

(Provisional name)

# Tama City Multicultural Coexistence Promotion Basic Policy

Draft

March 2025

Tama City



# Mayor's Greetings

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# 1 Formulating basic policies

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## (1) Purpose of formulating the basic policy

The number of foreigners<sup>1</sup> living in Tama City was 2,838 (1.91% of the city's residents) in January 2020, but has been increasing, reaching 3,669 (2.48% of the city's residents) in January 2025. Their nationalities are also diversifying, with permanent residents making up the largest number of foreigners by residence status, and the number of foreigners expected to stay long-term is also increasing. The city launched the "Sixth Tama City Comprehensive Plan" (hereinafter referred to as the "Comprehensive Plan") in November 2023. The comprehensive plan sets out a new future city image: "Tama, a city of connections, support, mutual recognition, vibrant and shining," and aims to promote initiatives aimed at "creating a multicultural society through exchange," a policy C of the Basic Plan's field plan, in which "citizens will develop rich hearts through exchanges with people from various countries and regions, forming vibrant communities, and realizing a multicultural society in which people of different nationalities, etc., can recognize each other's differences and live together in peace as members of the local community."

In order for Tama City to maintain a vibrant society in the future, the idea of "multicultural coexistence<sup>2</sup>," in which Japanese and foreigners live together as members of the local community, will be important. In order to promote initiatives in the future, we have formulated the "Tama City Basic Policy for Promoting Multicultural Coexistence" to identify issues that need to be addressed and clarify the direction of specific measures that Tama City should focus on to solve these issues.

## (2) Tama City's history

In 1993, ahead of the national and metropolitan multicultural coexistence policies, the Tama International Communication Center (TIC) was established as a base for promoting international exchange activities in order to make international exchange in the region more fruitful. In addition to various international exchange projects by members, citizen volunteers are mainly involved in projects commissioned by the city, such as Japanese language classes, life consultations, and adaptation guidance for foreign residents. In 2004, the International Exchange Coordinator system was launched with the aim of creating opportunities for foreigners to play an active role in local events, responding to the needs for translation and interpretation into multiple languages, etc. Since 2016, the city has been publishing the "LIVING GUIDE TO TAMA" lifestyle information magazine for foreigners in English, Chinese, and Korean. In 2019, the city became a host town for Iceland in the wake of the Tokyo 2020 Olympic Games, and the following year signed a memorandum of understanding on friendly cooperation with the Embassy of Iceland in Japan, continuing exchange programs with Iceland. In 2022, the city reviewed its international exchange officer system and promoted multilingual translation of application forms and instructions for various procedures at city hall counters, where there is a high demand. In addition, in order to facilitate smooth communication at city hall counters, the city began providing sign language interpretation using tablet devices and counter interpretation in 13 languages. The city is also working to promote and raise awareness of easy Japanese<sup>3</sup>, such as by providing staff training in easy Japanese, which is easy for foreigners to understand. In recent years, we also have started a service that we mail necessary information for daily life to foreign residents once a year.

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<sup>1</sup> In this policy, foreign residents who live in the city, and foreign citizens who work and study in the city are collectively referred to as "foreigners."

<sup>2</sup> Multicultural coexistence: "People of different nationalities and ethnicities, etc., living together as members of the local community while acknowledging each other's cultural differences and building equal relationships" -From the Ministry of Internal Affairs and Communications' "Report of the Study Group on Promoting Multicultural Coexistence" (March 2006)-

<sup>3</sup> Easy Japanese: Easy Japanese that takes the other person into consideration, such as by rephrasing difficult words. It does not neglect the beauty and richness of the Japanese language, but aims to convey information in an easy-to-understand manner to many people, including foreigners, the elderly, and people with disabilities. (Quoted from the Immigration Agency and Agency for Cultural Affairs' "Guidelines for Easy Japanese for Supporting Residents") After the Great Hanshin-Awaji Earthquake in 1995, efforts began as a means of quickly conveying information about disasters to foreigners as well, and after the Niigata Chuetsu Earthquake and the Great East Japan Earthquake, efforts to communicate in easy Japanese during disasters spread throughout the country

### (3) Trends in the national and Tokyo metropolitan governments

#### ① National trends

In 2018, the government revised the Immigration Control and Refugee Recognition Act and established the new residence status "Specified Skills No. 1 and No. 2" to accept foreign human resources who have a certain level of expertise and skills and can immediately contribute to the workforce in response to the labor shortage caused by the declining population. In addition, comprehensive efforts for the acceptance and coexistence of foreign human resources have been implemented through the "Comprehensive Response Measures for the Acceptance and Coexistence of Foreign Human Resources." In 2020, the government revised the guidelines and plans for the promotion of multicultural coexistence based on the actual conditions of the region, and revised the "Regional Multicultural Coexistence Promotion Plan" for the first time in 14 years, calling for further promotion of multicultural coexistence measures.

In addition, according to the future population projections of Japan announced by the National Institute of Population and Social Security Research in 2023, it is predicted that in about 50 years, the Japanese population will decrease significantly, while the foreign population will increase significantly, accounting for 12.4% of the total estimated population.

March 2006	"Formulation of "Regional Multicultural Coexistence Plan"
December 2018	Compilation of "Comprehensive Measures for Accepting and Coexisting with Foreign Talent"
April 2019	Amendment of "Immigration Control and Refugee Recognition Act": Establishment of "Immigration Services Agency" and creation of "Specified Skilled Worker"
June 2019	Promulgation and enforcement of "Law on the Promotion of Japanese Language Education"
September 2020	Revision of "Regional Multicultural Coexistence Plan"
June 2022	Formulation of "Roadmap for the Realization of a Coexistence Society with Foreign Talent"
May 2023	Passing and enactment of "Law on the Accreditation of Japanese Language Education Institutions for Proper and Reliable Implementation of Japanese Language Education"

#### ② Trends in Tokyo

In 2016, the Tokyo Metropolitan Government formulated the "Tokyo Multicultural Coexistence Promotion Guidelines," which are based on a new approach of having both Japanese and foreigners participate and play an active role in the development of Tokyo. In 2020, a new incorporated foundation, the "Tokyo Tsunagari Sosei Foundation," was established, and efforts are being made to create a system for local Japanese language education in cooperation with wards, cities, towns, and villages, promote the spread and awareness of easy Japanese, and develop human resources who will be at the core of creating a multicultural society in wards, cities, towns, and villages.

