

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)

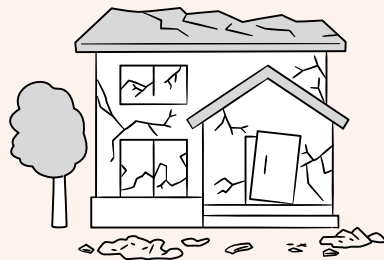
Criteria and things to check
when deciding to evacuate

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

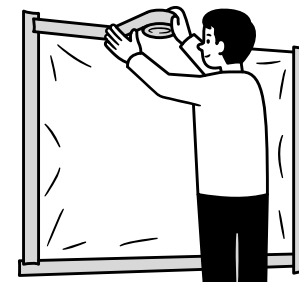
Start by creating a space where you can safely stay

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

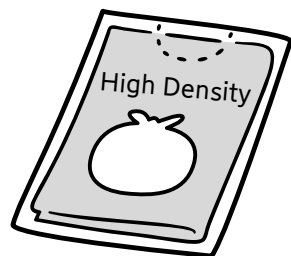
Preventing disaster-related deaths while sheltering at home

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

▲ Staying at an evacuation center

Rules for living comfortably

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

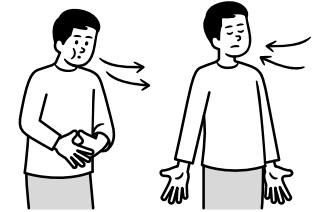
Life during evacuation can lead to unbalanced eating habits, a lack of water, and stress, making you more susceptible to tooth decay and periodontal disease. In addition, if the amount of bacteria in the mouth increases, there is a risk of the bacteria flowing into the lungs along with food and saliva 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



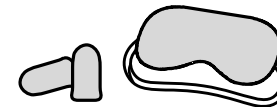
Exhale deeply for six seconds and then inhale lightly for six seconds. Repeat this for five minutes each morning and evening.

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!

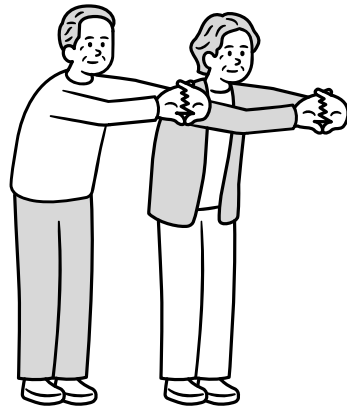
- Wear an eye mask and earplugs
- Create a partition to block the view of those around you
- Instead of thinking that you have to sleep when the lights go out, change your approach and sleep when you are tired
- Add contrast to your day and night activities, such as exposing yourself to sunlight and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

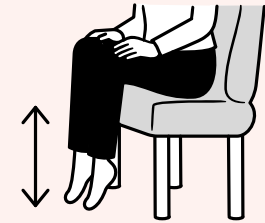


Be careful of these three potentially fatal symptoms!

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



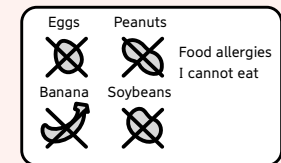
To prevent this, flex your feet up and down (approximately 20 to 30 times) once an hour.

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



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.



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



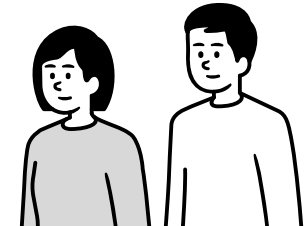
A universal symbol indicating facilities that are accessible to people with visual impairment.



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

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

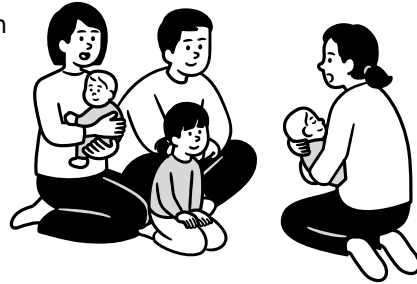
People from foreign countries will probably be feeling very anxious after experiencing a large earthquake for the first time. Just by asking someone something as simple as "Are you all right?" may help them to express their feelings of anxiety. An app that can translate into multiple languages will make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



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">Registered your home's locationRegistered your family compositionEntered your evacuation siteEntered actions to take in a disaster
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

Edited and published by: Management Section, Disaster Prevention Division, Bureau of General Affairs, Tokyo Metropolitan Government

2-8-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo 163-8001

Phone: 03-5388-2452

Cooperation by: Committee for the Study and Editing of "Disaster Preparedness Tokyo" and "Disaster Readiness Guide"
Mikiko Ikegami, Director, SHIMIN BOSAI KENKYUJO
Hajime Kagiya, Professor, Faculty of Tourism and Community Studies, Atomi University
Hidehiro Suzuki, Professor, Graduate School of Risk Management, Nihon University
Mami Tomikawa, Director and Representative of Active Disaster Prevention Project, MAMA-PLUG
Chie Nakajima, Hanako Editorial Department, Magazine House Co., Ltd.
Itsuki Nakabayashi, Professor Emeritus, Tokyo Metropolitan University

* The contents of this book are based on information current as of July 2023.

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

* Except for cases allowed under the Copyright Act, the unauthorized duplication, reprint, reproduction, borrowing, etc. of illustrations, figures, images, and photographs in this book are prohibited.

Be ready every day.
Prepare yourself and your family



TOKYO METROPOLITAN GOVERNMENT