

Emergency Contact List

Name	Address	Telephone
Nerima City Hall	6-12-1 Toyotama-kita	☎ 03-3993-1111
Nerima City Hall (nights, weekends, holidays)	6-12-1 Toyotama-kita	☎ 03-3993-1101
Nerima Police Station	5-2-7 Toyotama-kita	☎ 03-3994-0110
Hikarigaoka Police Station	2-9-8 Hikarigaoka	☎ 03-5998-0110
Shakujii Police Station	6-17-26 Shakujii-machi	☎ 03-3904-0110
Nerima Fire Station	5-1-8 Toyotama-kita	☎ 03-3994-0119
Hikarigaoka Fire Station	2-9-1 Hikarigaoka	☎ 03-5997-0119
Shakujii Fire Station	5-16-8 Shimoshakujii	☎ 03-3995-0119
TEPCO Power Grid Contact Center		☎ 0120-995-007
Tokyo Gas Customer Center		☎ 0570-002211
Tokyo Metro. Gov. Bureau of Waterworks	1-9-4 Nakamura-kita	☎ 03-5987-5330
Tokyo Metro. Gov. Bureau of Sewerage	4-15-1 Toyotama-kita	☎ 03-5999-5650

\ How to Use Disaster Emergency Message Dial /

This service allows residents to confirm their safety
when it is difficult to make telephone calls in disaster-affected areas.

To record a message Dial **1 7 1** **To record** **1** **(XXX) XXX-XXXX**
Follow the guidance Add area code for fixed-line phones

To play message Dial **1 7 1** **To play** **2** **(XXX) XXX-XXXX**
Follow the guidance Add area code for fixed-line phones

Confirm safety via
PC or smartphone

Disaster Message Board (web171)

This Internet message board can be used to confirm safety.



For disaster
advice for
apartment
buildings,
see →



For advice
about crime
and fire
prevention,
see →



Issued July 2025

By: Risk Management Dept.,
Risk Management Office, Nerima City
6-12-1 Toyotama-kita, Nerima City,
Tokyo 176-8501
Tel: 03-3993-1111



Disaster Preparedness Guidebook

Check



Prepare



Practice

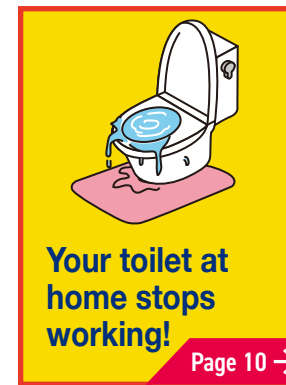
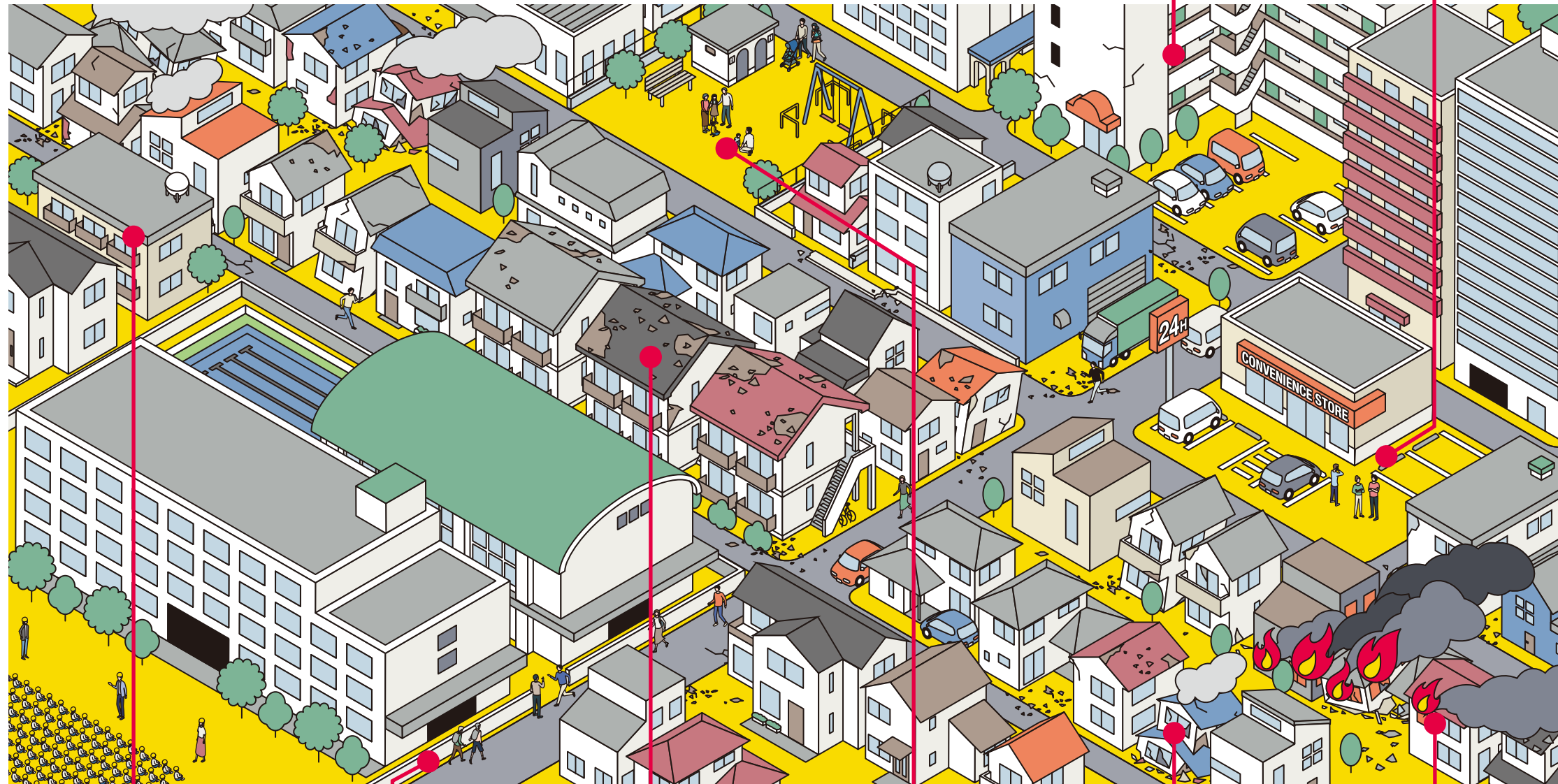


\ Check Prepare Practice /

Active Disaster Preparation for Everyone

What would you do if a major earthquake occurred?

Learn how to prepare for an earthquake and other disaster situations.



Learn about your local community and how to ensure your safety in the event of a disaster. If we all become more aware of the risks of disasters, we can help to minimize the damage they cause.

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01 Main disaster scenarios

Suppose a strong earthquake (M7.3) struck directly below the western Tokyo region, the seismic intensity in Nerima City would be around 6 ("6 Lower" or "6 Higher").

Source: "Estimates of Damage in the Event of an Earthquake Directly Below Tokyo," Tokyo Metropolitan Government Disaster Management Council (2022)

Total collapse
of wooden buildings of low earthquake resistance!



Stuck under fallen furniture or shattered glass
It's difficult to get free!



Multiple simultaneous fires
caused by burning buildings, electrical equipment, etc.

If the earthquake happened on a winter evening (wind speed of 8 m/s), it would likely cause **the following devastation.**

Totally collapsed buildings

Approx.
2,500 bldgs.



Destruction by fire

Approx.
11,000 bldgs.



Deaths

Approx.
300 ppl.



Injuries

Approx.
3,800 ppl.



Power outage rate

Approx.
11%



Water outage rate

Approx.
14%



No. of evacuees

Approx.
130,000 ppl.



02 What to do if a major earthquake occurs



How to help save lives

Learn in advance how to deal with emergencies, so that you can act calmly if an earthquake occurs.



If you receive an Earthquake Early Warning on a TV or smartphone, immediately stop what you are doing and calmly try to protect yourself.

