

# Essential items for at-home evacuation!

## 2-4 Stockpile

As preparation for earthquakes, you need to stockpile at least three (and preferably seven) days' worth of supplies. Be aware of items that you will need and be sure to check your stockpiles regularly.

### ◆ Example of daily necessities to stock

**Daily necessities**

Food

Drinking water

Medical supplies

Medicines

Medication book

Masks

Plastic wrap

Alcohol wipes

Portable emergency toilet sets

Radio

Mobile battery (power bank)

Battery charger

Flashlight

Garbage bags


Toothbrushes

**Women:**  Sanitary napkins

**Infants:**  Disposable diapers  Baby formula

**Elderly:**  Necessary medication

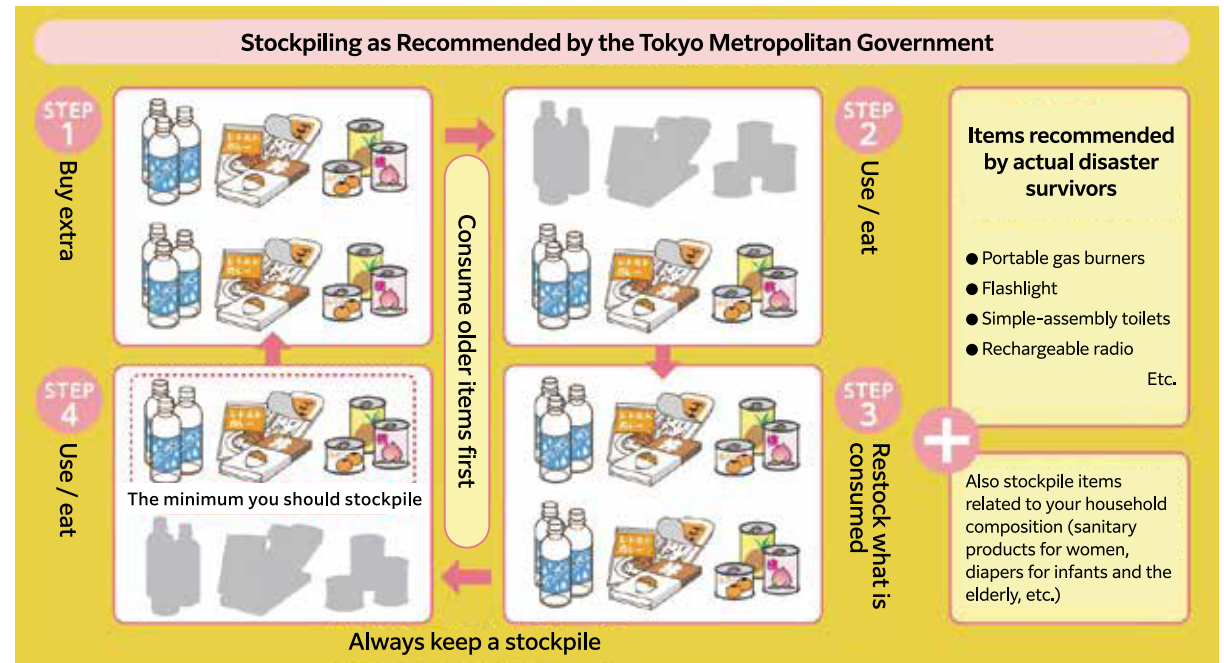
**Pets:**  Pet food  Pet litter sheets



**Write down anything else you may need**

.....  
 .....  
 .....

One method of stockpiling is to buy more of what you normally use and restock it when you consume it. This is called the “rolling stock” method. It is effective because you are stockpiling foods that you are accustomed to eating on a regular basis.



Source: Tokyo Disaster Prevention Information website

1 Expand Your Earthquake Knowledge

2 Prepare for Earthquakes

3 Learn about Community Measures

4 If an Earthquake Strikes



5 Emergency Information

While you may be able to function without food for a while, you cannot stop yourself from needing to go to the bathroom. Be sure to stockpile at least five disposable toilet uses per person per day for a minimum of three days, and ideally seven days, in case of a disaster.



### What Are Disposable Toilets?

Below are the two main types of disposable toilets available.

<p><b>Emergency toilet</b></p>  <p>Bag-type toilet (urine bag) that is placed in the toilet bowl of your home</p>	<p><b>Simple-assembly toilets</b></p>  <p>A simple movable toilet seat that can be used if your toilet is unavailable</p>
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### What Happens to Toilets during a Disaster?

You may not be able to use toilets because...

- Pumps cannot deliver water if the disaster causes power outages
- Toilets cannot be flushed if water lines are broken due to an earthquake

Stockpiling toilets is also vital!



#### ◆ Example of items in an emergency supply bag

### Emergency Supply Bag

Prepare a bag with necessary items.

Emergency food  
  Drinking water  
  Towel  
  Clothes  
  Tissue  
  Medicine  
 Valuables (wallet, personal seal, etc.)  
  Cellphone/smartphone  
  Mobile battery (power bank)  
 Battery charger  
  Toothbrush  
  Eyeglasses  
  Portable emergency toilet

**Women:**  Sanitary napkins

**Infants:**  Disposable diapers    Baby formula

**Elderly:**  Necessary medication

**Pets:**  Leash    Cage    Pet food

**Write down anything else you may need**

.....

