

Anjo City Multicultural Coexistence Plan

# **Anjo, Where Multiculturalism Flourishes**

— Accept one's background and cooperate for a bright future —



**March 2014**

**Anjo City**

\*Picture made by all those who took part in this Plan.



# Preface

Anjo City Mayor Gaku Kamiya



As of the end of 2013, Anjo City had 5,390 non-Japanese citizens, accounting for approximately three percent of the total population.

It is increasingly necessary for neighboring Japanese citizens, regional communities, and Anjo City to live in harmony with non-Japanese citizens.

Particularly, local areas are required to develop communities where non-Japanese citizens can also live as full-fledged members.

As part of efforts to provide settled non-Japanese citizens with life support, Anjo City has offered Japanese language classes and multilingual living information with the support of citizen volunteers and university students. However, in many aspects, including education, health care, and disaster management, non-Japanese citizens face various problems arising from differences in language, lifestyle, culture, and the like.

To respond to such circumstances, we have created the “Anjo City Multicultural Coexistence Plan,” aiming to achieve a society where multiple cultures can coexist.

Anjo City will work on realizing its desired society: “Anjo, Where Multiculturalism Flourishes – Accept one’s background and cooperate for a bright future –.”

We hope that you will understand the goals of this Plan and ask for your cooperation. In conclusion, we would like to extend our heartfelt appreciation to the members of the Planning Committee and those who have worked hard in preparing this plan.

March 2014

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## Chapter 1 Purpose of Creating the Multicultural Coexistence Plan

### 1-1 Purpose of Creating the Plan

Each one of us is required to collaborate with others as an individual resident who stands, thinks, and acts on one's own and as a bearer of community development in order to pass down a "city in which everybody can live a happy life" to future generations.

Serving as supreme autonomous community guidelines, the Anjo City Basic Autonomy Ordinance was implemented in April 2010, aiming to achieve citizen-led autonomy. In support of this effort, the city has promoted community development under the theme of "Nurturing Communities with Citizens."

Citizens are defined as those who live, work, go to school, perform business, or carry out activities in the city (including companies and other institutions). Non-Japanese citizens<sup>\*1</sup> are also included. As of the end of 2013, a total of 5,390 non-Japanese residents<sup>\*2</sup> were living in Anjo City. We think that it is essential to achieve a multicultural coexistence society<sup>\*3</sup> to realize a "city in which everybody can live a happy life" regardless of nationality.

To promote multicultural coexistence policies and projects in a planned and comprehensive manner, we decided to create the "Anjo City Multicultural Coexistence Plan (hereinafter called "this Plan").

<sup>\*1</sup> **Non-Japanese citizens** refer to citizens who are not Japanese nationals, and citizens who have foreign roots<sup>\*4</sup>, including children born from international couples, and confront similar problems as non-Japanese nationals.

<sup>\*2</sup> **Non-Japanese residents** refer to "medium- and long-term residents" and "special permanent residents" from foreign countries under the new residence management system launched on July 9, 2012.

<sup>\*3</sup> **Multicultural Coexistence Society** is explained on page 8.

<sup>\*4</sup> **Roots** means ethnic, cultural, and social origins of a person. In addition to the country and region where the person was born, roots include what the person has nurtured and was influenced by while growing up.

### 1-2 Orientation of the Plan

This Plan is aligned with Anjo City's Supreme Comprehensive Community Development Plan and other related plans. It specifies basic principles, specific policies, promotion systems, and various measures to help Anjo City realize a Multicultural Coexistence Society, and provides guidelines for developing communities where multiple cultures can coexist, so that the city can play its roles as defined in Aichi Prefecture's "Aichi Multicultural Coexistence Promotion Plan 2013-2017."

### 1-3 Period of the Plan

Because we live in an age where laws and systems are revised frequently amid the rapidly changing social environment, this Plan is effective from 2014 to 2018 and includes policies that Anjo City will implement during the five years to realize a multicultural coexistence society.

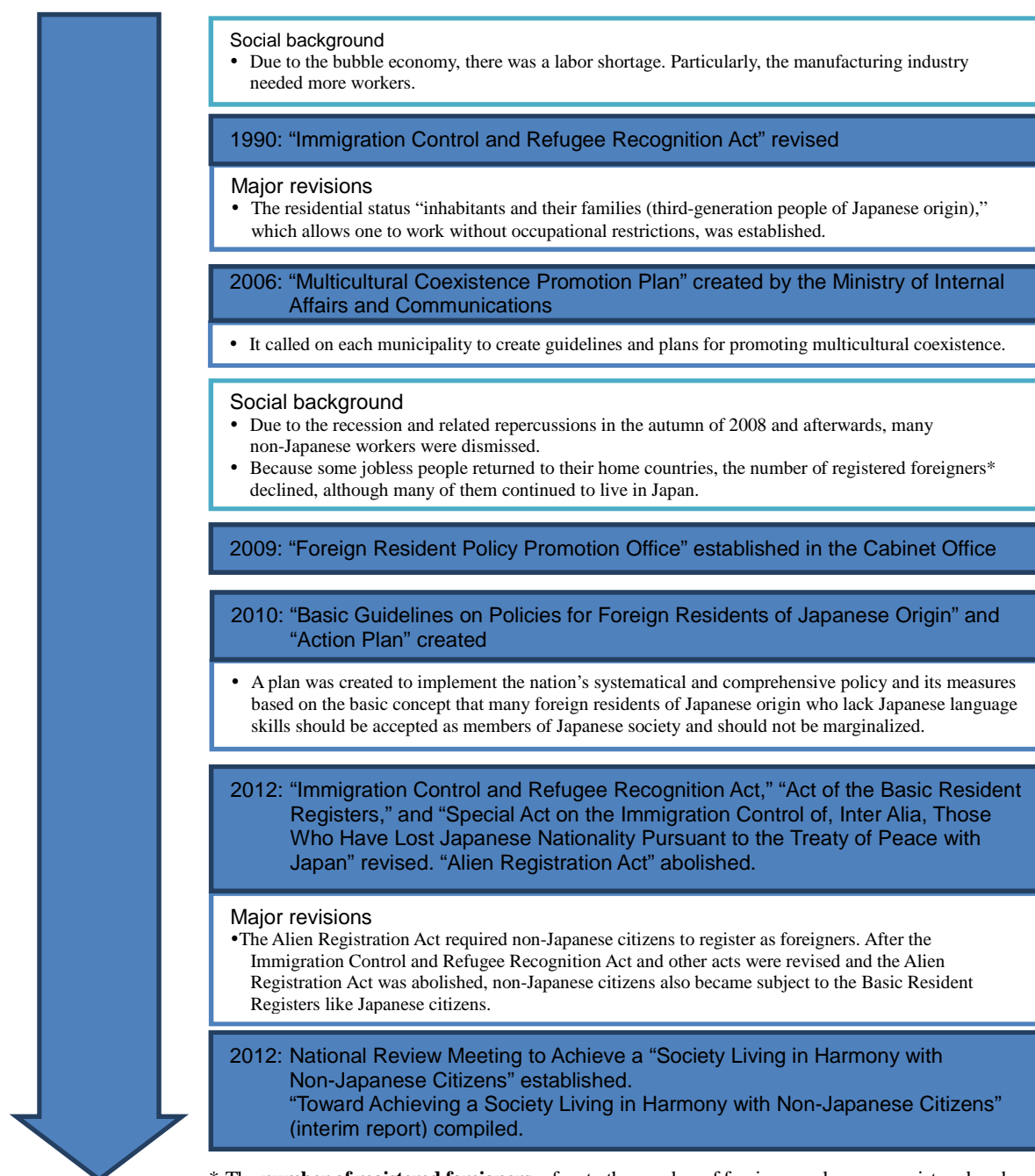
## Chapter 2

# Current Situation & Challenges of Multicultural Coexistence

## 2-1 Current Situation of Multicultural Coexistence in Japan

As of the end of 2012, approximately 2.038 million non-Japanese residents were living in Japan (accounting for 1.60% of the total population).

### Major Flow of Nation's Multicultural Coexistence



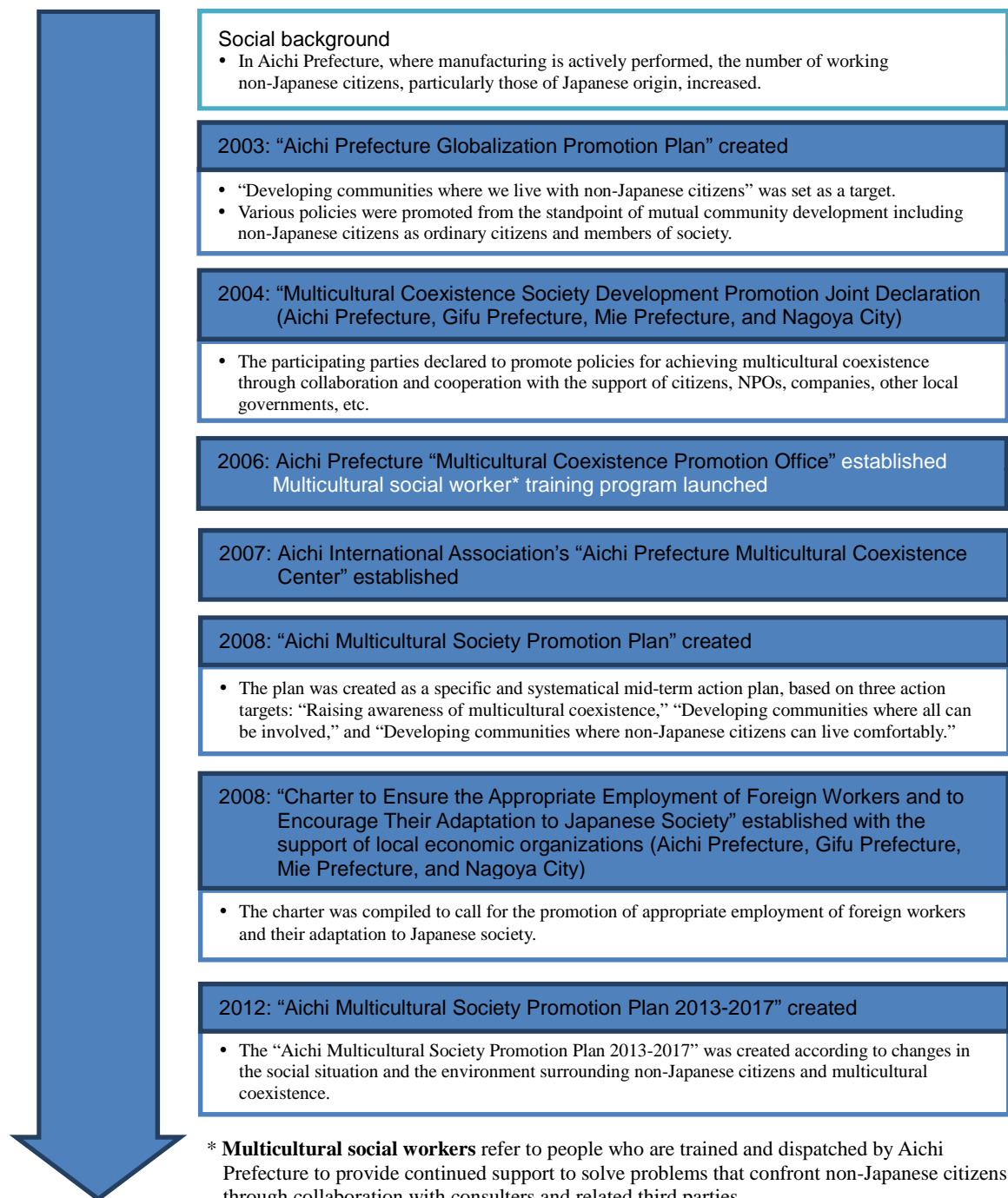
\* The **number of registered foreigners** refers to the number of foreigners who were registered under the Alien Registration Act.



## 2-2 Current Situation of Multicultural Coexistence in Aichi Prefecture

As of the end of 2012, approximately 192,000 non-Japanese residents were living in Aichi Prefecture (accounting for 2.59% of the total population), which is the third largest number of non-Japanese residents among prefectures in Japan.

### Major Flow of Multicultural Coexistence in Aichi Prefecture



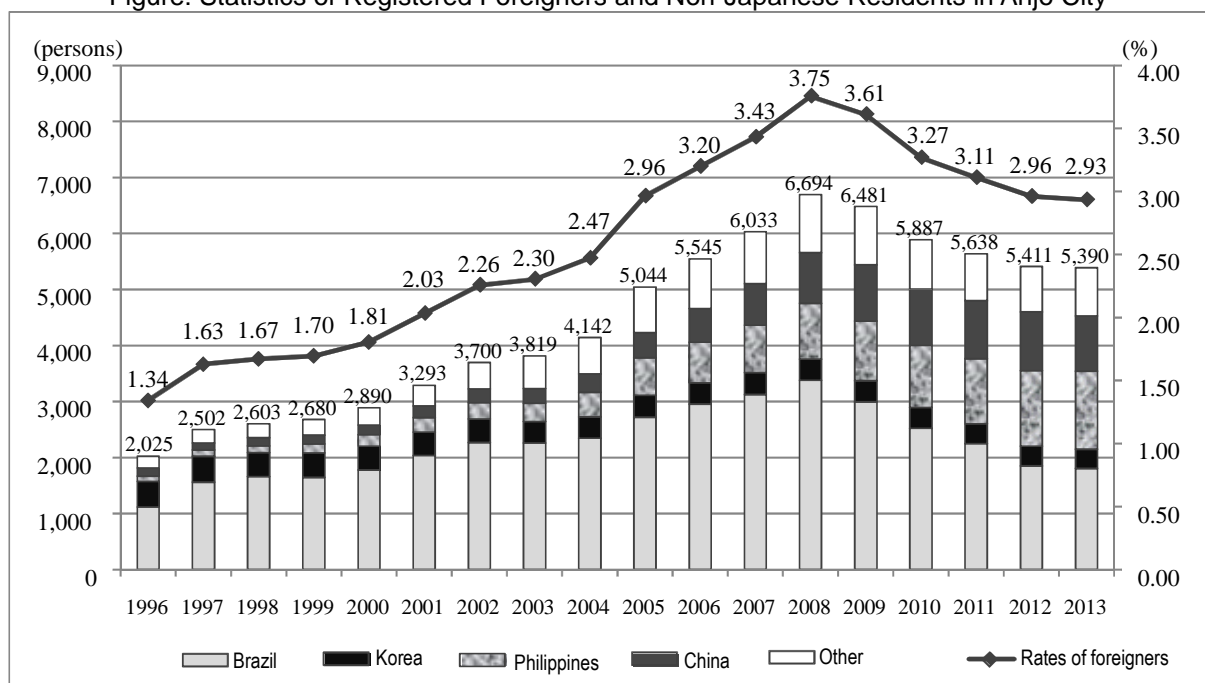
## 2-3 Current Situation of Multicultural Coexistence in Anjo City

### (1) Statistics of Non-Japanese Citizens in Anjo City

The number of registered foreigners\* in Anjo City is increasing. It peaked at 6,694 (accounting for 3.75% of the total population) in 2008.

Due to the global recession in the autumn of 2008 and the Great East Japan Earthquake in March 2011, the number of registered foreigners decreased to 5,390 as of the end of 2013 (accounting for 2.93% of the total population), down approximately 1,300 from the peak level.