Japan's Earthquake Early Warning system alerts people that a strong earthquake is about to occur (several to 20 seconds in advance).

⚡ If an earthquake strikes while you're at home ⚡

⚠ What to do in the living room

- Get under a study desk or table and grip the legs of the table firmly.
- Protect your head with a cushion and wait for the shaking to stop.
- Do not rush outside. Open doors and windows to find the safest exit.



⚠ If you are cooking

- This can be very dangerous, due to risks such as a falling refrigerator or cupboard, and flying tableware or cookware. If at all possible, stay away from the kitchen.
- Put out any fire immediately. If there is violent shaking, the top priority should be personal safety. Only try to put out fires after the shaking has stopped.



⚠ If you are sleeping

- Protect your head with a futon or pillow until the shaking stops.
- If you are sleeping on a bed, you can also get under the bed.



⚠ If you are in the bath

- Beware of risks such as shattering mirrors, and protect your head under a washbowl or bathtub cover.
- Open the door to ensure an escape route, hold on to the edge of the bath tub, and wait for the shaking to stop.



⚡ If you're not at home when an earthquake happens ⚡

⚠ If you're on the road

- Due to the risk of window glass, signboards, etc. falling on you, protect your head with a bag or other object and seek shelter.
- Take shelter temporarily in a vacant lot, park, or other open area. Keep away from narrow alleys, old buildings, brick walls, and power poles.



⚠ If you are in an underground shopping area

- Use one of the emergency exits found at 60-m intervals to get to ground level without overcrowding any one exit.
- Walk along a wall when evacuating.



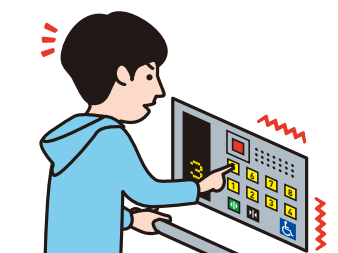
⚠ If you are in a shopping center, supermarket, or convenience store

- Beware of the risks of falling display cases or products, and broken glass. Protect your head with a shopping basket or bag.
- Remain calm and follow the guidance of staff.



⚠ If you are in an elevator

- Push the button for all floors and get out at the first stop.
- Use the emergency button or a mobile phone to contact someone outside and wait for assistance.



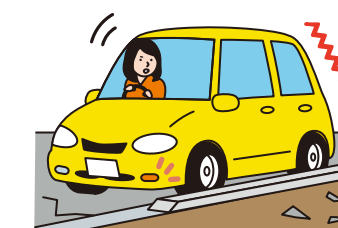
⚠ If you are in a train

- Trains stop automatically whenever a tremor is detected. Try to hold on tightly to a strap or handrail, taking care to avoid objects tumbling or falling from overhead racks.
- If you are sitting, bend your upper body forward and brace yourself by planting your feet firmly. Protect your head with a magazine or bag.
- Do not get off the train. Wait to be guided by the on-board staff.



⚠ If you are driving a car

- Beware that braking suddenly can lead to a serious accident. Slow down gradually, firmly gripping the steering wheel. Stop the car on the left side of the road and turn off the engine.
- Do not get out of the car until the shaking stops. Use the radio to get information.
- If you leave the car by the road, close the windows but leave the key in the ignition. Do not lock the car doors. The car may need to be moved for emergency reasons.

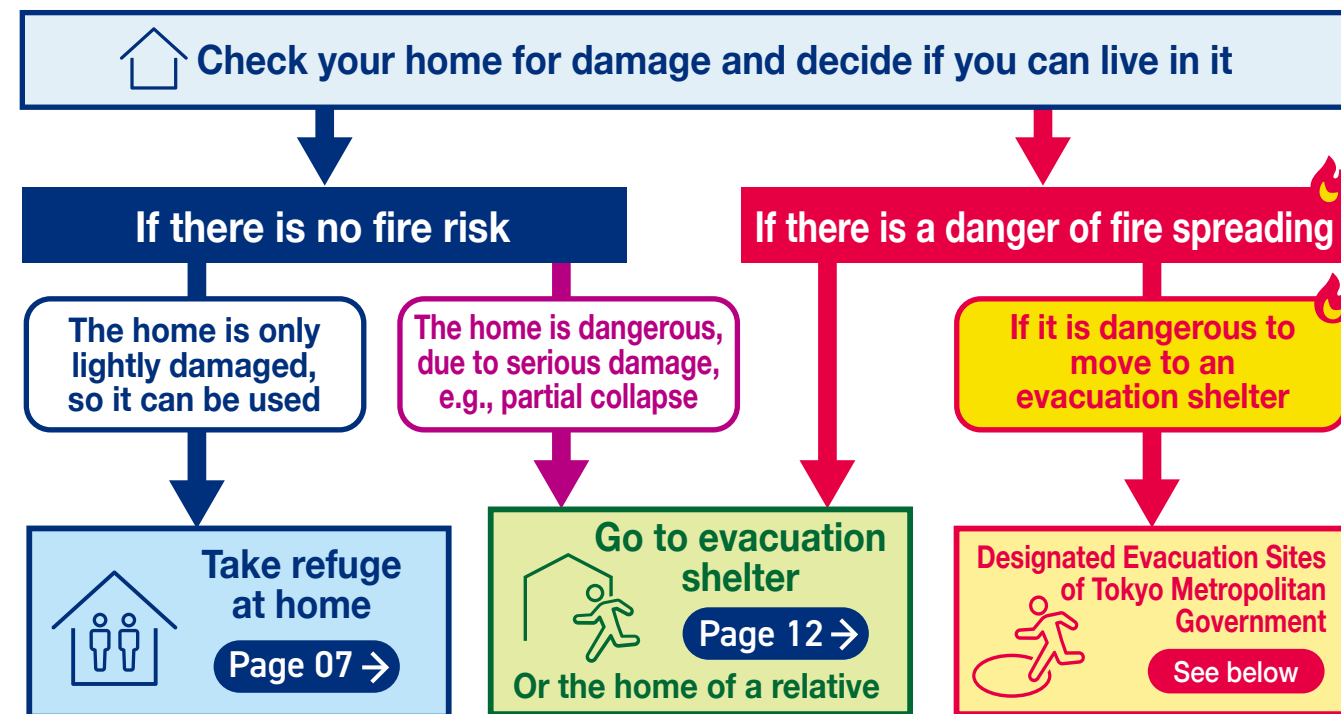


03 Evacuation procedures

Decide if you need to evacuate after referring to information from TV, radio, or local authorities, and checking the situation directly yourself.

Please use the attached "Safety Confirmation Board."

If households report that they are safe and do not need support, it is easier to identify the households that may not be safe (= households that do not report).



Note: If there is a fire at the local evacuation shelter, staff there will guide you to one of the designated evacuation sites of the Tokyo Metropolitan Government.

Designated Evacuation Sites of the Tokyo Metropolitan Government /

These are open spaces such as parks and green spaces where people can evacuate to avoid the danger of extensive fires after an earthquake. The designated sites around Nerima City are listed below. As of March 2025

• Area around Egota-no-Mori Park	• Area around Kamishakujii Apartments
• Musashi University	• Area around Kamiigusa Sports Center
• Area around Kosha Mukaihara Housing Complex	• Area around Tokyo Gakugei University Oizumi Elementary School
• Area around Johoku-Chuo Park	• Area around Oizumi-Chuo Park
• Toshimaen	• Green Park
• Area around Hikarigaoka Housing Complex and Hikarigaoka Park	• Tokyo Metropolitan Minami-tanaka Apartments
• Area around Shakujii Park	• Area around Nerima Sports Ground Park

Visit our website for more details.

Designation of Evacuation Sites and Evacuation Routes in the Event of a Fire After an Earthquake

Search on your PC or smartphone

Tokyo Metropolitan Government evacuation sites in the event of a fire after an earthquake



04 Take refuge at home

If your home is safe and sound, you can take refuge there.

