

Kochi Consultation Center for Foreign Residents

Volunteer Supporters Guidelines

June 1, 2020 Kochi International Association (KIA)

[Kochi Consultation Center for Foreign Residents]

1. Objective

In recent years, the number of foreigners coming to Japan has increased. The number of foreigners residing in Japan was 2.83 million at the end of June 2019 (an increase of 190,000 from the previous year) and a total of 1.66 million of them were working in Japan at the end of October 2019 (an increase of 200,000 from the previous year). The number of foreigners in Kochi, like Japan as a whole, has been increasing. There are 4,746 foreign residents (an increase of 375 from the previous year) in Kochi, of which 3,141 are working (an increase of 549 from the previous year).

Under such circumstances, the prefecture made a move to establish a center to provide a one-stop consultation service in multiple languages to foreign residents so they can live with peace of mind. The "Kochi Consultation Center for Foreign Residents" (hereinafter referred to as the "Center") officially started its operations at the end of May 2019 in Kochi City.

In order for foreign residents throughout the prefecture to live comfortably alongside local residents, not only is support from the Center important, but cooperation from local residents is also essential. Therefore, the Center is continuously looking for "Kochi Consultation Center for Foreign Residents Volunteer Supporters" (hereinafter referred to as "Supporter") who can volunteer their time and help with the Center's activities.

2. Eligibility and Roles of a Supporter

Eligibility	Roles of a Supporter
<ul style="list-style-type: none">•Age 20 and over•Able to communicate in Japanese	<ol style="list-style-type: none">① Assisting a foreigner at a facility or an organization (government office, shop, etc) where they require assistance to communicate, by accompanying and supporting them.② Assisting with operations of "Regional Consultation Events" on the actual day, as well as promotions of these events beforehand.③ Assisting with the operations of the Center by

	cooperating when necessary. (For those who are well-versed in Japanese) ④ Interpreting and translating for events held by the Center and other related organizations. These will be done both from and into the Supporter's native language.
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3. Registration

Anyone who agrees with the objective of this system and fulfills the eligibility criteria stated above, can register as a Supporter.

(1) How to Register (no fees required)

Please fill in the "KIA ボランティア申込書" form and submit it to the Kochi International Association (KIA). Upon submission, the Center staff will provide a brief explanation of a Supporter's role. After understanding the volunteer support system, you will be requested to sign a confidentiality agreement.

(2) Continuation and Cancellation

There is no fixed volunteer period. Your status as a Supporter will continue for as long as we are aware that you wish to do so. However, your status may be withdrawn if any of the following occurs.

- If you violate the guidelines of the Kochi Consultation Center for Foreign Residents Volunteer Supporters
- If you are deemed inappropriate as a registrant
- If you request to cancel your registration
- If you have passed away
- If we cannot confirm your intention of continuing

4. Funding for Supporter Activities

Supporters are volunteers and thus, in principle there is no monetary reward for actions taken as a Supporter. However, the full amount of transportation expenses incurred during the Supporter's assistance will be reimbursed according to the following guidelines. Travel expenses will be reimbursed, in principle, twice a year (or once a year depending on the amount). If you wish to be reimbursed after each time you provide assistance, or if you decline to receive transportation expenses for a particular volunteer activity, please contact us during that time.

Example:

- Transportation expenses incurred in the course of supporting the operation of a Regional Consultation Event conducted by the Center
- Transportation expenses required when accompanying someone seeking advice, to their local municipal office

<Reimbursement Guidelines>

Personal Car etc.	Reimbursement based on round-trip distance between the Supporter's house and the location of assistance (29 JPY/1 km) Parking reimbursement only provided for the period the Supporter was involved in assisting
Public Transportation	Total cost reimbursed
Other	<ul style="list-style-type: none"> •For cases not listed above, the reimbursement amount will be decided upon discussion between the Supporter and the Center •Reimbursement amounts not specified within these guidelines will be based on prefectural office regulations.

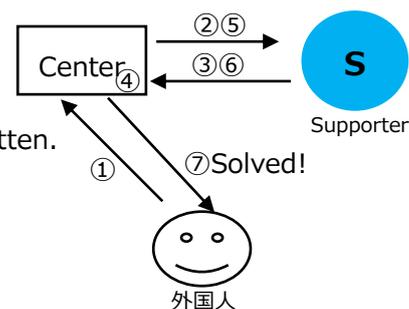
5. Outline of Requests for Supporters

Supporters will receive an official request for assistance from the Center. Examples of assistance that might be requested are outlined below. In order to confirm the assistance you have provided and reimburse your transportation expenses, please fill out and turn in the attached “サポーター活動報告書” to the Center as soon as possible.

(1) Translation Support Flow

When the Center receives a consultation in a language the Center staff cannot read

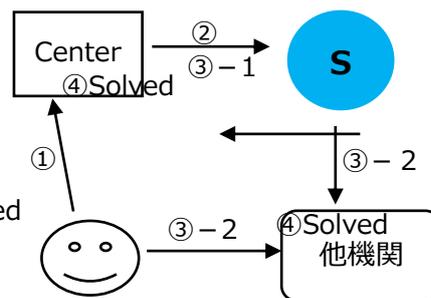
- ①The consultant (foreigner) emails the Center their consultation.
- ②A Supporter who knows the language the email (①) is in is contacted and a translation request is sent.
- ③The translated text is sent back to the Center.
- ④The consultation information is confirmed and a reply is written.
- ⑤The Supporter is requested to translate the reply (④).
- ⑥The translated text is sent back to the Center.
- ⑦The Center sends the consultation reply to the consultant.



