

Problem of the management side at evacuation center

- There were many evacuation sites which did not have a name list of evacuees. Foreigners, in general, are stated as in need of assistance in the times of disaster however, their nationalities were not included on the name list.
- Due to lack of knowledge of foreign languages, relationships sometimes worsened due to lack of communication.

Considerations:

- It is important for the multilingual disaster support center to collaborate with each evacuation center and multilingual information providers. Their native language speakers should be at their side, when they seem uneasy with different languages and cultures.
 - When a Chinese-speaking counselor talked with a Chinese, they smiled for the first time at the site.
 - When a Thai evacuee who could understand Japanese was given information in Thai, this person busted into tears (Information in Thai on the website of Osaka University was shown with a tablet)
- The number of foreign evacuees were fewer than we expected. It seemed that many foreigners (spouses of Japanese and workers staying with family) stayed in their cars. Many exchange students left Kumamoto for a while.

【Operation of evacuation center by foreigners and their sufferer support activities】

Foreigners can be vulnerable to disaster due to differences in language, culture, and having no experience with earthquakes. In spite of this, there were many cases where they showed their multicultural power to support residents in their community who had supported them daily.

- ① Kumamoto University Kurokami Campus evacuation center:
Foreign exchange students mainly operated the evacuation center. They made a list of activities just like a timetable, played games, and did some English activities. They sometimes had film screenings at the Kumamoto University, and thus they supported evacuees.



- ② Kumamoto Islamic Center:

Relief materials were delivered to the Kumamoto Islamic Center (KIC) from Muslims all over Japan. Some volunteers came from Toyama Islamic Center. They not only brought relief materials to the evacuation center, but they also helped senior having a difficult time carrying heavy materials such as water bottles, to their houses from distribution centers.

- ③ Emergency food distribution by foreigners' communities:
Filipino community, Nepali organization and Sri Lanka restaurants distributed food at evacuation sites.

