

Tsurumi Ward Multicultural Community Basic Guidelines

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

May 2024

Tsurumi Ward, Yokohama City

Tsurumi Ward Multicultural Community Development

Declaration

Tsurumi is a global community.

One in every 30 residents in Tsurumi Ward is a foreign national, with people from over 80 countries living and working here. *

Tsurumi has a rich history where people support each other, understand and respect one another's cultures, and engage in activities and exchanges beyond national boundaries, fostering unique cultural developments that are distinct to Tsurumi.

Tsurumi takes pride in this.

Tsurumi Ward is committed to protecting the rights of everyone who lives here and aims to create a community where all can live comfortably.

To ensure Tsurumi's future as "a multicultural community" that we can proudly share with the world, we declare our commitment to advancing these initiatives together with residents, businesses, and organizations.

June 2008

***As of December 2023, approximately one in twenty residents of the ward was a foreign national, with people from around 100 countries and regions living and working in Tsurumi.**

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【Glossary of Terms】

In this guide, the terms "foreigner" and "country" are defined as follows.

◆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.

◆Countries

Refers to all countries and regions outside Japan.

Chapter 1: Purpose of Formulation

In Tsurumi Ward, based on the “Yokohama Guidelines for International Community Development” (currently the “Yokohama’s Multicultural City Development Guidelines”) established in June 2008, an action plan titled the “Multicultural Coexistence Promotion Action Plan” (hereinafter referred to as the “Action Plan”) was formulated. Alongside this, a declaration was made under the “Tsurumi Ward Multicultural Community Development Declaration,” emphasizing the vision of *Building a multicultural community where foreign residents and Japanese residents understand and support each other*. This effort has been advanced in collaboration with local communities, businesses, organizations, and other stakeholders.

Since the formulation of the Action Plan, there has been a notable increase and diversification in the foreign resident population. Additionally, changes such as the establishment of the “Specified Skilled Worker Type 1 and Type 2” residence statuses following amendments to the “Immigration Control and Refugee Recognition Act,” as well as the nationwide trends of population decline and an aging society with a low birthrate, have significantly impacted our surrounding environment.

Furthermore, in 2017, Yokohama City established the “Yokohama’s Multicultural City Development Guidelines” with the fundamental goal of achieving a “creative society through multicultural coexistence.” In 2021, the city revised its “Yokohama International Strategy,” positioning “promotion of multicultural coexistence” as a key focus area. Moreover, in the “Yokohama City Mid-Term Plan 2022-2025,” under Strategy 2, “Building a community where everyone can actively contribute throughout their lives,” Policy 11 was newly designated as “Promotion of Multicultural coexistence,” making it one of the 38 priority policies.

Taking these environmental changes and national and city-level trends into account, Tsurumi Ward conducted various surveys from FY 2021 to FY 2023 to better understand the situation of foreign residents within the ward. These three-year surveys collected and analyzed basic data, such as the number of foreign residents by country and region and their age distribution. Additionally,

interviews with foreign residents and support organizations were conducted to gather insights on the ward's livability, challenges, and methods of gathering information.

Based on the results of these surveys, we have reviewed the Action Plan and organized policy directions for further advancing a multicultural society. These efforts are outlined in the newly established "Tsurumi Ward Multicultural Community Basic Guidelines."

Moving forward, under this policy, we will collaborate with local communities, businesses, organizations, and other stakeholders to consider and implement specific initiatives.

«Positioning of the Guidelines»

This policy aims to review the Action Plan, identify key points, goals, and strategies for creating a community where foreign residents can live comfortably, and serve as a foundation for government, local communities, businesses, and organizations to connect these efforts to concrete actions.

The vision of the "Tsurumi Ward Multicultural Community Development Declaration," announced alongside the formulation of the Action Plan, will continue to be upheld under this policy.



