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Summary of the Plan

In aiming to realize a “multicultural society” in Nagoya, the City drew up a “Nagoya Multicultural Coexistence Promotion Plan” (hereinafter referred to as “Plan I”) in 2012 as a guideline for comprehensively and systematically advancing plans for multiculturalism and then implemented many multicultural urban development projects.

With the end of the planned period for Plan I, the City has prepared a second plan, the Nagoya Multicultural Coexistence Promotion Plan II, (hereinafter referred to as “Plan II”) in order to maintain the results of our efforts to date, while also reviewing changes in social trends, responding to new issues and needs, and promoting multicultural urban development.

2

Positioning

Plan II is an individual plan that clarifies the city’s policies and objectives for multicultural coexistence promotion based on Nagoya City Next Comprehensive Plan 2018. In promoting Plan II, we are working to align efforts related to foreign residents in each of the city’s other individual plans to move forwards comprehensively and systematically.

[Multicultural Society]

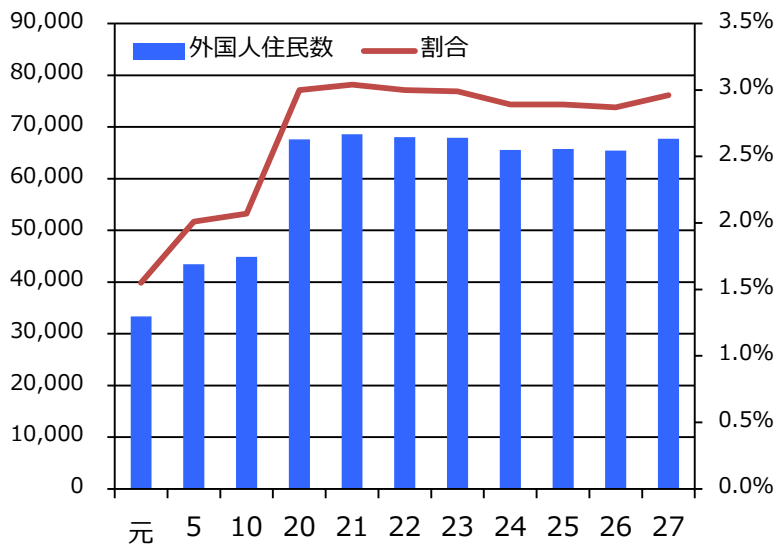
A multicultural society is defined as a society in which people of different nationalities and ethnicities acknowledge each other’s cultural differences and, in striving to build equal relationships, live together happily as members of a communal society.

[Foreign Citizen]

“Foreign citizens” of Nagoya includes people retaining citizenship in other countries as well as those that have received Japanese citizenship and the growing number of people with cultural background from a foreign parent such as children born through international marriages. In some cases, these people with foreign roots face the same kinds of issues as those with foreign citizenship. Plan II takes a wider perspective that includes these people and uses the term “foreign citizens” to refer to them.

When referring only to people residing in Nagoya that have foreign citizenship, they are referred to as “foreign residents”.

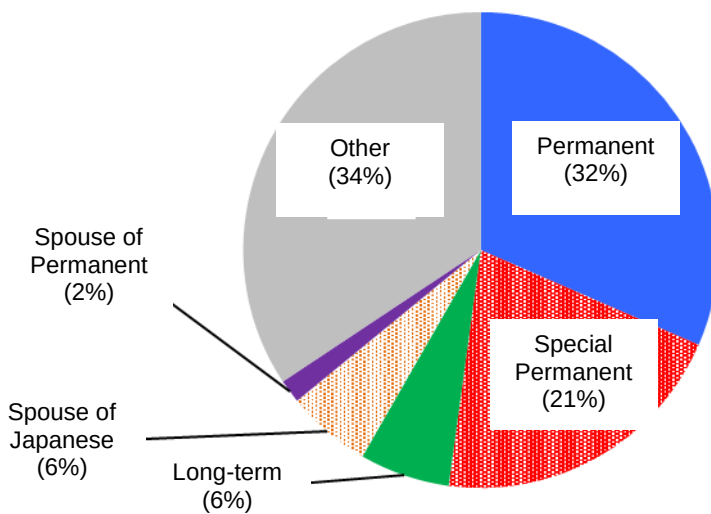
Numbers and Ratio of Foreign Residents



About 3% of the population of Nagoya are foreign residents.

