

# **Musashino City Multicultural Coexistence Promotion Plan**

March 2023

Musashino City



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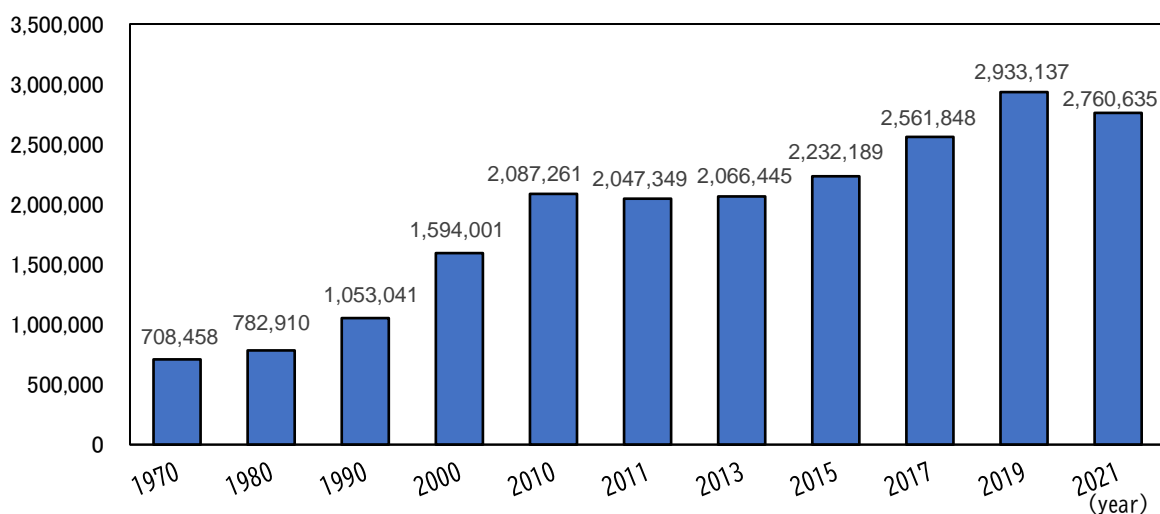
## ■ Formulating the Plan

### 1 Background of Formulating the Plan

Until the 1970s, the majority of foreigners residing in Japan were Korean nationals, but since the 1980s, there has been greater international movement of people due to the progress of globalization. In 1983 and 1984, in a panel and council held by the national government, a proposal was made to implement and promote the so-called “100,000 International Students Plan”, which has the aim of increasing the number of international students to the level of other developed countries by the start of the 21st century, and the government has implemented measures to actively promote the acceptance of international students. The Ministry of Home Affairs (now the Ministry of Internal Affairs and Communications) published the “Guidelines for International Exchange in Local Public Entities” in 1987, the “Guidelines for Urban Development for International Exchange” in 1988, and the “Guidelines for Formulating General Principles for the Promotion of Local International Exchange” in 1989. Based on the pillars of “international exchange” and “international cooperation”, the Ministry has promoted internationalization of local communities and encouraged the development of communities where foreign residents can be active in local public entities.

Since then, the number of foreigners residing in Japan has increased significantly due to the acceptance of people of Japanese descent from South American countries and expanded acceptance of foreign trainees following the enactment of the revised Immigration Control Law in 1990.

Changes in the number of foreign residents (as of the end of December each year)  
(people)



Immigration Services Agency, Statistics of Foreign Residents

In March 2006, the Ministry of Internal Affairs and Communications formulated the “Local Community Multicultural Coexistence Promotion Plan” that contributes to the formulation of guidelines and plans for promoting multicultural coexistence in prefectures and municipalities in order to further promote the internationalization of local communities with the third pillar of “multicultural coexistence in local communities.” This was done because “There is an increasing need to promote multicultural community development, so that people of different nationalities and ethnicities live together as members of the local community while recognizing each other’s cultural differences and working to build equal relationships.”<sup>1</sup>

Since then, the government has continued to accept more foreigners, such as by establishing the statuses of residence “Highly Skilled Professional” in 2015 and “Specified Skilled Worker” in 2019.

<sup>1</sup> March 27, 2006 Sogyokoku No. 79 “Local Community Multicultural Coexistence Promotion Plan” (International Office, Local Administration Bureau, Ministry of Internal Affairs and Communications)

As a result of this, while the number of foreign residents in Japan did decrease temporarily following the 2008 global financial crisis, the 2011 Great East Japan Earthquake, and the COVID-19 pandemic starting in 2020, the number of foreign residents in Japan increased to 2,760,635 by the end of 2021, and reached a record high of 2,961,969 by the end of June 2022, so in general the number has continued to increase and multinationalization has progressed.

In light of changes in socio-economic conditions, such as the aforementioned increase and multinationalization of foreign residents, the creation of the “Specified Skilled Worker” status of residence, the movement to realize a diverse and inclusive society, the progress of digitalization, and the intensification of meteorological disasters, in September 2020, the Ministry of Internal Affairs and Communications revised the “Local Community Multicultural Coexistence Promotion Plan”, and once again requested prefectures and municipalities to formulate and review guidelines and plans related to the promotion of multicultural coexistence.

In order to promote the acceptance of and coexistence with foreign human resources more strongly and comprehensively, in 2018, the national government decided on the “Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals”, and has been promoting measures by revising the comprehensive measures every year since then. Additionally, in June 2022 the government published the “Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals”, which shows a vision for an ideal society of coexistence with foreigners, as well as priority items and specific measures as medium to long-term issues, so the government is working together to further promote the development of an environment

for the realization a society of coexistence with foreigners.

Amidst these developments, Musashino City (hereinafter, “Musashino” ) consulted with the Musashino City Peace Issues Council on “appropriate and effective approaches as a local government” in order to realize world peace, and triggered by the proposal of international exchange as one of these efforts, we have taken various measures such as sending young people to overseas friendship cities and accepting young people from those cities. In recent years, the Musashino City 5th Long-term Plan (2012-2021) included “support for daily life for foreigners living in Musashino” as a policy. In the Musashino City 6th Long-term Plan (2020-2029), one of the stated key measures is “Promotion of a community coexistence society unique to Musashino City” . The basic policy 1 of “3 Peace, Culture, Citizens’ Lives” is “building a peaceful society that recognizes and respects diversity” , and it states that “Toward the realization of a multicultural society, we shall actively work to create an environment in which both Japanese and foreign citizens can understand and respect each other and play active roles in the community.”

Based on this, Musashino and related organizations have reconsidered various efforts that have been made so far from the perspective of multicultural coexistence, and have decided to formulate a plan for the realization of multicultural coexistence upheld in the Musashino City 6th Long-Term Plan.

When formulating this plan, internal review by the Musashino City Multicultural Coexistence Promotion Plan Internal Review Committee and external review by the Musashino City Multicultural Coexistence Promotion Council, which consists of external experts and publicly recruited citizens, were carried out in parallel, and



we aimed to create a plan unique to Musashino City holding deeper discussions in these two organizations.

## 2 Positioning of the Plan

This plan builds on the national government’s (Ministry of Internal Affairs and Communications’) “Local Community Multicultural Coexistence Promotion Plan” (revised September 2020) and the Tokyo Metropolitan Government’s “Tokyo Guidelines for the Promotion of Intercultural Cohesion” (formulated February 2016), and based on the Musashino City 6th Long-Term Plan, serves as a guideline that shows the basic concept and direction of measures for promoting multicultural coexistence in Musashino.

## 3 Period of the Plan

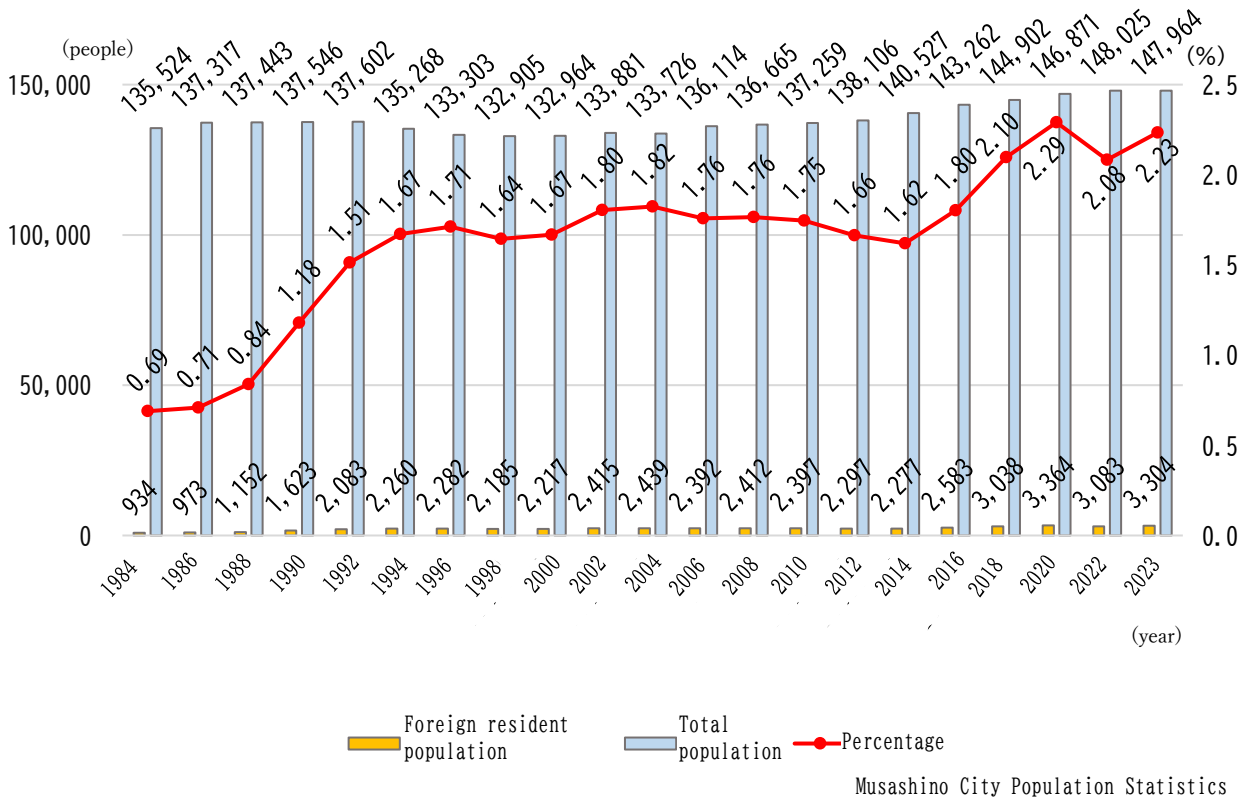
The period of this plan is based on the Musashino City Long-term Plan (excluding the adjustment plan), and in the first year of the Long-term Plan (next being 2028), we will consider the necessity to revise the plan based on the contents concerning multicultural coexistence in the Long-term Plan.

