

3

Learn about Community Measures



What we can all do

3-1 The Importance of Self-Aid, Mutual Aid and Public Aid

A good balance between self-aid, mutual aid and public aid is reportedly essential to minimize damage from disasters. Cooperate with your neighbors on a regular basis so that you can help each other smoothly if a disaster occurs.

Duties of citizens Self-aid, mutual aid

- Prepare for disasters
- Cooperate with each other on a regular basis with a sense of community partnership to ensure autonomous community disaster preparedness

Duties of businesses Self-aid, mutual aid

- Manage facilities in a way that ensures the safety of employees and neighbors
- Cooperate with community developments on disaster preparedness



Duties of the mayor Public aid

- Proactively promote disaster preparedness measures suited to the characteristics of Sumida
- Promote disaster preparedness measures by cooperating with related organizations



Face disasters by cooperating with each other!

3-2 Volunteer Disaster Preparedness Organizations

Volunteer disaster preparedness organizations are run by residents. They conduct disaster preparations and cooperate with each other on a regular basis based on a sense of community. They can act voluntarily and smoothly when a disaster strikes, and assist with community development for disaster preparedness.

Residents' Disaster Preparedness Organizations

These organizations are responsible for disaster preparedness measures, such as conducting disaster drills and spreading information to increase awareness of disaster preparedness. They are run by town councils and neighborhood associations. As of April 1, 2024, there were 171 such organizations.



Citizens' Firefighting Teams

These organizations are responsible for initial firefighting, ensuring safe evacuations and taking other actions if an earthquake strikes. They are run by town councils and neighborhood associations. As of April 1, 2024, there were fifty-one such organizations.



Support Team for Residents with Special Needs

These support teams prepare individual support plans during normal times and provide evacuation and shelter-life assistance during disasters to ensure the safety of those with special needs. They are run through community-wide cooperation of town councils and neighborhood associations. As of April 1, 2024, there were 149 such teams.



1 Expand Your Earthquake Knowledge

2 Prepare for Earthquakes

3 Learn about Community Measures

4 If an Earthquake Strikes

5 Emergency Information

Community Disaster Preparedness Base Councils

These organizations are active in each school district. Made up of schools, PTAs and residents' disaster preparedness organizations run by town councils and neighborhood associations, they gather at the elementary and junior high schools that will become shelters if a disaster occurs to discuss disaster preparedness measures, conduct drills, and the like on a regular basis to prepare for a large-scale disaster. As of April 1, 2024, there were thirty-eight such organizations.



Junior High School Volunteer Organizations

These are educational organizations within select junior high schools that cultivate future community disaster preparedness leaders. The goals are to raise awareness among the youth and improve their ability to take disaster preparedness actions. As of April 1, 2024, there were seven such organizations.

- Bunka JHS Junior Rescue (established 2008)
- Tatekawa JHS Rescue (established 2010)
- Kinshi JHS Volunteer Force (established 2010)
- Sakuratsutsumi JHS Firefighters (established 2013)
- Azumatachibana JHS Rangers (established 2014)
- Azuma Dai-ni JHS Volunteer Disaster Preparedness Club (established 2018)
- Ryogoku JSB (established 2020)



Sumida Disaster
Preparedness Column

Column 4 | Fire Brigade

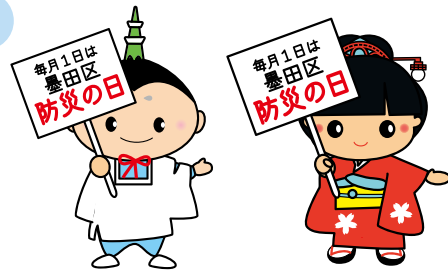
Sumida City also has the Honjo and Mukojima fire brigades, which serve under the slogan "Protect Sumida City with Our Own Hands!" They conduct various activities throughout the year, including firefighting when fire and disasters occur as well as disaster drills during normal times. Fire brigade members are people who live or work in the city—including company employees, self-employed workers, students, and the like—and play a key role in community disaster preparedness.



