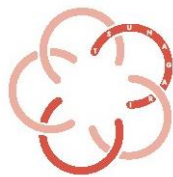


Natural Disaster Q&A for Foreign Residents in Japan



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Foreword

It has been 100 years since the Great Kanto Earthquake, and it is now predicted with 70% certainty that a magnitude 7 earthquake will strike Tokyo within the next 30 years. As of January 2024, the number of foreign residents in Tokyo has hit an all-time high, exceeding 640,000. Foreign residents play an essential role in society, becoming part of local communities and making Japan increasingly multicultural.

The issue of offering support to foreign residents—who are often left out of the loop with regards to information during natural disasters—came to the fore following the unprecedented destruction of the 1995 Great Hanshin Earthquake, which affected many foreign residents. Having learned from this, during the Chūetsu Earthquake of 2004 and the 2007 Chūetsu Offshore Earthquake, a number of volunteer groups and international associations worked together to actively offer support for foreign residents. To more widely share expertise in supporting foreign residents in times of disaster, the Association for International Communication and Cooperation TOKYO—formed by metropolitan international associations, foreign resident support organizations and global cooperation NGOs—published in 2009 the "Assistance for Foreigners at Times of Disaster Q & A Manual", the precursor to this booklet. It collated questions likely to be asked in the event of a disaster along with basic answers to them, and was designed to assist international associations and foreign residents support organizations with inquiries from foreign residents.

Since that time a number of other major earthquakes have struck, from the 2011 Great East Japan Earthquake and the 2016 Kumamoto Earthquake, to the 2024 Noto Peninsula Earthquake. Furthermore, regions of Japan suffering wind or flood damage is becoming an annual occurrence, and disaster preparation is more important than ever. As the growth of the internet and the digitization of information has led to changes in how disaster response is handled, public awareness has also changed, including designating foreign residents as “persons requiring special care” in times of disaster.

The original manual was amended in 2019, updating information in line with changes to various systems, etc., but this time, in response to the changing circumstances outlined above, we have undertaken a more complete revision. We have added questions relating to preparations before wind and flood disasters, and listed useful websites, apps and information sources for times when rapid changes to the situation can be bewildering. To make things easier to visualize, we have added a large number of illustrations, and as the booklet is a valuable source of

information for foreign residents themselves, we changed the title to "Natural Disaster Q&A for Foreign Residents in Japan". Additionally, to allow people to find information quickly and more directly online, we have made both a pdf version and a web version.

Of course, the support systems, management of evacuation centers, foreign language support and services vary widely between local governments. The situation can also change as time passes following a disaster. We ask that you look up information that is accurate for your area and make edits to ensure this Q&A will be useful in times of disaster.

We hope that this Q&A will be of use to foreign residents, those offering support to them, or to anyone else, regardless of nationality.

March 2024

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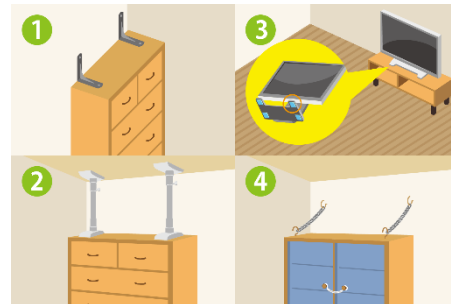
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I Before a Disaster

I-1 How should I prepare for a disaster?

To be ready in the event of a disaster, you should prepare food and drinks, and make sure furniture is fixed in place.

It is also vital to decide on an emergency plan with your family.



For details, please see the following page.

■Preparing for Disasters (TIPS)

<https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/prepare.html> (Japanese)

<https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/prepare.html> (English)



I-2 I heard that a major typhoon is on the way. What should I do?

Before the typhoon comes, prepare food and drinks, and secure outside objects indoors.

You should also confirm how dangerous your present location is, where you should evacuate to, and decide how to stay in contact with your family.



For details, please see the following page.

■ Preparations Before Heavy Rains/Typhoons (TIPS)

<https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/rainstorm.html> (Japanese)

<https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/rainstorm.html> (English)



I-3 Where can I view information about typhoons and heavy rains?

Please refer to the following pages for information about heavy rainfall and typhoons.

■ Japan Meteorological Agency Website (14 languages)

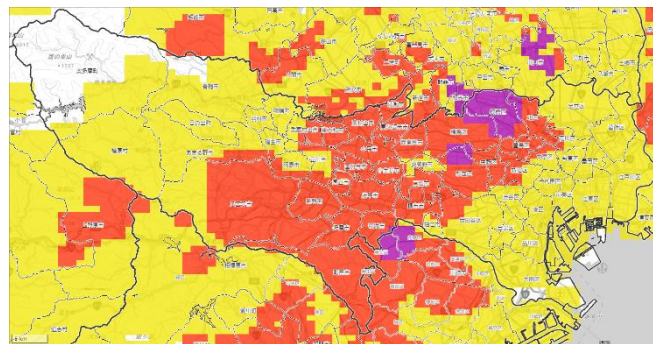
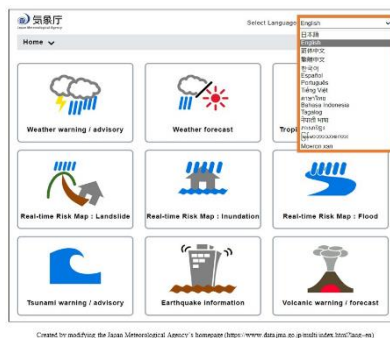
<https://www.data.jma.go.jp/multi/index.html?lang=jp> (Japanese)

<https://www.data.jma.go.jp/multi/index.html?lang=en> (English)



• On this site you can view weather forecasts and information about heavy rains and typhoons.

• The map is color-coded to show areas that will be affected by landslides, inundation, and flooding. Check the color of your present location and evacuate promptly if appropriate.



See the site below for an explanation on how to read the landslide, inundation, and flood maps.

■ About KIKIKURU (Real-time Risk Map) (TIPS)

https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/hazard_distribution.html

(Japanese)

https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/hazard_distribution.html (English)



I-4 I heard that a typhoon/heavy rainfall is coming. Can I go out?

- (1) During typhoons and heavy rains, rivers can overflow, mountainsides can collapse and wind can send objects flying. Do not go outside unless you are evacuating.
- (2) If you have to go outside, avoid rivers and mountains. Stay out of basements and away from underpasses.



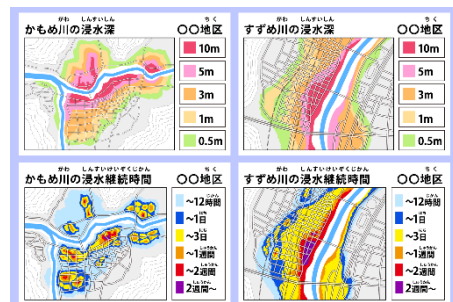
I-5 I heard that a typhoon/heavy rainfall is coming. I live near a river and I'm worried.

- (1) Check hazard maps to see how much water is expected to come.
See the following page for an explanation on how to read hazard maps.

■About Flood Hazard Maps (TIPS)

https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/hazard_maps.html (Japanese)

https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/hazard_maps.html (English)



- (2) When it's possible that a natural disaster will occur, the Japan Meteorological Agency and local government will issue an "Alert Level". Check the Alert Level for your area and take appropriate actions depending on the level.



For details, please see the following page.

■Alert Levels (TIPS)

https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/alert_levels.html

(Japanese)

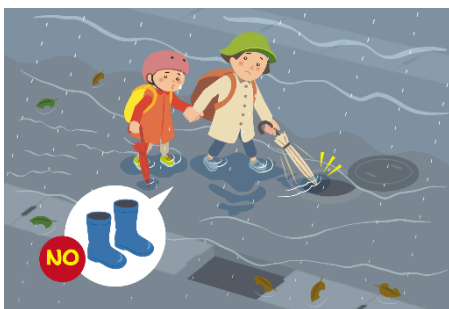
https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/alert_levels.html (English)



- (3) If your present location is in danger, it is important to evacuate early by going to a friend or family member's home.

Be aware of the following things when evacuating:

- Evacuate on foot while it is light outside.
- If it is dark outside, use a flashlight.
- Avoid wearing long rain boots, as they become heavy if they fill with water. Evacuate in sneakers/trainers.
- Places where water has collected can be dangerous. Use an umbrella or stick to check the depth of water while walking.
- Avoid mountains, rivers and routes below ground level.



- (4) During typhoons and heavy rains, it's dangerous to go to check the state of rivers.

Flooding can occur after heavy rains. Take care even after the rain has stopped.

If you want to know the state of local rivers, you can use the following site.

■ River Level Information (Foundation of River & Basin Integrated Communications [Operations Office of Water Level Measurement for Risk Management])

<https://k.river.go.jp/?zm=5&clat=35.687088&clon=138.45645728125004&t=0&dobs=1&drvr=1&dtv=1&dtmobs=1&dtmtv=1> (Japanese only)



How to read the river level:

- ① Zoom into the map with the + button until a green camera icon appears.
- ② Press the camera icon to see an image showing the state of the river.



River Level Information
Source: River Level Information - (Foundation of River & Basin Integrated Communications [Operations Office of Water Level Measurement for Risk Management])

I-6 An Alert Level was issued. What should I do?

Alert Levels are issued by the Japan Meteorological Agency and local governments when a natural disaster is forecast.

Alert Levels range from 1 to 5. For each alert level there are appropriate actions you should take.

If you are in a dangerous area, evacuate before the Alert Level reaches 4.



Timing of Evacuation (Alert Levels)		Be sure to evacuate by Alert Level 4!
Level 5	Emergency Safety Measures ▶ Your life is in danger. Evacuate immediately to a safe place within the building you are in or to a safe building nearby.	
Level 4	Evacuation Instruction ▶ Immediately get away from dangerous places and evacuate to a safe place.	
Level 3	Evacuation of the Elderly, Etc. ▶ Children, the elderly, and those who require time should evacuate. Others should prepare for evacuation.	
Level 1 to 2	Warning ▶ Check locations of evacuation centers and evacuation routes on hazard maps .	

Source: "Bousai leaflet" published by Tokyo Metropolitan Government.
https://www.seikatubunka.metro.tokyo.lg.jp/chiki_tabunka/tabunka/tabunkasuishin/0000000144.html

For more information on Alert Levels, see the following page.

■ Alert Levels (TIPS)

https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/alert_levels.html

(Japanese)

https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/alert_level.html (English)



I-7 What is a "Hazard Map"? Where can I find them?

Hazard Maps show areas that may be affected by a natural disaster, as well as places to evacuate to in the event of an emergency. There are different hazard maps for different disaster types and areas.

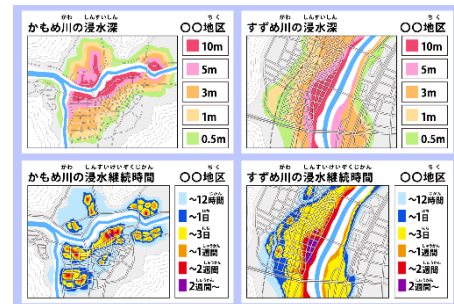
For information on Hazard Maps, see the following page.