令和4	5	6	7	8	9	10	11	12	13	14	15	16	17
2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035
6th Long-term Plan (from 2020)													
		Adjustment Plan								Examine necessity of revision in 2028			
	Multicultural Coexistence Promotion Plan (tentative)												
						7th Long-term Plan							
										Adjustment Plan			
						5							

## ■ Circumstances Surrounding Multicultural Coexistence in Musashino City

### 1 Foreign Residents of Musashino City<sup>2</sup>

Changes in Foreign Residents of Musashino City (as of January 1 of each year)



The number of foreign residents in Musashino increased rapidly from around 1986 to around 1994, rising from about 900 to about 2,200 with only slight changes in the subsequent two decades. The number increased significantly again from 2014 to 2020. As of January 1, 2023, the number of foreign residents in Musashino was 3,304, accounting for 2.23% of the total population of 147,964.

<sup>2</sup> Foreign residents: Refers to "People who do not have Japanese nationality and have an address within the area of a municipality" as stipulated in the Basic Resident Registration Act.

< Ratio of foreign residents by nationality/region > (Top 7 nationalities/regions in Musashino City)

	China	South Korea	America	Nepal	Taiwan	Vietnam	Philippines
Musashino	34.6%	15.0%	7.8%	6.3%	5.4%	3.8%	3.1%
Tama 26 cities	34.0%	14.3%	3.7%	4.5%	2.8%	9.2%	9.2%
Tokyo	39.2%	15.4%	3.4%	4.7%	3.4%	6.6%	6.0%
Japan	25.1%	13.9%	1.9%	4.2%	1.8%	16.1%	9.8%

<End of June 2022> Immigration Services Agency, Foreign Residents Statistics, Table 3, Foreign Residents by Municipality and Nationality/Region

Looking at the number of foreign residents in Musashino by their nationality/region, the largest numbers in descending order are from China, South Korea, America, Nepal, Taiwan, Vietnam, and the Philippines. In terms of composition ratio, the percentages of Americans, Nepalese, and Taiwanese are higher for Musashino than for Japan, Tokyo, or the 26 cities of the Tama Region, while the percentages of Vietnamese and Filipinos are lower.

<Percentage of foreign residents by status of residence> (Top 6 in Musashino City)

	Permanent Resident	Engineer / Specialist in Humanities/ International Services	Student	Dependent	Spouse or Child of Japanese National	Special Permanent Resident
Musashino	26.4%	19.3%	13.9%	9.7%	7.8%	7.0%
Tama 26 cities	33.1%	10.9%	13.7%	8.1%	6.2%	8.2%
Tokyo	29.4%	15.8%	14.0%	10.1%	4.7%	7.1%
Japan	28.6%	10.1%	8.8%	7.1%	4.8%	9.9%

<End of June 2022> Immigration Services Agency, Foreign Residents Statistics, Table 3-2, Foreign Residents by Municipality and Nationality/Region

By status of residence, the most common in descending order were Permanent Resident, Engineer / Specialist in Humanities / International Services, Student, Dependent, Spouse or Child of Japanese National, and Special Permanent Resident. In terms of composition ratio, the percentages of Engineer / Specialist in Humanities / International Services and Spouse or Child of Japanese National are higher for

Musashino City than that of Japan, Tokyo, or the 26 cities of the Tama Region, while the percentages of Permanent Residents and Special Permanent Residents are lower.

## **2 Results of the “Foreign Citizens Awareness Survey”**

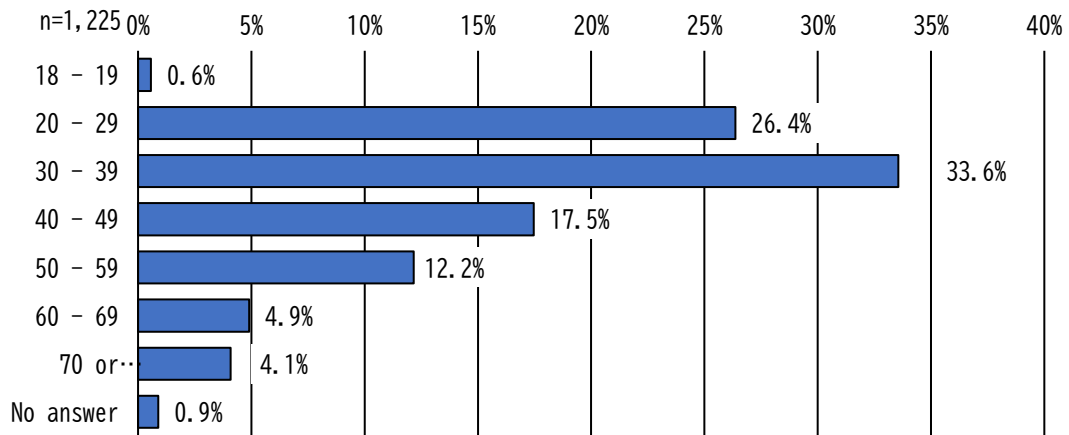
For the purpose of understanding the needs of foreign residents for daily living support in various fields in Musashino, we conducted the “Foreign Citizens Awareness Survey” from October to December 2021. As of September 30, 2021, we had sent 2,841 questionnaires to foreign residents over the age of 18 who are registered in Musashino’s basic resident register, and we received 1,225 responses, making for a recovery rate of 43.1%. Referencing the number of residents by nationality and region, the questionnaires were prepared in five languages: English, Chinese, Korean<sup>3</sup>, Nepali, and easy Japanese<sup>4</sup>.

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<sup>3</sup> Korean is supported only on the online response form. Other languages are available on both questionnaires and the online response form.

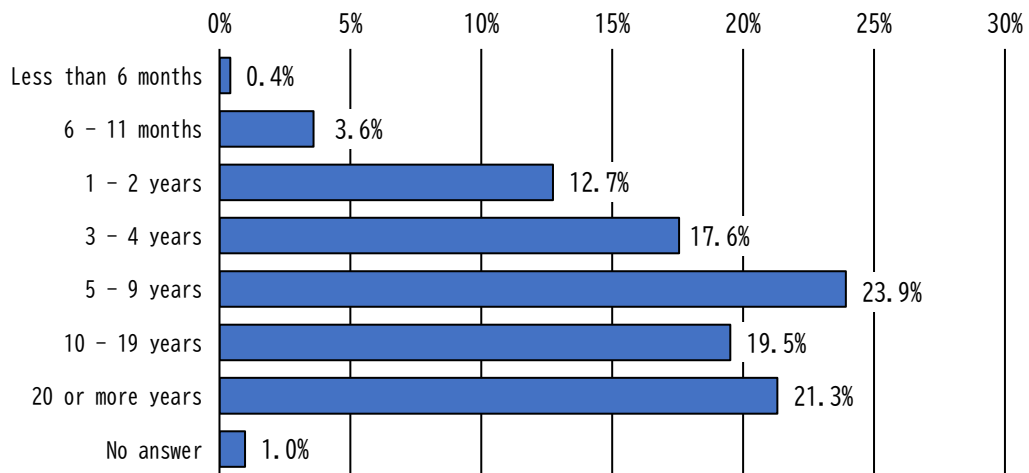
<sup>4</sup> Easily understood Japanese used with consideration for the other person, such as paraphrasing difficult words. It does not disrespect the beauty and richness of the Japanese language, but aims to use Japanese to convey information in an easy-to-understand manner to many people, including foreigners, the elderly, and people with disabilities (August 2020, “Easy Japanese Guidelines for Supporting Residency”, Immigration Services Agency and Agency for Cultural Affairs).

### Age of Respondents

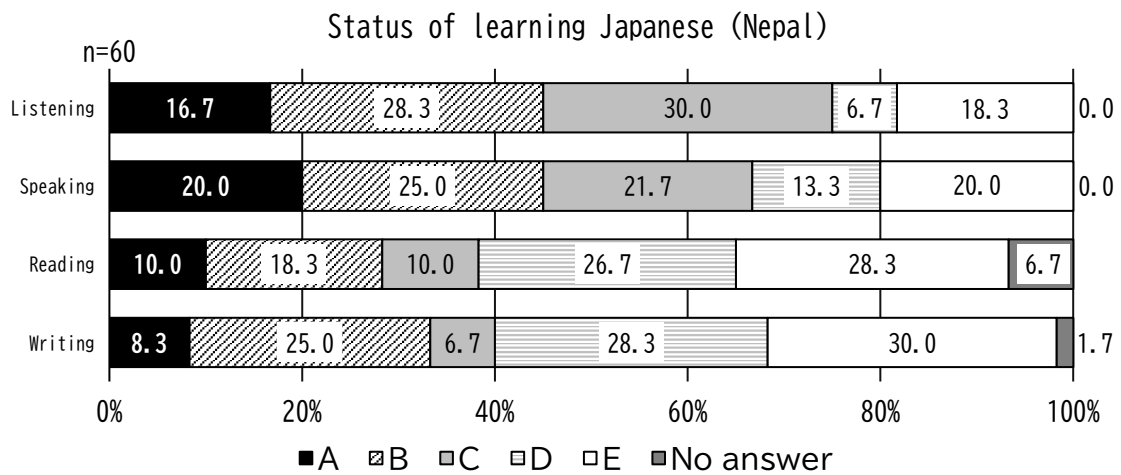
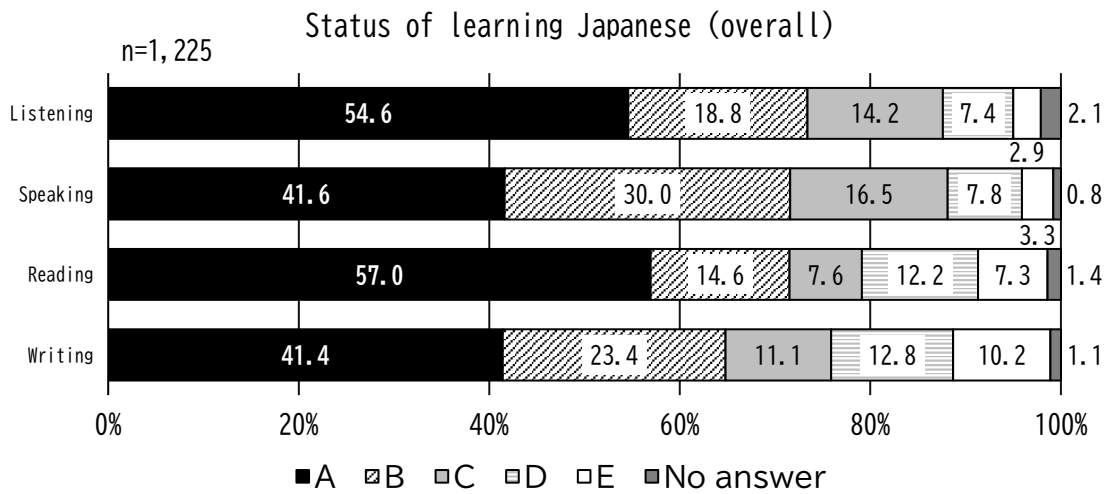


