

Safety and Relief Handbook

Disaster Prevention

Earthquake /
Wind and Flood
Disaster / etc.

Crime Prevention

Fraud / Domestic Violence /
Consumer Troubles /
etc.

Attached: Safety check card /
Memo for where to evacuate

Please use this handbook "in case of emergency" or "you find yourself almost in trouble".

Useful for disaster outbreaks and everyday disaster preparedness learning!



Taito City Disaster Prevention App
「TAITO BOSAI」



for both iPhone and Android

Install from this 2D code.

Foreword



I would like to express my sincere gratitude to the residents of Taito City for your kind and daily understanding and cooperation in our efforts to create a safe, secure, and comfortable city to live in. In the Metropolitan area, circumstances are such that an inland earthquake could occur at any time. In Taito City, in order to save our residents' lives and properties, we are making efforts to be prepared for disasters, such as the improvements in evacuation shelters and toilet environments, and how to take care of the tourists who have difficulties in returning home, which have been on our agenda in past major disasters.

As for crime prevention, it is important to raise awareness of the intolerance of crime. The City works closely with local police stations to make extra efforts on crime-preventing measures, such as raising awareness to prevent scams and providing subsidies for installing surveillance cameras.

Let's continue to coordinate self-help, mutual aid, and public assistance to create a crime-free city together.

We have revised this handbook, a one-stop information portal for disaster prevention. We hope the handbook helps you be informed about disaster and crime preparation.

July 2026

Yukuo Hattori, Mayor, Taito City

Disaster Prevention Contents

MINIMUM CHECK POINTS FOR SHELTERING IN PLACE! 2

Earthquake Disaster Edition

1 . Self help / Mutual Aid / Public Assistance	4
Perspectives on responses to disasters	
2 . Simulated damages in Taito City by an inland earthquake in the Metropolitan area	4
3 . Information provided by Taito City	5
4 . To keep the damages minimum	6
① Family safety measures ② Safety-first furniture arrangements	
③ Tips to fix furniture ④ Businesses related to home safety measures	
⑤ Stockpiles ⑥ Survival kit	
⑦ Sign up for the name list of those who need assistance in evacuation actions (for earthquake & flood)	
⑧ To avoid fire outbreaks	
5 . When an earthquake occurs	11
Flow of evacuation in the event of a disaster	
6 . How to respond when a disaster occurs	12
① How to respond at home ② How to respond while outside ③ Initial response for a fire outbreak	
7 . Take appropriate evacuation activities	15
① Bottom line: Sheltering-in-place ② Post-outbreak assistance	
③ Evacuation shelters: Basic knowledge ④ Life in an evacuation shelter: Points of concern	
8 . Measures on toilets after a disaster outbreak	17
① Portable toilet ② Other measures on toilets	
9 . Safety confirmation (Common to Earthquakes and Floods)	18
① Disaster Emergency Message Dial (171) ② Disaster Message Board (Web171)	
10 . Local disaster preparation measures	19
Join the voluntary disaster-preparation organization	
11 . Welfare/Medical care after a disaster outbreak	20
① Secondary (welfare) shelter ② Emergency medical aid stations	
③ Medical aid station at the evacuation shelter	
12 . Other responses	21
① Measures for people with difficulties to go home ② Issuance of Victim's Certificate	
③ Treatment of disaster waste	
13 . Subsidy/Assistance systems in Taito City	21
① Subsidy for building quakeproof reinforcement ② Subsidy/Assistance for disaster preparation	

Wind and Flood Disaster Edition

1 . Possible wind/flood disasters in Taito City	22
① Inland inundation ② Inundation by river water ③ Storm surge ④ Landslide	
2 . Gather information	24
① Information provided by Taito City	
② Evacuation information (Information to encourage evacuation) <Issued by Taito City by designating the area>	
③ Weather information for disaster prevention(Weather/river information) <Issued by Japan Meteorological Agency, etc.>	
④ List of evacuation shelters ⑤ Check your evacuation actions	
3 . Things to keep in mind when you evacuate	30
4 . For the relief/rescue of local people	31
① Use the "I'M SAFE Card"	
② Use the Evacuation Action Check Card	

MINIMUM CHECK POINTS

FOR SHELTERING IN PLACE!

Evacuation shelters, which open when a major earthquake occurs, are located in sturdy buildings with a low risk of collapse; therefore, safety is secured. If your house is safe and has no risk of collapse, take shelter at your home.

Point 1 Stockpiles to continue sheltering in place

For sheltering in place, have at least a three-day, or preferably, a week's worth of stockpiles ready.

Items that can be stockpiled on a regular basis

Water / Food stockpiles

- ☐ Drinking water (3 liters/person/day)
- ☐ Rice (Preferably no-wash rice/Vacuum-packed rice is also good)
- ☐ Instant food (instant noodles/dried noodles)
- ☐ Canned food (side dish/fruit)
- ☐ Sweets
- ☐ Vacuum-packed food
- ☐ Nutritional supplement



Daily supply stockpiles

- ☐ Gas cartridge tabletop stove
- ☐ Butane gas cartridge
- ☐ Toilet paper
- ☐ Food wraps
- ☐ Plastic bags
- ☐ Wet wipes
- ☐ Batteries



- ☐ Water bag (Allows for compact storage and is easy to carry. The large diameter makes it easy to feed water during its outage.)

Stockpiles tailored to each family

- | | | |
|-----------------------------|--|---|
| Women's supplies | ☐ Women's sanitary products | ☐ Basic skin care products |
| Elderly supplies | ☐ Dentures / denture cleanser | ☐ Hearing aid / Battery |
| Baby/infant supplies | ☐ Diapers | ☐ Baby wipes |
| | ☐ Liquid/powder baby formula | ☐ Baby food |
| Pet supplies | ☐ Pet food / Water | ☐ Pet toilets, etc. |

Point 2 Portable toilet stockpiles

Portable toilet stockpiles

After a disaster outbreak, toilets are assumed to be out of order due to water outage and damage to the drainpipes. In past disasters, using the toilet despite it being unflushable caused excrement overflows, deteriorating the hygienic environment.

Portable toilet stockpiles

In case of water outage and damage to the water drainage system, have at least **5 times x 3 days = 15 times** worth of portable toilets per person ready.

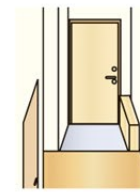


Point 3 Home safety measures

Try not to install furniture in a bedroom or a children's room. If you do, make sure to fix its position.

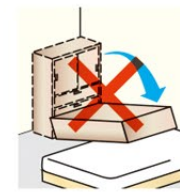
Secure your evacuation route

In a hallway leading to an entrance/exit, such as the front door, make sure not to install furniture or items that fall easily.



Contrive the orientation of furniture

Make sure not to install furniture in an orientation that will hit the bed or window when it falls.



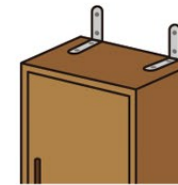
Furniture arrangement

Arrange furniture in a room where people do not go in and out much.



Large furniture

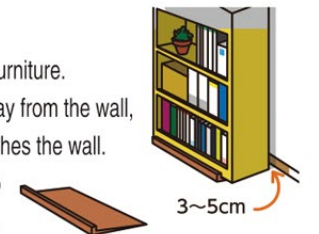
Use tension rods and L-shaped fittings to prevent furniture from falling. When fittings cannot be installed, use items such as anti-tip boards.



Anti-tip board

Insert it under the front part of the furniture.

* Pull the furniture about 3-5cm away from the wall, and tilt it in the way its top part touches the wall. Insert and fix the stopper in the gap between the furniture and the floor.



TV / PC

Install the earthquake-resistant mat at the base of the TV or a PC monitor. Or connect the back of the TV to the wall with chain strings, or put stoppers on the casters if your TV board or PC desk has them.



Cupboard / Bookshelf

If your cupboard or bookshelf has glass doors, attach an anti-scattering film specialized for it. Also, putting a clench to the hinged door will prevent tableware from jumping out.

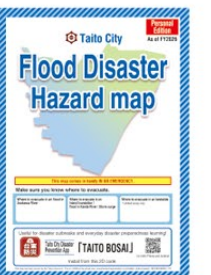


Point 4 Sheltering in place in a flood

In a flood other than the Arakawa River, most areas will see the water recede within 12 hours; it is unlikely that the inundation will reach the height of the 2nd floor or above. Roads may become submerged; evacuation shelters have issues with ensuring privacy. Shelter in place.

Check the Hazard Map

- Check if your home and places you use in your daily life are in the zones where inundation or Landslide are simulated. You can also check the simulated inundation duration.
- Check the simulated inundation height around your home to consider how to evacuate.
- Check the location of evacuation shelters around your home.



Earthquake Disaster Edition

1. Self help / Mutual Aid / Public Assistance

Perspectives on responses to disasters

Natural disasters such as earthquakes and typhoons cause damage far beyond our imagination. It could occur at any time. In Taito City, there are concerns of an inland earthquake in the Metropolitan area; it is important to take measures for disaster prevention and mitigation during normal times. The coordination and cooperation among "self-help," in which each resident works voluntarily, "mutual aid," in which the local community helps one another, and "public assistance" by the government are essential.

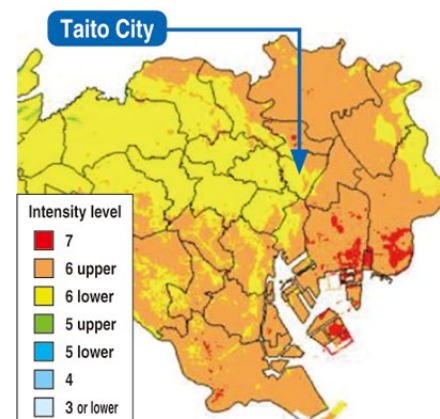
Keep stockpiles at each household, participate in activities such as disaster-preparation drills held by your neighborhood association or other organizations, and aim to improve the community's disaster prevention capability.



2. Simulated damages in Taito City by an inland earthquake in the Metropolitan area

In Taito City, a strong quake of intensity 6 or higher is assumed for all areas, in the event of an inland earthquake in the Metropolitan area with central-south Tokyo as the epicenter. It is important to make necessary preparations regularly.

Type of damage		Simulated damages	
		Winter / Daytime (wind speed: 8m/sec)	Winter / Early evening (wind speed: 8m/sec)
Building damages	Demolished buildings	2,330 bldgs.	
	Deaths	83 persons	106 persons
Human damages	Injured	1,898 persons	1,862 persons
	Number of evacuees at evacuation shelters	43,371 persons	43,646 persons
Lifeline malfunction rate	Waterworks	Water outage rate 46.6%	
	Sewerage	Culvert damage rate 4.6%	
	Gas	Outage rate 0.0%	
	Electricity	Blackout rate 21.2%	Blackout rate 21.5%
	Communication	Disconnection rate 1.0%	Disconnection rate 1.4%
Stranded people		108,428 persons	
Stranded elevators		1,415 units	1,419 units



Simulated damages in Tokyo by an inland earthquake in the Metropolitan area (Issued May 25, 2022)

3. Information provided by Taito City

Disaster Prevention App "TAITO BOSAI"

"TAITO BOSAI" is Taito City's official disaster prevention app useful at disaster outbreaks and everyday disaster preparedness learning. Main functions are listed below. Download it now!

At disaster outbreaks

- Checks the opening status of evacuation facilities and navigates the evacuation route using the GPS
- Locates target areas of emergency information on the map
- Confirms the safety of people close to you by using Google, LINE, and e-mail
- Checks notices from Taito City such as the content of the emergency broadcast system

For everyday disaster preparedness learning

- Browse disaster prevention guidance such as the disaster prevention map, hazard map, etc.
- Automatic search for your emergency shelter and neighborhood association, based on your address
- Check the flow of emergency activities using chatbot



"TAITO BOSAI" Home screen

Enter the address to put in your evacuation shelter



Disaster prevention app "TAITO BOSAI" are available for download free of charge.



Download from here



Learn more

Emergency alert email

When Taito City issues an emergency alert, such as evacuation information, users of NTT DoCoMo, au, Softbank, and Rakuten Mobile will automatically receive the alert by email. (No registration necessary)

Taito City official website

URL: <https://www.city.taito.lg.jp/>

Cached website:

<https://www.city-taito-lg-jp.cache.yimg.jp/>

Offers information such as disaster victim support in the City in the event of a disaster.

In order to reduce server load due to concentrating access in the time of disaster, please use the cached website within the Yahoo! Japan server.



Website



Disaster prevention weather information



Learn more



Official LINE



Official X

Taito City disaster prevention weather information e-mail newsletter

An email service that offers various weather information, emergency alerts from the City, etc.

*You will need to sign up in advance to use this service.

Taito City Official LINE and X accounts

ID: @taito_city

Swiftly offers information in the event of a disaster. Offers information on municipal politics, events, etc., during normal times.

*The account functions as a media to provide information. Comments to the posts will not be answered.

If you're not good at handling the smartphone...

TV Digital data broadcasting (D)

Information issued by Taito City, such as evacuation information, is also available in text by accessing the digital content on TV using the (D) (D button) button on the TV remote control and choosing "Local disaster prevention information."



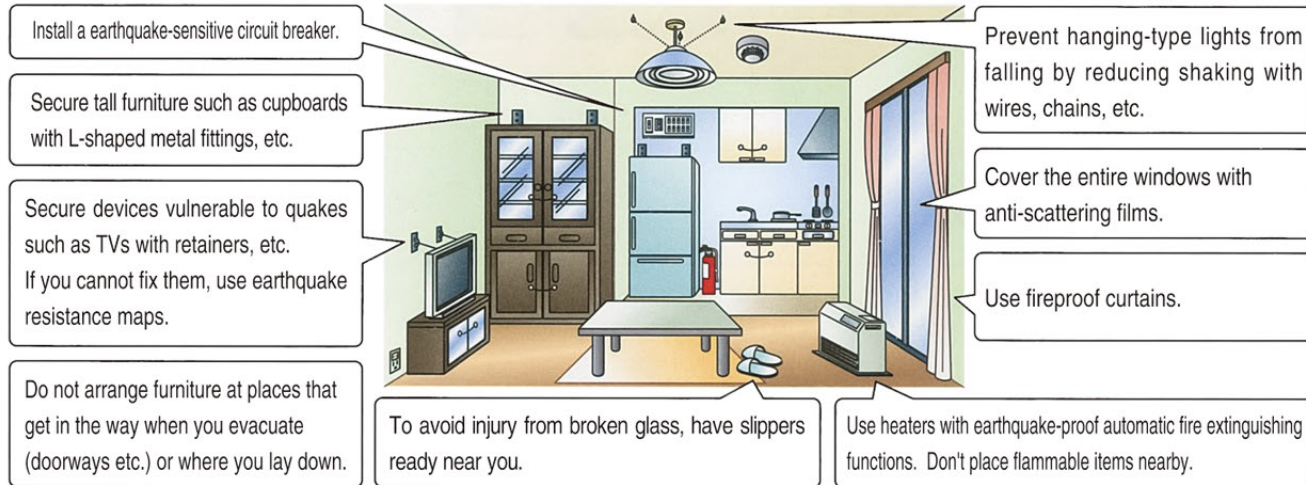
Emergency broadcast system

Emergency alerts are broadcast through outdoor speakers. (Heavy rain or buildings may hamper clear hearings.)

Interactive voice response service

Automated phone version of the emergency broadcast.
Available 24/7/365. ☎ 03-5246-4057

4. To keep the damages minimum



1 Family safety measures

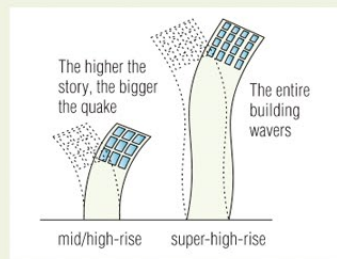
Check the quake resistance of stand-alone/wooden houses

Not a few two-story houses and complex housing are of wooden construction. Buildings constructed under the old seismic standards of the Building Standards Act have become more prone to collapse. Check your building's age and whether quake-proofing has been made.



More shaking on higher apartment floors: Fall prevention of furniture is especially necessary

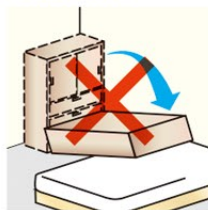
- Compared to lower floors and stand-alone houses, higher floors are likely to have higher quake intensity by 0.5 or 1, which will cause more injuries and damage from scattered furniture.
- A long-period ground motion is a long quake from a large earthquake. The building resonates with the motion of the quake, amplifying the shaking and making it last longer, especially in super-high-rise apartments.



2 Safety-first furniture arrangements

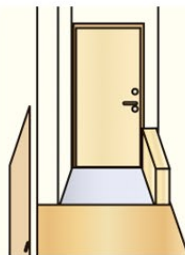
Contrive the orientation of furniture

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Secure your evacuation route

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Furniture arrangement

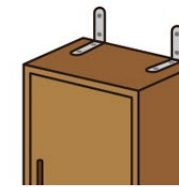
Arrange furniture in a room where people do not go in and out much.



3 Tips to fix furniture

Large furniture

Use tension rods and L-shaped fittings to prevent furniture from falling. When fittings cannot be installed, use items such as anti-tip boards.