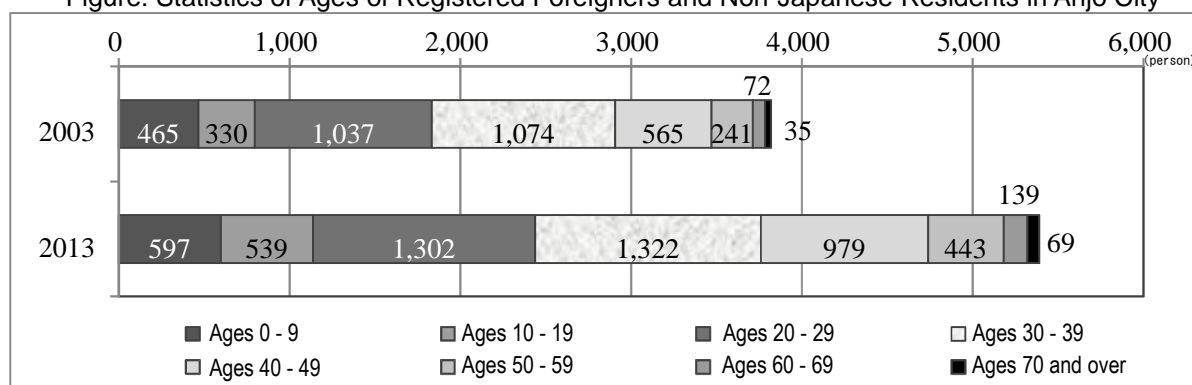
Figure: Statistics of Registered Foreigners and Non-Japanese Residents in Anjo City



Sourced from the Citizens Affairs Department (as of the end of each year)

Note) Values for the end of 2011 and earlier represent the numbers of registered foreigners. Values for the end of 2012 and beyond represent the numbers of non-Japanese residents.

Figure: Statistics of Ages of Registered Foreigners and Non-Japanese Residents in Anjo City



Sourced from the Citizens Affairs Department (as of the end of each year)

Note) Values for the end of 2011 and earlier represent the numbers of registered foreigners. Values for the end of 2012 and beyond represent the numbers of non-Japanese residents.

## (2) Major Actions Taken by Anjo City

Anjo City has taken the following actions for promoting multicultural coexistence:

Category	Details
Disseminating multilingual information and providing Japanese language education	○ Made application forms and notices in multiple languages.
	○ Held Japanese language classes for adults.
	○ Held Japanese language classes for children.
Making the City Office more accessible	○ Assigned Portuguese interpreters to the Citizens Affairs Department and the Citizens Collaboration Department.
	○ Installed finger-pointing guideboards at reception counters.
	○ Installed multilingual facility guideboards in the City Office building (in Portuguese and English).
	○ Created living guidebooks (in Portuguese, English, Chinese, and Tagalog).
	○ Created and distributed Anjo-info* quarterly (in Portuguese and English).
	○ Created a city profile (in Portuguese and English).
Disaster management, environmental protection, etc.	○ Created disaster management maps for earthquakes (in Portuguese, English, and Chinese).
	○ Created flood hazard maps (in Portuguese, English, Spanish, and Chinese).
	○ Held disaster management workshops for non-Japanese citizens.
	○ Prepared waste collection calendars and instruction booklets for sorting and taking out household waste and recycling waste (in Portuguese, English, Spanish, Chinese, and Tagalog).
	○ Provided multilingual information about waste bags (in Portuguese, English, Spanish, Chinese, and Korean).
School education	○ Dispatched Portuguese and Tagalog interpreters to primary schools and junior high schools on a regular basis.
Non-Japanese citizens' participation in society	○ Held opinion exchange meetings with non-Japanese citizens.
Anjo International Association	○ Organized projects at Anjo International Association (networking events, Japanese language classes, international understanding lectures, etc.).

\* **Anjo-info** is a multilingual magazine (in English and Portuguese) that provides information on living, institutions, rules, etc., to non-Japanese citizens.

## 2-4 Multicultural Coexistence Challenges for Anjo City

In consideration of the changes in the social situation and the environment surrounding non-Japanese citizens, and as a result of deliberations in the Planning Committee, questionnaires, and hearings\*1, the following nine points have been identified as multicultural coexistence challenges for Anjo City:

### Comprehensive Challenges

#### Provision of language education support and information

To overcome language barriers and improve communication, it is necessary to increase opportunities for non-Japanese citizens to learn Japanese and to encourage Japanese citizens to learn and use Simple Japanese \*2. It is also necessary to provide translation and interpretation of administrative and other information to non-Japanese citizens who do not understand Japanese well.

#### Learning of rules of everyday life

To solve problems caused by the lack of knowledge of rules of everyday life and manners, it is necessary to create an environment in which both Japanese citizens and non-Japanese citizens can raise their awareness of multicultural coexistence and can learn everyday-life and other rules.

### Challenges by Category

#### Measures for challenges by life stage

Challenges for non-Japanese citizens are related to general life because many of them stay for a long time or for life. Furthermore, because they are aging, it is necessary to take measures to address challenges in various life situations and at various life stages.

#### Measures in disasters and emergencies

Because many non-Japanese citizens do not understand Japanese well and have not experienced natural disasters, including earthquakes, it is necessary to transmit information to non-Japanese citizens regarding disasters and emergencies. It is also important to develop communities where both non-Japanese citizens and Japanese citizens can enhance their knowledge and capabilities to respond to disasters and can support each other to protect their lives.

#### Provision of childcare and education support

Childcare, education, and other matters related to a child's growth are crucial challenges. Particularly, non-Japanese parents, who grew up in countries with different systems and customs from those in Japan, know little about Japanese practices. It is necessary to have a reliable system that can provide information and consultation. Because many non-Japanese children and parents do not understand Japanese well, it is necessary to provide them with education support at schools, as well as education support for Japanese language and Japanese social systems at communities.

\*1 For deliberations in the Planning Committee, questionnaires, and hearings, see page 45.

\*2 **Simple Japanese** refers to ordinary Japanese phrases that are simplified to help non-Japanese people understand them more easily. Simple Japanese also serves as a method of communication with small children, elderly people, and disabled people.

## Awareness of Challenges

### Learning and mutual understanding of multicultural coexistence

To develop communities where multiple cultures can coexist, it is necessary to encourage both non-Japanese citizens and Japanese citizens to gain a better understanding of multicultural coexistence.

It is also necessary to create an environment where people can have day-to-day interactions in their neighborhoods.

### Participation of non-Japanese citizens in society

It is necessary to develop communities where non-Japanese citizens can play active roles as members of society.

It is also necessary to create not only an environment where non-Japanese citizens are encouraged to participate in society and but also networks among non-Japanese citizens.

## Challenges by Setting

### Multicultural coexistence in companies

Many non-Japanese citizens work for companies. This means workplaces are important settings for people to communicate with non-Japanese citizens. It is necessary to work with companies to promote multicultural coexistence.

It is also important to provide employment support and improve work environments for non-Japanese citizens.

### Multicultural coexistence in communities

Non-Japanese citizens rarely belong to a neighborhood association or know about it. On the other hand, some non-Japanese citizens wish to participate in community activities. To help non-Japanese citizens and Japanese citizens support each other in their communities, it is necessary to work with communities to promote multicultural coexistence.

## Chapter 3 Basic Concept of Multicultural Coexistence

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### 3-1 What is a Multicultural Coexistence Society?

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A “multicultural coexistence society” is a society where the following two things can be achieved regardless of language, culture, lifestyle, or nationality:

- People take pride in their own roots, acknowledge the roots of others, and share them with each other.
  - People consider and observe the rules of everyday life in order to live in a harmonious community.
- ◆ The “Workshop Report on Promoting Multicultural Coexistence” (issued in March 2006 by the Ministry of Internal Affairs and Communications) defines multicultural coexistence as “people with different nationalities and ethnicities living together as members of communities while recognizing cultural differences and building equal relationships.”

### 3-2 Significance and Necessity of Promoting Multicultural Coexistence

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We believe that everybody wishes to be happy and live with peace of mind in ways they like. The same holds true for both non-Japanese citizens and Japanese citizens.

Many non-Japanese citizens live inconvenient lives in communities whose language, culture, and customs are unfamiliar to them. Many Japanese citizens are also confused as to how to interact with non-Japanese citizens with different cultures and customs. In addition, because non-Japanese citizens and Japanese citizens do not know each other well, and because of the lack of opportunities to meet and interact with each other, many of them feel anxious about each other.

On the other hand, both non-Japanese citizens and Japanese citizens wish to interact with people of different nationalities. When multicultural coexistence is achieved, people can experience different languages, lifestyles, cultures, etc., more frequently, and can learn various ways of thinking.

Furthermore, it creates more opportunities for non-Japanese citizens to play active roles as members of communities, thereby revitalizing them.

It is increasingly necessary to promote multicultural coexistence in order to develop communities where everybody can live with peace of mind in ways they like and with vitality.

### 3-3 Multicultural Coexistence Promotion System

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Non-Japanese citizens live their lives in the same communities as Japanese citizens. Many non-Japanese citizens work and many of their children attend Japanese daycare centers, kindergartens, primary schools, or junior high schools. Therefore, for non-Japanese citizens, companies and schools are part of their everyday lives and important contact points with Japanese citizens.

Currently, citizen and other groups are playing important roles in community development. Some groups have specialized knowledge on multicultural coexistence.

To promote multicultural coexistence, it is necessary that various entities, including not only the City Office and the Anjo International Association but also citizens, communities, companies, schools, and citizen and other groups, take actions through collaboration and coproduction from their own standpoints.

For activities organized by this Plan, the City Office and the Anjo International Association basically take the initiative, but coproduction with other entities is also considered.

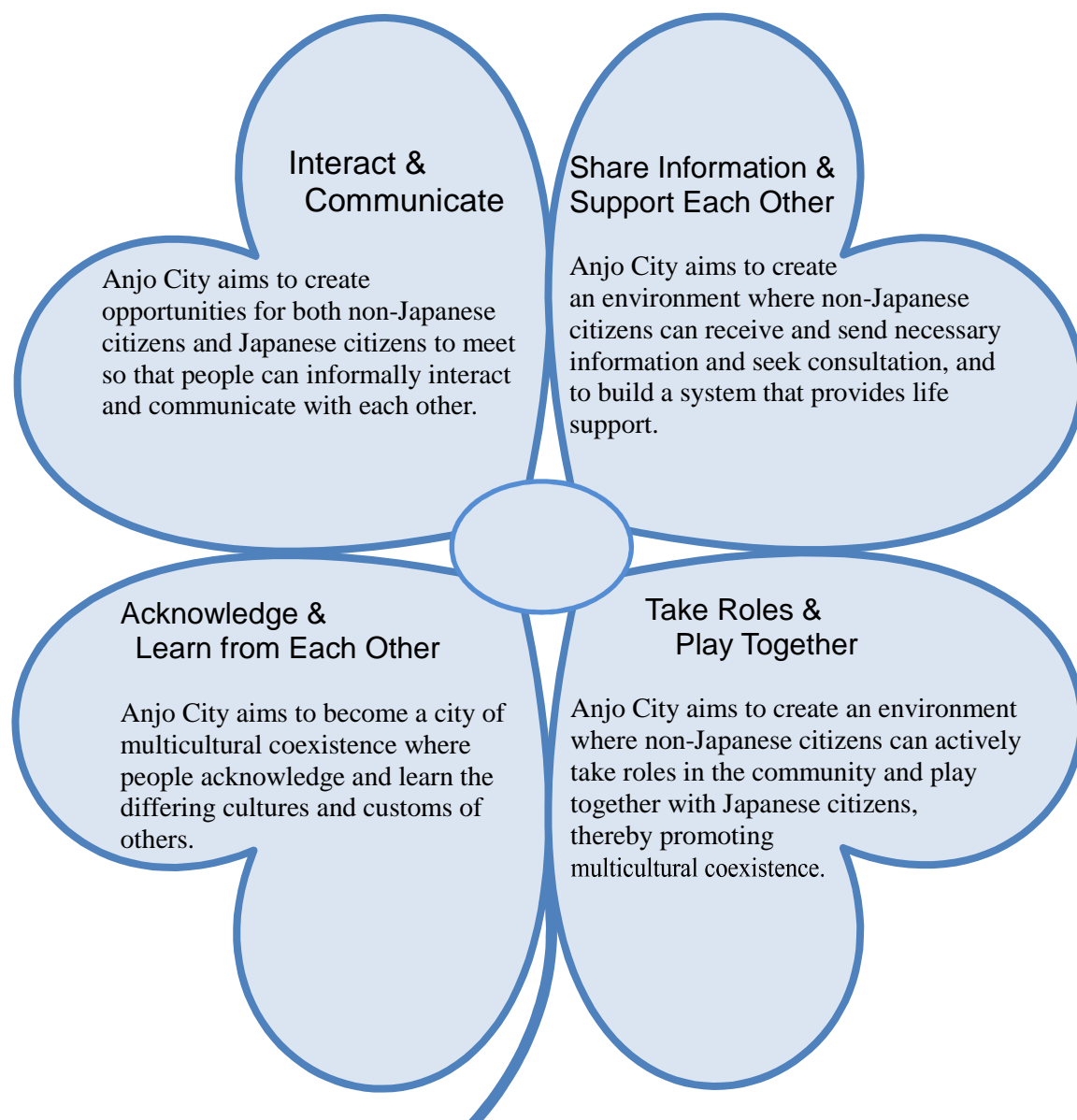
## Chapter 4 Our Thoughts on the Multicultural Coexistence Plan

### 4-1 Anjo City's Future Vision for a Multicultural Coexistence Society

## Anjo, Where Multiculturalism Flourishes

— Accept one's background and cooperate for a bright future —

### 4-2 Keywords for Promoting Multicultural Coexistence





## 4-3 Basic Objectives

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To realize Anjo City's future vision, we promote policies and projects based on the following four basic objectives in consideration of the previously mentioned keywords for promoting multicultural coexistence:

### (1) Offering Language and Information Support

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### (2) Offering Life Support

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### (3) Offering Childcare and Education Support

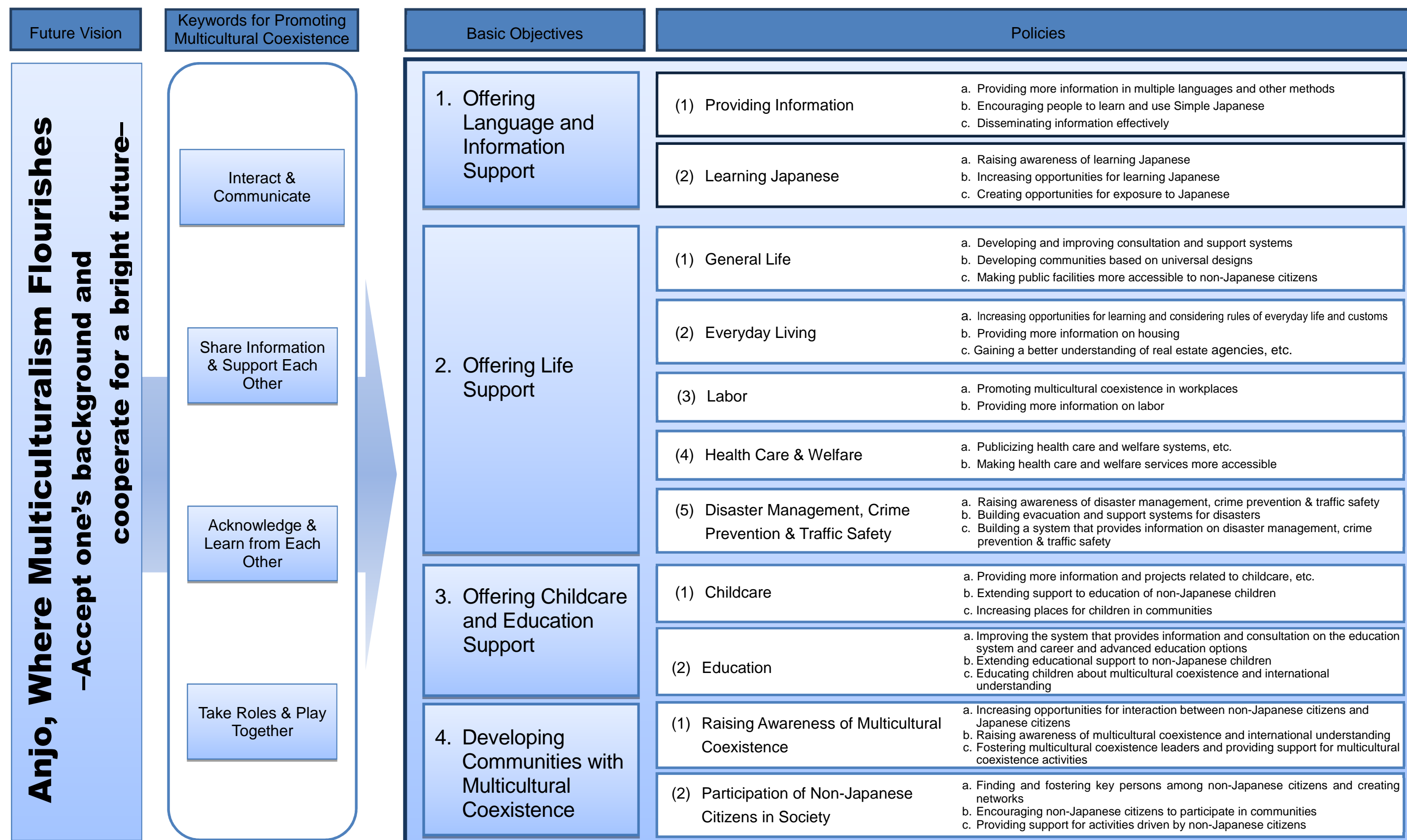
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### (4) Developing Communities with Multicultural Coexistence

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## 4-4 Policy Overview





## Chapter 5 Policies for Realizing a Multicultural Coexistence Society

### 5-1 Offering Language and Information Support

#### (1) Providing Information



##### ► Policy Direction

Use multiple languages and Simple Japanese to provide information, and encourage people to learn and use Simple Japanese so that non-Japanese citizens from countries with different cultures, lifestyles, systems, etc., can understand administrative services, rules of everyday life, systems, etc., and can receive administrative and other information. Because there is a diversity of information media, adopt methods that make information accessible to non-Japanese citizens.

