

Guideline for Multicultural Community Development in Fujisawa (Revision)

~Fujisawa where Japanese and non Japanese citizens live together.

We aim for developing multicultural community

where all citizens respect other cultures and

can live lives in their own way.~

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1. Aim of Formulating the Guideline

While rising the number of foreign national citizens (※), issues including language, job, education, daily life and others started to occur, because there are more chances of interaction with people who have different nationalities, ethnicities and culture in the community.

In order to deal with the issues, the city of Fujisawa has a project that provides life and administrative consultation, multilingual information and other services subject to non Japanese citizens (※). However, aiming for all citizens' comfortable lives, not only to support daily lives of non Japanese citizens, it is demanded to develop a community that allows peoples to live together while recognizing cultures of one another over their nationalities and ethnicities.

This guideline indicates the direction of the policies of multicultural coexistence in Fujisawa to promote cooperative activities under common recognition between citizens, Non-Profitable Organizations (NPOs), University, firms and the administration.

Descriptions of Terms

※foreign national citizen: A citizen whose nationality is other than Japanese.

※non Japanese citizen: A citizen whose cultural and/or ethnic background is other than Japanese ones. Not only foreign national citizens, but also including Japanese national citizens whose cultural and ethnic backgrounds are from foreign countries such as those who are returnees from overseas and/or born to an international marriage couple.

2. Purpose of Revising Guideline

Based on the “Plan for Multicultural Coexistence Promotion in Local Communities” that was planned in March 2006 by the national government to support activities of local public groups that aim for promotion of measures of non Japanese residents, the city of Fujisawa formulated the current guideline. However, six year has passed since the formulation and it becomes necessary to deal with the changes in circumstances of foreign national citizens and various issues that became apparent from “the Survey of Non Japanese Citizens” in 2011.

By the progress of globalization, we have entered the age that sees more frequent cross-border transfers of people, goods and information. For the city of Fujisawa where 5,000 foreign national citizens live and many foreign tourists along with students and researchers from overseas visit, it is important to promote society of multicultural coexistence where everybody can live with safety and security.

To respond the changes of circumstances and conform to the current guideline, “Fujisawa’s Road Map for Multicultural Community Development” planned in 2012, we revise the guideline to promote further activities.

On the revision, based on the “Basic Direction of Promotion of Policy” of the current guideline, the new guideline indicates the direction to solve issues. We will carry forward to creation of community where all citizens want to live in while recognizing cultures of one another over their nationalities and ethnicities.

3. Position

Based on the concept of the “Comprehensive Guideline 2016” for the management of administration in Fujisawa, this guideline is an individual collection of policies which targets for “Realization of Secure and Safe Multicultural Coexistence Society Truly Warm-hearted for Everyone”, the conception of “the Fujisawa Global Vision”, and summarizes views to promote multicultural community development.

4. Basic Aim (to develop multicultural community)

We aim to create society where non Japanese citizens and the others recognize differences of nationalities, ethnicities and customs, respect human rights, deepen exchanges and “live together”.

5. Basic Direction of Promoting Policy

(1) Support for Communication

- a. Support for languages
- b. Provision and exchange of information
- c. Consultation services

(2) Disaster Prevention • Risk Management • Criminal Prevention

(3) Medical Care • Health Care • Welfare

(4) Livelihood Support

- a. Residence
- b. Involvement in local governmental activity
- c. Self-sustainability and participation in local community
- d. Human rights • mutual understanding
- e. Work
- f. School education • lifelong learning
- g. Support for exchange

(5) International Exchange

- a. Sister, twin and friendship cities
- b. Citizen exchange
- c. International tourism

(6) Enlightenment of Citizens

(7) Environmental Improvement for Promoting Multicultural Coexistence

- a. Cooperation system of citizens and the administration
- b. Local administrative framework for promoting multicultural coexistence
- c. Cooperation with national and prefectural governments
- d. Cooperation with multicultural coexistence activities of citizens and firms

(8) Utilization of Information Technology

6. The Concrete Content of the Policy

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7. Promotion of Policy

(1) Promotion System

- a. Citizens and the administration cooperate to promote the policy based on the guideline and following structures monitor the enforcement status.

Administration: administrative project, “Meeting of Promoting Fujisawa Multicultural Coexistence” and other related divisions

Citizens: “Fujisawa City Friendship Committee” and “Meeting of Fujisawa Non Japanese Citizens”

Government and citizens hold a meeting at regular intervals.

- b. The concrete content of the guideline will be revised depend on the necessity.