February 2016	The "Tokyo Multicultural Coexistence Promotion Guidelines" were formulated."
October 2020	The Tokyo Tsunagari Sosei Foundation" was established.
March 2023	Indicating "the way in which a system for local Japanese language education" should be created in Tokyo

### (4) Position of this policy

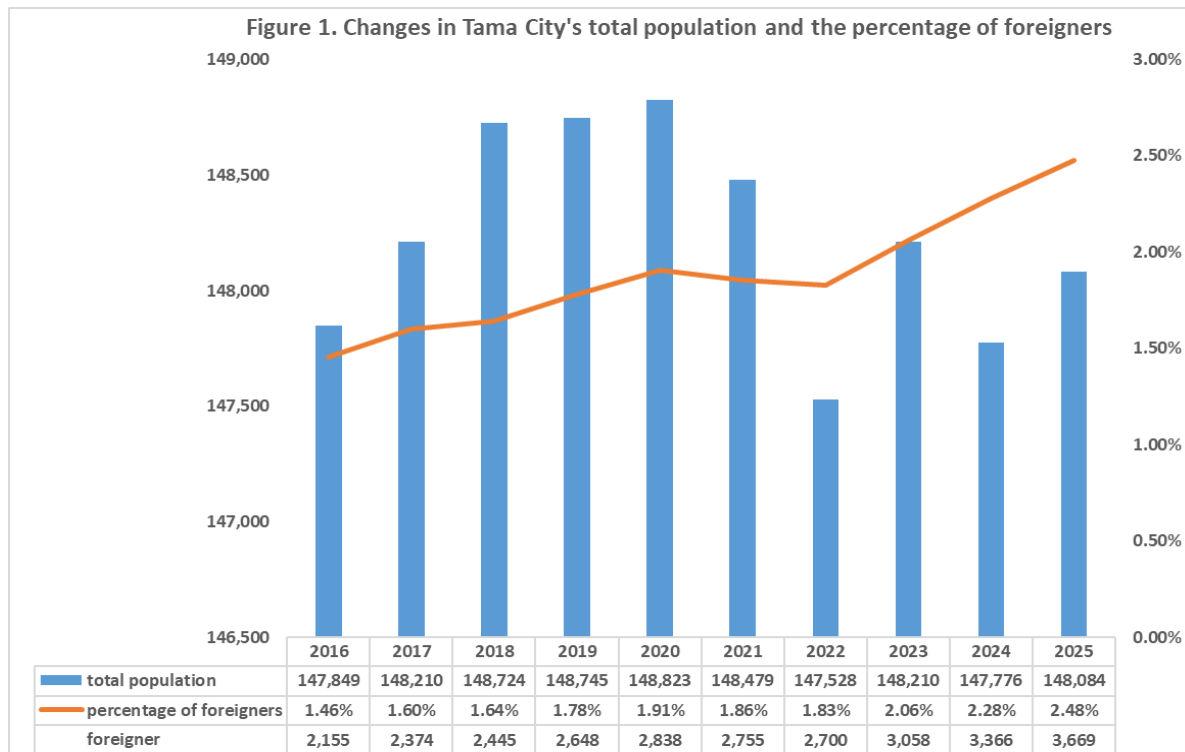
This policy is based on the comprehensive plan, which is the highest-level plan of Tama City, and indicates the basic direction of multicultural coexistence policies in Tama City. In order to promote multicultural coexistence, we will promote policies based on this direction through cooperation with plans in other fields.

## 2 Current state of multicultural coexistence in Tama City

### (1) Status of Tama City as seen from statistical data

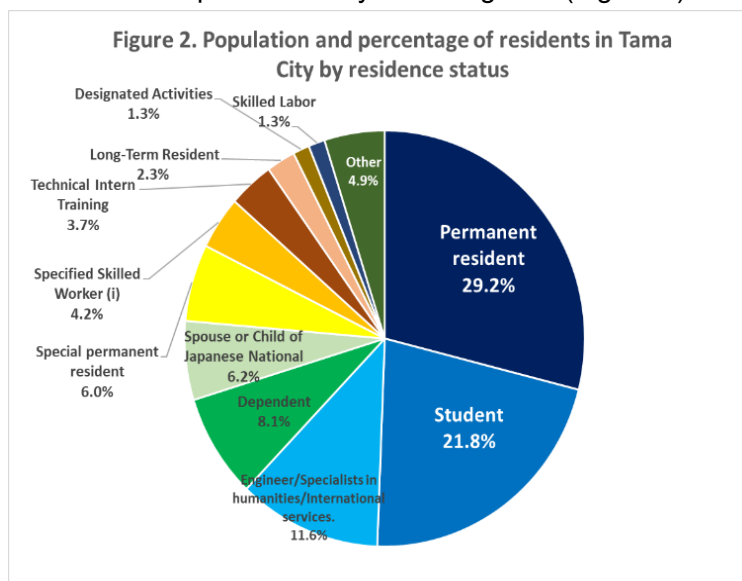
#### ① Trends in the foreign population

As of January 1, 2025, the population of foreigners registered as residents of Tama City is 3,669, accounting for approximately 2.48% of the total population. The population temporarily decreased from 2020 to 2022 due to the impact of the infectious disease epidemic, but has been increasing again since 2022. In addition, the rate of increase in the foreign population has been high since 2022. (Figure 1)



#### ② Population Proportion by Residence Status

By residence status, 29.2% are Permanent resident, 21.8% are Student, and 11.6% are Engineers/Specialists in humanities/International services. More than half of the population are Permanent residents, Engineers/Specialists in humanities/International services, and Dependent, all of whom are expected to stay for a long time (Figure 2)



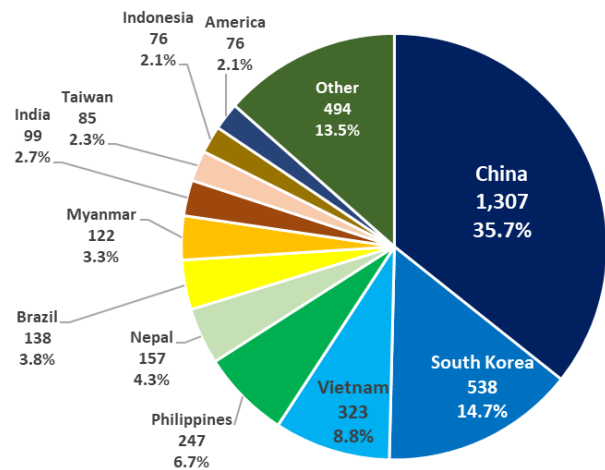
In Tokyo, Permanent resident(26%), Student(17.4%), Engineers/Specialists in humanities/International services(16.2%), Dependent(10.3%), Special permanent resident(5.5%), that is similar to Tama City.

