

THE JAPANESE EXAMPLE:

**FOR SUCCESSFUL APPROACH TO
MULTILINGUAL INFORMATION
DISTRIBUTION AT THE TIME OF
DISASTER**

– CONTENTS, COMMUNICATION TOOLS
AND FRAMEWORKS –

NGO Resource Center for Multicultural Community Tokai (JAPAN)

Representative Director **Yoshihiko DOI**

Introduction What will you do?



- A. You will go home.
- B. You will go to the rooftop of a building.
- C. You will go to a beach.
- D. You will stay here, not moving.



- A. Temple/Shrine.
- B. Basement parking
- C. School
- D. Municipal office

The Great Hanshin-Awaji Earthquake

Date/Time: **January 17, 1995**, 5:46 a.m.

Epicenter: Northern of Awaji-shima Island
(lat. $34^{\circ} 36'N$, long. $135^{\circ} 02'N$)

Depth of focus: 16 km

Magnitude: **7.3**



The Great Hanshin-Awaji Earthquake

Number of deaths: 6,434 (including 174 foreigners)

Number of missing persons: 3

Number of injured persons: 43,792

Number of house damages: 639, 686

Amount of burning floor space: 835, 858 m²



Vulnerable people

Those who need support to get required information immediately and evacuate to safe places in order to guard oneself against disaster

= elderly and disabled persons, foreigners, infants, pregnant women, etc.

Vulnerable people cannot be adapted to new environment very much, so they will have difficulty adjusting to new life and living in evacuate shelters.

But if they receive appropriate support, they will be able to live independently.

Local disaster prevention plan for Aichi Prefecture

Total population: 7,427,518

Foreign population: 197, 808 (ratio of population: 2.7%)

Number of municipalities: 54

Rate of establishment of disaster prevention plan: 100% (54/54)



Foreign residents living in Aichi Prefecture

Number of foreign residents: 197,808

Nationality: Top 10 (* Total 159)

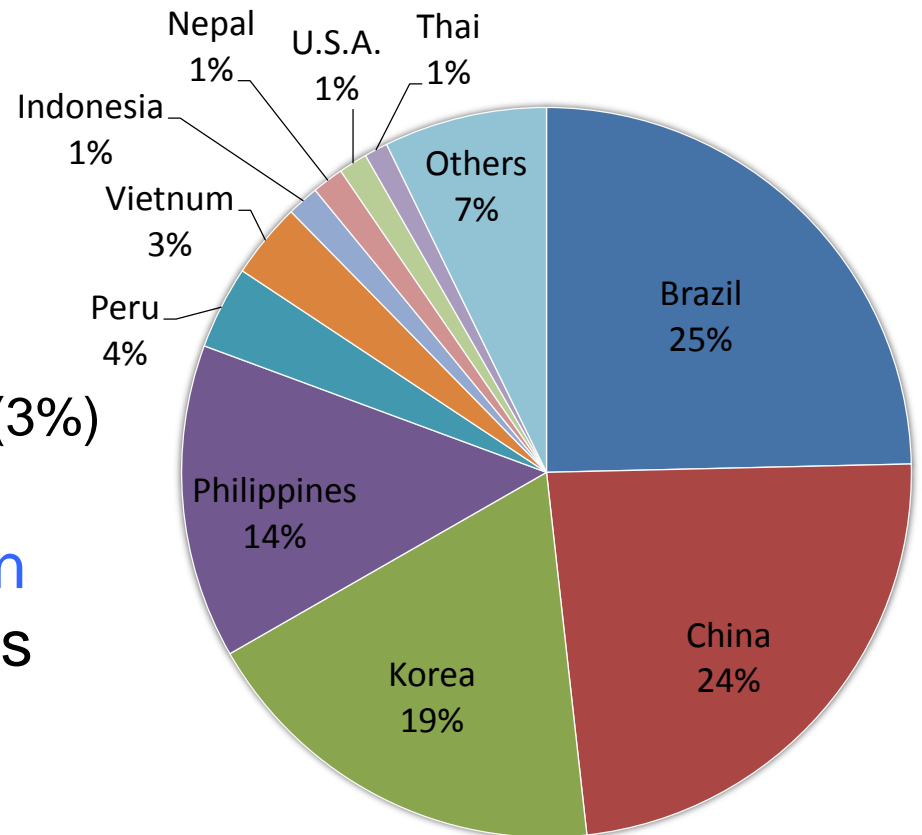
1. Brazil
2. China
3. Korea
4. Philippines
5. Peru
6. Vietnam
7. Indonesia
8. Nepal
9. U.S.A
10. Thailand

