

Action Plan for Tsurumi-Ward Multicultural Community Revised 2011-2014 Fiscal year

Tsurumi Ward has the second largest foreign population in Yokohama.

Tsurumi Ward created the “Action Plan for Tsurumi-ward Multicultural Community ” to promote multicultural community planning and ensure the wellbeing of both the Japanese and foreign residents of Tsurumi Ward by encouraging all residents to see multiculturalism -the differences that exist between nationalities, races, and cultures- as an enriching part of the Tsurumi community.

Viewpoint of Revision

(1) Substantially improve the availability of information and the accessibility to consultation for our foreign residents

In order for foreign residents to live independently and feel more comfortable in our shared community, Tsurumi Ward is evolving various support-policies. However, the reality is that the desired effects of these policies haven't yet reached those who are in most need of them. For foreign residents to be able to receive the information and support they need, Tsurumi Ward is improving the means of providing information. Using Tsurumi International Lounge as a hub, Tsurumi Ward is improving accessibility to information and support through special consultation windows.

(2) Promote Community supported Multicultural Community Planning

For the wellbeing of all residents, it is important for both Japanese and foreign residents to appreciate the need to support one another as members of the same community. Encourage all residents to be interested in creating a Multicultural Community and to participate in its expansion throughout our area. Enlighten all residents, increase their appreciation of others, seek ways to motivate everyone and encourage participation of all residents in multicultural activities. Build relationship that will strengthen our multicultural community.

(3) Strengthen cooperation between citizens, residents, business firms, and associations

Encourage everyone to help put the Multicultural Community Plan into effect. Not only the efforts of the administration but also the effort and cooperation of all residents are indispensable. Together with residents, business firms, and associations, Tsurumi Ward actively promotes information sharing and opinion exchange that will ensure the successful implementation of the plan.

Our Aim

Create a Multicultural Community in which foreign and Japanese residents have a better understanding of each other thus creating a better relationship between them.

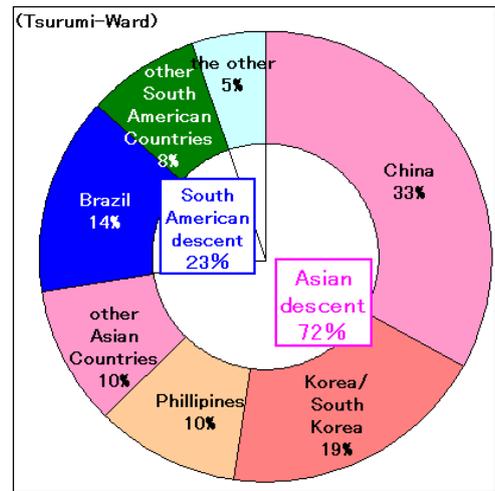
Create a community in which all residents, foreigners and Japanese alike, will see multiculturalism, differences in nationalities, races, and culture, as an “enriching part of Tsurumi”

The Registered Foreigners of Tsurumi ward

As of the end of December, 2010, the number of foreign residents living in Tsurumi-ward reached 9,552.

As shown on the pie chart to the right, more than half of the foreigners in Tsurumi come from China (33%) and Korea, both North and South (19%).

The percentage of Registered Foreigners from South American countries -Peru, Bolivia, Argentina and Brazil- reached a high of 23 %, a major addition to the cultural character of Tsurumi ward.



*Due to the use of fractions, the sum of the totals shown may not be exact.

Tsurumi International Lounge has Opened !

In December, 2010, “Tsurumi International Lounge” opened on the east side of Tsurumi Station. The address is given below. As a support base for foreign residents living in Tsurumi Ward, the Lounge promotes our Multicultural Community. The Lounge provides information in multi-languages, in-person consultation in 6 different languages, and holds international exchange events for both foreigners and Japanese alike.

The hours of operation are:

Mon-Sat 9:00-21:00 Sundays and holidays 9:00-17:00

Closed : the 3rd Wed of every month and between Dec.29-Jan.3

Address : 1-31-2 #214Tsurumi-Chuo, Tsurumi-ku (2F of 「Sea Crane」)

Access : 1min.walk from JR Tsurumi Stn, east exit
 or Keikyu Tsurumi Stn. on Keikyu Line

Contact : 045-511-5311



The Course of Action of this Policy

1 Support in Daily Life ~For Foreigners' independent and wellbeing daily life~

Eliminate challenges caused by different languages and cultural back-grounds, and offer support that will improve the well being of foreign residents and increase their ability to live as independent members of our shared community. Using Tsurumi International Lounge as a base, we will be working on being more supportive of foreign residents as they pursue their daily lives. We will do so by providing multi-language information, consultation and Japanese language support. We will also offer support for foreign-related children.