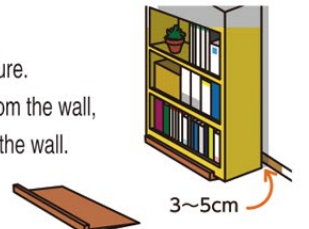
TV / PC

Install the earthquake-resistant mat at the base of the TV or a PC monitor. Or connect the back of the TV to the wall with chain strings, or put stoppers on the casters if your TV board or PC desk has them.



Anti-tip board

Insert it under the front part of the furniture. * Pull the furniture about 3-5cm away from the wall, and tilt it in the way its top part touches the wall. Insert and fix the stopper in the gap between the furniture and the floor.



Cupboard / Bookshelf

If your cupboard or bookshelf has glass doors, attach an anti-scattering film specialized for it. Also, putting a clench to the hinged door will prevent tableware from jumping out.



4 Businesses related to home safety measures

Even if the building has been quake-proofed, furniture that falls from an earthquake may cause injury or block evacuation routes, and is very dangerous.

Support for emergency supply purchases

Taito City coordinates with Tokyo Katsushika Welfare Factory of Tokyo Colony SWC for the procurement of emergency supplies. There are also other dealers that sell equivalents online.

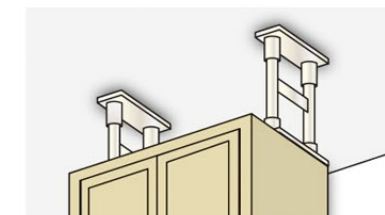
Brochures available at : Taito City Crisis & Disaster Management Section (10th floor of the City Hall), 1st floor: emergency supplies display section municipal offices, district centers, Lifelong Learning Center



Learn more

Installation of furniture fall prevention devices for the elderly

Households with the elderly can receive up to 3 units of supply and installations of furniture fall prevention devices free of charge (Limited to one-time installation per household). Please check the eligibility requirements.



Learn more

Subsidy for fire alarm installation

Taito City Social Welfare Council offers subsidies on the installation of household-use fire alarms for the elderly and people with disabilities.



Learn more

5 Stockpiles

Always have stockpiles by "stock rotation"

"Stock rotation" is purchasing a little extra amount of food you eat daily, consuming older food first according to expiration dates, and replenishing the amount you have consumed so that you will always have a certain amount of food stockpiled in the household. Besides food, stock rotation is also good for essential daily items, such as plastic wrap, aluminum foil, and plastic bags, so you need not panic in an emergency.

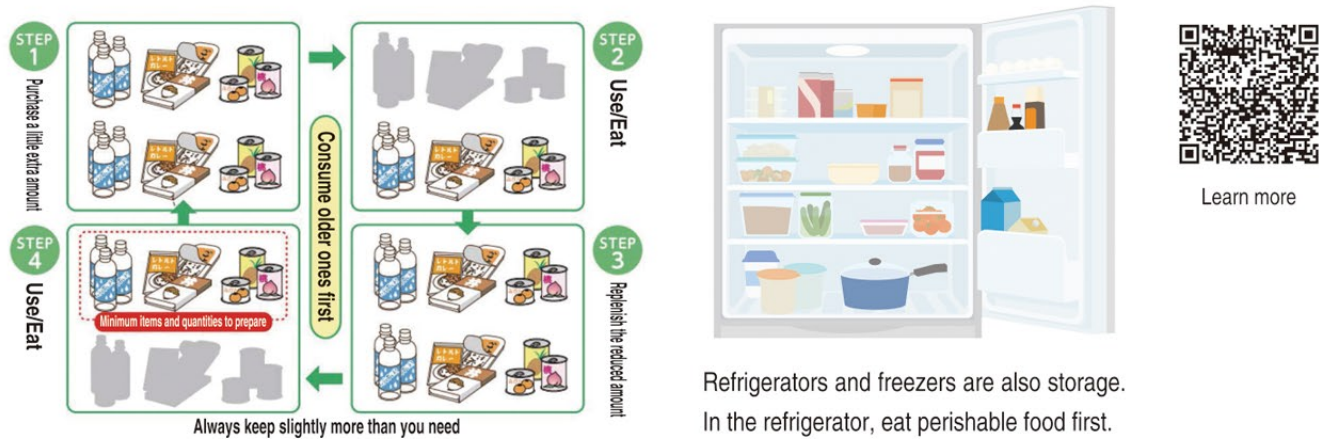


Illustration source: "Let's Build Daily Stockpiles" Tokyo Metropolitan Government

Following are some of the stockpile items; food and daily supplies can be stocked daily through "stock rotation"

Items that can be stocked daily

Water / Food stockpiles

- ☐ Drinking water (3 liters/person/day)
- ☐ Rice (Preferably no-wash rice/Vacuum-packed rice is also good)
- ☐ Instant food (instant noodles/dried noodles)
- ☐ canned food (side dish/fruit)
- ☐ Sweets
- ☐ Vacuum-packed food
- ☐ Nutritional supplement



Daily supply stockpiles

- ☐ Gas cartridge tabletop stove
- ☐ Butane gas cartridge
- ☐ toilet paper
- ☐ Food wraps
- ☐ Plastic bags
- ☐ wet wipes
- ☐ Batteries



☐ Water bag (Allows for compact storage and is easy to carry. The large diameter makes it easy to feed water during its outage.)

Stockpiles tailored to each family

- Women's supplies**
 - ☐ Women's sanitary products
 - ☐ Basic skin care products
- Elderly supplies**
 - ☐ Dentures / denture cleanser
 - ☐ Hearing aid / Battery
 - ☐ Rice porridge
- Baby/infant supplies**
 - ☐ Diapers
 - ☐ Baby wipes
 - ☐ Liquid/powder baby formula
 - ☐ Baby food
- Pet supplies**
 - ☐ Pet food / Water
 - ☐ Pet toilets, etc.

Portable toilet stockpiles

- ☐ Portable toilets: 15 times worth (minimum 5 times x 3 days per person)



6 Survival kit

A survival kit contains the minimum items you will need for the time being upon evacuation. Have your own essentials ready to put together your survival kit.

List of emergency supplies

Food

- ☐ Drinking water (Portable items)
- ☐ food (hardtack, canned food, etc.)
- ☐ jelly drink pouch, etc.
- ☐ allergy-free food, etc.

Clothes

- ☐ underwear / outerwear
- ☐ towels / cotton work gloves
- ☐ raincoats

Important items to be kept together

- ☐ Cash
- ☐ seal
- ☐ bank passbook
- ☐ IDs (driver's license / My Number Card, etc.)
- ☐ family photos
- ☐ prescription record book / prescription drug (one week's worth)
- ☐ health insurance card
- ☐ pension handbook
- ☐ securities / cash voucher

medical supplies

- ☐ household medicine
- ☐ first aid kit
- ☐ mask

Others

- ☐ mobile battery / battery charger
- ☐ battery
- ☐ dental care goods
- ☐ antiperspirant sheets
- ☐ glasses / contact lenses
- ☐ tissue paper
- ☐ plastic bag
- ☐ water bag
- ☐ utility knife
- ☐ personal alarm



Learn more

7 Sign up for the name list of those who need assistance in evacuation actions (for earthquake & flood)

If you wish for assistance...

Elderly/disabled persons who have difficulty evacuating on their own in a disaster outbreak, consider signing up for the "name list of those who need assistance in evacuation actions." The name list is shared with the local welfare commissioner and neighborhood association. As for those who need special assistance, an "individual support plan (ISP)," a personalized evacuation plan, is put together for each person. The ISP will serve as a source of information to assist their stay at evacuation shelters when living at home has become difficult due to earthquakes or other disasters.



Learn more

How the community can assist persons requiring special care and consideration

When a disaster occurs, persons who require special care, consideration, and assistance need your help. Please be prepared and assist them in the following when an occasion arises. The care and consideration they need depend on the individuals. Please keep in mind to provide preparation and assistance appropriate to him/her.

Confirm safety	At the outbreak of a disaster, call out his/her name to confirm their safety.
Help them evacuate	Depending on the situation of the disaster, help them evacuate if evacuation is needed. In either an earthquake or a flood/wind disaster, if safety is confirmed at the home of the person who requires special care and consideration, they need not force themselves to evacuate.
Assist their evacuation life	Think about how community members can assist them, such as calling out their names every day and providing special care and consideration for meals.

8 To avoid fire outbreaks

What is scary about earthquakes is fires as a secondary disaster.

To prevent a seismic fire, which poses risks of spreading widely, it is important, first and foremost, not to start a fire in a household. In addition, even if a fire actually breaks out, it is important to extinguish it at an early stage and prevent the spread.

■ Everyday fire prevention / safety management

- Keep heating devices away from sliding doors, shoji screens, and curtains. Install them in places without combustible items.
- Do not keep pilot flames, incense sticks, and candles on.



■ Installation of residential fire alarms

- A device that senses smoke and heat and rings an alarm to swiftly inform of an outbreak of fire. The installation of fire alarms is mandatory under the Tokyo Metropolitan Government's Fire Prevention Ordinance. For more information, please contact your local fire station.



Also please refer to "Subsidy for fire alarm installation" on Page 7.

■ Examples of electrical fire in an earthquake outbreak

No measures may cause fire outbreaks, such as the following:

- Fire immediately after the earthquake
The quake may cause combustibles to fall onto or come into contact with electrical appliances, leading to a fire.
- Fire after electric power resumes from outage
Damaged power-supply cords may cause fire when electricity is restored after an outage.



■ Installation of a seismic breaker

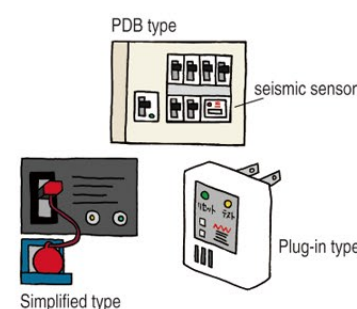
- Prevents fire by energization that breaks out when electricity is restored, and fire from electrical appliances falling due to the quake.
- Available in different types, such as the power distribution board (PDB) type fitted with a seismic sensor, the simplified type that connects to the PDB, or the plug-in type.
- Taito City offers a subsidy for installation fees to residents of limited areas.

Areas eligible for subsidy

Negishi 3 / 4 / 5-chome	Higashi-Asakusa 2-chome
Yanaka 2 / 3 / 5-chome	Nihonzutsumi 1 / 2-chome
Hashiba 2-chome	



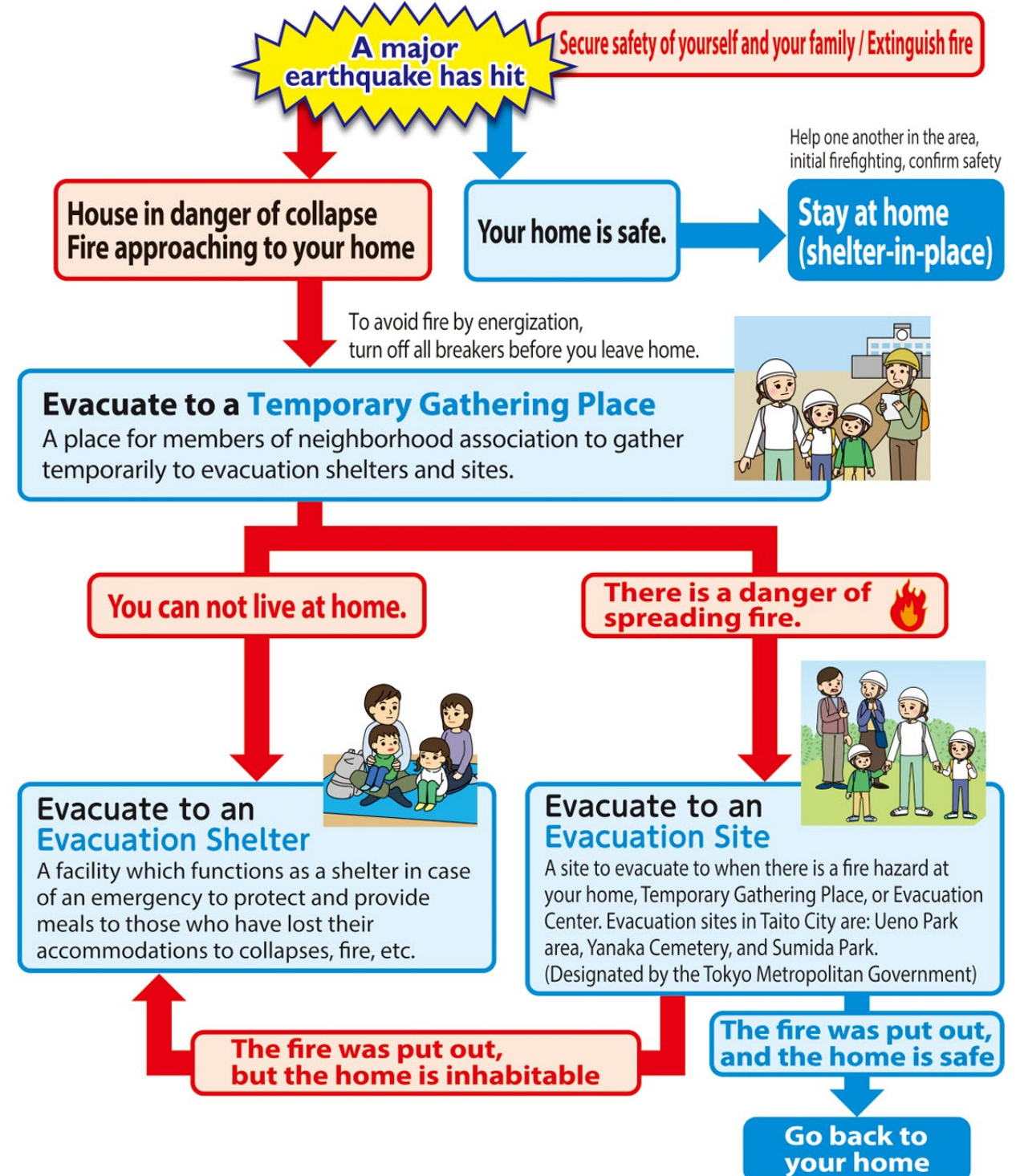
Learn more



5. When an earthquake occurs...

Basic order of evacuation in Taito City

In our city, each town council has designated Temporary Gathering Places (ittoki shugo basho), Evacuation Shelters (hinanjo), and Evacuation Sites (hinan basho).



6. How to respond when a disaster occurs

1 How to respond at home

Your safety first

- To protect yourself from furniture falls and falling objects, step away from things that are easy to fall, protect your head, and hide under a sturdy desk, for example.
- Step away from windows and glasses
- If you are in the kitchen, leave immediately, as plates may fall out of the cupboard.



Secure the exit

- Quakes may disable the door from opening. Open the front door, room doors, and windows to secure evacuation gates.



Put out the fire

- When the quake has calmed down, put out all fires.

*In the event of an earthquake of intensity 5 or higher, the gas meter's safety device automatically interrupts the gas.

*Unplug electric heating appliances.



Do not rush outside

- It is dangerous outside, with roof tiles and billboards falling and fences collapsing. Unless your house is in danger of collapse, do not rush outside.
- In a housing complex, secure the emergency exit at the balcony and check the emergency staircase.



Do not act barefoot

- In a room, there may be scattered pieces of glass. If you get your feet injured, it may hamper your evacuation or fire-extinguishing activities.
- Always have slippers near you. You may get injured even if you wear socks.



2 How to respond while outside

At places such as commercial facilities...

- Rushing to an exit or a staircase may lead to injuries or accidents. Keep calm and follow the staff's instructions to take action.



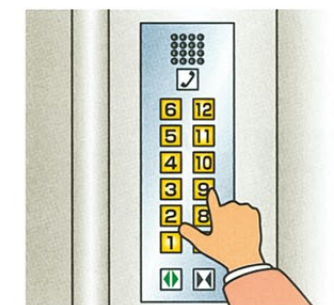
If a fire breaks out in the building...

- When the building is filled with smoke, cover your mouth and nose with a handkerchief, and lower your posture as you move along.
- Buildings such as hospitals have emergency lights even if electricity goes out. Also, underground malls have exits every 60 meters; even if a blackout occurs, you will definitely reach the exit staircase by walking along the wall.



In the elevator

- Immediately press buttons to all floors, and get off the elevator as soon as it stops at a floor.
- It is dangerous to try to force the door open. Use the elevator intercom to contact the outside and wait for the staff to respond.
- Even if the door opens, make sure it stops at the right position.
- If you are locked inside the elevator due to a power outage, keep pressing the emergency button to ask for help from outside.
- Avoid using the elevator as you may get locked inside it due to aftershocks.



