioration of sanitary conditions and weakened immunity, which can lead to the occurrence and spread of not only infectious diseases that are prevalent at the time such as influenza, but a variety of diseases such as pneumonia, aspiration pneumonia, and infectious gastroenteritis (e.g. norovirus). In particular, elderly people, people with underlying illnesses, infants and young children should be more careful than usual.



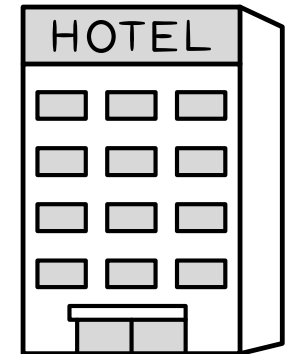
### Precautions for life in an evacuation center

If you go to an evacuation center, be sure to bring a mask, alcohol disinfectant, and a thermometer to prevent infection. To prevent the outbreak and spread of an infectious disease, be sure to check your physical condition before entering an evacuation center. Avoid the three Cs of closed spaces, crowds, and close quarters in evacuation centers.



### Try “dispersed evacuation” at locations other than evacuation centers

The Tokyo Metropolitan Government is preparing to open new facilities such as hotels and inns as evacuation centers, in order to minimize the spread of infection at evacuation centers if a disaster occurs during a pandemic. In addition, when possible, sheltering at home or evacuating to the home of a relative or acquaintance is recommended. It is important to consider about the “possibilities” when an infectious disease is prevalent.



# 3

## Think “now” about life after a disaster

You may feel stunned when the everyday life that you take for granted suddenly disappears. However, there are many things you must do to live as comfortably as possible after a disaster and to return to your normal life quickly. The first step is to decide how you will spend your life during evacuation. Imagine that “it” will come someday and expand your range of options.

### Voice from experience

A backpack I could carry on my back was important, because I wanted to keep both of my hands free. A large carry bag was also very useful while living in the evacuation center.

(60s, Great East Japan Earthquake)

### Voice from experience

They paid a great attention to detail, even in the temporary toilets. In the women's toilets, sanitary products and air fresheners were provided in each cubicle.

(40s, Chuetsu Offshore Earthquake)



### Voice from experience

Living in the view of lot of people within an evacuation center was very difficult. However, I felt at ease because I was living with neighbors who I was familiar with.

(60s, Iwate-Miyagi Nairiku Earthquake)

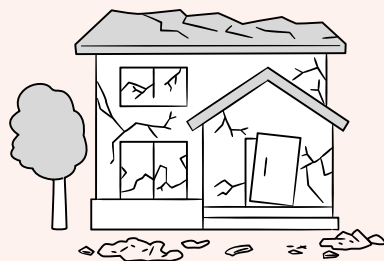
Criteria and things to check  
when deciding to evacuate

## Where should you stay?

When deciding whether to evacuate,  
first ask yourself whether it is  
dangerous to stay at home.

If your home is affected by a disaster, the first thing to do is check whether you or your family have been injured. Please seek outside help if you need medical care or assistance. Next, check whether your home or neighboring homes are at risk of collapse or fire, and if there are any dangerous conditions in or around your home. If there is an imminent danger of your house collapsing or from a fire or landslide, take action to protect your life, such as evacuating immediately.

➡ p.109 of Disaster Preparedness Tokyo



When deciding to evacuate, the next question is “can I continue to live at home?”

If you determine that there is no danger, the next step is to determine whether you can stay at home and continue to live. Consider whether you are unable to live at home without the support of others, and if you are unsure, consider using an evacuation center. After a disaster occurs, the local government will conduct an “emergency risk assessment” based on the damage situation and determine the safety of your building, but this assessment may not occur until several days after the disaster. Also, be sure to check your home when evacuating.

