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# I. Preparation of Multicultural Coexistence Promotion Plan III

## 1. Background

As a guideline for measures for multicultural coexistence, the City of Nagoya drew up the Nagoya Multicultural Coexistence Promotion Plan (Fundamental Objective: Creating 3 bonds for realizing a multicultural society) in 2012, which served as Plan I, and in 2017, the city drew up the Multicultural Coexistence Promotion Plan II (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), promoting measures for multicultural coexistence in accordance with the fundamental objectives.

Since the Plan II was formulated in 2017, various events have taken place in the country. One such example is the enactment of the “Act on Promotion of Japanese Language Education” in 2019, to serve the purposes of promoting measures related to Japanese language education, achieving a vibrant society of multicultural coexistence that respects diverse cultures, and promoting exchanges with other countries, etc. In 2020, the “Plan for Promotion of Multicultural Coexistence in Local Communities” was revised by the Ministry of Internal Affairs and Communications for the first time in 14 years. This plan contributes to the formulation of guidelines and plans of multicultural coexistence measures in local governments.

In terms of the system, the Immigration Control and Refugee Recognition Act was amended in 2018 to establish the statuses of residence “Specified Skilled Worker (i) and (ii)” to accept foreign nationals with a certain level of expertise and skills who can be immediately effective as a response to the labor shortage that is becoming more serious due to a declining population and other issues. At the same time, the number of new foreign residents in Japan is expected to increase in the future as a result of initiatives such as the implementation of comprehensive measures for the acceptance and coexistence of foreign nationals in accordance with the “Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals.”

Meanwhile, the Covid-19 pandemic that began in 2019 has also greatly affected the support of and interactions with foreign citizens, in addition to the decline in foreign residents as a result of restrictions on immigration.

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”).

## 2. 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 the directions taken by the "Act on Promotion of Japanese Language Education" (2019) as well as the "Plan for Promotion of Multicultural Coexistence in Local Communities" (2020) presented by the Ministry of Internal Affairs and Communications.

## 3. Planned period

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

If the situation concerning multicultural coexistence changes during the planned period in aspects such as trends in international society and national policies 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 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

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

Example: Foreign residents survey, etc.

## 4. Significance of multicultural coexistence promotion

### (1) Protection of human rights of foreign citizens

Promotion of multicultural community building is in accord with the aims of respect for human rights guaranteed in the Nagoya Fundamental Strategy, 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) Achieving a diverse and inclusive society

In the Sustainable Development Goals (SDGs), which set international goals to achieve a sustainable, diverse and inclusive society, the keyword “leave no one behind” is used to indicate inclusiveness, and is a basic principle that is required regardless of the sector.

We will achieve a diverse and inclusive society by creating an environment that encourages the necessary interaction, connections, and mutual support among people in local communities and groups, including foreign citizens.

### (3) Contribution to local revitalization and globalization by foreign citizens

Foreign citizens can draw on their own strengths and unique foreign perspectives to engage in roles such as sending out information to bring the revitalization and globalization of the local community.

This will also lead to production of many global human resources who can play an active part on the international stage, in addition to further fostering the citizens’ international mindset and deepening understanding of foreign cultures.

### (4) Active participation of foreign citizens in the local community and securing of diverse actors

Given the trend of foreign residents settling in Japan, their younger age composition and other factors, foreign citizens are expected to be the future actors supporting local communities as the country’s birthrate declines and the population ages.

## II. Current State and Major Issues of Nagoya City

### 1. Current state and issues seen from statistical data

#### (1) Growing number and diversity of foreign residents

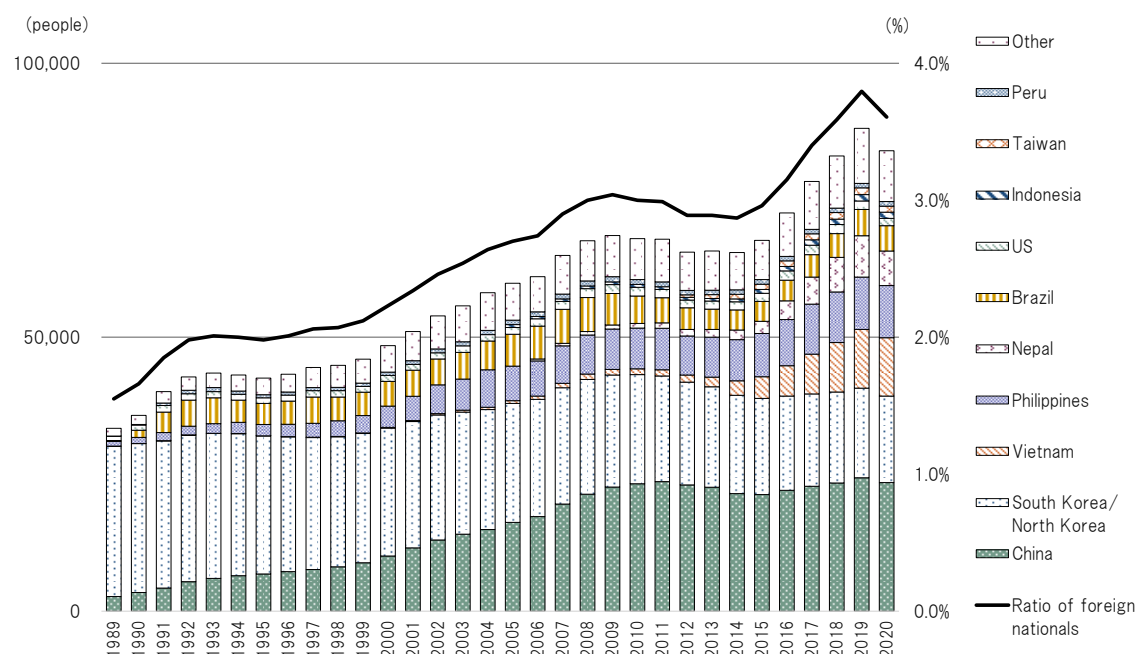
The number of foreign residents in Nagoya City at the end of 2020 was 84,018, accounting for 3.6% of the city's population.

Due to Covid-19, the population in 2020 was 4,096 fewer than in 2019, but 24.1% higher compared to five years ago (population in 2015: 67,693), when the plan was last formulated.

In terms of nationalities, there are people originating from 144 countries and regions living in Nagoya, demonstrating greater diversity in terms of nationalities compared to 141 countries and regions from 5 years ago.

Deepening understanding of multicultural coexistence is growing in importance for all citizens to acknowledge each other's basic human rights and cultural differences, in addition to the need of providing information in multiple languages and livelihood support in the community in response to the increasing number of new arrival of foreigners in Japan and diversifying nationalities.

Figure 1 Changes in Number and Ratio of Foreign Residents (by Nationality)



(Source) City of Nagoya "Statistics on Foreign Residents of Nagoya City" As of end of December of every year

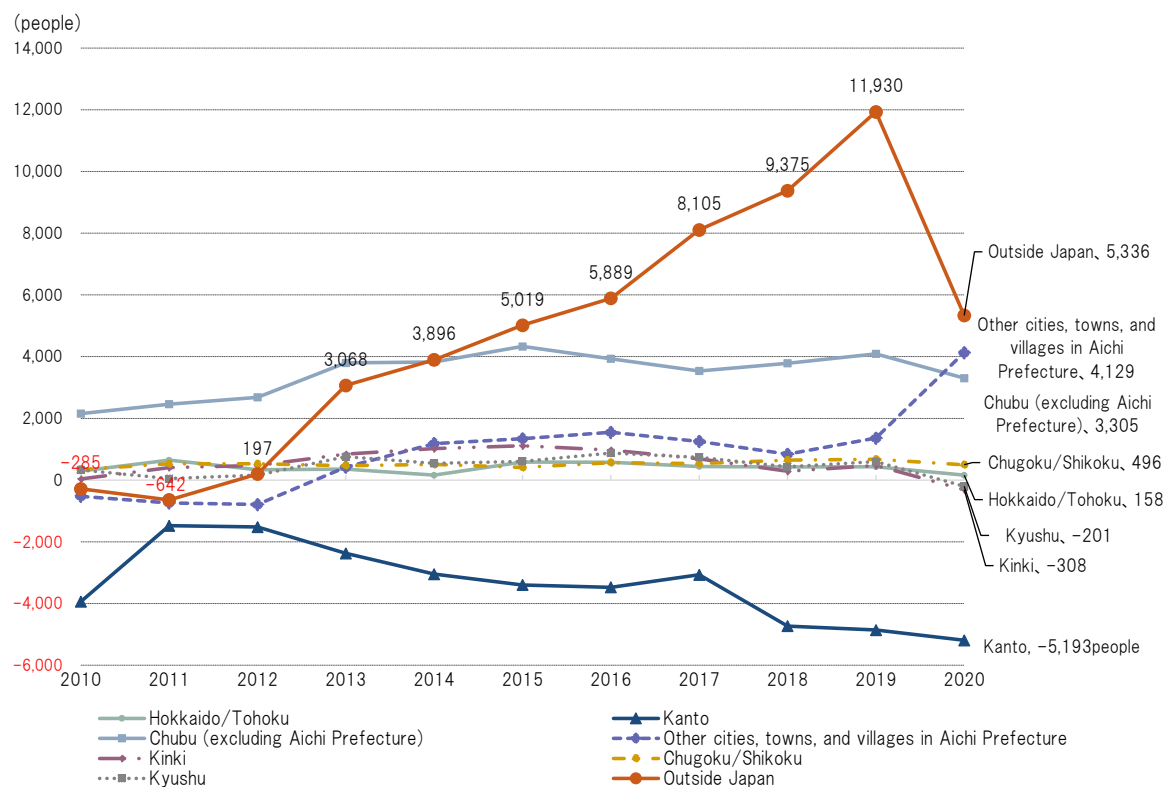
Data from 2014 and earlier is based on survey conducted by Residents' Affairs Division, Civic and Economic Affairs Bureau, City of Nagoya (population of foreigners) and Statistics Division, General Affairs Bureau, City of Nagoya (city population)

(2) The largest number of people moving into (net gain) Nagoya City comes from outside of Japan

Looking at the fluctuation of migration in Nagoya by region, the largest number of entries (net gain) in 2020 was from outside of Japan, recording 5,336 people. This number decreased between 2019 and 2020 due to Covid-19, but had increased significantly up until 2019, with an increase of 11,930 people in 2019.

As the number of foreign nationals newly entering Japan is expected to increase in the future, there is a need to provide multilingual information and opportunities for learning Japanese.

Figure 2 Fluctuation of migration in Nagoya City



(Source) City of Nagoya “2020 Aichi Prefecture Population Trend Survey Results (Nagoya City): Natural and Migration Changes in Nagoya City”

October of the year before to September of the surveyed year

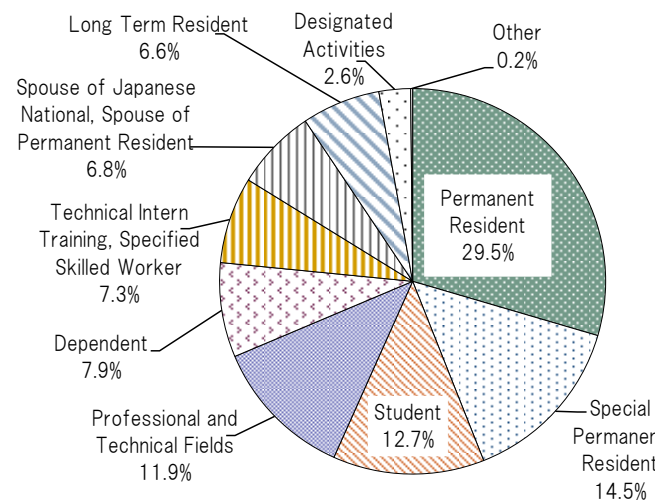
(3) Foreign residents showing the trend to settle in Nagoya, and numbers of students and technical interns have also increased

Figure 3 Ratio of Foreign Residents in Nagoya City by

Status of Residence

Looking at the ratio of foreign residents in Nagoya by status of residence, we see that 57.4% have statuses of residence of “Permanent Resident,” “Special Permanent Resident,” “Spouse of Japanese National, Spouse of Permanent Resident,” and “Long Term Resident.”

As for changes by status of residence, the number of “Permanent Resident” has increased by 16.3%, and with the trend of foreign residents settling, there is a need for initiatives that allow foreign residents to get more involved in the community.

