

(Reference) Useful tools to offer information to international visitors when disasters occur

October 26, 2018

MLIT Japan Tourism Agency

○ Tools that can be used by international visitors to collect information by themselves when disasters occur

① Websites etc.

JNTO Global Website [Available in English]

“Important Notice” on the global website of Japan National Tourism Organization (JNTO) provides related link page in case of natural disasters.



URL : <https://www.japan.travel/en/>

(2) **JNTO Tourist Information Center (JNTO Tourist Call Center)**

JNTO accept telephone inquiries in English, Chinese, Korean and Japanese 24 hours a day (03-3201-3331) .

(3) **NHK WORLD–JAPAN [Available in English]**

24-hour English channel that offers the latest news in Japan and Asia.

It is useful as an information source in English in case of a big disaster such as earthquake or typhoon.



URL : <https://www3.nhk.or.jp/nhkworld/>

② Applications

(1) **JNTO Official Smartphone App [Available in 4 languages. English, Traditional Chinese, Simplified Chinese, and Korean]**

“Japan Official Travel App” , which is the tourism information app for smartphones, notifies disaster information such as emergency earthquake report and special weather warning through.



URL : <http://www.jnto.go.jp/smartapp/>

(2) **Disaster information provider app “Safety tips” [Available in 5 languages. Japanese, English, Traditional Chinese, Simplified Chinese, and Korean]**

“Safety tips” app provides international visitors with information related to disasters.

The app can be downloaded from URLs below.

• Android : <https://play.google.com/store/apps/details?id=jp.co.rcsc.safetyTips.android>

• iPhone : <https://itunes.apple.com/jp/app/safety-tips/id858357174?mt=8>



Android



iPhone

③ **Twitter from JNTO (Japan Safe Travel) [Available in English]**

JST is managed by Japan National Tourism Organization (JNTO), providing foreign visitors safety tips and latest information in case of natural disasters.

○ Useful tools to guide international visitors when a disaster occurs

① **Multilingual voice translation system (VoiceTra etc.)** 【Available in 31 languages, including Japanese, English, Chinese, Korean】

A voice translation app “VoiceTra”, which translates content into a foreign language when you speak to, can be used on a trial basis.

<http://voicetra.nict.go.jp/>

※There are private sector products using “VoiceTra technology”

http://gcp.nict.go.jp/news/products_and_services_GCP.pdf



② **Twitter from Prime Minister’ s official residence (disaster/crisis management information)** 【Only available in Japanese】

Prime Minister’ s official residence offers information on government activities related to disaster/crisis management by Twitter.

③ **Medical related information**

(1) **List of medical institutions which accept international visitors**

【Available in 5 language’ s, Japanese, English, Traditional Chinese, Simplified Chinese, and Korean】

Medical institutions which provide treatment in foreign languages can be b searched by department and language



URL : http://www.jnto.go.jp/emergency/jpn/mi_guide.html

(2) **Guidebook** 【Available in 6 languages, including Japanese, English, Chinese, and Korean】

The guidebook contains how to apply to a medical institution in Japan, finger-point conversation sheets which are useful to convey symptoms, etc.



URL : <http://www.jnto.go.jp/emergency/jpn/support.html>