

The 2nd Yao City Foreign Residents' Council Meeting in FY2023 [Minutes Summary]

Date & Time: Tuesday, February 8, 2024, 7:00 p.m. – 8:30 p.m.

Location: Multipurpose Room, 3rd Floor, Yao Chamber of Commerce and Industry

Council Members in Attendance: NONAKA Monica, KUWANA Megumi, I Cyanjye, Jeremy

CARLSON, KIYOHARA Sachiko, PAKU Yanghaeng, Tikas Ibrahim DARLINGTON, OUSUICHIN, YAMAUCHI Masayuki (titles omitted)

Secretariat Members (Human Rights Policy Division): Mr. MIYAZAKI (Manager), Mr. SAKATA (Asst. Manager), Mr. TOMITA (Group Chief), Ms. KISHIMOTO (Asst. Group Chief)

1. Opening

2. Report on achievements in fiscal 2022 related to the Yao City Plan to Promote a Multicultural Society (Basic Goals 2 & 3)

A member of the Secretariat explained [Document 1](#).

<Questions, etc.>

- Regarding “No.37: Multilingual emergency response using a three-way call system,” what kind of mechanism is used for the three-way call system? Is it a private service? In what situations is it used?
⇒Secretariat: We will check with the section in charge for detailed information.
- Regarding “No. 39: Provision of multilingual information about childcare services,” where did you distribute leaflets, and to whom? (** 50 copies issued, 20 copies distributed*) Please devise a way to make sure that such information reaches the people who need it.
⇒Secretariat: We will check with the section in charge.
- Regarding “No. 68: Dispatch of communication supporters,” there was one case where foreign language support was provided for investigation of long-term care certification. Was this Chinese language support? If multilingual support is available, information should be provided to care facilities, care managers, etc. so that they can smoothly access interpreters who are familiar with the nursing care system.
⇒Secretariat: It was probably Chinese. Since the aging of foreign residents will advance in the future, we will check with the section in charge about the languages covered by this service.
- Regarding “No. 113: Promotion of membership of neighborhood associations,” what is the membership rate of neighborhood associations?
⇒Secretariat: It's less than 50% of all citizens. The membership rate of foreign residents is unknown. We are trying to encourage residents to join neighborhood associations in various ways, such as by issuing multilingual leaflets and publicizing at events, but it is difficult to increase the membership rate not only among foreign residents but also among Japanese residents.
- Regarding “No. 113 Promotion of membership in neighborhood associations,” is there an English leaflet? Currently, the number of Nepalese nationals is increasing, so you should consider

increasing the number of languages in which information is offered, including for emergency communication during disasters.

⇒The leaflet is available in two languages: Chinese and Vietnamese.

- Regarding “No. 33: Implementation of disaster drills for foreign residents,” the rating is “C.” Isn’t it possible to conduct drills in cooperation with neighborhood associations? Foreign residents have difficulty obtaining information on disaster drills, but the Noto Peninsula Earthquake that struck in January this year has increased people’s interest in disaster preparedness. So, I would like you to hold drills for foreign residents in the next fiscal year.

⇒Secretariat: We feel the need for disaster drills for foreign residents, as we have heard concerns about living in evacuation centers. We will discuss with the section in charge in order to conduct disaster drills for foreign residents in the next fiscal year.

3. Opinion exchange—Topic

A member of the Secretariat explained Document 2.

<Opinion exchange>

- I would like Yao City staff to learn more about foreign residents and their historical background. I think few staff members know why there are foreigners who cannot receive pensions, and why there are so many Vietnamese people living in Yao City. I would also like staff members to take pride in Yao City, which has developed by accepting foreigners and coexisting with them.
- We would like to communicate the thoughts and ideas of the Foreign Residents' Council to as many staff members as possible, including those who have little interest in it.
- We want to hold a training session in such a way that offers more than just an opportunity for Yao City staff to hear the thoughts of the Foreign Residents' Council.
- It is necessary to convey the fact that the opinions of the Foreign Residents' Council are not the consensus of all foreign residents in Yao City.
- I think it is a good idea to receive questions from Yao City staff about the problems or concerns they had when dealing with foreign residents at the counter.
- When I ask for an interpreter, I have to wait for a long time. I understand Japanese to some extent, but I find it difficult when all explanation is given in Japanese. So I ask you to provide an English translation even for just a few words in explanation documents.
- I would like you to create opportunities for cross-cultural exchange, and hold workshops in English for foreign residents.
- I would like you to set up an “online suggestion box” to enable foreign residents to freely express their opinions to the city government.
- I would like you to put more effort into supporting foreign residents in finding work in Yao City on their own. When a city officer finds out that I am a foreign citizen, they guide me to the facility in Umeda.
- When you deal with foreign residents, don’t you have an attitude of, “We are doing this for you”? Such an attitude itself cannot be considered the multicultural coexistence that Yao City is aiming

for.

- I would like you to respect the identity of foreign children.
- It takes courage for foreign residents to go to the city hall, so I hope you will respond to them politely.
- The Yao International Center is a great help for foreign residents.
- The functions of city halls vary from country to country. Foreign residents should be informed about the role of city halls in Japan and what they can do.
- I would like you to provide a simple written explanation of what each section does, because I cannot tell what it does by just reading its name.
- I would like a map of each floor of the government building.
- I would like you to summarize the frequently asked questions from foreign residents in Q&A format.
- I would like you to inform foreign residents of the functions of evacuation shelters at the time of a disaster. I would also like you to set up an evacuation support and safety confirmation team to help foreign residents evacuate to shelters and confirm their safety. We find it difficult to go to evacuation shelters because unfavorable rumors about foreigners are often spread on social media.

4. Other

Based on the opinions expressed in the FY2023 First Yao City Foreign Residents' Meeting, some amendments were made to the leaflet of the multilingual information site "Yao-Garu."

Copies of the revised leaflet will be distributed in April or later.

- The next council meeting will be held after July 2024. A member of the Secretariat explained that an email would be sent in April 2024 to adjust the schedule.

5. Closing