.....

.....



### The Difference between Stockpiling and an Emergency Supply Bag

A stockpile is what you will be using to live at home until lifelines are restored.

An emergency supply bag is what you will bring with you if you must evacuate from your home quickly. Review its contents regularly and place your bag in a location that is easy to get to so that you can bring it along in any emergency. A backpack is recommended, since you may need to keep both hands free.

## 2-5 Fire Safety Preparations

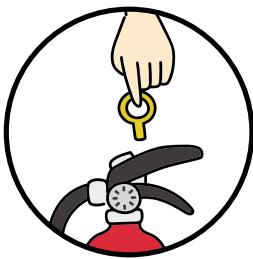
Taking measures to prevent fires from spreading in your home is also essential to reduce risks when an earthquake strikes.

### ◆ How to use fire extinguishers

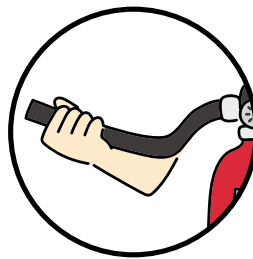
Fire extinguishers are a key tool for initial firefighting activities, and can reduce casualties due to fires caused by earthquakes.



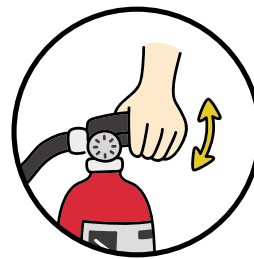
1 Remove the pin



2 Point the hose toward the source of the fire



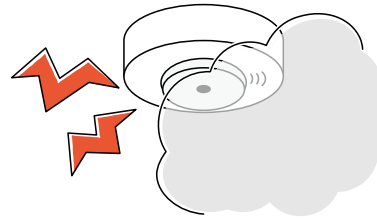
3 Squeeze the lever



### ◆ Household fire alarms

Fire alarms automatically sound an alert when smoke and/or heat are detected, reducing damage from fires.

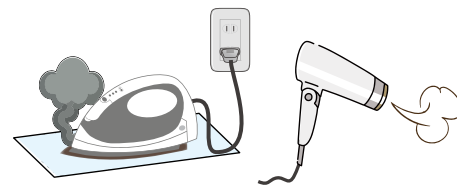
These alarms should be replaced approximately every ten years. Inspect them regularly.



### ◆ Beware of electrical fires

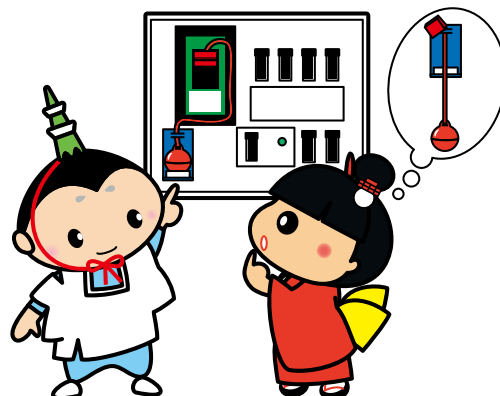
When the power is restored to your home and electricity is again available, wet electric appliances or other factors may cause electrical fires. Be sure to turn off your circuit breakers before evacuating your home to prevent such fires.

Example: A fire breaks out because combustible objects are in contact with electric heaters, irons or the like that were left on when the residents evacuated.



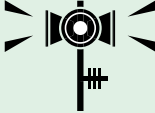








### ◆ Seismic breaker






This device automatically shuts off the flow of electricity from breakers, outlets and the like when it detects a tremor above a set value. Seismic breakers are useful for preventing electrical fires.



## 2-6 Gathering Information

Various methods are used to disseminate information during a disaster. Please read the following to confirm how you can gather information during an emergency.

<p><b>Disaster Prevention Radio Broadcast</b></p> 	<p>Sumida City broadcasts disaster-related messages from outdoor speakers installed at elementary and junior high schools, parks and the like in the city.</p> <p>For two hours after a broadcast, you can check its content via the phone service (03-5608-6274).</p>		
<p><b>Sumida Safety and Security Mail</b></p> 	<p>You can receive emails about disaster information etc., that affects the city via this service. To use this service, please register your email address as follows:</p> <p>Send a blank email to the email address below or scan the QR code below. You will receive an email for registration via the address you registered, so please follow the instructions. You will start receiving disaster-related information and the like once you register.</p> <p><b>s.sumida-city@raiden2.ktaiwork.jp</b></p> <div style="text-align: right;">  <p>Sumida Safety and Security Mail</p> </div>		
<p><b>Sumida City Official Website</b></p> 	<p><b>Sumida Crisis Management X Account</b></p> 	<p><b>Sumida Official Facebook Page</b></p> 	<p><b>Sumida Official LINE Account</b></p> 
<p><b>Sumida Shelter Information System</b></p>	<p>This system provides live updates of the situation and the capacities of evacuation shelters in Sumida, as well as routes to shelters from your current location.</p> <div style="text-align: right;">  <p>Sumida Shelter Information System</p> </div>		
<p>TV</p> 	<p>Press the “d” button on your remote while your TV is set to digital terrestrial broadcast.</p>		

