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I want you to know: Supporting non-Japanese* at the time of disaster during the spread of infectious diseases

I want you to do: What You Can Do to Prevent and Mitigate Disasters

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* In this report, we utilize the terms below as per our references:

- Non-Japanese : People from another country who are not of Japanese nationality.
- International Residents: People from another country who are not of Japanese nationality, and are registered under the Basic Resident Registration System in Japan.

** Many dimensions of the new coronavirus infectious disease, COVID-19, have not yet been elucidated. Optimal responses to the disease may change in the future. In addition to the material in this report, please refer to the websites of the Ministry of Health, Labor and Welfare and related ministries, websites of academic societies, etc., to stay up-to-date on the latest information.

* *Please refer to “Concepts and Tips for Providing Reasonable Consideration Based on Risk Communication” (DRI Special Issue No.3) for guidance on providing rational consideration to all disaster victims.

Overview

For this report, we conducted an interview survey with international residents on the theme, “**What are you worried about if a disaster occurs while infectious diseases are widespread?**” Based on the results, we summarized the general responses and concerns of many international residents.

● *For local government staff and international associations staff:*

Many residents are worried about the current situation, and this includes international residents. Before a disaster occurs, it is necessary to comprehensively understand the needs of international residents in order to provide them with reasonable consideration in advance. Such consideration will likely include services such as multilingual information dissemination and consultation. If your agency is engaged in providing these services, please refer to the section of this report entitled “I Want You to Know: Reasonable Consideration For Non-Japanese Required by Local Governments.”

If an international resident approaches the consultation counter or the international association for consultation, we would be grateful if you would review the “List of Anxiety Issues and Sample Answers (Q&A) for International Residents” section of this report in order to provide them with the best possible assistance. If you wish to provide additional support to local residents—including international residents who are not used to disasters—please disseminate the “I Want You to Do: Disaster Prevention and Mitigation Measures that You Can Take” section of this report. This document will help them to think through potential scenarios and prepare for disaster measures in advance.

● *For the international residents*

We recognize that you may have many concerns. However, we believe that international residents should be prepared and ready to take action in the event of a disaster. To consider disaster prevention measures in advance, please refer to our “List of Anxiety Issues and Sample Answers (Q&A) for International Residents.”

Additionally, please be proactive about accessing up-to-date information from the government. You can refer to “I Want You to Do: Disaster Prevention and Mitigation Measures that You Can Take” and “Reference List” for more information. Thinking about your countermeasures well in advance, and preparing appropriately for them, will enable you to act calmly in the event of a disaster.

Contents

- I Want You to Know: Reasonable Consideration for Non-Japanese Required by Local Government, p. 3
- List of Anxiety Issues and Sample Answers (Q&A) for International Residents, p. 5
- I Want You to Do: Disaster Prevention and Mitigation Measures You Can Take, p. 13
- Reference List p. 14

I Want You to Know: Reasonable Consideration for International Residents Required by Local Governments

* Please refer to “Concepts and Tips for Providing Reasonable Consideration Based on Risk Communication” (DRI Special Issue No.3) for more information on rational consideration for all disaster victims.

Many international residents live in your town, and oftentimes they do not know what to do when a disaster occurs. The prevalence of infectious diseases has likely made their anxiety levels even higher. Although it is necessary for international residents to actively prepare for disasters and to collect information by themselves, we propose that the government should actively take measures to respond to international residents’ needs and worries. While it is necessary to promote rational consideration for non-Japanese from various perspectives, here we will focus on the issues of **information transmission** and **discrimination**.

There are two types of **information**: "stock information" and "flow information"¹⁾.

“Stock information” is information that has been provided in advance, or information that has been accumulated through previous education and training. It is a starting point.

“Flow information” is information that is provided during a disaster (danger information) and immediately after (response information). Even if you receive danger information (eg, an earthquake has occurred) or response information (eg, an evacuation order) after a disaster, you cannot take the appropriate evacuation actions without stock information.

In Japan, there is a cultural communication bias in which many messages are omitted or absorbed without commentary. The listener's efforts are often required in order comprehend the speaker's intention. This is called a “high-context culture” bias. In any environment where multinational people gather, high-context culture communication is often ineffective because knowledge and values are not shared universally between the groups²⁾. In other words, translating the information as it is provided to Japanese people does not necessarily mean that it will be fully understood by non-Japanese people. They may struggle to interpret the information and take the correct corresponding actions.

Before a disaster occurs, we would like you to pay attention to the differences in stock information regarding "infectious diseases" and "disaster." Please also take note of differences in how this information is collected, and consider how different cultures, customs, and ways of thinking may influence how the information is understood. When it comes to the topic of "infectious diseases," for example, there are cultural differences in how people may understand "handwashing," "gargling," and "masks." There are also differences in how they may think about diseases and infectious diseases in their home countries, vaccinations, medical examinations, medical systems, and medical examination cultures. Regarding differences in stock information on the topic of "disaster," for example, phrases such as "seismic intensity 7," "be careful of aftershocks," or "prepare for evacuation/ evacuation start of elderly people and others" may not be understood cross-culturally. People may therefore misinterpret the risk of the disaster. In response to such kinds of culturally-specific stock information, we often hear sentiments such as "I don't know how to evacuate," "I don't know the location of the shelter or the services that can be provided," or "I do not know what to do at the shelter."

