



The Great East Japan Earthquake that struck on March 11, 2011, was a massive upheaval unlike any this country had experienced. The quake measured 9.0 on the Richter scale—the largest ever recorded in Japanese history—and wrought extensive damage across the Tohoku region.

There are concerns that Setagaya might also experience a significant earthquake that would affect the entire capital region, and we need to promote more thorough disaster preparedness in response to the new damage estimates the Tokyo metropolitan government has published. When a disaster strikes, it is crucial that people be prepared and take actions based on the principles of self-preservation (individuals must protect themselves) and mutual aid (communities must protect themselves).

We cannot prevent a major disaster from causing damage, but we can take steps to minimize that damage. To accomplish this, we must ensure that our families and communities are ready, and take appropriate action when disaster strikes.

This Earthquake Survival Manual outlines the steps to take both before and when a disaster occurs. We hope it will help you, your family, and community prepare for and respond sensibly to an earthquake or other disaster in the capital region.



## Disaster Notes

Address				Telephone	
Family Contact Info	Name	Contact info (work, school)		Telephone	Passport no.
Relatives & Friends Contact Info	Name	Contact info (work, school)		Telephone	Notes
Evacuation Sites	Evacuation area				
	Emergency shelter				
	Family meeting place				
Family Medical Information	Name	Birth date	Blood type	Medications being taken, illnesses, allergies, etc.	
Embassy				Telephone	

# ① Safety Measures to Take at Home

Even homes that ordinarily seem safe may pose various threats in the event of an earthquake. Start by checking for potential hazards and taking steps to address them. Retrofitting your home and installing devices to keep furnishings from falling over, for example, are the most important first steps you can take to protect your own life and those of your family members.

**● Roof**  
Reinforce unstable antennas and fix or replace loose or missing roof tiles.

**● Window glass**  
Apply shatterproof film to windows.

**● Verandas**  
Do not place objects on the veranda that might fall off.

Install metal latches to keep doors from opening by accident.

Use low furniture in bedrooms, and keep a flashlight in each bedroom.

Install braces (tension rods) to keep furniture from falling over.

Do not place objects in high places.

**Earthquake Survival Manual**  
Keep emergency contact info handy.

Store glasses, cups, and bowls upside down.

**● Seismic Analysis and Reinforcement**  
Have a professional perform a seismic analysis and reinforce as needed.

Use anti-slip gel pads for furniture on flooring and anti-slip tape for furniture on carpet.

Keep slippers or other footwear handy.

Use stoppers to prevent furniture from moving.

Use nonslip shelf liner.

Do not place objects in confined spaces or hallways.

Apply shatterproof film to glass surfaces.

Link cabinets together with brackets.

**● Concrete Block Walls**  
Concrete block walls without foundations firmly planted in the ground or without internal reinforcing bars pose a hazard. Either retrofit such walls or replace them with hedges or fences.

Secure items in the lowest possible position to keep them in place.

Place caster cups under casters.

L-shaped metal brackets

Pillar

Tansu (chest of drawers)

String a wire between upper and lower doors of your refrigerator and fasten to the wall with a brace.

Install stoppers

High-rise buildings (around 10 stories or higher) may experience significant swaying and shaking. In addition to taking adequate measures as shown in the illustration, be sure to take steps to keep furniture from moving around and maintain an adequate stock of emergency supplies.

## ② Prepare Emergency Supplies

It may be difficult to purchase food and everyday household supplies immediately after an earthquake. This is why it is vital to prepare for a disaster by maintaining an adequate store of emergency supplies.



### (1) Key Items for an Evacuation ( “Grab-and-Go” Items)

Your grab-and-go bag should be kept in a place where you can easily get it should you need to evacuate.

