# **Preparation of the Plan**

# Background

As a guideline for measures for multicultural coexistence, Nagoya City drew up the Nagoya Multicultural Coexistence Promotion Plan in 2012, which served as Plan I, and in 2017, the city drew up the Multicultural Coexistence Promotion Plan II, promoting measures for multicultural coexistence in accordance with its fundamental objective.

Since the Plan II was formulated, various events have taken place, for example the "Act on Promotion of Japanese Language Education" (2019) was enacted, the "Plan for Promotion of Multicultural Coexistence in Local Communities" (2020) was revised by the Ministry of Internal Affairs and Communications for the first time in 14 years, the statuses of residence "Specified Skilled Worker (i) and (ii)" were established, and the "Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals" was adopted as comprehensive efforts to promote acceptance and coexistence of foreign nationals. In addition, the Covid-19 pandemic that began in 2019 has also affected the support of and interactions with foreign citizens, among other issues.

In order to respond to these changing times and further promote multicultural coexistence measures, we have decided to prepare the Nagoya Multicultural Coexistence Promotion Plan III (hereinafter referred to as the "Plan III").

# Table of Contents

Preparation of the Plan	1
Current State of Nagoya City	3
Fundamental Objective, Policies for Measures, Promotion System	5
System for Measures	6
Prioritized Initiatives	7
Details of Measures	11
Progress Management of the Plan	21
Current Initiatives & Relevant Links	

# Positioning

Plan III is an individual plan that clarifies the city's policies and objectives for multicultural coexistence promotion based on "Nagoya City Master Plan 2023." In promoting Plan III, 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, while also reflecting the city's circumstances in light of the direction taken by "Plan for Promotion of Multicultural Coexistence in Local Communities" (2020) presented by the Ministry of Internal Affairs and Communications, as well as the "Act on Promotion of Japanese Language Education" (2019).

# Planned Period

The planned period for Plan III is five years from fiscal 2022 to fiscal 2026.

[Society of multicultural coexistence]

"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."

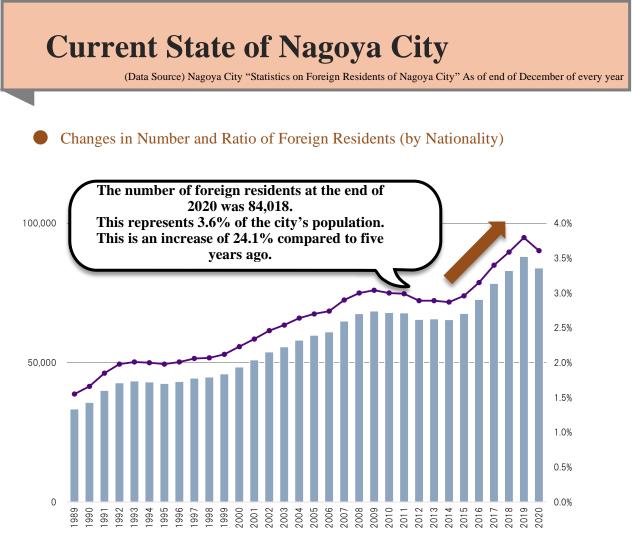
From Research Report on the Promotion of Multicultural Coexistence by the Ministry of Internal Affairs and Communications (March 2006)

#### [Foreign Citizens]

This includes not only foreign nationals residing in the city, but also those who have roots in a foreign country, such as those who have acquired Japanese citizenship, children born through international marriage and other similar acts who have a background in the culture of their foreign parents.

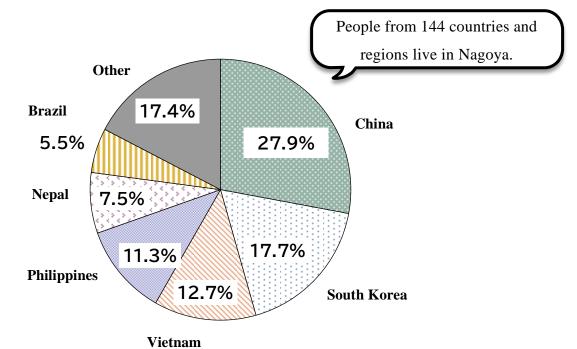
When referring only to people residing in Nagoya who have foreign citizenship, they are referred to as "foreign residents."

