







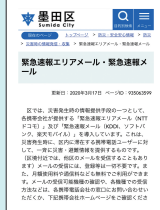


5 How to get information on floods




It's important to get ready for heavy rain and typhoons before they happen.

Here's how to get information on how to stay safe during an emergency.

How to get information

| | | |
|---|---|--|
| ● TV |  | Press the "d" button on your remote control when watching the NHK General TV digital terrestrial channel to get information on disasters. |
| ● Cable TV |  | Channel 11 in the terrestrial digital channels provides information such as evacuation information for your city. |
| ● Radio |  | Rainbow Town FM (88.5MHz) provides information such as evacuation information for your city. Radio is a useful way to get information in a disaster as it can be used when your electricity or internet connection is cut off. Make sure you have spare batteries. |
| ● Local government announcements by loudspeaker |  | Outdoor loudspeakers are set up in public areas in Sumida City, such as elementary and junior high schools and parks. You can hear an announcement again by dialing 03-5608-6274 within 2 hours of the announcement. |
| ● Sumida Safety Emails |   | You can receive emails about hazardous weather conditions and disasters in Sumida City. Register a mobile or desktop email address to receive these emails. Send a blank email from the email address or mobile number you want to register to s.sumida-city@raidan2.ktaiwork.jp or scan the QR code to send a preset email. You will receive a registration email. Follow the instructions to register. After you register, you will receive emails with information such as disaster information. |
| ● Emergency Alert Emails |    | This service provides information such as evacuation information by mobile phone to people in affected areas. These emails are free and are not affected when lines are overloaded, although you may not receive them if the email arrives while you are on a call or if there are issues with the signal. Check with your mobile phone provider about whether your phone can receive these emails. |

*QR codes are a registered trademark of Denso Wave Incorporated

| | | | | | |
|--|---|---|---|---------------------------------|---|
| ● Official Sumida City website |  | ● Sumida City Crisis Management Twitter |  | ● Official Sumida City Facebook |  |
| ● Information on available evacuation sites in Sumida City | | Sumida City has set up a system that tells you where evacuation sites can be found in Sumida City, which sites are open, how much space there is in each site and how to get to each site from your current location. During disasters, a link to this system is published on the official Sumida City website, the Sumida City Crisis Management Twitter and in Sumida Safety Emails. | | | |
| ● Kikikuru (Japan Meteorological Agency) | | Information on weather disasters published by the Japan Meteorological Agency. The real-time hazard level of landslides, rainfall floods and river floods is color coded in five levels on a map. | | | |
| ● Designated River Flood Forecasts (Japan Meteorological Agency) | | The Japan Meteorological Agency works together with the Ministry of Land, Infrastructure, Transport and Tourism and prefectural bodies to provide flood forecasts for designated rivers, including the levels and flow of specific stretches of these rivers, so that measures against rising waters or flooding can be taken and residents can make decisions about evacuation. There are four types of Designated River Flood Forecasts: Flood Information (Caution) (氾濫注意情報), Flood Information (Warning) (氾濫警戒情報), Flood Information (Danger) (氾濫危険情報) and Flood Information (Flooding) (氾濫発生情報). Each forecast is titled with the name of the river followed by the type of forecast. | | | |
| ● Yahoo! Weather Warnings/Advisories | | Download this app and set it up to receive information such as evacuation information. | | | |
| ● Sumida City Online Flood Hazard Map | | Make a hazard map specific to the area around your home. *Scan the QR code to access the "Preparing for a Flood" page on the Sumida City website. | | | |

Things you should always keep in your home

Evacuation kit

After figuring out how you'll evacuate (p.18-19), prepare necessities to bring with you, such as food and water.

Make sure you're prepared for a flood by three days before the typhoon is expected to arrive!



Evacuation supplies

- ☐ Drinking water, food (canned food, crackers, chocolate, etc.)
- ☐ Valuables (bank passbook, seal (*inkan*), cash, health insurance card, etc.)
- ☐ First aid kit (Band-Aids, bandages, antiseptic, household medicines, etc.)
- ☐ Safety gear (helmet, work gloves, etc.)
- ☐ Power supply, lighting, etc. (flashlight, portable radio, spare batteries, mobile phone charger, etc.)
- ☐ Clothing, etc. (clothing, underwear, blankets, towels, etc.)
- ☐ Sanitary items (toiletries, mask, baby wipes, portable toilet, etc.)