##### ► Specific Policies

##### a. Providing more information in multiple languages and other methods

Create policies for providing administrative information to non-Japanese citizens, while determining information needs of non-Japanese citizens. Provide information appropriately using multiple languages and Simple Japanese so that non-Japanese citizens can receive administrative and other information.

##### b. Encouraging people to learn and use Simple Japanese

Encourage city officials, communities, and companies to learn and use Simple Japanese so that non-Japanese citizens who are not proficient in Japanese can better understand information.

##### c. Disseminating information effectively

Work to identify information media that are accessible to non-Japanese citizens and use SNSs<sup>\*1</sup>, emails, non-Japanese communities, and other various information media and networks to disseminate information more effectively.

##### ► Major Projects and Activities

- Create policies for providing administrative information to non-Japanese citizens.
- Provide administrative information in multiple languages and Simple Japanese.
- Use multiple languages, etc.<sup>\*2</sup> for document titles described on envelopes.
- Provide classes for learning Simple Japanese.
- Effectively use information media, etc.
- Disseminate information in collaboration with communities, companies, non-Japanese communities, etc.

<sup>\*1</sup> SNS (social networking service) refers to online communication sites for registered members only.

<sup>\*2</sup> Multiple languages, etc. include translation into not only non-Japanese languages but also Simple Japanese.



## (2) Learning Japanese

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### ► Policy Direction

Work to raise awareness of learning Japanese so that non-Japanese citizens can acquire Japanese communication skills necessary to assimilate with communities and live self-reliant lives. In addition, work to create a learning environment in response to needs of non-Japanese citizens who want to learn Japanese, and improve the quality of support for learning Japanese. Furthermore, work to create an environment where non-Japanese citizens can be provided with various opportunities for learning Japanese in everyday settings, such as workplaces and communities.

### ► Specific Policies

#### a. Raising awareness of learning Japanese

Communicate the necessity of learning Japanese, introduce Japanese classes, and take various measures, in collaboration with non-Japanese citizens taking Japanese classes, communities, and companies, thereby raising awareness of learning Japanese among non-Japanese citizens.

#### b. Increasing opportunities for learning Japanese

Determine convenient Japanese class times and venues from non-Japanese citizens, thereby making classes more accessible to non-Japanese citizens and providing them with related information. Furthermore, work to improve the skills of Japanese teachers and collaborate with specialists of citizen groups and others, thereby increasing the quality of Japanese classes. Foster Japanese teachers in communities and companies, and create an environment where they play active roles in teaching Japanese, thereby increasing opportunities for learning Japanese.

#### c. Creating opportunities for exposure to Japanese

Work to create various opportunities for communicating with Japanese people so that non-Japanese citizens can be exposed to and use Japanese to develop language skills.

### ► Major Projects and Activities

- Publicize Japanese classes.
- Publicize Japanese classes in collaboration with communities, companies, and non-Japanese citizens.
- Improve Japanese classes in collaboration with specialists.
- Extend training to improve the skills of Japanese teachers.
- Implement training programs for fostering Japanese teachers.
- Provide support for organizing Japanese language classes in companies and communities.

## 5-2 Offering Life Support

### (1) General Life



#### ► Policy Direction

Work to build and improve systems that provide various life-related consultation and support for non-Japanese citizens.

Furthermore, work to develop communities and build public facilities based on universal designs so that people who do not have adequate Japanese skills can live their lives with peace of mind.

#### ► Specific Policies

##### a. Building and improving consultation and support systems

Work to improve the skills of city officials specializing in multicultural coexistence.

Furthermore, work to create networks with specialists to introduce them to non-Japanese citizens and to build and improve systems that provide various life-related consultation and support for non-Japanese citizens.

##### b. Developing communities based on universal designs

Work to use multiple languages and pictograms on public facilities' signboards, guideboards, and the like installed by Anjo City according to the indication rules, thereby promoting community development based on universal designs.

##### c. Making public facilities more accessible to non-Japanese citizens

Work to improve the skills of city officials in the City Office and other public facilities so that they can appropriately take care of non-Japanese visitors. Furthermore, work to assign city officials as interpreters for major languages so that they can be dispatched to departments of the City Office and facilities when needed, and to take other measures to make public facilities more accessible to non-Japanese citizens.

#### ► Major Projects and Activities

- Make consultation desks more accessible to non-Japanese citizens.
- Develop individuals with skills specializing in multicultural coexistence (multicultural coexistence managers<sup>\*1</sup>, multicultural social workers, etc.).
- Create networks with specialists.
- Use multiple languages, etc., on guideboards installed by the city.
- Investigate and study the planning of universal design signboards.
- Increase finger-pointing guideboards in the City Office.
- Give multicultural coexistence training to city officials.
- Assign city officials as interpreters for major languages, including Philippine languages<sup>\*2</sup>.
- Offer multicultural and multilingual services at the (tentatively named) Library & Information Center.

<sup>\*1</sup> **Multicultural coexistence managers** refer to managerial individuals who understand systems and challenges related to non-Japanese citizens and have knowledge about achieving a multicultural coexistence society, abilities to coordinate with related agencies and departments, and design and planning capabilities. They receive training co-organized by the Council of Local Authorities for International Relations and JIAM (Japan Intercultural Academy of Municipality).

<sup>\*2</sup> **Philippine languages** refer to a general name for languages used in the Philippines.



## (2) Everyday Living

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### ► Policy Direction

Work to publicize customs and rules of everyday life to non-Japanese citizens who have moved to Anjo City so that they can smoothly adapt to community life. Furthermore, work to create opportunities for both Japanese citizens and non-Japanese citizens to consider and learn about customs and rules of everyday life so that they can live harmoniously together in communities. Work to provide non-Japanese citizens with more information on housing, and to gain a better understanding of real estate agencies, etc.

### ► Specific Policies

#### a. Increasing opportunities for learning and considering rules of everyday life and customs

Work to improve living guidebooks and to provide opportunities for learning customs and rules of everyday life necessary to live in communities. Furthermore, work to collaborate with communities and others to increase opportunities for considering and learning rules of everyday life and customs necessary to live harmoniously in communities.

#### b. Providing more information on housing

Provide more information on public housing, with consultation desks flexibly using multiple languages and Simple Japanese.

#### c. Gaining a better understanding of real-estate agencies, etc.

Disseminate information on the Aichi Prefecture Secured Rental Support Project\* to real estate agencies, etc., and non-Japanese citizens to facilitate the securing of housing.

### ► Major Projects and Activities

- Distribute multilingual living guidebooks.
- Distribute multilingual waste disposal guidebooks.
- Provide community workshops (on rules of everyday life, including waste disposal).
- Provide information on housing in multiple languages and Simple Japanese.
- Disseminate the Aichi Prefecture Secure Rental Support Project to real-state agencies,

\* The **Aichi Prefecture Secured Rental Support Project** is aimed at eliminating anxiety among both landlords and tenants. This project applies to privately rented housing (secured rented housing) registered with Aichi Prefecture for the accommodation of elderly persons, disabled persons, non-Japanese, and households with small children. It is designed to encourage real estate agencies, etc., to provide information on secured rented housing and offer various housing support services to non-Japanese and other people.





### (3) Labor

#### ► Policy Direction

Appropriate employment opportunities for non-Japanese citizens and better working environments for both Japanese and non-Japanese workers are essential to realize multicultural coexistence. To that end, work to disseminate to companies information on the employment of non-Japanese workers and encourage them to promote multicultural coexistence in workplaces. Furthermore, work to provide more information on labor, employment, and business start-up support so that non-Japanese citizens can find steady jobs and use their capabilities in energizing Japan and Anjo City.

#### ► Specific Policies

##### a. Promoting multicultural coexistence in workplaces

Work to disseminate to companies which employ non-Japanese workers information about examples of companies which work on promoting multicultural coexistence, laws and systems related to labor, obligatory insurance, etc., and the “Charter to Ensure the Appropriate Employment of Foreign Workers and to Encourage their Adaptation to Japanese Society\*”, which was established by Aichi Prefecture, Gifu Prefecture, Mie Prefecture, and Nagoya City with the support of local economic organizations in 2008, thereby promoting multicultural coexistence in workplaces in collaboration with the Chamber of Commerce and Industry and other institutions.

##### b. Providing more information on labor

Provide labor-related information, including information on consultation desks and workshops on labor, employment, and business start-up support, in multiple languages and Simple Japanese in order to deal with labor-related challenges which confront non-Japanese citizens.

#### ► Major Projects and Activities

- Disseminate information about examples of companies which work on promoting multicultural coexistence.
- Disseminate and raise awareness of the “Charter to Ensure the Appropriate Employment of Foreign Workers and to Encourage their Adaptation to Japanese Society.”
- Raise awareness of companies about laws and systems related to labor.
- Study a certification system for companies that promote multicultural coexistence.
- Provide labor-related information in multiple languages and Simple Japanese.
- Provide information on consultation desks, job training, and other programs for non-Japanese citizens that are organized by the prefectural government and other institutions.
- Provide information on Japanese classes hosted by the unemployment office (Hello Work).

\* The “**Charter to Ensure the Appropriate Employment of Foreign Workers and to Encourage their Adaptation to Japanese Society**” calls on the business community and industries to provide appropriate employment opportunities to non-Japanese workers, who also sustain the economy of this region, offer non-Japanese workers and their families with opportunities for participating in communities, and actively work on various measures to take responsibilities as guardians.



## (4) Health Care & Welfare

### ► Policy Direction

Work to deepen the understanding of non-Japanese citizens about health care and social security systems, and to publicize health care and other systems so that non-Japanese citizens can obtain appropriate health care and welfare services.

Furthermore, work to create an environment where health care and welfare services are more accessible to non-Japanese citizens, in order to deal with related challenges that confront those who reside in Japan for a long time or permanently.

### ► Specific Policies

#### a. Publicizing health care and welfare systems, etc.

Provide information on social security systems, including the health insurance system, nursing care insurance system, pension system, and the Social Security Agreements<sup>\*1</sup>, in multiple languages and Simple Japanese in collaboration with companies and medical and other institutions.

#### b. Making health care and welfare services more accessible

Provide information on holiday and nighttime emergency hospitals, health promotion, medical checkups, vaccinations, other health care matters, insurance-related matters, welfare for the elderly and disabled persons, community welfare projects, and other welfare-related services, in multiple languages and Simple Japanese.

Furthermore, dispatch city official interpreters to health care consultations and other meetings at health centers and other facilities, publicize the Aichi Health Care Interpretation System, and take various measures in collaboration with related institutions, thereby creating an environment where health care and welfare services are more accessible to non-Japanese citizens.

### ► Major Projects and Activities

- Provide information on social security systems, including the health insurance system and nursing care insurance system, and encourage non-Japanese citizens to join the systems.
- Provide information on insurance, welfare, and other services in multiple languages and Simple Japanese.
- Publicize the Aichi Health Care Interpretation System<sup>\*2</sup>.
- Disseminate the “Manual on How to Take Care of Non-Japanese in Medical Institutions, etc.”<sup>\*3</sup>.

<sup>\*1</sup> The **Social Security Agreements** are agreements on pension system. Non-Japanese citizens from the member countries can receive pension benefits in their own countries if they pay premiums for a specified period of time in their home countries or Japan. This is designed (1) to adjust insurance systems between the two nations to prevent the double burden of insurance premiums in their home country and Japan and (2) to count all premiums they pay.

<sup>\*2</sup> The **Aichi Health Care Interpretation System** is aimed to eliminate language barriers between non-Japanese citizens and medical institutions through providing interpreters, telephone interpretation, translation, and other services so that non-Japanese citizens can receive medical treatment without worry.

<sup>\*3</sup> The “**Manual on How to Take Care of Non-Japanese in Medical Institutions, etc.**” is a manual prepared by Aichi Prefecture to help medical institutions, etc., to take care of non-Japanese citizens. It explains cultural differences, religious precautions, differences in health care systems between Japan and other countries, and key points in medical treatment.



## (5) Disaster Management, Crime Prevention & Traffic Safety

### ► Policy Direction

Work to increase the knowledge and awareness of non-Japanese citizens about disaster management, crime prevention, and traffic safety so that they can take action during disasters and emergencies with confidence, provide support in collaboration with Japanese citizens, and avoid crimes and accidents.

Build a support system for disasters so that non-Japanese citizens can also live secure lives in shelters.

Furthermore, build a system that provides information on disaster management, crime prevention, and traffic safety in order to transmit information to non-Japanese citizens in times of disasters and emergencies.

### ► Specific Policies

#### a. Raising awareness of disaster management, crime prevention and traffic safety

Provide basic information on disaster management, crime prevention, and traffic safety in multiple languages and Simple Japanese, create opportunities for learning this information in collaboration with communities and companies, and take various measures to raise the awareness of non-Japanese citizens about disasters, crime prevention, and traffic safety.

#### b. Building evacuation and support systems for disasters

Work to foster volunteers who serve as interpreters during disasters, and collaborate with communities, companies, and citizen and other groups to build a support system for non-Japanese citizens for disasters and a system that allows non-Japanese citizens to play active roles during disasters.

#### c. Building a system that provides information on disaster management, crime prevention, and traffic safety

Work to provide information on disaster management, crime prevention, and traffic safety in multiple languages and Simple Japanese.

Furthermore, build a system that transmits and translates information from the disaster control center, transmits information in collaboration with citizen and other groups and other local municipalities, and transmits information to non-Japanese citizens at each stage of a disaster.

### ► Major Projects and Activities

- Provide multilingual disaster management guidebooks and maps.
- Organize classes and lectures on disaster management, crime prevention, and traffic safety, in collaboration with police stations and fire departments.
- Organize community lectures. (Provide lectures for non-Japanese citizens on disaster management, crime prevention, and life safety.)
- Provide related entities with support for organizing disaster drills that are accessible to non-Japanese citizens.
- Foster volunteers who serve as interpreters during disasters.
- Build a system that provides information to non-Japanese in emergencies.
- Use multiple languages in guideboards explaining shelter and other information, and take various measures.

## 5-3 Offering Childcare and Education Support

### (1) Childcare



#### ► Policy Direction

Work to provide information on childcare and encourage non-Japanese citizens to participate in related projects to reduce concerns about childbirth and childcare and deepen understanding of childcare, nursing, etc., in Japan.