3-3 Measures by Sumida City

Sumida City Disaster Preparedness Day

The first day of every month (the seventeenth in January) is designated as Sumida City Disaster Preparedness Day, and is a time to inspect one's surroundings and raise awareness of disaster preparedness.



Stockpiles

Facilities that will become evacuation shelters stockpile foods (pre-cooked instant rice, rice cookies, etc.) and drinking water, as well as daily necessities and simple-assembly toilets.

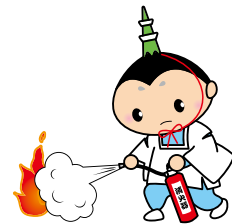


Fire extinguisher

Fire extinguishers (see pictures at right) are available in various locations around the city, so please use them when necessary.



Sumida Installation of fire extinguishers



Earthquake Simulation Vehicle

You can experience the tremors of nine types of earthquakes, including those simulating the Great Kanto Earthquake and the Great East Japan Earthquake. This includes the maximum seismic intensity 7. Please go through this earthquake simulation.



Sumida Reservations for earthquake simulation vehicle



Disaster Preparedness Presentations, etc.

In addition to dispatching city workers to give disaster preparedness presentations at every opportunity, such as disaster drills and disaster preparedness workshops, the city also raises awareness by posting videos online and using social networking services.



1 Expand Your Earthquake Knowledge

2 Prepare for Earthquakes

3 Learn about Community Measures

4 If an Earthquake Strikes

5 Emergency Information



Column 5 | Disaster Preparedness Videos

The Disaster Prevention Division has created videos that explain how to prepare for earthquakes, windstorms and floods, how to evacuate, and how to use the equipment at evacuation shelters. They are available on the official city website and YouTube page, so please watch them when conducting disaster drills. It will help you in the event of a disaster.



Sumida

Disaster preparedness presentation video



Sumida

Equipment usage tutorial video

City Worker Disaster Response Training

The city conducts an annual training session for city workers to prepare for a disaster such as earthquakes, floods and the like. If a disaster occurs, many staff members in addition to those of the Disaster Prevention Division will help with disaster response efforts.



Comprehensive Disaster Drill

A comprehensive disaster drill that assumes the occurrence of a large-scale earthquake is held once a year to ensure that the city and related disaster preparedness organizations can work closely with residents during times of disaster.



Column 6 | Sumida City Disaster Prevention Specialist Network Council

Sumida City has established the Sumida City Disaster Prevention Specialist Network Council, which consists of residents qualified as disaster prevention specialists, to secure experts who can carry out disaster preparedness measures. During normal times, the council conducts research and training related to disaster preparedness and cooperates with local disaster preparedness activities and the like. During times of disaster, the council strengthens disaster response capabilities by carrying out lifesaving and emergency rescue activities, confirming the safety of residents with special needs, and providing evacuation guidance.



Survey of affected area

3-4 Aid Programs by the City

Wooden House Seismic Retrofitting Subsidy

This subsidy covers a portion of the costs of seismic diagnosis, seismic retrofitting, demolition/removal, and the installation of an anti-seismic device for owners of wooden houses constructed before May 31, 2000.

Inquiries

Fireproofing and Earthquake Resistance Promotion Division, Tel: 03-5608-6269

List of subsidized work (as of June 1, 2024)

Subsidized work	Subsidy amount
Seismic diagnosis	¥150,000
Seismic retrofitting	Up to ¥1,900,000
Demolition/removal	¥500,000
Anti-seismic device installation	Up to ¥500,000



List of Seismic Retrofitting Subsidies

Examples of seismic retrofitting work

- ▼ Improve earthquake resistance by switching to lighter roof materials

The heavier the roof, the more likely it is to collapse.



Taishin-kun



- ▶ Cross-bracing to reinforce walls and pillars



Seismic Evaluation Subsidy for Non-Wooden Buildings

This subsidy covers a portion of the costs of seismic diagnosis for owners of non-wooden houses constructed before May 31, 1981.

