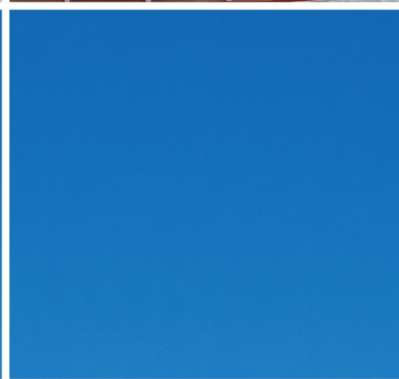
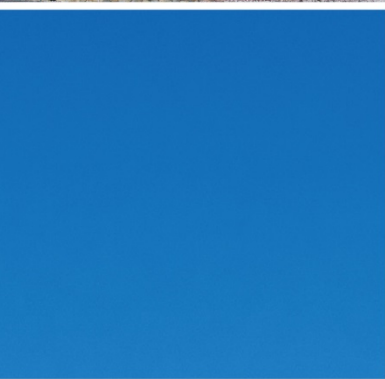
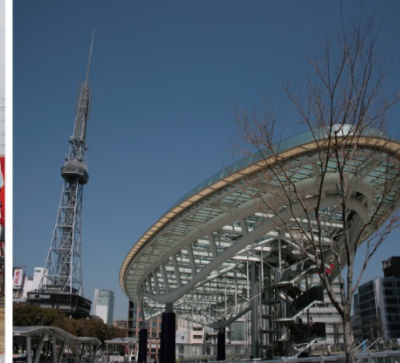
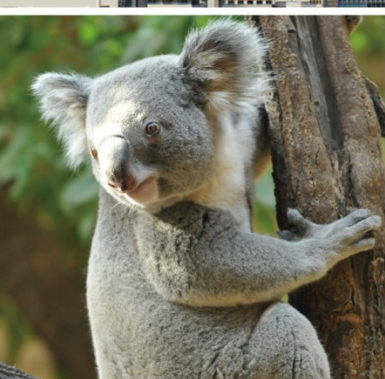
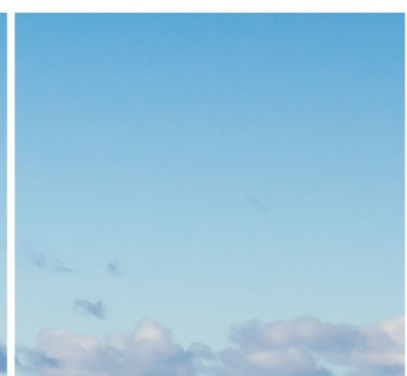
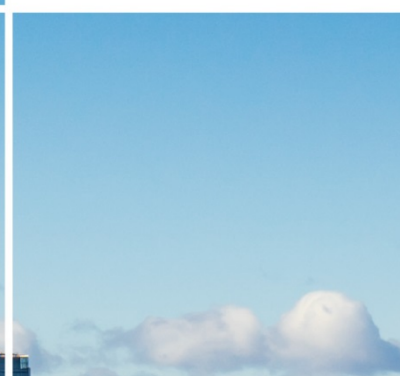




Nagoya Multicultural Coexistence Promotion Plan II



Nagoya City



Introduction

As the central city of the Nagoya metropolitan area where many manufacturing industries are concentrated and as a central area for commerce, Nagoya City is home to residents of many nationalities. While the number of registered foreign residents in Nagoya was 33,377 at the end of 1989, it has grown to 72,683 as of the end of 2016, accounting for approx. 3.2% of the total population. Additionally, there are people with Japanese citizenship who have a background in a foreign culture, such as those born through international marriage, who returned from living abroad, and who received Japanese citizenship.

Community building for multicultural coexistence where people of different nationalities and ethnicities acknowledge each other's cultural differences and live together happily as members of the local community while creating equal relationships is in accord with the aim of Nagoya City's efforts in achieving a "City Where Human Rights Are Respected and Everyone Can Have a Vibrant Life" and an "Attractive and Vibrant City."

Nagoya City drew up the Nagoya Multicultural Coexistence Promotion Plan in 2012 as a guideline for advancing measures for multicultural coexistence, and we have been making efforts in community building for multicultural coexistence.

The social situation has changed since then as seen by factors such as an increase in the number of foreign citizens and more of them residing long term. With the environment surrounding multicultural coexistence clearly changing, community building for multicultural coexistence needs to go forward while appropriately dealing with the larger trends in that.

With the end of the planned period for the Nagoya Multicultural Coexistence Promotion Plan, we have prepared the Multicultural Coexistence Promotion Plan II in order to maintain the results of efforts to date in the city while also reviewing changes in the social situation and promoting measures for multicultural coexistence.

This plan prescribes the direction of measures for multicultural coexistence for the coming five years and specific policies for achieving that. By implementing measures based in this plan, we will move forward with measures for multicultural coexistence in a comprehensive and systematic manner.

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1 Background

Nagoya City drew up the Nagoya Multicultural Coexistence Promotion Plan (hereinafter, “Plan I”) in 2012 as a guideline for measures for multicultural coexistence.

Reflecting on the social situation since 2011, we see that the number of foreign residents declined starting with the economic downturn precipitated by the Lehman Brothers bankruptcy in 2008 and the impact of the 2011 Great East Japan Earthquake, finally making an upturn again in 2015.

In order to deal with the decline in productive population due to the decline in childbirth and aging of society, a variety of measures have been studied at the national level regarding acceptance of foreign labor, and the number of foreigners living in Japan is expected to increase into the future.

With the 2012 revision of the Basic Resident Registration Act, both foreigners and Japanese came to be registered in the same way. And today, the basic municipality of Nagoya City is working to create a community where all residents can live safely with peace of mind, regardless of nationality so governmental services can be provided to residents impartially*.

And to become the “Attractive and Vibrant City” that Nagoya is aiming to be, the presence of residents of diverse cultural backgrounds will be a source of vibrancy. We thus need to view the importance of various cultures interacting with each other as being something that create attraction and vibrancy for Nagoya.

So with the end of the planned period for Plan I, we have prepared Multicultural Coexistence Promotion Plan II (hereinafter, “Plan II”) in order to promote measures for multicultural coexistence.

* Article 10 of the Local Autonomy Law defines any person who has a residence within the area of a city, town, or village to be a resident of that municipality and of the prefecture it is included in. 2 Residents shall, as prescribed by law, have equal rights to receive rendering of services of the ordinary public entity to which they belong and the duty to share the costs thereof.

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 citizens in each of the city's other individual plans and the like to move forwards comprehensively and systematically.

3 Planned period

The planned period for Plan II is five years from fiscal 2017 to fiscal 2021. If the situation concerning multicultural coexistence changes during the planned period in areas such as trends in international society and national policy regarding multicultural coexistence, or if items that should be added to the plan come up, revision shall be made as necessary.

[Society of multicultural coexistence]

This is defined as "a society where people of different nationalities and ethnicities acknowledge each other's cultural differences and live together happily as members of the local community while creating equal relationships."

[Foreign citizens]

While there are foreigners residing in Nagoya retaining citizenship of other countries, there is also a growing number of people with Japanese citizenship who have a background in a foreign culture, such as those who received Japanese citizenship and children born through international marriage. These people with foreign roots may face the same kinds of issues as those with foreign citizenship.

Plan II thus takes a broader perspective that includes these people and uses the term "foreign citizens" to refer to them.

When referring only to people residing in Nagoya who have foreign citizenship, they are referred to as "foreign residents."

Example: Statistics on foreign residents

However, names of projects already being implemented will not change.

Example: Foreign residents survey, etc.

4 Significance of multicultural coexistence promotion

(1) Promoting protection of human rights of foreign citizens

Promotion of community building for multicultural coexistence is in accord with the aims of respect for human rights guaranteed in the International Covenants on Human Rights, International Convention on the Elimination of All Forms of Racial Discrimination, the Constitution of Japan, and the like.

Respect and protection of human rights of all citizens, regardless of nationality or ethnicity, is the cornerstone upon which a peaceful and happy society is built.

(2) Promoting improved attraction and revitalization of the region

With the advance of globalization in overall social and economic activities, actively promoting creation of a city open to the world raises the attraction of the region, making Nagoya City a place we can boast of to the people of the world. And inviting valuable human resources from abroad and working to have them become established in the community brings about revitalization of the regional society and leads to further development of the regional industry and economy.

(3) Promoting globalization of the region

Promoting community building for multicultural coexistence deepens citizens' understanding of the wider world and other cultures. As intercultural exchange progresses in the community, opportunities to discover new value and create a rich new culture increase. And this will lead to production of many global human resources who can play an active part on the international stage.

(4) Promoting development of a city where people can live safely with peace of mind

Encouraging understanding of Japanese laws, social customs, and the like by foreign citizens, providing information to people so they do not suffer damages such as those from traffic accidents and crime, and putting in place a living environment will lead to promoting development of a city where anyone can live safely with peace of mind.

(5) Promoting creation of a city where all can live in ease

Promoting community building for multicultural coexistence will lead to creation of a city where everyone can live at ease accepting their various characteristics and differences such as language, culture, and ability.

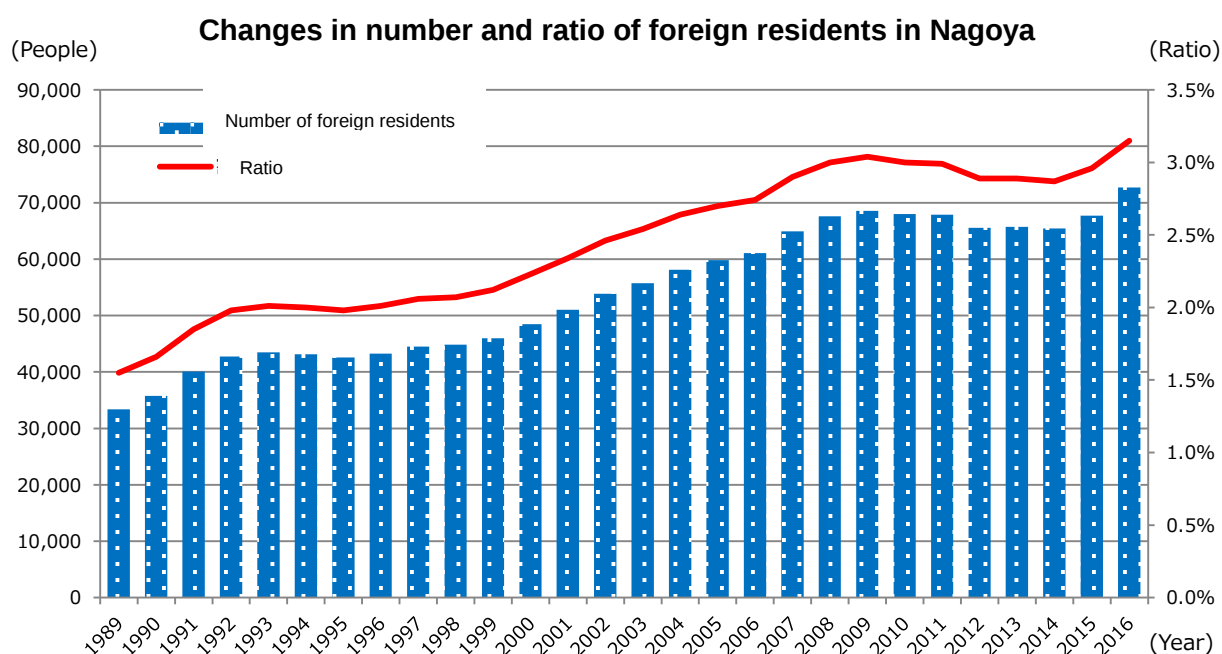
1 Current state and issues of Nagoya City seen from statistical data

(1) Increase in foreign residents

At the end of 2016, the number of foreign residents in Nagoya was 72,683, accounting for 3.2% of Nagoya's total population of 2,307,307. The number of foreign residents declined starting with the economic downturn precipitated by the Lehman Brothers bankruptcy in 2008 and the impact of the 2011 Great East Japan Earthquake, finally making an upturn again in 2015.