➡ p.109, p.112 of Disaster Preparedness Tokyo

### Things to check before evacuating!

- Turn off the water main valve
- Turn off the circuit breaker
- Turn off the main gas valve
- Leave a note inside saying you are safe
- Inform others via message boards and social media

➡ p.117 of Disaster Preparedness Tokyo

Not everyone who wants to use an evacuation center will be able to

Do you think that you have to stay in an evacuation center if a disaster occurs? Evacuation centers will give priority to people who are unable to shelter at home, such as when their home is completely or partially destroyed. As long as the building is intact, residents of condominiums may not be accepted into an evacuation center even if the elevator or other equipment is not working. Since it is difficult to secure privacy at an evacuation center, as long as your home is safe then in principle you should “shelter at home” by continuing to live in your own home. Another option is to evacuate to a location far away that is not affected by the disaster once the situation has calmed down.

➡ p.111



Start by securing a room where you can stay with peace of mind

## Staying at home

Cleaning up

Take photos before cleaning up for use in earthquake and home contents insurance claims



### Precautions for cleaning up your home and disposing of garbage

Wear clothes that will help avoid injury, such as sneakers and work gloves. Useful tools include a broom, adhesive cleaning tape, and duct tape. Separate the garbage collected during cleanup into combustibles, hazardous materials, etc. according to your municipality's rules, and store it at home until a temporary storage space is available.

#### Necessary items for cleaning up

- Work gloves
- Newspaper or garbage bags to dispose of breakable items
- Broom and dustpan
- Rechargeable vacuum cleaner
- Adhesive cleaning tape
- Waterproof sheets and curing tape
- Duct tape
- Cardboard

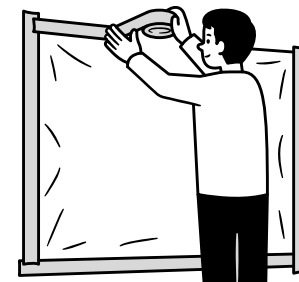
### Start by creating a space where you can safely stay

After a major earthquake, there will be no safe place to step due to fallen furniture, broken glass and household items being scattered all over the floor. When cleaning up your home, start by securing an area where you can sleep with peace of mind. Leave fallen furniture as it is, as there may be aftershocks.



### Temporarily replace broken windows

If windows have broken, remove any pieces of glass that might fall from the window frame, then use strong adhesive tape to cover the window with tarpaulin, picnic sheet, cardboard, etc.



### Be cautious of using the toilet

One thing to be cautious of when sheltering at home is using the toilet. Do not flush the toilet until you have confirmed that the drain pipes are not broken and that the sewer system has been restored by the Tokyo Metropolitan Bureau of Sewerage. In the meantime, use a portable toilet or emergency toilet. In particular, be sure to follow the rules in communal housing such as condominiums.

Living

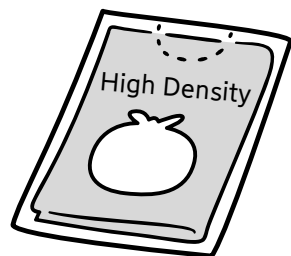
## Preventing disaster-related deaths while sheltering at home

In past disasters, many people have died while sheltering at home. As the evacuation period becomes longer, lifestyle rhythms tend to be disrupted. Help your neighbors and cooperate with the evacuation center to receive services from the local government. Psychological stress can also cause a loss of appetite. Make use of water-saving recipes that use water effectively to maintain your health.



## Use heat-resistant plastic bags to save water while cooking

Stock plastic bags made of food-grade high-density polyethylene. The hot water in a pot can be reused by using multiple bags to heat rice and side dishes at once. The pot and plates will not need to be washed, which is a great way to save water.



## Be more cautious about locking up and security when going out

Be careful of burglaries and fraud that take advantage of the chaos in a disaster-hit area. Take all possible precautions when leaving home, such as covering broken windows so they cannot be seen from outside. Make it appear like someone is home in order to prevent burglars. Placing a battery-powered security light at your front door is recommended.

Crime Prevention



## Be careful of sudden visitors

In the past, there have been reports of fraud and unscrupulous business practices that took advantage of earthquake disasters. Some victims were charged large sums of money under the guise of gas and electricity inspections and home repairs. If a visitor comes unexpectedly, do not let them into your house right away and always check their ID.



