

Policy to Promote Multiculturalism in Hiroshima City (Revised edition)

~ Aiming to Build a Community based on Mutual Understanding ~

April 2014
Hiroshima City

Forward

In 1948 the United Nations General Assembly adopted and proclaimed the Universal Declaration of Human Rights* and in 1979, the Government of Japan, as a part of its responsibilities as a member of the international community, ratified the International Human Rights Instruments*. Following this, Japan also entered into many other human rights treaties such as the Convention Relating to the Status of Refugees* and the International Convention on the Elimination of All Forms of Racial Discrimination*. Since the implementation of the United Nations Decade for Human Rights Education Plan of Action* in July 1997, human rights issues relating to foreign residents in Japan have continued to be matter of extreme importance, and as a result many awareness activities are currently being carried out in order to eliminate discrimination and prejudice towards foreign residents.

In this era of an aging society and low birth rate, it is predicted that in the not so distant future, Japan's population will start to decline, shortages will begin to appear in the labor market and the number of foreign workers will inevitably increase. In response to this situation, the Ministry of Internal Affairs and Communications has decided to promote the implementation of policies aimed at achieving harmonious coexistence between foreign and local residents, and in fiscal 2005, the Ministry is considering implementing the "Promotion of Multiculturalism Plan (Provisional name)".

As of the end of December 2004, 15,197 foreign nationals (including people without any nationality) were residing in Hiroshima City. While these foreign residents, as members of the local community, have contributed to the economy, culture and many other areas of society, they need assistance to reduce uncertainties and concerns that arise due to differences in language and culture. From hereon in, we need to make Hiroshima City a more livable place for foreign residents to live.

Furthermore, with the establishment of the "Strategy for Promoting Visitors Industries in Hiroshima" and the current goal of bringing a great number of visitors to Hiroshima, the number of tourists from overseas is increasing every year. More efforts are required to consider the needs of short-term residents.

At this time, through the implementation of measures promoted by the City of Hiroshima based on established policies and various activities by the relevant institutions, we would like to not only create a Multicultural Society* that all residents can live in a healthy and happy manner, but also make Hiroshima City a more appealing place for overseas visitors to come.

April 2006
Tadatoshi Akiba
Mayor of the City of Hiroshima

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※About the revised edition

The Policy to Promote Multiculturalism in Hiroshima City compiled in 2006 has adopted the following perspectives, and sections II through IV have been partly revised.

1. Putting together policy challenges and foreign residents' requests based on the results of the "City of Hiroshima Foreign Residents Lifestyle and Awareness Survey" in 2012
2. Putting together newly established and abolished policies after the formulation of the Policy
3. Exploring new initiatives to promote a multicultural society

I Background

Since the mid 1980's, the number of foreign nationals living in Japan has increased dramatically. In fact, the number has more than doubled from 841,000 in 1984 (end of December) to 1,915,000 in 2003.

In comparison to the national figures, the City of Hiroshima (Hereinafter, "Hiroshima City") has not experienced such an increase. However, the numbers of foreign residents increased 28.2% in the period from 1984 (11,855) to 2004 (15,197), representing 1.33% of the total population or 1 in 75 people.

In addition to establishing a department to handle international human rights issues (issues relating to the human rights of foreign residents), in fiscal 1992, Hiroshima City put up foreign language signs at foreigner registration counters, created a welfare system for non-pensioners, relaxed the nationality requirements for employing local government staff and trained volunteers to provide advice services to foreign workers.

Furthermore, in fiscal 1997, the "City of Hiroshima Foreign Residents Meeting" (Chairman: Professor Keizo Yamamoto, Hiroshima Shudo University, Faculty of Law) was set up to listen to the ideas made directly by foreign residents. A variety of views were expressed at this meeting and in recognizing that there was not sufficient acceptance of foreign nationals as residents, it was proposed that ① an organization be established to continually listen to the views of foreign residents, ② a survey be conducted regarding the actual situation of foreign residents and ③ a promotion plan be implemented for foreign residents.

In 1999, as a result of these proposals, Hiroshima City developed the 4th Basic Plan, that ① promoted the idea of creating an environment that considered the lifestyle needs of foreign residents and ② raised the awareness of multiculturalism.

Following this, in fiscal 2001, the "City of Hiroshima Policy Meeting for Foreign Residents"* (Chairman: Professor Peter Goldsbury, Hiroshima University, Faculty of Integrated Arts and Sciences. Hereinafter referred to as the "Meeting") was set up to provide a forum where the views of foreign residents could be conveyed to the local government. In addition, in order to promote policies based on the living standards of foreign residents, the "City of Hiroshima Foreign Residents Lifestyle and Awareness Survey" (Chairperson of the survey committee: Associate Professor Aya Sadamatsu, Hiroshima Kokusai Gakuin University. Hereinafter referred to as the "Survey") was conducted in fiscal 2002.

Based on the results of the “Survey”, discussions held at the “Meeting” and investigations conducted at places such as the “Meeting by Director of Divisions relating Human Rights Policy”, this “Policy to Promote Multiculturalism in Hiroshima City” and the various other policies that are being systematically and comprehensively promoted have been formulated to achieve a multicultural society that is comfortable for foreign residents to live and attractive to overseas visitors.

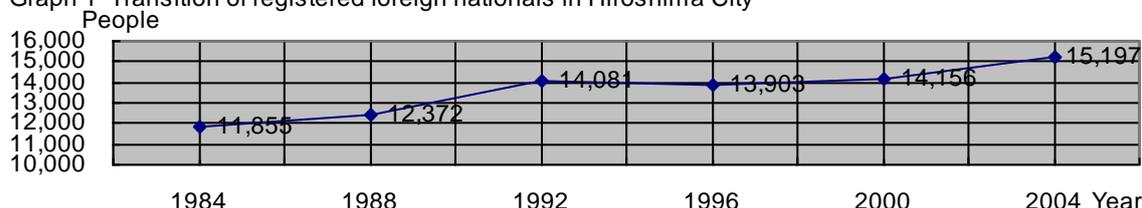
II Current and Future Issues

1 Population Trends

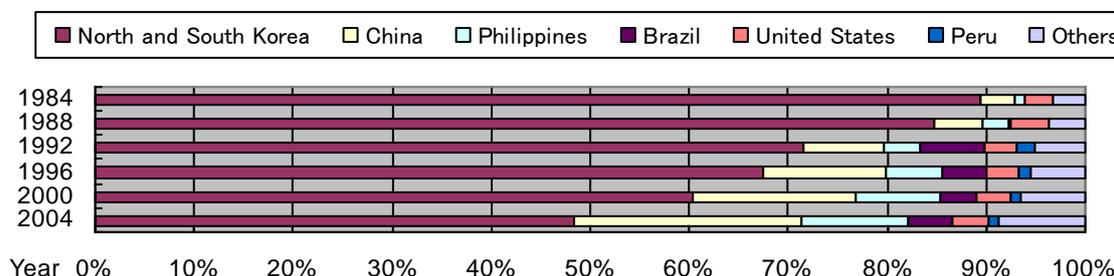
Foreign residents can be divided into two groups, special permanent residents* (residents who have lived in Japan since before World War Two and their decedents) and newcomers* (foreign nationals other than special permanent residents). At the end of December 1984, when newcomers first began to increase, the number of foreign nationals residing in Hiroshima City was 11,855. Based on nationality (not necessarily country of origin) there were 10,604 North and South Koreans (89.4% of the total of foreign residents), 398 Chinese (3.4%), 328 Americans (2.8%), 130 Filipinos (1.1%), 10 Brazilians (0.1%) and 385 from other nations (3.2%).

