

# **Challenges of Foreigners in Times of Disasters**

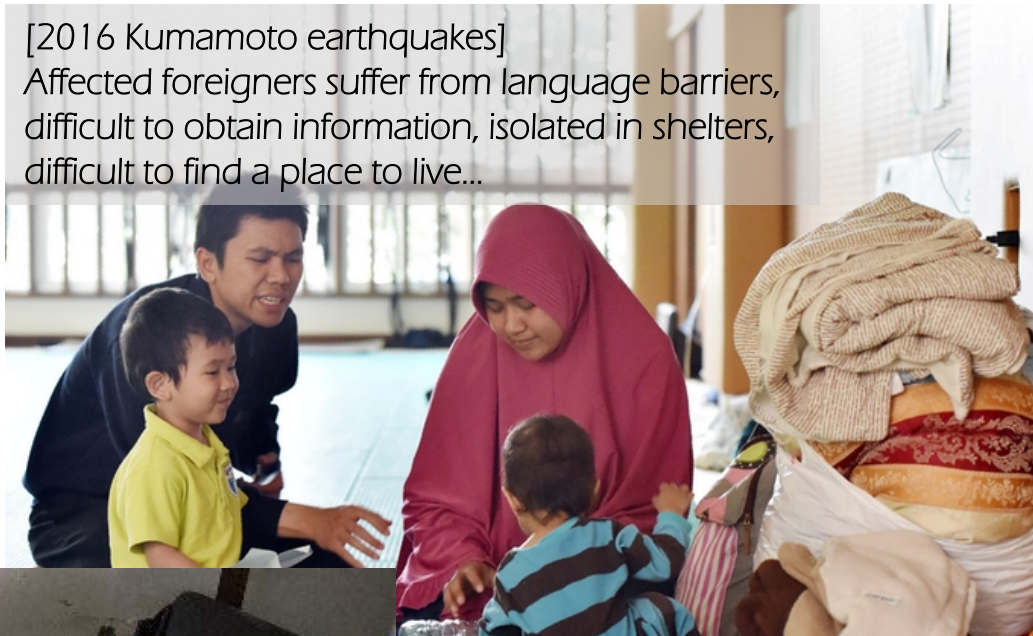
- With a Focus on Information Dissemination in Fukuoka City -

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# Foreigners suffering from disasters in Japan

[2016 Kumamoto earthquakes]  
Affected foreigners suffer from language barriers,  
difficult to obtain information, isolated in shelters,  
difficult to find a place to live...



[2019 Typhoon Hagibis]  
Foreigners lost due to cancellation



[2018 Hokkaido Eastern Iburi earthquake]  
Overseas visitors "I want to return home soon".



[2019 Typhoon Hagibis]  
Tatami mats and other household  
items are seen scattered in the  
dormitory room of Vietnamese  
technical intern trainee



[2019 Typhoon Hagibis]  
32-year-old Nepali points to where floodwaters reached



Source: Nikkei 2016.5.2 , Sankei 2019.10.12, Nikkei 2018.9.8,  
The Mainichi 2019.11.5 in clockwise from the top left