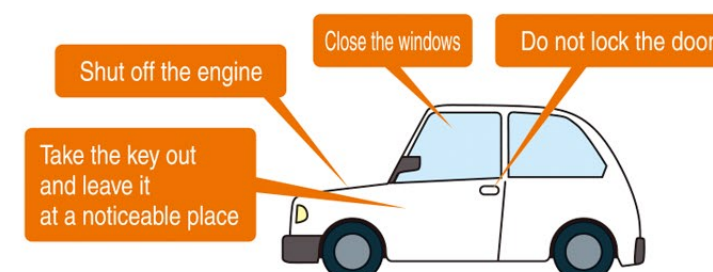
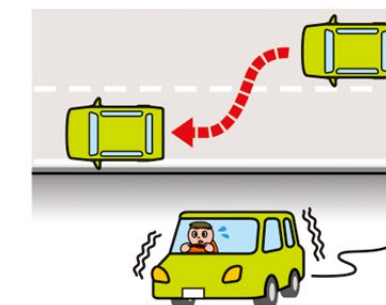
In the street, watch out for falling objects

- Store and building windows may clash and scatter. There are also dangers of billboards falling off. Protect your head well, step away from the building, and evacuate to a large space or a sturdy building.
- Concrete block walls or vending machines may fall. Watch out for them while you are walking.



If you receive an emergency early warning or feel an earthquake, stop the car.

- If you receive an emergency early warning or feel a large quake, do not slam on the brakes. Check your safety, pull over, and stop the car.
- If you are leaving your car behind, the basic principle is to "take the key out, leave it at a noticeable place, and do not lock the door," in case emergency vehicles pass.



3 Initial response for a fire outbreak

① Inform loud

- Shout out loud, "FIRE!" to ask for your neighbors' assistance.
- Make sure to call 119 no matter how small the fire is.



② Take initial firefighting actions

- Do not rush; calm down to put out the fire.
- Use a fire extinguisher.



How to use a fire extinguisher

- In addition to a household fire extinguisher, check the locations of those equipped in housing complexes and on the streets.

<How to use a fire extinguisher>



① Pull off the safety pin



② Aim the hose towards the fire



③ Squeeze the lever

Notes

- Do not pull the pin from the fire extinguisher before carrying it around.
- When a flame reaches the ceiling, it is difficult to put out the fire with a fire extinguisher. In that case, evacuate immediately.

Initial firefighting actions in the community

- It is important to put out the fire at its early stage within the community.
- A voluntary disaster preparation organization is formed by local residents. Their activities cater to the community's existing circumstances, such as initial fighting actions and fire safety patrols.
- In Taito City, disaster preparation teams formed by neighborhood associations are considered voluntary disaster preparation organizations. In some neighborhood associations, condo association boards do similar activities. The neighborhood associations conduct disaster preparation drills; residents are encouraged to participate actively.



Also please refer to "Join the voluntary disaster-preparation organization" on Page 19.

Local deployment of fire extinguishers

- Taito City and its neighborhood associations install fire extinguishers in street corners and main highways. Local residents can prevent the spread of fire by using these fire extinguishers in their initial firefighting actions right after a fire outbreak. Always check the locations of fire extinguishers near your home.
- Taito City lends standpipes to neighborhood associations, which can be installed and used on fire hydrants on the roads.
- In Taito City, class D pumps are equipped at evacuation shelters. They suck water from the fire cistern to divert water.



Red: Fire extinguisher managed by neighborhood association



Green: Fire extinguisher managed by Taito City

7. Take appropriate evacuation activities

1 Bottom line: Sheltering-in-place

Evacuation shelters are located in sturdy buildings with a low risk of collapse; therefore, safety is secured. On the other hand, you will have to live with a large group of people, which makes it difficult to secure privacy and raises the risks of infectious diseases. If your house is safe and has no risk of collapse, take shelter at your home.

Tips to shelter in place

Depending on the disaster, those living in an apartment may not be able to use the elevator. So that you can live in your home, have a stockpile of at least 3 days, preferably 7 days' worth of water, food, and toilets.

Also please refer to "Family safety measures" on Page 6.

Also please refer to "Stockpiles" on Page 8.



Learn more



Cramped shelter

(About the size of a tatami mat) per person including baggage compartment

Privacy is not protected enough.



Crowded shelter

2 Post-outbreak assistance

Food support

Relief supplies are transported by the government and other sources and offered to those sheltering in place as well.

Securing drinking water

For drinking water, Taito City has prepared emergency water plugs at 30 locations, emergency water supply stations at 2 locations, deep wells at 11 locations, and earthquake-resistant underground water tanks at 4 locations.



Learn more

Emergency safety check

Buildings affected by an earthquake are at risk of collapse from an aftershock or pose a danger to human lives, with falling objects. Therefore, after being affected by the disaster, a post-earthquake building safety evaluator inspects the building, temporarily determines whether it is available for use or access, and posts a determination sticker in an easy-to-see location in the building. There are three types of stickers: "Dangerous" (red), "Caution needed" (yellow), or "Inspected" (green).



Learn more

"Dangerous" (red) ... Buildings dangerous to get inside → You cannot shelter in place

"Caution needed" (yellow) ... Take enough caution if you are getting inside → Sheltering in place is not recommended.

"Inspected" (green) ... Buildings available for use → Shelter in place.

3 Evacuation shelters: Basic knowledge

■ If you are evacuating to a shelter

Evacuation centers in Taito City are principally for people who have lost their place of living due to a house collapse or a fire. People who have concerns about living at home due to collapse risks from aftershocks can also use them; however, the principle for those who live in apartments and other sturdy buildings is "sheltering-in-place," as the risk of collapse is low.

Also, Taito City designates 43 evacuation shelters, mainly located at elementary and junior high schools. Your shelter depends on where you live and is designated for each neighborhood association. You cannot evacuate to a shelter other than the one designated for you.



■ Opening/Operation of evacuation shelters

Each evacuation shelter is opened and operated by the "Evacuation Shelter Management Committee," consisting mainly of the neighborhood association.

An evacuation shelter opens only when all preparatory procedures, such as safety inspections of the facility, are complete; you may have to wait at a temporary evacuation center, a park next to the evacuation shelter, etc.

■ Opening criteria of evacuation shelters

Taito City asks the Evacuation Shelter Management Committee

to automatically open the shelter in the event of an earthquake of intensity 6 lower or higher.

(Even when the intensity is 5 or lower, the City may ask for the opening of the shelter, depending on the situation of damage and aftershocks.)

4 Life in an evacuation shelter: Points of concern

An evacuation shelter is a place of communal life. Follow the points of concern and help one another to live there.

■ Life in an evacuation shelter: Rules

While living in an evacuation center, do not go into other people's living spaces or peek into them.

In addition, in an evacuation shelter, do not take actions that may make others uncomfortable, such as raising your voice.

For the sake of the operation of an evacuation shelter, please help each other.

■ To prevent communicable diseases

Many people live in an evacuation shelter; thus, it is an environment prone to contracting communicable diseases. Take measures such as:

- Hand/Finger disinfection
- Room ventilation
- Wearing masks
- Trying to avoid conversation while eating/drinking
- Basically not touching school equipment, etc.



■ Helping one another at an evacuation shelter

After settling down in an evacuation shelter, evacuees should actively participate in reception, catering, cleaning, and other operational activities.

In addition, if possible, when you use an evacuation shelter, bring the food you have at home.



8. Measures on toilets after a disaster outbreak

1 Portable toilet

■ Toilets after a disaster outbreak

After a disaster outbreak, toilets are assumed to be out of order due to water outage and damage to the drainpipes.

In past disasters, using the toilet despite it being unflushable caused excrement overflows, deteriorating the hygienic environment.

In addition, holding back on meals and water to reduce the number of excretions may cause health damage.

■ Use of portable toilets

Use portable toilets until flush toilets are available.

When excrements do not flush, toilets and the house interior will be dirty and very unsanitary.

* In case you cannot use the toilet at your home, have at least **5 times x 3 days = 15 times** worth of portable toilets per person ready.

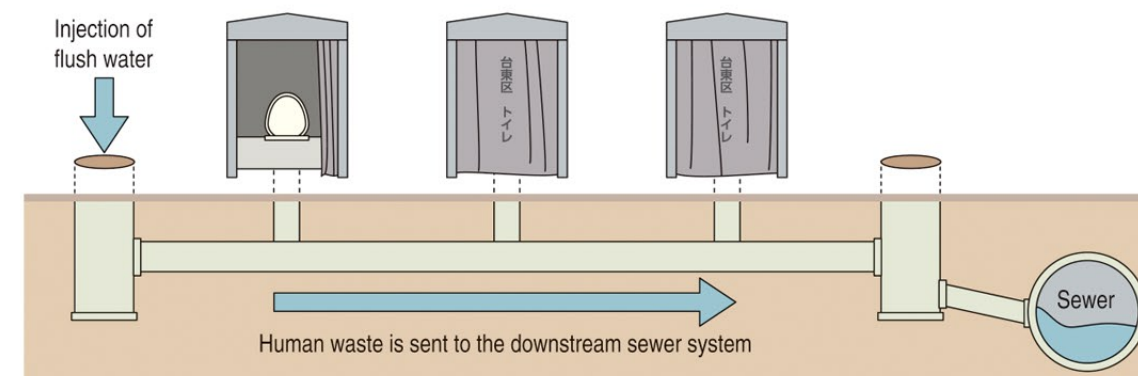
<How to use a portable toilet> <Example>



2 Other measures on toilets

■ Manhole toilets

Taito City has an agreement with the Bureau of Sewerage under the Tokyo Metropolitan Government to install toilets above manholes around evacuation shelters designated by the Bureau, allowing excrement to flow directly into sewers. The toilets to be installed are stockpiled in places such as evacuation shelters. In addition, manhole toilets directly connected to sewers and storage-type toilets are currently being installed in parks.



9. Safety confirmation (Common to Earthquakes and Floods)

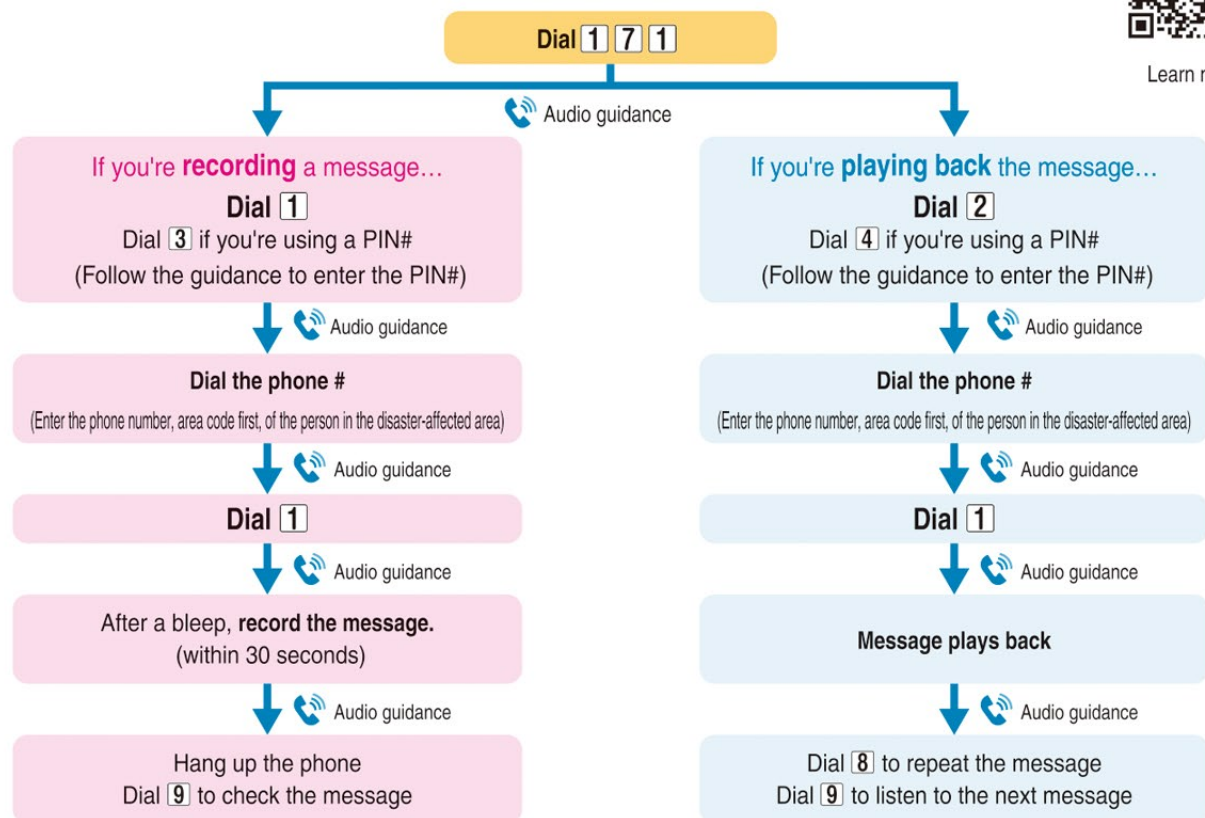
If everyone in your family knows the following channels to confirm their safety in the event of a disaster, it ensures confirmation even if the line is busy. Knowing multiple channels allows you to secure contact even better.

1 Disaster Emergency Message Dial (171)

Allows people in the disaster-affected area to record up to 30 seconds per message (maximum: 20 messages) per number of a subscribed telephone, ISDN, Hikari Denwa, mobile phone, etc. As for mobile phones etc., check with your carrier.



Learn more

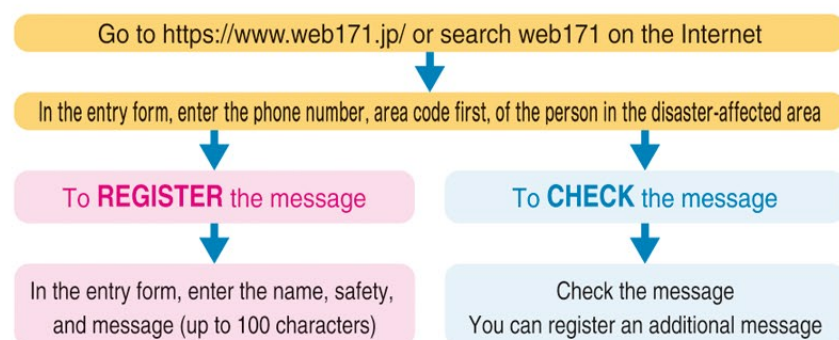


2 Disaster Message Board (Web171)

In the event of a disaster, residents of the disaster-affected area can access the Disaster Message Board (Web 171) via the Internet, and register message information by using their phone number as the key. The registered message can be checked from across Japan and overseas.



Learn more



Free of charge on the 1st and 15th of the month, Jan. 1-3,
 Disaster Preparation Awareness Week (Aug. 30 thru Sep. 5), and Disaster Preparation and Volunteer Working Week (Jan. 15-21).

10. Local disaster preparation measures

It is difficult for a public agency to take action immediately after a disaster outbreak. For initial firefighting, rescue/relief, and other communal actions, it is important that each community member helps one another. By cooperating with people around you, you can reduce the damage from a disaster.

Join the voluntary disaster-preparation organization

Activities during a disaster

The activities of a voluntary disaster preparation organization are based on its neighborhood association (residents' association) to prevent disasters and avoid secondary disasters after a disaster. In the event of a disaster, the activities of a voluntary disaster prevention organization, which is closer to the scene than the City, police, or firefighters, play an important role in minimizing secondary disasters.

Activities

- Preventing of fire outbreak / Initial firefighting actions
- Collecting information / communication / public relation activities
- Cooperating in relief/soup-run
- Rescuing of the injured
- Cooperating in allocating relief supplies



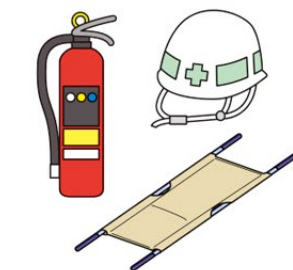
Activities during normal times

Conducting disaster preparation drills

In disaster preparation, it is important to raise interest and awareness among each resident. In order to familiarize the community with disaster preparation, Taito City offers neighborhood associations and apartments (and those who live or work in Taito City) lectures on disaster preparation.

Drill examples

- Drills on initial firefighting actions
- Drills on evacuation guidance
- Drills on rescue / relief
- Drills on food/water supply
- Drills on collection / communication of information



Preparation of disaster preparation supplies / equipment

Disaster preparation supplies/equipment are used in the event of a disaster. Prepare necessary materials / equipment that cater to the community's actual circumstances, and learn how to use it on a daily basis

Main supplies/equipment

- Helmets
- Fire extinguisher / Class D pump
- stretcher / rope
- Emergency medicines
- Megaphone
- Flashlight / High-power flashlight
- Tent
- Tools (hammer, crowbar, axe, shovel, electric saw, etc.)
- Ladder
- Private power generator

* Taito City provides subsidy to voluntary disaster preparation organizations.



Learn more

Disaster preparation at apartments (Please always be prepared and collaborate with the local community)

In Taito City, about 80% of the residents live in housing complexes such as apartments. At an apartment, you can take shelter at home if the damage is minor. To shelter in place, promote essential measures such as daily stockpiling and launching disaster preparation organizations within the apartment community. In addition, "mutual aid" among non-apartment residents is also essential. Apartment residents are encouraged to participate in disaster-preparation activities as part of their local community. (For more information, please refer to the "Disaster Preparation Handbook For Housing Complexes.")



Learn more

11. Welfare / Medical care after a disaster outbreak

1 Secondary (welfare) shelter

Welfare institutions designated by Taito City will be opened as secondary (welfare) evacuation centers to accept the elderly/disabled who have difficulty living in primary evacuation shelters. However, institution staff do not provide caring services; they should basically be accompanied by someone. Admission to the center will be informed by the center within three days following the outbreak of the disaster, as soon as the institution is ready to accept (not first-come, first-served). Admission to the evacuation center is determined with consideration for the preference / condition of the potential user. In addition, whether the person will be subject to admission will be informed by the City's official. Do not go directly to the institution.