In the later part of the 1980's, the population of foreign residents increased greatly. However, in the 1990's the number flattened out and currently (end of December 2004) there are a total of 15,197 foreign nationals residing in Hiroshima City. Based on nationality (not necessarily country of origin), there are 7,362 North and South Koreans (48.4%), 3,469 Chinese (22.8%), 1,660 Filipinos (10.9%), 678 Brazilians (4.5%), 548 Americans (3.6%) and 1,480 from other nations (9.8%). (See Graph 1)

Graph 1 Transition of registered foreign nationals in Hiroshima City



Changes in the composition of registered foreign nationals in Hiroshima City (by nationality)



In the period from 1984 to 2004, the total number of foreign residents increased by 28.2% (3,342). Based on nationality (not necessarily country of origin), the number of Chinese (+3,071), Filipinos (+1,530) and Brazilians (+668) increased while the numbers

of North and South Koreans (-3,242) decreased. These figures indicate a large change in the ratios of different nationalities (not necessarily country of origin) that make up the total number of foreign residents. For example, North and South Koreans declined from 89.4% to 48.4% and Chinese and other nationalities increased from 10.6% to 51.6%.

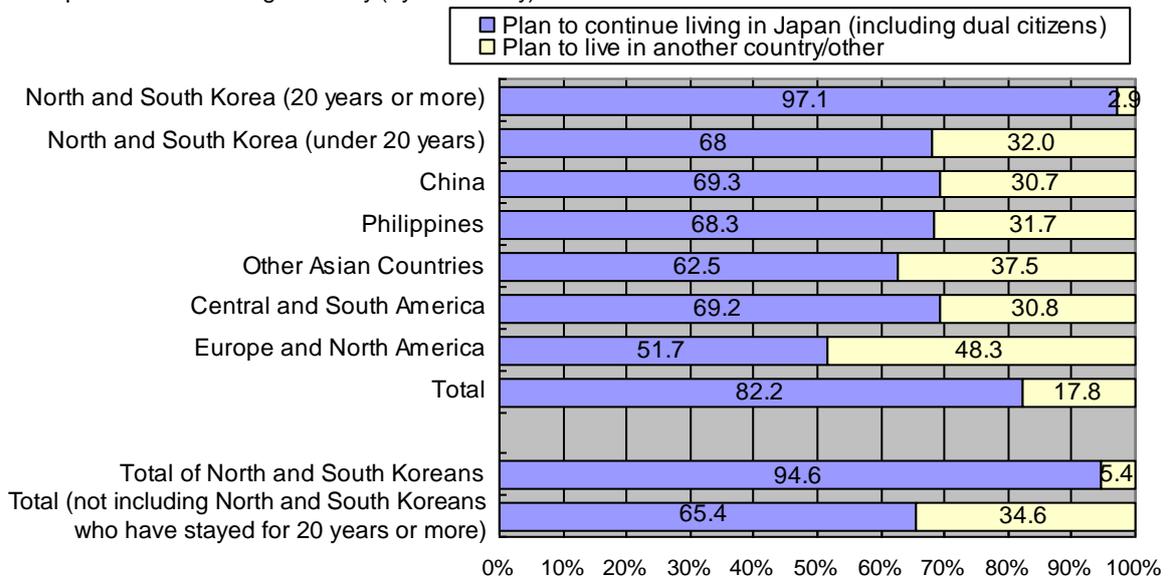
On the other hand, in 2004, the number of overseas visitors increased to 217,000. In an attempt to attract even more visitors, Hiroshima City has since formulated the “Strategy for Promoting Visitors Industries in Hiroshima”* and as a result, the number of overseas visitors is projected to increase even further in the future.

2 Results of Lifestyle and Awareness Survey

The “Survey” was conducted because it was considered necessary to come up with a new policy to address the living conditions of foreign residents that had changed as a result of a shift in the composition of foreign residents. The following briefly summarizes the findings of the “Survey”.

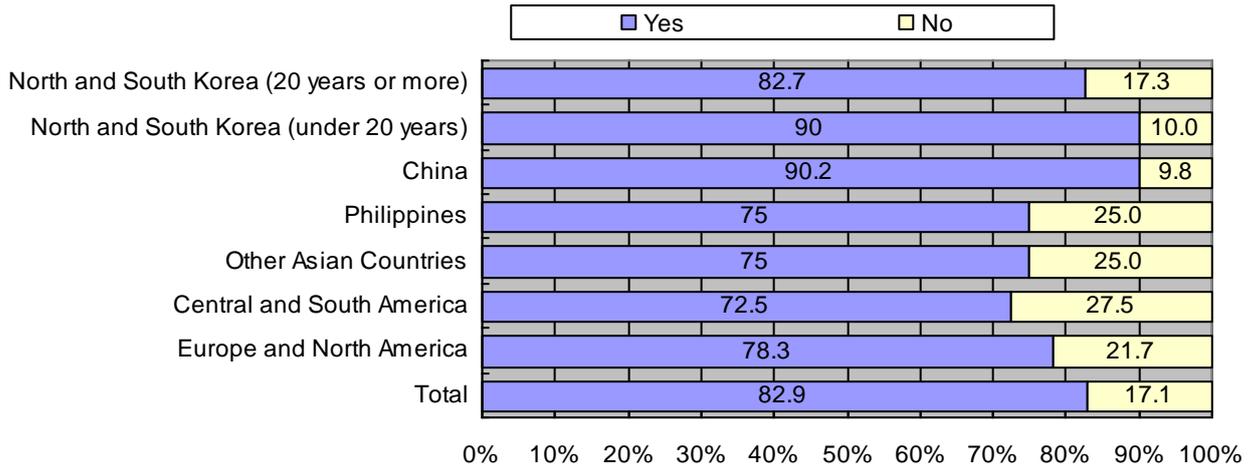
Looking at the length of time foreign residents plan to stay in Japan on a nation-by-nation basis, the “Survey” showed that 97.1% of South and North Koreans, who have lived in Japan for the past 20 years or more (special permanent residents), planed to continue living in Japan while 65.4% of newcomers answered that they too planed to make Japan their home in the future. (See Graph 2)

Graph 2 Intended length of stay (by nationality)

