

Multilingual Information

One of the causes of why foreigners become vulnerable during the disaster is difference in language. Those foreigners who have no problem in daily communication may still have difficulty in applying for disaster certificates or temporary housing by themselves.

They could not understand some Japanese expression which were not used in daily life such as "Kyusui" (distribution of drinking water) or "Haikyu" (distribution) at the evacuation site, and also had difficulties in following the rapid reaction of the Japanese, which caused them uneasiness and stress. Thus, in the time of emergency is indispensable.

We, KIF, made use of the multilingual tools CLAIR (Council of Local Authorities for International Relations) multilingual information service at the time of the earthquake, and delivered disaster mails to warn of the occurrence of earthquakes. and to stay calm, be information was disclosed on the website in Japanese, English and Chinese (Korean has also been added on the website).

At the time of opening of the facility for foreign evacuees, information of transportation, evacuation sites, and public baths were posted in the various languages on the white board at the center, which were the main contents of inquiries from foreigners.

Then the Multilingual Disaster Support Center was established, and on April 23 we had a meeting with International Affairs Division of Kumamoto City. We received the Kumamoto City disaster information issued daily and we posted disaster relief information in Japanese, English, Chinese, and Korean on the Electronic bulletin board of Kumamoto City Office, which made the possibility for it to be read at every evacuation site and to be printed when necessary. We also posted on our website and Facebook as well as on the panel board in the center.

Kumamoto International Foundation
April 24th, 2016
No. 13

Call Center for those whose water service has been disconnected

1. Please call the phone number below if the water service is unavailable.
2. Sunday April 24th, 12:00~
3. Available time: 24 hours
4. TEL: 096-381-5600

(一財) 熊本市国際交流振興事業団
2016. 04. 24
第 013 報

「水が出ない方専用コールセンター」の設置について

1. 水が出ない人は電話してください。
2. 4月24日(日) 12:00~
3. 営業時間 24時間
4. 電話番号 096-381-5600

(一財) 熊本市国際交流振興事業団
2016. 04. 23
第 013 報

● 水道故障專線電話

1. 水道不出水の住戸请拨打电话咨询
2. 4月24日(日) 12:00~
3. 营业时间: 24小时
4. 电话: 096-381-5600

(일반계단) 구마모토국제교류진흥사업단
2016. 04. 24
제 013 보

수돗물이 나오지 않는 분의 전용 콜 센터 설치

1. 수돗물이 나오지 않는 분은 전화 주세요.
2. 4월 24일(일) 12:00 부터
3. 영업시간 24 시간
4. 전화번호 096-381-5600

The number of information provisions was 47 during Phase 1 period (April 23 to May 3, while staff of Kyushu Block International Association and multicultural managers collaborated), and then the foundation took over and provided 83 more information provisions as of July 26.

Support for minority languages:

With the support by the Doctoral Program for Multicultural Innovation, Osaka University (Prof. Toshiya Tsukamoto), information was translated into twelve languages and posted on the website of Osaka University.

URL

http://www.respect.osaka-u.ac.jp/activities/notice/kumamoto_earthquakes_multilingual/

When disaster strikes, receiving information or talking in their mother tongue makes foreigners feel relieved even though they could daily communication in Japanese.

CHOOSE YOUR LANGUAGE

- ▶ English
- ▶ Bahasa Indonesia (Indonesian language)
- ▶ Español (Spanish)
- ▶ Português (Portuguese)
- ▶ ไทย (Thai)
- ▶ 中文 (Chinese)
- ▶ 한국어 (Korean)
- ▶ Tiếng Việt (Vietnamese)
- ▶ Tagalog (Filipino)
- ▶ اللغة العربية (Arabic)
- ▶ नेपाली भाषा (Nepali)
- ▶ Français (French)
- ▶ 日本語 (Japanese)

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