Major tasks

- (1) Provide information to foreign residents in multiple languages and Easy-Japanese
- (2) Establish a place where foreign residents can easily consult using their native languages.
- (3) Hold Japanese language classes for foreign residents.
- (4) Hold learning -support classes for foreign-related children.

2 Multicultural Community Planning ~A community for all residents~

Encourage all residents, foreign residents and Japanese alike, to participate in the building of our Multicultural Community. Encourage all residents to participate in Multicultural Community Planning, increase their awareness of our Multicultural Community and seek ways to engage all residents and to start activities that will offer support to our foreign residents and further the concept of a Multicultural Community.

Major tasks

- (1) Through the distribution of Public Relation brochures and the holding of events, increase citizen acceptance of our multicultural community.
- (2) Provide foreign residents information about community activities and encourage their participation in those activities.
- (3) Hold International Exchange Fiestas and International Understanding Seminars to promote social interaction and cultural exchange between foreign residents and Japanese residents.

3 Planning Easy-Access to Administrative Services~Easy access services for foreign residents ~

In order to make it easier for foreign residents to access necessary administrative information and services, we are working towards having multi-lingual staff be at ward office and enlightening public officer's awareness. We are also working towards proving administrative information in multiple languages and support in areas of social welfare, child rearing, and education etc.

Major tasks

- (1) Promote ward office accessibility by making an easily understood directory and by enlightening our public officer's awareness.
- (2) Provide easily-understood administrative information published in multiple languages and in Easy-Japanese.

Full Outline of Policy

Task	Category	Theme	
Support in Daily Life ~For Foreigners' independent and wellbeing daily life~ ~International Lounge: A hub to improved services~	Provide daily information in multi-lingual formats	1	Publish newsletters in multiple languages 【continuation】
		2	Operate a multi-lingual website 【new】
		3	Provide information on foreign-support system and multi-cultural coexistence 【expansion】
	Establish multi-lingual consultation places to disseminate information important to daily life	4	Establish a multi-lingual consultation system 【new】
		5	Train consultation staff to provide multi-lingual information 【new】
	Support the learning of the Japanese Language	6	Conduct Japanese language classes 【continuation】
		7	Operate a volunteer -based interpreter/translation system 【continuation】
	Help foreign residents understand Japanese customs	8	Provide seminars/sessions on daily living 【continuation】
	Support foreign-related children	9	Provide a learning support system 【continuation】
	Nurture citizen- volunteers	10	Nurture volunteers who will help foreign residents study the Japanese language 【continuation】
		11	Nurture volunteers who will support learning 【continuation】
Multicultural Community Planning ~A community for all residents~ ~Work hand in hand: The Ward office and the International lounge~	Increase enlightenment and awareness within our Multicultural Community	12	Provide human rights education 【continuation】
		13	Enlighten citizens and business firms and increase their awareness of our Multicultural Community 【continuation】
	Support attendance to social activities in the area	14	Support attendance to activities in our area 【continuation】
	Promotion of mutual understanding	15	Hold International Lounge Fair 【continuation】
		16	Hold international understanding seminars 【continuation】
	Our multi-cultural Community ・ Tsurumi Ward's Public Relations activities	17	Create events and produce information brochures to improve Public Relations 【continuation】
	Planning Easy-Access to Administrative Services ~Easy- access services for foreign residents ~ ~Ward office: The core to services ~	Easy-access to ward office	18
19			Enlighten public officers' awareness of foreign residents' concerns and needs【continuation】
20			Improve the Ward Office directory 【continuation】
Provide intelligible administrative information		21	Provide multi-lingual administrative information 【expansion】
		22	Operate Tsurumi ward office website in a multi-lingual format 【continuation】
		23	Distribute e-mail newsletters in multiple languages 【continuation】
Support through administrative procedures		24	Provide a Consultation Fair for foreign residents by specialists 【continuation】
Support of Social Welfare and Child Rearing services		25	Provide medical check-ups for foreign residents 【continuation】
		26	Child rearing support for foreigners 【continuation】
Support through Education		27	Dispatch learning support volunteers 【continuation】
		28	Provide support to the guardians of foreign-related children 【new】
Support through Disaster Planning and Preparedness		29	Increase disaster planning and preparedness 【new】