

14. Realization of an inclusive society

1. Overview

In order to promote the creation of an inclusive society that respects diversity, we foster awareness of respect for human rights and promote initiatives to realize the spirit of the Olympic Charter.

In addition, we support foreigners who are living and playing active roles in Tokyo in cooperation with municipalities, etc., and promote welfare city development from the perspective of universal design*, as well as barrier-free mindset and barrier-free communication.

Furthermore, we promote sports for people with impairments and support cultural and artistic activities for people with impairments.

We promote initiatives aimed at realizing a society in which women can shine and everyone can actively demonstrate their capabilities, including creating an atmosphere to promote activities of women.

2. Legacy in a nutshell

The Tokyo 2020 Games will be a trigger for the realization of a truly global city where awareness of human rights widely permeates, various cultures, customs, and values are mutually accepted, and all people living in Tokyo will be able fully to demonstrate their abilities.

In addition, we contribute to realizing a diverse and inclusive society where all people respect each other's human rights and live together regardless of age, gender, whether or not they have an impairment, nationality, cultural differences, etc.

Stakeholders	Support organizations for foreigners, support organizations for people with impairments, medical institutions, private companies, etc.
Type of legacy	Diversity
Geographical scope	Tokyo
Timing scope	Long term
Responsible for implementation	TMG
Source of legacy	Candidacy file, Action Plan for 2020, Future Tokyo: Tokyo's Long-Term Strategy
Associated SDGs	1- No Poverty, 3- Good Health and Well-being, 4- Quality

	Education, 5- Gender Equality, 8- Decent Work and Economic Growth, 9- Industry, Innovation and Infrastructure, 10- Reduced Inequalities, 11- Sustainable Cities and Communities, 17- Partnerships
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3. Development

(1) Why

Even prior to the decision to host the Games, TMG has implemented comprehensive measures regarding the respect for human rights. However, with keeping an eye on domestic and international trends and taking the Tokyo 2020 Games as an opportunity, it is necessary to widely spread the principle expressed in the Olympic Charter that any kind of discrimination shall not be allowed to the citizens.

In addition, in order to promote multicultural inclusivity where all people including foreigners play active roles, it is indispensable for the government and organizations that support foreigners to work together based in their respective roles.

Furthermore, in anticipation of the delivery of the Games, it is necessary to make the software barrier-free in addition to developing the hardware so that all people can live in and visit Tokyo safely, securely and comfortably.

The World Economic Forum's Gender Gap Index announced by the World Economic Forum, Japan ranks low (101st among 135 countries in 2012), and is required to create a social environment in which women can fully display their capabilities and change awareness in society.

(2) When

FY2013	Strengthening of the foreign patient acceptance system started
FY2015	The "Human Rights Festa Tokyo" was held (implemented every year thereafter)
	The "Tokyo Guidelines for the Promotion of Intercultural Cohesion" were formulated *These guidelines describe the basic concept and direction of measures to promote multicultural symbiosis in anticipation of the realization of a multicultural inclusive society where both Japanese and foreigners can participate and play active roles
FY2016	The "Guidelines of 'Barrier-free Mindset' and 'Barrier-free Communication' for Municipalities and Businesses" were formulated
	"TEAM BEYOND", project to cheer and support on para-sports, was

	established
FY2017	"Life in Tokyo: Your Guide", a life information booklet for foreigners starting to live in Tokyo, was published
FY2018	The "Ordinance to Promote Understanding of and Prohibit Discrimination Against People With Impairments in Tokyo" was enacted
	The "Ordinance Seeking Realization of the Principle of Respect for Human Rights Outlined in the Tokyo Olympic Charter" was enacted
FY2019	<p>“A panel for Success of Tokyo 2020 Paralympic Games and Enhancement of Accessibility” was established</p> <p>*The panel’s goal is to make the Tokyo 2020 Paralympic Games a success and to promote initiatives to make Tokyo a leading city in terms of universal design in line with the mood prior to the Tokyo 2020 Games. Members from various sectors held meetings and on-site inspection of the competition venues.</p>
	<p>“Basic Plan on Gender Identity and Sexual Orientation” was established</p> <p>* In accordance with the “Ordinance Seeking Realization of the Principle of Respect for Human Rights Outlined in the Olympic Charter”, the plan defines the basic concept, measures being taken and future directions, regarding gender identity and sexual orientation.</p>
FY2020	<p>Tokyo Metropolitan Foundation “TSUNAGARI” was established</p> <p>* To realize a society where each and every citizen can shine, we implement projects to promote the creation of an intercultural society where foreign residents are supported and a volunteer culture is established; and a mutual-assistance society by supporting town and resident associations that play core roles in the community.</p>

(3) Who

TMG

(4) How

① Initiatives to realize the spirit of the Olympic Charter

- We establish the "Ordinance Seeking Realization of the Principle of Respect for Human Rights Outlined in the Tokyo Olympic Charter" and based on the ordinance we develop measures to promote the principle of respect for human rights, and comprehensively promote human rights measures such as initiatives to promote understanding of diversity and eliminate unfair discriminatory speech

and behavior against people from outside Japan, etc.

