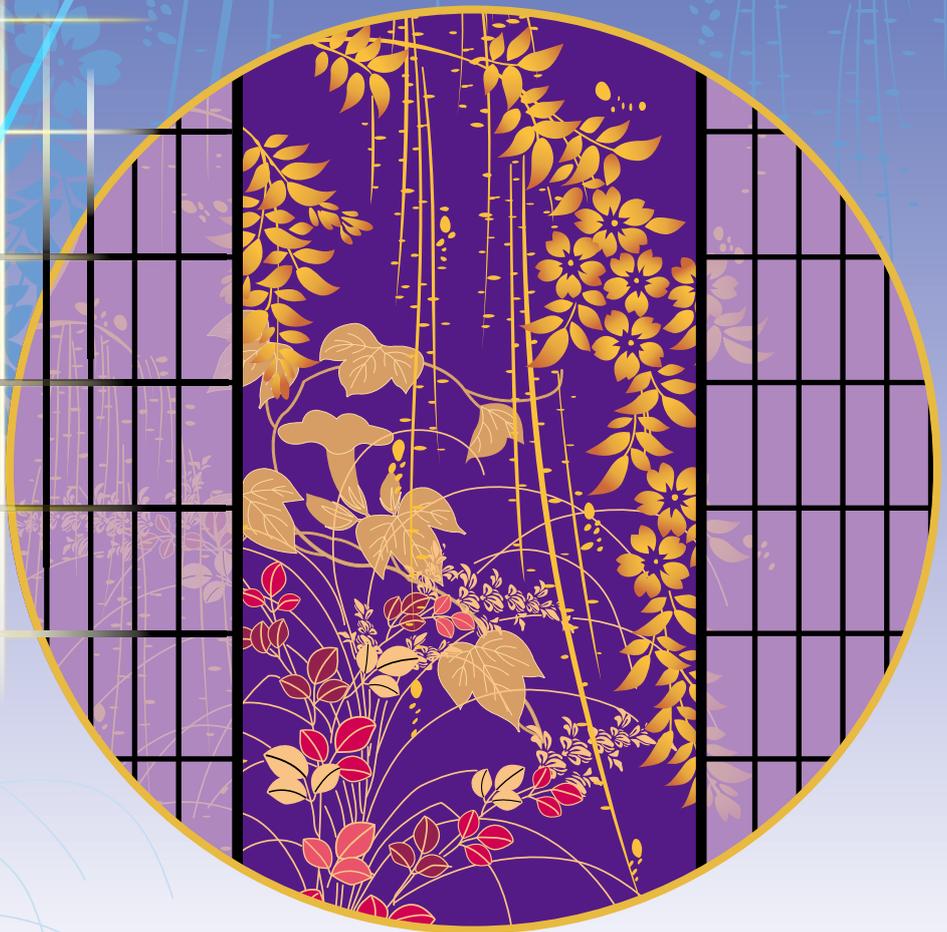


Kyoto City Internationalization Promotion Plan (Revised)

Aimed at transforming Kyoto to a vivid multicultural city

(Digest Version)



March 2014

City of Kyoto

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Chapter 1. Purpose of the plan

1. Past approach

In 2008, Kyoto city drew a guideline "Kyoto City Internationalization Promotion Plan". At present, the city has started almost all the programs that were supposed to be launched.

In the "Kyoto City Master Plan 2nd term - March to the future! Miyako Plan", Kyoto International Community House was chosen as the bastion center of internationalization. In the midst of the rapid change of world situation, Kyoto, as an international city, is expected to create business compatibility and provide opportunity for the training of people who can play active role in the international society.

2. Conditions created by internationalization

- (1) Progress of social and economic globalization
- (2) Seriousness of global problems
- (3) Growing importance of activities by municipalities
- (4) Increase in the number of foreigners newly residing in Kyoto

3. Mid-term review and status of the plan

Since the year 2013 is the halfway point of the planning period (FY 2008 to FY2017), we have reviewed this plan according to the recent social changes as a divisional plan of Kyoto City Master Plan (2nd term).

Outline of the revised version of the Kyoto City Internationalization Promotion Plan

Objectives of internationalization	Measures to be promoted	Items to be promoted
<p>Kyoto- a city that fascinates the world</p> <p>Enhancing and spreading the appeal of Kyoto, a city of "Omotenashi" or hospitality that draws visitors from around the world</p>	(1) Enhance Kyoto' s multifaceted appeal	① Enhance Kyoto' s appeal as a city of international tourism and hospitality ② Enhance Kyoto' s appeal as a city of history and of culture and arts ③ Enhance Kyoto' s appeal as a leading eco-friendly city ④ Enhance Kyoto' s appeal as an international business center Newly added ⑤ Enhance Kyoto' s appeal as an international academic city Newly added
	(2) Improve the effectiveness of information distribution and collection by using diverse media	① Disseminate information through domestic and international media and ICT ② Disseminate and collect information through international organizations Newly added ③ Disseminate and collect information through fans of Kyoto
	(3) Raise awareness among Kyoto citizens and train people who can spread the charms of Kyoto around the world	① Provide opportunities for citizens to learn about Kyoto and Japan ② Spread Japanese and Kyoto culture via its citizens Newly added
	(4) Fulfill the needs of international residents and visitors and improve their living environment	① Improve the environment for visitors from abroad ② Establish a support system to enhance multilingual signboards and provide clearer tourist information
<p>Kyoto- a city linked with the world in many ways</p> <p>Promoting international exchange and cooperation initiated by citizens</p>	(1) Promote international exchange initiated by citizens through sister-city and partner-city relations as the core of international exchange and cooperation	○Promote exchange programs related to friendship cities (sister cities and partner cities) initiated by citizens
	(2) Promote international exchange and cooperation in various ways unique to Kyoto	① Promote international exchange and cooperation as a historical city ② Promote international exchange and cooperation as an environmentally advanced city ③ Promote international exchange and cooperation in various other fields
	(3) Promote youth exchange	① Promote interaction with overseas colleges, universities, and other institutions ② Foster globally minded young people ③ Create various intercultural opportunities for young people
	(4) Train people to acquire international way of thinking	① Provide citizens opportunity to deepen their international understanding ② Promote foreign-languages and international-understanding education in schools ③ Utilize the knowledge of those who have worked for international exchange and cooperation programs Newly added ④ Support international exchange volunteer activities Newly added
	(5) Develop a city where international students can play active roles Newly added	① Attract international students to Kyoto ② Promote interaction between international students and citizens ③ Improve the living environment for international students ④ Create a global network through international students ⑤ Upgrade employment support services for international students
<p>Kyoto- a city that embraces cultural diversity</p> <p>Building a city where citizens of all citizens including foreign residents can live comfortably and can play active roles in communities</p>	(1) Communication support	
	(A) Provide accurate information and improve counseling services	① Improve and increase information for those international residents who have newly moved to Kyoto ② Improve and increase counseling services ③ Increase multilingual information on public services and daily living, and expand information delivery methods
	(B) Support programs for the study of Japanese language and society	① Improve the environment for studying Japanese language and Japanese society ② Improve and increase information about Japanese language education
	(2) Living support	
	(A) Improve educational and parenting support	① Review Kyoto city's educational policy regarding international pupils and students ② Increase support for children of international residents in learning Japanese language and other school subjects ③ Support educational programs that teach native cultures and languages of international residents ④ Improve providing information to foreign parents ⑤ Promote capacity building and training of education providers and parenting support providers
	(B) Improve welfare, health, and medical services	① Support foreign residents who are elderly or have disabilities ② Support foreign residents not entitled to public pension benefits ③ Provide active medical information ④ Improve and increase medical interpreter dispatch service
	(C) Reinforce disaster prevention and crisis management	① Provide accurate information about disaster prevention during crisis ② Promote communication in communities to prepare for disasters Newly added ③ Reinforce disaster support systems
	(D) Improve international student support programs	① Improve daily life of international students ② Promote interaction between local residents and international students (Mentioned elsewhere) ③ Use the knowledge and skill of international students ④ Improve methods of providing information Newly added
	(3) Develop multiculturally harmonious community	
	(A) Promote social participation by international residents	① Provide international residents opportunities to play active roles in society ② Provide international residents opportunities to interact with local community ③ Encourage international residents to give their opinions about city policies
	(B) Raise citizens' awareness to respect cultural diversity	① Build a society with no discrimination against different races and nationalities Newly added ② Promote education for advancing multicultural coexistence ③ Train people capable of implementing multicultural coexistence

* Newly added Policies and items that were added after the revision of the plan

Chapter 2. Basic concept and objectives of internationalization

1. Basic concept of internationalization

(1) Building a society where citizens can lead a rich and comfortable life and visitors can feel satisfaction

If many visitors from home and abroad gather and interact with the citizens freely, they can encounter various cultures. As a result, citizens can lead a rich and comfortable life and visitors can feel at ease.