The most numerous age groups were 30 to 39, followed by 20 to 29 and 40 to 49.

### Respondent's length of residence in Japan



Looking at respondents' number of years of residence in Japan, 5 to 9 years was most common, followed by 20 or more years, and 10 to 19 years.



	A	B	C	D	E
Listening	Can understand the content of news and dramas	Can understand most of what others say	Can understand others when they speak slowly	Can hear and understand individual words	Can barely listen and understand
Speaking	Can say what one wants to say without any problems	Can say most of what one wants to say	Can have simple daily conversations	Can introduce oneself, make fixed greetings, and individual words	Can barely speak
Reading	Can read and understand letters and notices from city hall, school, and workplaces	Can read and partly understand letters and announcements from city hall, school, and workplaces	Can get desired information by looking at advertisements and flyers in newspapers and magazines, as well as timetables and information boards at stations.	Can understand simple instructions with pictures (e.g. how to dispose of garbage, how to prepare food)	Can barely read
Writing	Can write sentences used in reports	Can write sentences that introduce oneself and convey one's daily life.	Can write simple memos to communicate to others	Can write one's name, country name, address, etc.	Can barely write

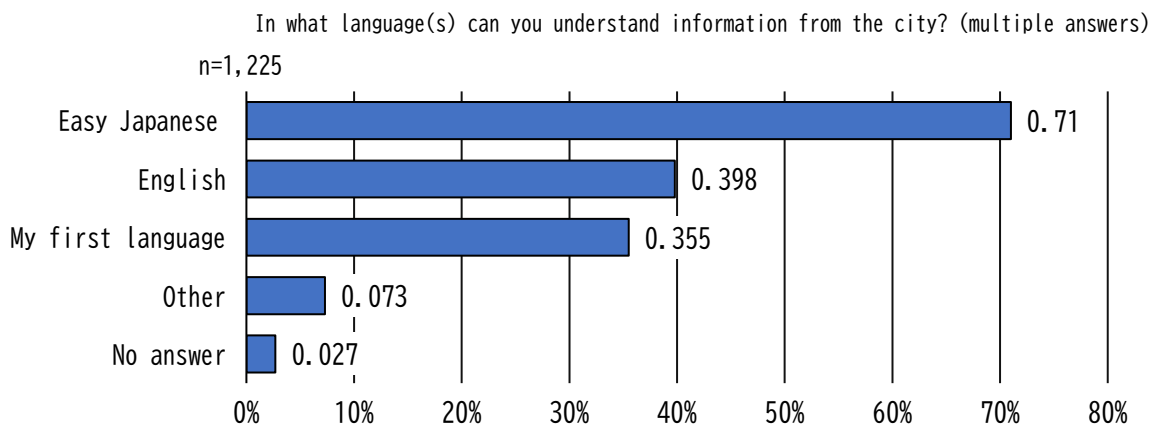
Looking at the status of learning Japanese, more than 50% have acquired a high level of listening and reading skills, and many are at least at B level of speaking and writing, so it can be seen that generally foreigners can communicate in Japanese.

Looking at motivation to learn Japanese, in response to the question “Do you want to study Japanese in the future?”, 64.9% of respondents said “I do”, and while that ratio became lower the more years respondents had lived in Japan, it can be said that many foreign residents have motivation to learn Japanese.

On the other hand, looking at people who speak Nepali as their first language, a very high percentage responded that they “can barely listen and understand”, “can

barely speak” , “can barely read” , and “can barely write” . 83.4% of people who speak Nepali as their first language have spent less than 10 years in Japan, and 95.0% responded “I do” to the question “Do you want to study Japanese in the future?”

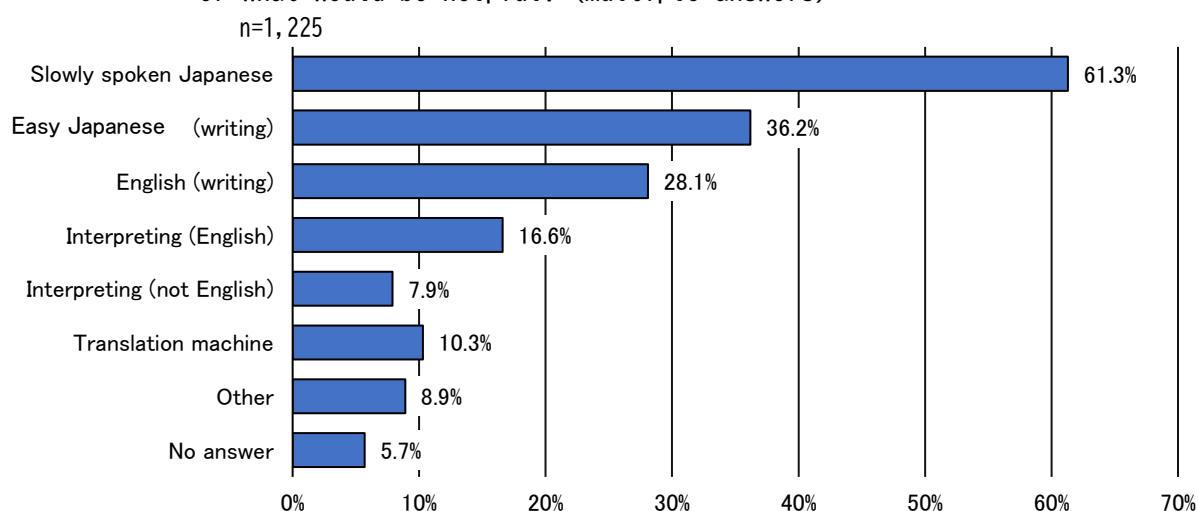
In this survey, we prepared Nepali language questionnaires, so we were able to clarify the status of Japanese language among people who speak Nepali as their first language, but it is necessary to consider the possibility that there were other people who could not respond because they did not understand the language of the questionnaire.



In response to the question “In what language(s) can you understand information from the city?” , “Easy Japanese” was the highest at 71.0%, followed by “English” at 39.8%, and “My first language” at 35.5%. However, for people from countries/regions where kanji are used, and for people with a high level of Japanese proficiency, “Ordinary Japanese” with high use of kanji may be easier to understand, so consideration is also required when using easy Japanese.



What was a good response when you consulted with city hall,  
or what would be helpful? (multiple answers)



In response to the question “What was a good response when you consulted with city hall, or what would be helpful?”, “Slowly spoken Japanese” was the highest at 61.3%, followed by “Easy Japanese (writing)” at 36.2%, and “English (writing)” at 28.1%. As multinationalization progresses, it is not realistic to make administrative services available in all languages, but it should be effective to use “Easy Japanese” matching the level of the other person’s Japanese skill, or to use English, which many people can use even if it is not their mother tongue.

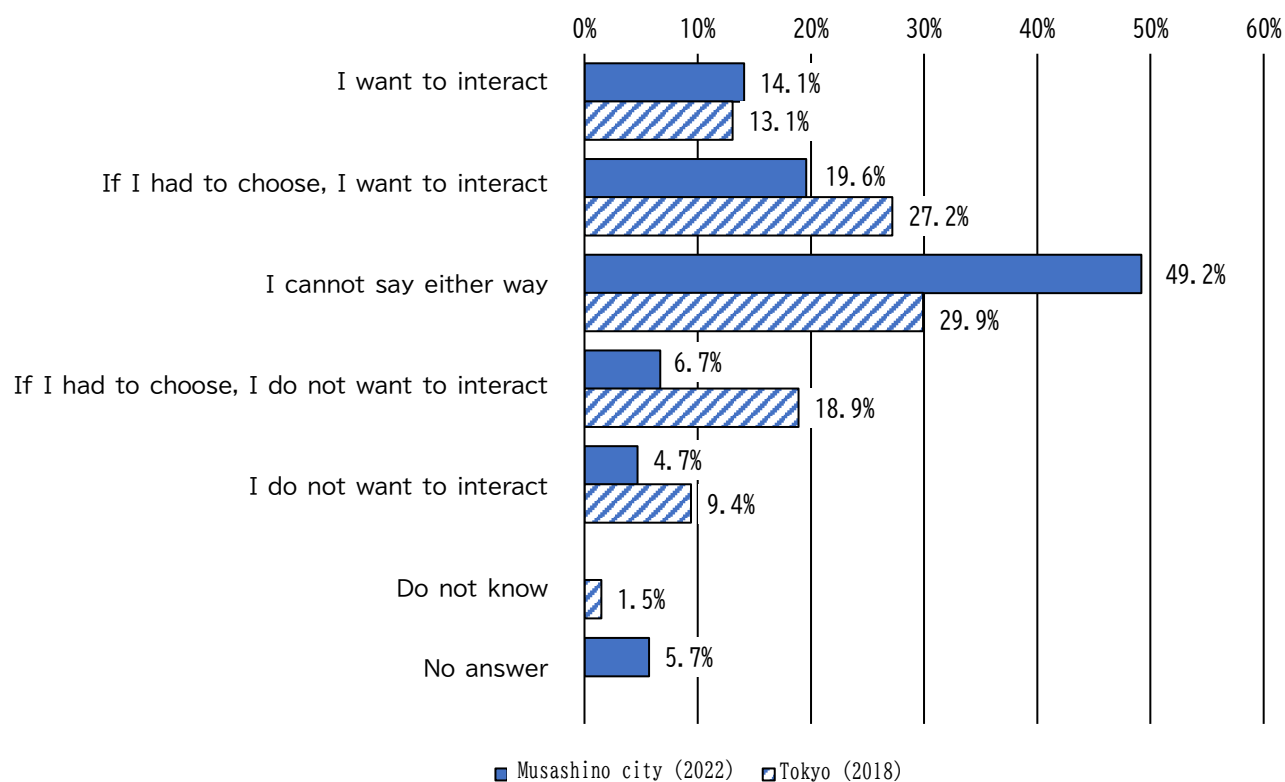
### 3 Results of the “Citizens Awareness Survey”