Furthermore, provide preliminary support to non-Japanese children who enter and transfer to primary and junior high schools in order to help them to adapt to school life sooner.

Work to create places for children in order to provide them with support for their community life and studies.

#### ► Specific Policies

##### a. Providing more information and projects related to childcare, etc.

Provide non-Japanese citizens who are pregnant and caring for children with information on maternal and child health care, childcare, and education in multiple languages and Simple Japanese. Furthermore, encourage them to participate in childcare support projects, including childcare circles, which will enable them to make friends and learn Japanese words related to childcare.

##### b. Extending support to education of non-Japanese children

Improve preliminary educational support for non-Japanese children who enter and transfer to schools in order to help them smoothly adapt to school life.

##### c. Increasing places for children in communities

Provide information on places for children in communities in multiple languages and Simple Japanese. Furthermore, work to organize training programs for individuals who provide support for the learning of the Japanese language and social practices in communities, and take various measures to create places for non-Japanese children in communities.

#### ► Major Projects and Activities

- Provide information on childcare, etc., in multiple languages and Simple Japanese.
- Publicize community workshops. (Provide workshops for non-Japanese citizens on childcare.)
- Dispatch city official interpreters to consultation meetings on childcare, etc.
- Provide trial education.
- Foster individuals who provide support for education in communities.



## (2) Education

### ► Policy Direction

Improve the system that provides non-Japanese parents and children with information and consultation on the education system and career and advanced education options, in order to encourage parents to increase their interest in their children's education, motivate children to go to advanced school and work, and help parents to take necessary actions appropriate to the life stages of their children.

Furthermore, extend support for education according to the present educational challenges that confront non-Japanese citizens.

Provide learning opportunities to raise the awareness of all children about multicultural coexistence and international understanding.

### ► Specific Policies

- a. Improving the system that provides information and consultation on the education system and career and advanced education options

Improve the system that provides non-Japanese parents and children with information and consultation on the Japanese education system and career and advanced education options.

- b. Extending educational support to non-Japanese children

Provide teachers with information on opportunities for learning about the education of non-Japanese children. Furthermore, organize opinion exchanges, workshops, etc., for teachers engaged in the education of non-Japanese children, thereby improving support for the education of children.

- c. Educating children about multicultural coexistence and international understanding

Provide opportunities at primary schools and junior high schools where children can learn about and raise their awareness of multicultural coexistence and international understanding.

### ► Major Projects and Activities

- Increase opportunities for non-Japanese parents and children to receive consultation about the education system.
- Organize opinion exchanges for teachers engaged in the education of non-Japanese children.
- Increase city official interpreters for major languages.
- Increase workshops for teachers of Japanese language adaptation classes\*.
- Provide opportunities to educate multicultural coexistence and international understanding in educational institutions.

\* **Japanese language adaptation classes** are classes aimed at helping non-Japanese speaking students learn Japanese and adapt to Japanese school life. In Anjo City, a Japanese language teacher is assigned to a class of 10 or more such students.

## 5-4 Developing Communities with Multicultural Coexistence

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### (1) Raising Awareness of Multicultural Coexistence

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#### ► Policy Direction

Increase opportunities for people to interact with each other regardless of nationality and experience various cultures, and raise their awareness in order to create a society where people develop various values, recognize each other and gain a deeper understanding of multicultural coexistence and international understanding. Furthermore, increase opportunities for many citizens regardless of age to be exposed to and learn about the history and culture of Japan and Anjo City so that they can develop an attachment to Japan and Anjo.

Provide support for the fostering of community development leaders and taking of various measures to develop communities in Anjo City from the perspective of multicultural coexistence.

#### ► Specific Policies

##### a. Increasing opportunities for interaction between non-Japanese citizens and Japanese citizens

Create opportunities for both non-Japanese citizens and Japanese citizens to interact with each other and to be exposed to each other's cultures. Furthermore, work to provide support for networking events organized by non-Japanese citizens, Japanese citizens, communities, and citizen and other groups, thereby increasing opportunities for non-Japanese citizens and Japanese citizens to interact with each other.

##### b. Raising awareness of multicultural coexistence and international understanding

Create opportunities that are accessible to people regardless of nationality and that allow them to be exposed to and learn about the history, culture, and other facets of Japan and Anjo City. Furthermore, organize lectures and lecture meetings on multicultural coexistence and international understanding for non-Japanese citizens and Japanese citizens, in order to raise their awareness.

##### c. Fostering multicultural coexistence leaders and providing support for multicultural coexistence activities

Organize lectures on multicultural coexistence and international understanding for communities, including neighborhood associations and citizen and other groups, in order to foster community development leaders who work from the perspective of multicultural coexistence. Furthermore, provide support for multicultural coexistence activities driven by communities, including neighborhood associations and citizens and other groups.

► Major Projects and Activities

- Organize “multicultural networking events.”
- Provide classes to learn the languages, cultures, cooking, etc., of various countries.
- Provide lectures on the history and culture of Japan and Anjo City.
- Use municipal newsletter “Koho Anjo” to raise awareness of multicultural coexistence.
- Implement lectures on multicultural coexistence and international understanding.
- Participate in the “Multicultural Coexistence Month” project organized by the prefectural government.
- Conduct multicultural coexistence awareness surveys.
- Foster community development leaders through lectures on multicultural coexistence.
- Introduce examples of community-based activities related to multicultural coexistence.
- Build a system that supports citizen-driven projects related to multicultural coexistence.
- Promote multicultural and multilingual services at the (tentatively named) Library & Information Center (re-display).



## (2) Participation of Non-Japanese Citizens in Society

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### ► Policy Direction

Work to find and nurture key persons among non-Japanese citizens and create networks in order to realize a society where non-Japanese citizens as community members can play active roles in Anjo City and their communities.

Furthermore, work to create a system and environment that allows non-Japanese citizens to participate in policy planning and discussion, event planning, and community activities in order to realize a multicultural coexistence society.

### ► Specific Policies

- a. Finding and fostering key persons among non-Japanese citizens and creating networks  
Create opportunities for non-Japanese citizens to exchange opinions and information and engage in interactions with each other. Furthermore, work to find and nurture key persons and create networks among non-Japanese citizens by using opportunities that non-Japanese citizens gather and share information.
- b. Encouraging non-Japanese citizens to participate in communities  
Increase opportunities to obtain non-Japanese citizens' opinions in terms of not only multicultural coexistence but also various fields, and reflect their opinions in community development.  
Use multiple languages and Simple Japanese to provide information on various workshops, events, etc., in Anjo City so that non-Japanese citizens can understand it. Furthermore, work to translate information on community activities and take various measures to encourage non-Japanese citizens to participate in communities, etc.
- c. Providing support for activities driven by non-Japanese citizens  
Provide non-Japanese citizen and other groups with information on community development in multiple languages and Simple Japanese, and support in collaboration with related institutions. Furthermore, provide Japanese citizens with information on activities and events driven by non-Japanese citizens, and take various measures to provide support for activities driven by non-Japanese citizens.

### ► Major Projects and Activities

- Create opportunities for non-Japanese citizens to interact with each other.
- Conduct surveys on non-Japanese citizens' networks.
- Conduct surveys on non-Japanese citizens' opinions.
- Organize meetings for non-Japanese citizens.
- Build a system that provides translation and interpretation support to community activities.
- Encourage non-Japanese citizens to participate in events, such as the Anjo Tanabata Festival.
- Provide information on various workshops, events, etc., in multiple languages and Simple Japanese.
- Provide information on activities, events, etc., driven by non-Japanese citizens.



## Chapter 6 Priority Programs

### Priority Program 1: Building Informal Relationships

#### ► Background & Need

The Anjo City Office provides non-Japanese citizens with information on various workshops and events using “Anjo-info.” It also organizes “multicultural networking events” as opportunities for non-Japanese citizens and Japanese citizens to interact with each other. However, only a few non-Japanese citizens and Japanese citizens participate in such events.

Some of the major obstacles in interaction between non-Japanese citizens and Japanese citizens may be language barriers and lack of opportunities and time. In addition, many Japanese citizens do not understand non-Japanese citizens well nor know how to interact with people with different cultures and customs.

Therefore, it is necessary to encourage non-Japanese citizens and Japanese citizens to build informal relationships in their ordinary lives.

#### ► Basic Principles

- Create networking opportunities to attract both non-Japanese citizens and Japanese citizens.
- Provide support for creating opportunities for informal interaction between non-Japanese citizens and Japanese citizens.
- Create opportunities for non-Japanese citizens to learn practical Japanese in their ordinary lives.

#### ► Program Details

1. Making events, including “multicultural networking events,” more attractive
  - Create opportunities for citizens, including non-Japanese citizens, to exchange opinions and participate in planning events in order to increase participation in “multicultural networking events” and other events organized by Anjo City, and make various workshops and events, including multicultural networking events, more attractive.
2. Encouraging people to learn and use Simple Japanese
  - Organize Simple Japanese classes for citizens, companies, and citizen and other groups in order to promote interaction between non-Japanese citizens and Japanese citizens.
  - Organize networking and other events in Simple Japanese classes so that non-Japanese citizens and Japanese citizens can interact with each other.
  - Use Simple Japanese in various workshops and events organized by Anjo City in order to make them more accessible to non-Japanese citizens. Furthermore, use multiple languages and Simple Japanese for providing information.
3. Fostering multicultural coexistence leaders
  - Organize workshops on multicultural coexistence community development in order to foster community development leaders, including members of neighborhood associations and citizen and other groups experienced in community development, who can work from the perspective of multicultural coexistence.
  - Find and nurture key persons who can connect communities with non-Japanese citizens.
  - Create networks among non-Japanese citizens and others who have participated in networking and other events in order to encourage non-Japanese citizens to engage in voluntary activities.

4. Providing support for organizing events that are accessible to non-Japanese citizens
  - Collect examples of multicultural coexistence activities carried out by companies, communities, and citizen and other groups, and provide such information by using municipal newsletter “Koho Anjo”, “Anjo-info,” City Office website, and other media, organizing lecture meetings, putting up exhibit booths, and taking various measures.
  - Give advice to companies, communities, and citizen and other groups about creative ways to make ongoing workshops and events more accessible to non-Japanese citizens and about activities to promote multicultural coexistence.
  - Create a system that provides information in collaboration with communities, companies, non-Japanese communities, and other groups, thereby creating an environment where all people can exchange information.
  - Consider building a support system for citizen-driven projects to promote multicultural coexistence.
5. Providing support for providing information on community activities, etc.
  - Provide information on non-Japanese citizens’ activities using municipal newsletter “Koho Anjo”, City Office website, and other media.
  - Consider building a system that provides translation and interpretation support in order to transmit information on community activities to non-Japanese citizens.

► Column: Examples of Activities in Anjo City

■ Activity by the Dokita Neighborhood Association

The Dokita Neighborhood Association covers a total of 157 households, including 25 non-Japanese households. The Dokita Neighborhood Association holds a summer festival every year. Only dancing was performed at the festival until 2012, but the Association added karaoke to the program for 2013 so that everybody could enjoy themselves. Before the summer festival, association representatives called on non-Japanese citizens to enjoy karaoke and let them practice singing at the community center. On the day of the festival, after dancing, people enjoyed eating and karaoke. The non-Japanese citizens observing from a distance were invited by association representatives to join in, and they enjoyed singing on the stage.



■ Multicultural Networking Events (Citizens Collaboration Department)

We began multicultural networking events in 2013 to create opportunities for non-Japanese citizens and Japanese citizens to enjoy interacting with each other. The first event was a barbecue party where a total of 19 people from Brazil and Japan participated. Participants enjoyed eating Brazilian and Japanese food while listening to a bossa nova live performance. The second event was a potluck party where a total of 24 people from Mexico, the Philippines, Pakistan, Brazil, and Japan participated. Each participant brought a food item from their own country, introducing it and explaining when it is eaten. We also organized a meeting to exchange opinions with non-Japanese citizens, who talked about their impressions of Japan and Japanese people and introduced their own cultures and customs.



## Priority Program 2: Building a Disaster Management System

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### ► Background & Need

The Anjo City Office has created multilingual disaster management maps and has put up exhibit booths for non-Japanese citizens at Disaster Management Fair.

Since the Great East Japan Earthquake, non-Japanese citizens have raised their awareness of natural disasters, including earthquakes, and have been more willing to participate in disaster drills. However, as time advances, the sense of crisis is fading away. It is necessary to raise awareness of preparations against disasters and to encourage people to participate in disaster drills organized by neighborhood associations.

Furthermore, shelter operation drills do not well simulate evacuation lives with non-Japanese citizens. It is necessary to build a system that secures the safety of non-Japanese citizens and Japanese citizens in case of emergencies, such as earthquakes.

In addition, it is necessary to build a system that provides information in multiple languages during disasters, which has yet to be established.

### ► Basic Principles

- Take measures so that non-Japanese citizens can take appropriate actions and play active roles during disasters.
- Promote shelter building which non-Japanese citizens can lead a sheltered life without anxiety.
- Build a system that transmits information to non-Japanese citizens during disasters.

### ► Program Details

#### 1. Raising awareness of disasters

- Provide hands-on workshops on disasters in collaboration with communities and companies so that non-Japanese citizens can take appropriate actions during disasters.
- Provide information on preserved food, emergency bags, and other preparations against disasters.
- Provide opportunities for strolling communities with disaster management maps to confirm evacuation routes and shelters, and various activities to learn about disaster management maps.

#### 2. Running disaster drills accessible to non-Japanese citizens and shelters livable for non-Japanese citizens

- Share with communities examples of disaster drills accessible to non-Japanese citizens.
- Offer support for providing non-Japanese citizens with information on disaster drills in communities.
- Provide communities with lectures on usable support tools and care in shelters and with classes on Simple Japanese, and take various measures to help non-Japanese citizens take necessary actions during disasters.
- Install guideboards in multiple languages and Simple Japanese in shelters.
- Work to build a system that fosters volunteer interpreters who provide livelihood support to non-Japanese citizens in shelters during disasters and are dispatched to disaster drills.
- Implement disaster drills that are accessible to non-Japanese citizens, thereby building relationships between non-Japanese citizens and Japanese citizens.
- Through building relationships between non-Japanese citizens and Japanese citizens, find key persons among non-Japanese citizens so that they can play important roles in providing support.

3. Building a system that transmits information to non-Japanese citizens during disasters

- Discuss with non-Japanese citizens, communities, and citizen and other groups, an ideal form of transmitting information in chronological order during disasters to non-Japanese citizens.
- Discuss wide-area collaboration with surrounding municipalities inside and outside the prefecture in dealing with large-scale disasters.

► Column: Examples of Activities in Anjo City

■ Integrated Disaster Drills (Department of Disaster Prevention & Management)

The Anjo City Office implemented triage drills, as part of integrated disaster drills, where non-Japanese citizens participated as patients. They played patients with different injury and consciousness levels (scrape, fracture, ambulatory, unconscious, etc.).

The explanatory document seemed difficult for them to understand because it included many difficult Japanese words. Attendants, examiners, and medical staff members devised ways of communicating effectively with non-Japanese citizens.

This was a good opportunity to raise the awareness of medical staff that non-Japanese citizens could be injured and sent to hospitals, and that they need to devise ways of communicating with them.

This was also a good opportunity for non-Japanese citizens to learn what kinds of injuries they may suffer and what kinds of actions they need to take during disasters.



■ Activity by Hisada Co., Ltd.

A total of 43 Japanese and Brazilian households or about 100 people live in Hisada's company housing.

The company organized a disaster drill where about 40 people participated.

They learned about and experienced an evacuation and the situation confirmation method, confirmed the details of evacuation centers, and performed fire extinguishing.

Copies of a multilingual evacuation map created by the Department of Disaster Prevention & Management were distributed to the participants at the drill site, which served as a place of transmission of information.

After the disaster drill, a networking event was held where the participants enjoyed interaction over a Brazilian breakfast.



