

Tsurumi Ward Multicultural Community Basic Guidelines

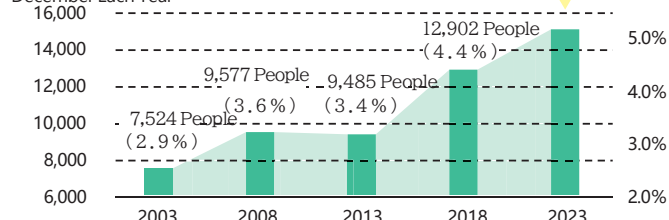
～Direction of Measures for Further Development of a Multicultural Society～

Formulation

Objective As part of its action plan to promote multicultural coexistence, Tsurumi Ward formulated the “Tsurumi Ward Multicultural Coexistence Promotion Action Plan” in 2008. Since then, various initiatives have been undertaken in collaboration with local communities, businesses, and organizations. Subsequently, with the increasing number of foreign residents, greater diversification of nationalities, and societal changes such as population decline, declining birthrate, and aging, the environment surrounding ward residents has significantly changed. In response to this, surveys were conducted from FY 2021 to 2023 to assess the situation of foreign residents living in Tsurumi Ward. This policy builds on the findings of these surveys, revises the Tsurumi Ward Multicultural Coexistence Promotion Action Plan, and outlines the direction of measures aimed at further developing a multicultural society.

Current Status of Foreign Residents in Tsurumi Ward

[Trends in the Number of Foreign Residents]
Based on the Basic Resident Register as of the End of December Each Year



Over the past 20 years, the number and percentage of foreign residents in the ward have nearly doubled. Today, approximately 1 in 20 ward residents is a foreigner.

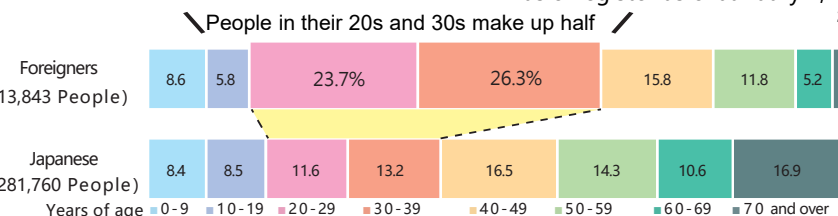
-From the FY 2021 Tsurumi Ward Basic Foreigner Population Survey and Basic Resident Register-

【Number of countries/regions with a foreign resident population exceeding 100 people】 【Ratio by age group】 Based on the Resident Basic Register as of January 1, 2021

Resident Basic Register as of the end of December each year

Diversification over 20 years
2003 7 Countries
2023 15 Countries

The diversification of nationalities is advancing, and variations in language, culture, and customs are increasing, leading to diverse needs and required support.



Foreign residents in the ward are predominantly in their 20s and 30s, accounting for 50%, with an average age of 35.20 years. This is noticeably younger compared to the overall ward population, including Japanese residents, which has an average age of 44.36 years of age.

Comments by Foreign Residents

Aspects of Life Found to Be Comfortable

- There are people from various countries, making it easy to adapt. I also exchange information with friends from my home country and Japanese colleagues.
- Even though I'm not fluent in Japanese, parents at my child's kindergarten are friendly and talk to me a lot.
- When my child fell ill, I consulted the daycare, and they referred me to a doctor.
- Teachers at the Japanese language class taught me not only the language but also the necessary steps for living and working in Japan.
- Through local events where I shared my country's cuisine and music, I was able to make friends with local residents. In some areas, international students participate in festivals.

Challenges and Needs in Everyday Life

- Where can I learn Japanese?
It would be nice to have a place to study at nearby.
- Where can I find information about daily life?
Something in multiple languages that's easy to understand.
- Documents with only important information and easy to understand
- Ward offices and hospitals use too many technical terms, which are difficult to understand.
- Where should I go if I get sick?
- The procedures for school admission and entrance exams are complicated.
- Where should I go in the event of a disaster?
- Japan has many systems and cultural practices, such as nursing care insurance and pensions, that don't exist in my home country. It would be helpful to have materials that explain these concepts in an easy-to-understand way.
- I want opportunities to gather with other foreigners and interact with Japanese people as well.
- I want to work or engage in activities where I can use my skills.
- I want to know about play areas or events that I can visit with my children.
- I don't understand what the neighborhood association does.

