

# 3 Earthquake Preparation

## Take care to protect yourself

### Inspecting Home Interior/Exterior Safety ~ Protect your precious life!

During earthquakes, first remember: Protect yourself, and avoid injury! Check your home inside and out to create a safer environment!

#### Home Exterior Safety Check

- Do not place items that pose a risk of falling on verandas.
- Bolt down vending machines so that they do not tip over.
- Affix root tiles, antennas, and signboards so that they do not fall.
- Affix exterior AC units so they do not fall.
- Are retaining walls in good shape?
  - Are walls not excessively tall?
  - Are they supported?
  - Do they have no warping or cracking?
- Safety measures for block walls
  - Under 2m
  - 40 cm
  - Intervals of less than 3.4m

#### Preparations in High-Rise Residential Complexes

##### Preparations at Individual Residences

- In high-rise residential buildings where elevators can become unusable for extended periods of time, each household should prepare a minimum of about three days' worth (ideally, aim for seven days) of drinking water, food, portable toilets, and other essential items, such as a crowbar to force open doors, etc.
- Compared to standard houses, high-rises can experience exacerbated effects from extended earthquake tremors—organize, tie down and stabilize furniture for safety, and minimize glass breakage and shard spread through preparation.
- In order to ease evacuation, don't leave out burnable or obstructing objects.

##### What to do: Residents' Association

- In buildings with a higher than usual number of residences, form a disaster prevention association in the building. (Unless your building is already participating in local residents' disaster organizations).
- Even if a Disaster Prevention Association already exists in your locality, your individual building should create a disaster response plan for itself. (Designate supervisory roles for disaster response, determine plans for information transmission, fire control, first aid, rescue and evacuation)
- In particular, plan for movement between upper floors becoming difficult if elevators cease to function. Moving from floor-to-floor, ensure the safety of fellow residents and that facilities are intact.
- Using disaster planning as a basis, disaster drills should be carried out regularly.
- Through the Residents' Association or Disaster Prevention Association, prepare rescue items, survival packs inside the elevator, stairway evacuation equipment, and other necessary items.

While moving to respond at various residences: Guarantee your safety first.

Responding at various floors  
Confirming Safety of Floor Residents, Rescue and Aid Efforts

Activities from the Home Base  
Collect information on the block

**Responder HQ Activities**  
Establish an Earthquake Relief Headquarters, according to prior disaster response planning.

- Select a Response HQ Leader, Vice Leader, Team Leaders
- Collect information on the situation on various floors (safety, etc.), carry out rescue, and manage movement in and out of the building.

#### Home Interior Safety Check

- Fix the wheels of heavy items with rollers to prevent them from sliding.
- Affix picture frames firmly to walls.
- Reinforce window glass with disaster-proofing film.
- Don't place flammable materials next to equipment that requires flame.
- Affix televisions that may fall over to the wall.
- Use fixtures to keep hanging lights in place.
- Fix items on bookshelves in place with elastic bands to prevent them from falling.
- Store flammable materials far from open flame.
- Install double doors with bar latches.
- Reinforce stacked dressers by fastening them together.
- Reinforce plates and houseware by fastening it down.
- Reinforce wood screws with Line Fastener.

#### Check!!

#### Collapse/Shifting/Falling Prevention Points for Fasteners

- Use fewer fasteners in rooms used by children and the elderly. Don't place easily-toppled objects in sleeping areas.
- Use fasteners to affix objects to walls and pillars. Don't place chair backs against glass windows.
- Place stops under furniture roller wheels.
- As much as possible, place furniture between planks. Do not place tall but narrow-bottomed furniture on carpets or tatami mats.
- Store heavy objects in low areas, and light objects in high areas.
- Ensure that contents will not be thrown during tremors.
- Gather objects in rooms that do not serve as passageways to create safer spaces.
- Only install support fasteners after confirming the durability and strength of walls and ceilings.

—If buying further furniture, avoid narrow-based, tall items.—

## Items to Bring While Evacuating

Gather needed items for evacuation before disaster occurs. Periodically inspect food supplies and items requiring power to confirm their usability.

Index Point	Index
1	Drinking Water 1-2 500ml bottles of water
2	Food 1-2 meals worth of ready-to-eat food (Biscuits, energy bars, canned items, etc.)
3	Lighting One flashlight or LED pocket light per person.
4	Communications Equipment Pocket radios, cell phones, chargers, etc.
5	Clothing Cotton gloves, rain gear, towels, underwear, fireproof hoods, helmets, etc.
6	Valuables Cash, bank passbooks, stock certificates, drivers licences, insurance information.
7	Medical supplies First aid kits, daily medication, prescription records, etc.
8	Sanitary goods Masks, thermometers, disinfectants, disposable gloves, etc.
9	Other Lighters, multi-use knife, cups, tissue paper, wet napkins, wrapping, antibacterial goods, dental care items, etc.
10	Particular items for your household Emergency Cards, feminine needs items, diapers, milk, baby bottles, glasses, dentures, nursing goods, pet needs (3 days worth of food), toilet goods, Regular medicines, etc.

### Where to Store

Leave supplies in a place where they can be retrieved even during power failure, and will not be damaged by falling objects.

As earthquakes may occur while you are away from home, prepare a bag containing emergency supplies to have on hand.

Other items women may find convenient to prepare

Pouches/Handbags (for carrying feminine care goods and changes of clothes), All-In-One Cream (usable for makeup needs/personal care), personal douche (for cleansing delicate areas when bathing is not possible)

### Stockpile for living after being damaged by disaster

Ensure to keep food and water for at least 3 days (7 days if possible) for each member of the household in case of unavailability of lifelines and distribution of goods.