# Challenges and Trends of Foreigners in times of Disasters

Category	Visitors	Residents
<b>Language</b>	<ul style="list-style-type: none"> <li>• Can't communicate with facility staff</li> <li>• Can't read the information display.</li> <li>• Can't understand announcements</li> </ul>	<ul style="list-style-type: none"> <li>• General conversation is okay, but disaster related terms are not</li> <li>• Difficult to understand the information correctly</li> </ul>
<b>Preconditions</b>	<ul style="list-style-type: none"> <li>• Not used to disasters</li> <li>• Can't participate in evacuation drills</li> <li>• Not familiar with the local geography</li> <li>• The way of reading maps differs</li> <li>• Need to return to ones home country</li> </ul>	<ul style="list-style-type: none"> <li>• Don't know the system of Japanese shelter</li> <li>• Anxious about the safety of their home</li> <li>• Not used to disasters</li> <li>• Different in the way of reading maps</li> <li>• Need to put ones lives back</li> </ul>
<b>Psychological anxiety</b>	<ul style="list-style-type: none"> <li>• No acquaintance</li> <li>• Away from native tongue</li> <li>• Tend to go panic due to unfamiliarity to disaster</li> </ul>	<ul style="list-style-type: none"> <li>• Don't know if it's okay to go to the shelter</li> <li>• Tend to isolate oneself from the community (at shelters)</li> <li>• Away from native tongue</li> </ul>
<b>Information gathering</b>	<ul style="list-style-type: none"> <li>• Don't know where to search and what to search</li> <li>• Wi-Fi and charging station for mobile devices become important due to an increased use of smartphone</li> <li>• Tend to use familiar search engines and SNS</li> </ul>	<ul style="list-style-type: none"> <li>• Don't know where to search and what to search</li> <li>• Tend to use familiar search engines and SNS</li> </ul>
<b>Life culture</b>	<ul style="list-style-type: none"> <li>• Dietary restrictions due to religion, allergies, eating habits, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Dietary restrictions due to religion, allergies, eating habits, etc.</li> </ul>

However,

No clear boundary between visitors and residents

- Visitors may have high Japanese language skills
- Residents may want to return to ones country

→ Needs and challenges vary case by case



# Types of Information collected by foreigners

Types of information	Examples of information	Common / Individual	
<b>Disaster and damage information</b>	<ul style="list-style-type: none"> <li>• What's happening?</li> <li>• Weather information</li> <li>• Size of disaster</li> <li>• What will happen (aftershocks, typhoon)</li> <li>• Infrastructure damage, scope of damage</li> <li>• Radioactivity</li> </ul>	Com Com Com Com Com Com	
<b>Evacuation and safety</b>	<ul style="list-style-type: none"> <li>• What should I do?</li> <li>• How to cope with disasters</li> <li>• Where to evacuate on the go</li> <li>• About shelters</li> </ul>	Com Com Com Com	Ind Ind
<b>Information needed for ones life</b>	<ul style="list-style-type: none"> <li>• Traffic operation status</li> <li>• Other social infrastructure (gas, water, electricity, communication)</li> <li>• Status in ones neighborhood</li> <li>• Ones itineraries</li> <li>• Procedures for returning to ones country</li> <li>• Information on embassies</li> </ul>	Com Com  Com	Ind Ind Ind Ind Ind
<b>Safety information</b>	<ul style="list-style-type: none"> <li>• Safety of family and friends</li> <li>• Contact with ones home country</li> </ul>		Ind Ind

**Need to pay more attention to "Individual" information!**

- The holders and senders of "individual information" dispersed
- Limited capacity in multilingual support and dissemination
- Difficult to obtain information about ones neighborhoods (China, Female, Age 20 who experienced the Great East Japan Earthquake)

# Disaster Management Headquarters is set up at a local government as the fundamental unit → Information is gathered at LG

Media	Fukuoka City's Information Dissemination Tool	Multi-language support	Knowledge of disaster	About shelters	How to respond to disasters	Preparation at home	Disaster assumption	How to evacuate	Shelter location	Medical information	Stranded people	Embassy information	Communication and charging transportation	Status of infrastructure damage	Disaster information	Opening status of facilities	Communication	Safety confirmation	
HP	City HP	-																	
	City's Official City Guide "Yokanavi"	✓	Stock information										Flow information						
	Fukuoka City International Foundation	✓	✓																
	Fukuoka Convention & Visitors Bureau	✓	Background information such as geography, evacuation shelters										Information after disaster occurs						
Radio	Love FM	✓	✓	✓	✓	✓	✓	✓	-	-				-	✓	✓			
Printed material	Handbook of Disaster Prevention for Foreigners	✓	✓	✓	✓			✓	-						-			-	
	Disaster Prevention Leaflet for Foreign Travelers	✓			✓													-	
App	Disaster prevention App "Tsunagaru"+ (Plus)																	✓	
Email	City's emergency alert														✓				

Need to clarify who does what among stakeholders

# Disaster prevention aid for foreign residents and visitors

– Fukuoka

Website in **8 languages**: easy Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian and Filipino