- ▶ Total Population **2,286,345**
- ▶ Foreign Residents **67,693**
- ▶ Ratio of Foreign Citizens **2.96%**

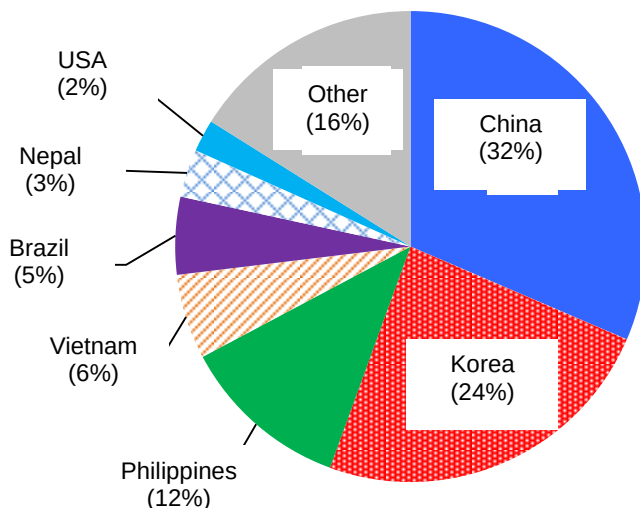
Breakdown of Foreign Residents by Status of Residence



About 66% have a status of residence likely to reside long term.

- ▶ Total of “Permanent Resident”, “Special Permanent Resident”, “Long Term Resident”, “Spouse or Child of Japanese National”, and “Spouse or Child of Permanent Resident”.

Numbers and Ratio of Foreign Residents by Nationality



People from 136 countries and 1 region live in Nagoya

- ▶ Rank 1: China **21,293 (32%)**
- ▶ Rank 2: Korea **16,316 (24%)**
- ▶ Rank 3: Philippines **7,905 (12%)**

Fundamental Objective

Achieving a multicultural city
where all citizens can live in
peace and safety and
actively engage with diversity

In order to have all citizens acknowledge each other's cultural differences and, in striving to build equal relationships, live together happily as members of a communal society, it is important to work to create a stable foundation for the livelihood of foreign citizens and promote participation in local planning while improving the multicultural awareness of all citizens.

Nagoya City has set policy in the Nagoya Multicultural Coexistence Promotion Plan II and is advancing multicultural policies to achieve a multicultural city.

Period of Plan

Fiscal 2017
to fiscal 2021 (5 years)



This content will be reflected in the budget revisions within the period of the plan and implemented.

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Policy Guidelines

The following three policy guidelines were decided on to achieve the fundamental objectives.

Policy Guideline I

Building Foundations for Daily Life

We will implement efforts to organize foundations for daily life to enable foreign citizens with obstructions to daily life due to differences in culture and in ability to understand Japanese to enjoy a fulfilling lifestyle.

Policy Guideline II

Creating Communities where Anyone Can Participate in Planning

We promote participation in local planning so that foreign citizens can independently participate in all kinds of activities as a member of the community alongside Japanese citizens.

Policy Guideline III

Creating a Society that Engages Diversity

We promote the creation of a society that engages diversity wherein all citizens accept the basic human rights and cultural differences of each other and deepen understanding of multiculturalism.

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Organization of the Promotion System

(1) Promotion System in Government

When implementing measures, we partner closely with related agencies centered on municipality-wide committees in order to comprehensively and systematically advance policy measures.

(2) Connecting with Related Organizations and Communities

Efforts for promoting multiculturalism are implemented with each stakeholder playing their part, including national and prefectural government, Aichi International Association, Nagoya International Center, industry, NPO and volunteer organizations, and community associations. Effective promotion of the policies requires connecting proactively with these related organizations and communities.

To achieve these goals we have established the Nagoya Multicultural Coexistence Promotion Association and work to effectively implement multicultural policies.

Policy Guideline I Building Foundations for Daily Life**Fundamental
Policy 1****Internationalization of Local Information****◆ Our Vision**

Information is being provided to foreign citizens using multiple languages and methods so that necessary information is communicated and understood. Additionally, an environment where foreign citizens can consult about daily life is organized.

