

Patrolling Evacuation Centers

[Activities]

We started patrolling the evacuation center from the afternoon of April 20. On the first day we focused on the sites where there were many foreign evacuees such as Chinese, Vietnamese, Muslims, international students, and ALTs. We divided staff into three teams and went about ten evacuation centers along with support staff from outside.

On April 21, the next day upon confirming the following through telephone calls, we made round. (Five teams visited more than twenty evacuation center).

On April 22, we patrolled more than thirty evacuation centers and on 23, 24, 27, May 2 and 3, we patrolled more than fifty centers.

- Q1. Are there any foreign evacuees?
(nationality, number of people, children, and infants)
- Q2. What is their visa status?
(exchange student, family, or worker)
- Q3. Are there any foreign children or babies?
- Q4. Can they communicate using Japanese?
- Q5. Is information in foreign languages available or not?



patrolling the evacuations sites and gave multilingual information to Surfing evacuees

Multilingual Information and Advice for Foreigners

After the earthquake happened on April 14, Kumamoto International Foundation (KIF) is providing 24 hours information and assistance in English, Chinese and other languages for foreigners not to miss available public support because of the linguistic or cultural barrier they might face to.

Please inform about KIF to non-Japanese speaker in the affected areas.

Telephone Consultation and Information Service
TEL 096-359-2121

Web Pages
<http://www.kumamoto-if.or.jp/>

Kumamoto International Foundation

- Time : 9 am - 10 pm
- Address : Kumamoto City International Center
4-18 Hanabatake-cho Chuo-ku Kumamoto-shi, 860-0806 Japan
- E-mail : pj-info@kumamoto-if.or.jp (Japanese, English, Chinese)

外国人のための電話相談と情報提供

(一財) 熊本国際交流振興事業団では、平成28年4月14日の地震発生後から、言葉や習慣の違いから情報を入手しにくく、支援を受けられない外国人のための、必要な情報・困りや支援を多言語(日本語、英語、中国語等)で24時間行っています。お困りごとの外国人支援策の力にお役立てください。

電話相談・情報提供
TEL 096-359-2121

ホームページ
<http://www.kumamoto-if.or.jp/>

(一財) 熊本国際交流振興事業団
■ 住所 : 熊本県中央区花田町4番1号 熊本国際交流センター内
■ E-mail : pj-info@kumamoto-if.or.jp (日本語、英語、中国語)

为外国人提供电话咨询和信息

(一般財団法人) 国外人由于语言、生活习惯的差异, 不能及时得到准确信息, 有可能不能及时得到援助的可能性。熊本国际交流振兴事业团, 从2016年4月14日地震发生开始, 为外国人24小时提供多语言(日语、英语、中国语) 援助必要的信息, 如有外国人受灾的请向该团咨询。

电话咨询・信息提供
TEL 096-359-2121

网页
<http://www.kumamoto-if.or.jp/>

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외국인을 위한 전화상담과 정보제공

(일반재단) 구미외국인지원재단은 2016년 4월 14일, 지진 발생 이후, 언어와 습관의 차이 등으로 인해 정보접수나 여생, 지원 등 받을 어려움이 있는 외국인을 위해 필요한 정보제공과 지원을 다중 언어(일본어, 영어, 중국어)로 24시간 진행하고 있습니다.

필요한 정보는 해당 언어로 전화 상담을 부탁드립니다.

전화상담・정보제공
전화 096-359-2121

홈페이지
<http://www.kumamoto-if.or.jp/>

(일반재단) 구미외국인지원재단은 2016년 4월 14일, 지진 발생 이후, 언어와 습관의 차이 등으로 인해 정보접수나 여생, 지원 등 받을 어려움이 있는 외국인을 위해 필요한 정보제공과 지원을 다중 언어(일본어, 영어, 중국어)로 24시간 진행하고 있습니다.

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Inform about the Disaster Multilingual Support Center by the flyer with posted in each Evacuation Center.

(Problems as censured of receiving foreigners at Evacuation Center)

Challenges which foreign evacuees had:

- In many cases foreign residents who understood Japanese felt rather isolated because no Japanese talked to them, or they felt some stress because of the attitude of the Japanese around them. Therefore, some foreigners did not line up for food and ate only instant cup-noodles.
- "Many foreign evacuees felt uneasy because they heard unusual Japanese words such as "Kysuishi" (water station), "Busshi-haikyu" (distribution of materials), "Risai" (affliction) and so on.
- Foreigners who were not good at Japanese or who have different religious backgrounds, such as Muslims, felt much more stress, and some left the sites. As for distributed food, there was no explanation as to the food contents, and no consideration for Halal dishes.