The number of foreigners residing in Japan at the end of June 2016 reached the largest ever, and that is expected to increase.

In order that newcomers to Japan can live their lives with safety and peace of mind, we need to provide multilingual information on the community and opportunities to learn Japanese language as well as support including medical and welfare.



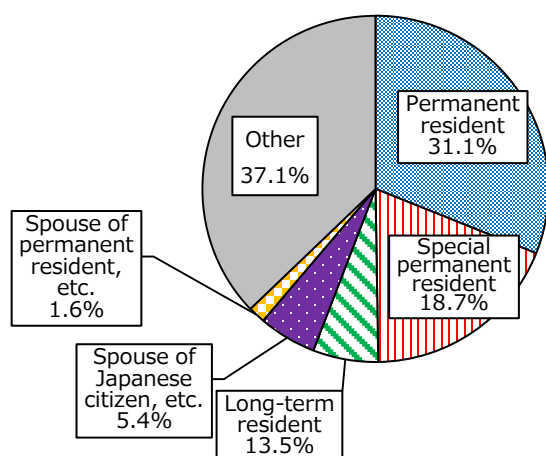
(2) Trends in foreign residents residing long term in Nagoya

Looking at the ratio of foreign residents in Nagoya by status of residence, we see that 62.9% have a status of residence likely to reside long term, such as “Permanent Resident,” “Special Permanent Resident,” “Long Term Resident,” “Spouse or Child of Japanese National,” and “Spouse or Child of Permanent Resident.”

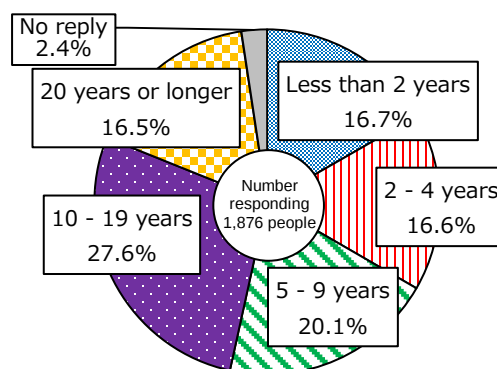
In the 2015 Nagoya Foreign Residents Survey (hereinafter, the "Foreign Residents Survey"), we found regarding planning for children's future after they graduate from junior high school, a large ratio responded that they desire for their children to “go on to Japanese high school,” “go on to vocational school/college to obtain certifications that will make it easier for them to find a job” or “find a job in Japan.” From this, we can assume that many foreign residents, including the next generation, wish to live in Japan long-term.

We need to take efforts that go beyond past support for the lives of foreign residents to enable them to actively interact with the local community and live fulfilling lives.

Ratio of foreign residents in Nagoya by status of residence
(2016 statistics on foreign residents of Nagoya City)

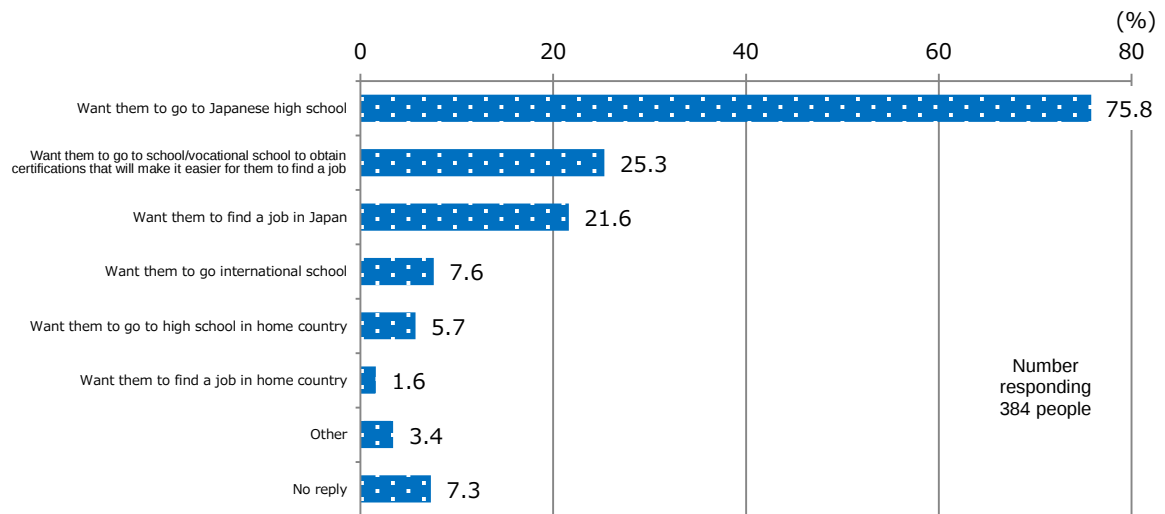


Number of years living in Nagoya
(Foreign Residents Survey)



Length of stay in Nagoya
2015: 10.3 years
2010: 9.0 years

Children's plans for after graduating junior high school (Foreign Residents Survey)

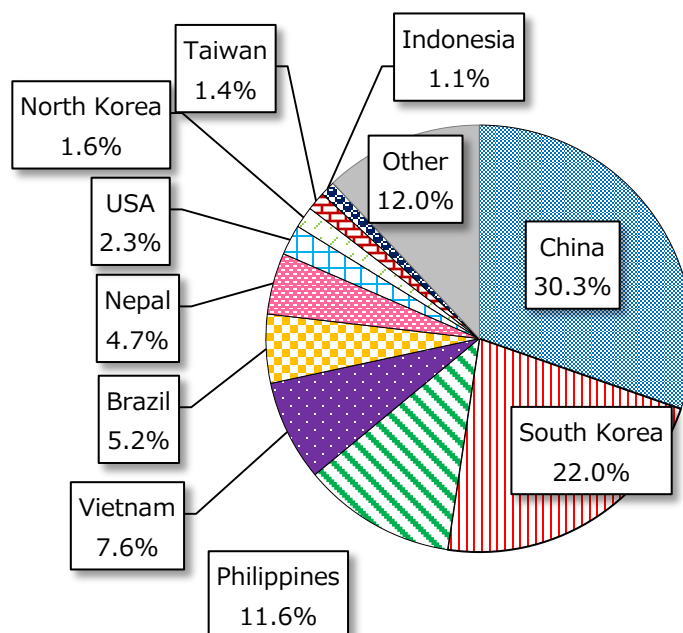


(3) Diversity of foreign residents

Of the nationalities of foreign residents of Nagoya, the largest number is from China at 22,056 people (30.3%), followed by South Korea, Philippines, Vietnam, and Brazil. There are people originating from 140 countries and one region living in Nagoya, demonstrating diversity in terms of nationalities.

Deepening understanding of multicultural coexistence is an issue in making so that all citizens can acknowledge each other's basic human rights and cultural differences.

**Ratio of foreign residents in Nagoya by nationality
(2016 statistics on foreign residents of Nagoya City)**



2 Assessment of Plan I

(1) Details of efforts in Plan I

Nagoya City drew up the Nagoya Multicultural Coexistence Promotion Plan in 2012 as a guideline for measures for multicultural coexistence.

Plan I has basic objectives of creating three types of bonds to achieve a society of multicultural coexistence. And we implemented measures in multicultural coexistence based on the policies for the three measures of “bonds in language (communication support),” “bonds in living (livelihood support),” and “bonds in the community (creating a local society of multicultural coexistence).”

[Policies for measures]

1) Bonds in language (communication support)

We undertook efforts in providing information in multilingual formats and supporting Japanese language learning in order that foreign residents are not prevented from receiving necessary information and governmental service due to difficulties in communicating in Japanese. And to be ready for disasters, we worked to create a structure where foreign citizens and Japanese citizens help each other to handle disasters.

2) Bonds in living (livelihood support)

We worked to enhance livelihood support by putting in place the fundamental environment necessary for foreign citizens to enable them to live their lives in the community with safety and peace of mind and in comfort.

3) Bonds in the community

(creating a local society of multicultural coexistence)

We are working to create an environment in which foreign citizens can blend in to their communities and participate in society. That way, they can contribute to the community and fulfill their roles and duties as members of the community with their rights guaranteed.

(2) Assessment of Plan I

We assessed Plan I by means such as the Foreign Residents Survey and 2016 City Government Survey. Here we analyzed and assessed by 18 indexes the status of achieving the three types of bond-building worked on in Plan I.

Implementation of Plan I: Assessment of status of meeting targets

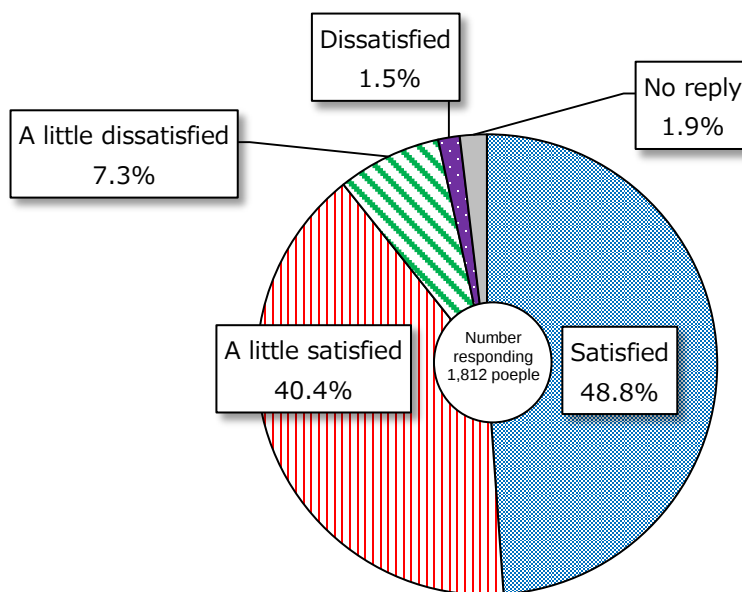
Ratio values at time of formulation and most recently	Number of applicable items (ratio)	Major indexes
A Target met	7 items (39%)	• Ratio of foreign citizens who “have not prepared for earthquakes or typhoons” • Number of native language learning assistants Etc.
B Target not met, but improvement is seen	8 items (44%)	• Ratio of foreign citizens whose difficulty about life in Japan is “cannot find employment.” • Ratio of foreign citizens who “are involved in local activities” Etc.
C Worsening	3 items (17%)	• Ratio of foreign citizens whose Japanese language ability is “can handle daily conversation” or better • Ratio of foreign citizens whose difficulty about life in Japan is “do not know the locations of hospitals and clinics that can provide service in my native language” or “cannot find an interpreter during hospital/clinic examinations” Etc.
Total	18 items (100%)	

Of the 18 items, 15 were A (target met) or B (target not met, but improvement seen), demonstrating that improvement is recognized in more than 80% of items.

(3) Satisfaction with life in Nagoya City

For the question in the Foreign Residents Survey of “Are you satisfied with your current life in Nagoya City?” 48.8% responded that they are satisfied and 40.4% responded that they are a little satisfied, with the combined score for those being 89.2%.