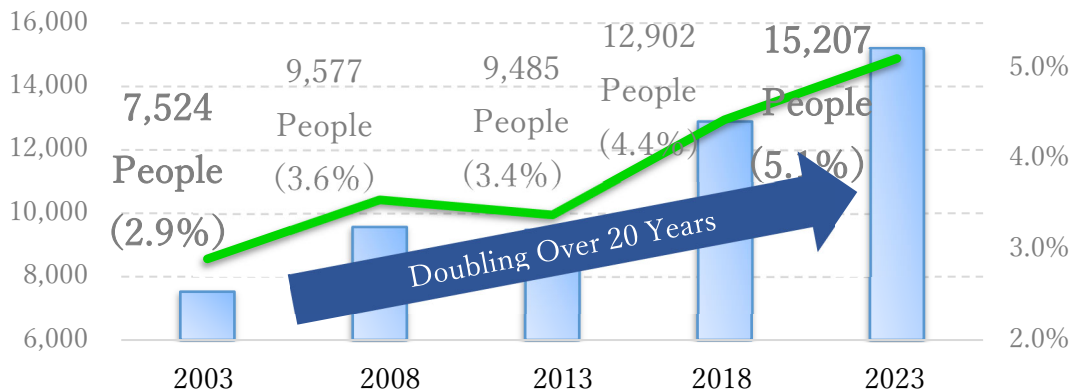
Chapter 2: Current Status of Foreign Residents in Tsurumi Ward

1 Situation of Foreign Residents Living in Tsurumi Ward

(1) Trends in the Number of Foreign Residents

The number of foreign residents in Tsurumi Ward has increased from approximately 7,500 in 2003 to about 15,000 in 2023, nearly doubling over 20 years. This makes Tsurumi Ward the second highest among the 18 wards in Yokohama City.

The proportion of foreign residents in the total population of Tsurumi Ward is now 5.1%, meaning that roughly 1 in every 20 residents in the ward is a foreigner.



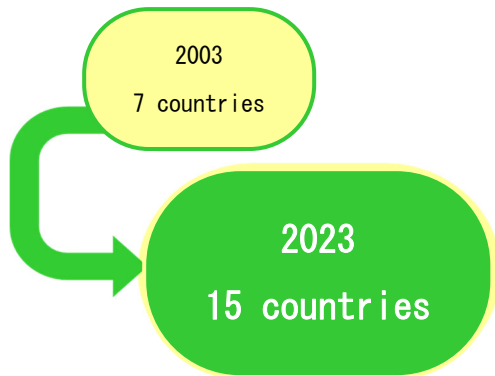
— Based on the Basic Resident Register (as of the end of December each year) —

(2) Number of Foreign Nationals by Country/Region

As of 2023, the largest foreign nationality residing in Tsurumi Ward was Chinese. The second largest was Vietnamese, which has been rapidly increasing in recent years. The third most common nationalities were Filipino and South Korean and North Korean, in that order. Additionally, compared to the overall city of Yokohama, Tsurumi Ward stands out for having a higher number of South American nationals, such as Brazilians and Peruvians.

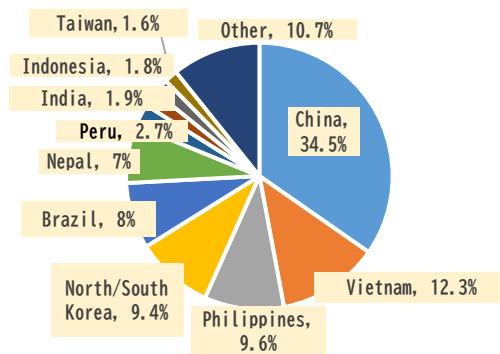
The number of countries/regions with more than 100 residents has increased from 7 countries in 2003 to 15 countries in 2023. With the growing diversity in language, culture, and customs, the needs and necessary support have also become more varied.

