

# 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!

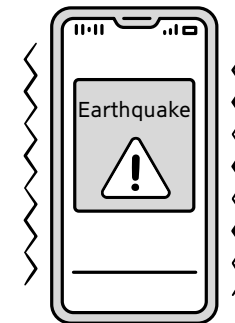


If you feel a tremor, check your surroundings and immediately move to a place where objects will not fall, fall over, or move. Prioritize protecting your own life first when acting.

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.

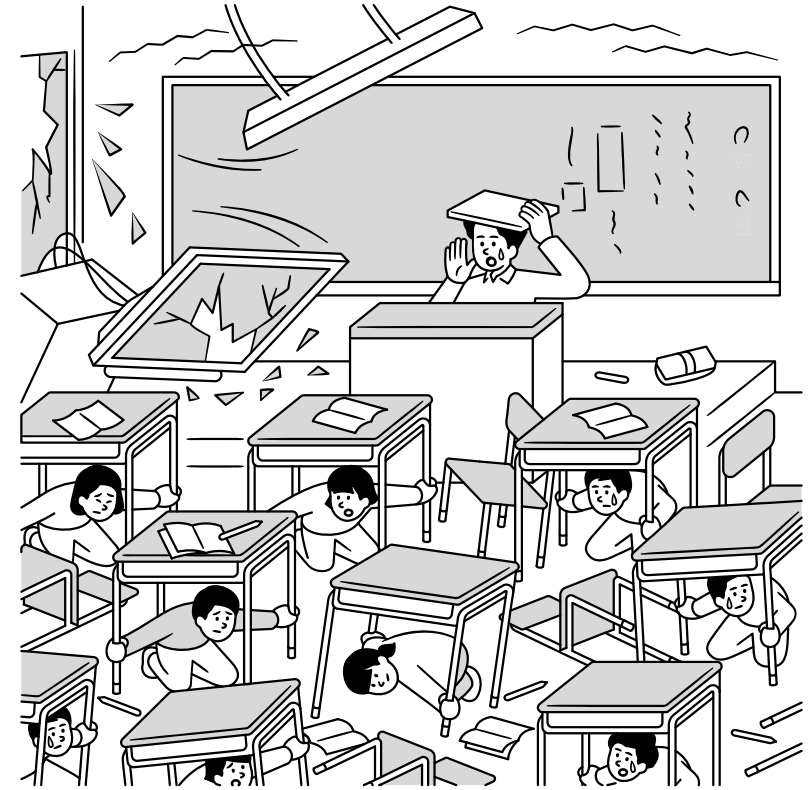
In facilities where a great number of people gather such as theaters and stadiums, rushing toward the emergency exit or stairs is more dangerous. Be careful of falling objects, stay calm and listen to the public address system and follow instructions given by the staff.





### 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

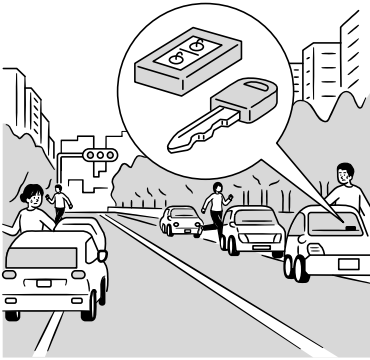
Protect yourself from falling objects and move to the nearest column so you don't fall off the platform. If the platform is too crowded to move around, do not push others but wait for the shaking to subside. In subway stations, there is also the risk of crowd collapse if people panic and rush to get 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.

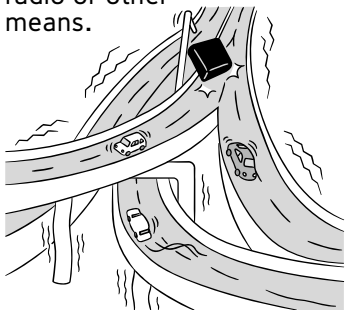




Some roads are subject to traffic restrictions for general vehicles in order to allow the smooth passage of emergency vehicles directly following an earthquake.