We would therefore like you to consider the content, frequency, and method of information transmission, taking into account the diverse backgrounds and needs of international residents. If possible, it is most effective to collaborate with international exchange associations in your area or prefecture. These associations can provide multilingual information based on native checks, along with information about places where multilingual consultation counters are located and their contact information. It is also important to include expressions such as "available to international residents" when transmitting information.

According to the Japanese Red Cross Society, “discrimination” is one of the three faces of the new coronavirus³⁾. When the new coronavirus infection first emerged in Japan, there were news reports with titles such as "non-Japanese not allowed to enter the store"⁴⁾. Similar trends were noted during the time of the Great East Japan Earthquake in 2011, when it was reported that non-Japanese—especially Asian non-Japanese—were associated with criminal activity⁵⁾. Discrimination against non-Japanese occurs not only during periods of disaster, but also during normal times. In December 2019, Kawasaki City passed the “Ordinance for town development that respects human rights without discrimination.” It is necessary for each

person to understand and make efforts to eliminate discrimination, but it is also important for the government to regularly call attention, send correct information regarding hoaxes, and create an environment where international residents can access consultation services.

●References

- 1) 田村太郎：「災害時における外国人への対応」(『自治体国際化フォーラム』自治体国際化協会 2017年6月)
(http://www.clair.or.jp/j/forum/forum/pdf_332/04_sp.pdf) (05/30 アクセス)
- 2) エリン・メイヤー,他：「異文化理解力 — 相手と自分の真意がわかるビジネスパーソン必須の教養」, 英治出版, 2015.
- 3) 日本赤十字社：「新型コロナウイルスの3つの顔を知ろう！～負のスパイラルを断ち切るために～」,
(http://www.jrc.or.jp/activity/saigai/news/200326_006124.html) (05/19 アクセス)
- 4) 朝日新聞：「新型肺炎を理由に「中国人は入店禁止」 箱根の駄菓子店」
(<https://www.asahi.com/articles/ASN1P6Q80N1PULOB02D.html>) (05/30 アクセス)
佐賀新聞 Live：「<新型コロナ>外国人入店拒否「ナンセンス」 佐賀県知事が苦言」
(<https://www.saga-s.co.jp/articles/-/505451>) (05/30 アクセス)
- 5) 郭基煥：「災害と外国人—母国に「逃げる」ことを中心に」, 東北学院大学経済学論集第177号, pp447-457

From the end of April to the middle of May, with the cooperation of international students^{*)}, the authors interviewed 32 international residents in Japan of different ages, residence statuses, nationalities, periods of arrival, and lifestyles. Our survey questions were focused on the theme, "**What are you worried about if a disaster occurs while infectious diseases are widespread? Do you have any problems?**" The following is a summary of the concerns of the international residents, and the general responses are summarized as response examples.

^{*)} See authors

List of the Concerns of International Residents

● Preparation for evacuation

- Q1: When a disaster occurs, if someone can understand our language, he/she can take us to the evacuation center or shelter and tell us about the situation. However, what if there are not people who can understand us nearby?
- Q2: What if lifelines and logistics stop and it becomes impossible to provide food and daily necessities?
- Q3: What should we do if we panic in the event of an actual disaster, forgetting the self-help knowledge that we have learned so far?
- Q4: Can we evacuate with our pet?

● Evacuation to save lives

- Q5: If there are a lot of people in the shelter and there is a high risk of infection, should we evacuate?
- Q6: In a densely populated location such as a shelter, there is a high possibility that infectious diseases will be transmitted. How will local government or shelter management organizations improve the shelter environment? For example: I want to know how to disinfect on a regular basis.
- Q7: Evacuation beyond the local area is contrary to corona measures, but is it still possible to evacuate outside of the prefecture or abroad?

● Support available at the shelter

- Q8: If our smartphone batteries run out due to a power outage, how will we access information?
- Q9: Where can we access supplies? What kind of support system and support menu is available at the shelter? For example: will masks and protective clothing be provided?

● Impact on life after disaster

- Q10: If there is a loss of electricity or communication, how can we confirm the safety of our family and acquaintances? How can we contact our family and close friends abroad?
- Q11: What should we do if we think we may be infected, but we cannot communicate this in Japanese?
- Q12: Our status of residence will soon expire, but we cannot obtain the necessary documents for the application procedure. Our situation has changed due to the disaster, and we do not meet the requirements for renewal. What should we do?
- Q13: Since husband and wife are dual-income, and the children are very small, is there any place to leave them?
- Q14: After a disaster, medical resources may be insufficient. How can we secure medicine for chronic illness? If we get hurt, will we be able to access medical treatment?

● Mental health

- Q15: How can we manage our mental health after a disaster?
- Q16: Uneasiness makes it easier to believe hoaxes and spread anxiety. How can we reduce anxiety levels in the community?
- Q17: We are concerned about discrimination against non-Japanese and damage to our reputation. How can we address this?

Sample Answers

● Preparation for evacuation

Q1: When a disaster occurs, if someone can understand our language, he/she can take us to the evacuation center or shelter and tell us about the situation. However, what if there are not people who can understand us nearby?

If you know someone near your neighborhood who can communicate with you, discuss where to meet them in advance. If you don't know anyone, say hello to your neighbors or make a connection with neighborhood groups and neighborhood associations. This will enable you to help each other in the event of a disaster.