<p>Cable TV</p> 	<p>Please turn to Channel 11 on the digital terrestrial broadcast to obtain evacuation information for the city.</p>
<p>Radio</p> 	<p>You can also obtain evacuation information and the like on Rainbow Town FM (88.5MHz). Since you can obtain information from radios even if there is a power outage or Internet connection failure, be sure you have a radio and spare batteries on hand.</p>
<p>Emergency Alert Mail</p> 	<p>This free service sends evacuation information and the like to all cellphones in a target area. While this mail service is unaffected by line congestion, you may not be able to receive the mail depending on communication and/or signal conditions. Please confirm with your cellphone carrier that your cellphone is compatible.</p>
<p>Tokyo Disaster Preparedness App</p>	<p>This app provides fundamental knowledge about disaster preparedness and measures you can take at home in addition to sending out disaster information during an emergency.</p>  <p style="text-align: right;">Tokyo Disaster Preparedness App</p>
<p>Disaster Emergency Message Service</p>	<p>Communications companies offer the following disaster message services so you can confirm the safety of family and friends, decide where to gather and the like without being affected by line congestion. The service can be used through a landline, cellphone or online.</p> <ul style="list-style-type: none"> <li>• Disaster Emergency Message Dial (171)</li> <li>• Disaster Message Board</li> <li>• Online Disaster Emergency Message Board (web171)</li> </ul> <p>For more information, please visit the Ministry of Internal Affairs and Communications website.</p>  <p style="text-align: right;">Disaster Emergency Message Service</p>

 Sumida Disaster Preparedness Column

Column 3 | **Sumida Amateur Radio Emergency Cooperation Association**

Radio is a highly effective way to communicate if a major disaster such as an earthquake disrupts telephone communications. The city has signed an agreement with the Sumida Amateur Radio Emergency Cooperation Association, an organization of licensed amateur radio operators, to secure routes in addition to the city's disaster prevention radio broadcast to disseminate information in an emergency.

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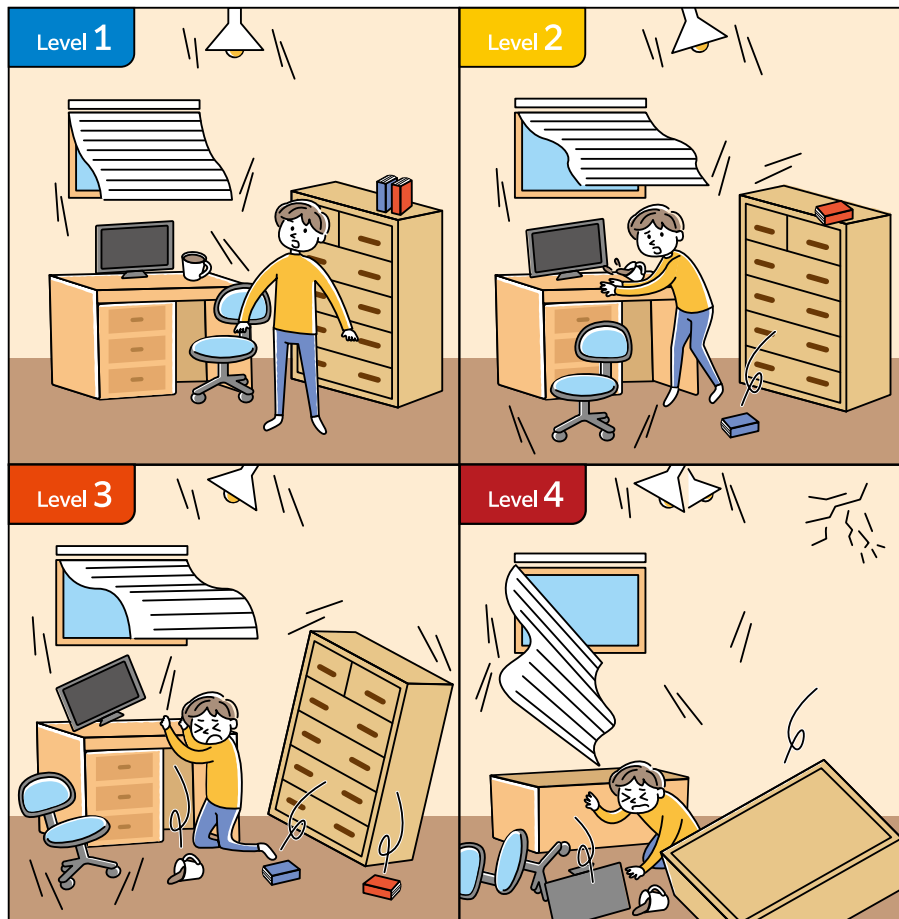
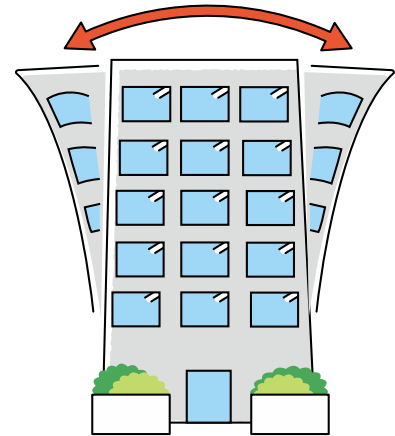
5 Emergency Information

## 2-7 Disaster Preparedness in High-Rise Buildings

### Long-Period Ground Motion

Long-period ground motion refers to long tremors caused by a large earthquake that take longer to shake once. This can cause high-rise buildings to shake significantly and continuously for a long period of time. A characteristic of long-period ground motion is the distance it travels; there have been cases in which large and long tremors were felt several hundred kilometers away from the epicenter. In apartment buildings and the like, this can cause furniture to topple or shift dangerously.

