



# Preparing for Emergencies and Disasters

Preparing for Emergencies, Accidents, Injuries, Illnesses and Disasters

Emergency Telephone Numbers



p4

Crime and Traffic Accidents



p5

Illnesses and Injuries



p6

Useful First Aid Skills



p10

Beware of Fires



p12

Japan Is an Earthquake-Prone Country



p14

Being Ready for a Flood in Urban Areas



p17

Shinjuku City Evacuation Site Map



p20

# Emergency Telephone Numbers

☞ **To Call the Police to Report a Crime or Accident, Dial 110**

☞ **To Call the Fire Brigade or Ambulance Regarding a Fire or Illness, Dial 119**

● **To call the police to report a crime or accident, etc., dial 110 (no area code necessary; available on a 24-hour basis, free of charge)**

When you call, give information in the following order:

1. Say whether you are calling to report an accident or a crime.
2. Give the location or address of the incident.
3. Give your name.

Notes:

1. If anyone is injured, an ambulance will be dispatched if you tell the police.
2. If you are a victim of a robbery or other such crime, report it to the police immediately.
3. If your bankbook or credit card is stolen, please contact your bank or credit card company immediately to prevent it being used fraudulently.

● **Sample Questions and Answers When Calling the Police**

**Q = Questions/comments from the police**

**A = Your answers**

Q: This is the police. Are you calling about an incident or an accident? *Keisatsu desu. Jiken desuka? Jiko desuka?*

A: An incident. Someone is on a rampage in a shop. *Jiken desu. Omise de boryoku wo furutte iru hito ga imasu.*

Q: Does he possess any weapons? Is anybody injured? *Aite wa kyoki wo motte imasuka? Keganin wa imasuka?*

A: He doesn't have any weapons, but he is beating and hurting other customers. *Aite wa nanimo motte imasen ga, hokano okyakusan wo nagutte, kega wo sasete imasu.*

Q: Where is the shop? (Please give the exact address.) *Basho wo oshiete kudasai, Nani-ku (shi), nani-machi, nan-chome, nan-ban, nan-go desuka?*

A: The shop is in front of XX Bldg., X-X-X XXX-machi in Shinjuku City. *Shinjuku-ku XX-machi XXX no XX biru no mae desu.*

Q: What is your telephone number? *Denwa bango wo oshiete kudasai.*

A: It is XXXX-XXXX. *XXXX-XXXX desu.*

Q: The police will be on the way immediately. *Imakara keisatsukan ga genba e mukaimasu.*

● **To call the fire brigade or ambulance regarding a fire or illness, dial 119 (no area code necessary; available on a 24-hour basis, free of charge)**

When you call, give information in the following order:

1. Say whether you are calling to report a fire or to call an ambulance.
2. Give the location.
3. Give your name.

Notes:

1. The police/fire department will be able to reach the location quickly if you describe buildings nearby that can serve as landmarks when giving them the location.
2. When you hear the ambulance approaching, send someone outside to direct the ambulance. While you wait for the ambulance, if time permits, you should gather your health insurance eligibility certificate or individual number ("My Number") card (only if registered for use as a health insurance card) and some cash.

● **Sample Questions and Answers When Calling for an Ambulance**

**Q = Questions/comments from the Tokyo Fire Department**

**A = Your answers**

Q: This is the Fire Department. Do you need the fire brigade or an ambulance? *Shobocho. Kajidesuka, kyukyu desuka?*

A: We need an ambulance. *Kyukyu desu.*

Q: Please state your location (city and address). *Kyukyusha ga mukau jusho wo oshiete kudasai.*

A: We are in front of XX Bldg., X-X-X XX-machi, Shinjuku City. *Shinjuku-ku XX-machi X-X-X no XX Biru-no mae desu.*

Q: What is the matter? *Doshimashitaka?*

A: There has been a traffic accident. (Please describe the situation with as much detail as possible, such as by saying, "Someone is stuck inside.") *Kot-su-jiko desu.*

("Hasamatte iru" = "Someone is stuck inside.")

Q: Please state your name (in some cases, they may ask for your telephone number). *Namae wo oshiete kudasai (Denwa bango wo oshiete kudasai).*

A: It's XX. *XX desu.* (My telephone number is XXXX-XXXX. *Denwa bango wa XXXX-XXXX desu.*)

Q: All right. *Hai, wakarimashita.*

### ● Sample Questions and Answers When Calling the Fire Brigade

Q: This is the Fire Department. Do you need the fire brigade or an ambulance? *Shobocho. Kajidesuka, kyukyu desuka?*

A: There is a fire. *Kaji desu.*

Q: Please state your location (city and address). *Shobosha ga mukau jusho wo oshiete kudasai.*

A: We are in front of XX Bldg., X-X-X XX-machi, Shinjuku City. *Shinjuku-ku XX-machi X-X-X no XX Biru-no mae desu.*

Q: What is burning? *Nani ga moete imasuka?*

A: XX is burning. *XX ga moete imasu.*

Q: All right. *Hai, wakarimashita.*

## Crime and Traffic Accidents

### ■ Koban (Police Box)

In Japan, there are small police stations on local street corners called *koban*, where police officers are stationed. These police boxes serve as mini police stations which police officers use as a base for community patrols, and where officers handle reports of crime, runaways and lost items as well as offering various services such as giving directions.

#### ● Police Stations in Shinjuku City

- Ushigome Police Station
  - 🏠 1-15 Minami-Yamabushi-cho, Shinjuku-ku
  - ☎ 03-3269-0110
- Shinjuku Police Station
  - 🏠 6-1-1 Nishi-Shinjuku, Shinjuku-ku
  - ☎ 03-3346-0110
- Totsuka Police Station
  - 🏠 3-30-13 Nishi-Waseda, Shinjuku-ku
  - ☎ 03-3207-0110
- Yotsuya Police Station
  - ☎ 03-3357-0110
  - 🏠 6-5 Samon-cho, Shinjuku-ku

### ■ To Avoid Becoming a Victim of Crime

#### ● Beware of Prowlers!

About fifty percent of prowlers break into homes through unlocked windows or doors. Many of them will break windows to gain entrance as well.

- Whether you are at home or away, make sure all your doors and windows are locked.
- Install auxiliary locks and anti-crime film in your home.

#### ● Beware of Purse-Snatchers

There has been an increasing number in the cases of purse-snatching. Many purse-snatchers commit the crime while riding motorcycles or bicycles, and they seem to particularly target women and the elderly.

- Carry your purse with both hands close to your chest, or carry your bag on the side that is closest to buildings (away from the road).
- Do not place valuables in the basket of your bicycle; alternatively, attach a purse-snatching preventative net over your basket.
- Do not walk in areas where there are few people.

### ■ If You Become the Victim of a Crime

As soon as you discover that your home has been burglarized, report to the police either by calling or going directly to the local police box or station. When your bank passbooks and credit cards have been stolen, you should also report to the banks and credit card companies.

#### ● If You Become the Victim of Purse-Snatching

- Check the license plate number of the motorcycle of the purse-snatcher. Remember such special characteristics as the type of vehicle and its color, etc.
- Ask for help from people nearby and report the incident by dialing 110 immediately.
- Do not try to catch the thief (he/she may have a weapon).



#### ● If You Forget or Lose Your Belongings

If you have left your belongings on the train or bus, contact the station office; if you have dropped something on the street or some other public area, contact the police station.

Items that are found and brought to the police are stored for a designated period, after which they are taken to the Lost and Found Center.