2 Emergency medical aid stations

In a major disaster, many sick and wounded people flock to hospitals, which may result in gridlock in hospital functions. In order to avoid such situations, "emergency medical aid stations" are set at locations such as in front of hospitals for about 72 hours starting from the disaster outbreak. At an emergency medical aid station, after triage (decisions in treatment priority), the sick and wounded will receive first aid.



List of emergency medical aid stations in Taito City

① Front of Asakusa Hospital	Imado 2-26-15	② Front of Eiju General Hospital	Higashiueno 2-23-16	③ Front of Taito Hospital	Senzoku 3-20-5
④ Front of Sensoji Hospital	Asakusa 2-30-17	⑤ Kuramae Elementary School	Kuramae 4-19-11	⑥ Yanaka Disaster Prevention Community Center	Yanaka 5-6-5

3 Medical aid station at the evacuation shelter

After the acute stage (72 hours after a disaster outbreak), Taito City will open "medical aid stations at evacuation shelters" from the standpoint of chronic disease treatment, health management of the affected, and public sanitation, and respond to needs in collaboration with the medical association.

List of medical aid stations at evacuation shelters in Taito City

	Name	Address
1	Ishihama Elementary School Medical Aid Station at the Evacuation Shelter	Kiyokawa 1-14-21
2	Kuramae Elementary School Medical Aid Station at the Evacuation Shelter	Kuramae 4-19-11
3	Shinobugaoka Elementary School Medical Aid Station at the Evacuation Shelter	Ikenohata 2-1-22
4	Senzoku Elementary School Medical Aid Station at the Evacuation Shelter	Asakusa 4-24-11
5	Taito Ikuei Elementary School Medical Aid Station at the Evacuation Shelter	Asakusabashi 2-26-8
6	Tawara Elementary School Medical Aid Station at the Evacuation Shelter	Kaminarimon 1-5-14
7	Tosen Elementary School Medical Aid Station at the Evacuation Shelter	Minowa 1-23-9
8	Higashi-Ueno City Resident's Hall Medical Aid Station at the Evacuation Shelter	Higashiueno 3-24-6
9	Heisei Elementary School Medical Aid Station at the Evacuation Shelter	Taito 4-21-15
10	Negishi Elementary School Medical Aid Station at the Evacuation Shelter	Negishi 3-9-8
11	Yanaka Elementary School Medical Aid Station at the Evacuation Shelter	Yanaka 2-9-16

12. Other responses

1 Measures for people with difficulties to go home

Taking care of visitors in Taito City

purposes become "stranded people" if they are affected by the disaster while visiting. When numbers of stranded people start heading to their distant home immediately after a disaster outbreak, they will cram the streets, hampering the passage of emergency vehicles, or cause crowd crushes. Thus, the Metropolitan Government and Taito City open temporary shelters for stranded people who have nowhere to go. They are admitted for up to 3 days.



Responsibly business owner

Controlling the employees to go home at once and keep them in the business facility will prevent the passage of emergency vehicles or crowd crushes.

2 Issuance of Victim's Certificate

A victim's certificate is the official proof of the damage situation of the house affected by the disaster. It will be required when you apply for disaster victim support systems or receive benefit money. Applicable support depends on the damage level of the house.

3 Treatment of disaster waste

Waste generated from the disaster includes rubble from collapsed buildings, garbage from evacuation shelters, human waste, and trash. In the event of a disaster, Taito City will collect them in accordance with the disposal plan.

13. Subsidy/Assistance systems in Taito City

1 Subsidy for building quakeproof reinforcement

- Subsidy for seismic diagnosis / reinforcement design / seismic retrofitting work, etc.
- Subsidy for improvement work to prevent outer walls from falling
- Subsidy for improvement work on concrete block walls, etc.
- Subsidy for fees for removal work of old buildings, etc.
- Subsidy for quake-proofing of buildings on general/specific emergency transportation roads



Learn more

2 Subsidy / Assistance for disaster preparation

- Grant to support certification registration of disaster management specialists
- Subsidy for voluntary disaster preparation organizations (disaster preparation teams)
- Grant for the purchase of disaster preparation materials at housing complexes
- Subsidy for the installation of seismic breakers
- Distribution of simplified seismic breakers
- Disaster victim support systems, etc.



Learn more

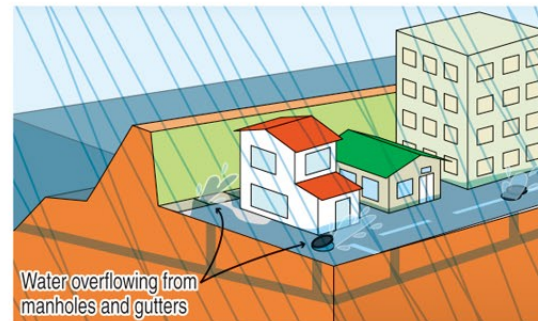
Wind and Flood Disaster Edition

1. Possible wind/flood disasters in Taito City

1 Inland inundation

A phenomenon that takes place where most of the ground surface is covered with asphalt. When the localized heavy rain falls for a short period of time, sewerage and drainage cannot keep up with the discharge, resulting in the inundation of buildings, land, and roads.

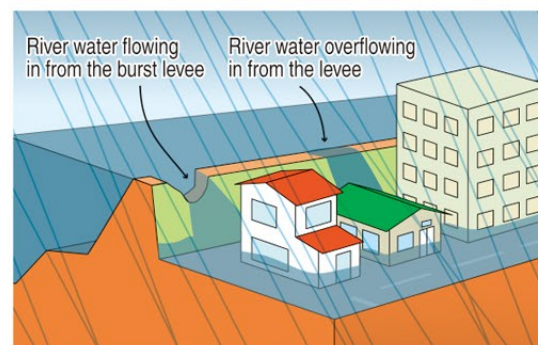
- Short period of time from rainfall to the outbreak of inundation damage.
- You cannot predict where an inundation will take place; it could occur anywhere, even in places far from the river. Underground spaces, underpasses, and other locations lower than their surroundings are prone to inundation damage, as they collect rainwater.
- Inundation is low and its duration is short as well.
- Taito City encourages those living on the 2nd floor or above to shelter in place (evacuate vertically) rather than being forced to evacuate outside.



2 Inundation by river water

A phenomenon that takes place when heavy rain raises the river water level to overflow or outburst the levees. In Taito City, washout concerns are in Arakawa and Kanda Rivers.

Not simulated for Sumida River as the Iwabuchi Water Gate will control its water.



■ Flooding of Arakawa River

- Even when it's not raining in the Taito City vicinity, flooding will occur when heavy rain falls in the upstream basin of Arakawa River in Western Saitama.
- The inundation height will be up to 5m in Taito City. As it will last over two weeks, those who live within the inundation-simulated zone will need to evacuate early outside the zone, such as your friend or relative's place or a hotel.
- Even if you live on the 2nd floor or above, you will need to evacuate outside the inundation-simulated zone in order to avoid isolation.

■ Flooding of Kandagawa River

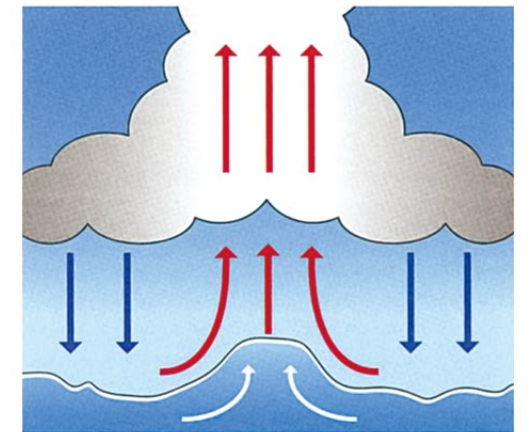
- Even when it's not raining in the Taito City vicinity, flooding may take place due to torrential rain in Sugunami or Nakano City, or other upstream basins of the Kanda River, causing a sudden rise in water level.
- The inundation height is 3m maximum in the City. The water recedes within 12 hours in most areas.
- In recent years, retention facilities (such as the Loop 7 Underground Regulation Pond) are installed to avoid the outbreak of flood.

3 Storm surge

A phenomenon that takes place when a typhoon or a low atmospheric pressure passes by and lowers the atmospheric pressure, which causes the rise in the tidal level of the sea surface due to suction, as well as the water level of the rivers that flow into the sea.

Even in Taito City, which does not have a seafront, the water levels of the Sumida River and its side stream, Kanda River, rise together from a Storm surge at high tide. In such an event, when there is torrential rain in the upstream of the Kanda River, there is a possibility of a flood outbreak.

The phenomenon is the same as floods in the Kanda River, but the inundation area will expand to the northern part of the City.



4 Landslide

Based on the results of the basic investigation (issued Dec., 26, 2019) in accordance with the Sediment Disasters Prevention Act, the Tokyo Metropolitan Government designated 2 locations in the Yanaka area and 3 in the Ikenohata area as Landslide Caution Zones (one of which in Yanaka the Landslide Special Caution Zone), where heavy rainfall increases the amount of rain in the soil and may result in cliff failure. Evacuation in the event of a Landslide is basically evacuation by eviction.

When evacuation information is issued, the nearest evacuation site is Yanaka Elementary School for those living in the Yanaka area and Shinobugaoka Elementary School for those living in the Ikenohata area.

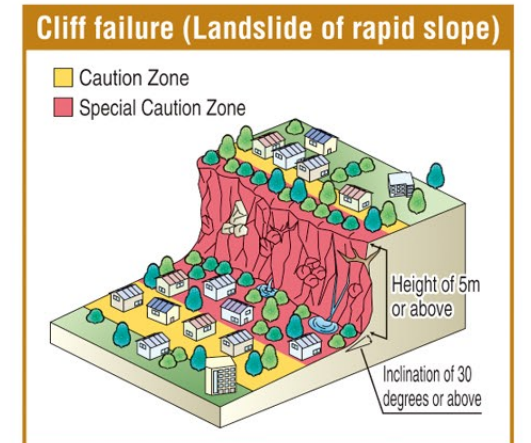
* If you notice cracks in a slope, an increased amount of spring water, and rifts, evacuate immediately even if there is no Landslide alert information or evacuation information issued.

■ Landslide Special Caution Zone

A zone where, in the event of a Landslide, there is a risk of damage to building and significant harm to the lives or bodies of its residents (commonly called "Red Zone").

■ Landslide Caution Zone

A zone where, in the event of a Landslide, there is a risk of damage to building and harm to the lives or bodies of its residents (commonly called "Yellow Zone").



2. Gathering Information

1 Information provided by Taito City

Disaster Prevention App "TAITO BOSAI"

"TAITO BOSAI" is Taito City's official disaster prevention app useful at disaster outbreaks and everyday disaster preparedness learning.

Main functions are listed below. Download it now!

At disaster outbreaks

- Locates target areas of emergency information on the map
- Locates target areas of emergency information on the map
- Confirms the safety of people close to you by using Google, LINE, and e-mail
- Checks notices from Taito City such as the content of the emergency broadcast system

For everyday disaster preparedness learning

- Browse disaster prevention guidance such as the disaster prevention map, hazard map, etc.
- Check the flow of emergency activities using chatbot



"TAITO BOSAI" Home screen

Check the Hazard Map



Disaster prevention app "TAITO BOSAI" are available for download free of charge.



Download from here



Learn more

Emergency alert email

When Taito City issues an emergency alert, such as evacuation information, users of NTT DoCoMo, au, Softbank, and Rakuten Mobile will automatically receive the alert by email. (No registration necessary)

Taito City official website

URL: <https://www.city.taito.lg.jp/>

Cached website:

<https://www-city-taito-lg-jp-cache.yimg.jp/>

Offers information such as disaster victim support in the City in the event of a disaster.

In order to reduce server load due to concentrating access in the time of disaster, please use the cached website within the Yahoo! Japan server.



Website



Weather information for disaster preparation

Taito City disaster prevention weather information e-mail newsletter

An email service that offers various weather information, emergency alerts from the City, etc.

*You will need to sign up in advance to use this service.



Learn more

Taito City Official LINE and X accounts

ID: @taito_city

Swiftly offers information in the event of a disaster. Offers information on municipal politics, events, etc., during normal times.

*The account functions as a media to provide information. Comments to the posts will not be answered.



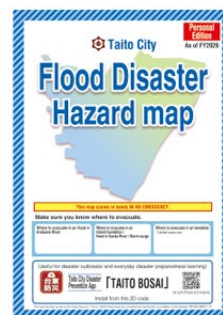
Official LINE



Official X

Check the Hazard Map

- The Hazard Map allows you to check whether your home or places you have easy access to are in the zone where inundation or Landslide are simulated, and how long inundation lasts. (As for Inland inundation, the inundation may not always look like on the map.)
- You can also check how you should evacuate. The safe evacuation method varies, depending on the area you live in or your family structure.
- You can check the place you evacuate to, as well as the safe evacuation route to get there.



Learn more

2 Evacuation information (to encourage evacuation) < Issued by Taito City with designated areas >

When there is a danger of a disaster outbreak at times of wind and flood damage, the city issues an evacuation information with an alert level. The evacuation information is issued by the city and is based on the disaster prevention weather information issued by Japan Meteorological Agency, etc.

Alert Level	Evacuation Information	Actions to take
Level 5	Emergency Safety Measures	The disaster is already here. Take the best action possible to save your life!
Level 4	Evacuation Instruction	Everyone should evacuate from hazardous places!
Level 3	Evacuation of the Elderly, etc.	Elderly etc. should evacuate from hazardous places!

When a flood in Arakawa River is simulated
A Voluntary Extensive Evacuation Information may be issued prior to the issuance of Alert Level 3.
Evacuate outside the Inundation Assumed Area.

3 Disaster prevention weather information (on weather / river conditions) < Issued by Japan Meteorological Agency, etc. >

Disaster Prevention Weather Information corresponds to residents' evacuation actions, although some of them are not directly related to Taito City. When you evacuate, take appropriate actions based not only on Disaster Prevention Weather Information but also on evacuation information issued by the City.

	Flood Flood in large rivers such as Class A rivers	Heavy rain Inundation in lowlands / flood in non-large rivers	Landslide Cliff failure / mudslides in steep slopes	Storm surge Inundation due to sea level rises / waves crashing onto shores	(At each alert level) Action to be taken
Equivalent to Alert Level 5	Level 5 Emergency Warning (Flood)	Level 5 Emergency Warning (Heavy rain)	Level 5 Emergency Warning (Landslide)	Level 5 Emergency Warning (Storm surge)	Life-threatening situation, ensure safety immediately!
(MAKE SURE TO EVACUATE FROM HAZARDOUS PLACES BEFORE ALERT LEVEL 4 !)					
Equivalent to Alert Level 4	Level 4 Urgent Warning (Flood)	Level 4 Urgent Warning (Heavy rain)	Level 4 Urgent Warning (Landslide)	Level 4 Urgent Warning (Storm surge)	All residents should evacuate from affected areas
Equivalent to Alert Level 3	Level 3 Warning (Flood)	Level 3 Warning (Heavy rain)	Level 3 Warning (Landslide)	Level 3 Warning (Storm surge)	Elderly people, those with disabilities, and others who may need more time to evacuate should evacuate from affected areas.
Alert Level 2	Level 2 Advisory (Flood)	Level 2 Advisory (Heavy rain)	Level 2 Advisory (Landslide)	Level 2 Advisory (Storm surge)	Confirm your evacuation actions (where to evacuate, evacuation route, timing to evacuate, etc.)
Alert Level 1	Probability of warning level				Raise awareness for disasters

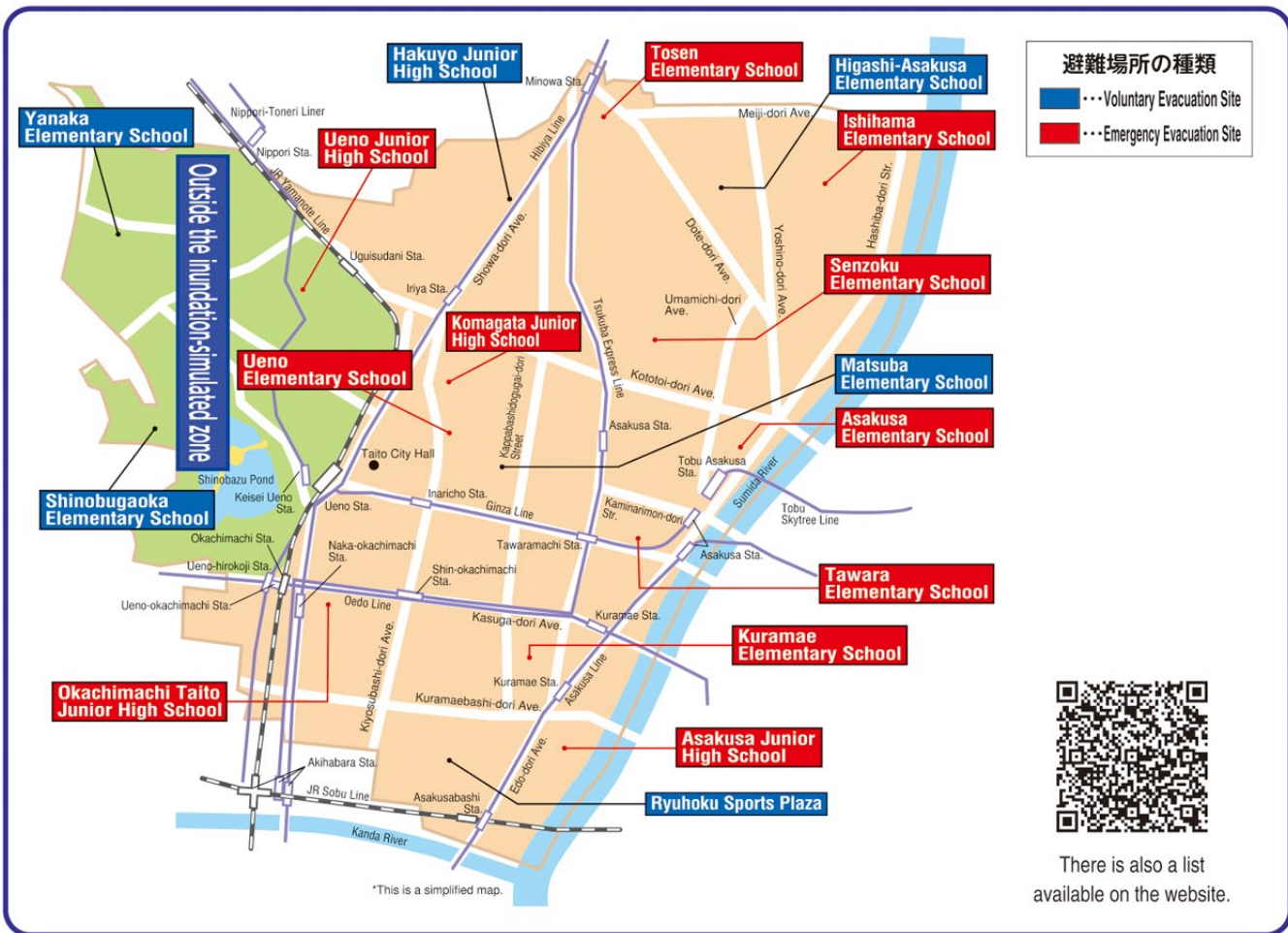
A new version of the Disaster Prevention Weather Information has been implemented since late May 2026.