Official Language: Top 5

1. Portuguese(25%)
2. Chinese(25%)
3. Tagalog(14%)
4. Spanish (5%)
5. Vietnamese(3%)

Multilingual information provision
at ordinary times : 5 Languages

English, Chinese, Korean
Portuguese, Spanish



Foreign travelers to Aichi Prefecture

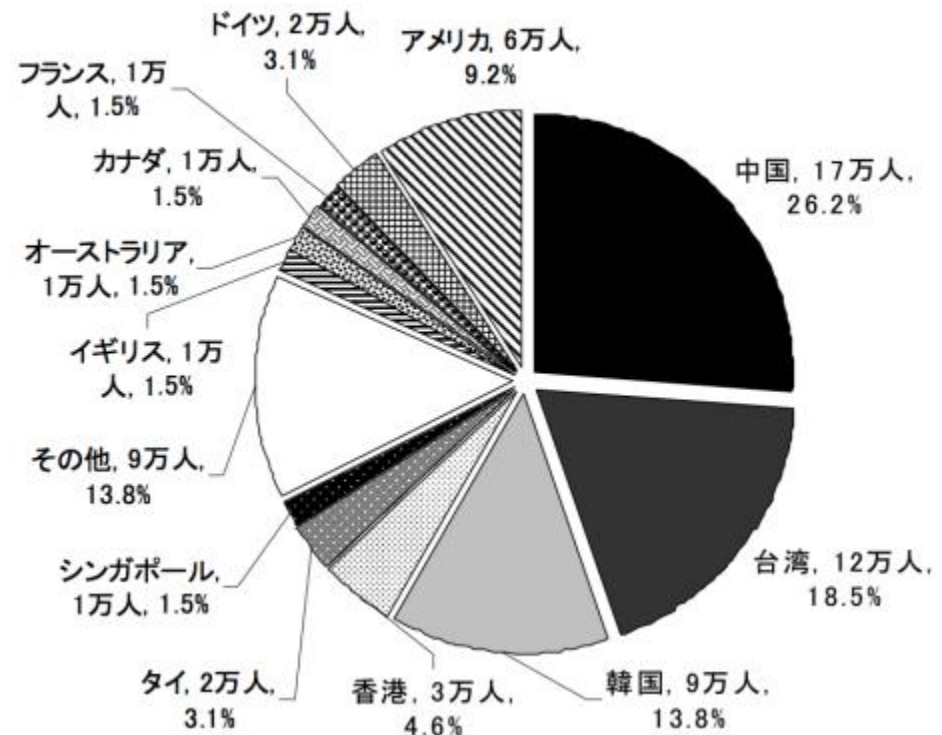
Foreign travelers: **757,000** peoples/y ('05-'09 Ave.)

Nationality: Top 10 ('09)

- 1.China
- 2.Taiwan
- 3.S.Korea
- 4.U.S.A
5. Hong Kong
6. Thailand, Germany
8. Singapore, Australia, U.K, etc.

Official Language: Top 5 ('09)

- 1.Chinese(49.3%)
- 2.English(19.8%)
- 3.Korean(13.8%)
- 4.Thai, German(3.1%)



Point 1. Contents

【Current status】

- In general, information provision in Japanese for Japanese citizens
(Nothing to be given specially for foreign citizens)

【Challenges】

- ① Multilingual information provision for foreign citizens who have difficulty getting information in Japanese.
- ② Information provision required for foreign citizens:
Ex. procedures for departure and entry, supporting to return home by the government of one's home country, etc.
- ③ Support system for multinational households such as intercultural marriage, etc. :
Ex. supporting to return home by the government of one's home country, permission for status of residence after being bereaved of one's husband/wife, etc.

Case 1. Information required for foreign citizens

Special Extension of Period of Stay Those who cannot go to their period of stay due to the Tohoku Earthquake will be granted a special extension of stay as a special case. If you met March 11, you will be granted the extension.

A. You had the status of residence B. Your status of residence was been a registered alien in one of the following prefectures when the earthquake happened. Aomori, Iwate, Miyagi,

Case 2. Support system for multinational households

Supporting to return home by the government of one's home country

The Chinese Government announced having Chinese in Japan back to China temporarily at public expense by a charter flight.

Q
this plane.