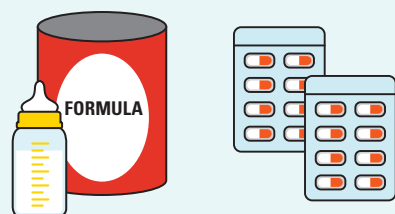


Put your evacuation supplies in a backpack.
Put items that need to be kept dry in a plastic bag.



For elderly, chronically ill or disabled people

- ☐ Medications, prescription record book (*okusuri techo*) or prescriptions
- ☐ Diapers and wipes
- ☐ Disability passbook (*shogaisha techo*)

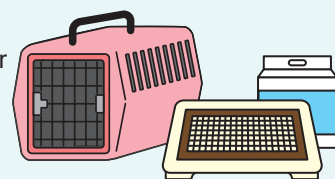


For infants

- ☐ Baby formula, bottles, baby food, spoons
- ☐ Diapers and wipes
- ☐ Parent and Child Health Book (*boshi kenko techo*)
- ☐ Toys

For pets

- ☐ Pet food
- ☐ Cage and/or leash
- ☐ Litter tray and litter



*The items in this list are examples—add any other items you're likely to need.

At-home kit

If a major flood occurs, you might need to stay at home or move to a higher place. If that happens...

Cut off from the outside world
by widespread flooding

Electricity and water cut off

Think about what you won't be able to
do and make sure you're prepared
at any time!

Supplies for staying home during a flood

When a lot of people are sheltering at home or in a high area, it takes time to rescue everyone. Make sure you have enough supplies such as food and drink to last for the duration of flooding that is predicted for your neighborhood.

- ☐ Drinking water (3L per person per day)
- ☐ Food (retort pouch food, instant noodles, canned food, energy snacks, etc.)



- ☐ Tissues
- ☐ Toilet paper
- ☐ Baby wipes
- ☐ Diapers and milk for infants
- ☐ Menstrual products
- ☐ Household medicines



Stock up gradually

When you go shopping, buy a little extra of foods and other essentials that you use regularly, and make sure you always have extra supplies on hand.

Prepare power supplies—your electricity and gas may be cut off

Be prepared to be without electricity for a long time.

- ☐ Portable gas stove
- ☐ Gas cylinder
- ☐ Portable charger (power bank) for mobile phone
- ☐ Portable radio
- ☐ Lanterns
- ☐ Flashlight
- ☐ Batteries

Getting information

Not only will a power outage make life difficult, it will also make it difficult to get information on the disaster and rescue efforts. Make sure you have multiple ways to get information—for example, keep a radio on hand in addition to your smartphone.



Prepare water supplies—your water may be cut off

Make sure you have enough water for your daily needs during a water outage.

- ☐ Water for drinking, washing, flushing the toilet, etc.
- ☐ Portable toilet
- ☐ Plastic bags
- ☐ Plastic wrap
- ☐ Disposable gloves
- ☐ Baby wipes

Household water

One of the most difficult things about a disaster is being without a water supply. Make sure you have enough water.



Save water

You'll need to make your water last, so try to save it. For example, don't use a chopping board (which needs to be washed), and cover dishes with plastic wrap, etc.

1 Evacuation timeline (My Timeline)

All 5 cities in the Koto area - if the greater area is ordered to evacuate

Check the greater area maps, read this booklet and make a plan for evacuating in an emergency.


Prep 1

Check the hazard maps to find out predictions for your neighborhood

Floors that will be flooded

River flood: floors

Storm surge: floors



floors

*If you live in shared accommodation, write the floor you live on.