Example: Statistics on foreign residents

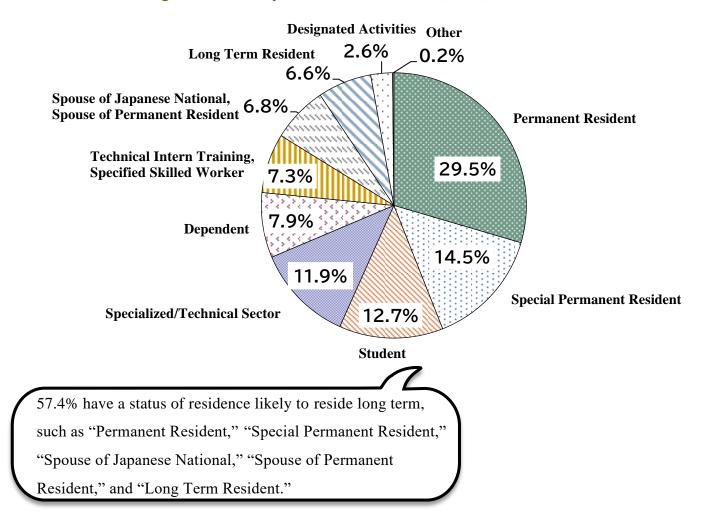


Data from 2014 and earlier is based on survey conducted by Residents' Affairs Division, Civic and Economic Affairs Bureau, City of Nagoya (Population of Foreigners) and Statistics Division, General Affairs Bureau, City of Nagoya (City Population)

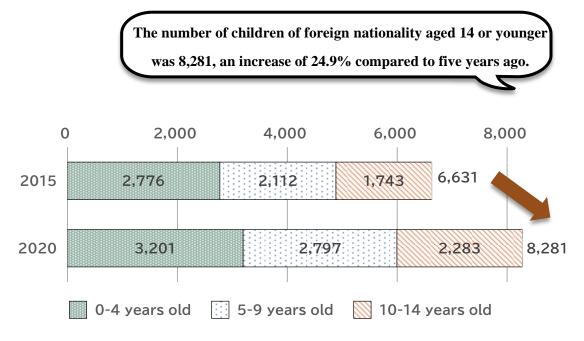
#### Ratio of Foreign Residents by Nationality (2020)



#### Ratio of Foreign Residents by Status of Residence (2020)



## Number of Foreign Child Residents



# **Fundamental Objective**

Create a coexisting multicultural city of Nagoya where people of different nationalities and ethnicities can accept each other and live happily together

# **Policies for Measures**

3 policies to achieve the fundamental objective

#### Policy for measures 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 language barrier or differences in culture, system, and customs to enjoy fulfilling lives.

# Policy for measures II **Build communities that understand the significance of** multicultural coexistence, which anyone can participate in

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 appreciates diversity which anyone can participate in.

Policy for measures III **Revitalize and globalize Nagoya through diversity** Foreign and Japanese citizens will work together and collaborate, utilizing the perspectives and diversity of foreigners, to revitalize and globalize Nagoya.

# **Promotion System**

#### Promotion system within government

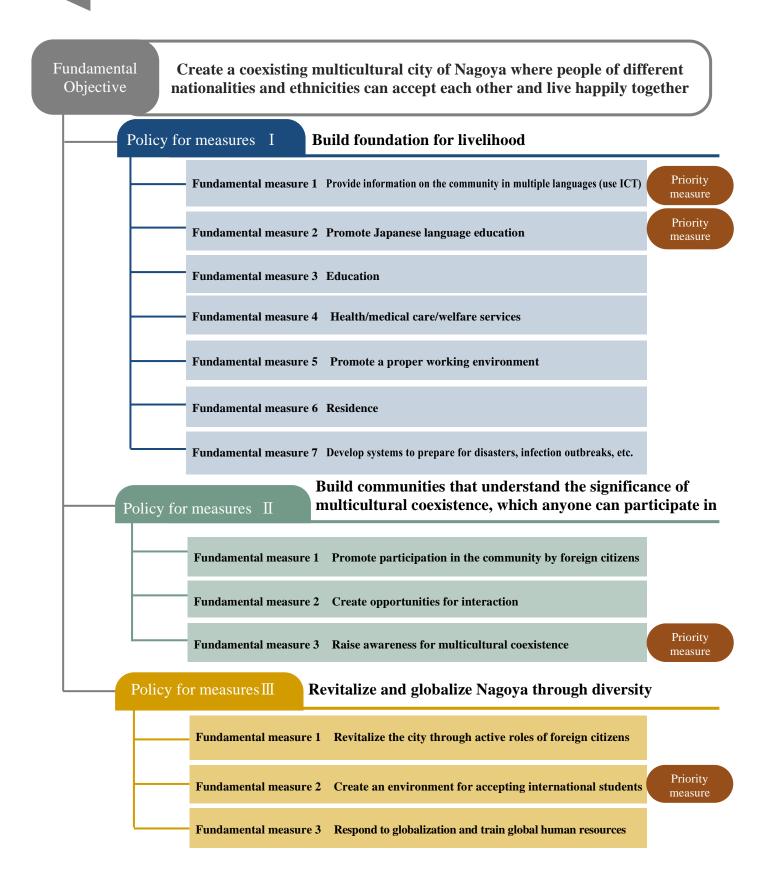
We partner closely with related agencies centered on municipality-wide committees, such as arranging opportunities for individual discussions on field-specific issues to promote the measures.

