

Tachikawa City Fifth Multicultural Coexistence Promotion Plan 2025-2029



2025
Tachikawa City

“Multicultural coexistence” refers to people of different nationalities and ethnicities recognizing each other's cultural differences and building equal relationships while living together as members of the local community.

“Foreign residents” generally refers to foreigners who have their base of living in this city, but in this plan, it includes not only people who do not have Japanese nationality but also people who have Japanese nationality but have roots in other countries.

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Chapter 1 Formulation of the Fifth Multicultural Coexistence Promotion Plan

1. Purpose and Background of Plan Formulation

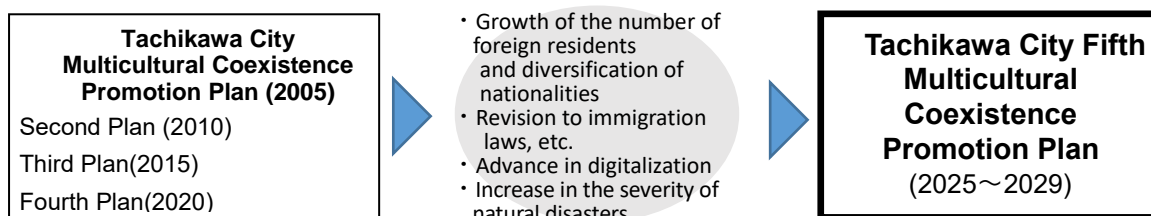
In 2001, Tachikawa City established the Tachikawa City Internationalization Promotion Committee and conducted repeated discussions toward the creation of a unique plan based on regional characteristics. In March 2005, the city took the lead in adopting the term “multicultural Coexistence” and formulated the Tachikawa City Multicultural Coexistence Promotion Plan. The plan has been revised every five years since then, and the fourth Multicultural Coexistence Promotion Plan was formulated in 2020.

In December 2016, the city issued the “Tachikawa City Multicultural Coexistence City Declaration,” declaring its commitment to realizing a regional society where people of different nationalities and ethnicities respect each other’s cultural differences and live together in harmony.

As of January 1, 2025, there were 6,078 foreign residents in the city, representing more than 70 nationalities and regions, and this number is expected to continue to grow.

Furthermore, in order to appropriately respond to changes in the social environment, such as the advancement of digitalization and the intensification of natural disasters, there is an increasing need for community development that is more diverse and inclusive than ever before.

In view of these factors, the importance of multicultural Coexistence policies has grown significantly. To deepen mutual understanding among diverse people, collaborate with various stakeholders, and promote the creation of a livable community where every foreign resident can participate, we have established the “Tachikawa City Fifth Multicultural Coexistence Promotion Plan” to outline the direction of future initiatives.



Tachikawa City Multicultural Coexistence Declaration

We respect each other's nationalities, ethnicities, and cultures, and aim to create a regional community where we can live together. We hereby declare Tachikawa City to be a “multicultural coexistence city.”

1. We will understand and respect each other's cultures with compassion.
1. We will work together with an international perspective to create a multicultural coexistence city.
1. We will interact with smiles as members of the local community.
1. We will accept people and cultures with kindness and expand the circle of multicultural coexistence.

December 19, 2016 (Heisei 28) Tachikawa City

2. Trends in the Japanese government, Tokyo Metropolitan Government, and City

(1) Japanese Government Trends

The number of foreign residents in Japan had been declining for two consecutive years since 2021 due to the impact of the COVID-19 pandemic, but as of January 1, 2024, it reached 3,323,374, an increase of 329,535 from the previous year, marking the highest number on record. It is projected to continue increasing in the future. Amidst this situation, the circumstances surrounding foreigners in Japan are undergoing significant changes.

In April 2019, the “Immigration Control and Refugee Recognition Act” was amended to introduce the new residency status “Specified Skilled Worker.” In 2024 (2024), the “Act Partially Amending the Immigration Control and Refugee Recognition Act and the Act on Proper Technical Intern Training and Protection of Technical Intern Trainees” was enacted, establishing the “Skill Development Employment” system aimed at fostering and securing human resources, replacing the technical intern training system. With further influx of foreign residents anticipated, efforts are being made to promote the acceptance of foreign talent and the creation of an environment conducive to foreign workers.

Additionally, in June 2019, the “Act on Promotion of Japanese Language Education” was enacted to expand opportunities for Japanese language education both domestically and internationally, maintain and improve the quality of Japanese language education, and create an environment where foreigners can live their daily and social lives without difficulty.

In September 2020, the national government revised the “Plan for Promoting Multicultural Coexistence in Local Communities” and urged local governments to further promote multicultural Coexistence policies by revising guidelines and plans for promoting multicultural coexistence based on local circumstances.

In June 2022, the Inter-Ministerial Council on the Acceptance and Coexistence of Foreign Workers formulated a “Roadmap for Realizing a Society of Coexistence with Foreigners,” which outlines medium- to long-term issues and specific measures for the period up to fiscal year 2026, as well as the mid- to long-term challenges and specific measures to be addressed in order to achieve this vision. The government is committed to working together to further advance the creation of an environment conducive to the realization of a society of coexistence with foreign nationals.

(2) Tokyo Metropolitan Government Trends

As of January 1, 2024, the number of foreign residents in Tokyo was 647,416, accounting for 4.65% of the population. Over the past 30 years, the number of foreign residents in Tokyo has increased 2.4 times, with more than 180 nationalities and regions represented.

To continue developing as a global city leading the world, Tokyo recognizes that achieving a multicultural society based on a new approach where Japanese and foreign residents work together and support one another is essential. In 2016, the city established the “Tokyo Metropolitan Government Guidelines for Promoting Multicultural Coexistence,” with the basic goal of “utilizing diversity in urban development, enabling all residents to participate in and contribute to Tokyo's development, and creating a society where everyone can live with peace of mind.” In 2020, the Tokyo Metropolitan Government established the Tokyo Metropolitan Foundation for Community Development as an organization that connects people and supports the revitalization of local communities, and is promoting the creation of a multicultural society.