- A. Chinese wife marrying the Japanese husband (**Chinese** nationality)
- B. Japanese husband marrying the Chinese wife (**Japanese** nationality)
- C. Child born between the couple (**Japanese** nationality)
- D. Child born between the couple (**Chinese** nationality)

Point 2. Communication tools

【Current status】

- Each municipality develops multilingual information provision tools.

Ex. Web site, Hazard Map, SNS (facebook, twitter), Radio etc.

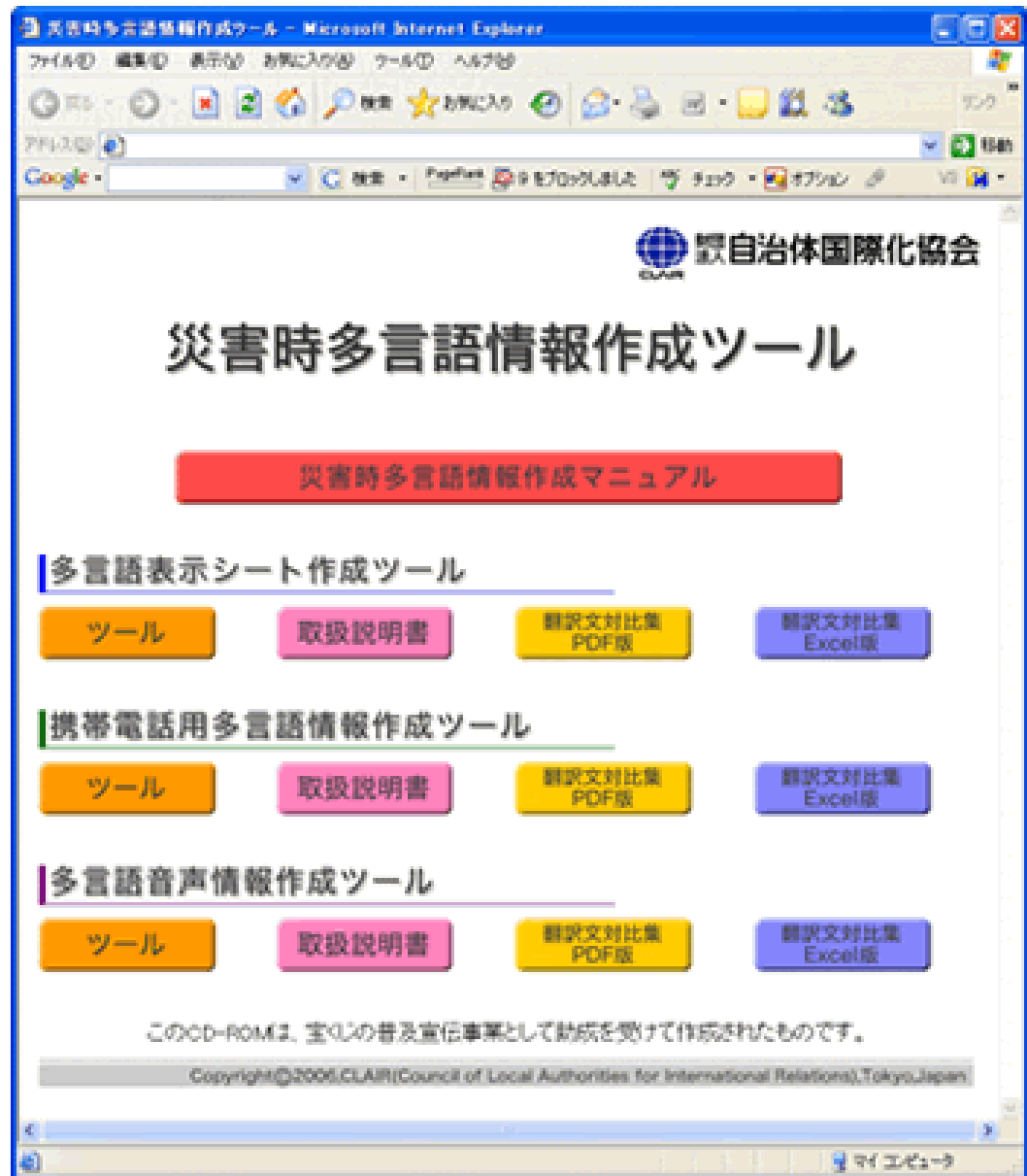
【Challenges】

- ① According to each municipality, number of languages and sorts of tools differ.
- ② Municipal and associations' staff cannot use these tools well.
- ③ These tools are not famous among foreign citizens.