 **Police Department Lost and Found Center**

 1-9-11 Koraku, Bunkyo-ku  
 0570-550-142

● **If You Are Involved in a Traffic Accident**

If you are involved in a traffic accident, report the incident to the police no matter how minor it may be. When you do, ask for an ambulance if anyone is injured. Although you may not look injured, or even if the injury is minor, after effects may occur later. So, if any part of your body has been hit, or if you have been injured, go to a hospital and undergo an examination by a physician.

Obtain the following information on the other party involved in the accident:



1. Write down the license plate number of the car.
2. Write down the driver's name, address, age, and contact number.
3. Write down the name of the car insurance company and membership number.
4. If there are witnesses, you must also ask for their names and addresses.

## Illnesses and Injuries

### ■ If You Become Ill on a Holiday or at Night

The Fire Department and the Tokyo Metropolitan Government provide information on medical institutions that operate in evenings and on holidays and emergency facilities. Shinjuku City offers information over the phone about medical institutions where you can receive medical treatment on holidays, as well as consultation for emergency patients.


● **Information on Medical Institutions with Services in Foreign Languages**

 03-5285-8181  
 <https://www.hokeniryo.metro.tokyo.lg.jp/iryo/sodan/komatta/gaikokugo>

Information on medical institutions with staff who speak English, Chinese, Korean, Thai, and Spanish is available.


Hours: Daily (includes Sat., Sun., and national holidays), 9 a.m. to 8 p.m.

● **Information on Medical Institutions with Services in Japanese**


 **Tokyo Metropolitan Medical Institution Information Service Himawari**  
 03-5272-0303

Hours: Daily (includes Sat., Sun., and national holidays); available on a 24-hour basis

● **Online Information on Medical Institutions**  
 **Medical Information Network (Navii)**

 <https://www.iryuu.teikyouseido.mhlw.go.jp>

● **Emergency Telephone Consultation Center in Tokyo Fire Department**

 #7119 (from cell phones, PHS's, and touch-tone lines)  
 03-3212-2323 (from pulse dial lines)

Help is available on a 24-hour basis and covers such areas as determining the level of emergency, ascertaining the need for examination, providing advice on emergency first aid procedures, and giving information on medical facilities.

● **Emergency Telephone Information on Holidays**

 **Shinjuku City Medical Association Residents' Health Center**  
 03-3208-2223

On Saturdays, Sundays, national holidays and December 29 through January 3 doctors and nurses offer consultation concerning doctors, dentists and hospitals, and about first aid for emergency patients.



If you have a bad toothache, call to get information on the dentist on duty.

Hours: Saturdays, 5 to 10 p.m.; Sundays, national holidays and December 29 through January 3, 9 a.m. to 10 p.m.

Note: Consultation services with a doctor or nurse are available until 5 p.m.

● **Medical Treatment on Holidays**

 **Shinjuku City Medical Association Residents' Health Center**

 7-26-4 Shinjuku, Shinjuku-ku  
 03-3208-2223

For emergency internal medicine and pediatric cases on Saturdays, Sundays, national holidays and December 29 through January 3, doctors offer examinations. This is a healthcare service provided by health insurance and is charged. Please bring your Myna health insurance card (individual number ["My Number"] card registered for use as a health insurance card), etc. Be sure to call first to make a reservation before you go.

Hours:

Saturdays: (Internal medicine) 5 to 10 p.m.

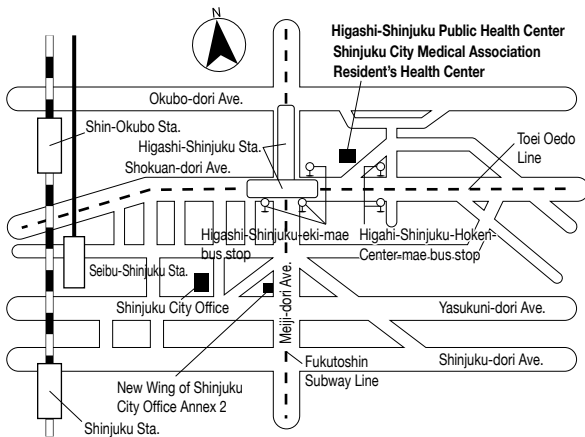
Sundays, national holidays:

(Internal medicine) 9 a.m. to 10 p.m.

(Pediatrics) 9 a.m. to 5 p.m.

Notes:

1. Reception closes half an hour before the end of consultation hours.
2. There is a break from noon to 1 p.m.



### ● Nighttime Medical Treatment for Children

#### 👉 Shinjuku Nighttime Children's Treatment

##### Room

🏠 Inside the National Center for Global Health and Medicine, 1-21-1 Toyama, Shinjuku-ku

☎ 03-6228-0713

Pediatric medical services for children are also offered at night. If your child becomes ill, please bring your child's Myna health insurance card, medical certificate for infants/toddlers, and/or children's medical certificate. Please call before you go if possible.

Eligibility: Children fifteen years of age or younger  
Hours: Weekdays, 7 to 10 p.m.; Saturdays, Sundays, national holidays, and December 29 through January 3, 6 to 10 p.m.

Note: Reception is until 9:30 p.m.

## ■ Hospitals

Japanese medical institutions are roughly divided into two types: private clinics owned and operated by doctors and general hospitals. Clinics are usually located in neighborhoods, thus you can comfortably consult about your family's health condition. However, they are usually limited in the types of medical treatment they offer. General hospitals provide medical treatment in a greater number of fields and are equipped with more extensive facilities and manpower. However, because of the large number of patients, there is usually a long waiting list. Doctors also do not have as much time to spend with each patient, reducing the opportunity to have extensive consultations.

As medical institutions differ in their area of specialization and features, it is recommended that you check the medical institutions in your neighborhood before a problem arises.

## ■ General Hospitals in Shinjuku City

- National Center for Global Health and Medicine  
🏠 1-21-1 Toyama, Shinjuku-ku  
☎ 03-3202-7181
- Okubo Hospital  
🏠 2-44-1 Kabuki-cho, Shinjuku-ku  
☎ 03-5273-7711
- Keio University Hospital  
🏠 35 Shinano-machi, Shinjuku-ku  
☎ 03-3353-1211
- Japan Community Healthcare Organization Tokyo Yamate Medical Center  
🏠 3-22-1 Hyakunin-cho, Shinjuku-ku  
☎ 03-3364-0251
- Seibo Hospital  
🏠 2-5-1 Naka-Ochiai, Shinjuku-ku  
☎ 03-3951-1111
- Tokyo Medical University Hospital  
🏠 6-7-1 Nishi-Shinjuku, Shinjuku-ku  
☎ 03-3342-6111
- Japan Community Healthcare Organization Tokyo Shinjuku Medical Center  
🏠 5-1 Tsukudo-cho, Shinjuku-ku  
☎ 03-3269-8111
- Tokyo Women's Medical University Hospital  
🏠 8-1 Kawada-cho, Shinjuku-ku  
☎ 03-3353-8111





## Health Insurance and Medical Costs

In Japan, everyone is required to join either the Workers' Health Insurance Program or the National Health Insurance (NHI) Program. While the former is designed for company employees and members of organizations, NHI is for local residents, including foreign residents who are going to live in Japan for more than three months.

Under the health insurance programs, the policyholder and his/her dependent(s) pay 10% to 30% of the total cost of medical treatment.