From July to August 2022, we conducted a “Citizens Awareness Survey” for the purpose of grasping the level of satisfaction towards Musashino’s work and projects, as well as new administrative issues and citizens’ needs. We randomly selected 4,000 people aged 18 and older who are registered in Musashino’s basic resident register and sent questionnaires to them. 1,468 responses were collected both by post and online, for a response rate of 36.7%. The language on questionnaire was Japanese only.

The survey included questions regarding peace and multicultural coexistence, and asked respondents about their relationships with foreigners in their communities. The questions on multicultural coexistence were modeled after the “Public Opinion Survey on Tokyo Citizens Life” conducted by the Tokyo Metropolitan Government from July to August 2018, and we attempted to compare them with the results of the survey conducted by the Tokyo Metropolitan Government. However, it is necessary to keep in mind that conditions such as the survey period, survey method, and number of samples were different. In particular, it is necessary to consider the decrease in the number of foreign residents due to the COVID-19 global pandemic from 2020, and changes in lifestyles such as voluntarily refraining from going out.

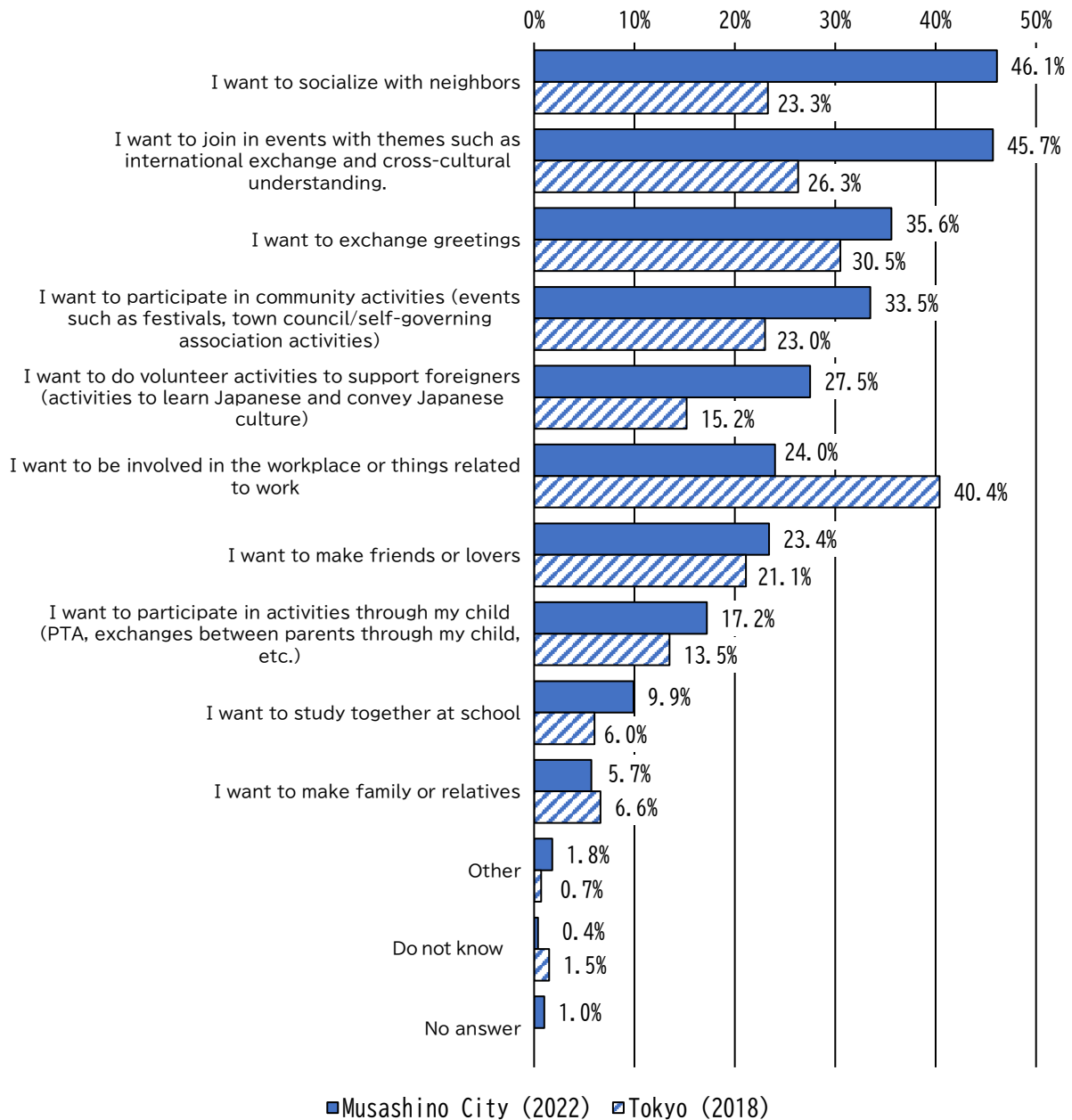
	Musashino City Citizens Awareness Survey	Public Opinion Survey on Tokyo Citizens Life
Survey Period	July - August 2022	July - August 2018
Survey Targets	Residents of Musashino age 18 or older	People living in Tokyo that are age 18 or older
Survey Method	Distribution by post, combined collection by post and online	Individual visit interview by survey takers
Questionnaires	4,000	3,000
Collected (Rate)	1,468 (36.7%)	1,856 (61.9%)

### Desire to interact with foreigners

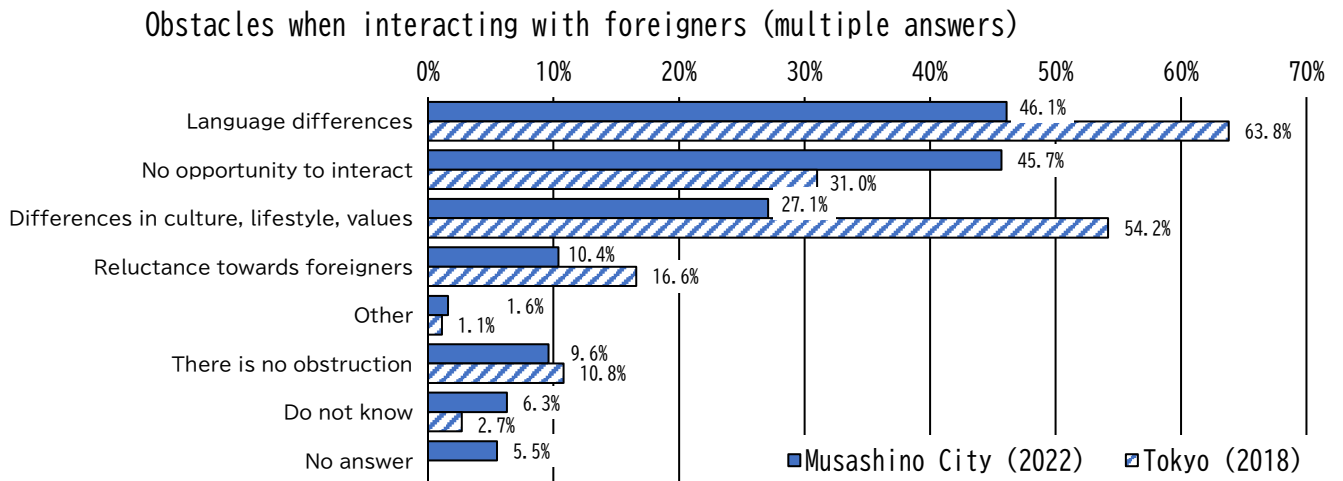


Regarding the desire to interact with foreigners, “I cannot say either way” was highest at 49.2%, while “I want to interact” and “If I had to choose, I want to interact” combined were next at 33.7%, and “I do not want to interact” and “If I had to choose, I do not want to interact” combined were just 11.4%. Compared to the survey conducted by the Tokyo Metropolitan Government, the percentage who answered “I cannot say either way” was high.