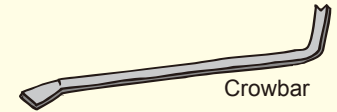
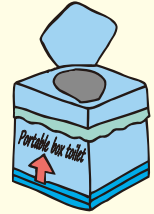
Always prepare extra volume of foods with long shelf life you usually purchase and use, and regularly replenish them, instead of preparing emergency foods for a longer time, so as to avoid waste of foods

## Emergency Stores for Living in Damaged Areas

As utilities services and goods may become unavailable, store at least 3 days worth of necessary supplies in your home.

### Check!!

- Drinking Water 3l per person per day.
- Water for Personal Needs For daily habits such as bathing
- Food Crackers Dried Rice, Canned Goods, Instant Foods, Pickled Plum Candy, Energy Bars, Enough for at least 3 days (7 days is ideal)
- Misc. Equipment Food Containers, Rope, Tabletop, Stove, Solid Fuel Wrap, Toilet Paper, Emergency Toilet (Portable toilet) Tissue Paper, Wet Napkins, Dry Shampoo, Extra Clothes, Sewing Set, Cloth Tape, Handkerchief, Candles, Trash Bags, Writing Supplies, Electric Lanterns, Dry Batteries, Cell Phone Chargers (Battery Type and Hand-crank Type)
- Rescue Equip. Shovel, Crowbar, Saw, Car Jack
- Pet Needs Pet food, Cage, Collar, Tags, etc.
- Sanitary goods Masks, thermometers, disinfectants, disposable gloves, etc.



Other items required by your family

Disaster goods for purchase Refer to page 46.

## Maintaining Health after a Disaster

### 1 Preventing Contagion

#### Hand sanitizer Mouthwash

- Wash hands frequently (Esp. before meals and after using the toilet) Gargle regularly.
- Avoid sharing handkerchiefs. Use paper towels if possible.
- If no water is available, use alcohol cleanser or wet tissues.

### 2 Economy Class Syndrome

#### Economy Class Syndrome is...

If you become underfed/dehydrated and are stuck in a car, evacuation site, or other cramped area without stretching your legs for long periods of time, your blood circulation may grow weak. If this happens, blood clots may form, causing conditions such as pulmonary embolisms.

- Do not remain in the same position for a long time - periodically move your body.
- Remain hydrated.
- Alcohol, coffee, and other diuretics will dehydrate your body - avoid them.
- Remember: No smoking! (Critical to Prevention)

### 3 Inactive Lifestyle Syndrome

#### Inactive Lifestyle Syndrome is...

Life in the evacuation sites might offer few opportunities for activity. You might experience muscle atrophy and joint stiffening.

- Do as much as you can with your own strength, and encourage yourself and others to move about. (Sit rather than lying down) If you fail to move enough, your strength will fade.

# Strengthen Your Town Against Quakes

## Diagnosing, designing improvement and improving quakeproofing

### Quakeproofing Wooden Residences

Assistance is available for quakeproofing single-story wooden residential structures.

This is intended for residences built before May 31, 1986 that are covered under the Housing Standards Ordinances. Please request further info on conditions and availability of funds.

### Support for Quakeproofing Buildings

Assistance is available for quakeproofing non-wooden structures

This is intended for non-wooden structures built before May 31, 1986 that are covered under the Housing Standards Ordinances. Please request further info on conditions and availability of funds.

### Support for Improving Building Quake-Resistance

Assistance of part of the quakeproofing improvement design cost is available for buildings that have been constructed on or before May 31, 1981 and comply with the Building Standards Act. For details such as conditions and amount of available funds, contact us.

### Support for Improving Building Quake-Resistance

Assistance is available for buildings that have been inspected by the Ward and have been determined to need improvements. Please request further info on conditions and availability of funds.

### Consultation Windows Now Open

Please contact the office shown below for consultation with regard to diagnosing, improvement design and improving quakeproofing.

### Funds for Establishing a Quake Shelter

Funds are available to establish quake shelters for elderly residents (Tokyo City provides low-cost, reliable bedding and shelter) Please request further info on conditions and availability of funds.

### Exclusive Wooden Residence Assistance

Exclusive funding is available for the rebuilding of wooden residential buildings.

Applicable to wooden personal residences built prior to May 31st, 1981, that will be resided in after rebuilding. Please request further info on conditions and availability of funds.

Information: Anti-earthquake Promotion Subsection, Building Section Tel. 5722-9490 Fax. 5722-9597

### Subsidy for Removing Concrete-Block Walls

For roadside walls whose safety cannot be confirmed, Meguro City will subsidize part of the costs involved in removing, rebuilding, and designing the wall and supervising its construction. Please contact us regarding subsidy eligibilities and amounts.

### Assistance for Improving Retaining Walls

Funding is available for making improvements to retaining walls.

This is targeted at retaining walls and cliffs of over 2m that have been recognized by the Ward Chairman as requiring repair. Please request further info on conditions and availability of funds.

Information: Anti-earthquake Promotion Subsection, Building Section Tel. 5722-9490 Fax. 5722-9597

Check!!

### Retaining Wall/Cliff Checkpoints

- Is there no growth in cracks in retaining walls?
- Are water drains in the wall unclogged?
- Is wastewater and rainwater flowing through drainage channels?
- Is there no swelling, warping, or displacement in the wall?
- Are there no cracks, leaks, or protrusions in the cliff face?

Take care to inspect walls after long rains or earthquakes.