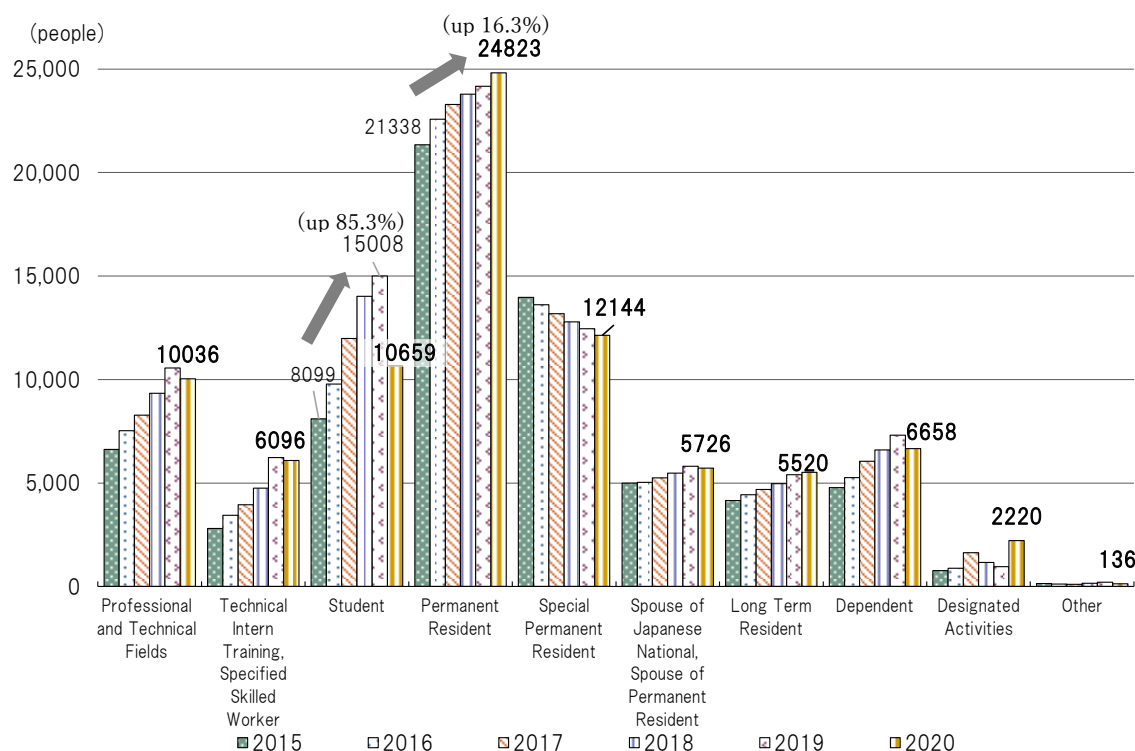


(Source) City of Nagoya “Statistics on Foreign Residents of Nagoya City” As of end of December, 2020

Meanwhile, there has been a sharp increase in the status of residence “Student,” with an 85.3% increase between 2015 and 2019. This fluctuation has a significant impact on the fluctuation in the number of foreign residents in Nagoya, although there had been a large decrease between 2019 and 2020 due to Covid-19.

The statuses of “Technical Intern Training, Specified Skilled Worker” and “Professional and Technical Fields” are also on the rise alongside “Student,” requiring the establishment of a wide range of partnerships and cooperative systems with institutions and businesses accepting foreign technical interns, as well as educational and other institutions accepting international students.

Figure 4 Number of Foreign Residents in Nagoya City by Status of Residence  
(Changes in 2015–2020)



(Source) City of Nagoya “Statistics on Foreign Residents of Nagoya City” As of end of December of every year

#### (4) Increase in the number of children and elderly

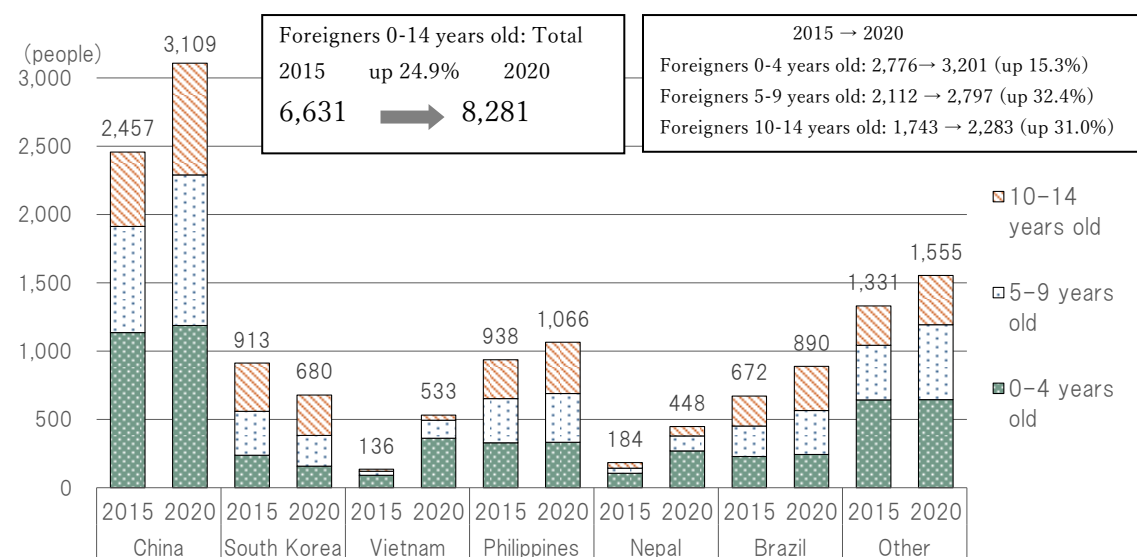
The number of children of foreign nationality is increasing. In 2015, there were 6,631 of them, but they increased to 8,281 in 2020. By age, Vietnam and Nepal saw a significant increase in 0-4 years old, so did China and Brazil in 10-14 years old.

The number of elderly is also increasing; in 2015, there were 2,065 people aged 60 and over. This increased to 3,619 in 2020. By age, China, Brazil, and the Philippines saw a significant increase in 60-64 years old, so did China in 65-69 and 70-74 years old.

With the increasing number of foreign residents settling, the number of children, the elderly, etc., is also increasing, as such uninterrupted support in different stages of life has become the city’s task.

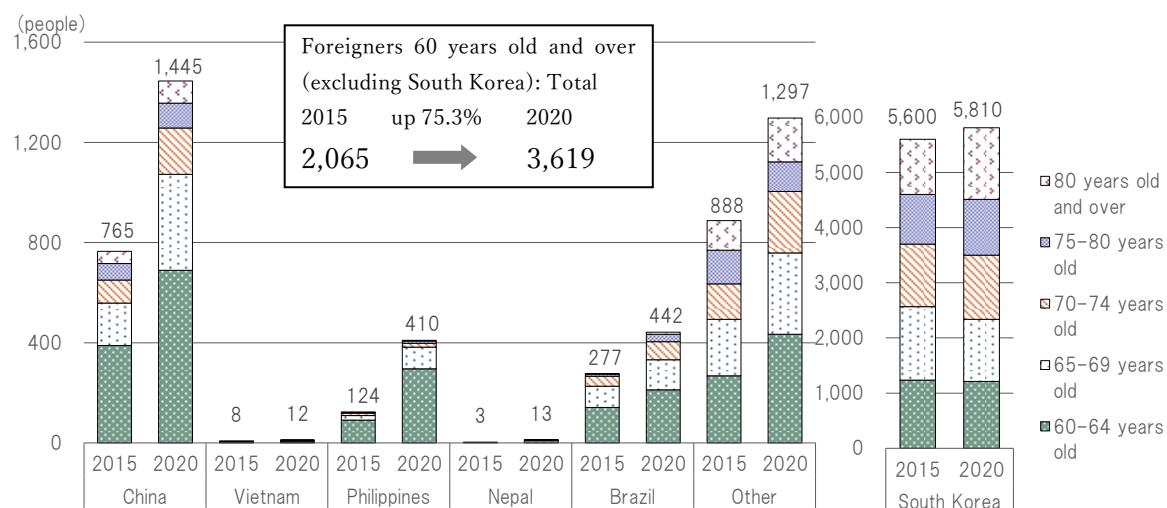


Figure 5 Number of Foreign Residents in Nagoya City by Nationality and Age (14 and Under) (2020/2015 Comparison)



(Source) City of Nagoya "Statistics on Foreign Residents of Nagoya City" As of end of December of every year

Figure 6 Number of Foreign Residents in Nagoya City by Nationality and Age (60 and Over) (2020/2015 Comparison)



(Source) City of Nagoya "Statistics on Foreign Residents of Nagoya City" As of end of December of every year

## 2. Issues from the Survey

### (1) Issues seen from results of Foreign Residents Survey

#### Outline of the Foreign Residents Survey

##### ■ Survey targets

5,000 foreign residents registered in Nagoya City aged 18 and over (randomly selected as of July 28, 2020, from those with statuses of residence listed in the Appended Table I to (5) of Appended Table I, and Appended Table II as stipulated in the Immigration Control and Refugee Recognition Act)

##### ■ Survey method and survey period

Mail survey (Send the survey form by mail and have them return the completed survey form at a later date. Or answered online from the URL written in the request form.)

Monday, September 7, 2020 - Friday, September 18, 2020 (12 days)

##### ■ Collection rate

Collection rate: 32.5% (1,624 out of 5,000 target respondents)

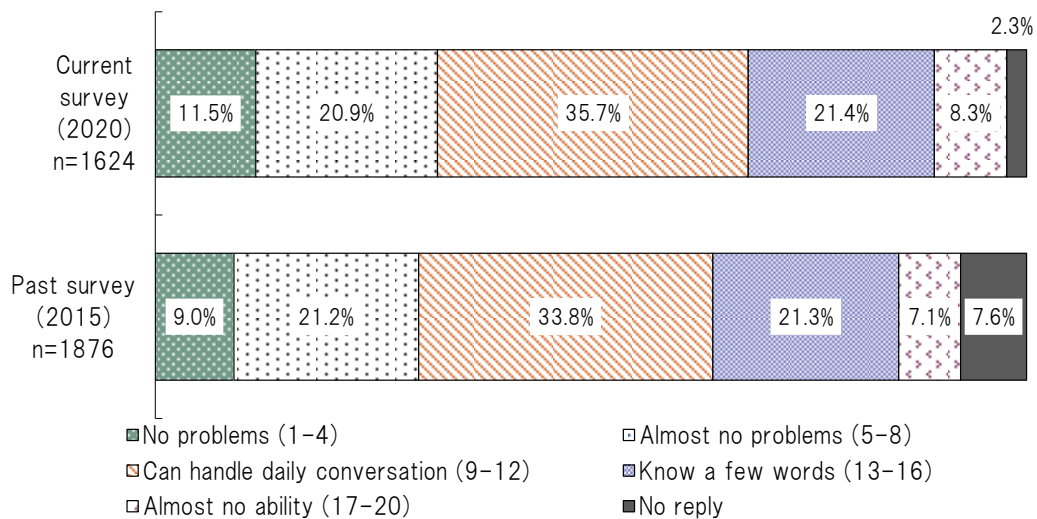
Actual collection rate: 32.8% (1,624 out of 4,948 actual target respondents)

## ① Japanese language ability

Of the total score of Japanese language ability, 11.5% have “no problems (1-4)” and 20.9% have “almost no problems (5-8),” with the combined total of those with no difficulties being 32.4%. 35.7% “can handle daily conversation,” 21.4% just “know a few words,” and 8.3% are of a level of “almost no ability.”

While the ratio of respondents who “can handle daily conversation” or in higher levels increased from 64.0% to 68.1%, the ratio of those who just “know a few words” and those of a level of “almost no ability” also increased, accounting for about 30% of the total, indicating the need to continue promoting Japanese language education.

