

Hamamatsu Intercultural City Vision



Creating Our Bright Future Together

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Chapter One: Formulating the Vision

1. Purpose of Formulating the Vision

In 2001, the Hamamatsu Global City Vision (revised in 2007) was formulated by Hamamatsu City as a guide to our internationalization policy and promoted in the disciplines of *Coexistence*, *Exchange and Cooperation*, and *Promotion*. The policies of Coexistence have especially made stable progress in every policy supporting the coexistence of Japanese and foreign residents with the concurrent operation of the Multicultural Center and Foreign Resident Study Support Center.

Meanwhile, as we look back on the socio-economic environment subsequent to 2007, the accelerating speed of globalization has been accompanied by increasing environmental instability that involves citizens such as the global financial crisis of 2008 and the Great East Japan Earthquake of 2011. It is in times like this, that there is a call to build a community in which everyone, regardless of nationality, can live in peace.

It is in times like this that in regions such as Europe, new ideas are attracting attention. The existence of foreigners and other residents with diverse cultural backgrounds are being regarded as sources of city vitality. Residents with diverse cultures are indeed the source of creativity that is important in realizing the *Creative City* that Hamamatsu aims to be.

The “Hamamatsu City Comprehensive Plan” outlines the future of Hamamatsu City as a *Creative City built on civil collaboration, shining into the future*. To achieve this goal, we propose a new “Hamamatsu Intercultural City Vision”, built on the three pillars *Collaboration*, *Creation*, and *Comfort*.

2. Positioning the Vision and the Planning Period

(1) Positioning the vision

In March 2011, Hamamatsu City drew up the 2nd Hamamatsu City Comprehensive Plan with an outline for the city as a *Creative City built on civil collaboration, shining into the future*. The Intercultural City Vision is a sectoral plan taken from the Hamamatsu City comprehensive plan, also, there is a plan which promotes the notion *Pride for the Homeland, Flowing with Vitality*, which is one of the seven major strategies within the *Urban Management Strategies*.

Hamamatsu City has various plans related to intercultural integration. The Intercultural City Vision does not only promote the upper level plans, but also integrates and promotes individual plans in other areas.

*Sectors such as International Exchange and Cooperation, included in the previous Hamamatsu Global Vision, will be considered separately from now on as part of the City's international strategy.

< The 2nd Hamamatsu City Comprehensive Plan >

■ Urban Management Strategies – main strategies – number seven – Pride for the Homeland, Flowing with Vitality

Basic Policy

Through the great deeds of our ancestors, Hamamatsu has prospered as a city based on the manufacturing industry. As a result, it is home to companies who have launched out into the world, not to mention individuals who have experienced living abroad as they embarked in vigorous business activities. It is also home to many foreign citizens who support the development of the regional economy. Living in this environment, one can say that Hamamatsu is a city that can provide many opportunities for our citizens to be exposed to and feel closer to diverse cultures of the world.

In order to make the most of these features, it is necessary for Japanese and foreign residents to recognize each other's cultures and customs to build a city together in which everyone can take an active part of the community. As such, all residents, regardless of nationality, will come together in an intercultural society to fully exert the powers that they have within the regional economy and community. (Edited)

Leading Project

Realizing an intercultural society

With respect to the education of children, our mission is to ensure that they will become the foundation for an intercultural community by promoting school education that fosters a global perspective and providing learning support for foreign resident children. Japanese language education and consultations regarding daily life will also be provided to adult foreign residents, while communication between Japanese and foreign residents will be promoted so that they share the same community rules. This will lead to mutual acceptance and further the realization of an intercultural society in which everyone can participate in city planning.

■ **Urban Management Strategies – Sectoral Plan – Urban Management**

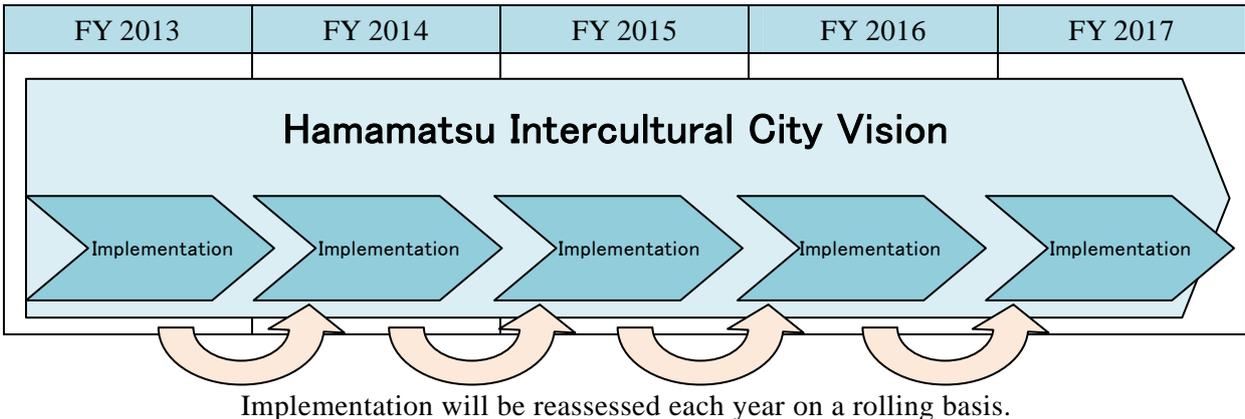
Main Policy

Building a global community in tune with the world (International Affairs Division)

As Japanese and foreign residents deepen their understanding and respect for each other’s culture and values, we aim to become an intercultural society based on respect for rights and fulfillment of obligation that everyone is comfortable living in. Making the most of our city’s characteristics, we aim to take on a valuable role in the world to become a place where exchanges between people and of information are on a world-class level. Furthermore, we will promote international exchange where citizens are the key players and collaboration with other cities in Japan and abroad, while we transmit a wide range of our city activities to the world.

(2) Planning Period

The planning period will be a total of five years, from 2013 to 2017. However, sections directly concerning initiatives (Chapter Four: Implementation) will be reviewed each year and revisions added when necessary.



Chapter Two: Environmental Analyses

After reflecting on the situation involving intercultural integration, we looked at major issues and future directions to consider when formulating the vision.

1. Changes in the Socio-economic Environment

In the five years since the last Hamamatsu Global City Vision was drawn in 2007, we have seen the following major changes in the socio-economic environment.

(1) Progress of globalization

The momentum at which globalization where people, commodities, capital, and information cross borders back and forth with enormous vitality knows no limit. Telecommunication technologies continue to advance, and now that Social Networking Services* is a household term, it is even easier for people to be in touch with the whole world. In addition to that, the opening of the Mt.FujiShizuokaAirport and the Shin-Tomei Expressway, physical transportation is becoming more convenient by the day.

Today, more than 214 million people out of the Earth's entire population live in a country other than the one they were born in.¹ In this age of advancing globalization and economic liberalization, international migration is expected to further increase, and it is predicted that it will no longer be unusual for people with diverse cultural backgrounds to live together in one community.

(2) Aging population and population decline

Japan's total fertility rate has continued to decline since 1973 and is now experiencing an aging population unprecedented by any other country in the world. By 2060, Japan's population is estimated to reduce to 86.74 million, of which 39.9% will be over 65 years old.²

In 2012, the Japanese government issued an interim regulatory report based on a review conference to discuss an intercultural society including foreign

* See Glossary for words indicated with an asterisk.

¹United Nations Population Fund (2011): State of the World's Population in 2011

²National Institute of Population and Social Security Research: Population Projections of Japan (estimation of January 2012)
Hamamatsu Intercultural City Vision

residents. The report stated that there was a necessity to broadly deliberate and debate the best practices regarding acceptance of migrants in Japan, which shall reflect national consensus and future vision. We need to continue to pay close attention to future trends.

(3) Changes in industry and employment structure

As globalization progresses, economic activity has seen optimization of international work division and production bases for low cost and better efficiency. In addition, global competition in technological development has accelerated more than ever.

The historical rise in the Japanese yen has caused concern for deindustrialization due to domestic manufacturing being transferred overseas. While cross-border competition becomes fierce, it is now necessary to enhance competitiveness on a regional level.

