



OFIX's Official Character:  
Bora-chan

## TOPICS

- OFIX's Efforts for Language Volunteer Activities
- What troubles do foreign residents face during a disaster?
- Future Consultation Information

## OFIX's Efforts for Language Volunteer Activities

### OFIX's Goal for the Volunteer Programs is:

One of the challenges faced by foreign residents to live safely and with peace of mind in Japan is the language barrier. This barrier can be particularly difficult for those who have recently arrived in Japan or in situations involving specialized or technical information.

Language volunteers provide support by translating administrative information and offering interpretation in situations where accurate communication and information sharing are necessary. By making use of their language skills to support others, volunteers can enhance their sense of contribution to society, while also helping to promote mutual understanding among residents living within the same community.



### Community Interpreter Activities

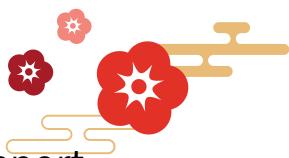
#### Rising Demand for Vietnamese, Nepali, and Thai Language Support

As of the end of November, OFIX has 270 registered language volunteers. English is the most common language, with 126 volunteers, followed by Chinese with 60. Languages such as Nepali, Thai, Filipino, Burmese, and Arabic are also represented.

The main activities involve interpreting at public institutions such as child and family centers and schools. Because these services are essential for local residents, they are referred to as community interpreting.

Much of the work includes interpreting for child development consultations and interviews with children and their parents, making interpreters truly indispensable in a multicultural society. The most frequently requested languages are Vietnamese, Nepali, and Thai, in addition to Chinese, which seems to be reflecting the growing number of foreign residents in Osaka Prefecture.

(See the graph on the back page)



August 25 (Mon.)  
Community Interpreting and Translation  
Training (Lecture)

# Community Interpreting and Translation Training

In August, we held a training session for registered language volunteers and those interested in becoming volunteers, aimed at developing community interpreters. The session included lectures on the role and ethics of interpreting, as well as interpretation exercises in English and Chinese.

Participants commented that interpreting texts with specialized terms was challenging. Through such activities and training, we hope to help volunteers improve their skills and increase the number of supporters who can assist foreign residents in daily life through language.



August 25 (Mon.)  
Community Interpreting and Translation Training (Group Work)



## Feedback from the Host Organizations

We received feedback from the institutions where OFIX language volunteers have been dispatched, including Child and Family Support Centers, Women's Consultation Centers, and schools.

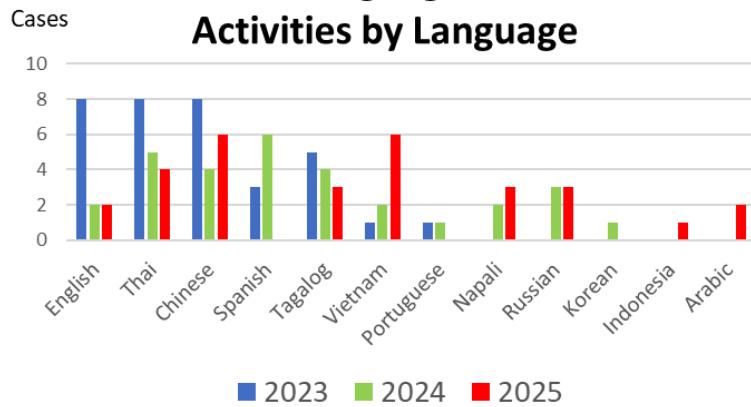
From a Child and Family Support Center:

- Interpreters helped facilitate smooth communication by conveying intentions and context. Parents felt reassured being able to speak in their native language.
- Even in situations involving communicating emotions, interpreters translated carefully, allowing interviews to proceed smoothly.
- Parents who were initially nervous, were able to speak calmly thanks to the interpreters.

From a Women's Consultation Center:

- Despite complex content, interpreters carefully supported individuals with empathy.
- When explaining documents containing legal, administrative, or medical terminology, interpreters researched terms as needed, helping clients understand the content.
- Interpreters adjusted their support based on the client's, and the center hopes to request their services again in the future.

### Trends in Language Volunteer Activities by Language



Join us as a language volunteer !



\*This data includes only requests from Child and Family Centers, Women's Consultation Centers, and schools between 2023 and December 2025.

# What troubles do foreign residents face during a disaster?

This will be part 4 of the series that began in OFIX News Vol. 112.

For part four, we interviewed Mrs. Gundelina Onoda, from the Phillipines, who is actively working as an OFIX language volunteer.



## OFIX Volunteer Interview ★Part 4★

(OFIX Volunteer Gundelina Onoda)

### I want to share the disaster preparedness knowledge I have learned.

#### -Have you ever experienced a disaster?

About 30 years ago, on my first day visiting Japan as a tourist, I experienced the Great Hanshin-Awaji Earthquake while staying at a hotel in Osaka. I had never experienced an earthquake in the Philippines, so I was completely shocked. Early in the morning, I remember the TV in my hotel room falling over and the chandelier shaking violently, which made me panic.