Preparing your home for a disaster with proper equipment, and information, etc. will make it more likely that you can remain at home if a disaster happens. You will not only be more comfortable, but also help to avoid overcrowding at evacuation shelters.

If you live in an apartment building, see this too.



KEY POINTS /

- ✓ If your home is safe and sound, consider staying at home.
- ✓ Living at evacuation shelters can be physically and mentally challenging, e.g., due to a lack of privacy.
- ✓ Even if you stay at home, you can still use relief services, e.g., picking up supplies at evacuation shelters.



Benefits of staying at home

Taking refuge at home means continuing to live at home after a disaster has occurred. Here are some of the benefits of doing this.

1 Continuing to live in a familiar environment

Living together with large numbers of people in an evacuation shelter can be physically and mentally stressful. This risk can be avoided if you can continue to live in your own home.



2 Lower risk of catching an infectious disease

The risk of infectious diseases is lower at home than when living together with many people.

3 Greater privacy

Taking refuge at home allows you to continue enjoying your privacy.



If you are taking refuge at home

To be able to remain at home after a disaster, it is important to make suitable preparations in advance.

1 Preventing collapse

Damage in Nerima City due to an earthquake directly below the western Tokyo region

Totally collapsed buildings

Approx.
2,500 bldgs.



•Make buildings earthquake-resistant

Improving earthquake resistance can help to protect the lives and property of you and your family. Partial subsidies are available for the cost of seismic assessments and improvement work.



Nerima City offers subsidies

Subsidies for improving earthquake-resistance of homes

[Inquiries]

Seismic Upgrade Promotion Group, Nerima City ☎ **03-5984-1938** (direct)



•Safety measures around the home

Securely fix antennas, AC outdoor units, and other installed items. There is a danger that brick walls and similar structures may collapse in a strong earthquake. To help prevent deaths and injuries due to the collapse of brick walls, Nerima City offers partial subsidies for the cost of removing them.



Nerima City offers subsidies

Subsidies for the cost of removing brick walls

[Inquiries]

Crisis Management Office, Nerima City ☎ **03-5984-1686** (direct)



2 Fire prevention measures

Damage in Nerima City due to an earthquake directly below the western Tokyo region

Destruction by fire

Approx.
11,000 bldgs.



•Installation of seismic circuit breakers

Electrical fires account for about 60% of earthquake fire outbreaks. Seismic circuit breakers can effectively prevent electrical fires by automatically cutting off electricity when the strong vibration of an earthquake is sensed.

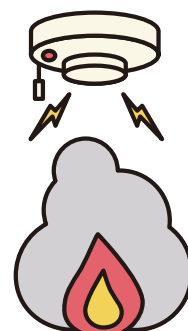
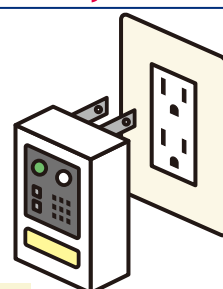


Nerima City offers free loans

Free loans of seismic circuit breakers

[Inquiries]

Crisis Management Office, Nerima City ☎ **03-5984-1686** (direct)



•Installation of fire alarms

Installation of fire alarms is mandatory for all homes. Households without alarms should install them as soon as possible.

3

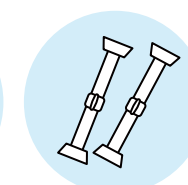
Safety measures at home

•Preventing furniture from toppling or moving

Chests of drawers and other furniture should be firmly secured to prevent them from toppling over.



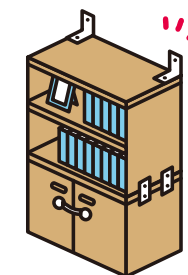
L-shaped fixtures



Adjustable brace rods

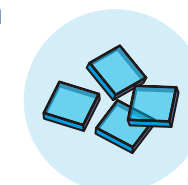


Eye bolts and wire

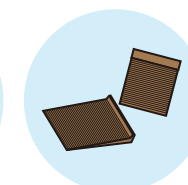


•Preventing refrigerators, other appliances, and furniture from toppling or moving

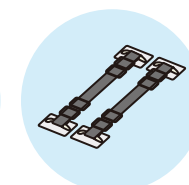
Prevent objects from toppling, e.g., by securing them with straps or using non-slip sheets.



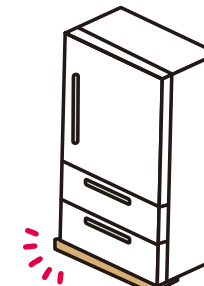
Non-slip sheets



Stoppers

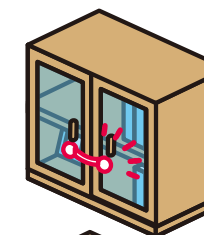


Straps



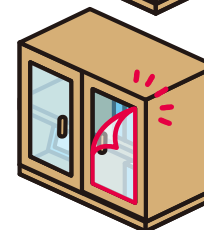
•Preventing tableware and books from falling

For double doors, fit a tool for locking the door. Prevent books from falling out of bookshelves using tape or other means.



•Preventing shattered glass

Cover glass surfaces entirely with shatterproof film, or apply masking tape. Masking tape should be applied to the edges of the glass frame to prevent large glass fragments from forming when broken.



Nerima City offers recommendations for disaster supplies

Download brochure using this QR code.

Nerima City offers support for installation work to prevent furniture toppling only to households that need evacuation support.



[Inquiries]

For recommended disaster supplies

Civic Disaster Preparedness Dept.

☎ **03-5984-1654** (direct)

Support for installation work to prevent furniture toppling.

Civil Disaster Preparedness No. 2 Section

☎ **03-5984-2605** (direct)

4

Assessing the fire and disaster preparedness of homes

•Advice on fire and disaster preparedness

Nerima City conducts assessments of fire and disaster preparedness in cooperation with the Fire Station. We visit homes to assess the risks of damage from fire, earthquake, and household accidents.



Assessing the fire and disaster preparedness of homes

In cooperation with fire stations

[Inquiries]

Civic Disaster Preparedness Dept.

☎ **03-5984-1654** (direct)



5 Trying to keep a stock of provisions to last one week

Preparing water

- Note that around 3 L of drinking water per person per day will be needed.
- Always check “use by” dates when stockpiling provisions.
- Water remaining in the bathtub after bathing can be used for various household purposes.



▼ In the event of a long water supply outage, drinking water can be obtained from emergency water tanks and water supply stations.

Water supply points	Name	Address	Name	Address
Emergency water tank	Nerima Oizumi Park	6-25 Oizumigakuen-cho, Nerima City	Egota-no-Mori Park	3-14 Egota, Nakano City
	Nerima Gakuden Park	3-32 Toyotama-minami, Nerima City	Mizunoto Park	1-3 Egota, Nakano City
	Nerima Hayaichi Park	1-47-11 Hayamiya, Nerima City	Igusamori Park	4-12-1 Igusa, Suginami City
	Nerima Minna-no-Hiroba Park	8-41 Shakujii-machi, Nerima City	Tokyo Metropolitan Johoku-Chuo Park	1-1 Sakuragawa, Itabashi City
Water stations	Nerima Water Station	2-4-1 Hikarigaoka, Nerima City	Hoyacho Water Purification Station	1-5-24 Hoya-cho, Nishitokyo City
	Kamiigusa Water Station	3-22-12 Kamiigusa, Suginami City	Nishi Tokyo Sakaecho Purification Plant	2-7-6 Sakae-cho, Nishitokyo City
	Suginami Water Purification Station*	3-28-5 Zempukuji, Suginami City		

* Operation is currently suspended

Preparing food provisions

- As well as emergency foods such as canned and retort foods that can be stored for long periods and eaten anytime, keep large quantities of the foods you regularly eat, such as dry foods like rice and freeze-dried tofu, and foods kept in the refrigerator (consuming the oldest and storing the freshest).
- For infants, keep a good stock of baby formula (e.g., liquid or stick-type powder milk) and baby food, along with paper cups and spoons.
- For people with food allergies or chronic illnesses that require a special diet, keep a stock of provisions for their needs and consider preparing a portable kit for emergencies.