Prep 4

Who? What? When? Who will do what if the greater Sumida City area is ordered to evacuate?

| When? | Announcement/ order from Sumida City Govt. | Transport | Who? (Example) Dad | What? (Example) Grandma | | | | |
|-------------------------------------|---|--|--|---|--|--|--|--|
| 3 days (72 hours) before | Start considering options Joint discussions for greater Koto area start | Walking Public transport Driving | <ul style="list-style-type: none">• Get info on typhoon from TV/radio• Check evacuation supplies• Get info on depths, weather | <ul style="list-style-type: none">• Get info on typhoon from TV/radio• Check evacuation supplies | | | | |
| 1-3 days (24-72 hours) before | Voluntary evacuation outside the greater area (evacuation of greater area announced) Evacuating to a safe place outside the Koto area is recommended | Walking Public transport *Evacuate as soon as possible, as train and bus services will stop when it becomes unsafe for them to operate. Driving *Evacuate as soon as possible as there may be traffic jams | <ul style="list-style-type: none">• Arrange for Grandma to go to evacuation site• Take car to safe place | <ul style="list-style-type: none">• Start evacuating• Arrive at safe place | | | | |
| 1 day (9-24 hours) before | Greater area evacuation order A major flood is likely to happen soon. Information on evacuation of the greater area will be announced. | Walking Public transport Train and bus services may have stopped by now Driving *Generally, only vulnerable people and their carers should evacuate by car at this time. | <ul style="list-style-type: none">• Start evacuating• Arrive at safe place | | | | | |
| Shortly (9 hours) before | Everyone must evacuate the greater area by this time | | | | | | | |
| Arrival | Local upward evacuation (emergency) If authorities judge that there is not enough time to evacuate the greater area, information on evacuation within the area will be announced. | Walking Public transport Driving | <div>Evacuate immediately to a high area of your home or to a sturdy building nearby</div> <div>If you have arrived at the place where you intended to evacuate, stay there until it is safe to leave.</div> <div>If you have not arrived, get to the safe place nearest to you immediately.</div> | | | | | |

Prep 2

Find out about flooding

| | | | |
|-----------------------------|----------------------|--------------------|--|
| River flood (Arakawa River) | Depth of flooding | Approx. m | Check the depth for your neighborhood on the river flood map of the greater area. indicates an area where residents must evacuate quickly |
| | Duration of flooding | Approx. days/weeks | Check the duration for your neighborhood on the river flood map of the greater area. |
| Storm surge | Depth of flooding | Approx. m | Check the depth for your neighborhood on the storm surge map of the greater area. |
| | Duration of flooding | Approx. days/weeks | Check the duration for your neighborhood on the storm surge map of the greater area. |

Prep 3

Decide where to evacuate

Evacuation site details

Evacuation Site _____

Flood evacuation site (river flood/storm surge)

Transportation to evacuation site

☐ Train (Sta. - Sta.)

☐ Bus (stop - stop)

☐ Walking/bike

☐ Driving (In the event of a greater area evacuation order, this is prohibited except for vulnerable people.)

Evacuation timeline (My Timeline)

If the greater area is not ordered to evacuate

Check the greater area maps, read this booklet and make a plan for evacuating in an emergency.

Prep 1

Check the hazard maps to find out predictions for your neighborhood

Floors that will be flooded

River flood: floors

Storm surge: floors



Prep 4

Who?

What?

When?

Decide who will do what at each Alert Level

Who?

What?

When?

| Evacuation information | Transport | (Example) Dad | (Example) Grandma | | | | |
|---|---|---|--|--|--|--|--|
| Alert Level 1 Advance warning (JMA) | Walking Public transport Driving | <ul style="list-style-type: none"> Get info on typhoon from TV/radio | <ul style="list-style-type: none"> Get info on typhoon from TV/radio | | | | |
| Alert Level 2 Warning of heavy rain, river flood or storm surge (JMA) | Walking Public transport Driving | <ul style="list-style-type: none"> Check evacuation supplies Get info on depths, weather | <ul style="list-style-type: none"> Check evacuation supplies | | | | |
| Alert Level 3 Evacuation of elderly and vulnerable people | Walking Public transport <small>Train and bus services may have stopped by now</small> Driving | <ul style="list-style-type: none"> Arrange for Grandma go to evacuation site Take car to safe place | <ul style="list-style-type: none"> Start evacuating Arrive at safe place | | | | |
| Alert Level 4 Evacuation order | Walking Public transport Driving <small>*Generally, only vulnerable people and their carers should evacuate by car at this time.</small> | <ul style="list-style-type: none"> Start evacuating Arrive at safe place | | | | | |
| Everyone must evacuate the greater area by this time | | | | | | | |
| Alert Level 5 Emergency order | Walking Public transport Driving | Evacuate immediately to a high area of your home or to a sturdy building nearby | | | | | |