➡ 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**

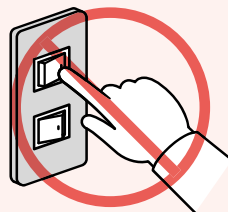
→ Injuries will be caused by scattered shards of glass, etc.

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**

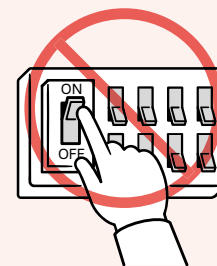
→ There is a risk of getting injured in unexpected ways

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.



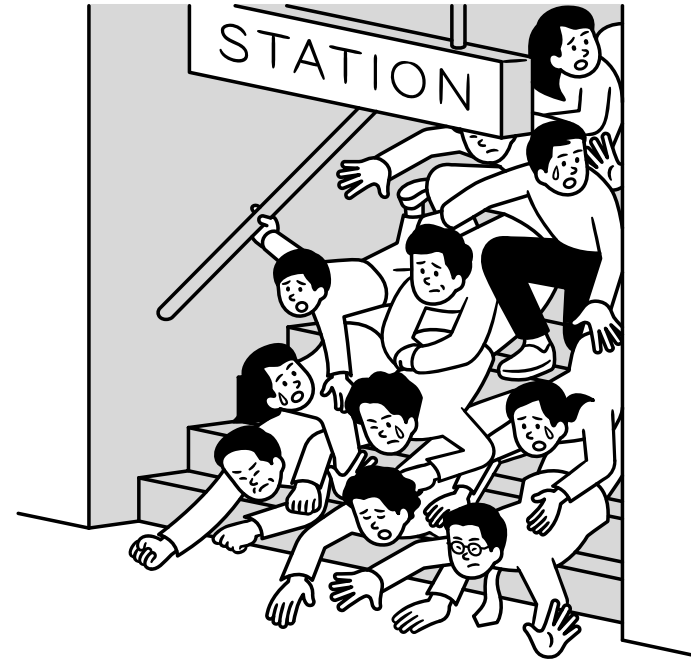
### Do not ride the elevator, even if it is working

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.



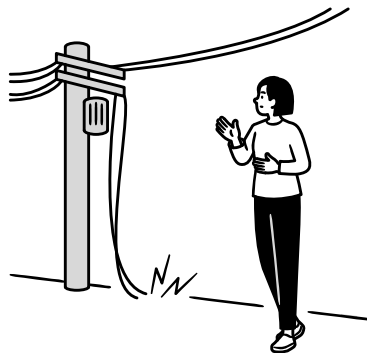
## If you discover a fire, extinguish it immediately!

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.



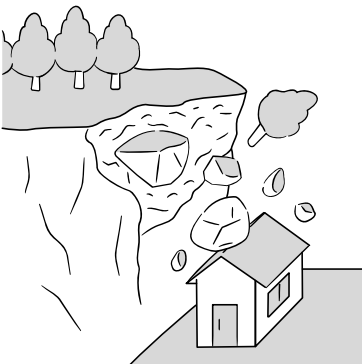
## Move away from a river before a tsunami reaches it

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

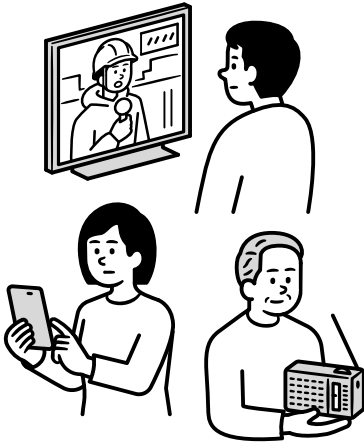
Evacuation during the cold winter season could affect your health. It is important to take sufficient measures against the cold to maintain your health. Wearing several layers so you can adjust your outfit depending on the temperature and activity is recommended. The use of space heaters in the wintertime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