Japanese やさしい English Chinese Korean Vietnamese

さいがい どうが  
あなたを まもる 災害への じゅんび (動画)

さいがい ぼうさい さいがいから 体(からだ)を まもることの じゅんび  
災害と 防災(ぼうさい)が おこる まえに 気をつけること、さいがいから 体(からだ)を まもることの じゅんび

じしん、つなみ、たいふう、すい 水(みづ)がいの とき、どうすれば いいか わかる ビデオを 見る ことができ

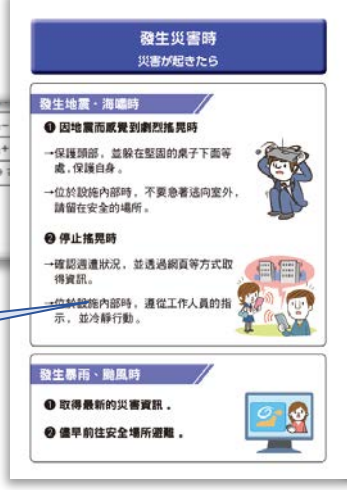
じしん/つなみ 地震/津波  
たいふう/すいがい 台風/水害



Handbook in **7 languages**: easy Japanese, English, Chinese, Korean, Tagalog, Vietnamese and Nepali



Leaflet in **7 languages**: English, Chinese (traditional / simplified), Korean, Thai, Italian and French



# Call centers and alert services in times of disaster

- Fukuoka



Disaster prevention info-mail service

Mamoru

4 languages

Easy Japanese, English, Chinese and Korean

Information

Due to the merger of some municipal governments in the prefecture, changes were made to the register Areas, on the 2nd of February 2007. For regarding to the changes, please refer to the following link.

Information regarding to municipal mergers

Changes have been completed, but as we would like to ask everyone registered in the contents of your registration.

Information via e-mail.

Information [email service Mamoru ]?

Information [email service Mamoru], There are three

Information [autonomous bodies]

Information [safety information such as evacuation]

Information [suspicious individuals.

Information [notification]

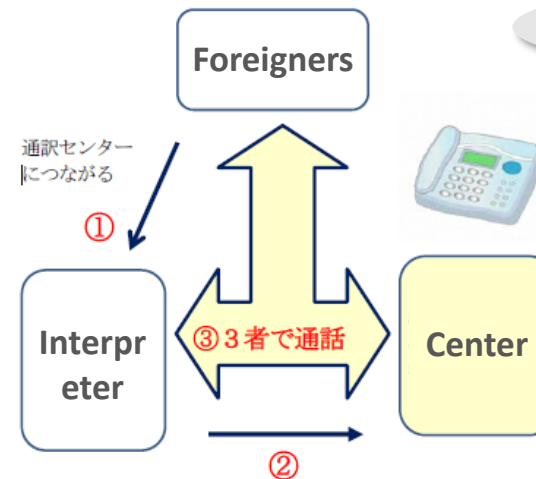
which provides you with disaster prevention and weather information in

【福岡市災害時外国人情報支援センターの業務内容】

Fukuoka City's Call Center for Disaster Information

in 18 languages

＜電話相談（3者通話）の仕組み＞



※対応言語

- ①英語 ②中国語（北京語）③韓国語 ④ベトナム語、⑤ネパール語
- ⑥タイ語 ⑦インドネシア語 ⑧ポルトガル語 ⑨スペイン語
- ⑩フランス語 ⑪ドイツ語 ⑫イタリア語 ⑬ロシア語
- ⑭タガログ語 ⑮マレー語 ⑯ミャンマー語 ⑰モンゴル語
- ⑱クメール語

Tripartite communication

092-711-4533

※本電話番号は、災害時のみ開設します。

※電話相談を開設したときは、プレスリリースを行うとともに、福岡市国際部及び福岡よかトピア国際交流財団のSNSやホームページでお知らせします。

- ・Facebook (グローバルコミュニティ FUKUOKA)  
※福岡市運営
- ・Facebook (福岡市国際会館/あつたか福岡)  
※国際交流財団運営