- The Disaster Prevention Weather Information (Flood / Heavy rain / Landslide / Storm surge) is issued to correspond with the 5 alert levels.
- "Urgent Warning" was newly implemented as an equivalent to Alert Level 4.
- The information will be issued with its name and level number combined. (e.g. "Level 4 Urgent Warning (Heavy Rain)")



Japan Meteorological Agency's KIKIKURU (Real-time Risk Map) website

4 List of evacuation shelters



*You can evacuate with your non-hazardous pet in a cage. * Evacuation sites are opened by Taito City staff.

Voluntary Evacuation Site		Emergency Evacuation Site	
Evacuation site name	Address	Evacuation site name	Address
Yanaka Elementary School	Yanaka 2-9-16	Ishihama Elementary School	Kiyokawa 1-14-21
Shinobugaoka Elementary School	Ikenohata 2-1-22	Tosen Elementary School	Minowa 1-23-9
Higashi-Asakusa Elementary School	Higashiasakusa 2-27-19	Senzoku Elementary School	Asakusa 4-24-11
Hakuyo Junior High School	Shitaya 3-1-29	Ueno Junior High School	Uenosakuragi 1-14-55
Matsuba Elementary School	Matsugaya 1-13-16	Komagata Junior High School	Kitaueno 2-15-1
Ryuhoku Sports Plaza	Asakusabashi 5-1-8	Ueno Elementary School	Higashiueno 6-16-8
		Asakusa Elementary School	Hanakawado 1-14-15
		Tawara Elementary School	Kaminarimon 1-5-14
		Kuramae Elementary School	Kuramae 4-19-11
		Okachimachi Taito Junior High School	Taito 4-13-16
		Asakusa Junior High School	Kuramae 1-3-4

Where to evacuate in case of a wind and flood damage (besides a flood in Arakawa River) in Taito City

During Inland inundation, floods in the Kanda River, and Storm surges, you can secure sufficient safety by sheltering in place (vertical evacuation) if you live on the 2nd floor or above. Unlike earthquakes, evacuation sites are not allocated by neighborhood associations. Evacuate to the one nearest you.

Not all evacuation sites may open. Please check the information provided by the City.

Voluntary Evacuation Site (Evacuation Site that Opens Early)

- An evacuation site that opens early for those who prefer to evacuate voluntarily before the evacuation information is issued.
- After the evacuation information is issued, it will be used as an emergency evacuation site.
- Evacuation sites tend to get crowded. There is a risk of infections; shelter in place as much as possible.

Emergency Evacuation Site (In principle, evacuation sites that open when evacuation information is issued)

- Open as a temporary evacuation to save lives, depending on the issuance of evacuation information or the situation of wind and flood damage.
- If you live on the first floor in an inundation-simulated zone, an assumed area of building collapse and flood (bank erosion) in case of a flood in the Kanda River area, or a Landslide caution zone, evacuate to an emergency evacuation site when evacuation information is issued.

These facilities are places to temporarily secure your physical safety from floods and are thus opened and operated by Taito City.

Sandbag Stations

To obviate damage from submergence and inundation due to heavy rain, Taito City sets "Sandbag Stations" in 6 locations in the city, so that the residents can take out sandbags as necessity arises.

If you need sandbags, take them out from your nearest Station.

If you cannot carry them around, the City also distributes the sandbags. Contact below:

■ Occupancy Subsection, Road Management Section : ☎ 03-5246-1302



Learn more

5 Check the evacuation activities

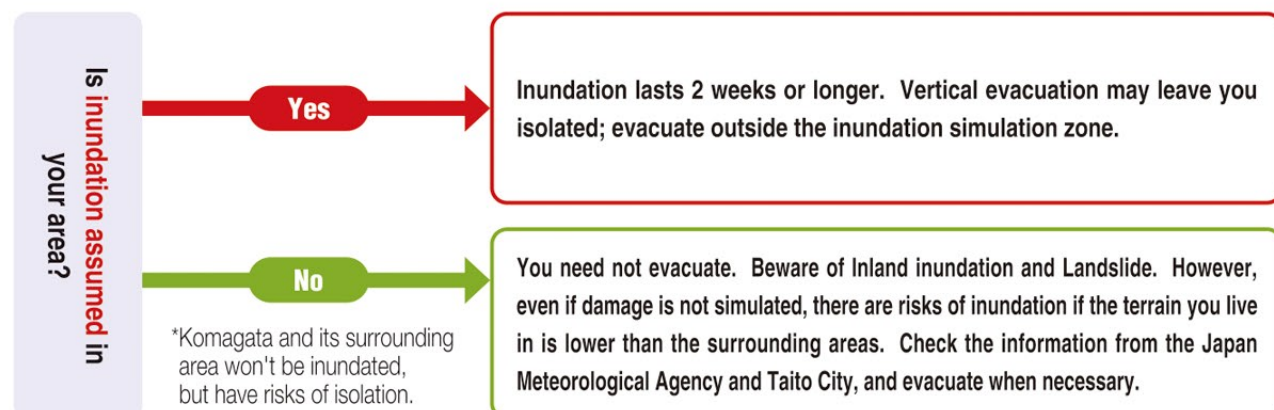
In case of a flood in Arakawa River

A wide range of Taito City will be inundated 3m or higher, lasting 2 weeks.

Evacuation sites won't open. Early evacuation is a must.

When the risk of flooding of the Arakawa River is higher, Taito City issues "Voluntary Extensive Evacuation Information" early. Evacuate to your friends' or relatives' places, hotels, and other locations outside the inundation simulation zone. Evacuate early if you are elderly or disabled, and take time to evacuate.

Check the "Taito City Arakawa River Flood Disaster Hazard Map"



Simulated life if you stay at home in the event of a flood in the Arakawa River

When there is a flood in Arakawa River, in addition to the inundation lasting two weeks, the lifeline (electricity, gas, water and sewerage) will stop too. Your living environment will turn as shown on the illustration on the right.

<What you can do beforehand>

- Decide on a location outside the inundation simulation zone to evacuate (your friend's or relative's place, hotel, etc.).
- If it is almost impossible for you to evacuate outside the inundation assumed area, have two week's worth of stockpile (especially water, food, and portable toilets) ready.

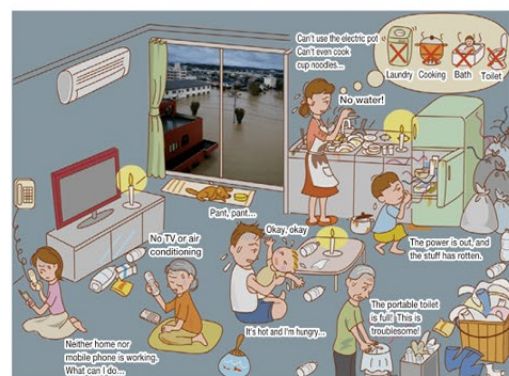


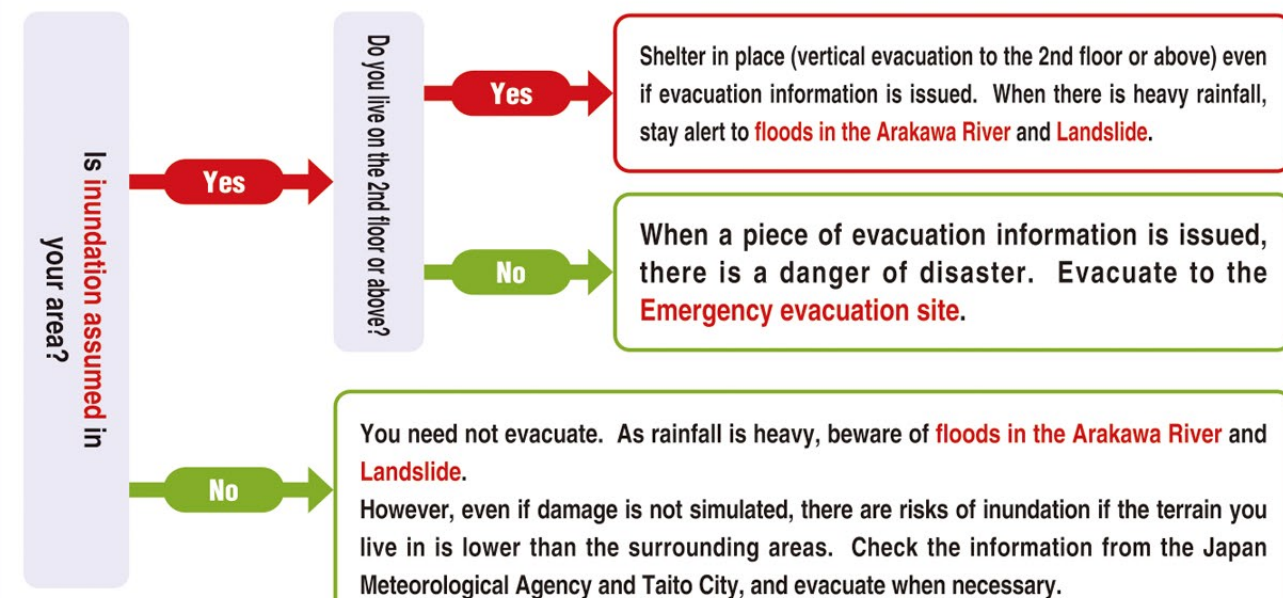
Illustration source: Central Disaster Management Council "Reference Materials of the Expert Committee on Countermeasures against Large-Scale Flooding"

In case of an Inland inundation, flood in Kanda river, or Storm surge

If you can evacuate to the 2nd floor or above, you can secure your safety by sheltering in place (vertical evacuation).

Check the "Taito City Inland inundation Hazard Map", the "Taito City Kanda River Flood Disaster Hazard Map", and the "Taito City Storm surge Disaster Hazard Map".

*Check on each hazard map the evacuation actions you should take.



*If you live in the simulated zone of building collapse and flood (bank erosion), evacuate to the emergency evacuation site regardless of the flow chart.

*An assumed area of building collapse and flood (bank erosion) is the area where the river bank could be eroded (scraped away) by the flow of the flood.

Check how to evacuate

- Sheltering-in-place

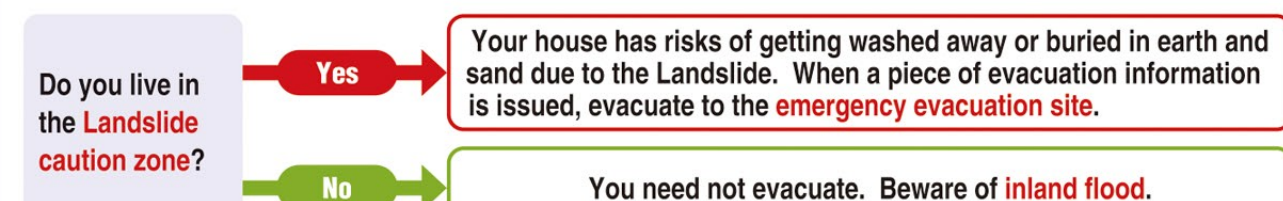
In a flood other than the Arakawa River, most areas in Taito City will see the water recede within 12 hours; it is unlikely that the inundation will reach the height of the 2nd floor or above. Roads may become submerged; evacuation shelters have issues with ensuring privacy. Shelter in place.

*Locations designated as the assumed area of building collapse and flood (bank erosion) are unavailable for sheltering in place in the event of a flood in the Kanda River area.

*In the Landslide caution zone, you cannot shelter in place in the event of a Landslide.

In case of a Landslide (for those who live in Yanaka/Ikenohata)

Check the "Taito City Landslide Hazard Map"



- Evacuate to an evacuation site

An evacuation site is opened by Taito City when a disaster is simulated due to a typhoon or other wind and flood damage.

Unlike evacuation sites that open in the event of an earthquake, it is a place to temporarily secure life safety.

3. Things to keep in mind when you evacuate

Take voluntary actions

- Check the latest weather and evacuation information on TV and smartphone.
- Even when an evacuation site is not open, if you feel danger in the way the rain falls or the situation of the inundation, do not wait for an Evacuation of the Elderly, etc. notice or an Evacuation Instruction from Taito City, and evacuate voluntarily to a safe place or the 2nd floor or above of a safe building.



Acting alone is dangerous! Also be careful of what you wear

- If possible, evacuate in a group of two or more people, with your family members or neighbors.
- If the wind is strong upon evacuation, use a raincoat instead of an umbrella.
- If an inundation has already started, wearing long rain boots may bog you down. Although it makes you wet, wearing sneakers is safe. Never wear sandals.



Make sure to check before you leave home

- Turn off the gas main and the breaker. Especially during an inundation, power plugs may get wet, resulting in short-outs.
- At an evacuation site from a flood, you are basically not provided with food or water. Make sure to bring your survival kit.
- Let your neighbors, friends, and relatives know that you are evacuating.



For persons requiring special care and consideration

- The elderly, disabled, children, and other persons requiring special care and consideration who take time to evacuate should evacuate early. If a Start of the Evacuation of the Elderly is issued, go on to specific actions.
- If there are people in your community who require special care and consideration, please take them into account and provide assistance by offering to evacuate together or a place to take shelter, etc.



Things to beware of when you walk

- A human can walk safely in water only when the water depth is up to about 50cm. Walking in a rapid stream will bog you down and is dangerous.
- Use long sticks and umbrellas as walking sticks and check if gutter or manhole covers are still on. Beware of the water flowing on the roads as well.
- Do not get close to the power cables if they are cut.
- If you feel any danger while evacuating, take shelter at a nearby building.



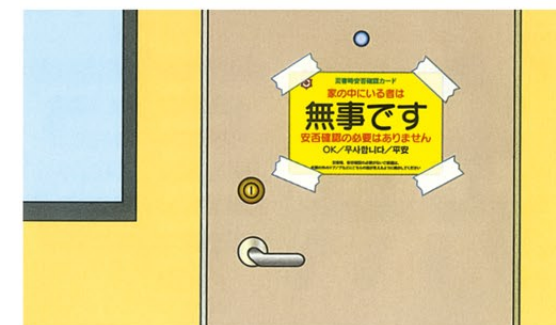
4. For the relief/rescue of local people

The reverse side of the "I'M SAFE Card" (safety check card in the event of a disaster) is the "Evacuation Action Check Card". During normal times, have the "Evacuation Action Check Card" side up front and post it in places such as the refrigerator. In addition, when you confirm the safety of you and your family in an event of a disaster, have the "I'M SAFE Card" side up front and post it in places such as your front door.