Prep 2

Find out about flooding

| | | | |
|-----------------------------|----------------------|--------------------|--|
| River flood (Arakawa River) | Depth of flooding | Approx. m | Check the depth for your neighborhood on the river flood map of the greater area. indicates an area where residents must evacuate quickly |
| | Duration of flooding | Approx. days/weeks | Check the duration for your neighborhood on the river flood map of the greater area. |
| Storm surge | Depth of flooding | Approx. m | Check the depth for your neighborhood on the storm surge map of the greater area. |
| | Duration of flooding | Approx. days/weeks | Check the duration for your neighborhood on the storm surge map of the greater area. |

Prep 3

Decide where to evacuate

Evacuation site details

Evacuation Site _____

Flood Evacuation Sites

Transportation to evacuation site

☐ Train (Sta. - Sta.)

☐ Bus (stop - stop)

☐ Walking/bike

☐ Driving (In the event of an evacuation order, this is prohibited except for vulnerable people.)

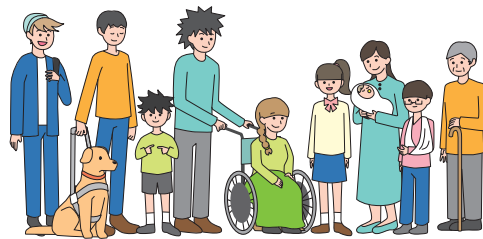
0.5-1
day before

Several hours
- 0.5
days before

Arrival

It takes a community to keep everyone safe

When a disaster happens, it's important to look after people in your community. Here's some information on how communities can prepare for a disaster.



Work together

In a major disaster, authorities may not be able to rescue everyone in time. Work together to make sure everyone is safe and has what they need.

Use community resources

There are people in your community with all kinds of knowledge and experience with disasters. Some facilities in the community also have rescue and/or first aid equipment that you can use in a disaster. These are also useful if you need to provide shelter for a vulnerable person.

Community evacuation sites

Flood evacuation sites are run by committees made up of members of neighborhood associations and other community groups.

These committees create manuals on how to run the evacuation sites and carry out training on opening the sites, along with various other measures to make sure the community is prepared for a disaster.



Training on opening evacuation sites
(a game-based drill with the Sumida City Disaster Prevention Experts Network)



Shelters in apartment buildings

We're looking for apartment buildings where communal areas (hallways, elevator banks, etc.) can be used to provide temporary shelter for members of the community during a flood.

The building managers sign an agreement with the Sumida City government and receive disaster response equipment from the city government.

For details, please contact the Disaster Prevention Section, Crisis Management Section, Planning Department, Sumida City (phone 03-5608-6206).

Helping vulnerable people

Vulnerable people such as elderly people, people with disabilities and infants will need help evacuating. Since disabilities vary so widely, people with different disabilities need different kinds of support. Help vulnerable people around you to stay safe in a disaster.

Examples

Elderly people and people with illnesses that confine them to their bed

Preparation

- Designate a large room to shelter in. Make sure the room is not cluttered, so that they can move around easily.

In a disaster

- Multiple people should help.
- In an emergency, carry them on your back or on a stretcher to a safe place.
- Reassure them.



People with hearing impairments

Preparation

- Keep a whistle, alarm or writing equipment with you.
- Make sure their hearing aid(s), mobile phone and/or another device for receiving text-based information are on hand.

In a disaster

- Write key points down in a way that is easy to understand.
- If speaking, speak slowly and move your lips clearly.
- Convey information accurately by sign language, writing, gestures, etc.



People with visual impairments

Preparation

- Keep rooms clear and tidy.
- Keep their cane, a radio, etc. nearby at all times.
- Carry a whistle, alarm, etc.

In a disaster

- Hold their arm or shoulder and walk slowly to guide them. (If they're holding a cane, don't touch their hand.)
- When telling them the way, give clear directions ("forward", "back", "left", "right", "up", "down", etc.)