Furthermore, the importance of securing global human resources* is growing on the corporate level and international competition over high-quality human resources is on the rise.

(4) Wavering safe and secure society

The global financial crisis that began in fall 2008 triggered a rapid reduction of employment. This especially affected foreign residents of the Hamamatsu area, as many of them were not permanent full time employees. Although the number of jobs has increased since then and there are prospects for recovery, direct employment has not increased greatly. An unstable situation continues for the livelihood of foreign residents.

Meanwhile, the Great East Japan Earthquake of March 2011 caused tremendous damage. Many lives and properties were lost. Implementation of tsunami measures and disaster prevention has become a major priority for Hamamatsu City, where the development of a crisis management system and improvement of disaster prevention capabilities in the community are called for in preparation for a possible Tokai earthquake and other disasters that are predicted.

To build a community in which all residents can feel safe and secure, it is vital to steadily work together with the national government and relevant organizations as well as corporations etc.

(5) Civic collaboration

As social issues and needs become more diverse and complicated, there is an even bigger need for governments, as well as NPOs and other civilian groups to cooperate and collaborate so that they can provide effective and efficient public services. In 2010, with the government's announcement of the *new public* declaration etc, today, various groups are displaying their various concepts of *new public* and this has been attracting attention.

In the field of intercultural integration, since there is a need to continue to respond to circumstances flexibly, it is essential to proceed with initiatives through civic collaboration.

2. Hamamatsu City Today and Past Initiatives

Now we take a look at the current intercultural situation in Hamamatsu City today.

(1) Foreign residents of Hamamatsu City

The number of foreign residents living in Hamamatsu City on April 1, 2012 was 25,138.³ This is 3.1% of the total population, 816,848. By nationality, Brazil had the largest representation with 12,268, followed by The Philippines with 3,013, China with 3,010, and Peru with a total of 2,035.

It is a special characteristic that Latin Americans make up 60% of the foreign population and in particular, Hamamatsu has the largest number of Brazilians in Japan.

Following the amendment of the Immigration Control and Refugee Recognition Act in 1990, the number of Latin Americans of Japanese decent and their families increased rapidly. However, with the recession of 2008, the number of these foreign residents in Hamamatsu City which had been on the rise, started to decrease.

On the other hand, one of the features of Hamamatsu is that it has many technical trainees and exchange students from China, Indonesia and other Asian countries, as well as permanent residents and settlers from The Philippines and Vietnam. With the declining number of residents from Latin America, the increase in Asians has helped to further diversity.

Of the foreign residents in Hamamatsu, 51.3% are permanent residents, making up the majority. 19.6% are permanent settlers, making up the second largest group. Others are long-term residents such as residents with Japanese spouse or special permanent resident statuses. Long-term residents make up 83.4% of all foreign residents. According to a survey conducted by Hamamatsu City in 2010 on Latin American foreigners in the city, 78.2% had lived in Japan for a total of more than nine years, suggesting a trend towards long-term settlement by foreign residents.

(2) Initiatives towards intercultural integration taken so far

³Based on alien registration in the city. The alien registration system was abolished in July 2012. Foreign residents are now subject to resident registration.

Recognizing foreign residents in the community as a strong force to support the local economy and as important partners in city planning, Hamamatsu City has actively promoted intercultural integration policies. The initiatives are explained below.

Hamamatsu Multicultural Center

To promote an intercultural society where everyone can live in peace, multicultural coordinators* and specialist staff are dispatched to the center to implement various projects. Lifestyle consultations in multiple languages, Community Co-existence Model Project in cooperation with neighborhood associations etc, projects promoting education for international understanding, social work training* for intercultural integration, mental health consultation *, one-stop consultations in collaboration with related agencies dealing with various issues faced by foreign residents and a wide variety of other projects have been implemented.

Hamamatsu Foreign Resident Study Support Center

This center was opened in January 2010 aiming to become a national model to promote intercultural integration. It is a base for study support for foreign resident adults and children to have access to and study all about the Japanese language and culture. The center also provides training for Japanese language volunteers and intercultural experience courses about Japanese culture. Portuguese lessons are also available for locals who are interested in supporting foreign residents.

Foreign Residents Council

Foreign residents, who are also members of the community, make up the Foreign Residents Council. The council researches and discusses issues about civic life and promotes intercultural integration. There are eight foreign resident members chosen from public applicants, one educator and one expert. Their opinions will be reflected in government decisions. The purpose for this council is for foreign residents to excel in initiatives that concern the foreign resident community.

Education Support for Foreign Resident Children

As part of educational support to assist foreign resident children attending public schools, Hamamatsu City dispatches Japanese language instructors and other school subject instructors, as well as school assistants and study supporters to help with interpreting and translating. Classes in Japanese and native languages are held, and staff who are fluent in that particular language and have guidance experience

are available for consultations and to school visits.

Also, there are four foreign schools in Hamamatsu City that are accredited by the national governments of Latin American countries⁴ and together with other public schools, are of great importance to the education of foreign resident students. As such, the city dispatches Japanese language teachers to assist foreign resident children with their Japanese studies and provides aid for textbook purchases for foreign resident children attending the foreign schools. The city also supports foreign schools accredited by the prefecture by providing student grants for foreign resident students.

Hamamatsu City also takes the issue of children not attending schools very seriously and started a three-year program in 2011 entitled “Zero School Refusal in Foreign Resident Children”.

(3) Current status involving foreign residents

The following is a summary of the situation and issues involving foreign residents, based on a survey conducted by Hamamatsu City in 2010 regarding Latin American residents and Japanese residents.

◆ Current Situation

The characteristics of results are outlined below.

Labor

- In employment, 46.5% of respondents were in non-direct employment (dispatch, contract etc). Although this is a large figure, the ratio of direct employment has increased since the last survey in 2006.
- As for job description, manufacturing (transportation vehicles such as automobiles and bikes) has the largest figure at 45.4%. However this trend can be seen in other occupations as well.

Medical, Health and Welfare

- Nearly 20% (18.9% to be exact) do not have national health insurance. However, this is an improvement over 2006 where the figure was 32%.
- Nearly 40% (38.7%) are not registered for the national pension plan. However, this is an improvement over 2006 where the figure was 65%.

Community and Disaster Prevention

- Overall Japanese language ability is increasing, but the number of people who can read kanji (Chinese characters) only accounts for 38.9%, which are still

⁴ As of May 1, 2012

less than half.

- As for housing situations, the largest group live in “private apartment houses” which accounts for 40.3%. This is followed by 30% of people living in “public housing”, 16.1% living in “their own houses”, and 10.5% living in “company housing or apartment houses rented by companies.”
- According to the survey subject to foreign residents, 88.1% of them answered “I associate with Japanese neighbors closely” or “I associate with Japanese neighbors at the level of greeting each other.” According to the survey subject to Japanese neighbors, 30% of them selected similar answers concerning association with foreign resident neighbors.
- The ratio of foreign residents who joined neighbors’ associations remains at 36.1%.
- As for preparation for disaster, 57.9% of foreign residents answered “I have not made any special preparations for it,” and 42.9% answered “I do not know where the evacuation site is.”

According to the Hamamatsu City Board of Education, situations of foreign residents in education are as follows.

Education

- As of May 1, 2012, the number of foreign resident students registered at public elementary schools and junior high schools in Hamamatsu City is 1,447.
- Among foreign resident students, the number of Japanese-born students has increased. In April 2012, approximately 52% of foreign resident first graders had been born in Japan.
- High school education continuance rate of foreign resident students is approximately 83%⁵. Compared to Japanese students, the ratio of foreign resident students going to part-time high schools is higher.
- Recently, the number of children with Asian nationalities has increased, and various types of assistance are required.

◆ Issues Surfaced

- As for the employment pattern, signs of change are recognized, but the ratio of

⁵ High school education continuance rate of students who graduated from public junior high schools within Hamamatsu City at the end of 2011

indirect employment is still high. Also, foreign residents are often hired under fixed-term hiring contracts, so their unstable working and living conditions still continue.