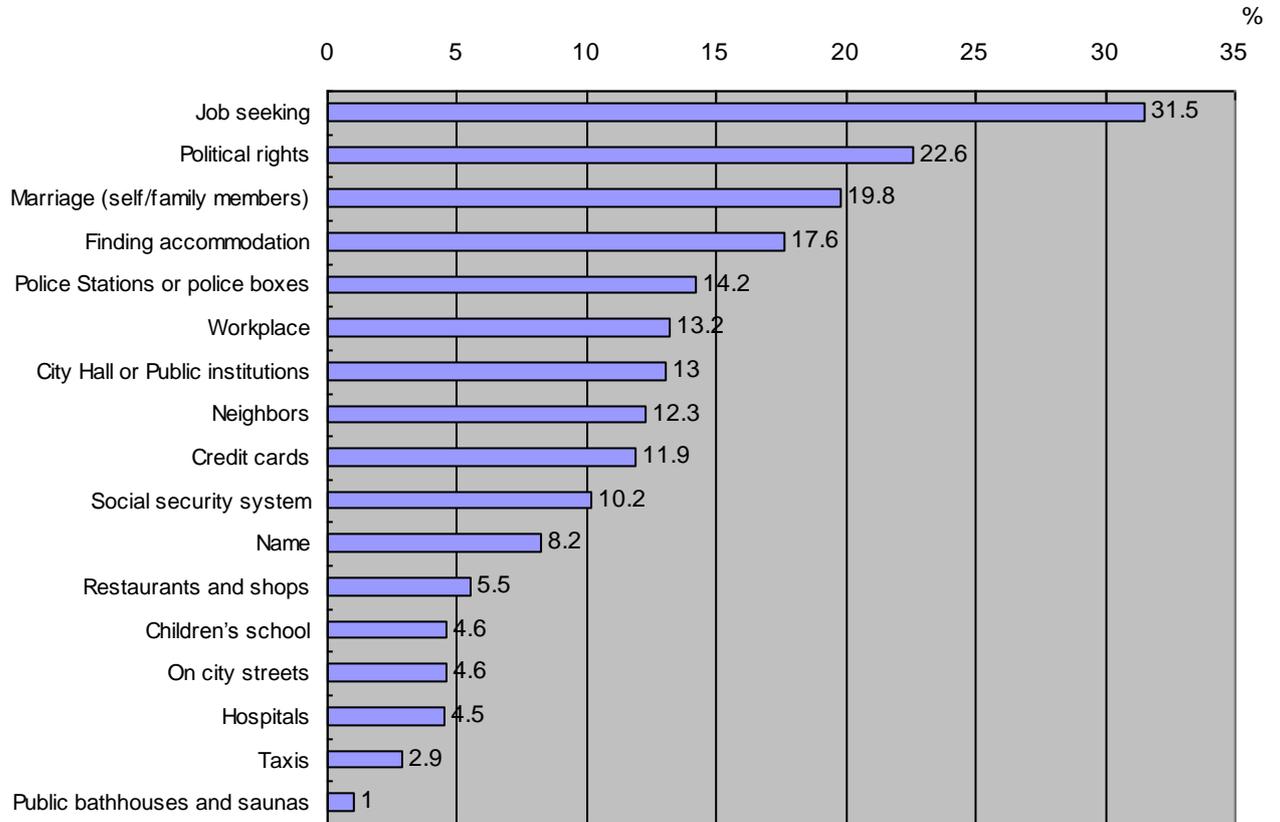


In regard to discrimination, the “Survey” shows that a large number (82.9%) people felt that they have experienced discrimination as a result of being a foreign national in the areas of job seeking, political rights, marriage and looking for accommodation. (See Graph 3 and 4)

Graph 3 Discrimination (by nationality)

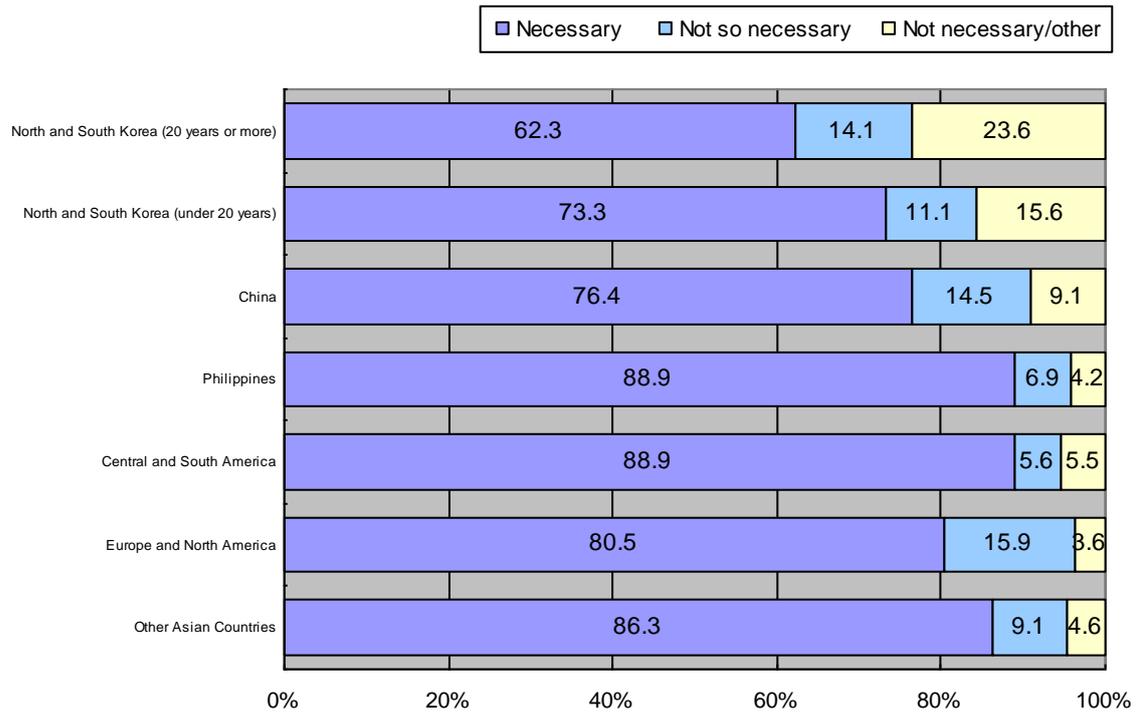


Graph 4 Situations where discrimination has been experienced (multiple answers)

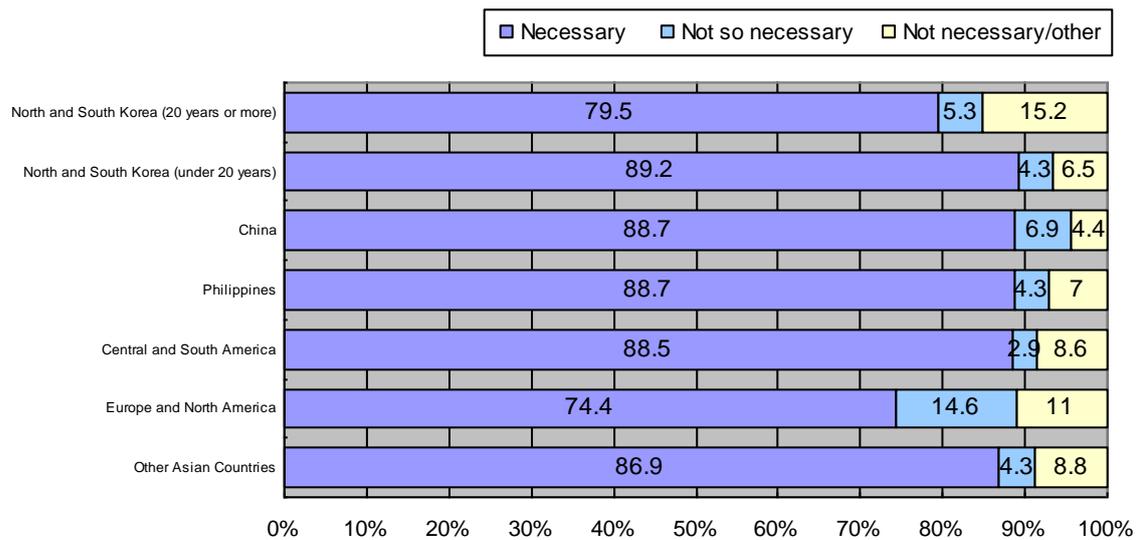


Furthermore, many people claimed that advice centers should be staffed by people who could speak various languages because they had experienced difficulty in communicating and discussing lifestyle issues due to a lack of language services at public institutions and advice centers (See Graph 5 and 6)