In the whole country, Permanent resident(25.1%), Technical training(11.9%), Engineers/Specialists in humanities/International services(11%), Student(10.3%), Dependent(7.9%)

### ③Population Proportion by Nationality and Region

Looking at the population by nationality and region, the largest number of foreigners are from China with 1,307 people (35.7%), followed by South Korea with 538 people (14.7%), Vietnam with 323 people (8.8%), the Philippines with 247 people (6.7%), and Nepal with 157 people (4.3%). (Figure 3)

**Figure 3. Nationality breakdown of foreign residents in Tama City**



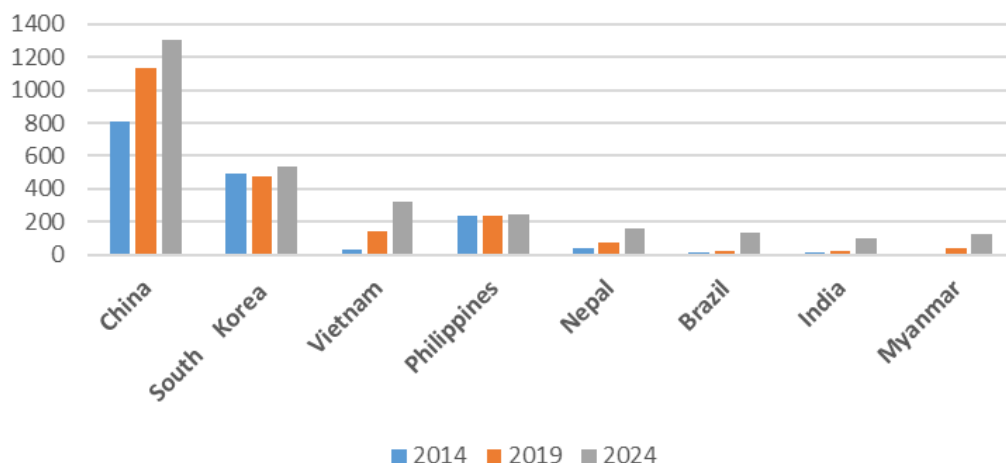
In Tokyo, China(39.7%), South Korea(13.6%), Vietnam(6.8%), Philippines(5.5%), Nepal(5.5%) that is the same with Tama City.

In the whole country, China(23.5%), Vietnam(16.7%), South Korea(11.4%), Philippines(9.2%), Brazil(5.9%)

### ④Population trends by nationality and region

Looking at the trends in the main nationalities and regions of foreigners living in Tama City every five years since 2014, the numbers of Koreans and Filipinos have remained almost flat, while the numbers of Chinese, Vietnamese, Nepalese, Brazilians, Indians, and Myanmar have increased significantly (Figure 4)

**Figure 4. Changes in the foreign population by major nationality**

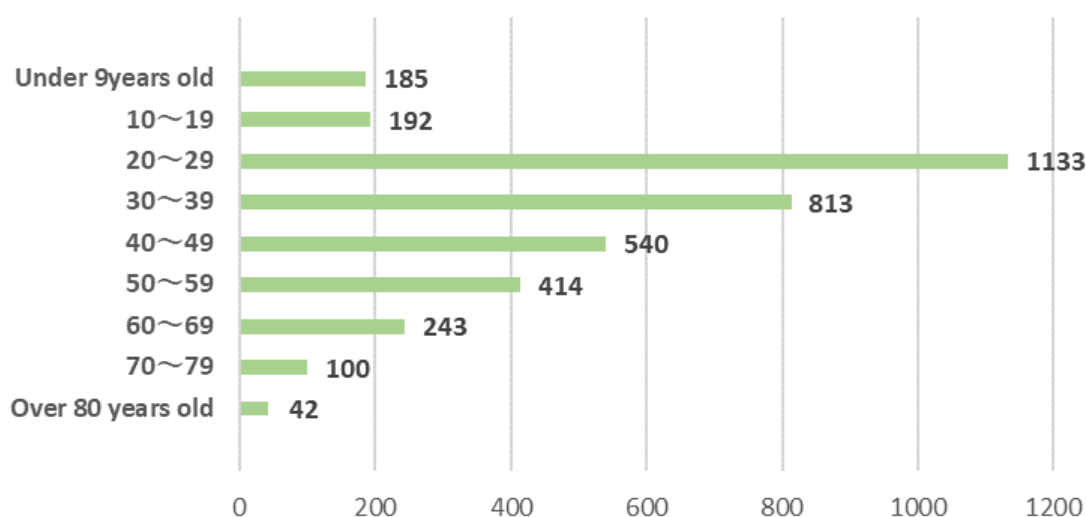




### ⑤Percentage by age group

Looking at the age group, the largest number of foreigners were in their '20s with 1,133 people, followed by those in their '30s, '40s, and '50s. In terms of percentage, those in their '20s and '30s made up 53% of the total (3,662 people), making them the largest age group. In addition, those in their 0 to '40s made up about 78% of the total, showing that there are many foreigners in the younger generations (Figure 5)

**Figure 5. Number of foreign residents in Tama City by age group**



(Reference) Top two types of residence status by age group.

The top two types of residence status by age group are as follows

年代	1位		2位	
Under 9 years old	Dependent	110	Permanent Resident	35
10~19	Student	63	Permanent Resident	47
20~29	Student	655	Engineer/Specialist in humanities/International services	108
30~39	Engineer/Specialist in humanities/International services	234	Permanent Resident	165
40~49	Permanent Resident	239	Spouse or Child of Japanese National	69
50~59	Permanent Resident	285	Special permanent resident	44
60~69	Permanent Resident	173	Special permanent resident	32
Over 70 years old	Special permanent resident	70	Permanent Resident	52

## (2) Current situation revealed by the questionnaire

### ① Overview of the survey

#### ■ Foreigner survey

<b>Purpose</b>	To find out what problems foreigners living in the city are facing and what the city should do to realize a multicultural society, and to use this information as a reference for formulating policies
<b>Survey period</b>	Friday, October 4th, 2024 to Friday, October 25th, 2024
<b>Survey subjects</b>	3,047 foreigners aged 15 and over (excluding special permanent residents)
<b>Number of respondents</b>	376people (response rate : 12.3%)

#### ■ Survey of Japanese people

<b>Purpose</b>	To find out how Japanese people living in the city feel about foreigners and what the city should do, and to use this as a reference for formulating policies
<b>Survey period</b>	September 21, 2024 to Friday, October 18, 2024
<b>Survey subjects</b>	2,000 Japanese people aged 15 and over (randomly selected from the Basic Resident Register)
<b>Number of respondents</b>	685 people (response rate: 34.2%)

## ②Results of the survey of foreigners (partial excerpt)

### ○Japanese language learning situation

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#### ▶Studying

51.6% of people are studying Japanese. When these people were asked to select multiple options for their study method, the most common answer was "studying on my own" (63.7%), followed by "attending a Japanese language class other than TIC" (19.1%) and "attending TIC's Japanese language class" (14.4%). In addition, we found that a certain number of people were studying online or being taught by their workplace, family, etc.