The Concrete Contents of the Policy

1 Support for Communication

(1) Support for Languages

“Language” is the most important issue for non Japanese citizens. The language becomes a big communication barrier for children in school life and with friends and for adults at work and among neighbors.

【Current Situation and Issues】

- ① Japanese language classes are held at the public halls and the Young Association Center.
- ② To secure classrooms for Japanese language classes managed by citizen volunteers is difficult.
- ③ Acquisition of mother tongues (※) becomes an issue, since children may have difficulty in conversing with their parents and/or their life in home countries would turn to be not easy when they return due to inability of mother tongues.

【Content to Work on】

- ① To support for acquisition of Japanese language and their mother tongues of non Japanese citizens, the administration, citizen volunteers, and non Japanese citizens will cooperate and proceed to deal with.
- ② Aiming at the improvement of Japanese language classrooms, organizers of the classes and the administration will cooperate to solve Japanese language problem.

Descriptions of Terms

※mother tongue: The language that people naturally acquire during growth.

(2) Providing and Exchanging Information

【Current Situation and Issues】

- ① “Living Guide in Fujisawa” with useful information for living is translated in 6 foreign languages and distributed to non Japanese citizens, when they move in.
- ② For non Japanese citizens who have difficulties in Japanese language, it is important to have necessary information for their daily lives when needed. Enhancement of providing information to non Japanese citizens by monthly newsletter of Fujisawa, cable TV, FM radio and website is necessary.
- ③ It is often heard that finding multilingual information (※) is difficult. Making efforts to publicize its availability and convey accurate information is necessary.
- ④ Some non Japanese citizens have trouble in communicating with other people

including neighbors, non Japanese citizens and citizen volunteers due to differences of languages, customs, and culture.

【Content to Work on】

- ① To support for living in Fujisawa, necessary information for daily life including “Living Guide in Fujisawa” will be provided when non Japanese citizens move in.
- ② We aim to develop multilingual information including “Living Guide in Fujisawa” based on users’ opinions.
- ③ We will strive to effectively provide multilingual information through unification.
- ④ We are considering provision of multilingual information on DVD that makes easy to understand.
- ⑤ The city will promote to use information boards and signs that are created based on world standard mark and universal designs.
- ⑥ We aim to provide an open space for non Japanese citizens to casually obtain information and discuss their problems.

Descriptions of Terms

※6 foreign languages: English, Spanish, Korean, Chinese, Portuguese, and Vietnam

※multilingual information: Information of the city administration translated in multiple languages (English, Chinese etc.)

(3) Consultation Service

【Current Situation and Issues】

We offer consultation service of procedures of welfare and taxes and questions of daily life for non Japanese citizens.

【Content to Work on】

We aim to improve the consultation service for non Japanese citizens based on opinions of users.

2 Disaster Prevention • Risk Management • Crime Prevention

【Current Situation and Issues】

- ① We post maps at the major train stations for non Japanese citizens to evacuate without panic in a massive earthquake. Also, “Disaster Prevention Guidebook in 7 Languages” and “Evacuation Map against Tsunami 2” are distributed.
- ② Citizens, the police offices and related organizations aim together to promote creating community not to allow crime to occur. To make a community where citizens can live with safety and security, the city works on anticrime policy, such

as renting free alarming buzzers and organizing patrols at all areas.

- ③ According to the “Survey of Non Japanese Citizens”, what non Japanese citizens worry most in daily life is “dealing with disasters (e.g.: earthquakes)”. However, “Disaster Prevention Guidebook in 7 Languages” is rarely recognized.
- ④ The problem of staying at the evacuation places of non Japanese citizens has brought to the fore by many experiences of big earthquakes.
- ⑤ For non Japanese citizens needing support in disasters, it is important to cooperate with community, volunteers and non Japanese citizens who can speak Japanese.
- ⑥ As well as preparing for the system of providing appropriate multilingual information, it is necessary to prevent problems at the evacuation places due to differences in culture and customs.

【Content to Work on】

- ① We will discuss ways of publicizing how to prepare for disasters including distribution of the guidebook, when non Japanese citizens move in.
- ② We promote creation of environment where non Japanese citizens can participate in a disaster prevention drill in local area.
- ③ As well as preparing for the system of providing information rapidly and exactly in disasters, we will investigate and research usage of media, such as radio.
- ④ We promote support for non Japanese citizens who need to be supported in disasters due to lack of understanding Japanese language.
- ⑤ Citizens and the administration will cooperate to promote prevention of crimes through development of transmitting information for non Japanese citizens to live safely and securely.