Satisfaction with current life in Nagoya City (Foreign Residents Survey)



That fact that close to 90% of respondents are satisfied with life in Nagoya is seen as demonstrating that progress is being made in community building for multicultural coexistence.

However, there were still responses of being “a little dissatisfied” (7.3%) and “dissatisfied” (1.5%). We therefore need to identify and analyze difficulties and needs by detailed areas to further promote measures for multicultural coexistence.

3 Major issues

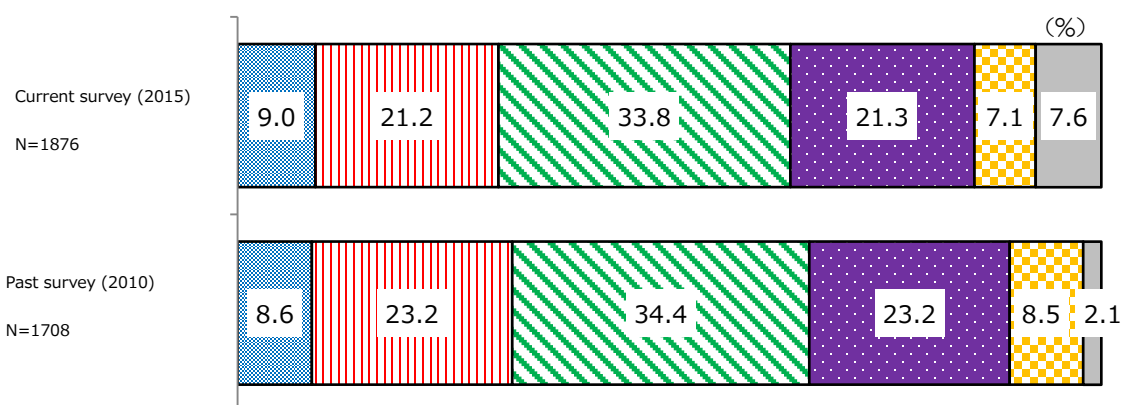
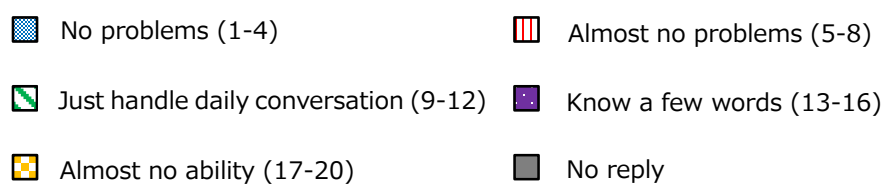
(1) Issues seen from results of Foreign Residents Survey

The following summarizes the situation and issues faced by foreign citizens seen from results of Foreign Residents Survey.

1) Japanese language ability

Of the total, 30.2% have “no problems” or “almost no problem” with Japanese language, 33.8% are of a level where they “can handle daily conversations,” 21.3% just “know a few words,” and 7.1% are of a level of “almost no ability in Japanese.”

Japanese language ability (total score) (Foreign Residents Survey)

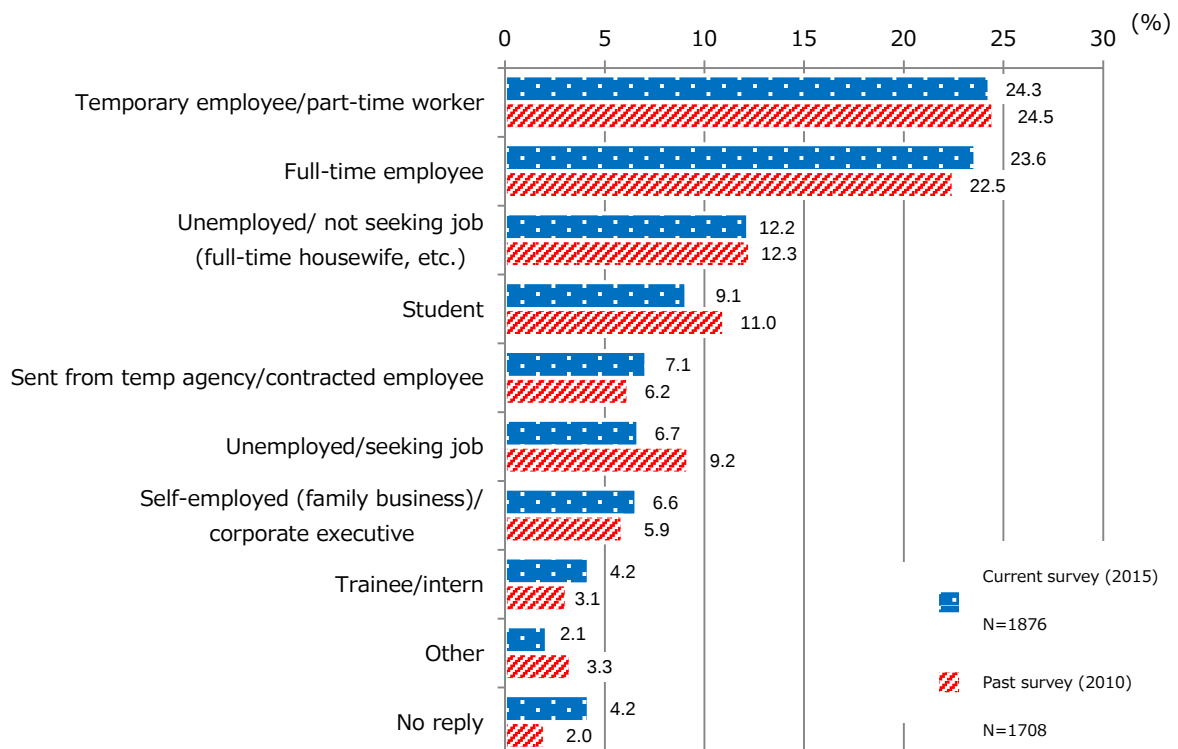


2) Current employment

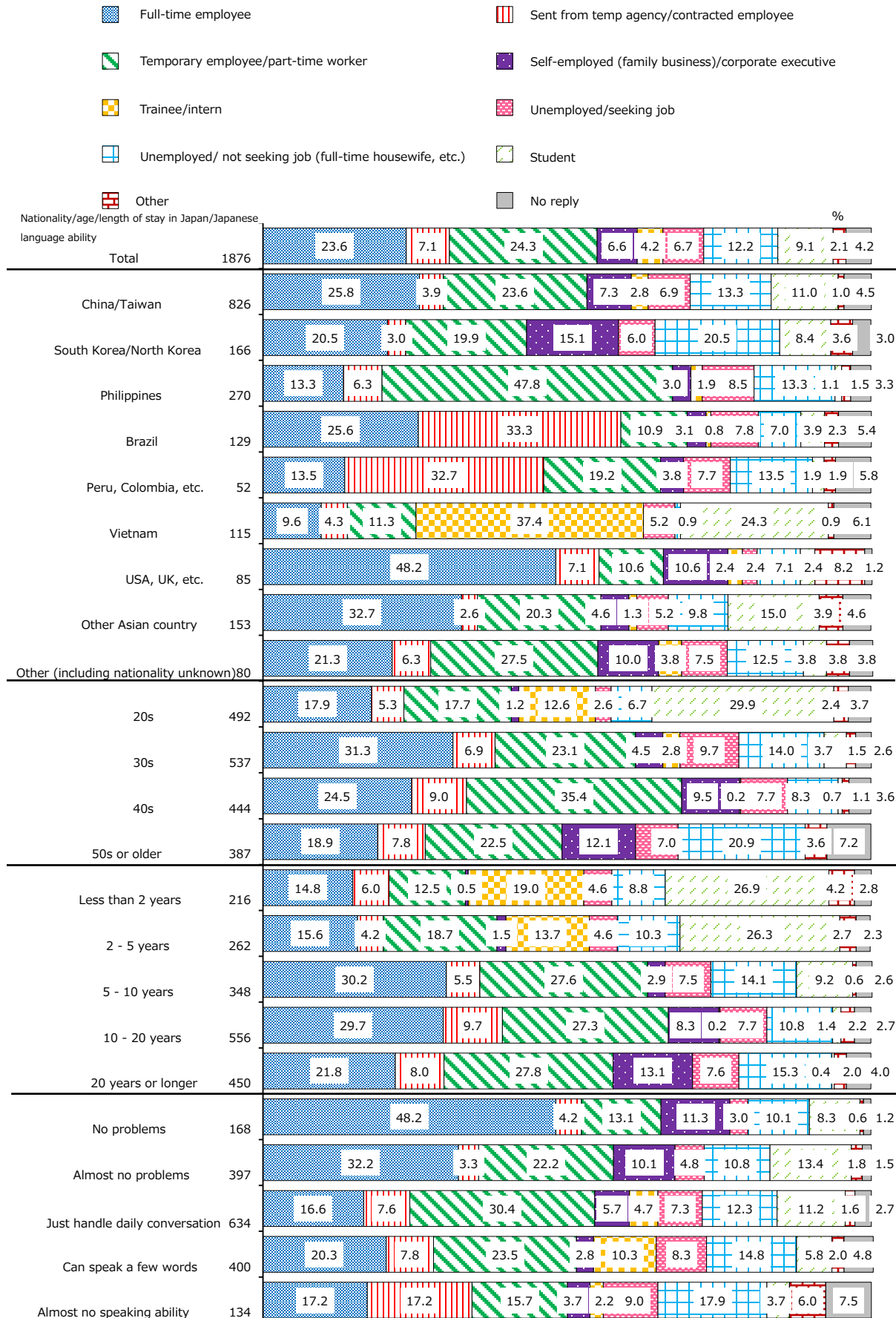
While the ratio of those “unemployed or seeking job” was down slightly, that for “temporary employee/part-time worker” or other temporary employment is high at 24.3%, demonstrating that unstable labor and living conditions continues.

Looking at type of employment by Japanese language ability level, the ratio of regular full-time employment becomes higher the higher the person’s Japanese language ability is. In order to create a stable foundation for the livelihood of foreigners, we will need to enhance efforts in providing opportunities to learn Japanese.

Current employment (Foreign Residents Survey)



Current employment, by basic attributes (Foreign Residents Survey)



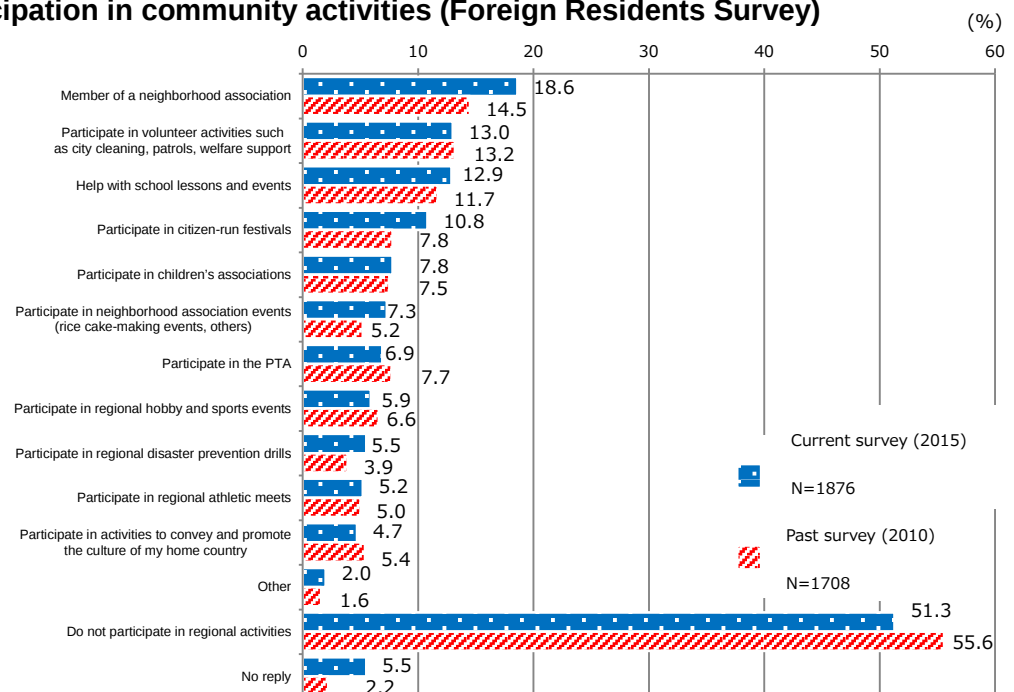
3) Participation in community activities

The ratio of foreign citizens not participating in community activities is high at 51.3%.