(2) Kyoto keeps developing as a “Global City”

If many visitors from home and abroad gather and various cultures are brought here, Kyoto can continue generating new charms and can keep developing as a “Global City”.

(3) Contributing to world peace and creating a sustainable society

We can resolve world issues such as religious and ethnic conflicts, poverty and environmental problems by deepening mutual understanding and sharing experiences cultivated over a long time. We can also share information about advanced measures concerning environmental issues with the people and the cities of the world.

Kyoto City promotes internationalization aimed at **“Creating a society where citizens can lead a rich and comfortable life and visitors can feel satisfaction,” “Developing Kyoto as a ‘Global City,’”** and **“Contributing to the realization of a peaceful and sustainable world.”**

2. Objectives of internationalization

(1) Kyoto- a city that fascinates the world

Enhancing and spreading the appeal of Kyoto, a city of “*Omotenashi*” or hospitality that draws visitors from around the world

Kyoto has both historical and modern outlooks. It is a city of international tourism, of arts and cultures, of history, of environmentally advanced, of international academia and international business center. We will spread the charms of Kyoto in the world.

Every citizen must be aware of the charms of Kyoto and receive visitors of the world with warm *omotenashi* or hospitality.

(2) Kyoto- a city linked with the world in many ways

Promoting international exchange and cooperation initiated by citizens

Kyoto will become a city where international exchange and cooperation with those cities linked with it by the sister city and partner city*, collectively called “friendship city” bond, will be actively conducted at the citizens’ level. Kyoto would keep its leading status among other cities of the world regarding international exchange and cooperation.

(3) Kyoto- a city that embraces cultural diversity

Building a city where all citizens including foreign residents* can live comfortably and play active roles in communities

Kyoto is expected to become a city where all those who have their roots in foreign countries, regardless of having Japanese citizenship or not, can live comfortably. Kyoto is also expected to become a city where citizens can live not only comfortably, but also can lead rich lives by utilizing their knowledge and skills actively in their communities.

***Partner-city relationship:**

Unlike sister cities, which conduct comprehensive exchanges, partner-city relationships mainly involve private-sector-level exchanges, and are inter-city interactions intended for exchanges in specific fields, such as “culture & arts,” “academic research & education,” and “economics.”

***Foreign residents:**

Those who have foreign nationalities living in Kyoto City

International residents: International residents mean not only the foreign national residents but also those who have acquired Japanese nationality, who are born by international marriages, and other Japanese citizens with different cultural backgrounds.

Chapter 3. Results of the first halfway point of the planning period, and its future direction

1. Main efforts and challenges

In the first five years after “Kyoto City Internationalization Plan” was drafted, we have launched 214 out of 215 projects and completed eight of them.

Major projects launched after drawing Kyoto City Internationalization Promotion Plan

- Promotion of bold landscape policies, such as outdoor advertisement control
- Improvement of the environment for overseas tourists such as multilingual tourist information and the Promotion Project for Upgrading Tourism Signage * and promotion of Kyoto tourism by the Visit Kyoto Ambassadors*
- Improvement of the Kyoto Junior Kentei (Kyoto Certification Test for Children)*, and appointment of Junior Kyoto Sightseeing Ambassadors*
- Opening of the Kyoto International Performing Arts Festival (KYOTO EXPERIMENT)*, and improvement of such facilities as Kyoto Kaikan Hall
- Environmental efforts with citizens, such as to reduce waste and introduce natural energy
- Promotion of inter-city exchanges advanced in cooperation with citizens, such as the promotion of the sister-city exchange project and partner-city relationships
- Steady increase in the number of member cities of the League of Historical Cities*
- Inauguration of the Sister City Youth Conference on the Future of Environmental Issues*
- Enhancement of in websites for international students, and networking of alumni and alumnae
- Expansion of the Complimentary Program for International Students*
- Promotion of international exchange volunteer activities, including support for the opening of Japanese language classes
- Promotion of international exchange projects in the community by Kyoto City Citizens' International Cultural Exchange Supporters*
- Disaster prevention drills and measures for international residents
- Opening of the Networking Salon for Community Welfare and Multicultural Exchange*
- Implementation of the “Kyoto Regional Foreign Community Basic Survey”* by the Kyoto City International Foundation
- Providing citizens opportunities to listen to the experiences of Korean residents about their lives and cultural awareness

* Promotion Project for Upgrading Tourism Signage:

To promote “sightseeing on foot,” based on the “Guidelines to Upgrade Tourist Information Signs,” which summarizes ideal tourist information signs that are easy to understand and from the perspectives of tourists and citizens, Kyoto City has promoted the installment of tourist information signs in sightseeing areas in a five-year plan from fiscal 2011 to fiscal 2015.

* **Visit Kyoto Ambassador:** For further development of Kyoto brands, we appoint authorities on Kyoto affairs and Kyoto fans (individuals who play active roles in the cultural, art, industrial, and other fields or organizations related to Kyoto) who are active overseas as Visit Kyoto Ambassadors, and ask them to convey and promote the charms of Kyoto to those living overseas.

* **Kyoto Junior Kentei (Kyoto Certification Test for Children):** To bring up children who will inherit Kyoto’s excellent culture, Kyoto City has implemented the “Junior Kyoto Expert Certification for learning from the historical city of Kyoto” mainly for elementary and junior high school students since fiscal 2006, and advanced efforts to create opportunities for children to learn about Kyoto through knowledge and experience. Three courses have been established—“Basic Course,” “Developmental Course,” and “Expert Course.”

* **Junior Kyoto Sightseeing Ambassador:** We have appointed elementary and junior high school students, who obtained especially excellent grades from among those who have been recognized as Experts in the “Expert Course” of the “Junior Kyoto Expert Certification for learning from the historical city of Kyoto,” as “Junior Kyoto Sightseeing Ambassadors,” and enabled them to play active roles through presentations at cultural and tourist events in various places in the city, and Public Relations of the Charms of Kyoto for tourists and students on school trips, etc.

* **Kyoto International Performing Arts Festival (KYOTO EXPERIMENT):** An international performing arts festival organized by the Kyoto International Performing Arts Festival Executive Committee (Kyoto City Government, Kyoto Art Center, Kyoto City Association for Art and Culture, Kyoto Performing Arts Center at Kyoto University of Art and Design, Kyoto City Music Art

Cultural Promoting Foundation)

* **League of Historical Cities:** It is the international organization of municipalities linked by the shared value as historical cities which aims at daily communication. It was founded in 1994 at the 4th World Conference of Historical Cities. City of Kyoto serves as president and secretariat.

* **Sister City Youth Conference on the Future of Environmental Issues:** Kyoto City held the "International Youth Conference on the Future of Environmental Issues 2007 in Kyoto" in August 2007 as a pre-event for the 50th anniversary of Kyoto City's Sister-city Exchange Project in 2008, and to commemorate the 10th anniversary of the opening of the COP 3, in which the Kyoto Protocol was adopted, by inviting high school students from nine sister cities. Likewise, from July to August in 2012, the city held the "Sister City Youth Conference on the Future of Environmental Issues 2012 in Kyoto," inviting high school students from nine sister cities.

* **Complimentary Program for International Students:** To provide opportunities for international students learning in Kyoto to deepen their understanding and affection toward the culture of Kyoto, Kyoto City has offered discounts for admission to cultural facilities and cultural experiences, and has held exchange meetings.

* **Kyoto City Citizens' International Cultural Exchange Support Project:** Kyoto City registers residents with foreign nationalities (individuals or groups) living in Kyoto with diverse cultural backgrounds, dispatches them to events of various groups in the city, expands opportunities for citizens to experience foreign cultures and lifestyles, and provides residents with foreign nationalities to play active roles. (International Cultural Exchange Supporters are individuals and groups registered at the same project.)