Information: Structure Guidance Subsection, Building Section Tel. 5722-9647

### Supporting Green Streets (Promoting street-adjacent strips of greenery)

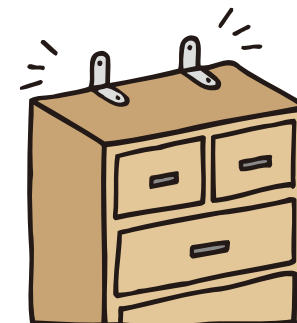
In order to reduce damage caused by collapsing block walls or spreading fires, the city will provide a subsidy to cover part of the cost for planting a vegetation strip of one meter or more (a hedge at least 0.9 meters tall, mid-size/large trees, etc.) along a 4-meter or wider road or where there is a setback. (Applies to premises with a site area of less than 500 square meters.)

To receive subsidy, it is necessary to apply before removing block walls or beginning planting of trees, so please make inquiries in advance.

Information: Greenery Subsection, Greenery Public Works Policy Section Tel. 5722-9359 Fax. 3792-2112

### Encourage Household Quake Response

The ward provides support for elderly and disabled residents to buy equipment for securing furniture against tremors. Refer to page 46.



### 3 Earthquake Preparation

Take **care** to **protect** your **OWN** neighborhood!

#### Area Cooperation/Assistance

In the event of severe earthquakes, it can be expected that fires will cause damage in many locations simultaneously. This can make efforts by fire departments and disaster responders to deal with ongoing hazards difficult. In addition, with the large amount of people around the station area, chaos can be expected to occur. In these circumstances, it is critical to plan for disaster response with area organizations, and to discuss and cooperate, not only with your own family, but with your fellow residents.

When it comes down to it, the ones you will have to count on most are your family and neighbors.

#### Join in on disaster prevention organization activities.

With the goal of "Protecting our town with our own power", Resident Disaster Prevention Organization is an independent group formed by the self-governance board, and city council that acts proactively to support relief efforts. They maintain stores of rescue supplies and small fire pumps in warehouses near parks and residents' centers, and regularly stage disaster drills.

All residents are encouraged to join in. We ask the cooperation and participation of everybody.

For detailed information on activities, contact the town council or self-governance board.



Resident Disaster Prevention Organization Fire Drills



Small Fire Extinguisher Pumps

#### Role of the Resident Disaster Prevention Organization (Example)

Resident Disaster Prevention Organization HQ		Broadcast & Information Control	Firefighting	Health & Safety Activities
	Non-Emergency Situations	<ul style="list-style-type: none"> <li>○Promoting Disaster Awareness.</li> <li>○Carrying out disaster drills and training</li> <li>○Inspecting/ascertaining hazardous areas in the ward</li> </ul>	<ul style="list-style-type: none"> <li>○Confirming fire extinguisher locations</li> <li>○Confirming water tank locations</li> <li>○Carrying out firefighting drills. (small fire pumps/standing pipe extinguishers)</li> </ul>	<ul style="list-style-type: none"> <li>○First Aid Instruction.</li> <li>○Rescue and Relief Drills</li> </ul>
When Disaster Occurs	<ul style="list-style-type: none"> <li>○Accurately relaying hazard information to residents.</li> <li>○Reporting hazardous conditions to disaster administration organizations.</li> <li>○Helping to maintain order in the area.</li> </ul>	<ul style="list-style-type: none"> <li>○Planning for fire prevention.</li> <li>○Carrying out initial firefighting.</li> </ul>	<ul style="list-style-type: none"> <li>○Providing first aid to the injured.</li> <li>○Transporting the injured to medical aid stations.</li> </ul>	

#### Participating in area Disaster Prevention Drills

In your area, disaster prevention drills are being held by Disaster Prevention Organizations, local and residents' councils, PTAs, and local merchants - please join in! Through drills, mutual exchange and cooperation is encouraged between these groups. In order to best enact the practical lessons of disaster prevention drills, familiarize yourself with the following concepts.

Check!!

#### Checkpoints for Participation in Disaster Prevention Drills

- Experience earthquake tremors (in a simulation pod), and learn how to protect your body without panicking.
- Learn the location of fire extinguishers and how to use them.
- Learn how to use a bucket to extinguish fires.
- Learn techniques for rescue and relief.
- Learn the location of evacuation sites and routes leading to them.
- Learn how to manage provisions held at disaster prevention stores at Area Evacuation Sites.
- Learn methods for evacuating and guiding the elderly and disabled.
- Take as many opportunities as you can to communicate with the elderly and disabled.
- Learn systems for receiving and transmitting information and evacuation instructions.

Information: Disaster Prevention Section Tel. 5723-8176 Fax. 5723-8725

#### The cooperation of local businesses is required!

If an earthquake occurs, workers at businesses will suffer and require aid in the same way as everyone else! As a member of the community, your regular communication is needed to create cooperative systems.

Evacuation Coordination	Evacuation Site Activities	Guaranteeing the Safety of Relief Workers
<ul style="list-style-type: none"> <li>○Confirming evacuation routes and locations.</li> <li>○Coordinating evacuation drills.</li> </ul>	<ul style="list-style-type: none"> <li>○Drilling water/rice rationing.</li> <li>○Checking water wells for use in the event of a disaster.</li> <li>○Drills for setting up emergency toilets.</li> </ul>	<ul style="list-style-type: none"> <li>○Confirming the locations of disabled and elderly ward residents.</li> <li>○Coordinating drills for protecting safety during evacuations.</li> </ul>
<ul style="list-style-type: none"> <li>○Confirming safety of evacuation routes.</li> <li>○Coordinating evacuations.</li> </ul>	<ul style="list-style-type: none"> <li>○Aiding management of water/food distribution at Area Evacuation Sites.</li> <li>○Maintaining toilet facilities.</li> <li>○Aiding in distribution of relief materials.</li> </ul>	<ul style="list-style-type: none"> <li>○Confirming the well-being of the elderly and disabled.</li> <li>○Guiding elderly and disabled residents in need of evacuation to Evacuation Sites.</li> </ul>

### 3 Earthquake Preparation

# Earthquake Response at the Workplace

□The priority for workplace earthquake response is to take precautions to protect the lives of workers and visitors, maintain stocks needed for living and reconstruction, and to quickly restore and continue operations. You will also be required to work with nearby residents to protect your local area.