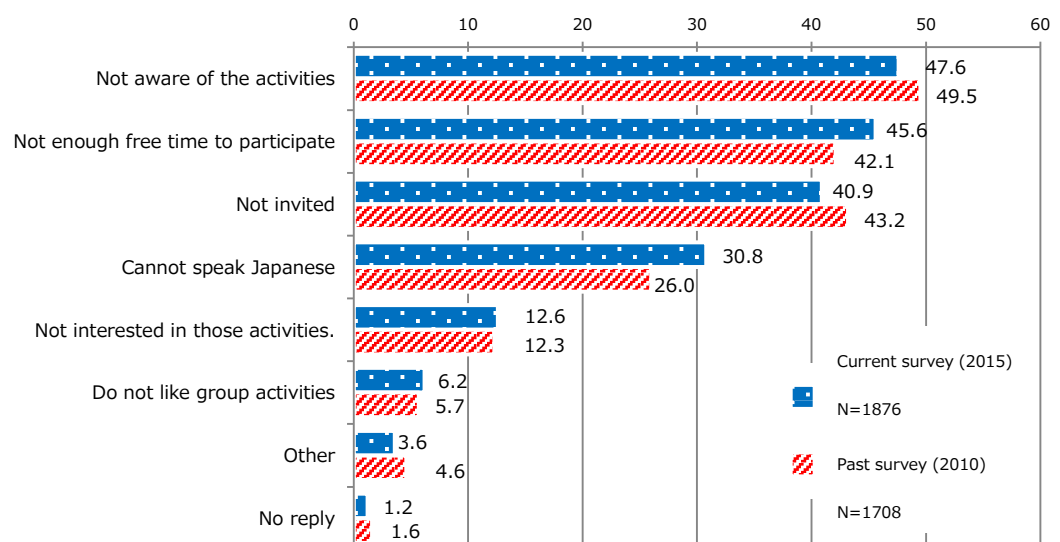
Reasons for not participating in community activities are “not aware of the activities” (47.6%), “not enough free time to participate” (45.6%), “was not invited” (40.9%), and “cannot speak Japanese” (30.8%).

There is a need to promote social participation so that foreign citizens will actively participate in various activities as a member of the community and be active in the community.

Participation in community activities (Foreign Residents Survey)



Reasons for not participating in community activities (Foreign Residents Survey)



4) Things foreign citizens encounter difficulty with in life in Japan

The thing foreign citizens encounter the most difficulty with in life in Japan is that they “do not understand how the taxation system works” (30.1%). That is followed by “do not know the locations of hospitals and clinics that can provide service in my native language” (23.1%), “do not understand how health insurance and other social insurance systems work” (21.8%), and “cannot find an interpreter during hospital/clinic examinations” (19.5%).

Making local information available in multiple languages and enhancing interpretation services are issues in enabling foreign citizens to live their lives with safety and peace of mind and in comfort.

Difficulties encountered in life in Japan (other than residence)

(Foreign Residents Survey)

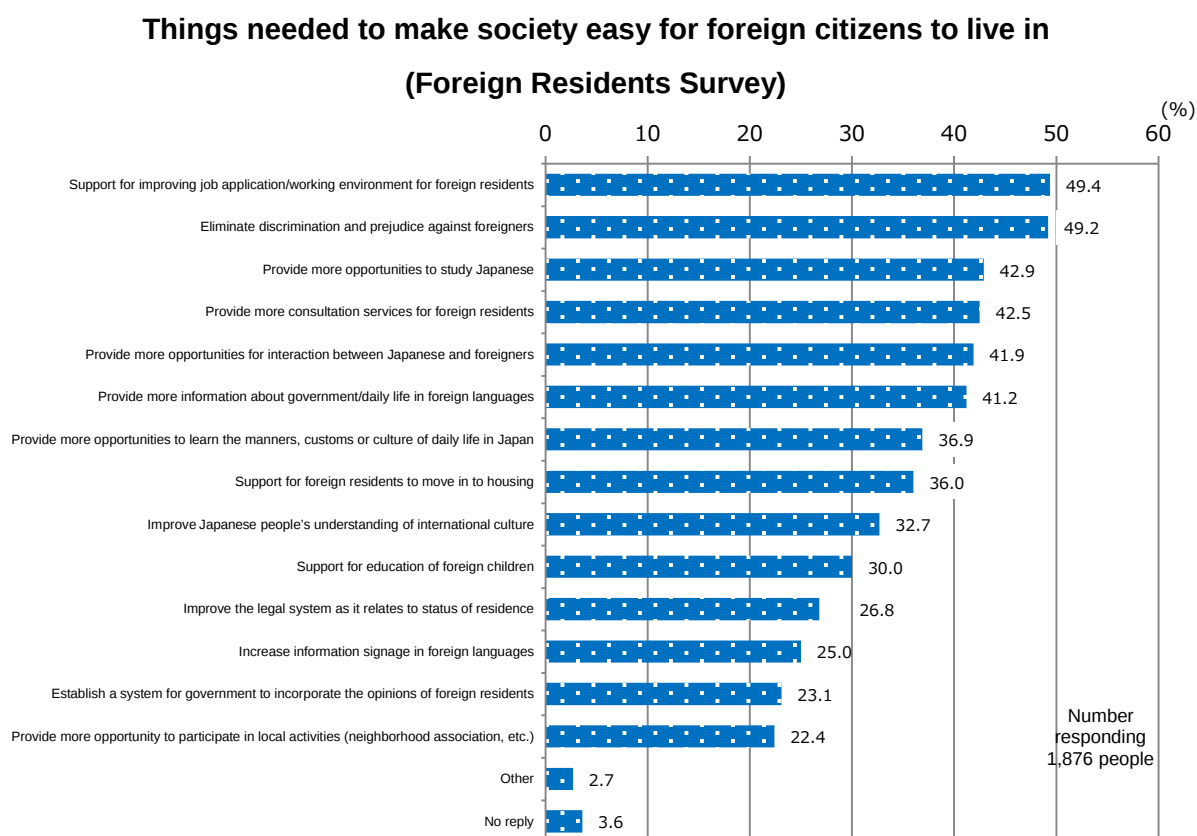
(%)



5) Things needed to make society easy for foreign citizens to live in

When asked what is needed to make society easy for foreign citizens to live in, the major responses were “support for improving job application/working environment for foreign residents” (49.4%), “eliminate discrimination and prejudice against foreigners” (49.2%), “provide more opportunities to study Japanese” (42.9%), “provide more consultation services for foreign residents” (42.5%), “provide more opportunities for interaction between Japanese and foreigners” (41.9%), and “provide more information about government/daily life in foreign languages” (41.2%).

In addition to the aforementioned issues such as employment and learning Japanese for foreigners, discrimination and prejudice against foreigners is also a major issue. Interaction and communication with citizens with different cultures is essential for promoting community building for multicultural coexistence. Further mutual understanding between Japanese and foreigners is thus needed.



(2) Needs and requests by citizens seen from questionnaire/interview survey of groups promoting multicultural coexistence and Multicultural Coexistence Community Building Meeting

In preparation of Plan II, Nagoya City implemented a questionnaire/interview survey of groups promoting multicultural coexistence mainly for groups conducting activities in the city and held the Nagoya Multicultural Coexistence Community Building Meeting to directly hear from citizens about their opinions and needs. Citizen needs and requests seen from the results of those are organized as follows.

1) Provision of information

- An easy-to-understand portal site consolidating information on multicultural coexistence should be created.
- A variety of methods for providing information to targets should be created.

2) Japanese language

- Translation and interpretation services through cooperation between NPOs and foreign citizens should be enhanced.
- Support should be given for operations including securing venues for Japanese language classes.
- Support should be given for fostering Japanese language teachers with specialty skills.

3) Disaster prevention

- Projects in disaster prevention awareness for foreign citizens need to be enhanced further and held in the community.
- Disaster prevention information needs to be provided in an easier to understand manner.

4) Education

- Provision of information on the educational system to guardians, including that on going on to higher education, needs to be enhanced.
- Opportunities for Japanese language educations for children who have just recently come to Japan should be enhanced.
- Efforts should be made in appropriately placing guidance counselors dispatched to educational institutions and improving the quality of interpretation.
- The situation regarding children not enrolled in school needs to be identified and response to that studied.

5) Labor environment

- The situation of and needs/requests of companies employing foreigners needs to be identified.
- Employment support projects to foreign citizens as well as for international students to whom they are currently provided are needed.

6) Health/medical care/welfare

- Medical interpreting and accompaniment support systems need to be enhanced.
- Efforts in handling foreign citizens with disabilities are needed.
- Operation of a nursing care interpretation system should be considered.
- Response to foreign citizen victims of domestic violence needs to be enhanced.

7) Raising awareness of the local community

- Detailed statistical data on foreign citizens in Nagoya City should be prepared.
- Promotion to citizens need to be enhanced by means such as “multicultural coexistence month.”
- Events, workshops, and the like should be held more in order to promote correct understanding of different cultures.
- Increased opportunities for interaction between foreign citizens and Japanese citizens, which is the basis of multicultural coexistence, are needed.
- Multicultural coexistence should be promoted through fostering of global human resources.
- Publicizing to the world through promotion of multicultural coexistence needs to be enhanced.

8) Independence and social participation of foreign citizens

- Opportunities need to be created for social contribution by foreign citizens.
- Self-help and civic activities of foreign citizens need to be furthered.
- Coordination with the foreign community needs to be enhanced.
- Opportunities for interaction in the community need to be increased.



Nagoya Multicultural Coexistence
Community Building Meeting

(3) Summary of issues

The following summarizes the situation and issues faced by Nagoya City in the area of multicultural coexistence that have been covered up to this point.

1) Raising the level of Japanese language ability of foreign citizens and provision of information

The number of foreigners living in Nagoya is expected to increase in the future, and it is anticipated that the number of foreign citizens who cannot communicate in Japanese also will increase. Raising the level of Japanese language ability is imperative to create a stable foundation for the livelihood of foreign citizens.

Moreover, there are many language-based problems amongst the difficulties of life in Japan. Furthering of efforts in raising the level of Japanese language ability of foreign citizens as well as efforts such as multilingual provision of information and enhancement of interpretation services have become issues that need to be handled.

2) Promotion of participation in the community

With more foreigners living in Nagoya tending to reside long term, participation in the community needs to be promoted alongside conventional livelihood support so that they can play an active part in the community alongside Japanese citizens.