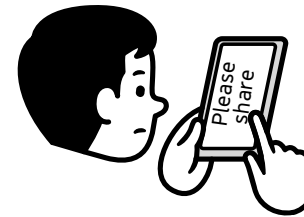


### Make a habit of checking whether the information on social media is true

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-●●●●-●●●●

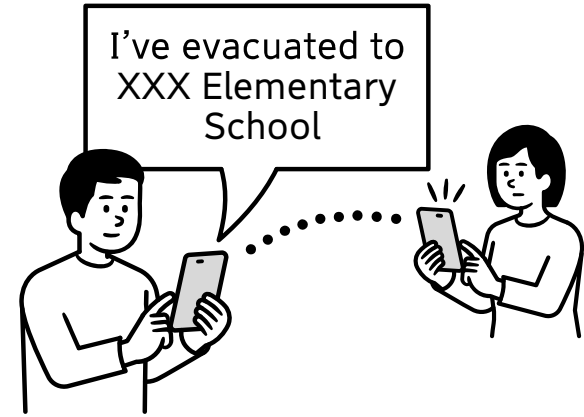


 Check your child's message that they are safe using your home phone number

(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?

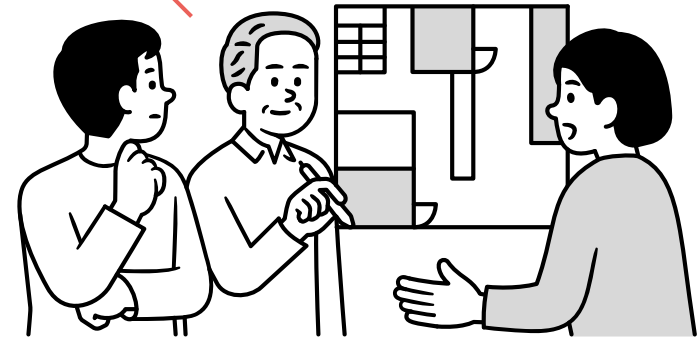
If the damage is minor, you may be able to shelter at home by staying in your apartment. If you feel uncertain about continuing to live there, go to an evacuation center. In addition, an evacuation site may be set up in the meeting room or other common area within the building.



## 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

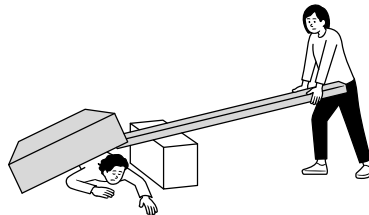
Many people get injured in a large disaster. Many people trapped in collapsed buildings will require rescuing at the same time, and roads may become impassable, delaying the arrival of ambulances. Therefore, it is important to cooperate with those around you and help as many people as possible. If you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

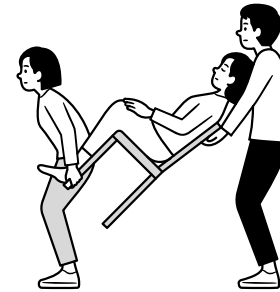
Don't forget to talk to the person so that they will feel reassured.



➡ 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!



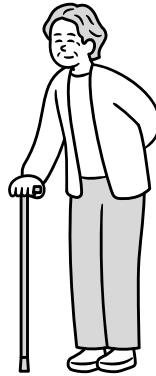
## How to appropriately evacuate people who require support

### 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.

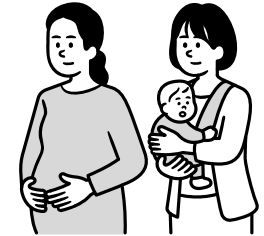
- ➔ See pages 80-81 for the necessary preparations.
- ➔ pp.202-203, 206 of Disaster Preparedness Tokyo



#### 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.

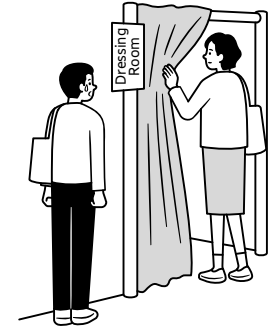
- ➔ See pages 82-85 for the necessary preparations.
- ➔ pp.204-205 of Disaster Preparedness Tokyo