**Start with heightening the safety of your business inside and out.**

**Check!!**

## Checkpoints for Increasing Safety

- Enact building quakeproofing inspections, identify and reinforce weak points.
- Guard against flying glass, collapsing walls and falling signs.
- Clear obstacles out of halls and emergency stairways to ensure safe evacuation routes.
- Guard against tumbling office supplies and equipment, especially in high-rise buildings where extended tremors can exacerbate the strength of shaking.
- Manage hazardous materials and chemicals that may fall or spill, and keep protective equipment and materials close.
- Along with elevator quake response, learn rescue methods for even unlikely situations.
- Use computers and technology to advance your safety response.
- Confirm the durability of power and other utility lifelines at your workplace.
- In shared complexes, make each organization's role assignment clear, and take measures to allow access to water and power.

## Create a Disaster Prevention Plan

**Check!!**

## Checkpoints for Disaster Prevention Planning

- Do you have a disaster plan and a manual of action?
- Have you determined how to establish a Response HQ?
- Do you have a means of ascertaining hazard conditions?
- Do you have a system of communicating between employees?
- Do you have a system for preventing fires and extinguishing flames?
- Have you determined emergency measures for disposing of hazardous materials?
- Can you ensure the safety of workers and visitors?
- Do you have enough supplies on hand?
- Have you determined methods for managing and providing information and supplies?
- Have you ascertained the locations of Area Evacuation Sites and Open Evacuation Sites?
- Are you educating workers and their families on safety measures and how to guarantee household wellbeing?
- Have you established systems of cooperation with area residents?

## Storing water, food and disaster prevention supplies

□Encourage employees and visitors to stock the items listed below. In addition, prepare whatever items are necessary to restore your business operations.

**Check!!**

## Emergency Response Materials

- Flashlights, batteries
- Pocket Radios
- Helmets
- Crowbars, car jacks, saws, shovels, tools
- First Aid Kits
- Ropes, ladders
- Vinyl sheets
- Stretchers
- Lists of employees, stationery, maps
- Gloves, surgical masks
- Megaphones
- Bicycles
- Floodlight, small generator, kerosene

## Survival Items

- Drinking water (3ℓ per person per day)
  - Dried bread/rice, energy bars, etc. (Enough food and water to last at least 3 days (7 if possible))
  - Dishes/Cutlery
  - Blankets, towels
  - Portable toilets
  - Heating equipment
  - Portable stove
  - Plastic bags, buckets, and alcohol disinfectant
- Also be sure to stock feminine needs items.

## Disaster Prevention Drills

- Carry out firefighting drills that apply to disaster events. Experience the feel of a quake in the simulation pod, and receive rescue training from the fire department.
- Take initiative to join in on drills occurring in your area.

## Area Cooperation and Communication

□Workers are also important members of the area community. They join in with residents to act during firefighting, rescue, and evacuation efforts. Take regular steps to deepen communication with the community.

## Restoring/Continuing Operations

□It's critical to inspect documentation backup systems, as well as security for inventory and hard currency.

## Promoting Help for Stranded Victims

When a large scale earthquake occurs, many people will be unable to return to their homes, and major stations and other high-population facilities may degenerate into chaos. In response to the Tokyo Metropolitan Government Stranded Citizens Response Guidelines, employees at schools and workplaces should make it their duty to shelter students/workers/visitors to guarantee their safety, organize returns once it is safe, and plan strategies to control panic and unrest.

### 1 During Commuting

It's likely that returning from workplaces after a quake will be difficult, and supplies should be prepared for temporary evacuations and residents returning on foot. (Pocket radios, good walking shoes, flashlights, gloves, drinking water and snacks)

As a family, talk through a meeting place and ways to protect your safety during disaster.

Check the condition of your route back home often, and draw a map of other possible routes.

### 2 Workers' Preparation

Decide on rules and prepare supplies for workers' safe departure and return home, as well as for guaranteed continued operations.

Until transportation routes are restored, many returnees may be unable to come back to work. Because of this, determine plans for continued operation that can restore business functions as quickly as possible following a disaster.

Store enough supplies for employees to be able to remain for a short time (minimum 3 days of food and water (ideally 7 days) per employee, plus emergency toilets).

Make it a rule that, if employees are away from the workplace during the disaster event, you do not ask them to return, but instruct them to temporarily head to the nearest branch office or return home.

Customers and other visitors may also become unable to return home due to hazards. Be prepared to temporarily shelter non-employees, and prepare additional space, food/water rations, and toilet facilities for their needs.

Once the safety of workers' loved ones has been confirmed and operations have been quickly restored, prepare workers and allow them to return home once it is safe to do so.

Traffic disruption may be caused in the surrounding areas by large numbers of commuters unable to go home and consequently stranded in the event of termination of public transportation services. Traffic jams may be caused by large numbers of employees of companies attempting to go home in a vehicle in the immediate aftermath of a disaster who are obstructing passage of emergency rescue vehicles as well as disaster rescue vehicles.