Graph 5 Necessity to have foreign language services at public institutions (by nationality)

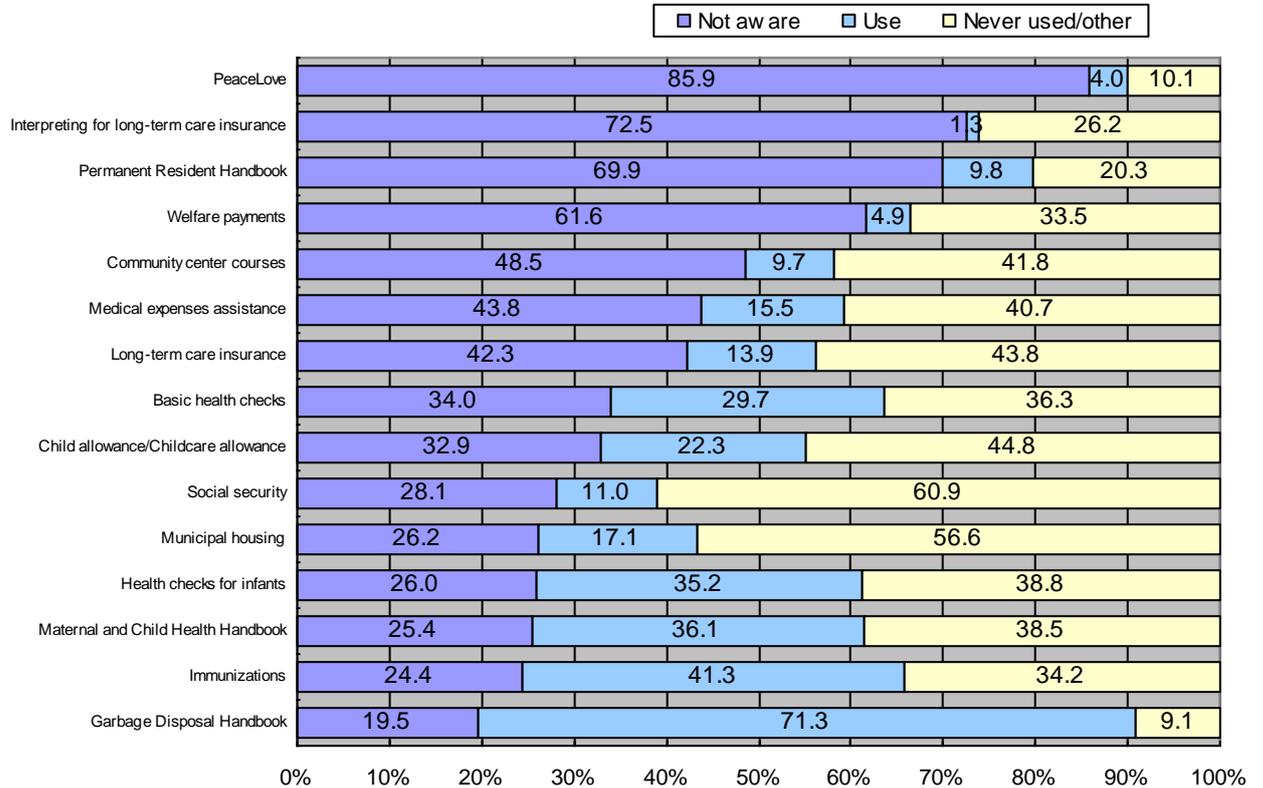


Graph 6 Necessity to have foreign language services at advice centers (by nationality)

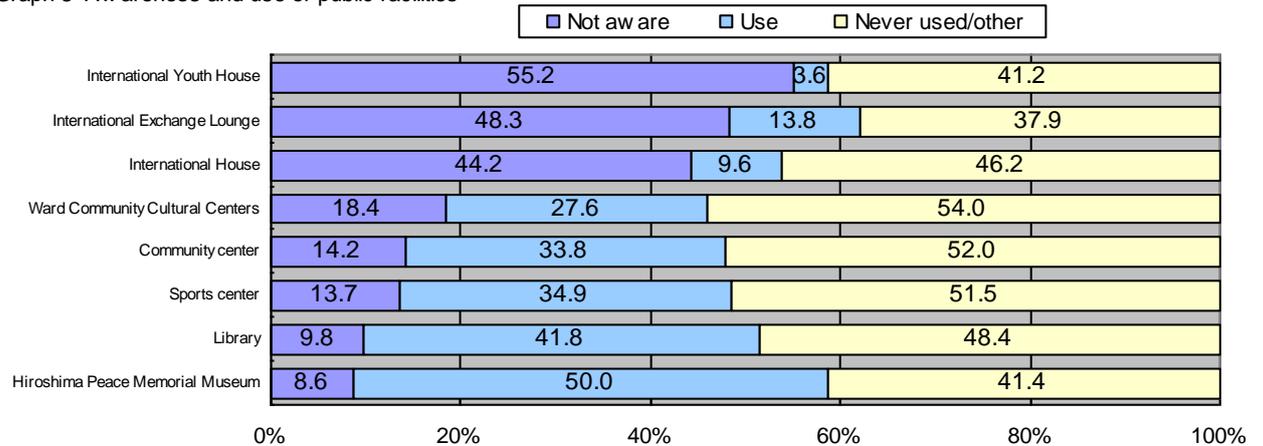


In addition, these graphs show that many foreign residents are not very aware of the administrative services provided by Hiroshima City such as the welfare system and public facilities for international exchange programs. (See Graph 7 and 8)

Graph 7 Awareness and use of administrative services



Graph 8 Awareness and use of public facilities



Lack of access to basic information also appears relating to daily life such as public transport, hospitals, employment and taxes.

3 Current and Future Policies

The various policies Hiroshima City has implemented in regard to foreign residents can be categorized as follows:

(1) Supplying information and advice

Hiroshima City works on various efforts; the installation of the automatic translation function in the municipal websites; the preparation of multilingual websites and leaflets for public facilities; the creation and distribution of lifestyle guidebooks for foreign residents; the prevention of domestic violence; rescue and disaster prevention; and the creation of multilingual leaflets for schools.

The International Exchange Lounge of the International Convention Center Hiroshima has a consultation desk for foreign residents in Hiroshima where people can consult about living-related matters in English, Chinese and other languages. In addition, a triophone system, or three-way call interpretation system, is put in place where interpretation is provided through 10 languages including English, Chinese, Korean, Spanish and Portuguese. The Hiroshima Peace Culture Foundation offers living information in five languages on the websites. The municipal office publishes “Hiro Club News” (English publication) including extracts of the “Hiroshima City Residents and the Local Government.”

Hiroshima Peace Memorial Museum also provides leaflets printed in 10 languages and headset guides in 17 languages.

The Pocket-sized Publication of Hiroshima Peace Information is available in four languages, and the Garbage Disposal Handbook is available in five languages, and road signs in English are also provided.