Take shelter in a space where furniture, lighting fixtures, and other objects will not fall, topple over, or move toward you, and wait until the shaking subsides.



Long-period ground motion level	Human reactions and behavior	Situation in the home
<b>Level 1</b> (slightly large tremors)	Most people who are indoors will feel the tremors, which will startle some people.	Window blinds and other hanging objects will sway significantly.
<b>Level 2</b> (large tremors)	Most people will have difficulties doing normal activities, such as difficulty walking without holding on to something.	Dinnerware, books and other objects in cabinets or shelves may fall.
<b>Level 3</b> (very large tremors)	Standing will become difficult.	Unfixed or unstable furniture may shift and/or topple.
<b>Level 4</b> (extremely large tremors)	People are unable to stand and cannot move unless they crawl.	Most unfixed furniture will shift or topple.

## In an Elevator

When you feel tremors, press all the buttons and get off at the first floor the elevator stops on. Some elevators have a safety function to detect tremors and will automatically stop at the nearest floor.

### Prepare for Elevator Stoppage

If elevators stop after a disaster, it is harder to carry food and water to your home. This is especially true for higher floors, so please stockpile supplies on a regular basis.



## Time-Controlled Seismic Safety Sensor

Earthquake strikes

### Automatically stops at the nearest floor and opens the door

When the elevator detects a tremor, it will automatically stop at the nearest floor and open the doors so that people can evacuate.

### Doors close automatically

The doors will close automatically once a certain amount of time passes. The doors can be opened from the inside.

### For small tremors (for models with initial minor tremor sensors)

The elevator will automatically resume operations after a certain amount of time passes if the tremor was small.

### For large tremors

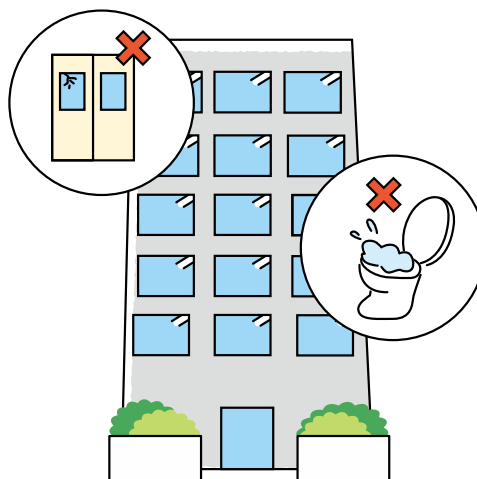
If the elevator detects a large tremor (seismic intensity of 4 or larger), the elevator will not resume operations until a maintenance crew manually restarts it, even if the elevator is not broken.

## Issues Unique to High-Rise Buildings

In high-rise buildings, where elevators are indispensable in daily life, restoration efforts may take some time. Residents may need to stay in evacuation shelters for a prolonged period. Prepare your evacuation plan with consideration on this point.

### When Disaster Strikes...

- Even if elevators are still moving, avoid using them since they may stop at any time.
- Toilet backup and similar problems may occur due to damaged facilities. Do not flush the toilet until the condition of the sewage system has been confirmed safe.



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## 2-8 Disaster Preparations by Businesses

The following are roles and responsibilities that businesses have in community disaster preparedness.

### Prepare a Business Continuity Plan (BCP)

A business continuity plan (BCP) is something companies should draft to minimize damage, identify operations that should be prioritized, and determine methods and means to continue those operations. The BCP is crucial to ensuring that a company can resume operations quickly after a disaster, which will also earn it social trust.

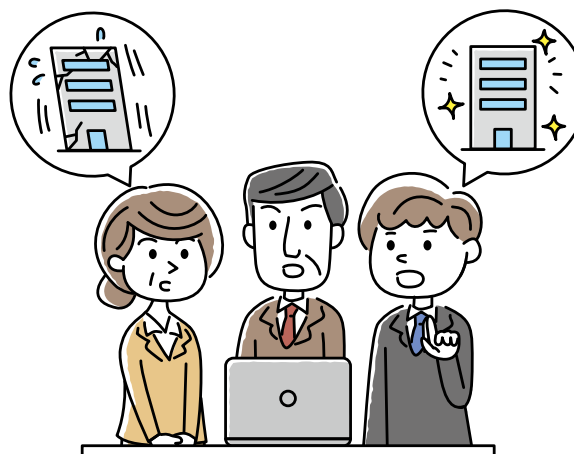
### Prepare a Disaster Preparedness Plan

All businesses in Tokyo must prepare a disaster preparedness plan for each office in accordance with the Tokyo Metropolitan Government Ordinance on Earthquake Disasters Countermeasures.

The disaster preparedness plan that businesses in Tokyo create must include the following:

1. A preparedness plan for handling earthquake disasters
2. An action plan to follow when an earthquake disaster occurs
3. A recovery plan for resuming facility operations

These are created according to the table below.