Figure 7 Japanese language ability (total score)



## ② Current employment

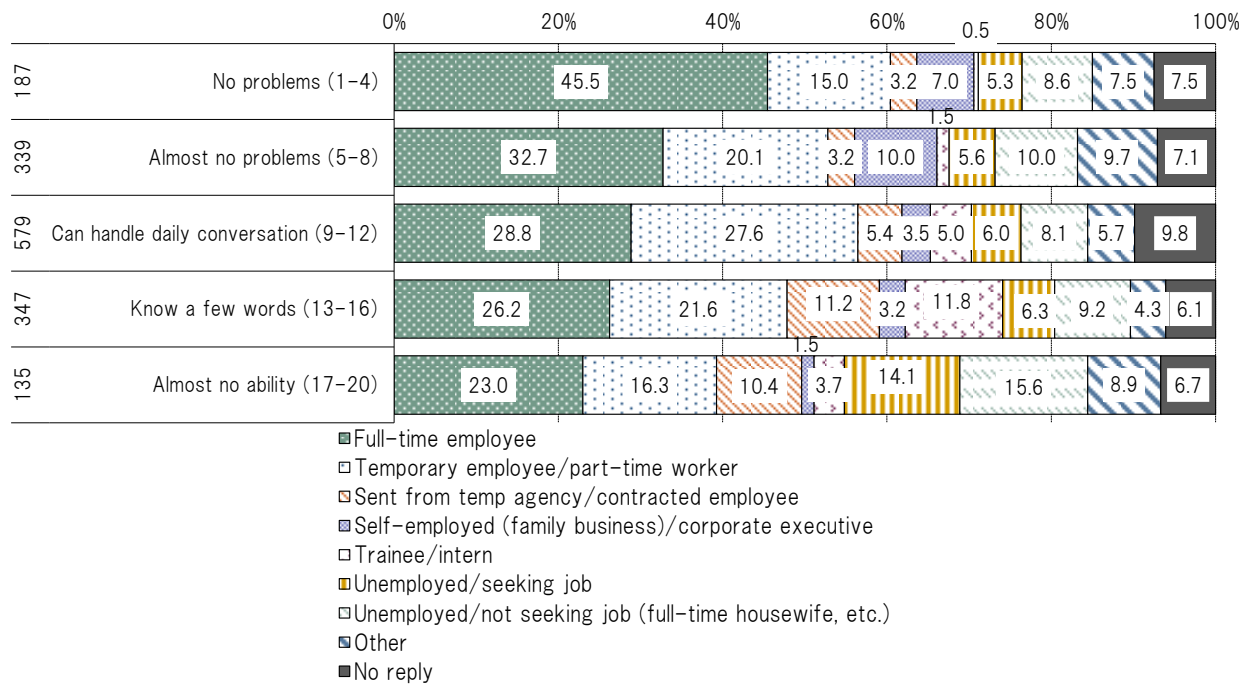
Regarding type of employment, the ratio of “full-time employee” increased from the previous survey to 30%, while the ratio of “Temporary employee/part-time worker” decreased from 24.3% to 21.9%.

Looking at type of employment by Japanese language ability level, the higher the person’s Japanese language ability is, the higher the ratio of regular full-time employment is. This indicates the need to reinforce efforts to provide opportunities for learning the Japanese language.

Figure 8 Current employment



Figure 9 Current employment (by Japanese language ability level)



### ③ Participation in community activities

Participation of foreign citizens in community activities is low.

The most common reason for not participating in community activities is “not aware of the activities” (49.5%), followed by “not enough free time to participate” (39.4%).

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

Figure 10 Participation in community activities

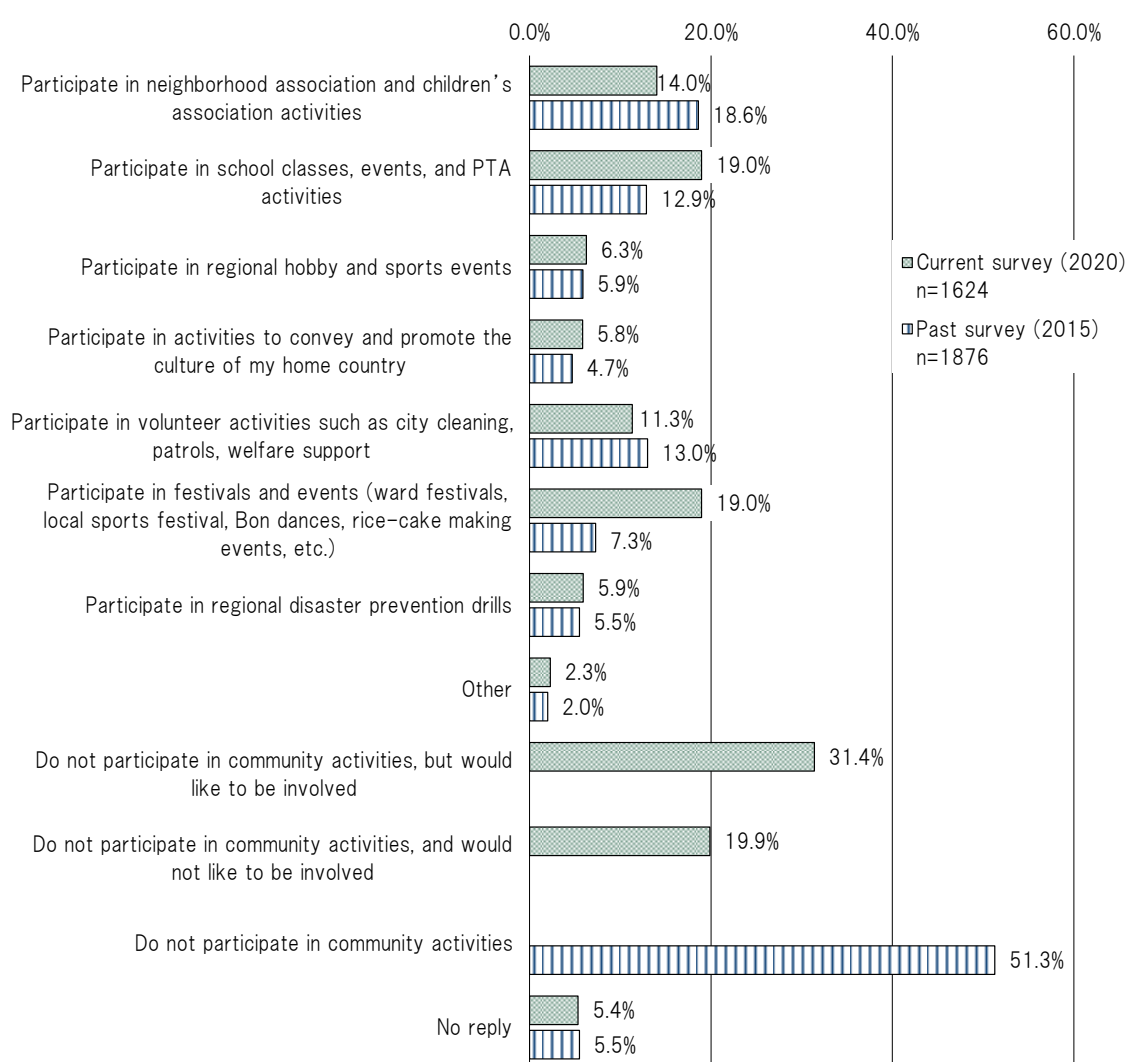
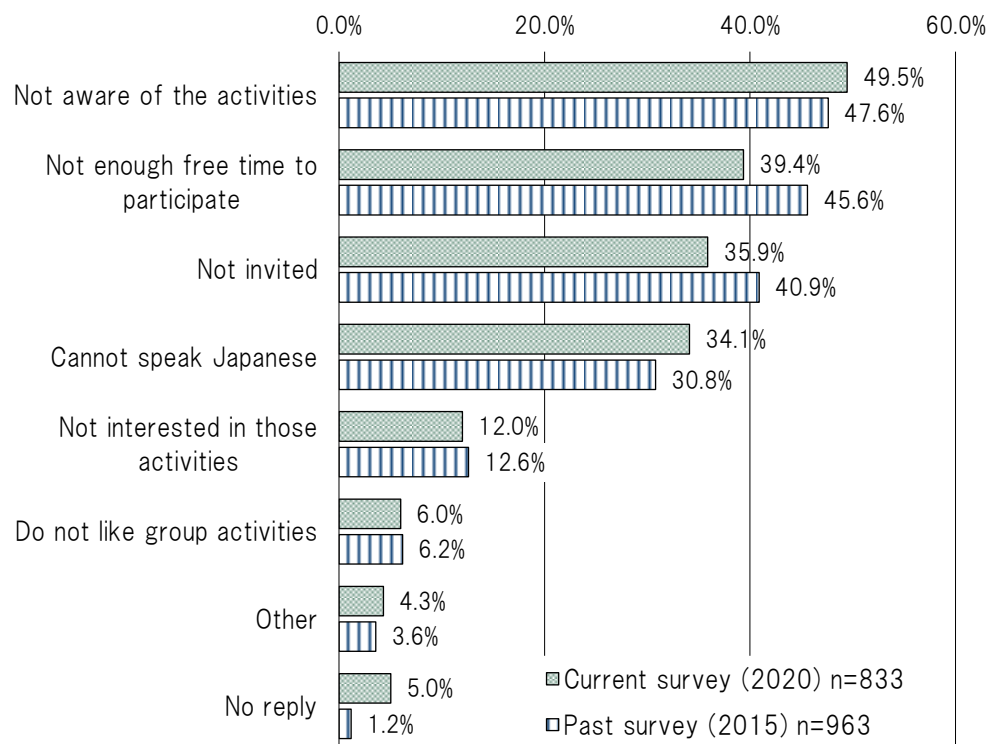


Figure 11 Reasons for not participating in community activities

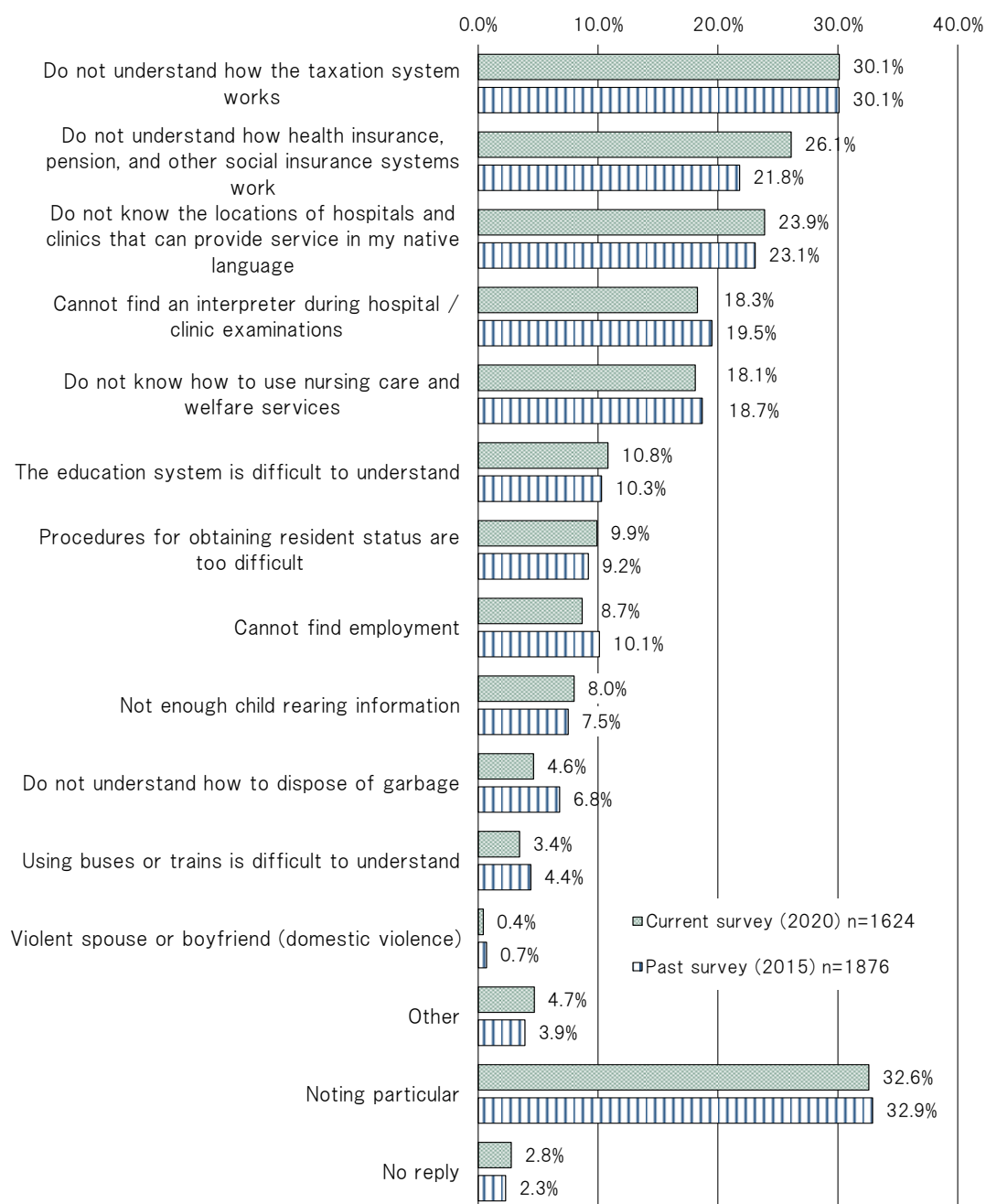


#### ④ Difficulties encountered in life in Japan

The most common difficulty encountered in life in Japan is “do not understand how the taxation system works” (30.1%), followed by “do not understand how health insurance, pension, and other social insurance systems work,” (26.1%) and “do not know the locations of hospitals and clinics that can provide service in my native language” (23.9%).