ふくおかけんがいこくじんそうだん

福岡県外国人相談センター

Fukuoka Multilingual Assistance

and Information Center (MAIC)

☎ 092-725-9207

\* 知りたいことや困ったことがあったら、お気軽にお電話、  
または窓口にお越しください。メールでの相談も可能です。

✉ fukuoka-maic@kokusaihiroba.or.jp

つかいこ  
【使える言語】

日本語、英語、中国語、韓国語、ベトナム語、ネパール語、インドネシア語、タガログ語、タイ語、

マレー語、スペイン語、フランス語、ドイツ語、イタリア語、ロシア語、ポルトガル語、

ミャンマー語、クメール語、モンゴル語

きか  
【開いている時間】

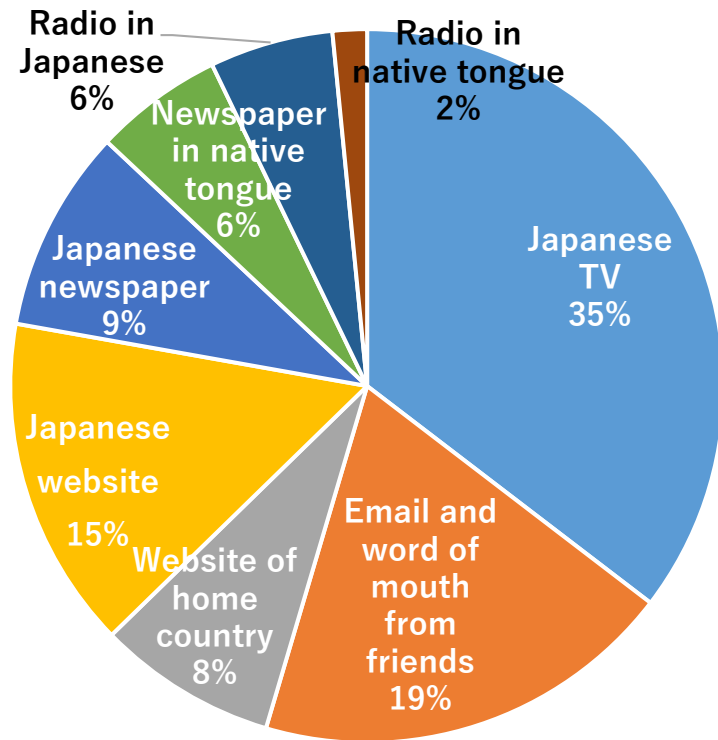
毎日 10:00~19:00 (休館日 12月29日~1月3日)