◆ Goals for Policy Results

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of foreign citizens that know about the Nagoya Living Guide	38.2%	80.0%

◆ Policy Direction

- Policy ① Provision of governance and daily living information using multiple languages and methods
 Policy ② Providing services for foreign citizens
 Policy ③ Supplying interpretation services

◆ Policy Implementation Projects

Policy ① Provision of governance and daily living information using multiple languages and methods

Project	Section in Charge
Provision of governance and daily living information using multiple languages and methods Expand	Bureau of Tourism, Culture & Exchange
Implementation of city government guidance	Bureau of Tourism, Culture & Exchange
Translating City information and dispatching language volunteers	Bureau of Tourism, Culture & Exchange All offices
Nagoya Calendar Expand	Bureau of Tourism, Culture & Exchange
Distribution of the Nagoya Welcome Kit at various counters New	Bureau of Tourism, Culture & Exchange Ward offices
Providing public information for foreigners Expand	Naka Ward

Policy ② Providing services for foreign citizens

Project	Section in Charge
Multilingual consultation	Bureau of Tourism, Culture & Exchange
Teleconferencing interpretation New	Bureau of Tourism, Culture & Exchange
Dispatching interpreters New	Bureau of Tourism, Culture & Exchange
Arranging interpretation for ward office service counters	Naka Ward Minato Ward
Training to improve staff ability to support multicultural situations New	Bureau of Tourism, Culture & Exchange
Providing information using simple Japanese	Bureau of Tourism, Culture & Exchange

Policy ③ Supplying interpretation services

Project	Section in Charge
Translating City information and dispatching language volunteers (repeated)	Bureau of Tourism, Culture & Exchange All offices
Teleconferencing interpretation (repeated) New	Bureau of Tourism, Culture & Exchange
Dispatching interpreters (repeated) New	Bureau of Tourism, Culture & Exchange
Arranging interpretation for ward office service counters (repeated)	Naka Ward Minato Ward
Participation in the Aichi Medical Interpretation System (repeated)	Bureau of Tourism, Culture & Exchange
Supporting foreign patients at municipal hospitals and municipal university hospitals (repeated)	Hospital Bureau Nagoya City University
Dispatching interpreters for foreign tubercular patients, etc. (repeated)	Health & Welfare Bureau
Dispatching interpreters for parenting classes and new born/infant visits (repeated) New	Naka Ward
Arranging interpretation for health centers (repeated)	Child & Youth Affairs Bureau
Dispatching interpreters for consultation and support activities for women and children (repeated)	Children & Youth Affairs Bureau

◆ **Our Vision**

A society where learning opportunities are offered to meet the needs of foreign residents who want to study the Japanese language or about Japanese society by partnering with Japanese language educational institutions and other related organizations, and in which foreign residents have an advanced Japanese language ability and deep knowledge about Japanese society.

◆ **Goals for Policy Results**

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of foreign residents with Japanese ability sufficient to have daily conversations or better	64.0%	80.0%

◆ **Policy Direction**

Policy ④ Providing learning opportunities for Japanese language and social skills

Policy ⑤ Creating support structures for learning Japanese language

◆ **Policy Implementation Projects**

Policy ④ Providing learning opportunities for Japanese language and social skills

Project	Section in Charge
Operation of Japanese language classes at Nagoya International Center	Bureau of Tourism, Culture & Exchange
Hosting Japanese language lessons for children Expand	Bureau of Tourism, Culture & Exchange
Operating Concentrated Initial Japanese Lessons and Special Japanese Training Lessons (repeated)	Board of Education

Policy ⑤ Creating support structures for learning Japanese language

Project	Section in Charge
Partnering with local Japanese language schools	Bureau of Tourism, Culture & Exchange
Operating Japanese language education consultation center (repeated)	Board of Education
Developing foreign child/student supporters (repeated)	Bureau of Tourism, Culture & Exchange
Promoting Japanese language volunteer activities	Bureau of Tourism, Culture & Exchange

◆ **Our Vision**

A society where information related to moving into municipal housing and information about private rental housing accepting foreign residents is easily obtained, and in which foreign residents are facilitated in finding a place to live, understand the rules of daily life, and live with ease of mind.