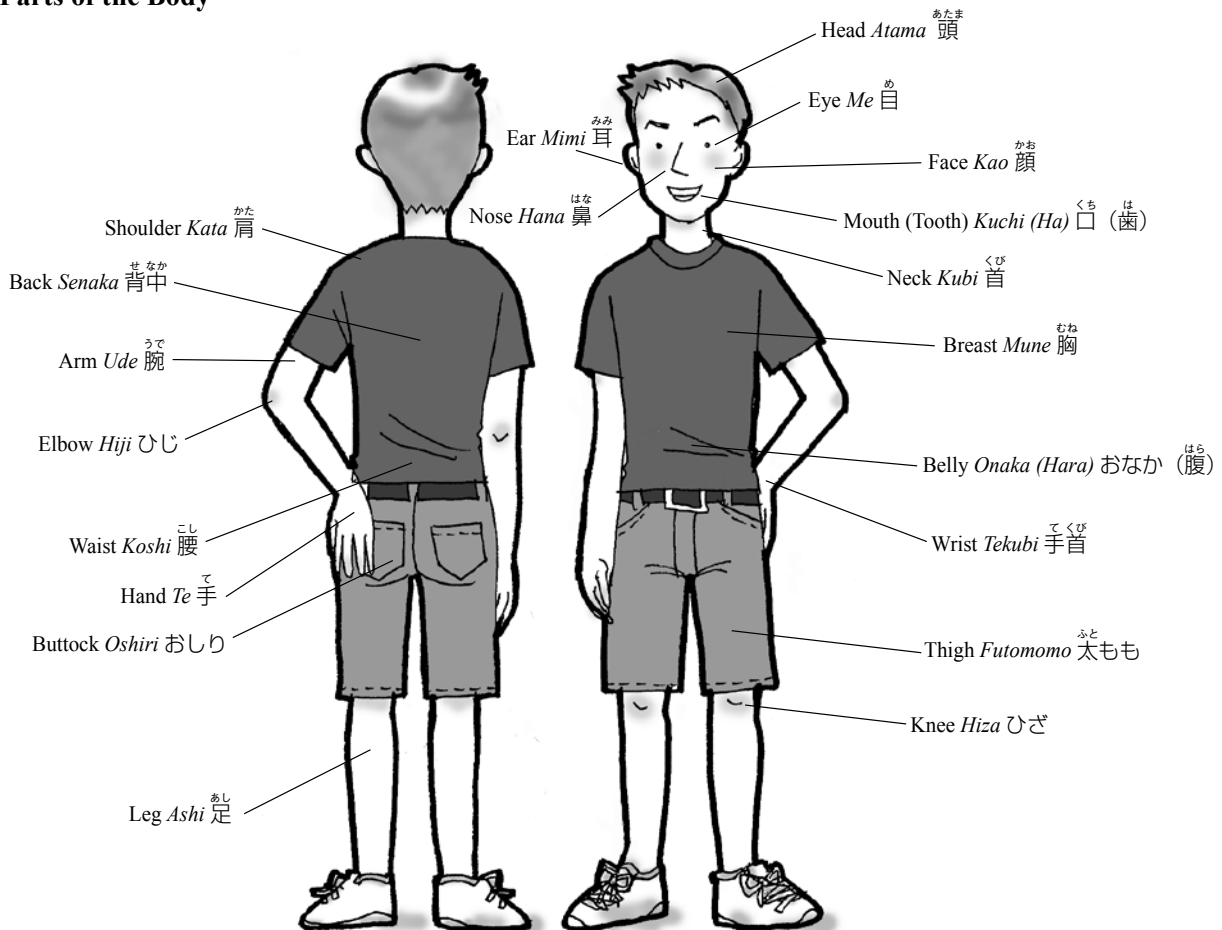
However, when medical costs become very expensive or you receive treatment for a rare disease, special tax breaks or medical expense deduction are available.

## Receiving Outpatient Treatment

When you are examined or receive treatment at a hospital for the first time, you must register your name with the receptionist. Usually out-patient registration is open all morning, but at some locations it is open for only a short time or may require an appointment. Therefore, please check the registration system in advance. When you use your health insurance to receive medical treatment, you will be required by medical institutions designated by the insurance program (most are) to submit your health insurance certificate when you register. Otherwise, you will have to pay the entire cost of the medical treatment. However, when you don't have your certificate, for example when you are traveling or in times of emergency, you can apply to the insurance program for reimbursement of the covered expenses at a later date.

When you receive continued treatment at the same institution, you will be required to present your medical insurance certificate at the first visit of each month.

### ◆ Parts of the Body



## Useful Japanese Expressions at a Hospital

### Medical Departments

Internal medicine	<i>Naika</i>	内科
Pediatrics	<i>Shonika</i>	小児科
Psychiatry	<i>Seishinka</i>	精神科
Neurology	<i>Shinkeika</i>	神経科
External Medicine/Surgery	<i>Geka</i>	外科
Orthopedic Surgery	<i>Seikei Geka</i>	整形外科
Plastic Surgery	<i>Keisei Geka</i>	形成外科
Brain Surgery	<i>Noshinkei Geka</i>	脳神経外科
Obstetrics/Gynecology	<i>Sanfujinka</i>	産婦人科
Ophthalmology	<i>Ganka</i>	眼科
Otorhinolaryngology	<i>Jibiinkoka</i>	耳鼻咽喉科
Dermatology	<i>Hifuka</i>	皮膚科
Urology	<i>Hinyokika</i>	泌尿器科
Dentistry	<i>Shika</i>	歯科

### General Words

Reception	Uketsuke	受付
First-Time Visit	Shoshin	初診
Outpatient	Gairai	外来
Health Insurance Card	Hokensho	保険証
Patient's Card	Shinsatsu-ken	診察券
Waiting Room	<i>Machiai-shitsu</i>	待合室
Prescription	<i>Shohosen</i>	処方箋
Pharmacy	<i>Yakkyoku</i>	薬局
Doctor	<i>Ishi</i>	医師
Nurse	<i>Kangoshi</i>	看護師

### Describing Symptoms in Japanese

#### Common Symptoms

I feel sick.	<i>Mune ga mukamuka suru.</i>
I have chest pains.	<i>Mune ga kurushii.</i>
I have a headache.	<i>Zutsu ga suru.</i>
I feel tired.	<i>Karada ga darui.</i>
I have a fever.	<i>Netsu ga aru.</i>
I don't feel well.	<i>Kimochi ga warui.</i>
My back hurts.	<i>Koshi ga itai.</i>
I have no appetite.	<i>Shokuyoku ga nai.</i>
I feel anemic.	<i>Hinketsu gimi desu.</i>

#### Digestive Organ-Related

My stomach hurts.	<i>Onaka ga itai.</i>
I feel nauseated.	<i>Hakike ga suru.</i>
I have diarrhea.	<i>Geru wo shiteiru.</i>

#### Respiratory Organ-Related and Ear-Nose-and-Throat-Related

I have a sore throat.	<i>Nodo ga itai.</i>
I have asthma.	<i>Zensoku desu.</i>
My nosebleed won't stop.	<i>Hanaji ga tomaranai.</i>
I have an earache.	<i>Mimi ga itai.</i>
My ears are ringing.	<i>Mimi-nari ga suru.</i>

#### External Medicine-Related

I have a sprain.	<i>Nenza shita.</i>
I sprained my finger.	<i>Tsukiyubi shita.</i>
I have a broken bone.	<i>Kossetsu shita.</i>
I have a swelling that won't go away.	<i>Hare ga hikanai.</i>

#### Pediatrics-Related and Obstetrics/Gynecology-Related

The child has convulsions.	<i>Hikitsuke wo okoshite iru.</i>
The child is whining.	<i>Muzukatte iru.</i>
My menstrual period is irregular.	<i>Seiri ga fujun desu.</i>
I have severe morning sickness.	<i>Tsuwari ga hidoi.</i>