3) Increasing awareness of multicultural coexistence

As of 2016, there are people originating from 140 countries and one region living in Nagoya City. Efforts are needed to deepen understanding of multicultural coexistence to enable people to acknowledge each other's basic human rights and cultural differences so that all citizens may live in happiness.

1 Fundamental objective

In order to achieve a city of multicultural coexistence where all citizens acknowledge each other's cultural differences and can live together happily as members of the community while building relationships of equals, it is important to work to create a stable foundation for the livelihood of foreign citizens and work to improve awareness of multicultural coexistence by all citizens. That way, mutual understanding will be deepened, and foreign citizens will be able to live their lives with safety and peace of mind. And foreign citizens sufficiently expressing their talents and participating in community building alongside Japanese citizens can contribute to maintaining and improving vitality of the community by making use of diversity that comes from various cultural backgrounds.

The fundamental objectives of Plan II are prescribed as follows taking into account those points.

Fundamental objective

Achieve a city of multicultural coexistence where all citizens can live with safety and peace of mind and contribute by making use of diversity

2 Policies for measures

The following three policies for measures are established in order to achieve the fundamental objective.

I Build foundation for livelihood

We will implement efforts to put in place foundations for livelihood to enable foreign citizens facing obstructions to their livelihoods due to lack of Japanese language ability or cultural differences to enjoy fulfilling lives.

II Build communities anyone can participate in

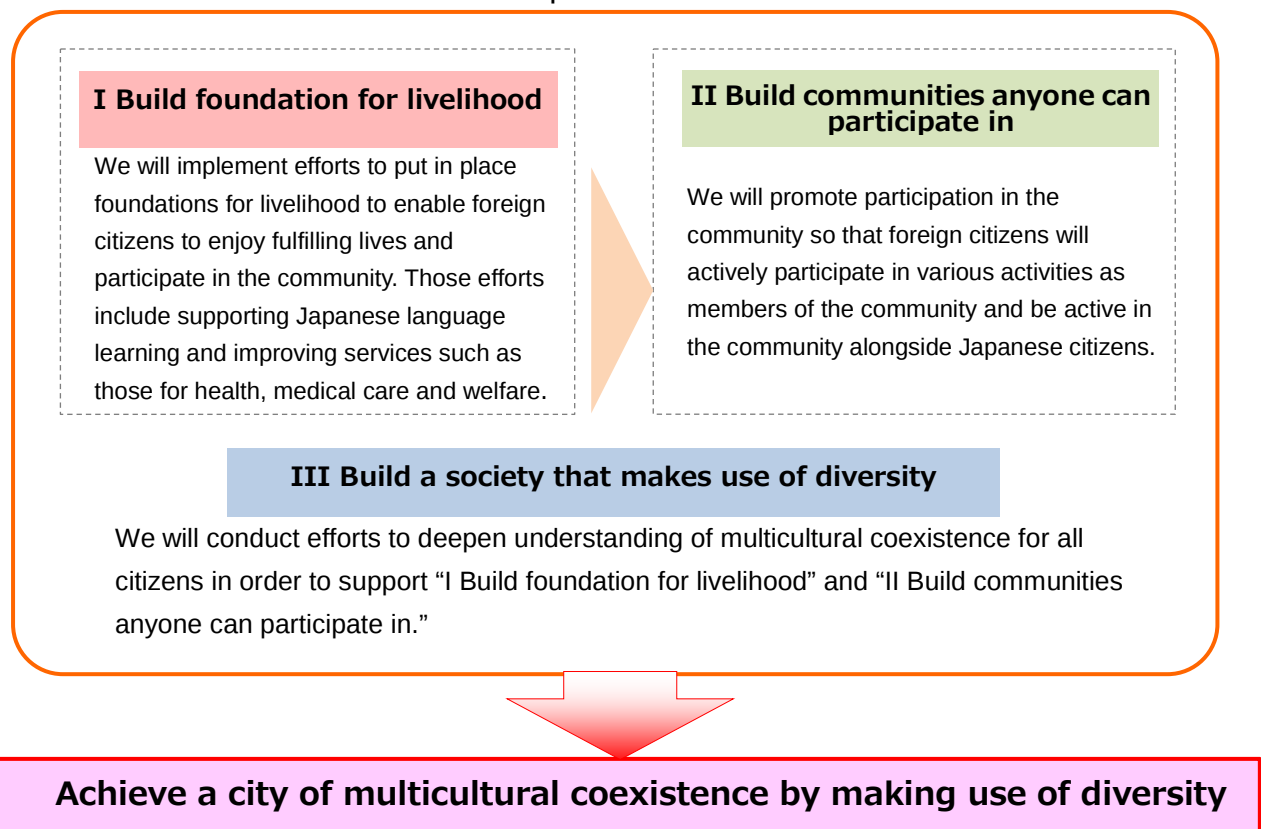
We will promote participation in the community so that foreign citizens will actively participate in various activities as a member of the community and be active in the community alongside Japanese citizens.

III Build a society that makes use of diversity

We will deepen understanding of multicultural coexistence so that all citizens can acknowledge each other's basic human rights and cultural differences as well as work to build a society that makes use of diversity.

In Plan II, we will go beyond the previous concept of “supporting foreigners” to deploy measures from the standpoint of “working together and supporting each other as equals.”

Concept of measures



3 Organizing the promotion system

(1) Promotion system within government

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

(2) Partnership with related organizations and communities

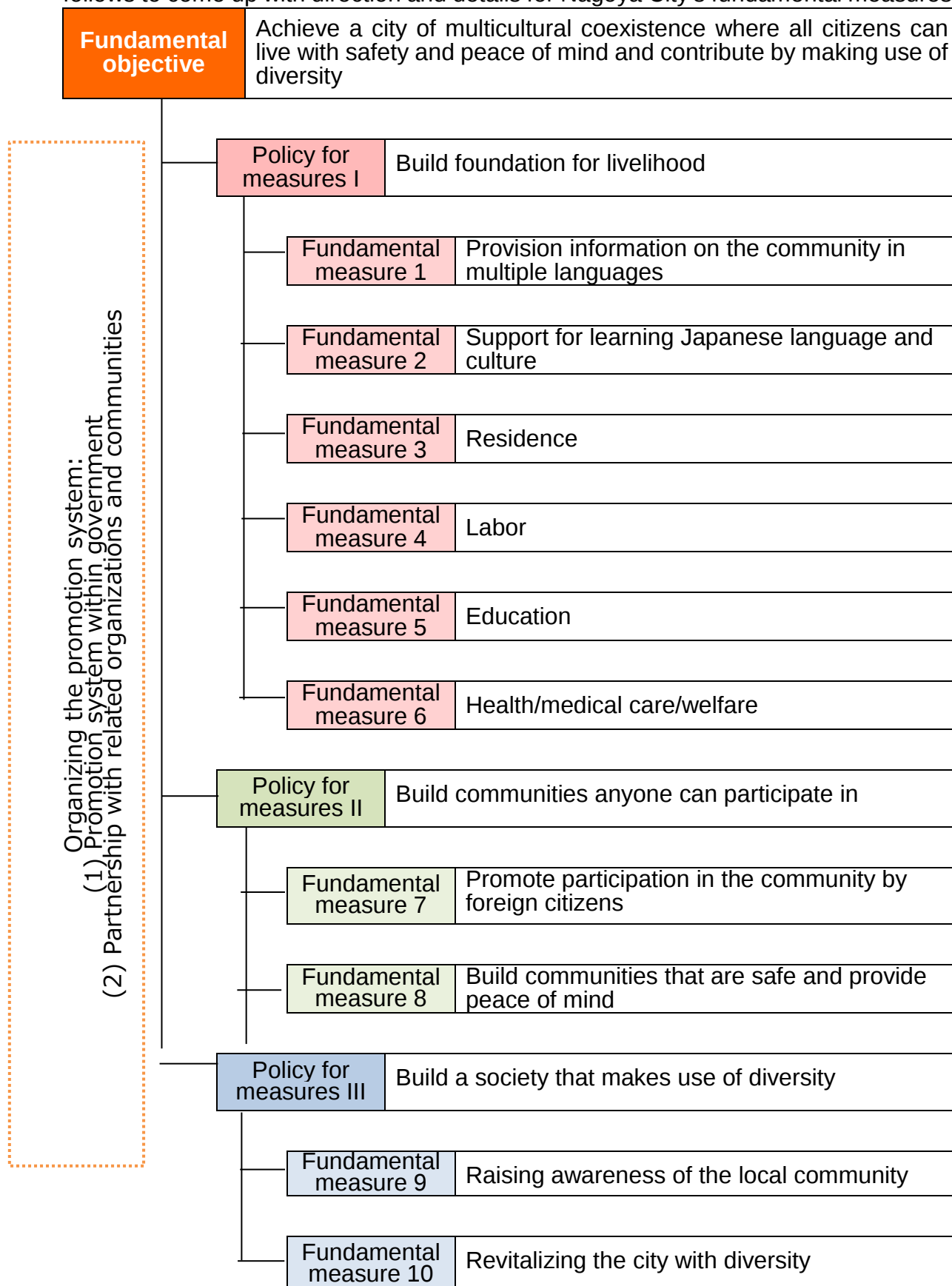
Efforts for promoting multicultural coexistence are implemented with various stakeholders playing their part. Those include national and prefectural government, Aichi International Association, Nagoya International Center, industry, NPO and

volunteer organizations, and community associations. Effective promotion of the measures requires partnering proactively with these related organizations and communities.

To achieve these goals, we have established the Nagoya Multicultural Coexistence Promotion Association and work to effectively promote multicultural coexistence policies in partnership with related organizations and communities.

4 Policies for measures and system for fundamental measures

In order to reflect the three policies in measures, we have organized a structure as follows to come up with direction and details for Nagoya City's fundamental measures.



5 Plan for implementation

[Composition of plan for implementation]

The following items are demonstrated by individual measure deployed in the plan for implementation.

◆ Vision

Presents status of Nagoya City, Japanese citizens, and foreign citizens to achieve by the target fiscal year of 2021 as a result of implementing the measure.

◆ Goals

Sets index for assessing achievement of measure, and presents current level and target level for fiscal 2021.

◆ Direction

Shows direction of measure based on policy for measures and fundamental measures.

◆ Projects

Shows projects that Nagoya City will conduct during the planned period based on fundamental measures.

[New] Project to be implemented for the first time during the planned period

[Expand] Project that will be quantitatively expanded during the planned period and new content added

(Repeated) Project positioned with other measures that has been listed again due to relationship with the measure

* Repetition omitted from project plans by year.

Projects shown will be reflected in budget composition during the planned period and implemented.

**Fundamental
measure 1****Provision information on the community in multiple
languages****◆ Vision**

Information is provided to foreign citizens using multiple languages and methods so that necessary information is communicated and understood. Additionally, an environment is put in place where foreign citizens can consult about things in daily life they are concerned about.