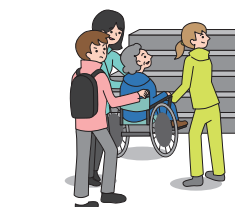
People with mobility impairments

Preparation

- Make sure there is enough room for their wheelchair or other mobility aid.

In a disaster

- If it is difficult to help them on your own, ask people nearby for help.
- If you need to move them up or down stairs in a wheelchair, 3-4 people should carry them. They should be facing the stairs (forward when going up, backward when going down).



These are just a few examples. Consider what kind of help other vulnerable people will need.

Manual for people with disabilities and their support people

Iza To Iu Toki No Tame Ni (Preparing For an Emergency)

https://www.city.sumida.lg.jp/anzen_anshin/bousai/pamphlet-map/syogaibousaimanyu.html

A guide to supporting people with various disabilities in a disaster.

You can pick up a copy from the Disaster Prevention Section on the 5th floor of the Sumida City Office building.



VoiceTra: A way to communicate if you can't speak Japanese

An audio translation service —helpful for communicating in a disaster!

Based on the VoiceTra app by NICT, this audio translation service contains set phrases that are frequently used in emergencies. Translations can be provided in audio or text form, making it easy to communicate. Other phrases can also be translated in the same way. Since the words are displayed in both Japanese and another language, you can also use this service to communicate with hearing impaired people.

<http://voicetra.nict.go.jp>



The Flood Control Act requires that managers or similar personnel in facilities used by vulnerable people in Sumida City (facilities indicated in the Sumida City Regional Disaster Prevention Plan) create a flood evacuation plan and carry out training. If you operate a facility of this nature, please create and submit a flood evacuation plan if you have not done so already.

Sandbag stations

Keep yourself safe in a flood

About local sandbag stations

Sumida City has 12 sandbag stations in parks and other public facilities. These can be used by residents and business owners in Sumida City.

The sandbag stations have supplies of 5kg sandbags. You can take these and pile them in areas such as your doorstep to reduce flooding.



Locations of sandbag stations

| | Location | Address |
|---|------------------------------|--------------------------|
| ① | Kikukawa Park | Tatekawa 4-12-21 |
| ② | Wakamiya Park | Honjo 2-2-19 |
| ③ | Yokokawa Park | Higashi-Komagata 4-18-21 |
| ④ | Narihira Park | Narihira 2-3-2 |
| ⑤ | Kinshibori Park | Kotobashi 4-17-1 |
| ⑥ | Azumanishi Park | Yahiro 6-53-16 |
| ⑦ | Fujinoki Park | Higashi-Mukojima 2-7-5 |
| ⑧ | Tsubaki Park | Sumida 5-33-9 |
| ⑨ | Tachibana Park | Tachibana 1-27-5 |
| ⑩ | Higashi-Sumida Park | Higashi-Sumida 3-4-14 |
| ⑪ | Sumida Children's Playground | Sumida 4-23-12 |
| ⑫ | Hiraibashi Warehouse | Tachibana 3-29-10 |



After the flood

If you take sandbags from a sandbag station, you have two options after the flood.

- ① Store them in your home so that they're on hand for future floods.
- ② Dispose of them if you don't want to keep them.

In the event of a typhoon

If a typhoon is predicted, sandbag stations may need to stop supplying sandbags and/or be dismantled to prevent accidents caused by strong winds. In cases like this, emergency sandbag stations will be opened instead so that members of the public can still access sandbags.

In particularly severe weather, some emergency sandbag stations may also need to close. Information on which general and emergency sandbag stations are open will be available from sources such as the Sumida City website.