#### Dentistry-Related

My gums are bleeding.	<i>Haguki kara chi ga deru.</i>
My tooth hurts.	<i>Ha ga itai.</i>
My tooth feels loose.	<i>Ha ga uita youna kanji desu.</i>
My filling came off.	<i>Ha no tsumemono ga toreta.</i>
My teeth hurt when I eat something cold.	<i>Tsumetai mono ga shimiru.</i>



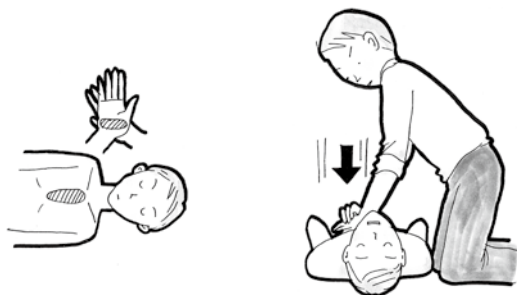
## Useful First Aid Skills

### ■ If You See Someone Who Has Collapsed

#### Cardiopulmonary Resuscitation Procedures

1. Tap the victim on the shoulders while talking to him/her to see if he/she is responsive.
2. If there is no response, or if you are not sure what to do, shout for help, and ask people nearby to call 119 and to bring an AED (automatic external defibrillator).
3. Check to see if the victim is breathing. Observe the victim for approximately ten seconds, checking the movement of the chest and stomach to determine if he/she is breathing normally.
4. If the victim is not breathing normally, or if you are not sure what to do, administer thirty rapid chest compressions as shown in the illustration.

Compress the middle of the chest.



5. If you have the training and the will to do so, perform the chest compressions, and give two breaths of artificial respiration.

Breathe twice into his/her mouth within about one second until you see the chest rise\*. Use an artificial respiration mouthpiece if one is available.

\* Please do not perform artificial respiration in the following cases, but continue to give chest compressions:

- If you have not received training in artificial respiration
- If there is no artificial respiration mouthpiece or similar device available
- If there is any danger of becoming infected with a contagious illness because of blood or vomit

Note: Although the risk of contracting a contagious illness even without using an artificial respiration mouthpiece is reportedly very low, using the mouthpiece or something equivalent is safer from the perspective of preventing the spread of contagious illnesses.

Repeat the cycle of thirty chest compressions and two breaths of artificial respiration.



6. After the AED arrives...

Switch the machine on.

Note: Some AEDs are designed to turn on automatically when you open the lid.



### ■ Precautions to Take If an Epidemic Occurs:

- Check the reaction and breathing  
Make sure there is sufficient distance between the injured/ill person and the rescuer.
- Chest compressions  
Before beginning, make sure the nose and mouth of the injured/ill person are covered with a handkerchief, towel, mask or piece of clothing.
- About combining chest compressions and artificial respiration  
As a rule, please do not perform artificial respiration, only chest compressions.
- After performing cardiopulmonary resuscitation  
After the ambulance staff arrive and take over rescue efforts, wash your hands and face carefully with soap and water immediately. Dispose of the handkerchief or towel that was covering the injured/ill person without touching it.



**7. Attach the electrode pads to the victim's chest.**

Attach the electrode pads securely according to the illustration shown on them. If the victim's body is wet, please dry it with a towel or other absorbent material.

Note: Use electrode pads designed for children up to about six years of age if such pads are available. If no child-specific electrode pads are available, use the regular adult electrode pads.



**8. The AED will assess the need to administer an electric shock.**

Do not touch the victim's body while the electrocardiograph is making its analysis.



**9. If the AED indicates that a shock must be administered, press the shock button.**

After making sure that no one is touching the victim, press the flashing shock button.

After the shock has been administered, follow the instructions of the AED voice recordings (which will most likely be in Japanese).

Continue cardiopulmonary resuscitation or AED procedures until the victim becomes responsive—such as showing signs of discomfort—or starts breathing normally. If first aid workers arrive while you are doing so, they will continue first aid procedures.



**■ If Somebody Is Bleeding**

**○ Hemostasis by direct pressure method**

- Press the cut with a thick gauze or cloth (tissue paper and cotton are not suitable).



**○ Hemostasis by indirect pressure method**

- If blood is bursting out, press hard on the artery closest to the cut and the heart using your fingers.



**■ If Somebody Has a Broken Bone**

The patient should keep quiet in bed. If he/she must be moved for unavoidable reasons, the broken bone should be fixed beforehand.



**■ If Somebody Receives a Burn**

The burn should be put in clean water as soon as possible and cooled for ten to twenty minutes.



**■ If Somebody Is Injured**

1. Rinse the cut.
2. Place a piece of gauze or cloth on the cut and tie it up with a triangular bandage or a roller bandage.



## Beware of Fires

### Precautions to Take and Procedures to Follow

Please make efforts to avoid fire from occurring in the house.

#### ● To Prevent Fires

- Don't smoke while walking or in bed.
- Keep a fire extinguisher in the kitchen and other places where fire is used.
- Do not leave the kitchen while cooking with oil.
- Don't keep flammable items close to the stove.
- Check all sources of heat before going out or going to sleep.
- Don't leave flammable items outdoors around the house.
- Use electrical appliances properly and avoid using a multiple outlet extension.
- Install a household fire alarm in each room. (All houses are obligated to install household fire alarms as of April 1, 2010.)

#### ● If a Fire Breaks Out

If a fire breaks out, warn your neighbors first, shouting "*Kaji da!*" ("Fire!" in Japanese) and asking them for help. Then dial 119 (the fire department), and do what you can to contain or extinguish the blaze, such as pouring buckets of water over the flames or using a fire extinguisher.

Since many people become ill from inhaling smoke, when evacuating from a building that is on fire, stay low and cover your mouth with a wet handkerchief to prevent smoke inhalation.



Call 119 and call out to your neighbors for help.

### What Should I Do? Tips to Extinguish Fire

#### ● If Oil in a Deep Fryer Starts to Burn

- Use a fire-fighting item made exclusively to fight oil fires from a cooking pan. Be sure to insert it slowly from the edge of the pan rather than throwing it onto the hot oil, which is dangerous because the oil may splash out.
- Turn off gas appliances.

#### Important!

- After extinguishing the fire, don't forget to close the gas cock to prevent gas leakage.
- Don't pour water on the pan. (Fire develops rapidly when water is added.)
- Fire extinguishers that are effective for fighting oil-based fires have a yellow mark.

#### ● If a Fire Starts on the Stove

- Use a fire extinguisher.

#### Important!

- Check that the anti-earthquake automatic switching off system is not broken or locked.

#### ● If an Electric Appliance Causes a Fire

- Disconnect the plug and put out the fire with a fire extinguisher or water.
- If the cord is burning or starting to burn, don't disconnect the plug because you may get an electric shock. Instead, turn off the breaker and quench the fire.

#### Important!

- You may get an electric shock when you use water to fight fire. Make sure that there is no electricity running.
- Fire extinguishers that are effective for fighting fires originating from electric appliances have a blue mark.



● **If a Curtain, a Fusuma (Sliding Screen), or a Shoji (Paper Door) Starts to Burn**

- To avoid fire on a curtain from spreading to the ceiling, rip the curtain off first. Start dealing with the fire after the curtain has fallen on the floor.
- Kick fusuma and shoji so that they fall down. Fight the fire with water or a fire extinguisher.

● Please call the following fire stations concerning disaster preparedness drills, such as fire-extinguishing drills.