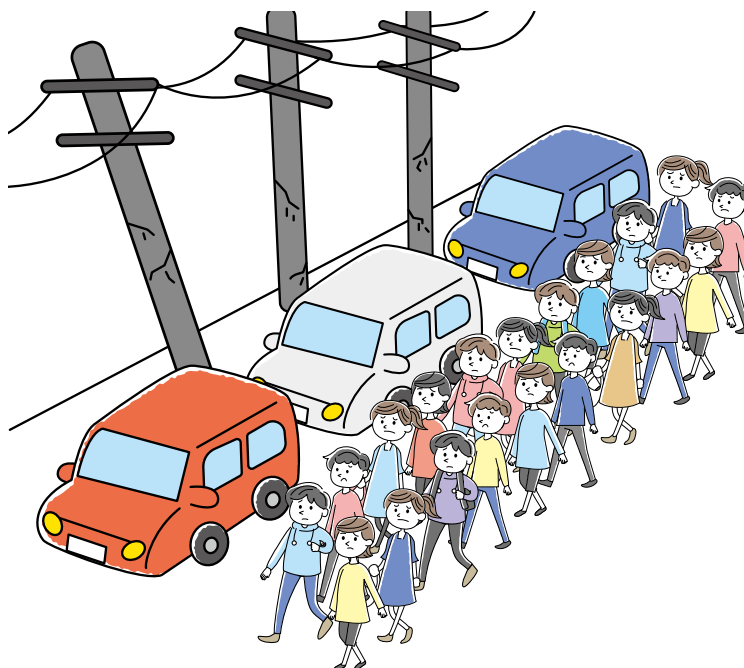


Business type		Disaster preparedness plan creation outline	Notify fire department
General business	Locations where fire prevention (disaster preparedness) managers must be appointed	The disaster preparedness plan is prepared as part of the fire safety (disaster preparedness) management plans.	Required
	Other (small offices)	Each office must prepare its own disaster preparedness plan.	Not required
Businesses that handle hazardous materials	Locations that require fire prevention regulations	The disaster preparedness plan is prepared as part of the fire prevention regulations.	Required
	Locations that do not require fire prevention regulations	Each office must prepare its own disaster preparedness plan.	Not required
Businesses managing facilities that Tokyo's governor designates as essential for disaster preparedness measures (city gas, electricity, railroad, roads, and telecommunications companies)		These designated public corporations each have special items specific to their business type to incorporate into their disaster preparedness plans.	Required

Source: Earthquake Preparations in the Workplace, Tokyo Fire Department Website e-Library

## Prevent Employees from Returning Home All at Once

Immediately after a disaster strikes, transportation is typically paralyzed and many people are left stranded at train stations and on the roads. Allowing employees to return home in the midst of great confusion increases the possibility of secondary disasters (e.g., crowd crush or collapsing buildings). It may also hinder emergency response activities. Companies should therefore tell employees to stay in a safe place for at least seventy-two hours after a disaster strikes rather than returning home.



## Stockpiles

Companies must stockpile at least three days' worth of food per employee. It is better to have about 10 percent more than the minimum in case visitors are at the office when a disaster strikes.



## Temporary Shelters

Some businesses have signed an agreement with the city to have the capacity to accept stranded persons temporarily when a disaster strikes.

## Stranded Persons Support Stations

These stations support stranded persons who must walk home. In principle, convenience stores, family restaurants, gas stations and other businesses having agreements with Tokyo Metropolitan Government will provide support (provide tap water, allow the use of bathrooms, provide road information, etc.) starting from the fourth day after the disaster strikes.



Tokyo Metropolitan Government  
Support for stranded persons

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Some people require extra help!

## 2-9 Disaster Preparations for Those with Special Needs

### Necessary Preparations

When a disaster strikes, it can cause casualties among people who have difficulty evacuating on their own, such as the bedridden, senior citizens at nursing care facilities, and the disabled. The following are items to prepare in advance and other ways to help.

Visually impaired

White cane, braille board

Supporter

Continue to explain the current situation to the visually-impaired person while leading them.

Hearing impaired

Hearing aid batteries, writing utensils

Supporter

Simplify your notes when conveying information in writing, and speak slowly and clearly toward those who have difficulty hearing.

Intellectually disabled

Details of prescribed drugs, information about primary health care provider

Supporter

Interact with them so that they stay calm.

Mentally disabled

Details of prescribed drugs, information about primary health care provider

Supporter

Interact with them to alleviate their worries.

Physically disabled

Cane, wheelchair

Supporter

Ask others for help (about three to four people). Push wheelchairs slowly when helping them to evacuate.



Internal disorders

Regularly used medicine, required medical equipment

Supporter

Support them by sharing their burdens, such as by carrying things for them.

## Help Card

The Help Card indicates that you have a disability or disorder and need help during a disaster. This card is distributed at the Disabled Citizens Welfare Division (Sumida City Office 3F) and at branch offices. You can also download it from the city website.



Help Mark



Sumida Help Card

## Pregnant Women, Babies

The following are examples of how past disasters have affected pregnant women and infants.

### Pregnant women

Increased risk of miscarriage and premature birth, increased anxiety about childbirth, decreased breast milk supply, decreased motivation to raise children

### Remedies

Monitor your own health carefully.  
Keep your body warm as much as possible.