<The number of countries/regions with more than 100 foreign residents>



— Based on the Basic Resident Register (as of the end of December each year) —

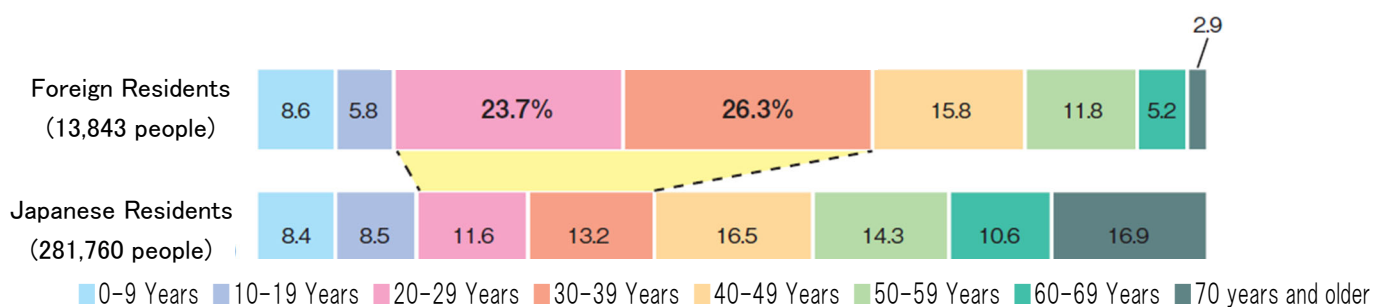
<The proportion of foreign population by country/region>



— Based on the Basic Resident Register (as of the end of December 2023) —

(3) Percentage by Age Group

When looking at the age distribution of foreign residents living in Tsurumi Ward, those in their 20s and 30s make up 50% of the population. The average age of foreign residents is 35.20 years (as of March 31, 2021). In comparison, the overall average age of Tsurumi Ward's population, including Japanese residents, is 44.36 years (as of January 1, 2021), nearly 10 years older. This indicates that a significant portion of the foreign population is younger, including many in child-rearing generations, and they are expected to play active roles in community activities.



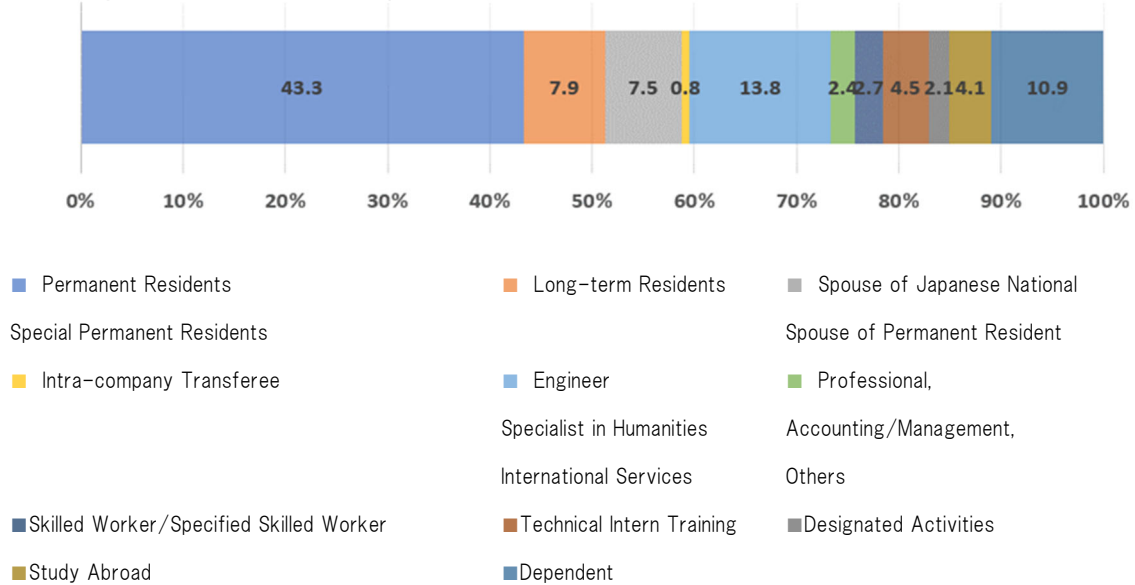
— As of January 1, 2021 (From the Tsurumi Ward Foreign Resident Population Basic Survey FY2021) —

(4) Proportion by Residence Status

Looking at foreign residents in Tsurumi Ward by residence status as of the end of March 2021, “permanent residents” (including special permanent residents) accounted for 43.3%, representing nearly half of the total. Following this, “engineer/specialist in humanities/international services”

accounted for 13.8%, “dependent” for 10.9%, and “long-term resident” for 7.9%. The categories “skilled worker” and “specified skilled worker” (newly established under the revised Immigration Control Act) collectively accounted for 2.7%.