Preparing the toilet

- Typically you will need enough emergency toilet product for 5 uses per person per day. We recommended the type that involves fitting a bag to the bowl of your home toilet.

1

Lift the toilet seat and place the base plastic bag over it.

2

Lower the toilet seat and place the excrement bag over the top of it.

3

After using the toilet, add the coagulant to the excrement.*
* The coagulant must be added first with some products.

4

Remove the excrement bag and tie it up tightly, removing as much air as possible from the bag.

5

Seal the excrement bag inside another plastic bag for double protection. Add toilet paper or newspaper to the waste to make it more flammable at disposal.

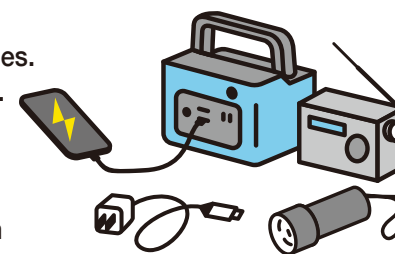
Garbage collection may be suspended in the event of a disaster. Please dispose of used excrement waste bags as burnable garbage.

Hygiene products

- Toilet paper, wet tissues, dry shampoo, oral care products, soap, and rubbing alcohol should also be stored for emergencies. It is also good to keep a stock of sanitary products and pantyliners.

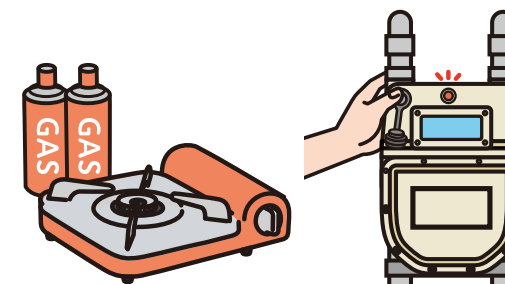
Preparing for power outages

- Each family member should keep a flashlight within easy reach at all times. A head torch that leaves both hands free is also useful for various tasks.
- Keep a portable radio handy to access accurate information.
- Prepare to keep your mobile and smartphone batteries charged for as long as possible.
- A portable power supply that can be used for household appliances can also be useful.



Preparing fuel

- To prepare hot meals and food, prepare a portable butane stove or solid fuels.
- Make sure to keep a stock of spare gas cylinders.
- Check the procedure for resetting a gas smart meter after an outage.



\ Think about what you need to stockpile /

Every household should keep a list of all the provisions it needs.

Infants	PET	Elderly
<input checked="" type="checkbox"/> Diapers <input checked="" type="checkbox"/> Body wipes <input checked="" type="checkbox"/> Powder milk <input checked="" type="checkbox"/> Baby food <input checked="" type="checkbox"/> Baby bottle	<input checked="" type="checkbox"/> Cage <input checked="" type="checkbox"/> Leash <input checked="" type="checkbox"/> Pet food <input checked="" type="checkbox"/> Toilet supplies	<input checked="" type="checkbox"/> Diapers <input checked="" type="checkbox"/> Walking stick <input checked="" type="checkbox"/> Household medicines <input checked="" type="checkbox"/> Hearing aids <input checked="" type="checkbox"/> Reading glasses
People with poor eyesight	People with health problems	Women
<input checked="" type="checkbox"/> Contact lenses <input checked="" type="checkbox"/> Cleaning liquid <input checked="" type="checkbox"/> Lens case <input checked="" type="checkbox"/> Spectacles	<input checked="" type="checkbox"/> Household medicines <input checked="" type="checkbox"/> Medical equipment <input checked="" type="checkbox"/> Drug history handbook	<input checked="" type="checkbox"/> Sanitary items <input checked="" type="checkbox"/> Hygiene products <input checked="" type="checkbox"/> Crime prevention items

If in doubt about what to stockpile, refer to the “Tokyo Stockpiling Navi.”

This website helps you to generate a list of essential items to stockpile, with quantities, based on answers to a few simple questions.

Search on your PC or smartphone ▼

Tokyo Stockpiling Navi



6 Putting out garbage

Even in emergency situations, please do your best to separate and dispose of all your waste properly.

•Suspension of garbage collection

Garbage collection services may be suspended if an earthquake of seismic intensity “6 Lower” or higher occurs. Please try to store all your waste at home during this time. For up-to-date information about suspension or resumption of garbage collection after an earthquake, check the Nerima City website.



•After garbage collection resumes

The frequency and time of collections may vary depending on disaster damage.

•Do not dispose of “opportunistic waste”

“Opportunistic waste” is waste such as electrical appliances that were broken before a disaster (i.e., not destroyed by the disaster). Putting out “opportunistic waste” can be a serious problem, e.g., by impeding road traffic and garbage collection.

05 Going to an evacuation shelter

What is an evacuation shelter?

Nerima City has designated all its (98) elementary and junior high schools as evacuation shelters to serve as refuges and centers for disaster relief in the event of a major earthquake.

These facilities are opened if an earthquake of seismic intensity "5 Lower" or higher occurs. Note that evacuation shelters are not designated in accordance with place of residence.

Staff at each evacuation shelter (employees of Nerima City or the school) and an Evacuation bases Operation Liaison Committee (made up of local residents*) will provide support both for evacuees and people taking refuge in their homes.

* As a Nerima City resident, please consider volunteering to help with local support activities.

\ Main functions /

- ☒ To serve as a supply point for water and food
- ☒ To support evacuation activities
- ☒ To provide information relating to recovery and reconstruction
- ☒ To provide simple medical care and health consultations
- ☒ To provide an advisory service for disaster victims
- ☒ To accept requests for relief and aid

Management of evacuation shelters from a variety of viewpoints

A manual is created for each evacuation shelter, incorporating diverse perspectives that take into consideration the needs of women, foreigners, and other groups.

Examples of initiatives that take into account diversity

- ☒ Foster more capable female disaster relief leaders
- ☒ Ensure privacy by providing changing rooms, breastfeeding rooms, etc.
- ☒ Take crime prevention measures, such as patrols
- ☒ Use simple Japanese and display guidance in multiple languages

Emergency supplies checklist

Keep an emergency kit with a minimum of essential items ready at all times, so that you can evacuate immediately.

☐ Drinking water



☐ Foods



☐ Valuables



Other personal requirements

☐ Powder milk

☐ Baby food

☐ Diapers

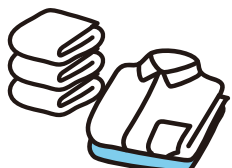
☐ Contact lenses

☐ Sanitary items

☐ Cage (for pet)

Etc.

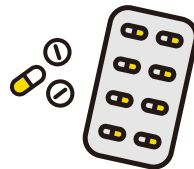
☐ Clothes and underwear



☐ Mobile phone and charger



☐ Prescribed medicines



Evacuating with pets

If you are unable to remain in your home, you should evacuate to a shelter with any pets.



Everyday preparedness and readiness

● Items to be provided by pet owners

Food and water (for 5-7 days), cage/carrier, regular medicines, toilet products. (No pet supplies will be available at evacuation shelters.)

● Discipline

Pets need to be kept in a cage or carrier at all times in most cases. Pets should be trained regularly to get them used to staying in a cage or carrier and to using a designated place for toilet needs.

● Display of IDs

To avoid the risk of losing a pet, attach an ID tag or microchip, etc. that identifies the pet.

Disaster evacuees with pets often stay in their cars with their pets. Be aware, however, that this presents a risk of "economy class syndrome" (thrombosis).



Supporting people with special needs

For people who have particular difficulty living in an evacuation shelter, a special "welfare evacuation shelter" will be provided.

1

Welfare evacuation shelter

"Welfare evacuation shelters" will be made available as soon as possible to people with special needs who face difficulty living in a normal evacuation shelter. Welfare facilities such as day service centers will be converted for use as "welfare evacuation shelters."