Inquiries

Fireproofing and Earthquake Resistance Promotion Division, Tel: 03-5608-6269



Seismic Evaluation Subsidy Program

Condominiums (Seismic Retrofitting Subsidy)

This subsidy covers a portion of the costs of seismic diagnosis, retrofitting design, and seismic retrofitting for owners (or managers, etc.) of condominiums constructed before May 31, 1981.

Inquiries

Fireproofing and Earthquake Resistance Promotion Division, Tel: 03-5608-6269



Condominium Seismic Retrofitting Promotion Program

1 Expand Your Earthquake Knowledge

2 Prepare for Earthquakes

3 Learn about Community Measures

4 If an Earthquake Strikes

5 Emergency Information

Fireproofing Subsidy

Subsidies are available for the construction of fireproof buildings.

Inquiries

Fireproofing and Earthquake Resistance Promotion Division,
Tel: 03-5608-6268



Sumida Priority
Area Fireproofing
Promotion Project

Furniture Securement Support

Eligibility

Residents of the city who fall under any of the following categories:

- (1) Single-parent households with preschool children
- (2) Residents sixty-five years old and older
- (3) Residents who have the *Handbook for the Physically Disabled* Level 1 or 2 or *Ai-no-Techo (Handbook for the Intellectually Disabled)* Level 1-3

Details

Installation of furniture securement devices

Subsidy limit: ¥14,500

Installation of shatterproof window film

Subsidy limit: ¥17,500



Sumida
Furniture Securement
Support Program

Inquiries

- (1) Disaster Prevention Section, Disaster Prevention Division Tel: 03-5608-6206
- (2) Support Section, Elderly Welfare Division Tel: 03-5608-6168
- (3) Disabled Citizens Benefit Section, Disabled Citizens Welfare Division
Tel: 03-5608-6163



Sumida Disaster
Preparedness Column

Column 7

Disaster Preparedness in the City: Cooperation Agreement on Disasters

Cooperation Agreement on Priority Supply of Materials and Equipment, and Sanitation and Cleaning Services at Evacuation Shelters in Case of Disaster

It is vital to develop evacuation shelters that can handle diverse needs during disasters, such as monitoring those requiring special care and managing long-term evacuation life. In particular, the operation of welfare evacuation shelters for people requiring special care must ensure a higher level of hygiene.

On March 11, 2024, Sumida City concluded an agreement with Duskin Co., Ltd. to ensure the provision of materials and equipment as well as hygiene maintenance/cleaning services required to meet the needs of evacuation shelters. After the agreement was concluded, a drill simulating the opening of a welfare evacuation shelter took place to strengthen cooperation on the effective use of the agreement.



Cooperation Agreement on Providing Private Accommodations in Times of Disaster

On November 15, 2023, Sumida City entered into an agreement with Airbnb Japan Inc. to provide the city with information on private accommodations available if a disaster occurs. These locations can be used as evacuation sites or as vertical evacuation sites in the event of flooding. Some evacuees—such as the elderly, disabled, infants and expectant and nursing mothers—require special accommodations for living in evacuation shelters. With this agreement, they will be able to evacuate to an environment similar to a normal living environment, helping them feel safer and more comfortable during evacuation.



4

If an Earthquake Strikes



The “what if?” can become reality at any time

1 Expand Your Earthquake Knowledge

2 Prepare for Earthquakes

3 Learn about Community Measures

4 If an Earthquake Strikes

5 Emergency Information

4-1 Life after Evacuation

Life at an Evacuation Shelter

Many evacuees must live together in an evacuation shelter. While this can have advantages—such as making it easier to obtain accurate information and ease worries—you must remember that a shelter is not a hotel, so it is not meant as accommodation. Evacuees are not guests, and are expected to follow the rules and help each other. There may also be evacuees with special needs at the shelter, so all evacuees must be considerate.