Partnership with related organizations and communities

To promote the measures, we partner and cooperate with the country, Aichi Prefecture, NPOs, volunteers, businesses, embassies and consulates, local communities, etc., with the Nagoya International Center as the base for promoting community internationalization.

# **System for Measures**

System for measures to reflect the fundamental objective and policies in the measures



# Prioritized Initiatives

4 fundamental measures to focus on in Plan III

## Provide information on the community in multiple languages (use ICT)

In order to solve the issue of language, which is the most important aspect of preparing the foundation of livelihood, we will work to establish a general foreigner information counter at ward offices in areas with a large number of foreign citizens, etc.

Improvement of information services for foreigners at ward offices, etc.

We will consider establishing a general counter at ward offices in areas with a large number of foreign residents, etc.

Naka Ward, which has the highest ratio of foreign residents in the city, took the lead in providing a "foreign concierge" service from July 2020.

We provide multilingual support!

#### <Naka Ward Office Foreigner Concierge>

O Counter information and interpreter support at ward offices

Supported in Chinese, Nepali,
 Vietnamese, and Filipino for each
 day of the week.

O Sharing information through social media, etc.



João Ricardo Costa

I work as an interpreter in Nagoya City.

As a foreigner, I would like to promote a multicultural coexistence in which foreigners can not only be helped and supported by others in Japanese society, but also be on the side of helping and supporting others. At the same time, I think it is important for foreigners themselves to learn Japanese culture and the Japanese language.

Naka Ward Office Foreigner Concierge

I have high expectations for the provision of multilingual information and guidance at ward offices, as these are important for those who need information and support to reach the information they require.

#### Promote Japanese language education

To help foreign residents acquire the Japanese proficiency necessary for daily life and facilitate their life in the community, we will create a long-term system of Japanese language education suited to the local circumstances. We will implement Japanese language classes that incorporate online learning and operate a search site for classes. We will also provide new learning spaces and opportunities in partnership with a variety of actors.

#### Creating a local Japanese language education system

We will create a long-term system for Japanese language education suited to the

local circumstances.

In FY2019, we formulated the "Approach

to the Promotion of Local Japanese Language Education in Nagoya City," and have been implementing each of the initiatives since FY2020. Preparing for the online Japanese language classes



O Online Japanese language classes

FY2020 Provide training for Japanese language classes to learn how to use the online system.

From FY2021 Provide online local Japanese language classes

O Dispatch interns to local Japanese language classes, etc.

- O Develop a system for purposes such as searching local Japanese language classes
- O Carry out outreach and awareness programs, etc.



Virgie Ishihara

I established the Filipino Migrants Center in 2000 and have been assisting Filipinos with domestic violence and other family problems, status of residence, labor problems, and other issues. We still receive about 10 consultations a day, and we work with volunteers to respond to them.

Japanese language is very important in learning about Japan. You can ask for help when you are in trouble, and many family problems are caused by poor communication.

If a foreigner can speak Japanese, it is good for both the foreigner and the local community. I would like to see more opportunities for learning Japanese.

## Raise awareness for multicultural coexistence

To encourage understanding of multicultural coexistence in the community, which is important for foreign citizens to actively participate in the community, we will raise awareness about multicultural coexistence more actively by holding events, putting up posters, etc.