● **Fire Stations in Shinjuku City**

- Yotsuya Fire Station
  - 🏠 3-10 Yotsuya, Shinjuku-ku
  - ☎ 03-3357-0119
- Ushigome Fire Station
  - 🏠 5-16 Tsukudo-Hachiman-cho, Shinjuku-ku
  - ☎ 03-3267-0119
- Shinjuku Fire Station
  - 🏠 3-29-4 Hyakunin-cho, Shinjuku-ku
  - ☎ 03-3371-0119

■ **Coordination Services for the Purchase, Disposal, and Refill of Fire Extinguishers**

👉 **Community Disaster Prevention Section, Security Affairs Division**

☎ 03-5273-3874

👉 **Shinjuku Municipal Disaster Prevention Center**

☎ 03-5361-2460

The City Office offers services for the purchase, disposal, and refill of fire extinguishers at reasonable rates through cooperative ties with designated companies.

Fliers are available at Branch Offices, the Security Affairs Division, and the Municipal Disaster Prevention Center. Please apply directly with the designated dealers listed in the flier.

● **How to Use a Fire Extinguisher**

Dry chemical extinguisher and strengthened fluid extinguisher



1. Pull off safety pin in upward motion.



2. Unfasten the fire hose and aim its nozzle at the fire.



3. Clutch the lever to release the chemicals.

# Japan Is an Earthquake-Prone Country

 **Community Disaster Prevention Section,  
Security Affairs Division**

## What to Do When an Earthquake Strikes

When an earthquake strikes, please remain calm and take the following action. It is important to be prepared at all times.

### ● If You Are Indoors

- If you notice a tremor, protect yourself by hiding under a sturdy table.
- After the tremor is over, check to see if there are any flames.
- Open a door or window to secure an exit.
- Do not rush outside in a panic as there may be falling objects.
- Do not use the elevator.

### ● If You Are Outdoors

- Be careful of falling items, such as glass and billboards.
- Stay away from block walls, vending machines, and other structures that may topple over or fall.
- If you are on public transportation, underground shopping arcade, or a department store, follow the instructions of the staff.
- If you are driving a car, pull over to the left side of the road. If you leave your car, leave the key in the ignition (in case the car needs to be moved to let emergency vehicles through).

### ● When the Tremor is Over

- Gather correct information through the TV and radio. Do not believe false rumors.
- Find out whether your family members are safe.
- Help people trapped under a building or those injured.
- Before you leave your house, turn off both the main gas valve and the breaker.
- Evacuate to an evacuation site if you cannot live in your residence because it may collapse or catch fire.  
(Do not use a car to evacuate.)

## Be Always Prepared for Earthquakes

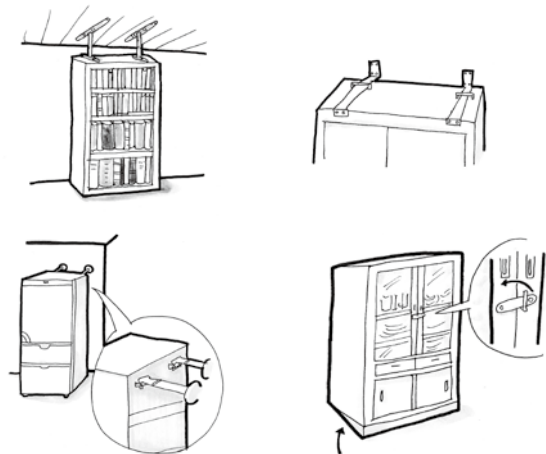
Japan is an earthquake-prone country. Please prepare your home to prevent injuries and accidents in the event of a major earthquake.

- Live in an earthquake-resistant building.
- Secure furniture with braces so that they will not topple over (earthquake tremors can do more damage than expected).

### ● Securing the Safety of Your Home (Preventing Furniture from Falling Over)


About 80 percent of the victims of the 1995 Great Hanshin Awaji earthquake were crushed to death because a building collapsed or furniture toppled over on them.

**Secure furniture to prevent it from toppling over**



- The City Office offers coordinating services for furniture falling prevention equipment. For details, please read the catalogue distributed at the Security Affairs Division, Shinjuku Municipal Disaster Prevention Center and Branch Offices. The City Office also offers consultation and installation services for the equipment. Please ask the Security Affairs Division for more information.

 **Security Affairs Section, Security Affairs Division**

 03-5273-4592



## ■ Quake-Resistance Examination and Reinforcing Quake-Resistance

Since non-wooden houses built before May 1981 and wooden houses built before May 2000 have a high risk of collapsing, a quake-resistance examination should be conducted to check their condition.

If the examination concludes that your house is not quake-resistant, please strengthen pillars, walls, the substructure, etc.

- The city subsidizes citizens for quake-resistance examinations and quake-resistance upgrading work, etc.

☞ **City Planning for Disaster Prevention Division**  
☎ 03-5273-3829

## ■ Removing Block Walls, Etc.

Some block walls have a high risk of collapsing due to aging and faulty workmanship, so please have your block walls examined. Remove the wall if necessary.

- The city partially subsidizes the cost of removal when citizens remove block walls, etc. facing roads that are one meter or higher and whose safety cannot be confirmed.

☞ **City Planning for Disaster Prevention Division**  
☎ 03-5273-3829

- The city subsidizes the cost when citizens replace block walls, etc. facing roads by building hedges/planting strips. This includes part of the cost of removing the block walls, etc., which will be replaced with planting strips.

☞ **Greenery Affairs Section, Greenery Affairs and Parks Division**  
☎ 03-5273-3924

## ■ Inspecting Cliffs and Retaining Walls

Please inspect cliffs and retaining walls to ensure that typhoons and heavy rain do not trigger a landslide. For example:

- Is there water seeping out from the retaining wall?
- Does a tree root affect the structural integrity of the retaining wall?
- Does the cliff have a bulge?
- Are there cracks in the retaining wall?
- Is there a hole for water drainage (drainage pipe)?
- Has the ground sunk?

☞ **Guidance Section, Construction Guidance Division**  
☎ 03-5273-3745

## ■ Prepare an Emergency Backpack

Keep an emergency backpack handy with items necessary for daily life and a first-aid kit. We recommend that you refer to the following items when preparing an emergency backpack.

Note: Don't overstuff the backpack as you would have difficulty carrying it around. Three kilograms should be considered the maximum weight.

- Food (canned food, pouch-packed food, snacks), water
- Matches, a lighter
- Medicine (medicine usually kept at home), a first-aid kit
- Valuables (bank books; personal seals; cash; copies of individual number cards, passports, residence cards, etc.)
- Flashlights, a portable radio, spare batteries, mobile batteries
- Clothes, towels, work gloves, helmets (or disaster prevention hoods)
- Eyeglasses, toothbrushes, tissues, emergency toilets, etc.
- Masks, a thermometer
- Sanitary napkins

### What to prepare for an emergency backpack



- As part of its disaster prevention goods coordinating service program, the City Office offers disaster prevention goods via mail order at reasonable rates through cooperative ties with designated companies. Catalogs showing these goods are available at Branch Offices, the Security Affairs Division, and the Municipal Disaster Prevention Center. Please apply directly with the designated dealers listed in the catalog.

☞ **Community Disaster Prevention Section, Security Affairs Division**

☎ 03-5273-3874

☞ **Shinjuku Municipal Disaster Prevention Center**

☎ 03-5361-2460



## Hold Disaster Response Meetings with Your Family and Friends

Discuss and decide on the following topics so that you won't panic if a major earthquake strikes.

- The safest place in the house.
- Where evacuation areas and evacuation sites are located. (Actually walk to the sites.)
- Where to keep emergency backpacks.
- How to get in touch with family members outside the house and learn their current locations.