2

Support for people who need evacuation support

This assistance is intended for people who need special support because they are unable to evacuate properly on their own. Please do your best to help everyone in your community by monitoring them, checking their safety, and guiding them to evacuate.

● \ List of people who need evacuation support/individual evacuation plans / ●

● List of people who need evacuation support

This is a list of people who need assistance (registered in advance). Information on people who have consented to the sharing of personal data will be provided in advance to organizations responsible for the area of residence (e.g., civil welfare and child welfare committee, disaster preparedness association). In the event of a disaster, the safety of residents will be checked by the local community based on this list of names. People who meet any of the five requirements listed on the right can be registered.

● Individual evacuation plans

These are created by registered individuals needing evacuation support who give consent. The plan specifies in advance where and with whom persons that need support should be evacuated. The created plans will be shared by the relevant parties (e.g., Nerima City, the person needing support, evacuation supporters) for use in the event of a disaster.

Requirements for registration as a person requiring evacuation support

- (1) Person certified as requiring Level 3 care under the long-term care insurance system
- (2) Person who holds a Physical Disability Certificate (Level 1 or 2)
- (3) Person who holds a "Love Booklet" (for intellectual disability) (Level 1-4)
- (4) Person who holds a Mental Disability Certificate (Level 1)
- (5) Any person with equivalent difficulties to any of the above who wishes to be registered

[Inquiries about registration and creating evacuation plans] Welfare Disaster Prevention System Officer, Management Dept., Welfare Division

☎ 03-5984-1337 (direct)



06 Difficulties getting home

1 If you are unable to get home

Firstly, avoid acting or moving in a panic, just wait where you are

Do not return home if there is any safety risk



Temporary shelters

\ KEY POINTS /

- ☒ If your workplace is nearby, wait there
- ☒ Childcare facilities, schools, etc. provide temporary custody and handover
- ☒ Obtain accurate information
- ☒ Workplaces should stockpile essential provisions for at least three days (e.g., water, food, blankets, and emergency toilet products, etc.)

The Tokyo Metropolitan Government has concluded agreements with convenience stores, fast food and family restaurants, and gasoline stations, etc. to make available water, toilets, and disaster-related information in the event of a disaster. (Such facilities, designated Disaster Return Home Support Stations and Disaster Support Stations, can be identified by the sticker on the right.)



Sticker indicating a Disaster Return Home Support Station

2 Temporary shelters

These facilities are set up to prevent people from returning home all at once, by accommodating people who are unable to wait at their workplace or elsewhere. These facilities, which will remain open for approximately three days, will provide food, water, and disaster-related information.

Name of facility	Address
Tokyo Metropolitan Nerima High School	4-28-25 Kasuga-cho
Tokyo Metropolitan Fourth Commercial High School	3-45-19 Nukui
Tokyo Metropolitan Nerima Technical High School	2-9-18 Hayamiya
Tokyo Metropolitan Hikarigaoka High School	2-1-35 Asahi-cho
Tokyo Metropolitan Igusa High School	2-2-43 Kami-shakujii
Tokyo Metropolitan Shakujii High School	4-32-48 Sekimachi-kita
Tokyo Metropolitan Oizumi High School	5-3-1 Higashi-oizumi
Nerima Metropolitan Tax Office	6-13-10 Toyotama-kita
Eimei Frontier Junior & Senior High School	4-16-11 Sekimachi-kita
Fujimi Junior & Senior High School	4-8-26 Nakamura-kita

Name of facility	Address
Hotel Cadenza Tokyo	5-8-20 Takamatsu
Toyota Mobility Tokyo Inc.	Nerima Takanodai Store
	Nerima Kitamachi Store
	Yahara Mejiro-dori Store
	Nerima Nukui Store
	Nerima Sekimachi Store
Seibu Bus Co., Ltd., Nerima Office	Toyotama Kannana-dori Store
	1-13-5 Minami-tanaka
Warner Bros. Studio Tour Tokyo	1-1-7 Kasuga-cho
Sakuradai Community Center	4-39-12 Sakuradai

As of April 2025

3 Nerima City Return Home Support Stations

These facilities are set up to help people walking back to their homes safely in the event of a disaster. They provide a temporary resting place, food and water, toilets, and disaster-related information.

Name of facility	Address
Resident and Industry Plaza	1-17-1 Nerima
Nerima Cultural Center	1-17-37 Nerima
Hikarigaoka Resident Hall	2-9-6 Hikarigaoka
Lifelong Learning Center Annex	2-25-1 Takanodai

Name of facility	Address
Shakujii Park Resident Exchange Center	2-14-1 Shakujii-machi
Seki Resident Hall	1-7-2 Sekimachikita
Labor Welfare Hall	5-40-36 Higashioizumi

As of March 2025

07 Responding to emergencies



First aid firefighting

First aid firefighting is very important for preventing the spread of fire and minimizing damage.

1 Successful first aid firefighting is important for preventing the spread of fire.

In a major earthquake, the greatest devastation is usually caused by fire. Efforts to perform first aid firefighting and prevent the spread of fire in homes and local communities help to protect the whole city.

If a fire breaks out

Shout "fire!" loudly to inform everyone of the danger and call for help. Try to extinguish the fire together with as many people as possible. Call 119 for help.

How to use a fire extinguisher

Place fire extinguishers where they can be seen.



- 1 Pull out the safety pin
- 2 Point the hose at the fire
- 3 Grip the lever firmly

If a fire spreads out of control

If a fire in your home reaches the ceiling, stop firefighting and evacuate immediately.

2 Nerima City is striving to improve first aid firefighting capabilities at the local community level.

Street fire extinguishers and standpipes are installed as effective means of first aid firefighting.

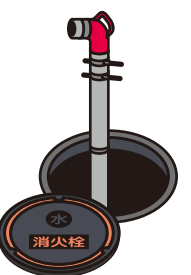
Street fire extinguishers

Nerima City has installed street fire extinguishers for use by city residents in the event of an earthquake or fire. Familiarize yourself with the location of street fire extinguishers and prepare to use them in the event of a disaster.



Standpipes

A standpipe enables you to connect a hose directly to a fire hydrant for first aid firefighting to prevent the spread of fires. Standpipes are installed at Nerima City facilities and convenience stores in areas of high fire danger. We are also working to distribute them to disaster response associations around the city.



For an explanation of how to use a standpipe, see here.

Tokyo Fire Department > Electronic Learning Room > Let's try it! Disaster drill: How to use a standpipe

URL https://www.tfd.metro.tokyo.lg.jp/learning/contents/standpipe/contents01_1.html





First aid medical care

First aid care knowledge and skills are very essential for helping yourself and people around you.

How to perform first aid care

Care for bleeding

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Do not apply cotton wool or tissue over the wound. Do not apply any medicine without a doctor's guidance. If bleeding is minimal, wash the wound with clean water. If pressure does not stop the bleeding, press down on a part of the patient's body closer to the heart, where you feel a pulse. Do not touch blood with your bare hands.

Care for a broken bone

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Do not touch exposed bone. And do not disinfect wounds. Do not diagnose a sprain or dislocation without medical guidance. If broken bones cause swelling, remove shoes and cut open shirt, pants, and socks, etc. as needed. Do not forcibly move the injured part of the body.

Care for burns

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Low-temperature burns
The use of body warmers and hot water bottles by evacuees in winter increases the risk of low-temperature burns.
Do not try to cool the burns. Seek medical treatment promptly.

Burned skin is vulnerable to bacterial infections, so take care not to burst blisters. Do not touch burned areas. Do not apply running water directly to a wound. Do not forcibly remove underwear, socks, or clothing. Apply water gently over clothing.

Performing chest compressions

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(*)1 If the person is unresponsive, or if you are unsure of their condition, shout loudly for help. Make requests to call 119 and bring an AED.
(*)2 If the person is not breathing normally, or if you are unsure if they are or not, immediately perform 30 chest compressions.

You can check the location of nearby AEDs on the "Nerimappu."