In order for foreign citizens to live in peace, it is necessary to mitigate their difficulties by efforts such as providing information in multiple languages, enhancing interpretation services, and circulating information in the local community.

Figure 12 Difficulties encountered in life in Japan



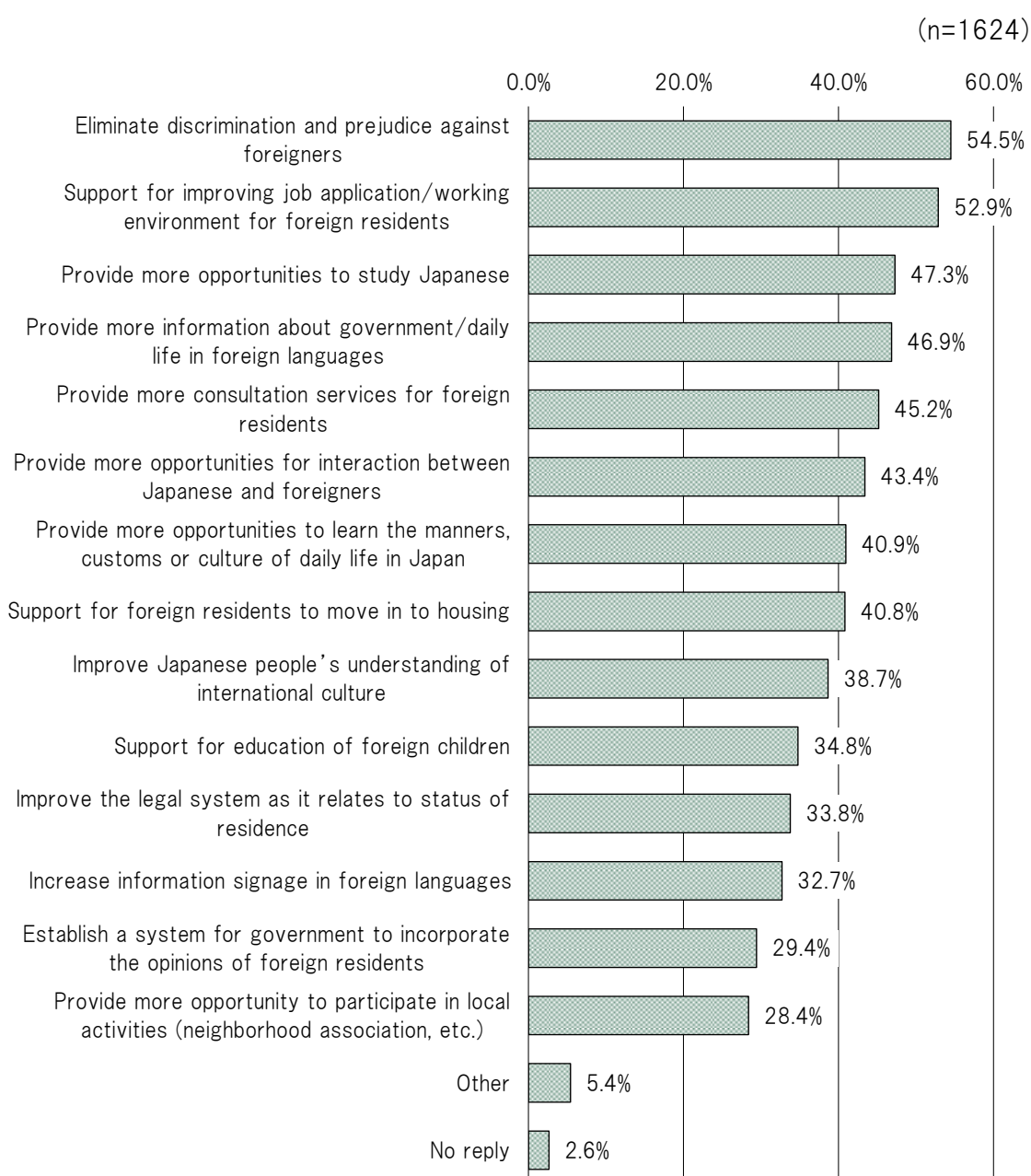


### ⑤ Things needed to make society easy for foreign citizens to live in

When asked what is needed to make society comfortable for foreign citizens to live in, the most common response was “eliminate discrimination and prejudice against foreigners” (54.5%), followed by “support for improving job application/working environment for foreign residents” (52.9%) and “provide more opportunities to study Japanese” (47.3%).

Discrimination and prejudice against foreigners is a major issue. Interaction and communication is essential for promoting community building for multicultural coexistence. There is thus a stronger need for further mutual understanding between Japanese and foreigners.

Figure 13 Things needed to make society easy for foreign citizens to live in



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

Outline of the questionnaire/interview survey of groups promoting multicultural coexistence

■ Survey targets

Questionnaire: Total of 178 groups; those promoting multicultural coexistence selected from the website of the Aichi International Association, and groups promoting multicultural coexistence that participated in the previous survey

Interview: 30 groups out of the same target as the questionnaire

■ Survey method and survey period

Questionnaire: Mail survey (Send the survey form by mail and have them return the completed survey form at a later date.)

Thursday, October 29, 2020 - Monday, November 16, 2020 (19 days)

Interview: Video conference, telephone, face-to-face (December 2020)

■ Questionnaire collection rate, etc.

Collection rate: 32.6% (58 out of 178 target groups)

Actual collection rate: 33.1% (58 out of 172 actual target groups)

Outline of the questionnaire/interview survey of businesses and intermediaries

■ Survey targets

Businesses questionnaire: 480 businesses in Nagoya City that have expanded overseas or are engaged in overseas business activities, etc.

Intermediaries questionnaire: 280 supervisory organizations and registered support organizations in Nagoya City

Interview: 4 businesses and 2 intermediaries out of the same target as the questionnaire

■ Survey method and survey period

Mail survey (Send the survey form by mail and have them return the completed survey form at a later date. Or answered online from the URL written in the request form.)

Thursday, October 29, 2020 - Monday, November 16, 2020 (19 days)

Interview: Interview by telephone (February 2021)

■ Questionnaire collection rate

<Businesses> Collection rate: 18.9% (91 out of 480 target businesses)

Actual collection rate: 19.2% (91 out of 473 actual target businesses)

<Intermediaries> Collection rate: 26.4% (74 out of 280 target intermediaries)

Actual collection rate: 26.5% (74 out of 279 actual target intermediaries)

\*There was one company for which the form was turned back due to an unknown address, so it was excluded from the list of target companies.

Outline of Nagoya Multicultural Coexistence Community Building Meeting

■ Outline of the meeting

Conducted remotely a total of three times to prevent transmission of Covid-19. Each session had a theme and invited guests who were active in that sector. After having the guests give speeches about their activities, the participants were divided into groups to exchange opinions.

■ Details of the event

1st session: Saturday, January 23, 2021, from 1:00 p.m. Theme: Support in Each Stage of Life

2nd session: Friday, January 29, 2021, from 1:00 p.m. Theme: ICT, a New Way of Life

3rd session: Tuesday, February 2, 2021, from 6:30 p.m. Theme: Working with Foreign Communities

- ① Provision information on the community in multiple languages
  - Provide information in multiple languages and share roles with interpreters through the use of ICT
  - Enhance foreign counter services through online and other means
  - Popularize and utilize simple Japanese
  - Increase recognition and spread information in partnership with foreign communities, etc.
- ② Support for learning Japanese language and culture
  - Organize Japanese language classes at times and places that are easily accessible to foreign citizens
  - Consider partnerships and cooperation with businesses in Japanese language learning
  - Enhance remote learning
  - Create learning supporters through partnerships with universities, etc.
- ③ Residence
  - Develop and introduce properties that can be occupied by foreign citizens
- ④ Labor
  - Continue job placement support for international students, and provide job placement support for foreigners other than international students
- ⑤ Education
  - Promote Japanese language education before school age
  - Actively support out-of-school children
  - Promote mother tongue education
  - Establish evening junior high schools
- ⑥ Health/medical care/welfare
  - Provide uninterrupted support tailored to different stages of life
  - Promote participation of foreign citizens in parenting plazas, etc.
  - Create opportunities for interaction among individuals such as parenting supporters (matched individually)
  - Increase recognition of the long-term care insurance system and understanding of multicultural coexistence in the field of long-term care
  - Increase recognition of the welfare system and train interpreters in welfare

- Understand the status of developmental disabilities and mental health conditions
- ⑦ **Promote participation in the community by foreign citizens**
  - Consider ways to reflect the opinions of foreign citizens in measures
  - Relax restrictions due to nationality and other factors on community activities
  - Implement activities that foreign citizens would like to participate in, such as having them participate as organizers, and understanding the needs of the foreign communities, etc.
  - Promote participation in community activities through partnerships with businesses
- ⑧ **Build communities that are safe and provide peace of mind**
  - Participation of foreign citizens as key players in disaster preparedness activities
  - Interpretation support during disasters (use of online platforms, etc.)
  - Response to infection outbreaks
- ⑨ **Raising awareness of the local community**
  - Participation of foreigners in interaction projects from the planning stage
  - Raise awareness through outreach
- ⑩ **Revitalizing the city with diversity**
  - Enhance support for international students and expand opportunities for them to play an active role
  - Create opportunities to make the most of foreign citizens that play an active role
  - Sharing of local appeals by foreign citizens

### 3. National trends

#### ① Revision of the “Plan for Promotion of Multicultural Coexistence in Local Communities”

The “Plan for Promotion of Multicultural Coexistence in Local Communities” formulated by the Ministry of Internal Affairs and Communications to contribute to the formulation of “guidelines and plans for the promotion of multicultural coexistence” in local governments was revised in September 2020.

This edition has been revised in light of changes in socioeconomic circumstances, such as the increase in the number of foreign residents and different nationalities, the creation of the status of residence “Specified Skilled Worker,” the movement to achieve a diverse and inclusive society, and the progress of digitalization. The revised plan also states the contemporary significance of promoting multicultural coexistence measures, such as “building a ‘new normal life’ by achieving a diverse and inclusive society,” “contribution of foreign residents to community revitalization and globalization,” and “active participation of foreign citizens in the local community and securing of diverse actors.”

#### ② Enactment of the “Act on Promotion of Japanese Language Education”

The “Act on Promotion of Japanese Language Education” was enacted in June 2019 to serve the purposes of promoting measures related to Japanese language education, achieving a vibrant society of multicultural coexistence that respects diverse cultures, and promoting exchanges with other countries, etc.

The basic principles include “ensure maximum opportunities for foreigners, etc., to receive Japanese language education,” “maintain and improve the standard of Japanese language education,” “organically partner with related measures, etc.,” “recognize that Japanese language education contributes to the improved vitality of the community,” and “the importance of the language used in the home education of preschoolers and school-aged foreigners, etc.”

With the social inclusion of foreigners as a member of Japanese society in mind, the Agency for Cultural Affairs has been working on the “project to promote the creation of a comprehensive system for Japanese language education in regional areas” since 2019, with the aim of ensuring opportunities for foreign residents to learn Japanese so that they can acquire the level of Japanese language ability necessary for daily life, etc.