At-Home Evacuation

When you hear the word “evacuate,” you may imagine leaving your home and going to a nearby evacuation shelter such as a school to stay safe. However, if your home is not damaged and it is safe to continue living there after a disaster strikes, you should stay there. This is called “at-home evacuation.”

You can also evacuate to a relative or friend’s home that is in a safe location.



4-2 Support after a Disaster

To help you return to normal life

Certificate of Disaster Victim

This is an official document that certifies the damage to your house or other property due to a disaster. A certificate of disaster victim is required if you intend to apply for disaster victim support programs such as the supply of donations and emergency repairs to houses.



Sumida
Certificate of
Disaster Victim

Disaster waste

“Disaster waste” refers to all waste generated due to a disaster, such as debris from collapsed houses, garbage from evacuation centers, human excrement, and waste from cleanup operations. If a disaster occurs, Sumida City will formulate collection plans and make the rounds of the city.



Sumida
Waste disposal
during a disaster

Disaster Victim Support

Various programs such as financial aid and housing procurement are available to support disaster victims, such as people in the following situations:

- ◆ **Residents suffering from a death of a parent or child, disability due to injury or illness, damage to a residence**
 - ▶ Allowances such as the disaster condolence allowance, disaster disability relief fund, and loans for disaster relief are available.
- ◆ **Residents who have difficulty paying their taxes or insurance premiums**
 - ▶ Special measures for local taxes and exemption from national pension premiums and the like are available.
- ◆ **Residents who want to make emergency repairs to their house**
 - ▶ Subsidies are available for emergency repairs, depending on the category listed on the certificate of disaster victim.
- ◆ **Small- to medium-business owners who need funds to recover**
 - ▶ Unsecured no-guarantor loan and credit guarantees are available.



Sumida
Disaster Support
Programs

There are different programs available depending on the disaster. Please be sure to check them out!



Inquiries

See “5-2 List of Contacts” on page 37.



Sumida Disaster
Preparedness Column

Column 8 | Sumida City Disaster Recovery Support Group

The Sumida City Disaster Recovery Support Group was established as part of the city's disaster recovery efforts.

This organization consists of various professionals with national qualifications or the equivalent in law, architecture, commerce and industry, welfare and the like who have registered with the city. In addition to promoting disaster preparedness measures in normal times, the group prepares for recovery to help residents return to their normal lives quickly if a disaster does occur.



Group meeting

5

Emergency Information



Discuss and fill out in advance

5-1 Disaster Preparedness Memo

Places to evacuate to when an earthquake strikes

Temporary gathering place	
Evacuation site	
Designated shelter	
Relative or friend's house that you can evacuate to	