■About Flood Hazard Maps (TIPS)

https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/hazard_maps.html

(Japanese)

https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/hazard_maps.html (English)



I-8 I heard there is going to be a lot of snowfall. What do I need to be careful about?

Be mindful of the following things when there is a lot of snowfall.

- Streets become slippery. Wear gloves and footwear with good grip.
- When walking, take small steps, placing the entire sole of each foot on the ground as you go.
- Train and bus services may be suspended. Check the status of public transport via news, etc.



- Bicycles and motorcycles can slide and fall, so avoid riding them in the snow.
- When driving a car, use snow chains on the tires, or switch to snow tires.



2 Evacuation

2-1 After a major earthquake, where should I evacuate to?

- (1) Places designated as evacuation spots include Evacuation Areas and Evacuation Centers.

・Evacuation Areas (*hinan basho*)

Evacuation Areas are where people flee to immediately after a major earthquake.

Evacuation Areas can be identified by this image.

It's common for large parks or sports grounds to be Evacuation Areas. Food and drinks may not be available. You cannot stay overnight.



・Evacuation Centers (*hinanjo*)

Evacuation Centers are places where people can stay if they cannot live in their homes because of a disaster.

Buildings that may become Evacuation Centers can be identified by this image.

People can stay overnight.

At Evacuation Centers, food, drinking water, blankets, and other necessities for daily life are available.

The locations that will be designated as Evacuation Centers are decided in advance.

In the event of a disaster, the local government will announce that certain schools and other buildings will become Evacuation Centers.



- (2) A tsunami may follow after a major earthquake.

If you are near the ocean, get as far away from the coast as you can and

evacuate to a safe, elevated location as soon as possible.

If there is a Tsunami Evacuation Area or Tsunami Evacuation Building nearby, head for one of those.

Tsunami Evacuation Areas and Tsunami Evacuation Buildings can be identified by this image.



There may be a delay between the earthquake and the tsunami. Pay attention to TV, radio and public disaster prevention radio broadcasts. Tsunamis may travel up rivers. If you are told the tsunami poses a risk, stay far away from rivers.



📖 Glossary: Tsunami

2-2 Where should I evacuate to in the event of heavy rain/typhoons?

If your present location is in danger, when a major typhoon is forecast, it is important to evacuate early by going to the home of a friend or family member who lives in a safe area, before train services are suspended. Before heavy rains and typhoons, Evacuation Centers (*hinanjo*) may be set up in your city.

Check hazard maps to determine where you should evacuate to.

Some Evacuation Centers may not be usable in the event of heavy rains due to proximity to rivers, etc. Be sure to check in advance.

More information about Evacuation Centers can be found on this page.

■ About Evacuation Center (TIPS)

<https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/shelter.html> (Japanese)

<https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/shelter.html>
 (English)



See the following page for information on reading flood hazard maps and where to evacuate to.

■About Flood Hazard Maps (TIPS)

https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/hazard_maps.html
 (Japanese)

https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/hazard_maps.html
 (English)



2-3 Where are Evacuation Areas and Evacuation Centers located?

- (1) Check the local government website for the city/ward you are in.

Do a web search for "evacuation center", "emergency shelter" or "hinanjo" along with the name of your city.

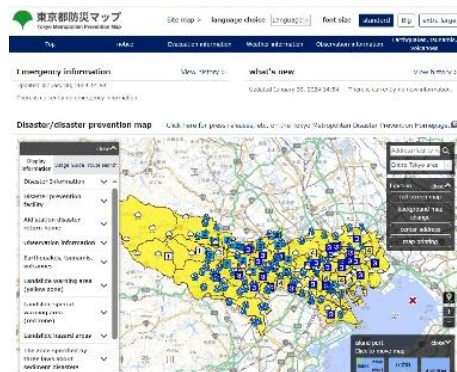


- (2) Check the following websites.

■Tokyo Metropolitan Prevention Map
 (Disaster Prevention Division, Bureau of General Affairs, Tokyo Metropolitan Government)

<https://map.bosai.metro.tokyo.lg.jp/>

(Machine translation only - English, Chinese, Korean)



If you can't find your local Evacuation Areas and Centers, ask those around you or inquire with the city office.

- (3) Check the following page for information on what to take to the Evacuation Center and the rules you should follow there.

■About Evacuation Center (TIPS)

<https://tabunka.tokyo-tsunagari.or.jp/disaster/howto/shelter.html> (Japanese)

<https://tabunka.tokyo-tsunagari.or.jp/english/disaster/howto/shelter.html>

(English)



2-4 Can tourists (those on a short-term stay visa) go to Evacuation Centers?

Evacuation Centers (*hinanjo*) are mainly aimed at accommodating people who cannot stay in their own home because it has been damaged or destroyed. Tourists (and other short-term visitors) should go to a Temporary Shelter (*ichiji taizai shisetsu*) (schools, city halls, large buildings or facilities, etc.). Temporary Shelters will have food, drinking water, blankets and toilet facilities.

You can see where Temporary Shelters are located on the Tokyo Metropolitan Prevention Map. If you do not have internet access, ask someone in your area for help.

■Tokyo Metropolitan Prevention Map (Disaster Prevention Division, Bureau of General Affairs, Tokyo Metropolitan Government)

<https://map.bosai.metro.tokyo.lg.jp/>

(Machine translation only - English, Chinese, Korean)



2-5 Can people with disabilities go to Evacuation Centers?

- (1) People with disabilities can go to Evacuation Centers (*hinanjo*). When arriving, speak to reception staff about any special needs you may have.
- (2) Evacuation Centers that can better cater to the needs of those with disabilities are called Welfare Evacuation Centers (*fukushi hinanjo*). Welfare Evacuation Centers are often prepared a little after a disaster has

occurred.

To find out about Welfare Evacuation Centers, ask Evacuation Center staff or the city office.

☞ Glossary: Welfare Evacuation Centers

2-6 Is any additional assistance available for foreign residents at Evacuation Centers?

Special arrangements for foreign residents vary between Evacuation Centers (*hinanjo*).

If you have special needs relating to religious beliefs (such as requiring a place for prayer, or having special dietary requirements), or have symptoms relating to an illness, or any other concerns, please ask Evacuation Center staff.

2-7 Is it okay to evacuate by car?

When evacuating, avoid using a car.

If a lot of people attempt to evacuate by car, roads will become inaccessible to emergency vehicles (ambulances, fire trucks and police cars).

During heavy rains and typhoons, cars may also become inundated.

Also, when a major earthquake (Seismic Intensity 6 Lower (*shindo 6 jaku*) or higher) strikes Tokyo, cars coming from outside cannot enter the city past Ring Road No.7 (*kannana-dori*). Major roads will be closed.



2-8 What should I do if a major earthquake strikes while I'm in a car?

Turn on hazard lights, gradually reduce speed, and wait for shaking to subside. When shaking has stopped, park the vehicle in an open area or on the left side of the road.

To allow emergency vehicles (ambulances, fire trucks and police cars) to pass, when leaving your vehicle, make sure it can be moved if necessary.

Leave doors unlocked and leave the keys behind, along with your contact information.

Take any valuables and your vehicle's inspection certificate with you.

📖 Glossary: Vehicle Inspection Certificate



2-9 My home was not destroyed. Should I still evacuate?

- (1) After a major earthquake, a person registered with the Tokyo metropolitan government will come to determine if your home is safe or not. This is called a Post Earthquake Quick Inspection of Damaged Buildings (*oukyuu kikendo hantei*).

When the inspection is carried out, a red, yellow or green sign will be stuck to your home.

Red: The home is dangerous, so you should not enter.

Yellow: Take great care when entering the home.

Green: Damage to the home is minor. It is okay to enter the home.

Consider whether you need to evacuate based on your home's evaluation.

📖 Glossary: Post Earthquake Quick Inspection of Damaged Buildings



- (2) You can stay at an Evacuation Center (*hinanjo*) when you cannot use electricity, gas or water in your home, or you are worried about another disaster striking soon.



- (3) However, staying at an Evacuation Center means living with a large number of other people, which can be stressful.

Also, even if you are staying at your own home, you can often receive food, etc. at an Evacuation Center.

Stay at your own home when it is safe to do so, and if not, consider staying at a friend or family member's home instead of an Evacuation Center where possible.

2-10 Can I go to my home to fetch my belongings?

- (1) Be aware of the following points after a major earthquake.

- There may be aftershocks (*yoshin*). Take care when approaching your home.
- There may be a tsunami on the way. If you live close to a river or the sea, confirm that no tsunami is expected before you go.

• After a major earthquake, a person registered with the Tokyo metropolitan government will come to determine if your home is safe or not. This is called a Post Earthquake Quick Inspection of Damaged Buildings (*oukyuu kikendo hantei*).

When the inspection is carried out, a red, yellow or green sign will be stuck to your home.

Red: The home is dangerous, so you should not enter.

Yellow: Take great care when entering the home.

Green: Damage to the home is minor. It is okay to enter the home.

📖 Glossary: Aftershock, Tsunami, Post Earthquake Quick Inspection of Damaged Buildings



- (2) After heavy rains and typhoons, confirm there is no risk of landslides or flooding before you go.

2-11 How should I get home?

After a major disaster, if many people try to return home at the same time, the areas around stations and major roads can become overcrowded and dangerous. Avoid rushing to other locations, and instead find a safe place to wait.



- (1) When at work or school

Stay at your workplace or school for around 3 days. Companies and schools may have drinking water and food for use in emergencies. Ask a staff member for information.

- (2) When far from home

Go to a Temporary Shelter (*ichiji taizai shisetsu*) (schools, city halls, large buildings and facilities, etc.). They will provide food and drinking water. Blankets and toilets are also available for use.

- (3) When returning home

Before heading home, check the status of roads, trains and buses. Do not return home until you know that the roads are safe.

When returning home, stick to major roads.

Avoid returning home at night.

When returning home, you can receive tap water and use toilet facilities at "Support stations for those attempting to return home during a disaster".

You do not need to pay money.

Support Stations can be identified by this mark.



Convenience stores, gas stations and family restaurants are commonly Support Stations.

The locations of Evacuation Centers, Temporary Shelters and Support Stations can be found on the Tokyo Metropolitan Prevention Map.

If you do not have internet access, ask someone in your area for help.

■Tokyo Metropolitan Prevention Map (Disaster Prevention Division, Bureau of General Affairs, Tokyo Metropolitan Government)

<https://map.bosai.metro.tokyo.lg.jp/>

(Machine translation only – English, Chinese, Korean)

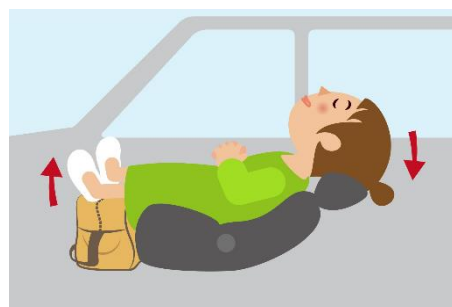


2-12 I'm living in my car. Can I still receive food, etc.?

- (1) It is likely that you will be able to receive food, etc. at a local Evacuation Center (*hinanjo*).
Let a member of staff at the Evacuation Center know that you are staying in your car, and ask when food, etc. will be available.
- (2) If you remain in your car without moving for an extended period, you may develop a blood clot that could kill you if it blocks your lungs. This is called deep vein thrombosis (DVT, also known as "economy class syndrome").