In many cases, multilingual information is not accessible immediately after a disaster. It is advisable in that case to use a smartphone dictionary or translation application^{Q1-a)}. If possible, obtain a translation machine such as PocketTalk. Communication boards^{Q1-b)}^{Q1-c)} and disaster multilingual information creation tools^{Q1-d)} can be used at evacuation places or shelters. Note that the automatic translation of addresses and technical terms may not be fully accurate, so please refer to the Meteorological Agency's multilingual dictionary^{Q1-e)}. You can also check locations by utilizing the map GPS tool.

If you need translation services in the event of a disaster, please contact the "Multilingual Information Support Center for Disasters" established by prefecture and local governments or international associations. If no multilingual information support centers are accessible to you at the time of disaster, please reach out to either the contact point of your local government or the international exchange group in your area.

● References

- Q1-a. 観光庁：「VoiceTra」(<https://www.mlit.go.jp/common/001150505.pdf>) (05/19 アクセス)
- Q1-b. 公益財団法人明治安田こころの健康財団：「救急用コミュニケーション支援ボード」：
(https://www.my-kokoro.jp/communication-board/pdf/communication_board_rescue_japan.pdf) (05/19 アクセス)
- Q1-c. 株式会社情報センター出版局：「新型コロナウイルス対応指さし会話」
(<https://www.yubisashi.com/covid19/#sougou>) (05/25 アクセス)
- Q1-d. 自治体国際化協会：「災害時多言語情報作成ツール」
(<http://www.clair.or.jp/j/multiculture/tagengo/tool.html>) (05/19 アクセス)
- Q1-e. 気象庁：「多言語辞書データ」(<https://www.data.jma.go.jp/developer/multilingual.html>) (05/22 アクセス)

Q2: What if lifelines and logistics stop and it becomes impossible to provide food and daily necessities?

The national and local governments will provide supplies, but personal preparation is also very important. It will be too late to make plans after the disaster occurs, so let's prepare in advance. In particular, children, elderly people, people with disabilities, people with allergies, people with dietary restrictions, and families with pets should prepare for their needs well in advance.

Take stock of what you need in advance using the disaster prevention guidebook (p14 reference list) of the local government and private information sites^{Q2-a)}, ^{Q2-b)}, ^{Q2-c)}. For example: in your emergency bag, prepare a week's worth of water, food, required medicines and daily necessities, a mask for infectious disease control^{Q2-d)}, a thermometer, etc. (It is also advisable to include your residence card and passport if possible).

● References

- Q2-a. 人と防災未来センター：「減災グッズチェックリスト（多言語）」
(http://www.dri.ne.jp/utility/utility_checklist) (05/19 アクセス)
- Q2-b. (公財) かながわ国際交流財団：「外国人住民向け防災啓発資料『災害への備えは大丈夫？』（多言語）」
(http://www.kifjp.org/kcns/guide_japanese/) (05/19 アクセス)
- Q2-c. yahoo×ダイバーシティ研究所：「防災ダイバーシティ - 人の数だけ、備えがある。(英語あり)」
(<https://bosaidiversity.yahoo.co.jp/>) (05/30 アクセス)

Q2-d.江戸川区：「新型コロナウイルスの流行中に大地震が発生したら」
(<https://www.city.edogawa.tokyo.jp/e008/bosaiizen/bosai/jijo/imadekirukoto.html>) (05/19 アクセス)

Q3: What should we do if we panic in the event of an actual disaster, forgetting the self-help knowledge that we have learned so far?

We recommend that you participate in disaster prevention drills during normal times. However, the present circumstances have made it difficult for people to gather and conduct trainings. Current training resources include "Meguro Maki" (Q3-a), created by Professor Kimiro Meguro of the University of Tokyo, and "Get Ready for Disaster NOW (Multilingual Edition) (Q3-b)" created by the Aoba International Lounge in Yokohama City. These resources enable you to consider your behavior in response to different conditions that could occur during a disaster. In the case of a real disaster, you may find that conditions differ from the training. However, thinking about potential scenarios in advance will enable you will to be less prone to panic in the event of a disaster.

● References

Q3-a. 東京大学 生産技術研究所 目黒研究室：「目黒巻とは」
(http://risk-mg.iis.u-tokyo.ac.jp/meguromaki/src/1350/meguro_maki.pdf) (05/19 アクセス)

Q3-b. 横浜市青葉国際交流ラウンジ：「防災すごろく（多言語版）」
(https://aoba-lounge.com/index.php?option=com_content&view=article&id=68&Itemid=1255&lang=ja) (05/19 アクセス)

Q4: Can we evacuate with our pet?

During general disasters such as earthquakes or floods, evacuation with pets is now being promoted. Some shelters accept pets. However, depending on the shelter, pets may be kept outdoors and therefore cannot always live together with their owners.

During an epidemic, it can be difficult to evacuate to shelters with your pet. When considering evacuation with pets, it is necessary to prepare a pet rescue measure (Q4-a) in case of a disaster. In addition, please consult with your local government about whether or not pets are accepted at the shelters and any necessary precautions.

If your pet can not be accepted at the shelter, please consult the animal welfare department of the public health center (health and welfare center etc.), stay in the car or tent with your pet, leave it to an acquaintance, leave it in a pet shelter, etc. Please consider your method of choice in advance. In any case, please make sure that your evacuation area is a safe place. If you are staying in a car, be mindful of your health (keep your body as healthy as possible and keep hydrated).