How to study	Answer	Ratio
Studying on my own	123	63.7%
Attending Japanese classes other than TIC	37	19.1%
Attending Japanese classes at TIC	28	14.4%
I am learning on-line	27	13.9%
Being taught at my workplace	27	13.9%
Other	18	9.3%
My family/friends/ relatives taught me	15	7.7%

#### ▶Not studying

On the other hand, 48.4% of people are not studying. When we asked why, with multiple answers, we found that many people who have mastered Japanese said, "Because I already have it down" (61.0%), but there were also answers such as "I want to study, but there is no one to teach me or a classroom" (12.0%) and "I don't have an environment where I can study online" (4.0%), showing that there are people who want to learn even if they are not studying.

Reason	Number	Ratio
Because I've already learned the language	122	61.0%
Other	32	16.0%
I want to study but there's no one to teach me/ no class to attend	24	12.0%
It doesn't bother me that I can't speak the language	14	7.0%
Because I am not in an environment to learn on-line	8	4.0%

Picture

○Languages people can understand when receiving information from Tama City.

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When asked about the languages people can understand when receiving information, the most common were "Japanese" (71.0%), "English" (54.3%), "Chinese" (36.4%), and "Easy Japanese" (22.6%). We found that many people understand Japanese, and more than half understand English.

Language	Number	Ratio
Japanese	267	71.0%
English	204	54.3%
Chinese	137	36.4%
Easy Japanese	85	22.6%
Other	77	20.5%
Vietnamese	30	8.0%
Tagalog	27	7.2%
Korean(Hangul)	27	7.2%
French	9	2.4%
Nepali	9	2.4%

○Information desired from Tama City

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When asked about the information they wanted from the city, the most common responses were "tax and pension information" (58.2%), "medical and health insurance information" (56.4%), and "information on foreigner support services" (48.4%). This shows that many people want information related to taxes, pensions, and medical care.

Information	Number	Ratio
Information on tax and pension	219	58.2%
Medical and Health Insurance Information	212	56.4%
Information on the Support services to foreign citizen	182	48.4%
Information about social events such as festivals and sports competitions	168	44.7%
Information on Disaster Prevention	133	35.4%
Information on culture and art	128	34.0%
Information on Community and Volunteer Activities	116	30.9%
Employment Information	110	29.3%
Information on Child-Rearing and Education	99	26.3%
Housing Information	94	25.0%
Daily life information such as how to take the garbage out for collection and recycle	81	21.5%
Nothing in particular	44	11.7%

○Problems in everyday life, problems that have occurred in the past

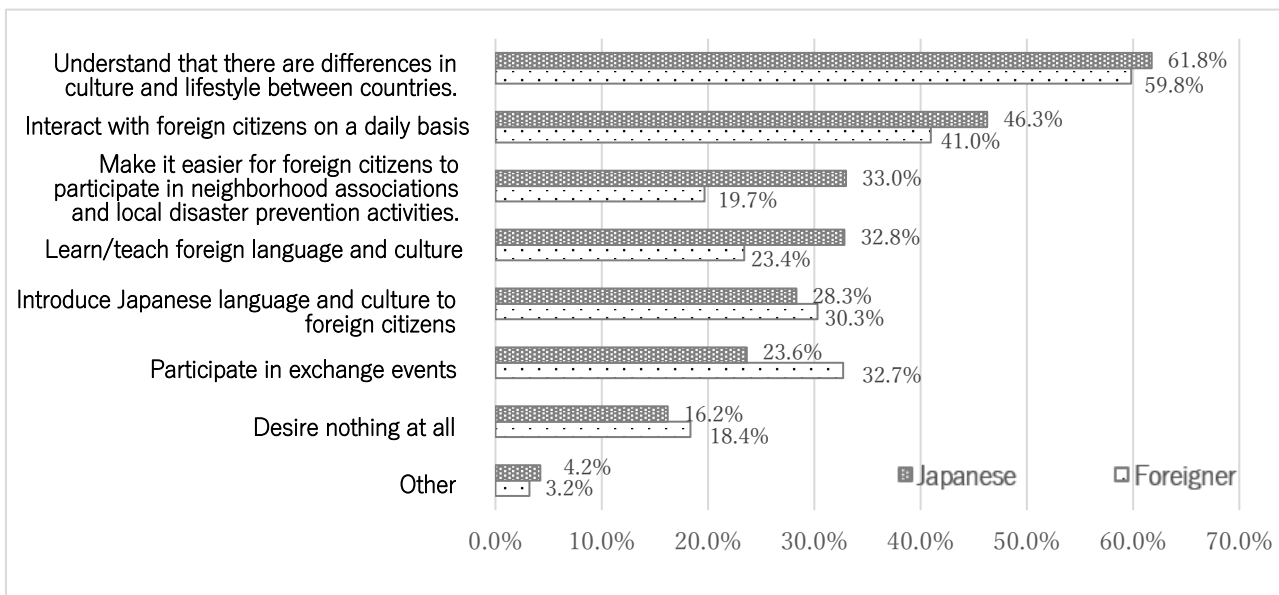
When asked about problems in everyday life, problems that have occurred in the past, the most common answers were "not being able to communicate" and "nothing in particular that has caused problems," followed by "what happens when you get sick or injured."

Problems	Number	Ratio
Language barrier	112	29.8%
Haven't experienced any particular problems	105	27.9%
In case of illness or injury	95	25.3%
Money matters	73	19.4%
Matters related to disasters such as earthquakes and typhoons	72	19.1%
Not knowing how to go through the procedures at city hall	64	17.0%
Finding a job	63	16.8%
Not understanding the contents of notices from city hall	58	15.4%
Very little information written in multiple languages	57	15.2%
Neighborhood activities such as resident's associations and matters related to neighborhood socializing	41	10.9%
Socializing with other parents at my children's school, parenting and education	37	9.8%
Lifestyle rules such as garbage disposal	35	9.3%
Housing-related issues	34	9.0%
Other	20	5.3%

