

災害時多言語サポート 英語講座 テキスト

December 19, 2020

☆ SHOW YOUR REACTION! - Gestures/Zoom function to remember

I got it: Thumb-up

I agree. I think so, too.: Sparkle

I have a question. → Type a question on Zoom.

PART I. Warm-up

Objective: Get used to terminology and warm-up.

1. Trivia questions and slide translations

Answer trivia questions.

See the slides and translate/describe them in English.

2. Group discussion (10 mins)

- Discuss in English what you think is important when you support non-Japanese speakers or help running a local evacuation center under the COVID-19 crisis.
- Have you ever helped non-Japanese speakers during or after an emergency situation or in relation to COVID-19?

Choose one person who can present your group thoughts to the class.

3. Share

Share your group thoughts.

PART II. Written Communication

Objectives:

- Learn simple techniques of written communication.
- Discuss/make signs in an evacuation center from the perspective of non-Japanese speakers.

1. Communicate in written English.

Points to remember:

- It doesn't have to be literal (word for word).
- Think what the message is and focus on it.
- Feel free to shuffle sentences.
- Facts need to be communicated correctly.

[Example] (source: "岩手県避難所運営マニュアル")

豪雨時の屋外移動は車も含め危険です。やむを得ず車で移動する場合は、浸水や土砂災害など、周囲の状況を十分確認して、命を守るための最善の行動をとってください。

↓

Literal: Traveling outside during heavy rains is dangerous, including by car. If you have no choice but to drive, be aware of your surroundings, such as flooding and landslides, and do your best to protect your life.

Essential: Don't go outside during heavy rain, even by car. If you must drive, make sure there are no dangers around you, and be very careful.

See the difference? Let's practice!

Exercises

A. 沿岸部や川沿いにいる人は、ただちに高台や避難ビルなど安全な場所へ避難してください。津波は繰り返し襲ってくるので、津波警報が解除されるまで安全な場所から離れないでください。

B. マスク、ハンドソープ、消毒液、体温計、タオル、歯ブラシ等の衛生用品、常備薬、着替え、上履き(スリッパ等)、ビニール袋(ゴミ、外履き保管用)、筆記用具等を持参してください。

C. 人との間隔はできるだけ2m(最低1m)あけ、密集が想定される共同空間(トイレ、シャワーなど)は時間をずらして利用するなど、各自で密を避ける行動を心がけましょう。

D. 熱中症に注意してください。のどの渇きを感じなくてもこまめに水分、塩分の補給を行い、通気性の良い衣服を着用してください。

2. Make English signs (10 mins)

See the evacuation layout designed by Iwate Prefecture and make English signs where you think necessary (see handout).

3. Compare your signs with other members in a group (10 mins). Discuss how you can improve or make the space more foreigner friendly from their perspective.

4. Exercise – Express the following in English and send your answers on Zoom chat by the beginning of PART III.

(1) この避難所は定員に達したため、受入れは終了しました。第一中学校に避難してください。

(2) (トイレにて)紙は流さず、備え付けのビニール袋に必ず入れるようにしてください。

(3) 咳エチケットを心がけましょう。

PART III. Spoken Communication

Objective:

- Learn how to communicate accurately to make sure everyone is safe and healthy.

1. Health screening roll play

Take a look at handouts, "受付時健康状態チェックリスト" and "避難者健康チェックシート" and think how you would express health screening questions in them in English. (5 mins)

Pair up and ask questions to each other using "受付時健康状態チェックリスト" and "避難者健康チェックシート." (10 mins)

Supporter A (at the registration desk with "受付時健康状態チェックリスト"): Hello. How are you doing? May I ask you some questions about your physical condition before checking in? We need to check for signs of illness, but your answer won't prevent you from using this evacuation center. You are welcome if you are sick or healthy.

Evacuee: Sure.

Supporter A: Please write down your name and age here.

Okay, <ask questions according to the check sheet.>

SWITCH ROLES

Supporter B (with "避難者健康チェックシート"): How are you today? Let me ask you some questions about your condition today. I want to make sure that you're healthy and safe.

Evacuee: Sure.

Supporter B: Did you take your temperature this morning? <and continue with questions on the sheet.>

2. Share your thoughts and review questions

What was difficult?

What do you think is important when you ask questions like these?

3. Demonstrate with the teacher

PART IV. Problem-Solving

Objectives:

- Make your best possible judgement to support non-Japanese speakers.
- Learn how to seek the help of officials or professionals when you cannot respond to non-Japanese speakers' specific needs or problems.

Problems faced by non-Japanese speakers come from:

- Lack of information including local wisdom (not knowing the language)
- Fear, loneliness
- Religious/cultural differences
- Hoaxes or fake news
- Stereotypes, profiling, discrimination

1. Exercise in different scenarios

Scenario 1 – example of lack of information (not knowing the language)

Read a newspaper article (Mainichi Nov 5, 2019) about a Nepalese resident.

雨が強くなった先月12日昼、ネパールから来日して4年になる栃木市のインド料理店店員、ラミチャネ・チュラ・マニさん(32)のスマートフォンが突然、大きな音を出した。市が配信した緊急速報メールだが、漢字仮名交じりの文章は理解できなかった。その後も「避難勧告」「土砂災害警戒情報」など10回を超えるメールが届き、「怖かった」。メールをネパール語に翻訳した知人のフェイスブックを見たものの、避難所がどんな場所かイメージできず自宅にとどまった。

翌13日午前0時過ぎ、アパート1階の自室に水が流れ込んだ。妻(30)と生後3カ月の長男を連れて脱出。2階の住人の部屋に入れてもらい難を逃れた。自宅は約40センチの高さまで床上浸水した。ラミチャネさんは通訳を通じ、「あと2~3分遅ければドアが開かず、赤ちゃんの命に危険があったかも」と振り返る。

You know this man and have his phone number. You also know that his coworkers and boss don't read Japanese either. You called this man and told him to evacuate. He refused for some reason.

- Persuade him so that he and his family are safe!

Scenario 2 – example of lack of information (not knowing local wisdom)

You felt a strong earthquake and received tsunami warnings. Your friend, Lisa is worried about her 8-year-old son and wants to go pick him up from school.

Lisa: How much time do we have until the tsunami? I need to go pick him up. It's ten minutes by car.

You: ...?

- Continue the conversation based on local wisdom or lessons learned from past tsunami.

Scenario 3 – example of fear/loneliness

<At an evacuation center>

Marty: I lost my phone before I arrived. I don't know anyone here. I want to contact my family in Canada to tell them I'm ok. But I don't have any way to do that.

You: ...?

- Continue the conversation.

Scenario 4 – example of religious/cultural difference

<At an evacuation center>

Aisha: Could help provide a place for prayer?

You: Could you use your space?

Aisha: I was but people stared at me.

You:?

- Continue the conversation.

Scenario 5 – example of hoax or fake news

Donny: I won't wear a mask. Masks are bad for your health and make you sick. God is protecting me from the virus.

You:?

- Persuade him to wear a mask in the evacuation center.

Scenario 6 – example of stereotype/profiling/discrimination

Stephen: The man near my spot told me and my girlfriend to be quiet in a rude way. I don't think it's fair because other people nearby were just as loud, but they aren't told to be quiet. Why are we singled out?

You:?

- Continue the conversation.