#### ③ Revision of the Immigration Control and Refugee Recognition Act (creation of “Specified Skilled Worker”) and compilation of comprehensive measures for acceptance and coexistence of foreign nationals

An act to partially amend the Immigration Control and Refugee Recognition Act and the Act for Establishment of the Ministry of Justice was enacted in December 2018, including the creation of the status of residence “Specified Skilled Worker” and the establishment of

the Immigration Services Agency of Japan.

In order to achieve the goal of contributing to the creation of a society in which Japanese and foreigners can live safely and peacefully by accepting foreign human resources in an appropriate manner and creating a society of multicultural coexistence, the Japanese government established the “Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals” in December 2018. These measures, which indicate the direction the country should take with regards to the acceptance and coexistence of foreign nationals, were decided at the “Ministerial Conference on Acceptance and Coexistence of Foreign nationals” and has been revised serially since then.

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[Reference] Links related to laws and regulations (as of October 2021)

Revision of the “Plan for Promotion of Multicultural Coexistence in Local Communities” (Ministry of Internal Affairs and Communications website)

[https://www.soumu.go.jp/menu\\_news/s-news/01gyosei05\\_02000138.html](https://www.soumu.go.jp/menu_news/s-news/01gyosei05_02000138.html)

About the Act on Promotion of Japanese Language Education (Agency for Cultural Affairs website)

[https://www.bunka.go.jp/seisaku/bunka\\_gyosei/shokan\\_horei/other/suishin\\_houritsu/index.html](https://www.bunka.go.jp/seisaku/bunka_gyosei/shokan_horei/other/suishin_houritsu/index.html)

Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals (Immigration Services Agency of Japan website)

[https://www.moj.go.jp/isa/policies/coexistence/nyuukokukanri01\\_00140.html](https://www.moj.go.jp/isa/policies/coexistence/nyuukokukanri01_00140.html)

## 4. Assessment of Plan II and summary of issues

### (1) Details of efforts in Plan II

In the Multicultural Coexistence Promotion Plan II formulated in 2017, the fundamental objective was to achieve a city of multicultural coexistence where all citizens can live with safety and peace of mind and contribute by making use of diversity,” and we carried out measures for multicultural coexistence based on the following three policies for measures to achieve the fundamental objective.

#### ■ Policies for measures

##### I Build foundation for livelihood

We implemented 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 promoted participation in the community so that foreign citizens would 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 deepened understanding of multicultural coexistence so that all citizens could acknowledge each other’s basic human rights and cultural differences, and also worked to build a society that made use of diversity.

### (2) Assessment of Plan II

We assessed Plan II based on the results of the Foreign Residents Survey and other results, in accordance with the indexes for the Plan II.

Of the 10 indexes for the fundamental measures, 2 have reached their targets and 8 have not. In particular, the results for the indexes “Ratio of foreign citizens that know about the Nagoya Living Guide (Fundamental Measure 1)” and “Ratio of foreign citizens participating in community (Fundamental Measure 7)” did not reach the target values by a wide margin. We must accept these results and reflect them in the measures of the next plan.

Meanwhile, the number of foreign citizens is on the rise, indicating that our city may have been chosen as a foundation for the livelihood of foreign nationals. Moreover, even though the city did not reach the target for the “ratio of foreign citizens satisfied with life in the city (Fundamental Measure 10),” 88.1% responded that they were satisfied with their life in the city. This gives us a glimpse of how the city’s efforts are being appreciated.

Overall, many of the figures have remained almost the same compared to when the Plan II was first formulated. It is necessary to continue our efforts in identifying and analyzing changes in the attributes and needs of foreign citizens and promoting multicultural coexistence measures.

#### Indexes and Outcome Levels of the Multicultural Coexistence Promotion Plan II

Fundamental measure	Index	Target level (1)	Initial level (FY2016) (2)	Outcome level (FY2020) (3)	Difference with the initial level (3) - (2)	Difference with the target level (3) - (1)
1	Percentage of foreign citizens that know about the Nagoya Living Guide	80.0%	38.2%	38.1%	▲0.1%	▲41.9%
2	Ratio of foreign citizens whose Japanese language ability is “can handle daily conversation”	80.0%	64.0%	68.1%	4.1%	▲11.9%
3	Ratio of foreign citizens with no particular difficulties regarding finding a house	65.0%	55.5%	69.2%	13.7%	4.2%
4	Ratio of foreign citizens whose difficulty about life in Japan is that they	8.0%	10.1%	8.7%	1.4% ((2) - (3))	▲0.7% ((1) - (3))



	“can’t find work”					
5	Ratio of foreign citizens with no particular difficulties regarding education	60.0%	43.5%	42.3%	▲1.2%	▲17.7%
6	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”	10.0%	23.1%	23.9%	▲0.8% ((2) - (3))	▲13.9% ((1) - (3))
7	Ratio of foreign citizens participating in community	65.0%	43.2%	43.3%	0.1%	▲21.7%
8	Ratio of foreign citizens prepared for earthquakes or typhoons	80.0%	74.4%	80.6%	6.2%	0.6%
9	Ratio of local citizens who have interactions with people of other nationalities	40.0%	31.7%	31.0%	▲0.7%	▲9.0%
10	Ratio of foreign citizens satisfied with current life in Nagoya City	95.0%	89.2%	88.1%	▲1.1%	▲6.9%

Note 1) Initial level (FY2016): FY2015 Foreign Residents Survey

Outcome level (FY2020): FY2020 Foreign Residents Survey

Note 2) Indexes for Fundamental Measure 9 are based on the “Questionnaire Survey on the Indexes of the Achievement of the Master Plan”

### (3) Summary of issues

#### ① Expand multilingual support and promote Japanese language education

As the number of new foreign residents in Nagoya increases and the city becomes increasingly multinational, it is necessary to strengthen the provision of information in multiple languages and enhance translation and interpretation services.

Moreover, with the enactment of the Act on Promotion of Japanese Language Education, there is a need to enrich Japanese language learning opportunities in line with the wishes of foreign citizens, such as remote learning and consideration for ease of access.

#### ② Uninterrupted support for all stages of life, including children and the elderly

As the number of children and elderly people of foreign nationality is increasing, it is necessary to provide uninterrupted support according to their stages of life, including support for parenting and assistance for the elderly.

#### ③ Expanding the scope of awareness for multicultural coexistence

While multicultural interactions, awareness projects and other initiatives have been continuously implemented, there is a need to expand the scope for raising awareness for multicultural coexistence, through initiatives such as outreach (visiting various facilities), in order to eliminate discrimination and prejudice against foreigners.

#### ④ Active role of foreign citizens

With the increasing number of foreign citizens settling in Nagoya, it is necessary to promote the active role of foreign citizens in the community. In addition, by increasing the involvement of foreign citizens in measures for multicultural coexistence, it is expected that these measures will be able to align with the needs of foreign citizens.

#### ⑤ Support for international students

Since international students are an important factor in influencing the fluctuation in the number of foreign residents in Nagoya City as a whole, it is necessary to continue to provide livelihood support in partnership with educational institutions and other organizations, as well as job placement support to ensure that they continue to be active in Nagoya City.

### III. Details of Plan III

#### 1. Fundamental objective

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

In order to achieve a city of multicultural coexistence where people of different nationalities and ethnicities can accept each other and live happily together, it is important to work to create a stable foundation for the livelihood of foreign citizens, as well as to improve awareness of multicultural coexistence in accordance with “Nagoya Fundamental Policies for Human Rights Measures,” so that all citizens can live as members of the community while deepening mutual understanding between each other. Moreover, by fully utilizing the abilities that foreign citizens have and them participating in community development together with Japanese citizens, we will be able to revitalize and globalize local communities by taking advantage of diversity.

#### 2. Policies for measures

The following three policies for measures are established in order 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.

### 3. Promotion system

#### (1) Promotion system within government

We will 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 comprehensively and systematically.

#### (2) Partnership with related organizations and communities

Efforts to promote multicultural coexistence will be promoted in partnership and cooperation with various players including the country, Aichi Prefecture, NPOs, volunteers, businesses, embassies and consulates, and local communities. In this effort, the Nagoya International Center, which provides various consultations to foreign citizens and conducts many projects related to multicultural coexistence, is positioned as the base for promoting community internationalization.

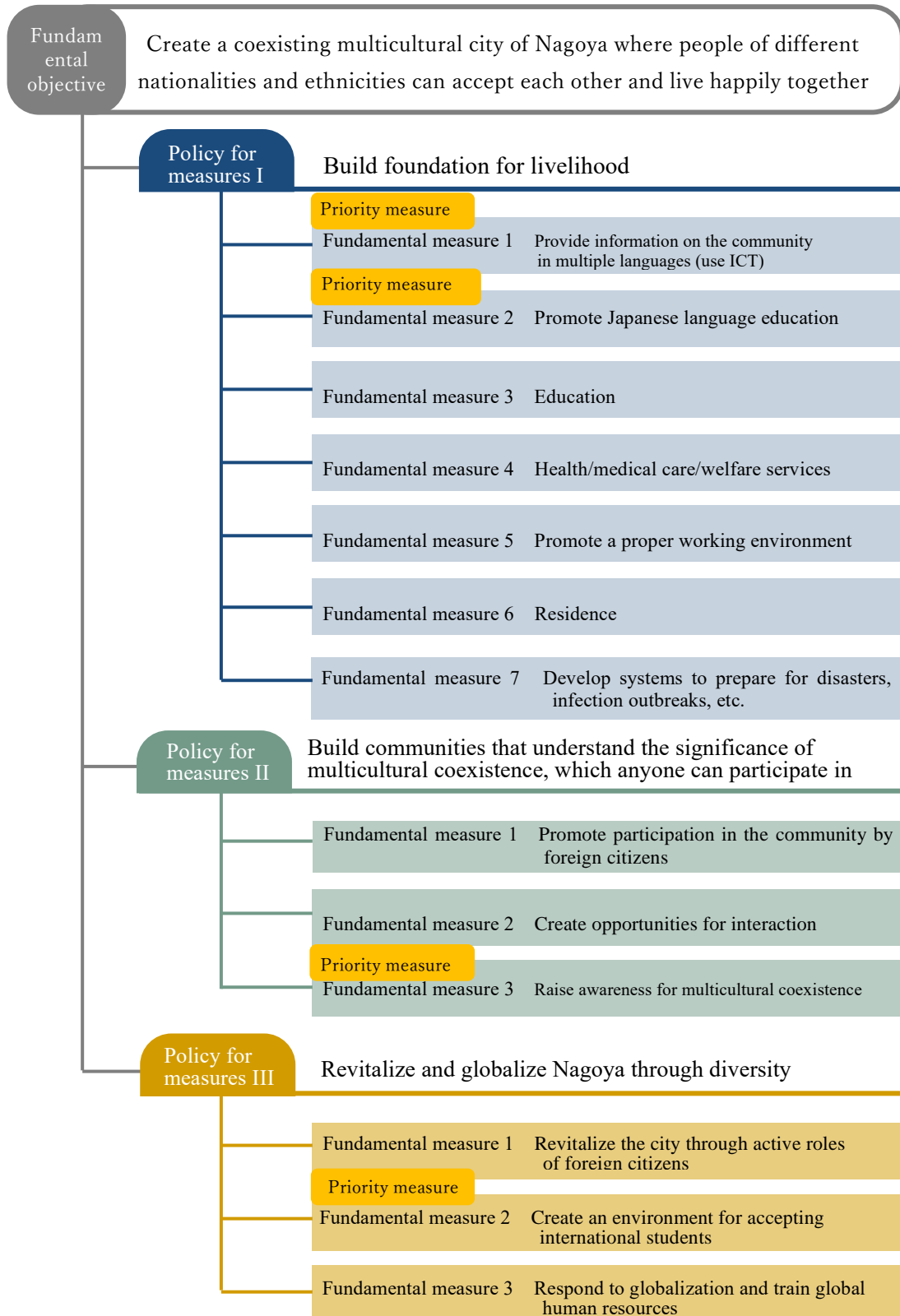


#### <Nagoya International Center>

The Nagoya International Center is an incorporated foundation established in 1984 by the City of Nagoya with the approval of the Minister of Foreign Affairs, for the purpose of fostering an international mindset among citizens, providing convenience to foreign residents, and promoting mutual understanding between citizens and foreign nationals. The city has managed and operated the Nagoya International Center since its opening in 1984. The center is also an important partner in many of the city's projects related to community internationalization and multicultural coexistence, and was recognized by the Ministry of Internal Affairs and Communications as a regional internationalization association in 1990. Utilizing the know-how and networks developed over the years, the center is working with the City to promote the creation of a society of multicultural coexistence, and to achieve a society in which everyone can live enriched lives together in peace.