### Desired way of interacting with foreigners (multiple answers)

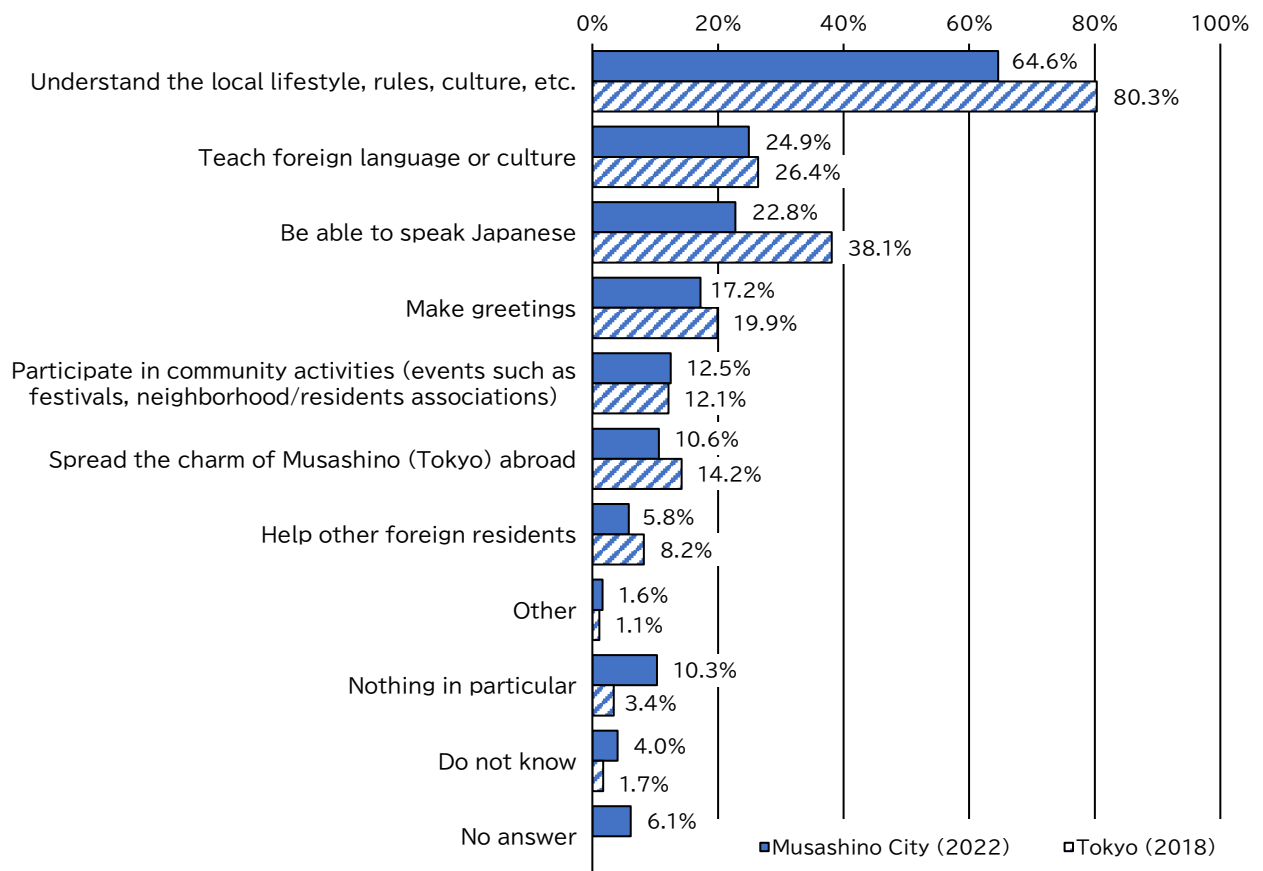


With regard to the desired way of interacting with foreigners, more than 40% of respondents said both “I want to socialize with neighbors” and “I want to join in events with themes such as international exchange and cross-cultural understanding”. This is high compared to the survey by the Tokyo Metropolitan Government, while conversely the number of people who said “I want to be involved in the workplace or things related to work” was relatively low.



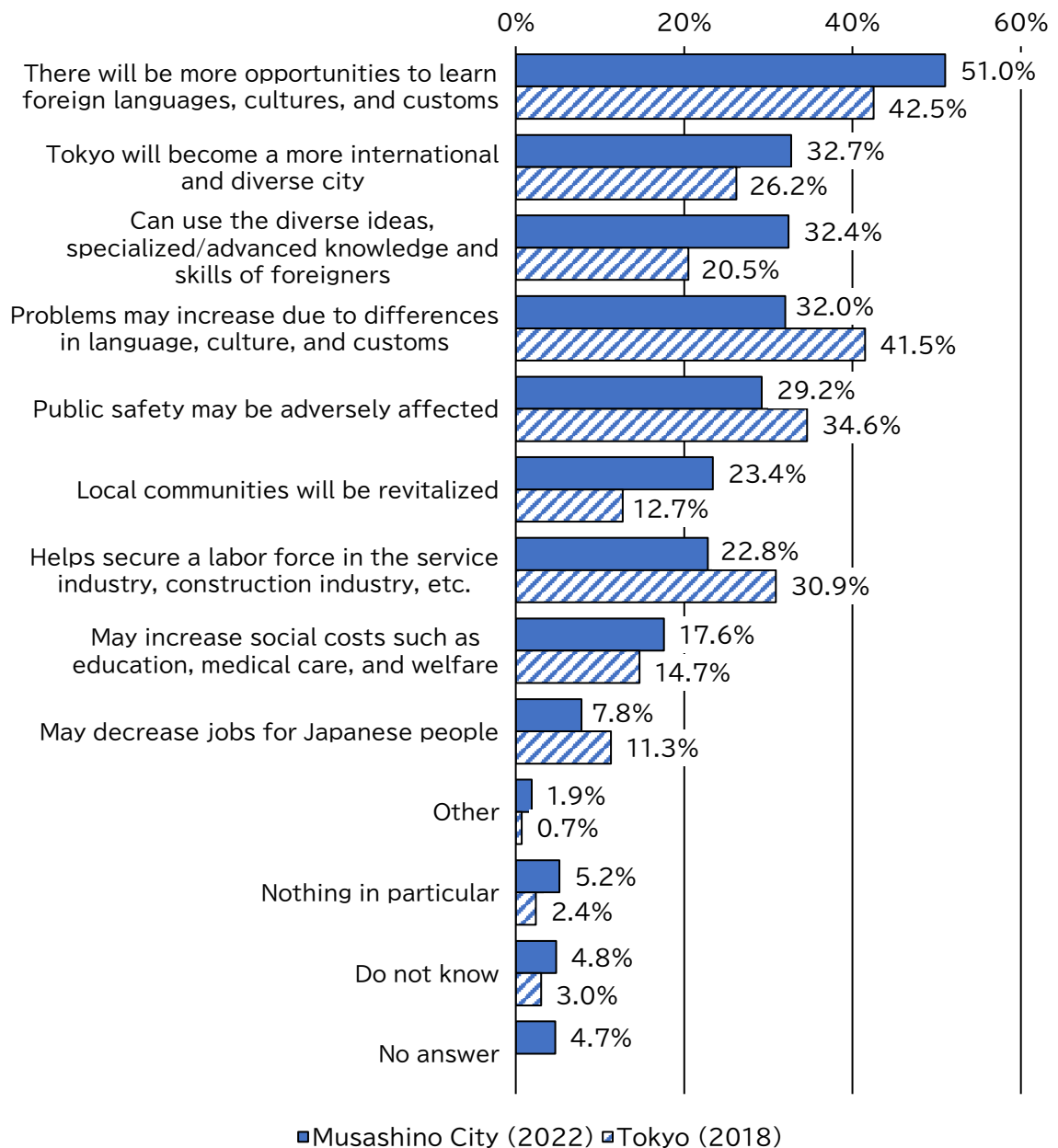
As for obstacles when interacting with foreigners, more than 40% of respondents cited “Differences in language” and “No opportunity to interact with foreigners”. Compared to the survey conducted by the Tokyo Metropolitan Government, “No opportunity to interact with foreigners” was high, while “Differences in language” and “Differences in culture, lifestyle, values” were low.

What do you want foreigners to do as members of the local community (multiple answers)



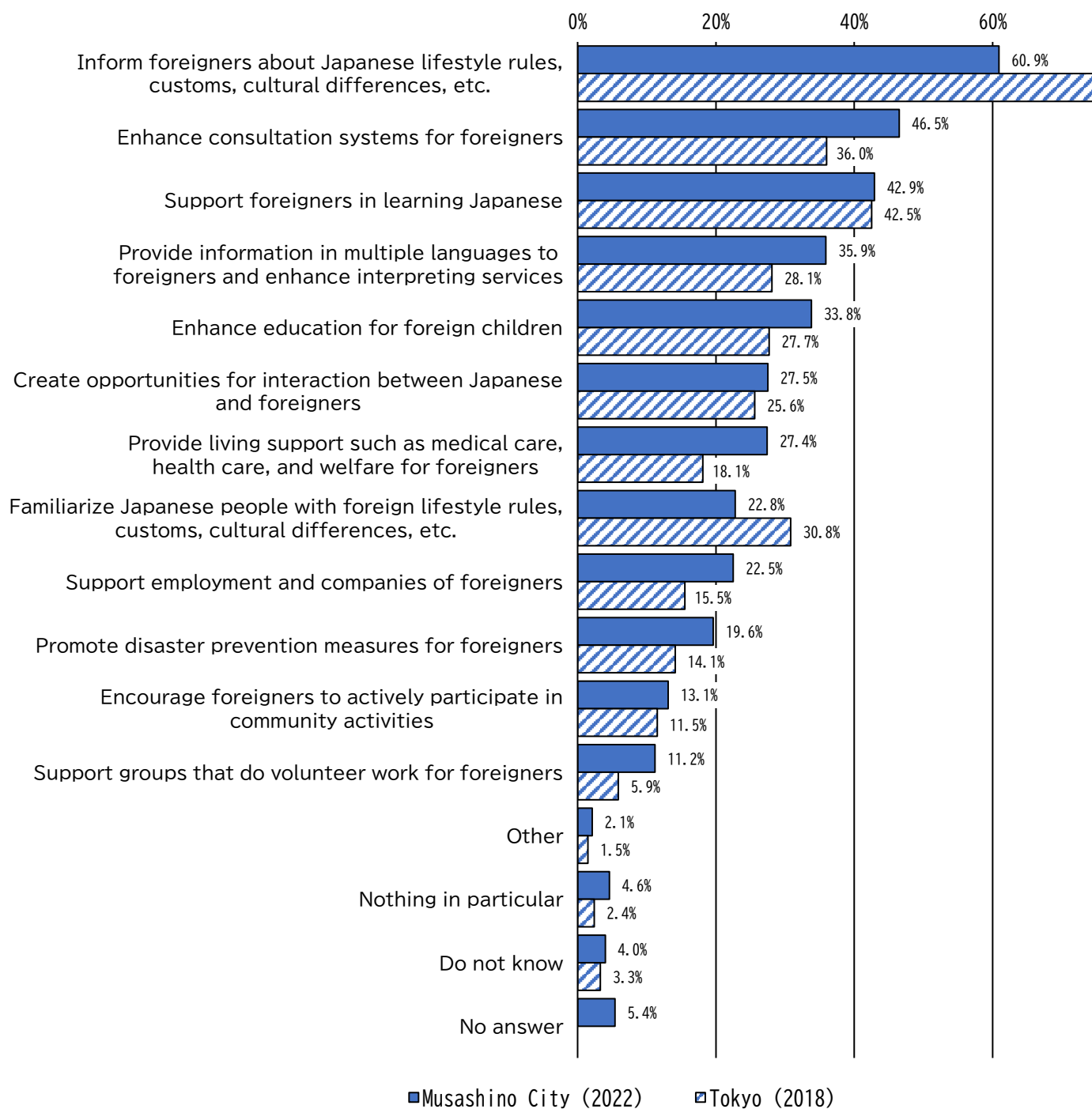
As for what respondents want foreigners to do as members of the local community, similar to the survey conducted by the Tokyo Metropolitan Government, the highest response was “Understand the local lifestyle, rules, culture, etc.”.