◆ Goals

Index	Current level (FY2016)	Target level (FY2021)
Percentage of foreign citizens that know about the Nagoya Living Guide	38.2%	80.0%

◆ Direction

- Measure 1: Provision of information on government services and daily living using multiple languages and methods
- Measure 2: Enhancing counter services for foreign citizens
- Measure 3: Supplying interpretation services

◆ Projects

Measure 1: Provision of information on government services and daily living using multiple languages and methods

Project	Expand Provision of information using multiple languages and methods	Section in charge	Bureau of Tourism, Culture & Exchange		
Overview of project	Information related to multicultural coexistence and daily living is provided using means such as the Nagoya City foreign language website, Nagoya Living Guide, Nagoya International Center information counter/website/social media, radio broadcasts, and ethnic media.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement	Expand			
		(Update of Nagoya International Center website)			

Project	Implementation of city government guidance			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	City employees, etc. use simple Japanese or the native language for foreign citizens to hold explanatory meetings on city taxes, education, welfare, health, disaster preparedness, etc.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement				

Project	Translating city government information and dispatching language volunteers			Section in charge	Bureau of Tourism, Culture & Exchange Individual departments
Overview of project	Individual departments translate and produce multilingual pamphlets on detaild of city government. Also, language volunteers registered with the Nagoya International Center translate and interpret to support daily lives of foreigners staying in Japan in the area of language.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	 Enhancement of Nagoya Calendar			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Content on daily living is enhanced for the monthly Nagoya Calendar magazine, and information is provided in leaflets and a website for people who cannot read Nagoya News, which is in Japanese.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →	Expand (improve usability of website) →			

Project	 Distribution of the Nagoya Welcome Kit at counters			Section in charge	Bureau of Tourism, Culture & Exchange Ward offices
Overview of project	Kits combining items such as the Nagoya Living Guide, trash separation pamphlet, evaluation location map, Japanese language class leaflet, and Nagoya International Center monthly magazine are produced and distributed at locations such as ward offices and the International Center.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Study/implement →	Implement →			

Project	 Enhancing public information for foreigners			Section in charge	Naka Ward
Overview of project	A list of information helpful to life in Naka Ward is distributed in multiple languages when moving in and leaflets on items such as events in Naka Ward are provided in multiple languages. Information is provided in multiple languages on evacuation locations in Naka Ward, disaster prevention and other information to protect lives along with information that foreign ward citizens with different cultural backgrounds should know, such as manners regarding keeping dogs and how to put out trash.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Expand → (Enhance content included)	Implement →			

Measure 2: Enhancing counter services for foreign citizens

Project	Multilingual consultation			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Consultation is provided in multiple languages for foreign citizens. • Foreign student education consultation/Governmental consultation for foreigners • Three-way telephone consultation/Legal consultation for foreigners • Free tax consultation for foreigners by tax accountants • Mental consultation for foreigners • Health consultation for foreigners • Career/further education guidance for foreign children and their guardians • “Mind” and “body” health consultation meetings for foreigners				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Project	New Teleconferencing interpretation			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Tablets are set up at ward offices and other locations to connect by videophone visitors needing interpretation with information counselors at the Nagoya International Center information counter in order to provide interpretation.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement as trial →	Implement →			

Project	New Dispatching interpreters			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	When highly specialized interpretation is needed for Nagoya City consultation duties, interpreters are dispatched at the request of service counters.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Study →	Implement as trial →	Implement →		

Project	Arranging interpretation for ward office service counters			Section in charge	Naka Ward Minato Ward
Overview of project	Chinese and Filipino (Naka Ward) and Portuguese (Minato Ward) interpreters are placed at ward office service counters to alleviate inconvenience of foreign citizens due to language differences.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Project	New Training to improve staff ability to support multicultural situations			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Various training is held for staff to gain ability to support multicultural situations and communicate smoothly with foreign citizens				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Study/implement →	Implement →			

Project	Providing information using simple Japanese			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Training is held to promote use of “simple Japanese” by Japanese staff at public organizations, government in particular, to further communication with foreign citizens in Japanese language.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Measure 3: Supplying interpretation services

Project	Translating city government information and dispatching language volunteers (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange Individual departments
Overview of project	Individual departments translate and produce multilingual pamphlets on details of city government. Also, language volunteers registered with the Nagoya International Center translate and interpret to support daily lives of foreigners staying in Japan in the area of language. (Listed in Measure 1)		

Project	New Teleconferencing interpretation (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Tablets are set up at ward offices and other locations to connect by videophone visitors needing interpretation with information counters at the Nagoya International Center in order to provide interpretation. (Listed in Measure 2)		

Project	New Dispatching interpreters (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	When highly specialized interpretation is needed for Nagoya City consultation duties, interpreters are dispatched at the request of service counters. (Listed in Measure 2)		

Project	Arranging interpretation for ward office service counters (repeated)	Section in charge	Naka Ward Minato Ward
Overview of project	Chinese and Filipino (Naka Ward) and Portuguese (Minato Ward) interpreters are placed at ward office service counters to alleviate inconvenience of foreign citizens due to language differences. (Listed in Measure 2)		

Project	Participation in the Aichi Medical Interpretation System (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	We participate in the Aichi Medical Interpretation System Promotion Association, which dispatches interpreters to medical institutions and conducts telephone interpretation and document translation. (Listed in Measure 14)		

Project	Supporting foreign patients at municipal hospitals and Nagoya City University Hospital (repeated)	Section in charge	Hospital Bureau Nagoya City University
Overview of project	Resources such as multilingual medical questionnaires and the Aichi Medical Interpretation System are utilized as needed at municipal hospitals and Nagoya City University Hospital to support foreign patients. Also, Nagoya City University Hospital works to obtain third-party evaluation and accreditation as a medical institution accepting foreign patients. (Listed in Measure 14)		

Project	Dispatching interpreters for foreign tuberculosis patients, etc. (repeated)	Section in charge	Health & Welfare Bureau
Overview of project	Interpreters are dispatched to tuberculosis patients and their family members or others who come in contact with them needing interpretation when ward health centers make home visits and the like to support taking medicine. (Listed in Measure 15)		

Project	New Dispatching interpreters for parenting classes and newborn child/infant visits (repeated)	Section in charge	Naka Ward
Overview of project	Interpreters are dispatched to parenting classes (newborn, 1 year old, and accident prevention classes) so foreigner parents can gain knowledge of parenting while furthering interaction with the community. They are also dispatched along with public health nurses or other instructors when making visits to homes of new parents to provide instruction so foreigner parents can start raising their child without worries. (Listed in Measure 16)		

Project	Placing interpreters at day care centers (repeated)	Section in charge	Child & Youth Affairs Bureau
Overview of project	Interpreters are placed at day care centers that have many foreign infants and toddlers to enable smooth communication between guardians and childcare workers. (Listed in Measure 16)		

Project	Dispatching interpreters, etc. for consultation and support activities for women and children (repeated)	Section in charge	Child & Youth Affairs Bureau
Overview of project	Interpreters or translators are dispatched to locations such as social welfare offices to handle consultation for foreign women and children. (Listed in Measure 18)		



Nagoya International Center information counter

◆ **Vision**

Learning opportunities are offered to meet the needs of foreign citizens who want to study Japanese language or about Japanese culture. This is done by partnering with Japanese language educational institutions and other related organizations. In this way, the Japanese language ability of foreign citizens is raised and their knowledge of Japanese society is deepened.

◆ **Goals**

Index	Current level (FY2016)	Target level (FY2021)
Ratio of foreign citizens whose Japanese language ability is “can handle daily conversation”	64.0%	80.0%

◆ **Direction**

Measure (4) Enhancing support for learning Japanese language and culture

Measure (5) Enhancing the mechanism of supporting learning Japanese language

◆ **Projects**

Measure (4) Enhancing support for learning Japanese language and culture

Project	Operation of Japanese language classes at Nagoya International Center			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Foreigners for whom Japanese is not their native language are taught knowledge and basic Japanese language necessary in their daily lives. At the same time, those students from various countries and regions and the volunteers acting as instructors interact, telling of their individual cultures and customs.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Expand Holding Japanese language lessons for children			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Japanese language lessons are held for children aged 6 to 15 for whom Japanese is not their native language to provide opportunities to learn Japanese language necessary in their daily lives and at school. This is done in small groups with the cooperation of volunteers.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Expand (increase number of classes) 				

Project	Operating intensive initial Japanese classes and remedial Japanese classes (repeated)			Section in charge	Board of Education
Overview of project	Intensive initial Japanese classes are operated for children who have no Japanese language ability and remedial Japanese classes are operated for children who understand some Japanese but not enough for school classes, and those classes are enhanced to have local characteristics. (Listed in Measure 10)				

Measure (5) Enhancing the mechanism of supporting learning Japanese language

Project	Partnering with local Japanese language classes			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Publicity and the like is provided in partnership with volunteer Japanese language classes active in Nagoya in order to promote the activities of those Japanese language classes. Also, information is provided to foreigners through the Japanese language classes.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Operating Japanese language education consultation center (repeated)	Section in charge	Board of Education
Overview of project	Educational consultation is offered to children needing Japanese language instruction and their guardians and translators/interpreters are dispatched to their schools in order to make acceptance into school smoother and to help them fit in to school life faster. (Listed in Measure 10)		

Project	Fostering foreign child/student supporters (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Opportunities such as lectures by specialists and information sharing are provided mainly for personnel involved in educational support for children with foreign connections (teachers, Japanese language instructors, interpreters, volunteers, etc.) so those personnel can coordinate with related organizations and be active with a broad perspective. (Listed in Measure 10)		

Project	Promoting Japanese language volunteer activities			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Opportunities are provided to volunteers involved in Japanese language learning support activities to share information and coordinate in order to foster Japanese language learning supporters and people who lead multicultural coexistence.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

◆ Vision

Information such as that concerning moving in to municipal housing and about private rental housing accepting foreign citizens is sufficiently provided, and foreign residents are able to smoothly find a place to live, understand the rules of daily life, and live with peace of mind.

◆ Goals

Index	Current level (FY2016)	Target level (FY2021)
Ratio of foreign citizens without significant difficulties finding a home	55.5%	65.0%

◆ Direction

Measure (6) Facilitating access to private rental housing

Measure (7) Providing information related to communal living

◆ Projects

Measure (6) Facilitating access to private rental housing

Project	Providing information about private rental housing			Section in charge	Housing & City Planning Bureau
Overview of project	Information on private rental housing and the like accepting foreign citizens is provided at Sakaechika “Sumai no Madoguchi” service counter for residence so foreign residents are able to find a place to live and move in.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (7) Providing information related to communal living

Project	Providing information about municipal housing management offices, etc.			Section in charge	Housing & City Planning Bureau
Overview of project	Foreign language version (five languages) of guide to using municipal housing is distributed to publicize information foreign citizens need to know about manners and necessary information for living in municipal housing.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

◆ Vision

Sufficient information needed for finding work is provided to foreign job seekers.
Additionally, the work environment is safe and easy to work in for foreign laborers.

◆ Goals

Index	Current level (FY2016)	Target level (FY2021)
Ratio of foreign citizens whose difficulty about life in Japan is that they "can't find work"	10.1%	8.0%

◆ Direction

Measure (8) Improving the employment and working environment

◆ Projects

Measure (8) Improving the employment and working environment

Project	Holding international student employment fairs			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	To support international students smoothly and appropriately finding employment in Japanese firms, joint job fairs are held in partnership with the Aichi Labor Bureau, Nagoyanaka Public Employment Security Office, and Nagoya Employment Service Center.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Employment activity support seminars for international students			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Seminars helpful for finding employment, such as those on dealing with interviews and tests, are held for international students enrolled in universities in Aichi Prefecture who wish to find employment in Japan.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Disseminating the “Charter to Ensure the Appropriate Employment of Foreign Workers and to Encourage their Adaptation to Japanese Society”			Section in charge	Civic & Economic Affairs Bureau
Overview of project	Seminars for companies are held in partnership with Aichi Prefecture and an environment where diverse human resources including foreigners can actively participate in the economy is promoted in order to further companies’ efforts in hiring foreigners.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				



Seminar on disseminating the “Charter to Ensure the Appropriate Employment of Foreign Workers and to Encourage their Adaptation to Japanese Society”

◆ Vision

Information is provided about the educational system in many languages, an extensive system is in place for Japanese language learning support, and guardians of foreign children understand the Japanese educational system. Also, foreign children are making ambitious efforts to learn Japanese language and adapt to school life and everyday life in Japan.