- The ratio of foreign residents who are not covered by health insurance is improving but is still high. Issues are pointed out regarding unpaid medical expenses, unpaid national health insurance premiums, and outstanding amounts in local taxes. It can be said that these issues are a result of the unstable hiring environment in which foreign residents are placed, as well as people's insufficient understanding of systems including cultural and language differences.
- Looking at the ratio of participation in neighbors' associations and association with one's neighbors, it is hard to say that foreign residents fit into the community. There are some regional issues on how to take out garbage, noise, and how to use parking spaces, which arise from cultural and language differences.
- One cannot say that foreign residents are sufficiently prepared for disasters. An investigation into actual conditions was implemented before the Great East Japan Earthquake, and there is still a lack of awareness concerning disaster prevention (disaster prevention education) among foreign residents.
- In the education field, the number of foreign resident children born and raised in Japan is increasing as foreign residents tend to settle down in Japan. Their nationalities are becoming more diverse. Their parents' unstable livelihood influences the children's educational environment.

To realize an intercultural society, it is necessary to resolve these issues. Together with steadily promoting initiatives as a city, it is necessary to make proposals to the national and prefectural government for improvement in order to resolve issues caused by national law or systems.

◆ **From the Foreign Residents Council**

The Foreign Residents Council mentioned earlier submitted a proposal in May 2012 based on what they have discussed to date.

<Outline of Our Proposal>

1. Reinforcing the Structure for Disaster Prevention

Proposal 1: Japanese and foreign residents work together to improve disaster prevention

Proposal 2: Maintain various information providing systems

2. School Refusal in Foreign Resident Children

Proposal 1: Create a framework in which all children are expected to attend school

Proposal 2: Raise the awareness of caregivers regarding the education of their children

3. Participation and Collaboration with the Community

Proposal 1: Promote mutual understanding between Japanese and foreign residents

Proposal 2: Aim to build a community that foreign residents can easily understand

4. Making the Most of Diversity in City Development

Proposal 1: Designate opportunities where residents with different backgrounds can share their cultures with one another

Proposal 2: Make use of residents with diversified cultures as human resources

In addition to the above, it was suggested as the first step for exchange, it is necessary to have initiatives close to home such as creating opportunities for foreign residents and Japanese residents to meet face to face or to greet one another, and on the premise of community participation, stable employment opportunities were also a vital issue.

3. National and International Trends

Now we look at trends in intercultural integration in cities across the country, national trends and trends overseas.

(1) Trends in cities across the nation

Since the 1970s, policies were implemented for foreign residents mainly by municipalities where many so-called *old comers*, foreign residents from Asian countries who had been residing in Japan, lived. Later in the 1990's, the number of so-called *new comers*, foreign residents, including Latin Americans, started to increase resulting in the occurrence of various regional issues arising from cultural and custom differences.

In the midst of this, in 2001, the Council of Municipalities with Large Migrant Populations was established due to the initiative of Hamamatsu City. The council has actively tackled various emerging problems in regions while exchanging information between cities regarding policies and lifestyle circumstances related to foreign residents. As of today, 29 cities nationwide have joined this council.

Stemming from the “Hamamatsu Declaration” in 2001, the Council continues to present suggestions to the national and prefectural governments as well as organizations concerned, relating to the many issues experienced by foreign residents which arise from laws and systems.

(2) National trends

At the national level, the “Study Group of Promotion of Multicultural Coexistence” was created by the Ministry of Internal Affairs and Communications in March 2006. Based on this report, the Ministry established “The Multicultural Community Promotion Plan” in the same month, asking municipalities to create guidelines and plans related to the promotion of intercultural integration. In December 2006, “Comprehensive Measures for Foreigners as Citizens” was made by the governmental “Liaison Conference of Concerned Ministries and Agencies on Foreign Workers Issues.”

In January 2009, the “Office for Promoting Measures for Foreign Residents” was established in the Cabinet Office. In fiscal 2010, “Basic Guideline of Measures for Japanese-descended Residents” and “Action Plan” was made.

In May 2012, “Review Session for Realization of ‘Society where Japanese

and Non-Japanese can Live in Comfort”” consisting of vice ministers related to the Cabinet Secretariat was established. In August, “Aiming for Realization of Society in which Japanese and Non-Japanese can Live in Comfort (Intermediate Arrangement)” was made by the above session. According to the report, it is important to promote intercultural integration more comprehensively and systematically by harmonizing “Policy of Society in which Japanese and Non-Japanese can Live in Comfort” and “Immigration Control Measures” and focusing on it as a “pillar” of policy for foreign residents.

(3) International trends

When looking at other countries, even in countries that were not traditional immigrant countries such as in North America or Oceania, integration policies for foreign residents have undergone changes.

In Western Europe, there was a large movement of migrant laborers being accepted and settling in the 1970s and 80s. The Assimilationist Policy was a policy that required immigrants to fully integrate themselves into the accepting community. Multiculturalism on the other hand respected and allowed immigrant groups to hold on to their identity. Regardless of the type of policy, by the 1990s, unemployment rates for first and second generation migrants, education, getting along with migrant communities and other problems became issues, leading to the reassessment of immigration policies. Since the year 2000, incidents of terrorism and rioting involving migrants have pushed immigration policies in many countries into the spotlight.

Under these circumstances, a new urban policy called the Intercultural Policy has been gaining attention. By focusing on dialogue and exchanges between groups with different cultural backgrounds, isolation and segregation can be prevented. Cultural diversity brought by migrants and minorities is not seen as a threat, but rather as an opportunity for vitality and innovation – a source of creativity and growth.

In connection with this policy, there is a program led by the Council of Europe called the Intercultural City Program with 21 European member cities, under which specific practices are presently being conducted.

4. Major Challenges and Future Directions

(1) Major challenges

Based on the content discussed previously, our vision will focus on the following three major challenges.

◆ **Stability and independence in the daily life of foreign residents**

After the global financial crisis of 2008 and amidst continuing unstable economic conditions, the stability of livelihood for foreign residents, especially with employment, is a major challenge for the community. It is necessary to build a community in which everyone can feel safe and secure.

◆ **Fostering a generation to be the future leaders of Hamamatsu**

With settlement increasing, children with international roots⁶ in Hamamatsu will grow up to be part of the generation in charge of the City's future. For this reason, it is necessary to create an environment in which children can use their abilities so that they can support their community in the future. More than 20 years have passed since the foreign population from South America started to increase, and children who were born into the second generation are already becoming adults. It is essential to support their self-activation and fulfillment. Also this globalization is not exclusive to foreign residents: it is equally important to foster internationally minded Japanese children raised in Hamamatsu as well.

◆ **Social participation by foreign residents as members of the community**

To isolate and segregate foreign residents will not bring about ideal results for the community. It is important to provide information in multiple languages, offer opportunities for foreigners to learn Japanese and Japanese customs, to offer communication support, and to increase opportunities for exchange between Japanese and foreign residents. In addition, in order to reduce problems in community, it is necessary to deepen mutual understanding of regional lifestyle rules. It is necessary to create an environment where all citizens can fulfill their obligations and enjoy their rights so that foreign residents too can take part in community development as leaders of the community.

⁶ In addition to children of foreign nationality, children who have Japanese nationality but have one parent of foreign nationality, children with Japanese nationality who lived abroad for a long time and then returned to Japan, and children who acquired Japanese nationality will all be regarded as "children with international roots" in this vision.

(2) Vision direction

While responding to major issues, the following three points have been established as a direction of focus towards the future of intercultural integration that is not simply measured by the *support* to date, but by how actively the citizens' diversity is made use of in city planning.

◆ A city built by Japanese and foreign residents together

No intercultural city planning will proceed without discussion and exchanges between the people of the city who come from different cultures. For this purpose, as a first step, it is important to promote initiatives close to home, such as involving all stakeholders from within Hamamatsu to organize an intercultural promotion system, to deepen understanding towards each others' cultures and to increase opportunities for exchange, and so on. Within the community also, it is important to develop face-to-face relationships between Japanese and foreign residents.