## Preventing Unrest in Station Areas

From the experience of the Great East Japan Earthquake, the cooperation of railroad workers and hospitality industry employees with disaster relief organizations will be necessary to calm potential unrest.

Railroad employees and hospitality service managers should guide customers to a safe location and work to ensure their safety.

Check!!

### 10 Key Points for Stranded Victims

- Confirm your situation without panicking.
- Keep pocket radios on hand.
- Map out and plan your return.
- Change into comfortable walking shoes.
- Keep snacks in your desk.
- Talk out communication plans and gathering spots with your family before disaster happens.
- Report your safety through Disaster Messaging or to relatives outside the area.
- Drill your return path on foot.
- Prepare heating/cooling items depending on season (towels, handwarming packs)
- Call out to offer assistance/rescue



Meguro Station Stranded Citizen Drills

### 3 Earthquake Preparation

## Preparation and support for people who need special care

### People who need special care are...

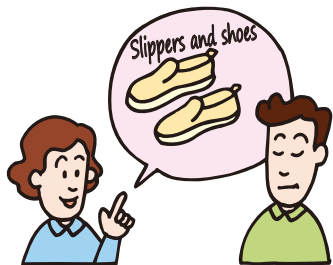
In the event of an earthquake, those who will face difficulties the most in protecting their own well being include, bedridden elderly, disabled and injured residents, children and non-Japanese-speaking foreigners. People who need special care will require invaluable assistance not only from individuals and their families but also from the community. There are many ways to give relief efforts: first, call out, and make clear what your immediate needs are.

Those who will require support and their families are requested to make regular preparations for disaster event, join in on disaster drill training, and develop connections in your area who can assist you.

### Take particular care on these points.

#### Guiding Persons with Visual Impairments

- After an earthquake, fallen objects and glass shards will be scattered, so please ask nearby people to confirm the area's safety. Prepare thick-soled slippers or sneakers to avoid injury to feet.
- If you are outdoors, shout out and ask others nearby about area conditions. Ask to be guided to the nearest safe area.



- If you even suspect burning, shout "Fire!" in a loud voice to alert others nearby.



#### Message To Caretakers

- Sightless residents should take initiative to call out and let those in the area know you are there.



### Regular Preparation

#### Area Communication

Actively cultivate everyday relationships in the community so you know who others are and so others know who you are.

For those whose disabilities might not be easily apparent, not fully understanding the situation might result in panic. By understanding various special needs, you are better able to assist in supporting and calming disabled neighbors.

- Indicate evacuation directions using clear expressions. Rather than saying "around/over there", clearly state "10 feet away on the right," etc. Instead of "There's a staircase," say clearly "Take those stairs up from here." Once you are finished assisting one person, call out again.
- If the person uses a service dog or white cane, stand on the opposite side and let the person hold your arm above the elbow, walking about a half-step ahead. Never grasp the person's arm or cane, or guide them from behind, even if it is only for a short distance.

It's ten meters ahead to the left.



Climb the stairs from here. Grasp handrails firmly.



The sidewalk ends here. Step off the curb and enter the street.



#### Helping Someone with a Service Dog

- Service dogs are not pets - they are the eyes of their sightless owner! They have undergone strict training and are perfectly disciplined.
- While wearing their harness (a white torso wrap), they are on the job. Do not call to them or pet these dogs. Do not give them treats either.



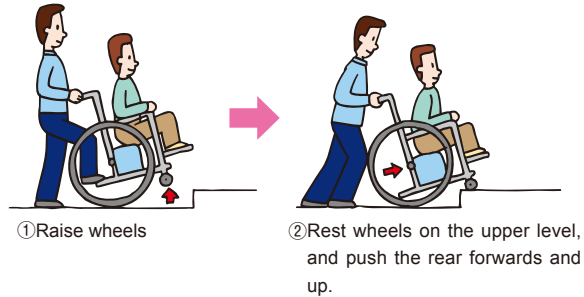
## For Wheelchair Users

- Apply wheelchair brakes after making your way to a space far from furniture, and protect yourself from falling objects.

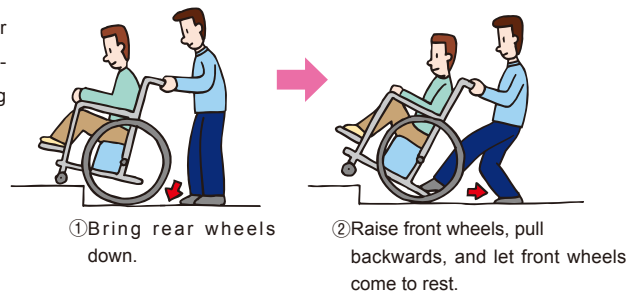
### Caretakers of Wheelchair Users

- When you can't provide assistance on your own, tell the person and ask others nearby for help.

- When ascending to a higher level, let your dependent know and proceed forwards by raising the front wheels.

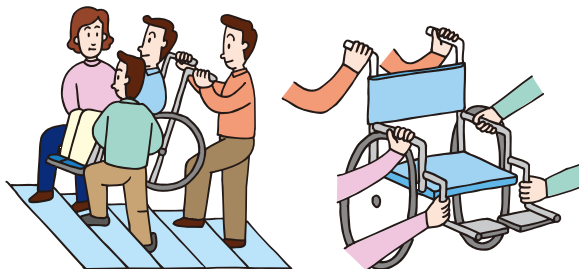


- When moving to a lower level, let your dependent know and proceed backwards with large wheels descending first.



- On stairs, carry the wheelchair user with the aid of at least 3 people. When ascending, face forwards. When descending, carry them backwards.