URL <https://www.sonicweb-asp.jp/nerimap/>



Access the "Nerimappu" page and select "Hospitals & AEDS" under "Change theme" to display AED locations on the map.

How to use an Automatic External Defibrillator (AED)

The primary purpose of an AED is to deliver an electric shock to the heart to restore the heart's natural rhythms. Prepare an AED for use on persons who seem to be unconscious and in a state of cardiopulmonary arrest, or seem to have stopped breathing.

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Some types of AED turn on automatically when opened. If the patient has a heart pacemaker, avoid the area where it is fitted. If the skin is wet or moist, wipe dry, and remove any adhesive skin patches. The AED will judge whether an electric shock is necessary or not. After applying a shock, continue with CPR, starting with chest compressions.



Disaster medical systems

Medical aid stations and local hospitals will play the main role in disaster medicine, adapting to the severity of the situation.

1 Medical aid stations (MAS) Treating people with mild conditions (able to walk)

First aid care will be provided at medical aid stations at 10 evacuation shelters by healthcare personnel from professional associations of medical doctors, dentists, pharmacists, and judo therapists.

Name	Address	Name	Address
Asahigaoka Junior High School	2-40-1 Asahigaoka	Shakujii-higashi Junior High School	1-8-34 Takanodai
Kaishin Daisan Junior High School	3-28-1 Sakuradai	Yawara Junior High School	4-10-5 Yahara
Nukui Junior High School	2-14-13 Nukui	Oizumi-minami Junior High School	6-28-1 Higashi-oizumi
Nerima-higashi Junior High School	2-14-22 Kasuga-cho	Oizumi-nishi Junior High School	3-19-27 Nishi-oizumi
Hikarigaoka Akinohi Elementary School	2-1-1 Hikarigaoka	Shakujii-nishi Junior High School	3-10-3 Sekimachi-minami

As of March 2025

2 Medical institutions in Nerima City Treating people with severe, moderate, and light conditions

The treatment of patients with severe conditions (e.g., serious injuries, extensive burns, crash syndrome) and moderate and light conditions is shared by disaster base hospitals, disaster base-affiliated medical institutions, and disaster medical support medical institutions, according to severity.

	Name of facility	Address	Name of facility	Address
Disaster base hospitals	Juntendo University Nerima Hospital	3-1-10 Takanodai	Nerima Hikarigaoka Hospital	2-5-1 Hikarigaoka
Disaster base-affiliated medical institutions	Nerima General Hospital	1-24-1 Asahigaoka	Kawamitsu Hospital	6-34-46 Higashi-oizumi
	Kouseikai Suzuki Hospital	7-1 Sakae-cho	Tanaka Neurosurgery Hospital	3-9-23 Sekimachi-minami
	Oizumi Health Cooperative Hospital	6-3-3 Higashi-oizumi	Tsuji Clinic for Internal Medicine, Cardiovascular and Dentistry	8-24-25 Oizumigakuen-cho
Disaster medical support medical institutions	Shimamura Memorial Hospital	2-4-1 Sekimachi-kita	Nerima Ken-ikukai Hospital	7-3-28 Oizumigakuen-cho
	Higashiohizumi Hospital	7-36-10 Higashi-oizumi	Sakuradai Hospital	1-20-15 Toyotama-minami
	Sekimachi Hospital	1-6-19 Sekimachi-kita	Nerima Takanodai Hospital	3-8-8 Takanodai
	Nerima Sakura Hospital	3-7-19 Kitamachi	Nerima Shishokai Hospital	1-13-20 Doshida
	Jiundo Hospital	4-14-53 Sekimachi-minami	Chukai Hospital	3-6-11 Takamatsu
	Youwa Hospital	2-17-1 Oizumi-machi	Kubota Obstetrics and Gynecology Hospital*	3-29-10 Higashi-oizumi
	Toshimaen Coloproctology Clinic	4-6-14 Kasuga-cho	Oizumi Hospital*	6-9-1 Oizumigakuen-cho
	Abe Clinic	2-1-7 Sakuradai	Tokai Hospital*	2-10-11 Nakamura-kita
	Nerimaeki Rehabilitation Hospital	1-17-1 Nerima		

* Denotes a specialized medical base hospital As of March 2025

08 Post-disaster recovery

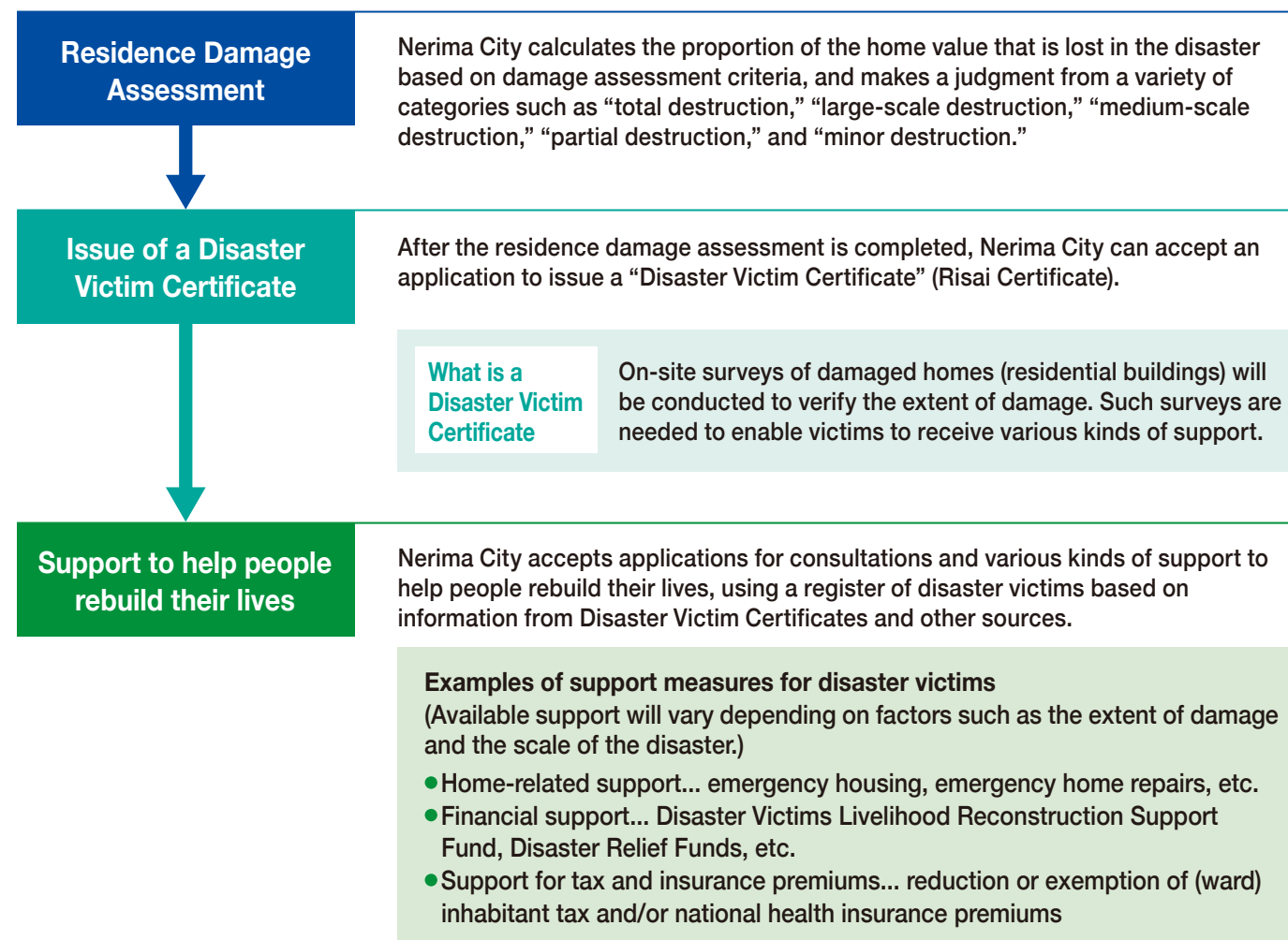
Once people have settled down to life as evacuees, the work of rebuilding their lives will begin. There are a variety of systems in place to help people rebuild their lives following a disaster.