Valuables	Cash, bank passbooks and cards, personal seals, property deeds, insurance certificates, driver’s licenses, passports
Emergency food and cutlery	Preserved food, canned food, drinking water, can opener, disposable chopsticks, etc.
Emergency medical supplies	Adhesive bandages, disinfectant, ointment, digestives, pain relievers, fever reducers, eye drops, cold-and-flu medicines, other household remedies
Personal items and household supplies	Clothing, shoes (sturdy shoes that can withstand heat), matches, lighters, candles, helmets, masks, work gloves, towels, tissues (both dry and wet), plastic bags, emergency toilet
Other useful supplies	Portable radio, cell phone, charger, flashlight, extra batteries, ground sheet
Infant care items	Formula, baby bottles, diapers, baby sling
For seniors and handicapped persons	Household medicines, nursing care supplies, dentures and glasses (easy to forget when evacuating), canes
For individuals with food allergies	Appropriate foods
For households with pets	Cage, pet food, water, newspapers, anti-odor sheets, health record book (with photo)
Handy items, if available	Disposable warmer, no-water-needed shampoo, 10-yen coins (for public pay phones)
At your bedside	A whistle to signal for help and warn others, slippers

### (2) Secondary Items for Evacuation (Emergency Supplies)



To remain self-sufficient until disaster recovery efforts are successful, you should prepare enough supplies to support your entire family for at least three days. You should also regularly inspect and replace these supplies as necessary.

Household water	Keep your bathtub filled with water. Note: This water can be used to put out fires or flush toilets if the water supply is disrupted.
Drinking water	Keep three liters per day per person on hand and at least a three-day supply for you and your family. Bottled water sold at stores is sufficient. If the containers are completely filled with tap water and kept out of direct sunlight, the chlorine effects will last for about three days.
Emergency food	Foods in retort pouches, canned foods, hardtack biscuits, confections, preserved foods Note: Canned foods that do not require a can opener are the most convenient. Stock extras of the retort pouches and canned foods you usually eat.
Household supplies	Chopsticks, spoons, paper plates, plastic wrap for food, can opener Fuel (gas cartridges, gas canisters, etc.), blankets, toiletries, first-aid kit

■ “Rolling stock” ( “running stock” ) method: Buy twice as much rice, water, food in retort pouches, and canned food as usual. When you have used half of that amount, purchase that amount to replenish your supplies. This becomes your emergency reserve.

## ③ Action Flow in a Disaster

When you receive an earthquake early warning (EEW): An EEW is a report the Japan Meteorological Agency (JMA) issues to notify the public that strong shaking is going to occur, based on the JMA's estimates of the epicenter and size of the quake. EEWs are communicated via TV, radio, cell phone, and other methods. The warning sound issued in conjunction with the EEW can be played on several websites, such as those of TV stations and cell phone companies, so be sure you know what it sounds like.

### (1) If you feel an earthquake:

- Immediately move away from windows and any furniture that could fall on you.
- Use items nearby to shield your head.



### (2) Once the shaking subsides:

#### ■ Check gas, heat sources, and electrical appliances

- Shut off appliances with flames at their source.
- If you are using fire, extinguish it.
- Unplug electrical appliances.
- Shut off the gas main.

#### ■ Secure an exit route

- Open a door and place an object in the doorway to secure an exit.

#### ■ Check on others

- Make sure your family members are safe.
- Confirm that family members not with you are safe. Decide in advance how you will communicate with them in a disaster.

#### ■ Put out small fires

- If a fire starts, let others know by shouting it out loudly and work together to put out the fire.
- Use leftover bathwater or fire extinguishers to douse the flames.

#### ■ Rescue others

- Work with your neighbors to conduct rescue activities.
- Use materials and supplies in your home (crowbars, saws, car jacks, blankets, etc.) to rescue people.
- Once a rescued person is calm, provide first aid if necessary.