Impact of the rising number of foreigners in the community (multiple answers)



With regard to the impact of the rising number of foreigners in the community, more than half of the respondents answered that “There will be more opportunities to learn foreign languages, cultures, and customs”. This was followed by “Tokyo will become a more international and diverse city” and “(We) Can use diverse ideas, specialized/advanced knowledge and skills of foreigners”.

What the government should focus on to create a multicultural society (multiple answers)



As for what the government should focus on in order to create a society of multicultural coexistence, the highest response at over 60% was “Inform foreigners about Japanese lifestyle rules, customs, cultural differences, etc.” This was



followed by “Enhance consultation systems for foreigners” and “Support foreigners in learning Japanese” .

#### **4 Efforts by Musashino International Association**

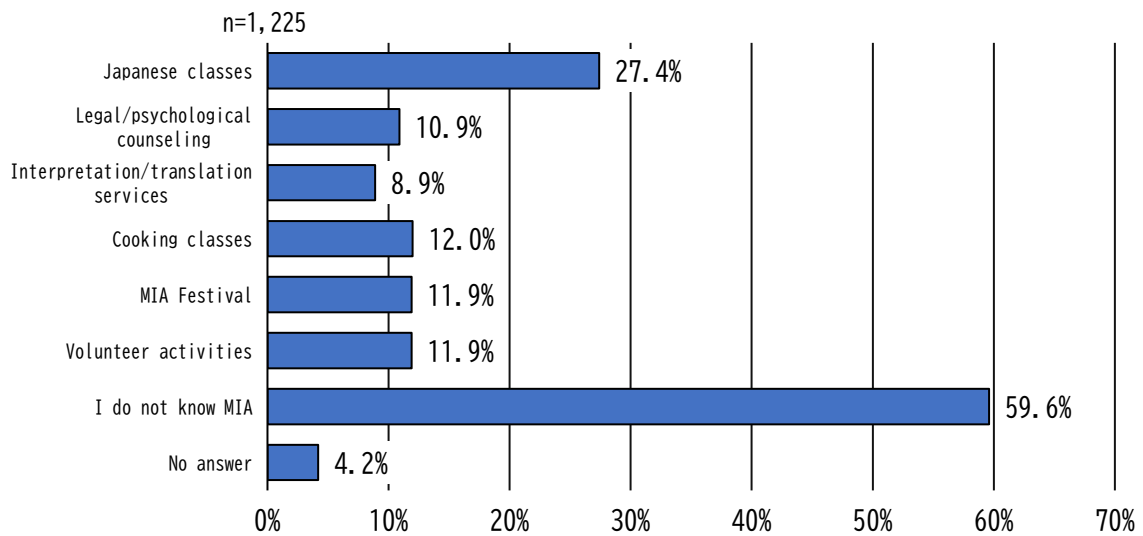
Musashino International Association (hereinafter referred to as “MIA” ) is an organization responsible for supporting the lives and communication of foreign citizens in Musashino and creating a multicultural community. MIA was established following the statement in a 1986 proposal by the Musashino City Peace Issues Council that “Building mutual understanding and mutual trust among citizens of countries around the world will eventually contribute to the realization of world peace” . The proposal states “Friendship and cooperation between Japanese and foreign citizens of the city is primarily a matter of interaction between citizens. It is necessary for foreign residents to blend with the local community and live together with citizens of the community, rather than living in isolation in the local community.” and “Local governments should give consideration to ensuring people can live with peace of mind when going about their daily lives, such as getting medical care or going shopping.” After that, the Musashino International Committee established by Musashino proposed the establishment of an international association as a way of international exchange suitable for Musashino, and MIA was established in October 1989.

Since its establishment, MIA has conducted Japanese classes and offered multilingual expert consultation, provided living support for foreign citizens such as the “Ryugakusei” Musashino Family Program in which international students and local families interact through home visits, offered communication support such as

providing lifestyle information in multiple languages and dispatching interpreters and doing translation, held events and lectures to deepen understanding of multicultural coexistence, staged classes where foreign association members become lecturers to convey their own culture, and engaged in projects for multicultural community development such as dispatching lecturers including foreign association members to schools.

All of these MIA projects are made possible by the volunteer activities of its members, who make use of their specialties and areas of expertise to promote mutual understanding among citizens with diverse cultural backgrounds and provide support so that foreign citizens can lead smoother lives in the community. With the permanent settlement of foreign citizens, those same foreign citizens who used to receive support in Japanese language classes and the like have since made use of their specialties and areas of expertise to hold various courses such as conversation exchange classes and home cooking classes, and conduct activities that contribute to the community. Activities conducted by MIA have become a “place of learning” for citizens, leading to multicultural coexistence through mutual understanding among citizens with diverse cultural backgrounds.

### What you know about MIA activities (multiple answers)



In the “Foreign Citizens Awareness Survey”, respondents were asked what they knew about MIA activities, and answered “Japanese classes” (27.4%), “Cooking classes” (12.0%), “MIA Festival” (11.9%), “Volunteer activities” (11.9%), and “Legal/psychological counseling” (10.9%), but the most common answer was “I do not know MIA” (59.6%), so it is important to make the existence of MIA better known.

## 5 Efforts by Musashino City

In 1986, Musashino sent a junior ambassador goodwill mission to Lubbock, Texas in the USA, and since then has engaged in exchanges at the resident level with 6 cities in 5 countries around the world. Exchanges between young people responsible for the next generation take center stage in relations with each city, and participating in international exchange programs is expected to deepen understanding of different cultures and make global citizens in the future. It is also expected that as understanding of different cultures makes progress, interest will rise toward multicultural coexistence in one's own community.

Because of Musashino's friendly exchange relationship with Brasov, Romania, in 2015 it was registered as a Host Town for the Tokyo 2020 Olympic and Paralympic Games. Interpersonal exchanges were promoted through projects such as dispatch of citizen groups for cultural exchange to the city of Brasov, invitation of citizen groups from Brasov, and visits by Romanian para-athletes to schools in Musashino. In addition, citizens were recruited as host town supporters, and 783 people were registered. Through these efforts, we fostered awareness of the barrier free mindset, including multicultural coexistence, and this has become a legacy of the Tokyo 2020 Games.

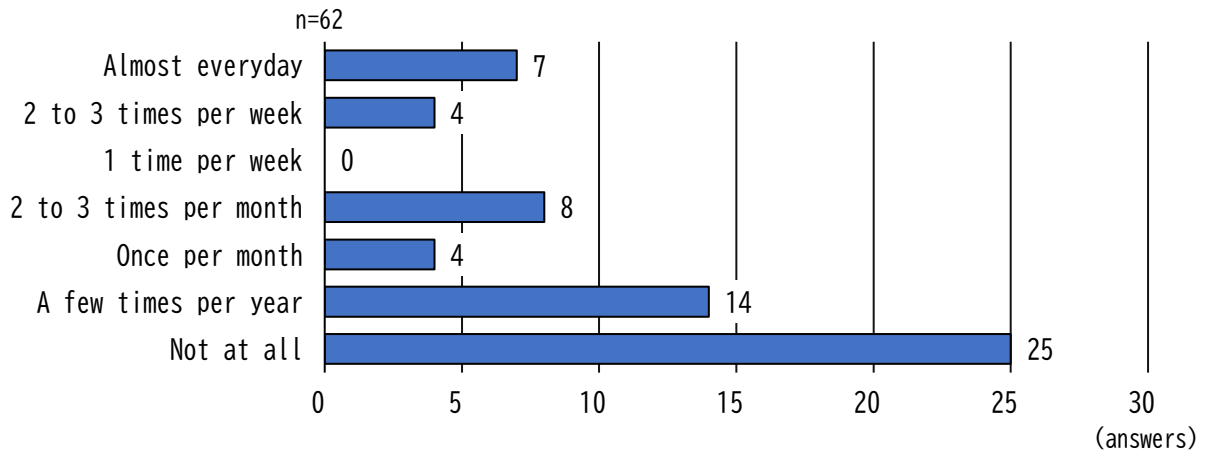
A growing number of foreign citizens visit city hall service counters and use administrative services, so in addition to having staff members who are proficient in foreign languages, city hall has created publicity materials in multiple languages to inform people about the city's projects. Since 2021, interpreting tablets and telephone interpreters have been used as means of communication on a

trial basis.

There are also a growing number of school-aged foreign citizens in the city, and students who are returnees, foreign nationals, or children of international marriages transferring to schools in the city often face various problems due to linguistic and cultural differences in school life. The Returnee & Foreigner Education Counseling Office, operated by the Board of Education, provides educational counseling, Japanese language instruction, language support, interpreting and translation, and operates Step Room, a place for learning support that also serves as a place for children to feel at home, as part of its efforts toward problem solving. Some issues are difficult to approach from an educational perspective alone, so the office is working to support children while exchanging information with other departments of the city, such as the Children and Families Support Center, and external organizations such as MIA.

A survey was conducted from April to May 2022 in order to grasp the status of multilingual support in each department of Musashino City Hall and related organizations (62 responses given. Some sections and organizations with many cases of correspondence answered for each department or facility).