Take the following steps to avoid developing deep vein thrombosis.

- Every 2-3 hours, spend some time doing foot rotations and stretching your legs.
- Drink a lot of water.
- Avoid smoking and drinking alcohol.
- Wear loose-fitting clothing.
- When sleeping, put the seat back and elevate your legs (you can use a bag etc. for this).



2-13 I want to return to my home country. What should I do?

After a large-scale disaster, embassies may charter flights home for foreign nationals.

For details, contact your country's embassy.

For information on embassies and consulates in Japan, see the following page.

■Embassies and Consulates in Japan (Ministry of Foreign Affairs)

<https://www.mofa.go.jp/mofaj/link/emblast/index.html> (Japanese)

https://www.mofa.go.jp/about/emb_cons/protocol/index.html (English)



3 Illness/Injury

3-1 I am sick/injured. Where can I be seen by a doctor?

- (1) After a major disaster, Medical Aid Stations will be set up, providing free medical care by doctors. You will not need a health insurance card.
Ask the city office where Medical Aid Stations are located.

📖 Glossary: Medical Aid Stations



- (2) Doctors and nurses may also make visits to Evacuation Centers (*hinanjo*). Ask center staff about when doctors or nurses will be coming.
- (3) Call the number below for information on medical facilities with foreign language support.
■ Tokyo Medical Institution Information Service "HIMAWARI" (Bureau of Public Health, Tokyo Metropolitan Government)
Phone: 03-5285-8181 7 days, 9am – 8pm

3-2 I don't have money or insurance. Can I still be seen by a doctor?

Go to a nearby Medical Aid Station. You do not need money. You will not need a health insurance card.

Ask the city office where Medical Aid Stations are located.

📖 Glossary: Medical Aid Stations

3-3 I don't speak Japanese. How can I communicate with the doctor?

- (1) There will likely not be interpreters at Medical Aid Stations soon after a disaster. Please go with someone who speaks Japanese.
If you don't know a Japanese speaker, ask for help at the city office.

Glossary: Medical Aid Stations

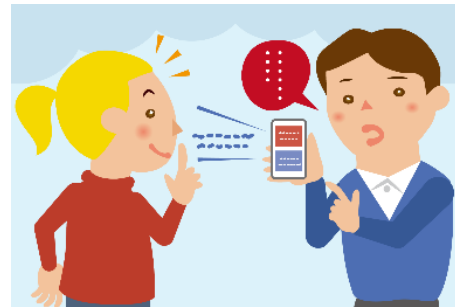
- (2) Call the number below for information on medical facilities with foreign language support.

■Tokyo Medical Institution Information Service "HIMAWARI" (Bureau of Public Health, Tokyo Metropolitan Government)

Phone: 03-5285-8181 7 days, 9am - 8pm

- (3) Using a translation app can help you carry out simple conversations.

See the following page for information on the translation app "VoiceTra".



■Multilingual Speech Translation Application "VoiceTra" (National Institute of Information and Communications Technology (NICT))

<https://voicetra.nict.go.jp/> (Japanese)

<https://voicetra.nict.go.jp/en/> (English)



- (4) You can communicate any injuries or illnesses via the Multilingual Medical Questionnaire.

Download it via the link below.

■ Multilingual Medical Questionnaire (International Community Hearty Konandai / Kanagawa International Foundation)

<https://kifjp.org/medical/>

(23 Languages)



INTERNAL MEDICINE 内科問診票		English 英語
Check of all corresponding answers. (必ず全項目にチェックをください)		
Name 氏名	year 年 month 月 day 日	Male 男 / Female 女
Date of birth 生年月日	year 年 month 月 day 日	Phone 電話番号
Address 住所		
Do you have health insurance? 健康保険をお持ちですか? Yes はい / No いいえ		
Nationality 国籍	Language 言語	
What are your symptoms? どのような症状ですか?		
Chest 胸	Chest pain 胸痛	Cough 咳
Chest pain 胸痛	Shortness of breath 息苦しさ	Heart palpitation 心拍動
Swelling 腫れ	Edema 浮腫	Stomachache 胃痛
Stomachache 胃痛	High blood pressure 高血圧	Stomachache 胃痛
Weight loss 体重減少	Abdominal pain 腹痛	Stomachache 胃痛
Vomiting 嘔吐	Nausea 嘔吐	Stomachache 胃痛
Weakness 弱さ	Excessive fatigue 過度の疲労	Others その他
How long have you had these problems? これらの症状はいつからですか?		
Since 年 月 日		
(Do you have any food or medication allergies? 食料や薬に対するアレルギーがありますか?)		
Yes はい / No いいえ		
Are you currently taking medication? 現在薬を服用していますか?		

3-4 Someone I know died. What should I do?

Speak to the local police. You can call the police by dialing 110.

Do not touch anything until the police arrive.

If you don't know where the police station is, ask at the city office.

4 Food and Commodities

4-1 Where can I receive food?

You can receive food at an Evacuation Center (*hinanjo*). Line up and wait your turn to be served.

Essential items will be distributed periodically, so wait until it's time and take only what you need.



4-2 Where can I get water for drinking and general use?

- (1) When the mains water supply is unusable, Water Supply Stations and Water Supply Vehicles are set up to provide water. You can also receive water at an Evacuation Center (*hinanjo*).

Ask the city office about where you can receive water.

Take a water storage can or plastic bottles to put the water in.



- (2) When water outages occur after a major disaster, you can receive water at Emergency Water Supply Stations.

Take a water storage can or plastic bottles to put the water in.

Check the following page to see the locations of Emergency Water Supply Stations.

■The location of your closest Emergency Water Supply stations (Water Supply Points) (Bureau of Waterworks Tokyo Metropolitan Government)

<https://www.waterworks.metro.tokyo.lg.jp/kurashi/shinsai/ichiran.html>

(Japanese・Machine translation)



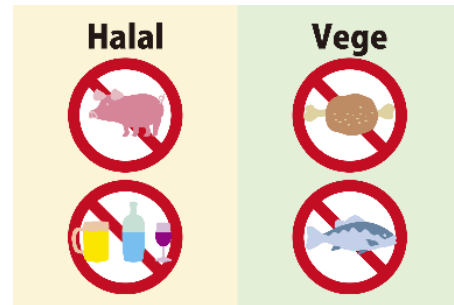
4-3 Where can I get halal or vegetarian food?

- (1) Many Evacuation Centers (*hinanjo*) will not have these food options.

Check what has been used in the food before you eat anything.

If you are unsure, ask Evacuation Center staff.

📖 Glossary: Halal food



- (2) If there are things you cannot eat, you can use this sheet to let Evacuation Center staff know.

■ Ingredient Icons (FOODPICT) (Council of Local Authorities for International Relations)

https://www.clair.or.jp/j/multiculture/tagengo/ercard_foodpict.html

(Japanese)

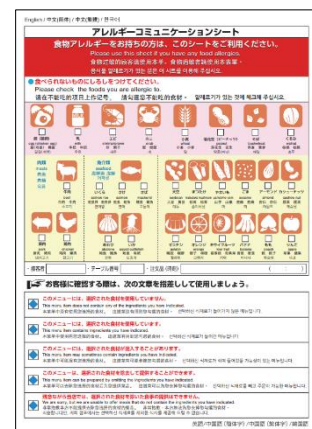


4-4 I have allergies. Where can I find food that is safe for me to eat?

Evacuation Centers (*hinanjo*) may offer food catered toward people with specific allergies. Ask Evacuation Center staff for information.

If you are told there is no special food available, check what has been used to make the food before eating it. Use this sheet to let Evacuation Center staff know about any food allergies you may have.

■ Food Allergy Communication Sheet (Bureau of Public Health, Tokyo Metropolitan Government)



<https://www.hokeniryo.metro.tokyo.lg.jp/shokuhin/allergy/leaflet.html>

(Japanese)

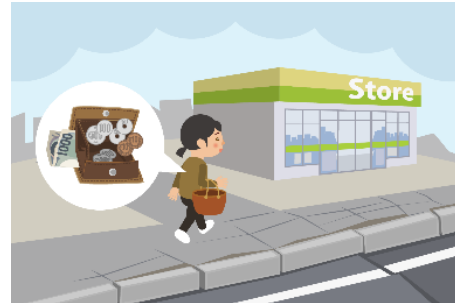


4-5 Where can I get baby milk/baby food?

It is common for Evacuation Centers (*hinanjo*) to have powdered and liquid milk, baby food and rice porridge. Ask Evacuation Center staff if it is available.

4-6 Where can I buy food?

- (1) Soon after a major disaster, it is common for stores to be damaged, for items to sell out, and for stock to not be delivered, leading to closures.
- (2) After some time, they will begin to reopen. It is common for Evacuation Centers to post information about when stores will reopen.
- (3) After a major disaster, it is possible that credit cards and contactless payment methods (Suica, PayPay, etc.) will not work. Stores may also not have change. Take multiple 1000 yen notes and a lot of small change with you.



4-7 Where can I eat a warm meal?

After some time has passed, warm food may be distributed at Evacuation Centers (*hinanjo*). Hot meal distribution (*takidashi*) may be carried out at public buildings, parks, community centers and assembly halls.



4-8 I'm not staying at an Evacuation Center. Can I still receive food?

You can still receive food at an Evacuation Center (*hinanjo*) even if you are living elsewhere (your own home, a friend's home, your car, a church/mosque, etc.) Ask Evacuation Center staff for information.

4-9 Can I get sanitary products, diapers, etc.?

- (1) It is common for Evacuation Centers (*hinanjo*) to stock sanitary products and diapers. Ask Evacuation Center staff for information.
- (2) While you can receive sanitary products and diapers at Evacuation Centers, supplies will be limited. Try to prepare what you and your family will need in advance.

5 Communication and Information

5-1 My phone won't connect. What should I do?

- (1) After a major disaster, when a lot of people use phones at the same time, calls may not get through.

Use the methods detailed under 5-2 to contact others.

- (2) In case of an emergency (calling for the police, an ambulance or the fire department) or when you really want to make a call, you can use a public telephone.

Public telephones that can be used to make international calls will be labeled as such.

How to use a public telephone

・In an emergency (calling for the police, an ambulance or the fire department)

- ① Pick up the receiver. You will not need money.
- ② If there is a red button, press it.
If there is no red button, you can dial immediately.
- ③ To call the police, dial 110.
To call an ambulance or the fire department, call 119.

・When you really want to make a call

- ① Pick up the receiver. Insert money.
Most public telephones accept 10 and 100 yen coins.
Some also accept contactless payment systems.
After a major disaster, some public telephones will allow calls even if you don't insert money.
- ② Dial the phone number.



See the following page for the locations of public telephones.

■Public Telephones Installation Site Search (NTT East)

<https://publictelephone.ntt-east.co.jp/ptd/map/search/addrlist/13/>

(Japanese)



5-2 I'm looking for a family member/friend. What should I do?

After a major disaster, when a lot of people use phones at the same time, calls may not get through.

You can use the following methods to check if family members or friends are safe.

Before a disaster occurs, agree on a method of communication with those close to you.