However, Hiroshima City’s multilingual services are not fully recognized and used, and more information needs to be provided in multiple languages (recognition rates: 34.9% for the living consultation desk, 17.5% for the triophone system and 35.1% for the lifestyle guidebooks). This means that it is necessary to review where and how to provide information in multiple languages to foreign residents who are not familiar with the Japanese language.

Beyond that, it is important to set up links between the Hiroshima municipal websites and the Hiroshima prefectural websites, build an information network and create floor maps of public facilities in multiple languages.

Furthermore, in order to encourage even more people to visit Hiroshima City, there is a need to supply more information to overseas visitors and short-term residents through guides, tourist signs, tourist pamphlets and other means.

(2) Insurance, Health Care, Welfare and Pensions

Interpretation services are available for long-term care insurance qualification inquiries and social security procedures. It is necessary to publicize these administrative services and explore support measures to respond to the needs and actual conditions of foreign residents who need health insurance and welfare services.

“Maternal and Child Health Handbook” is available in 8 languages, and the “Infants Medical Interview Sheets” (5 languages), “Guide to Hiroshima City Nursery Schools” (6 languages), the Guide to the long-term care insurance system (3 languages) and the Social Security Handbook (Chinese) are all available in different languages.

Furthermore, grants are also available to those foreign residents and returnees who are not eligible to receive benefits under the National Pension Law (previous legislation included).

However, because these systems are not fully publicized to those in need, it is necessary to explore various measures. Among them are to issue publications to publicize administrative services; to provide information about the systems in multiple languages, and to establish a system that provides consultations about matters such as caring for elderly foreign residents who have difficulties in reading and writing. Another concern raised from foreign residents is about medical intuitions where communication is difficult in their languages and whose locations are unknown. To improve this situation, it is necessary to explore such measures as providing more information to foreign residents who are not familiar with the Japanese language.

(3) Disaster Prevention and Emergencies

The lending “Reporting 119 Emergencies Video” (in 5 languages), the Emergency and Disaster Prevention Pamphlet (in 5 languages), and the “Foreign Nationals Rescue Card” (in 15 languages) have been put in place. Signs indicating evacuation shelters have been installed in multiple languages. The “Foreign Nationals Evacuation Sheet” for supporting foreign evacuees (in 6 languages and using Japanese expressions that are easy to understand for foreigners (hereinafter referred to as “Simple Japanese”)) has been prepared and related information is posted on the municipal websites.

To encourage foreign residents to join disaster drills, fliers have been created in foreign languages and using Hiragana readings for Chinese characters. Signs in

the venues are also written in multiple languages and using Hiragana readings for Chinese characters. Signs indicating facilities used as evacuation shelters in times of floods are written in five languages.

However, there is a need to examine how to involve foreign residents in the participation of disaster prevention training in the local area and in apartment buildings, and how to properly communicate information and evacuation instructions to foreign nationals in times of a disaster.

Specifically, an important challenge is how to provide newcomers, short-term residents and foreign tourists, who are not familiar with the Japanese language, with information and consultations in multiple languages in times of disasters.

(4) Housing and Employment

Housing and employment is of fundamental importance to living a safe and stable life and improving this situation is closely connected to cooperating with the local community.

According to the “Survey”, 34.0% of foreign residents lived in their own home, 51.0% rented, 9.4% lived in company housing or dormitories and 0.8% lived in student dormitories. These figures show that a large proportion of foreign residents rent accommodation and of these, 18.0% lived in public housing and 33.0% lived in private housing. Since housing provides a base for living and employment, information on housing needs to be supplied in an efficient manner.

The “Housing Guide” was created in three languages in order to assist people moving into properties provided by the local government. However, it is necessary to increase the number of languages used in publications to provide foreign residents with municipal housing information sufficiently.

In addition, information relating to business practices, for example deposits and key money specified in lease agreements, also needs to be provided to newcomers unfamiliar with Japanese customs and culture.

It is important for the Central and Prefectural governments to raise awareness among the business community in order to decrease the instances of discrimination when foreign residents move into new properties, start new jobs and receive wages. Efforts also need to be made to provide more information on employment opportunities and support foreign nationals to quickly secure employment. However, the nationality requirements (except the fire department) have been relaxed for eligibility to undertake examinations for employment at the local government level.

(5) Education

The “Survey” shows that a number of respondents need support for ethnic

schools and more opportunities to study the Japanese language and culture, and raise concerns about their children's higher education and employment.

As part of efforts to support school education, counselors are placed in schools, the Japanese language is taught to students who have returned from overseas and students who have just arrived, graduation qualification from ethnic schools is validated for students to apply to Hiroshima City University.

On the other hand, the municipal government has not fully assessed the situation of school enrollment by foreign students who are not required to attend schools, and also receives requests for school attendance support. Furthermore, some foreign parents have difficulties in providing their children with study support because of their limited Japanese language skills, and others are struggling to carry financial burdens of education costs.

Hiroshima City is working on initiatives to have all children acquire solid academic abilities and develop healthy bodies and minds. It is necessary to encourage foreign students to attend schools, and to explore support measures according to the actual situation of school attendance.

It is also necessary to improve the system that provides consultations about foreign students' study, living, higher education and employment.

In terms of social studies, there are few opportunities for foreign nationals to become familiar with Japanese culture, system and customs. In order to address this, Japanese language classes, international understanding classes, international exchange programs and other activities are held at community centers. In addition, books and other reading materials printed in various languages can be borrowed from libraries and at the International Youth House.

To encourage foreign residents to make better use of public facilities and programs, the municipal government works to improve promotion methods and learning contents. It also provides programs and materials to promote a multicultural society while meeting the needs of diverse foreign residents. Other issues that need to be addressed are increasing the number of Japanese language classes for foreign residents who need to improve their language skills, and promoting communication with local residents.

It is also necessary to take concrete actions to respond to requests like "We want our children to learn about our own languages and cultures." and "We want mentors on children's education other than family members, relatives and teachers."

(6) Promoting Human Rights Awareness and Mutual Understanding

According to the “Survey”, 80.0% of respondents answered that they have experienced discrimination to various extents.

Newcomers from Europe, North America, Latin Americas, the Philippines and the rest of Asia (excluding South Korea, North Korea, China and the Philippines; this applies to the “rest of Asia” hereinafter) stated that they have experienced discrimination or prejudice in situations including job-seeking, workplaces, credit card subscription and house-hunting. Some special permanent residents have experienced discrimination or prejudice in terms of political rights, marriage with Japanese people, job-seeking and house-hunting.

Some foreign children have also experienced bullying and decimation.

Discrimination and prejudice towards foreign nationals stems from a lack of awareness by Japanese people and not from foreign nationals themselves.

The residents awareness survey conducted by Hiroshima City in 2012 showed that 81.7% of the respondents strongly or somewhat agree to the concept of multicultural society and 6.0% strongly or somewhat disagree to it. Some of the main reasons for the disagreement are related to customs, ethics, manners, international disputes and no interaction with foreign residents.

In recent years, anti-foreigner words and deeds are seen in Japan.

Hiroshima City is working on distributing various awareness-raising pamphlets, and holding lectures and human rights panels, workshops on international understanding and human rights education in community centers, and events on sister and friendship city days and international exchange and cooperation days. It also provides municipal officials with education on foreigners’ human rights issues.

In response to the increase and diversification of foreign residents, through cooperating with local residents and volunteer groups, the municipal government needs to create more opportunities and improve related programs in order to deepen the understanding of foreign residents’ human rights issues and a multicultural society, and to encourage people to respect others with different backgrounds.