## Priority Program 3: Making the City Office & Library More Accessible

### ► Background & Need

The City Office has resident Portuguese interpreters who respond to the needs of non-Japanese citizens. It has also implemented various measures, including multilingual guide displays, and multilingual explanations about procedures and finger-pointing guideboards at the reception counters of the Citizens Affairs Department and other departments which non-Japanese citizens visit frequently. Consultation for non-Japanese citizens is available in Japanese and Portuguese every Tuesday morning.

It is necessary to make the City Office more accessible to non-Japanese citizens by guiding them to their target reception counters because they may not know which ones they should visit and may not obtain the necessary information.

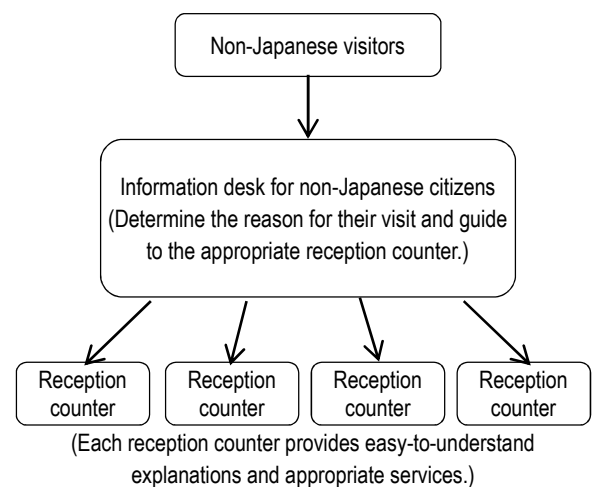
Anjo City is planning to build the (tentatively named) Library & Information Center (to be launched in 2017). The city also plans to actively promote multicultural coexistence at the new facility.

### ► Basic Viewpoints

- Make the City Office and Library more accessible and convenient to non-Japanese citizens.
- Take measures so that non-Japanese citizens can obtain information accurately and smoothly.
- Take measures so that non-Japanese citizens can complete necessary procedures smoothly.

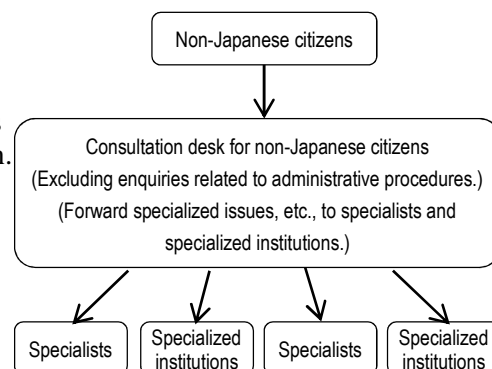
### ► Program Details

1. All city officials provide services in an understandable manner to non-Japanese citizens
  - City officials who cannot speak foreign languages try to communicate with non-Japanese citizens in Simple Japanese.
  - Use city official interpreters to provide important information, including explanations about laws and systems. Take measures, including the use of manuals, for basic communication at reception counters.
2. Creating documents for citizens in Simple Japanese
  - Use as much Simple Japanese as possible in documents that are distributed to non-Japanese citizens.
  - For legal terms and other documents that are difficult to translate into Simple Japanese, translate only key points into Simple Japanese or the entire document into multiple languages.
3. Establishing an information desk for non-Japanese citizens
  - Establish an information desk for non-Japanese citizens so that they do not have any problems when visiting the City Office, and publicize the establishment of the desk to non-Japanese citizens.
  - The information desk for non-Japanese citizens guides non-Japanese visitors to appropriate reception counters according to their needs.
  - Install multilingual facility guide maps, etc., at the information desk for non-Japanese citizens.
4. Creating guide displays that are easy to understand for non-Japanese citizens
  - Add multiple languages and nonverbal symbols to City Office and vicinity guide displays. Also use color codes with characters and pictograms.



## 5. Improving the consultation system for non-Japanese citizens

- City Office staff members currently handle enquiries from non-Japanese citizens and provide consultation. They find it more difficult to handle enquiries related to living and employment, excluding administrative procedures. To respond to such enquiries from non-Japanese citizens and provide appropriate consultation, build networks with outside specialists and introduce appropriate specialized institutions in respective fields, thereby enhancing the bridging system.



## 6. Promoting multicultural coexistence at the (tentatively named) Library & Information Center

- The Central Library has about 460,000 publications. Most of them are Japanese publications and no more than 1,800 publications are in foreign languages, the majority of which are in English.
- Introduce multicultural and multilingual use support services at the newly built (tentatively named) Library & Information Center in order to attract as many non-Japanese citizens as possible. Add books, newspapers, and magazines in multiple languages, including English, Portuguese, Philippine languages, Chinese, and Korean.
- Increase the number of publications for Japanese citizens to learn about foreign cultures, lifestyles, and languages, and publications for non-Japanese citizens to learn about Japanese culture, lifestyles, and language.

### Precautions: Process-based activities

- It is important that city officials implement the programs indicated above when the need arises through interaction with non-Japanese citizens. Issues cannot be solved simply by the installation of guide displays and information desks, the translation of documents into Simple Japanese, and the optimization of systems and arrangements. Integrated involvement of city officials will lead to providing user-friendly services.
- While considering the opinions of users, city officials come up with and implement ideas. This kind of process is valued.

## ► Column: Examples of Activities in Anjo City

### ■ Easy-to-follow Guideboards

The City Office is installing easy-to-follow guideboards for non-Japanese citizens. Multiple languages are used for department names and available services, and numbers are used to indicate reception counters.

The installation will be performed step by step.



### ■ Easy-to-understand Notification Method (Health Department)

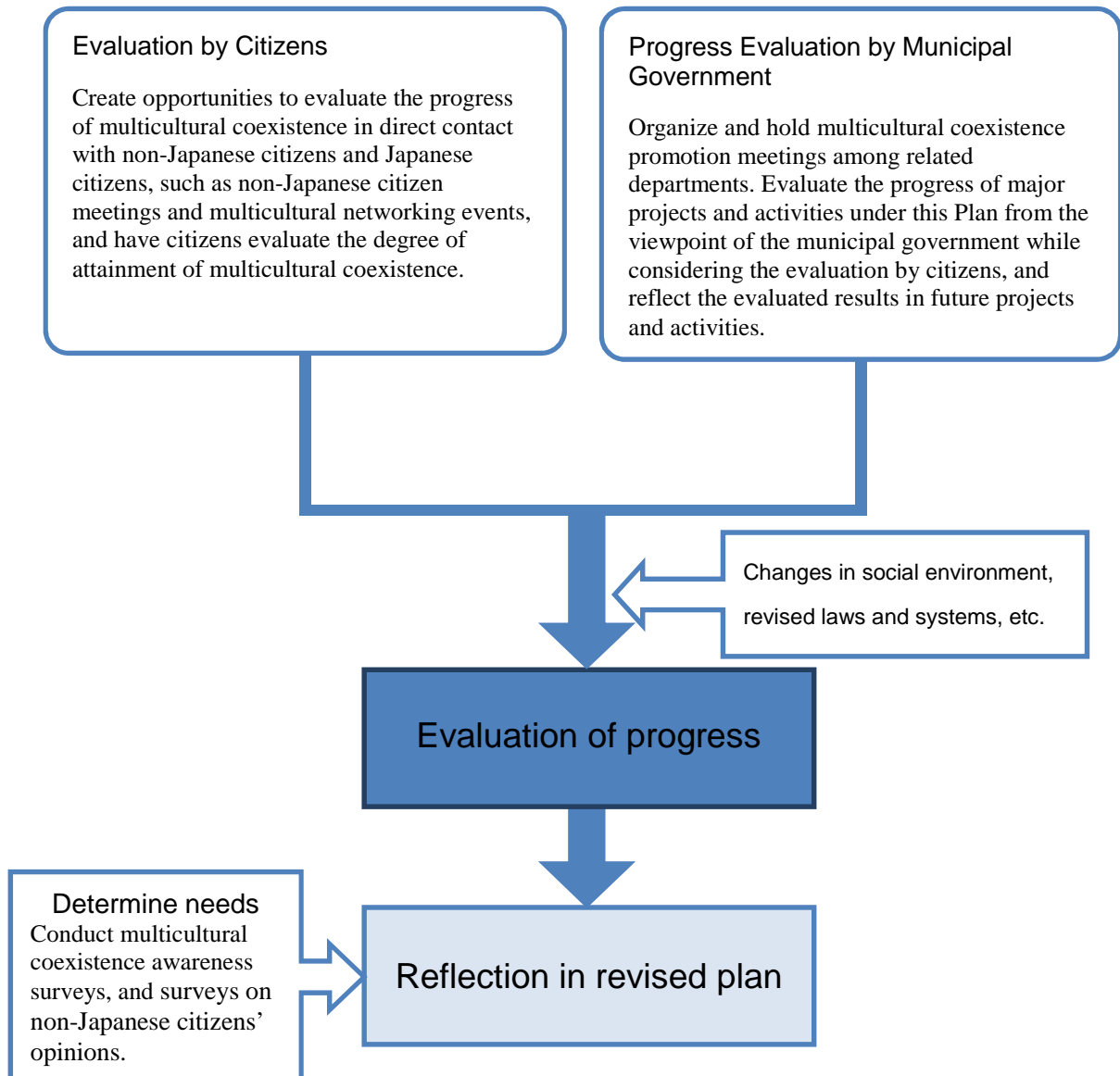
The Health Department uses multiple languages and romaji for document titles on envelopes when sending notices on vaccinations and health checkups. In addition, the Department uses different colors for different types of documents, and takes various measures for easy-to-understand notification.



## Chapter 7 Toward Promoting the Plan

It is important for the municipal government to collaborate with citizens, companies, and citizen and other groups in order to promote multicultural coexistence.

To that end, the City Office evaluates the progress of major projects and activities and revises this Plan as a whole, in consideration of evaluation by citizens and the municipal government, changes in the social environment, revised laws and systems, and other factors as indicated below.



## Reference Materials

### 1 Summary of Anjo City Multicultural Coexistence Questionnaire Results

#### (1) Survey Purpose

Prior to creating this Plan, the City Office conducted surveys to ask non-Japanese citizens about living conditions in their communities and to hear their thoughts about multicultural coexistence.

#### (2) Survey Overview

Two kinds of surveys were conducted of (1) 500 randomly chosen non-Japanese men and women 16 years old and over who had registered their residency in Anjo City as of November 1, 2011 (survey of non-Japanese citizens) and (2) 2,000 randomly chosen Japanese men and women 16 years old and over who had registered their residency in Anjo City as of November 1, 2011 (survey of Japanese citizens).

Table 1-1 Results of Distribution and Collection of Questionnaires for the Survey of Non-Japanese Citizens

Those surveyed	Non-Japanese men and women 16 years old and over who had registered their residency in Anjo City
Selection method	Randomly chosen
Survey method	Distribution by administrative staff and collection by mail
Survey period	December 2011
No. of distributed questionnaires	500
No. of collected questionnaires	148
Collection rate	29.6%
No. of invalid questionnaires	0 (no response)
No. of valid distributed questionnaires	473 (excluding 27 undeliverable questionnaires due to unknown addresses, etc.)
No. of valid collected questionnaires	148
Valid questionnaire collection rate	31.3%

Table 1-2 Results of Distribution and Collection of Questionnaires for the Survey of Japanese Citizens

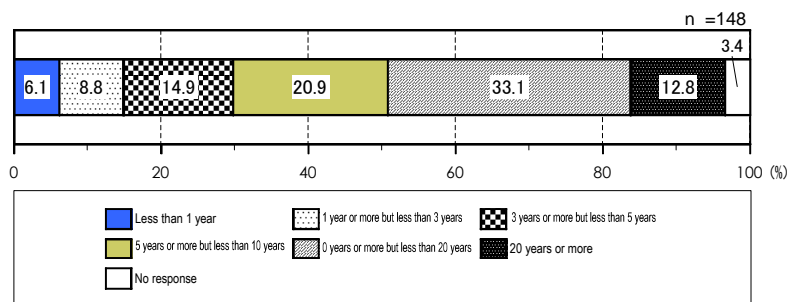
Those surveyed	Men and women 16 years old and over who had registered their residency in Anjo City
Selection method	Randomly chosen
Survey method	Distribution by administrative staff and collection by mail
Survey period	December 2011
No. of distributed questionnaires	2,000
No. of collected questionnaires	1,137
Collection rate	56.9%
No. of invalid questionnaires	3 (no response)
No. of valid distributed questionnaires	1,990 (excluding 10 undeliverable due to unknown addresses, etc.)
No. of valid collected questionnaires	1,134
Valid questionnaire collection rate	57.0%



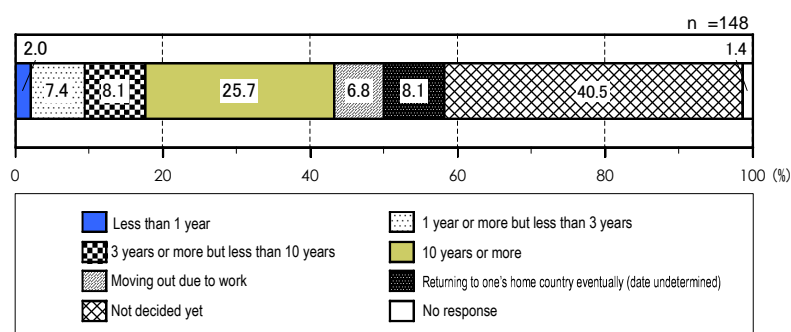
### (3) Survey Results [Excerpts]

