



# Kyoto Prefectural International Center

## NEWS

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### Special Feature

## Communication support for international residents during the COVID-19 period

Kyoto Prefecture and the Kyoto Prefectural International Center carried out questionnaires targeted towards municipalities, international exchange associations, and Japanese language classes, seeking to find out the methods of consultations and information distribution for international residents, the current state of Japanese language classes, and more.

### Questions from international residents

## Many come from the "language barrier"

Alongside issues such as visa status expirations, flights back home have being cancelled, income reductions due to losing work, employment / social insurance procedures inquiries, there have also been many issues regarding an "emotional barrier" that many felt came from discrimination.



I don't know how the method for applying for the special cash payment, nor how to fill out the application form



Because I'm a "foreigner", I feel like I get stared at in a discriminatory way when I walk around town.



I can no longer attend Japanese language classes, so I can't prepare for the JLPT.

I lost my job and now my income has decreased. I want to learn more about unemployment insurance.

I intended to give birth after flying home but my flight was cancelled. I can't return home.

I wasn't able to get a flight and return home so I changed the status of my residence before it expired, as per the policies. However, as a result I was not included on Japan's resident register and now I can't receive the special cash payment.



## Government, International Exchange Associations

The main themes for the information distributed to international residents was regarding infection prevention measures for COVID-19, the special cash payment, small emergency funding, deferral of payments, status of residence, and the like.

Regarding how this information was distributed, half was done via the home page for the municipalities with most not utilizing social media platforms. (Information provided via Facebook was done in 1 city).

On the other hand, international exchange associations used Facebook, LINE and other SNS platforms to distribute information, with only 4 organizations using their homepages for the distribution of information.

It can be seen that through the various methods of information distribution used, the various municipalities, the government, and international exchange associations complemented each other.

## Information selection and multilingualization



### 1 Information that has to be sent

- There is much information that changes moment by moment, making it difficult to select and translate it all.
- In translating information that is intended just for Japanese residents, it's not information that is not conscious of international residents.

### 2 Number of supported languages and the accuracy of the translated information

- The nationalities of residents are diversifying, but the number of supported languages is still limited.
- The number of supported languages can be increased through the use of machine translations, but there are problems regarding the accuracy of such translations.

### 3 Timing of the sending of information

- It takes time to translate, and to create versions using simple Japanese, making it difficult to send out the information at the same time as the Japanese version.

## Methods of sending information

### 1 Means of delivering information

- There is no method of directly delivering the information. There is a lack of publicity for the homepage.
- While the information might be conveyed to those who visit the home page, or use Facebook and other SNS services, getting this information to those who don't use these services is difficult.

### 2 Reactions after sending information

- We don't know how many people receive the information, or if it reaches those who really need it.



## Municipalities figuring out how to disseminate information

### Distributed to each household!

- Information on the special cash payment  
Simple Japanese, English, Chinese, and Vietnamese versions.
- Flyers with information regarding symptoms, washing hands, etc.  
Simple Japanese, English, Chinese, Korean, and Vietnamese versions.

### Collaborations with related organizations

- There was cooperation with companies accepting international workers, and with organizations who manage foreign trainees in Japan on technical intern training visas. These groups were commissioned for the distribution of documents for the special cash payment, and for their support during the application period.

## Japanese language classes

### Anxiety regarding infections from the virus

- Many of the supporting staff are elderly, "What if someone became infected?" There are many of these kinds of worries.
- After the restrictions are lifted on arrivals from overseas, and should those individuals be among the students, there are worries that they might be infected with COVID-19.

### Virus countermeasures and the learning environment

- The difficulties in securing a learning space where it's possible to avoid the 3 Cs when the number of students increases (Finding a venue, costs)
- The voice of the instructor can be muffled due to masks and / or face shields, making for difficult conversation practice.
- The picking up and dropping off of students via volunteer's cars results in the 3Cs occurring. However, without this system the number of students who can partake will decrease.
- The introduction of online learning is difficult.

Both for learners and for the classroom environment, it's not possible to adequately secure an environment of necessary devices and internet connectivity.

### Support volunteers

- The number of people opting to refrain from taking part in activities due to anxiety surrounding the virus is increasing, and there is also a shortage of supporters.
- In order to avoid the three Cs, there is an increase in the number of lessons which is increasing the burden on the support staff.

## About our center's handling of COVID-19

At this time, in cooperation with Kyoto Prefecture, this center is taking the relevant information and requests from the Prefecture to its residents, and translating them into English, Chinese, Vietnamese and distributing them in real time.

Alongside this, we have endeavored to continue to support the lives of international residents by providing ongoing consultations via telephone or email, even during the state of emergency. Given that the situation surrounding COVID-19 is expected to continue into the future, we will work to improve our efforts based on the results of the current questionnaire.

## Regional Japanese language classes have resumed activity within the prefecture

In order for all students and support staff to participate with peace of mind, we are doing our best to ensure the carrying out of appropriate infection counter measures in every classroom.



