

The Committee for the Promotion of A Multicultural Fukushima City

【SECOND MEETING】

DATE & TIME: JANUARY 16TH (THURS) 2020 FROM 1:30PM

LOCATION: FUKUSHIMA CITY HALL 4TH FLOOR MEETING ROOM

OUTLINE

1. Review of the First Committee Meeting Pg. 1 – Pg. 10
2. Regarding Other Opinions Pg. 11 – Pg. 16
3. Results of the Foreign Resident Survey Investigation Pg. 17
4. Multicultural Fukushima City Promotion Guidelines (Draft) Pg. 18 – Pg. 20
5. Revision of the Lifestyle Guidebook Pg. 21
6. Office Notices Pg. 22

1. Review of the First Committee Meeting (Part 1)

【Opinions from Committee Members】

(1) Regarding the **Guidelines for the Promotion of a Multicultural Fukushima City**

- ① The **definition of foreign persons** who will be who are the intended recipients of assistance should not be strictly dictated by nationality, but **should be widely defined** as persons who require assistance to fit into Japan’.
- ② English is the main language used when assisting foreign travelers at the information center even for those whose native language is not English
- ③ There are examples of municipalities that **provide language support to students who require Japanese assistance without a time limit on teacher dispatch**. Thus, it is expected that the composition of the guidelines will make such policy a reality.

1. Review of the First Committee Meeting (Part 2)

【Opinions from Committee Members】

(2) Regarding the **Lifestyle Guidebook**

- ① The **publication of information pertaining to rubbish collection days in multiple languages** is also required. Currently, as a result of Japanese-only signage, some residents may have acquired incorrect impressions regarding foreign residents.
- ② Though there are instructions to ‘check the website regarding disaster information’, let alone information in Japanese, the **amount of information disseminated in multiple languages is insufficient**.
- ③ With regards to disaster information, information is being disseminated not only by the city, but also at the tourism convention association.

1. Review of the First Committee Meeting (Part 3)

【Opinions from Committee Members】

(2) Regarding the **Lifestyle Guidebook**

- ① Most foreign residents obtain disaster information through **mobile applications** and the **foreign resident community** etc.
- ② There were also examples of **Japanese people who support foreign residents** disseminating disaster information.
- ③ With regards to disaster information, it's should not only be disseminated through the City and Tourism Convention Association social media, but it is also important that **information dissemination occurs through the online community.**

1. Review of the First Committee Meeting (Part 4)

【Opinions from Committee Members】

(3) Regarding **Other Lifestyle Sectors** 《Information Dissemination & Sharing》

- ① With regards to multi-lingual translation, while the **use of translation tools** such as electronic interpreting applications etc. is anticipated, these should be obtained with focus primary on their functionality.
- ② The requirement of an **interpreter registration and dispatch initiative** for foreign persons.
- ③ As there is a deficiency in **medical interpreters**, we would like a variety of related groups, not necessarily limited to medical facilities, to cooperate in **initiatives to foster medical interpreters**.

1. Review of the First Committee Meeting (Part 5)

【Opinions from Committee Members】

(3) Regarding **Other Lifestyle Sectors** 《Information Dissemination & Sharing》

- ④ It is anticipated that, when responding to foreign residents, rather than simply providing pamphlets, the function of the City Hall will be the **direct provision of information**: Acting as a **front-line access point** and **introducing a variety of opportunities to participate in activities** etc.

1. Review of the First Committee Meeting (Part 6)

【Opinions from Committee Members】

(3) Regarding **Other Lifestyle Sectors**

《Communication》

- ⑤ **Ongoing support** is required **for Japanese language assistance targeted at young students and guardian support**, as is support for **information exchange and sharing**.
- ⑥ Holding exchange events that **connect participants to a variety of circles, sports, and cultural activities**.
- ⑦ **Deepening the understanding of living together with foreign people, especially for children**, will lead to changes in awareness across all of Japan.

1. Review of the First Committee Meeting (Part 7)

【 Opinions from Committee Members 】

(3) Regarding Other Lifestyle Sectors

« Communication »

- ⑧ As children, rather than adults, have less reluctance in interacting with foreign people, it would be good for **children to interact with foreign people from a young age**, and get used to seeing different colored eyes and skin etc.

1. Review of the First Committee Meeting (Part 8)

【Opinions from Committee Members】

(3) Regarding **Other Lifestyle Sectors** 《Acceptance Infrastructure Services》

- ⑨ The **provision of Wi-Fi** is an important tool for people who have come from overseas to be able to communicate.
- ⑩ Along with the **expansion of Wi-Fi services** in public facilities, **ease-of-use and ease-of-connection initiatives** should also be considered.
- ⑪ How the **awareness of the host-side residents** can be changed and the **development** of that awareness is also important.