Foreign Residents (13,651 People)



— As of the end of March 2021 (From the Tsurumi Ward Foreign Resident Population Basic Survey FY2021) —

Overview of the Tsurumi Ward Foreign Resident Population Basic Survey FY 2021

Using objective data (e.g., resident registration records), the survey aimed to understand the actual conditions of foreign residents living in Tsurumi Ward.

<Survey Contents>

Aggregation and analysis of foreign residents in Tsurumi Ward by nationalities, length of stay, and residence status, as well as regional characteristics.

<Summary of Results>

- There are areas within the ward with a high concentration of foreign residents.
- By residence status, permanent residents constitute the largest proportion.
- The average age of Tsurumi Ward residents overall is 44.36 years, making it the fourth youngest ward in Yokohama City. The average age of foreign residents, however, is even younger at 35.20 years.

***** Providing Support and Lifestyle Assistance for Foreign Residents! *****

In Tsurumi Ward, organizations such as the **International Lounge, the International Student House, the Japanese Language Support Center “Tsurumi Himawari” (located within Tsurumi Elementary School), and various NPOs** play a central role in supporting foreign residents.

Additionally, **many facilities and organizations within the ward, including daycare centers, elementary and middle schools, and hospitals,** provide daily support and assistance to foreign residents.



○Main Support Institutions Established in Tsurumi Ward

Tsurumi International Lounge	2F See Crane, 1-31-2 Tsurumi-chuo, Tsurumi-ku
Provides consultations and information in multiple languages (Easy Japanese, English, Chinese, Portuguese, Nepali, Spanish, Vietnamese, Thai), as well as support for Japanese language learning and academic support for children with connections to foreign backgrounds. It also hosts exchange events between foreign and Japanese residents.	
Japanese Language Support Center "Tsurumi Himawari" (Located within Tsurumi Elementary School)	3-19-1 Tsurumi Chuo, Tsurumi Ward
<p>Offers support for children, students and guardians who require Japanese language instruction shortly after arriving in Japan. Services include “pre-class” and “school guidance”.</p> <p>* Pre-Class: For the first month after enrolling in school, students attend three days a week. The aim is to help them quickly adapt to Japanese schools through Japanese language learning and experiencing school life.</p> <p>* School Guidance: To ensure students can attend Japanese schools with confidence, explanations are provided in multiple languages about the Japanese school system, school life, how to spend their time at school, and the roles of parents. Additionally, support for filling out necessary documents is available via phone consultation.</p>	

Yokohama International Student House	Ushioda Koryu Plaza 3F 4-171-23 Honmachi Dori, Tsurumi Ward,
<p>Housing facilities are provided for international students and researchers, along with initiatives aimed at promoting international understanding among residents. Activities include exchange events for students and local residents, foreign language classes, support for and participation in community events by international students, and outreach classes at elementary and junior high schools (introducing the culture of their home countries). Additionally, volunteers to support international students are constantly being recruited.</p>	
Yokohama City Tsurumi Ward Office	3-20-1 Tsurumi Chuo, Tsurumi Ward
<p>Uses multilingual support, translation/interpretation services, and "Easy Japanese" to ensure accessible information for all. It works to expand multicultural coexistence activities and foster a vibrant community where everyone can thrive.</p>	

2. Insights from Foreign Residents Based on the Survey Results

In FY 2022 and FY 2023, interview surveys were conducted with foreign residents, support organizations, medical institutions, and related groups to gather insights into daily experiences and needs.

The interview survey revealed that while foreign residents express a sense of livability in Tsurumi Ward, they also face difficulties in gathering information due to language barriers, as well as challenges in utilizing services such as administrative and medical services due to differences in culture and customs from their home countries, and in engaging with the local community.