1 Support for rebuilding lives

Victims of flood damage can receive support to rebuild their lives if they acquire a "Disaster Victim Certificate" based on an assessment of the damage to their home by Nerima City.

Procedure from disaster to support



Examples of "livelihood reconstruction support"

My home is burned completely! It needs to be rebuilt.

Disaster Victims Livelihood Reconstruction Support Fund



My home is totally destroyed. I have no money to rent a home.

Emergency housing



My toilet is damaged and no longer usable.

Emergency home repairs



09 Storm and flood damage

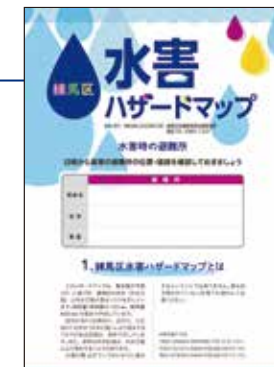


Understanding storm and flood risks

Record-breaking torrential rainfall events, said to be linked to global warming, have occurred with growing frequency in recent years. Large-scale flooding has hit every part of Japan. It seems that such damage can happen anywhere and anytime.

1 Check the flood risk of your home

There are hazard maps that show areas at risk of flooding and landslides, as well as evacuation shelters in the event of heavy rains. Check the level of flood risk for your home and prepare for flood damage. These maps are available at the Crisis Management Department (Main Bldg. 7F), the Disaster Prevention Learning Center, at any Tokyo ward office, and at the Resident Information Plaza.



Flooding hazard map



Landslide hazard map

2 Evacuation shelters set up in the event of a storm or flood disaster are different to those in the case of an earthquake.

As a rule, in the event of a storm or flood disaster, Nerima City utilizes facilities such as local community centers and assembly halls as evacuation shelters. In the event of storm or flood damage, evacuation shelters will be opened in a predetermined order, based on danger levels. If the danger of flooding and submersion increases further, evacuation shelters may also be set up at some Nerima City elementary and junior high schools.

Check the flood hazard map to note the position of evacuation shelters and the order they will be opened in. In case you need to evacuate, make sure to check which evacuation shelters are open on the Nerima City website.



Website for checking the status of evacuation shelters (storm and flood)

Search on your PC or smartphone

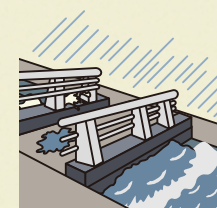
Nerima City Open evacuation shelters



General Affairs Officer,
Crisis Management Office

03-5984-2762 (direct)

\ Dangerous places in heavy rainfall /



Rivers and bridges



Slopes and cliffs



Underpasses



Underground facilities



Flooded roads



How to take refuge from storms and floods

To prepare for evacuation and to understand your evacuation procedure, it is important to periodically check the hazard map for areas of danger, evacuation shelters, and evacuation routes.

1 Routine check points

- Check the map regularly for any colored areas and to note the locations of evacuation shelters. [Page 19→](#)
- Always keep sandbags and flood protection boards ready for possible flooding. [Page 21→](#)

2 Key points if a disaster happens

Check surrounding conditions and weather information, etc. and evacuate if necessary.

Evacuation patterns

Vertical evacuation to a higher, safe space in the same building



* Vertical evacuation means moving to a higher floor of the same home.

To the home of a relative, friend, etc. with a low risk of flooding



To an evacuation shelter during a storm or flood

(Nerima City facilities such as local community centers and assembly halls)



[Page 19→](#)

* If you need to evacuate, make sure to check which evacuation shelters are open on the Nerima City website.

\ Create your own “Tokyo My Timeline” /

Since typhoons can be forecast in advance, there is time to evacuate before storm or flood damage occurs. “Tokyo My Timeline” is a set of predefined actions that every person should take to prepare themselves for evacuation.



● “Tokyo My Timeline” website

“Tokyo My Timeline” is available in a variety of formats, including a digital version that allows you to create a timeline using a smartphone or PC, a PDF version that can be printed out and filled out by hand, as well as an app version using the “Disaster Preparedness Tokyo” app.

Search on your PC or smartphone

Tokyo My Timeline



For details on how to access “Tokyo My Timeline” see here.

Crisis Management Dept., Main Bldg. 7F, Nerima City Hall 6-12-1 Toyotama-kita, Nerima-ku, Tokyo 176-8501
Tel: 03-3993-1111
Disaster Prevention Learning Center 6-4-1 Hikarigaoka, Nerima-ku, Tokyo 179-0072 Tel: 03-5997-6471



Preparing for storms and floods

To minimize the damage from storms and floods, it is important to prepare in advance.

1 Preparing for water damage

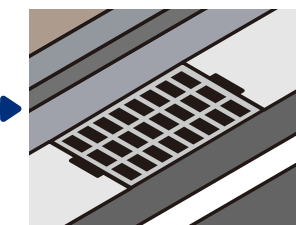
Preparing sandbags and flood protection boards

- Basement spaces and semi-underground carports can be flooded by large inflows of rainwater from their surroundings. Prepare sandbags and flood protection boards to prevent flooding.
- Household plastic bags filled with water can be used as a substitute for sandbags. Simple flood protection boards can be made by combining long pieces of wood with water bags.



Precautions for stormwater inlets

- Please cooperate in keeping the covers of nearby stormwater inlets clear to help prevent flooding of roads and homes.
- Note that placing a “car step” over the lid of a stormwater inlet will prevent rainwater from draining effectively, increasing the risk that roads and homes will flood.



2 Preparing for a storm

Prevent shattering of window glass

- Close all windows and storm shutters firmly. If your home is not equipped with storm shutters, prepare to apply shatterproof film to windows.
- Applying masking tape to window glass helps to prevent glass from breaking and scattering in pieces.



Secure loose items around the house

- Move all items that might easily blow away, such as clotheslines and potted plants on a balcony or in a garden, into the house. Bicycles or large items that cannot be brought inside should be secured firmly in place with string or wire.
- Any dead branches on trees should be pruned.



Sandbags are available for any residents who wish to use them to prepare for the risk of flooding after heavy rains*.

Name of facility	Address	Telephone
East Civil Engineering Satellite Office	3-28-8 Toyotama-naka	☎ 03-3994-0083
West Civil Engineering Satellite Office	3-30-26 Shakujii-machi	☎ 03-3995-0083

*Please prepare sandbags in advance because they may not be available on days of heavy rain or when the office is closed.

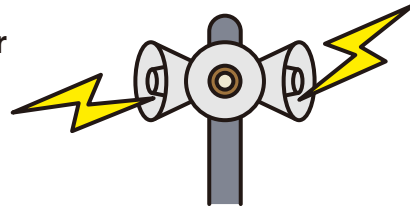
Planned suspension of public transport

In the event of a major typhoon, public transport services may be suspended. Avoid going out unnecessarily when a typhoon is approaching.



10 Civil protection

If an armed attack from outside the country or terrorism incident ever occurred in Japan, national, prefectural, and municipal governments would respond in collaboration.



1 What to do in the event of a ballistic missile attack

Ballistic missiles are capable of hitting their targets in as little as 10 minutes after they are launched. Any possibility that a missile may land in Japan will trigger a “J-Alert” to instantly provide emergency information from the government. On disaster radio networks, a special siren and messages will also be broadcast, and emergency information will be communicated in emergency alert emails.

(1) Prompt evacuation action

Please follow the guidance provided by government authorities and act calmly.

(2) Accurate, rapid information collection

2 If an evacuation message for missile risk is broadcast

J-Alert

Missile launch. Missile launch. A missile is thought to have been fired.
Take refuge inside a building or underground.

\ When a message is broadcast, stay calm and take immediate action. /

If you are outdoors Evacuate to a nearby building or underground.

Note: A sturdy building is preferable, but if there isn't one nearby, take refuge in any building.

