

Management of the Multilingual Disaster Support Center

【Process until start】

As mentioned before, many international tourists who wanted to escape from Kumamoto rushed to the KIF Evacuation Center and asked for information of transportation in foreign language. In addition to foreign residents who evacuated to the center, we had many telephone calls asking about information on earthquakes, evacuation sites, and distribution of food and drinking water.

We also had lots of calls from TV stations such as NHK and many others, including overseas media such as CNN and BBC as well as services at the center from embassies and consulates confirming safety of their people. Because of so many calls, we could not patrol evacuation sites in Kumamoto City to confirm safety of foreigners and provide information to foreigners, (which were the things we had planned to do at the time of disaster.)

In such a situation, after the main shock, we had a telephone communication with Kitakyushu International Association regarding sending support staff based on the disaster prevention agreement of the Kyushu Liaison Council International Association. At the same time, discussion with NPO National Conference of Multicultural Manager regarding sending multicultural managers began.

On April 20, one staff of the Kyushu Block Council International Association and two NPO National Conference of Multicultural Manager arrived at KIF and activities of Multilingual Disaster Support Center started.



on April 20th, first staff meeting of Multilingual Disaster Support Center

【Activities】

- Translation of disaster information (English, Chinese and Korean). Translated disaster information was posted in the KIF evacuation center, posted on the KIF website and Facebook and the International Division of Kumamoto City posted it on the electric board of the City which can be seen at all the city government. And the information was printed and distributed to foreign evacuees.

The system of getting disaster information of Kumamoto City reached full operation on April 23.

- Patrolling evacuation center (confirmation of safety of foreign sufferers and distribution of support information) was started on the afternoon of April 20. After that, we called each evacuation site and confirmed presence or absence of foreign evacuees based on foreign resident data, and patrolled about 50 evacuation sites.



Making plan of patrolling evacuation sites



From April 23rd Translating English Chinese Korean

【What is Local International Association?】

It is a private international exchange organization. According to the guidelines stated by the Ministry of Internal Affairs and Communications, it is positioned as the core private international exchange association in the Local International Exchange Promotion Policy stipulated by the prefectural government and ordinance-designated cities. The Ministry of Internal Affairs and Communications has designated Local International Associations and gives various assistance.

■CLAIR HP URL <http://www.clair.or.jp>

【What is a multicultural manager?】

It is an expert of multicultural who completed the training course to deepen understanding of various institutions and challenges regarding foreign residence issues and to obtain knowledge to respond to the progress of a multicultural society, as well as to nurture coordination with relevant organizations and departments. Currently 415 multicultural managers are registered. (As of July 2016)

■URL <http://tabumane.jimdo.com>