(1) Internet

① Disaster Message Board (web171) (NTT East・NTT West)

You can leave a message in text form on the website.

People who know your phone number will be able to view the message.

<https://www.web171.jp/>

(Japanese, English, Chinese, Korean)




② Mobile Phone Disaster Message Board Services

On the websites of the Mobile Phone providers (NTT docomo, SoftBank, KDDI (au), Y! mobile, Rakuten Mobile), you can leave a message in text form.

People who know your phone number will be able to view the message.

You can also see messages registered to other mobile providers' sites.

■NTT docomo

https://www.docomo.ne.jp/info/disaster/disaster_board/

(Explanation: Japanese)

<http://dengon.docomo.ne.jp/top.cgi?es=0> (Japanese)

<http://dengon.docomo.ne.jp/Etop.cgi?es=0> (English)



■SoftBank

<https://www.softbank.jp/mobile/service/dengon/boards/>

(Explanation: Japanese)

<http://dengon.softbank.ne.jp/> (Japanese)

<http://dengon.softbank.ne.jp/pc-el.jsp> (English)



■KDDI (au)

<https://www.au.com/mobile/anti-disaster/saigai-dengon/>

(Explanation: Japanese)

<http://dengon.ezweb.ne.jp/> (Japanese)

<http://dengon.ezweb.ne.jp/E/service.do> (English)



■Y!mobile

<https://www.ymobile.jp/service/dengon/> (Japanese only)



■Rakuten Mobile

https://network.mobile.rakuten.co.jp/service/disaster_board/

(Japanese only)



③ Google Person Finder

You can record your own safety status and check the status of family and friends.

<https://google.org/personfinder/japan> (Japanese)

<https://google.org/personfinder/japan?lang=en> (English)



④ Facebook Safety Check

In the event of a disaster, you can report your own safety status on Facebook and also check the status of family and friends.

<https://www.facebook.com/help/141874516227713/> (Japanese)

<https://www.facebook.com/about/safetycheck/> (English)



(2) By Phone

Disaster Emergency Message Dial (171)

If you can't get through to people on the phone, you can still use phones (mobiles, landlines and public telephones) to leave messages.

If friends or family members have left messages, you can listen to them.

You can use mobile phones, landlines and public telephones to listen to them.

For public telephones, leaving messages and listening to them is free.
 The explanatory audio is in Japanese only.

Please see the following page for information on how to use the service.

■Disaster Emergency Message Dial (171) (NTT East)

<https://www.ntt-east.co.jp/saigai/voice171/> (Japanese)

<https://www.ntt-east.co.jp/en/saigai/voice171/> (English)



(3) Other Methods

- ① Ask staff at Evacuation Centers (*hinanjo*) near your family member/friend's home.
- ② Ask at the city office for the area your family member/friend lives in.
- ③ Ask at the embassy for your friend/family member's home country.

5-3 Where can I get information about disasters?

(1) Information from Local Governments

- ① Information can be found on the local government's website, social media (Facebook, LINE, X (formerly Twitter), etc.), disaster prevention apps and in information booklets. Search online or ask others for help.

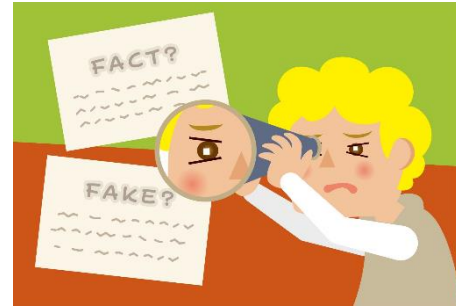
- ② You can get information at a local Evacuation Center (*hinanjo*). Look at the Evacuation Center's notice board.



- ③ In the event of a disaster, local governments will broadcast important information.
 If you don't understand Japanese, ask Japanese speakers who speak your language what the broadcast is saying.



- ④ Following a disaster, a lot of false information gets spread.
If you see or hear information that you think may be false, consult with the city office or the police.



(2) Tokyo Metropolitan and National-level Information

- ① 【Tokyo】Disaster Preparedness Tokyo App (Disaster Prevention Division, Bureau of General Affairs, Tokyo Metropolitan Government)



When a disaster occurs in Tokyo, evacuation and disaster information can be found in this app. You can also view disaster prevention maps and weather information for Tokyo. (4 Languages)

<https://www.bousai.metro.tokyo.lg.jp/1028747/index.html>

(Japanese・Machine translation)



- ② 【Tokyo】Tokyo Metropolitan Prevention Map (Disaster Prevention Division, Bureau of General Affairs, Tokyo Metropolitan Government)

You can find disaster and evacuation information for Tokyo, and the locations of Evacuation Areas and Centers.

<https://map.bosai.metro.tokyo.lg.jp/>

(Machine translation only – English, Chinese, Korean)



- ③ 【National】Japan Meteorological Agency Website (14 Languages)

You can find information on earthquakes and tsunamis and the movements of typhoons and rain clouds.

<https://www.data.jma.go.jp/multi/index.html?lang=jp> (Japanese)

<https://www.data.jma.go.jp/multi/index.html?lang=en> (English)



Created by modifying the Japan Meteorological Agency's homepage (https://www.data.jma.go.jp/multi/index.html?lang=en)



- ④ 【National】 Safety tips (Japan Tourism Agency)

An app that provides disaster information and teaches you how to evacuate. (14 Languages)

<https://tabunka.tokyo-tsunagari.or.jp/info/2024/01/22.html> (Japanese)

<https://tabunka.tokyo-tsunagari.or.jp/english/info/2024/01/22.html>

(English)



⑤ 【Tokyo】Tokyo Intercultural Portal Site (TIPS)

A site that posts useful information for foreign residents, including information on disasters and disaster prevention. (Japanese/English: "Understanding natural disasters" in 10 Languages)

<https://tabunka.tokyo-tsunagari.or.jp/index.html> (Japanese)

<https://tabunka.tokyo-tsunagari.or.jp/english/index.html>

(English)



5-4 Where can I get news and information in other languages?

(1) You can get foreign language news through NHK WORLD-JAPAN.

- TV: Broadcast in English 24 hours a day
- Radio: Broadcast in 9 languages through AM radio (NHK Radio 2)
- Website: News available in 20 languages
- App: News available in 19 languages

(2) In the event of a disaster, you can see foreign language news in the following ways.

① After a typhoon, earthquake or other disaster:

Where: NHK WORLD-JAPAN app/website

Languages: English, Chinese (Simplified/Traditional), Korean, Vietnamese, Arabic, Bengali, Burmese, French, Hindi, Indonesian, Persian, Portuguese, Russian, Spanish, Swahili, Thai, Turkish, Ukrainian and Urdu

② After a Seismic Intensity 5 Lower (shindo 5 jaku) or stronger earthquake has occurred, or there has been a tsunami/major tsunami warning, heavy rain emergency warning or J-ALERT:

Where: NHK WORLD-JAPAN app/website

How: An "Emergency Live Streaming Page" will be created and broadcast special news from NHK General TV with AI-generated English

subtitles/audio.

Languages: English only

- ③ When a Tsunami Warning/Advisory has been announced:
Where: NHK General TV/NHK Educational TV/NHK BS
NHK Radio 2 (Tokyo 693kHz 500kw)
How: Multilingual broadcast using secondary audio channels, etc.
Languages: English, Chinese, Korean, Vietnamese, Portuguese
- ④ When there is an emergency news alert for a typhoon, or there is an earthquake or tsunami warning/advisory:
Where: NHK WORLD-JAPAN app
How: Typhoon information will be sent as a news alert.
For earthquakes over Seismic Intensity 3 (shindo 3), or over 5 Lower (shindo 5 jaku) (depending on user settings), a push notification will be sent when an earthquake strikes, when there is at least an advisory level alert for tsunamis, or when there is a special warning/advisory for heavy rain and strong winds.
Languages: English, Chinese (Simplified/Traditional), Vietnamese, Portuguese, French, Hindi, Indonesian, Korean, Russian, Spanish, and Thai *News alerts are in English only

■NHK WORLD-JAPAN website (NHK: Japan Broadcasting Corporation)

https://www3.nhk.or.jp/nhkworld/en/multilingual_links/

(20 languages including Japanese)



■NHK WORLD RADIO (NHK: Japan Broadcasting Corporation)

<https://www3.nhk.or.jp/nhkworld/ja/radio/> (17 languages)



■NHK WORLD-JAPAN App (NHK: Japan Broadcasting corporation)

<https://www3.nhk.or.jp/nhkworld/ja/app/#p-notification>

(19 languages)



5-5 I can't speak Japanese. Can I get help from an interpreter?

- (1) There may not be any interpreters available soon after a disaster has occurred.
If you have trouble communicating, please try using a translation app.



■Multilingual Speech Translation Application "VoiceTra"

(National Institute of Information and Communications Technology (NICT))

(31 Languages)

Download URL:

<https://apps.apple.com/jp/app/id581137577> (App Store:Japanese)

<https://apps.apple.com/app/id581137577> (App Store:English)



<https://play.google.com/store/apps/details?id=jp.go.nict.voicetra>

(Google Play:Japanese)

<https://play.google.com/store/apps/details?id=jp.go.nict.voicetra&hl=en> (Google Play:English)

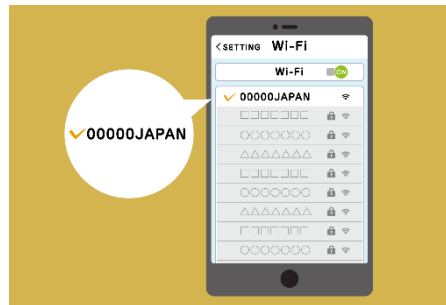


- (2) If you still find communication difficult even with a translation app, try to get the help of a Japanese speaker who speaks your language or ask at the city office.

5-6 I can't connect to the internet. What should I do?

- (1) When a major disaster occurs, after some time has passed, you will be able to use Wi-Fi from mobile phone companies, etc.

With your Wi-Fi set to on, select the network name (SSID) "00000JAPAN".
 You will not need a password. Anyone can use this Wi-Fi for free.



(2) You can also use TOKYO FREE Wi-Fi.

See the following page for information on where you can use it.

(4 Languages)

■ TOKYO FREE Wi-Fi (Tokyo Metropolitan Government)

<https://www.wifi-tokyo.jp/ja/> (Japanese)

<https://www.wifi-tokyo.jp/> (English)



■ TOKYO FREE Wi-Fi (OpenRoaming) (Tokyo Metropolitan Government)

<https://wi-fi.metro.tokyo.lg.jp/> (Japanese)

<https://wi-fi.metro.tokyo.lg.jp/en/> (English)



(3) This Wi-Fi is available to everyone, so be mindful of security.

5-7 Can I send things by mail?

Check the following page for information on the status of postal services.

■ Notification and Delivery route status (Japan Post)

<https://www.post.japanpost.jp/unkou.html> (Japanese only)



5-8 When will schools reopen?

- (1) Elementary and junior high schools will notify parents about reopening by phone or email. If your phone is broken, let the school know another number they can use.
- (2) You can also find out at local schools and at Evacuation Centers (*hinanjo*) near schools.
- (3) Ask at the city office for the area the school is located in.
- (4) For other schools, contact them directly.

5-9 Will school entrance exams go on as planned?