Contacts for related agencies

| Type of inquiry | Facility/organization | Address | Phone |
|---|--|--|--|
| Inquiries to city office | Sumida City Office | Azumabashi 1-23-20 | 03-5608-1111 |
| Inquiries to fire fighting & ambulance services | Honjo Fire Station | Yokokawa 4-6-6 | 03-3622-0119 |
| | Mukojima Fire Station | Higashi-Mukojima 6-22-3 | 03-3619-0119 |
| Inquiries to the police | Honjo Police Station | Yokokawa 4-8-9 | 03-5637-0110 |
| | Mukojima Police Station | Bunka 3-18-9 | 03-3616-0110 |
| Related to water supply | Bureau of Waterworks Tokyo Metropolitan Government, Sumida Station | Chitose 2-2-11 | 03-5638-3140 |
| Related to the sewer system | Bureau of Sewerage Tokyo Metropolitan Government, Tobu Daiichi Sewerage Office, Sumida Branch Office | Yokoami 1-4-12 | 03-3622-7005 |
| Related to electricity | Tokyo Electric Power Company, Tokyo Customer Center | — | 0120-995-007/03-6375-9803 (charge applies) |
| Related to gas services | Tokyo Gas Customer Center | — | 03-3344-9100 |
| Related to telephone services | NTT East | — | 116 (without area code) |
| Related to the Arakawa River | Arakawa-Karyu River Office | Shimo 5-41-1, Kita City | 03-3902-2311 |
| Related to National Highways No. 6 & No. 14 | Tokyo National Highway Office Kameari Branch Office | Shinjuku 4-21-1, Katsushika City | 03-3600-5541 |
| Related to Tokyo metropolitan roads and the Sumida River | Bureau of Construction Tokyo Metropolitan Government, Tokyo 5th Construction Office | Higashi-Shinkoiwa 1-14-11, Katsushika City | 03-3692-4574 |
| Related to sandbags, rivers (except Arakawa and Sumida Rivers) and city roads (flooding of roads, etc.) | Urban Improvements Section | Azumabashi 1-23-20 | 03-5608-6290 |

Please contact the following offices, etc. in the event of flooding or typhoon damage

| Type of inquiry | | Facility/organization | Address | Phone |
|--|------------------|--|--------------------------|--------------|
| Issuing a disaster certificate | | Counter Section Areas served: Honjo, Higashi-Komagata, Azumabashi, Mukojima, Oshiage 2 | Azumabashi 1-23-20 | 03-5608-6104 |
| | | Midori Branch Office Areas served: Ryogoku, Chitose, Midori, Tatekawa, Kikukawa, Kotobashi, Yokoami, Kamezawa, Ishihara | Midori 3-7-3 | 03-3634-2656 |
| | | Yokokawa Branch Office Areas served: Kinshi, Taihei, Yokokawa, Narihira, Oshiage 1 | Yokokawa 5-10-1-111 | 03-3624-1581 |
| | | Bunka Branch Office Areas served: Oshiage 3, Kyojima 2, Kyojima 3, Bunka, Tachibana, Higashi-Sumida | Bunka 1-32-1-102 | 03-3611-4723 |
| | | Sumida 2 Branch Office Areas served: Tsutsumidori, Sumida | Sumida 2-36-11 | 03-3614-1900 |
| | | Higashi-Mukojima Branch Office Areas served: Higashi-Mukojima, Kyojima 1, Yahiro | Higashi-Mukojima 2-38-7 | 03-3610-5250 |
| Waste treatment | | Sumida Refuse Collection Office | Narihira 5-6-2 | 03-5608-6922 |
| Health inquiries | | Mukojima Public Health Center | Higashi-Mukojima 5-16-2 | 03-3611-6135 |
| | | Honjo Public Health Center | Higashi-Komagata 1-6-4 | 03-3622-9137 |
| Small disaster payments | | Welfare Section | Azumabashi 1-23-20 | 03-5608-6150 |
| Subsidies for small and medium businesses | | Business Support Section | Azumabashi 1-23-20 | 03-5608-6183 |
| Special loans for social welfare | | Sumida City Council of Social Welfare, Welfare Funding Section | Higashi-Mukojima 2-17-14 | 03-3614-3902 |
| Tax exemptions | National tax | Honjo Taxation Office | Narihira 1-7-2 | 03-3623-5171 |
| | | Mukojima Taxation Office | Higashi-Mukojima 2-7-14 | 03-3614-5231 |
| | Metropolitan tax | Sumida Metropolitan Taxation Office | Narihira 1-7-4 | 03-3625-5061 |
| | City tax | Taxation Section | Azumabashi 1-23-20 | 03-5608-6008 |
| Inquiries about national health insurance | | National Health Insurance and Pension Section | Azumabashi 1-23-20 | 03-5608-6125 |
| Inquiries about medical insurance for elderly people | | | | 03-5608-8100 |