

Operation of Evacuation Center and Support for non-Japanese

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1. The International Center as an evacuation center

- Kumamoto City International Center: Opened on Sep. 1, 1994 (7 stories above ground, 2 stories below)
- Free space on first and second floors (directly managed café on first floor to encourage and popularize fair trade)
- Rental meeting rooms from the third to seventh floors (kitchen on fourth floor)
- Daily Japanese Club is held every Tue., Wed., and Sun. for non-Japanese people to learn Japanese.
- About 1,200 people are enrolled as volunteers, including Japanese language teachers, language volunteers, and medical interpreters.
- An emergency drill for non-Japanese people and volunteer interpreter training are held annually in collaboration with medical institutions.
- Not an officially designated evacuation center. In the Kumamoto City Regional Disaster Prevention Plan, it is stipulated as a evacuee response facility for non-Japanese.



2. Non-Japanese residents of Kumamoto City

Number of non-Japanese residents 4,497

(As of Mar. 31, 2016)

Chuo Ward 2,220

Higashi Ward 796

Kita Ward 564

Nishi Ward 550

Minami Ward 367

Population of Kumamoto City 732,780

Percentage of non-Japanese 0.6%

Non-Japanese Communities

Chinese Community Hoyu

Korean Residents Union Mindan

The Association of non-Japanese Wives of Japanese

Taiwanese Community

Russian Community

Filipino of Kumamoto (FOK)

Vietnam

Romanian Community

Islamic Center

KUMUSA

Indonesian Community

Chinese Students Organization

Date	Day of week	Time	Situation	Kumamoto City International Center's actions
Apr. 14	Thu.	21:26	Seismic intensity 6 lower	No non-Japanese inside when the earthquake occurred Staff members went home after brief safety confirmation
		22:00		Closed
Apr. 15	Fri.	01:00		Request from Kumamoto City to open evacuation center: Opened Evacuees: 3 Korean and 1 Japanese Sent disaster messages (Facebook, e-mail) Posted disaster information on website
		22:00		Suspended normal operations, closed the Center
Apr. 16	Sat.	01:25	Seismic intensity 6 upper Gas and water supply unavailable	Posted multilingual information inside
		04:00	Public transportation unavailable	Request from Kumamoto City to open evacuation center: Opened around the clock, normal operations suspended Evacuees: Approx. 20 Japanese Posted multilingual information Tourists from overseas and media representatives
Apr.17	Sun.	06:00		Overnight evacuees: 147 (38 non-Japanese)
			Safety confirmation for respective people by embassies and consulates, and bus arrangement for evacuation	Requested blankets, water and food for 30 people from the city - Relief supplies could not be delivered because it is not a designated evacuation center - Afterward, bread and bananas were delivered from the international department of the city A support group for non-Japanese, Kumustaka, started to prepare meals outside

Date	Day of week	Time	Situation	Kumamoto City International Center's actions
Apr. 18	Mon			Plans for a multilingual disaster relief support center and patrols of evacuation centers, etc. could not be implemented because of insufficient staff to operate evacuation centers, etc.
Apr. 20	Wed.		Service resumed on conventional JR lines between Kumamoto and Fukuoka	<p>A support team from the national council of multicultural managers visited Kumamoto.</p> <p>Staff members were dispatched to the Kyushu bloc of the local internationalization association.</p> <p>The status of evacuation centers in each area was confirmed.</p> <p>A multilingual disaster relief support center was opened.</p> <p>We started patrolling evacuation centers.</p> <p>Support staff stayed overnight at the facility along with evacuees.</p>
Apr. 23	Sat.	11:00		<p>We started meetings with the international department of Kumamoto City.</p> <p>Information was selected to be translated into multiple languages based on meeting materials from the Kumamoto disaster countermeasures office.</p> <p>Full-scale interviews with non-Japanese evacuees began.</p>
Apr. 24	Sun.		Filipino consulate counseling meeting	
Apr.30	Sat.			Closed evacuation center and stopped preparing meals outside.
May. 1	Sun.			First counseling session held to assist non-Japanese disaster victims with daily life
May. 3	Tue.			End of measures for non-Japanese evacuees.

4. Evacuation center operation

Details of operation 1

- Staff members: regular members: 10, part-time staff members: 9, café staff members: 3, hall staff members: 3
Other disaster-preparedness center staff members and guards: 3. Total: 28
- Assignment of roles:
 - Monitoring people going in and out of evacuation centers, reception: disaster-preparedness center staff members and guards
 - Preparing meals outdoors: Non-Japanese support group Kumustaka, KIF café staff members
 - Other duties: KIF staff members
- Work shifts: Monitoring people going in and out of evacuation centers, reception: Handled by disaster-preparedness center staff members and guards on an around-the-clock basis
 - Evacuation center
 - Night duty: Regular staff members: 2 (on the first and second floor), Kumamoto City international department staff member: 1
 - Part-time staff members took inquiries and answered phones
- First and second floor opened as an evacuation center, third floor used to house multilingual support center staff members and support staff members
- Others: No problems with electricity and water, etc. Tanks for holding rainwater on the rooftop and water tanks underground.
 - Portable gas burners and rice cookers available in kitchen and cafe
 - Rice and instant curry stocked for preparation of curry at the café, as well as bananas.