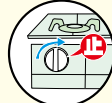
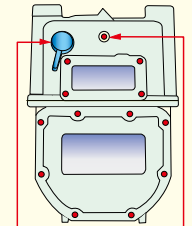
### (3) After an earthquake:

- Use your reserves of water and food.
- Obtain reliable disaster information and news → Do not be misled by rumors.
- After a major earthquake, be sure to wear shoes when entering your home.
- After entering your home, check for gas leaks and other indications of how safe it is to remain.
- Be careful of aftershocks. Do not approach damaged structures or cliffs.
- Work together with other residents, businesses, and local government to restore your community.

■ Handling gas after an earthquake (how to reset the microcomputer-controlled gas meter)

If an earthquake with a seismic intensity of 5 or higher on the Japanese scale occurs, microcomputer-controlled gas meters shut off automatically.

To restart your meter, follow these steps:



- ① Turn off all gas appliances.
- ② Turn the cap on the Restore button on the meter to the left and remove it.
- ③ Press the Restore button firmly until the red display lamp lights, then release the button.
- ④ Check the gas meter again after three minutes. If the red light stops flashing and goes out, you can use the gas.

Note: If the gas does not come back on normally, or if you are uncertain about the state of your gas service, please contact the gas company.

## ④ When an Earthquake Strikes

### (1) If you are outside . . .

- Stay away from walls, vending machines, and other objects that might fall over.
- Beware of falling roof tiles or fragments of broken glass when walking down narrow streets or near walls.
- Protect your head with whatever you're carrying and evacuate to an open area or other safe place.

### (2) If you are in a department store, supermarket, or underground mall . . .

- Protect your head with whatever you're carrying and move away from display cases.
- Move to an open area, following instructions provided by store employees or over loudspeakers.
- Emergency exit lights in underground malls will be on even if the power goes out, so remain calm and follow the evacuation instructions employees give.

### (3) If you are in a high-rise building or apartment complex . . .

- Quickly move away from windows and shelves.
- Do not use elevators. Use stairs to evacuate.

### (4) If you are in a station or on a train . . .

- If you are on the platform, protect your head with whatever you're carrying and stay near pillars and walls.
- If you are on a train, do not exit the train until the conductor or operator directs you to do so, or until directed to do so over a loudspeaker.

### (5) If you are returning home from a remote location . . .

Individuals who work or attend school a long distance from home should always be prepared for an emergency.

#### (a) In everyday situations:

- Be prepared to get home on foot (have water, food, a map, a disaster helmet, comfortable walking shoes, and other items on hand).
- Decide ahead of time how you will communicate with loved ones in the event of a disaster.
- Know the route you would take to walk home, and try actually walking that route.

