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1

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]

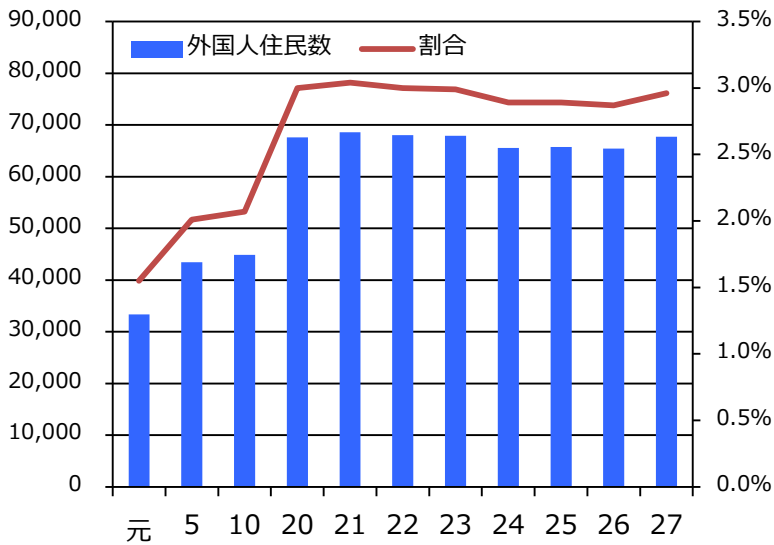
A multicultural society is defined as a society in which people of different nationalities and ethnicities acknowledge each other’s cultural differences and, in striving to build equal relationships, live together happily as members of a communal society.

[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”.

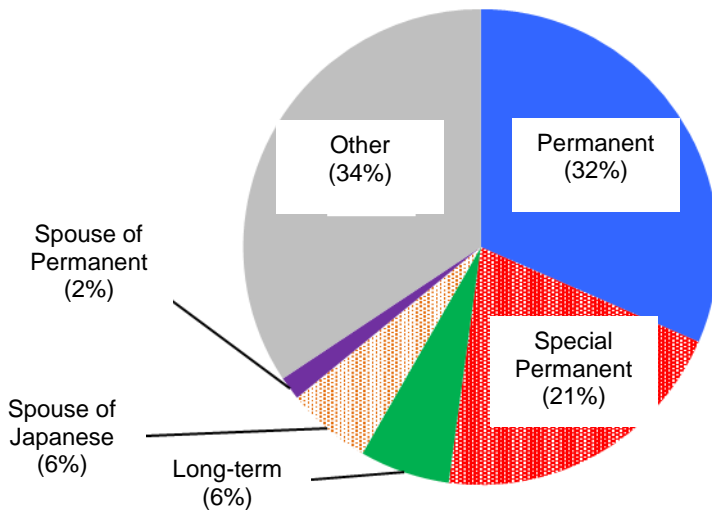
Numbers and Ratio of Foreign Residents



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%**

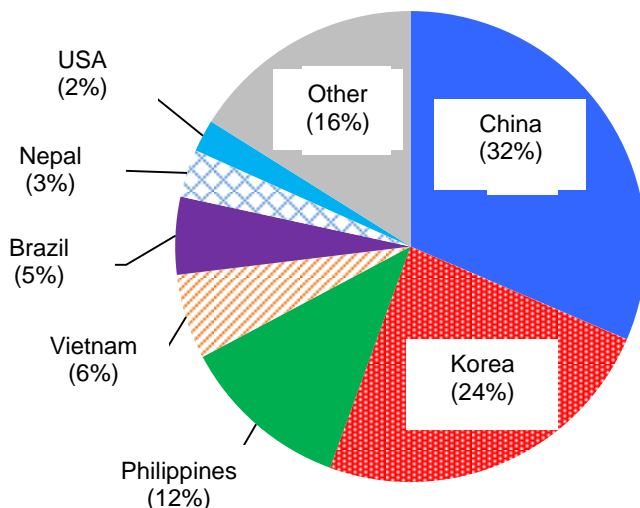
Breakdown of Foreign Residents by Status of Residence



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.

5

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.

6

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 |

◆ **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 |

Policy Guideline II Creating Communities where Anyone Can Participate in Planning

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 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 |

Policy Guideline III Creating a Society that Engages Diversity

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 ⑳ Developing awareness for local residents

Policy ㉑ Connecting related organizations and communities with multicultural bases

Policy ㉒ Hosting exchange events on the theme of multiculturalism

Policy ㉓ Promoting international understanding lessons with a multicultural perspective

◆ Policy Implementation Projects

Policy ㉒ 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 ㉑ Creating venues for engaging skills of exchange students and foreign human resources

Policy ㉒ Developing human resources that are enablers of multicultural coexistence

Policy ㉓ Improving and sharing the merits of Nagoya by engaging diversity

◆ **Policy Implementation Projects**

Policy ㉑ 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 ㉒ 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 ㉓ 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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