(2) Interpretation Support Flow

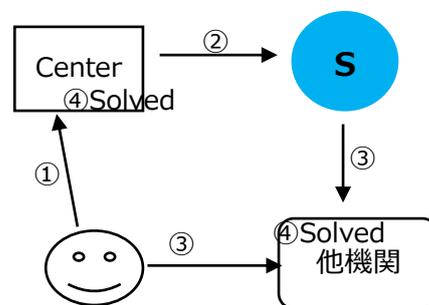
When the Center receives a consultation in a language that the Center staff has difficulty dealing with

- ① The consultant comes to the Center to consult.
- ② A Supporter who knows the language (①) is contacted and an interpretation request is sent.
- ③-1 The Supporter comes to the Center and interprets.
- ③-2 The Supporter goes with the consultant to another facility and provides interpretation.



(3) Communication Support Flow

- ① The consultant comes to the Center to consult.
Example 1) The consultant wants to make and register an official seal (実印).
Example 2) The consultant wants to know how to write a resume.
- ② The Center confirms the contents of the request and the location the consultant needs assistance at, and sends a request for the Supporter to accompany the consultant.
Example 1) The Supporter accompanies the consultant to the seal shop and the city office to purchase and register the seal.
Example 2) The Supporter accompanies the consultant to ジョブカフェこうち to receive advice on writing a resume.
- ③ The Supporter accompanies the consultant to the facility and helps to facilitate communication.



6. Other

(1) Regarding Insurance for Supporters

In case of accidents during activities undertaken as Supporters, the Center has all Supporters register for volunteer insurance. The Center will carry out the registration procedures and pay the insurance premium. Supporters are responsible for anything else that does not fall under the volunteer insurance.

(2) Regarding the Borrowing of Translation Devices

When needed for Supporter activities, translation devices can be borrowed from the Center, as specified in the “高知県外国人生活相談センター翻訳機貸出規程.”

サポーター活動報告書

提出日 (年 月 日)

Supporter Activity Report

Date (/ / YYYY/MM/DD)

相談者 Consultant	相談者氏名 Consultant Name			
	国 籍 Nationality			
	相談言語 Consultation Language			
サポーター氏名 Supporter Name			I D	
活動日時 Activity Date/Time	年 月 日 () : ~ :			
活動場所 Activity Location				
交通費 Transportation Costs	<p>下記のいずれかに○をしてください。※1の方は次ページの必要事項をご記入ください。 Circle one of the following. ※ If circling 1, please fill out the section on the next page.</p> <p>1. 交通費の受給を希望する Request reimbursment for transportation costs. 2. 交通費の受給を辞退する Forfit reimbursment for transportation costs. 3. 交通費の発生なし No transportation costs incurred.</p>			
<相談内容 Consultation Details>				
<活動内容 Activity Details>				

※個人情報の取り扱いには充分注意し、センターへの提出以外の用途で使用しないこと。

※ Please take the utmost care regarding personal information, and do not share it with anyone other than the Center.

センター	担当者	受付日	記録簿入力日
記入欄			

※交通費受給希望の方のみ下記にご記入ください。交通費のお支払いに必要となります。

Please fill out the following only if you are requesting reimbursement. The following is necessary for reimbursement.

■ 移動手段・経路・要した経費

※複数の移動手段を利用した場合、移動手段別にご記入ください。

※自家用車を使用した場合は 29 円/1km となりますので、出発地と目的地の住所を記載してください。距離は当センターで算出しますので、経費欄は記入不要です。なお、有料高速道路を利用した場合は領収書をご提出ください。

※公共交通機関を利用した場合は実費支給となりますので、利用区間（バス停や駅名）を明記してください。

■ Method of Transportation/Route/Total Cost

※ If you used multiple methods of transport, please fill out a different line for each method of transport.

※ If you drove your personal car, reimbursement is based on distance traveled (29 JPY/1 km), so please record the address from which you departed and the address of your destination. As the Center will calculate the distance, there is no need to record anything in the "Cost" column. If you used a toll road, please provide the receipt for the charge.

※ If you used public transportation, you will be reimbursed for the ticket cost. Please clearly record your route, including your departure and arrival station (bus station or train station).

移動手段 Transportation Method	経路 Route	経費 Cost
		円
		円

合計 Total 円

(記入例：活動場所が「ハローワークいの」だった場合)

移動手段	経路	経費
自家用車	自宅（高知市本町 4-1-37）とハローワークいの（いの町枝川 1943-1）を往復 ※当センターでルート検索し経費を算出しますので経費欄の記入は不要です。	円
バス	徒歩 片道 460 円 徒歩 自宅～バス停「高知城前」～「宇治団地前」～ハローワークいの	920 円
路面電車	徒歩 片道 420 円 徒歩 自宅～「高知城前」駅～「宇治団地前」駅～ハローワークいの	840 円

■ 交通費振込口座情報

※交通費はサポーター本人の口座への振込にてお支払いします。

※原則、半年ごとにまとめてお支払いします。なお、活動ごとの受給を希望する場合はお知らせください。

■ Bank Account Information for Reimbursement

※ Transportation costs will be deposited directly into the Supporter's bank account.

※ Travel expenses will be reimbursed, in principle, twice a year. If you wish to be reimbursed each time you provide assistance please contact the Center.

金融機関名 Bank Name		店舗名 Branch Name	
預金種別 Account Type	<input type="checkbox"/> 普通預金 <input type="checkbox"/> 当座預金 <input type="checkbox"/> その他 ()		
口座番号 Account Number		口座名義人 (カナ) Account Holder's Name (katakana)	