

Otonari-san Family Friend Program (OFP)

Terms of Use for Participants

This Terms of Use for Participants is regarding “Otonari-san Family Friend Program (hereinafter “OFP”) provided by Japan Intercultural Intelligence (hereinafter “JII”), a nonprofit organization. In the following, JII has set out rules so that all users of OFP can feel safe when participating in the program, including rules on registering for OFP, rules to follow while participating in the program and handling of personal information.

The Purpose of the Program

OFP seeks volunteers from the local community to offer individual support to foreign residents in the community. In order to assist foreign residents adapt to life in Japan, the program aims to achieve the following by engaging in various activities: solve the day-to-day issues that foreign residents face, deepen cultural understanding and increase interactions between local and foreign residents by promoting mutual understanding and having a closer tie with the local community.

Registering for the Program

- When participating in the program as a volunteer, referred to as 'Otonari-san,' or a regular participant, as a foreign resident, you will be required to complete the program registration in accordance with the procedures outlined by JII. JII will conduct individual interviews with each participant and grant approval for their participation in the program.
- A registration fee of 1,000 yen is required when enrolling in the program. Once the payment is successfully processed, registrants will gain access to participate in OFP member events and other related activities.
- When registering for the program, every participant will be required to provide a valid identification document with essential details, including your name, home address and birth date.
- If there are changes to your personal information such as your phone number, home address, email address, etc. please inform the program coordinator in a timely manner.
- In order to register, you must reside, work, attend school, or be able to engage in activities in the Tokyo Metropolitan and its surrounding area.
- After payment of the registration fee, refunds will only be issued in exceptional cases approved by JII. Otherwise, no refunds will be provided.

OFP Membership Fee

At the commencement of program activities, participants are required to pay a membership fee of 3,000 yen per person to JII when forming a pair.

Reduction or Exemption System

- The reduction or exemption system is established to prevent instances where individuals refrain from participating in activities due to financial constraints.
- Registration and membership fees may be reduced or waived by JII at their discretion for participants who meet the criteria set by JII, based on their individual circumstances. To request the reduction or exemption, participants must make the application either during the initial registration process or during the interview with JII.

< Example of Fee Reduction or Exemption Cases >

- For individuals who have been displaced and their family members: Registration and participation fees are waived.
- In cases of significant financial hardship resulting from disability, illness, single-parent households, tax-exempt households, unstable employment, or similar circumstances: Registration will be waived, and the membership fee will be reduced by 50%.
- For students who are burdened with tuition fees, such as those on scholarships: 50% discount on both the registration and membership fees.
- In other cases where reasonable consideration is required.

Pairing Otonari-san and Participant

- JII will pair up an Otonari-san with a participant for the purpose of OFP, which we call the pairing-up. A program coordinator will make the match based on the information obtained from individual interviews done at the time of registration to the program. The pairing will be suggested to both the participant and the Otonari-san and will be determined through a joint interview involving JII, the Otonari-san and the participant.
- The pairing-up is determined by a combination of multiple factors and the conditions set by both parties. Therefore, we cannot guarantee the timing of a successful pair.
- Once paired, it may take time to build a relationship with your pair. Even if you feel uncertain about your relationship at first, it is advisable not to rush to judgments. Allow time for gradual development and the opportunity to nurture your connection.
- If you still feel that things are not working out with your pair after some time, or if any trouble arises during the program, or if an unexpected situation arises where the participant or the Otonari-san can no longer engage in OFP activities, please consult with the program coordinator. If there are legitimate reasons like these, it is possible to change your pair during the program.

Membership Termination

A participant may voluntarily terminate his/her membership. If a participant wishes to terminate his/her membership, the participant must notify JII in writing (which includes e-mail), informing his/her wish to do so. Membership fees paid are non-refundable in the event of membership withdrawal. If the participant has not paid for the membership fee, membership will be terminated

only when the payment has been made.

Registration Cancellation

JII reserves the right to immediately cancel a registration without prior notice in any of the following cases:

- If you base your living outside of Japan on a mid- to long-term basis
- If JII is unable to directly contact the participant for a period of time (usually 6 months).
- If the participant delays payment of membership fee for more than 6 months, unless approved especially by JII.
- If the user, whether intentionally or unintentionally, causes damage to JII or other participants.
- When it is proved that the participant provided false information to JII with malicious intent.
- When the user violates any of the terms determined herein.
- When it becomes evident that the participant is/was a part of an organized crime group or antisocial forces; or the participant has relations in any way, such as association or transaction, with an organized crime group or antisocial forces.
- Other than the above mentioned circumstances, when JII determines that it is difficult or inappropriate for the participant to continue the program.

Prohibited Matters

In participating in OFP, the following will be strictly prohibited:

- Any act which violates the law.
- Any act which violates public order and morals.
- Providing false information at the time of registration or any time after registration to the program.
- Any act which goes against the purpose of OFP, such as to seek profit, seek business opportunities, search for marriage partners, recruit people to join religious or political activities etc.
- Any sexual and obscene act, and any act to use the program in the purpose of matchmaking and dating; any behavior that suggests these.
- Any act which may trouble JII, JII staff, Otonari-san or other participants; any act which violates their intellectual property, privacy, reputation, credibility and any other rights and benefits.
- Leaking to the third party any private information of Otonari-san and/or Otonari-san's family which becomes known to you through engagement in OFP activities; or using such information for your own benefit or for the interest of your occupation.
- Any act which JII determines is inappropriate for the participant to continue with OFP.
- Any act which has the potential to violate or is equivalent to any of the above mentioned items.

Privacy Policy

Personal information will be handled according to our privacy policy released separately.

Confidentiality

JII will maintain confidentiality on any information regarding the user. JII will use the information only for the purpose of the program and will disclose information only necessary for matching purposes.

Disclaimer

JII shall not be held responsible for the following matters:

- Lack of completeness or accuracy involving information necessary for matching.
- Loss or falsification of user information caused by reasons other than intentional or serious error made by JII; hacking of programs such as computer viruses.
- Disputes between users, accidents, violation of law, or damages which may derive from participation in OFP.
- Any disadvantages that may arise to the user by not reading thoroughly this Term of Use for Participants.

Changes to the Terms of Use for Participants

JII may make changes, additions, or deletions to the Terms of Use for Participants at any time. In such cases, participants of the program will be notified of such changes.

Terms and Conditions Revision: As of October 20, 2023 (Effective from November 15, 2023)

Support Provided through OFP

Length of the Program

- Otonari-san, who is a local resident in Japan and a participant, who is a foreign resident will be paired up to engage in activities together for a period of time.
- The paired Otonari-san and participants will engage in various activities together for 6 months. If both the Otonari-san and the participant both agree, the program can be extended for additional 6 months.

Scope of Support

【What Otonari-san Can Do for You】

- Provide opportunities to practice your Japanese
- Provide information on Japanese customs, culture and society
- Provide information about resources in the local community
- Spend leisure time together by participating in events
- Offer moral support and friendship

【What You Cannot Ask Otonari-san To Do】

- × Assist with household matters
- × Assist with pet care
- × Assist with childcare
- × Family-care or nursing
- × Provide financial support
- × Prepare and clean up meals
- × Run errands (e.g. grocery shopping, go to the bank or the post office, etc.)
- × Provide housing

Engaging in Activities with Your Pair

After the Otonari-san and the participant are matched, it is important to meet regularly with your match in person. Meet with your pair once every 2 to 3 weeks to spend some time together.