Key Points for Creating a Town Where Foreign Residents Can Live Comfortably

① **Communication Support**
Language, information-gathering opportunities, learning support, etc.

② **Daily Life Support**
Housing, employment, welfare, disaster preparedness, etc.

③ **Promoting Community and Social Participation**
Involvement in community activities, utilizing skills, etc.

A Town Where Everyone Thrives Beyond Differences in Nationality and Culture – Tsurumi

- Our Vision -

To further develop a multicultural society, **the government, local communities, businesses, and organizations** will work together to advance initiatives

3 Key Initiatives

1 Communication Support

Initiative 1

Enhancing Connections through Improved Access to Information, Consultation, and Learning Opportunities

Efforts will focus on ensuring that foreign residents have access to the necessary information and are aware of their rights and responsibilities for daily life, just like Japanese residents. This will be achieved by promoting multilingual support, innovative communication methods, and the use of "Easy Japanese," along with expanded opportunities for learning Japanese.

Examples ...

- Multilingual translations of everyday information, promotion of translation tools, and active use of "Easy Japanese"
- Timely information sharing via web platforms and social media
- Continuous dissemination of information and understanding residents' needs through support agencies and local businesses
- Training Japanese language support volunteers and matching them with learners' needs

2 Daily Life Support

Initiative 2

Building a System to Ensure Safe and Secure Living for All

Services will be tailored to each individual's life stage and length of residency, aiming to provide support that accommodates differences in culture, language, and systems, ensuring that foreign residents can live safely and securely.

Examples ...

- Providing consultations to address everyday challenges
- Assisting with housing and job searches, along with follow-up support
- Seamless provision of healthcare, medical, and welfare services
- Ensuring proper childcare and education
- Raising awareness of disaster preparedness and improving support systems

3 Promoting Community and Social Participation

Initiative 3

Creating Communities Where Foreign and Japanese Residents Learn from and Support Each Other

We aim to create a multicultural community environment where foreign residents can live independently as members of the local society and actively contribute to various communities in their own unique ways

Examples ...

- Raising awareness of multicultural coexistence through promoting this basic policy
- Encouraging communication in local areas using multilingual tools
- Creating opportunities for cultural and social exchanges to understand each other's customs and traditions
- Establishing environments where foreign residents can apply their skills and experiences
- Developing systems to match local community needs with the talents of foreign residents

People Engaged in Multicultural Coexistence in Tsurumi

@Restaurants, Shops, and Post Offices in Tsurumi Ward etc.

@All Counters at Tsurumi Ward Office

@NPOs and Volunteer Groups etc.

@Tsurumi International Lounge
@ Japanese Language Support Hub Facility
Tsurumi Himawari etc.

@International Student Halls
and Local Neighborhood Associations etc.

Strengthening information dissemination for foreign residents

Establishing information dissemination hubs, etc.



Promoting multilingual support and "Easy Japanese"

Using translation devices and providing multilingual materials, etc.



Support for foreigners to be independent
Learning support, advancing to higher education, qualification acquisition support, etc.



Support for leading a secure and comfortable life

Window consultations
Japanese language classes, etc.



Exchange between diverse cultures
Creating opportunities for foreigners to contribute
Exchange events, etc.



Tsurumi Ward Multicultural Community Basic Guidelines Formulation Process

Multicultural Community Development Declaration

FY 2008 Multicultural Coexistence Promotion Action Plan

FY 2021
Tsurumi Ward Basic Foreigner Population Survey (objective data)

FY 2022-23
Foreign Residents' Awareness Survey (In-Person Surveys)
Support organizations, groups foreign ward resident

Policy Formulation Process

Advice from experts
Listening to related organizations and foreign ward residents

FY 2024
Multicultural Community Basic Guidelines

< Definition of "Foreigner" and "Country" in this Policy >

【Foreigner】.....Includes "people with a nationality other than Japanese," "people who came to Japan from abroad," and "people with roots in foreign countries" (e.g., people with foreign national parents), meaning anyone with some connection to countries or regions other than Japan.

【Country】.....Refers to all countries and regions outside Japan