◆ A city developed by making the most of diversity as the city's source of vitality

In order to prosper as an attractive city, it is extremely important to foster the next generation to be responsible for Hamamatsu's future. This includes children with international roots. In addition, the diverse cultures that foreign residents have are a potential source of city vitality. Based on this idea, we aim at creating new cultures by making the most of the city's diversity and revitalizing the community. To engage and proceed in these initiatives, it is important to build relationships with intercultural integration cities in Japan and abroad, and learn from each other.

◆ A city where everyone can live peacefully

The livelihood of foreign residents is still not stable, there are still challenges remaining which should be resolved. Creating a community where one can live in peace of mind is necessary. This must be done by steadily implementing various support projects. Also, in order for intercultural integration, together with becoming proficient in Japanese, as it is the language of everyday life, it is necessary to abide by basic rules of the community. Based on respect for rights and fulfillment of obligation, it is necessary to proceed with more specific support in order to promote coexistence in the region.

Chapter Three: Realizing an Intercultural City

1. The Vision's Goals for the Future

The City's future vision is as stated below.

**An Intercultural City built together
Where Creativity and Development Continues
Based on mutual understanding and respect**

In 2001, the Council of Municipalities with a Large Migrant Population adopted the Hamamatsu Declaration,⁷ which called for policies on the premise of building a multicultural community.

The progression of foreign settlement means that foreign residents live together in the same area as local residents. They are a major force supporting the local economy as they are important partners in creating a new regional culture based on the coexistence of diverse cultures and in city planning. Based on this recognition, it is essential to establish a system and rules for coexistence to build a safe and comfortable community, in cooperation with the consensus of all residents.

We, the 13 municipalities, with the participation and cooperation of all Japanese and foreign residents, will work in close cooperation to promote the formulation of a truly harmonious society based on respect for rights and fulfillment of obligations, essences that are indispensable to healthy urban life, through understanding and respect for the cultures and values of one another. (Translation of excerpt)

Ten years have passed since the adoption. Permanent residency by foreigners has steadily progressed and the role played by foreign residents as members of the community is becoming increasingly important. This Hamamatsu Declaration (2001) has a common focus with the Intercultural Policy touched on in Chapter Two in that *foreign residents are important partners in city planning, the coexistence of diverse cultures will create a new regional culture, and the necessity to respect rights and fulfill obligations.*

⁷ Hamamatsu Declaration and Proposal (Japanese only)<http://www.shujutoshi.jp/siryō/index.htm>
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However, initiatives related to intercultural integration had a tendency to be centered on *supporting foreign residents*. From now on, there is a demand for measures to actively make use of citizens' diversity in city development, in addition to past initiatives.

Hamamatsu's Comprehensive Plan sees the future of Hamamatsu City as a *Creative City built by civil collaboration and shining into the future*. The existence of citizens who have diverse cultures is now the center of attention as an element in fostering a new culture and building a creative city. This vision, which is a sectoral plan under the comprehensive plan, aims to realize the creative city that is Hamamatsu, making use of its diversity through initiatives relating to intercultural integration.

To make our future vision a reality, we will continue to promote policies based on the three directions mentioned above.

2. Promotion Principle and System

(1) Promotion principle

To implement this vision, not just the city administration, but cooperation by various organizations is emphasized, and activities are promoted by paying attention to the following points, based on the intercultural integration promotion through partnership.

◆ All Hamamatsu collaboration structure

It is important for all actors, including administrative agencies, citizens who are the central players of regional development, companies hiring foreign workers, and citizens' groups endeavoring in intercultural integration to make the most of their own characteristics and fulfill their roles, in order to realize a society of intercultural integration. All Hamamatsu promotes activities in which various organizations cooperate with each other through the "Hamamatsu City Intercultural Integration Promotion Council" in which various organizations and agencies involved in promotion of intercultural integration participate.

◆ Civic collaboration

Many organizations and individuals are working on intercultural integration in Hamamatsu City. It is important that not only the government but also citizens' organizations, volunteers, neighbors' associations and foreign resident communities co-operate hand-in-hand and concentrate their intellectual abilities to further policy making.

◆ Cooperation with intercultural cities both home and abroad

It is necessary to continue to cooperate with cities in Japan, including cities participating in the Council of Municipalities with a Large Migrant Population, and also to further research and practice into issues and policy. To implement policies from an international perspective, we will cooperate with intercultural cities overseas including cities that participate in the Intercultural City Programme in Europe.

(2) Promotion system and progress management

Progress of our vision will be reported in the Hamamatsu City Intercultural

Integration Promotion Council and the Hamamatsu City Foreign Residents Council, and will be announced to the public.

As for “Chapter Four: Implementation” of the vision, the content will be reviewed and necessary corrections will be added after going through the above process every year.

3. Policy Chart and Priority Fields

The policy chart and priority fields of the vision are set as follows.

(1) Policy chart

Policies are organized in forms corresponding to the previously mentioned targets.

Vision Direction

A city built by Japanese and foreign residents together

Policy 1. A City built jointly by everyone, hand in hand (*Collaboration*)

We aim to work together to create a community active with dialogue and exchange between residents of diverse cultures. In this sector we will undertake initiatives in promoting an all Hamamatsu approach, education for understanding each other, creating opportunities for exchange and foreign resident participation in city planning.

Vision Direction

A city developed by making the most of diversity as the city's source of vitality

Policy 2. A City developed by making the most of its diversity(*Creation*)

We aim to be a community where Japanese and foreign residents alike can use their abilities and create new values with diverse cultures integrated. In this sector we will nurture education for the next generation with initiatives in activating the community and creating a culture making the most of diversity. We also promote cooperation with cities in Japan and abroad.

Vision Direction

A city where everyone can live peacefully

Policy 3. A City where everyone can live comfortably (*Comfort*)

We aim to be a community where everyone can live in peace and comfort. In this sector we will undertake initiatives such as disaster prevention, communication support, support in solving local challenges, medical, health and welfare issues, and housing.

(2) Priority fields

Based on the aforementioned major issues, “education for children who are responsible for our future” and “disaster prevention for a safe and secure life” can be pointed out as highly urgent issues, and “city-planning making the most of diversity” as an important initiative for the future. These items will be positioned as policies of priority and will be carefully implemented.

1. Education for children who are the people responsible for our future

In the midst of increasing foreign resident settlement, cultivating the next generation to bear the future of Hamamatsu City will be very important. We will implement support of education for children with international roots including cultivating international sensibility of children to carry on our global society and promoting a strategy to eliminate school refusal of foreign resident children.