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 customs for living and working in Japan.

Tsurumi is easy to live in. I am grateful for the support, such as being able to get advice at the International Lounge and schools providing assistance in foreign languages.

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

● Language issues and getting everyday information

It would be nice to have a place to study at nearby. I would like information on places that offer Japanese language classes.

Where can I obtain necessary information for daily life, such as procedures at the ward office and parenting? I would like it to be provided in multiple languages and in an easy-to-understand manner.

I didn't know that Japanese language classes and support organizations/services existed. It would have been helpful to have this information right after arriving in Japan.

The documents from the ward office have a lot of text. I can't understand what needs to be done or what is important. I would like them to be simpler and easier to understand.

I can speak everyday Japanese, but Ward offices and hospitals use too many technical terms, which are difficult to understand.



Challenges and Needs in Everyday Life

● General Living Concerns (Housing, Jobs, Disaster Preparedness, Administrative Services, etc.)

Where should I go if I get sick? Can I get vaccinations and tests? I'm worried about understanding the doctor's explanation if I need to see a doctor.

I don't know how to go about the procedures for my child's kindergarten, daycare, elementary school, and high school entrance exams.

The procedures for school admission and entrance exams are complicated.

Where should I evacuate to in the event of a disaster? Since earthquakes don't happen often in my home country, I don't understand the necessary evacuation drills are.

I know someone who is struggling in their later years having not known about the pension system.

What are long-term care insurance and pensions? What are public facilities? There are many systems and cultural differences that don't exist in my home country. It would be good to have something that provides a general idea of the systems and services available in Japan.

● Involvement with the local community and regional activities

I want opportunities to gather with other foreigners and interact with Japanese people as well. Some people want to introduce their home country's food and culture.

I want to work or engage in activities where I can use my skills. I would also like to get involved in organizing festivals and events.

I want to know about play areas or events that I can visit with my children. If there are activities like children's play groups, I would like to participate.

Tsurumi has events where both Japanese and foreign residents can have fun and enjoy themselves together. It would be great if information about these events is communicated clearly.

What exactly do neighborhood associations do? Are membership fees required? If I understand the activities, I'd be interested in participating. How can I sign up?

FY 2022 Foreign Residents' Opinion Survey (Target: Support Organizations and Groups) Survey Overview

An interview survey was conducted to understand the circumstances and living conditions of foreign residents, as well as the challenges seen from the support activities.

<Target>

Organizations and groups involved in supporting foreign residents (public facilities, medical institutions, welfare facilities, etc.) - 15 organizations in total

<Survey Contents>

Support activities, main target groups, family structures and difficulties of foreign residents, and their expectations of government services.

<Main Feedback>

- Foreign residents have settled in the community and are able to interact well.
- It would be good to have nearby Japanese language classes and places where people can easily gather.
- It would be helpful to have information about regional activities and events where foreigners can participate.
- When disseminating information, simple materials without too much text are preferred. Videos are also effective.

FY 2023 Foreign Residents' Opinion Survey (Target: Foreign Residents themselves)

An interview survey was conducted to understand the living conditions, needs, and daily interactions of foreign residents.

<Target>

Foreign residents and people with roots in foreign countries - 20 individuals

*The target group was selected to cover a broad range of attributes such as nationality, age, and household structure.

<Survey Contents>

Residency purpose, length of stay, household structure, daily difficulties and solutions, expectations from government services, methods of obtaining information, and interactions with the community

<Main Feedback>

- Knowing where you can learn Japanese or having a place close by would be good.
- Information should be provided in multiple languages. Conveying key points clearly contributes to better understanding. It is also important for life-related information to be displayed in visible places.
- There are many systems not found in their home countries and cultural differences that are hard to understand (long-term care insurance, pensions, public facilities, the exam system, disaster drills, neighborhood associations, etc.).
- It would be good to have opportunities for foreigners to gather and for interaction with Japanese people.
- It would be good to have work or activities that allow individuals to make use of their skills.