### Infants and toddlers

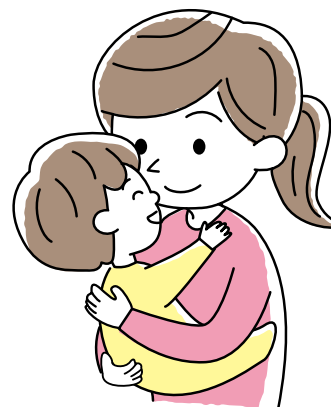
Stop drinking breastmilk or baby formula, increased restlessness, increased emotional outbursts

### Remedies

Hug them and listen to them so that they feel safe.



Maternity Mark



## Foreign Residents

- Use simple Japanese when communicating with foreign residents that have trouble speaking Japanese.

### Example of simpler language

避難しましょう (*hinan shimasho* [We must evacuate])

- ▶ 逃げましょう (*nigemasho* [We must run away])

- Use machine translators or the like to communicate with foreign residents who do not understand Japanese at all.
- Help them find disaster preparation information in foreign languages.

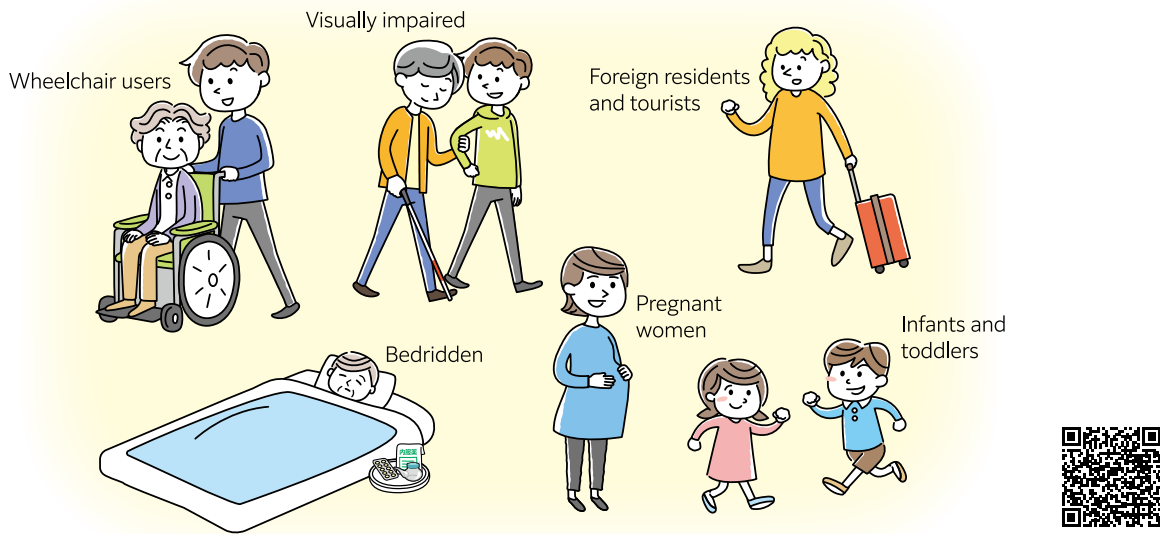


Sumida Multilanguage Disaster Preparation Information

## Residents with Special Needs

### ◆ Sumida City Evacuation Support Plan for Residents with Special Needs

In recent disasters, many of the victims have been senior citizens, the disabled, and others who had difficulty evacuating quickly. This has made clear the importance of creating a community-wide support system for those with special needs. Sumida City has thus formulated the Evacuation Support Plan for Residents with Special Needs as part of measures to support people requiring special consideration. This plan is designed to facilitate evacuation and life at a shelter for residents requiring special support at each stage of the evacuation process, including preparations before a disaster, evacuation when a disaster occurs, and life after evacuation.

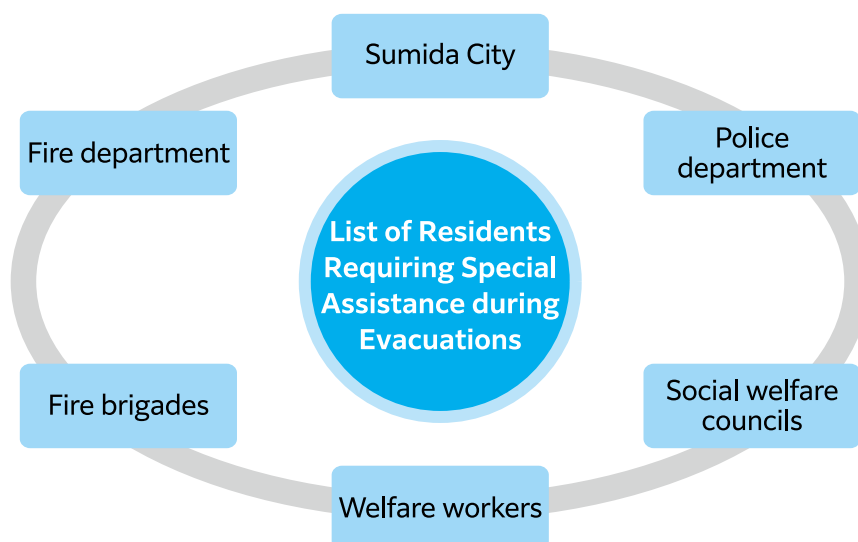


Example of those with special needs

Sumida Evacuation Support Plan for Residents with Special Needs

### ◆ List of Residents Requiring Special Assistance during Evacuations

To facilitate its support activities, Sumida City has created the List of Residents Requiring Special Assistance during Evacuations. This lists people who require special assistance among those with special needs. The list is shared with the police, fire department, fire brigades, social welfare councils and welfare workers that the city has agreements with. It is also used to conduct disaster preparations and confirm resident safety if a disaster occurs.