Emergency contacts

Name	Relationship	Address	Phone number

1 Expand Your Earthquake Knowledge

2 Prepare for Earthquakes

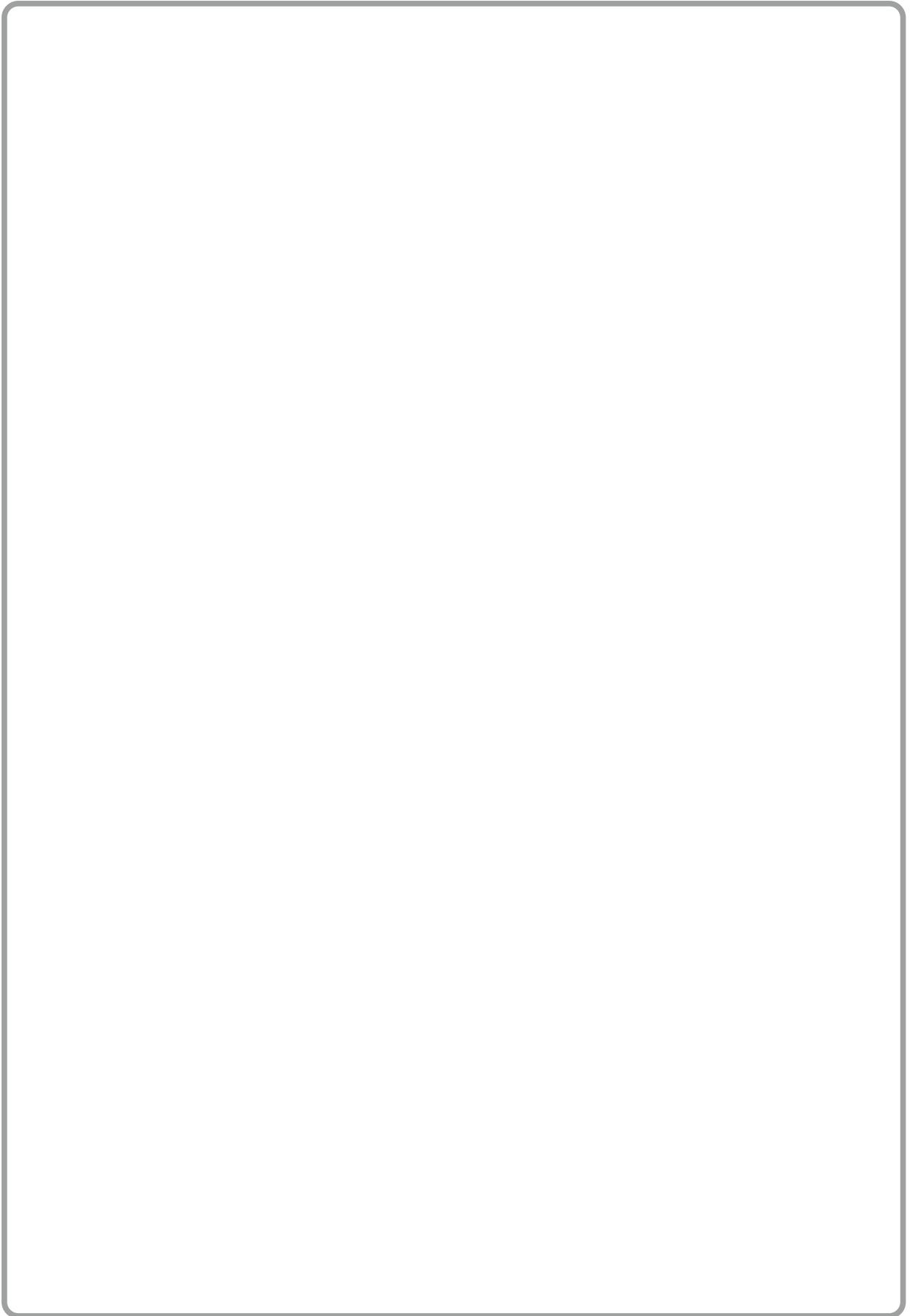
3 Learn about Community Measures

4 If an Earthquake Strikes

5 Emergency Information

Create Your Own Evacuation Map!


Start with your home and think about how you will evacuate, which routes to take, and the like.



5-2 List of Contacts

Public aid for emergencies

◆ Important Contacts

Type of inquiry	Facility (organization) name	Address	Telephone number
For inquiries to the city office	Sumida City Office	1-23-20 Azumabashi	03-5608-1111
For fire /emergency services	Honjo Fire Station	4-6-6 Yokokawa	03-3622-0119
	Mukojima Fire Station	6-22-3 Higashi-Mukojima	03-3619-0119
For police	Honjo Police Station	4-8-9 Yokokawa	03-5637-0110
	Mukojima Police Station	3-18-9 Bunka	03-3616-0110
For water supply	Sumida Branch Office, Tokyo Bureau of Waterworks	2-2-11 Chitose	03-5638-3140
For sewerage	Sumida Branch Office, Tobu 1st Sewerage Office, Tokyo Bureau of Sewerage	1-4-12 Yokoami	03-3622-7005
For electricity	TEPCO Power Grid Contact center	—	0120-995-007 or 03-6375-9803 (charges apply)
For gas	Tokyo Gas Network (for gas leaks only)	—	0570-002299 or 03-6735-8899
For phone	NTT East 	—	By phone: 116 without an area code For cellphones and non-NTT landlines: 0120-116-000 Online: URL: web113.ntt-east.co.jp (Scan QR code at left)
For rivers in Sumida City (excluding Arakawa and Sumida rivers)	Urban Development Division	1-23-20 Azumabashi	03-5608-6294