When a major disaster strikes, schools may change the planned date or time of the entrance exams. Ask the school for information.

6 Daily Life

6-1 Can I get clothes at the Evacuation Center?

You will not be able to get clothes at Evacuation Centers (*hinanjo*) immediately after a disaster. Take a change of clothes with you to the Evacuation Center.

6-2 Where can I bathe?

It is common for there to be no bathing facilities at Evacuation Centers (*hinanjo*). See the notice board at the Evacuation Center for information on bathing facilities.



6-3 I have a pet. Where can I take it? Will pet food be available?

- (1) Not all Evacuation Centers (*hinanjo*) will allow you to bring pets with you. Ask Evacuation Center staff.

If your pet has a cage or similar, bring it to the Evacuation Center. Follow the Evacuation Center's rules about where to keep your pet, etc.



- (2) There will not be pet food at the Evacuation Center. Bring your own with you.

6-4 When will banks reopen? Can I withdraw money?

- (1) The date that banks will reopen will be announced on TV, radio, and on notice boards in Evacuation Centers (*hinanjo*). You should be able to withdraw money again within about 3–7 days.

- (2) When you go to withdraw money, take a form of ID (passport, residence card, health insurance card, employee ID, student card, Individual Number Card (My Number card), etc.) along with your cash card/passbook.



- (3) After a major disaster, even if you don't have your bank passbook, cash card or your personal seal, you can still withdraw cash if you can prove your identity.

6-5 Where should I dispose of my garbage?

- (1) After a major disaster, it is common for no garbage collection vehicles to come for several days.
Until collection day, keep your garbage at home.

- (2) Ask at a local Evacuation Center (*hinanjo*) to find out when garbage will be collected. Throw food waste and other waste liable to rot out first.

Waste that does not need to be disposed of immediately (non-combustible waste, recyclables, etc.) should be kept at home as far as possible.

Waste that comes about as a result of a disaster cannot be put out for regular collection like everyday waste.



(3) Waste resulting from a disaster is called Disaster Waste (*saigai gomi*).

Disaster Waste has different rules for separation, and is gathered at temporary collection spots.

The temporary collection spots are often empty lots or parks.

Ask the city office for information on how to separate and dispose of Disaster Waste.

📖 Glossary: Disaster Waste



7 Utilities/Transportation

7-1 When will electricity, water and gas service resume?

- (1) Check the following pages to find out the status of electricity, water and gas supplies for Tokyo.

■Electricity: Power Failure Information (Tokyo Electric Power Company Holdings, Inc.)

<https://teideninfo.tepco.co.jp/>

(Japanese only)



■Water: Information about Water Suspension and Muddy Water (Bureau of Waterworks, Tokyo Metropolitan Government)

https://www.waterworks.metro.tokyo.lg.jp/kurashi/menu_dakusui/

(Japanese only)



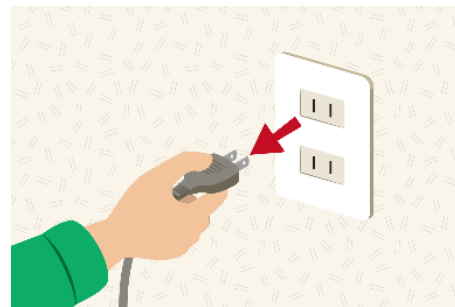
■Gas: Gas Service Restoration Map (5 Languages) (Tokyo Gas Network)

<https://fmap.tokyo-gas.co.jp/> (Japanese)

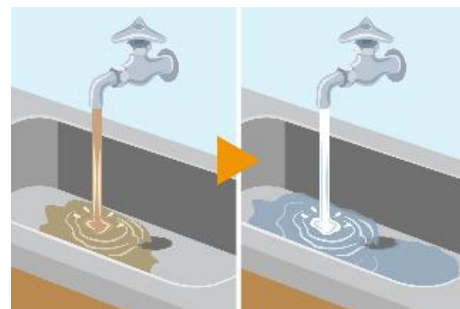
<https://fmap.tokyo-gas.co.jp/en> (English)



- (2) When there is a power outage, unplug all electrical devices from the outlets. If you leave electrical devices plugged in, when power is restored, it may start a fire.

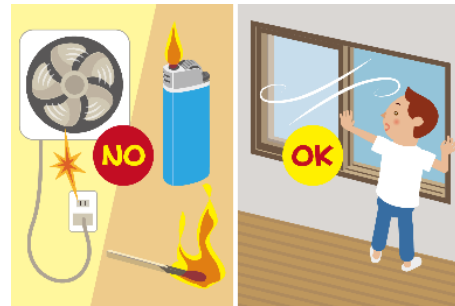


- (3) When water service resumes, cloudy or discolored water may come out at first. Let the water flow until it runs clear.



(4) When gas stops because of a disaster, take the following steps.

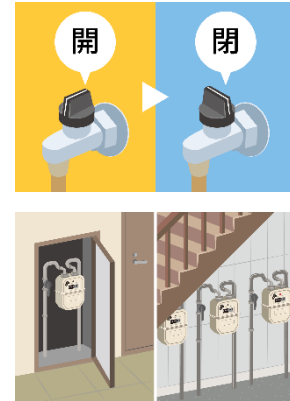
Check to ensure there is no smell of gas.
If you smell gas, there may be a gas leak.
Open the windows to ventilate the area.
Using electricity may cause a fire, so don't use the extractor fan.
Be sure not to use lighters, matches or other open flames.
Contact the gas company immediately.



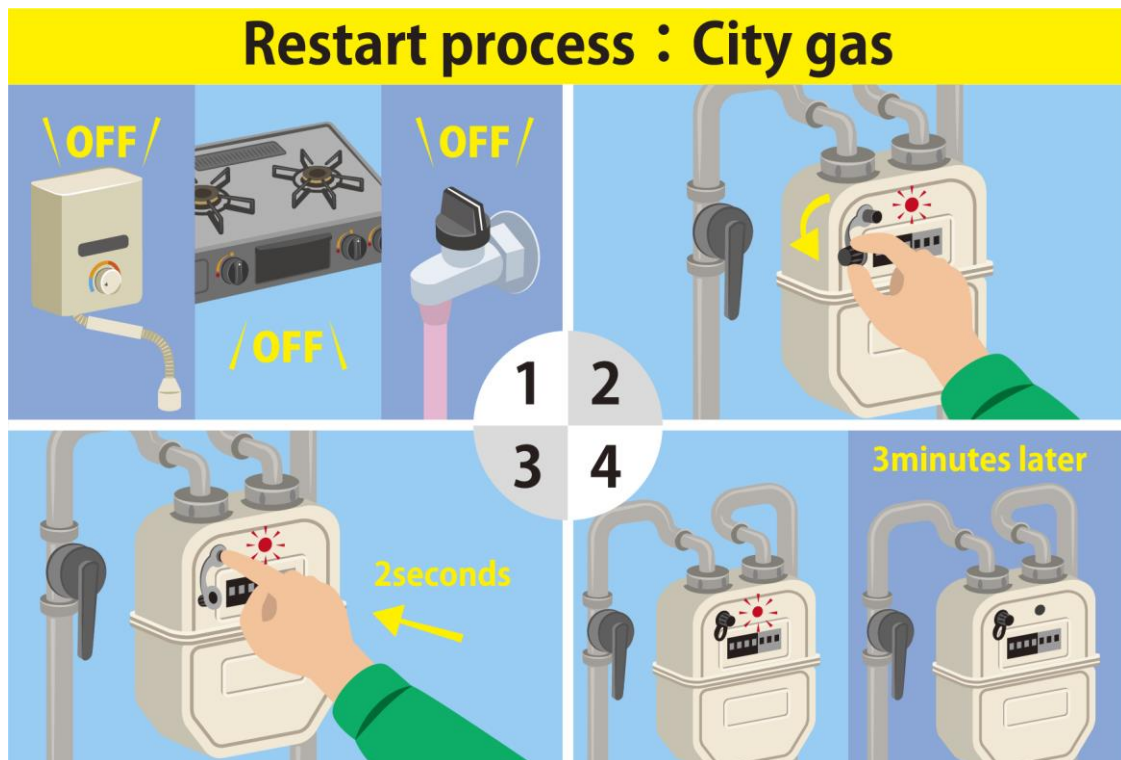
If you don't smell gas, take the following steps.

・If using City Gas (i.e. your gas does not come from cylinders outside your home)

- ① Turn off the gas and close the main valve.
- ② Take the cap off the gas meter's reset button (some meters don't have caps).
The gas meter should be outside your home, or in a box in the corridor of your apartment building.
- ③ Press the reset button all the way in.
After two seconds, slowly release your finger from the button, and put the cap back on.
- ④ Wait three minutes. When the red light stops flashing, gas service will be restored, so you can reopen the main valve.
- ⑤ If the red light keeps flashing after three minutes, try steps ① to ④ again.



If the flashing light still doesn't go away, contact the gas company.



・If using Propane Gas (i.e. your gas comes from cylinders outside your home)

Go outside and check the position of the gas cylinder.

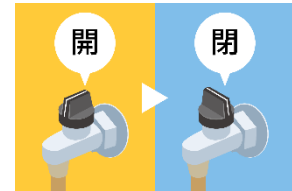
If the gas cylinder has moved from its original position, the gas company will need to check on it.

Before using the gas, contact the gas company.

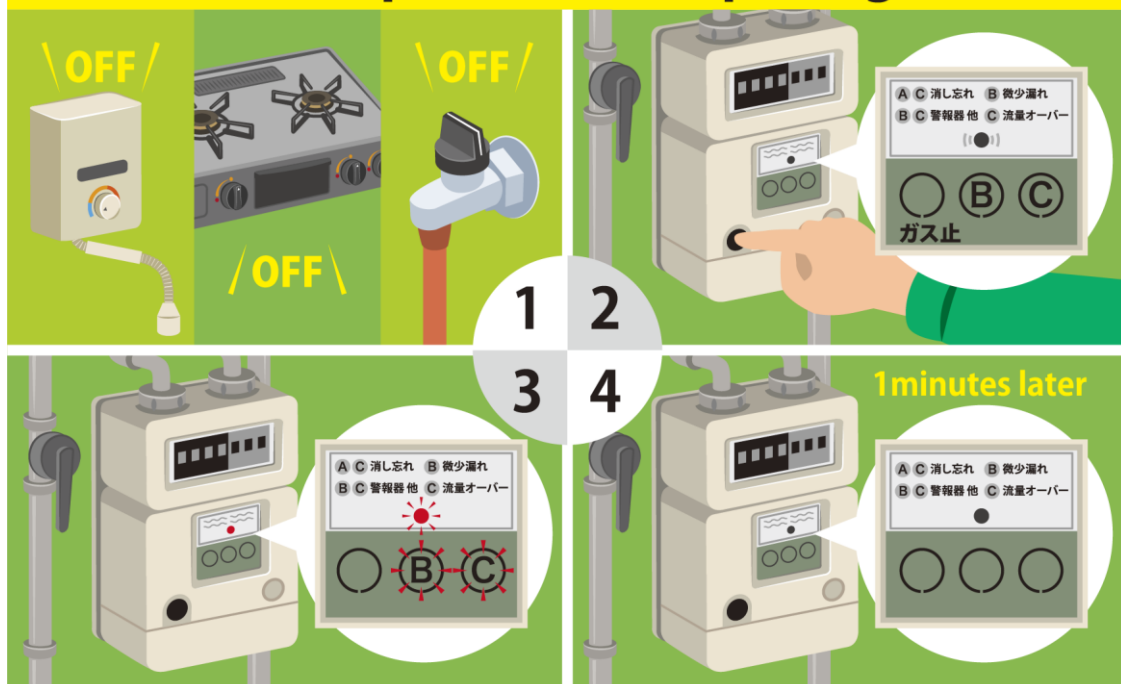


If the gas cylinder has not moved, take the following steps.