◆ **Goals for Policy Results**

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of foreign citizens without significant issues finding a home	55.5%	65.0%

◆ **Policy Direction**

Policy ⑥ Facilitating access to private rental housing

Policy ⑦ Providing information related to community living

◆ **Policy Implementation Projects**

Policy ⑥ Facilitating access to private rental housing

Project	Section in Charge
Providing information about private rental housing	Housing & City Planning Bureau

Policy ⑦ Providing information related to community living

Project	Section in Charge
Providing information about municipal housing management offices	Housing & City Planning Bureau

Fundamental Policy 4

Labor

◆ Our Vision

Information needed for finding work is provided to foreign job seekers. Additionally, the work environment is safe and easy to work in for foreign labor.

◆ Goals for Policy Results

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of foreign citizens having trouble with life in Japan because they “can’t find work”	10.1%	8.0%

◆ Policy Direction

Policy ⑧ Improving employment and working environment

◆ Policy Implementation Projects

Policy ⑧ Improving employment and working environment

Project	Section in Charge
Hosting foreign exchange student employment fairs	Bureau of Tourism, Culture & Exchange
Employment activity support seminar for exchange students	Bureau of Tourism, Culture & Exchange
Spreading the use of the “Charter to Ensure the Appropriate Employment of Foreign Workers and to Encourage their Adaptation to Japanese Society”	Finance Bureau

◆ **Our Vision**

A society that provides information about the educational system in many languages and offers a Japanese language learning support system, allowing guardians of students to understand the Japanese educational system. Also, a society where we do our best to ensure that foreign students work positively to adapt to Japanese language learning, school life, and life in Japan.

◆ **Goals for Policy Results**

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of foreign citizens without significant issues with education	43.5%	60.0%

◆ **Policy Direction**

Policy ⑨ Providing information about the education system to guardians

Policy ⑩ Support for learning

Policy ⑪ Support for children not attending schools

Policy ⑫ Guidance for advancement

◆ **Policy Implementation Projects**

Policy ⑨ Providing information about the education system to guardians

Project	Section in Charge
Creating foreign language edition guidance for school entry and notices about available support	Board of Education

Policy ⑩ Support for learning

Project	Section in Charge
Operating a Japanese language education consultation center	Board of Education
Operating Concentrated Initial Japanese Lessons and Special Japanese Training Lessons	Board of Education
Dispatch of Japanese language instructors	Board of Education
Arranging native language learning partners	Board of Education
Hosting Japanese language lessons for children (repeated) Expand	Bureau of Tourism, Culture & Exchange
Courses on methods of guidance for children needing Japanese language guidance	Board of Education
Training for supporters of foreign children and students	Bureau of Tourism, Culture & Exchange

Policy ⑪ Support for children not attending schools

Project	Section in Charge
Assessing the situation of children not attending school	Board of Education
Efforts to promote school attendance New	Bureau of Tourism, Culture & Exchange Child & Youth Affairs Bureau Board of Education

Policy ⑫ Guidance for advancement

Project	Section in Charge
Educational guidance for foreign children and guardians	Bureau of Tourism, Culture & Exchange Board of Education

◆ **Our Vision**

A society that offers information in multiple languages related to health, medical care, and welfare, such as social insurance system mechanisms and medical organizations that can respond in foreign languages for foreign citizens. Also, a society in which foreign citizens can receive services related to health, medicine and welfare.

◆ **Goals for Policy Results**

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of foreign citizens with difficulty living in Japan because they “don’t know where a hospital or clinic is that can respond in my native language”	23.1%	10.0%

◆ **Policy Direction**

Policy ⑬ Providing information related to health, medicine and welfare

Policy ⑭ Supporting foreign patients in multiple languages

Policy ⑮ Implementing health examinations and health consultations

Policy ⑯ Supporting mother/child health and parenting

Policy ⑰ Supporting the elderly and disabled

Policy ⑱ Responding to domestic violence (DV)

Policy ⑲ Preventing isolation

◆ **Policy Implementation Projects**

Policy ⑬ Providing information related to health, medicine and welfare

Project	Section in Charge
Creating health information in multiple languages	Health & Welfare Bureau Child & Youth Affairs Bureau

Policy ⑭ Supporting foreign patients in multiple languages

Project	Section in Charge
Participation in the Aichi Medical Interpretation System	Bureau of Tourism, Culture & Exchange
Supporting foreign patients at municipal hospitals and municipal university hospitals	Hospital Bureau Nagoya City University