➡ p. 140 of Disaster Preparedness Tokyo



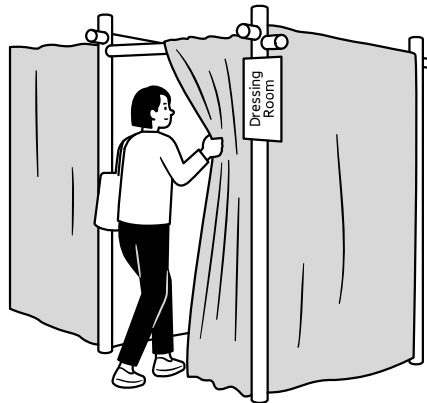
Rules and health management for life at an evacuation center

Rules for living comfortably

## Staying at an evacuation center

### Consider others' privacy and follow the evacuation center's rules

In evacuation centers, where people are forced to live in a group, much of the stress comes from poor living conditions and trouble between individuals. Be considerate of others' privacy and follow the evacuation center's rules and etiquette, such as throwing out trash, when to turn off lights and the distribution of supplies.



### Get dressed and dry laundry in the designated area

If the evacuation center has a changing room or area for drying laundry, be sure to use the designated area as a courtesy when living in a group.

\* Not all centers will have such areas.

### Share roles and help each other

An evacuation center is a place where people help each other while living together. Everyone must share the work and do what they can and what they are good at to the extent possible. Actively participate in the operation of the evacuation center if possible to make it a better environment.



### Act in an orderly manner when receiving relief supplies

Everyone will want to be the first to receive things such as the relief supplies distributed by the local government to the evacuation center and meals from the soup kitchen. However, depending on how much is distributed, it may be necessary to share a small amount among multiple people. In such cases, give priority to the elderly, people with disabilities, expectant and nursing mothers, and children.



## Don't avoid drinking because you're worried about the toilet!

Managing your health at an evacuation center

Dehydration will worsen if you refrain from drinking water because you don't like going to the temporary toilet multiple times a day. A lack of water can cause a variety of other problems in addition to dehydration, replenish your fluids frequently.



### Problems caused by a lack of water

- Dehydration
- Hypothermia
- Myocardial infarction
- Constipation
- Cerebral infarction
- Cystitis
- Economy class syndrome

Gargle with a small amount of water if you don't have a toothbrush

## Pay attention to oral care to avoid disease

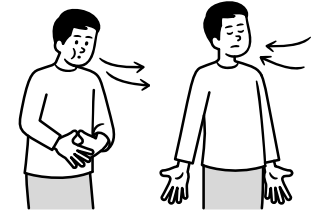
Life during evacuation can lead to unbalanced eating habits, a lack of water, and stress, making you more susceptible to tooth decay and periodontal disease. In addition, if the amount of bacteria in the mouth increases, there is a risk of the bacteria flowing into the lungs along with food and saliva and causing aspiration pneumonia. Be sure to take better care of your oral health than usual during life in evacuation. If you don't have a toothbrush, cleaning your teeth with a handkerchief or tissue paper is also effective.



## Seek advice for dealing with reactions to stress

After a disaster, anyone can experience mental difficulties, such as feelings of anxiety, sadness, loss, remorse or anger towards others. Consult with someone you trust or a specialist such as a doctor or counselor dispatched to the evacuation center as soon as possible.

### Breathing technique to relieve anxiety and worry



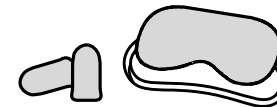
Exhale deeply for six seconds and then inhale lightly for six seconds. Repeat this for five minutes each morning and evening.

## Accept that insomnia is a natural reaction to a disaster

Having trouble sleeping soon after an earthquake is a natural reaction when dealing with a crisis. Your insomnia will gradually improve over time.