● References

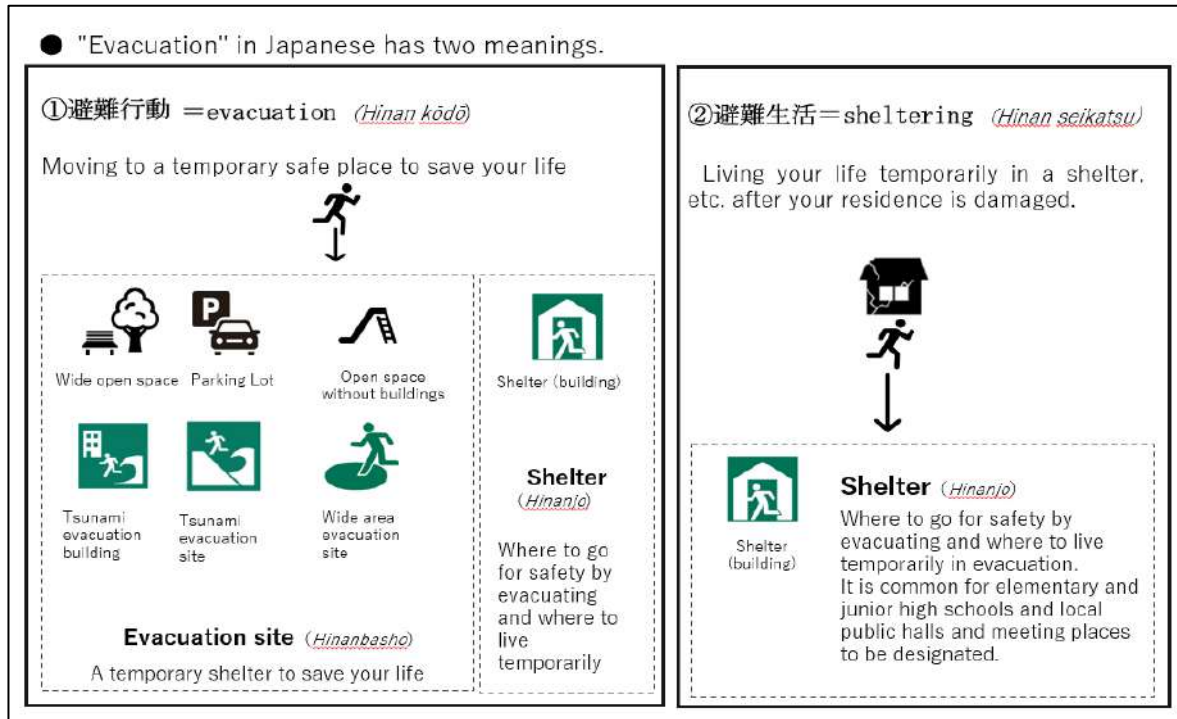
Q4-a. 環境省「災害時におけるペットの救護対策ガイドライン」
(https://www.env.go.jp/nature/dobutsu/aigo/2_data/pamph/h2506/ippan.pdf) (05/19 アクセス)

Q4-b. 長野県：「長野県避難所運営マニュアル策定指針」
(https://www.pref.nagano.lg.jp/bosai/kurashi/shobo/bosai/bosai/documents/200526hinannjoguideline_all.pdf) (05/31 アクセス)

● **Evacuation to save lives**

Q5: If there are a lot of people in the shelter and there is a high risk of infection, should we evacuate?

First, let's understand “evacuation.”



Q5-Figure: Tips for evacuation

It is necessary to understand that "evacuation" means to "avoid difficulties" (**actions to save lives from disasters**), and it is best for people to consider various evacuation destinations ^{Q5-a)} as options so long as they can avoid difficulties.

Regarding evacuation movements: after confirming the safety of your home and its surroundings, please consider an acting on an evacuation plan ^{Q5-b)}. Make plans for “when”, “where” and “how” to evacuate in advance.

For example:

You have confirmed the safety of your home → "Ensure safety at home"

My home is damaged, and I am anxious/I want to evacuate as soon as possible → “Move to a safe place”

E.g.) → Temporary evacuation site, evacuation to safe relatives/acquaintances' homes, hotels*1), shelters, stay in the car *2).

*1: Staying somewhere at your own expense is one of the evacuation actions you can take to protect yourself. Depending on the local government, a hotel may be designated as a medical treatment accommodation facility for ill persons or a welfare shelter.

*2: If it is raining heavily, carefully assess the surrounding conditions before evacuating.

If you decide to go to a place where a lot of people have gathered, such as a shelter, check the conditions of the location ^{Q5-c)} in advance and be sure to bring your own infectious disease prevention goods ^{Q5-d)}, ^{Q2-c)}. Unlike in the case of temporary evacuation behavior, you need to pack different items in preparation for evacuation life, such as bedding or livingware. Please refer to the DRI Special Issue No.1^{Q5-e)} for short-term evacuation lives at shelter.