By conducting interviews with support organizations and groups, we were able to understand the current situation and challenges based on their daily interactions with foreign residents. Additionally, by directly hearing from foreign residents themselves, we gathered insights into their needs, difficulties, and the appeal of living in Tsurumi.

3 Key Points for Creating a City Where Foreign Residents Can Live Comfortably

Based on the survey results and the current situation of foreign residents, three key points were identified to further promote a city where foreign residents can live comfortably.

Point 1: Communication Support

【Language, Access to Information, Learning Assistance, etc.】

The Foreign Residents' Opinion Survey revealed that many face difficulties due to language barriers. While Tsurumi Ward has various resources to support the daily lives of foreign residents, many mentioned that they only learned about Japanese language classes, support organizations, and services after living in Japan for some time. In addition to such support, there is still a need for creative approaches in various situations to enhance mutual communication and information sharing.

To ensure that information about services and support tailored to the needs of each foreign resident reaches them in a timely manner, and to help newly arrived foreign residents quickly adapt to Japanese customs and culture, smoother information delivery is essential.

Point 2: Daily Life Support

【Housing, Employment, Welfare, Disaster Preparedness, etc.】

Foreign residents in Tsurumi Ward include many young people and families with children, as well as an increasing number of elderly residents who have lived in Tsurumi for many years and are beginning to encounter issues such as pensions and caregiving. Each resident's length of stay and purpose of residence differ, requiring personalized services.

To ensure that foreign residents can live with the same peace of mind as Japanese residents, support is needed immediately after arrival in areas such as housing and searching for a job. Additionally, tailored services should be provided for all life

stages, from children to the elderly, as well as emergency measures for disasters or illnesses. Collaboration between various organizations is crucial to build a support system for foreign residents' lives.

Point 3: Promoting Community and Social Participation

[Community Activities, Showcasing Skills, etc.]

The Foreign Residents' Opinion Survey revealed many comments from foreign residents, such as, "Tsurumi is an easy place to live. Everyone is kind. I want to keep living here." This suggests a strong sense of mutual support in daily life. However, regarding neighborhood associations, which are a type of community group for activities, some residents indicated they were unaware of their purpose or roles. At the same time, there were voices expressing a desire to participate in community activities, such as, "I want to interact with both other foreigners and Japanese people," and "I want to introduce my home country's cuisine and culture."

To build closer relationships within the community, efforts are needed to create opportunities for participation in community activities and to share activity information tailored to foreign residents' needs.

Fostering an environment where foreign and Japanese residents learn about and understand each other's cultures and customs as equal members of the community, and where individuals can showcase their skills, is of great importance.

Chapter 3: Direction of Multicultural Coexistence

Policies in Tsurumi Ward

1. Vision

In 2008, Tsurumi Ward established an action plan that highlighted “respect and protection of human rights” as one of its key initiatives to promote multicultural coexistence. At the same time, the ward declared its “Tsurumi Ward Multicultural Community Development Declaration” .

This declaration celebrated Tsurumi Ward’ s history of “people supporting one another, understanding and respecting each other’ s cultures, and engaging in activities across nationalities.” It also expressed the ward’ s commitment to becoming a “world-renowned city of multicultural coexistence” that Tsurumi could proudly showcase in the future.

Even 15 years later, this declaration remains a vital principle for promoting multicultural coexistence in Tsurumi Ward. Accordingly, the newly formulated “Tsurumi Ward Multicultural Community Basic Guidelines” carry forward this “Vision” , reaffirming the declaration’ s ideals and establishing the following objectives for the future.

Vision

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

To achieve the vision, the local government will take the lead in deepening its understanding of what it can do and putting it into practice, in line with the “Tsurumi Ward Multicultural Community Development Declaration” and the objectives outlined in this guideline for advancing a multicultural society.

This will include engaging with the community, businesses, and other stakeholders to explore what each can contribute. Notably, Tsurumi is home to a younger generation that has grown up naturally in a multicultural society since childhood. By approaching these

generations, we aim to foster a greater awareness of coexistence throughout Tsurumi and enhance the participation of foreign residents in society.