#### ■ Years of Residence in Japan of Non-Japanese Citizens & the Predicted Years of Residence in Anjo City

##### ▼ Years of residence in Japan [Survey of non-Japanese citizens]

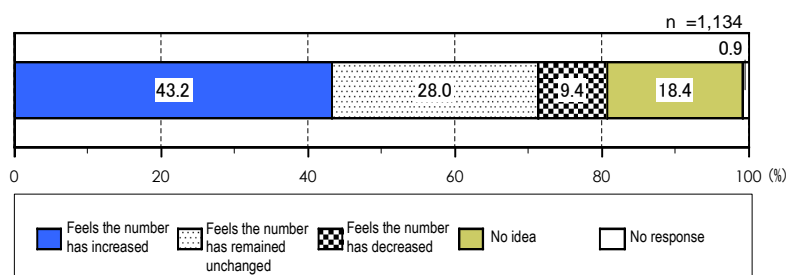


##### ▼ Predicted years of residence in Anjo City [Survey of non-Japanese citizens]

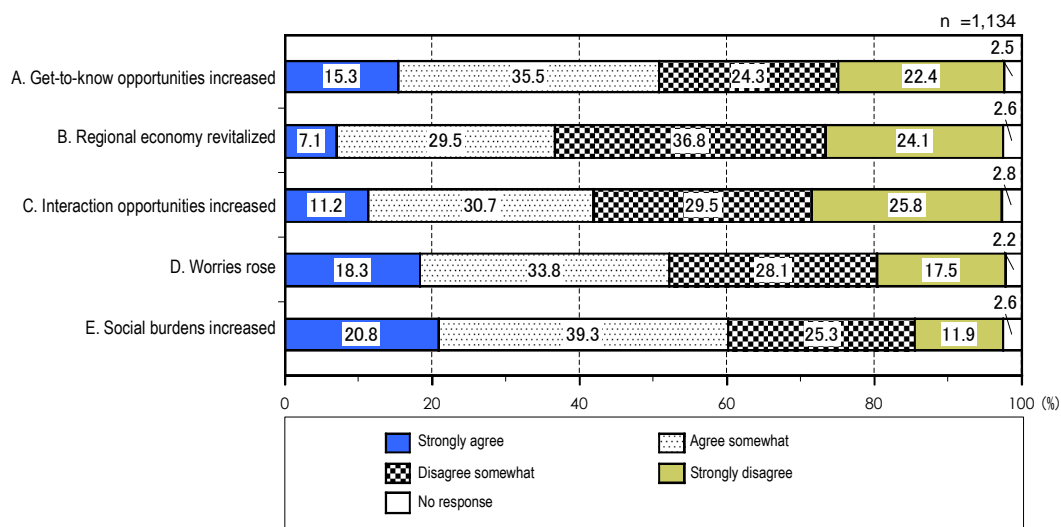


#### ■ Japanese Citizens' Impressions of Non-Japanese Citizens

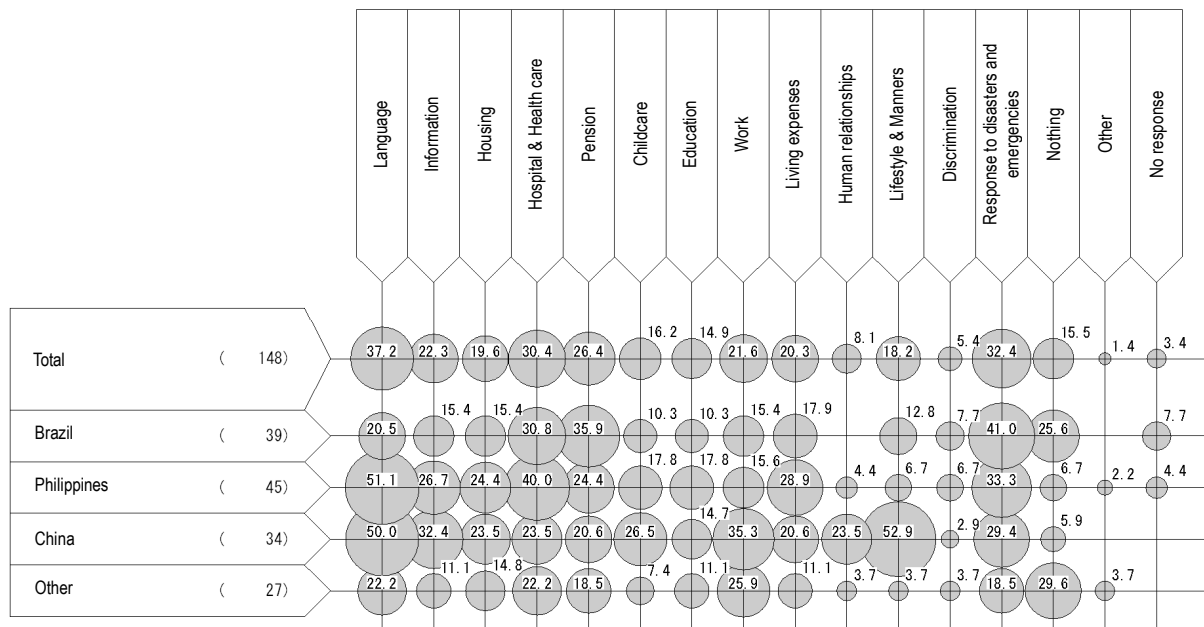
##### ▼ Increase/decrease of non-Japanese citizens [Survey of Japanese citizens]



## ▼ Effects of non-Japanese citizens [Survey of Japanese citizens]

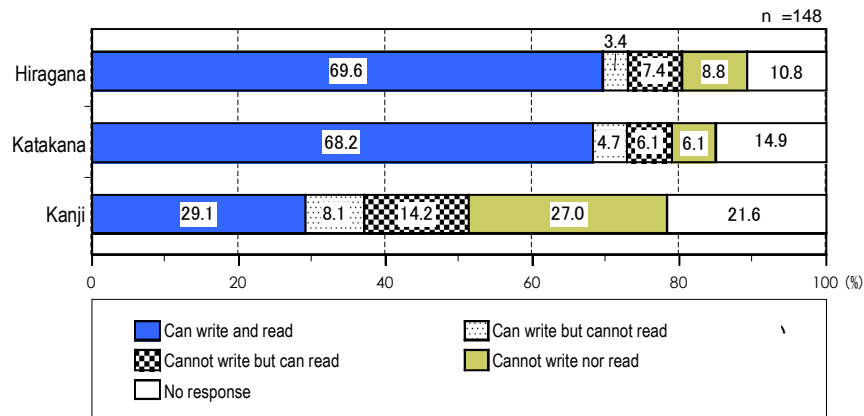


## ▼ Consultation subject related to everyday life [Survey of non-Japanese citizens]

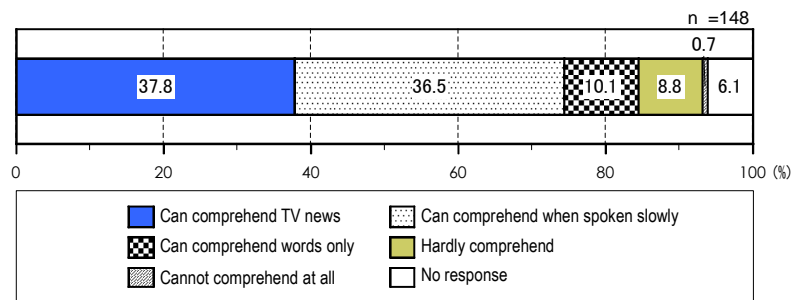


## Japanese Language Skills

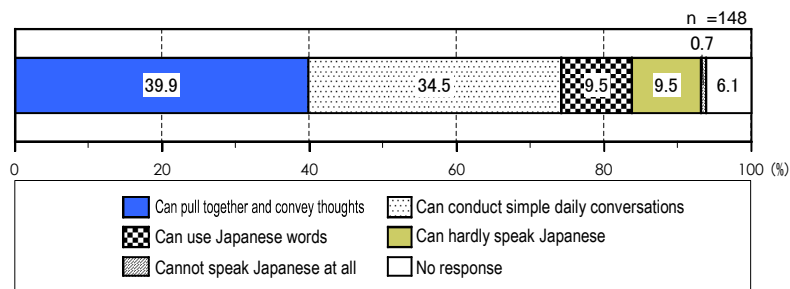
### ▼ Japanese reading and writing skills [Survey of non-Japanese citizens]



### ▼ Japanese listening comprehension skills [Survey of non-Japanese citizens]

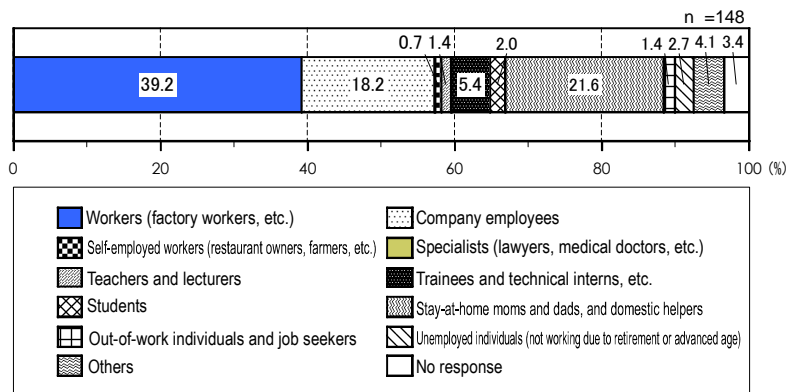


### ▼ Japanese conversation skills [Survey of non-Japanese citizens]

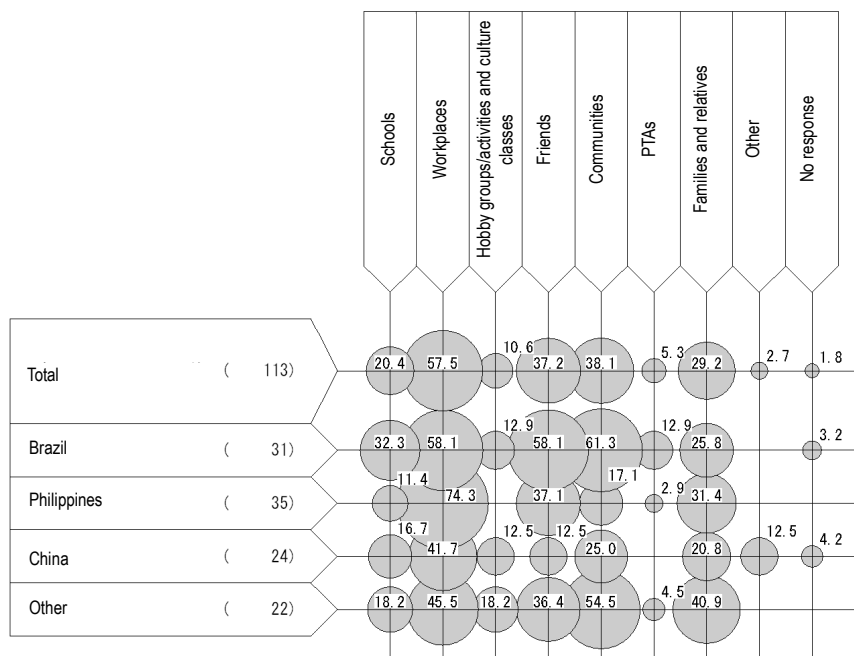


## ■ Occupations & Workplaces

### ▼ Occupations [Survey of non-Japanese citizens]

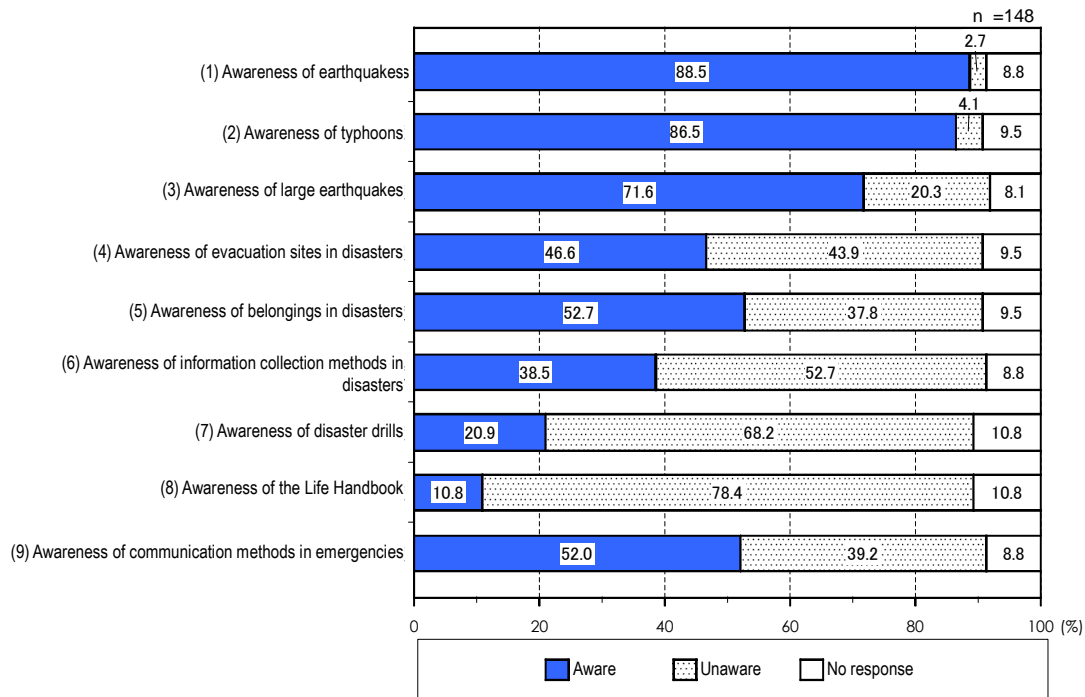


### ▼ Interaction opportunities with Japanese people [Survey of non-Japanese citizens]

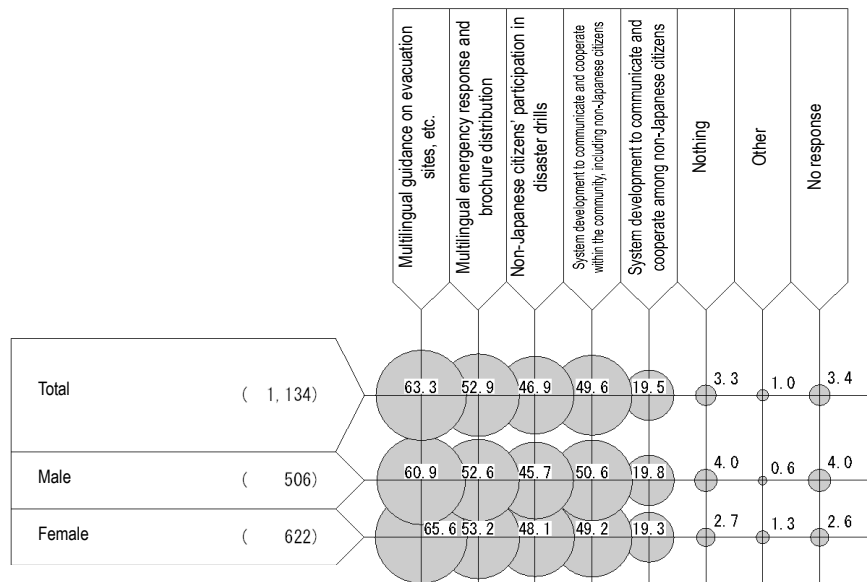


## Matters Related to Disasters and Emergencies

### ▼ Awareness of disasters and emergencies [Survey of non-Japanese citizens]

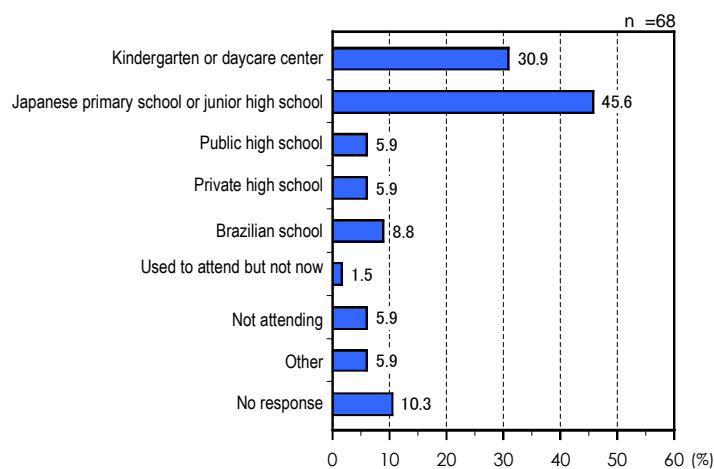


### ▼ What is needed to obtain the cooperation of non-Japanese citizens in disasters and emergencies [Survey of Japanese citizens]