#### Multicultural Coexistence Promotion Month

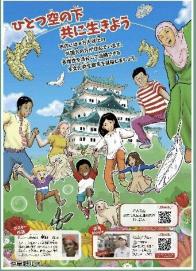
Nagoya City annually designates August as "Nagoya City Multicultural Coexistence Promotion Month" to encourage understanding of multicultural coexistence and to promote interactions between Japanese and foreign citizens through concentrated outreach and awareness activities.

#### Projects in FY2021 (August)

- O Nagoya City Multicultural Coexistence Promotion Month Symposium
- O Distribution of multicultural coexistence promotion awareness movie
- O Execution of projects related to multicultural coexistence throughout the city in places such as public facilities, libraries, and commercial facilities







Multicultural Coexistence Promotion Month Poster

Multicultural coexistence outreach project in a commercial facility



Thuri Ahmed

I have served as vice president of a PTA at an elementary school. I have also participated in NIC's Classroom for Global Citizens and community internationalization seminars.

I believe that this multicultural coexistence promotion plan is very important for all citizens to be able to accept each other's cultural differences and build an equal relationship with each other.

I hope that this can be communicated through various media and in various languages so that all citizens can have an attitude of multicultural coexistence.

## Create an environment for accepting international students

In order to attract international students, who will be an important part of globalizing our city by making use of diversity, we will actively promote our city's appeal as a destination for studying abroad. In addition, we will hold experience and interaction events among other initiatives to enrich international students' lives in Nagoya.

International Student Interaction Promotion Project

We carry out various projects such as interaction events to enrich international students' lives in Nagoya, and projects to share the appeal of Nagoya City with them.

- O Interaction events
  - Information and interaction for enjoying life in Nagoya / PR space for businesses to support international students in finding employment
  - Interaction with Japanese students / seminar by an expert on utilizing the latest social media, etc.
- O Experiencing the appeal of Nagoya
  - Experience tour of historical and cultural industries (FY2019)
  - Mission by a team of Japanese and international students to share the experience of Nagoya's appeal (FY2021)
- O Creating a movie
  - Introducing the appeal of Nagoya and life as an international student in the city from international students' perspective (FY2020)



Nagoya historical and cultural industries study tour interaction event



**Duong Thi Thuy Duong** 

In 2019, I established the Association of Vietnamese People in Tokai to share information and solve problems for Vietnamese people living in the Tokai region. We hope that our network will be utilized in the provision of information, etc. Since there are many international students in Nagoya, we would like to have interactions through activities such as soccer and fashion shows. I also hope that there will be support to help international students looking for employment in Japan after graduation, as there are many who are looking for such opportunities.

# **Details of Measures**



# **Build foundation for livelihood**

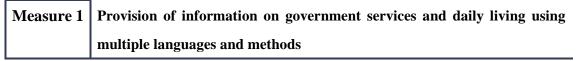
measure  $\rightarrow$  See page 7

## Fundamental measure 1 Provide information on the community in multiple languages (use ICT)

#### [Vision]

Priority

Information is provided to foreign citizens using various methods such as multiple languages and easy Japanese with the use of ICT, so that necessary information is communicated and understood. Additionally, an environment is put in place where foreign citizens can consult about things they are concerned about.



# Measure 2 Enhancing counter services for foreign citizens

Priority measure

→See page 8



## Fundamental measure 2 Promote Japanese language education

#### [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.



Measure 2 Promoting the development of a system for local Japanese language education

## Q. Where can I find multilingual

information?

Multilingual information is available on the Nagoya International Center's website.



日本語	English
Português	Español
中文	한국·조선어
Filipino	Tiê ´ng Việt
नेपाली	ひなんじょうほう

Copyright © Nagoya International Center 2021 All rights reserved.

Nagoya International Center Information Service Counter Nagoya International Center Building 3F, directly connected to Kokusai Center Subway Station Nagoya International Center



Multilingual consultation is also available at the counter of the

Website

Nagoya International Center.



#### We will widely introduce Simple Japanese

Simple Japanese refers to easily understandable Japanese that is adapted from the language used in everyday life so that it can be understood by foreigners as well.

Website of the Simple Japanese Page





#### **Fundamental Measure 3** Education



#### [Vision]

Parents of foreign children understand the Japanese education system, and all foreign children who wish to attend school and receive education are able to do so. Foreign children are able to acquire the necessary Japanese language skills, adapt to life in Japan, and choose the academic and career paths they wish to pursue.

