

(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](http://gcp.nict.go.jp/news/products_and_services_GCP.pdf)

Android



iPhone



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](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.