* **Kyoto City Networking Salon for Community Welfare and Multicultural Exchange:** This salon was established in July 2011, in Higashi-Kujo, Minami Ward, focusing on the characteristics of the community where various activities are carried out by the community residents including the great number of foreign residents. The salon serves as a core center for various activities to encourage interaction among residents and promote multicultural symbiosis.

* **Kyoto Regional Foreign Community Basic Survey:** This is a factual investigation implemented to understand communities of residents with foreign nationalities in Kyoto by the Kyoto City International Foundation from fiscal 2011 to fiscal 2012, receiving cooperation from the Kyoto Support

Major challenges:

- Further promote the colorful charms of Kyoto as an international city, and strengthen overseas information transmission
- Promote citizen-initiated international exchanges with various cities
- Strengthen the development of human resources on the basis of international way of thinking, including young people
- Reliable transmission of information that meets the needs of Kyoto citizens, including international residents
- Increase and promote opportunities for multicultural exchanges in the community

2. Changes in social conditions

Social circumstances surrounding Kyoto City has changed greatly during the last five years after this plan was drawn up. Therefore, we need to review and improve the plan for the latter half of this planned period.

- (1) Growing importance of the roles of local governments and their citizens in promoting friendship with neighboring Asian countries with which the national government has many unsolved issues.
- (2) In the wake of increasing concern over the issue of disaster prevention following the Great East Japan Earthquake, implementing safety of the citizens and visitors including international residents and tourists has gained importance.
- (3) Augmentation of strategic measures for the international tourism in light of the coming Tokyo Olympic, Paralympics 2020, Kansai World Masters Games 2021* and Rugby World Cup 2019.
- (4) Improvement and enhancement of the environment for Information and Communication Technology such as the promotion of Social Media*.

* **Kansai World Masters Games 2021:** World Masters Games is a quadrennial international multi-sport event for lifelong sports. The Union of Kansai Governments, aiming to disseminate and promote lifelong sports and to realize a health-oriented and energetic aged society, decided to bid for this event and the Kansai region was selected as the 2021 host.

* **Social Media:** Social Media is a website in which users create its contents by their connection and information they create such as Facebook, Twitter and YouTube

3. Perspectives and directions of review

We have reviewed this plan from three points of view.

- (1) Promoting internationalization through "Improve and spread the charms of Kyoto", "Promote international exchange and cooperation" and "Multicultural coexistence" as a single unit
- (2) Promoting cross cultural activities initiated by the citizens
- (3) Developing a city where internationalization and diversity other rich life to citizens.

Diagram



Chapter 4. Measures to be promoted

1. Kyoto- a city that fascinates the world

Enhancing and spreading the appeal of Kyoto, a city of “*Omotenashi*” or hospitality that draws visitors from around the world

(1) Enhance Kyoto’s multifaceted appeal

In order to promote interaction between the citizens and people of the world, and to extend the warm hospitality of individual citizens to the visitors of Kyoto, we must enhance Kyoto’s multifaceted appeal. In light of several international events like Tokyo Olympic, Paralympics, Kansai World Masters Games 2021 and Rugby World Cup, we must polish the charms of Kyoto, one of the representative international cities of Japan.

① Enhance Kyoto’s appeal as a city of international tourism and hospitality

In order to attract tourists from home and abroad by citizens’ spirit of *Omotenashi*, we must improve the environment for the tourists such as providing multilingual information.

<Change in the number of foreign tourists who stayed in Kyoto one or more nights>

FY2007	FY2008	FY2009	FY2010	FY2011	FY2012
926,805	937,241	783,810	983,854	515,414	844,824

② Enhance Kyoto’s appeal as a city of history and of culture and arts

We will take measures about the conservation of the beautiful landscape that the people of the world admire, and promote people’s awareness of the appreciation and protection of Kyoto’s and Japanese culture. We will also enhance projects related to inviting artists from home and abroad, and supporting them in their activities by the cooperation of Kyoto Art Center and Kyoto City University of Arts. We will also organize international cultural events.

③ Enhance Kyoto’s appeal as a leading eco-friendly city

As the birthplace of “Kyoto Protocol”*, we would like to promote international cooperation about the environment by participating in the international conferences on environmental issues. Moreover, as an environmentally advanced city, we are promoting the garbage reduction project and biomass* project with a slogan “DO YOU KYOTO?” which means “Do you do something good for the environment?” Thus we attract the attention of the world as a city which is transforming into a low carbon and environmentally friendly city which is in harmony with the global environment.

④ Enhance Kyoto’s appeal as an international business center **Newly added**

We will elevate the function of Kyoto as an international Meeting, Incentive, Convention, Exhibition/Event (MICE)* city with the collaboration of Kyoto Convention Bureau.

We will make positive use of “Miyako Messe” or Kyoto City Industrial Promotion Hall, “Rohm Theater Kyoto”, “Kyoto City International Community House”, “Kyoto International Manga Museum” and improve the function of “Kyoto International Conference Center”.

We encourage investment from overseas by improving the environment for international business transaction, and for receiving highly skilled experts in the fields of research, industry and arts. We will also make efforts to develop new products matching the needs of international market.

In addition, we will collaborate with enterprises in holding “PARASOPHIA: Kyoto International Modern Art Festival”** and other events utilizing the cultural and tourism resource of Kyoto.

<Achievements on MICE>

Number of conferences in Kyoto: FY2007 183 cases → FY2012 196 cases
 Number of conference participants in Kyoto: FY2007 68,723 people → FY2012 114,257 people

***Kyoto Protocol:**

This is an international agreement adopted at the 3rd Conference of Parties to the United Nations Framework Convention on Climate Change (COP3) held in Kyoto in December 1997 and entered into force in February 2005.

***Biomass:**

This refers to recyclable resources made from forest thinning, kitchen garbage and waste paper.

***MICE:**

Acronym for Meeting, Incentive travel, Convention, and Exhibition/Event, MICE is an umbrella term for business meetings and events involving large numbers of participants and large-scale networking.

***PARASOPHIA: Kyoto International Modern Art Festival:**

A full scale international art festival to be held in Kyoto for the first time from March and May in 2015 co-organized by the Executive Committee of Kyoto International Modern Art Festival, Kyoto Keizai Doyukai, Kyoto Prefecture and Kyoto City.

⑤ Enhance Kyoto's appeal as an international academic city Newly added

We increase the number of international students by close collaboration between universities, Japanese language schools, and vocational schools in Kyoto. We also ask the cooperation of Japanese language schools and high schools located abroad regarding these issues. Thus we make a strong commitment to implement strategic measures for improving the charms of Kyoto.

At the same time, we will improve the environment for receiving international students and their families in Kyoto, and support universities in their internationalization. Thus we aim to attract many students and researchers from abroad to live together with the citizens of Kyoto.

<Number of international students studying at universities and junior colleges in Kyoto>

May 2007: 4,513 students → May 2013: 6,711 students (preliminary figures)

< Items to be promoted >

- Improving safety conditions for foreign tourists and residents by providing them programs such as answering emergency calls in foreign languages and communication through "Foreign Language Conversation Sheet" at the Emergency Stations* Newly added
- Measures during disasters, such as the difficulty of commuting from home to the workplace when public transportation has paralyzed Newly added
- Improving tourist facilities and their functions such as revitalization of Okazaki area and renovation of Nijo Castle Newly added
- Improving the charms of Kyoto by using the *Tokku Zone* (a zone that is exempted from certain general restrictions) of the national government, for instance, spreading the food culture of Kyoto such as Kyoto Cuisine and sake in the world through accepting and training cooks from abroad, which is usually not permitted Newly added
- Spreading the charms of Kyoto Cuisine and sake in the world in the wake of the registration of Japanese cuisine as UNESCO's* Intangible Cultural Heritage, and the enforcement of Kyoto City Ordinance on the Promotion of Sake Produced in Kyoto* Newly added

- Raising citizens' awareness, especially those of elementary and junior high school children, about the spirit of *Omotenashi* by appointing these children as Junior Visit Kyoto Ambassadors
- Promoting "Cleaning the City by Citizens" campaign in collaboration with citizens, enterprises and the government. This campaign aims at making Kyoto the most beautiful city in the world.
- Improving the environment for receiving highly skilled researchers, business people and artists **Newly added**
- Improving the educational environment at international schools, supporting them in receiving children of foreign researchers and foreign enterprises. These are indispensable for attracting foreign investments. **Newly added**
- Developing new products and markets according to the needs of international market **Newly added**
- Inciting JETRO* office to come to Kyoto **Newly added**
- Improving the environment for foreign investments and spreading such information in the world **Newly added**
- Materializing Linear Chuo Shinkansen Line to pass through Kyoto, and extending the linear line to Kansai Airport which will improve access to Kyoto **Newly added**
- Assisting administration and academic staff of universities in improving their skill of handling international affairs **Newly added**

***Emergency Stations:**

The city designates some shopping areas, convenient stores, souvenir stores and other places as the Emergency Stations to help people to connect emergency calls and give first aid.