3 Medical Care • Health Care • Welfare

(1) Medical Care

【Current Situation and Issues】

- ① The dispatching volunteer interpreter system is available for non Japanese patients at the Civil Hospital in order to receive medical treatment without any anxiety.
- ② Fujisawa joins the “Kanagawa Dispatch of Medical Interpreters System” that is cooperated project by Kanagawa Prefecture and NPO.
- ③ In response to medical emergencies of non Japanese citizens, we provide a health check survey and a short check list in five languages.
- ④ Some non Japanese citizens hope to participate in the “First Aid Course”.

【Content to Work on】

- ① We aim to improve access-friendly system of interpreters for both of non Japanese

patients and staffs of medical institutions. In addition, we support active provision of information about medical system and institutions

- ② We aim to promote smooth emergency activities and participation of non Japanese citizens in the “First Aid Course”.

Descriptions of Terms

※5 foreign languages: English, Spanish, Korean, Chinese and Portuguese

(2) Health Care

【Current Situation and Issues】

It is essential that the city actively inform non Japanese citizens about health care services and support them to live in health.

【Content to Work on】

We will improve existing multilingual information, such as “Maternal and Child Health Handbook” to be more useful one.

(3) Welfare

【Current Situation and Issues】

- ① It is necessary to introduce welfare systems for elderly people, disabled people and children clearly in various languages.
- ② Only a few non Japanese citizens visit public facilities for under 5-year-old children, such as “Child-Care Support Center”, “Meeting Circles”, “Community Centers” and “Public Halls”. It is important to understand accurately their needs and demands and reflect them to child care support services.

【Content to Work on】

- ① We aim to improve environment through municipal employee training so that they can response appropriately with consideration of cultural background of users when they provide welfare service.
- ② In order for non Japanese citizens to receive services easily, we will ask the national government to announce and improve services via the prefecture.
- ③ We aim to promote childcare support to non Japanese citizens.

4 Livelihood Support

According to transition of “Permanent Residents” within foreign national citizens, the ratio has increased to 60.6% in 2013, while it had been 19.3% in 1996. It is significant that we recognize them as our neighbors of different cultural backgrounds and explain

general information of daily life in the communities when they move in Fujisawa.

(1) Residence

【Current Situation and Issues】

- ① The same requirement is applied for both non Japanese citizens and Japanese citizens when they apply to rent a municipal housing.
- ② It is necessary to provide multilingual residential information including Japanese unique rules for living.

【Content to Work on】

The local administration and NPOs will cooperate to help non Japanese citizens to find housing and solve discrimination against them by providing information about letting agent and common practices and manners in Japan.

(2) Involvement in Local Government Activity

【Current Situation and Issues】

- ① We exchange opinions on administration with non Japanese citizens at the “Fujisawa Conference of Non Japanese Citizens”.
- ② Further discussion over the “Voting Rights in Local Elections for Foreign Residents” is necessary.

【Content to Work on】

- ① We aim to develop meetings consisted of non Japanese citizens and reflect their opinions in the measures and policies.
- ② We aim to include foreign national citizens in the surveys of the city, and reflect their opinions in the administration.
- ③ We will let the administration to have non Japanese citizens participate in a municipal advisory body and other bodies.

(3) Self-sustainability and Participation in Local Community

Mutual understanding with local Japanese citizens and living as good neighbors are important for non Japanese citizens to live safely and securely.

【Current Situation and Issues】

According to the result of the survey, non Japanese citizens were less satisfied with “relationship with neighbors, such as neighborhood council”. It is an issue to give a chance to build a relationship and exchange with local community.

【Content to Work on】

- ① We will actively encourage non Japanese citizens to participate in neighborhood council by using the existing multilingual leaflet.

- ② We aim to promote participation of non Japanese citizens in local communities, such as neighborhood council, Parents and Teachers Association (P.T.A.), etc.
- ③ In order for non Japanese citizens to act independently, we support key persons, networks and self-help organizations of local non Japanese citizens.

(4) Human Rights • Mutual Understanding

a. Human Rights

Local governmental organizations need to promote the measures of multicultural coexistence in line with the purpose of human rights estimation, such as “Global Human Rights Address”.