1. Review of the First Committee Meeting (Part 9)

【 Opinions from Committee Members 】

(3) Regarding Other Lifestyle Sectors

《Mutual Understanding》

- ⑫ When considering the local community, the **entrance of foreign residents into neighborhood associations** is also anticipated.
- ⑬ While on one hand many foreign citizens and foreign exchange groups attend international exchange events, there is **no such awareness** for many citizens, and **exchange activities are inward-facing**.
- ⑭ In alignment with **foreign people's understanding of Japan**, mutual understanding that also enhances the **understanding of the Japanese people on the accepting side** is required.
- ⑮ When composing the guidelines, **perspectives on the management of conflict**, the cause of which is based in different lifestyle rules, are also required in considering cohesiveness.

1. Review of the First Committee Meeting (Part 10)

【Opinions from Committee Members】

(3) Regarding **Other Lifestyle Sectors**

《Mutual Understanding》

- ⑩ Ongoing international exchange events should be aware of **initiatives that allow foreign people to participate more in society**, and should enable foreign residents and Japanese participants to **learn about each other's culture**.
- ⑪ **Integrating an orientation that aligns closely with foreign residents experiencing issues into the guidelines** upon their composition, will lead to foreign-person friendly town planning.

2. Regarding Other Opinions (Part 1)

【Opinions from Committee Members and Residents etc., Participants in the ‘2nd Fukushima Genki Talk’ (※)】

(1) Regarding the **Multicultural Fukushima City Promotion Guidelines**

《Information Dissemination & Sharing》

① When foreign persons are attempting to obtain information, while providing pamphlets is important, it would be good if there was first of all **a place that residents can easily visit to ask, and that will take responsibility to address the issues.**

※ ‘Fukushima Genki Talk’ : The City Mayor and residents of Fukushima City directly engage in a discussion, exchanging opinions on the theme of current issues and the future of Fukushima City.

Theme of the ‘2nd Fukushima Genki Talk’: Multicultural City Planning

/ 11 participants in addition to foreign residents.

2. Regarding Other Opinions (Part 2)

【 Opinions from Committee Members and City Residents etc., Participants in the '2nd Fukushima Genki Talk' 】

(1) Regarding the **Multicultural Fukushima City Promotion Guidelines**

《Communication》

- ② The length of separate, in-school Japanese language assistance for students is insufficient and, as there are also cases where students can't keep up with in class, we would like the **length of Japanese assistance** to be increased.
- ③ Multicultural integration should be considered over the long-term, and we would like the **contents 'Looking at Our Own Country' as part of 'Multicultural Integration' to be included in children's education.**

2. Regarding Other Opinions (Part 3)

【 Opinions from Committee Members and City Residents etc., Participants in the '2nd Fukushima Genki Talk' 】

(1) Regarding the **Multicultural Fukushima City Promotion Guidelines**

《 Provision of Accepting Infrastructure 》

- ④ The **installation of Wi-Fi** is important heading into the Olympics.
- ⑤ In the case of foreign residents who don't speak the language, if they become sick when no one is at home to support them, it is very dangerous, and an **interpreter is needed to convey to the doctor** nuances only the individual themselves can understand.

2. Regarding Other Opinions (Part 4)

【Opinions from Committee Members and City Residents etc., **Participants in the '2nd Fukushima Genki Talk'**】

(1) Regarding the **Multicultural Fukushima City Promotion Guidelines**

《Mutual Understanding》

- ⑥ The **facilitation of participation in opportunities for foreign residents to learn lifestyle rules**, such as anti-crime lectures or courses on traffic laws, should be planned across society as a whole.
- ⑦ The guidelines should include **practical things that can be easily taken up** by those outside the municipality; local organizations, regular citizens and foreign residents themselves.
- ⑧ There are **no full-time employment positions** where foreign residents to make use of their language ability in Fukushima.

2. Regarding Other Opinions (Part 5)

【Opinions from Committee Members and City Residents etc., **Participants in the 'Second Fukushima Genki Talk'**】

(1) Regarding the **Multicultural Fukushima City Promotion Guidelines**

《Mutual Understanding》

- ⑨ As praying is part of some foreign people's lifestyles, we wish for the **provision of prayer rooms** to be considered when thinking about internationalization.
- ⑩ There needs to be more consideration towards the fact that there are some **foods foreign people can't eat**, such as the displaying of ingredients used in restaurants.