#### (b) In an emergency:

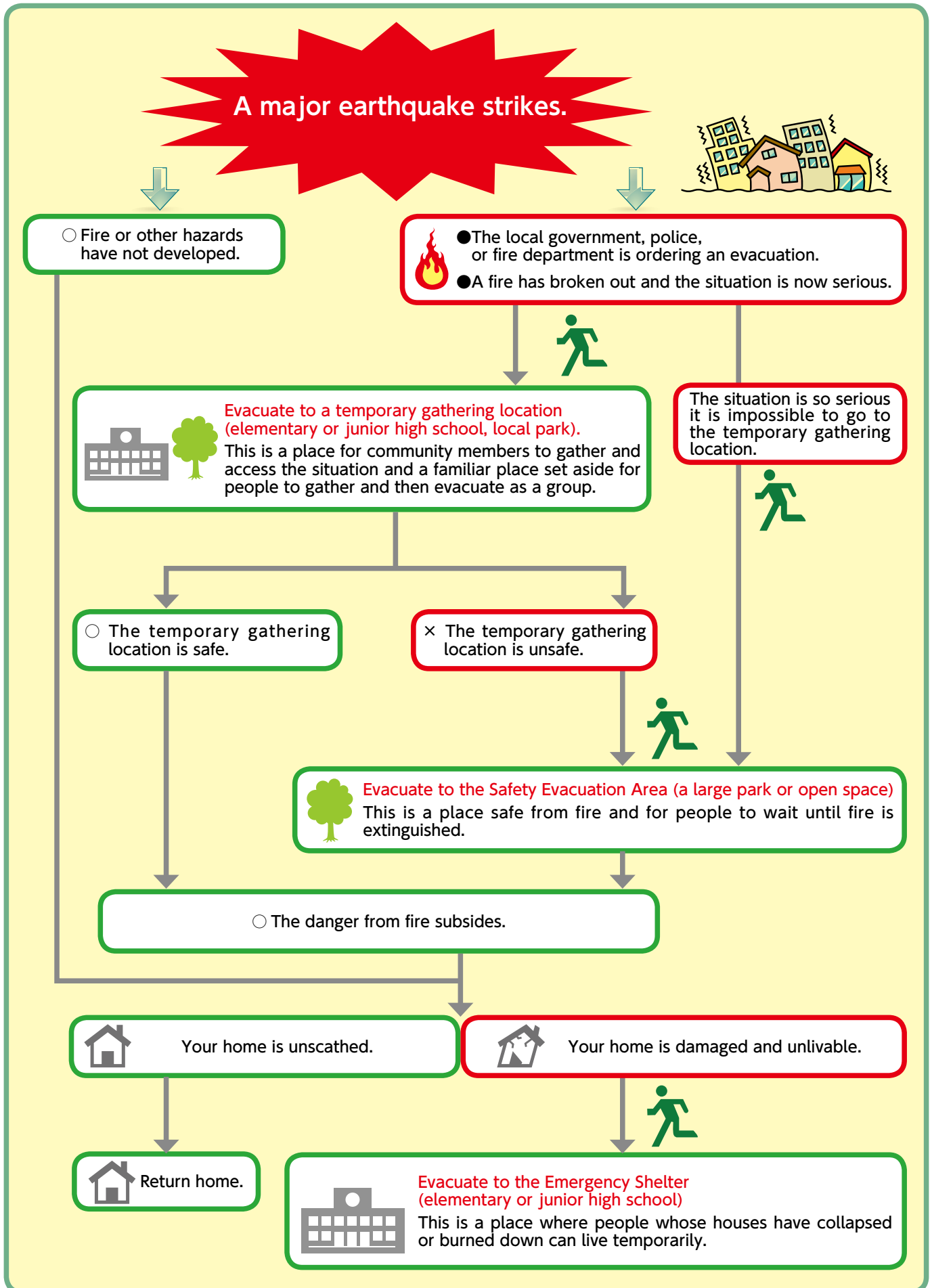
- Don't panic and rush home. Gather information and assess the situation first.
- Once you have confirmed the safety of your family members, do not take unnecessary risks to return home.

### (6) If you are driving . . .

You will feel the earthquake if the seismic intensity level is 4, and driving will become difficult in an earthquake with a seismic intensity level of a strong 5. Remain calm and take the following steps:

- Without swerving or braking suddenly, pull over to the left side of the road.
- Listen to the radio for earthquake information and traffic reports.
- If possible, park somewhere off the road to keep your vehicle from blocking other people who are evacuating or emergency vehicles.
- If you cannot move your car off the road, stop along far left of the road, shut off the engine, leave the key in the engine, and leave your doors unlocked (so that your car can be moved if it is blocking traffic).
- Close your windows to help keep flames out and take your valuables and auto inspection certificate with you.

# ⑤ Evacuation Flowchart





# ⑥ Getting Reliable Information

## List of Disaster Information Resources

### (1) Radio

Listen to FM Setagaya (83.4 MHz) for disaster-related information, such as local earthquake reports, damage status updates, safety information, and daily life information. NHK Radio 2 (693 kHz) will broadcast information in multiple foreign languages (English, Chinese, Korean, and Portuguese).

### (2) TV

Cable television companies will provide disaster-related information for local communities in the area.

[Its Communications and J:Com East (Setagaya Station and Chofu/Setagaya Station)]  
NHK General TV, NHK BS1, and NHK BS Premium will broadcast information in multiple foreign languages (English, Chinese, Korean, and Portuguese).