- ① Completely apply the brakes.
- ② Have 3 helpers position themselves around the wheelchair as seen on the right.
- ③ Have everyone grip the chair as seen at right.
- ④ Lift the wheelchair, and proceed slowly step-by-step.



## For Deaf Residents

- Inform others nearby of your situation through sign-language or writing. Always carry a notepad and pen with you. It's convenient to carry an assistance card and a whistle with you.

My name is . . .  
I have a hearing disability.  
Please tell me the situation.  
Please write what I should do and where I should evacuate to.

### For those assisting hearing-disabled people

- Follow the other person's meaning by repeating their words.
- If you cannot communicate by listening, stop them and begin communicating by writing.



### For people with internal disorders For people using assisted-breathing devices

- During a disaster situation, it may be difficult to reach a hospital for assistance. Before a disaster occurs, discuss with a physician what to do if unable to reach a hospital. Use a Help Card (Bosai Card).
- If you cannot contact your primary care hospital after an earthquake and have a pressing need for care for an illness, immediately inform persons around you or relief organizations.

### Message To Caretakers

- Families: Become familiar with special needs by consulting with a physician.
- If health conditions cannot be ascertained by third parties, if they need help, aid them in getting in contact with family or a hospital.



### When Assisting Someone with an Intellectual Disability

- Have the person wear a Help Card to provide information in case of feeling unwell, etc.
- When evacuating, guide the person while explaining to them using simple language and short sentences.

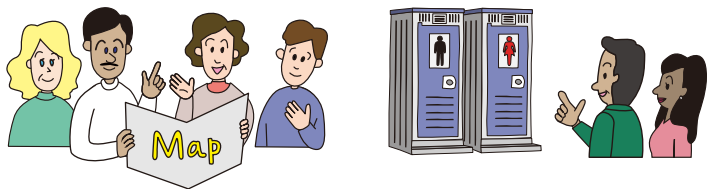
### For those assisting the neurologically-disabled

- Do not forget to take required medications. It is essential that both the person concerned and their family remember medication names. (Use the kusuri techo [prescription record notebook])
- Contact your primary-care physician. If contact cannot be established, consult with relief organizations or bystanders.



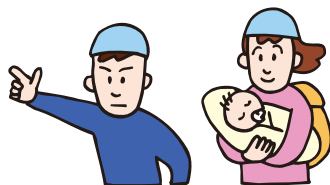
### Aiding non-Japanese Speaking Foreigners

- Assist bystanders in transmitting information.  
When disaster drills are held in your area, participate if possible.



### For Pregnant and Breastfeeding Women

- Find someone to guide you while evacuating.
- Prepare milk, bottles, diapers, etc.



### For those assisting elderly residents

- Ensure that your dependent carries a "Help Card" and required regular medicines.
- The cooperation of neighbors is necessary to assist a person who is bedridden or has dementia. In preparation, learn how to make a stretcher and techniques for handling a person with dementia.
- After the event occurs, confirm the locations of Evacuation sites and which routes are open to them.
- "Basics of dealing with those with dementia" - 3 things not to do

1. Don't surprise him/her.
2. Don't hurry him/her.
3. Don't hurt his/her self-esteem.



### Disaster prevention and first-aid information kit

To ensure safety and security, such people as the elderly living alone and the disabled are advised to keep information regarding medical and emergency contact numbers in the refrigerator in the event of a disaster, an emergency, and a rescue operation. Regularly check the content and update the information.



#### Contact for inquiry and distribution:

Community Care Promotion Subsection, Comprehensive Welfare Section	Tel. 5722-9385	Fax. 5722-9062
In-house Care Subsection, Senior Citizens Welfare Section	Tel. 5722-9839	Fax. 5722-9474
Hokubu Comprehensive Support Center	Tel. 5428-6891	Fax. 3496-5215
Tobu Comprehensive Support Center	Tel. 5724-8030	Fax. 3715-1076
Chuo Comprehensive Support Center	Tel. 5724-8066	Fax. 5722-9803
Nanbu Comprehensive Support Center	Tel. 5724-8033	Fax. 3719-2031
Seibu Comprehensive Support Center	Tel. 5701-7244	Fax. 3723-3432
Disabled Citizens Policy Planning & Promotion Subsection, Disabled Citizens Policy Promotion Section	Tel. 5722-9848 Fax. 5722-6849	

### Support During Disaster Events

- Persons certified as needing long-term care or who have disabilities cannot take action to protect themselves in a disaster and will therefore need support from those around them.
- Meguro City has prepared a list of such persons in case of a disaster and is creating a system for safety confirmation and evacuation support coordinated among local residents, Meguro City workers, and long-term care and welfare businesses.

📖 Refer to page 44

### Assistance at Evacuation Sites

- Evacuation site management can provide necessary support for elderly, disabled, and pregnant residents at the sites.
- Rooms and areas for special assistance are provided at Area Evacuation Sites.
- At residents' centers and other Supplementary Evacuation Sites, priority is given to those who require assistance.
- The elderly, persons with disabilities and pregnant women are given priority for food distribution.

### Support for Welfare Recipients

- For disabled residents receiving special assistance, continuing a lifestyle as normal may become difficult if services are interrupted following a disaster.
- Disaster Relief Support Teams formed of city workers make rounds to evacuation sites to check the condition of elderly and disabled, and provide assistance as necessary.
- Ask at Welfare Evacuation Sites for pros and cons on whether the elderly and disabled should continue living at home or should temporarily live at evacuation sites.

### Disaster behavior manual, disaster-prevention books, and help cards for those who need special support

"Disaster behavior manual for people who need aid" describes necessary preparations and cautions for those who need help and their families as well as important behaviors in specific detail in the event of disaster. Useful resources for Self-help and Mutual Assistance.