【Content to Work on】

Under “Universal Declaration of Human Rights”, “International Covenants on Human Rights”, “International Covenants on the Elimination of All Forms of Racial Discrimination” and “Fujisawa Guideline for Promotion of Human Rights Policy”, we aim to promote policies of human rights to prevent discrimination and abuse of human rights against non Japanese citizens and to have a community where all citizens understand various cultures and differences of ethnicities, respect each other and coexist.

b. Mutual Understanding

【Current Situation and Issues】

- ① We continuously offer programs of international understanding lectures at the community centers and the Youth Association Center.
- ② Japanese and non Japanese citizens work together to continuously hold International Festival in which people exhibit their cultures and exchange.
- ③ The Youth Association Center holds events of international exchange and provides Japanese-language classes. However, it is a problem that the number of participants does not increase.

【Content to Work on】

We aim to improve and publicize events of international exchanges.

(5) Work

【Current Situation and Issues】

- ① We enlighten owners of companies especially during “Foreign Labor Problem Awareness Month” that is held in every June.
- ② Since the fiscal year 2013, we have started the programs of the measures for

employing young people with difficulties to be independent and get a job.

- ③ According to the result of the survey, what non Japanese citizens “worry and concern” is “finding a job”.

【Content to Work on】

In cooperation with related institutions including the public employment security office, “Hello Work in Fujisawa”, we aim to promote consultation services and programs of work.

(6) School Education • Life Long Learning

a. School Education

【Current Situation and Issues】

- ① As of May 2013, 252 students of foreign nationalities (166 in elementary school and 86 in junior high school) go to public school in Fujisawa. 137 students of them come from the Latin American countries (72 Peruvians, 44 Brazilians, and 21 Argentines) and they are in the majority.
- ② International education by Foreign Language Teachers (FLT) is provided to the 5th and 6th graders at elementary schools and junior high schools students. Also, international understanding education by Teachers of International Understanding at Elementary School is provided to the pupils under 5th grade. In addition, we support pupils and students of foreign nationalities through classes, such as Japanese language classes and international classes, and assistance for learning and school life by Japanese language teachers.
- ③ Children of foreign nationalities do not need to go to compulsory schools in Japan, but we send information in English, Spanish, Portuguese and Vietnamese to parents who have new elementary and/or junior high school students. When foreign national citizens move in, we provide information and accept entrance application upon their registration.
- ④ Since some families of foreign national pupils and students also receive School Financial Aid, a leaflet is provided in Spanish, Portuguese and Vietnamese.
- ⑤ In order for children of foreign nationalities to go to school with hope, in cooperation with facilities, such as a nursery school, it is necessary to take measures to provide detailed information including system of education in Japan, to parents who have pre-school pupils.
- ⑥ There is a problem that some students stop going to school due to various reasons.
- ⑦ Due to abolishment of the Alien Registration System in July 2012, some foreign national citizens may not register. The number of school-aged children of

foreign nationalities who do not go to school is estimated to increase, as information of entering school is delivered based on residence registration.

【Content to Work on】

- ① We aim to promote international education from the point of view of multicultural coexistence and develop Japanese language support to pupils and students of foreign nationalities.
- ② Since one of the reasons that causes children to stop attending a school is a language barrier, we aim to solve problems through developing Japanese language classes and support by Japanese language teachers.
- ③ In cooperation with community, we aim to have information of non-school-goers and solve a problem.

b. Life Learning Education

【Current Situation and Issues】

- ① Central Library publishes and delivers a multilingual user guide.
- ② Public halls have international understanding lectures according to the characteristics of areas and demands.
- ③ The Youth Association Center has international exchange programs for multicultural understanding and exchange of the youth.
- ④ The survey showed that non Japanese citizens had a high percentage answering that they “did not know the place”, “never visited”, and “rarely visited” to the facilities of sports and libraries.

【Content to Work on】

- ① We aim to publicize rules of facilities of sports and libraries and create an environment that makes non Japanese citizens feel easy to visit.
- ② We will offer more places and opportunities for both non Japanese and Japanese citizens within the same area to interact each other.

(7) Support to Exchange

To solve problems of feeling isolation and loneliness and to live comfortably, support to non Japanese citizens is essential through providing necessary information and hearing their problems.

【Content to Work on】

We promote to provide places and opportunities where non Japanese citizens can easily gather, exchange information and have a talk.

5 International Exchange

(1) Sister Cities • Friendship Cities • Twin Cities

【Current Situation and Issues】

- ① We have sister/ friendship/ twin cities relationship with Miami Beach in the United States of America, Kunming in the People's Republic of China, Windsor in Canada and Boryeong in the Republic of Korea.
- ② We dispatch an official and citizens' delegation to the sister/ friendship /twin cities as an event to commemorate anniversary of affiliation.