### ③Comparison of surveys of foreigners and Japanese people

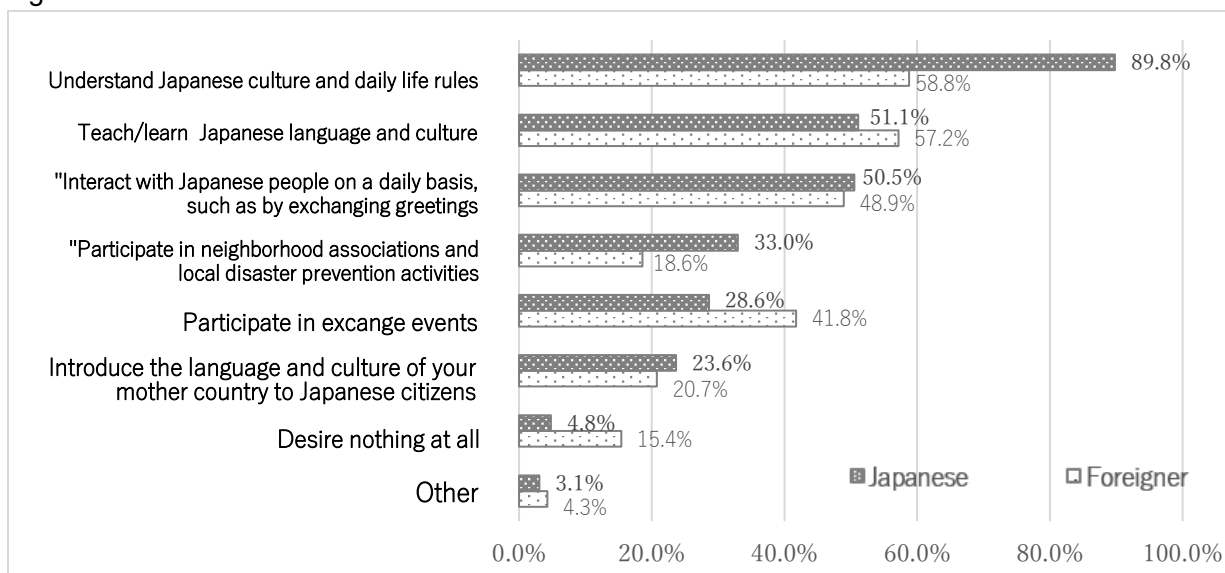
#### ○What Japanese people can do to realize a multicultural society, and what foreigners want

When asked what Japanese people can do to achieve multicultural coexistence, and what foreigners want from Japanese people to achieve multicultural coexistence, the top two answers, "Understand that there are differences in culture and lifestyles between countries" and "Interact with foreign citizens on a daily basis, regardless of whether they are foreign or Japanese citizens," were consistent. The item with large difference was "Make it easier for foreigners to participate in neighborhood associations and local disaster prevention activities," with 33.0% of Japanese people saying



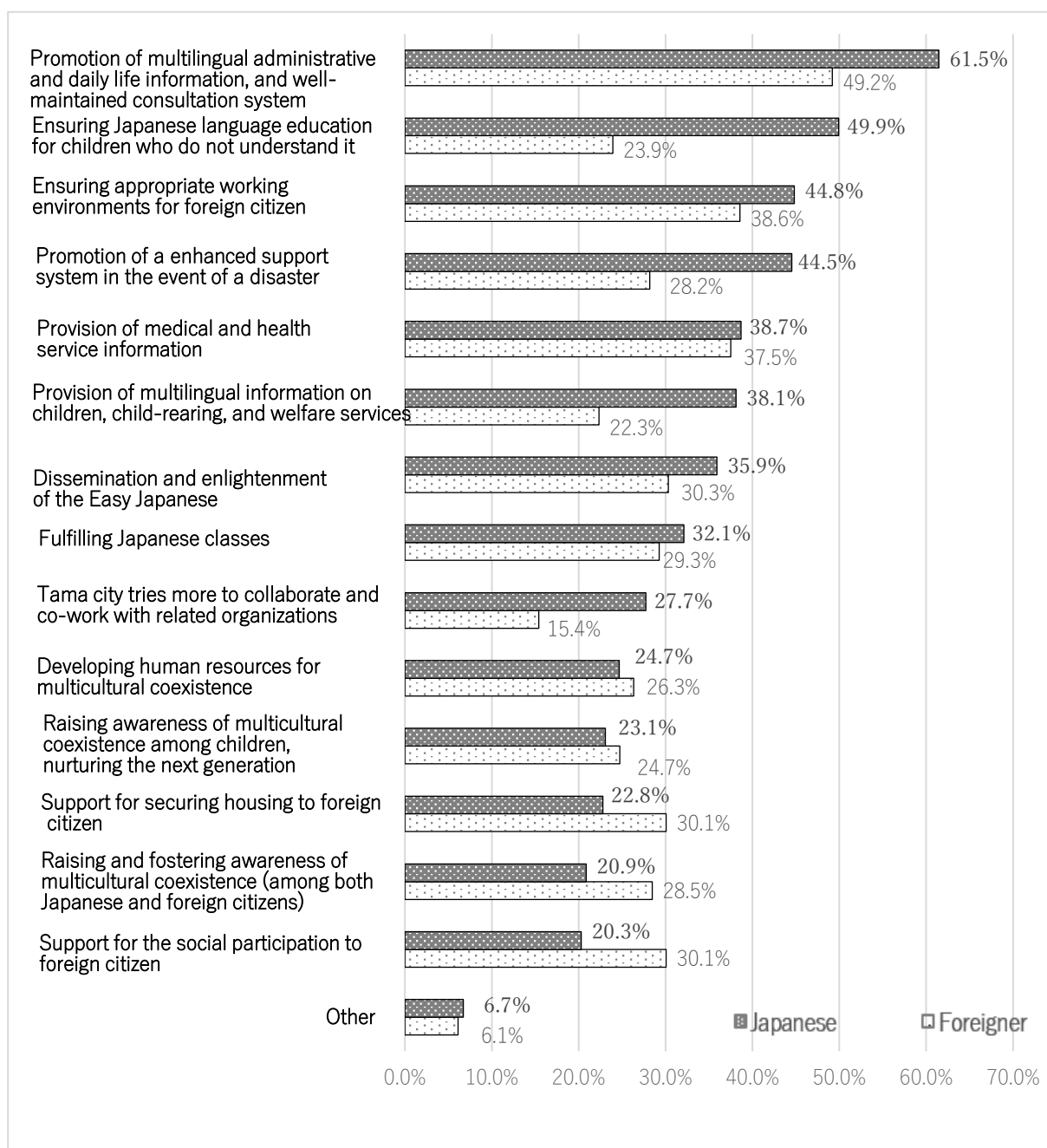
#### ○What foreigners can do to help realize a multicultural society, and what Japanese people want.