***UNESCO: United Nations Educational, Scientific and Cultural Organization**

Its aim is to build a society where people can live together peacefully. It was founded in 1946 as one of the specialized organization of the United Nations.

***Kyoto City Ordinance on the Promotion of Sake Produced in Kyoto:**

The purpose of the ordinance, which came into effect in January 2013, is to promote the appreciation of Japanese culture by promoting Sake, one of Kyoto City's traditional local products, as a beverage for toasts.

***Japan External Trade Organization (JETRO):**

JETRO was founded in 1958 to implement comprehensive and effective measures on the promotion of trading of Japan. It turned into an incorporated administrative agency in 2003.

(2) Improve the effectiveness of information distribution and collection by using diverse media.

We publicize the colorful charms of Kyoto according to the needs of each organization such as the embassies of foreign countries in Tokyo, consulates in Kansai Region, Japanese embassies and consulates abroad, mass media and other concerned parties through information and communication technology (ICT).

We also improve and revitalize the Visit Kyoto Ambassador Project.

Moreover, we ask cooperation of Japanese companies abroad, international students and other fans of Kyoto to help us in this publicity campaign and in collecting overseas information.

① Disseminate information through domestic and international mass media and ICT

"Kyoto International City PR Center" which opened in Tokyo provides information to the people of Tokyo metropolitan area. There are other methods of publicity such as "Kyoto City Media Support Center", social media and making DVDs about the promotion of Kyoto.

② Disseminate and collect information through international organizations **Newly added**

We provide and collect information through the embassies of foreign countries in Tokyo, consulates in Kansai Region, Japanese embassies and consulates abroad, Maison de la Culture du Japon a Paris of Japan Foundation* and other public organizations. We will also collaborate with the overseas offices of the members of "Union of Kansai Governments".

③ Disseminate and collect information through fans of Kyoto

We will improve and revitalize the Visit Kyoto Ambassador Project. We will also ask the cooperation of Japanese companies abroad, international students studying in Kyoto and those who have studied in Kyoto to spread information of Kyoto and collect overseas information.

< Items to be promoted >

- Spreading and collecting information about Kyoto in the world from Tokyo metropolitan area **Newly added**
- Spreading and collecting information of Kyoto in the world through national and international mass media using such facilities as "Kyoto City Media Support Center" **Newly added**
- Improving and revitalizing the Visit Kyoto Ambassador Project
- Spreading and collecting information through Japanese companies abroad, international students studying in Kyoto and those who have studied in Kyoto

* Kyoto International City PR Center:

Was established in April 2013 within Kyoto City's Tokyo Office to enable the city to transmit from the Tokyo metropolitan area a comprehensive range of information pertaining to Kyoto's administration, industry, and tourism.

* Kyoto City Media Support Center:

Was created in November 2013 by Kyoto City as its one-stop contact point for serving domestic and overseas media, travel agents, and others seeking tourism information.

* Maison de la Culture du Japon a Paris of Japan Foundation:

One of the overseas offices of the Japan Foundation, The Japan Cultural Institute in Paris has carried out activities to introduce Japan's traditional and contemporary culture to a broad audience since opening in 1997.

* Union of Kansai Governments:

A special local public entity (an "extended association") formed in December 2010 by local governments in and around the Kansai region. Initial members included the seven prefectures of Shiga, Kyoto, Osaka, Hyogo, Wakayama, Tottori, and Tokushima. Osaka and Sakai cities joined in April 2012, and Kyoto and Kobe cities joined in August 2012.

(3) Raise awareness among Kyoto citizens and train people who can spread the charms of Kyoto around the world

In order to spread the charms of Kyoto around the world, citizens must understand correctly and deeply about the value and charms of Kyoto. In order to achieve this, we provide everyone opportunities to learn the charms of Kyoto at schools and at life-long educational facilities. Also we help them to find their identities as citizens of Kyoto. We also provide such opportunities to international students and international residents so that they can also spread the charms of Kyoto around the world.

① Provide opportunities for citizens to learn about Kyoto and Japan

Each individual must understand the values, charms and uniqueness of Kyoto and those of Japan.

② Spread Japanese and Kyoto culture via its citizens **Newly added**

We encourage and assist different citizens including international students and international residents to shoulder the role of spreading the charms of Japan and Kyoto around the world.

< Items to be promoted >

- Spreading the charms of Kyoto among tourists by children **Newly added**
- Implementing measure to give children the opportunity to learn about Kyoto and its traditional culture such as “Junior Kyoto Kentei, Learn from historical city Kyoto”
- Promoting the program which provides children the opportunity to encounter with World Heritage sites through “Kyoto Saihakken-cho” or Kyoto rediscovery notebook **Newly added**
- Spreading Japan and Kyoto culture through Japanese classes **Newly added**
- Spreading the charms of Kyoto by the power of international students **Newly added**

(4) Fulfill the needs of international residents and visitors and improve their living environment.

We will improve the environment for visitors from abroad so that they can feel safe and comfortable. We will also improve the living environment for international residents in Kyoto.

① Improve the environment for visitors from abroad

We will improve the environment for visitors from abroad so that they are highly satisfied and feel safe and comfortable in Kyoto.

② Establish a support system to enhance multilingual signboards and provide clearer tourist information

We will establish a support system to enhance multilingual signboards and provide tourist information so that international residents and visitors can understand them easily.

< Items to be promoted >

- Improving the environment for various types of overseas visitors **Newly added**
- Establishing 24-hour Multilingual Call Center for Accommodation Facilities* for the tourists at hotels, and improving the emergency support system **Newly added**
- Improving Internet access service for the tourists in Kyoto such as “KYOTO_WiFi”* or Kyoto *Dokodemo* Internet **Newly added**
- Improving the quality of public toilets at sightseeing spots **Newly added**
- Improving the quality of shops and shopping streets which are friendly to the tourists from home and abroad by designating them as “Concierges” .
- Providing tourist information using ICT and operating “Kyoto Tourist Information Center”, “*Kyoto Machinaka Kanko Annaisho*” or “Downtown Kyoto Tourist Information Centers”* and “Kyoto Ekinaka Information Centers”*.
- Using pictogram and multilingual signboards for tourists in line with “Guideline for upgrading signboards for tourists in Kyoto”

* 24-hour Multilingual Call Center for Accommodation Facilities:

Interpretation service for accommodation and transport facilities serving foreign tourists. Interpretation is provided over the phone 24 hours a day in four languages (English, Chinese, and Korean) at approx. 700 accommodation and transportation facilities in Kyoto, Otsu, and Nara cities.

* KYOTO WiFi:

WiFi service provided by a provider in partnership with Kyoto City, which is establishing WiFi hotspots offering free public internet access at bus stops, underground stations, Seven-Eleven stores, and public facilities, so that local residents and tourists can obtain sightseeing and other information.

* Kyoto Tourist Information Center:

Tourist information centers of Kyoto City and Kyoto Prefecture were merged in March 2010 to provide sightseeing information of Kyoto Prefecture in Japanese, English, Chinese, and Korean. Also it provides information on hotels and selling tickets for the cultural events.

* Downtown Kyoto Tourist Information Centers:

Tourist information points operated by the city government since October 2007 in cooperation with Seven-Eleven Japan and Starbucks Coffee Japan. Staffs of all branches of Seven-Eleven and Starbucks Coffee in Kyoto City provide information about the nearby tourist attraction spots, transportation facilities, maps, etc., free of charge.