◆ Goals

Index	Current level (FY2016)	Target level (FY2021)
Ratio of foreign citizens with no particular difficulties regarding education	43.5%	60.0%

◆ Direction

Measure (9) Providing information about the education system to guardians

Measure (10) Support for learning

Measure (11) Handling of children not attending schools

Measure (12) Career/further education guidance

◆ Projects

Measure (9) Providing information about the education system to guardians

Project	Creating foreign language versions of guidance for school entry and notices about available financial support				Section in charge	Board of Education
Overview of project	Foreign language versions (six languages) of guidance for school entry sent in the year before children become elementary school age are prepared and sent. Foreign language versions (six languages) of notices about available financial support for children enrolled in school are prepared and distributed.					
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021	
	Implement 					

Measure (10) Support for learning

Project	Operating Japanese Language Education Consultation Center			Section in charge	Board of Education
Overview of project	Educational consultation is offered to children needing Japanese language instruction and their guardians and translators/interpreters are dispatched to their schools in order to make acceptance into school smoother and to help them adapt to school life faster.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Operating intensive initial Japanese classes and remedial Japanese classes			Section in charge	Board of Education
Overview of project	Intensive initial Japanese classes are operated for children who have no Japanese language ability and remedial Japanese classes are operated for children who understand some Japanese but not enough for school classes, and those classes are enhanced to have local characteristics.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Placement of teachers, etc. for Japanese language instruction			Section in charge	Board of Education
Overview of project	To help children needing Japanese language instruction adapt to school life faster, teachers and part-time instructors are placed at elementary and junior high schools with many of those students enrolled.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Placement of native language learning partners			Section in charge	Board of Education
Overview of project	Native language learning partners who are fluent in the students' native language and in Japanese are placed at elementary and junior high schools with a particularly large number of students needing Japanese language instruction enrolled.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	 Holding Japanese language lessons for children (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Japanese language lessons are held for children aged 6 to 15 for whom Japanese is not their native language to provide opportunities to learn Japanese language necessary in their daily lives and at school. This is done in small groups with the cooperation of volunteers. (Listed in Measure 4)		

Project	Courses on methods of instruction for children needing Japanese language instruction			Section in charge	Board of Education
Overview of project	Courses are held for elementary, junior high, and high school teachers and full-time lecturers for them to learn knowledge and skills necessary for education of children needing Japanese language instruction.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Fostering foreign child/student supporters			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Opportunities such as for lectures by specialists and information sharing are provided mainly for personnel involved in educational support for children with foreign connections (teachers, Japanese language instructors, interpreters, volunteers, etc.) so those personnel can coordinate with related organizations and be active with a broad perspective.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (11) Handling of children not attending schools

Project	Assessing the situation of children not attending school			Section in charge	Board of Education
Overview of project	Guidance for school entry is provided in March to guardians who were sent that guidance but did not enroll their children, and their intention to enroll their children in school is investigated. Also, efforts are made to assess the situation of children not attending city elementary and junior high school, and enrollment support is being considered.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	New Efforts to promote school attendance				Section in charge	Bureau of Tourism, Culture & Exchange Child & Youth Affairs Bureau Board of Education
Overview of project	Venues are provided for concerned persons to gather and discuss to promote school attendance of children with foreign connections, and implementation of those efforts is considered.					
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021	
	Implement					→

Measure (12) Career/further education guidance

Project	Career/further education guidance for foreign children and their guardians				Section in charge	Bureau of Tourism, Culture & Exchange Board of Education
Overview of project	Guidance to provide information and consult on career/further education after junior high school graduation is implemented for foreign children and their guardians with the cooperation of the board of education, schools, and other related organizations.					
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021	
	Implement					→



Intensive initial Japanese class



Japanese language lesson for children

◆ Vision

Information is provided in multiple languages on health, medical care, and welfare. This includes information on medical organizations that can handle foreign languages for foreign citizens and on the mechanism of the social insurance system. Foreign citizens also are able to receive services related to health, medicine and welfare.

◆ Goals

Index	Current level (FY2016)	Target level (FY2021)
Ratio of foreign citizens whose difficulty about life in Japan is that they “do not know the locations of hospitals and clinics that can provide service in my native language”	23.1%	10.0%

◆ Direction

Measure (13) Providing more extensive information related to health, medicine and welfare

Measure (14) Responding to needs of foreign patients in multiple languages

Measure (15) Implementing health examinations and health consultations

Measure (16) Responding to mother/child health and parenting needs

Measure (17) Responding to needs of the elderly and disabled

Measure (18) Responding to domestic violence (DV), etc.

Measure (19) Preventing isolation

◆ Projects

Measure (13) Providing more extensive information related to health, medicine and welfare

Project	Producing health information, etc. in multiple languages			Section in charge	Health & Welfare Bureau Child & Youth Affairs Bureau
Overview of project	Pamphlets on health, medicine and welfare topics such as national health insurance, AIDS prevention, and long-term care insurance system are produced and distributed to spread information. Also, multilingual versions of maternity record books are distributed.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (14) Responding to needs of foreign patients in multiple languages

Project	Participation in the Aichi Medical Interpretations System			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	We participate in the Aichi Medical Interpretations System Promotion Association, which dispatches interpreters to medical institutions and conducts telephone interpretation and document translation.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Supporting foreign patients at municipal hospitals and Nagoya City University Hospital			Section in charge	Hospital Bureau Nagoya City University
Overview of project	Resources such as multilingual medical questionnaires and the Aichi Medical Interpretation System are utilized as needed at municipal hospitals and Nagoya City University Hospital to support foreign patients. Also, Nagoya City University Hospital works to obtain third-party evaluation and accreditation as a medical institution accepting foreign patients.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (15) Implementing health examinations and health consultations

Project	Health consultation project for foreigners			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Consultation meetings and the like are held to enable consultation on physical and mental health so foreign citizens can live with peace of mind.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Tuberculosis examination for foreigners			Section in charge	Health & Welfare Bureau
Overview of project	Tuberculosis examinations are implemented in free consultation meetings to discover an early stage, prevent, and spread information about the illness. In this way, public awareness campaigns about tuberculosis are held and patients are discovered at an early stage.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Dispatching interpreters for foreign tuberculosis patients, etc.			Section in charge	Health & Welfare Bureau
Overview of project	Interpreters are dispatched to tuberculosis patients and their family members or others who come in contact with them needing interpretation when ward health centers make home visits and the like to support taking medicine.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (16) Responding to mother/child health and parenting needs

Project	Parenting classes for foreign families			Section in charge	Naka Ward
Overview of project	Classes are held so that foreigners are able to become pregnant, give birth, and raise children in Japan with peace of mind and so that they are able to create bonds with other parents and with the community.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	New Dispatching interpreters for parenting classes and newborn child/infant visits	Section in charge	Naka Ward		
Overview of project	Interpreters are dispatched to parenting classes (newborn, 1 year old, and accident prevention classes) so foreigner parents can gain knowledge of parenting while furthering interaction with the community. They are also dispatched along with public health nurses or other instructors when making visits to homes of new parents to provide instruction so foreigner parents can start raising their child without worries.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Placing interpreters at day care centers			Section in charge	Child & Youth Affairs Bureau
Overview of project	Interpreters are placed at day care centers that have many foreign infants and toddlers to enable smooth communication between guardians and childcare workers.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (17) Responding to needs of the elderly and disabled

Project	New Assessing the situation of the elderly and disabled			Section in charge	Bureau of Tourism, Culture & Exchange Health & Welfare Bureau Child & Youth Affairs Bureau
Overview of project	The situation regarding cultural and language issues faced by elderly, disabled, and poor foreigners is assessed in coordination with consultation organizations, centering on the Nagoya International Center.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (18) Responding to domestic violence (DV)

Project	Dispatching interpreters, etc. for consultation and support activities for women and children			Section in charge	Child & Youth Affairs Bureau
Overview of project	Interpreters or translators are dispatched to locations such as social welfare offices to handle consultation for foreign women and children.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (19) Preventing isolation

Project	Peer support for foreigners			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Group activities are held where foreigners can share their worries in their native language, reduce anxiety, and make friends in order to prevent them from becoming psychologically unstable and feeling lonely or isolated.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Policy for measures II Build communities anyone can participate in

Fundamental measure 7

Promote participation in the community by foreign citizens

◆ Vision

Foreign citizens understand community mechanisms and participate in or otherwise are involved in events on an equal footing as members of the community together with Japanese citizens to solve problems related to community life.

◆ Goals

Index	Current level (FY2016)	Target level (FY2021)
Ratio of foreign citizens participating in community events	43.2%	65.0%

◆ Direction

Measure (20) Partnering with key persons and networks

Measure (21) Adopting systems to reflect the opinions of foreign citizens in measures

Measure (22) Promoting participation of foreign citizens in the community

◆ Projects

Measure (20) Partnering with key persons and networks

Project	Group interaction events for advancing multicultural coexistence			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Gatherings for opinion exchange are held to create relationships where people from multicultural coexistence groups conducting activities in the city and government agencies know who they are dealing with and coordinate/cooperate in emergencies such as disasters as well as on a normal basis.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (21) Adopting systems to reflect the opinions of foreign citizens in measures

Project	Foreign citizen discussion gatherings			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Discussion gatherings are held with foreign citizens to assess the current status and issues/needs of foreign citizens, hear opinions on measures for multicultural coexistence implemented by Nagoya City, and reflect that information in measures.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement				
					

Measure (22) Promoting participation of foreign citizens in the community

Project	Model projects for advancing multicultural coexistence			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Projects for advancing multicultural coexistence taking into account the needs of the individual ward are held with the participation of foreign citizens in their planning and operation. Projects will also be expanded to other wards as well.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement				
					

Project	Project to promote awareness of neighborhood associations/neighborhood councils systems for foreign citizens			Section in charge	Civic & Economic Affairs Bureau
Overview of project	A foreign language (six languages) leaflet to prompt foreigners to join neighborhood associations/neighborhood councils is prepared and distributed at locations such as ward offices and the Nagoya International Center.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement				
					

Project	Management and operation of language volunteer system for disasters (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Disaster language volunteers registered with the Nagoya International Center translate and interpret at locations such as evacuation centers in times such as large-scale disasters. In normal times, volunteer training is implemented to prepare for disaster and promote the formation of networks of volunteers. (Listed in Measure 24)		

Project	New Multicultural Coexistence Promotion Month (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	A Multicultural Coexistence Promotion Month is established, events are held, awareness posters are placed, and other measures are taken to further citizens' understanding and awareness of multicultural coexistence. (Listed in Measure 27)		

Project	Multicultural coexistence community building project (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Foreigners and Japanese together think about building communities for multicultural coexistence and hold events for interacting with and providing information daily living to foreigners as opportunities for local residents to better know their neighbors. This is done in partnership with related community organizations. (Listed in Measure 29)		

Project	Community building project for coexistence and interaction with foreigners (repeated)	Section in charge	Naka Ward
Overview of project	Basketball games and other interaction events are held to achieve coexistence between Japanese and foreign residents. Opportunities are also created for Japanese, foreigners, and government agencies active in the community to better know each other and exchange information. (Listed in Measure 29)		



Group interaction event for advancing multicultural coexistence



Foreign citizen discussion gathering

◆ **Vision**

Foreign citizens are able to gain sufficient knowledge and information about disasters preparedness and crime prevention so that they can protect themselves. Also, disaster interpreting and translating volunteers are trained and assembled into a network, ensuring that foreign citizens can get help smoothly in disasters. Additionally, foreign citizens can take an active part in provision of support.