● **References**

Q5-a. しんがた 新型コロナウイルス感染症と災害避難研究会:「しんがた 新型コロナウイルス感染症流行時の災害と避難環境を考える手引き (地方自治体編)」 (<http://www.npo-cemi.com/covid-19/livingwithcorona.pdf>) (05/19 アクセス)

- Q5-b. 内閣府：「内閣府避難行動判定フロー」 (<http://www.bousai.go.jp/pdf/colonapoint.pdf>) (05/19 アクセス)
- Q5-c. 国土交通省：「重ねるハザードマップ」 (<https://disaportal.gsi.go.jp/>) (0519 アクセス)
- Q5-d. JVOAD避難生活改善に関する専門委員会：「新型コロナウイルス 避難生活お役立ちサポートブック (第2版)」 (<http://jvoad.jp/wp-content/uploads/2020/06/d9f7d81889f8c980e6d4958a150d7730.pdf>) (06/07 アクセス)
- Q5-e. 人と防災未来センター 研究員 高岡誠子：「避難所開設での感染を防ぐための事前準備チェックリストー手引き版ー」 (http://www.dri.ne.jp/research/research_reports) (05/19 アクセス)

Q6: In a densely populated location such as a shelter, there is a high possibility that infectious diseases will be transmitted. How will local government or shelter management organizations improve the shelter environment? For example: I want to know how to disinfect on a regular basis.

The Cabinet Office has issued a document entitled, "To local governments: To further respond to new coronavirus infectious diseases in evacuation centers" (Q6-a). Various related organizations and groups are also considering this issue. Please check the websites and public relations information of the Japanese Government, or local government, where you are living.

If the shelter you have evacuated to does not have any countermeasures in place, let's aim to improve the situation together with the operator of the shelter by referring to (Q2-c), (Q5-a), (Q5-d), (Q5-e) mentioned above.

● References

- Q6-a. 内閣府：「避難所における新型コロナウイルス感染症への更なる対応に」 (http://www.bousai.go.jp/pdf/hinan_korona.pdf) (05/19 アクセス)

Q7: Evacuation beyond the local area is contrary to corona measures, but is it still possible to evacuate outside of the prefecture or abroad?

Since movement over a wide area involves the risk of spreading infectious diseases, national and local governments may ask you to refrain from movement beyond the prefectural area during the prevalence period of the disease. If you do so, consider moving to a safe location without exceeding the government self-restraint requirements.

However, staying in a disaster-stricken area and evacuating to a place where people are crowded can lead to the spread of infection. If you need to evacuate from outside the of the prefecture or overseas (Q7-a) due to unavoidable circumstances, be sure to keep your physical condition under control. Refrain from going out for two weeks at the destination, self-monitor the condition of your health, and try to prevent the spread of the infection. If you are worried, talk to the municipality of the destination location.

● References

- Q7-a. 外務省：「海外安全ホームページ」 (<https://www.anzen.mofa.go.jp>) (05/19 アクセス)

● Support available at the shelter

Q8: If our smartphone batteries run out due to a power outage, how will we access information?

In case of a power failure, you can use your phone by keeping the mobile battery or an old cell phone charged. If you go to a shelter, there may be a power supply and a charging corner.

Immediately after a disaster, the amount of information available increases. Translating it into multiple languages takes time. If you want to look up information right away, we recommend using a translation tool. In addition, information on the radio can be useful in the event of a disaster. NHK radio and other services provide multilingual broadcasting. Information can be obtained by preparing the radio or installing an application that allows you to listen to the radio on your smartphone. You can also use the communication board (Q1-b) to ask Japanese people.

Q9: Where can we access supplies? What kind of support system and support menu is available at the shelter? For example: will masks and protective clothing be provided?

Relief supplies are often distributed at the shelter. Refer to regional disaster prevention plans, disaster prevention maps, and disaster prevention guidebooks (which may be multilingual) for specific information about this. Please determine the location of shelters and relief supplies support place in your area in advance of a disaster.

Since the support menu and subsidy systems differ depending on the scale of the disaster, please check the website of your local government at any time after the disaster. Alternatively, you may contact the victim counseling service at local government office.

● Impact on life after disaster

Q10: If there is a loss of electricity or communication, how can we confirm the safety of our family and acquaintances? How can we contact our family and close friends abroad?

Please refer to Q8 for measures against power failure.

You should try to discuss contact plans with your family members, friends, and acquaintances in advance of an emergency. In the event of a disaster, you can use the "Disaster Emergency Message Service" (Disaster Emergency Message Dial(171)), Disaster Emergency Message Board, Disaster Emergency Message Board (web171), and Disaster Voice Messaging Service) ^{Q10-a)}. For emergency use in the event of a disaster, Wi-Fi "00000JAPAN" will be released free of charge.

If you want to check your family members, friends, or acquaintances' safety, you can use tools such as Facebook's "Disaster Information Center" and Google Person Finder.

● References

Q10-a.総務省：災害用伝言サービス

(https://www.soumu.go.jp/menu_seisaku/ictseisaku/net_anzen/hijyo/dengon.html) (05/19 アクセス)

Q11: What should we do if we think we may be infected, but we cannot communicate this in Japanese?

In Japan, medical interpreter initiatives are available. If you need a medical interpreter, please contact the international exchange association or consultation desk in your area. However, at times when infectious diseases are prevalent, a medical interpreter might not be available to accompany you. It is necessary to ask the medical institution to see if a medical interpreter can accompany you. There are also medical institutions ^{Q11-a)}, ^{Q11-b)} that provide medical treatment using telephones and information communication devices. A multilingual consultation phonenumber ^{Q11-c)} is also available.