### ● Make Use of NTT Disaster Message Dial Service

This is a convenient voice-mail system you can use to get in touch with residents of disaster-struck areas and confirm their current locations. It can be used even when there is difficulty getting telephone calls through to a disaster-struck area.

#### How to Use Disaster Message Service Dial 171

Dial 171 and follow the instructions to record or play a message. NTT determines when this service is available and such conditions as the maximum number of recorded messages, and the service will be announced via TV and radio.

##### <To Record a Message>

Dial 171

▼ A recording will give instructions.

To record a message, press 1

▼ A recording will give instructions.

Press

(03)XXXXXXXX-XXXX

##### <To Play a Message>

Dial 171

▼ A recording will give instructions.

To play a message, press 2

▼ A recording will give instructions.

Press

(03)XXXXXXXX-XXXX

Those calling from within the disaster-struck area as well as those calling from outside, should dial the telephone number of the person in the disaster-struck area, starting with the area code.

Note: For details on disaster message services, please ask your cell phone company.

### ● Participate in Disaster Prevention Activities

Disaster prevention resident organizations to coordinate neighborhood activities when a disaster strikes are organized by community.

It is a good idea to participate in the disaster prevention drills conducted by disaster prevention resident organizations, to be constantly prepared and to become familiar with the community disaster prevention system.

## Rental of Disaster Prevention DVDs

DVDs and videos are available for rent as reference materials for spreading information on disaster prevention and preparing residents for disasters.

The disaster awareness DVD *Earthquake! What To Do?* (approx. 20 minutes long) is available in 12 languages and can be borrowed from the Shinjuku Municipal Disaster Prevention Center.

📍 **Shinjuku Municipal Disaster Prevention Center**

☎ 03-5361-2460

## Ride on an Earthquake Experience Car

Shinjuku City presents a program of earthquake experiences using an earthquake experience car at disaster drills and local events. You can experience seismic intensity levels from a weak 5 up to 7. More use of the car at local anti-disaster drills will enable more people to experience what a major quake is like and help them learn how to behave appropriately in such a situation.

## Evacuation in the Case of a Major Earthquake

### ● Temporary Gathering Site

A temporary gathering site is a place to stay temporarily to grasp the situation before going to evacuation sites and evacuation areas.

### ● Evacuation Areas

Large parks and public squares are designated as evacuation areas so that you can protect yourself from fires when a major earthquake strikes.

### ● Evacuation Sites

These are locations for evacuation and temporary accommodation if your house is destroyed, or if you are unable to live in your own home due to a fire or other disaster. They serve as centers to provide information, distribute food and perform first aid. (See the map on pages 20 and 21)

### ● When and Where to Evacuate

1. When the tremor stops, proceed to a temporary gathering site designated in advance by disaster prevention resident organizations, usually a nearby park or an empty space, to grasp the situation.

2. If a large fire breaks out that threatens the safety of your residence and the nearby evacuation site, go to an evacuation area.
3. If your residence or a nearby building collapses or burns, preventing you from returning home, go to an evacuation site (e.g. a school) and stay there.

## ■ Seismic Intensity of Earthquakes

The seismic intensity of earthquakes and the effects that can be expected at each level are shown below. However, actual damage could be greater or less than described below, even though the seismic intensity may be the same as the figure listed. The actual effect depends on the buildings and ground condition of the area. In addition, the seismic intensity announced by the Meteorological Agency is the figure as measured by a seismograph. The figure does not represent the actual effects of a tremor.

Seismic Intensity	What Can Be Expected to Occur
Level 4	Most people will be startled. Hanging fixtures will sway. Unstable items may fall.
5 (Weak)	The majority of people will be afraid and will try to grab onto something. Dishes and books may fall from shelves. Furniture not fixed in place may move, and unstable items may fall.
5 (Strong)	Walking without grabbing onto something will be difficult. Many dishes and books will fall from shelves. Furniture not fixed in place may topple over. Nonreinforced brick walls may collapse.
6 (Weak)	It will be difficult to stand. Most furniture not fixed in place will move, and may fall over. Doors may become jammed shut. Windowpanes and wall tiles may crack and/or fall. Roof tiles on wooden buildings with low earthquake resistance may fall, and the buildings themselves may lean over or even collapse.

- 6 (Strong) It will be difficult to move forward without crawling. The tremors may throw you.  
Most furniture not fixed in place will move, and may topple over.  
Many wooden buildings with low earthquake resistance will lean over or collapse.  
Cracks/fissures may appear in the ground. There may be serious landslides, and mountains may even collapse.
- 7 The majority of wooden buildings with low earthquake resistance will lean over or collapse.  
Although rare, even highly earthquake-resistant housing may lean to one side.  
Many concrete and steel buildings that have low earthquake resistance may collapse.

## Being Ready for a Flood in Urban Areas

👉 Security Affairs Section, Security Affairs Division

### ■ Flooding Can Occur Even in Places Far from Rivers

The number of typhoons and concentrated heavy rain that exceed the capacity of sewerage systems has been increasing recently in Japan. In Shinjuku City, basements and streets may have been flooded, while sand and earth have entered some buildings because of typhoons and heavy rain.





## ● Typhoons

Typhoons are concentrated between July and September in Japan, causing landslides and floods. Take the following precautions to prepare against typhoons.

- To fight the strong wind, reinforce glass doors and close windows and shutters.
- Don't leave items outdoors that are likely to be blown away.
- Purchase flashlights and a portable radio as typhoons sometimes cause blackouts.
- Listen carefully to weather forecasts on television, radio and websites for information on approaching typhoons.

### Wind Levels and Anticipated Damage

Wind speed 10-15 m/s	Utility pole lines and trees start to sway.
Wind speed 15-20 m/s	Roof tiles, signs and galvanized plates become loose.
Wind speed 20-25 m/s	Roof tiles, signs and galvanized plates start to fly off.
Wind speed 25-30 m/s	Temporary scaffolds that are inadequately maintained will collapse.
Wind speed 30 m/s or higher	Block walls and houses may collapse.

(According to the Japan Meteorological Agency. Average wind speed over a 10-minute period.)

## ● Concentrated Heavy Rain

Concentrated heavy rain refers to a heavy downpour that falls on a limited area for a limited time. This type of rain has been increasing in Tokyo in recent years. Since it typically occurs suddenly in a limited area, it is difficult to predict when and where such a downpour will occur.

Sewerage systems and small rivers may overflow and cause severe damage. Please pay attention to weather forecasts, such as on TV, radio and websites, and be extra careful when it starts to rain suddenly.

## Amount of Rain per Hour and Its Description

Amount of rain per hour	Description
10-20 mm	Splashing rain. It is difficult to hear others.
20-30 mm	Water may pool on the ground after a heavy rainfall.
30-50 mm	Rain buckets. Roads become like a river.
50-80 mm	Waterfall-like heavy rain continues. Driving is dangerous.
More than 80 mm	You may sense pressure and fear, making it difficult to breathe. Heavy rainfall may also make it difficult to see.

(According to Japan Meteorological Agency)

## ■ Shinjuku City Flood Hazard Map


This map shows the estimated flood damage when Shinjuku City has a torrential maximum rainfall of 153 mm per hour and total rainfall of 690 mm.

## ■ Weather Information for Shinjuku City

Shinjuku City provides disaster prevention weather information, such as a 48-hour weather forecast for the city, the amount of rain in six locations of the city, and the river level in 12 locations. Please take advantage of this service.

### • From computers

Weather Information for Shinjuku City

 <https://www.micosweb.jp/web/snjk/map>

### • From cell phones

Shinjuku City Disaster Prevention Weather Information E-mail System

You can receive disaster prevention weather information via e-mail.