(7) International Student Assistance

International students become a future link between their respective countries and Japan. They contribute to the development of not only their own country but also Japan and provide a base for international exchange and corporation.

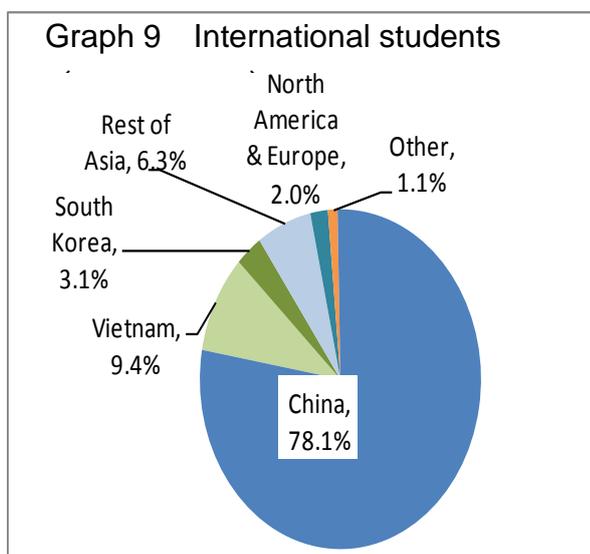
As part of the global strategy that makes Japan become a more open country,

and increases the flows of goods, people, money and information to and from Asia and the rest of the world, the Japanese government has put together the 300,000 international student plan in 2008, which is aimed to receive 300,000 international students by 2020.

This plan includes measures; (1) to solicit students to study in Japan; (2) improve the systems of entrance exams, enrollment and entry to the country; (3) to promote the globalization of universities and other academic institutions; (4) to create an environment that accepts foreign students; and (5) to encourage society to accept foreign residents who have

graduated from universities or completed international student programs.

As of March in 2013, Hiroshima City has 1,208 international students, which consists of 78.1%, 9.4%, 3.1% and 6.3% from China, Vietnam, South Korea and the rest of Asia respectively. Asian students represent 96.9% of the total international students.



(See Graph 9)

In Hiroshima City, the Hiroshima City International House, which opened in April 2001, provides accommodation assistance and opportunities to mix with the local community. However, since there are only enough facilities to accommodate 100 students, the vast majority of international students either live in student dormitories or rented properties.

Hiroshima Peace Culture Foundation offers the “Hiroshima City International Students Funds” to grant “Hiroshima City Scholarships” to assist self-funded international students.

In April 2011, local municipalities including Hiroshima City and universities in Hiroshima Prefecture established the Hiroshima Support Center for International Students to provide international students with support services for enrollment, study, living and employment.

It is important to continue to promote interactions between international students and local residents through living support and events organized by volunteer

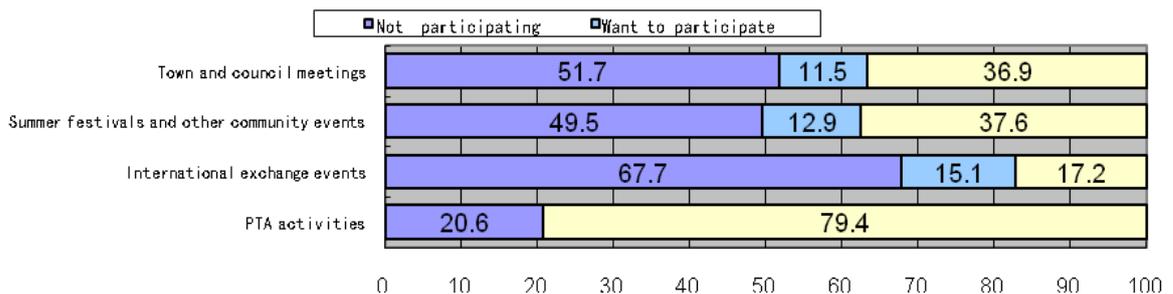
groups. It is also necessary to provide international students with more support services including consultations about living and seminars on employment.

(8) Social Participation

Foreign residents have the opportunity to participate in surveys conducted in order to collect the views of the local community in regard to local government policies. Furthermore, in accordance with the “Hiroshima City Public Referendum Ordinance”*, permanent residents and special permanent residents who are 18 years or over have the right to vote at local referenda, a process which can produce a large influence on the daily lives of the local community.

However, foreign and local residents have not interacted with each other sufficiently. According to the graph below, 51.7% of foreign residents do not participate in town and local council meetings. More efforts are needed to supply information that encourages foreign residents to belong to local organizations and participate in community activities, to create an environment that allows foreign residents to freely participate in community activities, to increase places and opportunities that allow foreign residents to share their opinions in order for their views to be reflected in municipal policies, and to publicize such information to residents. (See Graph 10. The ratios of people who answered that they do not participate in local organizations and activities: community events 49.5%, international exchange events 67.7% and PTA activities 20.6%)

Graph10: Participation Rate in Groups and Activities



4 Current and Future Issues Relating to Newcomers and Special Permanent Residents

Based on the results of the second “Survey,” opinions expressed at the Hiroshima City Multicultural Society Citizens Council (the former Hiroshima City Foreign Residents Policy Council) and social conditions in recent years, the following circumstances can be said to apply to special permanent residents and newcomers.

(1) Special Permanent Residents

- ① Administrative welfare services including pensions and long-term care insurance, and living support policies are not fully recognized and need to be publicized to those in need. (Ratios of people who answered that they did not understand the system: Interpreting services for long term insurance 71.5%, welfare payments 61.3%, medical expenses support 44.8%).
- ② It is necessary to reform laws for non-pensioners and establish a benefit plan unique to Hiroshima City.
- ③ As the population becomes older, better services are required for caring for the elderly who have difficulty reading and writing (2.4% and 3.5% of foreign residents have difficulties in reading and writing respectively).
- ④ It is necessary to build a system that allows foreign residents to have local election voting rights and participate in local administrations, which is similar to the Public Referendum Ordinance System, and to provide more information to encourage them to participate in community activities.
- ⑤ More support is needed for ethnic schools.

(2) Newcomers

- ① Information on administrative and living services needs to be further publicized because it is not fully recognized by those in need. (Many returnees from China and residents from the rest of Asia are not aware of various administrative systems.)
- ② Services in multiple languages need to be provided at consultation desks. (Many returnees from China and residents from the rest of Asia, Latin America, North America and Europe responded that they had difficulties in communications at administrative service reception counters because of their limited Japanese language skills and unfamiliarity with various Japanese systems and procedures. The ratios of the respondents who answered they had difficulties are 56.9% for the rest of Asia, 54.2% for Latin

America, 53.8% for Europe and North America, 51.9% for returnees from China.)

- ③ It is required to provide more information to those who need to learn the Japanese language, customs and culture necessary for living, and to offer such opportunities which allow them to freely participate in.
(The reasons for not participating in Japanese language classes include; difficult to find time because of being busy in work and child care; being busy due to work and cannot afford to participate; no information on Japanese language classes; and no Japanese classes that suit one's own needs.)
- ④ Because foreign residents are not familiar with the Japanese language and are hesitant to participate in the local community, they find it difficult to interact with neighbors and the local community. It is required to create an environment that allows foreign residents to freely participate in community activities. (More than 20 % of Chinese returnee respondents and other respondents of China, the Philippines and the rest of Asia said that they have not participated in community activities but want to do that in the future.
- ⑤ It is required to establish a system that provides information and support in multiple languages in times of disasters, emergencies and medical issues.