- ① Turn off the gas and close the main valve.
- ② Press the button on the left side of the gas meter.
The gas meter should be outside your home, or in a box in the corridor of your apartment building.
- ③ The LCD text and light will flash, so wait 1 minute.
- ④ When the LCD text disappears and the light stops flashing, you can use gas again, so open the main valve.
- ⑤ If the light doesn't go out, contact the gas company.








Restart process : Propane gas



7-2 When can I use trains, buses, planes and boats again?

- (1) You can check the following pages for information on the status of public transport in Tokyo.

East Japan Railway Company	https://traininfo.jreast.co.jp/train_info/ (Japanese) https://traininfo.jreast.co.jp/train_info/e/ (English)	
Tokyo Metro	https://www.tokyometro.jp/index.html#UnkouLinesList (Japanese) https://www.tokyometro.jp/lang_en/index.html (English)	
Toei Subway	https://www.kotsu.metro.tokyo.jp/subway/schedule/ (Japanese) https://www.kotsu.metro.tokyo.jp/eng/ (English)	
Toden Arakawa Line	https://tobus.jp/tlsys/navi (Japanese) https://tobus.jp/tlsys/navi?LCD=e (English)	
Toei Bus	https://tobus.jp/blsys/navi (Japanese) https://tobus.jp/blsys/navi?LCD=e (English)	
Haneda Airport	https://tokyo-haneda.com/flight/index.html (Japanese) https://tokyo-haneda.com/en/ (English)	
Narita Airport	https://www.narita-airport.jp/jp/flight/ (Japanese) https://www.narita-airport.jp/en/flight/ (English)	
Tokai Kisen	https://www.tokaikisen.co.jp/?doing_wp_cron=1683853921.3657801151275634765625 (Japanese) https://www.tokaikisen.co.jp/en/ (English)	
Ogasawara Kaiun	http://www.ogasawarakaiun.co.jp/ (Japanese) http://www.ogasawarakaiun.co.jp/english/ (English)	

- (2) For other public transport information, see the following page.

■Rail Transit Information (NHK: Japan Broadcasting Corporation)

<https://www3.nhk.or.jp/news/traffic/>

(Japanese only)



■Japan Safe Travel Information (Japan National Tourism Organization)

<https://www.japan.travel/en/japan-safe-travel-information/>

(English only)



7-3 I want to travel by car. Can I use the roads?

- (1) After a major earthquake, it is common for major roads to be closed to all except emergency vehicles (ambulances, fire trucks and police cars) and vehicles carrying necessary items. Do not use roads until they are reopened to the general public.



- (2) When a major earthquake (Seismic Intensity 6 Lower (*shindo 6 jaku*) or higher) strikes Tokyo, cars coming from outside cannot enter the city past Ring Road No.7 (*kannana-dori*). Major roads will be closed.



- (3) Road information will be broadcast on TV and radio. You can also look it up online.

■Japan Road Traffic Information Center

<https://www.jarttc.or.jp/> (Japanese only)

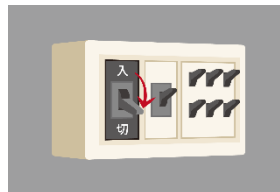


8 Homes

8-1 What should I do if I am leaving my home to stay with a friend?

- (1) If you are leaving your home for an extended period, take the following steps.

- Turn off the breaker.
- Close the main gas valve.



- (2) There may be inquiries to the city office from people who are looking for you. If you are going to be away from home for a while, let staff at the city office know.

If you leave a place you have been living for some time or move somewhere else, carry out procedures for moving home with the city offices for the area you are leaving and the place you are moving to.

- (3) When you are away from home, return to the area you used to live in from time to time to see notifications from the local government. Check your mailbox for messages from the local government. You should also check the notice boards of local Evacuation Centers (*hinanjo*) or ask staff there.

8-2 After an earthquake, red, yellow and green signs were stuck to houses. What are they?

- (1) These Post Earthquake Quick Inspections of Damaged Buildings (*oukyuu kikendo hantei*) show how dangerous a home is considered to be. After a major earthquake, a person registered with the Tokyo metropolitan government will come to determine if your home is safe or not, posting a sign (red, yellow or green) on the home to show the result.

If a sign has been stuck to your home, follow the appropriate rule.



Red: The home is dangerous, so you should not enter.

Yellow: Take great care when entering the home.

Green: Damage to the home is minor. It is okay to enter the home.

☞ Glossary: Post Earthquake Quick Inspection of Damaged Buildings

- (2) You will not know if your home is safe or not until the sign is posted.

Avoid entering your home until then.



- (3) The Post Earthquake Quick Inspection of Damaged Buildings does not show whether the building can be used long-term. It is also unrelated to the damage evaluation for Disaster Victim Certificates (*risai shoumeisho*).

Regardless of the result of the Post Earthquake Quick Inspection of Damaged Buildings, when your home is damaged, you should get a Disaster Victim Certificate from the local government and make a plan for repairs.

Ask the city office for details.

See 9-2 for more information about Disaster Victim Certificates.

8-3 What should I do if my home is damaged or water has gotten inside?

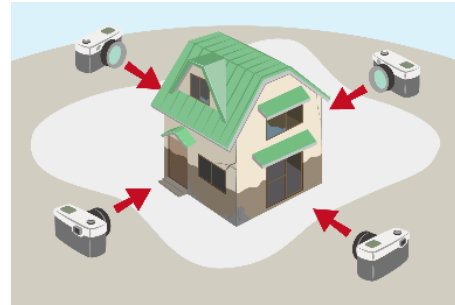
- (1) Before attempting to clean up or repair the home, take photos showing where and how far the home has been damaged and where water has reached. These will help when applying for a Disaster Victim Certificate (*risai shoumeisho*) or making an insurance claim.

Take photos of both the outside and inside of the home.

Take photos of the whole home, the damaged parts, and where water has entered.

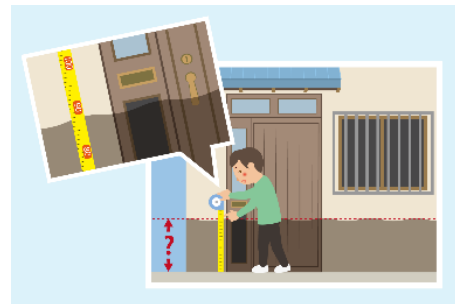
External Photos

- Take photos of your whole home from four directions.
- If water has got into your home, take photos showing how high it has reached.



<Example>

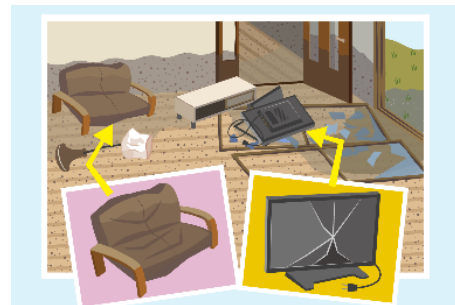
- ① Use a measuring tool from ground level to see how high water has reached.
- ② Take one photo that includes the measuring tool showing the water level, and another one from a distance.



Including a person in the photo makes it easier to understand the height the water has risen to.

Internal Photos

- ① Take photos of entire rooms that show the areas that have been damaged.
- ② Take photos that only show the damaged areas.



- (2) Consult with the city office and obtain a Disaster Victim Certificate.

A Disaster Victim Certificate is required if you want to receive aid from the national or local government.

See 9-2 for more information about Disaster Victim Certificates.

- (3) When your whole home has been destroyed, you can borrow the money you need to rebuild it. Ask at the city office.
- (4) When repairing your home, before construction begins, confirm what kind of construction will be carried out and how much it will cost via a written contract. Be wary of rushing with repairs and being cheated as a result.

- (5) If you are unsure who to entrust repairs to, or have concerns, ask at the city office.

8-4 I was told to pay an expensive fee when I tried to have my home repaired. What should I do?

- (1) After a major disaster, it is common for there to be issues with money where home repairs and construction are concerned.
 (e.g. After being offered a free roof inspection, you are pressured to sign a contract for expensive leak repairs.)

Even if construction workers come to your home, don't make any immediate decisions.

If in doubt, consult with the police, city office or neighbors.

- (2) You may be able to get your money back even after entering into a contract.
 Call the number below for consultations.

■Tokyo Metropolitan Comprehensive Consumer Center

Phone: 03-3235-1155 (5 Languages)

Consultations are free. Phone charges apply.

https://www.shouhiseikatu.metro.tokyo.lg.jp/sodan/sodan_foreign.html (Japanese only)



8-5 What is a "blue sheet"? Where can I get one?

- (1) "Blue sheet" is the Japanese term for a tarpaulin (tarp) — sheets made from plastics like polyethylene.
 When your roof is damaged, you can use a tarp to cover the damaged portion to prevent leaks.



- (2) When a disaster has occurred, the local government may distribute tarps.

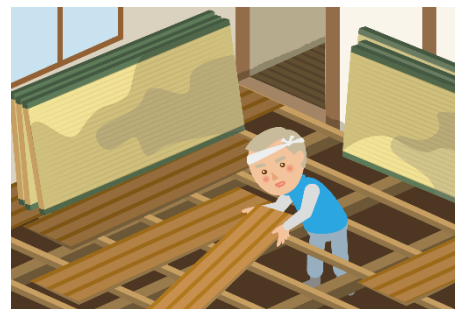
Ask at the city office.

- (3) If placing the tarp yourself would be difficult, you can ask for help at the city office or a Disaster Volunteer Center.

There may be people claiming to be professionals who will charge expensive fees to do the job, so take care when asking for help.

8-6 My floors are flooded. What should I do?

If you don't do anything, mold will grow.
You will need to remove the flooring or tatami to allow the floor to dry out.
Special skills are needed for this, so ask a professional.
Try asking at the city office or a Disaster Volunteer Center.

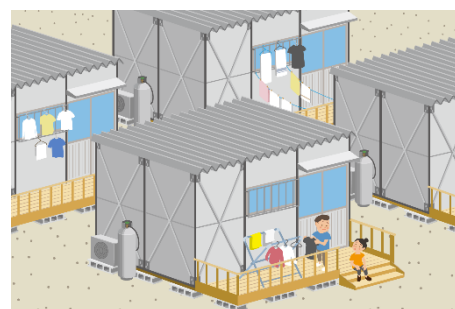


There may be people claiming to be professionals who will charge expensive fees to do the job, so take care when asking for help.

8-7 My home is too damaged to live in. What should I do?

- (1) After a major disaster, local governments etc. will often set up Temporary Housing (*kasetu juutaku*) for people to live in temporarily.
Ask at an Evacuation Center (*hinanjo*) or city office.