When asked what Japanese people want from foreigners to help realize a multicultural society, and what foreigners can do to help achieve multicultural coexistence, the top three answers were consistent: "Understand Japanese culture and lifestyle," "Teach/learn Japanese language and culture," and "Interact with Japanese people on a daily basis, such as by exchanging greetings." The item with large difference was "Participate in neighborhood associations and local disaster prevention activities," which while Japanese people want to do, is inferred to be a high hurdle for foreigners. In addition, "Participate in exchange events" was more easily undertaken by foreigners than Japanese people expect from foreigners.



### ○What Tama City should do to realize a multicultural society

When asked about what Tama City should do to realize a multicultural society, only the top item, "Providing administrative and living information in multiple languages and establishing a consultation system," was agreed upon. Foreigners placed importance on "ensuring a proper working environment for foreigners" and "provision of medical and health service information," while Japanese people tended to place importance on "ensuring Japanese language education for children who do not understand Japanese," "ensuring a proper working environment for foreigners," and "establishing a support system in the event of a disaster." The item with the biggest difference was "ensuring Japanese language education for children who do not understand Japanese," which was chosen by 49.9% of Japanese people (2nd place) and 23.9% of foreigners (12th place).



#### ④Survey of Japanese people

When asked how they would like to interact with foreigners in the local area in the future, the most common answer was "I want to say hello," and other answers such as "I want to work together with them in local activities (such as neighborhood associations and festivals)" showed that there were relatively many positive responses to interacting with foreigners.

Answer	Ratio
I want to say hello	63.5%
I want to work together with them in local activities (such as neighborhood associations and festivals)	25.0%
I want to participate in international exchange events held by Tama city,etc.	24.1%
I don't really want to interact	16.9%
I want to participate in support for foreigners (Japanese language classes, etc.)	13.7%
Other	10.9%
I want to interact with other parents through my child's school.	8.6%

#### Column・I Lectures and panel discussions held

On Sunday, July 21, 2024, a multicultural coexistence lecture, "The first step towards multicultural coexistence," was held at Sekido Community Center. In the first part, Professor Keizo Yamawaki of Meiji University's School of Global Japanese Studies gave a lecture on multicultural coexistence. In the second part, a panel discussion was held in which the mayor and other panelists discussed the good points of Tama City, its challenges, and prospects for the future.



パネルディスカッションの様子（左から、コーディネーター：山路教授、パネリスト：市長、秋元理事長、豊さん、柳井さん）

**Lecturer** Mr. Keizo Yamawaki  
(Professor, School of Global  
Japanese Studies, Meiji University)

**Panelists** Mayor Abe, Ms. Miharū  
Akimoto (TIC Chairman), Mr. Shinji  
Yanai (Vice Chairman of the Karakida  
Community Center Management  
Council), Ms. Zhai wen hui (Foreign  
Resident)

**Participants** 45 people

Regarding Tama City, opinions were expressed that TIC's activities are actively carried out in various committees, the effectiveness of Japanese language classes for foreigners, the city's natural environment and tolerant atmosphere, and the activeness of civic activities are good points of the city, but issues such as a place where Japanese and foreigners can interact, training successors, and strengthening education were raised.



### 3 Policies derived from issues and the direction of major initiatives

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#### (1) Vision

Based on the vision for the multicultural coexistence policies in the Comprehensive Plan, the following is the vision for the policies set out in this policy:

**A city where people of different nationalities, etc, can accept each other's differences and live together in peace as members of the local community.**



picture

#### (2) Summary of issues and policy direction

Based on the vision we are aiming for, we have organized the issues related to promoting multicultural coexistence from the following three perspectives:

- ①Issues related to communication in daily life
- ②Various issues faced in daily life
- ③Issues for mutual understanding and active participation as members of the community

## ① Issues in communication living daily life

### ～Analysis of current situation～

- The most common problem is "not being able to communicate in the language". Also, "not understanding procedures at city hall/notices from city hall," "lack of information written in multiple languages" are ranked high. So There is a demand for administrative and lifestyle information to be multilingual (foreigner survey)
- Among those who are not studying Japanese, there are those who "want to study, but there are no classes or people who can teach me" that is assumed the Japanese language classes are not known well or that the conditions such as the day of the week or location of the existing Japanese language classes do not match. (foreigner survey)
- When receiving information from the city, the most common language they understand is easy Japanese, after Japanese, English, and Chinese. There are needs to provide information in easy Japanese. (foreigner survey)
- Japanese people have low awareness of easy Japanese. There is not enough advertising about easy Japanese. (Japanese survey)



### ～ Issues～

- ◎Various application forms and Life informations need to be multilingualized
- ◎It is necessary to consider how to hold and publicize Japanese language classes in order to participate more foreigners in the classes.
- ◎Publicize and spread easy-to-understand Japanese that is easy for foreigners to understand, not only to city employees but also to citizens.

### ～Policy direction～



## Communication support

(Creating an environment that allows foreigners to live their daily lives smoothly)

In order to allow foreigners to live their daily lives smoothly without being restricted by differences in language or customs, we will create an environment where foreigners and Japanese people can communicate with each other by translating necessary administrative and lifestyle information into multiple languages, utilizing ICT such as multilingual interpretation terminals, promoting and using easy-to-understand Japanese, and opening Japanese language classes.

## ② Various issues faced in daily life

### ～Analysis of current situation～

- The most common problem is "what to do when you get sick or injured". And the most common thing Tama City should do to promote multicultural coexistence is "providing information on medical and health services". So information is required when they visit medical institutions. (foreigner survey)
- The most common thing Tama City should do to promote multicultural coexistence is "ensuring a proper working environment for foreigners" (foreigner and Japanese survey); both are in the top ranks. So it is required to creating a system that ensure a suitable working environment
- "Establish a support system in the event of a disaster" (foreigner and Japanese survey); Both are ranked high. So it is necessary to establishing a support system in the event of a disaster (foreigner and Japanese survey)
- There are many young people, and more than half of the people have status-based residence status<sup>4</sup> that the number of long-term residents is likely to increase in the future. So support for pregnancy, childbirth, and child-rearing (each life stage) is needed. (Tama City foreigner statistics)



### ～ Issues～

- ◎Improving the provision of information on medical institutions that support foreign languages, Establishing an environment that foreigners can receive medical services without any worries.
- ◎Providing information to ensure a proper working environment
- ◎Establishing a support system in the event of a disaster
- ◎In light of the expected increase in younger generation long-term residents in the future, enhancement of information provision for pregnancy, childbirth, and child-rearing is needed.

### ～Policy direction～



#### Life support

(Establishing an environment for support in administrative policies and procedures, etc)

We will provide support for foreigners so that they can live comfortably by establishing an environment where they can receive all the necessary support information and appropriate services in areas such as education, employment, housing, medical care, and disaster prevention.

