

The 1st Yao City Foreign Residents' Council Meeting in FY 2018 [Minutes Summary]

Date & Time: Wednesday, August 29, 2018, 7:00 p.m.–8:30 p.m.

Location: Conference Room 602, 6th Floor, Main Building, Yao City Hall

Council Members in Attendance (titles omitted): NONAKA Mônica, PARK Yanghaeng, KAWAMOTO Yolanda, PARK Koon-ae, LE THI KIEU Nga, YOSHIMURA Miki, HUYNH TU VAN, FUJITO Satomi

Secretariat Members (Cultural and International Affairs Division): Mr. KAMADA (Manager), Mr. KAWAZOE (Asst. Manager), Mr. DEMIZU (Group Chief), Mr. TOMITA (Section Chief)

1. Opening

Council members were introduced.

2. Regarding how the meeting proceeds this year

A member of the Secretariat explained Document 1.

3. Regarding methods to evaluate the progress of the “Yao City Plan to Promote a Multicultural Society”

A member of the Secretariat explained Document 2.

<Opinions>

- Since staff at the division in charge take the trouble to provide us with information on the progress of the Plan, we should not waste their efforts; it would be nice if everyone can easily and clearly see whether things are going well with the Plan.
- It would be better if we can get to see details, yet we have to make sure that staff at the division in charge do not feel too much burden when reporting to us about the progress of the Plan.
- Since there seems to be no opinion on modification or change, we will have the division in charge use the type of research sheet described in this proposal here and request an investigation on the Plan's progress based on that sheet.

4. Opinion exchange – Topic: “Questions often asked by foreign residents and answers for them”

A member of the Secretariat explained Document 3 and 4.

- By posting issues that many foreign residents query and feel uncertain about because of differences in culture, tradition, policies, and service contents as “frequently asked questions” on Yao City's website, we would like to create an environment where a great deal of information on all aspects of everyday life in Japan will be provided specially for foreign residents. Concerning how the information will be posted, we are thinking of describing it in easy Japanese at first.
- The examples of the “frequently asked questions” listed in Document 3 are a part of the information obtained by asking questions of counselors at the Yao City Counseling Service for Foreign

Residents and interpreters at the Yao City Hall Reception.

- We would like you all (council members) to exchange opinions about what kind of information foreign residents may need and what information can draw their attention to the City's website, reflecting on each of your own everyday life and support activity experiences.

- Document 4 contains several ideas concerning what should be posted on the City's website. Based on them, please also exchange opinions regarding ways to post the information that will be easy to see for foreign residents.

- We would like you (council members) to split into two groups to exchange opinions.

Group A (titles omitted): NONAKA Mônica, KAWAMOTO Yolanda, HUYNH TU VAN, FUJITO Satomi

Group B (titles omitted): PARK Yanghaeng, PARK Koon-ae, LE THI KIEU Nga, YOSHIMURA Miki

<Opinion exchange>

Opinions from Group A members

- Looking at the examples of "frequently asked questions" listed in Document 3, I feel there are various types of questions, each of which should be indicated and handled by different offices; for example, some should be indicated by Yao City, some by the Board of Education, and some by the Health Center. Therefore, in each answer to these "frequently asked questions," information on which office to contact regarding particular matters needs to be included as well.

- Information on when, where, and how to apply for certain things is also important and should be posted.

- It is indicated in the Document that information related to pensions and schools will be necessary. It has been mentioned in our group that in addition to such information, foreign residents will need information on moving home. They should be provided with information on what must be done first once they move in, including various information related to everyday life – such as how to dispose of garbage and how to use electricity, gas, and water services.

- Information on contacts for foreign residents regarding domestic violence needs to be posted.

- Since various information is shown on the Internet, it is important to use creativity and ingenuity to draw the attention of foreign residents to the City's website.

- Even if foreign residents arrive on Yao City's website, it is difficult for them to actually access the information through such a title as "Foreign residents frequently asked questions (in Japanese)," which could be too difficult for them to read. It is necessary to use a simple title like "Foreign residents Q & A (in Japanese)" for the entrance to the information and place it on the first page they will see when they land on the website.

Opinions from Group B members

- Several questions and issues that are not listed in Document 3 have been expressed in our group.

- Information on the rules on how to dispose of garbage has to be provided not only because they are different from municipality to municipality but also because garbage sorting rules are precisely set in each municipality and very difficult to understand.

- The City's website will need to post not just everyday life information but also information on

human rights counseling services that foreign residents can contact when they feel discriminated against in their everyday life because of being foreign residents in Japan – for example, by being denied entrance to a store – or when they feel unpleasantness or discomfort after something has happened to them.

- Information on how to receive unemployment insurance payments must be posted.
- There are many foreign residents who really want to know the differences of policies and systems between elementary schools, junior high schools, and senior high schools in Japan.
- There are some foreign residents who live their life in Japan without knowing why schools here are closed when a natural disaster occurs.
- If there is any medical institution that provides multilingual assistance, it should be posted on the City's website.
- The City's website should present information on whether there are places providing services that dispatch interpreters.
- Information on schools where foreign residents can learn Japanese for free or at low cost is sought.
- Probably, foreign residents, too, want information regarding Japan's Long-Term Care Insurance Program.
- What should be given high priority is information on how to dispose of garbage, and information on the issue of day care centers should also be assigned high priority as listed in Document 3. It is important to provide information on how to apply for day care centers and minimum ages when they'll accept children.
- Many foreign residents may want to know how they can live in housing complexes and facilities in Japan.
- Concerning how to access all the information mentioned, the easiest possible ways for them to access it should be considered.
- There should be more people who would access the information through smartphones than through PCs. If it is expected that most people will use their smartphones to see the information, then PDF versions would not be necessary.
- Since it may be very difficult for foreign residents to access the information through Yao City's website, why don't we use QR codes?
- Concerning how to spread the QR codes for the information, it may be a good idea to have restaurants specializing in Chinese and Vietnamese cuisines, as well as those shops for Chinese and Vietnamese novelties, put up our posters and leave our fliers and cards on display.

5. Adjournment