#### 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.

## 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.

### 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)



### 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.

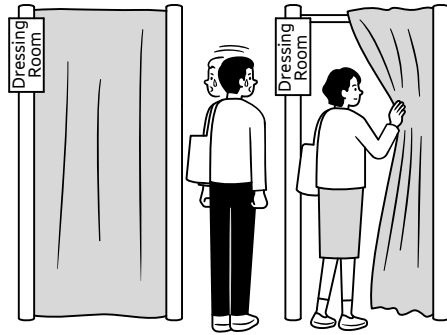
[While out]

- 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



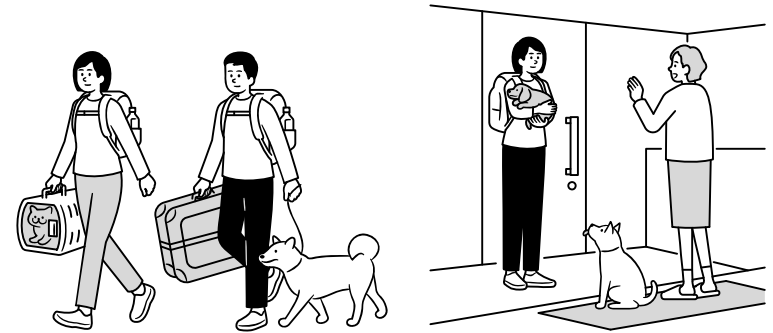
### Examples of problems faced by sexual minorities

- 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!"

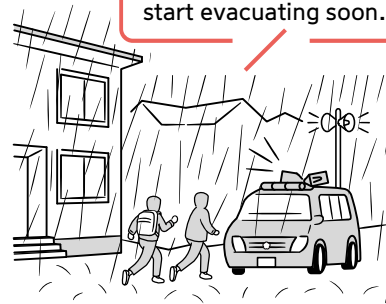
## What is the difference between a warning and an emergency alert issued by the Japan Meteorological Agency?

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.



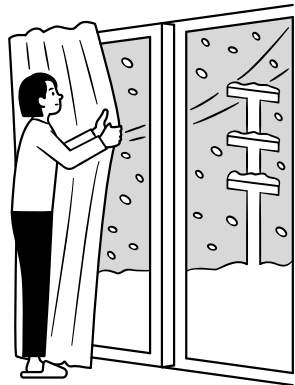
### Understand evacuating during a flood

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

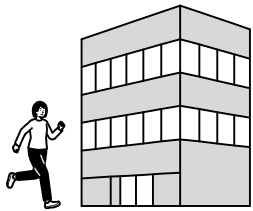
## When an emergency J-Alert is issued

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>

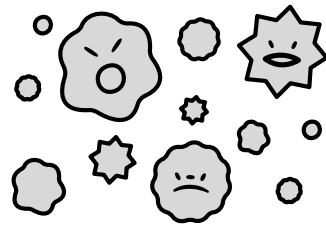


If a disaster occurs during a pandemic

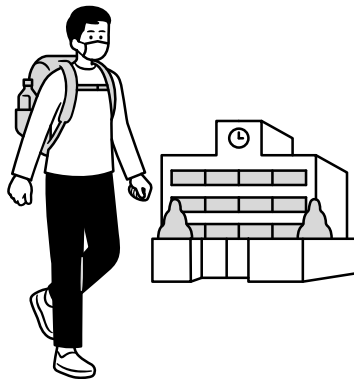
## If there is an epidemic at that time

### 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.



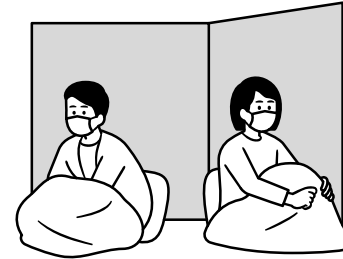
### Be careful of infectious diseases that spread easily in evacuation centers

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.