Moving forward, we will continue to promote "Creating a town where everyone—regardless of nationality, region, or culture, whether foreign or Japanese—can live vibrantly and authentically as themselves." This will be achieved through collaborative efforts with local residents, businesses, organizations, and others to further develop a multicultural society.

2 Initiative Framework

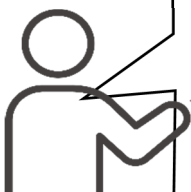
Vision	A Town Where Everyone Thrives Beyond Differences in Nationality and Culture - Tsurumi		
Initiative	Initiative 1 Enhancing Connections through Improved Access to Information, Consultation, and Learning Opportunities	Initiative 2 Building a System to Safe and Secure Living for All	Initiative 3 Creating Communities Where Foreign and Japanese Residents Learn from and Support Each Other
Example of Efforts	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Raising awareness of multicultural coexistence through promoting the basic guideline • 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

【From Professor Mioko Tsuboya, Yokohama City University】

Expert Message

Tsurumi Ward has been a pioneer in multicultural coexistence initiatives, such as establishing the Tsurumi Ward Multicultural Community Development Declaration and the action plan in 2008. These efforts have played a significant role and have now culminated in the creation of the Multicultural Community Basic Guidelines. At the ward level, Tsurumi is the first in the city to have such guidelines, highlighting its profound significance.

For "Initiative 1," groundbreaking measures include using local post offices where they go to send money back to their home country and grocery stores frequently visited by foreign residents as hubs for information dissemination. "Initiative 2" focuses on support tailored to the life stages of foreign residents. However, "Initiative 3"—encouraging mutual support and promoting foreign residents' participation in society—is not an easy task. The key will be how much the younger generation, who grew up in Tsurumi where multiculturalism is "the norm," can get involved.



3 Initiatives

To realize our vision, we will promote approaches based on the following three key initiatives: ① Communication Support, ② Daily Life Support, and ③ Promoting Community and Social Participation, all aimed at creating a city where foreigners can live comfortably.

Point 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.

The following efforts are considered to promote this initiative.

- 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

Point 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.

The following efforts are considered to promote this initiative.

- 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

Point ③ Promoting Community and Social Participation

【Policy 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.

- The following efforts are considered to promote this initiative
- Raising awareness of multicultural coexistence through promoting the basic guideline
- 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

Expert Message

【From Professor Naomi Yanagida, WASEDA University】

This guideline carefully analyzes the growing and diversifying situation of foreign residents in Tsurumi Ward, identifying what truly matters for the community. I believe rather than being a mere slogan of “Multicultural Community,” this guideline is built on the fundamental principle of collaboration between Japanese and foreign residents, a vision uniquely shaped by Tsurumi Ward’s long history of being home to many foreign nationals.

At the heart of fostering connections across national and cultural boundaries lies “communication.” Effective communication cannot be achieved through the efforts of just one side. Moving forward, the dual approach outlined in this guideline—support for Japanese language education for foreign residents and information provision in “easy Japanese” is expected to deepen the collaboration among residents.



【People Working Toward Multicultural Coexistence in Tsurumi】

In Tsurumi Ward, efforts for multicultural coexistence are expanding, involving the ward office, International Lounge, businesses, organizations, and the community. Below are some of the key activities

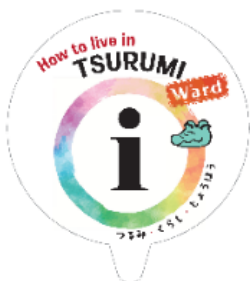
(1) Strengthening Information Dissemination for Foreigners

Stores, restaurants, and post offices frequently visited by foreigners are developed as information dissemination points, where multilingual materials are made available.

Look for the “How to Live in TSURUMI Ward - つるみ・くらし・じょうほう” logo.



Information Dissemination Point



Available Locations Here



(2) Promoting Multilingual Support and the Use of “Easy Japanese”



Ward Office Service Counter

Tsurumi Ward Office offers services like video phone interpretation in English, Chinese, Korean, Portuguese, Spanish, Vietnamese, and other languages via tablets, as well as translation tools and multilingual documents. They also actively use “easy Japanese” to make information more accessible and understandable for everyone.