📖 Glossary: Temporary Housing



- (2) In addition to Temporary Housing, you may consider staying at a friend or relative's house or in rented accommodation.

See the following page for more information. (4 Languages)

■ Temporary Housing in Tokyo (Tokyo Housing Policy Headquarters)




https://www.juutakuseisaku.metro.tokyo.lg.jp/about/leaflet_tokyokari.html

(Japanese)


https://www.juutakuseisaku.metro.tokyo.lg.jp/about/pdf/leaflet_tok_yokari_A4_en_01.pdf (English)



8-8 My home was damaged. Can I receive the money I need for everyday life?

- (1) Ask at the city office and obtain a Disaster Victim Certificate (*risai shoumeisho*). A Disaster Victim Certificate is required if you want to receive aid from the national or local government.
See 9-2 for more information about Disaster Victim Certificates.
- (2) The following assistance is available to those struggling because of damage to their homes.
 - ・Support fund for disaster victims to rebuild their lives: Provides money necessary for everyday life.
 Glossary: Support fund for disaster victims to rebuild their lives
 - ・Disaster Relief Fund: Loans money to cover living costs.
 Glossary: Disaster Relief Fund
 - ・Disaster Reconstruction Housing Loan: Loans money required to rebuild homes.
 Glossary: Disaster Reconstruction Housing Loan

For more details, see "Financial support available in the event of a disaster".

 Glossary: Financial support available in the event of a disaster
- (3) The kind of things money will be loaned for differs between local governments. Ask at the city office.
- (4) You can receive money if your home is insured against earthquake damage. Check with your insurance company and follow the appropriate procedures.

8-9 My home was damaged in a disaster but my mortgage isn't paid off. What should I do?

There is a system in place to reduce mortgage debt if your home is damaged in a disaster.

Ask your bank or at the city office.

8-10 How will my neighborhood get back to normal?

Local residents should get together and decide what kind of neighborhood they want to have.

Building construction will begin from there.

Discussions can also happen with city office staff.

These discussions may take years.

If residents come to an agreement quickly, construction of buildings can begin promptly.

Do your best to contribute to these discussions.



9 Procedures and Certificates

9-1 My home was damaged. What should I do?

You should obtain a Disaster Victim Certificate (*risai shoumeisho*).

A Disaster Victim Certificate is required if you want to receive aid from the national or local government.

Check with the city office to find out how to get one.

See 9-2 for more information about Disaster Victim Certificates.



9-2 What is a Disaster Victim Certificate (*risai shoumeisho*)? Where can I get one?

A Disaster Victim Certificate (*risai shoumeisho*) is a paper that certifies how badly a home was damaged by a disaster.

It is used when receiving support from the national or local government.

You can get one at the city office.

The fire department may also provide one after a fire.

It will be made after an inspector from the local government has checked the condition of your damaged home, so it may take some time before you obtain it.



Examples of support that requires a Disaster Victim Certificate

- Support fund for disaster victims to rebuild their lives: Money that those whose homes have been damaged in a disaster can receive.
📖 Glossary: Support fund for disaster victims to rebuild their lives
- Relief Funds: Money that victims of a disaster can receive.
📖 Glossary: Relief Funds
- Deferment, reduction or exemption from tax or insurance payments (delaying

payments or reducing the amount owed)

- ・Temporary Housing (*kasetu juutaku*): Housing where those whose homes were damaged in a disaster can stay for free.

🔍 Glossary: Temporary Housing

The documents needed, and the time taken for a Disaster Victim Certificate to be issued varies between local governments. Ask the city office for information.

9-3 My car was damaged in a disaster. What should I do?

- (1) Cars that were submerged in water pose a risk of electrocution, so do not start the engine.
- (2) If you have car insurance, consult with the insurance company.
- (3) When disposing of a damaged car, or when your car was washed away by a landslide, flooding or a tsunami, you need to carry out automobile disposal procedures with a local Transport Branch Office.
If you carry out automobile disposal procedures after a disaster, you may get a refund of some automobile taxes.
Ask at the city office for details.

9-4 I lost my passport. What should I do?

Carry out procedures to get a new passport issued with your country's embassy.
Ask the embassy about the documents you will need.

For information on embassies and consulates in Japan, see the following page.

■ Embassies and Consulates in Japan (Ministry of Foreign Affairs)

<https://www.mofa.go.jp/mofaj/link/emblast/index.html> (Japanese)

https://www.mofa.go.jp/about/emb_cons/protocol/index.html (English)



9-5 My period of stay has expired. What should I do?

- (1) Carry out procedures to extend your period of stay at a Tokyo Regional Immigration Services Bureau.
 Ask the immigration office about the documents you will need.
 ■Foreign Resident Information Center (foreign language support number)
 Phone: 0570-013904

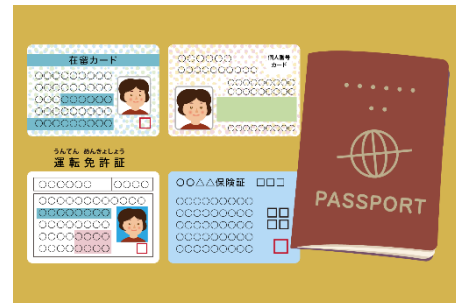
- (2) In many cases, those who were unable to complete visa (status of residence) procedures as a result of a major disaster can carry them out even after their period of stay has expired. Ask at the immigration office for advice.
 You can also contact the Foreign Residents Support Center (FRESC).
 Call the following number to make an appointment for a consultation.
 ■Foreign Residents Support Center (FRESC) (Immigration Services Agency)
https://www.moj.go.jp/isa/support/fresc/fresc_2.1.html (Japanese/English)
 Phone: 03-5363-3025 (For appointments only)



9-6 I lost my residence card. What should I do?

Carry out procedures to get a new card issued at a Tokyo Regional Immigration Services Bureau.

Take a form of identification with you (passport, driver's license, medical insurance card, company ID, student card, Individual Number Card (My Number card), etc.).



9-7 I lost my driver's license. What should I do?

- (1) Carry out the procedures for a lost driver's license at a police station.
 Take a form of identification with you (passport, residence card, medical insurance card, company ID, student card, Individual Number Card (My Number card), etc.).

New driver's licenses are issued by police stations and driver's license centers.

See the following page for information on driving license centers in Tokyo.

■Reissuing Driver's Licenses (Tokyo Metropolitan Police Department)

<https://www.keishicho.metro.tokyo.lg.jp/menkyo/koshin/saikofu01.htm>

[tml](#) (Japanese only)




- (2) In the event of a major disaster, the validity period of driver's licenses may be extended, and renewal fees may be waived. Special consultation services for driver's license matters may also be set up.
Check with the city office or police station.

9-8 I am a disaster victim. Can I receive money?

Those with a registered address in Japan can receive Relief Funds, Disaster Compensation, etc.

Take a form of identification with you (passport, residence card, driver's license, medical insurance card, company ID, student card, Individual Number Card (My Number card), etc.) to the city office and carry out the necessary procedures.

 Glossary: Relief Funds, Disaster Compensation

9-9 Can I borrow money?

- (1) Those with a registered address in Japan can borrow money for everyday expenses.

The system differs between local governments, so ask at the city office for information.

Take a form of identification with you (passport, residence card, driver's license, medical insurance card, company ID, student card, Individual Number Card (My Number card), etc.) and carry out procedures with the city office's welfare division, or with a local Council of Social Welfare.

See the locations of local Councils of Social Welfare in Tokyo on the following page.

■List of Tokyo Social Welfare Councils (Tokyo Council of Social Welfare)

<https://www.tcsw.tvac.or.jp/shikuchoson/shakyo.html>

(Japanese only)



- (2) There are also systems for loaning money to those who need to repair, rent or build a home, including Disaster Reconstruction Housing Loans and Disaster Relief Funds.

The system differs between local governments, so ask at the city office for information.

Take a form of identification with you (passport, residence card, driver's license, medical insurance card, company ID, student card, Individual Number Card (My Number card), etc.) to the city office and carry out the necessary procedures.

☞ Glossary: Disaster Reconstruction Housing Loan, Disaster Relief Fund

9-10 I don't have enough money to pay my taxes or insurance fees. What should I do?

You may be able to get a reduction to or exemption from the fees listed below. The system differs between local governments, so ask at the city office for information.

- ・Tax: Resident Tax etc.
- ・Insurance: National Health Insurance, National Pension, premiums for Late-Stage Medical Care System for the Elderly, Long-Term Care Insurance, Nursing Care Fees
- ・Childcare fees: Nursery school/Kindergarten

9-11 I moved house. What should I do?

Complete moving procedures at the city office for the place you moved away from. Ask the city office for information on the documents required.

9-12 A member of my family died. What should I do?

- (1) Contact the police if the death did not happen at a hospital. You can call the police by dialing 110.

Leave everything as it is until the police arrive.

Ask the police about what procedures need to be carried out.

Listen to what they have to say with someone who understands Japanese. If you don't know a Japanese speaker, ask for help at the city office.

- (2) Submit a Notification of Death to the city office.

To submit a Notification of Death, you will need a Postmortem Certificate from the police or a Death Certificate (or Postmortem Certificate) from the hospital.

📖 Glossary: Postmortem Certificate, Death Certificate

- (3) Inquire at a funeral home or religious institution about funeral arrangements.

A Cremation Permit is required to cremate a body.

You can get a Cremation Permit when you submit the Notification of Death to the city office.

A Burial Permit is required to inter cremated remains.

You can receive a Burial Permit at a crematorium if the body is cremated.

If you wish to pursue options other than cremation, ask at the city office.

📖 Glossary: Cremation Permit, Burial Permit

- (4) If a member of your family dies, you can receive Disaster Condolence Money.

Ask the city office.

📖 Glossary: Disaster Condolence Money

10 Mental Health

10-1 The shock of experiencing an earthquake has left my child feeling down. What should I do?

- (1) Nurses make visits to Evacuation Centers and other facilities.
Have a nurse check on your child.

- (2) Volunteers will also visit Evacuation Centers (*hinanjo*).
They will sing songs, play games and draw pictures to help people feel better.
Try participating along with your child.

To find out when visits will take place, check the Evacuation Center notice board or ask staff.



- (3) Check the following page for information on children's mental health care following a disaster.

■Children's Mental Health Care after a Disaster (unicef Japan)

<https://www.unicef.or.jp/kokoro/> (Japanese only)



10-2 I feel depressed after losing a friend/family member. What should I do?

- (1) Nurses will make visits to Evacuation Centers (*hinanjo*).
Have a consultation with a nurse when they visit.
It is common for volunteers who you can talk to to visit Evacuation Centers.
Try speaking to a volunteer about how you are feeling.

- (2) There are services that can offer advice about worries and issues over the phone or through Facebook Messenger.

For details, please see the following pages.



■Yorisoi Hotline (Social Inclusion Support Center)

<https://www.since2011.net/yorisoi/n2/> (11 Languages)



Consultations are available in 10 foreign languages.

(Available languages differ depending on the day of the week.)

■TELL (Tokyo English Lifeline)

<https://telljp.com/lifeline/> (English)



You can speak to someone in English. You can call from anywhere in Japan.