### Ideas to try when you can't sleep!

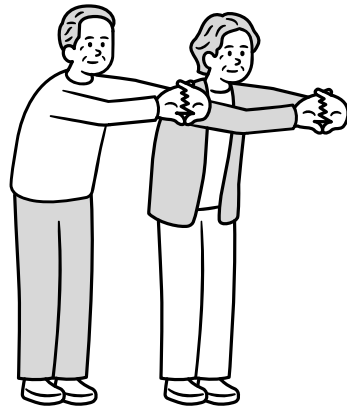
- Wear an eye mask and earplugs
- Create a partition to block the view of those around you
- Instead of thinking that you have to sleep when the lights go out, change your approach and sleep when you are tired
- Add contrast to your day and night activities, such as exposing yourself to sunlight and being active during the day
- Have a nap during the day if you feel tired



## Move as much as possible to prevent functional decline

As there are fewer opportunities to move your body in an evacuation center, your muscles may weaken, your joints may become stiff, and you may gradually become unable to move. Also, if you don't move, your heart will gradually sink. Take care of yourself as much as possible and participate in activities that you can perform. Talk with each other and actively move your body.

➡ p.232 of Disaster Preparedness Tokyo



## Preventing disaster-related deaths while at an evacuation center

As the evacuation period becomes longer, you may become unwell or lose your appetite due to psychological stress. There is also a risk of dehydration if you limit your fluid intake. There is also the concern about developing economy class syndrome due to staying in the same position for a long period of time, and anaphylaxis due to food allergies. In particular, children, the elderly, and people with disabilities or underlying illnesses should be careful and take precautions.

➡ p.135, p.221 of Disaster Preparedness Tokyo

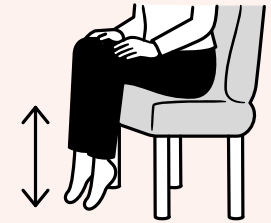


## Be careful of these three potentially fatal symptoms!

### Economy class syndrome

Staying still in a cramped posture during evacuation can lead to blood clots forming in your legs. If a clot gets stuck in a blood vessel in the lungs it will cause breathing difficulty, and can be life-threatening in the worst-case scenario.

➡ p.221 of Disaster Preparedness Tokyo



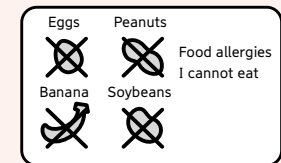
To prevent this, flex your feet up and down (approximately 20 to 30 times) once an hour.

### Anaphylaxis

People with food allergies should be careful about meals and snacks at evacuation centers. It is possible that a severe allergic reaction could occur.

➡ p.221 of Disaster Preparedness Tokyo

When giving snacks to a child, make sure they don't have any allergies! Stock an EpiPen (adrenaline syringe) at the evacuation center.



### Dehydration

If you don't consume enough food and water, your physical strength and immunity will decrease, which can cause repeated diarrhea and vomiting, leading to dehydration.

➡ p.217 of Disaster Preparedness Tokyo

Source: Ministry of Internal Affairs and Communications "Survey on the response to evacuees with food allergies during disasters" [https://www.soumu.go.jp/main\\_content/000809194.pdf](https://www.soumu.go.jp/main_content/000809194.pdf)



Thoughtfulness and assistance are especially needed during disasters

## Things to consider at an evacuation center

Consideration for various people

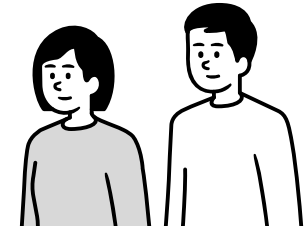
### Actively approach those in need

The elderly and people with disabilities may experience physical and mental problems due to the change in environment. Children tend to exhibit symptoms in different ways to adults. In some case, it may not be apparent from someone's outward appearance that they need consideration or assistance. Check to see if they have a Help Mark and ask if they are having any trouble.



## Consideration so that everyone can be comfortable

Sexual minorities face various difficulties in their lives. First, we should understand that there is a diversity of genders. It is important that the operation of an evacuation center gives consideration to matters such as creating time slots when changing rooms and bathing facilities can be used alone and that toiletries such as sanitary products and shaving equipment are handed out individually.