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<sup>4</sup> [1] Status-based residence status: This refers to residence statuses such as "permanent resident," "long-term resident," "spouse or child of a Japanese national," and "spouse or child of a permanent resident" when the purpose of staying in Japan is not employment but marriage or long-term residence in Japan.

③ Issues for mutual understanding and active participation as a member of the community.

～Analysis of current situation～

- When asked what foreigners can do to promote multicultural coexistence (what they would like foreigners to do), both "understand Japanese culture and rules of life" and "learn Japanese language and culture" ranked highly. (foreigner and Japanese survey) It is required to opportunity to learn about Japanese culture and life rules.
- When asked what Japanese people can do (what they would like Japanese people to do), the most common answer in both surveys was "understand that culture and lifestyles differ from country to country". So it is necessary to promote understanding of the cultures and lifestyles of various countries. (foreigner and Japanese survey)
- There is a demand for events where foreigners and Japanese people can interact. Also, there were many opinion from both sides they want to treat foreigners and Japanese people equally. So it is necessary to provide more opportunities for foreigners and Japanese people to interact and be active in the local community. (foreigner and Japanese survey)



～ Issues～

- ◎Raise awareness of Japanese culture and living rules for foreign residents.
- ◎Creating opportunities to learn about the cultures and living habits of various countries
- ◎To increase opportunities for foreigners and Japanese people to interact.
- ◎To create opportunities for foreigners and Japanese people to be active in the community without distinction between them.

～Policy direction～



**Community development and Fostering awareness**

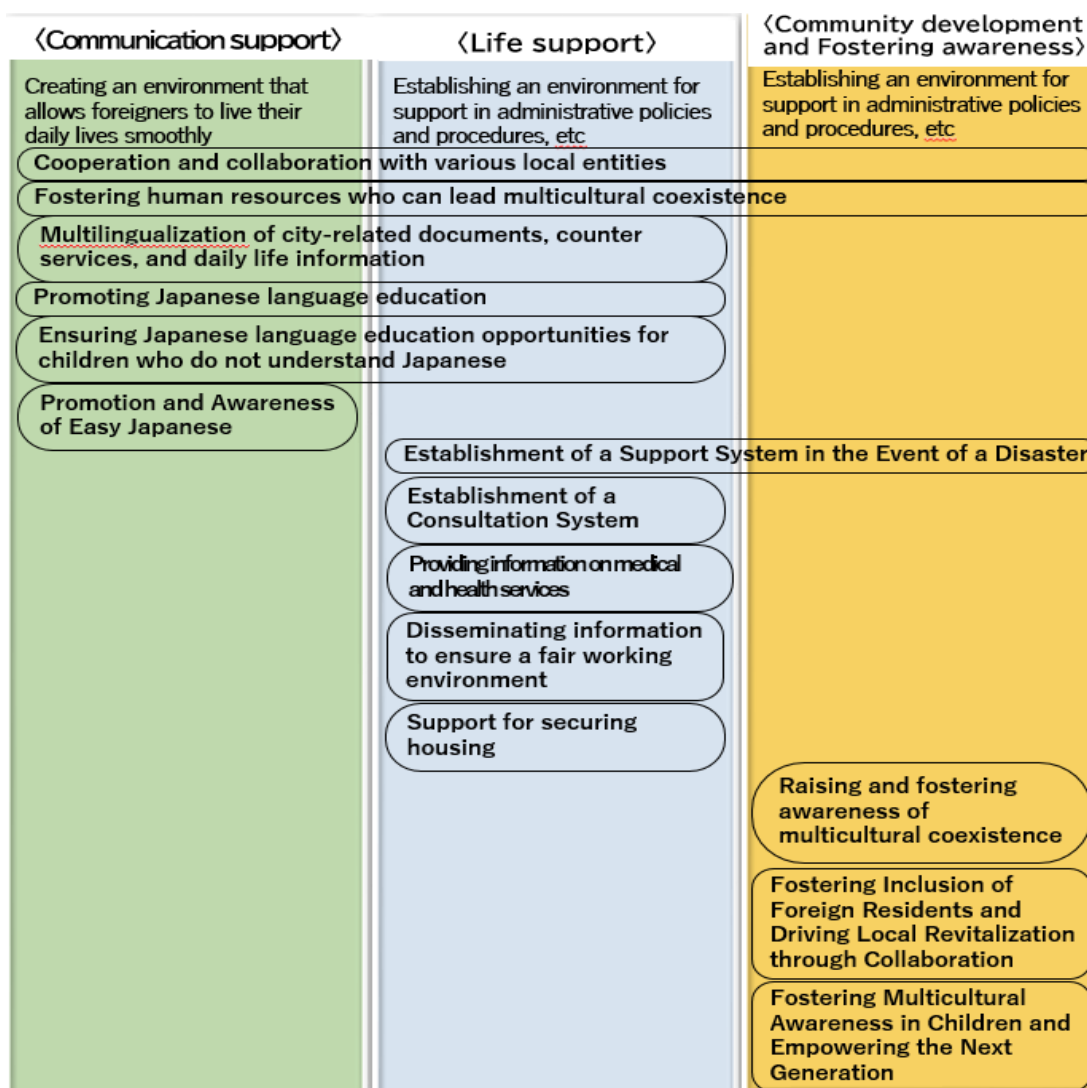
(Fostering awareness and community development through mutual understanding and enhanced exchange)

We aim to foster a sense of multicultural coexistence in the community by holding various exchange events to deepen mutual understanding between Japanese and foreigners and by creating opportunities for foreigners to play an active role in the community as members of the community.

### (3) Overall policy picture

Based on the characteristics of our city regarding multicultural coexistence, national and prefectural trends, and the vision of this policy, we will promote three policies and related efforts as shown in the system diagram below. For efforts that span two or more policies, we will be conscious of multiple directions.

**Vision** A city where people of different nationalities, etc, can accept each other's differences and live together in peace as members of the local community.



#### ▼ Promotion system

- Inter-agency cooperation

Internal committees (a meeting body made up of relevant department heads and division heads, with the mayor as the head of the headquarters)

- Cooperation with related organizations

Tama City  
International  
Exchange Center

Tokyo and other  
municipalities

Nearby universities and  
Japanese language  
schools in the city

#### (4) Main Initiatives

- **Cooperation and collaboration with various local entities**

We will continue to support TIC, which conducts various international exchange programs and Japanese language classes for foreigners commissioned by the city. We will also cooperate and collaborate with not only TIC but also local welfare organizations and local citizen groups in order to realize a multicultural society.