### Nantan International Association Japanese Language Class

Face-to-face lessons have resumed since June 18th, and a new classroom in Miyama was opened on the 21st. We are carrying out such measures as disinfections, ensuring proper ventilation, the wearing of face shields, changing to larger venues, and sitting diagonally in order to maintain appropriate distance. We have also begun to implement the use of clear masks in order for students to see the movements of their instructor's mouths, and to benefit the language learning.



### Joyo International Exchange Association Japanese Language Class "Yumekikyu"

Face-to-face lessons have resumed since July 5th. We are taking appropriate measures such as disinfections, temperature measurements, the use of partitions, and restrictions being placed on the number of people per room. By the end of September, 324 sessions have successfully been held across 2 venue locations, and online. Compared to last year, the activity level is at about 70%, but we have also begun to accept new students.



### Uji International Friendship Club Japanese Language Class

From the 20th of May, online classes via Zoom and other similar platforms have begun. Since the use of the University campus as a venue is still not a possibility, classes are continuing in an online only format. Compared to when being held face-to-face, classes can be held in a quieter environment and they are popular with participants who are far away given that they can take the classes at home.

## Kyoto Nihongo Rings, has received the "Municipal /Regional Autonomy Merit Award" from Kyoto Prefecture!

"Kyoto Nihongo Rings" is a network organization in which there are 22 Japanese language classes to participate in within the prefecture.

While fulfilling the role as a platform for sharing information and solving problems between regional Japanese language classes in the prefecture, they are working towards eliminating areas without Japanese language classes, and towards developing human resources for the sustainable operation of such classrooms in the prefecture. For contributing to the promotion of a multicultural society, they have been commended by Kyoto Prefecture as a "Municipal /Regional Autonomy Meritor".

As an important partner for our center, we could like to combine our efforts with "Kyoto Nihongo Rings", and to continue supporting the study of the Japanese language within Kyoto Prefecture.

**Kyoto Nihongo Rings**

→<https://www.kyo-rings.net/>



# Announcement from Kyoto Prefectural International Center

## ● Kyoto Prefecture Multilingual Living Consultation Service

From this year, we now support **20 different languages**.

Anyone can use this service be they international residents, residents with relations to international residents. We offer telephone and direct visit consultations.

Telephone number: **075-343-9666** (Call charges will apply)

Operating hours: **10:00 - 17:00** (Excluding the second and fourth Tuesdays of each month, national holidays, and the end of year holiday period)

Supported languages: Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Khmer (Cambodian), Burmese, Mongolian, Russian, Malay, Sinhala, French, German, Italian.

Contents: Consultations regarding any troubles you might be having in your daily life

Status of residence, welfare, medical care, work, childbirth, childrearing/children's education and the like.

<https://www.kpic.or.jp/soudan/tagengo.html>



For those who are living in Kyoto City, please contact the Kyoto City International Exchange Association

TEL: 075-752-3511 9:00~17:00 (Usually closed on Mondays)

## ● Course for international resident support during times of disaster

December 12th, 2020 (Saturday) 13:30~16:00

Venue: Kyoto Keizai Center, 6th floor meeting room 6-D

(78, Kankobokocho, Higashiiru, Shijo-dori Muromachi, Shimogyo-ku, Kyoto)

Contents: 「Getting the message across during times of disaster 『Simple Japanese』(Fundamentals, and exercises) 」

Lecturer: "Easy Japanese" Volunteer Group

Participation fee: Free

### Remote support started for Visa consultations

Since August 2020 we have begun remote support for visa consultations. You can now consult with an administrative scrivener (an expert) regarding changes to or renewals of your status of residence.

Free, with full confidentiality

【Date】

On the fourth Sunday of every month, 13:00-16:00

【Place】

At the Kyoto Prefectural International Center, or via remote consultation over Zoom

【How to apply】

You can apply from the Kyoto Prefectural International Center's homepage

<https://www.kpic.or.jp/english/information/counseling.html>



### Announcement of the start of legal consultations

From September 2020 we have started offering legal advice. You can consult with an expert (an attorney) about legal procedures such as international marriage / divorce, labor, inheritance, and so forth.

【Date】

On the second Sunday of September, November, January, and March (odd-numbered months)

【Place】

At the Kyoto Prefectural International Center, or via remote consultation over Zoom

【How to apply】

You can apply from the Kyoto Prefectural International Center's homepage

<https://www.kpic.or.jp/english/information/legalconsul.html>



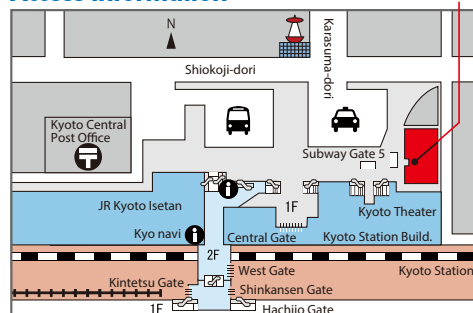
## Living Info by Email

We send email messages full of useful living information twice a month. Please send your choice of language (English, Chinese, Filipino, Japanese or Easy Japanese) to:

[living-e@kpic.or.jp](mailto:living-e@kpic.or.jp)



### Access information



Open hours : 10:00-18:00

Closed : 2nd and 4th Tuesday of every month, national holidays, 12/29-1/3

## Kyoto Prefectural International Center

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