2. Disaster prevention for residents to live safely in peace of mind

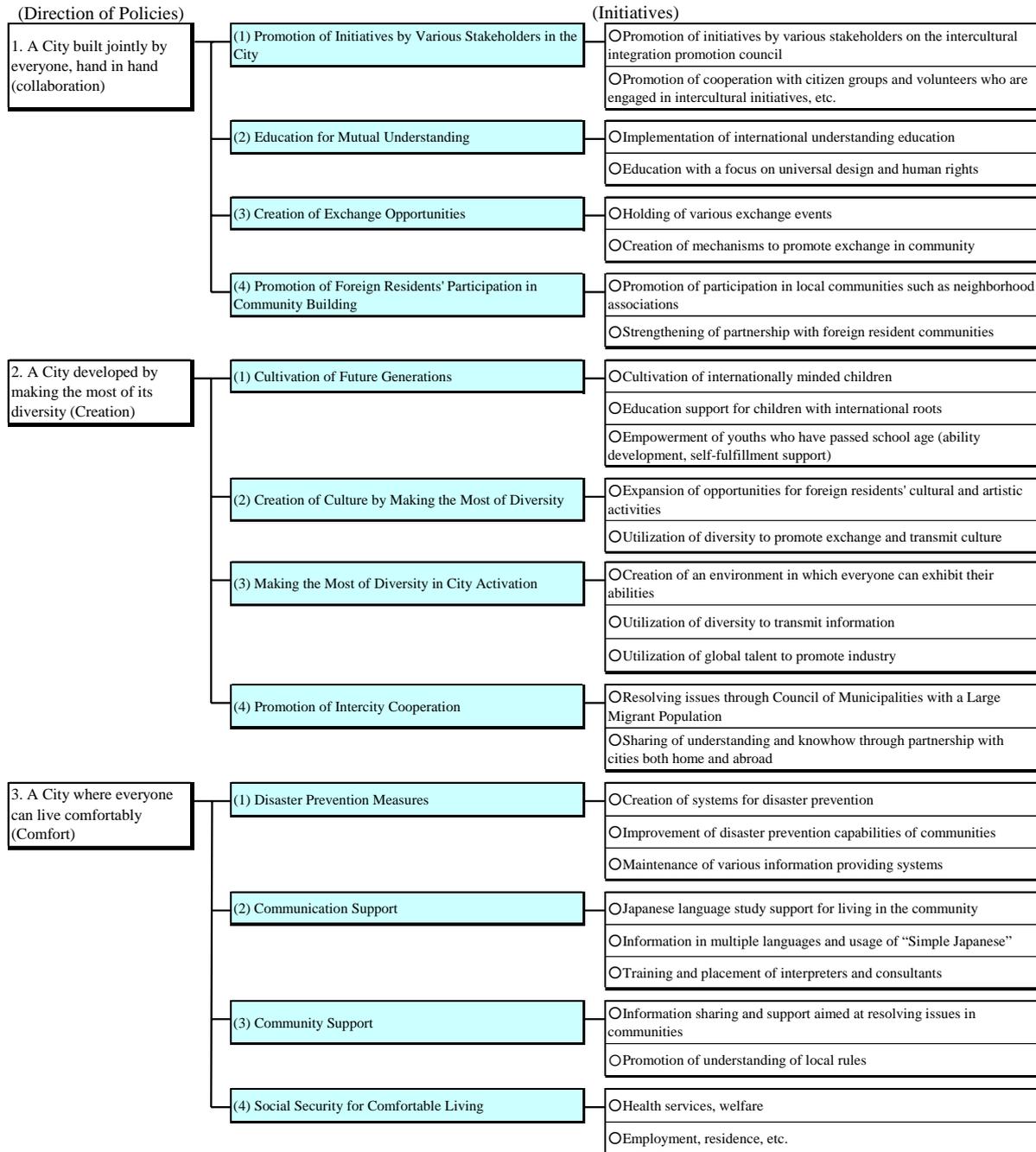
After the Great East Japan Earthquake, strengthening disaster prevention policies has become one of the most important issues in the city. Efforts for disaster prevention are also very important from the perspective of intercultural integration. We will strive for establishing a disaster prevention system and improving the regional disaster preventive ability based on experience from the Great East Japan Earthquake etc.

3. Making the most of diversity in city development

With the progression of globalization, cultural diversity and networks of foreign residents can be important regional resources. We will proactively make the most of diversity and implement activities so that Japanese residents and foreign residents will be able to create a new culture and transmit information, aimed at community activation.

(Policy Chart Map)

Each activity is described in Chapter Four.



Chapter Four: Implementation Plan

1. City built jointly by everyone, hand in hand (Collaboration)

No multicultural city planning will proceed without discussion and exchanges between the people of the city who come from different cultures. For this purpose, as a first step, it is important to promote initiatives close to home, such as involving all stakeholders from within Hamamatsu to organize an intercultural promotion system, to deepen understanding towards each others' cultures and to increase opportunities for exchange, and so on. Within the community also, it is important to develop face-to-face relationships between Japanese and foreign residents.

In this field, through cooperation, we aim to create a community where exchange and dialogue take place between citizens of diverse cultural backgrounds.

As the “promotion of initiatives by various stakeholders in the city” we will promote activities by various organizations via the Hamamatsu City Intercultural Integration Promotion Council and collaboration with citizens' organizations and volunteers involved in intercultural integration. Also, as “education for mutual understanding”, we will implement international understanding education and enlightenment activities from the perspective of universal design and human rights. Also, as “the creation of exchange opportunities,” we will hold various exchange events and create a mechanism for promoting regional exchanges. Further, as “the promotion of foreign residents' participation in city-planning”, we will promote participation in local communities such as neighbors' associations and strengthen cooperation with foreign resident communities.



Related Plans: UU Plan II (The Second Hamamatsu City Universal Design Plan)
Hamamatsu City Human Rights Policy Promotion Action Plan

(1) Promotion of initiatives by various stakeholders in the city

In order for the realization of an intercultural society, the city cannot act alone, it is necessary for the promotion of initiatives which receive support from various stakeholders in the city, including concerned institutions, various groups and citizens. We will promote activities by various organizations via the Hamamatsu City Intercultural Integration Promotion Council and collaboration with related citizens' organization and volunteers.

Promotion of initiatives by various stakeholders on the intercultural integration promotion council

The Hamamatsu City Intercultural Integration Promotion Council is held to promote intercultural integration in cooperation with national and prefectural organizations and various organizations in the city. This council also manages the progress of this vision.

Promotion of cooperation with citizen groups and volunteers who are engaged in intercultural initiatives

To promote cooperation with citizen groups and volunteers who are engaged in intercultural initiatives, **a network with a core of Hamamatsu Intercultural Center (Formerly Multicultural Center, hereinafter Intercultural Center)/ Hamamatsu Foreign Resident Study Support Center** will be strengthened. **Collaboration with universities and companies in the city** will be also strengthened.

(2) Education for mutual understanding

Understanding each other is important to build an intercultural society. Therefore, we will implement education for international understanding for the purpose of increasing understanding of different cultures. Perspectives of universal design and human rights are very important for understanding cultural diversity, and we will implement related enlightenment activities.

Implementation of international understanding education

We will dispatch personnel who are either foreign residents living in the community or Japanese citizens who have experience of living abroad, to **lifelong learning classes as an instructor of education for international understanding**. We will also promote **registration of volunteers who introduce their own cultures** in cooperation with Hamamatsu Foundation for International Communications and Exchanges in order to promote foreign residents' activities for international understanding.

Education with a focus on universal design and human rights

We will incorporate content related to the understanding of various cultures through **training/courses and creation of enlightenment materials/education with relation to universal design.** In addition, we intend to create a city that does not tolerate discrimination arising from different nationalities or cultures, through incorporating content related to the understanding of various cultures through **training/courses and creation of enlightenment materials/education with relation to human rights.**

(3) Creation of exchange opportunities

We will implement various types of exchange events as opportunities for promoting exchange between citizens with different cultural backgrounds. Also, we will establish a mechanism for promoting regional exchanges close to home.

Holding of various exchange events

We will **hold various types of exchange events based at the Hamamatsu Intercultural Center and Hamamatsu Foreign Resident Study Support Center** in order to create opportunities for citizens to engage in exchange with one another. We will also **promote exchange events in cooperation with Hamamatsu Foundation for International Communications and Exchanges and citizens' organizations.**

Creation of mechanisms to promote exchange in the community

We will **assist regional organizations including neighbors' associations in activating exchanges** by dispatching a coordinator from the Hamamatsu Intercultural Center. We will also **provide support for implementing projects related to intercultural integration at collaboration centers, etc. by dispatching coordinators.**

(4) Promotion of foreign resident participation in community building

It is expected that foreign residents, members of local communities, will be responsible for community building. To deepen involvement between foreign residents and the community, we will encourage foreign residents to participate in the local community including neighbors' associations. We will also strengthen cooperation with foreign communities so as to promote voluntary activities by foreign residents.

Promotion of participation in local communities such as neighborhood associations

We will provide assistance such as **translation of rules and materials related to neighbors' associations** so as to develop an environment for foreign residents to participate in neighbors' associations. Depending on regional needs, we will dispatch coordinators from the Hamamatsu Intercultural Center and **implement a Community Co-existence Model Project** to solve issues.

Strengthening of partnership with foreign resident communities

We will provide assistance to **voluntary group activities** by foreign residents from the Hamamatsu Intercultural Center as a base. While strengthening the network with the Hamamatsu Intercultural Center and Hamamatsu Foreign Resident Study Support Center as the core, we will promote **cooperation between the foreign community organizations and other citizens' organizations.**

2. City developed by making the most of its diversity (Creation)

In order to prosper as an attractive city, it is extremely important to foster the next generation to be responsible for Hamamatsu's future. This includes children with international roots. In addition, the diverse cultures that foreign residents have are a potential source of city vitality. Based on this idea, we aim at creating new cultures by making the most of the city's diversity and revitalizing the community. To engage and proceed in these initiatives, it is important to build relationships with intercultural integration cities in Japan and abroad, and learn from each other.