【Content to Work on】

- ① In cooperation with the citizens' friendship associations and groups that exchange with the sister/ friendship/ twin cities, we promote mutual understanding and friendship thorough exchange in the broader areas, such as industry, culture, sports and academy with citizens form such cities and other municipalities for making a contribution to world peace.

(2) Exchange of Citizens

【Current Situation and Issues】

- ① We welcome visitors mainly from sister cities through “Homestay and Home Visit in Fujisawa” program. However, the number of host families who accept visitors is decreased.

【Content to Work on】

- ① We aim to actively publicize the “Homestay and Home Visit in Fujisawa” program and improve the system.
- ② We aim to create an environment where citizens easily have cultural or sports exchange with the people of sister/ friendship/ twin and other cities.

(3) International Tourism

【Current Situation and Issues】

- ① We put much emphasis on attracting visitors and educational tourists from overseas countries including sister cities.
- ② As nationalities of visitors vary, we need to watch tendency, develop selection of languages and research efficient method of providing information.

【Content to Work on】

- ① We develop more attractive tourist spots by promoting environmental improvement, such as producing multilingual guide signs, tourist maps and booklets that are easy to understand for non Japanese visitors.

- ② We aim to respond to the needs of the times such as multilingualizing information of events on a real-time basis and providing information by Wi-Fi.

6 Enlightenment of Citizens

【Current Situation and Issues】

It is important to create community where all citizens understand necessity of realizing multicultural coexistence and can respect each other's cultures.

【Content to Work on】

To increase consciousness of coexistence with non Japanese citizens and promote mutual understanding, we aim to promote enlightenment of citizens.

7 Creating Environment of Promoting Multicultural Coexistence

(1) Cooperation with Citizens and the Administration

【Current Situation and Issues】

In cooperation with the members of “the Fujisawa Friendship Committee”, who are elected from related organizations, and the administration, we promote exchange between cities and citizens, and multicultural coexistence development programs.

【Content to Work on】

In response to opinions on the projects for non Japanese citizens, citizens and the administration cooperate to promote multicultural community development programs.

(2) Administrative Framework for Promoting Multicultural Coexistence

【Current Situation and Issues】

- ① Based on “Fujisawa Global Vision” and “Fujisawa's Road Map for Multicultural Community Development”, each division offers support for non Japanese citizens individually.
- ② The cooperation and adjustment of related divisions in the city office are important to comprehensively promote measures for non Japanese citizens.

【Content to Work on】

- ① In the city office, we will set up “Multicultural Community Development Promotion Conference” to comprehend the status of projects that each division carries out and review them if they are necessary.
- ② To enlighten consciousness of multicultural coexistence, we will develop training course for staffs of the city office.

(3) Cooperation with the National and Prefectural Government

【Current Situation and Issues】

We participate in the “International Policy Meeting for the Study of the Kanagawa Local Government and International Relations Measure of Each Prefecture Local Government” and strive for close mutual cooperation with Kanagawa Prefecture, cities, towns and villages in Kanagawa.

【Content to Work on】

To develop measures of multicultural coexistence, we aim to have a tight relationship with the International Division of Kanagawa Prefecture and the Kanagawa International Foundation to collect information of current situation in the cities, towns and villages in Kanagawa Prefecture and of approaches of other local governments in Japan.

(4) Cooperation with Multicultural Coexistence Activities of Citizens and Firms

【Current Situation and Issues】

To develop multicultural community, citizens, NPOs, schools and firms take the initiative in expanding various activities.

【Content to Work on】

We will support activities of multicultural coexistence in the firms that employed foreign workers and accept foreign trainees, and volunteer organizations whose main missions are global cooperation and exchanges. At the same time, we aim to cooperate with them and promote multicultural community development.

8 Utilization of Information Technology

【Current Situation and Issues】

- ① We offer multilingual information, such as “Living Guide in Fujisawa”, “How to Separate and Dispose your Garbage and Recyclables”, “Disaster Prevention Guidebook in 7 Languages”, etc. on the website of the city.
- ② Although the ratio is relatively high for non Japanese citizens to obtain necessary information by internet, the ratio of accessing at the website of the city is low.

【Content to Work on】

- ① We will find out reasons why the website of Fujisawa did not have been accessed more often and discuss effective ways to provide information including user-friendly page composition.
- ② With usage of advanced information technology infrastructure, we aim to improve environment where people can easily collect necessary information.