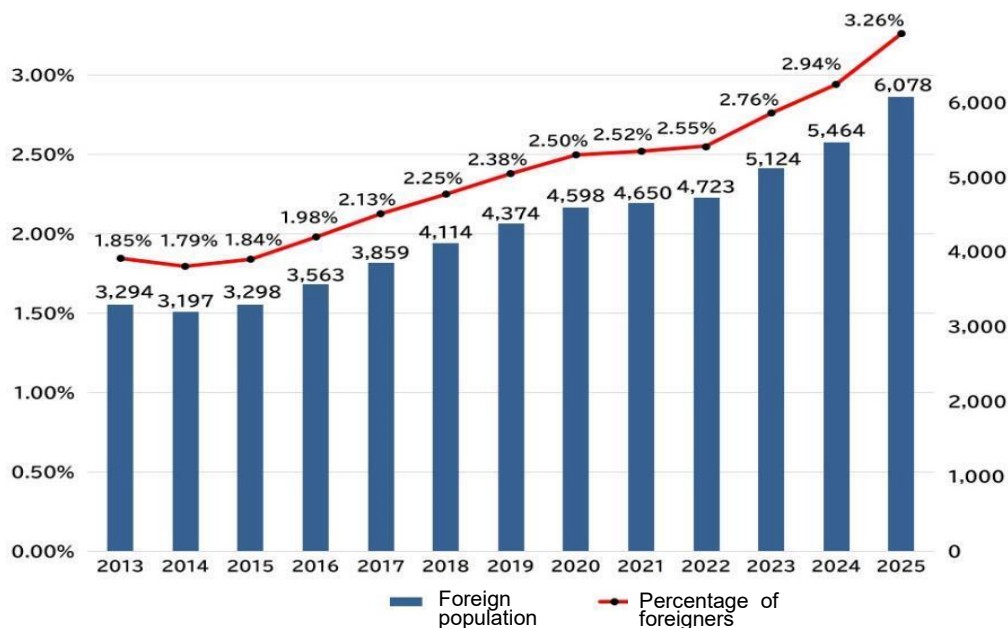
In 2023, the Tokyo Metropolitan Government outlined the “Approach to Establishing a System for Regional Japanese Language Education in Tokyo,” summarizing the perspectives and goals that local governments should share when proactively establishing systems for regional Japanese language education.

(3) City Trends

The number of foreign residents in our city has been increasing since 2015, and has continued to increase even during the COVID-19 pandemic. As of January 1, 2025, there are 6,078 foreign residents, accounting for 3.26% of the total population (Figure 1). In the future, along with the increase in foreign residents, it is predicted that their length of stay will become longer and they will settle down.

Figure 1 Trends in the foreign population and percentage of foreigners (Tachikawa City)

*As of January 1 of each year



Source : Basic Resident Register

Figure 2 Trends in the foreign population and percentage of foreigners (Tachikawa City)
(As of January 1 of each year)

	2015	2020	2025
Foreign population	3,298	4,598	6,078
Total population	179,090	184,090	186,257
Percentage of foreigners	1.84%	2.50%	3.26%

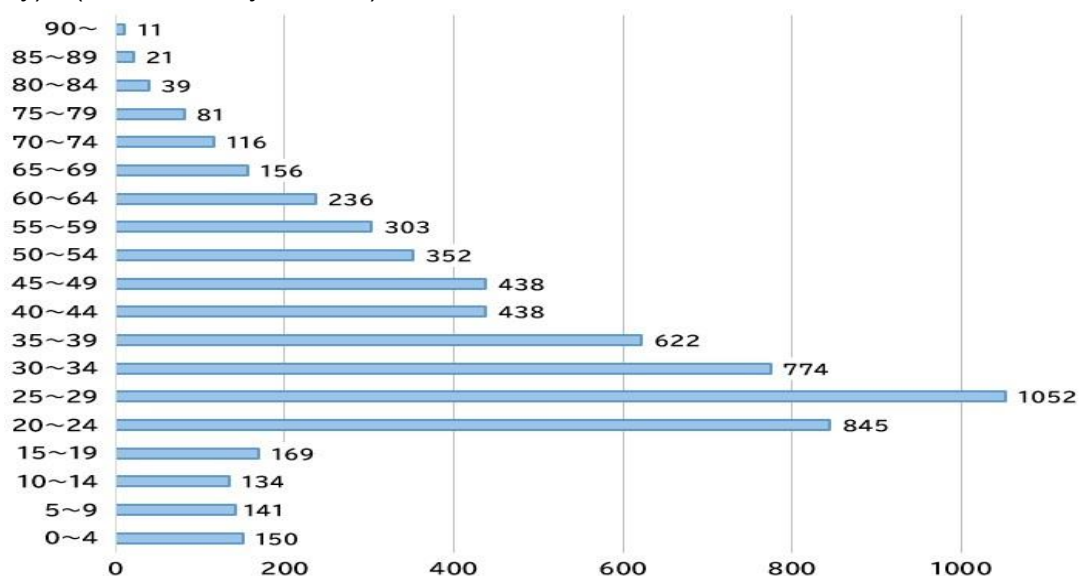
Source: Basic Resident Register

Figure 3 Change in the number of foreign residents by nationality (Tachikawa City)(As of January 1 of each year)

	China	Korea	Vietnam	Philippines	Nepal	Indonesia	United States	Taiwan	Others	Total
2015	1,556	792 *Korea/North Korea	35	307	68	21	109	— * Included in China	410	3,298
2020	2,016	759	300	404	177	52	139	122	629	4,598
2025	2,353 38.71%	756 12.44%	719 11.83%	426 7.01%	413 6.79%	198 3.26%	179 2.95%	142 2.34%	892 14.68%	6,078

Source: Basic Resident Register

Figure 4 Number of foreign residents by age group (5-year intervals) (Tachikawa City) (As of January 1, 2025)



Source: Basic Resident Register

Figure 5 Comparison of age composition(Tachikawa City)(As of January 1, 2025)

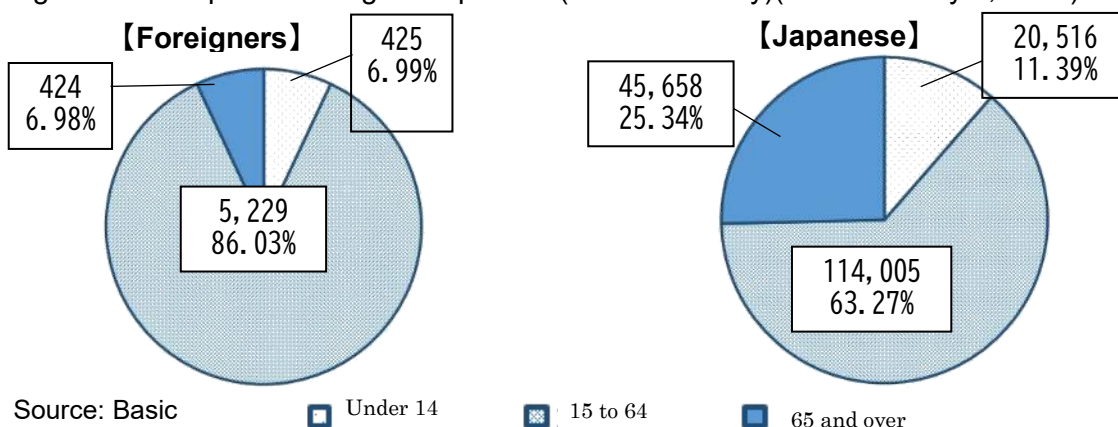


Figure 6 Number and percentage of foreign residents by residence status (Tachikawa City) (As of January 1, 2025)