In this field, we will aim to make the city where any Japanese and foreign residents can demonstrate his/her ability and new value will be created by incorporating various cultures.

As measures for “cultivation of future generation,” we will cultivate international sensibility in children, provide educational support to children with international roots, and implement empowerment (capability development/assistance in self-realization) in the youth who are beyond school age. As a policy for “creation of culture by making the most of diversity”, we will strive for expanding opportunities of cultural and artistic activities by foreign residents, promoting exchanges, and initiating transmission of culture. As policies for “making the most of diversity in city activation” we will work on creating an environment so that anyone can demonstrate his/her ability, transmitting information, and industrial development making use of global human resources.* As policies for “promotion of intercity cooperation,” we will solve problems through the Council of Municipalities with Large Migrant Populations and share knowledge and know-how for promoting “making the most of diversity in city development” through cooperation with cities inside and outside Japan.



Related Plans: Hamamatsu City Next Generation Cultivation Assistance (Later Stage) Action Plan
Hamamatsu City Education Master Plan
Basic Policy for Promoting “Creative City, Hamamatsu” (From April 2013)
Hamamatsu City Culture Promotion Vision

(1) Cultivation of future generations(priority)

With the progression of globalization, cultivating the next generation that will bear the future of Hamamatsu is very important. Therefore, we will cultivate international sensibility in children. We will also provide educational assistance to children with international roots. In addition, we will implement empowerment (capability development/assistance in self-realization) in the youths who have passed school age.

Cultivating internationally minded children

We will **reinforce education for international understanding** that is to learn and experience different cultures by dispatching foreign residents in the community or Japanese citizens who have lived abroad to schools. We will also implement a project to improve **English-language ability** so as to help children's understanding of different cultures and improve their communication abilities.

Education support for children with international roots

We will implement an **education support promotion project for foreign resident children** who study at public elementary schools and junior high schools by dispatching bilingual supporting staff* or Japanese-language study supporting staff to schools. We will also implement support catered for diverse educational environment for children with international roots by **implementing the “Zero School Refusal in Foreign Resident Children” Project.**

Empowerment of youths who have passed school age (ability development, self-fulfillment support)

20 years have passed since the revision of the Immigration Control Law, and the number of foreign settlers has increased. Under these situations, the number of young foreign residents who were born and raised in Hamamatsu or in Japan is increasing. We will **support such young foreign residents' independent activities, and implement relearning classes** for young foreign residents who could not study enough during their school years, or, who could not proceed to higher education, so that they can study again.

(2) Creation of culture by making the most of diversity (priority)

A new culture is created when people with various cultural backgrounds exchange. To do so, it is necessary to expand opportunities for cultural and artistic activities by citizens with various cultural backgrounds. Then we will implement promotion of exchange which makes the most of diversity and transmit culture.

Expansion of opportunities for foreign residents' cultural and artistic activities

We will **reinforce information provision of cultural programs in the city** through the multilingual website for foreign residents, "CANAL HAMAMATSU" in order to increase opportunities for cultural and artistic activities by foreign residents. Also, we will strengthen cooperation with related departments and organizations to **promote foreign resident participation in cultural and sports events etc.**

Utilization of diversity to promote exchange and transmit culture

Aiming for deepening understanding of intercultural integration and providing an opportunity for exchange, we will actively hold programs of intercultural integration through implementing the **Hamamatsu Intercultural MONTH** etc. (tentative name). Also, aiming for creating a new culture through exchanges between different cultures, we will implement **art projects** to which various cultures in Hamamatsu City are applied while deepening cooperation with specialized agencies such as the Japan Foundation and NPOs in the city etc.

(3) Making the most of diversity in city activation (priority)

We will implement activities that will lead to community activation by regarding city diversity as a strong point. We will also create an environment in which everyone can exhibit their ability. We aim to transmit information that makes the most of diversity and promote industry making use of global human resources.*

Creation of an environment in which everyone can exhibit their abilities

Expanding foreign residents' working range is necessary so that everyone can exhibit their ability or individuality. Setting our sights on new fields such as nursing care, agriculture, and fishery, we will **assist in cultivating human resources or employment matching** etc in cooperation with the national and prefectural governments and citizen organizations.

Utilization of diversity to transmit information

As **one appeal of Hamamatsu City**, we will **provide information on ethnic businesses*** such as restaurants and variety shops etc where people can experience various cultures. Focusing on attracting tourists from overseas and developing markets, we will also **provide information on the attractions of Hamamatsu City, making use of networks with foreign residents' home countries.**

Utilization of global talent* to promote industry

We will introduce examples of companies that hire foreign residents and introduce foreign residents who take active roles in Japanese society as role models. In order to develop business making use of cultural diversity, we will release **information on new business support in many languages.** In addition, we will create opportunities for exchanges with business persons and foreign business owners in the city. Further, in the midst of deepening partnerships with universities and other prefectures, we plan to make the most of international students as local talents.

(4) Promotion of intercity cooperation

In order to realize an intercultural society, the city cannot act alone, but must implement activities in cooperation with both domestic and international cities. Therefore, we will participate in the Council of Municipalities with Large Migrant Populations established in fiscal year 2001 and cooperate with new intercultural cities inside and outside Japan.

Resolving issues through Council of Municipalities with a Large Migrant Population etc.

We will continue to participate in the **Council of Municipalities with a Large Migrant Population** to make suggestions to the national and prefectural government and related agencies and implement activities in cooperation with such organizations. As one of the pioneering cities to have endeavored in intercultural integration, we will deepen cooperation with the Council of Local Authorities for International Relations, etc. and **promote cooperation between cities within Japan.**

Sharing of understanding and knowhow through partnership with cities both home and abroad

Paying particular attention to new activities of the “Intercultural City Program” in Europe, we will further **cooperation with intercultural cities around the world.** We will transmit **knowledge and results obtained through cooperation with cities both inside and outside Japan.**

3. City Where Everyone Can Live in Comfort (Comfort)

The livelihood of foreign residents is still not stable, there are still challenges remaining which should be resolved. Creating a community where one can live in peace of mind is necessary. This must be done by steadily implementing various support projects. Also, in order for intercultural integration, together with becoming proficient in Japanese, as it is the language of everyday life, it is necessary to abide by basic rules of the community. Based on respect for rights and fulfillment of obligation, it is necessary to proceed with more specific support in order to promote coexistence in the region.

In this field, we aim to make our city a place where anyone can enjoy a safe, secure and comfortable life, regardless of nationality.

To do so, we will create disaster prevention measures, improve regional disaster preventive ability, and develop various information provision systems as “disaster prevention measures.” Also, as a part of “communication support,” we will support Japanese language study for community living, provide multilingual information, and allocate and cultivate interpreters and consultants. Furthermore, within “community support,” we will provide support for solving problems in the community, sharing information, promote understanding of community rules and other obligations. As measures for “social security for comfortable living,” we will provide necessary support in the fields of medical/health and welfare, employment and housing.

As for these activities, which include disaster prevention, foreign residents themselves are also expected to play an important role as a member of the community. We will move forward with these initiatives while paying attention to human resource cultivation and strengthening cooperation.



Related Plans: Hamamatsu City Regional Disaster Prevention Plan

Hamamatsu City Basic Act for Housing

Hamamatsu City Next Generation Cultivation Assistance (Later Stage) Action Plan

(1) Disaster prevention measures (priority)

In response to the tremendous damage to life and property caused by the Great East Japan Earthquake, disaster prevention has become one of the major challenges in Hamamatsu City. Hamamatsu City continues to move forward with a wide range of approaches designed to ensure the safety of all residents, regardless of nationalities, by protecting them from disaster.

Creation of systems for disaster prevention

When disaster strikes, in order to implement care and information provision for speakers of languages other than Japanese who are living in or visiting Hamamatsu, a **Disaster Multilingual Support Center** is established based on cooperation between the Hamamatsu Foundation for International Communications and Exchanges and other organizations. We will continue to **identify and cultivate human resources capable of providing support in time of disaster**, utilizing the city's existing volunteer banks and other resources.