The manual will be distributed to such person who:

- Is receiving nursery care at home;
  - Has a physical disability certificate;
  - Is aged one living alone;
  - Has higher brain dysfunction;
  - Suffers intractable disease;
- or Others, including families and supporters.



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#### Contact for inquiry and distribution:

Support Subsection for People Who Need Special Care (in a time of disaster), Health and Welfare Planning Section	Tel. 5722-9689	Fax. 5722-9347
Community Care Promotion Subsection, Comprehensive Welfare Section	Tel. 5722-9385	Fax. 5722-9062
In-house Care Subsection, Senior Citizens Welfare Section	Tel. 5722-9839	Fax. 5722-9474
Disabled Citizens Policy Planning & Promotion Subsection, Disabled Citizens Policy Promotion Section	Tel. 5722-9848 Fax. 5722-6849	
Comprehensive Support Center	📖 Refer to page 41.	

# 3 Earthquake Preparation

## Meguro City Earthquake Response

### Determining Plans for Meguro City Area Disaster Prevention

City, Police, and Firefighting disaster relief organizations have formed a Disaster Prevention Council to form and promote comprehensive disaster prevention plans.

### Acquiring and Transmitting Hazard Information

The urgent disaster bulletin system and national instantaneous alert system (JA-LERT) coordinate with disaster relief organizations to collect information. After this, acquired information is delivered to residents in the following manners.

### Methods of Information Transmission from the City

#### 1 Disaster Prevention Wireless Broadcasts

In the event of seismic shaking in the ward that is "weak 5 or above" or if there is another urgent situation, the Fire and Disaster Management Agency will use disaster prevention radio towers to broadcast warnings from the national government.

Evacuation instructions and necessary disaster-related information will also be broadcast.

#### Automatic voice answering service of municipal disaster prevention radio communication system

You can use the service on the phone to confirm the contents of information broadcast through the municipal disaster prevention radio communication system within 24 hours (except "Meguro Minna-no Uta").

**Dedicated phone number : 050-1807-3377**



Disaster Prevention Wireless Towers



Natural disaster information e-mail registration page



Disaster Prevention App QR Code

#### 2 Homepage

#### 3 X (formerly Twitter), LINE, Yahoo

#### 4 Meguro City Disaster Prevention Map App

#### 5 Disaster Prevention Weather Information Email

Urgent notices will be sent to those who have subscribed before the fact.

#### 6 Urgent Regional Information Email Delivery

(Docomo → Area Mail, au/Softbank/Rakuten Mobile → Urgent Bulletin Email)

Urgent notices can be delivered throughout Meguro City to residents who possess supported cell phones.

#### 7 Disaster emergency information distribution service via telephone and fax

Disaster information will be distributed by phone (fixed line) or fax to those who do not own a mobile phone such as a smartphone. Advance registration is required to use this service.

#### 8 Information Board for City Facilities

In the event of large-scale earthquake, communications from disaster response headquarters will be posted on a board in the entryway of city facilities.

### Area Evacuation Site Functions

Area Evacuation Site facilities maintain the following equipment.

#### Toilets connected to sewage systems

Toilets that flush directly to quake-resistant sewage pipes. Each Area Evacuation Site maintains four Western toilets and one Japanese toilet.

#### Emergency Public Phones

Each Area Evacuation Site maintains five phone lines. These can be used to establish contact with loved ones.

#### Water Wells

Each Area Evacuation Site has one well set up for use by evacuees' personal needs.

\*Drinking water will come from water tanks, Emergency Hydrant and water transported from the Waterworks Bureau's water supply bases.

#### Disaster Prevention Stores

One is established at each Area Evacuation Site, containing materials and survival items for use by evacuees.

### Maintained Supply Items

Supply stores have been established in response to predicted damage from an earthquake occurring directly under the Tokyo metropolis announced by the Tokyo Metropolis.

Supply items are also stored in the storages at 20 locations within the Meguro ward in addition to Area Evacuation Sites.

### Typical Supplies

Food Rations	Personal Needs	Equipment
※Biscuits	※Blankets	※Power Generator
Dried Rice	Aluminum tableware	※Construction Sheets
Freeze-Dried Rice Gruel	Mats	※Flashlights
Water	Menstrual Needs	※Portable Toilets
Crackers	※Baby Bottles	※Mobile Faucets
※Powdered Milk	※First-aid kit	※Small Fire Extinguisher Pumps
※Allergy friendly cookie	Diapers	※Stretchers
	※Sanitary goods	※Fuel
	Toilet Paper	※Rescue Equipment
	Towels	※Emergency water supply equipment/materials
		※Rice Cookers
		※Indoor tent
		Cardboard bed

※Items stored at Area Evacuation Sites

### Initial Firefighting Response

#### Fire Hydrant Installation

4,500 fire hydrants are installed about every 60m on roads and near residential walls. Be aware of the location of the nearest fire hydrant.

#### Emergency Water Tank Installation

Emergency Water Tanks are installed in parks, public facilities, and in residential areas in compliance with environmental regulations. Firefighting equipment at these facilities should be used if fire breaks out in the area.

#### Designating Emergency Public-Use Wells

We ask for cooperation of residents with hand-pump wells to provide necessary water for living use. At present, about 160 wells have been designated for this purpose.



Fire Hydrants

### Support for Cooperative Area Efforts

In usual times, support for residential areas is established and managed through the Evacuation Site Management Councils, and is managed in cooperation with the neighborhood.

Residents who have attended disaster training are eligible for compensation if they become involved in an accident. Training completion forms must be filed with the Disaster Prevention Division before an incident-once you have completed the course, please contact the division.