I experienced the Great Hanshin-Awaji Earthquake!



Mrs. Onoda is originally from the Philippines and is a mother of five.

#### -Having lived in Japan for 22 years, how do you prepare for disasters?

I have downloaded disaster preparedness apps and I rely on smartphone news rather than the TV or radio. I have participated in the “Osaka 8.8 Million Person Drill” as well as local disaster drills. I keep long-lasting food and 2-3 days’ worth of water on hand, and I prepared important documents, valuables and a small amount of cash for emergencies.

#### -What do you consider most important when preparing for a disaster?

I think the most important thing is to stay calm. Having participated in disaster drills in the past has helped me prepare. During an earthquake, I would take cover under a table and keep doors open. I also want to be mindful not only of my own safety but also of the people around me.



For more information about Ms. Onoda’s interview, please visit our note page.  
[https://note.com/ofix\\_jp](https://note.com/ofix_jp)

### Plain Japanese Mini Lesson

During disasters, many words that are not used in daily life can come up. Here, we focus on words used in shelters that may be difficult for foreigners to understand.

**Tip:** Keep in mind it is good to keep important or common disaster words as they are, and then add explanations using more simple words or phrases in parentheses.

1避難所→ 地震（じしん）や台風（たいふう）で 家（いえ）が危（あぶ）ない人（ひと）が逃（に）げるところです。学校（がっこう）の 体育館（たいいくかん）などです。

2炊き出しが配られます。→食（た）べもの が もらえます。

3土足厳禁→靴（くつ）を 脱（ぬ）いで ください。



# Future Consultation Information

## OFIX Specialized Consultations for Foreign Residents - Reservation Required

(Tel: 06-6941-2297, E-mail: [jouhou-c@ofix.or.jp](mailto:jouhou-c@ofix.or.jp))

Location: MyDome Osaka, 5th Floor

Consultation Dates & Service:

- Labor Consultations

Feb 6 (Fri.) 1:30pm-5:30pm / Feb 19 (Thu.) 6:00pm-8:00pm  
Mar 6 (Fri.) 1:30pm-5:30pm / Mar 19 (Thu.) 6:00pm-8:00pm

- Bureaucratic Procedures Consultations

Jan 23 (Fri.) 6:00pm-8:00pm / Mar 27 (Fri) 6:00pm-8:00pm

- Legal Consultations

Feb 15 (Sun.) 1:00pm-5:00pm / Mar 15 (Sun.) 1:00pm-5:00pm

- Immigration Consultations

Feb 13 (Fri.) 1:30pm-5:30pm / Mar 13 (Fri.) 1:30pm-5:30pm

- Clinical Psychologist (Mental Health) Consultations

Feb 27 (Fri.) 6:00pm-8:00pm

Languages Available: 11 languages

Consultation Method: In-person, online, or by phone

Note: Clinical Psychologist consultations are available **in-person only**.

**Editor's Note:** In this issue, we interviewed an OFIX supporter whose awareness of disaster preparedness increased after the Great Hanshin-Awaji Earthquake 31 years ago. Hearing this story reminded us once again how important it is to be prepared for disasters. We would like to continue making daily preparations and never forget the lessons we have learned.

## OFIX is looking for supporting members!

Annual Membership: 50,000 yen for corporate and 3,000 yen for individual members.

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- ◆ FREE banner advertisements (for corporate members)

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## JICA Osaka Desk @OFIX

Tel: 06-6966-2400

Email: [jicadpd-desk-osakafu@jica.go.jp](mailto:jicadpd-desk-osakafu@jica.go.jp)



For comments and suggestions, go to [info@ofix.or.jp](mailto:info@ofix.or.jp)

## Free Consultation for Foreign Residents

Co-hosted by Ibaraki City and OFIX

Date & Time: Sunday, February 22, 2026

9:00am - 12:00pm

(Registration accepted until 11:30am)

Location: Ibaraki City Hall, South Building, 1st Floor  
Citizen Life Consultation Division

Fee: Free of charge

Method: In-person only

Languages Available: Plain Japanese, English, Chinese, Vietnamese

※ Other languages will be supported using a translation device.

Consultation Time: 30 minutes per session

Contact: Human Rights & Gender Equality Division, Civic and Cultural Affairs Department, Ibaraki City

☎ 072-620-1640 ✉ [jinken@city.ibaraki.lg.jp](mailto:jinken@city.ibaraki.lg.jp)

Reservation Required: Walk-in consultations may also be accepted if there are available slots.

## Access



## Osaka Foundation of International Exchange (OFIX)

5th Floor, MyDome Osaka, 2-5 Hommachiibashi, Chuo-ku, Osaka 540-0029

TEL : 06-6966-2400 FAX : 06-6966-2401

Email : [info@ofix.or.jp](mailto:info@ofix.or.jp)

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