2. Regarding Other Opinions (Part 6)

【Opinions from Committee Members and City Residents etc., Participants in the ‘Second Fukushima Genki Talk’】

(2) Regarding the Lifestyle Guidebook

- ① It would also be effective to introduce the use of the phone application ‘Sannaru’ (Three R’s).
- ② Each section title of the lifestyle guide should use easy to understand expressions, such as ‘if you...’ or ‘when you...’.
- ③ The ‘Telephone Consultation Service for Foreign Workers’ should be included.
- ④ As there is a limit to the number of languages in which the guide can be published, the use of easy Japanese with hiragana readings, and cartoons etc. should be considered.
- ⑤ Disclosure of information on medical facilities that can also respond to foreign persons who cannot speak Japanese freely.

3. Results of the Foreign Resident Survey

(1) Joint Foreign Resident Survey by Fukushima Prefecture and Fukushima City

【Implementation】 Late October 2019 to November 15th 2019

【Method】 Sent out at random to citizens over 20 years of age.

384 people (✕sent out to around 2,800 people across the whole prefecture)

✕The survey form was translated into Chinese, English, Korean, and Vietnamese in response to the nationality of the recipient.

(2) Survey Results

✕ As the collection and statistic calculation process has currently not yet been completed, and we plan to share the results in following meetings.

4. Multicultural Fukushima City Promotion Guidelines (Draft)

【Summary】 ※A detailed image of the guidelines (draft) included in additional documents.

(1) Those Covered by the Guidelines:

- ① Foreign residents
 - ② Residents who have roots overseas (including returned Japanese nationals)
 - ③ Local residents (Japanese nationals), organizations & businesses
- ※foreign tourists included where required.

(2) Structure of the Guidelines:

- ① Position of these guidelines (planning system)
- ② Significance of multicultural integration
- ③ Fundamental approach of the multicultural integration policy
- ④ Fundamental plan connected to the promotion etc. of an inclusive society
- ⑤ Multicultural City Fukushima Promotion Package (connected to the budget)

4. Multicultural Fukushima City Promotion Guidelines (Draft)

【Summary】

(3) Fundamental plan for promoting a society inclusive of foreign people (draft)

《Principal Guideline 1》Ensuring means of disseminating and sharing correct information

(Reference Opinions) Many displays are Japanese-only, lack of multi-language information, dissemination of information through connections with other organizations etc., information sharing through mobile applications and SNS, making use of translation tools.

《Principal Guideline 2》Implementation of Smooth Communication

(Reference Opinions) Ongoing support of Japanese assistance for students, sharing of information with guardians, cultural exchange through international exchange events, understanding of living alongside foreign people.

《Principal Guideline 3》Lifestyle Services & Improvement of Infrastructure

(Reference Opinions) Provision of easy-to-use and easy-to-connect-to free Wi-Fi, interpreting & translation initiatives, insufficient multi-lingual information, information sharing through connections with organizations etc.

4. Multicultural Fukushima City Promotion Guidelines (Draft)

【Summary】

(3) Fundamental plan for promoting a society inclusive of foreign people (draft)

《Principal Guideline 4》 **Promotion of an inclusive society with mutual understanding and respect.**

(Reference Opinions) Inclusion of foreign residents in neighborhood associations, increase and development of residents' awareness as hosts, mutual understanding incl. that of host side, places foreign residents can play an active role, study of different lifestyle rules and conflict management.

《Principal Guideline 5》 **Understanding of needs & improvement and strengthening of acceptance policies.**

(Reference Opinions) Internally focused exchange activities, exchange events that connect with a variety of circles and sports activities, improvement of understanding of multicultural inclusion and one's own culture from a young age.

《Principal Guideline 6》 **Provision of structures to comprehensively promote acceptance policies.**

(Reference Opinions) Information sharing through connections with other organizations, introduction of initiatives by each organization/facility.

5. Regarding the Revised **Lifestyle Guidebook** Draft

(1) Reference opinions regarding published contents and layout revision (re-publish)

① Published Contents

- Multi-language translation of trash collection days
- Insufficient amount of information dispersed in multiple languages (don't only introduce websites).
- Dissemination of disaster information through mobile applications.
- Collective introduction of initiatives of related organizations & facilities.

② Regarding Publication Layout

- Publication layout that is easy to understand at a glance (phrasing of titles etc.)
- Guidebook-like simple expressions and clean layout.
- Use of easy Japanese with readings, as well as cartoons etc.

(2) In regards to the revision of published contents etc. (draft) ※see extra documents

6. Internal Communication

❖ The Next (3rd) Committee Meeting will be held;

Time & Date: **Mid-February**

Location: **City Hall 4th Floor Meeting Room (planned).**