Promoting school attendance Measure 1

Measure 2 | Extensive support for learning

Career/further education guidance Measure 3



# Fundamental measure 4 Health/medical care/welfare services

[Vision]

All foreign citizens are aware of the systems related to health, medical care, and welfare that they need and the institutions that can provide multilingual support, and have access to such services.

Measure 1	Providing more extensive information related to health, medicine and welfare
Measure 2	Responding to needs of foreign patients in multiple languages
Measure 3	Providing healthcare
Measure 4	Responding to mother/child health and parenting needs
Measure 5	Responding to needs of the elderly and disabled
Measure 6	Responding to domestic violence (DV), etc.



We hold Japanese language classes for children



We organize Japanese language classes for children at the Nagoya International Center.

We offer intensive initial Japanese classes and remedial Japanese classes to support pupils and students in adjusting to life at school.





l¥###

1 佳

# **Fundamental Measure 5** Promote a proper working environment

#### [Vision]

Sufficient information needed for finding work is provided to foreign job seekers. Additionally, businesses accept foreigners in an appropriate and smooth manner, and the work environment is safe and easy to work in for foreign laborers.

Measure 1 Appropriate and smooth acceptance/promotion of employment by businesses

# Fundamental Measure 6 Residence

[Vision]

Foreign citizens are able to smoothly find a place to live, understand the rules of daily life, and live with peace of mind.

Measure 1 Support for smooth entry into rental housing and provision of information on communal living

#### Fundamental Measure 7 Develop systems to prepare for disasters, infection outbreaks, etc.

[Vision]

1

Foreign citizens are able to gain sufficient knowledge and information about disasters preparedness and crime prevention so that they can protect themselves. Multilingual support and accurate information is also provided to foreign citizens in preparation for disasters, infection outbreaks, etc. Additionally, foreign citizens can take an active part in provision of support.

Measure 1	Preparation for and education on disasters
Measure 2	Training, support, coordination, and partnering for interpreters and other volunteers in case of disaster
Measure 3	Communicating information to foreign citizens in times of disaster and infection outbreak in multiple languages and in coordination with a variety of media
Measure 4	Promoting crime prevention and traffic safety

#### Q. Would I be OK in the event of

disasters, etc.?

Disaster language volunteers will offer support

We support foreigners in times of disaster by providing interpretation and translation services to help them overcome various difficulties they may face.





We also travel to places where many foreign citizens gather and give disaster prevention lectures designed for them.

In the event of an emergency such as an infection outbreak, we will organize consultation sessions in partnership with related organizations.

During the Covid-19 outbreak, we set up a consultation booth at the emergency consultation session organized by the Nagoya International Center to respond to financial support requests and other matters such as status of residence, employment, housing, and life in general.



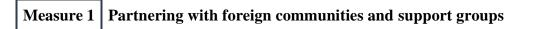


# Build communities that understand the significance of multicultural coexistence, which anyone can participate in

## Fundamental measure 1 Promote participation in the community by foreign citizens

#### [Vision]

Foreign citizens understand community mechanisms and participate in or otherwise are involved in activities as members of the community together with Japanese citizens.



Measure 2 Promoting participation in the community by foreign citizens

# Fundamental measure 2 Create opportunities for interaction

[Vision]

Opportunities have been created for easy participation in mutual interaction among citizens of diverse cultural backgrounds.

Measure 1 Interaction in partnership with foreign citizens and groups

→See p.9

# Fundamental measure 3 Raise awareness for multicultural coexistence

#### [Vision]

Priority

measure

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

Measure 1 Developing awareness for local residents, etc.

Measure 2 Raising awareness for the respect of foreigners' human rights

# Q. What opportunities are available for

mutual understanding?

We organize NIC's Classroom for Global Citizens

At NIC's Classroom for Global Citizens, foreign citizens serve as speakers to introduce the culture, language, and customs of their home countries.





Group interaction events for advancing multicultural coexistence: In order to advance multicultural coexistence, organizations promoting multicultural coexistence working in the city and government agencies interact and exchange information with each other.

We raise awareness of multicultural coexistence in local communities

We hold multicultural events at commercial facilities to increase awareness and understanding of multicultural coexistence among citizens.