(3) Support for the Self-reliance of Foreigners

As part of initiatives to support learning, advancement to higher education, and qualification acquisition, NPOs and volunteer organizations provide a wide range of activities. These include free schools and after-school classes for children with foreign connections, as well as guidance for entering high school or university and career counseling. For adults, they offer support for self-reliance, such as Japanese language classes and preparation courses for qualification exams needed for employment.



ABC Japan (NPO)

(4) Support for Living with Peace of Mind



Tsurumi International Lounge

The Tsurumi International Lounge

provides multilingual consultation services and information to help foreign residents live with peace of mind. It also offers programs such as Japanese language learning support, study support classes for children with foreign roots, Japanese classes and lifestyle guidance for foreign parents and children.

At the Japanese Language Support Center "Tsurumi Himawari," services such as "Pre-Classes" and "School Guidance" are provided to support children, students, and their parents who have recently arrived in Japan and require Japanese language instruction.

(5) Creating Opportunities for Cultural Exchange and the Active Participation of Foreigners

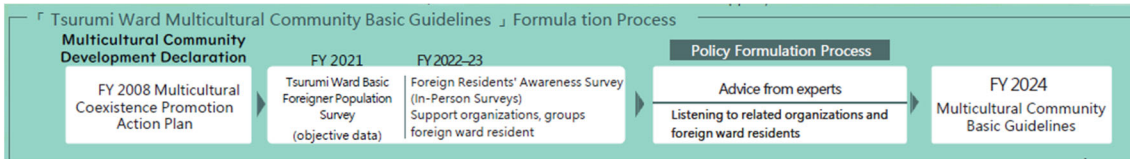
The Yokohama International Student House, a residential facility for international students and researchers, also engages in a variety of initiatives for both students and local residents.

These activities include hosting foreign language classes, organizing lessons in elementary and junior high schools where international students introduce their home countries and participating in local events such as festivals and traditional rice-cake pounding. Through these efforts, international students also play active roles as contributors to the local community.



Honmachi Parade (June 2023)

<Formulation Process>



In Tsurumi Ward, initiatives have been ongoing since the formulation of the “Tsurumi Ward Multicultural Coexistence Promotion Action Plan” and the “Tsurumi Ward Multicultural Community Development Declaration” in 2008. However, given changes in circumstances such as the further increase in resident foreigners and the growing multicultural nature of the area, a survey was launched in 2021 to understand the situation of foreign residents living in the ward.

The 2022 and 2023 Foreign Residents’ Opinion Surveys revealed insights, including the support provided by organizations, daycare centers, schools, medical institutions, and businesses to assist foreigners in the community. The surveys also highlighted that, while foreign residents face challenges in daily life, they are attracted to Tsurumi Ward and wish for more interaction with the local community. These findings have helped identify key points for improving the quality of life for foreign residents.

Following the surveys, feedback was gathered from experts, related organizations, and foreign residents regarding this policy. Their input has not only influenced the vision and initiatives but also provided advice on implementing and expanding the policy after its formulation. These connections exemplify the strength of Tsurumi Ward, which has long been committed to multicultural coexistence.

Moving forward, efforts will focus on expanding the circle of multicultural coexistence throughout the community. This will involve not only administrative initiatives but also deepening collaboration with those who live, work, and engage in activities in Tsurumi Ward, aiming to realize the vision of “A Town Where Everyone Thrives Beyond Differences in Nationality and Culture.”

Tsurumi Ward Multicultural City Development Basic Guidelines

- Acknowledgment of Contributors -

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Professor Naomi Yanagida, Waseda University Graduate School

Yokohama Association for International Communications and Exchanges

Yokohama International Student House

Japanese Language Learning Support Center “Tsurumi Himawari”

(Located at Tsurumi Elementary School)

NPO ABC Japan

In addition, we extend our gratitude to the many individuals who contributed to efforts such as the Foreign Residents’ Opinion Survey and the establishment of information dissemination hubs. Thank you for your support.

Tsurumi Ward Multicultural Community Basic Guidelines

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