III Aims and Perspectives on the Building of a Multicultural Society

To achieve a multicultural society where foreign residents are recognized as members of the community and all people identify and respect with each other regardless of the nationality and language, Hiroshima City works on “promoting a more livable city for foreign residents” and “raising the awareness of residents about multiculturalism” through the following initiatives:

- 1 Works to provide living-related information in Simple Japanese and multiple languages and establish a consultation system in order to ensure that administrative services are available to foreign residents, short-term residents and foreign tourists who are not familiar with the Japanese language.
- 2 Works to provide appropriate living and educational support and administrative services to ensure that foreign residents can become members of the community and do not have difficulties in living in Hiroshima City.
- 3 Works to organize workshops to learn about various human rights issues and the International Convention on the Elimination of All Forms of Racial Discrimination (ICERD), and promote other programs for human rights education and awareness-raising in order to eradicate discrimination and prejudice towards foreign residents.
- 4 Works to organize community activities in which foreign residents can freely participate, and to provide opportunities that encourage residents to understand and interact with each other, thereby promoting the participation of foreign residents in the community and raising the awareness of residents about a multicultural society.

IV Future Policies Aimed at Building a Multicultural Society

1 Providing Information and Advice Relating to Daily Life

(1) Information and Advice Services

- a. Provide foreign language information relevant to the daily lives of foreign residents and information that encourages overseas visitors to come to Hiroshima on the Hiroshima City website.
- b. Diversify the means of information distribution and improve information methods and content.
- c. Distribute the “Lifestyle Guide Book” in various languages.
- d. Use multiple languages, Hiragana readings for Chinese characters and Simple Japanese when distributing written materials and providing information.
- e. Improve services at consultation desks for foreign residents in cooperation with concerned authorities.
- f. Publicize the International Exchange Lounge, promote the use of the three-way interpretation service and improve information provision.
- g. Maintain the interpretation services to send volunteer interpreters to public institutions and schools.
- h. Form partnerships with NPO’s* in order to effectively provide lifestyle information that properly addresses the needs of foreign residents.
- i. Provide more information relating to tourism, food and accommodation to short-term residents such as overseas tourists in order to make their stay here more enjoyable.
- j. Use multiple languages for sign posts, place names and signs in and outside public buildings.

(2) Health Care, Medical Services, Welfare and Pensions

- a. Inform and provide information in various languages about the all forms of health care.
- b. Explore administrative services necessary for health care and welfare including dispatching interpreters.

- c. Form partnerships with NPO's to examine the structure of the medical interpreting system.
- d. Provide information that outlines medical services available in various languages.
- e. Cooperate with medical associations in order to expand the use of foreign language signs in hospitals.
- f. Cooperate with the Japan Pension Service to raise awareness about the pension system and publish printing information in multiple languages in order to encourage foreign residents to join the public pension plan.
- g. Examine promoting a greater understanding of the characteristics and human rights issues relating to foreign victims of DV*, and cooperate with the relevant institutions to provide DV related advice.

(3) Disaster Prevention and Emergencies

- a. Provide pamphlets that outline the use of 119 emergency number, disaster prevention information and emergency accommodation facilities for short and long-term foreign residents.

(4) Housing and Employment

- a. Provide foreign residents with municipal housing information in multiple languages.
- b. Examine developing partnerships with the relevant representatives in order to provide foreign language housing information concerning issues such as lease agreements.
- c. Form partnerships with the Central and Prefectural governments to provide employment information relating to conditions and wages in order to promote employment issues among foreign residents.

(5) Education

- a. Increase places and opportunities that allow foreign residents to obtain information on education including schools and attendance support systems, and actively use multiple languages and Hiragana readings for Chinese characters when providing educational information.
- b. Supply foreign language newspapers and magazines to libraries.
- c. Create leaflets in various languages concerning ward sports centers and other public facilities.

2 Providing Living Support and Administrative Services & Educational Support

(1) Health Care, Medical Services, Welfare and Pensions

- a. Continue conveying to the Central Government the need to reform the system in regard to the position of elderly and disabled foreign residents who are not eligible to receive a pension.
- b. Form partnerships with the Prefectural government to examine expanding financial assistance until reform takes place to the national system and raise awareness among those who are eligible.
- c. Form partnerships with the Prefectural government to examine “measures to compensate unpaid emergency medical expenses” * based on current national policy trends.

(2) Disaster Prevention and Emergencies

- a. Promote participation in local community and apartment disaster prevention training.
- b. Examine effective policies addressing methods of communicating disaster information, evacuation instructions and directions.

(3) Employment

- a. Provide sufficient information regarding the opportunities to take examinations for the selection of government officers and teachers.

(4) Education

- a. Nurture and acquire human resources to improve the level of Japanese language teachers for students who have returned from overseas and students who have just arrived. Improve the Japanese language skills of such students so that they can understand Japanese living, culture and customs and obtain basic academic skills.
- b. Explore measures for school attendance support and other educational activities at ethnic preschools, elementary schools and junior and senior high schools according to their needs.
- c. Examine the causes of foreign students not attending school and preventative measures.
- d. Establish a system that provides foreign students with consultations about higher education and employment, and increase training opportunities for teachers. Explore support measures to improve the Japanese language skills of those students who have completed compulsory education and go on to higher education.
- e. Cooperate with the central and prefectural governments to validate

graduation qualification from ethnic schools for access to higher education and employment.

- f. Explore measures to increase opportunities where foreign parents can interact with each other and their children can learn about their countries' languages and cultures.

(5) International Student Assistance

- a. Continue assisting international student accommodation.
- b. Continue lifestyle assistance through the "Hiroshima City International Students Foundation" and examine effective assistance policies for international students.
- c. Provide international students with living consultations and employment support seminars.

3 Promoting Human Rights Education and Awareness

(1) Housing and Employment

- a. Form partnerships with the Central and Prefectural governments to promote awareness among the real estate industry in order to ensure restrictions are not put on foreign residents when looking for private housing.
- b. Form partnerships with the central and prefectural governments to raise the awareness of employers about the importance of providing fair and just employment conditions to foreign employees.

(2) Education

- a. Promote greater awareness of human rights issues by conducting workshops on foreign cultures and the International Convention on the Elimination of All Forms of Racial Discrimination (ICERD).
- b. Implement teacher-training programs that reflect the changing nature of society and continue the professional development of teaching staff.

(3) Promoting Awareness of Human Rights Issues and Mutual Understanding

- a. Continue developing the distribution of human rights pamphlets, lectures and other human rights awareness initiatives and create more opportunities for educators to meet with corporations and organizations.
- b. Form partnerships with the Central and Prefectural governments, protection of human rights committee members and Bar associations to promote awareness of human rights issues.
- c. Provide city officials with training according to social changes and raise their awareness about a multicultural society.

4 Promoting the Participation of Foreign Residents in the Community & Raising Awareness of a Multicultural Society

(1) Education

- a. Facilitate initiatives to promote human rights education, international interactions and international education based on the Hiroshima City Basic Plan for Education Promotion.
- b. Publicize social education facilities and promote programs to improve the Japanese language skills of foreign residents and their understanding of Japanese living, culture and customs.
- c. Increase opportunities that allow foreign and Japanese residents to interact with each other.