* Kyoto Ekinaka Tourist Information Centers:

With the cooperation of transportation companies, the city of Kyoto opened the centers in October 2009 at 11 Kyoto City Subway stations that provide information about transportation and sightseeing. They also provide free tourist maps to visitors.

2. Kyoto- a city linked with the world in many ways

Promoting international exchange and cooperation initiated by citizens

(1) Promote international exchange initiated by citizens through sister-city and partner-city relations as the core of international exchange and cooperation

Recently various exchange programs related to sister cities are carried out by individuals and private sectors, like the ones related to partner cities. Also there is an increasing need for academic and business exchanges which are expected to contribute greatly to the city development.

In order to raise awareness and understanding about friendship cities (sister cities and partner cities) among citizens, we must hold events that can accommodate wide range of citizens.

By using the network of friendship cities effectively and asking the cooperation of Japanese embassies in foreign countries, foreign embassies in Japan and other international organizations, we will promote international cooperation.

○ **Promote exchange programs related to friendship cities (sister cities and partner cities) initiated by citizens**

We would like to energize the economy, create a new culture, solve global issues, nurture human resources and achieve other developments in the city through the promotion of exchange programs with friendship cities, and contribute to the world peace.

In order to provide citizens opportunities to know about the friendship cities, we will implement such programs as "Nuit Blanche Kyoto - a bridge connecting to Nuit Blanche Paris - a night dedicated to the modern art", and "U.S. Japan Youth Baseball Program" with the City of Boston.

We will organize exchange programs in the fields of culture, academic research and environment together with the citizens of Xian on the 40th anniversary of sister city relation in 2014, with Florence on the 50th anniversary in 2015, and with Prague on the 20th anniversary in 2016. Also youth exchange programs will be carried out with the sister cities.

In order to encourage international interaction among citizens, we will promote partner city relation in the fields of "culture and arts", "academic research and education" and "economics".

We will make efforts to provide citizens information about the activities of 'friendship cities'. We will also support citizens' activities related to the 'friendship cities' such as helping them in communication and providing them necessary information.

<Number of cities tied by the partner city relation>

FY2007: One city -- Jinju (Korea) tied in FY1999

→ FY2013: Five cities-- Jinju (Korea),

Konya(Turkey) in FY2009,

Quindao (China) and Hue (Vietnam) in FY2012,

Istanbul (Turkey) in FY2013

Partner city relationship:

Unlike sister cities which conduct comprehensive exchanges, partner-city relationship mainly involves private-sector-level exchanges, and are inter-city interactions intended for exchanges in specific fields, such as "culture and arts", "academic research and education" and "economics".

< Items to be promoted >

- Making attraction spots related to friendship cities such as “Kyoto Cologne Friendship Forest”
Newly added
- Spreading the charms of Kyoto in the friendship cities through making a Japanese garden at World Horticulture Expo in Qingdao 2014 **Newly added**
- Encouraging citizens to participate in cooperation and exchange programs through partner city relation **Newly added**
- Increasing the number of Visit Kyoto Ambassadors and expanding their utilization

(2) Promote international exchange and cooperation in various ways unique to Kyoto

The City of Kyoto established “The League of Historical Cities in 1994 and served as its president. In 2005, we also established “World Mayors Council on Climate Change”*. Consequently, we have formed a network of municipal leaders. Through these networks, we will enhance international exchange and cooperation, making use of the characteristics of each city. Thus we hope to contribute to the world peace and prosperity.

① Promote international exchange and cooperation as a historical city

We must revitalize the activities of the League of Historical Cities (LHC) and let many citizens of Kyoto know about these activities. We must encourage citizens’ participation in the World Conference of Historical Cities. We must also strengthen our relation with UN-HABITAT*, ICOMOS* and other international organizations regarding knowledge and experiences related to conservation and utilization of historical assets while enhancing communication with the member cities of LHC.

<The number of member cities of LHC>

FY2007: 68 member cities → FY2013: 102 member cities

② Promote international exchange and cooperation as an environmentally advanced city

Kyoto, as an environmentally advanced city and the birthplace of Kyoto Protocol, will promote international exchange and cooperation related to environmental issues through “ICLEI -Local Governments for Sustainability East Asia Regional Board Meeting 2014, and other local governments and environmental organizations from home and abroad.

③ Promote international exchange and cooperation in various other fields

We should inform the world about the unique and advanced measures taken by Kyoto such as the disaster prevention measures. We must also expand international exchange through unique methods such as holding “InterFaith Marathon”* and promoting international exchange through Manga. We shall concentrate on interaction with our Asian neighbors through participation in international conferences.

< Items to be promoted >

- Improving the activities of the League of Historical Cities by increasing its membership and strengthening its relation with UNESCO, UN-HABITAT and other organizations
- Inviting ICLEI East Asia Regional Board Meeting 2014 and enhancing communication with the local governments of ICLEI, and enhancing information exchanging and mutual cooperation with other cities of the world
- Implementing the “Program for Reducing the Amount of Fine Particles in the Atmosphere in Xian”*, and other programs regarding the exchange of engineers and receiving trainees from abroad
- Various exchange and cooperation programs with Asian cities such as “Elephant Breeding Project” with the cooperation of Laos*

***WCCC: World Mayors Council on Climate change:**

A network of municipal leaders on climate change established in December 2005. Mayor of Seoul serves as the chairperson and Mayor of Kyoto serves as the honorary chairperson. The 2nd Council was held in February 2007 in Kyoto.

***United Nations Human Settlements Program (UN-HABITAT):**

A United Nations agency for human settlements and sustainable urban development, established in 1978 with the aim of improving the lives of people, particularly in terms of habitat. UN-HABITAT has its headquarters in Nairobi, Kenya.

***International Council on Monuments and Sites (ICOMOS):**

An international non-governmental organization that works for the conservation and protection of cultural heritage sites around the world. ICOMOS was founded in 1965 as a result of the International Charter for the Conservation and Restoration of Monuments and Sites of 1964 (the Venice Charter). As an advisory body to UNESCO, ICOMOS assesses cultural heritage nominations to the World Heritage List and carries out evaluations and monitoring of the sites on the List. ICOMOS has its headquarters in Paris.

***ICLEI-Local Governments for Sustainability:**

An international association of local governments and national and regional local government organizations that have made a commitment to sustainable development. It was established in 1990 and is headquartered in Toronto, Canada. The East Asia Secretariat (headquartered in Seoul, South Korea) was created in 2012 and covers Japan, China, South Korea, Taiwan, and Mongolia. The Regional Executive Committee decides ICLEI's courses of action, etc., pertaining to East Asia. The Mayor of Kyoto is the committee member representing Japan, and chairs the Regional Executive Committee.

***InterFaith Marathon:**

This interreligious relay marathon originated in Luxembourg in 2008, when a team of ministers of different religions participated in a citizens' marathon. The marathon is held to deepen mutual understanding between different religions, aiming for a united world.

***Program for Reducing the Amount of Fine Particles in the Atmosphere in Xian:**

Kyoto City launched a 3-year international cooperation project in 2012, receiving support provided by the Japan International Cooperation Agency (JICA) under its scheme of the Technical Cooperation for Grassroots Projects (regional type). The objective of this project is to improve the quality of air in Xian, China, a sister city of Kyoto, by lowering the ambient concentration levels of fine particles, particularly PM10 and PM2.5.

***Elephant Breeding Project with the cooperation of Laos:**

In July 12, 2013, the Memorandum of Elephant Breeding Project by the Kyoto City Zoo was concluded between the City of Kyoto and the Laos national government. This project was launched in commemoration of 110th anniversary of the founding of Kyoto City Zoo and 60th anniversary of diplomacy between Japan and Laos. Four elephant cubs (three females and one male) will be donated to Kyoto. Also Kyoto City and Laos will collaborate in doing the research of raising and breeding of elephants.

(3) Promote youth exchange

We must bring up youths in a way that they could cope with the global era. We must organize international events and encourage them to participate in these programs from the early ages so that they can acquire international way of thinking. We must provide them information about sister school and other international programs and encourage their participation.

① Promote interaction with overseas colleges, universities and other institutions

We promote youth exchange programs through affiliation between “Consortium of Universities in Kyoto”* and that of overseas. We will also promote academic exchange programs through partner city relations.