### (3) Setagaya City website

Disaster-related information will be posted on the city's website.

[\[http://www.city.setagaya.lg.jp/\]](http://www.city.setagaya.lg.jp/)



### (4) Disaster and crime prevention information e-mail delivery service

This service will send disaster and crime prevention information to registered users using e-mail that can be accessed via computer, cell phone, PHS, etc.

[\[http://www.setagaya-mail.jp/top.html\]](http://www.setagaya-mail.jp/top.html)



### (5) Disaster information telephone service [0180-99-3151]

Setagaya City provides users with disaster-related information in Japanese only (telecommunications fees may apply).

### (6) Twitter

Twitter users who follow Setagaya City (@city\_setagaya) will receive disaster updates.



### (7) PR vehicles

City vehicles equipped with loudspeakers will drive around neighborhoods providing evacuation information and other news.

### (8) Emergency alert e-mails

Evacuation and other disaster-related information will be provided via e-mail to the cell phones or other terminals of people in Setagaya City when a disaster strikes.

## ⑦ Communicating with Your Family

Since it may become difficult to make phone calls locally during an emergency, you should make plans to confirm the safety of your loved ones using an emergency messaging hotline or by communicating via phone with a relative or friend living in a distant location. Decide which communication method your family will use before a disaster strikes.

### (1) Emergency message hotline '171'

NTT East Japan offers this service to help people check on their loved ones in the event of a major disaster. People in other regions can access information that people in the disaster zone have recorded, and they can also leave messages for those in the disaster zone.

#### ■ Instructions

Dial '171' and follow the instructions provided to record or play a message. Messages will be saved for 48 hours. Phone charges may apply.

#### ■ Inquiries

116 or NTT website [<http://www.ntt-east.co.jp/saigai/>]

### (2) Emergency message board (Web 171)

This is an online bulletin board service set up to allow residents in the affected region to leave messages (text, voice, images) based on their telephone numbers.

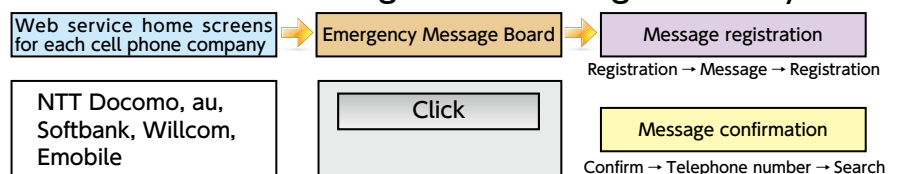
#### ■ Instructions

Visit [<https://www.web171.jp>] and follow the instructions provided to register or view messages. Messages will be saved for 48 hours.

### (3) Cell phone emergency message board services

In the event of a major disaster, the emergency message board service will be listed as the top item on the Internet connectivity menu on cell phones, enabling users to register for and check on the status of their loved ones. The registered message from any cell phone carrier is searchable.

The diagram shows detailed information regarding system use.



### (4) Contact your embassy, company, school, etc. (contact your home country)

If you contact your embassy, you can expect them to notify your home country of your status.

## ⑧ Seismic Intensity Levels

Intensity level	What people experience
0	No tremors are felt, but seismometers record the vibrations.
1	Some people sitting indoors may feel slight tremors.
2	The majority of people sitting quietly indoors will feel the tremors, and some people sleeping will be awakened.
3	Most people indoors will feel the tremors, and some people walking outdoors will feel them as well.
4	Most people who are walking will feel the tremors, and most people sleeping will wake up.
5-weak	Most people will want to grab onto something to brace themselves.
5-strong	Most people will have difficulty walking without holding onto something, and will find it difficult to move.
6-weak	It is difficult to stand.
6-strong	The tremors make it impossible to stand or to move, except by crawling, and people may be thrown around as a result of the shaking.