18 languages

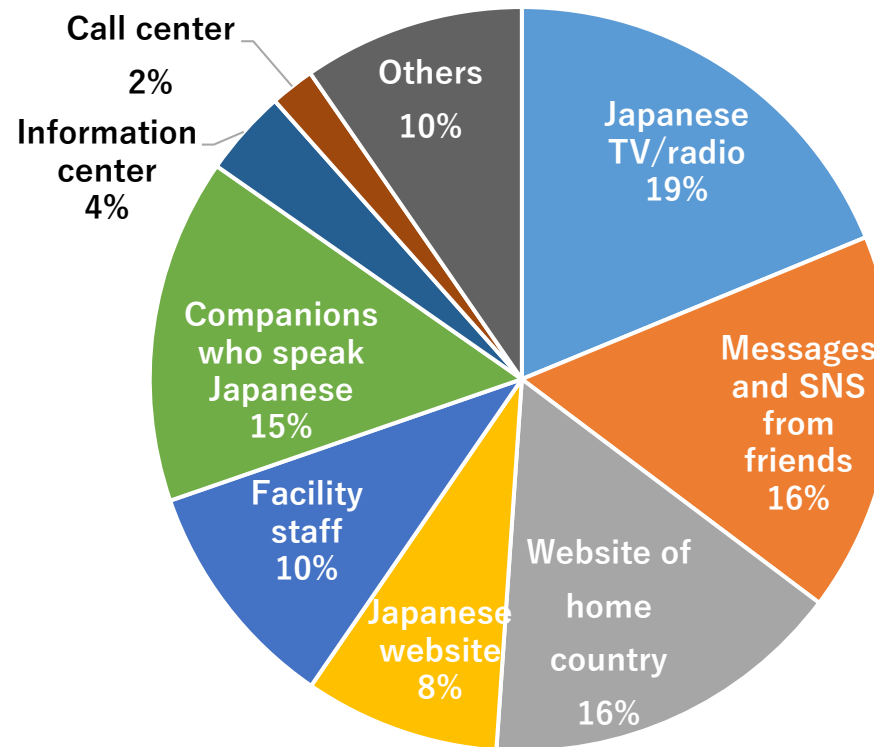


# What means are used for information gathering in disasters?

## Foreign residents



## Overseas visitors



- Both residents and visitors use **TV** as their primary means of collecting information
- Both residents and visitors use **e-mail / SNS** among acquaintances
- Visitors choose information gathering methods that have **less language barriers**, such as their home country website or companions who understand Japanese
- Visitors prefer **interactive communication** such as with their companions and facility staff

(左) サベイリサーチセンターによる来訪者へのアンケート調査(熊本地震(2016.4)、大阪府北部地震(2018.6)、北海道胆振東部地震(2018.9)、台風24号(2018.10)、台風19号(2019.10))を加工・編集

(右) 米倉(2013)による東日本大震災発災時に日本に在住していた外国人へのアンケート調査をもとに加工・編集



# Language capacity of foreign residents in Fukuoka City

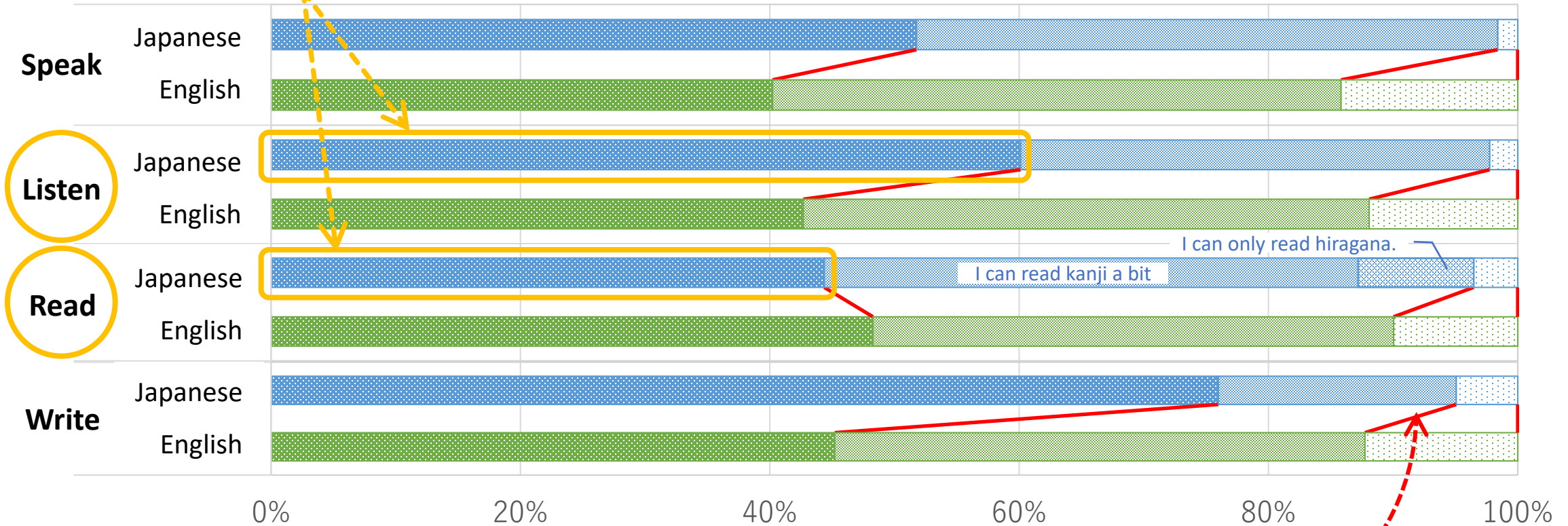
*Is textual information the best? Is English versatile?*