- (3) Check the following page for information on mental health care after a disaster.

■Guide to "Mental Health Care" in Times of Disaster (Tokyo Metropolitan Mental Health & Welfare Center)

<https://www.fukushi.metro.tokyo.lg.jp/chusou/joho/rifuretto.files/R5saigaitebiki.pdf> (Japanese only)



II Volunteering

II-1 I want to donate food and clothing to an area affected by a disaster. What should I do?

If you send items to a disaster-struck area, it will take a long time to arrive. By the time it arrives, the needs of the people there may have changed.

Additionally, when a lot of things are sent to an area affected by a disaster, sorting and distributing them can be an arduous task.



On the other hand, there may be those who are struggling from lack of access to foods they can eat (allergy-safe, halal, vegetarian, etc.), to reading glasses or hearing aids, or to medical supplies, etc.

📖 Glossary: Halal food

Before you do anything, make sure the area affected by the disaster is accepting food and clothing donations.

Next, think about whether those necessities will be able to arrive in a timely manner.

Sometimes, sending money is better than sending goods.

11-2 I want to donate money. Who should I donate to?

Organizations such as the Japanese Red Cross Society accept donations.
You can also ask the city office or the local Council of Social Welfare.

11-3 I got a call from someone claiming to be from the city office telling me to donate money. Should I donate?

- (1) City office staff will never ask for donations from individuals over the phone, or by coming to your home.
If you get a suspicious call, hang up immediately, and refuse if they tell you they will come to your home.

If you are suspicious of something, and if you paid money, contact the police or city office.



- (2) It is common for scams asking for donations to appear after a major disaster.
Avoid giving any money immediately when asked to donate money by someone you don't know.
When making a donation, be sure to check out the organization's activities and how they use donations in advance.

11-4 I want to help people affected by a disaster. What should I do?

- (1) Local Disaster Volunteer Centers may accept volunteers.

Ask your local Volunteer Center for information about Disaster Volunteer Centers.

■Local Volunteer Centers (Tokyo Voluntary Action Center)

<https://www.tvac.or.jp/area/> (Japanese only)



- (2) City offices and International Associations sometimes recruit volunteers to interpret and translate for foreign nationals who don't speak Japanese.

Ask the local city office or International Association.

■International Associations in Tokyo (TIPS)

<https://tabunka.tokyo-tsunagari.or.jp/organization/tonai/> (Japanese)

<https://tabunka.tokyo-tsunagari.or.jp/english/organization/tonai/>

(English)



Glossary

[Temporary Shelters (*ichiji taizai shisetsu*)]

Places that accept people who were away from their homes during a disaster and have difficulty returning home.

It is usually possible to stay for up to 3 days or so. They are often schools, city halls, and large buildings or facilities.

[Medical Aid Stations (*iryō kyūgoshō*)]

Places at pre-designated Evacuation Centers, medical facilities, etc. where, in the event of a disaster, doctors and nurses assemble to offer emergency medical treatment.

[Deep Vein Thrombosis (economy class syndrome)]

A condition where blood clots in the veins as a result of sitting or lying still for a long time. It can result in death if the blood clot moves to the lungs and causes a blockage in the blood vessels.

[Post Earthquake Quick Inspection of Damaged Buildings (*oukyūu kikendō hantēi*)]

To prevent a secondary disaster caused by aftershocks following an earthquake, the potential danger posed by buildings damaged by an earthquake will be assessed by an evaluator registered with the Tokyo metropolitan government.

These inspections check for safety in the short term, and do not show whether or not a building can be used long-term. They are unrelated to damage surveys needed for Disaster Victim Certificates (*risai shoumeisho*).

The results come in three types, stuck to the entrances etc. of buildings.

Red: It is dangerous to enter this building.

Yellow: Caution is required when entering this building.

Green: Damage to this building is minor.

Please see the following page for more details.

■Disaster-Affected Building Emergency Safety

Evaluation System in accordance with the Tokyo Disaster Prevention Volunteer



System (Bureau of Urban Development, Tokyo Metropolitan Government)

https://www.toshiseibi.metro.tokyo.lg.jp/kenchiku/bousai/kn_t08_01.htm

(Japanese only)



[Temporary Housing (*kasetu juutaku*)] (Full name: Emergency Temporary Housing)

Places where those who have lost their home as a result of a disaster, such as from an earthquake, fire or flooding, can live temporarily for free. Ask at the city office about applying for Temporary Housing.

[Cremation Permit (*kasou kyokasho*)]

A document issued by the city office that is required to cremate a body. A Death Notification is required in order to receive one.

[Relief Funds (*gienkin*)]

Donations, including from the general public, given to disaster victims. Donations are handled by the city office etc.

[Disaster Relief Fund (*saigai engo shikin*)]

Money that those who have suffered injury in a disaster, or whose home or furniture has been damaged, can borrow. Be aware that there are limits to eligibility based on income.

For details, check with your local city office.

[Disaster Waste (*saigai gomi*)]

Waste that is generated as a result of a disaster. (e.g. broken furniture and appliances, dirty bedding and tatami mats, building debris, broken wood, etc.)

Disaster Waste is disposed of differently from ordinary garbage. It is usually gathered at temporary drop-off areas in parks or empty lots.

Check with the city office about how to dispose of Disaster Waste.



For details, check with your local city office.

[Support stations for those attempting to return home during a disaster (*saigai kitaku shien suteshon*)]

Places where people returning home on foot after a disaster can receive tap water, use toilet facilities, and get information on the state of roads.

They are often gas stations, convenience stores and family restaurants, and can be identified by the following mark.



[Disaster Disability Compensation Money (*saigai shougai mimai*kin)]

Money that those who have suffered a serious disability as a result of a disaster can receive.

[Disaster Condolence Money (*saigai chouikin*)]

Money that those whose family members have died or gone missing as a result of a disaster can receive.

For details, check with your local city office.

[Disaster Reconstruction Housing Loan (*saigai fukko juutaku yuush*i)]

A system that lends money to those whose homes were damaged in a disaster, to go towards repair and rebuilding costs.

For details, check with the Japan Housing Finance Agency.

■ Disaster Reconstruction Housing Loan (Japan Housing Finance Agency)

<https://www.jhf.go.jp/loan/yushi/info/saigai.html> (Japanese only)



[Disaster Compensation (*saigai mimai*kin)]

Money gifted by individuals, companies and national or local government bodies to victims of disaster.

The amount and conditions for receipt may vary depending on the source.

[Residence Card (*zairyuu kado*)]

A card that shows that a foreign national has a visa to stay in Japan for longer than three months.

[Postmortem Certificate (*shitai kenansho*)]

When a person dies somewhere other than a hospital, this document shows that a doctor called by the police has inspected the body.

[Death Certificate (*shibou shindansho*)]

A document that shows that a doctor has confirmed the death of a person who died in a hospital.

[Vehicle Inspection Certificate (*shakensho*)]

A document that shows that a car or motorcycle has passed required safety standards.

[Tsunami]

A large, rapidly moving wave that may come after an earthquake.

Multiple tsunamis can strike one after another, so until Tsunami Warnings and Advisories have ended, stay away from rivers and the sea.

[Halal Food]

Food that conforms to Islamic law. Pork, alcohol and other items are forbidden.



[Support fund for disaster victims to rebuild their lives (*hisaisha seikatsu saiken shienkin*)]

Money that those whose homes were damaged by a disaster can receive. Ask the city office for details.

[Evacuation Center (*hinanjo*)]

Places where people can stay if they cannot live in their homes because of a disaster.

Evacuation Centers may be set up before a disaster, such as a typhoon or heavy rainfall.

They will have food, blankets and other items for everyday life prepared.

They are often set up in schools and community centers.



[Evacuation Area (*hinan basho*)]

Where people flee to immediately after a major earthquake.

Food and water may not be available, and there is no accommodation.

They are usually large parks or sports grounds.



[Welfare Evacuation Center (*fukushi hinanjo*)]

Evacuation Centers that can offer additional help to those who may need it (the elderly, people with disabilities, pregnant women and people with babies).

It is common for them to be set up a little while after a major disaster. Those who need additional help can stay at a local Evacuation Center until a Welfare Evacuation Center is set up.

[Burial Permit (*maisou kyokasho*)]

A document that is required when storing remains of a deceased person in a grave, etc.

It is common for a Cremation Permit to be stamped after the cremation and used as a Burial Permit.

[ID]

A passport, residence card, driver's license, health insurance card, employee ID, student card, Individual Number Card (My Number card), etc.

[Aftershock (*yoshin*)]

An earthquake that follows a major earthquake.

Multiple aftershocks may strike, so it is important to be cautious following a major earthquake.

[Disaster Victim Certificate (*risai shoumeisho*)]

A document that shows the extent of the damage to a home.

Damage is divided into classifications including Total Destruction (50% or more destroyed), Significant Partial Destruction (40% to under 50% destroyed), Moderate-scale Partial Destruction (30% to under 40% destroyed), Partial Destruction (20% to under 30% destroyed), Semi Partial Destruction (10% to under 20% destroyed) and Partially Damaged (less than 10% destroyed).

A Disaster Victim Certificate is produced after an inspector from the local government has checked the damage to the home.

Please see 9-2 for details.

★★Financial support available in the event of a disaster★★

	Issue / Concern	Available support	Where to inquire
Personal harm	Family member died	・Disaster Condolence Money (Max ¥5 mil.)	City office
	Developed a disability	・Disaster Disability Compensation (Max ¥2.5 mil.)	City office
Damage to homes	Home damaged	・Support fund for disaster victims to rebuild their lives (Basic support: Max ¥1 mil.)	City office
		・Private insurance, etc.	Insurance company
Harm to Livelihood	Made redundant through company insolvency	・System for Reimbursement of Unpaid Wages	Labor Standards Inspection Office
	Company survived, but made redundant	・Unemployment benefits	Hello Work
Money troubles	Debt	・Disaster Loan Reduction and Exemption System	Bar Association
	Needing a loan	・Disaster Relief Fund	City office
		・Welfare Fund	Local Council of Social Welfare
Housing problems	Home repairs	・Emergency Repair (Max approx. ¥700,000)	City office
		・Support fund for disaster victims to rebuild their lives (Additional support: Max ¥1 mil.)	
		・Disaster Restoration Housing Loan	Japan Housing Finance Agency
	Buying/building a new house	・Support fund for disaster victims to rebuild their lives (Additional support: Max ¥2 mil.)	City office
		・Disaster Restoration Housing Loan	Japan Housing Finance Agency
	Renting a home	・Support fund for disaster victims to rebuild their lives (Additional support: Max ¥500,000)	City office

※Source: Japan Federation of Bar Associations "Note on support funds for disaster victims to rebuild their lives" (Revised June 24th 2024)
Monetary values may change from those quoted.

For details, see the following page.

■Note on support funds for disaster victims to rebuild their lives (Japan Federation of Bar Associations)

https://www.nichibenren.or.jp/jfba_info/publication/pamphlet/saiken_note.html (Japanese only)



For further information, check the following page.

■Systems for Disaster Relief (Cabinet Office Japan – Disaster Management in Japan website)

<https://www.bousai.go.jp/taisaku/hisaisyagyousei/seido.html> (Japanese only)



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