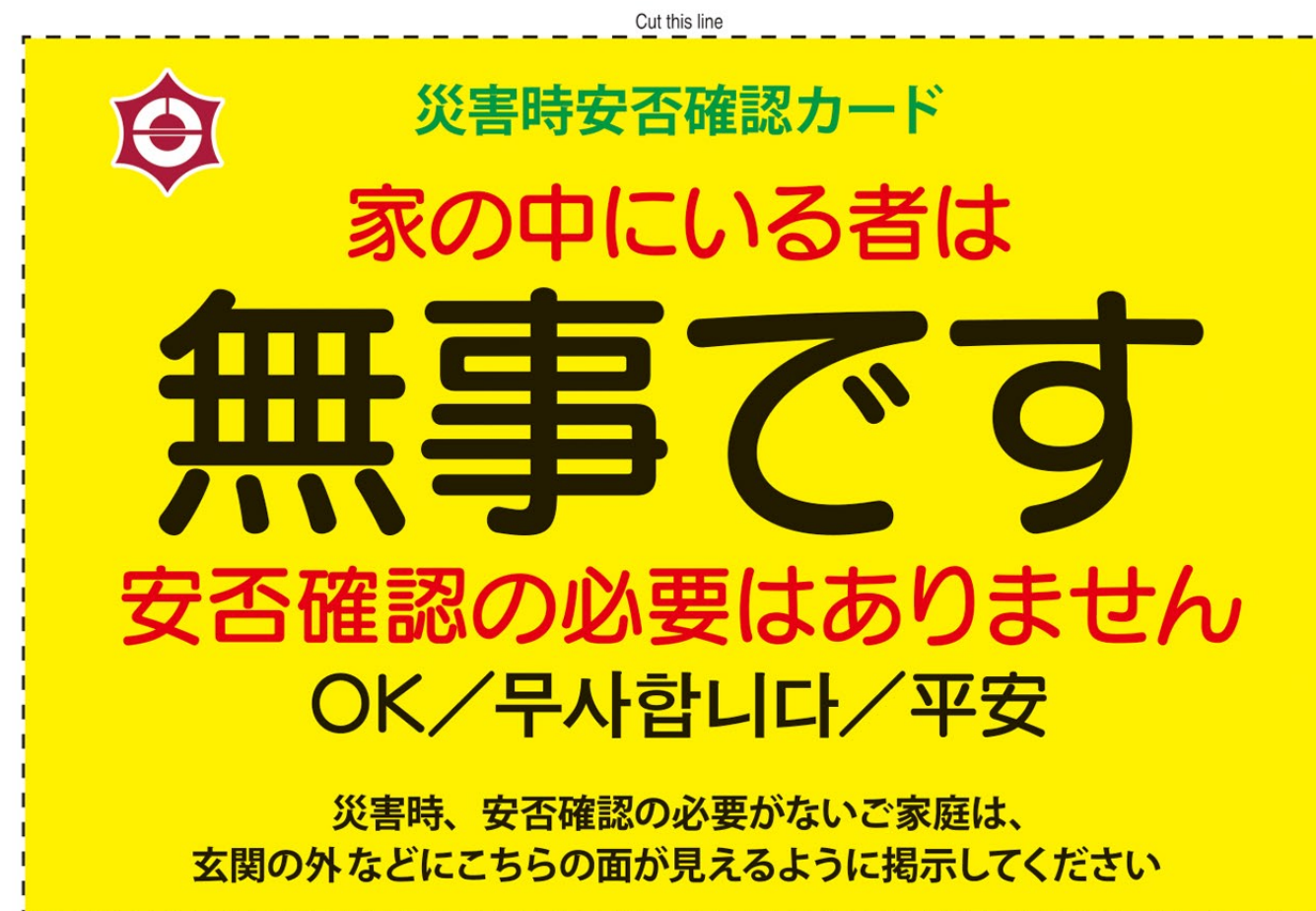
1 Use the "I'M SAFE Card"

The "I'M SAFE Card" (safety check card in the event of a disaster) is a framework to find and provide support to people in need at times of disaster.

In the event of an earthquake disaster, posting this card in a prominent location, such as your front door, will allow your neighbors and police / fire stations to determine which families do not need assistance, and to offer swift assistance to those who do.



"I'M SAFE Card"

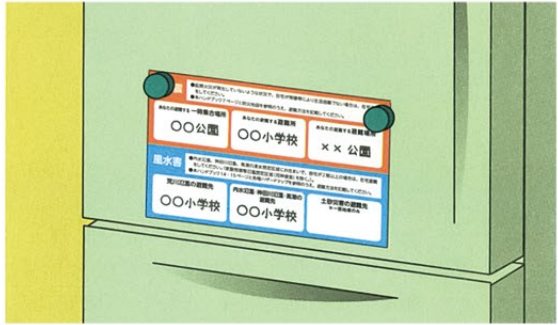


In the event of a disaster, have this side up front and post it in places such as your front door.

2 Use the Evacuation Action Check Card

Check the disaster preparation/hazard maps, and fill in the evacuation method in case you need to evacuate, so you have an at-a-glance view of actions to take when the occasion arises.

After filling in the card, post it in a prominent location such as the refrigerator or front door of your home.



"Evacuation Action Check Card"

Cut this line

Earthquake Disaster

- If there is no spreading fire, and your home is not difficult to live in due to collapse or similar damage, take shelter at your home.
- Please refer to page 11 of this handbook and the disaster prevention map, and describe your evacuation method.

Your Temporary Gathering Place

Your Evacuation Shelters

Your Evacuation Sites

Wind and Flood Disaster

- If you live in an inundation-simulated zone to inland inundation, floods in the Kanda River, and storm surges, and your home has two or more floors, take shelter at your home. (Excluding designated inundation zones where building collapse is expected due to flooding (bank erosion).).
- Please refer to pages 28–29 of this handbook and various hazard maps, and confirm your evacuation method.

Where to evacuate in an flood in Arakawa River

Where to evacuate in an Inland Inundation / flood in Kanda River / Storm surge

Where to evacuate in an landslide
*Limited areas only

During normal times, have this side up front, post it in places such as the refrigerator and use it.

Crime Prevention Contents

Measures to avoid crime 34~35

- 1 Countermeasures for special fraud 34~35
 - 1 Phone scam (extortion)
 - 2 Refund fraud
 - 3 Loan guarantee fraud
 - 4 Billing fraud
- 2 Countermeasures for burglary theft 36
- 3 Countermeasures for burglary theft 37
- 4 Countermeasures for luggage lifting/pickpockets 37
- 5 Countermeasures for vehicle thefts/car break-ins 37
 - 1 Vehicle thefts
 - 2 Car break-ins

Protecting children from crime 38

- A community where children can live rest assured
- Attention children...Keep these words in mind! ICA-NO-O-SU-SI

Prevent crime with community eyes! <Keep them sharp: People, parent and community eyes> 38

Children's 110 39

Child/Elderly abuse 39

Protecting yourself from sexual crime <Molestation is a crime!> 39~41

- Countermeasures for molesters
- Countermeasures for stalkers
- Countermeasures for camera voyeurism
- Women living alone
- When taking the elevator

Spouse violence: DV (Domestic Violence) 41

Removing organized crime groups from town 42

Avoiding consumer troubles 43

- 1 Countermeasures for fraud business 43
 - 1 Fraud inspection sales
 - 2 Pyramid scheme
 - 3 Negative option
 - 4 Door-to-door purchases
 - 5 Troubles with rescue services
- 2 Cooling-off system 44
- 3 Online troubles 44~45
 - 1 E-commerce troubles
 - 2 Dating service apps guiding people to dating service websites
 - 3 Beware of money-making ideas ~Troubles on information for commercial use~
 - 4 Support scams from fake warning

The city's project to support crime countermeasures in the community 46

Safety and security news flashes 47

Inquiries

- Taito City Facilities 48
- Disaster/Crime prevention authorities 48
- Hotlines to save your living 49

Useful information for emergencies

First aid (cardiopulmonary resuscitation / AED)

Measures to avoid crime

1 Countermeasures for special fraud

Over 90% of the scam calls come to home landline telephones. Countermeasures are necessary to not take such calls.



Special Fraud Basic Countermeasures

- Always have the calls directed to the voicemail. Check the person who left the message and call back.
- Set an automatic phone call recorder to your existing phone.
- Switch your phone to the one with nuisance-free functions.

1 Phone scam (extortion)

The scam caller says "Hey, it's me" to pretend like the call receiver's son or grandchild, and extorts money by asking for the wire remittance of the money, saying, "I need money". Scam methods are increasingly diverse and sophisticated.

You receive an unexpected call. And the caller...

- **Wire-remittance type**... Demands money transfer through an ATM or a teller window of a banking institution.
- **Cash procurement type**... Demands the call recipient to procure cash at banks etc. and comes to his/her home to pick up the money.
- **Card skimming type**... Visits the call recipient's home to pick up the ATM cards, etc.

Scam tricks

<Recent case>

A self-proclaimed police officer calls, says things such as, "Your ATM card has been used in a crime," or "Come to the XXX Police Station," and demands to switch to a video call.



Countermeasures

Before you panic with such a phone call...

- If someone calls and mentions about cash and ATM cards, be skeptical and suspect a fraud.
- Ask your family members and police for advice and do the reality check with the person whose name was used in the scam call.
- Create a list of emergency numbers and make sure you know the contact #s of your family members and friends, which allows you to contact them anytime necessary.

Did You Know?

Using threatening words to seize money and goods is considered extortion. Take a firm attitude and call the police right away. And it is important to never hand your money or ATM card.

2 Refund fraud

The criminal claims to be an officer from the city or tax offices and pretends as if you will get refunds from your overpaid medical bills, national health insurance, tax, or pensions.

Frauds related to various "benefit money" are also presumed.

<Recent case>

A man who claims to be a city officer calls and says things such as, "You have not done the refund process of the insurance fee", or "You will receive a refund for your medical bills", etc. He asks for the bank account information and suggests going to the ATM.

Scam tricks

The criminal calls or sends a sealed document...

- **The criminal**... The criminal guides you to go to an ATM in convenience stores etc. and bring your ATM card with you so that you will receive the refund or benefit money from there, and instructs you to operate the ATM.
- **The victim**... If you operate the ATM as suggested by the criminal, your money will go to the criminal's account. (You cannot receive funds from an ATM.)

Countermeasures

- City and tax offices NEVER ask you to operate the ATM for the funds. If you are told to go to the ATM with your mobile phone, it is a scam call.
- Do not blindly accept when someone tells you that there will be "refunds or benefit money". Check the fact with the City/tax offices.
- Do not call the scam caller's number.

If you receive any suspicious phone call, report Dial **110** right away.

3 Loan guarantee fraud

Scam tricks

- The criminal proposes a financing offer with a low interest rate etc. and extorts cash from the applicant in the name of deposit.
- Beware especially of phrases like "loans for all", "low interest rate", "unsecured", etc.

Countermeasures

- If you are asked to pay the deposit before being financed, suspect that the offer "may be a fraud".
- Check if the offer is from an authorized and registered money lender. (You can search on the websites of the Tokyo Metropolitan Government and the Financial Services Agency).

4 Billing fraud

Scam tricks

- The scam mail/email claims to be from an agency center or a major online service vendor, sending messages such as "Final notice of lawsuit with regards to the outstanding general consumption fee", "Outstanding payment of the website you used", etc.
- The scam mail/email intends to make you believe that you have pending fees and contact the sender. The criminal collects your personal information, such as phone #s, and makes you pay.

Countermeasures

- Do not respond to payment demands that you do not know of. Just ignore them.
- Do not contact the sender by phone/email. (The sender may find out your personal information such as phone #s.)

Did You Know?

When a warning screen suddenly shows up on your computer...

- There has been an increasing number of support scams where warnings such as "Your computer is infected with a virus" suddenly pop up on a computer/tablet screen while the users are watching videos/websites, along with contact information, and then they are demanded to transfer cash or purchase electronic money cards in the name of virus removal.
 - Even when a warning pops up, do not call the phone number on it. Do not purchase an electronic money card either, even when demanded.
 - The computer/tablet is NOT infected with a virus, with only a warning screen/beep. It may stop when you shut the browser; handle it calmly by closing the browser, etc.
- If the warning still continues, contact your nearest police station or a legitimate technical support center.

Anti-crime slogan to prevent damage from special scam

- た** Use your family **tactics** to protect your savings
- こ** A parent's love for the child **costs** risks
- の** There's **no** such thing as tax refund from the ATM!
- お** "It's me... I've lost my bag." **Oops**, that's a scam!
- す** Make **sure** to hear the voice mail before you answer the phone!
- し** Know the scam tactics and how to **ship** them away!



たこのおすし

2 Countermeasures for burglary theft

There are three ways of a burglar sneaking into the house, i.e., 1.) when the resident is out of the house, 2) when the resident is asleep, and 3) while the family is at the home gathering. Burglars use all sorts of tricks to sneak into the house. A strict countermeasure for the crime is necessary.



Scam tricks

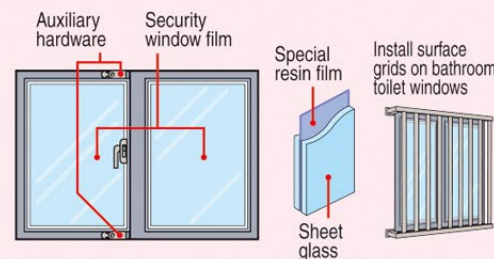
- The burglar sneaks into the house from unlocked places (where the resident has forgotten to lock).
- The burglar sneaks into the house by breaking the window.
- The burglar sneaks into the house by unlocking the key (by picking, etc.).

Crime countermeasures to make the burglar take more than 5 mins. to sneak into the house

Burglars give up on a crime when it takes more than 5 mins. to sneak into the house, when witnessed or spoken to by a neighbor, etc.

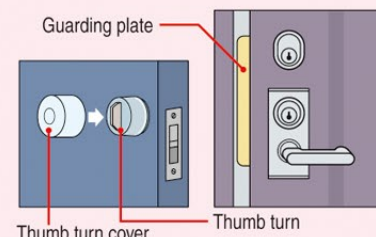
<Windows>

- Reinforce the windows by applying security window films on the interior side.
- Use auxiliary locks and window-breaking sensors.
- Replace your windows with anti-theft glass (laminated safety glass).
- Install surface grids (grid-type sash bars).



<Doors>

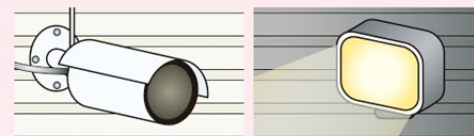
- Install locks with high levels of security.
- Install auxiliary locks (two locks per door).
- Install guarding plates that fill up the gap in the door.
- Install thumb turn covers.



(A thumb turn is the hardware installed in the interior side of the door to lock/unlock it.)

Other measures

Installing surveillance cameras and motion sensor lights are effective in discouraging burglars from breaking into the premises.



<Always keep in mind...>

★Make sure to lock the door

Make sure to lock the door even when you step out only for a short while for dumping garbage, shopping, etc.

★Do not leave the spare keys around the entrance

Never leave the spare keys outside your house and in the premises, such as the mailbox, planter, etc.

★Do not leave things that can be used as scaffolds

Burglars could use stepladders and plastic buckets as scaffolds.

★Do not accumulate unread newspapers in the mailbox

If there are unread newspapers accumulated in the mailbox, the burglar will know that you are away from home. Suspend the delivery of newspapers when you are away from home for a long period of time.

★Protect the city with "community eyes"

Exchange greetings on a regular basis, cherish the neighborhood relationship, and protect the city with "community eyes".

3 Countermeasures for snatch-and-runs



Scam tricks

- A snatcher approaches from the back by a bicycle/motorcycle and snatches bags etc. aggressively. About 70% of the victims are women.

Countermeasures

Low-traffic or dark streets "attract snatchers".

- Choose well-lit and busy streets as much as possible.
- Carry your bag etc. on the building's side (the side opposite the road).
- Sling your bag diagonally across your body.
- Use an anti-snatch cover when you put things in the bicycle basket.
- When you sense a bicycle/motorcycle approaching from your back, beware enough by turning your head, etc.

If you ever fall victim...

- ★ Call out loud for help and call Dial 110 immediately.
- ★ Tell about the snatcher's traits and getaway directions in as much detail as possible.

4 Countermeasures for luggage lifting/pickpockets

Scam tricks

- "Luggage liftings" and "pickpockets" occur at places such as train stations and parks where many people gather, as well as tourist sites and festivals where people tend to get loose. Do not let down your guard at all times.

Countermeasures

- Do not put cash and valuables in your backpack. Keep it with you at all times.
- At places such as tourist sites, take extra caution when you put your hand baggage down to take pictures.
- At places such as cafes, do not leave your wallet etc. on the table while hanging your bag from the chair.

5 Countermeasures for vehicle thefts/car break-ins

1 Vehicle thefts

Scam tricks

A "vehicle theft" is a crime to steal a car, motorcycle, or bicycle.

- In many cases, "unlocked" cars or those with the "engine key left on", as well as "unlocked" or "unattended" bicycles are targeted.
- Many bicycles/motorcycles that are used to go to work/school/shopping are stolen from the train station area.

Countermeasures

- Make sure to pull out the key and lock the vehicle if you leave it even for a short time.
- Install an alarm system on your car or use a high-security electronic lock.
- Park your car/bicycle at well-monitored, safe parking lots.
- Do not leave your bicycle unattended on the streets.
- Make sure to lock your bicycle when you leave it.
- You are legally obliged to register your bicycle for theft prevention. Make sure to register at the retailer. For more information, please refer to the official website of Tokyo Bicycle Dealers' Theft Prevention Association (<http://www.bouhan-net.com/>).