◆ **Goals**

Index	Current level (FY2016)	Target level (FY2021)
Ratio of foreign citizens prepared for earthquakes or typhoons	74.4%	80.0%

◆ **Direction**

Measure (23) Preparation for and education on disasters

Measure (24) Training, support, coordination, and partnering for interpreters and other volunteers in case of disaster

Measure (25) Communicating information to foreign citizens in times of disaster in multiple languages and in coordination with a variety of media

Measure (26) Promoting crime prevention and traffic safety

◆ Projects

Measure (23) Preparation for and education on disasters

Project	Disaster preparedness awareness projects for foreigners			Section in charge	Disaster Prevention and Risk Management Bureau Bureau of Tourism, Culture & Exchange
Overview of project	Awareness projects are implemented for foreign citizens to provide basic knowledge on disaster preparedness and disasters, covering topics such as information on disasters in Japan and how to protect one's self in a disaster. Also Disaster language volunteers registered with the Nagoya International Center and foreign citizens participate in the disaster preparedness training held by Nagoya City every year.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Project	New Knowledge of designated evacuation centers in times of disaster			Section in charge	Disaster Prevention and Risk Management Bureau
Overview of project	Efforts are made so that foreign citizens can evacuate properly in disasters. This is done by means such as displaying in familiar places leaflets with easy-to-understand explanations translated into foreign languages to raise awareness of items such as designated emergency evacuation centers other evacuation centers and on how to evacuate in an earthquake and providing guidance on the city's official website.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Measure (24) Training, support, coordination, and partnering for interpreters and other volunteers in case of disaster

Project	Networking with communities and organizations			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Networks are created so information can be provided to foreigners smoothly in time of disaster by coordination between the community and disaster volunteer groups, groups supporting foreigners, and other groups. And in normal times as well, efforts are made partnerships to promote participation in disaster preparedness awareness projects and disaster preparedness related projects for foreigners.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Management and operation of language volunteer system for disasters			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Disaster language volunteers registered with the Nagoya International Center translate and interpret at locations such as evacuation centers in times such as large-scale disasters. In normal times, volunteer training is implemented to prepare for disasters and promote the formation of networks of volunteers.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				



Disaster preparedness awareness project for foreigners

Measure (25) Communicating information to foreign citizens in times of disaster in multiple languages and in coordination with a variety of media

Project	Coordination with foreign diplomatic missions			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	In times of disaster, disaster information is provided to foreign diplomatic missions, which are highly trusted by foreign citizens, and inquiries from diplomatic missions are handled. In this way, foreign citizens will be able to consult about temporary evacuation and returning to their home countries as well as receive evacuation and medical support and livelihood support such as providing information to others regarding their safety.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Providing disaster information through various means			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Fixed phrases for information related to evacuation and the like are prepared and resources such as “tools for preparation of multilingual information in time of disaster” are utilized to quickly provide disaster information in multiple languages by various means such as websites and social media. Information is also provided in simple Japanese.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (26) Promoting crime prevention and traffic safety

Project	Providing information related to crime prevention and traffic safety			Section in charge	Civic & Economic Affairs Bureau Bureau of Tourism, Culture & Exchange
Overview of project	Training to heighten awareness of crime prevention and traffic safety is held with interpretation at venues such as schools and the community.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Fundamental
measure 9

Raising awareness of the local community

◆ Vision

Understanding of a society of multicultural coexistence progresses, the human rights of foreigners are respected, and mutual understanding between Japanese and foreign citizens is deepened.

◆ Goals

Index	Current level (FY2016)	Target level (FY2021)
Ratio of local citizens who have interactions with people of other nationalities	31.7%	40.0%

◆ Direction

Measure (27) Developing awareness for local residents, etc.

Measure (28) Coordination between related organizations/communities and bases of multicultural coexistence

Measure (29) Hosting exchange events on the theme of multicultural coexistence

Measure (30) Advancing education in international understanding from a perspective of multicultural coexistence

◆ Projects

Measure (27) Developing awareness for local residents, etc.

Project	New Multicultural Coexistence Promotion Month			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	A Multicultural Coexistence Promotion Month is established, events are held, awareness posters are placed and other measures taken to further citizens' understanding and awareness of multicultural coexistence.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Project	Multicultural coexistence awareness projects			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Formation of a society of multicultural coexistence is promoted through media such as Nagoya News, NIC News, and children's version of NIC News, and other education projects are also implemented.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Project	Providing information at libraries			Section in charge	Board of Education
Overview of project	Materials such as books in foreign languages and those introducing customs are collected and displayed. Also, corners introducing multicultural coexistence are set up.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Project	Implementation of human rights seminars			Section in charge	Civic & Economic Affairs Bureau
Overview of project	Human rights seminars and the like for local citizens are held at Nagoya Human Rights Promotion Center (Soleil Plaza Nagoya).				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Implementing lectures on multicultural coexistence			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Lectures are held by city employees on the theme of multicultural coexistence at the request of local citizens, universities, and others to deepen understanding of multicultural coexistence.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Efforts towards eliminating hate speech			Section in charge	Civic & Economic Affairs Bureau Bureau of Tourism, Culture & Exchange Greenification & Public Works Bureau Board of Education
Overview of project	Efforts in coordination with related organizations towards eliminating unjust discriminatory speech and actions (hate speech) against people from places other than Japan are implemented taking into account division of responsibilities with the national government. Consultation is provided appropriately and efforts are made in areas such as enhancing education and awareness.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (28) Coordination between related organizations/communities and bases of multicultural coexistence

Project	Operating the Nagoya International Center			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	The Nagoya International Center is made to be a base for promoting multicultural coexistence by foreigners and Japanese coming together and partnering with governmental agencies, local communities, and the like. Efforts are made there at a grass-roots level to further promote mutual understanding, educate those who take on the tasks related to multicultural coexistence, raise awareness, and more.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	New Establishing the Nagoya Multicultural Coexistence Promotion Association			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Multicultural coexistence is promoted by creating an association made up of representatives from the National government, Aichi Prefecture, the Nagoya International Center and other related organizations, companies, NPOs, volunteers, local communities, and others. Towards that goal, the parties exchange information, liaise, hold discussions, and coordinate with each other.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Study →	Implement →			

Project	Operating the Minato Ward Multicultural Coexistence Promotion Association			Section in charge	Minato Ward
Overview of project	Activities are held to exchange information and liaise with related organizations in Minato Ward, discuss and study promotion of coexistence, and perform other tasks necessary to achieve coexistence.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Measure (29) Hosting exchange events on the theme of multicultural coexistence

Project	Multicultural coexistence community building project			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Foreigners and Japanese together think about building communities for multicultural coexistence and hold events for interacting with and providing information daily living to foreigners as opportunities for local residents to better know their neighbors. This is done in partnership with related community organizations.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement →				

Project	Community building project for coexistence and interaction with foreigners			Section in charge	Naka Ward
Overview of project	Basketball games and other interaction events are held to achieve coexistence between Japanese and foreign residents. Opportunities are also created for Japanese, foreigners, and government agencies active in the community to better know each other and exchange information.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	International student participation in ward-hosted festivals			Section in charge	Showa Ward
Overview of project	Efforts are made to enable interaction with the local community by international students at universities in Showa Ward and to deepen mutual understanding by having them participate in ward-hosted festivals and exhibit booths.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Interaction between foreign researchers/international students and the community			Section in charge	Nagoya City University
Overview of project	Contributions are made to promote multicultural coexistence and internationalization of the community through interaction with the local community by means such as foreign researchers and international students being dispatched as lecturers to elementary schools and other places in the community.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (30) Advancing education in international understanding from perspective of multicultural coexistence

Project	Utilizing the NIC's Classroom for Global Citizens			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Foreigners living in Nagoya who are important resources taking on tasks related to multicultural coexistence in the community are registered as lecturers, and they perform tasks such as introducing their home countries in Japanese at schools and in the community. These become opportunities for international exchange between foreign lecturers and local residents as well as promoting understanding of foreign citizens with diverse backgrounds.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement				
	→				



NIC's Classroom for Global Citizens

◆ Vision

Everyone in the city can exhibit their abilities and take part in the community by making use of their diversity.

◆ Goals

Index	Current level (FY2016)	Target level (FY2021)
Ratio foreign citizens satisfied with their current life in Nagoya	89.2%	95.0%

◆ Direction

Measure (31) Creating venues for making use of the skills of international students and foreign human resources

Measure (32) Developing human resources who take on the tasks related to multicultural coexistence

Measure (33) Improving and sharing the attraction of Nagoya by making use of diversity

◆ Projects

Measure (31) Creating venues for making use of the skills of international students and foreign human resources

Project	Operating the International Student Center			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Accommodation facilities are provided for international students enrolled in universities and the like in Aichi Prefecture. Lectures introducing Japanese culture are held for international students and foreign language lectures are held for local residents with international students serving as lecturers. Also, interaction between international students and local residents is furthered by students participating in local events at the request of groups in Aichi Prefecture and local residents.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Nagoya international student friendship project			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	The appeal of Nagoya as a location for study abroad is promoted to attract international students. Also, events and the like are held to enhance the study abroad experience in Nagoya, thereby supporting international students.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Receiving and supporting international students at Nagoya City University			Section in charge	Nagoya City University
Overview of project	International students from around the world are received at Nagoya City University, and support is given by means such as placing tutors for them at the university and providing accommodation.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Measure (32) Developing human resources who take on the tasks related to multicultural coexistence

Project	Fostering and supporting global human resources			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	“Global human resources” with a broad view of the world and respect for diversity are fostered through seminars and the like for the young generation including foreigners living in Nagoya, and their activities are supported.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				

Project	Fostering foreign child/student supporters (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Opportunities such as lectures by specialists and information sharing are provided mainly for personnel involved in educational support for children with foreign connections (teachers, Japanese language instructors, interpreters, volunteers, etc.) so those personnel can coordinate with related organizations and be active with a broad perspective. (Listed in Measure 10)		

Project	Promoting Japanese language volunteer activities (repeated)	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Opportunities are provided to volunteers involved in Japanese language learning support activities to share information and coordinate in order to foster Japanese language learning supporters and people who lead multicultural coexistence. (Listed in Measure 5)		

Measure (33) Improving and sharing the attraction of Nagoya by making use of diversity

Project	New Improving and sharing the attraction of the city				Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Efforts are made to improve the recognition and attraction of Nagoya internationally and its urban image and consequently increase the number of visitors to the city. And by enhancing information presented in foreign languages, pride and attachment to Nagoya is fostered and heightened for citizens including those from foreign countries.					
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021	
	Implement 					

Project	New Spreading information in partnership with foreign citizens			Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Efforts are made to heighten Nagoya's reputation and attract foreigners to the city by spreading information abroad by means such as uncovering the appeal of Nagoya in the eyes of foreigners and making use of networks of foreigners living in the area. Moreover, opportunities are created to tell citizens about the culture, history, and tourism opportunities of resident foreigners' home countries and deepen mutual understanding. And efforts are made to increase the number of visitors to the city by promoting international travel.				
Project plan	FY2017	FY2018	FY2019	FY2020	FY2021
	Implement 				



Fostering and supporting global human resources