*for effective information dissemination*

To listen Japanese is better than to read Japanese

Japanese and English skills (foreign residents in Fukuoka City)

Fluent Somewhat Not at all



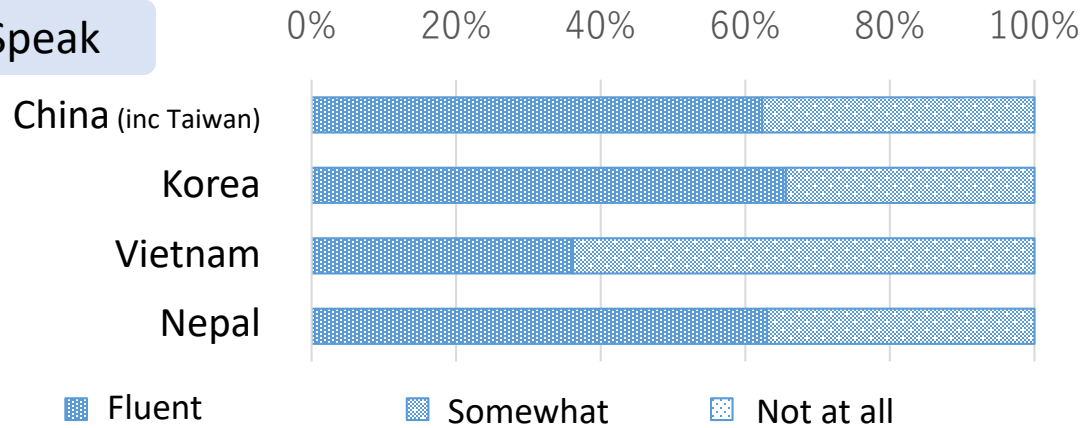
Japanese ability is better than English ability

\* Processed the data from "Questionnaire Survey for Foreign Residents in Fukuoka City," 2019 (福岡市外国籍市民アンケート報告書(2019))

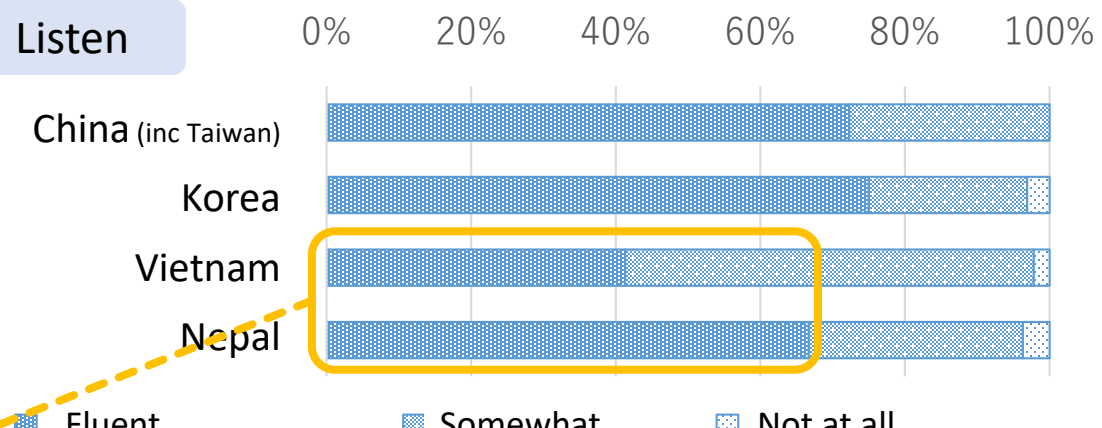
# Different Japanese language skills by nationality

(foreign residents in Fukuoka City)