Residence status	Number	%	Residence Status	Number	%
Permanent residents	1,821	29.96	Spouses of Japanese nationals	265	4.36
Technical, humanities, and international business	697	11.47	Long-term residents	209	3.44
Study abroad	655	10.78	Skilled workers	123	2.02
Family Stay	512	8.42	Designated Activities	98	1.61
Designated Skills	508	8.36	Spouses of Permanent	93	1.53
Special Permanent	464	7.63	Highly Skilled Professionals	69	1.14
Skilled Training	392	6.45	Others	172	2.83

Source: Basic Resident Register

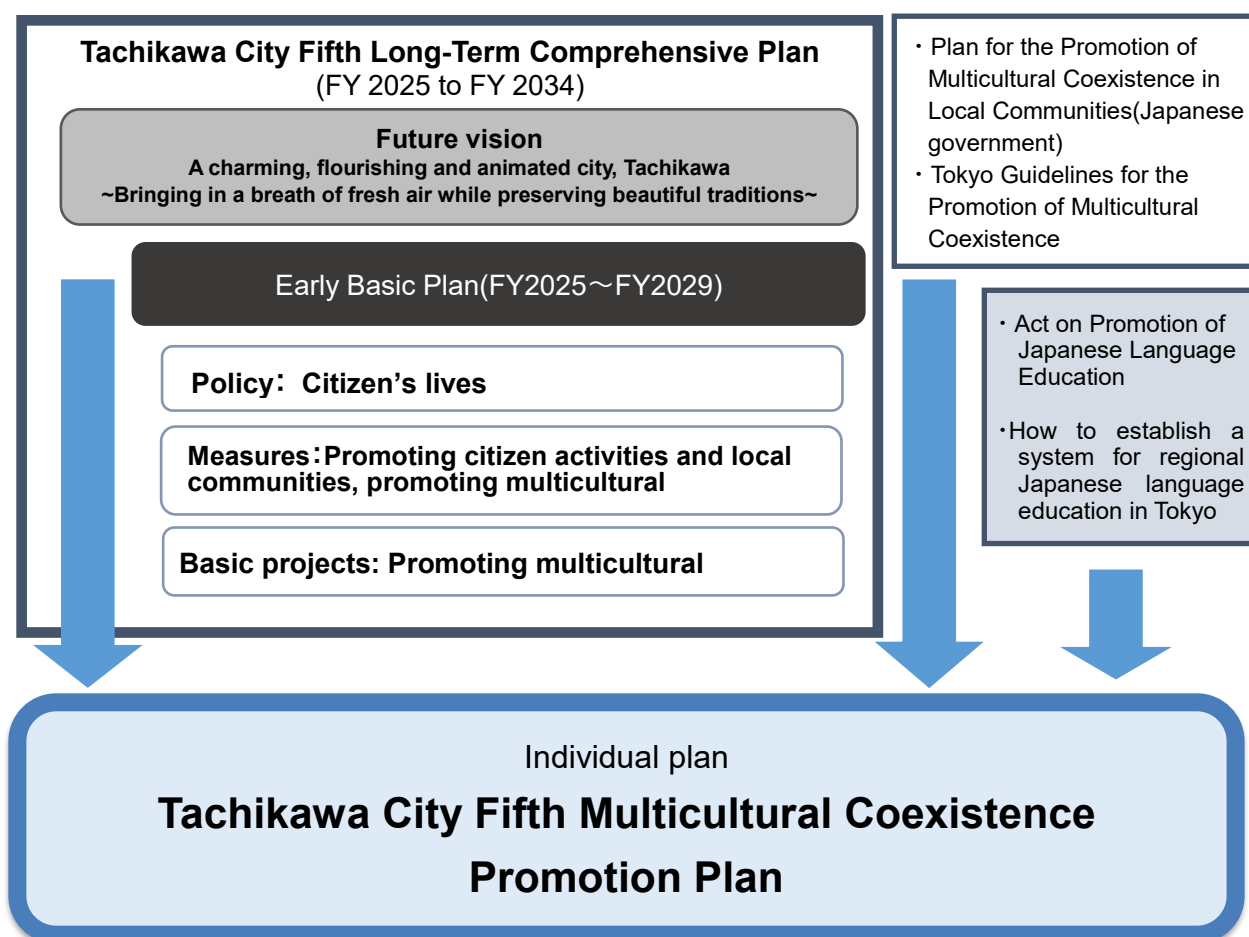
Chapter 2 Overview of the Plan

1. Positioning of the Plan

(1) Positioning of the Plan

This plan is based on the national government's (Ministry of Internal Affairs and Communications) “Plan for the Promotion of Multicultural Coexistence in Local Communities” (revised in September 2020) and the Tokyo Metropolitan Government's “Tokyo Guidelines for the Promotion of Multicultural Coexistence” (established in February 2016), and as a specific plan based on Policy 34, “Promotion of Citizen Activities, Regional Society, and Multicultural Coexistence,” outlined in the “Tachikawa City Fifth Long-Term Comprehensive Plan: Initial Basic Plan” (fiscal years 2025–2029).

Furthermore, based on the Act on Promotion of Japanese Language Education (Act No. 48 of 2019), which stipulates that local public entities shall establish basic policies for the comprehensive and effective promotion of Japanese language education within their jurisdictions and endeavor to implement necessary measures, this plan also outlines policies for the promotion of Japanese language education.



(2) Plan Period

In alignment with the “Tachikawa City 5th Long-Term Comprehensive Plan Early Basic Plan,” the plan will cover a five-year period from fiscal year 2025 to fiscal year 2029. During the plan period, if changes in social conditions or other circumstances arise that require new items to be included in the plan, the plan will be revised as necessary.

(3) Promotion of SDGs

SDGs stands for “Sustainable Development Goals,” which are international goals adopted by the United Nations General Assembly in September 2015 to achieve a society that balances economic, social, and environmental aspects. They consist of 17 goals and 169 targets to be achieved by 2030, with the basic principle of “leaving no one behind.”

The role of the SDGs in achieving a sustainable world is becoming increasingly important, and in this plan, we will promote initiatives with a focus on achieving SDGs 4, 10, 11, 16, and 17.



2. Basic Philosophy of the Plan

The basic philosophy of Tachikawa City Fifth Multicultural Coexistence Promotion Plan is defined as follows.

Realization of a local community where people of different nationalities and ethnicities respect each other's cultural differences and coexist

This basic philosophy is formulated based on the content of the basic project “Promotion of Multicultural Coexistence” under Policy 34 “Promotion of Citizen Activities, Local Communities, and Multicultural Coexistence” of the “Tachikawa City Fifth Long-Term Comprehensive Plan Early Basic Plan,” which is the overarching plan for the Tachikawa City Fifth Multicultural Coexistence Promotion Plan.

The basic policies and measures to achieve this basic philosophy are as follows:

3. Basic Policy

In view of an expected increase in the number of foreign residents, it is necessary to build a local community where people of different nationalities and ethnicities respect each other's cultural differences and coexist.

To this end, we will promote multicultural coexistence through projects that expand connections between people and revitalize local communities, with the aim of creating a region where foreign residents can live independently and with peace of mind.