Improvement of disaster prevention capabilities of communities

As one of the projects undertaken by the Intercultural Center, the center **supports the holding of disaster prevention classes and training** for foreign residents. The center also **strengthens cooperation with the foreign resident community** and promotes disaster awareness in the community.

Maintenance of various information providing systems

The **Hamamatsu Disaster Prevention Email (Bousai Hotto Me-ru)** **transmits information in multiple languages** and provides information swiftly to foreign residents in times of disaster. Also, the city will establish a system of information provision through the use of **social networking services***. Furthermore, the city works to **strengthen cooperation with ethnic media*** with a focus on increasing the effectiveness of communication.

(2) Communication support

Being able to communicate with others is essential for residents from diverse cultural backgrounds living in the community. Hamamatsu City implements Japanese language study support for foreign residents based on the understanding that Japanese is required for their everyday life in the community. For foreign residents who have newly arrived in Japan, the city dispatches consultants and interpreters, as well we provides a wide range of necessary lifestyle information in multiple languages.

Japanese language study support for living in the community

The Hamamatsu Foreign Resident Study Support Center supports foreign residents wishing to learn Japanese by offering classes in Japanese language and culture, and programs designed to cultivate volunteers for support activities. The city also promotes and strengthens networks connecting a wide range of organizations in the city that provide support for foreign residents, including NPOs, to **further fulfill its commitment to supporting foreign residents' Japanese language studies.**

Information in multiple languages and usage of “Simple Japanese”

Hamamatsu City makes information available in multiple languages through **the distribution of the Information Bulletin Hamamatsu Newsletter and management of “CANAL HAMAMATSU”**, the official website for foreign residents. Also, together with promoting the multilingualization of the various pamphlets and documents that it distributes, the city promotes the usage of “simple Japanese” which is easy to understand for all residents, including foreign residents.

Training and placement of interpreters and consultants

Hamamatsu City **provides interpreters at city hall.** The city also **dispatches consultants in multiple languages at the Intercultural Center, and holds social work training* for intercultural integration targeting interpreters and consultants etc. in the city.**

(3) Community support

Integration challenges clearly exist in the local community. To solve such issues in the community, it is necessary to share information and provide thorough support. In order to create a safe and secure community, it is also essential for us to have mutual understanding of local rules. Hamamatsu City provides the support required to promote intercultural integration.

Information sharing and support aimed at resolving issues in communities

Hamamatsu City dispatches coordinators from the Intercultural Center to resolve issues in the community the **Community Co-existence Model Project.** The City also holds **neighborhood association co-existence meetings** to provide opportunities for individuals involved in neighborhood association activities to share examples for intercultural integration and work toward the resolution of issues.

Promotion of understanding local rules and other obligations

The city also promotes distribution of various **documents in multiple languages** explaining rules that are necessary for living in the community such as garbage disposal rules etc. The city also provides information about rules **at foreign resident community meetings** such as at foreign resident schools or foreign resident gatherings etc. Furthermore, the city also provides information about and promotes understanding of social security and tax obligations in cooperation with related organizations.

(4) Social security for comfortable living

A safe and secure living environment is a basic requirement for any integrated society. In order to realize a regional society where everyone can live comfortably, Hamamatsu City provides a wide range of necessary support in healthcare, welfare, employment, and housing.

Health and welfare services

Hamamatsu City provides **mental health consultations*** for foreign residents. The city also promotes the enrollment of foreign residents in social insurance and healthcare insurance as well as providing **subsidies to hold health screening events** which target uninsured individuals. Furthermore, the city aims to **provide child rearing support** for parents such as Japanese classes, which support child rearing and lead to the creation of networks among foreign residents who are raising children. With the progression of foreign resident settlement, and as the foreign resident community ages, in order for these residents to live a comfortable life in a familiar environment, Hamamatsu City plans to use simple Japanese and multilingualization in the promotion of the usage of various health and welfare services, including nursing care insurance systems.

Employment, residence, etc.

Hamamatsu City provides information on laws and regulations regarding employment and labor conditions for companies hiring foreign residents in cooperation with **the Public Employment Security Office and Labor Standards Inspection Office** for the purpose of providing an environment that helps to ensure stable and fair employment for foreign residents. In addition, the city **publicizes information such as a wide range of support systems related to residence** designed to ensure the safety and comfort of foreign members of the community. The city also provides information regarding crime prevention and traffic safety in the region in cooperation with the police, neighborhood associations, and foreign resident communities.

4. List of Initiatives and Performance Indicators

| 1. A City built jointly by everyone, hand in hand (collaboration) | | | | | | | | | |
|--|--|--|------|------|------|------|------|----------------------|---|
| Initiatives | | | | | | | | | |
| No. | (Project name) | (Division in charge) | 2013 | 2014 | 2015 | 2016 | 2017 | Related indicator(s) | |
| (1) Promotion of Initiatives by Various Stakeholders in the City | | | | | | | | | |
| 1 | Hold the Hamamatsu City Intercultural Integration Promotion Council. | International Affairs Division | | | | | | — | |
| 2 | Strengthen networks centered around the Multicultural Center and Foreign Resident Study Support Center. | International Affairs Division | | | | | | — | |
| 3 | Strengthen cooperation with universities and companies in the city. | International Affairs Division | | | | | | | — |
| (2) Education for mutual understanding | | | | | | | | | |
| 4 | Dispatch instructors of education for international understanding. | International Affairs Division | | | | | | 4 | |
| 5 | Promote the registration of volunteers to introduce cultures. | International Affairs Division | | | | | | — | |
| 6 | Create education and awareness materials, and hold lectures and study sessions on universal design. | International Affairs Division, Universal Design and Gender Equality Affairs Division | | | | | | — | |
| 7 | Create education and awareness materials, and hold lectures and study sessions on human rights. | International Affairs Division, Welfare General Affairs Division (Human Rights Education Center) | | | | | | — | |
| (3) Creation of exchange opportunities | | | | | | | | | |
| 8 | Hold exchange events centered based at the Multicultural Center and Foreign Resident Study Support Center. | International Affairs Division | | | | | | — | |
| 9 | Promote exchange events in cooperation with Hamamatsu Foundation for International Communications and Exchanges (HICE) and other citizens' groups. | International Affairs Division | | | | | | — | |
| 10 | Support exchange promotions by groups in the community. | International Affairs Division | | | | | | — | |
| 11 | Support intercultural projects at collaboration centers and other institutions. | International Affairs Division | | | | | | — | |
| (4) Promotion of Foreign Residents' Participation in Community Building | | | | | | | | | |
| 12 | Provide assistance such as translating neighborhood association related material. | International Affairs Division Civic Partnership & Regional Policy Division | | | | | | — | |
| 13 | Implement Community Co-existence Model Projects. | International Affairs Division Civic Partnership & Regional Policy Division | | | | | | 5 | |
| 14 | Support the activities of groups led by foreign residents. | International Affairs Division | | | | | | — | |
| 15 | Promote cooperation between foreign community organizations and other citizens' groups. | International Affairs Division | | | | | | — | |