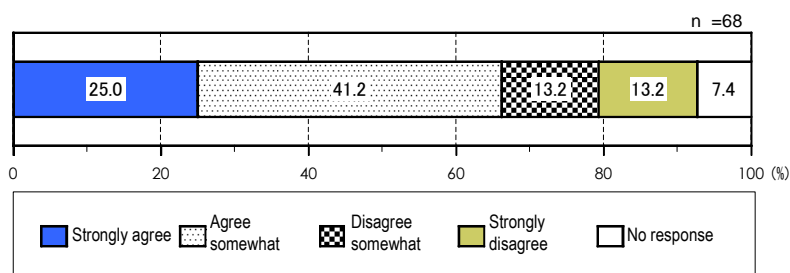


## ■ Non-Japanese Citizens' Children, Childcare & Education

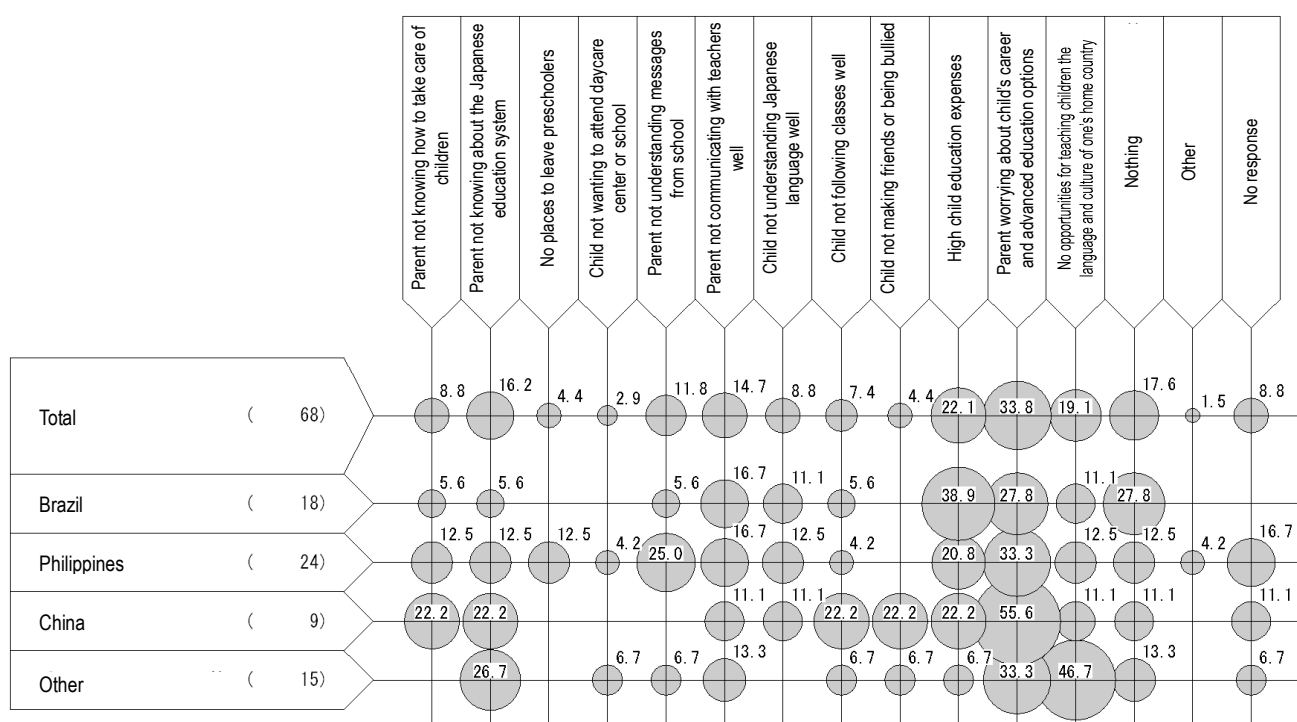
### ▼ Children's schools [Survey of non-Japanese citizens]



### ▼ Worries and anxieties about childcare [Survey of non-Japanese citizens]

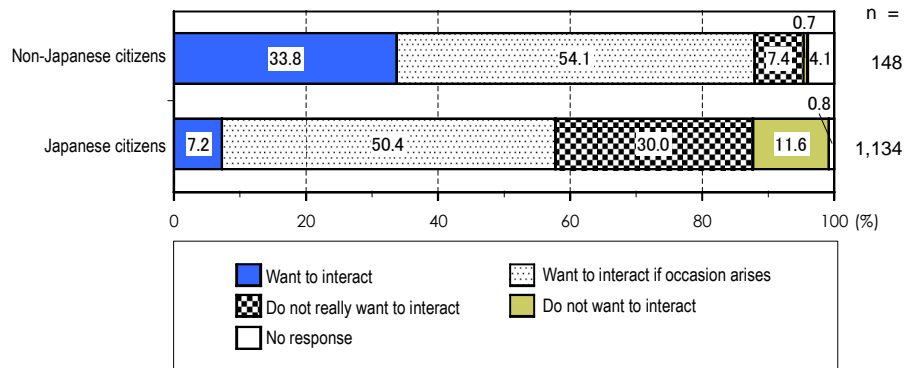


### ▼ Details of worries and anxieties about childcare and education [Survey of non-Japanese citizens]

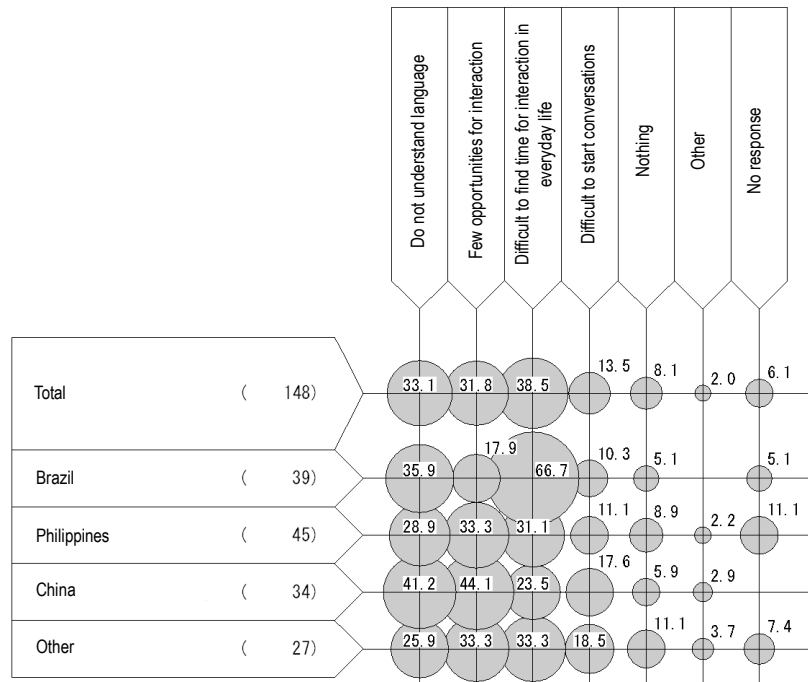


## Interaction Between Non-Japanese Citizens and Japanese Citizens

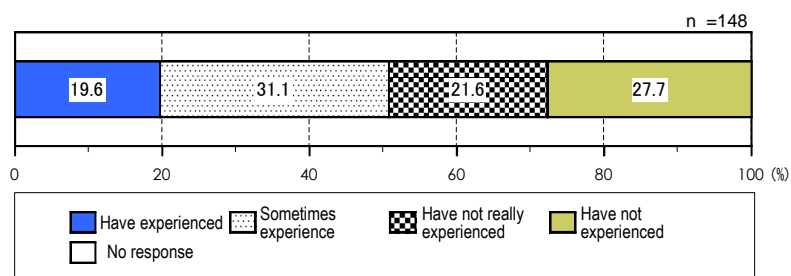
### ▼ Desire to interact with people of different nationalities [Surveys of non-Japanese citizens and Japanese citizens]



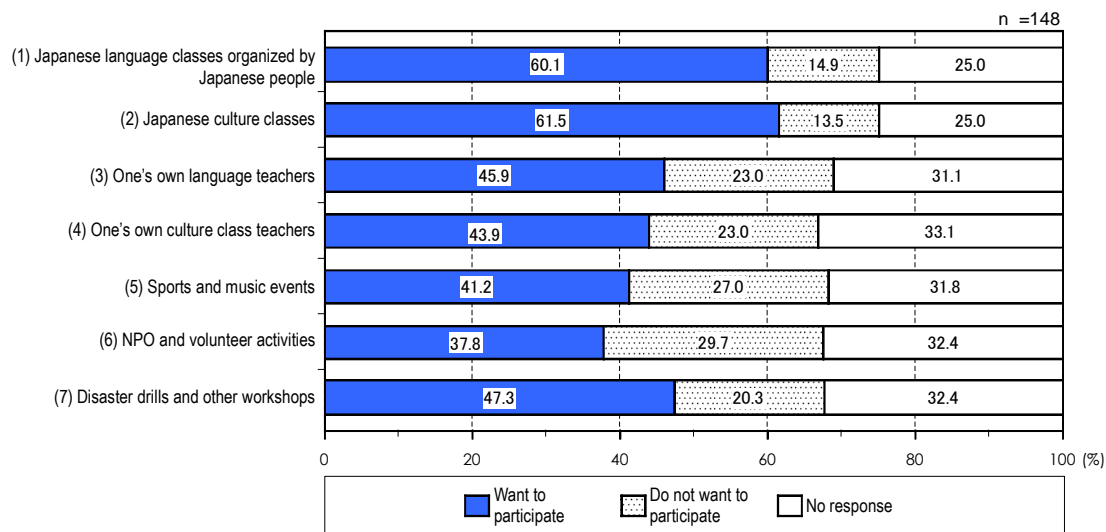
### ▼ Obstacles to interaction [Survey of non-Japanese citizens]



### ▼ Experience of discrimination [Survey of non-Japanese citizens]

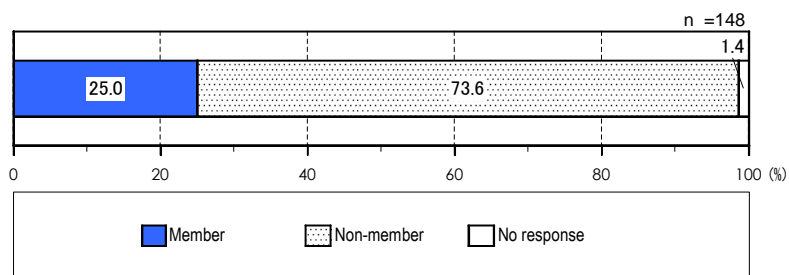


## ▼ Desired interaction opportunities [Survey of non-Japanese citizens]



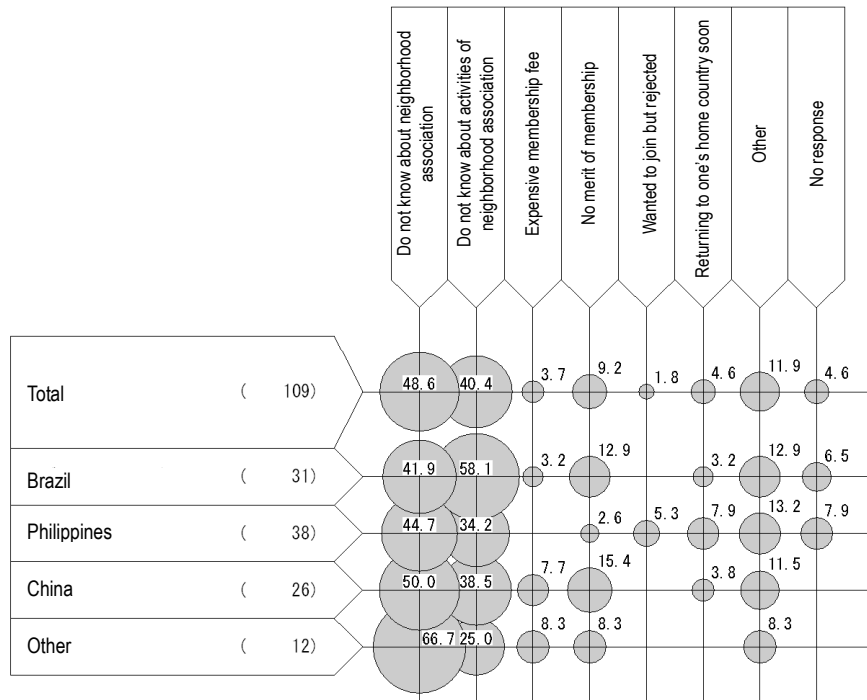
## ■ Non-Japanese Citizens' Lives in Communities

### ▼ Membership in neighborhood association [Survey of non-Japanese citizens]

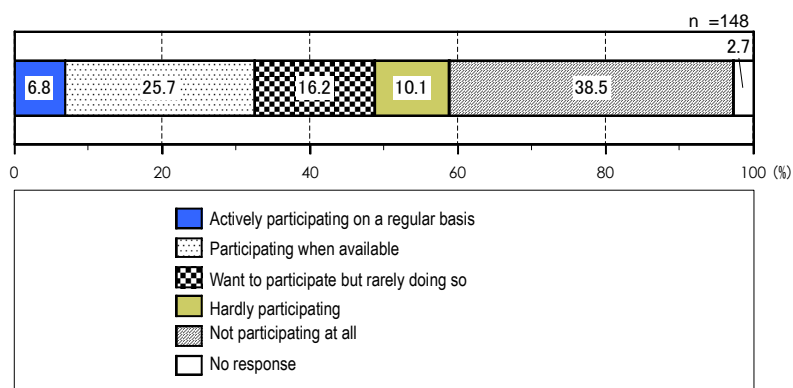




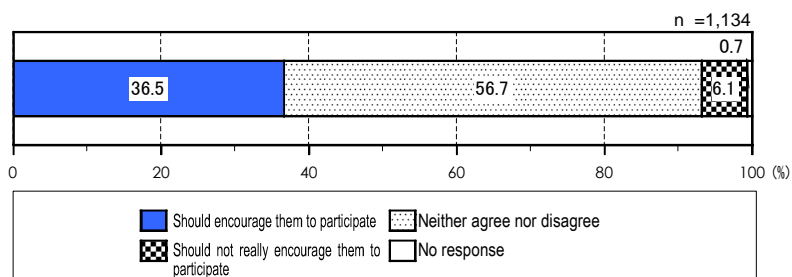
▼ Reasons for not belonging to neighborhood association [Survey of non-Japanese citizens]



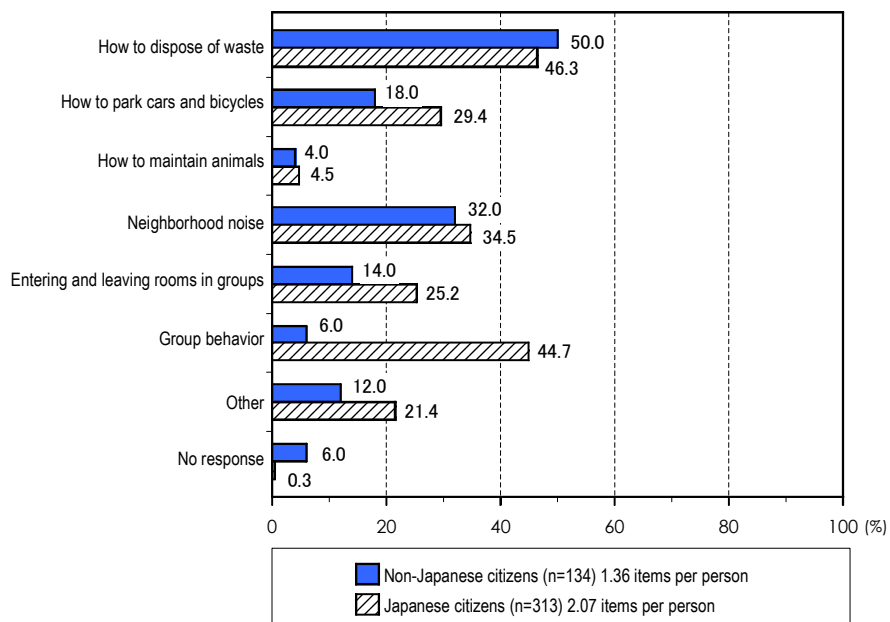
## ▼ Participation in community activities [Survey of non-Japanese citizens]



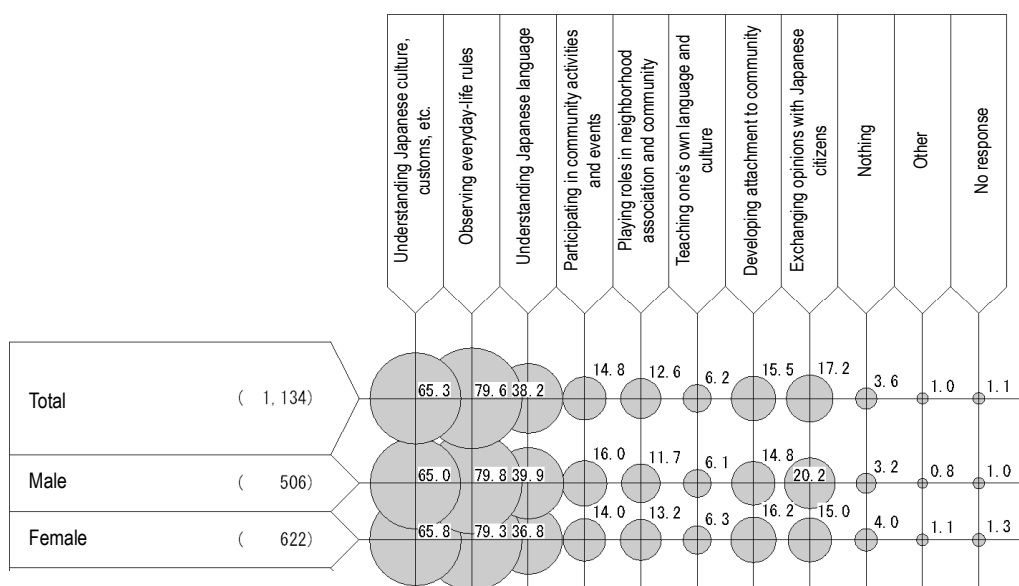
## ▼ Thoughts about participation of non-Japanese citizens in community activities [Survey of Japanese citizens]