### Frequency of dealing with people who appear to be foreign nationals



37 answers (59.7%) stated that “I do deal with people who appear to be foreign nationals at the counter or over the phone”, and 23 answers (37.1%) stated that they do so at least once per month. When dealing with foreign nationals, 56.5% of answers said they “Use easy Japanese”, 45.2% said they “Use gestures”, 27.4% said “Staff who can speak foreign languages respond”, 21.0% said they “Use pamphlets written in foreign languages”, and 19.4% said they “Use interpreter tablets”.

Issues felt by various departments include lack of interpreting equipment, with some saying “It is difficult to respond when I cannot borrow an interpreting tablet”. They also cited problems with systems and terminology unique to administrative agencies, saying “It is difficult to explain complex systems,” and “It is difficult to secure interpreters who understand technical terms”. Some also raised issues including cultural differences, saying “It is difficult to deal with differences in culture and gender,” and “It is difficult to promote understanding of the way of thinking in Japanese culture.”

Looking at the status of multilingual support for flyers and leaflets prepared by various departments for foreign citizens, 38 said they used English, 14 said Chinese,

12 said Korean, 3 said Vietnamese, 3 said Nepali, 2 said Spanish, 1 said Portuguese, and 2 said easy Japanese. In the “Foreign Citizens Awareness Survey” mentioned above, there were many respondents asking for use of easy Japanese in writing, so guidance in easy Japanese can be an effective means of communicating information.

If multilingual support is not adequate, then necessary information about public services may not be communicated, and there is the possibility that services may not be delivered, so it is necessary to continue considering how to reliably disseminate information to foreign citizens.

## ■ Basic Concept, Basic Goals, and Direction of Measures of the Plan

### 1 Basic Concept

**Towards a city where diversity is embraced, people support each other, everyone can live lively and take pride in it**

We will continue to cherish the mutual understanding and mutual support of our citizens, which has been built through various efforts toward multicultural coexistence in Musashino. At the same time, as globalization is expected to progress further, we aim to become a city where both Japanese and foreign citizens can live with peace of mind and pride.

### 2 Basic Goals

In order to realize the basic concept of promoting multicultural coexistence in our city, we have established the following three basic goals.

**(1) Formation of a Harmonious Community Where Anyone Can Live Comfortably**

**(2) Strengthening Communication Support and Information Transmission to Support Daily Life**

**(3) Improving the Environment so that Everyone Can Live in the Community with Peace of Mind**



### [Definitions of words in this plan]

There are various definitions of words, including “foreign national” (someone who does not have Japanese nationality) used in the Immigration Control and Refugee Recognition Act and “foreign resident” (someone who does not have Japanese nationality and has an address in a municipality) used in the Basic Resident Registration Act. In this plan, we use the term “foreign citizen” to include not only citizens with foreign nationality who live, work, or go to school in Musashino, but also people who have Japanese nationality but have cultural backgrounds in foreign countries.

It is important to understand that there are foreign nationals who were born and raised in Japan and have never lived in their own country, Japanese nationals who cannot speak Japanese at all, and people who feel uncomfortable being judged as Japanese or foreign based on their appearance.

### **3 Direction of Measures**

#### **(1) Formation of a Harmonious Community Where Anyone Can Live Comfortably**

##### **i) Creating opportunities to learn about multicultural coexistence**

We will provide opportunities to come into contact with different cultures and provide opportunities for thinking about multicultural coexistence, not only to citizens who have a strong interest in multicultural coexistence, but also to citizens who have little interest and citizens who feel anxiety or reluctance. In addition, we will promote the provision of opportunities for foreign citizens to be open and active in the community.

##### **ii) Promoting understanding of multicultural coexistence from adolescence**

We will promote understanding of diverse cultures from adolescence through dispatch projects to overseas friendship cities. In addition, we will create opportunities to share these experiences and spread them to others.

We will give children a deeper understanding of multicultural coexistence through projects such as dispatching international students and other foreign citizens to schools, which are implemented by MIA in response to requests from elementary and junior high schools in Musashino.

##### **iii) Support for volunteers responsible for local multicultural coexistence activities and the spread of their activities**

We will continue to support MIA's volunteer activities, which have been involved in various projects following the philosophy of being "a place for learning," and support them to further expand the circle of their activities.

**iv) Efforts to promote projects that anyone can participate in**

To make it easier for foreign citizens to participate in various projects and events, we will improve the awareness of city staff through training, etc., regarding the content, management method, and publicity of projects and events. In addition, we will work on educational activities for groups and companies in the city.

In addition, we will promote the participation of foreign citizens in various community activities and work to help them express their opinions so that knowledge and ideas based on their cultural backgrounds and past experiences will be utilized in the community.

**v) Education for companies**

We will bring a deeper understanding of multicultural coexistence to companies that employ foreign citizens and companies that have foreign customers, and in order to prevent lack of understanding due to language barriers, we will strive to support multiple languages and use easy Japanese as necessary.

**vi) Coordination with other measures related to the promotion of diversity**

For the 6th Long-term Plan's key measure "Promotion of a community coexistence society unique to Musashino City", we will engage in deeper cooperation with other measures and cooperation between departments in charge, so that all people can live with peace of mind regardless of nationality, region or culture, as well as sex, gender identity, sexual orientation, age, disability, etc.,

**vii) Efforts to eliminate prejudice and discrimination**

We will work on educational activities so that foreign citizens will not feel prejudice or discrimination. In addition, we will try to provide detailed explanations to citizens who feel confused by the progress of multicultural coexistence in the community, and strive to gain their understanding of our aim to create a city where everyone can live comfortably.

## **(2) Strengthening Communication Support and Information Transmission to Support Daily Life**

### **i) Multilingual support for administrative contact points and information**

We will provide multilingual support for administrative contact points using ICT and make multilingual public relations tools for effective communication. At the same time, we will devise ways to facilitate communication and information dissemination, such as using pointing boards at counters and using photographs and illustrations in printed materials.

We will also do further research on how multilingual help contact points should be operated.

### **ii) Promoting the use of Japanese that is “understandable”**

Instead of only communicating with foreign citizens in their mother tongue, we will actively use “easy Japanese”. On the other hand, it should be noted that depending on the country/region and level of Japanese proficiency, there are cases in which it is good to only use hiragana, or in which kanji is easier to communicate with, or ordinary Japanese can be understood.

### **iii) Examination of means of conveying customs in Japanese society and communities**

We will consider ways to communicate the customs and rules of Japanese society and communities to foreign citizens so that both Japanese and foreign citizens living in the community can live comfortably together.

#### **iv) Promotion of Japanese language education**

In accordance with the Act on the Promotion of Japanese Language Education (Japanese Language Education Promotion Act), which came into force in 2019, we will promote Japanese language education in local communities in cooperation with the national and metropolitan governments. Aiming for multicultural coexistence, we will support the strengthening of the system for the stable implementation of MIA's Japanese language classes, which include not only Japanese language study but also support for foreign citizens' daily lives and participation in the community. In addition to supporting the activities of existing Japanese-language education groups, we will examine a system that makes it easier for new leaders to participate.

#### **v) Strengthening public relations activities of the city and MIA**

We will promote awareness of multilingual support at city hall, and in order for foreign citizens to obtain the necessary administrative information and live with peace of mind, we will work on public relations in cooperation with related organizations such as MIA.

As for MIA, in addition to raising the awareness of foreign citizens who need assistance, we will also make MIA efforts widely known to citizens regardless of nationality, and will work to make MIA known to citizens who are interested in international exchange and activities in the region so that they can participate in MIA activities.

**(3) Improving the Environment so Everyone Can Live in the Community with Peace of Mind**

**i) Disaster prevention awareness and establishment of a disaster support system**

For foreign citizens who have little knowledge and experience of natural disasters such as earthquakes and typhoons, and foreign citizens who do not take the necessary actions to prepare for disasters, we will urge people to take disaster prevention measures on a daily basis, and also improve the provision of information during disasters and the acceptance system at evacuation centers.

**ii) Securing educational opportunities**

To avoid losing opportunities to receive an education, we will promote understanding of the educational system and support enrollment procedures. In addition, we will continue to provide consultation support and Japanese learning support so that people can choose their desired educational course. For children at municipal elementary and junior high schools, we will continue to promote the Returnee & Foreigner Education Counseling Office project so that they will not have trouble learning Japanese.

For children who have passed the age of compulsory schooling, we will strive to ensure children's right to learn, such as learning support provided by private organizations and cooperation with educational counseling in Tokyo.

**iii) Support development of a system allowing everyone to receive welfare**

### **services that suit them**

We will support multilingual response by service providers so that people can use services such as health, medical care, nursing care, welfare, and child-rearing support, regardless of their level of Japanese proficiency. We will also strive to raise awareness so that there is greater understanding and necessary consideration is given for the differences in culture and religion among foreign citizens, as well as the differences in systems between Japan and other countries.

#### **iv) Coordination of support according to life stage**

Regarding issues that arise according to life stages such as childbirth, childcare, and nursing care, in order to ensure that foreign citizens in need can use the appropriate support in the same way as Japanese citizens, we will work together with various organizations, departments, and people involved in community life such as health, medical care, welfare, and education. In addition, we will maintain a system in which experts can provide consultation specific to foreigners, such as those related to status of residence, through MIA.

#### **v) Responses during contagious disease epidemics**

In order to prepare for the spread of infectious diseases such as COVID-19, we will continue to maintain a system that provides information and consultations in multiple languages.



## ■ Promoting the Plan

### 1 Disseminating the Plan

In order for foreign citizens to know the contents of this plan, we will consider methods such as creating multilingual versions of the plan and creating opportunities to disseminate the plan, and strive to effectively disseminate the plan.

### 2 Tracking the Implementation Status of Measures in Musashino

In order to understand the implementation status, we will periodically make inquiries to each department in city hall about the progress of the city's projects in line with the direction of measures.

### 3 Collaboration with Related Organizations

Among the city's multicultural efforts, MIA has taken the lead in communication support and living support. Through these efforts, understanding of different cultures and understanding of multicultural coexistence in the community has gradually spread and grown deeper. We will continue to closely exchange information, cooperate and provide support so that we can make the most of the experience and expertise cultivated by MIA.