(2) Promote Awareness of Human Rights Issues and Mutual Understanding

- a. Implement educational activities for not only local residents but also corporations and groups in order to promote greater understanding and recognition of multiculturalism. At the same time, explore methods that encourage people to understand multiculturalism and interact with each other.
- b. Promote the application of universal design* to administrative bodies and private businesses.
- c. Promote interactive programs between foreign and local residents and promote greater participation of foreign residents in various programs.
- d. Strengthen partnerships between the government, local residents and volunteer groups.

(3) International Student Assistance

- a. Create more opportunities for international students to learn the Japanese language, lifestyle, culture and customs.
- b. Create more opportunities for international students to interact with the local community.

(4) Promoting Local Policies and Social Participation

- a. Provide places and opportunities that allow foreign residents to share their opinions in order for their views to be reflected in municipal policies, and provide more related information.
- b. Promote greater participation in all community programs by foreign residents and create an environment that allows foreign residents to freely participate in community activities by providing community events and activities information.

Terminology

Universal Declaration of Human Rights (Forward)

On December 10, 1948 the 3rd session of the General Assembly of the United Nations adopted the Universal Declaration of Human Rights. This historic act proclaimed “a common standard of achievement for all peoples and all nations” in order to ensure respect for human rights and freedom.

Following this, in 1950, the fifth session of the General Assembly passed a resolution declaring that the 10th of December shall be known as “Human Rights Day”. This day is celebrated all over the world with special events held each year.

International Human Rights Instruments (Forward)

Based on the principles proclaimed in the Universal Declaration of Human Rights and for the purpose of giving the Declaration the legal force, in December 1966, the General Assembly adopted the International Covenant on Economic, Social and Cultural Rights (Treaty A), the International Covenant on Civil and Political Rights (Treaty B) and the Optional Protocol to the International Covenant on Civil and Political Rights. The Japanese government ratified treaties A and B in June 1979.

Convention Relating to the Status of Refugees (Forward)

This convention was adopted at the “United Nations Conference of Plenipotentiaries on the Status of Refugees and Stateless Persons” in 1951 and sets out the general principles relating to definition of refugees, administrative procedures for the protection of refugees and prohibition of expulsion or return (“refoulement”). The Japanese government ratified this in October 1981 and subsequently amended “Cabinet Order for Immigration Control” and stipulated refugee recognition procedures by the Immigration Control and Refugee-Recognition Act.

International Convention on the Elimination of All Forms of Racial Discrimination (Forward)

This was adopted by the General Assembly in December 1965 in order to promote and encourage equality of human rights and fundamental freedoms. The signatory countries agreed to promptly implement policies that eliminate all forms of racial discrimination using all appropriate means. The Japanese government ratified this in December 1995.

United Nations Decade for Human Rights Education Plan of Action (Forward)

In December 1994, the General Assembly passed a resolution declaring the period commencing from 1995 until 2004 to be a “Decade for Human Rights Education”. Human rights education is defined as “training, dissemination and information efforts aimed at the building of a universal culture of human rights through the imparting of knowledge and skills and the molding of attitudes”. This declaration calls on all nations to carry out various activities and in Japan, the Office for the Promotion (Chairman: The Prime Minister) of this U.N. declaration established the United Nations Decade for Human Rights Education Plan of Action in July 1997.

Multicultural Society (Forward)

Multicultural society means a society where people of different nationalities and ethnicity live together while recognizing each other's cultural differences and building a relationship of equality.

City of Hiroshima Policy Meeting for Foreign Residents (Page 1)

This was established in May 2001 for the purposes of promoting the participation of foreign residents in local government and the creation of a multicultural society through cooperation of the local government and foreign and local residents. At these meetings, all policy issues relating to foreign residents are discussed and reports and opinions are communicated to the Mayor.

Special Permanent Residents (Page 3)

This is a resident status that was approved as a part of the Immigration Control and Refugee-Recognition Act in consideration of the influence that activities carried out by foreign residents have on Japanese society, and was granted by the "Special Law on the Immigration Control of Inter Alia, Those Who Have Lost Japanese Nationality on the Basis of the Treaty of Peace with Japan" (November 1991). This gives Koreans and Taiwanese who have resided in Japan from before the commencement of World War Two a permanent resident status that allows them to participate in activities and reside in Japan for an unlimited duration. The aim of this is to provide them with a stable residential status.

Newcomers (Page 3)

Newcomers are defined as foreign nationals who do not fall within the category of special permanent residents as outlined above. As a result of the amendments made to the Immigration Control and Refugee-Recognition Act in 1990, a system was introduced that enabled Brazilian and Peruvian descendants of Japanese nations (including 2nd and 3rd generations) to enter and work (including manual labor) without restrictions in Japan with resident status. In addition, the number of Asian and Central and South American laborers, international students, personnel participating in cultural/academic/economic activities, family members of returnees from China and employees working at foreign companies are on the increase.

Strategy for Promoting Visitors Industries in Hiroshima (Page 3)

This strategy was devised in March 2003 by an investigative team from the local government in order to enliven Hiroshima City by developing comprehensive and strategic policies aimed at raising the appeal of Hiroshima City with the overseas visitors that come to Hiroshima city for various reasons and local residents in mind. The purpose of the strategy is to double the number of overseas visitors, improve the city's facilities and promote tourism and interaction with the local community.

Hiroshima City Public Referendum Ordinance (Page 14)

Under this system, a referendum can be held by collecting a certain amount of signatures in relation to important issues carried out by the local government (matters that do not fall within the authority local government institutions, matters that allow for a referendum to be held according to law (applications to dissolve the city assembly and applications to dismiss an elected official or Mayor) and matters that relate to a section of the local community or region) that may have a great impact on the daily lives of the local residents.

Japanese citizens and special permanent residents (18 years or over) who have been entered or registered on the Hiroshima City Basic Resident Register or Alien Registration for 3 months or more are eligible to vote in local referenda.

NPO (Non Profit Organizations) (Page 18)

NPO's (Non Profit Organizations) are independent organizations that do not operate for profit. In December 1998, the Law to Promote Specified Non Profit Activities (The NPO Law) was enacted to simplify the incorporation of small-scale NPO's.

DV (Page 19)

DV (Domestic Violence) can be defined as violence between men and women who have an "intimate" relationship such as husband and wife and partners. DV not only appears in the form of "physical violence" (kicking and punching). "Psychological violence (extremely close monitoring of friendships and phone call, etc), "sexual violence" (forcing sexual acts against a persons will) and "economic violence" (withholding living expenses) are also quite common. In 2001, the Domestic Violence Prevention Law (Law for the Prevention of Spousal Violence and the Protection of Victims) was enacted. This law contains (among others) the provision to obtain "Protection Orders".

Measures to Compensate Unpaid Emergency Medical Expenses (Page 20)

This system provides funds for medical expenses incurred for emergency treatment at emergency centers by foreign nationals and temporary foreign residents who do not have any public medical insurance and cannot pay. In these circumstances, medical expenses are shared by the Central and Prefectural governments and the emergency centers (each covers one third of the expenses).

Universal Design (Page 23)

Universal design is based on the idea of building a city/product/system that considers all people regardless of age, sex, physical ability, nationality or culture. In October 2002, the Central and Prefectural governments and Hiroshima City established the "Hiroshima Universal Design" conference in order to promote a city and lifestyle foundation that provided a safe and pleasant environment for everyone.