② Foster globally minded young people

Encouraging young people, from high-school and university students to the graduates, to study abroad so that they could acquire international way of thinking.

③ Create various intercultural opportunities for young people

Encouraging youths to participate in international programs by organizing international youth forum and other events.

< Items to be promoted >

- Promoting academic exchange programs between friendship cities **Newly added**
- Supporting “Study Overseas Fair” and other programs organized by the universities to encourage Japanese students to study abroad **Newly added**
- Encouraging young people to participate in international programs with the collaboration of Youth Activity Centers and other concerned organizations **Newly added**

*Consortium of Universities in Kyoto:

Japan’s first university consortium, established in March 1998. Members include some 50 universities and junior colleges. It signed comprehensive international partnership agreements with two overseas university consortiums (Boston and Melbourne) in FY2009.

(4) Train people to acquire international way of thinking

With the advent of globalization, it is very important for people to acquire international way of thinking. Therefore, we must encourage people to participate in international events. We must also provide people opportunities to learn other culture and languages inside and outside schools and teach them the importance of international cooperation. This way, we can train people who can carry out international activities.

① Provide citizens the opportunity to deepen their international understanding

We will provide citizens from pre-school age to centenarians the opportunity to deepen their international understanding through participation in international and multicultural events by the cooperation of public organizations such as Japan Foundation* and private organizations.

② Promote foreign-language and international-understanding education in schools

We will implement a practical English language education program in which Assistant Language Teachers (ALT)* are recruited, covering elementary to senior-high schools, so that children can receive high quality lessons.

As a city of international tourism and universities, we will provide youth more opportunities to get exposed to various foreign languages and cultures.

③ Utilize the knowledge of those who have worked for international exchange and cooperation programs

Newly added

We must take advantage of those who have worked for Japan Overseas Cooperation Volunteers* and Senior Volunteers*programs and other NGO projects and let them give lectures to citizens. We must also inform citizens about such volunteer programs. Thus we must provide them opportunities to get involved in international exchange and cooperation.

④ Support international exchange volunteer activities **Newly added**

We must increase opportunities for citizens to participate in the volunteer activities so that they could organize international exchange programs by themselves. We must also support those who teach Japanese to foreign residents, and increase the number of volunteers registered at Kyoto International Foundation.

<Number of volunteers registered at Kyoto International Foundation>

FY2007: 266 people → FY2012: 478 people

< Items to be promoted >

- Giving chances to those who are not familiar with cross cultural programs to participate in international events. **Newly added**
- Spreading information in every region of the world including the Middle East, Africa and Central and South America **Newly added**
- Exposing school children to foreign language and culture by dispatching Assistant English Teachers (ALT) to every elementary school
- Enhancing school programs related to foreign cultures and customs such as “Multicultural Study Program” * and “PICNIK or Program for InterCultural Nexus in Kyoto”*
- Improving the “Kyoto City Support Program for Promoting International Culture Exchange” in which different cultures and languages are introduced to the citizens
- Increasing the activities of those who have worked for the Japan Overseas Cooperation Volunteers program or Senior Volunteers program
- Increasing the number of volunteers registered at Kyoto International Foundation **Newly added**

*Japan Foundation: See the annotation on P 10

***Assistant Language Teacher (ALT):**

English language speaker who assists with teaching of English in an elementary or junior or senior high school in Japan

***Japan Overseas Cooperation Volunteers (JOCV):**

This overseas volunteer program for young people was launched in 1965 by the Japan International Cooperation Agency (JICA) as part of Official Development Assistance provided by the Japanese government. Volunteers, aged 20 to 39, are recruited for assignments for 120 fields in nine categories, including agriculture, forestry and fisheries, human resources, and public health and hygiene. In cumulative total, approximately 39,000 volunteers have been dispatched to 80 countries around the world.

***Senior Volunteers:**

The senior version of the JOCV program was launched in 1990. Applicants must be aged between 40 and 69. In cumulative total, approximately 5,000 volunteers have been dispatched to 50 countries.

***Multicultural Study Program:**

Launched in FY2008 by the Kyoto City Board of Education. It provides students the opportunities to learn the foreign languages and cultures taught by foreign teachers at schools.

***PICNIK:**

Program for Intercultural Nexus in Kyoto: This program provide the elementary and junior high school students the opportunities to play with the international students studying in Kyoto and to learn their mother culture and the way of life.

(5) Develop a city where international students can play active roles Newly added

It is very important for both universities and citizens to attract international students to Kyoto. This would increase the knowledge of citizens about different cultures which will result in the revitalization of the city. Also international students can spread the charms of Kyoto in their mother countries. We must make efforts to increase the number of international students in Kyoto to 10,000 under the comprehensive measure for the international students.

① Attract international students to Kyoto

In order to introduce universities in Kyoto to students in other countries, we plan to launch a strategy of holding seminars for introducing universities in Kyoto*. To achieve this, we will ask the cooperation of universities, Japanese language schools, vocational schools and Japanese language schools and high schools in other countries. We will also ask the cooperation of Japanese Embassies abroad and Overseas offices of Japan Foundation .

<The number of international students at universities and junior colleges in Kyoto >
 May 2007: 4,513 students → May 2013: 6,711 students (preliminary figures)

② Promote interaction between international students and citizens

In order to facilitate interaction between international students and citizens, we encourage international students to participate in various activities such as local events, volunteer activities and Kyoto Intercollegiate Festa*.

③ Improve the living environment for international students

We will improve the living environment for international students and their family members so that they can lead a comfortable and safe life.

④ Create a global network through international students

We will use social media and other means to help form an international network through the present and former international students, and spread the charms of Kyoto in the world. We also hope to attract students from abroad by this network.

⑤ Upgrade employment support services for international students

In order to increase the opportunities for international students to find a job in Japan, we will cooperate with "Kaigai Jinzai Job Café" or "International students' corner at Kyoto Job Park"* (*Kaigai Jinzai Job Café*), and business community to support them in finding a job in Kansai area.

< Items to be promoted >

- Increasing the number of international students by the collaboration between universities, Japanese language schools, and vocational schools in Kyoto, and also between Japanese language schools and high schools located abroad by holding seminars in foreign countries and operating website; producing promotion videos and providing short stay programs for international students **Newly added**
- Encouraging interaction between international students and citizens at the events hosted by ward offices **Newly added**
- Promoting subsidy program for promoting interaction between communities and international students* **Newly added**
- Encouraging the participation of international students in local volunteer activities during cross cultural programs and at the youth facilities so that their interaction with citizens get increased **Newly added**
- Forming an international network for international students by using social media **Newly added**
- Supporting international students to find a job by organizing job guidance programs, and using the website “World Stage”* **Newly added**

***Seminar for introducing universities in Kyoto:**

To increase the number of international students studying in Kyoto, this seminar is held overseas to transmit directly to foreign students the charms of Kyoto as a university city and student city.

***Kyoto Intercollegiate Festa:**

A unique annual festival, planned and implemented by local students and supported by all sectors—academia, business, community, and government—of Kyoto area. In addition to the main festival held in the fall every year, community interaction and other activities are carried out throughout the year.

***International students' corner at Kyoto Job Park (Kaigai Jinzai Job Café):**

This program supports international students studying in Kyoto Prefecture to find jobs at Kyoto firms. It also supports those firms who consider employing international students by providing counseling.

***Subsidy program for promoting interaction between communities and international students:**

To promote interaction between communities and international students, the city provides subsidies for international cultural exchange activities implemented by citizen groups that include international students.

***Website “World Stage”:**

A website providing information about employment to international students and Japanese bilingual students

3. Kyoto- a city that embraces cultural diversity

Building a city where all citizens including foreign residents can live comfortably and play active roles in communities

(1) Communication support

(A) Provide accurate information and improve counseling services

We have to improve multi-lingual information and consultation services for those who have difficulty in communicating in Japanese, especially those who have just arrived so that they may lead safe and comfortable lives.

① Improve and increase information for those international residents who have newly moved to Kyoto

We will improve and increase information for those international residents who have newly moved to Kyoto so that they can get necessary information.

<Number of those foreign residents who have newly moved to Kyoto>

FY2007	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013
5,722	6,159	6,323	6,437	6,649	6,890 (※)	6,832

※ The figures are based on the foreign resident registration before July 8, 2012 and basic resident book after July 9, 2012

② Improve and increase counseling service

We will improve the function of Kyoto City International Community House and make it build a network with ward offices and other related institutions so as to improve the counseling service for international residents.