As of January 2023, there were people from 81 countries/regions living in Musashino. One issue is how to deal with so-called minority languages when providing detailed communication support to foreign citizens. Since it is difficult for Musashino to cover all languages, we will consider wide-area cooperation with other

local governments and international exchange organizations.

In addition to collaborating with the national government and the Tokyo Metropolitan Government, we will actively use services provided by the Council of Local Authorities for International Relations (CLAIR)<sup>5</sup> and the Tokyo Metropolitan Foundation “TSUNAGARI”<sup>6</sup>.

Efforts for multicultural coexistence vary from those for individuals to those for citizens as a whole, and they cover a wide range of fields, so there is a limit to what the government can do alone. We will cooperate with various entities such as citizens, groups active in the community, companies, universities, etc. to provide support so that their activities will lead to the promotion of cross-cultural understanding and the formation of multicultural coexistence in the community.

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<sup>5</sup> A council established in 1988 as a joint organization of local governments in response to the growing momentum of internationalization in local communities, in order to support and further promote this movement. In addition to supporting local governments’ economic exchanges and international cooperation with foreign countries, it also supports the activities of local governments, regional international associations, and related organizations that are working on multicultural community development.

<sup>6</sup> An organization established by the Tokyo Metropolitan Government in 2020 to connect people, who are the source of Tokyo’s vitality, and support the revitalization of local communities. It aims to revitalize local communities by working on projects that promote the creation of a society of mutual assistance, such as the creation of a multicultural society, the establishment of a volunteer culture, and support for neighborhood / residents associations, which are the core of the community.

## ■ Reference Materials

### 1 Process of Formulating the Musashino City Multicultural Coexistence Plan

In formulating this plan, the Musashino City Multicultural Coexistence Promotion Plan Internal Review Committee was established to sort out the current situation and issues and examine the contents of the plan. In addition, in order to hear opinions and seek advice that will contribute to deliberations by the Internal Review Committee, the Musashino City Multicultural Coexistence Promotion Council consisting of external experts and publicly recruited citizens was also established, and work proceeded with these two organizations acting as the guiding wheels.

In the process of formulation, an interim summary was published in September, and in addition to public comments, group discussion was held with the people concerned in order to hear their opinions.

Date	Organization	Major Issues
2022 May 30	Internal Review Committee (1 <sup>st</sup> time)	(1) How to formulate the plan (2) Reporting of various survey results (3) Sorting out the current situation and issues
June 29	Council (1 <sup>st</sup> time)	(1) Position of the Council (2) How to formulate the plan (3) Reporting of various survey results (4) Sorting out the current situation and issues
July 12	Council (2 <sup>nd</sup> time)	Opinions and advice on the outline draft
July 25	Internal Review Committee (2 <sup>nd</sup> time)	Examination of the outline draft based on the opinions and advice of the Council
August 17	Council (3 <sup>rd</sup> time)	(1) Opinions and advice on the interim summary (draft)

Date	Organization	Major Issues
		(2) Opinions and advice on the contents of the workshop
August 23	Internal Review Committee (3 <sup>rd</sup> time)	(1) Examination of the interim summary based on the opinions and advice of the Council (2) Examination of the content of the workshop
From September 15 to October 21	Public comments	Distributed the “Musashino City Multicultural Coexistence Promotion Plan (tentative name) Intermediate Summary” at the city hall, etc., and published it on the city website and Catalog Pocket (multilingual). 12 people submitted their opinions.
October 13	Stakeholder group discussion (Renamed from workshop)	Staff members of organizations that have contact with foreign residents divided into groups to discuss opinions on the “Musashino City Multicultural Coexistence Promotion Plan (tentative name) Intermediate Summary”. Venue: Musashino Swing Hall Sky Room Participants: 26 people
November 15	Council (4 <sup>th</sup> time)	(1) Report on implementation of stakeholder group discussion and public comments (2) Opinions and advice on how to respond to received opinions
November 24	Internal Review Committee (4 <sup>th</sup> time)	(1) Report on implementation of stakeholder group discussion and public comments (2) Opinions and advice on how to respond to received opinions
December 13	Council (5 <sup>th</sup> time)	Opinions and advice on the draft plan
2023 January 30	Internal Review Committee (5 <sup>th</sup> time)	Examination aimed at completion of the plan based on the opinions and advice of the Council

## 2 Guidelines, etc.

### (1) Establishment Guidelines for the Musashino City Multicultural Coexistence Promotion Plan Internal Review Committee

(Establishment)

Article 1. Musashino City (hereinafter, Musashino) shall establish the Musashino City Multicultural Coexistence Promotion Plan Internal Review Committee (hereinafter, “the Committee”) in order to formulate the Musashino City Multicultural Coexistence Promotion Plan (tentative name) (hereinafter, the “Multicultural Coexistence Promotion Plan”), which compiles the necessary items to create an environment where Japanese and foreign citizens can understand and respect each other and play active roles in order to realize a multicultural society.

(Responsibilities)

Article 2. The Committee shall be responsible for the following matters.

- (1) Matters concerning the formulation of the Multicultural Coexistence Promotion Plan.
- (2) In addition to what is listed in the previous item, matters the Mayor deems necessary.

(Composition)

Article 3. The committee shall consist of people in positions listed in the attached table.

(Chairman and Vice Chairman)

Article 4. The Committee shall have a Chairman and a Vice Chairman, and the Chairman shall be filled by a person who holds the position of director in charge of exchange programs, while the Vice Chairman shall be appointed by the Chairman.

2. The Chairman shall supervise the affairs of and represent the Committee.
3. The Vice Chairman shall assist the Chairman, and act on behalf of the Chairman in the event of an accident or absence of the Chairman.

(Term of Office of Committee Members)

Article 5. The term of office of the members shall be from the date of enactment of these guidelines to March 31, 2023.

(Meetings)

Article 6. Committee meetings shall be convened by the Chairman as necessary.

2. The head of Committee meetings shall be the Chairman.

3. When the Committee deems it necessary, it is possible to request non-members to submit materials or attend meetings, and listen to their explanations or opinions.

(Secretariat)

Article 7. The secretariat of the Committee shall be placed in the Multicultural Coexistence and Interaction Section of the Citizen's General Services Department.

(Other)

Article 8. In addition to what is stipulated in these guidelines, the mayor shall separately stipulate the necessary matters regarding the Committee.

#### Supplementary Provisions

1. These guidelines shall come into effect as of April 13, 2022.
2. These guidelines shall cease to be effective as of March 31, 2023.

#### Appended Table (related to Article 3)

Director of the International and Domestic Exchange Programs
Manager of the Planning and Administration Section, City Policy and Strategic Planning Department
Manager of the Multicultural Coexistence and Interaction Section, Citizen's General Services Department
Manager of the Citizen Section, Citizen's General Services Department
Manager of the Disaster Prevention Section, Disaster Prevention and Public Safety Department
Manager of the Social Welfare Section, Health and Social Welfare Department
Manager of the Children and Child-Rearing Support Section, Children and Family Affairs Department
Manager of the Education Consulting and Support Section, Education Department

## (2) Establishment Guidelines for the Musashino City Multicultural Coexistence

### Promotion Council

#### (Establishment)

Article 1. In formulating the Musashino City Multicultural Coexistence Promotion Plan (tentative name) (hereinafter, the “Multicultural Coexistence Promotion Plan” ), Musashino City shall establish the Musashino City Multicultural Coexistence Promotion Council (hereinafter, “the Council” ) in order to hear opinions and seek advice that contributes to examination by the Musashino City Multicultural Coexistence Promotion Plan Internal Review Committee (hereinafter, the “Committee” )

#### (Responsibilities)

Article 2. In formulating the Multicultural Coexistence Promotion Plan, the Council shall state its opinions on the following matters and advise the Committee.

(1) Matters that are necessary in order for Musashino City (hereinafter, “Musashino” ) to actively work to develop an environment in which both Japanese and foreign citizens can understand and respect each other and play active roles, towards the realization of a multicultural society.

(2) In addition to what is listed in the previous item, matters that are deemed necessary by the Mayor.

#### (Composition)

Article 3. The Council shall consist of the following members.

(1) About 1 person involved in an organization (located in Musashino) that supports foreigners

(2) About 1 person involved in an organization that supports foreigners

(3) About 2 academic experts

(4) About 1 publicly recruited citizen (Japanese national)

(5) About 1 publicly recruited citizen (foreign national)

(6) About 1 city employee

#### (Meetings)

Article 4. Meetings of the Council shall be open to the public. However, they may be closed to the public if it is deemed necessary by the Mayor.

2. Meetings of the Council shall in principle be held in Japanese. However, this does not apply if it is necessary to respond in multiple languages.

(Hearing of opinions)

Article 5. The Council may ask non-members to submit materials or attend meetings as necessary, and listen to their explanations and opinions.

(Establishment period)

Article 6. The establishment period of the Council shall be from the date of its establishment until March 31, 2023.

(Remuneration)

Article 7. Council members (excluding the member listed in Article 3 Item 6) shall be paid remuneration of ¥12,000 per meeting of the Council that they attend.

(General Affairs)

Article 8. General affairs of the Council shall be handled by the Multicultural Coexistence and Interaction Section of the Citizen's General Services Department.

(Other)

Article 9. In addition to what is stipulated in these guidelines, the Mayor shall separately stipulate the necessary matters regarding the Council.

#### Supplementary Provisions

1. These guidelines shall come into effect as of April 13, 2022.
2. These guidelines shall cease to be effective as of March 31, 2023.



**(3) Musashino City Multicultural Coexistence Promotion Council Members**

Name	Affiliation
Yoko Komoda	Chief Manager, Musashino International Association
Midori Nii	Coordinator, Citizen' s Network for Global Activities (CINGA)
Taro Tamura	Representative Director, Institute for Human Diversity Japan
Daisei Kinoshita	Professor, Department of Social Welfare, Faculty of Human Sciences, Musashino University
Keiichiro Nakazawa	Publicly recruited citizen
Stephen Wu	Publicly recruited citizen
Ryota Tagawa	Manager of the Citizen' s General Services Department and Director of the International and Domestic Exchange Programs, Musashino City

## **Musashino City Multicultural Coexistence Promotion Plan**

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