Tool 1. Notices

13 Languages

- Japanese
- Simple Japanese
- Chainese(Beijin)
- Chainese(Taiwan)
- English
- Korean
- Indonesian
- Portuguese
- Russian
- Spanish
- Tagalog
- Thai
- Vietnamese



避難場所

Evacuation Shelter

Local de refúgio

Refugio

Lugar para sa p

連絡先：

住所

おうきゅうしょち
応急処置ができます。

Emergency treatment is available.

Podem ser efetuados as medidas de emergência.

Se dan primeros auxilios.

Maari kaming magsagawa ng
pansamantalang hakbangin.

連絡先：

住所

電話

FAX

Tool 2. Websites, SNS(facebook, twitter)

NICさいがいじょうほう
名古屋国際センターによるさいがいじょうほう

FOLLOW US ON [twitter](#)

Recent posts

災害情報

September 4th, 2013 by Joho

現在、緊急情報はありません。避難所地図 [Read more](#)
[Read more](#)
Posted in [日本語](#) | [No comments](#)

さいがいじょうほう

September 4th, 2013 by admin

いまは、きんぎゅう じょうほう は ありません。...
[Read more](#)
Posted in [Tiếng Việt](#), [やさしい にほんご](#), [日本語](#) | [No comments](#)

Informacoes Emergenciais

September 4th, 2013 by admin

Atualmente, não há nenhuma informação. Mapa dos locais de refúgio ...
[Read more](#)
Posted in [Português](#) | [No comments](#)

自然災害現状

September 4th, 2013 by admin

现在没有紧急情报 您所在街道的避难所地图 [Read more](#)
[Read more](#)



友達、スポット等を検索

土井 住彦 ホーム

 Nagoya International Center

「いいね」しています フォロー中

4.1 ★★★★★ (評価66件)
いいね! 1,425人 · 話題にしている人50人 · 1,472人がチェックインしました

観光案内 · 図書館
Nagono 1-47-1, Nakamura Ku, 愛知県名古屋市 450-0001
052-581-0100
本日9:00 - 19:00
基本データ · 変更を提案

写真 いいね! イベント




Nagoya NIC
@the_nic

The Nagoya International Center is a non-profit organization based in Nagoya, Japan - providing information & consultation services to foreign residents.
Nagoya, Japan · [nic-nagoya.or.jp](#)

ウェブサイト 829 フォロワー 84 フォロワート 429

フォロー

ツイート

 Nagoya NIC @the_nic · 2月21日
Some general info on Nagoya by JNTO. We are one of their officially recognised Info Centers (at bottom of page) [jnto.go.jp/eng/location/r...](#)

 Nagoya NIC @the_nic · 2月21日
Eastern Nagoya Area | Japan National Tourism Organization
[jnto.go.jp/eng/location/r...](#)

Tool 3. Radio(MP3)



2011,07,04, Monday

被災者生活再建支援金について：東北地方太平洋沖地震多言語支援センター 災害情報 翻訳第120報

被災者生活再建支援法に基づき、居住する住宅に被害を受けた世帯に支援金が支給されます。

支援金は、住宅の被害程度に応じて支給される基礎支援金と住宅の再建方法に応じて支給される加算支援金です。

支給額は、基礎支援金と加算支援金の合計額となります。

単身世帯（世帯人数が1人）の場合は、各欄の金額の3/4の額になります。

基礎支援金は、全壊などの場合は100万円、大規模半壊の場合は50万円が支給されます。

加算支援金は、建築 購入の場合は、200万円、補修の場合は100万円、公営住宅を除く賃借は50万円が支給されます。

支援の対象となる世帯は、住宅が全壊や半壊などの被害を受けた世帯です。

詳しくは、住宅所在地の各市町村にお問い合わせください。

英語 [音声データ\(MP3\)](#) [テキスト](#)

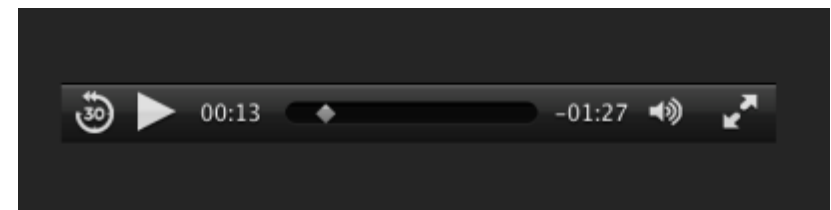
中国語 [音声データ\(MP3\)](#) [テキスト](#)

韓国朝鮮語 [音声データ\(MP3\)](#) [テキスト](#) ベトナム語 [音声データ\(MP3\)](#) [テキスト](#)

タガログ語 [音声データ\(MP3\)](#) [テキスト](#)

5 Languages

- Chinese
- English
- Korean
- Tagalog
- Vietnamese



Point 3. Frameworks

【Current status】

- As of 2009, establishment of “Multilingual Emergency and Disaster Support Center Setup and Management Manual”.
The Council of Local Authorities for International Relations
→ each municipality and international exchange association
- Conclusion of own disaster agreement among some municipalities (city or municipal level).