Policy ⑮ Implementing health examinations and health consultations

Project	Section in Charge
Health consultation for foreigners	Bureau of Tourism, Culture & Exchange
Tuberculosis examination for foreigners	Health & Welfare Bureau
Dispatching interpreters for foreign tubercular patients	Health & Welfare Bureau

Policy ⑯ Supporting mother/child health and parenting

Project	Section in Charge
Parenting classes for foreign families	Naka Ward
Dispatching interpreters for parenting classes and new born/infant visits New	Naka Ward
Arranging interpretation for health centers	Child & Youth Affairs Bureau

Policy ⑰ Supporting the elderly and disabled

Project	Section in Charge
Surveying the elderly and disabled New	Bureau of Tourism, Culture & Exchange Health & Welfare Bureau Child & Youth Affairs Bureau

Policy ⑱ Responding to domestic violence (DV)

Project	Section in Charge
Dispatching interpreters for consultation and support activities for women and children	Child & Youth Affairs Bureau

Policy ⑲ Preventing isolation

Project	Section in Charge
Peer support for foreigners	Bureau of Tourism, Culture & Exchange

**Fundamental
Policy 7**

Advancing Participation of Foreign Citizens in Local Planning

◆ **Our Vision**

A society where foreign citizens understand community mechanisms and participate in and plan event on an equal footing as enablers within the community together with Japanese citizens to solve problems related to community life.

◆ **Goals for Policy Results**

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of foreign citizens participating in community events	43.2%	65.0%

◆ **Policy Direction**

Policy ⑩ Connecting with key people and networks

Policy ⑪ Adopting systems to reflect the opinions of foreign citizens in policy

Policy ⑫ Advancing Participation of Foreign Citizens in Local Planning

◆ **Policy Implementation Projects**

Policy ⑩ Connecting with Key People and Networks

Project	Section in Charge
Group exchange events that advance multiculturalism	Bureau of Tourism, Culture & Exchange

Policy ⑪ Adopting Systems to Reflect the Opinions of Foreign Citizens in Policy

Project	Section in Charge
Foreign citizen consultation	Bureau of Tourism, Culture & Exchange

Policy ⑫ Advancing Participation of Foreign Citizens in Local Planning

Project	Section in Charge
Model projects for advancing multiculturalism	Bureau of Tourism, Culture & Exchange
Explanation of community associations and local government systems for foreigners	Finance Bureau
Translating City information and dispatching language volunteers (repeated)	Bureau of Tourism, Culture & Exchange
Multiculturalism Promotion Month (repeated) New	Bureau of Tourism, Culture & Exchange
Projects for multicultural urban development (repeated)	Bureau of Tourism, Culture & Exchange
Urban development projects for coexistence and exchange with foreigners (repeated)	Naka Ward

◆ **Our Vision**

A society where foreign citizens have sufficient knowledge and information about prevention of disasters and crime, so that they can protect themselves. Also, a society in which disaster interpreting and translating volunteers are trained and assembled into a network, ensuring that foreigners can get help during disasters. Additionally, a society in which foreign citizens can take action to help others.

◆ **Goals for Policy Results**

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of foreign citizens prepared for earthquakes or typhoons	74.4%	80.0%

◆ **Policy Direction**

Policy ㉓ Preparedness and awareness of disasters

Policy ㉔ Training, support, connection and partnering for interpretation and other volunteers in case of disaster

Policy ㉕ Connecting with a variety of media in multiple languages as means of communicating information to foreign citizens during a disaster

Policy ㉖ Promoting crime prevention and traffic safety

◆ **Policy Implementation Projects**

Policy ㉓ Preparedness and Awareness of Disasters

Project	Section in Charge
Foreigner disaster prevention awareness projects	Danger Management Bureau of Tourism, Culture & Exchange
Knowledge of designated emergency shelters in case of disaster New	Danger Management Bureau

Policy ㉔ Training, Support, Connection and Partnering for Interpretation and Other Volunteers in Case of Disaster

Project	Section in Charge
Networking with communities and organizations	Bureau of Tourism, Culture & Exchange
Translating City information and dispatching language volunteers	Bureau of Tourism, Culture & Exchange

Policy ②⑤ Connecting with a Variety of Media in Multiple Languages as Means of Communicating Information to Foreign Citizens During a Disaster

Project	Section in Charge
Connections with foreign diplomatic missions	Bureau of Tourism, Culture & Exchange
Providing disaster information through various means	Bureau of Tourism, Culture & Exchange

Policy ②⑥ Promoting crime prevention and traffic safety

Project	Section in Charge
Providing information related to crime prevention and traffic safety	Finance Bureau Bureau of Tourism, Culture & Exchange

**Fundamental
Policy 9**

Developing Social Awareness

◆ **Our Vision**

A society with advanced understanding of multicultural society with respect for the human rights of foreigners and deep mutual understanding between Japanese and foreign citizens.