2 Car break-ins

Scam tricks

A "car break-in" is a crime to steal money and goods from inside a vehicle such as cars.

- Valuables such as wallets and cards are stolen from inside unlocked cars (parked for a short time) and at parking lots without shutters.

Countermeasures

- Make sure to pull out the key and lock the vehicle if you leave it even for a short time.
- Do not leave your car with valuables (wallet, driver's license, cards, etc.) inside.
- Take home with you detachable devices such as the car navigation system and ETC cards.
- Enhance security with a steering wheel locking device, an immobilizer (it makes the engine work by verifying the electronic key), etc.
- Do not park your car illegally on the street and use a well-monitored, safe parking lot instead.

Protecting children from crime

A community where children can live rest assured

There is no end to the number of crimes targeting children, such as kidnapping and obscenity. The criminal takes the slightest opportunity to approach children. Let your child carry a personal alarm at all times.

Cases involving
elementary school children

- Hours with many crime outbreaks are 2-6pm (when school is over-dinner time) when the children are outside. And many occur at their routes to/from school, parks, etc.
- Children are reluctant to tell their parents about their falling victim as they fear being scolded.
- ★ Pay attention to the child's behavior. If you notice something different from usual, speak gently to the child.
- ★ Know where your child plays and check the place out every once in a while.

Anti-crime slogan to protect children from crimes

- い
か
の
お
す
し
- Say "**I** can't come with you" to strangers
 - Do **not** get on a stranger's car
 - Scream **oh**-so-loud
 - Make **sure** to run away as soon as you can
 - Let people know of your **situation**



Attention children... Keep these words in mind!
いかのおすし
Always be careful!

*To parents :
Please teach your child / ren repeatedly.

「いかのおすし」Original slogan by the
Tokyo Metropolitan Police Department/Tokyo Metropolitan Government Board of Education

Prevent crime with community eyes! <Keep them sharp: People, parent and community eyes>

Criminals are afraid of getting caught.

~Create an atmosphere/environment that makes them feel "everyone around is watching"~

Countermeasures

- 1...If you see an adult stranger wandering around where children play, or when you see a suspicious car parking, take note of the color and the number of the car. If you feel something strange, call Dial 110.
- 2...Watch over the children with community eyes by patrolling routes to/from school, parks, etc.
- 3...If the neighborhood has surveillance cameras installed, post stickers etc. to promote it and that people are highly aware of preventing crimes.
- 4...If you see a suspicious adult accompanied by a child, speak to them or call Dial 110.

"Digi Police": Crime prevention app presented by the Tokyo Metropolitan Police Department

An app to support a safe life, with information on crime outbreak statuses, and educational content to learn how not to fall victim to special scams.

Download and use now!

*The app itself is free of charge, but you will need to pay for the communication charges to access the app.



<Android>



<iOS>

Children's 110

"Children's 110" is the place that offers temporary shelter and reports to the police etc. when a child, who senses a crisis, seeks help. In Taito City, such places are located in children's routes to/from school. If anything, the child can go to the house/shop, etc. with the "Children's 110" sticker posted on its wall.



(Tokyo Metropolitan
Police Department)



(Taito City)

Check with your children in advance the locations of "Children's 110" around you, such as the route to/from school, the park they always play at, etc.

Please contact below if you could help by posting the "Children's 110" sticker on the wall of your place.

"Children's 110" Staff, Educational Affairs Section, School Affairs Division

● Phone.....5246-1412

● Email.....gakumu-kodomo110ban.wyj@city.taito.tokyo.jp

2D code for the registration e-mail form (Sign up easily from your smartphone.)



Child/Elderly abuse

Abuse? If you feel anything odd, don't hesitate to report!

There is no end to the number of painful incidents where a tender life is taken by abuse in the name of "discipline". In addition, in the course of the aging society, elderly abuse has become a major problem generated by the increase in the number of people with dementia, the burdens of care, etc.

Abuse? ~Signs to notice~

- Has multiple unexplained injuries or scars.
- Frequently wanders at unusual times.
- Appears unusually dirty or unkempt.
- Often appears hungry.

Early discovery and dealing with it appropriately are critical in tackling abuse. If you are bothered, worried, or in pain, if only a little, start from calling. Anyone is welcome: in person, someone around the elderly, the neighbor etc. (For the number to call, Please refer to page 49.)

Protecting yourself from sexual crime <Molestation is a crime!>

Countermeasures for molesters

Molestation is no petty offense. If you fall victim, gather your courage to let people around you know.

On the train

These three places require extra caution on the train.

Scam tricks

- The car close to the ticketing gates of big or terminal stations. The molester can run away easily by blending in with many people getting on and off the trains.
- The end of the car, close to the joining section. Bowels of the car have no escapes and cannot be noticed easily by other passengers.
- Close to the door. Being the most crowded part of the car, the molester can contact the victim and run away easily.

Countermeasures

- Change the commuting time or the car you use. Some molesters target people who use the same car or in the same hours.
- Take advantage of the "Women only" cars.

Always be cautious of your surroundings

Features

- The molester doesn't get on the train although the train is not crowded.
- The molester is looking around and seems like looking for a target.
- The molester had got on the train just a while ago but came back on the train bound for the opposite direction.

Countermeasures

- Avoid being close to a suspicious person. If you pay attention carefully, you may find a suspicious person wandering on the platform.

If you ever get molested... ~Things you can do on the train~

When you are molested, you may be too frightened or mortified to move. However, molestation is a crime. You do not deserve to suffer. Be brave and do what you can do.

Express yourself "NO!"

If you remain silent, the molester's actions will escalate. Be brave and say "No!"

Change the car or train and get away from the molester

If you are not sure that it is a molester, get off for a moment and change the car or train.

Grab the molester by the hand

Securely grab the hand that is touching you.

Seek for help from passengers (witnesses) around you

Raise your voice to say "This is a molester!" "Help me!" to let people around you know.

Tell the police/station officers

"If I just bear with it..." "No big deal..." Crying yourself to sleep will only let the molester go unchecked and lead to the further maliciousness of the crime.

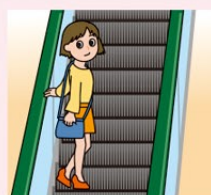
Countermeasures for stalkers

The police station's consultation system prioritizes the protection of the victims. If you are stalked or harassed, ask your nearest police station or the Office of Stalking Countermeasures at the Metropolitan Police Department (consultation hotline) for help before you are victimized further. (For the number to call, Please refer to page 49.)

Countermeasures for camera voyeurism

Countermeasures

- There is no end to the number of camera voyeurism on digital cameras and smartphones.
- Many people seem to fall victim when off guard thinking, "I'm the last person to be taken pictures of". When you are wearing a short skirt, beware of your back. Especially when you are taking the escalator, you can avoid being taken the picture by being cautious by bending your body a little and watching out for your back.



Women living alone

1 Countermeasures for break-ins

Scam tricks

- When you live in an apartment, you tend to be careless about locking the windows.
- Always be on your guard as many criminals break in from the windows.

Countermeasures

- When you go to sleep, make sure to lock the windows even if you live on the 2nd floor or above.
- Make sure to lock the front door even if you live in an auto-lock apartment.

2 Countermeasures for going in and out of the room

Scam tricks

- The stalker lies in wait at places like the entrance of the apartment, gets on the elevator with you, and attacks you from behind the moment you open the door.

Countermeasures

- Cherish the neighborhood relationship on a regular basis so that you can seek your neighbor's help if anything.
- The stalker lies in wait in the shadow and breaks in the moment you open the door. Make sure you open the door after you check your surroundings well.
- Don't immerse yourself in music players and smartphones. Beware of your surroundings by turning around every once in a while.

3 Countermeasures for break-ins

Scam tricks

- The criminal confirms that the target woman is alone and uses various excuses to make her open the door.
 - e.g. "Can you look after my neighbor's package?"
 - "There is a leakage in my room. Let me see your kitchen."
- Once in the room, the criminal threatens you with a deadly weapon and commits the crime such as theft, physical assault, et.

Countermeasures

- Don't open the door immediately. Use the intercom or peephole to check the visitor.
- Keep the door chain on and deal with the visitor carefully.

When taking the elevator

There are cases where a stranger attacks when the victim gets on the elevator of his/her apartment. Sometimes the victims are small children. Be aware that regardless of age and time of the day, an elevator turns into a closed room.

Countermeasures

- Before you get on the elevator, check if there is no one around the elevator hall, etc.
- Stand close to the emergency alarm and floor buttons so that you can press it if anything.
- When you are on the elevator alone with a stranger, keep yourself on guard so that you can get off at any time on the nearest floor.
- Check the surroundings of the elevator so that you don't end up taking it alone with a suspicious person.
- When you are on the elevator alone with a stranger and feel scared, press all floor buttons and get off on the floor that the elevator stops first.
- The stalker lies in wait in the shadow and when he/she finds out that you get on the elevator alone, gets on right before the door closes. Do not freak out and step back. Instead, keep the position in front of the door where you can press the emergency alarm, and stand against the wall of the elevator.



Spouse violence: DV (Domestic Violence)

The victim of domestic violence is not always a woman. Sometimes a man can fall victim. Violence is an illegal act even between spouses. A "violence" does not only refer to physical ones but also mental ones that harm the victim's mind and body (spouting personality-denying rhetoric, ignoring everything that the victim says, etc.)

Countermeasures

- When you fall victim, suffering by yourself may only escalate the violence. Start with consulting with the City Office, police stations, and specialist organizations.

<When you are struggling with the relationship with your partner...>

Taito Purple Hot Dial ☎ 0120-288-322 (no reservation required) Confidentiality guaranteed

Available days/hours: Mon.-Sat., 9am-5pm *Except for the 1st/3rd/5th Mon. of the month (if Mon. is a holiday, the hotline will close on the following weekday)

Removing organized crime groups from town

Organized crime groups do not only commit crimes such as extortions, gambling, trafficking of guns and drugs, but also invade and harm ordinary residents' lives by debt recovery, settlement negotiations, unreasonable demands of money and goods, etc. There are also cases where they do not accept eviction requests.

Purge Organized Crime Groups The 3 NEVERs +1

- ① Never use organized crime groups.
- ② Never fear organized crime groups.
- ③ Never give money to organized crime groups.
- ④ Never associate with organized crime groups.

Countermeasures

Visitor checks / reporting

The receptionist/counter staff will confirm the name/s of the visitor/s, the purpose of their visit, and the number of people in their party. They will then report this to the person in charge and escort the visitor to the reception room or another location.



Selection of the location for response

Select a location where you have control, such as the reception room of your office, that allows you to swiftly ask for help and respond with a relaxed state of mind. Do not go to locations designated by the organized crime groups or their office. If you have no choice but to visit them, notify the police before and after the visit.



Duration of response

Make it as short as you can. Make it clear how long you can deal with them at the initial stage by saying, "I can listen to you until such-and-such time." If they don't leave after the response time, let them know that you will file a victim report in forcible detainment and then contact the police.



Creation/signing/sealing of documents

An organized crime group tends to make you write a written apology/letter of awareness, saying, "We will forgive you if you sign a note." However, they abuse the letter to demand money or goods. Organized crime group members also sometimes collect signatures in the name of social activities; never sign or place a seal.



Do not offer a prompt reply or promise

It is important to deal with members of an organized crime group in an organized way. Do not offer prompt replies or promises to their demands. Organized crime group members consider the crucial negotiation point to be the time when the company has yet to determine its policy, and relentlessly demand answers on the spot.



Record the content of response

The content of phone calls/meetings is necessary for crime clearances, administrative penalties, and proof of civil cases. Make it clear to them, take notes, record the audio, or shoot the video.



Check who they are and what they are for

Stay calm, check the person's name, address, organization name, and phone number, as well as what they are for. If the contact person is an agent, also check if they have a Power of Attorney.



Number of persons to deal with

As a means to hold a superior position compared to the counterpart, respond with a larger number of people, and establish responsibilities.



Choose your words and deeds carefully

An organized crime group member tactically draws you into a dispute, induces the responder's slip of the tongue, and denounces it hard. Never say, "We apologize," "We will consider it," or "We will think about it."



Do not let the head deal with it

If the decision-maker, such as the head of the company, responds too hastily, they will demand an immediate answer. Plus, during the negotiations going forward, they will snap your head, saying things such as, "We met your president. You won't do. Get the president. Say why the president's not meeting this time."



Do not treat them with drinking water or tea

Serving drinking water or tea could mean that you gave permit to the organized crime group member to stay. The tea may also turn into their threatening tool by throwing the cup at you. They are not guests to welcome. No hospitality is necessary.



Don't miss the opportunity to report to the police

To avoid unnecessary troubles and prevent accidents that result in injury, coordinating with the police and the Center for Elimination of Violence during peacetime will lead to an early resolution.



Cited from the official website of the Anti-Organized Crime Campaign Center of Tokyo

When you are in trouble involving organized crime groups, do not try to find solution by yourself. Do not be afraid or hesitate to consult with your nearest police station.

Avoiding consumer troubles

1 Countermeasures for fraud business

These are the types of slick and malicious schemes:



Scam tricks

- They visit your place and say, "We were working in your neighborhood and saw your roof tiles were misaligned." After inspection, they incite your anxiety by saying, "You'd better have the repair work done soon," and make you sign a contract for roof work, etc.

Countermeasures

- Do not let the salesperson in your house easily.
- Do not swallow the business operator's words; never sign a contract on the spot.

2 Pyramid scheme

Scam tricks

- They solicit you to join a marketing organization, saying you will receive kickbacks if you purchase a product (cosmetics, health food, health appliances, etc.) and solicit new members. There has been an increasing amount of inquiry about "non-product pyramid schemes," in which members solicit new members with moneymaking ideas and receive kickbacks and other rewards through crypto-assets, investments in foreign businesses, and affiliate marketing.

<Beware of sweet deals!>

- "If you become a member and introduce new purchasers, you will receive a high margin."
 - "Some people have monthly profits of -- thousand yen."
 - "The more you bring in new members, their effort will also become your profit and you will be able to make money easily."
- The true state of the business operator or the structure of the moneymaking idea may not be easily understood; cancellation/refund may be difficult to negotiate, even if you ask for it.

Countermeasures

- There is no such thing called "sweet deal". Be skeptical and doubtful enough to think that every sweet deal has a pitfall.
- Every membership organization has its expansion limits. If someone says "profit guaranteed", be careful! Inviting a friend may lead to the end of your friendship...

3 Negative option

Scam tricks

- The dealer sends you products that you never ordered without your permission, and charges you for them unilaterally.

Countermeasures

- If you receive a product you never ordered**
Regardless of the product being cash-on-delivery, refuse its receipt and ask the delivery person to take it back. If you are not sure if your family member has ordered the product, receive it only after you have confirmed about it.
- If you happen to receive the product**
If a product you don't recall ordering it is unilaterally sent to you, you can discard it immediately. However, it may be a present or a misdelivery. Make sure to check it well.

4 Door-to-door purchases

Scam tricks

- You receive a solicitation call saying, "We buy your unnecessary items," for example. Although they promise to buy your kimono or other clothing, once they come to your house, they force you to submit precious metal products, and buy them at low prices.

Countermeasures

- Demanding someone to abruptly sell products that you have not given consent before hand, or visiting the consumer's home by surprise and soliciting are prohibited. Just say NO.
- When you have a business operator over, if possible, do not deal with them by yourself. Have your family member or friend with you.

5 Troubles with rescue services

Scam tricks

- On the website/magnet advertisement, the fees for repair work, such as on clogged toilets, are stated as extremely low. However, in reality, they suggest a string of large-scale work, charge unbelievably high repair fees, and demand that you pay cash.

Countermeasures

- When you select a repair worker, you will be worry-free if you select them among the designated business operators listed on the websites of the Tokyo Metropolitan Government's Bureau of Sewerage as well as the Tokyo Plumbing & Heating Contractors' Association's Sogo Setsubi Maintenance Center.
- If possible, obtain quotations from multiple business operators and check the fees in advance.

2 Cooling-off system

If you feel the purchase was "a failure" or "unnecessary"

The cooling-off system allows you to unconditionally cancel the contract without stating the reasons within a designated period of time if the consumer cools his/her head off and decides to terminate the product. It is applicable to door-to-door sales and phone solicitations where surprise solicitations take place. The cooling-off period depends on the sales method. When you have cooled off, the contract will be cancelled. The consumer need not pay the fees. The returning shipment will be covered by the vendor and you need not pay for it. Any payment you have paid up to then will receive a full refund (except for designated consumables).

<Major applicable periods>

- Purchases through door-to-door sales / telemarketing / provision of specific continuous services / visitation: **8 days**
- Chain-referral transactions / freelance sales: **20 days**

*The cooling-off system is inapplicable in some cases even within the applicable period, depending on the price and the contract of the product, the content and conditions of the service, etc.

If you wish to cool off (unconditional cancellation) the product:

- 1 Check if it is within 8 or 20 days since you received the document that states that you can cool the product off.
- 2 To cool off, write a postcard stating that you are cancelling the contract. Keep the photocopy of both sides of the card.
- 3 Send the postcard on "acceptance-recorded mail" or "simplified registered mail" to send the notice to the vendor.
- 4 Notifications through electronic records, such as emails, are also eligible. Make sure to keep them.