## Use translation apps to alleviate the anxiety of foreigners

Translation apps will assist communication with foreigners

People from foreign countries will probably be feeling very anxious after experiencing a large earthquake for the first time. Just by asking someone something as simple as "Are you all right?" may help them to express their feelings of anxiety. An app that can translate into multiple languages will make it easier. They are also useful when traveling abroad, so download one to your smartphone in advance.



### Symbols for people who need assistance



A universal symbol indicating facilities that are accessible to people with disabilities.



The "Heart Plus Mark," which indicates that the person has an internal disability



The "Help Mark," which indicates that the person requires assistance or consideration



The "Ostomate Mark," which indicates that there is equipment for people with a colostomy or artificial bladder



A symbol used to indicate that the person has a hearing impairment and needs consideration given to communication methods



A symbol to raise awareness of the Act on Assistance Dogs for Physically Disabled Persons



A universal symbol indicating facilities that are accessible to people with visual impairment.

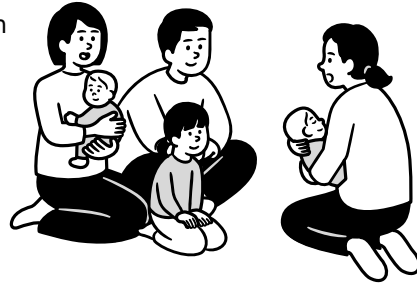


The "Maternity Mark," which indicates that the person is pregnant

## Parents of young children should support each other

Interacting with others in the same kind of situation, such as those with babies of the same age, will be very helpful at an evacuation center. Having somebody you can empathize with will provide you with emotional support.

Care for expectant and nursing mothers, infants, young children



The best way to give a child a sense of security is for their parents to remain calm and smile!

## Expectant and nursing mothers and babies are delicate – don't ignore signs of being unwell

It is difficult to maintain adequate nutrition, hydration, and a sanitary environment while living in evacuation, so it is important to carefully check your physical and mental health. Consult a doctor or nurse if you notice any symptoms that concern you, such as bloating, a sudden increase in vaginal discharge or bleeding, or a decrease in your infant's ability to breastfeed.



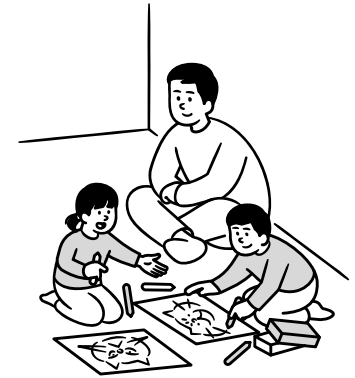
## Accept changes in children and watch over them

The terror and stress a child feels after a disaster appears as changes in their behavior. Acting differently, such as continuing to act rowdy even after being scolded, may be a sign of this. The adults who are nearby should accept it for what it is and watch over them warmly.

➔ p.235 of Disaster Preparedness Tokyo

## Create a time and space where children can play freely

Even in the confined space of an evacuation center, it is important to create a spot where children can gather and play. Also, try not to leave children alone as much as possible. You can also ask volunteer workers to play with children.



## Do not ignore possible abuse

Children will feel a basic sense of security when they believe that they are being protected by a trusted caregiver. If you encounter child neglect or abuse at an evacuation center, consult the people around you or a specialist organization.



## Mental care for children after a disaster

- Provide a sense of security
- Help people get back their “everyday life”
- Do not repeatedly show footage of the disaster area
- Understand that children have the ability to recover on their own and watch over them

Source: UNICEF “Mental care for children after a disaster”  
<https://www.unicef.or.jp/kokoro/>

Preparations you can take now

When a disaster occurs

Life after a disaster

## Keep your valuables with you at all times

A variety of crimes can occur in an evacuation center, including theft and sexual crimes that target women and children. When leaving your area, be sure to take your valuables with you, or ask somebody you can trust, such as your family, to stay there and watch over them. Don't let your guard down when sleeping at night either.

### Crime Prevention



## Avoid going near secluded spots

Try to avoid areas where others can't see you, such as behind the school gymnasium that is being used as an evacuation center. For peace of mind, carry a security buzzer with you when you go out.