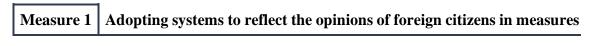


# Revitalize and globalize Nagoya through diversity

## Fundamental measure 1 Revitalize the city through active roles of foreign citizens

#### [Vision]

The perspectives and activities of foreign citizens with diverse cultures and values provide a comfortable living environment for everyone and create new values in the city.



#### Measure 2 Promoting foreign citizens' active involvement

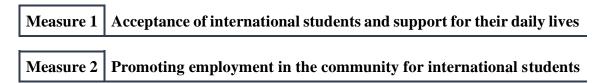
 $\rightarrow$ See p.10

#### Fundamental measure 2 Create an environment for accepting international students

#### [Vision]

Priority measure

International students have fulfilling lives in various aspects such as their active involvement in local international exchange and other settings, and employment support provided for international students who wish to find work.



## Fundamental measure 3 Respond to globalization and train global human resources

#### [Vision]

The city receives interest from both within and outside of Japan thanks to initiatives such as sharing information from the perspective of foreign citizens. The knowledge and other assets of foreign citizens are utilized, and children's international mindset and global communication skills have improved.

## Measure 1 Attracting tourists by utilizing foreign citizens' perspectives

#### Measure 2 | Training and supporting global human resources

**D.** I awant to learn about the activities a of foreign citizens! We made a video highlighting the foreign residents involved in work related to food from different countries I'm from Rio, so in the future I want to have a big carnival and bring festivity to Nagoya! (Tiago) Nepal and the city of Nagoya share people's kindness. My dream is to own 10 stores! (Raj) I like Nagoya's food. I want everyone in Japan to eat lots of banh mi! (Rien) I love any kind of Japanese food! I want to help my children and grandchildren in the future. (Joy) https://www.city.nagoya.jp/kankobunkakoryu/ page/0000131474.html

We made a video about Nagoya's appeal with international students

https://www.youtube.com/watch?v=TexjpCX9NxE





We made a video introducing the appeal of Nagoya and life in Nagoya as seen from international students' point of view.

Presented by international students currently enrolled, Japanese students, and Tokugawa Ieyasu from the Nagoya Omotenashi Bushotai ® ("Nagoya Hospitality Warriors").

# **Progress Management of the Plan**

Annual progress management of the projects
In order to monitor the progress of measures, the status of project execution related to the plan will be monitored and announced every fiscal year.

■ Evaluation of measures in the final year of the plan In the final year of the plan, we check the progress made during the plan period, and evaluate it using indicators, which will be used for the formulation of the next plan.

#### • Achievement indicator (priority measures)

	Fundamental measure	Indicator	Current level	Target level
I -1	Provide information on the community in multiple languages (use ICT)	Ratio of foreign citizens who know about the Nagoya International Center	54.8%	60.0%
I -2	Promote Japanese language education	Ratio of foreign citizens whose Japanese language ability is "can handle daily conversation" or better	68.1%	80.0%
Ш-3	Raise awareness for multicultural coexistence	Ratio of citizens who know the term "multicultural coexistence"	34.7%	50.0%
Ⅲ-2	Create an environment for accepting international students	Ratio of international students who don't have any particular difficulties living in Japan	18.4%	25.0%

# **Current Initiatives & Relevant Links**

Multilingual consultation/information service Nagoya International Center website https://www.nic-nagoya.or.jp/ 052-581-0100

Information service in simple Japanese Simple Japanese page https://www.city.nagoya.jp/kurashi/category/395-0-0-0-0-0-0-0.html













Multilingual information about life in Nagoya City Nagoya Living Guide https://www.city.nagoya.jp/kankobunkakoryu/page/0000029846.html

Information about disaster prevention Mobile disaster prevention map that can be viewed at any time -City of Nagoya Disaster Preparedness App-For iPhone and iPad users: https://apps.apple.com/jp/app/ming-gu-wu-shi-zhen-fang-zaiapuri/id835646852?l=ja&ls=1 For Android users: https://play.google.com/store/apps/details?id=jp.co.cadcenter.A RHazardScopeNY

Information on sorting garbage Resource and Garbage Sorting App "3R"

For iPhone and iPad users:

https://apps.apple.com/jp/app/gomi-fen-bieapuri-quan-guo/id9770

For Android users:

https://play.google.com/store/apps/details?id=jp.co.delight\_system.threeR.android&hl=ja