

SAFE CITY TOKYO

Disaster Preparedness Pocket Guide



Injury



Fire



Earthquake



Ambulance



Disease

This leaflet lists safety guidelines in Tokyo, and therefore contains some information that is not applicable in other areas.

Information gathered from

Tokyo Metropolitan Government Disaster Prevention Website

- English
- Chinese
- Korean
- Japanese

The site provides information on preparing for disasters during times of normalcy, and on the extent of the damage and so forth during disasters.
<http://www.bousai.metro.tokyo.jp/>

Website of the Japan Meteorological Agency

- English
- Japanese

The site provides information related to earthquakes and meteorological information.
<http://www.jma.go.jp/>

Disaster Information App

An app that provides information to foreign travelers when disasters occur

Safety tips

This is an app provided by the Japan Meteorological Agency. It can notify users of tsunami warnings, special weather alerts, and volcanic eruption alerts via push notifications, while also gathering information needed during emergencies.



- English
- Chinese
- Korean
- Japanese

●Download link

Android
<https://play.google.com/store/apps/details?id=jp.co.rcsc.safetyTips.android>

iPhone
<https://itunes.apple.com/jp/app/safety-tips/id858357174?mt=8>

●Supported OS Android 5.0 and higher, iOS 9.0 and higher

Introduction to Life Safety Learning Centers and Museums



The Tokyo Fire Department has facilities where people can personally experience things like earthquake tremors and 119 emergency call situations, as well as facilities where visitors can learn about the history of firefighting.

Ikebukuro Life Safety Learning Center



Location : 2-37-8 Ikebukuro, Toshima-ku, Tokyo
 Hours of operation : 9:00AM - 5:00PM
 Closed : First and third Tuesdays / Third Wednesday of the month (or the next day if this is a holiday)
 Website Address:
<http://www.tfd.metro.tokyo.jp/hp-ikbskan/>

Honjo Life Safety Learning Center



Location : 4-6-6 Yokokawa, Sumida-ku
 Hours of operation : 9:00AM - 5:00PM
 Closed : Wednesdays / Third Thursday of the month (or the next day if this is a holiday)
 Website Address:
<http://www.tfd.metro.tokyo.jp/hp-hjbskan/>

Tachikawa Life Safety Learning Center



Location : 1156-1 Izumi-cho, Tachikawa-shi
 Hours of operation : 9:00 AM - 5:00 PM
 Closed : Thursdays / Third Friday of the month (or the next day if this is a holiday)
 Website Address:
<http://www.tfd.metro.tokyo.jp/hp-ttbskan/>

Fire Museum



Location : 3-10 Yotsuya, Shinjuku-ku
 Hours of operation : 9:30 AM - 5:00 PM
 Closed : Mondays (or the next day if this is a holiday)
 Website Address:
<http://www.tfd.metro.tokyo.jp/ts/museum.html>

How to protect yourself during an earthquake

Japan is a country that experiences numerous earthquakes. Many of the buildings in Japan are highly earthquake-resistant and safe. But if a major earthquake occurs that makes you fear for your safety, you should act in accordance with the following guidelines.

When you feel the tremors from an earthquake or receive an earthquake early warning



When you are indoors:

- ▶ Protect yourself by taking cover under a sturdy table or similar object.
- ▶ Get away from any furniture or glass panes that could easily topple over.
- ▶ Do not rush outside.



When you are outdoors:

- ▶ Use a bag or hand luggage to protect your head.
- ▶ Get away from structures like concrete-block walls, and watch out for falling objects such as bricks, glass, or signboards.

Earthquake early warnings provide notification

when an earthquake is expected to have a maximum seismic intensity of 5 Lower or greater. These notify people of the names of earthquakes predicted to have a seismic intensity of 4 or greater before intense tremors arrive. People are notified of this along with a special warning sound conveyed via the means listed on the right.

- Television / radio
- Cell phones / Smartphone

Disaster Management Radio Communication Network

Once the tremors from an earthquake have stopped

Carefully ascertain the situation in the surrounding area and act calmly.

- ▶ When you are at your hotel, shopping at a department store or supermarket, or in a theater or hall, act in accordance with the instructions of any public announcements or employees in the building (you may be asked to relocate to a location considered to be safe, such as an evacuation shelter).
- ▶ Use websites and other sources to obtain accurate information.



Reference Seismic intensity and human perception / reactions / outdoor situation

4	5 Lower	5 Upper
<ul style="list-style-type: none"> • Many people feel tremors when walking around. 	<ul style="list-style-type: none"> • Many people are frightened of the tremors and feel the need to hold onto something stable. 	<ul style="list-style-type: none"> • Walking is difficult without holding onto something stable.
6 Lower	6 Upper	7
<ul style="list-style-type: none"> • It is difficult to remain standing. 	<ul style="list-style-type: none"> • It is impossible to remain standing. 	<ul style="list-style-type: none"> • People may be thrown through the air.

*Reference: Tables explaining the JMA Seismic Intensity Scale

What are evacuation shelters?