 <https://plus.sugumail.com/usr/shinjuku/home>



## ■ Evacuating during a Typhoon or Torrential Rain

Preparation is vital to avoiding storm and flood damage. It is a good idea to check the hazard map and confirm any potentially high-risk locations. It is also important to listen carefully to the information that public institutions provide, and to take appropriate action for evacuating to a safer place depending on the weather conditions and your own location.

### ● Evacuation Procedures

#### ○ Stay safe indoors

If a disaster is predicted, refrain from going out if you are in a location that is safe until the typhoon or rainstorm passes.

#### ○ Evacuate

If you are able to move to another location and take shelter at a friend's house or a safer location in the neighborhood, such as an evacuation site established by the city, do so.

#### ○ Stay safe in an emergency

If a storm or flood is fast approaching and moving to another location is dangerous, evacuate to the second floor or higher.

### ● Evacuation Information

When there is a risk of a major disaster due to a typhoon or torrential rain, the City Office will typically make two types of announcement: "evacuation for the elderly, etc." or "evacuation instructions." "Evacuation for the elderly, etc." encourages residents to prepare to evacuate, announcing that the possibility of a disaster occurring is high. Those who might take a lot of time preparing for evacuation—such as the elderly, the disabled and other people who need special assistance—should begin to evacuate at this point. "Evacuation instructions" is an announcement recommending evacuation to all local residents who live in an area where damage due to the coming disaster is predicted.

After the City Office confirms that a disaster has struck, it will announce "stay safe in an emergency" in as much detail as possible. Please take proper action to protect lives.

## ■ On the Street

Backed-up sewage may open up manholes, creating large holes underwater that cannot be seen. It is best to avoid walking through flooded streets.

Sometimes, waters form pools in V-shaped streets, and they may cause accidents, such as submerging cars.

## ■ In Basements

Since rain water from heavy rainfall or torrential rains can easily flow into basements, it is a good idea to have sandbags and boards that can halt the flow of water available. In addition, as it is sometimes difficult to realize the gravity of a situation when you are indoors, look outside from time to time and listen to the latest news on the TV or radio.

◎ Shinjuku City distributes sandbags. If you need sandbags, please contact any of the following offices and come pick up the sandbags.

For those who live east of Meiji-dori Avenue

#### ☞ **Tobu Public Works Office**

🏠 2-42 Ichigaya-Nakano-cho, Shinjuku-ku  
☎ 03-5361-2454

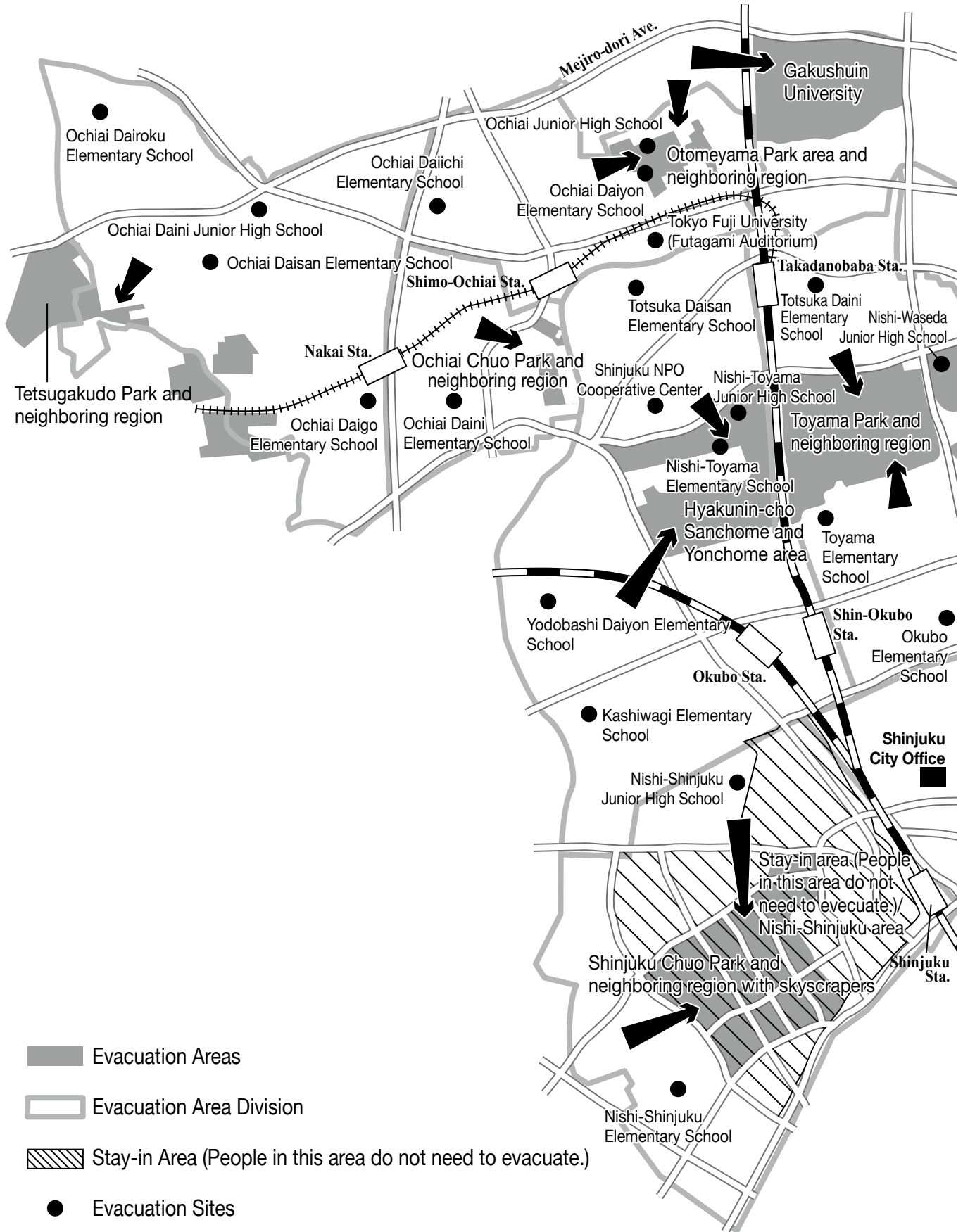
For those who live west of Meiji-dori Avenue