## 4. Policies for measures and system for fundamental measures

Under the three policies for measures, the fundamental measures are systematized as follows, and the visions, goals, and specific details of the measures are clearly laid out.



## 5. Plan for implementation

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### Priority Initiatives

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Based on the statistical data, basic surveys, national trends, and the issues that emerged from the implementation of the Plan II, as described in Chapter II: Current State and Major Issues of Nagoya City, the following 13 fundamental measures were established under the three policies for measures to work toward the fundamental objective. The following four fundamental measures, which will be focused on during the five years of the Plan III, are positioned as “priority measures.”

#### **1. Provide information on the community in multiple languages (use ICT) [Policy for Measures 1/Fundamental Measure 1]**

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. Naka Ward, which has the highest ratio of foreign residents in the city, took the lead in providing a “foreign concierge” service for counter guidance at the ward office. We will continue to make efforts to further improve the environment, including the use of ICT, so that foreign citizens can use ward offices near them with peace of mind regarding language.

We also aim to improve the speed and volume of translation of administrative information using AI, and promote provision of information in multiple languages to further improve citizen services.

#### **2. Promote Japanese language education [Policy for Measures 1/Fundamental Measure 2]**

To help foreign citizens 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.

#### **3. Raise awareness for multicultural coexistence [Policy for Measures**

## 2/Fundamental Measure 3]

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.

### 4. Create an environment for accepting international students [Policy for Measures 3/Fundamental Measure 2]

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 increase the number of international students who stay in the city after their study abroad by holding experience and interaction events, among others, to enrich their study abroad experience in the city, thereby securing foreign human resources who can play an active role in the city.

#### Composition of plan for implementation

In the plan for implementation, the following items are demonstrated by each of the plan's fundamental measure.

##### Vision

Presents status of Nagoya City, Japanese citizens, and foreign citizens to achieve by the target fiscal year of 2026 as a result of implementing the measure.

##### Goals

Presents current level and target level for fiscal 2026 as indexes for assessing achievement of measure. For Policy for Measures I, a target for the policy as a whole is also set.

\*Current levels are based on the Survey on the Formulation of the Nagoya City Multicultural Coexistence Promotion Plan III implemented in FY2020, and the Questionnaire Survey on the Indexes of the Achievement of the Master Plan.

##### Details of the measures

Shows the details of the measures based on the fundamental measure, and plans of projects executing these measures.

\*For the "Section in Charge" column, the section with jurisdiction over the project is listed.

In executing the projects, we will partner with relevant sections.

##### SDGs Icons

Shows icons indicating the goals (targets) of the SDGs that it will contribute to achieve by promoting the policy for measures and its fundamental measures.

## Build foundation for livelihood

### Priority measure

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



#### Vision

Information is provided to foreign citizens using various methods such as multiple languages and simple 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.

#### Goals

Index	Current level	Target level
Ratio of foreign citizens that know about the Nagoya International Center	54.8%	60.0%

#### Details of the measures

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

Administrative information provided to citizens, information necessary for daily life, and information on events and other activities organized by the community is provided in multiple languages, including simple Japanese, using ICT. Information is provided at administrative counters and websites, as well as through social media and other means.

Project	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 various media such as the foreign language versions of the Nagoya City website, Nagoya Living Guide, as well as the Nagoya International Center information		



	service corner/website/social media.
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Project	<b>Utilizing simple Japanese</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	To promote the use of “simple Japanese,” promotional materials are created and distributed, and training is held for the citizens and Japanese staff at public institutions to encourage communication with foreign citizens in Japanese language.		

Project	<b>Implementation of city government guidance</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Simple Japanese or the native language of foreign citizens is used to explain city taxes, education, welfare, health, disaster preparedness, and other administrative affairs of the city.		

Project	<b>Implementation of training for employees</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	In order to improve the multicultural responsiveness of city employees, various training sessions and lectures are held to help them understand multicultural coexistence and different cultures and communicate smoothly with foreign citizens.		

Project	<b>Translation of administrative information</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Individual departments translate and produce multilingual pamphlets on details of city government. For translation, AI-based machine translation is introduced to streamline translation work and enhance information sharing.		

Project	<b>Distribution of the Nagoya Welcome Kit at counters</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Kits including items such as the Nagoya Living Guide, garbage sorting pamphlet, evacuation location map, Japanese language class leaflet, and Nagoya International Center magazines are produced and distributed at locations such as ward offices and the International Center.		

Project	<b>Multilingual information on city bus and subway services</b>	Section in charge	Transportation Bureau
Overview of project	Information on city bus and subway services is provided in multiple languages to improve convenience for foreign users.		

Project	<b>Multilingual support of the website of the Transportation Bureau</b>	Section in charge	Transportation Bureau
Overview of project	Information on city bus and subway services, etc., is provided in multiple languages on the website of the Transportation Bureau to improve convenience for foreign users.		

Project	<b>Multilingual distribution of resource and garbage sorting apps</b>	Section in charge	Environmental Affairs Bureau
Overview of project	In order to inform foreign residents about garbage and resource sorting and disposal etiquette, an app that is available in multiple languages is made available.		

## **Measure 2 Enhancing counter services for foreign citizens**

The services at the counter are enhanced to allow foreign citizens to obtain administrative and daily life information and consult on various issues that arise in community life. Setting up a general counter at ward offices is considered.

In addition to the allocation of interpreters, the necessary multilingual interpretation system is developed by utilizing ICT technologies such as telephone/video interpretation and multilingual translation apps.

Project	<b>Multilingual consultation</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	At the Nagoya International Center, various consultations (administrative, educational, legal, mental, etc.) for foreign citizens is provided in multiple languages in partnership with specialized organizations.		

Project	<b>Improvement of information services for foreigners at ward offices, etc.</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	In order to provide smooth services at ward offices for visitors who need assistance in foreign languages, administrative services for foreign citizens are improved by providing services such as interpretation using tablet devices, and setting up specialized information counters in the residential districts.		

Project	<b>Dispatching language volunteers</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Language volunteers registered with the Nagoya International Center translate and interpret to support daily lives of foreigners residing in the city in the area of language.		

Project	<b>Nakamura Ward Multicultural Coexistence Promotion Project</b>	Section in charge	Nakamura Ward
Overview of project	Nepalese and Vietnamese interpreters are allocated at the ward office counter to eliminate inconvenience to foreign ward residents at the counter due to language barrier.		

Project	<b>Enhancing multilingual counter service</b>	Section in charge	Minato Ward
Overview of project	Civic services for foreign residents are improved by placing staff in charge of assisting foreigners at general reception desks of ward offices, introducing AI interpretation devices to ward offices and health centers, and introducing remote interpretation services.		

Project	<b>Multilingual support for administrative services and sharing information for foreign residents</b>	Section in charge	Naka Ward
Overview of project	Interpretation, translation and other relevant tools are utilized to make administrative services at ward offices multilingual. In addition, information is provided in multiple		

	languages and shared with foreign ward residents at each division office counter, at the foreign residents information corner, on wards' official social media accounts, etc.
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Project	Multilingual support for administrative services	Section in charge	Chikusa Ward
Overview of project	Interpretation, translation and other relevant tools are utilized to make administrative services at ward offices multilingual. In addition, multilingual pamphlets and other materials containing information on daily life such as garbage disposal, disaster preparedness, etc., are prepared and distributed at ward office counters and places where many foreigners gather.		

## Priority measure



# 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 institutions and other related organizations that offer Japanese language education.

## Goals

Index	Current level	Target level
Ratio of foreign citizens whose Japanese language ability is “can handle daily conversation”	68.1%	80.0%

## Details of the measures

### Measure 1 Enhancing opportunities for learning Japanese language and culture

Create a variety of spaces and opportunities for learning the Japanese language at the Nagoya International Center.

Project	<b>Operation of Japanese language classes at Nagoya International Center</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Opportunities are provided for foreigners for whom Japanese is not their native language to learn basic Japanese necessary for daily life. In addition, participants and volunteers share their culture and customs and interact with each other.		

Project	<b>Holding Japanese language classes for children</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Japanese language classes are held for children for whom Japanese is not their native language to provide opportunities to learn Japanese language necessary in their daily lives and at school.		

<b>Measure 2</b>	<b>Promoting the development of a system for local Japanese language education</b>
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Based on the “Approach to the Promotion of Local Japanese Language Education in Nagoya City” set forth according to the “Act on Promotion of Japanese Language Education,” the necessary systems for local Japanese language education are developed in partnership with actors such as government agencies, Japanese language education institutions, employers of foreign nationals, etc., and livelihood support groups. Providers of local Japanese language education are also secured and trained in partnership with businesses, universities, etc.

<b>Project</b>	<b>Project promoting the development of a system for local Japanese language education</b>	<b>Section in charge</b>	Bureau of Tourism, Culture & Exchange
<b>Overview of project</b>	To help foreign citizens 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.		

<b>Project</b>	<b>Promoting Japanese language volunteer activities</b>	<b>Section in charge</b>	Bureau of Tourism, Culture & Exchange
<b>Overview of project</b>	Opportunities are provided to volunteers involved in Japanese language learning support activities to share information and coordinate in order to train Japanese language learning supporters and people who lead multicultural coexistence.		

<b>Project</b>	<b>Cooperation with Japanese language classes in the city</b>	<b>Section in charge</b>	Bureau of Tourism, Culture & Exchange
<b>Overview of project</b>	The activities of Japanese language classes run by volunteers in the city are made widely known and necessary administrative information is provided to foreign nationals through these classes.		

## 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.

### Goals

Index	Current level	Target level
Ratio of foreign citizens with no particular difficulties regarding education	42.3%	60.0%

### Details of the measures

#### Measure 1 Promoting school attendance

Information on elementary school enrollment, school life, financial support for schooling, etc., is shared and explained in multiple languages to the parents of school-aged children of foreign nationality. In addition, understanding is gained on children's enrollment status by coordinating with relevant parties, in order to support children who wish to enroll in school and their parents.

Project	<b>Creating foreign language versions of materials such as guidance for school entry and notice of financial support systems for schooling</b>	Section in charge	Board of Education
Overview of project	<p>Foreign language versions of guidance for school entry sent in the year before children become elementary school age are prepared.</p> <p>In addition, foreign language versions of materials such as the “Notice of Financial Support for Schooling” and “Notice of Financial Support for Special Needs Education” are prepared.</p>		

Project	<b>Understanding the school enrollment status of children of foreign nationality</b>	Section in charge	Board of Education
Overview of project	An understanding is gained on the school enrollment status of foreign children by conducting surveys and other initiatives on the school enrollment status targeting parents with children of school age or equivalent who are registered as residents of Nagoya City.		

## **Measure 2 Extensive Support for learning**

In order to help foreign children of different Japanese language abilities enrolled in the city's elementary and junior high schools adapt to school life and improve their learning in the Japanese language, the guidance system is enhanced by providing support in venues such as the intensive initial Japanese classes, allocating teachers in charge of Japanese language instruction and native language learning partners, while at the same time training personnel who will support children of foreign nationality.

Project	<b>Operating Japanese Language Education Consultation Center</b>	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	<b>Operating intensive initial Japanese classes and remedial Japanese classes</b>	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 at a daily conversational level but not enough for school classes, and those classes are enhanced to reflect local characteristics.		



Project	<b>Placement of teachers, etc. for Japanese language instruction</b>	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	<b>Courses on methods of instruction for children needing Japanese language instruction</b>	Section in charge	Board of Education
Overview of project	Courses are held for elementary, junior high, special needs, and high school teachers, trainee teachers, full-time lecturers, etc., for them to learn knowledge and skills necessary for education of pupils and students needing Japanese language instruction.		

Project	<b>Placement of native language learning partners</b>	Section in charge	Board of Education
Overview of project	Native language learning partners and supervisors 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.		

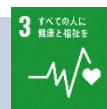
Project	<b>Improvement of the educational environment surrounding foreign children</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	As a catalyst for the training of and partnership with supporters involved in supporting the education of children connected to foreign countries, opportunities are provided for lectures by specialists and information sharing, etc. Moreover, 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 schools and other related organizations.		