3 Online troubles

The popularization of the Internet led to the increase of people who do shopping or make various agreements at home. Consumer damages are increasing accordingly as well.

1 E-commerce troubles

Case example 1

- You made the payment of an online purchase (e-commerce) but never receives the product.
- You received a fake product.

Countermeasures

- When you shop online, make sure to check the vendor's "Notation based on the Specified Commercial Transactions Act" and "Company Profile". They state the vendor's information such as their "address", "phone #", etc.
- If the vendor's website "has an odd address or an awkward usage of the Japanese language", "the only transaction method is bank remittance", "uses an individual's bank account name", or "has no phone number", avoid shopping there.
- Be especially careful if the vendor's website uses an unfamiliar domain such as ".xyz".

Case example 2

- You came across an advertisement for a health food product while using your smartphone. It said, "First purchase for only 500yen; limited time offer". So you ordered the product only to try it, but it turned out to be a periodical purchase with a minimum of five times.

Countermeasures

- Before you order, make sure you check the purchasing/cancelling conditions well and you accept them.
- Shopping online, on TV, or through a catalog has some caution notes unlike ordinary shopping.
Befo①...In principle, you must follow the purchasing/return requirements stated in the rules and regulations.
Befo②...There is no cooling-off systems applicable for purchases through such channels.
- If your purchase is based on the final check screen (the screen right before the order is confirmed), where the necessary information was missing or misleading, you may be able to cancel the contract.

2 Dating service apps guiding people to dating service websites

Case example

- I met this person through a dating app, who sent me a message, saying, "Let's communicate through another website instead of this app." I replied to it and then received another email with a URL directing me to another website, along with the message, "I want to tell you the details." I was told that I would need points to communicate, and paid for them in sequence.

Countermeasures

- There are cases where the victim is directed to another website after being matched, and forced to buy points in sequence, after being told that they are necessary to exchange personal information.
- Once you have made the payment, it is difficult to get the money back. Be careful!

3 Beware of money-making ideas ~Troubles on information for commercial use~

Case example

- When I was looking for a side job on the Web, I found an advertisement saying, "A surefire way to make money," "Easily make XX yen per month. Earn profit or your money back." I thought it would be okay even if I didn't do well because I would get my money back. I borrowed money from someone and purchased information for commercial use for 300,000 yen, but it didn't make any profit, and I couldn't get a refund either. All I had left was the payment.

Countermeasures

- There is no side job with easy profits. Even if it states "refund guaranteed", you will never get your money back under strict requirements and be only left with payment.
- Even if you sign a contract, you may not make a profit but a loss instead. Beware of someone who may take advantage of your hope to make up for the loss and lure you to another contract, saying, "This one makes more money", and you end up signing it.

4 Support scams from fake warning

Case example

- I was browsing a website on my computer when I heard a blaring warning sound and saw a message appear on the screen that said, "Your computer is infected with a virus," and the screen locked. I called the emergency phone number shown on the warning message and received a remote instruction, which had me purchase prepaid electronic money at the convenience store in sequence "to remove the virus." In the meantime, the information on my computer was compromised through remote manipulation.

Countermeasures

- Do not panic with a warning screen or sound. Check the status of your computer.
- Never call the number appearing on the warning screen. Consult with people around you or ask the Consumer Life Center for help.

Troubles over shopping and contracts may happen to anyone.

If you have any concerns, don't worry alone. Call the **Taito City Consumer Life Center (☎ 5246-1133*)** and ask for help.

*Counseling available Mon.-Fri. 9:00-16:00 (Except for holidays/Year-end/New Year)

The city's project to support crime countermeasures in the community

Taito City supports voluntary crime prevention activities of the community members

For details of the requirements, please contact the **Life Safety Promotion Section (Phone #: 5246-1044)**

1 Rental crime prevention patrolling goods

Lent out through crime prevention associations in Taito City to support crime prevention patrolling activities.



Available goods

- Safety vests
- Windbreakers
- Armbands, etc.

2 Partial subsidy available for crime prevention security installation expenses such as surveillance cameras

The City offers partial subsidies for the installation, update, and operation and maintenance of crime-prevention security appliances, such as surveillance cameras, for shopping districts, neighborhood associations, and other community-based organizations.

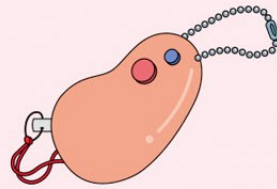
Targets of financial support

- Expenses to install, update, and operate and maintain crime-prevention security appliances, such as surveillance cameras
- *For more information on the amount of support money and conditions to be eligible for the support, please contact the Life Safety Promotion Section.

3 Rental personal alarms for elementary/junior high school students who live in Taito City or enrolled in schools here

Details

- The alarms will be distributed free of charge through the municipal elementary/junior high schools the student goes to. (General Affairs Section, General Affairs Division, Taito City Board of Education)
- To those who attend private junior high schools in Taito City, or those who live in Taito City and attends elementary/junior high schools outside the City, the alarms will be distributed in person at the City Hall on a request basis. (General Affairs Section, General Affairs Division, General Affairs Department) (Room #7, 4th floor of City Hall / Phone: 5246-1082)



Safety and security news flashes

1 Taito City Safety & Security Email Newsletter

Taito City distributes "Taito City Safety & Security Email Newsletter", a service that promptly informs via emails local familiar crime outbreaks such as "suspicious person talking to children".

To receive information, you are required to register your email address to "Taito E-mail Newsletter".

Contents etc.

<Examples of information distributed via email>

- Child-related incidents / Information on suspicious persons
- Familiar crime outbreaks (snatch-and-runs, burglary theft)
- Information on local safety/security, etc.

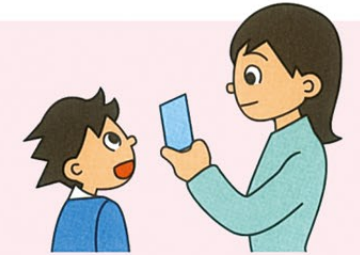
<Fees>

- Subscription is free of charge.
- However, the subscriber needs to cover the access fees upon signing up as well as for the receipt of information emails.

<Others>

- When you change your email address to receive the newsletters due to the purchase of a new mobile phone, etc., please sign up for subscription again.

*Your email address will be used strictly for the email service only.



How to sign up

- Sign up using the 2D code



- Sign up by directly entering your email address

If your phone doesn't have a function to read the 2D code, send a blank email to the email address below:

Email address for registration : magazine.taito-city@raidens3ktaiwork.jp

2 Taito Safety / Security News Flyer

To deliver information on crime outbreaks and crime-prevention measures, Taito City creates a KAWARABAN (printed news) to be posted on the neighborhood associations' bulletin boards, with the assistance of respective neighborhood associations, to spread the information to the community.



Inquiries

City Facilities

	Facility	Address	Phone Number
City Facilities	Taito City Office	Taito City Higashiueno 4-5-6	03-5246-1111
	Crisis & Disaster Management Section	Taito City Office 10F	03-5246-1092
	Life Safety Promotion Section	Taito City Office 4F	03-5246-1044
Resident's Office	Seibu Resident's Office	Taito City Shitaya 3-1-30	03-3876-2651
	Nanbu Resident's Office	Taito City Kotobuki 1-10-12	03-3842-2651
	Hokubu Resident's Office	Taito City Asakusa 4-48-1	03-3876-2284
	Seibu Resident's Office Yanaka Annex	Taito City Yanaka 5-6-5	03-3828-9291
	Hokubu Resident's Office Kiyokawa Annex	Taito City Kiyokawa 1-23-8	03-3876-3566
Area Center	Taito Area Center	Taito City Taito 1-25-5	03-3834-4406
	Higashi-Ueno Area Center	Taito City Higashiueno 3-24-6	03-5688-3633
	Ueno Area Center	Taito City Ikenohata 1-1-12	03-5815-8623
	Iriya Area Center	Taito City Iriya 1-15-6	03-3876-1821
	Asakusabashi Area Center	Taito City Asakusabashi 2-8-7	03-3851-4500
	Kaminarimon Area Center	Taito City Asakusa 1-37-3	03-3841-7924
Health Center	Taito Health Center	Taito City Higashiueno 4-22-8	03-3847-9401
	Asakusa Health Consultation Center	Taito City Hanakawado 2-11-10	03-3844-8171
Sanitation Office	Taito Cleaning Office	Taito City Imado 1-6-26	03-3876-5771

Disaster Prevention • Crime Prevention Related Organizations

	Facility	Address	Phone Number
Police Station	Ueno Police Station	Taito City Higashiueno 4-2-4	03-3847-0110
	Shitaya Police Station	Taito City Shitaya 3-15-9	03-3872-0110
	Asakusa Police Station	Taito City Asakusa 4-47-11	03-3871-0110
	Kuramae Police Station	Taito City Kuramae 1-3-24	03-3864-0110
Fire Station	Ueno Fire Station	Taito City Higashiueno 5-2-9	03-3841-0119
	Asakusa Fire Station	Taito City Komagata 1-5-8	03-3847-0119
	Nihonzutsumi Fire Station	Taito City Senzoku 4-1-1	03-3875-0119
Water Supply /Sewage	Bureau of Waterworks Bunkyo Office	Bunkyo City Nishikata 2-16-23	0570-091-100
	Bureau of Sewerage Hokubu Sewer Office Taito Branch	Taito City Kuramae 2-1-8	03-5821-2401
Telephone	Tokyohigashi Branch, NTT East, Inc.	—	116 (general inquiry on services)
Electricity	TEPCO Power Grid, Inc. Ueno Branch	—	0120-995-007
Gas	Tokyo Gas Customer Center	—	0570-002-211

HOTLINES TO SAVE YOUR LIVING

Emergency calls Police: Dial 110 / Fire/First-aid: Dial 119

Fraudulent business hotlines	
Taito City Consumer Life Center (Mon.-Fri. 9:00-16:00)	03-5246-1133
Vulnerable Elderly Hotline 110 (Mon.-Sat. 9:00-17:00)	03-3235-3366
Billing Fraud Hotline 110 (Mon.-Sat. 9:00-17:00)	03-3235-2400
Tokyo Metropolitan Comprehensive Consumer Center (Mon.-Sat. 9:00-17:00)	03-3235-1155
Stalkers/Men-Women Violence hotlines	
Tokyo Metropolitan Women's Counseling Center (Mon.-Fri. 9:00-21:00, Sat. & Sun. / Holidays / Year-end & New Year. 9:00-17:00)	03-5261-3110
Tokyo Women's Plaza (9:00-21:00)	03-5467-1711
Taito Purple Hot Dial (Mon.-Fri. 9:00-17:00 *Except the 1st/3rd/5th Mon. of the month (if Mon. is a holiday, the hotline will close on the following weekday)	0120-288-322
Men's Hotline (c/o Tokyo Women's Plaza) (Mon./Wed./Thu. 16:00-20:00, Sat. 13:00-17:00 *Year-end & New Year / except holidays)	03-3400-5313
Online fraud hotline	
Tokyo Metropolitan Police Department Cyberattack Countermeasures Department (Mon.-Fri. 8:30-17:15)	03-5805-1731
Child abuse report/hotline	
24-Hour hotline (Taito City)	03-3875-1889
Tokyo Metropolitan Child Counseling Center (Mon.-Fri. 9:00-17:00)	03-5937-2317
Nihonzutsumi Child/Family Assistance Center (Mon.-Sat. 9:00-17:00)	03-5824-2571
Elderly abuse report/hotline	
Taito City Elderly Welfare Division / Elderly General Hotline (Mon.-Fri. 8:30-17:00, Wed Until 19:00)	03-5246-1224
Counseling for the sound nurturing of youths, etc.	
Tokyo Metropolitan Police Department Taito Youth Center (Mon.-Fri. 8:30-17:15)	03-3828-1044
Hotline for juvenile delinquency and bullying	
Young Telephone Corner (Tokyo Metropolitan Police Department) (24hrs.)	03-3580-4970
Hotlines for crime victims and their families	
Crime Victims' Hotline (Tokyo Metropolitan Police Department) (Mon.-Fri. 8:30-17:15)	03-3597-7830
Victim Support Center of Tokyo (Mon./Thu./Fri. 9:30-17:30, Tue./Wed. 9:30-19:00)	03-3222-9050
Hotlines for troubles with organized crime groups, etc.	
Violence Hotline (Tokyo Metropolitan Police Department) (24hrs.)	03-3580-2222
Anti-Organized Crime Campaign Center of Tokyo (9:00-17:00 *Closed Sat./Sun./Hol.)	03-3291-8930 or toll free 0120-893-240
Counseling for substance abuse	
Taito Health Department Health Services Division	03-3847-9497
Taito Health Department Health and Preventive Division	03-3847-9405
Asakusa Health Counseling Center	03-3844-8171
Others	
Tokyo Metropolitan Police Department General Advisory Center (Available 24 hours) *Introduces hotlines etc., depending on the content of the consultation. You can also consult directly with your nearest police station.	#9110 or 03-3501-0110

Useful information in case of emergency

Disaster Emergency Message Dial (171)
Disaster Message Board (Web171)



Disaster Emergency
Message Dial (171)



Disaster Message
Board (Web171)

~Let them know you're safe~

**Tryout available
on the 1st and 15th
of the month**

*See Page 18 for instructions



Download Free

Taito City Crisis & Disaster Management Section

☎03-5246-1092



for both iPhone and Android

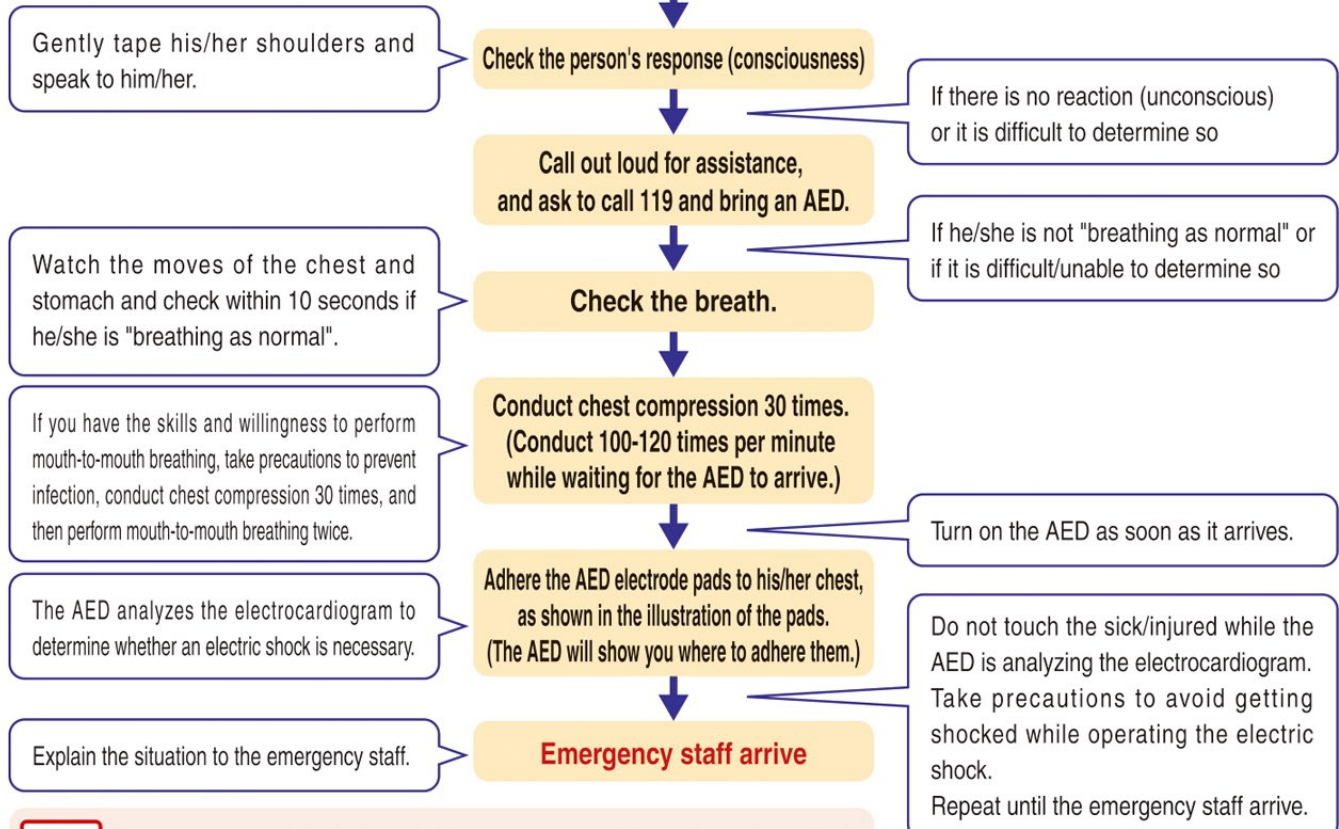
*See Page 5 for details.

First aid (cardiopulmonary resuscitation/AED)

When someone suddenly gets injured or sick, provide them with first aid while waiting for the ambulance to arrive or before taking the person to the hospital.

If the aid is prompt and precise, the potential for survival will be higher.

■ If you find someone lying on the ground...



Elementary school students and older: Use Adult mode from elementary school
Preschoolers: Use Preschooler mode from elementary school