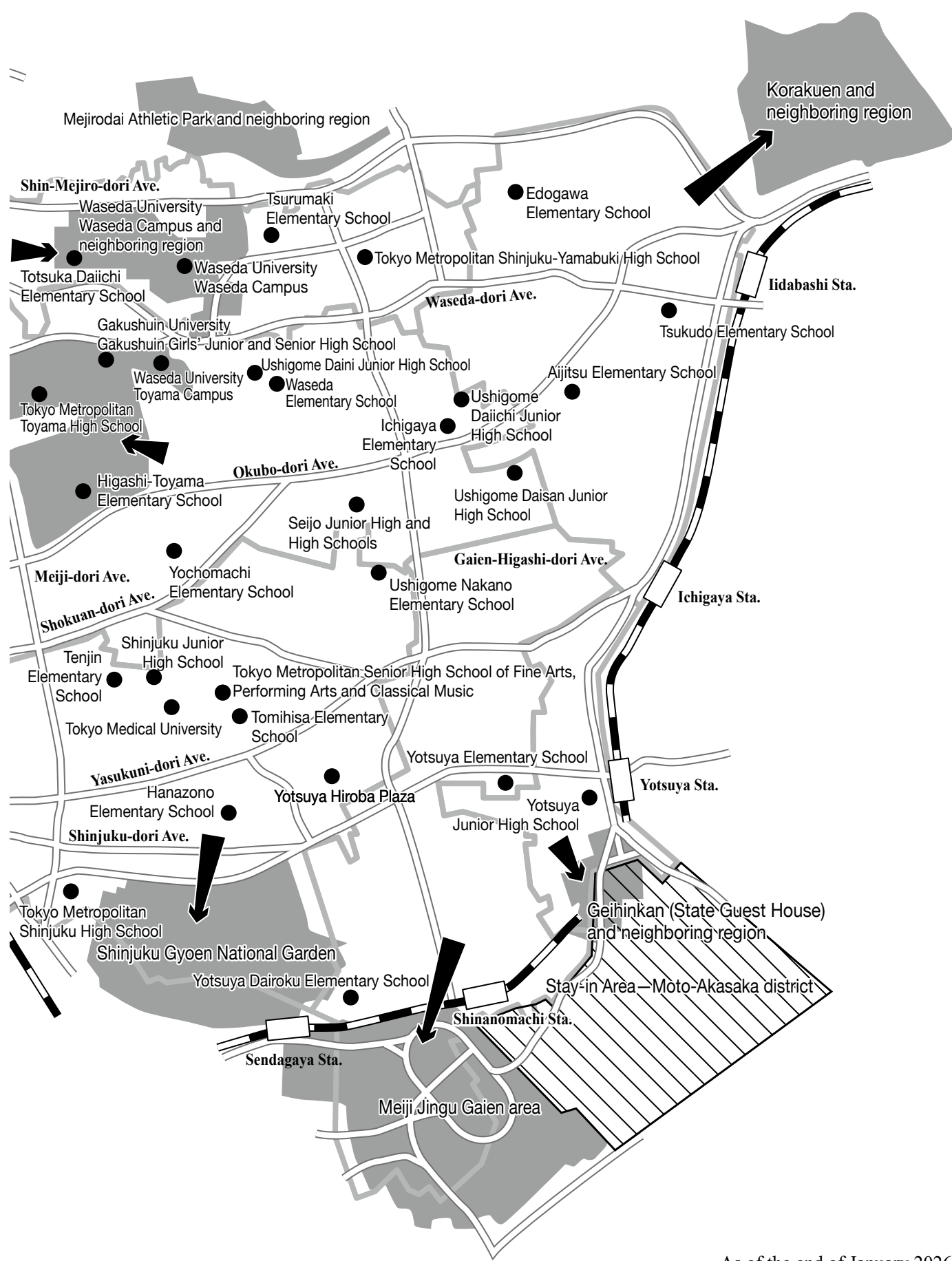
#### ☞ **Seibu Public Works Office**

🏠 1-9-8 Shimo-Ochiai, Shinjuku-ku  
☎ 03-3364-2422



# Shinjuku City Evacuation Site Map





As of the end of January 2026

## Service Counters Where Counseling in Foreign Languages Is Available

★ Shinjuku Foreign Resident Advisory Corner	General everyday living	English		☎ 03-5272-5060
		Chinese	(Mon. through Fri.)	☎ 03-5272-5070
		Korean		☎ 03-5272-5080
● Shinjuku Multicultural Plaza	General everyday living	Thai, Nepalese, and Myanmar (Burmese)	Please contact us directly for information on the days when each language is available.	☎ 03-5291-5171
● Consultation Support Center for Foreign Residents	Consultations concerning immigration, visa procedures, and everyday living	English and Chinese Spanish and Portuguese Filipino, Vietnamese, and Indonesian		☎ 03-3202-5535 ☎ 03-5125-4039
● Foreign Residents Support Center (FRESC)	General everyday living	English, Chinese, etc.	(Mon. through Fri.)	☎ 0570-011000
● Immigration Information Center	Visa consultations	English, Spanish, Chinese, Korean, etc.	(Mon. through Fri.)	☎ 0570-013904 ☎ 03-5796-7112
● Tokyo Metropolitan Consultations for Foreign Residents	General everyday living	English	(Mon. through Fri.)	☎ 03-5320-7744
		Chinese	(Tue. and Fri.)	☎ 03-5320-7766
		Korean	(Wed.)	☎ 03-5320-7700
● Tokyo Multilingual Consultation Navi	General everyday living	English, Chinese, etc.	(Mon. through Fri.)	☎ 03-6258-1227
● Police Department Comprehensive Consultation Center	Consultations for victims of crimes	English, Chinese, Korean	(Mon. through Fri.) Touch-dial	☎ 03-3501-0110 ☎ #9110
● Police Department Consultation for Foreign Residents	Consultations for victims of crimes	English, Chinese, etc.	(Mon. through Fri.)	☎ 03-3503-8484
● Tokyo Metropolitan Foundation "TSUNAGARI" Free Multilingual Legal Consultation	Legal consultation	English, Chinese, etc.	(Mon. through Fri.)	☎ 03-6258-1227
● Tokyo Legal Affairs Bureau Information on Human Rights Counseling in Foreign Languages	Human rights consultations	English, Chinese, Korean, Filipino, Portuguese, Vietnamese, etc.	(Mon. through Fri.)	☎ 0570-090911
● Shinjuku Employment Assistance and Instruction Center for Foreigners	Labor consultations Introduction of employment/part-time jobs	English and Chinese	(Mon. through Fri.)	☎ 03-3204-8609
● Tokyo Labor Bureau Consultation and Support Office for Foreigners	Labor consultations	English	(Mon. through Fri.)	☎ 03-5361-8728
		Chinese	(Mon. through Fri.)	
		Tagalog	(Mon., Tue., Wed. and Fri.)	
		Vietnamese	(Tue., Thu. and Fri.)	
		Nepalese	(Mon. through Thu.)	
		Cambodian	(Wed.)	
		Mongolian	(Fri.)	
● Tokyo Metropolitan Labor Consultation Center	Labor consultations	English	(Mon. through Fri.)	☎ 03-3265-6110
		Chinese	(Tue. through Thu.)	
● Himawari (Tokyo Metropolitan Health and Medical Information Center)	Medical institutions and medical system	English and Chinese Korean, Thai, and Spanish	(Daily) 9 a.m. to 8 p.m.	☎ 03-5285-8181
● Japan Anti-Tuberculosis Association	Telephone consultations for foreign residents concerning tuberculosis	English, Chinese, Korean (reservation only), Vietnamese, Myanmar (Burmese; morning only), and Nepalese (second and fourth weeks; morning only)	(Tue.) 10 a.m. to 12 noon, 1 to 3 p.m.	☎ 03-3292-1218/9
● Tokyo English Lifeline	Consultations on everyday living	English	(Daily)	☎ 03-5774-0992
● Japan Post Customer Service Center	Postal services	English	(Daily)	☎ 0570-046-111
● NTT East Information	Telephone services, etc.	English, Chinese, Portuguese, and Spanish	(Daily)	☎ 0120-005-250
● JR East Infoline	Information on JR East Japan	English, Chinese, and Korean	(Daily)	☎ 050-2016-1603

### English Edition

**Published by:** Shinjuku City

**Shinjuku City website:** [www.city.shinjuku.lg.jp/](http://www.city.shinjuku.lg.jp/)

**Information on Everyday Living for Foreign Residents website:**

<http://www.foreign.city.shinjuku.lg.jp/en/>

**Publication Number:** 2026-3-2614

**Edited by:** Multicultural Society Promotion Division

1-4-1 Kabuki-cho, Shinjuku-ku 160-8484

☎ 03-3209-7455 (direct line) ☎ 03-5273-3590

**Publishing Date:** April 1, 2026