The city will continue to take on new challenges to promote multicultural coexistence with even greater creativity than before. We will also work to further improve citizen services by collaborating with foreigner support groups, local organizations, businesses, schools, the Japanese government, and the Tokyo Metropolitan Government.

To achieve these goals, we will implement multicultural coexistence policies based on the following three basic principles.

I. Communication Support

We support communication, which is fundamental to everyday life, and disseminate administrative information in easy-to-understand Japanese and multiple languages. We also promote the creation of a comprehensive system for Japanese language education in the community and strive to provide more opportunities to learn Japanese.

II. Life support

We provide information on medical care, child-rearing, welfare, disaster prevention, and other topics, and offer necessary support so that foreign residents can live independently and with peace of mind as members of the local community.

III. Raising Awareness of Multicultural Coexistence and Supporting Social Participation

We will strengthen collaboration and cooperation with various organizations to raise awareness of multicultural coexistence and create opportunities for foreign residents to actively participate in the local community.

4. System of Measures

【Basic Philosophy】 Realization of a local community where people of different nationalities and ethnicities respect each other's cultural differences and coexist	Basic Policy	Measures	Specific Initiatives	
	I. Communication Support	1. Enhancement of information provision in easy Japanese and multiple languages	1	Promotion and awareness of “easy Japanese”
			2	Improving the Counter Service functions for foreign residents
			3	Information provision in multiple languages
		2. Promotion of Japanese language education	1	Providing opportunities to learn Japanese
			2	Supporting foreign children and students in learning Japanese
			3	Enhancing the support system for Japanese language classes
			4	Providing opportunities to learn about Japanese culture and customs
	II. Life Support	1. Support for daily life	1	Providing information on daily life
			2	Enhancing information dissemination methods
			3	Promoting awareness of consultation services for foreigners
		2. Support for foreign children and students	1	Implementation of life support programs for foreign children and students
		3. Disaster preparedness	1	Promotion of disaster prevention awareness
			2	Enhancement of information provision during disasters
			3	Enhancement of support systems during disasters
	III. Awareness-raising on multicultural coexistence and support for social participation	1. Raising awareness and fostering multicultural coexistence	1	Raising awareness and fostering multicultural coexistence
			2	Enhancing opportunities for exchange and promoting mutual understanding
			3	Promoting international understanding
		2. Support for social participation by foreign residents	1	Promoting the participation of foreign residents in local communities

5. Indicators and Target Values

Basic Policy	Indicators	Reference Value (actual results for FY2023)	Target Value (FY2029)
I. Communication support	Number of participants in Japanese language classes for foreigners	2,014	3,000
	Number of volunteers participating in Japanese language classes for foreigners	2,162	3,000
	Number of participants in children's Japanese language classes	546	870
	Number of volunteers participating in children's Japanese language classes	1,037	1,700
II. Life support	Number of people seeking consultation at the consultation desks for foreigners	34	50
	Number of people seeking consultation from the consultation project for foreign children and students	63	80
III. Awareness-raising on multicultural coexistence and support for social participation	Number of participants in the multicultural coexistence exchange projects*	411	600

*Multicultural coexistence exchange project … Projects organized or co-organized by the city regarding multicultural coexistence and exchange

Chapter 3 Specific Initiatives

Basic Policy I: Communication Support

1. Enhancing the Provision of Information in Easy Japanese and Multiple Languages

(1) Promoting the Use of Easy Japanese

[Challenges]

- With the increasing multi-nationality of foreign residents, there is a growing need to disseminate information in multiple languages, but it is difficult to provide information in every language.

[Direction of Actions]

- By widely promoting easy Japanese, we will ensure that administrative information is conveyed to many foreign residents in an easy-to-understand and accurate manner, facilitating smooth communication.

Action Name	Contents	Division in Charge
Promoting the use of easy Japanese	In order to promote the dissemination of administrative information using easy-to-understand Japanese, we will work to develop the skills and knowledge of our staff through internal training and work manuals.	·Civic Collaboration Division, ·Personnel Division, ·Related Divisions
Use of easy -to-understand Japanese on the website, etc.	We will promote the use of easy-to-understand Japanese within the city hall. We will disseminate information in easy-to-understand Japanese on the city website, etc.	·Public Relations and Promotion Division, ·Civic Collaboration ·Related Divisions
Lectures for citizens	We will hold lectures to teach easy Japanese for citizens.	·Lifelong Learning Promotion Center

(2) Improving the Counter Service Functions for Foreign Residents

[Challenges]

- With the increasing diversity and multi-nationalization of foreign residents, it is anticipated that there will be cases where it will be difficult to provide administrative services in minority languages. Therefore, it is necessary to strengthen counter service functions by utilizing interpretation support services provided by the national government and Tokyo Metropolitan Government, as well as ICT*.

[Direction of actions]

- We will work to improve counter service functions so that foreign residents who visit city hall counters can appropriately utilize administrative procedures and services.

*ICT (Information and Communication Technology) refers to general technologies related to information and communication.

Action Name	Contents	Division in Charge
Support for counter services for foreign residents	In order to ensure that foreign residents who use the counter can receive administrative services in comfort, we will improve the skills of our staff through sharing case studies within the office and strengthen cooperation within the office to facilitate smooth communication.	• Civic Collaboration Division, • Related Divisions
Multilingual interpretation services at service counters, etc.	We will utilize interpretation support provided by the national government and Tokyo Metropolitan Government to ensure smooth communication at service counters and over the phone, and provide appropriate administrative services.	• Civic Collaboration Division, • Related Divisions
Operation and utilization of the Interpretation and Translation Volunteer Bank	We will collaborate with foreigner support organizations to respond to requests for interpretation and translation from each department.	Civic Collaboration Division
Staff training for foreign language acquisition	We will implement correspondence courses for those who wish to learn foreign languages.	Personnel Division
Provision of interpretation and translation services in collaboration with foreign language support staff*	We will collaborate with foreign language support staff to provide necessary interpretation and translation services.	Civic Collaboration Division

*Foreign Language Support Staff = Staff members who are registered to assist foreign residents who have difficulty communicating in Japanese at city offices and other locations.

(3) Providing Information in Multiple Languages

[Challenges]

- A system is needed to deliver necessary information to foreign residents who are not proficient in Japanese when they need it.
- Consideration should be given to using easy-to-understand Japanese, multiple languages, and pictograms* to make the information easy to understand for foreign residents.

[Direction of Actions]

- We will work to provide information in multiple languages so that foreign residents can easily obtain the information they need to live in the local community.