## 2-10 Preparation for Pets

Pets are family too!

### Evacuating with Pets

- Sumida City allows you to bring your pet to an evacuation shelter. However, for health and hygiene reasons, pets cannot stay in the same area where people live. A separate space for pets will be set up within the shelter.
- If you are bringing your pet to an evacuation shelter, you must also bring necessary items such as cages, leashes and pet food.

Note: Guide dogs, hearing dogs, and other assistance dogs will be allowed to live in the same space as their owners.

### Making Preparations

- Make sure your pet is trained and monitor its health regularly.
- Have your pets vaccinated against fleas and mites.
- Since June 1, 2022, dogs and cats sold in Japan must be fitted with a microchip. Although this is not mandatory for those who owned their pets prior to this date, you should consider having your pets microchipped in case you become separated from them.

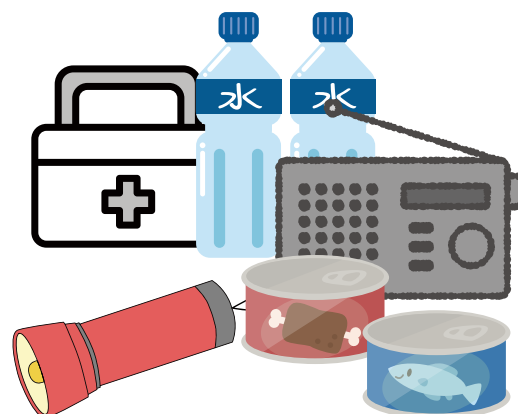
Note: Guide dogs, hearing dogs and other service dogs may stay with their owners.



### Emergency supplies for pets

Please use the following list as a guide to prepare emergency supplies that may save your pet's life and health during a disaster. It is also essential to store these supplies in an easily accessible location so they can be picked up quickly.

- Pet food and water (for at least five days; preferably for seven)
- Medication, therapeutic food
- Pet bowls
- Toilet supplies (pee pads, cat litter, newspaper, etc.)
- Health records
- Photo of your pet
- Collar and leash
- Cage, carry cases
- Other necessary items (duct tape, toys, etc.)



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# 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, 2025, there were 170 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, 2025, 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, 2025, there were 149 such teams.



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## 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, 2025, 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, 2025, 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.

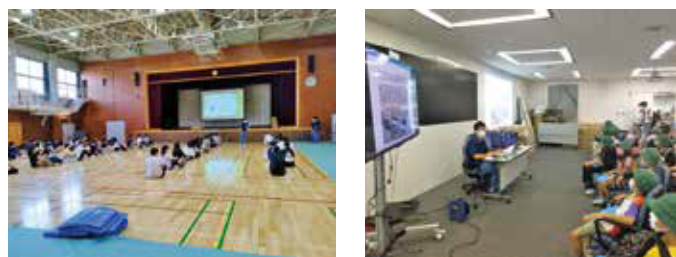


Sumida  
Reservations for earthquake simulation vehicle



### 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.



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## 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

### Disaster Preparedness Program for Residents

To raise disaster preparedness awareness among residents and improve their knowledge and skills, the City holds a Disaster Prevention Fair around September each year and a Disaster Prevention Festa around November.



### City Worker Disaster Response Training

The City conducts annual training for Sumida City Office employees to prepare for earthquakes and wind and flood disasters. In the event of a disaster, not only staff from the Disaster Prevention Division but also employees from various departments work together to respond.



## 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 December 1, 2025)

Subsidized work	Subsidy amount
Seismic diagnosis	¥200,000
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

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## Fireproofing Subsidy

Subsidies are available for the construction of fireproof buildings.

### Inquiries

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



Urban Fireproofing  
Projects

## 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

### Agreement on Securing Vehicles and Accommodation During Disasters

On August 23, 2024, the City signed an agreement with Tobu Top Tours Co., Ltd. to help secure transportation during disasters. During a disaster, some people — such as older adults and people with disabilities — may find it difficult to walk long distances or may not have transportation. Because of this, it can be hard for them to evacuate safely. Under this agreement, the travel company will use its network to arrange and send buses when a disaster happens. This will help ensure safe transportation so that people who need extra support can evacuate with peace of mind.



### Agreement on Support for Pets and Their Owners During Disasters

It can be difficult for pets and their owners to stay in the same space at evacuation shelters during a disaster because of hygiene and other concerns. On November 12, 2024, the City signed an agreement with Rissho-sha Educational Corporation – Japan Animal 21 College. Under this agreement, the school's training rooms and free spaces can be used, depending on shelter conditions and the number of evacuees. If special consideration is needed, pets and their owners will be allowed to stay together in the same room. The agreement also includes the provision of supplies needed to care for pets at designated evacuation shelters, such as cages, pet food, and veterinary medical equipment.



