

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

December 21, 2018
MLIT Japan Tourism Agency

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

① Websites etc.

(1) JNTO Global Website 【Available in English】

“Important Notice” on the global website of Japan National Tourism Organization (JNTO) provides related link pages in the event of a disaster.



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

(2) Japan Visitor Hotline (JNTO Call Center)

JNTO accepts telephone inquiries in English, Chinese, Korean and Japanese 24 hours a day. Telephone No. :050-3816-2787

(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】

This 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 **JNTO(Japan Safe Travel) twitter 【available in English】**

“Japan Safe Travel (JST)” is the twitter account operated by the Japan National Tourism Organization (JNTO). It provides necessary information for international travelers to Japan when natural disasters occur.

Account : @JapanSafeTravel

○ **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)**

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 languages, Japanese, English, Traditional Chinese, Simplified Chinese, and Korean】

Medical institutions which provide treatment in foreign languages can be 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>

(Reference) Revision history

Version October 5, 2018: Prepared when Typhoon Kong-rey (Typhoon No. 25) approached Japan

Version October 26, 2018: Added JNTO(Japan Safe Travel) twitter

Version December 21, 2018: Change of Japan Visitor Hotline (name, telephone number) etc.