Action Name	Contents	Division in Charge
Enhancing administrative information provision methods	We will promote awareness of the city website among foreign residents and strive to provide multilingual support through easy Japanese conversion tools and automatic translation functions. We will enhance the pages for foreign residents by listing multilingual booklets and flyers created by relevant departments.	<ul style="list-style-type: none"> • Public Relations and Promotion Division, • Civic Collaboration Division
Translation of Administrative Pamphlets, etc.	Translation of Administrative Pamphlets, etc. In collaboration with the relevant Divisions, we will translate pamphlets and application forms related to medical care, health, child-rearing, welfare, disaster prevention, garbage disposal, etc., available at the City Hall counters, into multiple languages.	<ul style="list-style-type: none"> • Related Divisions, • Civic Collaboration Division
Provision of Multilingual Information in Collaboration with Foreign Resident Support Organizations, etc.	In collaboration with foreign resident support organizations, etc., we will disseminate multilingual information for foreign residents via the website, social media, etc.	Civic Collaboration Division
Multilingual signage for city facilities and signs	When updating city facilities, public signs, and road signs within the city, we will use English and other languages as well as pictograms* to make the signage easier to understand for foreign residents.	<ul style="list-style-type: none"> • Project Planning Division, • General Affairs and Documents Division, • Traffic Planning Division, • Road Division

*Pictogram: A symbol that represents information, instructions, guidance, etc. using simplified designs. "Emoji" or "icon."

2. Promotion of Japanese Language Education

(1) Providing Opportunities to Learn Japanese

[Challenges]

- With the increase in the number of foreign residents, it is necessary to collaborate with foreigner support organizations and utilize subsidies from the national and Tokyo Metropolitan governments to expand Japanese language classes and explore more diverse opportunities for Japanese language learning.

[Direction of actions]

- We will promote Japanese language education so that foreign residents can live their daily lives at ease without becoming isolated in their communities. We will also publicize diverse opportunities for Japanese language learning so that Japanese can be learned in various situations.

Action Name	Contents	Division in Charge
Hosting Japanese language classes for foreigners	We support foreign residents who have difficulty communicating in Japanese so that they can learn Japanese and Japanese culture and customs, become independent in the community, and live comfortably.	Civic Collaboration Division
Providing Information on Various Japanese Language Classes	We will publicize various Japanese language classes and websites where Japanese can be learned through the city's website and the "Comprehensive Living Guide for Foreign Residents*," providing information on opportunities for Japanese language learning.	Civic Collaboration Division
Considering and Implementing Diverse Japanese Language Learning Opportunities	We will collaborate with foreign resident support organizations, the national government, and Tokyo Metropolitan Government to look into diverse opportunities for Japanese language learning.	Civic Collaboration Division

*Comprehensive Living Guide for Foreign Residents • • • Available for download from P31 [Download Materials].

(2) Support for Japanese Language Learning for Foreign Children and Students

[Challenges]

- In order to promote Japanese language learning among foreign children and students, it is necessary to provide a learning environment and opportunities tailored to the actual circumstances of the children and students, such as communication and reading and writing in Japanese.
- Regarding Japanese language classes for children, it is necessary to consider ways to stabilize the current classes and eliminate regional disparities.

[Direction of actions]

- We will work with foreigner support organizations to provide appropriate Japanese language education to foreign children and students who do not have a sufficient understanding of Japanese.

Action Name	Contents	Division in Charge
Implementation of Japanese language classes for children	Through Japanese language classes for children, we will support foreign children and students who need to learn Japanese so that they can acquire the Japanese language skills necessary for daily life, while also providing them with a safe place to feel at ease. In addition, we will consider ways to eliminate regional disparities so that foreign children and students who wish to attend Japanese language classes for children can do so.	Civic Collaboration Division

Support for Japanese language learning for foreign children and students	With the consent of parents, we will share information about children and students who need Japanese language education with the education division and, when necessary, collaborate with foreign support organizations to provide appropriate Japanese language education.	Civic Collaboration Division, Guidance Division
Utilization of the Interpreter Support Program	For children and students who do not have a sufficient understanding of Japanese, we will dispatch interpreter assistants in response to requests from schools to provide flexible support for educational activities such as classes and parent consultations.	Guidance Division

(3) Enhancing Support Systems for Japanese Language Classes [Challenges]

- With the number of foreign residents increasing, the number of volunteers working in Japanese language classes is declining. It is necessary to strengthen the support system so that foreign residents can participate in “Japanese language classes for foreigners” according to their wishes.
- It is important to discover and train human resources by holding introductory courses for volunteers and enhancing training for volunteers so that Japanese language learning opportunities can be provided to foreigners who wish to learn Japanese, from children to adults.

[Direction of actions]

- Given the limitations of multilingual support for foreign residents, whose numbers are expected to continue increasing and diversifying, we will strengthen and enhance the support system for “Japanese language classes for foreigners” to help them acquire the Japanese language necessary for daily life.
- We will collaborate with foreigner support organizations, local groups, businesses, the national government, and the Tokyo Metropolitan Government to establish a comprehensive system for promoting Japanese language education in the community, enabling foreign residents to learn Japanese locally.
- We will enhance the skills of volunteers active in Japanese language classes through training programs and other initiatives.

Action Name	Contents	Division in Charge
Introductory Course for Japanese Language Classroom Volunteers	By holding introductory courses to teach volunteers the mindset and basic knowledge necessary for working in Japanese language classrooms, we aim to discover local talent and ensure the stable operation of Japanese language classrooms.	Civic Collaboration Division

Training Japanese Language Learning Supporters	By sharing information on national and Tokyo Metropolitan Government trends, systems, and training programs, and by conducting training for volunteers, we aim to improve the skills of Japanese language learning supporters and maintain and improve the quality of Japanese language classrooms.	Civic Collaboration Division
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(4) Provide Opportunities to Learn About Japanese Culture and Customs

[Challenges]

■ According to the results of a survey of foreign residents, it is a tendency for many foreigners to want to learn about Japanese culture.

[Direction of actions]

■ We will collaborate with foreigner support organizations and local groups to enhance learning opportunities related to Japanese culture and customs.

Action Name	Contents	Division in Charge
Providing learning opportunities related to Japanese culture, customs, and daily life	In collaboration with municipalities and local organizations, we will implement projects to provide experiences of Japanese culture and customs, as well as information on daily life, through Japanese language classes and Japanese language classes for children.	Civic Collaboration Division
Providing multicultural services at libraries	We will identify the needs of people from diverse cultural and linguistic backgrounds and collect and provide materials on foreign cultures and history, as well as materials in foreign languages related to Japanese lifestyle, culture, customs, and language. We will also make improvements to the signage within libraries to	Libraries

Easy Japanese

“Easy Japanese” refers to Japanese that is considerate of the listener, such as replacing difficult words with simpler ones.

Normal Japanese		Easy Japanese
地震です。 高台に避難してください。	➡	^{じしん} 地震です。 ^{たか} 高いところに ^に 逃げて ください。
土足厳禁	➡	^{くつ} 靴をぬいで ください。
〇〇以外は必要ありません。	➡	〇〇を ^も 持って きて ください。

～ Key points for easy Japanese ～

Short Simple Straight

みじかく

かんたんに

はっきりと

It is important to use “**KIND feeling**” and “**EASY expressions**”.