# 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

1 Expand Your Earthquake Knowledge

2 Prepare for Earthquakes

3 Learn about Community Measures

4 If an Earthquake Strikes

5 Emergency Information

### 5-1 Disaster Preparedness Memo

#### Places to evacuate to when an earthquake strikes

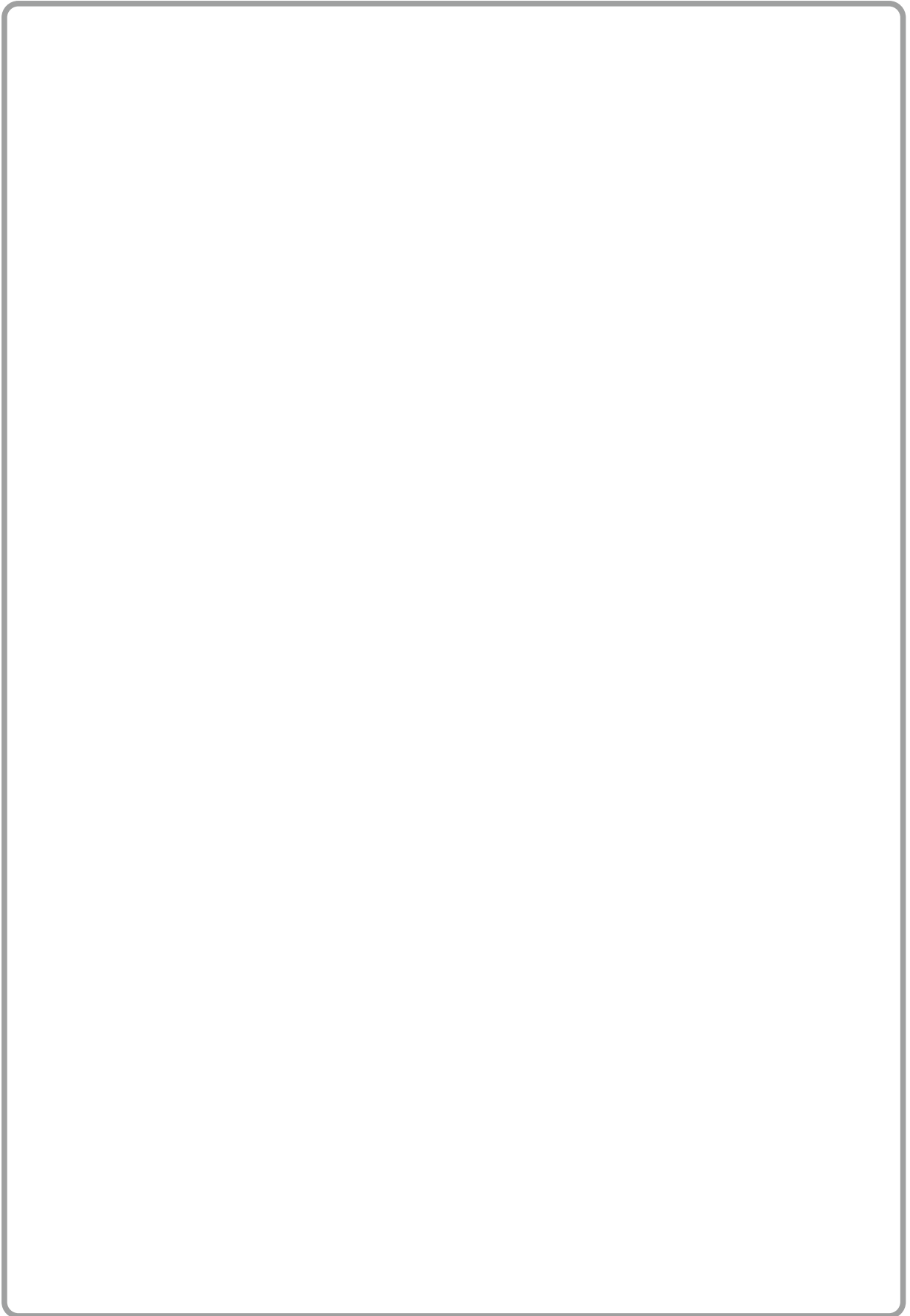
Temporary gathering place	
Evacuation site	
Designated shelter	
Relative or friend's house that you can evacuate to	

#### Emergency contacts

Name	Relationship	Address	Phone number

## 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 	—	For service inquiries: Dial 116 (no area code required) (From mobile phones or non-NTT landlines: 0120-116-000) For fault reporting: URL: <a href="https://web113.ntt-east.co.jp">https://web113.ntt-east.co.jp</a> (QR code on the 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, Kinshi, Taihei	3-7-3 Midori	03-3634-2656	
	Bunka Branch Jurisdiction: Yokokawa, Narihira, Oshiage 1-chome, 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 (Sumida Public Health and Child-raising Support Center, 2nd Floor)	5-7-4 Yokokawa	03-3622-9152	
Disaster condolence allowance, disaster disability relief fund, etc.	Community 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	03-5608-6142
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](mailto:BOUSAI@city.sumida.lg.jp)

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