If there are no buildings Hide behind a large object, or lie on the ground, protecting your head.

If you are indoors Keep away from windows, or stay in a room without windows.

A missile lands nearby!

If you are outdoors

Cover your mouth and nose with a handkerchief, immediately get as far away as possible. Evacuate to a well-sealed room or at least stay upwind of the missile.

If you are indoors

Turn off exhaust fans, close all windows, and seal up the room.

\ Cabinet Secretariat Civil Protection Portal Site /

To protect yourself from the risk of armed attack or terrorism, it is important to prepare in advance.

●Cabinet Secretariat Civil Protection Portal Site

http://www.kokuminhogo.go.jp/gaiyou/shiryou/hogo_manual.html



11 Local disaster preparation

This section outlines the activities of the “Disaster Prevention Learning Center,” which aims to train people to work in disaster prevention at the community level and to educate citizens about disaster preparedness, as well as the activities of volunteer fire brigades and civil disaster prevention organizations.

1 Disaster Prevention Learning Center

The Disaster Prevention Learning Center offers a variety of lectures, exhibitions, and consultations to help people acquire knowledge and skills relating to disaster preparedness that can be applied at home and in their communities.



Disaster prevention experience lecture

Through hands-on experience with fire extinguishers and first aid care, participants acquire knowledge and skill that will be useful in the event of a disaster.

Disaster prevention showroom

In addition to display panels and models about disaster preparedness, visitors can access books, videos, and other materials.

An earthquake can be experienced in a simulation vehicle from 2:00 pm to 4:00 pm every Tuesday and Thursday, and on the second Sunday of each month.

Nerima City Disaster Prevention Learning Center

6-4-1 Hikarigaoka, Nerima City Tel: 03-5997-6471

Hours: 10:00 am to 6:00 pm (except Mondays)

(If Monday is a public holiday, closed on the following weekday.)

For information on current courses and more visit this website.

Search on your PC or smartphone ▼

Nerima City Nerima Disaster Prevention College



2 Activities of volunteer fire brigades and civil disaster prevention organizations

Volunteer fire brigades

There are three volunteer fire brigades within Nerima City, in Nerima, Hikarigaoka, and Shakujii. Volunteer fire brigade members are made up of local residents who train hard and regularly. When a fire or large earthquake occurs, they work with fire stations to help them extinguish fires and carry out rescue operations.

Citizen firefighting teams*

These volunteer teams are formed for the purpose of helping to extinguish fires in the vicinity of evacuation shelters and routes, and areas of high fire danger. There are 12 teams in Nerima City.

Disaster prevention associations*

These associations are responsible for protecting the entire community through first aid firefighting, evacuation guidance, and rescue and relief work. Typically, they are formed from town and neighborhood associations. There are currently 311 disaster prevention associations in Nerima City.

Evacuation bases operation liaison committee*

This liaison committee is responsible for operating evacuation shelters in cooperation with the evacuation shelter staff of Nerima City (city and school employees). It is active across all (98) of Nerima City's elementary and junior high schools.

Other groups*

*Civil disaster prevention organizations

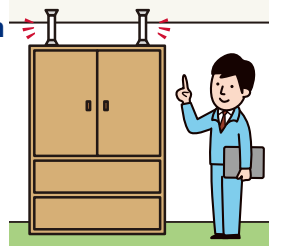
These are mainly involved in communicating information relating to disasters preparedness.

●Association for Lighting Up Hearts

This association works with Nerima City to support disaster preparedness activities. It participates in disaster drills at childcare centers, and elementary and junior high schools. Through a variety of activities such as storytelling with pictures and puppet shows, they teach children how to value life and care for others.

●Regional welfare rescue team

The team performs a variety of volunteer activities, such as assisting elderly residents with mobility and installing devices in homes to prevent furniture from toppling.



12 Sharing information when a disaster occurs

To protect yourself against disasters, it is important to obtain disaster information as quickly as possible. Nerima City provides information in a variety of ways when a disaster occurs.

Official website of Nerima City

<https://www.city.nerima.tokyo.jp>

Nerima City posts a variety of disaster information, such as damage reports, traffic conditions, and essential “lifeline”-related information to the Nerima Disaster Portal website. In the event of a major disaster, this website will be used to provide up-to-date information about the disaster. (It is designed to handle the heavy user load that is likely during a disaster.)



Nerima Disaster Portal

If the Nerima City website is not accessible

In the event that information cannot be provided via this website due to disaster damage, up-to-date information will be posted on the Maebashi City website.

●Backup website of Maebashi City (Gunma Prefecture)... <https://www.city.maebashi.gunma.jp/>



Official X (formerly Twitter) and LINE accounts of Nerima City

In the event of a disaster, Nerima City will use its official accounts on X (formerly Twitter), for its immediacy and reach, and LINE, for its push notification capability, to disseminate information to residents.



Official X (formerly Twitter) account

https://x.com/nerima_tokyo



Official LINE account

<https://page.line.me/628pixsp?openQrModel:true>



Emergency alert emails

Nerima City will send evacuation instructions and other disaster and evacuation-related information to the cellphone or smartphones of city residents.

Temporary emergency FM radio broadcasts

In the event of a major disaster, Nerima City can issue temporary FM radio broadcasts (77.1 MHz). These will be used to share essential information for residents affected by the disaster.

Information transmission agreement with LY Corporation (LINE Yahoo)

- Yahoo! disaster alerts <https://emg.yahoo.co.jp/>
- Duplicate of official Nerima City website ... <https://www-city-nerima-tokyo-jp.cache.yimg.jp/>
- Evacuation Sites Map <https://crisis.yahoo.co.jp/map/>



Evacuation Sites Map

Register to receive information emails from Nerima City /

Registered people will receive evacuation instructions and other disaster and evacuation-related information by email.

When there is no disaster, emails provide weather forecasts, tips for staying safe and secure, and other useful information to help with disaster preparedness.

To register, send an empty email message to nerima@entry.mail-dpt.jp, then follow the instructions in the reply email. You can also register by scanning the QR code on the right with your cellphone or smartphone.



Disaster radio network

A network of disaster broadcast towers has been set up at elementary and junior high schools and other places in Nerima City (total of 207 locations).

●Earthquake information

In the event of an earthquake of seismic intensity “5 Lower” or higher in Nerima City, the radio network will be used to inform residents of the earthquake, and provide information on dealing with fires and other matters. Information will be provided in four languages: Japanese, English, Chinese, and Korean.

●Evacuation information

Evacuation instructions will be broadcast if evacuation is necessary due to an earthquake, typhoon, or other disaster.

●National Early Warning System (J-Alert)

J-Alert broadcasts may be earthquake early warnings, special weather alerts (e.g., of heavy rain or flooding), or national security information (e.g., approach of ballistic missiles).



Checking disaster radio broadcast content

If you cannot hear or have difficulty hearing information broadcast on disaster radio, you can listen to the broadcast message by making a phone call.

Toll-free 0120-707-111 (You can listen to messages by dialing the toll-free number for 24 hours after each broadcast.)

Sharing information on storm and flood damage

Nerima City disaster preparedness weather information

The following website can be used to check weather forecasts, rainfall measurements, river levels, and other information for Nerima City. <https://nerima-city.bosai.info/>



Japan Meteorological Agency website

The JMA website is useful for up-to-date disaster and weather information. <https://www.jma.go.jp/>



Tokyo Metropolitan - Flood Control Integrated Information System

This website provides real-time information on rainfall and river levels according to measurements by the Tokyo Metropolitan Government. <https://www.kasen-suibo.metro.tokyo.lg.jp/im/uryosui/tsim0102g.html>



Nerima City Dedicated Water Disaster Call Center ☎ 03-5984-2569

Be aware of misinformation when a disaster occurs!

Be aware that immediately after a disaster occurs, unverified information may be circulated on social media to stir up confusion. Take care to avoid spreading misinformation. Try to obtain accurate information from public institution via their official websites and social media accounts.