③ Increase multilingual information on public services and daily living and expand information delivery methods

We will increase multilingual information on public services and daily living and expand information delivery methods so that those international residents who have difficulty in communicating in Japanese can understand them.

< Items to be promoted >

- Improving the function of Kyoto City International Community House and help them build network with ward offices and other related institutions **Newly added**
- Improving consultation and information services by using the community network for foreigners **Newly added**
- Improving the consultation service for international students **Newly added**

(B) Support programs for the study of Japanese language and society

To live comfortably in Japanese society and to be able to communicate in Japanese, international residents need to learn enough Japanese. It is also important for them to understand Japanese customs, social rules, official procedures, and the structure of community. To help them achieve the above, we will provide them the needed opportunities, help and information so that they can study and learn Japanese language, culture and society.

① Improve the environment for studying Japanese language and society

We will improve the environment for studying Japanese language and society so that international residents can easily access Japanese classes in a wider area of Kyoto.

② Improve and increase information about Japanese language education

We will improve and increase information about Japanese language education so that international residents can easily obtain such information.

< Items to be promoted >

- Supporting those who want to teach Japanese languages to international residents

Newly added

- Forming Japanese language class network **Newly added**

- Using easy Japanese at public offices **Newly added**

(2) Living support**(A) Improve educational and parenting support**

We will support international residents' children or those born between Japanese and foreigners or who have newly arrived in Kyoto, and need Japanese language education, by providing them Japanese language classes and academic support. We also have to support those parents who need assistance in childrearing and education. Meanwhile, we will support those schools for international residents who want to educate their children in their own culture and language.

① Review Kyoto city's educational policy regarding international pupils and students residents

In order to deal with the problems of children of inadequately, we will discuss about the methods applied for their education.

② Increase support for children of international residents in learning Japanese language and other school subjects.

We will establish a system that would teach Japanese language and other subjects to those children who need them. We will also provide training courses for teachers.

<Number of children who need Japanese language education at elementary and junior high-schools >

May 2010 : 310 children → May 2012: 291 children

③ Support educational programs that teach native cultures and languages of international residents

We will support those international residents who want to teach their children their own culture and language by giving assistance to their schools. We will also provide information to the parents about international events and projects.

④ Improve providing information to foreign parents

To make sure that information about education and childrearing reaches parents without failure, the city will improve the methods of providing information.

⑤ Promote capacity building and training of education providers and parenting support providers

We will collaborate with those groups whose aims are to support international residents and improve the school system so that children and their parents can receive enough support. We will also promote capacity building and training of education providers and parenting support providers.

< Items to be promoted >

- Improving the school system for those children who need learning Japanese language and other subjects and offering training programs for teachers **Newly added**
- Supporting extracurricular activities for children such as “Multicultural Study Program” and “PICNIK or Program for InterCultural Nexus in Kyoto” so that they could get acquainted with foreign cultures and customs
- Creating and improving information network for childrearing **Newly added**

(B) Improve welfare, health and medical services

Aged and handicapped international residents should be treated equally as Japanese nationals when receiving welfare services. We must consider the difference in culture and language when dealing with international residents.

We have to appeal to the national government about the problem of people without pension and continue supporting them.

We will improve health and medical services for international residents so that they could have easy access to them.

① Support foreign residents who are elderly or have disabilities

We will make sure to improve and increase welfare services for elderly and disabled foreign residents with the cooperation of concerned groups. We will teach multicultural symbiosis to those who are engaged in the welfare service.

② Support foreign residents not entitled to public pension benefits

Since the National Pension Program until 1982 required Japanese nationality for entering this system, some foreigners are not entitled to get pension. We will collaborate with other cities to appeal to the national government about the problem of people without pension. Also the city will continue to provide them some financial compensation* until the national government reacts for them.

③ Provide active medical information

We will provide information about those medical facilities where the staffs can speak foreign languages so that international residents can easily receive those medical services.

④ Improve and increase medical interpreter dispatch service*

For those who have difficulty in communicating in Japanese, we will continue to provide interpreters at the medical facilities and ward offices, and improve this service.

< Items to be promoted >

- Supporting aged and handicapped foreign residents through welfare service program*
- Training welfare staffs who can create a network of foreign resident communities and support groups for foreign residents **Newly added**
- Supporting the multilingual service at medical facilities
- Dispatching interpreters to help foreign mothers during health checking and other mother-child programs

Kyoto City's old-age and disability benefit programs for foreign residents**Old-age benefit program for foreign residents:**

Provides welfare benefits to foreign residents who are not beneficiaries of national pension benefits because they were 60 or above on April 1, 1986, when the basic pension program started. It is an interim measure until the national government enacts some appropriate measures.

***Severe disability benefit program for foreign residents:**

To improve the welfare of foreign residents with severe disabilities, the program pays out special allowances to foreign residents with severe disabilities who are not beneficiaries of the disability basic pension because they were aged 20 or over on January 1, 1982, when the national pension program was revised. .

***Medical Interpreter Dispatch Service:**

To enable international residents to receive medical services with confidence and lead healthy lives, Kyoto City dispatches English, Chinese, and Korean medical interpreters to Kyoto City Hospital (Nakagyo Ward), Ijinkai Takeda Hospital (Fushimi Ward), Koseikai Takeda Hospital (Shimogyo Ward), and Kyoto Katsura Hospital (Nishikyo Ward).

***Welfare Service Program for Supporting Foreign National Resident Access to Old-Age and Disability:**

Provides aid to organizations that help foreign nationals receive essential old-age or disability welfare services by offering home visit counseling and other support in foreign languages.

(C) Reinforce disaster prevention and crisis management

The Great East Japan Earthquake was an eye-opening disaster which made people to realize the importance of getting information about disasters, and interaction between members of communities.

We will ensure to provide international residents information about the emergency preparation, and crisis management such as disaster prevention and outbreak of infectious diseases through various media.

We also encourage communication between international residents and community residents on daily basis so that they can help each other during disaster.

Moreover we will enforce support system for international residents during disaster.

① Provide accurate information about disaster prevention during crisis

In order to provide information on disaster prevention and crisis managements such as extensive evacuation sites, storing food, outbreak of infectious diseases, earthquakes and new types of flu epidemic to international residents without failure, we must use various means such as at orientation lectures for the new residents and social media. Therefore, we will collaborate with schools, foreign communities and NPOs.

② Promote communication in communities to prepare for disasters Newly added

We will promote communication between community residents and international residents so that they can help each other during disasters. We will encourage international residents to participate in the disaster drills in their community.

③ Reinforce disaster support systems

In order to provide multilingual support during disaster, we will improve the disaster volunteer program and build a network between public and private organizations.

< Items to be promoted >

- Building a system to provide international residents information on disasters and crisis management with certainty Newly added
- Using multilingual materials such as "Easy Living in Kyoto", "Manual of how to act during earthquake and emergency" and "How to protect yourself from earthquake, fire and other disasters" Newly added
- Providing international residents information on disasters and crisis management through social media and a mail magazine called "Multilingual useful information"* Newly added

- Encouraging international residents to join community associations **Newly added**
- Building a support system for disaster prevention using the power of international residents **Newly added**
- Building an emergency support system with the cooperation of multicultural organizations and foreign communities **Newly added**

***Multilingual Useful Information:**

A multilingual (Japanese, English, Chinese) e-magazine providing information about disaster and other useful things for international residents, compiled and distributed by the Kyoto City International Foundation.

(D) Improve international student support programs

International students and researchers are considered to contribute greatly to building bridges between Kyoto and their countries. They are also considered to be major contributors to the international friendship and exchange with citizens. Therefore, we need to improve living environment for them and their families. Moreover, we will provide them more opportunities to interact with citizens and to use their knowledge and abilities in the society. Thus we will increase the number of international students to 10,000.

① Improve daily life of international students

We will collaborate with Kyoto Prefecture and universities to improve the daily support for international students so that they can devote themselves to their study and research.

② Promote interaction between local residents and international students (Mentioned elsewhere)

We will encourage international students to participate in various activities such as local events, volunteer activities and the Kyoto Intercollegiate Festa so that they will interact with local residents which will promote mutual understanding between them.