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| 2. A City developed by making the most of its diversity (Creation) | | | | | | | | | | |
|--|--|---|-------|------|------|------|------|----------------------|---|--|
| Initiatives | | | | | | | | | | |
| No. | (Project name) | (Division in charge) | 2013 | 2014 | 2015 | 2016 | 2017 | Related indicator(s) | | |
| (1) Cultivation of Future Generations | | | | | | | | | | |
| 16 | Dispatch instructors to teach international understanding. | International Affairs Division Education Development Division | → | | | | | | 4 | |
| 17 | Implement projects to empower the ability to use living English. | Education Development Division | → | | | | | | — | |
| 18 | Implement education support projects for foreign resident children. | Education Development Division | → | | | | | | — | |
| 19 | Implement the project "Zero School Refusal in Foreign Resident Children" | International Affairs Division Education Development Division | → | | | | | | — | |
| 20 | Provide assistance to foreign schools. | International Affairs Division | → | | | | | | — | |
| 21 | Support activities run by, and implement re-learning classes for foreign resident youth. | International Affairs Division | → | | | | | | — | |
| (2) Creation of Culture by Making the Most of Diversity | | | | | | | | | | |
| 22 | Provide ample information about cultural events in the city. | International Affairs Division Culture Policy Division | → | | | | | | — | |
| 23 | Promote foreign participation in cultural events. | International Affairs Division Culture Policy Division | ■ ■ ■ | → | | | | | — | |
| 24 | Implement Hamamatsu Intercultural Month (tentative title) | International Affairs Division Culture Policy Division | → | | | | | | — | |
| 25 | Implement art projects making the most of diverse cultures. | International Affairs Division Culture Policy Division | ■ ■ ■ | → | | | | | — | |
| (3) Making the Most of Diversity in City Activation | | | | | | | | | | |
| 26 | Support human resource development and employment matching. | International Affairs Division Industrial General Affairs Division | ■ ■ ■ | → | | | | | — | |
| 27 | Transmit information regarding ethnic businesses. | International Affairs Division Tourism Promotion Division | → | | | | | | — | |
| 28 | Foreign residents transmit information overseas. | International Affairs Division Tourism Promotion Division | → | | | | | | — | |
| 29 | Introduce cases of companies hiring foreign employment and foreigners working in Japan as role models. | International Affairs Division | ■ ■ ■ | → | | | | | — | |
| 30 | Promote awareness and exchange of entrepreneurial assistance in multiple languages. | International Affairs Division Industrial General Affairs Division | ■ ■ ■ | → | | | | | — | |
| (4) Promotion of Intercity Cooperation | | | | | | | | | | |
| 31 | Participate in the Council of Municipalities with Large Migrant Populations | International Affairs Division | → | | | | | | — | |
| 32 | Promote cooperation between Japanese cities with intercultural initiatives. | International Affairs Division | → | | | | | | — | |
| 33 | Promote cooperation and share knowledge with intercultural cities around the world. | International Affairs Division | ■ ■ ■ | → | | | | | — | |

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| 3. A City where everyone can live comfortably (Comfort) | | | | | | | | | | |
|---|--|--|-------|------|------|------|------|----------------------|--|---|
| Initiatives | | | | | | | | | | |
| No. | (Project name) | (Division in charge) | 2013 | 2014 | 2015 | 2016 | 2017 | Related indicator(s) | | |
| (1) Disaster Prevention Measures | | | | | | | | | | |
| 34 | Maintain a multilingual disaster support center | International Affairs Division Crisis Management Division | → | | | | | | | — |
| 35 | Scout and educate personnel to assist during disasters. | International Affairs Division Crisis Management Division | → | | | | | | | — |
| 36 | Assist in holding disaster prevention drills and lectures. | International Affairs Division Crisis Management Division | → | | | | | | | — |
| 37 | Strengthen cooperation with the foreign community. | International Affairs Division Crisis Management Division | → | | | | | | | — |
| 38 | Provide information through the Disaster Prevention Email service and social network services. | International Affairs Division Crisis Management Division | → | | | | | | | 8 |
| (2) Communication Support | | | | | | | | | | |
| 39 | Hold Japanese language and volunteer training courses based at the Hamamatsu Foreign Resident Study Support Center | International Affairs Division | → | | | | | | | — |
| 40 | Promote support activities for Japanese language learning in all cities through a network of volunteers. | International Affairs Division | → | | | | | | | — |
| 41 | Issue Multilingual version the City's newsletter and operate <i>Canal Hamamatsu</i> , a website for foreign residents. | International Affairs Division Public Opinion and Relations Division | → | | | | | | | 9 |
| 42 | Placement of staff interpreters. Placement of multiple language consultants at Hamamatsu Multicultural Center. | Personnel Division International Affairs Division | → | | | | | | | — |
| (3) Community Support | | | | | | | | | | |
| 43 | Implement Community Co-existence Model Projects. (repeat) | International Affairs Division Civic Partnership & Regional Policy Division | → | | | | | | | 5 |
| 44 | Hold neighborhood association meetings. | International Affairs Division Civic Partnership & Regional Policy Division | → | | | | | | | — |
| 45 | Provide materials explaining local rules in multiple languages and hold orientation sessions. | International Affairs Division Resource and Waste Management Division | → | | | | | | | — |
| (4) Social Security for Comfortable Living | | | | | | | | | | |
| 46 | Mental health consultations for foreigners. | Mental Health Welfare Center | → | | | | | | | — |
| 47 | Provide subsidies for health screenings for foreigners. | Health and Medical Affairs Division | → | | | | | | | — |
| 48 | Empowerment of parenting support such as Japanese language classes to help child rearing. | International Affairs Division Child Rearing Support Division | ■ ■ ■ | → | | | | | | — |
| 49 | Cooperation with the Public Employment Security Office and Labor Standards Inspection Office | International Affairs Division Industrial General Affairs Division | → | | | | | | | — |
| 50 | Provide awareness of programs related to housing. | International Affairs Division Housing Division | → | | | | | | | — |

■ ■ ■ review, prepare → implement

| Performance Indicators | | | | | | | | |
|------------------------|--|--|--------|--------|--------|--------|--------|-----------------------|
| | performance indicators | current status | 2013 | 2014 | 2015 | 2016 | 2017 | related initiative(s) |
| 1 | Total who answered "satisfied" or "fairly satisfied" to a citizen's survey question about building a society with foreign residents to deepen mutual understanding and exchanges | 11.2% FY 2012 survey | 11.6% | 12.0% | 12.4% | 12.8% | 13.2% | — |
| 2 | Total who answered "close friendship" or "close enough to say hello" when asked about their relationship with Japanese neighbors | 88.1% FY 2010 survey | — | 90% | — | — | 92% | — |
| 3 | Total who answered "close friendship" or "close enough to say hello" when asked about their relationship with foreign neighbors | 30% FY 2010 survey | — | 35 | — | — | 40 | — |
| 4 | Attendees to events concerning education for international understanding | 2,007 (Total number of people in FY 2011) | 2,200 | 2,400 | 2,600 | 2,800 | 3,000 | 4, 16 |
| 5 | Number of implementations assisted in Community Co-existence Model Projects. | 13 (FY 2011) | 20 | 25 | 30 | 35 | 40 | 13, 43 |
| 6 | Total who answered "fluent" or "fairly fluent" to a survey question about fluency in conversational Japanese. | 56.3% FY 2010 survey | — | 60.6 | — | — | 65.0 | — |
| 7 | Total who answered "no measures taken" to a survey question about disaster prevention | 57.9% FY 2010 survey | — | 30.0 | — | — | 25.0 | — |
| 8 | Registered Hamamatsu Disaster Prevention Email service users in foreign languages | 170 (as of Sept. 2012) | 240 | 310 | 380 | 450 | 520 | 38 |
| 9 | Visits to <i>Canal Hamamatsu</i> , a website for foreign residents | 29,973 (FY 2011) | 33,000 | 36,000 | 39,000 | 42,000 | 45,000 | 41 |

【GLOSSARY】

*In order of appearance

SNS (Social networking service) (pp. 4, 33)

Social networking services are communication services available through the Internet that allow networking between people who share the same interests, occupations, places of residence and so on.

Global human resources (pp. 5, 28, 30)

These are people who can work in a globalizing society. They are generally expected to be able to communicate in a foreign language as well as to understand and make good use of other cultures.

Multicultural coordinator (p. 8)

A multicultural coordinator collaborates with neighborhood associations and nurtures human resources while enhancing networks of intercultural groups and individuals.

Social work training for intercultural integration (pp. 8, 34)

Training for consultation and problem solving in a broad ranges of issues faced by foreign residents

Mental health consultation (pp. 8, 35)

Experts are available for personal mental (psychological) health consultations and/or to accompany patients to medical institutions as necessary.

Bilingual supporting staff (p.29)

As part of its program to support foreign resident school children, Hamamatsu City has bilingual supporting staff placed in or dispatched to schools when necessary.

Ethnic business (p. 30)

Businesses run by foreign residents such as ethnic restaurants and retail stores

Ethnic media (p.33)

Media such as newspapers, magazines, radio, TV, and the Internet directed at foreign residents living in Japan