- Keep sentences short, with **one piece of information per sentence**.
- Unify the endings of sentences with “desu,” “masu,” or “shite kudasai.”
- Make the subject clear and avoid double negatives and ambiguous expressions.
- **Do not use honorific language.**
 - ・ Honorific language and humble language → Use polite language. Example: “Osshaimasita” → “limashita.”
- **Avoid difficult words** such as kanji, katakana words, abbreviations, and onomatopoeia (sound words and mimetic words).
 - ・ Kanji → Use Japanese words. Example: “未定です→まだ決まっています。”
 - ・ Onomatopoeia → Use specific words. Example: “頭がズキズキします→頭が痛いです。”
- Use visual aids such as **photos, illustrations, and gestures**.
- Speak **slowly and clearly**.
- When writing, add furigana to kanji and use spaces between words.

Reference: Tokyo Metropolitan Government Multicultural Coexistence Portal Site “What is Easy Japanese?”

<https://tabunka.tokyosunagari.or.jp/yasanichi/about.html>



Basic Policy II Life Support

1. Support for Daily Life

(1) Provision of Information Related to Daily Life

[Challenges]

- Foreign residents may not be able to fully understand Japanese, which can result in them not receiving accurate information necessary for daily life, such as medical care, welfare, and insurance systems.

[Direction of Actions]

- We will utilize the city website and social media to provide foreign residents with easy-to-understand information on administrative services such as medical care, health, welfare, and child-rearing, as well as disaster prevention and Japanese language learning.
- We will provide foreign residents with clear and reliable information on everyday life so that they can live safely and securely as members of the community alongside Japanese residents.
- When providing services, we will take into consideration language barriers and differences in lifestyle habits, and strive to create an environment where foreign residents can appropriately utilize administrative services.

Action Name	Contents	Division in Charge
Enhancing the provision of information related to daily life	Through the city website and other channels, we will provide easy-to-understand information on medical care, health, welfare, child and childcare services, etc. in easy Japanese and multiple languages. We will create a “Comprehensive Living Guide for Foreign Residents” and provide information to new residents.	・Related Divisions, ・Civic Collaboration Division
Considering and implementing methods of disseminating information to foreigners	We will consider new methods of dissemination, such as utilizing social media and understanding foreign communities, and promote the creation of an environment that makes it easy to access information.	Civic Collaboration Division
Implementation and promotion of housing consultation services	We will implement housing consultation services to support foreign residents who are having difficulty securing housing.	Housing Division

(2) Enhancement of Information Dissemination Methods

[Challenges]

- Although information is disseminated in multiple languages, it cannot be said that the information reaches foreign residents at the same level as Japanese residents.
- It is necessary to improve the methods of disseminating information so that foreign residents and their supporters can obtain the necessary information accurately.

[Direction of Actions]

- We will provide support to deliver information in an easy-to-understand manner so that foreign residents can receive the necessary services by removing language barriers through the use of easy Japanese and multiple languages.

Action Name	Contents	Division in Charge
Enhancing information dissemination methods	We will examine and implement methods to ensure that information is accurately conveyed to foreign residents who need it.	Civic Collaboration Division
Cooperation with foreign communities, etc.	We will work to cooperate with foreign communities and key figures in order to effectively convey administrative information.	Civic Collaboration Division

(3) Publicizing Consultation Services for Foreigners

[Challenges]

- It is necessary to establish a system that allows foreign residents to obtain information about administration and daily life, and to easily consult about problems that arise in their daily lives in the community.

[Direction of Actions]

- We will continue to operate consultation services for foreign residents, and strive to enhance and publicize these initiatives. We will also consider ways to operate these services more effectively.

Action Name	Contents	Division in Charge
Promoting awareness of consultation services for foreign residents	We will promote awareness of the city's consultation services for foreign residents and various consultation services provided by the national government and Tokyo Metropolitan Government. We will also hold consultation meetings with professionals such as lawyers. We will consider how to make consultation services more accessible to foreign residents and how to operate them effectively.	Civic Collaboration Division
Promoting collaboration with Tokyo Metropolitan Government and other entities in consultations for foreign residents	For specialized consultations that cannot be resolved at the city's consultation counter for foreign residents, we will work to connect them with appropriate support by utilizing specialized consultation counters and consultation counters for consultants operated by the national government and Tokyo Metropolitan Government.	Civic Collaboration Division

2. Support for Foreign Children and Students

(1) Implementation of Support Programs for Foreign Children and Students

[Challenges]

- With the increase in foreign residents, support is needed for foreign children and students, their parents, and other related parties.

[Direction of Actions]

- We will establish a consultation counter for foreign children, students, their parents, and other related parties to help eliminate language and cultural barriers felt by children and their parents.

- We will build a citywide system of cooperation by collaborating with various departments such as education, childcare, and welfare.

Action Name	Contents	Division in Charge
Establishment of consultation counters for foreign children and students	In order to ensure that foreign children and students do not become isolated in their communities due to language and cultural differences, and can live with peace of mind, we will establish consultation counters where foreign children and students, their parents, and other related parties can seek advice and support.	Civic Collaboration Division
Providing multilingual information on school enrollment	In order to ensure that foreign children and students have appropriate access to educational opportunities, we will provide multilingual information on elementary and junior high school enrollment, school life, and educational assistance programs.	School Affairs Division
Financial assistance for foreign children enrolled in schools	We will provide financial assistance to foreign parents of children and students enrolled in foreign schools who reside in the city in order to reduce the burden of tuition fees.	Civic Collaboration Division

3. Disaster Preparedness

(1) Promotion/education of Disaster Prevention Awareness

[Challenges]

- In order to prepare for the possibility of a major earthquake, frequent heavy rain disasters, and other natural disasters, it is important to raise awareness of disaster prevention through awareness promotion campaigns and participation in disaster drills.

[Direction of Actions]

- We will promote disaster prevention knowledge and raise awareness of disaster prevention by utilizing easy-to-understand Japanese and multiple languages.
- We will collaborate with foreign communities to promote participation in local disaster prevention activities and disaster prevention seminars so that foreign residents can raise their awareness of disasters, prepare for them on their own, and also play an active role in providing support.

Action Name	Contents	Division in Charge
Updating and publicizing the “Life Safety Handbook for Foreign Residents”	We have created the “Life Safety Handbook for Foreign Residents”* containing information on preparing for disasters, and will publicize it on our website and other media.	Civic Collaboration Division, Disaster Prevention Division

Raising awareness of disaster prevention among foreign residents	<p>We will promote participation in projects that raise disaster prevention awareness among foreign residents, such as local disaster prevention drills and disaster prevention center tours organized by the Tokyo Metropolitan Government.</p> <p>We will implement projects and publicize information related to disaster prevention awareness through Japanese language classes and Japanese language classes for children.</p>	Civic Collaboration Division, Disaster Prevention Division
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*Life Safety Handbook for Foreign Residents • • • Available for download from P30 [Download Materials].