◆ **Goals for Policy Results**

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of local citizens that have interactions with people of other nationalities	31.7%	40.0%

◆ **Policy Direction**

Policy ②⑦ Developing awareness for local residents

Policy ②⑧ Connecting related organizations and communities with multicultural bases

Policy ②⑨ Hosting exchange events on the theme of multiculturalism

Policy ③⑩ Promoting international understanding lessons with a multicultural perspective

◆ **Policy Implementation Projects**

Policy ②⑦ Developing Awareness for Local Residents

Project	Section in Charge
Multiculturalism Promotion Month New	Bureau of Tourism, Culture & Exchange
Multicultural society awareness projects	Bureau of Tourism, Culture & Exchange
Providing information at libraries	Board of Education
Implementation of human rights seminars	Finance Bureau
Implementing lessons about multiculturalism	Bureau of Tourism, Culture & Exchange
Efforts towards eliminating hate speech	Finance Bureau Bureau of Tourism, Culture & Exchange Greenification & Public Works Bureau Board of Education

Policy 28 Connecting Related Organizations and Communities with Multicultural Bases

Project	Section in Charge
Operating the Nagoya International Center	Bureau of Tourism, Culture & Exchange
Creating Nagoya Multicultural Coexistence Promotion Associations New	Bureau of Tourism, Culture & Exchange
Operating the Minato Ward Multicultural Coexistence Promotion Association	Minato Ward

Policy 29 Hosting Exchange Events on the Theme of Multiculturalism

Project	Section in Charge
Projects for multicultural urban development	Bureau of Tourism, Culture & Exchange
Urban development projects for coexistence and exchange with foreigners	Naka Ward
Exchange student participation in ward hosted festivals	Showa Ward
Foreign researcher, exchange student interaction with the community	Nagoya City University

Policy 30 Promoting International Understanding Lessons with a Multicultural Perspective

Project	Section in Charge
Using the NIC global citizen class	Bureau of Tourism, Culture & Exchange

Fundamental Policy 10

Urban Revitalization that Engages Diversity

◆ Our Vision

A society in which everyone can use their abilities and that diversity is engaged.

◆ Goals for Policy Results

Index	Present (Fiscal 2016)	Goal (Fiscal 2021)
Percentage of foreign citizens satisfied with current life in Nagoya	89.2%	95.0%

◆ Policy Direction

Policy ③① Creating venues for engaging skills of exchange students and foreign human resources

Policy ③② Developing human resources that are enablers of multicultural coexistence

Policy ③③ Improving and sharing the merits of Nagoya by engaging diversity

◆ Policy Implementation Projects

Policy ③① Creating Venues for Engaging Skills of Exchange Students and Foreign Human Resources

Project	Section in Charge
Operating an international exchange student hall	Bureau of Tourism, Culture & Exchange
Nagoya exchange student friendship projects	Bureau of Tourism, Culture & Exchange
Receiving and supporting exchange students at the City University	Nagoya City University

Policy ③② Developing Human Resources that are Enablers of Multicultural Coexistence

Project	Section in Charge
Training and support for global human resources	Bureau of Tourism, Culture & Exchange
Developing foreign child/student supporters (repeated)	Bureau of Tourism, Culture & Exchange
Promoting Japanese language volunteer activities (repeated)	Bureau of Tourism, Culture & Exchange

Policy ③③ Improving and Sharing the Merits of Nagoya by Engaging Diversity

Project	Section in Charge
Improving and sharing the merits of Nagoya New	Bureau of Tourism, Culture & Exchange
Spreading information with partnering foreign citizens New	Bureau of Tourism, Culture & Exchange

Nagoya Multicultural Coexistence Promotion Plan II (Draft) (Outline)

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