● References

Q11-a.厚生労働省：「新型コロナウイルス感染症の感染拡大を踏まえたオンライン診療について」
(https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/iryuu/rinsyo/index_00014.html) (05/19 アクセス)

Q11-b.厚生労働省：「希少言語に対応した遠隔通訳サービス事業」
(https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/iryuu/newpage_00002.html) (05/19 アクセス)

Q11-c.AMDA国際医療情報センター(多言語)：「電話医療相談」
(<https://www.amdamedicalcenter.com/>) (05/19 アクセス) tell:03-6233-9266

Q12: Our status of residence will soon expire, but we cannot obtain the necessary documents for the application procedure. Our situation has changed due to the disaster, and we do not meet the requirements for renewal. What should we do?

In the event of a large-scale disaster or the spread of an infectious disease, special measures may be taken to extend or change the period of stay for those who cannot come to the Immigration Bureau for procedures. Please consult with the Immigration Bureau of each region or the consultation desk of the International Association ^{Q12-a}.

• References

Q12-a. ^{でにゆうこくざいりゆうかんりちよう} 出入国在留管理庁 : 「^{ざいりゆうしんせいてつづき} 在留申請手続のオンライン化がスタート!!」
(<http://www.immi-moj.go.jp/tetuduki/zairyukanri/onlineshinsei.html>) (05/19 アクセス)

Q13: Since husband and wife are dual-income, and the children are very small, is there any place to leave them?

Many parents could not go to work when schools and nurseries were closed due to the spread of the new coronavirus infectious disease (COVID-19). If you have special circumstances—such as employment at a medical institution—your child may be eligible for care. Please consult your school or nursery school.

Additionally, there are cases in which NPOs and volunteer groups provide services for children at shelter. Even if you aren't employed you can use these services, which may include house cleaning or volunteer childcare.

Q14: After a disaster, medical resources may be insufficient. How can we secure medicine for chronic illness? If we get hurt, will we be able to access medical treatment?

If you have a medical condition such as a chronic illness, consult with your doctor beforehand. It is important to keep an up-to-date medication notebook (a record that shows your medication history) ^{Q14-a}. Alternatively, you can take a picture of the prescribed medicine with your phone camera.

In normal times, it is important to devise a place to store the medicine; for example, place it somewhere that is safe from floods and can be accessed immediately when evacuating.

After a disaster, public health nurses and medical teams will patrol the shelters. In addition, at shelters, you will often receive information about the clinics that are open (information compiled by public health centers and NPOs, etc.). You can also ask the public health center in your area.

Some medical institutions have switched to online medical treatment due to the spread of the new coronavirus infection. This method of care can also be used in the event of a disaster. In the case of an emergency that requires in-person treatment at a hospital, call 119 and request an ambulance.

• References

Q14-a. ^{たげんごぼん} 多言語版おくすり手帳普及プロジェクト :
(<https://www.facebook.com/多言語版おくすり手帳普及プロジェクト-1784784988486812/>) (06/01 アクセス)

Q14-b. ^{かながわけんぜんいき} 神奈川県全域・^{とうきょうたまちいき} 東京多摩地域の^{ちいきじょうほうかみ} 地域情報紙 ^{あおぼくぼん} タウンニュース (青葉区版) : ^{あおぼくやくざいしかい} 青葉区薬剤師会「おくすり手帳を外国人に」(<https://www.townnews.co.jp/0101/2018/05/03/429977.html>) (06/01 アクセス)

● Mental Health

Q15: How can we manage our mental health after a disaster?

One of the things to consider in advance is how you might feel after a disaster. You can refer to books such as “Care for the Heart in a Disaster”^{Q15-a}). If you feel depressed after a disaster and cannot sleep well, please consult an expert (a counselor, doctor, etc.).

● References

Q15-a. ピースマインド株式会社: 「災害時の心ケア」: (<http://www.eijipress.co.jp/sp/shinsai/>) (05/19 アクセス)

Q15-b. 兵庫県こころのケアセンター: 「心的外傷」: (<http://www.j-hits.org/kokoro/index.html>) (05/30 アクセス)

Q16: Uneasiness makes it easier to believe hoaxes and spread anxiety. How can we reduce anxiety levels in the community?

In order to reduce your anxiety, it is important to first confirm the validity of any information that seems to be dubious or unconfirmed. Check where and when the information came from, and then cross-check it not only on the Internet but also on multiple sources (television news, newspapers, radio, etc.). After verifying the information, take responsibility and pass it on to your acquaintances and community members^{Q16-a}).

● References

Q16-a. 一般財団法人 日本データ通信協会: 「災害に関連するデマ情報に注意しましょう」
(<https://www.dekyo.or.jp/soudan/contents/eq/>) (05/19 アクセス)

Q17: We are concerned about discrimination against non-Japanese and damage to our reputation. How can we address this?

In the event of a disaster, both non-Japanese and tourists can evacuate to the shelters designated by the local government. Both demographics are entitled to support. If you are unable to access a shelter or support simply because you are non-Japanese or have a different skin color, that is discrimination. If you experience any kind of discrimination, please talk to Human Rights Office^{Q17-a}).

Since the new coronavirus infection (COVID-19) began spreading, we have often heard about cases of discrimination against healthcare workers, patients, or people from countries and regions where the number of infected people has exploded. If you receive any improper treatment, do not worry alone; please consult^{Q17-b}), ^{Q17-c}). You may also use the police consultation phone # 9110^{Q17-d}). If you are subject to any form of abuse or violence, you can call the police and take legal action.