③ Use the knowledge and skill of international students

We will provide international students the opportunity to interact with the citizens. We will also support them to find jobs so that they could play active role in the society by using their knowledge and skills.

④ Improve methods of providing information **Newly added**

We will provide information to international students about daily life, courtesy program for international students and other cultural programs through the website. We will also offer information on employment and social participation.

< Items to be promoted >

- Improving consultation service for international students **Newly added**
- Implementing a support system for students of various universities, junior colleges, Japanese language schools, vocational schools and other schools
- Collaboration with international students in developing overseas market **Newly added**
- Providing information about jobs and housing information (Newly added)
- Improving the service of providing houses to international students” in collaboration with universities

(3) Develop multiculturally harmonious community

(A) Promote social participation by international residents

Participation of international residents in the community activities such as introducing their own culture and languages and other volunteer activities will give Japanese citizens the opportunity to get exposed to different cultures and help them acquire broad perspective and international way of thinking. Therefore, we will build a system to utilize the participation and skills of international residents. We also encourage international residents to give their opinions on the policies of the city so as to transform the city in a way that international residents also can live comfortably in it.

① Provide international residents opportunities to play active roles in society

We will support international residents by providing them information on employment and help them find a job so that they can spend a comfortable life using their knowledge and skills.

② Provide international residents opportunities to interact with local community

We will provide international residents opportunities to interact with local community so that they can live comfortably as a member of community, and also local people can understand different cultures.

③ Encourage international residents to give their opinions about city policies

We will build a system to take opinions from international residents. We will also intensively publicize the fact that international residents with the status of Permanent Resident are eligible to take the employment test of Kyoto City Government.

< Items to be promoted >

- Providing international residents information on employment
- Improving the “Kyoto City Support Program for Promoting International Cultural Exchange” to introduce foreign culture and languages to the citizens
- Giving more chance to translators, consultants and international program coordinators who want to help international residents
- Promoting multicultural exchange by utilizing “Kyoto City Multicultural Exchange Network Salon” **Newly added**

(B) Raise citizens' awareness to respect cultural diversity

It is important for citizens to become aware of the importance of respecting diverse cultures in order to transform society in a way that international residents are respected, and they live comfortably and play active roles. It is necessary to provide citizens opportunities to interact with the people of different nationalities so as to increase the awareness of citizens about discrimination against people with different nationalities and race, and to protect society from such discrimination. We will educate citizens at schools and other educational institutions to respect various cultures. Also we will raise people who can promote multicultural symbiosis in the communities.

① **Build a society with no discrimination against different races and nationalities** **Newly added**

We still find "hate speeches"* against certain races and nationalities, and discriminatory words on the internet. We must closely collaborate with other local governments, police and other related organizations to deal with this matter properly and appeal to the Legal Affairs Bureau to take action. Also we must work together with Kyoto International Foundation and other concerned organizations to hold events and lectures that promote citizens' understanding of international residents. We are also making efforts to raise awareness among citizens on these issues using various methods available in the city such as Shimin-shinbun, radio, newsletters and other means.

② **Promote education for advancing multicultural coexistence**

In order to teach the importance of multicultural coexistence to children, we will provide them more opportunities to encounter with foreign cultures and customs at various educational occasions.

③ **Train people capable of implementing multicultural coexistence**

We will train and use people who can implement multicultural coexistence in a community and also can serve as a bridge between foreign communities, groups that support foreigners and other concerned groups.

< Items to be promoted >

- Implementing enlightening programs for citizens in order to build a multicultural harmonious society
- Promoting preschool education on multicultural coexistence **Newly added**
- Training and using people who can implement multicultural coexistence in a community and those who can serve as a bridge between international residents and communities **Newly added**

***Hate speech:**

Words and actions employed with the intention of discriminating, excluding, denigrating, or inciting others to inflict violence on, discriminate, or slander a specific person or group of people based on their inherent characteristics, such as race (ethnicity), nationality, or gender, their acquired but fundamental characteristics, such as ethnic culture, or other special characteristics closely linked to their individuality, such as religion.

Chapter 5. Implementation of the plan

1. Collaborate with citizens and private groups

- Provide information to citizens and organizations about international exchange and multicultural coexistence, raising the awareness of people about the importance of international exchange and multicultural coexistence
Teach citizens about those issues in order to train them in the field of international exchange and multicultural coexistence
- Launch new projects in collaboration with volunteers, NPOs, educational institutions, enterprises, and economic organizations

2. Collaborate with public organizations

- Get the cooperation of public and international organizations
- Appeal to the national government when needed

3. Strengthen the system of the city government and improve the ability of its staff by training them

- Improve the function of Kyoto City International Community House to make it the core center of internationalization
- Organize international events at places which are popular among local people.

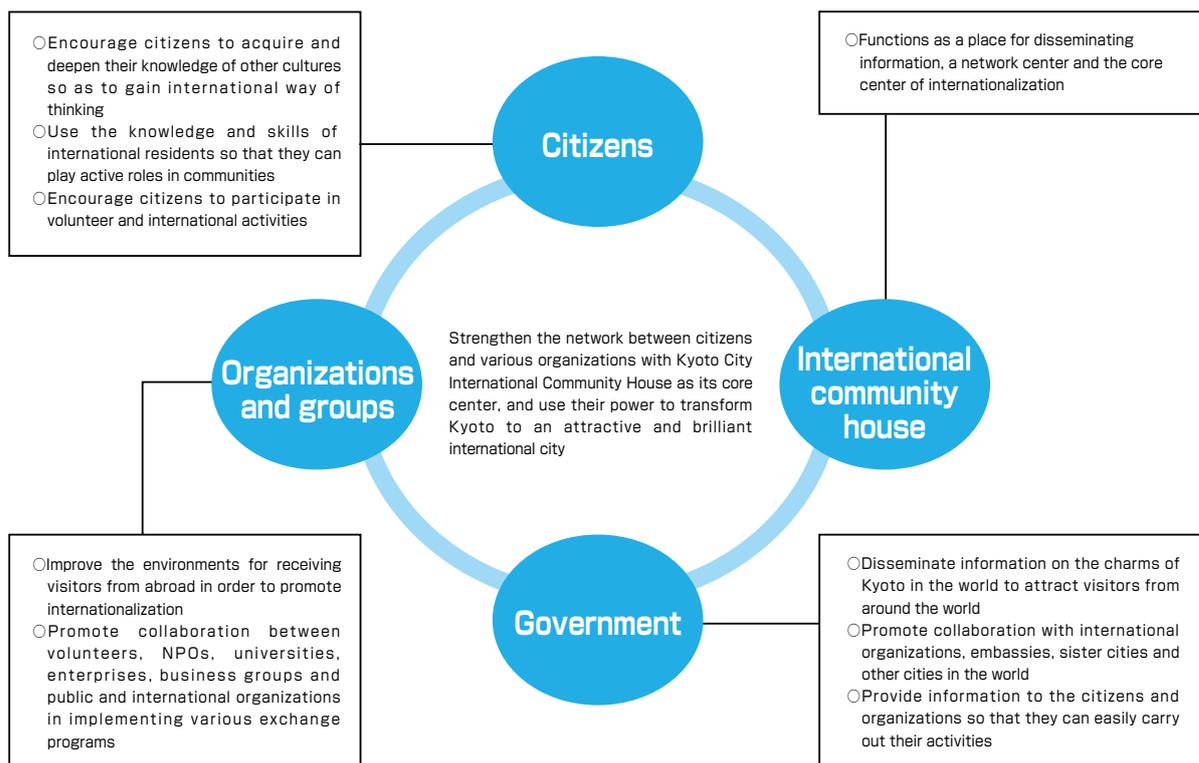
4. Improve the ability of the city government staff by training them

- Improve the city government system in a way that all of its departments can address international exchange and cooperation, and multicultural coexistence, in unison
- Train some city staffs as international specialists and employ people who have worked abroad, such as the Japan Overseas Cooperation Volunteers

5. Progress management

- Inform citizens about the progress of internationalization
- Organize a third-party council for checking the progress management and review the projects related to this plan

< Diagram of the progress of the system >



**Kyoto City Internationalization Promotion Plan (Revised)
Aimed at transforming Kyoto to a vivid multicultural city
(Digest Version)**

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