## Speak

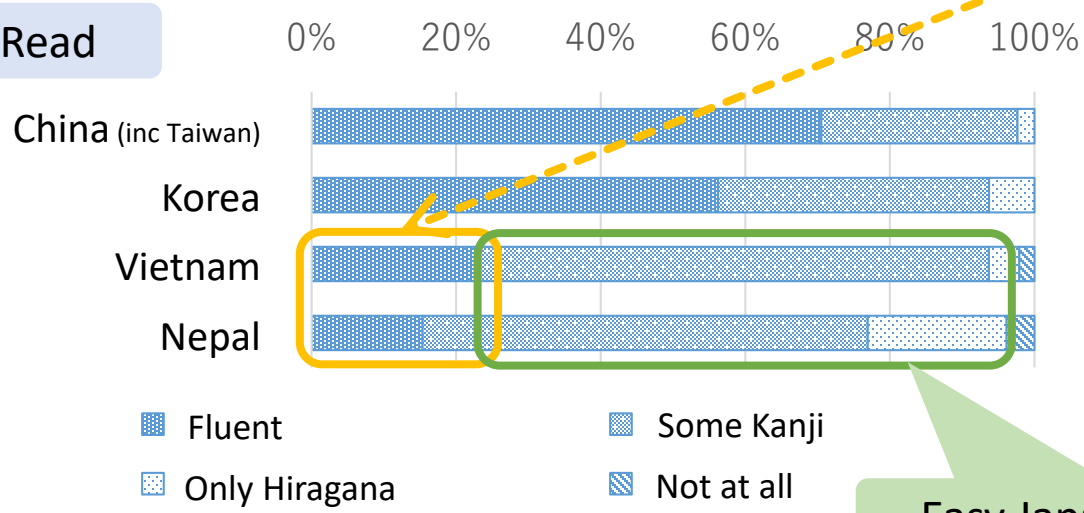


## Listen

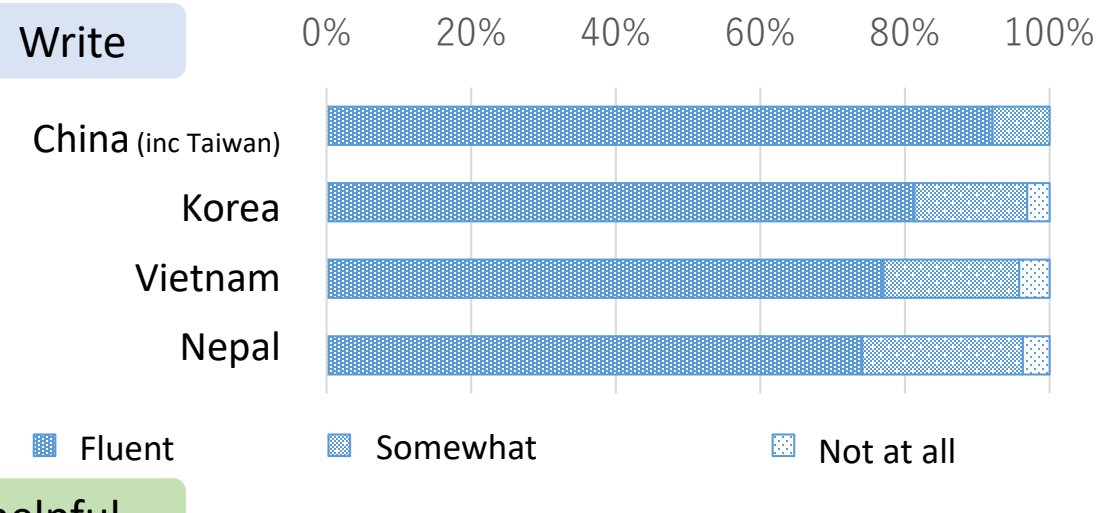


Listening ability is better than reading ability for Vietnamese and Nepali

## Read



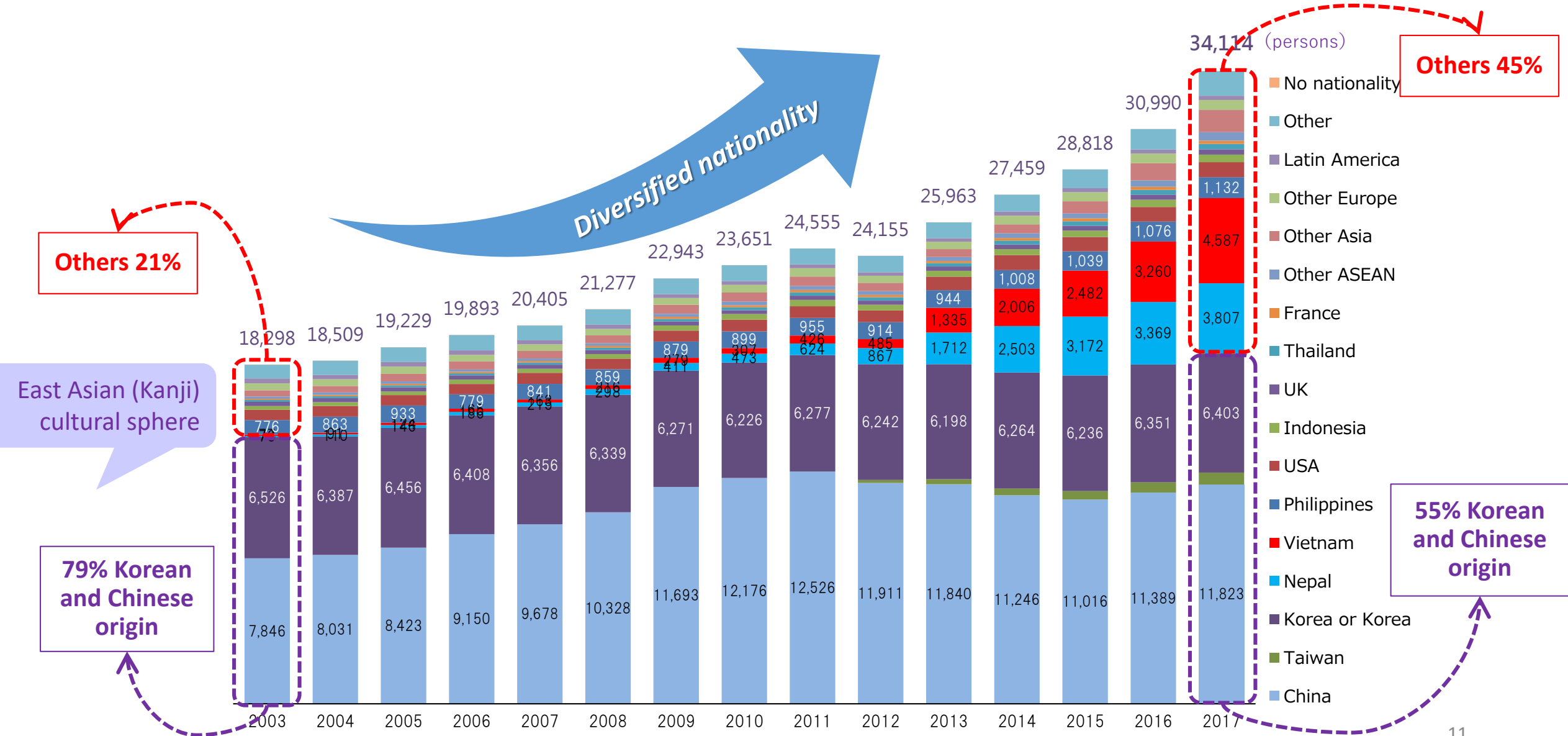
## Write



Easy Japanese is helpful

\* Processed the data from "Questionnaire Survey for Foreign Residents in Fukuoka City," 2019 (福岡市外国籍市民アンケート報告書(2019))

# Composition of foreign residents have been changed in Fukuoka City





# Take home message

1. Many have their own device to look into what they want to know
  - The more local the more difficult to access (due to the location of information and the language of information)
2. Local governments hold local information the best
  - But the foreigners are likely to look at not the government website but Japanese TV and foreign websites
  - Local governments are not good at information dissemination (poor marketing skills!)
3. The composition of foreign-born residents has been changed
  - The style of travelling needs to be analysed, too
4. Information dissemination measures need to be met with the tendency of foreigners searching schemes
5. Necessary to establish a stakeholder network (public and private) for information collection and dissemination to complement each other
  - This must be done in peacetime