● References

Q17-a. 法務省: 「外国人のための人権相談」、(<http://www.moj.go.jp/JINKEN/jinken21.html>) (05/19 アクセス)

Q17-b. 法務省: 「外国語インターネット人権相談 (English)」
(https://www.jinken.go.jp/soudan/PC_AD/0101_en.html) (05/19 アクセス)

法務省: 「外国語インターネット人権相談 (中国語)」
(https://www.jinken.go.jp/soudan/PC_AD/0101_zh.html) (05/19 アクセス)

Q17-c. (一社) 社会的包摂サポートセンター: 「よりよいホットライン外国語専門ライン」
(<https://www.since2011.net/yorisoi/n2/>) (05/19 アクセス)

Q17-d. 政府インターネットテレビ: 「警察に相談 #9110」
(<https://nettv.gov-online.go.jp/prg/prg8410.html>) (06/09 アクセス)

I Want You to Do: Disaster Prevention and Mitigation Measures You Can Take

No matter where you live in Japan, you may experience an earthquake. Additionally, there have been many typhoons in recent years and their scale has grown. In order to live safely in Japan, we must always be prepared for disasters to happen. It is not just the job of the national, local government or local voluntary disaster prevention organizations to prepare for disasters. Each of us must prepare for ourselves and our families. This kind of action is called "self-help" and is critical to saving lives. During the spread of infectious diseases, support may not be immediately available and "self-help" becomes even more important.

Disaster prevention/mitigation does not have to be difficult, and it is important to consider what could happen if a disaster were to occur. Thinking about preparations and evacuation behavior using the "Meguro Maki"^{Q3-a)} (mentioned above) is a good place to start. We hope you will take time to think about saving your life, but if you do not have the time, why not take 5 minutes to think through your first concerns?

For example, in the process shown in Figure 1, you can first consider what you are likely to worry about. From there, you'll be able to sort out what you can do now and what you will be able to do when you are ready. As you go through the exercise, the things you can not do will also become clear.

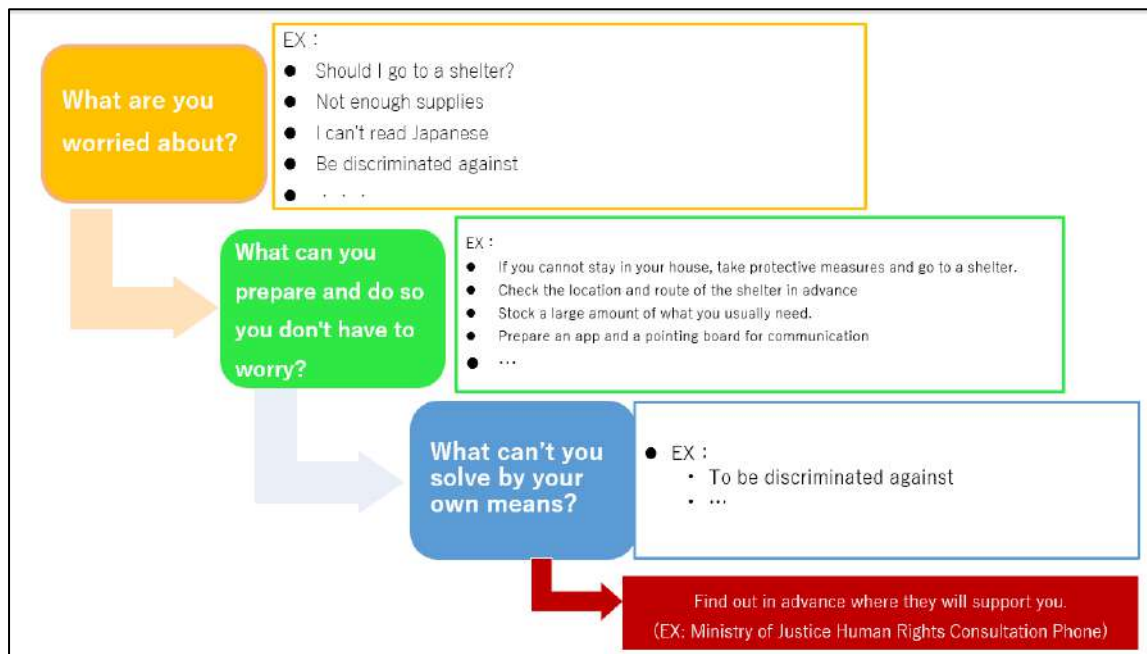


Figure 1: Thought process (one example)

Even if you identify many things that you cannot do, do not give up. It is also important to study disaster prevention and infectious disease knowledge, discuss with friends, family, and communities, and consult with experts, support groups, and local governments.

The Japanese language may be difficult, but it is useful to take some time in advance of a disaster to learn, listen to, and translate what you would want to say. In the event of a disaster, even if you cannot speak perfect Japanese, it is very important that you are able to communicate effectively and convey your needs to the people around you (whether it is through fragmentary Japanese words, English, writing kanji, or gesturing).

The near future is likely to involve the coronavirus, so the possibility of home evacuation is also high. From this point onwards, aim to actively collect information from your municipality. Prepare for what you can do to survive! In the event of a disaster, you can take action to protect your life and help other people in your area who need help.