◆ Contact Information for Post-Disaster Affairs

Type of inquiry	Facility (organization) name	Address	Telephone number	
Issuance of Certificate of Disaster Victim	Registry Division Jurisdiction: Honjo, Higashi-Komagata, Azumabashi, Mukojima, Oshiage 2-chome	1-23-20 Azumabashi	03-5608-6104	
	Midori Branch Jurisdiction: Ryogoku, Chitose, Midori, Tatekawa, Kikukawa, Kotobashi, Yokoami, Kamezawa, Ishiwara	3-7-3 Midori	03-3634-2656	
	Yokokawa Branch Jurisdiction: Kinshi, Taihei, Yokokawa, Narihira, Oshiage 1-chome	5-10-1-111 Yokokawa	03-3624-1581	
	Bunka Branch Jurisdiction: Oshiage 3-chome, Kyojima 2-chome, Kyojima 3-chome, Bunka, Tachibana, Higashi-Sumida	1-32-1-102 Bunka	03-3611-4723	
	Sumida 2-chome Branch Jurisdiction: Tsutsumi-Dori, Sumida	2-36-11 Sumida	03-3614-1900	
	Higashi-Mukojima Branch Jurisdiction: Higashi-Mukojima, Kyojima 1-chome, Yahiro	2-38-7 Higashi-Mukojima	03-3610-5250	
	Honjo Fire Station	4-6-6 Yokokawa	03-3622-0119	
	Mukojima Fire Station	6-22-3 Higashi-Mukojima	03-3619-0119	
Waste disposal	Sumida Sanitation Center	5-6-2 Narihira	03-5608-6922	
Health consultation	Health Promotion Section (Mukojima Public Health Center)	5-16-2 Higashi-Mukojima	03-3611-6135	
	Health Promotion Section (Honjo Public Health Center)	1-6-4 Higashi-Komagata	03-3622-9137	
	Starting on November 5, 2024 Health Promotion Section Sumida Public Health and Childrearing Support Center	5-7-4 Yokokawa		
Disaster condolence allowance, disaster disability relief fund, etc.	Welfare Division	1-23-20 Azumabashi	03-5608-1163	
Loans for small to medium businesses	Financial Aid Division	1-23-20 Azumabashi	03-5608-6183	
Loan of lifestyle welfare funds	Welfare Fund Desk, Sumida City Social Welfare Council	2-17-14 Higashi-Mukojima	03-3614-3902	
Tax exemption	National	Honjo Tax Office	1-7-2 Narihira	03-3623-5171
		Mukojima Tax Office	2-7-14 Higashi-Mukojima	03-3614-5231
	Metropolitan	Sumida Metropolitan Tax Office	1-7-4 Narihira	03-3625-5061
	City	Tax Division	1-23-20 Azumabashi	03-5608-6008
Consultations about National Health Insurance premiums	National Health Insurance and Pension Division	1-23-20 Azumabashi	03-5608-6523	
Consultations about Latter-Term Elderly Medical Insurance premiums			03-5608-8100	

1 Expand Your Earthquake Knowledge

2 Prepare for Earthquakes

3 Learn about Community Measures

4 If an Earthquake Strikes

5 Emergency Information

Sumida City



“Sumida City Earthquake Guidebook”

Inquiries

Disaster Prevention Division, Crisis Management Unit, City
Planning Department, Sumida City Office

Tel: 03-5608-6206

Fax: 03-5608-6425

Email: BOUSAI@city.sumida.lg.jp

Published August 2023

Partially revised in July 2024