

# Daily Life Support for the OIST community (Employees, Family, Visitors and Guests)

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Relocation Team  
Resource Center  
Medical Center



OIST

OKINAWA INSTITUTE OF SCIENCE AND TECHNOLOGY GRADUATE UNIVERSITY

# DAILY LIFE SUPPORT FOR THE OIST COMMUNITY

- The revised RUA management system has established that Daily Life Support for the unit members is not the primary responsibility of RUAs and should be kept to a minimum in order to allow them to focus on their work.
- At that time, it was recognized that many Daily Life Support functions being provided by RUAs duplicated services offered by the HR, the Resource Center, and other OIST organizations. It was also recognized that the availability of these services were not well known or their services were not meeting the needs of the faculty unit members.
- Since April, OIST has made a number of changes to address these issues. This presentation reports on the improvements we have made to maximize the utilization level of each service and to improve their efficiency.



# INAPPROPRIATE TASKS FOR RUAs TO PERFORM

There are two types of support that are not appropriate for RUAs to perform. The improved system provides alternative mechanisms to support them.

1. Daily Life Support that should not be asked of RUAs.
  - a. **24/7 emergency service**
  - b. **Lab work without proper qualifications and safety training**
  - c. **Driving unit members/their families in RUA's personal vehicle**

\*These restrictions are for legal or insurance reasons. Requiring someone to be on call 24/7 without proper employment agreement would violate the labor law. If an accident or other unfortunate incident happens as a result of the above activities, the RUA or the unit member or OIST could be held liable.

2. Daily Life Support that is of purely personal nature, such as making arrangements for unit member's personal travel or contacting member's children's school to set up a parent-teacher conference.



# BASIC ROLES OF EACH GROUP

Group	Responsibilities	Designated Users
Resource Center	Provide daily life support	Employees, Family, Visitors, Graduate Students
Relocation Team	Support for relocation and during the first two months after arrival	Employees + Family
Registration Desk (*now merged into Resource Center)	Registration of visiting researchers and guests	Visitors
Medical Center	Everything related to health, medication and hospital visits	Employees, Family, Visitors, Graduate Students



# CHANGES MADE and POINTS CONSIDERED to EXPAND DAILY LIFE SUPPORT

- Share the work related to relocation between the Relocation Team and Resource Center based on tasks, not on the time duration. (Cut-off point used to be after 2 months).
- Combine Registration Desk and Resource Center to maximize the scope of their services.
- Medical Center to adopt a 24/7 external support service. Currently considered is:  
NEC Video Communication Cloud Service
- **The use of ACE car insurance should be strongly recommended for all OIST members.**  
Other insurance companies such as Daido do not have capability to provide support fully in English.



# CHANGES MADE and POINTS CONSIDERED to EXPAND DAILY LIFE SUPPORT

## Personal Daily Life Tasks

### a. Personal Travel Arrangements

➡ **Resource Center** provides information, however no coordination of overall travel.

### b. Children's School Activities (Interpretation for Parent's Day, PTA, Parent & Child Interviews)

➡ Contact **Resource Center** for external service and volunteers.

### c. Parent Class for care of pregnant mothers

➡ Contact **Medical Center** for external service and volunteers.

### d. Transportation for errands or hospital visits

➡ Aside from the option to take a bus, use the **monthly errand service** provided by HR or contact **Resource Center** for a taxi reservation.



# RECENT CHANGE as of August 1

Resource Center welcomed the new **Director, Mr. Keita Uesugi.**

Resource Center and Registration Desk were combined to make a single team.

The combined team inherited the name of “Resource Center.”



Web site was renewed, started reservation system to minimize waiting time.

**PLEASE VISIT OUR NEW WEB SITE! <https://groups.oist.jp/resource-center>**



# RECENT CHANGE as of August 1

Resource Center Top
Services
Fun in Okinawa - Event Calendar
OIST Discounts
Credit Card
Other Tips
Calendar
Regular Activities and Events
Resource Center FAQs
Leaving OIST: Lump Sum Pension Claims
Switching a Foreign Driver's License to a Japanese License

Search

Search Terms

Type

- Any -

## Resource Center



### **Resource Center is here to help you!!**

The Resource Center serves as a source of information and support for the life of the entire OIST community in Okinawa, including family members, children and visitors, and promotes international exchange to make the time at OIST an enriching experience for every member of the community.

We provide assistance to the OIST community members in acclimating to their new surroundings, which includes support for daily life and introduction to various activities on and off campus.

### Book your Visit

Please use below link to book your visit at Resource Center





# RECENT CHANGE as of August 1

## Resource Center Services



Below are some popular ways people have used the Resource Center to support their daily lives and social activities. If you need any information, feel free to visit us in person, contact us via the phone, or even send an email.

### Daily Life Support



Family members are also welcome to contact us by emails, phones and walk-ins.