(2) Enhancement of Information Provision During Disasters [Challenges]

- When a disaster occurs, foreign residents may be unable to obtain information due to language barriers, and those who come from countries with few earthquakes and other disasters may face difficulties due to a lack of knowledge about disaster preparedness, such as how to act during a disaster and where evacuation shelters are located.
- It is important to consider systems for delivering disaster preparedness information to foreign residents and to strengthen information dissemination methods so that they can easily obtain the necessary information.
- It is necessary to consider and implement multilingual signage at evacuation shelters.

[Direction of Actions]

- We will continue to explore systems that enable us to maintain connections with foreign communities and key individuals on a daily basis and deliver information appropriately during disasters.
- In emergencies such as disasters, we will utilize various tools and communicate information to foreign residents in a clear, swift, and thoughtful manner using easy-to-understand Japanese and multiple languages.
- We will improve signage and guidance for evacuation sites and other facilities by utilizing multiple languages and pictograms to ensure clarity.

Action Name	Contents	Division in Charge
Consideration of multilingual disaster prevention and disaster information	We will consider a system for disseminating information in multiple languages during disasters. We will also establish a system for accepting foreign nationals, such as multilingual signage at evacuation centers.	Civic Collaboration Division, Disaster Prevention Division
Consideration and promotion of community utilization	We will maintain an understanding of foreign communities and key individuals on a daily basis, and establish a system for effectively communicating information during disasters.	Civic Collaboration Division

(3) Enhancement of Support Systems During Disasters [Challenges]

- In the event of a disaster, it is necessary to establish a support system that enables foreign residents to evacuate safely by accurately disseminating information in cooperation with foreigner support organizations, local organizations, and the Tokyo Metropolitan Government.
- It is important for foreign residents to build visible relationships with the community as

members of the community and to play an active role in providing support, thereby establishing a mutually supportive relationship.

[Direction of Actions]

- To facilitate smooth information dissemination and support at evacuation centers during disasters targeting foreign residents, we will collaborate with foreign resident support organizations, local community groups, and social welfare councils, and work to establish support systems through training programs and other initiatives.
- We will establish systems to provide support such as counseling and interpretation services to ensure that foreign residents do not feel excluded at evacuation centers or other facilities.
- We will strengthen ties with disaster prevention departments to enable foreign residents to actively contribute as support providers during disasters.

Action Name	Contents	Division in Charge
Establishment of a disaster support system	We will consider a disaster support system, including the utilization of Tokyo Disaster Language Volunteers, and create a response manual in cooperation with local organizations and disaster prevention departments.	Civic Collaboration Division, Disaster Prevention Division

Column 2: Multilingual Support During Disasters

Multilingual Support During Disasters

Foreigners are often classified as “disaster vulnerable” because they may not be fluent in Japanese or have limited knowledge of disasters. In order to ensure that they can receive information and communicate smoothly in the event of a disaster, it is necessary to provide support using multilingual tools.

[Multilingual Display Sheets for Disasters]

These sheets can be created using simple Japanese, multiple languages, and pictograms to display information on evacuation shelters, etc.



[Multilingual Pointing Board]

A tool to facilitate communication between evacuation center operators and foreigners with limited Japanese proficiency.



<p>私 (わたし) は スタッフ です</p> <p>① I am staff at the evacuation shelter. ② 我是避难所的工作人员 ③ 我是避难所的工作人员 ④ 저는 대피소 직원입니다 ⑤ Ako ay kawani ng shelter.</p> <p>STAFF</p>	<p>何か 困っていることは ありますか?</p> <p>① Do you have anything that troubles you? ② 你有什么需要帮助的吗? ③ 有什么困难呢? ④ 도파드일 일 있습니까? ⑤ May problema ba kayo?</p>
<p>欲しい ものは ありますか?</p> <p>① Is there anything you want? ② 需要什么东西? ③ 有什么想要的物品? ④ 필요한 것 있습니까? ⑤ May kailangan ba kayo?</p>	<p>避難者登録カードに 記入 してください</p> <p>① Please complete an Evacuee Registration Card. ② 避難者登録カードに記入してください ③ 請填寫避難者登記卡 ④ 피난자 등록 카드를 작성해주세요 ⑤ Paki-sulatan lamang ang refugee registration card.</p>
<p>手伝うことが できますか?</p> <p>① Can you help us at the evacuation shelter? ② 您能帮我们做什么吗? ③ 您可以幫忙嗎? ④ 대피소 업무를 도와주실 수 있습니까? ⑤ Maaari ba kayong tumulong?</p>	<p>困ったことが あれば 受付に 来てください</p> <p>① When you need help, please come to the reception. ② 如果您遇到困难, 请到接待处 ③ 如果您有困难, 请到接待处 ④ 도움이 필요하면 접수 창구로 오십시오 ⑤ Magtungo lamang po sa aming tanggapan kung may problema</p>

[Multilingual Evacuee Registration Card]

A tool that allows for easy confirmation of the health condition and dietary restrictions of foreign disaster victims.



<p>Evacuee Registration Card [Name of the person filling in this form]</p> <p>① Do you have an injury or illness?</p> <p>Q1 What happened?</p> <p>I am injured (けが) I am in pain (痛み) I have a fever (発熱) I feel dizzy (めまい) I have nausea (嘔吐) Other (その他)</p> <p>Q2 Where? (どこで?)</p> <p>Front (前) Back (後)</p>	<p>⑥ Please check items that you cannot eat</p> <p>Beef (牛肉) Pork (豚肉) Chicken (鶏肉) Lamb (羊肉)</p> <p>Dairy (乳類) Buckwheat (そば) Peanut (落花生) Shrimp (エビ)</p>
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Note : CLAIR (Council of Local Authorities for International Relations) <https://www.clair.or.jp/index.html>

Basic Policy III: Promotion of Multicultural Coexistence Awareness and Support for Social Participation

1. Raising Awareness of Multicultural Coexistence

(1) Raising Awareness and Fostering Multicultural Coexistence

[Challenges]

- In order to realize a multicultural society, it is important to raise awareness of multicultural coexistence among Japanese citizens.

[Direction of Actions]

- We will work to foster awareness of accepting diverse cultures through lectures, courses, exchange programs, and other activities.

Action Name	Contents	Division in Charge
Multicultural Coexistence Awareness Promotion Project	We will hold lectures and seminars to promote international understanding and foster awareness of multicultural coexistence among citizens.	Lifelong Learning Promotion Center, Civic Collaboration Division
Staff Training	We will conduct staff training aimed at promoting awareness of multicultural coexistence.	Personnel Division, Civic Collaboration Division, Related Divisions
Training of leaders in multicultural coexistence community building	Through Japanese language classroom volunteer introductory courses and multicultural understanding courses, we will train human resources to become leaders in multicultural coexistence community building, and utilize them in exchanges with foreign residents and Japanese language learning support.	Lifelong Learning Promotion Center, Civic Collaboration Division
Awareness promotion for neighborhood associations, etc.	We will provide information on multicultural coexistence initiatives to neighborhood associations and other local organizations to deepen their understanding, thereby creating an environment where foreign residents can more easily participate in the community.	Civic Collaboration Division
Responding to inbound tourism	Through inbound local guide training courses, we will cultivate human resources who can introduce the charms of the Tama region in English.	Industry and Tourism Division

*Inbound refers to people and goods coming from outside Japan, and in the tourism industry, it refers to foreign tourists visiting Japan.



