

災害時多言語サポート 英語講座(オンライン) テキスト

October 30, 2022

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

I got it: Thumb-up

I agree. I think so, too.: Sparkle

I have a question. → "Raise hand" (Zoom function) or type a question.

INTRODUCTION

Quote

“While it is difficult to make a direct link between an individual extreme event and climate change, it is clear that we need to be prepared to face more intense and more frequent extreme hydro-meteorological events due to climate change.”

- Pascal Peduzzi, United Nations Environmental Programme (UNEP)

*hydro-meteorological: 水文気象学

Examples of hydro-meteorological events: flood, droughts, rain, etc.

Flood safety tips in different countries

- Notice what's common and what's unique to the country/region.

Better safe than sorry

- Based on an actual case from last year, learn to be prepared to take action and set an example for non-Japanese speakers.

PART I. Administrative Procedure

Objective: Understand how to explain administrative procedures to non-Japanese speakers

1. Types of administrative procedures

Procedures non-Japanese people may have to follow:

- Lost passport/residence card
Report loss at a police station, contact embassy for reissuing a passport
Contact the immigration office for reissuing a residence card
- Extending period of stay
Contact the immigration office for a visa extension
- Disaster victim certificate
Contact a local government office to obtain a disaster victim certificate
- Claiming insurance, pension
- Bank/money related matters

2. Administrative procedure – Example

遺族年金 - How would you explain this? Who can receive this?

年金請求書 – Practice together using an actual form (handout).

3. Administrative procedure - Practice

Exercise – pair work

(1) Reissuing a bank book (handout)

Person A helps a non-Japanese speaker (Person B) fill out a form to reissue a bank book.

Switch roles

(2) Disaster victim certificate (handout)

Person B helps a non-Japanese speaker (Person A) fill out a form to obtain a certificate.

PART II. Psychological First Aid

Objectives:

- Understand the psychological impact of disasters.
- Learn what Psychological First Aid is.
- Prepare to provide support to non-Japanese people experiencing disaster-related stress.

1. Psychological impact of a disaster

People may lose their homes or loved ones, be separated from family and community, or may witness violence, destruction, or death.

Everyone will experience the same event in different ways and have varying capacities to cope.

Common reactions

Behavior	Emotion	Physical
Isolation Violent behavior Disorientation Drug/alcohol Anxiety	Stress Grief Irritability Anger Fear Despair Feeling guilty Numb Disconnected Overwhelmed Confused	Headaches Stomachaches Fatigue Difficulties sleeping/eating Inability to accept Nightmares

2. What is Psychological First Aid? Why is it important for language supporters?

Psychological First Aid is a humane, supportive response to a person who is suffering and who may need support.

Psychological First aid is:

- Providing practical care and support
- Understanding needs and concerns
- Helping people with basic needs
- Listening to people without pressuring them to talk
- Comforting people and helping them to feel calm
- Connecting people to information, services, and social support
- Protecting people from further harm

3. Action principles of Psychological First Aid

LOOK

- Check for immediate safety.

- Check for people with obvious urgent basic needs.
- Check for people with serious distress reactions.

LISTEN

- Approach people who may need support.
- Ask about people's needs and concerns.
- Listen to people, and help them to feel calm.

LINK

- Help people address basic needs and access services.
- Help people cope with problems.
- Give information.
- Connect people with loved ones and social support.

4. Help responsibly

- (1) Respect safety, dignity, and rights.
- (2) Adapt what you do to take account of the person's culture.
- (3) Be aware of other emergency response measures.
- (4) Look after yourself.

5. Prepare to support

People who have been through a crisis event may be very upset, anxious, or confused.

Tips for communication

Do say/do:	Don't say/do:
<p>"It's normal to feel this way."</p> <p>"I'm so sorry. I can imagine this is very sad for you."</p> <p>"I'm here to help you if I can."</p> <p>"Can we talk about what happened?"</p> <p>-Respect privacy and keep the person's story confidential.</p> <p>-Be patient and calm.</p> <p>-Be honest about what you know and don't know. "I don't know, but I will try to find out about that for you."</p> <p>-Allow for silence.</p>	<p>"It's God's will."</p> <p>"Don't cry, cheer up."</p> <p>"I know what it is like."</p> <p>"You shouldn't feel so bad."</p> <p>-Don't pressure someone to tell their story.</p> <p>-Don't interrupt or rush someone's story.</p> <p>-Don't act as if you must solve all the person's problems for them. (Help them connect to services related to their needs)</p>

Practice!

Roleplay #1

There was a strong earthquake and a tsunami warning was issued. You are at an evacuation center as a language supporter. Suddenly, another earthquake hit the area and caused a blackout. It's getting dark. You notice one of the evacuees, Nina from Pakistan is wandering around the hall and shaking. Calm her and offer help while paying attention to her background (Muslim, woman, etc.)

Roleplay #2

There was a fire at a college dormitory. Two students were killed and one of those victims was Bill's roommate. Bill managed to escape but his roommate couldn't.

You see Bill in the corner of a room crying. Calm and comfort him.

A few minutes into the conversation, Bill tells you "I can't take all this anymore. I just want to die."

What is your next step?

PART III. Practice

Infection control has become a major part of emergency response. Find out how you deal with people in these possible scenarios.

Group work

1. Pick a facilitator and two presenters in your group.
2. Discuss in a group how you want to respond to two of the scenarios you chose.
3. Demonstrate two scenarios (one presenter for each scenario).

Scenario 1

You neighbor Debbie (80) lives by the river. Despite the flood warning, she wouldn't go to an evacuation center. She's afraid of getting COVID.

You understand her concern but please move her somewhere safer.

Scenario 2

Lee is a volunteer helping to clean a flooded house. On a hot and humid day, he started feeling sick. It could be heatstroke but he won't remove his mask because he doesn't want to worry anyone.

What would you do as a person working with him?

Scenario 3

You're a language supporter at an evacuation center. Your center usually holds 100 people but due to a recent increase in COVID cases, it only takes 50. Now a group of four English speakers came but your center cannot take anymore.

How would handle this situation?

Scenario 4

At a soup kitchen, you received a complaint from a local that this American wasn't following the "eat in silence" rule.

You: Excuse me, (tell him something).

William: But...

You:....

Scenario 5

You received a phone call from Erica. She is wondering if she can come to an evacuation center when she has a fever. Ask her about other possible symptoms of COVID and tell her to come to a center. The center has individual tents and other facilities for patients.