Details of operation 2

- Information offered: Status of the earthquake, transportation, evacuation centers, public baths
- Cultural matters: food and places for praying
- Commodity procurement: food, water, blanket, baby formula, diapers, sanitary goods, underwear, toothbrushes, towels, etc.
- Information provided in individual interviews with non-Japanese victims to help enable self-reliance

Tourist (from Canada): Transportation information

Volunteer (from France): Volunteer information

Family of non-Japanese student (Bangladesh): Future status of earthquake, living space, transportation information

*Moved here from other evacuation center after experiencing stress because information was all in Japanese.

Technical intern (from China): Information regarding Aso (internship location), information on accommodations.

Dancer (from Russia): Earthquake information, where to live in the future

Family of non-Japanese student (from Tanzania): Where to live

English teacher (from Egypt): Lost house and classroom, not sure what to do

Family of non-Japanese student (from Sri Lanka): After giving birth a baby, she evacuated and planned to go back to her home country in a few months. Discussed where to live, etc.

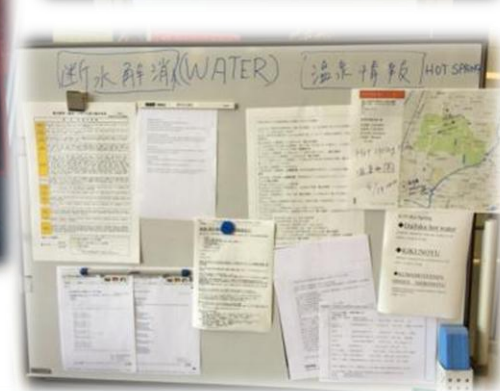
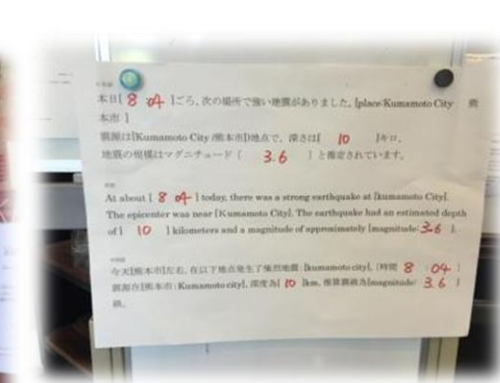
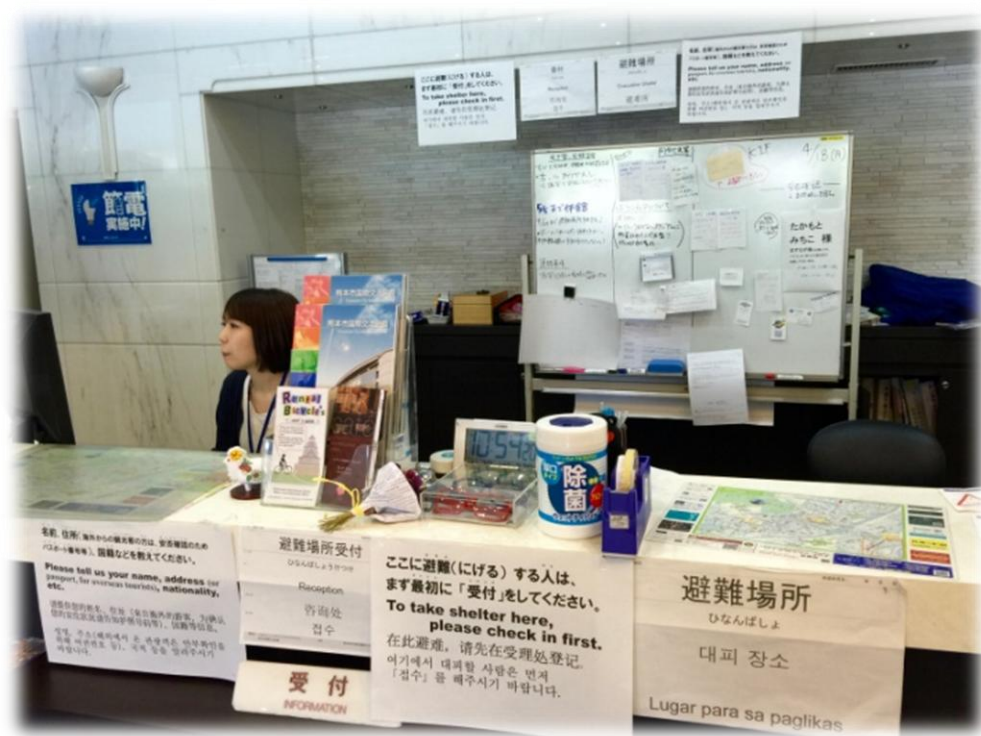




Richmond Hotels provided 400 Halal boxed lunches for Muslims.