### Listing Persons Needing Disaster Evacuation Support

A list of "Persons needing disaster relief support" is prepared listing elderly residents and those with disability who face difficulty in evacuating for themselves in the event of disaster. The list should be used for disaster relief support. Furthermore, the information on the list is being shared in the community in order to help establish a system within the community to assist those needing disaster relief support.

Information: Support Subsection for People Who Need Special Care (in a time of disaster), Health & Welfare Planning Section Tel. 5722-9689 Fax. 5722-9347

## Managing Disaster Prevention Education

### Simulation Pods/Fire Simulation House (Requires Reservation)

“Simulation Pods” where you can experience the feeling of quake tremors, and “Fire Simulation Houses” where you can simulate the experience of a house filled with smoke are available to try for residents. Please use them for school or neighborhood disaster prevention training.

Business Holidays Around New Years (12/29-1/3)

Hours : 9:30 a.m. to 3:30 p.m. except weekends and public holidays

How to Use : Please make a reservation by telephone with the Disaster Prevention Section between 1 and 3 months prior to the desired date.



Quake Simulation Pod  
(Guratto)

Information: Disaster Prevention Section Tel. 5723-8517 Fax 5723-8725

## Creating a Disaster-Resistant City

By making fire-resistant buildings, promoting quakeproofing, and through improving road and park facilities, we are managing our city for disaster-resistance.

### Efforts to Promote a Disaster-Resistant and Fire-Resistant City

We promote building fire-resistant areas along the evaluation routes in order to protect the safety of residents from the spread of urban fire caused in an earthquake or other disaster. As part of it, we provide the residents with a subsidy to cover part of their cost of constructing fire-resistant buildings along the evacuation routes.

### Specific Maintenance Business of Fireproof Promotion

To rebuild the close quarters with wooden homes into “a fire-resistant city” that will “prevent the spread of fire,” we designated a special fire-resistant ward to promote rebuilding in that area by providing the residents with a subsidy to cover part of their cost of rebuilding their houses.

### Close-Quarters Wooden Home Area Maintenance Project

To improve the living environment of the areas where many wooden homes are gathered closely together, and to protect the safety of these areas from disaster, we encourage rebuilding of traditional homes and promote improvement of parks.

Information: Densely-built Wooden House Area Renewal Subsection, Tel. 5722-9657 Fax. 5722-9239  
Densely-built Wooden House Area Renewal Section

## Narrow Road Expansion Project

Meguro City has a lot of narrow roads less than 4 meters wide within and accordingly has such difficulties for emergency vehicles to enter disaster-hit areas, for residents to evacuate, and for fire engines to extinguish fire effectively in the aftermath of a disaster.

Meguro City takes every opportunity to have a consultation with constructors and land owners to widen the roads, especially when a construction is planned along a narrow road, and make sure that roads are kept at least 4 meter wide through road widening construction as well as providing subsidies for that purpose.

Information: Narrow Roads Subsection, Urban Renewal Program Section Tel. 5722-9729 Fax. 5722-9239

## Promoting Quake-Resistance Inspections and Improvement

Refer to page 29

## Supporting Green Streets (Promoting street-adjacent strips of greenery)

Refer to page 30.

## Securing Water

Drinking Water Locations have been established every 2Km inside Tokyo. Water reserves are located at both Rinshinomori Park (Shimomeguro 5-37, w/ 1500 tons) and Yakumo Water Site (Yakumo 1-1, w/ 16,600 tons), as well as at Area Evacuation Sites.

## Disaster Support Contracts

Agreements have been made with local businesses and other municipalities to receive material provisions, personnel assistances, and accommodations in the event of a disaster.

## Household Response and Systems

### Household Fire Extinguishers/Fire Prevention Goods

Purchase Fire Extinguishers (Powder Extinguisher), and chemical refill, fire prevention goods and check them on a yearly basis.

### Subsidy System for Installing a Seismic Breaker

A seismic breaker automatically shuts off electricity when shaking above the rated value is detected. The aim is to prevent fires from electrical appliances. Business owners and areas with dense concentrations of wood-frame houses (Meguro Honcho 5 and 6 ; Haramachi 1, Haramachi 2-1 through 2-4, Haramachi 2-7 through 2-13; Senzoku 1-1 through 1-4, Senzoku 1-10 through 1-24; Himonya 1-4 through 1-9) are eligible to apply. If you would like to receive an installation subsidy, please contact us beforehand.

Information: Disaster Prevention Section Tel. 5723-8700 Fax. 5723-8725

### Partial Support for Fastening Hardware for Securing Furniture

Provided for the residents of 65 or older, receiving Level 4/5 caregiving, or living alone who have been registered.

Information: In-house Care Subsection, Senior Citizens Welfare Section Tel. 5722-9839 Fax. 5722-9474

Provided for those who have proof of physical disability (1/2 rank arms, legs, abdominal, sensory disabilities, or rank 1 internal organ disorders) and those who cannot acquire their own medical needs.

Information: Disabled Citizens Support Service Subsection, Disabled Citizens Support Subsection Tel. 5722-9846 Fax. 3715-4424

## Providing Fire Alarms, Automatic Sprinkler Systems, Electromagnetic Cookers, etc.

Providing fire alarms, automatic sprinkler systems, and electromagnetic cookers elderly living alone and severely disabled children.

Information: In-house Care Subsection, Senior Citizens Welfare Section Tel. 5722-9839 Fax. 5722-9474  
Physical Disability Consultation Subsection, Disabled Citizens Support Subsection Tel. 5722-9850 Fax. 3715-4424