## Don't talk about money at the evacuation center

At an evacuation center, where all sorts of people live together, you have no idea when or where someone may be listening to your conversation. To avoid trouble, when discussing money or personal matters that you don't want others to hear, do it in a place where no one else is around.



Raise awareness of crime prevention so you can walk safely at night



## Move in groups to protect yourselves from sexual crimes

To reduce the risk of crime, avoid acting alone to the extent possible. When leaving the evacuation center, such as to return home, be sure to have someone like a family member or friend with you, and move in a group. Before using the restroom or changing clothes, check to see if anything is out of the ordinary and take precautions such as having somebody keep guard.

Various support systems to rebuild your life

## Rebuilding your life

Start preparing to rebuild your life!

Once evacuation life has calmed down, it's time to start rebuilding your life. There are many things to do, such as filing for a damage certificate if your home was destroyed or damaged by the disaster, and securing a place to live for the time being if you have lost your home. Please take advantage of the various financial support systems that are available.



### Start by filing for a “damage certificate”

File for a damage certificate with your local government

A “damage certificate” (risai shomeisho) is an official certificate issued by your local government, which certifies the degree of damage to homes due to a disaster, after conducting an inspection. This certificate is necessary in various situations, such as when applying for disaster support programs, receiving benefits, or applying to move into emergency temporary housing. The amount of support you are eligible for will vary, depending on the degree of damage to your home.

\* This is different from the “emergency risk assessment” described on page 155. [➔ p.255 of Disaster Preparedness Tokyo](#)

### Financial assistance programs

Financial assistance programs can be accessed by presenting a damage certificate. There are various types of programs, such as condolence money that is paid if you have lost a family member due to the disaster, support funds and loans to rebuild your life, and deductions and deferrals on taxes and insurance premiums. Please check with your local government and tax office to see what programs you are eligible for.

[➔ p.254 of Disaster Preparedness Tokyo](#)

### Housing assistance such as emergency temporary housing

The Tokyo Metropolitan Government will provide emergency temporary housing for people who have lost their homes, which will serve as a foothold in rebuilding their lives after a disaster. There are also loan programs for emergency repairs and rebuilding of homes.

[➔ p.259 of Disaster Preparedness Tokyo](#)

### Return to school through educational support and child care support programs

There are programs to support children in devastated areas return to school, such as aid to help cover commuting costs, measures for reductions of daycare fees and tuition fees, and education loans. Contact your daycare center, kindergarten, school, or your local government.

[➔ p.261 of Disaster Preparedness Tokyo](#)

# Take the first step to protect yourself

In order to protect you and your loved ones from earthquakes, storms, floods and other disasters, it is very important to decide in advance how you will communicate and evacuate. Write down your contact information and evacuation information.

## 1 Enter information about you and your loved ones

➔ Prepare multiple communication methods so that you can contact each other in a disaster. See page 120 for details.

Name:

Contact details:

Name:

Contact details:

Name:

Contact details:

Name:

Contact details:

Name:

Contact details:

Name:

Contact details:

## 2 Create a list of evacuation destinations

Evacuation site and destination in an earthquake	
Temporary meeting place	Evacuation destination * Home * Evacuation center ( ) * Other ( )
Evacuation site	Meeting place if you are separated

➔ See page 111 for details

Evacuation method and destination in a flood	
Flood depth of our home listed on the Hazard Map ( ) m	Tokyo My Timeline Check after registering ✓
Evacuation site ( )	<ul style="list-style-type: none"><li>Registered your home's location</li><li>Registered your family composition</li><li>Entered your evacuation site</li><li>Entered actions to take in a disaster</li></ul>
Time required to reach the evacuation site ( ) minutes	

➔ p.153 of Disaster Preparedness Tokyo



### Information about pets evacuating with you

Name:

Breed:

Age/Sex:   yo   Male / Female

Other    Wearing an identification tag  
          Has been vaccinated against rabies, etc.