These are shelters to which you can temporarily evacuate to and remain at if the hotel you are staying at becomes unusable, aircraft are grounded, and transportation facilities to the airport stop running.

Information on the locations of disaster prevention facilities that can be used during disasters, such as evacuation shelters, information on the facilities, and more can be ascertained via the TMG Disaster Prevention Map.



Screen showing the TMG Disaster Prevention Map <http://map.bousai.metro.tokyo.jp>

Emergency Contact Information

Fire Services

Fire / Ambulance:

119



Fire trucks



Ambulances

- *If you are in danger, evacuate from your current location immediately.
- *If you are driving, come to a stop in a safe location before placing an emergency call.

⚠ Use this during emergencies

Multilingual support for emergency calls to 119

It may take a little while for calls in English, Chinese, Korean, Portuguese, or Spanish to be connected, so please stay on the line without hanging up. Languages other than these will be accommodated to the extent possible.

*For crimes and accidents dial 110, which will connect you to the Police Call Center. Please be attentive, as the guidelines for placing emergency calls there differ from those for emergency calls to 119.

Guidelines for emergency calls to 119 and important points for filing reports

Emergency calls to 119 from a cellphone

- *Dial 119.
- *Be aware that in some cases you may be unable to use cellphones brought from overseas in Japan.

Emergency calls to 119 from a public phone

- *Emergency calls to 119 can be placed from public phones without inserting money or using a card.
- *Lift the receiver and press the red button for reporting emergencies, then dial 119.



For Fire

The operator will begin by inquiring into the necessary information in Japanese. **If you require support in a foreign language, you will be connected to an interpretation center.** The operator will ask you for the information in the table below, so please stay on the line without hanging up.



Q Questions from the Tokyo Fire Department	A Caller
Fire Department. Fire or Ambulance?	Fire
What ward (city), town, chome (block), street number, and unit number are you calling from?	I'm at 3-5, 1-chome, Otemachi, Chiyoda Ward.
What is burning?	(Sample) The curtains in my living room are on fire. (Please inform them specifically of what is on fire.)

For Ambulance

*The operator will dispatch an ambulance and hang up the phone. Inform the ambulance crew of the specific details when they arrive.

Q Questions from the Tokyo Fire Department	A Caller
Fire Department. Fire or Ambulance?	Ambulance
What ward (city), town, chome (block), street number, and unit number are you calling from?	I'm at 3-5, 1-chome, Otemachi, Chiyoda Ward in Unit No. XX at apartment building XX.
What happened?	(Sample) My father suddenly collapsed and is unconscious. (Inform the operator of what happened and to whom it happened.)
Please tell me your name. (In some cases, they may ask for your phone number.)	My name is XXX. (My telephone number is XXXX-XXXX.)

If you don't know where you are

- If there is a public phone or landline phone nearby, please call from there.
- If you are outdoors, inform the operator of the names of nearby buildings, intersections, or other landmarks.
- If you are inside a train station, hotel, or building, you should ask a station attendant or other official to place the call for you.
- If you are in trouble, seek assistance from someone in your immediate vicinity right away.
- The operator will search for your whereabouts to the extent possible based on the location information from the cell phone you are using. Turning on your location information service will make it easier to identify your location.

Items to have ready when calling an ambulance



Passport



Medications that the victim normally takes



Cash

- *Cash will be needed to pay for any consultation fees or doctor's fees after receiving a medical examination at a hospital.
- *Ambulance crews will never demand cash for providing emergency transport.
- *You are responsible for managing your valuables on your own or having family members do so.

How to search for hospitals

Search using the Internet

Himawari: TMG Medical Institution Information Service

English Japanese

This service provides information such as the addresses, telephone numbers, medical departments, and open days and hours, of medical institutions in Tokyo.

PC, smartphone

<http://www.himawari.metro.tokyo.jp/>

Cell phone

<http://www.himawari.metro.tokyo.jp/kt/>

Search using your phone

Consultation contact points in foreign languages

English Chinese Korean Thai Spanish

Inquiries on medical institutions that can provide medical care in foreign languages, information on the Japanese health care system, and so forth will be answered by a counselor.

☎03-5285-8181
(every day from 9:00 AM to 8:00 PM)

Emergency Contact Information

The Excellence Mark is a mark that can only be displayed on outstanding buildings that have been evaluated as offering a high level of fire safety.

Buildings with the Excellence Mark have cleared a rigorous review process and address stringent fire prevention and safety measures, allowing people to spend time in them with peace of mind.

You can check for the Excellence Mark at the entrances, front desks, and similar locations of hotels and inns.



Excellence Mark
(Fire Safety Building Certificate)

Tokyo 2020 Games



Periods
Olympic Games
(July 24 - August 9, 2020)

Paralympic Games
(August 25 - September 6, 2020)

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1-3-5 Otemachi, Chiyoda-ku, Tokyo
☎03-3212-2111 (main line)

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Homepage of the Tokyo Fire Department
<http://www.tfd.metro.tokyo.jp>

