

Q & A

Consultation of foreign staff about new coronavirus infection.

Red word is question or consultation.

1.Regarding private, going out

1-1 Anxiety about going out, restriction

1-1-1 **feeling stressed about restrictions on going out.**

(A)Not all going out is prohibited. Wearing a mask, Avoiding crowds, Sufficient ventilation, If you follow the precautions, the possibility of infection is low.

1-1-2 **Precautions when going out necessary for daily life.**

(A)Be sure to wear a mask when you go out. Restaurants and taverns are said to be unsafe when you remove your mask. When you are eating out, do not talk with others and wear a mask when the meal is over.

1-1-3 **About safe activities and infection measures at that time**

(A)It is said that it is relatively safe to wear a mask and avoid crowds when going out.

It is said that it is fine to take a walk outdoors or go for shopping.

It is fine also going out for movie and the museum.

Basically, It's fine to go for shopping.

For safety doing activities must always wear a mask.

1-2 About interaction with people

1-2-1 **About meeting friends**

Be aware meeting people from the same or other country that you didn't know.

When an infected person appears at the workplace of a family living together.

(A) There is no problem with wearing a mask. But, if you remove the mask to eat, or drink alcohol, the risk of infection increases.

1-2-2 **Feeling stressed about not being able to return in your country.**

(A) I understand there is stress in not being able to meet family and friends.

Make good use of phone calls, message, video calls, etc.

1-2-3 I want to know the outlook for future vaccines and treatments.

(A) It is said that vaccination will begin in Japan around the spring of 2021. It is said that the staff and residents of facilities for the elderly can get the vaccine at an early stage.

The news reports that the vaccine is very effective, but you can't tell until it came.

Regarding treatment, currently there is no specific medicine, but treatment for the symptoms only.

However, it is also true that treatment is getting better and mortality is going down.

1-2-4 I want to know a guideline when I can return to my home country temporarily.

(A) At this moment, we don't know when it will be. We think that the Japanese and foreign governments will consult according to the situation of infection.

1-2-5 What should I do when I am able to return to my country and re-enter Japan and return to work?

(A) Please meet your family and refresh yourself before returning. We will let you know about the important points when you are ready to return to Japan.

2.Regarding anxiety and stress at work.

2-1 I'm worried about crowds when commuting.

(A) The Japanese are famous for wearing masks and not speaking loudly when they commute.

Crowded trains and buses can be anxious, but wearing a mask is relatively safe.

2-2 Anxiety about how to respond when an infection develops.
(for residents and staff)

There are sentences to convey such as manuals, but the number of characters is large.

Therefore, it is difficult because I do not know what is important.
(I'm worried if I can respond appropriately)

(A) We will create English and Vietnamese ones in the future. If you have any questions, please feel free to ask.

2-3 About correspondence when I am in poor physical condition.

2-3-1 If I am at increased risk of getting an infection due to close contact or develop an infection.

(A) If you are found to be at high risk of developing an infection, you will be quarantined at home for 2 weeks. If you develop an infectious disease, your symptoms will determine whether you are quarantined at home or hospitalized. Usually the hospital will give you instructions.

2-4 About infectious disease preventive measures.

2-4-1 **About the need for a shield other than meal assistance.**

(A) It is necessary for meal assistance, oral care, and sputum suction because sputum are likely to get on the face. It is said that goggles are fine.

2-4-2 **I am in trouble because if I ventilate, I will be scolded by the residents.**

(A) It is said that even short-time ventilation is highly effective. It is said that frequent ventilation in a short time is effective.

2-4-3 **Vague anxiety about getting infected at work.**

(A) Wearing a mask and disinfecting your hands is very unlikely to cause an infection.

It is said that if you wear face shields, goggles, and gowns according to your care, you are unlikely to get an infection.

2-4-4 **The pressure to infect the resident.**

(A) It is important to wear a mask and disinfect your hands. It is okay if you take measures against infection according to your care.

2-4-5 **Thorough hand washing will cause rough hands.**

(A) Buy a commercial cream and moisturize your hands frequently. If your hand hurts, go to a nearby dermatologist.

2-4-6 **I'm worried that there will be a shortage of infection-preventing items such as masks at the facility due to price increases and supply shortages.**

(A) Corporations purchase infection prevention products in bulk. In the spring of 2020, there was a shortage of facilities, but now we manage goods with a relatively large margin.

3. Problems related to learning.(Online lessons are difficult to understand)

Currently, only online classes are available for classes that is originally attending school.

On the other hand, for Japanese language instructors outsourced at each facility, we used to have face-to-face lessons at the facility.

Currently online (In 2021, one person who will take the national examination is conducting face-to-face lessons at the facility, after consulting with the instructor and thoroughly taking preventive measures against infectious diseases in order to prepare for Japanese.)

3-1 **Although it is an online class, it is difficult to understand due to communication environment problems.**

(A) Class in a place for online lessons depending on the location, there are places with poor radio waves, so if necessary, install additional Wi-Fi to prepare the environment.

3-2 Unlike face-to-face lessons, online lessons do not allow you to ask appropriate questions.

Two-way communication is difficult.

(A) It may be difficult to hear in online classes. Don't be shy and ask questions positively.

Due to the effects of the new coronavirus infection,

It is said that online classes will become mainstream all over the world in the future.

It may be important to practice from now on.

3-3 I want to concentrate on my studies, but I can't go to a coffee shop.

(A) Coffee shops and cafes are safe if you wear a mask. It is said that it is safe if you sit by the wall or in the store is not crowded.