**Measure 3 Career/further education guidance**

Career and further education guidance is provided for foreign students for continuing education such as high school and university, or finding employment.

Project	Operation of learning and career support classes for high school students	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Instruction is provided in the language of daily life and the learning language necessary for academic subjects for foreign students who are currently enrolled in high school or who intend to enter high school. An opportunity for career development is also provided through interaction with young people and seniors of the same generation.		

## 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.

### Goals

Index	Current level	Target level
Ratio of foreign citizens whose difficulty about life in Japan is that they “do not understand how health insurance, pension, and other social insurance systems work”	26.1%	20.0%

### Details of the measures

#### Measure 1 Providing more extensive information related to health, medicine and welfare

Information is provided in multiple languages and foreigners are made aware of the content of health, medical care, and welfare systems, such as the national health insurance and long-term care insurance systems. Information is provided in multiple languages on hospitals, nursing care services, etc., that are available in foreign languages.

Project	<b>Creation of health information, etc., in multiple languages</b>	Section in charge	Health & Welfare Bureau
Overview of project	Information on the long-term care insurance system, the national health insurance system, and AIDS is provided using multilingual pamphlets and other materials.		

Project	<b>Distribution of maternity record books in multiple languages</b>	Section in charge	Child & Youth Affairs Bureau
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Overview of project	Multilingual versions of maternity record books are distributed in each ward's health center for pregnant women of foreign nationality. (7 languages)
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## **Measure 2** Responding to needs of foreign patients in multiple languages

Resources such as the Aichi Medical Interpretation System are utilized to support foreign patients in multiple languages.

Project	<b>Participation in the Aichi Medical Interpretations System</b>	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	<b>Supporting foreign patients at the city university hospital</b>	Section in charge	Nagoya City University
Overview of project	Resources such as multilingual medical questionnaires and the Aichi Medical Interpretation System are utilized as needed at the city university hospital to support foreign patients.		

## **Measure 3** Providing healthcare

Health consultation, etc., are provided to foreign citizens and interpreters dispatched as needed.

Project	<b>Improvement of mental and physical health of foreigners</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Consultation meetings and the like are held on physical and mental health so foreign citizens can live with peace of mind. Opportunities are given for foreign citizens to share their worries in their native language and reduce the feeling of isolation and anxiety while at the same time making new friends.		

Project	<b>Tuberculosis examination for foreigners</b>	Section in charge	Health & Welfare Bureau
Overview of project	Tuberculosis examinations and public awareness activities for knowledge on the illness are implemented in consultation meetings, etc., to spread information and raise awareness about the early discovery, prevention, and systems regarding the illness, so that patients could be discovered at an early stage.		

Project	<b>Dispatching interpreters for foreign tuberculosis patients, etc.</b>	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 health centers make home visits and the like to support taking medicine.		

#### **Measure 4** **Responding to mother/child health and parenting needs**

In addition to dispatching interpreters to parenting classes and home visits, etc., a system to connect parents with each other and with the local community is created so that foreign citizens can feel at ease during pregnancy, childbirth, and parenting.

Project	<b>Parenting support project for foreigners</b>	Section in charge	Chikusa Ward
Overview of project	To allow foreign nationals to raise children with peace of mind, initiatives that support foreigners in parenting are implemented, such as distributing “Child-rearing Support Guide” in simple Japanese and four other languages, conducting home visits, etc., with the use of tablet devices equipped with video interpretation functions, and creating flyers for parenting salons in simple Japanese and foreign languages.		

Project	<b>Parenting support for foreigners</b>	Section in charge	Naka Ward
Overview of project	Multicultural parenting classes are held so that everyone can be at ease during pregnancy, childbirth, and parenting, and so that parents can connect with each other and with the local community. Interpreters are also provided for cases where it is difficult to communicate in Japanese, such as during infant visits.		

Project	<b>Placement of interpreters and introduction of translation devices at day care centers</b>	Section in charge	Child & Youth Affairs Bureau
Overview of project	Interpreters are placed and translation devices introduced at day care centers that have many infants and toddlers of foreign nationality to enable smooth communication between guardians and childcare workers.		

Project	<b>Multilingual support for health services for foreigners</b>	Section in charge	Showa Ward
Overview of project	Interpretation and translation tools are utilized to enhance support for foreign residents who need multilingual assistance during infant health checkups, parenting consultations, home visits, etc.		

## **Measure 5** Responding to needs of the elderly and disabled

In partnership with the community livelihood support centers for welfare and nursing care, understanding of multiculturalism in welfare and nursing care services is promoted, and aspects such as ways to respond to the needs of foreign citizens are considered.

Project	<b>Promotion of multicultural understanding, etc., at support centers for elderly and disabled persons of foreign nationality</b>	Section in charge	Health & Welfare Bureau
Overview of project	Various training and information are provided for staff members of consultation organizations, which support the elderly and disabled persons, on content such as understanding multicultural coexistence and effective ways to communicate smoothly with foreign citizens, and efforts are made in partnership with consultation organizations and other relevant parties to understand the status of issues faced by foreign nationals.		

## **Measure 6** Responding to domestic violence (DV), etc.

Counseling and support for domestic violence (DV) and other forms of violence are provided from the perspective of the victim, regardless of nationality. Interpreters are dispatched and external supervisors are introduced so that victims of foreign nationality who struggle to communicate in Japanese or have various other backgrounds can consult with us smoothly and be given due consideration.

Project	<b>Dispatching interpreters, etc. for consultation and support activities for women and children</b>	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	<b>Enhancement of consultation functions</b>	Section in charge	Child & Youth Affairs Bureau
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Overview of project	External advisors are introduced so that social welfare offices, etc., can respond appropriately and promptly to difficult support cases.
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## 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 workers.

### Goals

Index	Current level	Target level
Ratio of foreign citizens whose difficulty about life in Japan is that they “can’t find work”	8.7%	7.0%

### Details of the measures

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

Efforts are promoted to properly and smoothly accept foreign nationals in small and medium-sized businesses, etc.

Project	<b>Promotion of appropriate employment, etc., of foreign workers</b>	Section in charge	Economic Affairs Bureau
Overview of project	In order to promote appropriate employment, etc., of foreign workers in businesses, seminars are held in partnership with Aichi Prefecture, etc., and support is provided according to the issues businesses face in hiring and retaining foreign workers in the workplace.		

Project	<b>Holding international student employment fairs</b>	Section in charge	Economic Affairs Bureau
Overview of project	To promote employment for international students who wish to work in Japan, joint job fairs for international students are held in partnership with the Nagoya		

	Employment Service Center for Foreigners and other organizations.
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Project	<b>Support for job placement assistance programs for international students</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Projects 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.		

## 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.

### Goals

Index	Current level	Target level
Ratio of foreign citizens with no particular difficulties regarding finding a house	69.2%	75.0%

### Details of the measures

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

The Nagoya City Council on Housing Support for Persons in Need of Securing Housing discusses initiatives to provide housing support to foreign nationals and other persons in need of securing housing. Information on private rental housing that accepts foreign citizens is provided. In addition, foreign citizens are informed of the rules and other aspects of communal living in order to prevent problems caused by differences in lifestyle.

Project	<b>Provision of information on private rental housing, etc.</b>	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	<b>Promotion of housing support for persons in need of securing housing</b>	Section in charge	Housing & City Planning Bureau
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Overview of project	In order to facilitate foreign nationals and other persons in need of securing housing to move into private rental housing, a system providing appropriate housing support services such as tenant counseling and livelihood support is being created.
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Project	<b>Providing information about municipal housing management offices, etc.</b>	Section in charge	Housing & City Planning Bureau
Overview of project	Foreign language version (5 languages) and simplified illustrated version (8 languages) of the Guide for Tenancy Nagoya City Municipal Housing is distributed to publicize information foreign citizens need to know about manners and necessary information for living in municipal housing.		

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



### Vision

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.

### Goals

Index	Current level	Target level
Ratio of foreign citizens who “check evacuation places” in preparation for earthquakes or typhoons	60.1%	70.0%

### Details of the measures

#### Measure 1 Preparation for and education on disasters

Awareness is raised for disaster preparedness through participation, etc., in lectures and drills for foreign citizens in partnership with Japanese language classes and other related organizations. In addition, hazard maps and other information on disaster preparedness is made available in multiple languages.

Project	<b>Disaster preparedness awareness projects for foreigners</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Projects are implemented for foreign citizens to provide basic knowledge on disaster preparedness and disasters.		

Project	<b>Promotion of awareness through the use of comprehensive hazard maps</b>	Section in charge	Disaster Prevention and Risk Management Bureau
Overview	Foreign citizens are encouraged to take voluntary measures to prepare for disasters		

of project	in their daily lives by using multilingual comprehensive hazard maps and educating them about the risk of flooding in their homes and workplaces, on the evacuation sites, and the timing of evacuation, among others.
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Project	<b>Educating foreign nationals of parenting generation about disaster preparedness</b>	Section in charge	Minato Ward
Overview of project	Information leaflets on disaster preparedness designed for the parenting generation are created in 8 languages for parents with infants and toddlers of foreign nationality. The leaflet is attached to the maternity record book to educate people about disaster preparedness during normal times, and raise awareness so that they can be prepared and take appropriate actions in the event of a disaster.		

## **Measure 2 Training, support, coordination, and partnering for interpreters and other volunteers in case of disaster**

A system is established to work in partnership and cooperation with various volunteers such as interpreters, in order to promptly provide multilingual support to foreign victims in the event of a disaster. An environment is put in place where foreign citizens can take an active role in the provision of support.

Project	<b>Management and operation of language volunteer system for disasters</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Disaster language volunteers from the Nagoya International Center translate and interpret at locations such as ward offices and evacuation centers in times of large-scale disasters, etc. In normal times, volunteer training is implemented to prepare for disasters.		

Project	<b>Preparing for the support of foreign nationals in times of disaster</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Volunteers, related organizations, and administrative officials who support foreign nationals in times of disaster gather together for practical training and drills.		

Project	<b>Networking with communities and organizations</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	A network is built to smoothly provide information to foreign nationals in the event of a disaster, in partnership with various organizations such as local communities, disaster relief volunteer groups, and support groups for foreign residents. In addition, disaster awareness projects and promotion of foreigners' participation in projects related to disaster preparedness are carried out in cooperation with each other during normal times.		

Project	<b>Promotion of training personnel in disaster preparedness</b>	Section in charge	Disaster Prevention and Risk Management Bureau
Overview of project	The training of personnel in disaster preparedness is promoted by creating an organized, systematic and strategic plan of training personnel in disaster preparedness, based on partnership and strengthening of initiatives and the consideration of new initiatives in accordance with a common understanding of the policy on training personnel in disaster preparedness.		

<b>Measure 3</b>	<b>Communicating information to foreign citizens in times of disaster and infection outbreak in multiple languages and in coordination with a variety of media</b>
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Information is shared in simple Japanese and multiple languages through various means such as websites and social media, utilizing tools for creating multilingual information and pictograms for use in disasters, etc.

Project	<b>Provision of disaster information using multiple methods</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Disaster information is promptly provided in multiple languages, including simple Japanese, through various means such as websites and social media, utilizing standardized text for evacuation information, etc., and tools for creating multilingual information during disasters.		

Project	<b>Strengthening the provision of information, etc., in the event of an infection outbreak</b>	Section in charge	Health & Welfare Bureau
Overview of project	Educational materials on preventive measures against infectious diseases such as influenza, measles and rubella are created and translated into multiple languages.		

Project	<b>Partnership with embassies and consulates</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Disaster information is provided to foreign embassies and consulates in the event of a disaster and inquiries from such institutions are addressed.		

#### **Measure 4 Promoting crime prevention and traffic safety**

Opportunities to raise awareness of crime prevention and traffic safety among foreign citizens is provided in partnership with educational institutions, businesses, and local communities, etc.

Project	<b>Providing information related to crime prevention and traffic safety</b>	Section in charge	Sports & Civic Affairs Bureau
Overview of project	Workshops to heighten awareness of crime prevention and traffic safety is held according to the needs of foreign citizens at venues such as schools and the local community.		



## 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.

#### Goals

Index	Current level	Target level
Ratio of foreign citizens participating in community	43.3%	65.0%

#### Details of the measures

##### Measure 1 Partnering with foreign communities and support groups

To enable foreign citizens to be actively involved in the community, partnership is created with foreign communities and groups that support foreigners to connect them to local activities, etc. Self-help activities, etc., in the foreign communities are supported.