Reference List

(In addition to Q & A, you can refer to the following)

● Multilingual disaster prevention information

■ Videos

- Multilingual Disaster Prevention Video (12 languages) たげんごぼうさい 多言語防災ビデオ「じしん地震！ときその時どうする？」
げんご (12言語) (せんだいかんこくこくさいきょうかい 仙台観光国際協会)
<http://int.sentia-sendai.jp/j/life/bousai.html>
- English Explanation of Japanese Weather Warning Levels (Effective 2019) 【すいがい「水害・どしゃさいがい土砂災害に係るかか警戒けい」
かい 戒レベルのどうにゆう導入について】えいごばん 英語版】(おおさかふしじょうなわてし 大阪府四条畷市)
<https://www.city.shijonawate.lg.jp/site/bousai/english-weather-warning-levels.html>

■ Apps

- Useful apps and websites in the event of a disaster (Cabinet Office)
<http://www.bousai.go.jp/kokusai/web/index.html>
- App for providing information at the time of a disaster 「Safety tips」
https://www.mlit.go.jp/kankocho/news08_000277.html

■ Guidebooks

Various local governments, international exchange associations, and support organizations produce multilingual disaster prevention guidebooks and pamphlets. Search for "**Bosai**" (防災) on the homepage of the prefecture of your residence, the municipality, or the international association. If local information is not available, you can refer to the following:

- Tokyo Metropolitan Government: "Disaster Preparedness Tokyo" (English, Chinese (simplified / traditional), Korean), <https://www.bousai.metro.tokyo.lg.jp/1002147/1002260/index.html>
- Kanagawa Prefecture, Kanagawa International Foundation :
 - ① "Multilingual Disaster Prevention Information <Earthquake> / <Typhoons / Heavy Rain>" (English, Chinese, Spanish, Portuguese, Tagalog, Vietnamese)
 - ② "Disaster Preparedness Booklet" (Chinese, Korean, Tagalog, Portuguese, Spanish, Vietnamese, English, Thai, Cambodian, Lao, Nepalese)
<http://www.kifjp.org/shuppan/multi#bousait>
- Shizuoka Prefecture: "Evacuee Life Guide for Foreign Residents" (English, Portuguese, Filipino)
<https://www.pref.shizuoka.jp/kenmin/km-160/takikaku.html>
- Okayama Prefecture: "Disaster Prevention Guidebook for Foreign Residents" (English, Chinese, Korean, Portuguese, Vietnamese), <https://www.pref.okayama.jp/page/detail-31559.html>
- Kumamoto Prefecture: "Disaster Preparedness English Pamphlet for Foreign Residents" (English, Chinese, Korean, Vietnamese), https://www.pref.kumamoto.jp/kiji_30439.html

● Infectious disease information

■ Multilingual comprehensive site

- Ministry of Justice: "Resident application for residence and Daily life support for foreign nationals"
http://www.moj.go.jp/nyuukokukanri/kouhou/nyuukokukanri01_00154.html
- Ministry of Justice: "A Daily Life Support Portal For Foreign Nationals (Medical Services)"
http://www.moj.go.jp/nyuukokukanri/kouhou/nyuukokukanri10_00052.html
- Council of Local Authorities for International Relations: "About New Coronavirus Infection" Multilingual Template", http://www.clair.or.jp/j/multiculture/tool_library/tools/114526.html
- Mioh Association For Global Awareness: "Minoh Multilingual Portal", <https://portal.mafga.or.jp/>
- "COVID-19 News & Information in Japan" (volunteer group formed by students and graduates of Tokyo University): COVID-19 Multilingual Information Portal, <https://covid19-tagengo.com/>

●Site for supporters (mainly in Japanese)

- (Japanese) Council of Local Authorities for International Relations: New Coronavirus-related information (for supporters)
<http://www.clair.or.jp/tabunka/portal/info/contents/114514.php>
- (Japanese) たぶんかきょうせい多文化共生マネージャー ぜんこくきょうぎかい全国協議会: New Coronavirus-related information (for supporters)
<https://www.npotabumane.com/>

Conclusions

Although we use the term "non-Japanese" in this paper, we recognize that this category includes many different languages, customs, religions, lifestyles, cultures, worries, and anxieties. This report introduces some of them. In order to reduce the “language barrier,” “mental barrier,” and “institutional barrier” for non-Japanese, we wish to promote the rational consideration of international residents based on their individual circumstances and needs.

At times when infectious diseases are spreading, we have to make full use of the human and material resources in our area. There are some cases in which non-Japanese do not have sufficient understanding of Japanese language or Japanese society, but this does not mean that nothing can be done in the event of a disaster. For example, there was a case in which a disaster prevention leader of international residents from Soja City, Okayama Prefecture rescued a Japanese victim by boat ¹⁾ during heavy rainfall in July 2018. In the future, more and more local governments will support international residents as active members of the local community. We believe it is necessary to think about life after the coronavirus and how to develop disaster responses together with international residents.

Finally, we want to acknowledge that the new coronavirus infection (COVID-19) is spreading all over the world, including in Japan. We would like to express our sincere condolences to the deceased people and their families, and our sympathies to those who have been infected. We would also like to express our deep gratitude to everyone, including the medical staff, who are working hard in extremely difficult situations.

●References

- 山陽新聞：「豪雨教訓 災害時の外国人支援学ぶ 全国の自治体職員ら倉敷市訪問」
(<https://www.sanyonews.jp/article/960607>) (06/04 アクセス)

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- 2020/6/9 First release of "Temporary Report No.4"
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