(2) Enhancing Opportunities for exchange and promoting Mutual Understanding

[Challenges]

- In order to build connections between foreign residents and local communities, it is necessary to collaborate with local organizations and create opportunities for interaction between foreigners and Japanese people.

[Direction of Actions]

- In order to promote mutual understanding between citizens of different cultures, we will enhance opportunities for interaction through local events and festivals.
- We will promote participation in local exchange activities and events so that foreign residents can learn Japanese language and culture from local residents and share their own culture and traditions, thereby working toward the realization of a rich and inclusive society.

Action Name	Contents	Division in Charge
Multicultural Coexistence Exchange Project	Through multicultural coexistence exchange projects and lectures on different cultures, we will create opportunities for foreigners and local residents to interact. At events such as the "International Friendship Festival," we will create opportunities for Japanese people to casually interact with foreigners and experience cultures from around the world.	Lifelong Learning Promotion Center, Civic Collaboration Division

(3) Promoting International Understanding

[Challenges]

- In order to build a local community together with foreign residents, it will become increasingly important for the younger generation, who will shoulder the future, to have opportunities to learn about other countries and cultures.

[Direction of Actions]

- We will raise citizens' awareness of international understanding by supporting citizen-led international exchange activities.
- We will promote international understanding through foreign language and foreign language activities classes in elementary and junior high schools.

Action Name	Contents	Division in Charge
Promoting citizen exchange with overseas cities	We will promote citizen exchange with overseas cities, such as through exchanges with sister cities, to deepen citizens' international understanding.	Civic Collaboration Division
Implementing foreign language activities and English education	We will promote foreign language education and deepen international understanding through foreign language and foreign language activity classes, including team teaching with assistant language teachers (ALT)* and participation by all elementary and junior high schools in experiential English learning facilities within the city.	Guidance Division

*ALT = Assistant Language Teacher

2. Supporting the Social Participation of Foreign Residents

(1) Promoting the Participation of Foreign Residents in Local Communities

[Challenges]

- It is necessary to create opportunities for foreign residents to participate in the local community and establish a system that allows them to play an active role.

[Direction of Actions]

- We will work to deepen foreign residents' interest in and understanding of the local community and create an environment that makes it easier for them to participate in local activities by publicizing local events in easy Japanese and multiple languages.
- We will promote the active participation of foreign residents in the community and support them in becoming active members of the community by implementing programs such as Japanese language classes that include classes for children, where they can interact with local Japanese residents.
- We will listen to the opinions of foreign residents and organizations related to foreign residents and create opportunities for collaboration and cooperation.

Action Name	Contents	Division in Charge
Promoting participation in community activities	We will promote the participation of foreign residents in community activities by disseminating information on community activities and events in easy-to-understand Japanese and multiple languages. We will also implement projects to promote interaction between foreign residents and local Japanese residents through Japanese language classes and Japanese language classes for children.	Civic Collaboration Division
Promoting participation in municipal administration	We will consider holding opinion exchange meetings on administrative issues to reflect the opinions of foreign residents in municipal administration. We will also consider establishing a forum for consultation between foreigner support organizations, regional governments, local organizations, companies, schools, foreign residents, and others, and will establish a system for collaboration and cooperation.	Civic Collaboration Division
Promoting Participation in Neighborhood Associations	We will provide consultation and problem-solving support in cooperation with local organizations so that foreign residents can join neighborhood associations and participate in their activities.	Civic Collaboration Division



Chapter 4 Promoting the Plan

1. Promotion System

In order to realize a multicultural society and resolve issues, it is important to share information and exchange opinions with various entities and stakeholders, including citizens including foreigners, foreigner support groups, local organizations, and companies, in addition to government agencies such as the national government and Tokyo Metropolitan Government, and to collaborate and cooperate with them. In promoting this plan, we will further promote collaboration on a wide scale, within the region, and within the City Hall.

(1) Cooperation with the Japanese Government and Tokyo Metropolitan Government

- We will collaborate with the national government and Tokyo Metropolitan Government to utilize interpretation support systems, establish comprehensive regional Japanese language education systems, and discuss solutions to wide-ranging issues such as medical care and labor.

(2) Cooperation with Various Entities in the Community

- We will develop human resources and build networks to support foreign residents in the community through conferences and workshops related to multicultural coexistence.
- In order to implement multicultural coexistence projects more effectively, we will promote collaboration among many individuals and organizations, each utilizing their own strengths.
- We will connect with foreign communities and key figures to understand the issues, concerns, and needs of foreign residents, and use this information to consider future projects.

(3) Cooperation within Tachikawa City

- Each Division of the Tachikawa City Hall will cooperate to realize the Basic Philosophy of the Plan.

2. Verification and Evaluation of the Plan's Progress

We will verify and evaluate the plan overall and coordinate/review each action/project in order to allow collaborative work across the initiatives of the City Hall regarding complex challenges.

(1) Multicultural Coexistence Promotion Committee

In order to promote multicultural coexistence in cooperation with relevant national and Tokyo Metropolitan Government agencies and organizations within the city, a Multicultural Coexistence Promotion Committee will be established to implement the specific measures outlined in the plan and to evaluate and verify the effectiveness of those measures.

(2) Multicultural Coexistence Administration Promotion Council

This Council will work together with each Division in Charge on the issue of progress of projects implemented by the City on a regular basis.

[Download Materials]

Comprehensive Living Guide for Foreign Residents	https://www.city.tachikawa.lg.jp/gaikoku/info/1001695.html	
Tachikawa City Life Safety Handbook for Foreign Residents	Japanese https://www.city.tachikawa.lg.jp/gaikoku/bosai/1021469.html	
	English https://www.city.tachikawa.lg.jp/gaikoku/bosai/1020728.html	
	Chinese https://www.city.tachikawa.lg.jp/gaikoku/bosai/1020727.html	
	Korean https://www.city.tachikawa.lg.jp/gaikoku/bosai/1020726.html	
	Vietnamese https://www.city.tachikawa.lg.jp/gaikoku/bosai/1020725.html	
Foreign Residents in Tachikawa City Questionnaire Survey Results	https://www.city.tachikawa.lg.jp/kanko/bunka/1003077/1021241.html	
Recommendations from Tachikawa City Fifth Multicultural Coexistence Promotion Plan Review Meeting	https://www.city.tachikawa.lg.jp/shisei/sanka/1006064/1006088/1006223/1006227/1006245.html	
Reports by Tachikawa City Fourth Multicultural Coexistence Promotion Committee	https://www.city.tachikawa.lg.jp/shisei/sanka/1006064/1006088/1006223/1006227/1006246.html	

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