【Challenges】

- ① Each municipality is not obliged to establish the disaster support system for foreigners, subject to the sole discretion of the mayor and staff of each municipality.
- ② Among the “Vulnerable people”, elderly and disabled persons are considered as more important ones than foreigners required for supports, because of high population and the degree of necessity.
- ③ Many municipalities do not have any specialists regarding disaster support for foreigners, and also have no systems for development of these specialists.

The Council of Local Authorities for International Relations (incorporated foundation) “Multilingual Emergency and Disaster Support Manual 2012”

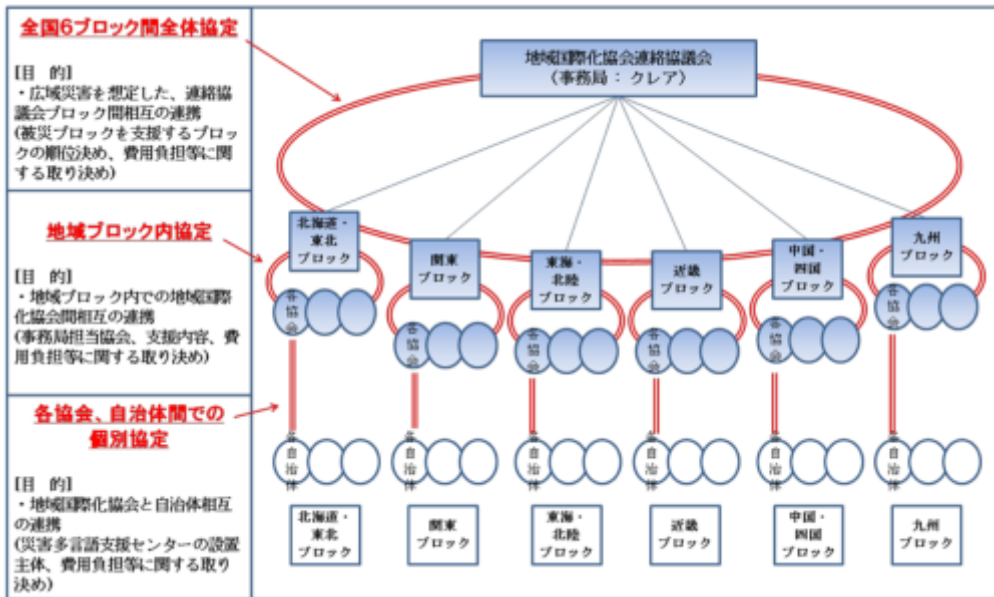


災害時の多言語支援 のための 手引き 2012

行政
職員が！

国際交流
協会職員が！

— 平時に確認したいチェックポイント —



In the future

Multilingual Emergency and Disaster Support System will always be required.

Government: proposal of the guideline, financial support for municipalities, etc.

Municipalities: establishment of the department in charge, development of specialists, etc.

NGOs: cooperation and collaboration between NGOs and municipalities, etc.



- **Establishment of safe and comfortable life environment for residents.**
- **Attracting foreign travelers and companies.**
- **Disaster and emergency prevention support in other countries, contribution to international society, etc.**

References

The Great Hanshin-Awaji earthquake (wikipedia)

http://en.wikipedia.org/wiki/Great_Hanshin_earthquake

Disaster Management in Japan (Cabinet Office, Government of Japan)

<http://www.cao.go.jp/en/disaster.html>

Aichi Prefecture

<http://www.pref.aichi.jp/global/en/index.html>

Providing Information After Natural Disasters in Community Languages (CLAIR)

<http://www.clair.or.jp/e/multiculture/tagengo/tool.html>

Disaster Information; website, facebook, twitter (Nagoya International Center)

<http://www.nic-nagoya.or.jp/en/e/>

Community Radio (NGO FM YY)

<http://www.tcc117.org/fmyy/en/index.html>

Support for Foreign Residents During Natural Disasters (CLAIR * in Japanese)

<http://www.clair.or.jp/e/multiculture/tagengo/saigai.html>