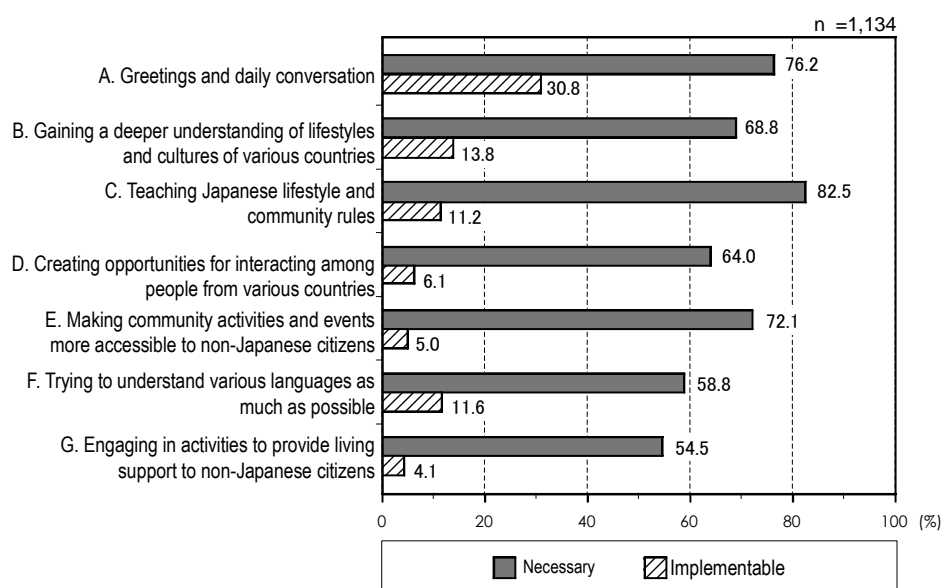
## ▼ Problems related to non-Japanese citizens [Surveys of non-Japanese citizens and Japanese citizens]



## ▼ Requests to non-Japanese citizens in community life [Survey of Japanese citizens]

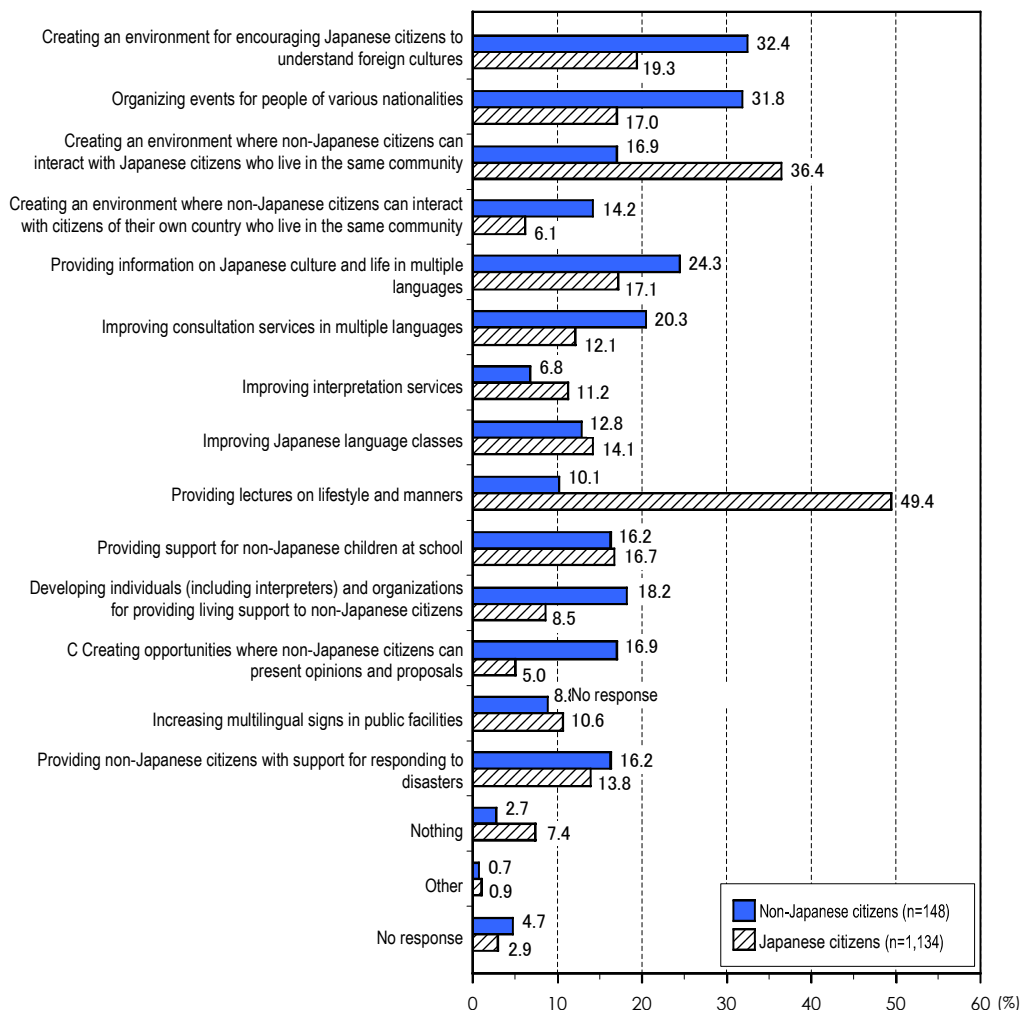


## ▼ What is needed and what can be done to live with non-Japanese citizens in communities [Survey of Japanese citizens]



## ■ What is Needed to Promote Multicultural Coexistence

### ▼ What is needed to promote multicultural coexistence [Surveys of non-Japanese citizens and Japanese citizens]



## 2 History of the Plan

Dates	Details
December 2011	Conducted questionnaire surveys on multicultural coexistence in Anjo City. ○ Distributed to 500 non-Japanese citizens ○ Distributed to 200 Japanese citizens
July 22, 2012	Conducted hearings with students in Japanese language classes.
August 21 to September 6, 2012	Conducted hearings on multicultural coexistence in Anjo City. ○ 4 neighborhood associations ○ 2 kindergartens and daycare centers ○ 3 primary schools                      ○ 3 junior high schools ○ 3 companies, including the Chamber of Commerce and Industry
October 2012	Conducted a survey on multicultural coexistence activities in the City Office.
October 29, 2012 First Planning Committee	○ Selected Chairman and Vice Chairman. ○ Explained the plan's planning overview. ○ Reported the current situation and challenges for foreigners in Anjo City. ○ Exchanged opinions under the theme of "My Opinion about Current Situation & Challenges for Non-Japanese Citizens."
November 7, 2012 <b>First Project Team Meeting</b>	○ Explained the plan's planning overview. ○ Reported the current situation and challenges for foreigners in Anjo City. ○ Exchanged opinions under the theme of "My Opinion as a Citizen and City Official about Current Situation & Challenges for Non-Japanese Citizens." ○ Held a small lecture under the theme of "How to Promote Multicultural Coexistence in Anjo City" by Yoshihiko Doi, a member of the Anjo City Multicultural Coexistence Plan Planning Committee and a representative of NPO Multicultural Coexistence Resource Center Tokai.
December 14, 2012 Second Planning Committee	○ Provided topics. "Current Situation Surrounding Non-Japanese Citizens in Japan and Multicultural Coexistence Activities" Yoshimi Kojima, Associate Professor of the Department of Education, Aichi Shukutoku University and a chairperson of the Anjo City Multicultural Coexistence Plan Planning Committee Doi Yoshihiko, a member of the Anjo City Multicultural Coexistence Plan Planning Committee and a representative of NPO Multicultural Coexistence Resource Center Tokai ○ Important Thoughts on the Multicultural Coexistence Plan
January 11, 2013 <b>Second Project Team Meeting</b>	○ Multicultural coexistence challenges and policy objectives for each department ○ Introduced multicultural coexistence activities by other cities. ○ Discussed principles and basic objectives of the Multicultural Coexistence Plan. ○ Discussed challenges and policy objectives of the Multicultural Coexistence Plan.
February 15, 2013 <b>Third Project Team Meeting</b>	○ Discussed need and directions for promoting multicultural coexistence. ○ Deliberated on the future vision of the Multicultural Coexistence Plan.

## Anjo City Multicultural Coexistence Plan

Dates	Details
March 8, 2013 <b>Fourth Project Team Meeting</b>	<ul style="list-style-type: none"> <li>○ Principles and basic objectives of the Multicultural Coexistence Plan</li> <li>○ Policies and activities for the Multicultural Coexistence Plan</li> <li>○ Deliberated on specific activities.</li> </ul>
March 21, 2013 Third Planning Committee	<ul style="list-style-type: none"> <li>○ Deliberated on the future vision and basic objectives of the Multicultural Coexistence Plan.</li> <li>○ Exchanged ideas on how to improve activities, and opinions on what can be performed by citizens, communities, and companies.</li> </ul>
May 17, 2013 <b>Fifth Project Team Meeting</b>	<ul style="list-style-type: none"> <li>○ Confirmed and reviewed the future vision, basic objectives, etc., of the Multicultural Coexistence Plan.</li> <li>○ Confirmed and reviewed the policies, major projects, and activities for the Multicultural Coexistence Plan.</li> </ul>
May 25, 2013	Multicultural networking event ~ Brazil ~
June 3, 2013 Fourth Planning Committee	<ul style="list-style-type: none"> <li>○ Exchanged opinions about the future vision and the proposed outline.</li> <li>○ Brainstormed ideas about how to make the City Office more accessible.</li> </ul>
June 25, 2013 <b>Sixth Project Team Meeting</b>	<ul style="list-style-type: none"> <li>○ Discussed the Anjo City Multicultural Coexistence Plan (rough draft).</li> </ul>
July 4, 2013 <b>Seventh Project Team Meeting</b>	<ul style="list-style-type: none"> <li>○ Discussed the Anjo City Multicultural Coexistence Plan (rough draft).</li> </ul>
July 29, 2013 Fifth Planning Committee	<ul style="list-style-type: none"> <li>○ Discussed the Anjo City Multicultural Coexistence Plan (rough draft).</li> </ul>
October 20, 2013	Multicultural networking event ~ Potluck party ~
October 25, 2013 <b>Eighth Project Team Meeting</b>	<ul style="list-style-type: none"> <li>○ Discussed the Anjo City Multicultural Coexistence Plan (draft).</li> </ul>
October 30, 2013 Sixth Planning Committee	<ul style="list-style-type: none"> <li>○ Discussed the Anjo City Multicultural Coexistence Plan (draft).</li> </ul>

### 3 Planning Committee & Miscellanea

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#### (1) Outline of Establishing the Anjo City Planning Committee

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##### (Establishment)

Article 1 This Outline defines necessary matters for establishing the (tentatively named) Anjo City Multicultural Coexistence Plan Planning Committee (hereinafter referred to as “Planning Committee”). The Planning Committee is established to absorb a wide range of opinions and thoughts from citizens and reflect them in the Anjo City Multicultural Coexistence Plan planning support project.

##### (Jurisdiction)

Article 2 The Planning Committee shall discuss the following matters as needed:

- (1) Matters related to creating the Multicultural Coexistence Plan
- (2) Other matters related to promoting multicultural coexistence

##### (Organization)

Article 3 The Planning Committee consists of up to 15 members.

2. Members of the Planning Committee (hereinafter referred to as “Members”) shall be nominated from the following persons and appointed by the Mayor:

- (1) Academic experts
- (2) Members from companies that employ foreigners
- (3) Representative of the Primary School & Junior High School Principal Council
- (4) Representative of the Neighborhood Association Chairman Liaison Council
- (5) Members from foreigner support organizations
- (6) Citizens selected from among applicants
- (7) Other individuals who are considered indispensable by the Mayor

##### (Chairman & Vice Chairman)

Article 4 The Chairman and Vice Chairman shall be positioned in the Planning Committee.

2. The Chairman shall be selected among and by Members and the Vice Chairman shall be nominated among Members by the Chairman.
3. The Chairman shall manage the work of the Committee.
4. The Vice Chairman shall assist the Chairman and act as the proxy of the Chairman in his or her absence.

##### (Term of Office)

Article 5 The term of office for a Member shall be valid from the commissioned day until March 31, 2014. If a Member fails to meet the commission requirements, the Member shall be dismissed.

2. When a Member is dismissed in the case of 1 mentioned above, the term of office for the successor shall be the remaining term of the predecessor.

##### (Meetings)

## **Anjo City Multicultural Coexistence Plan**

Article 6 Planning Committee meetings shall be convened by the Chairman. The Chairman shall serve as the chair of meetings.

2. The Chairman shall be entitled to allow individuals other than Members to participate in meetings and seek their opinions when needed.

(General Affairs)

Article 7 General affairs for the Planning Committee shall be dealt with by the Citizens Collaboration Department.

(Miscellanea)

Article 8 Matters other than those specified in this Outline but considered important for running the Planning Committee shall be defined by the Chairman through consultations in the Planning Committee.

Supplementary Articles

1. This Outline shall be enforced on September 1, 2012.
2. This Outline shall expire on March 31, 2014.



## (2) List of Planning Committee Members

	Names	Titles	Remarks
Chairman	Yoshimi Kojima	Associate Professor of the Department of Education, Aichi Shukutoku University	Academic expert
Vice Chairman	Tamotsu Torii	Vice Chairman of the Anjo City Neighborhood Association Chairman Liaison Council	Neighborhood association
Member	Megumi Aizu	Citizen representative	Citizen selected from among applicants
Member	Masahito Ito	Manager of the Security Division, Anjo Police Office	Police officer
Member	Tokihiro Ino (2012) Toshiyuki Nomura (2013)	Deputy Chief of the Kinuura Tobu Koiki Rengo Anjo Fire Department	Fire department official
Member	Kazuya Kamiya	Chairman of the Anjo International Association	International Exchange Association
Member	Toshie Kimura	Citizen representative	Citizen selected from among applicants
Member	Mamoru Sakakibara	President of Sakakibara Corporation Co., Ltd.	Chamber of Commerce and Industry
Member	Kikuyo Sugi	Principal of Anjo Chubu Primary School	Primary School & Junior High School Principal Council
Member	Yoshihiko Doi	Representative of NPO Multicultural Coexistence Resource Center Tokai	Academic expert
Member	Shuji Matsumoto	Chief of the Administration & Safe Environment Division, Hisada Co., Ltd.	Company which employs foreigners
Member	Midori Emilia Matsumi	Citizen representative	Citizen selected from among applicants
Member	Tatsuo Yokoyama	Representative of Specified NPO Aichi Net	Foreigner Support Group

## (3) Project Team Meeting

- Role: Proposes the contents of the Plan, including basic principles, in consideration of opinions presented by the Planning Committee, discusses specific policies, and creates and reviews the draft.
- Members: 17 supervisors, managers and assistant managers of departments in the City Office (except the Secretariat)
- Frequency: 8 meetings





\*Picture made by Brazilian school students-Escola São Paulo.

## Anjo City Multicultural Coexistence Plan

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\*This translation is for practical purposes only and shall be used for foreign national residents. If there is a discrepancy between this version and Japanese version, the content of the Japanese version shall take precedent.