5. Evacuation center patrols

Obtained information about non-Japanese from the City's international department, to be used for disaster preparedness.

Information on non-Japanese included nationality, age, gender, address and resident status.

KIF classified the information according to evacuation center areas.

We located their residences on a map and determined patrol areas based on information on non-Japanese from various evacuation centers. Groups of several people patrolled nearby places on bicycles. Despite some traffic jams, there were no significant problems.



Grasping the status of non-Japanese disaster victims

1. Patrolling evacuation centers: Visited 50 evacuation centers starting on Wed., Apr. 20
2. Interviews by phone: Contacted almost all evacuation centers.
 - Situations were sometimes unclear because support staff members from other prefectures served as reception staff.
 - Staff did not know if non-Japanese were present, because there were many evacuees and reception was not properly handled.
 - Some victims appeared to be staying in their cars, but it was unclear.
 - Some victims were absent during the day, and their status was unclear.
3. The status of non-Japanese victims became clear to some extent through cooperation with members of non-Japanese communities and key people with whom we have built relationships.
 - On the other hand, it was difficult to grasp the status of some individuals who reside in Kumamoto because of international marriage or business.
 - It was also difficult to grasp the status of people who didn't belong to communities.
4. People who were involved in KIF, or volunteers at KIF, told us that there were non-Japanese in evacuation centers where they evacuated or some non-Japanese were in trouble.
 - Without these people, we would have been unable to obtain this information.
5. We got information directly from KIF staff members who patrolled evacuation centers or from receptionists at evacuation centers.
 - Contact came when only there were some troubles such as language difficulties. If there were no problems, we would not have gotten any information.

6. Multilingual information

1. Right after the earthquake, we started offering information in English (on Facebook, etc.)

As there was no information from the local government, we offered information from the government including Ministry of Internal Affairs and Communications.

Translators: KIF staff members

2. On Apr. 23, we began holding regular meetings with Kumamoto City, so we were able to offer administrative information on the Center's bulletin board and website, etc. translated into multiple languages (English, Chinese, Korean).

Translators: Staff members of the Kyushu bloc in the Regional International Association, and translators cooperating nationwide.

- Some information that arrived on the day was not able to be translated in time.

Others

- The non-Japanese support group Kumustaka also offered various kinds of information translated into multiple languages.

- Osaka University also offered information translated into multiple languages on a disaster information website. They translated information into some minor languages that we were not able to handle.

Information offered in multiple languages

被災者支援情報



피해자 지원 정보



Disaster Relief Information



受灾者支援信息



7. Counseling sessions to assist non-Japanese disaster victims with daily life

- Details of counseling sessions

Held at Kumamoto City International Center:

First meeting: Sun., May 1, second meeting: Sun., May 8,
fourth meeting: Sun., Jun. 12

Held at Kumamoto University:

Third meeting: Tue., May 31

- Categories of counseling: Residence status, laws, administrative procedure, housing, psychological care

- Number of times counseling was provided

First meeting, 48; no. of visitors, about 80

Second meeting, 50; no. of visitors, about 120

Third meeting, 5; no. of visitors, 9

Fourth meeting, 5; no. of visitors, 5

- Contents of counseling

How should I list my address when changing my residence status?

I lost my job because of the earthquake. How can I renew my residence status?

How do I obtain a Disaster Victim Certificate

Though my house was damaged and became unlivable, do I have to pay the rent?

Want to know if my present apartment is safe or not.

Can't sleep at night. Feel unrest when alone. Can't stop fearing tremors.

First counseling session to assist non-Japanese disaster victims with daily life Sun., May 1



Second counseling session to assist non-Japanese disaster victims with daily life Sun., May 8



Disaster (Earthquake) Preparedness Seminar for non-Japanese

Let's learn from the Kumamoto earthquake!

Two earthquakes with a seismic intensity of 7 hit the Kumamoto area, followed by continuing aftershocks. You were probably full of anxiety right after the earthquake, feeling great fear of sudden violent jolts, not knowing what had happened, what to do, where to go, and whom to depend on, etc. We are afraid that many people still cannot go home because of fear of earthquakes, while others cannot sleep well due to the trauma.

With this in mind, we plan to hold a seminar so we can think together about the mechanisms of earthquakes, what happens afterwards, and how we should behave when an earthquake occurs in the future. Let's take this opportunity to learn more about earthquakes.

Date and time: July 16, Sat., 2016, 1:30 P.M. – 4:30 P.M.

Venue: Kumamoto International Center 2F Interaction Lounge

Content: *English and Chinese interpretation available

- Experience of the earthquake
- Let's learn about the mechanisms of earthquakes and potential disasters in Kyushu!
- Let's examine case studies of how to behave when an earthquake occurs, based on individuals' experiences.
- Let's learn what preparations are necessary day-to-day.

Lecturer: Tuguyuki Ichii (Japan IsraAID Support Program Foundation)

Fee: Free

Other content: Disaster preparedness kits exhibited

Free disaster preparedness goods for all participants

[Application and inquiries]

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