- **Fostering human resources who can lead multicultural coexistence**

We will strive to foster human resources who can lead multicultural coexistence through collaboration with nearby universities and Japanese language schools in the city, TICs, etc

- **Multilingualization of city-related documents, counter services, and daily life information**

In order to create an environment where necessary administrative and daily life information is easily accessible for foreigners, we will provide multilingual daily life information magazines and support system guides, as well as promote multilingual support at counter services and daily life information by utilizing multilingual interpretation terminals, etc.

- **Promoting Japanese language education**

In cooperation with TIC, we will open Japanese language classes for citizens whose first language is not Japanese, and we will work to train and secure Japanese language volunteers, providing opportunities for foreigners to learn Japanese according to their living environment and needs.

- **Ensuring Japanese language education opportunities for children who do not understand Japanese**

We will work with various organizations to ensure that children who have difficulty understanding Japanese can learn Japanese and adapt to school life.

- **Promotion and Awareness of Easy Japanese**

We will encourage the continued use of "Easy Japanese" at our service counters by raising awareness among citizens and providing training to staff. This initiative aims to ensure that "Easy Japanese" is easy for foreigners to understand.

- **Establishment of a Support System in the Event of a Disaster**

Based on the city's Manual for Dealing with Foreigners in a Disaster, we will install multilingual signs at evacuation shelters and develop a system for cooperation with related organizations.

Additionally, we will encourage foreigners to participate in the city's comprehensive disaster prevention drills, including specialized drills for foreigners. These efforts aim to foster disaster prevention awareness among foreigners during peacetime.

- **Establishment of a Consultation System**

To further enhance the consultation system, we will continue the life consultation service operated by TIC, which provides advice on issues related to living in Tama City. Additionally, we will begin exploring the establishment of a centralized general consultation service for foreigners to provide them with essential information for daily life.

- **Providing information on medical and health services**

We will collect information on medical institutions in the city in multiple languages and strive to provide easy-to-understand information. We will also work to inform medical institutions of public support systems, etc., in order to promote the creation of an environment in which foreigners can receive medical services with peace of mind.

- **Disseminating information to ensure a fair working environment**

In order to secure employment opportunities for foreigners and resolve employment issues, we will work with related organizations to disseminate information on systems for employment support and employment preparation support, as well as support for starting businesses.

- **Support for securing housing**

We will promote housing support for foreigners by coordinating with housing support consultation desks and providing guidance based on the Guide for Foreigners to Move into Rental Housing (Ministry of Land, Infrastructure, Transport and Tourism) etc.

- **Raising and fostering awareness of multicultural coexistence**

We will hold exchange events between foreigners and Japanese people, including exchanges with Iceland, where Tama City serves as a host town, as well as international understanding and cultural courses, in order to raise and foster awareness of multicultural coexistence.

- **Fostering Inclusion of Foreign Residents and Driving Local Revitalization through Collaboration**

We aim to create opportunities for foreign residents to share their perspectives on government policies and local issues, fostering their active involvement in community development alongside Japanese residents. By encouraging their participation in various aspects of town-building, we strive to build an inclusive community where foreign residents can thrive as integral members.

Through meaningful connections with active foreign residents and providing tailored support when needed, we will identify and nurture key individuals. This approach will harness the cultural diversity within our community, transforming it into a source of new energy and innovation for local development.

- **Fostering Multicultural Awareness in Children and Empowering the Next Generation**

By supporting initiatives like international understanding classes and embassy visits for children, we aim to inspire a deeper interest in global exchange. These efforts will help nurture the next generation, equipping them to thrive in a diverse and interconnected world

## Interview with Foreigners Working, Studying, and Living in Tama City

### •Foreigners Working in Tama City

Reasons for Working in Tama City: Proximity to home and ease of commuting / Happened to see a job posting.

Challenges with Japanese Language: Family members help with interpretation when needed.

Sources of Information: Facebook, bulletin boards in apartment complexes, social media platforms of the same nationality, flyers delivered to their homes.

Difficult Experiences: Faced bullying at a previous workplace due to not being Japanese./When first arriving in Japan, struggled with the language and needed both interpreters and access to Japanese language learning resources.

~From the Employer's Perspective~

•The number of workers (in the caregiving field) is starting to decline among Japanese employees alone.

•While there are no major issues with everyday conversations or communication with clients, challenges sometimes arise with specialized terms when recording information. However, such challenges may be resolved in the future as digital transformation (DX) progresses.

### •Foreigners Studying in Tama City

Challenges with Japanese Language: A large number of vocabulary words / Difficult grammar / Understanding polite Japanese is challenging.

Difficulties in Daily Life: Need someone who understands Japanese to accompany them to the hospital. Trouble finding a suitable hospital.

Difficulty with applications for things like health insurance cards.

Sources of Information: Visual aids such as illustrations or photographs make information easier to understand, even without Japanese language proficiency.

### •Foreigners Living in Tama City

Challenges: Having to fill out a large number of forms.

Methods for Learning Japanese: Watching children's TV programs together and picking up some Japanese.

Reading books and gradually learning by listening to conversations between Japanese people.

Difficulties (Current or Past): The procedures involved in moving (from finding a place to completing the relocation).

Financial issues related to daily living.

When Visiting Hospitals: Schedule appointments on days when family members who understand Japanese have time off from work.



## 4 Promoting multicultural coexistence

To effectively advance this policy, we will enhance collaboration both within the agency and with external organizations. Additionally, we will implement measures aligned with the policy while reinforcing the promotion framework.

### (1) Internal promotion system

In order to effectively promote the creation of a multicultural community, the status of various initiatives set out in the policy will be confirmed through internal meetings (a conference body composed of relevant department heads with the mayor as the chief, or a conference body composed of relevant section heads) and the policy will be promoted while promoting cross-sectional cooperation within the city government.

Also, as the number of foreigners increases, we will also monitor the various issues that arise in administrative and financial management and consider solutions.

### (2) Collaboration with external organizations

Promotion method	Contents
Collaboration with and operational support for the Tama City International Exchange Center	In cooperation with the Tama International Center, we will implement projects that will promote international exchange and multicultural coexistence. We will also provide support for the operation of the TIC, and work together to promote the creation of a multicultural community.
Cooperation with the Tokyo Metropolitan Government and other local governments	We will cooperate with the Tokyo Metropolitan Government, other local governments, and neighboring international exchange associations to exchange information and promote multicultural coexistence. We will investigate the multicultural coexistence promotion policies of other local governments and review and confirm the progress of projects
Promoting collaborative projects with nearby universities and Japanese language schools in the city	We will cooperate with neighboring universities and Japanese language schools in the city to encourage foreign students to participate in international exchange programs and international understanding classes.

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