# Check the disaster preparedness habits in your daily life

## Morning and evening

### Disaster preparedness habits before going out and after returning home

- Ask your family and people you live with about their plans each day, just in case!
  - Check the weather forecast frequently!  
Be careful when you hear that “atmospheric conditions are unstable”!
  - Check that you are carrying your portable disaster preparedness goods and first aid kit before going out!
  - Make it a habit to check that the entrance hall and rooms are tidy when you return home!
  - Before making a meal, check whether you have enough supplies such as water, food, and toilets!
- 
- Make it a habit to check that the furniture is securely fixed when cleaning!

## Before going to bed

### Disaster preparedness habits at bedtime

- Check that there are no objects that could topple over or fall onto you before going to sleep!
- Apply shatterproof film to windows for peace of mind that glass won't scatter even if the window glass breaks! Close the curtains before going to bed!
- Before going to sleep, check that you have the necessary items within reach so you can walk around the room safely if an earthquake occurs, such as a flashlight, slippers, and your glasses and cane!

## When moving

### Disaster preparedness habits when using a car or public transportation

- Make it a habit to hold on to a strap or handrail on trains and buses, in case of a sudden stop due to sudden shaking!
- Always keep your car full of fuel in case there is a fuel shortage after a disaster!
- Keep an escape hammer in your door pocket to break the window, in case your car is submerged in water!

## Outside

### Disaster preparedness habits when going out to work, school, shopping, etc.

- When outdoors, look around for dangers such as objects that can easily topple over or fall!
- Make it a habit to check where the exit is when you see an emergency exit sign inside a building!
- Take note when you see a sign for an evacuation site or evacuation center!
- Check whether there is a temporary accommodation facility that you can use in case you find it difficult to return home!
- Make it a habit to check for items that may break or fall at the store!
- Be conscious that you could become trapped when using an elevator in a building or apartment building!

# List of contacts in case of emergency

Type	Contact name	Contact information
General disaster preparedness measures	Management Section, Disaster Prevention Division, Bureau of General Affairs, Tokyo Metropolitan Government	03-5388-2453 S0000040@section.metro.tokyo.jp
Health and medical consultation	Tokyo Metropolitan Health & Medical Information Center "Himawari"	03-5272-0303
Medical institution information Medical Information Service	Tokyo Metropolitan Health & Medical Information Center "Himawari" (Services in foreign languages)	03-5285-8181
Flood damage from rivers	Disaster Prevention Section, Rivers Division, Bureau of Construction, Tokyo Metropolitan Government	03-5320-5164 S0000386@section.metro.tokyo.jp
Police	Natural Disaster and Accident Rescue Division, Tokyo Metropolitan Police Department	03-3581-4321
Water supply	Customer Service Center, Bureau of Waterworks	Navi dial: 0570-091-100 Landline phone number: 03-5326-1101 or 042-548-5110
Sewers	Public Relations Service Section, General Affairs Division, Bureau of Sewerage *Contact your municipality in the Tama area	03-5320-6511
Fire department	Tokyo Fire Department	03-3212-2111 tfdinfo@tfd.metro.tokyo.jp * Cannot be used for emergency calls such as to call 119. * Emails are limited to text format. (Please do not attach any files)
	Inagi City Fire Department Headquarters	042-377-7119
	Oshima Town Fire Department Headquarters	04992-2-0119
	Miyake Village Fire Department Headquarters	04994-6-0119
	Hachijo Town Fire Department Headquarters	04996-2-0119
Mental health telephone consultation	Tokyo Metropolitan Mental Health & Welfare Center	03-3844-2212
	Tokyo Metropolitan Government Chubu General Mental Health & Welfare Center	03-3302-7711
	Tokyo Metropolitan Government Tama General Mental Health & Welfare Center	042-371-5560
Sexual violence victim consultation	One-stop support center for victims of sexual crime and violence	#8891 (Nationwide toll-free number)

\* For electricity, gas, and telephones, please contact the company you are contracted to.

## Disaster Readiness Guide

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\* Situations during actual disasters may not necessarily be the same as in this book.

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Be ready every day.  
Prepare yourself and your family



TOKYO METROPOLITAN GOVERNMENT