Project	<b>Group interaction event for advancing multicultural coexistence</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Multicultural coexistence promotion organizations conducting activities in the city and government agencies exchange information to build relationships that enable partnership and cooperation not only in times of disaster, but also in normal times.		

Project	<b>Interaction projects with foreigners</b>	Section in charge	Chikusa Ward
Overview of project	Interaction events are held for the purpose of exchanging opinions with foreign nationals, and other exchange projects are implemented to share issues arising from the differences between Japanese and foreign systems and the challenges of living in Japan, as well as to provide opportunities for participants to network with each other.		

## **Measure 2 Promote participation in the community by foreign citizens**

Multilingual information is provided to foreign citizens on the mechanism of neighborhood associations, neighborhood councils, etc., to encourage their participation.

Project	<b>Project to educate foreign residents on the mechanism of neighborhood associations and neighborhood councils</b>	Section in charge	Sports & Civic Affairs Bureau
Overview of project	To prompt foreign residents to join neighborhood associations/neighborhood councils, a foreign language (6 languages) leaflet introducing the mechanism and activities of neighborhood associations/neighborhood councils is prepared and distributed at locations such as ward offices.		

Project	<b>Minato Ward multicultural coexistence community building promotion project</b>	Section in charge	Minato Ward
Overview of project	Communication between residents is supported to promote foreign residents to become a part of the local community while creating connections between the community, government agencies, etc., and the foreign residents.		

Project	<b>Participation in the community by foreign citizens</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Foreign citizens, who play an important role in local multicultural coexistence, engage in activities such as introducing their home countries to promote citizens' understanding of multicultural coexistence.		

## Fundamental measure 2 Create opportunities for interaction

### Vision

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

### Goals

Index	Current level	Target level
Ratio of local citizens who have interactions with people of other nationalities	31.0%	40.0%

### Details of the measures

#### Measure 1 Interaction in partnership with foreign citizens and groups

Organization of events that are easy for foreign citizens to participate in are supported in partnership with foreign citizens and groups. In addition, interaction events are held to introduce the native culture of foreign citizens, Japanese culture, etc., and to provide opportunities for local residents to interact with each other.

Project	<b>Cooperation with foreign citizens, etc., in event planning and operation, etc.</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	In order to promote internationalization and multicultural coexistence of Nagoya, collaborative projects with foreign citizens, etc., are considered and projects planned and operated by foreign citizens, etc., are supported.		

Project	<b>Promotion of multicultural community building</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Opportunities are created in partnership with relevant local organizations, groups, ward offices, etc., for foreigners and Japanese to think about building a multicultural community together and better learn about their neighbors.		

## Priority measure



# Fundamental measure 3 Raise awareness for multicultural coexistence

## Vision

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.

## Goals

Index	Current level	Target level
Ratio of citizens who know the term “multicultural coexistence”	34.7%	50.0%

## Details of the measures

### Measure 1 Developing awareness for local residents, etc.

In order to expand understanding of multicultural coexistence, related projects are intensively implemented during the promotion month, and awareness activities, etc., in the form of visiting schools, commercial facilities, libraries and other facilities as well as local events are carried out. Information exchange and other activities for the promotion of multicultural community building are carried out mainly at the Nagoya International Center and ward offices, etc.

Project	Operation of 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	<b>Multicultural Coexistence Promotion Month</b>	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' awareness and understanding of multicultural coexistence.		

Project	<b>Multicultural coexistence awareness projects</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	PR and awareness projects are implemented for the purpose of promoting the formation of a society of multicultural coexistence.		

Project	<b>Implementing lectures on multicultural coexistence</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Lectures are held by city employees at the request of local citizens, universities, and others to deepen understanding of multicultural coexistence among citizens.		

Project	<b>Naka Ward Multicultural Coexistence Promotion Project</b>	Section in charge	Naka Ward
Overview of project	Lectures and other awareness projects are implemented to promote multicultural coexistence.		

Project	<b>Providing information at libraries</b>	Section in charge	Board of Education
Overview of project	Materials on foreign countries such as books introducing literature and culture in foreign languages are collected and provided. In addition, events and exhibits utilizing such materials are held during the Multicultural Coexistence Promotion Month and other occasions.		

Project	<b>Raising awareness in the community</b>	Section in charge	Bureau of Tourism, Culture & Exchange
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Overview of project	Efforts are made for the PR activities of measures related to multicultural coexistence at ward festivals, ward office PR corners, etc., to deepen citizens' awareness and understanding of different cultures and multicultural coexistence.
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Project	<b>Participation in the community by foreign citizens</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Foreign citizens, who play an important role in local multicultural coexistence, engage in activities such as introducing their home countries to promote citizens' understanding of multicultural coexistence.		

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

Citizens are educated to eliminate discrimination and prejudice against foreigners and to deepen understanding of respect for human rights.

Project	<b>Human rights awareness for multicultural coexistence</b>	Section in charge	Sports & Civic Affairs Bureau
Overview of project	Awareness events on the theme of multicultural coexistence are held at Nagoya Human Rights Promotion Center (Soleil Plaza Nagoya).		

Project	<b>Efforts towards eliminating hate speech</b>	Section in charge	Sports & Civic Affairs Bureau
Overview of project	Awareness activities towards eliminating unjust discriminatory speech and actions (hate speech) against people from places other than Japan and their descendants are held, and initiatives in partnership with relevant organizations are promoted.		

## 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.

## ■ Goals

Index	Current level	Target level
Ratio of foreign citizens who participate in activities to convey and promote the culture of their home countries	5.8%	10.0%

## ■ Details of the measures

<b>Measure 1</b>	<b>Adopting systems to reflect the opinions of foreign citizens in measures</b>
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A system to reflect the opinions of foreign citizens and organizations that promote multicultural coexistence is created so that the city can accept foreign citizens and become a comfortable place to live.

Project	Exchange of opinions with foreign citizens in partnership with embassies and consulates, etc.	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	The current situation, issues, needs, etc., of foreign citizens residing in Nagoya are identified in partnership with embassies, consulates, the Nagoya International		

	Center, and other organizations.
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Project	<b>Group interaction event for advancing multicultural coexistence (repeated)</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Multicultural coexistence promotion organizations conducting activities in the city and government agencies exchange information to build relationships that enable partnership and cooperation not only in times of disaster, but also in normal times.		

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

Opportunities are created for foreign citizens, international students, and others to play an active role as bridges in building multicultural communities.

Project	<b>Interaction between foreign researchers/international students and the community</b>	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	<b>Participation in the community by foreign citizens (repeated)</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Foreign citizens, who play an important role in local multicultural coexistence, engage in activities such as introducing their home countries to promote citizens' understanding of multicultural coexistence.		



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

### Vision

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.

### Goals

Index	Current level	Target level
Ratio of international students who don't have any particular difficulties living in Japan	18.4%	25.0%

### Details of the measures

#### Measure 1 Acceptance of international students and support for their daily lives

The acceptance of international students is promoted and support for their daily lives and other aspects are provided to them.

Project	<b>International student interaction promotion project</b>	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 that enrich the study abroad experience in Nagoya are held to support international students.		

Project	<b>Receiving and supporting international students at Nagoya City University</b>	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	<b>Operational support for the International Student Center</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Accommodations are provided and lectures introducing Japanese culture are held for international students enrolled in universities and other institutions in Aichi Prefecture. In addition, foreign language classes for citizens are held by international student lecturers. Furthermore, international students participate in various local events to promote interaction with citizens.		

## **Measure 2 Promoting employment in the community for international students**

International students who wish to find employment in Japan are supported for employment in the local community, in partnership with educational institutions, businesses, etc.

Project	<b>Holding international student employment fairs (repeated)</b>	Section in charge	Economic Affairs Bureau
Overview of project	To promote employment for international students who wish to work in Japan, joint job fairs for international students are held in partnership with the Nagoya Employment Service Center for Foreigners and other organizations.		

Project	<b>Support for job placement assistance programs for international students (repeated)</b>	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	Projects 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.		

## 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.

### Goals

Index	Current level	Target level
Ratio of local citizens who have interactions with people of other nationalities	31.0%	40.0%

### Details of the measures

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

Attraction of tourists to Nagoya is encouraged by utilizing the perspectives and other assets of foreign citizens and having them share information, etc.

Project	Application to inbound measures	Section in charge	Bureau of Tourism, Culture & Exchange
Overview of project	In order to encourage the attraction of inbound tourism, promotions and other activities that utilize the perspectives of foreign citizens are implemented.		

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

Young people with Japanese and foreign roots are supported so that they can play active roles together. "Global human resources" who have a global outlook and respect diversity are also trained.

Project	Training and supporting global human	Section in	Bureau of Tourism,
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	<b>resources</b>	<b>charge</b>	Culture & Exchange
Overview of project	Through interaction with foreign citizens, etc., and dispatch of lecturers, human resources that are geared to globalization and those that play a role in creating a multicultural community are trained and their activities supported, mainly targeting young people.		

Project	<b>Exchange with sister and partner cities</b>	<b>Section in charge</b>	Bureau of Tourism, Culture & Exchange
Overview of project	In order to foster an international mindset among citizens, ties with sister and partner cities are deepened and inter-city exchange promoted.		

Project	<b>Implementing internships</b>	<b>Section in charge</b>	Bureau of Tourism, Culture & Exchange
Overview of project	<p>Based on a memorandum of understanding signed with the School of Humanities and Social Sciences of Nagoya City University, students from the same university are accepted as interns.</p> <p>The initiative is also promoted in partnership with other organizations, through activities such as dispatching interns to local Japanese language classes.</p>		

Project	<b>Operation of the Global Education Center</b>	<b>Section in charge</b>	Board of Education
Overview of project	In order to develop human resources who can play an active role in the global society, the Global Education Center, where children can experience a global environment, among other benefits, is operated in partnership with domestic and overseas businesses, universities, research institutions, etc.		

## 6. Progress management of the Plan

In promoting this plan, the following methods are used to manage the plan's progress.

### ( 1 ) 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. We will review the entire plan and improve measures as appropriate in response to changes in social circumstances and other factors.

### ( 2 ) Evaluation of measures in the final year of the plan

In the final year of the plan, we check the progress made during the planned period, and evaluate it using indexes, which will be used for the formulation of the next plan.

In addition, as an external evaluation, we will establish opportunities for constant exchange of opinions with organizations that promote multicultural coexistence. In the final year of the plan, we will receive evaluations and opinions on the measures of the plan, which will be reflected in the next plan.

#### Achievement index

	Fundamental measure	Index	Current level	Target level
I-1	Provide information on the community in multiple languages (use ICT)	Ratio of foreign citizens that 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”	68.1%	80.0%
I-3	Education	Ratio of foreign citizens with no particular difficulties regarding education	42.3%	60.0%

	Fundamental measure	Index	Current level	Target level
I-4	Health/medical care/welfare services	Ratio of foreign citizens whose difficulty about life in Japan is that they “do not understand how health insurance, pension, and other social insurance systems work”	26.1%	20.0%
I-5	Promote a proper working environment	Ratio of foreign citizens whose difficulty about life in Japan is that they “can’t find work”	8.7%	7.0%
I-6	Residence	Ratio of foreign citizens with no particular difficulties regarding finding a house	69.2%	75.0%
I-7	Develop systems to prepare for disasters, infection outbreaks, etc.	Ratio of foreign citizens who “check evacuation places” in preparation for earthquakes or typhoons	60.1%	70.0%
I		Ratio of foreign citizens satisfied with current life in Nagoya City	88.1%	95.0%
II-1	Promote participation in the community by foreign citizens	Ratio of foreign citizens participating in community	43.3%	65.0%
II-2	Create opportunities for interaction	Ratio of local citizens who have interactions with people of other nationalities	31.0%	40.0%
II-3	Raise awareness for multicultural coexistence	Ratio of citizens who know the term “multicultural coexistence”	34.7%	50.0%
III-1	Revitalize the city through active roles of foreign citizens	Ratio of foreign citizens who participate in activities to convey and promote the culture of their home countries	5.8%	10.0%

	Fundamental measure	Index	Current level	Target level
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%
III-3	Respond to globalization and train global human resources	Ratio of local citizens who have interactions with people of other nationalities	31.0%	40.0%