### Use your Talent!



### Social Support



#### Parent/Child Tea & Play

Enjoy a time of tea and creative play with other parents and their kids! This activity is born from the Infant Support Group where parents and expecting parents meet to share information about raising children in Okinawa. Don't be shy-stop by and get connected with the community of parents here at OIST.

#### Language Exchange

Everyone (Staff, family members, everyone!) is invited to practice their Japanese and English conversation skills at our weekly language exchange in the Resource Center. You can meet new people in a fun, casual environment. All levels of speakers are welcome to participate!

#### Monday Yoga

Date: Mondays  
Time: 18:30 - 19:30  
Price: 500 yen  
Location: Depends

\*Please check TIDA for details or email the Resource Center.  
What to Bring: Yoga mat, BodyTowel, Face Towel, Drinking water  
Inquiries: resourcecenter@oist.jp



# RECENT CHANGE as of August 1

Two office spaces have been maintained, one in the **village** and the other on campus **next to ATM**.

Location	Center Building Level C (Beside ATM Machine)	Village Center (Beside Gym)
Mon	Closed	9 : 3 0 – 1 7 : 3 0
Tue	9 : 3 0 – 1 2 : 0 0	1 4 : 0 0 – 1 7 : 3 0
Wed	9 : 3 0 – 1 2 : 0 0	1 4 : 0 0 – 1 7 : 3 0
Thu	9 : 3 0 – 1 2 : 0 0	1 4 : 0 0 – 1 7 : 3 0
Fri	9 : 3 0 – 1 7 : 3 0	Closed



# CONTACTS AND RESPONSIBILITIES

Category	Tasks	To be handled by:			
		RUAs	Relocation (HR)	Resource Center (New)	Medical Center
Vehicle	Insurance/Inspection/Tax/Name Transfer/Car Troubles/Selling			✓	
	Rental			✓	
	Purchase		✓ (from dealer)	✓ (from individuals)	
	Driver's License			✓	
Emergency	Car accident, Life-threatening emergency, Emergency overseas				
Health	Appointments, Accompanying to hospitals, Non-emergency injury or illness, Translation, Vaccination				✓
Housing	Relocation, Move, Lease Contract, Communication with Real-estate Agents, Insurance, Utility	✓ (Visitors)	✓ (Employees & Family)		
Visa	Employees & Family / Visiting Researchers and Guests	✓ (Prep for Visitors)	✓ (Employees & Family application for Visa/submission of visitor's CoE)		

# CONTACTS AND RESPONSIBILITIES

Category	Items	To be handled by:			
		RUAs	Relocation (HR)	Resource Center (New)	Medical Center
Other support for relocation	Registration at the village office, School admission, Opening of a bank account		✓ (Employees/ Family/ Visitors)		
	Application of Credit Card, Phone, Internet, SIM, TV			✓ (Employees/ Family/ Visitors)	
Other Daily Support	-Bank(general) -Credit Card, SIM, Phone, Internet, TV -Taxi, Reservations, Purchasing, Translations, Tax, Marriage, Childbirth, Shipping & Disposal of goods			✓	



# OFF CAMPUS EMERGENCIES (Accidents, Injury etc)

## In Case of Emergency-1<sup>st</sup> step

- In the event of an emergency such as sudden sickness, fire, accident or crime involvement, please dial the emergency numbers for help. First call the following numbers in case of emergency (Toll-free).
- Operator will connect you to an English speaking staff on duty, will arrange to facilitate communication in English.

☎ **119: Sudden sickness or injury / in case of fire**

☎ **110: Car accident / Crime / When you need a police officer immediately**



# OFF CAMPUS EMERGENCIES (Accidents, Injury etc.)

- ☎ 119 is connected to “Okinawa Command Center” which has **computer interpretation system in 7 languages** and **human interpretation support in 5 languages** (tentatively until Oct 31, in English, Chinese, Korean, Portuguese, and Spanish). \*Exceptions are calls from Naha city, Urazoe city, Okinawa city, Nakijin, and Motobu.

## 7-Language Response System

Accepting reports in foreign languages via the 7-language response computer system



## 5-Language Interpretation System

Trial interpretation support service proved in English, Chinese, Korean, Portuguese, and Spanish until October, 2016



# OFF CAMPUS EMERGENCIES (Accidents, Injury etc)

## In Case of Emergency-1<sup>st</sup> step

- Making an emergency call from a public phone  
Even with public phones, you can call these numbers for free. Ambulances and fire engines are free of charge.



# OFF CAMPUS EMERGENCIES (Accidents, Injury etc)

## In Case of Emergency-2nd step

- In case of a car accident or any problem with your vehicles (engine, flat tire etc.), **please contact your insurance company.**
- If you are taken to a hospital by ambulance and need an interpreter, please call OIST Help Line.  
☎ 098-966-8989