- Since human rights issues such as people with impairments, foreigners, victims abducted by North Korea authorities, gender identity and sexual orientation* have been diversified, at the Tokyo Metropolitan Human Rights Plaza*, which is a base for enlightenment of human rights, we enlighten a wide range of people, including children and young people who will lead the next generation, through the enrichment of exhibitions and seminars, etc. and collaboration with local governments, educational institutions, and companies, and actively develop outreach activities.
- At the Tokyo Metropolitan Human Rights Plaza, we cooperate with companies and NPOs to discuss providing places for exchange among various people. In addition, to expand the range of actions to raise awareness toward human rights, we hold lectures on human rights targeting personnel in charge of human rights issues at municipalities and companies, utilizing know-how and other resources developed by the Tokyo Metropolitan Human Rights Promotion Center.
- In cooperation with various entities, we implement the Human Rights Festa Tokyo, which develops with timely themes so as to raise awareness for a wide range of generations, and hold a symposium on the Olympic and Paralympic Games and human rights so as to deepen understanding of human rights and disseminate the concept of "Tokyo" as a city respecting human rights to both inside and outside Japan. We update the events to provide more opportunities for exchange for more people and conduct displays in collaboration with various entities.
- We provide specialized consulting service for people with difficulties in terms of gender identify and sexual orientation using social media. Also, we hold trainings for private companeis and support initiatives of the companies to make “LGBT* Friendly Declaration”.

<Human Rights Festa Tokyo 2018>
“Olympic and Paralympic and Human Rights”>[1]



② Realization of a multicultural inclusive society where foreigners can participate and play active roles

- In order to realize a multicultural inclusive society, we raise awareness among Tokyo residents, promote mutual understanding between foreigners and Japanese,

[1] Future Tokyo: Tokyo's Long-Term Strategic Vision (TMG)

and strengthen information dissemination which can correctly reach foreigners, by improving the convenience of existing information provision tools such as "Life in Tokyo: Your Guide" (supported languages: Japanese, English, Chinese, Korean, Vietnamese and Nepalese).

<Life in Tokyo: Your Guide>^[2]



- In order to broadly support the lives of diverse foreign residents, TMG strengthen the network from a wide-area perspective, in addition to support for municipalities and local support organizations for foreigners.
- We set up the “Tokyo Metropolitan Foundation “TSUNAGARI”” with the aim of deepening understanding between the Japanese and non-Japanese people and realize a city where all can live comfortably, as well as to supporting revitalization of communities.
- In order to provide support in minor languages that are difficult to be offered at the municipal level, we operate the Tokyo Multilingual Consultation Navi and provide interpretation services. Also, we accept inquiries and offer consultations provided by specialists, including legal issues that are hard to be dealt with at consultation desks at municipal offices and provide face-to-face or online consultations.
- In order to ensure that foreign residents of Tokyo to obtain living information they need, we operate the Tokyo Intercultural Portal Site and answer consultations frequently received from foreigners 24 hours a day and 365 days a year using a chatbot.
- In order to create an environment where foreigners can acquire Japanese language skills necessary for their daily living, we create database of Japanese language classes and promote a system of Japanese language education in local communities in cooperation with municipalities and international associations.
- In order to promote the use of “Easy Japanese”, we implement awareness-raising initiatives at municipalities, local communities and private companies making use of videos and leaflets.
- In order to promote participation of foreign nationals in local communities, we support initiatives that will lead to the creation of a multicultural society implemented by neighborhood associations and resident’s associations.
- “Tanoshii Gakko”, a textbook for children and students who need Japanese language instructions, was revised and posted on the Tokyo Metropolitan

[2] Future Tokyo: Tokyo’s Long-Term Strategy (TMG)


Government's website.

- Individual instructions are provided at Tokyo Metropolitan high schools utilizing outside personnel.
- The Japanese language instruction handbook (for high schools) for teachers is going to be created to enrich the contents of Japanese language instructions.
- We enriched disaster preparedness drill for foreigners so that foreigners could live safely and securely in Tokyo, and prepared a portable pocket guide "Help Card for Foreign Nationals" with information useful in emergencies such as disasters, sudden illnesses, and injuries, and a leaflet about the disaster prevention using "easy Japanese".
- Based on the needs of foreigners, we promote initiatives to enrich multilingual support regarding the provision of medical institution information on the website, etc.
- We support private medical institutions for initiatives such as multilingualization of in-hospital signage, and enrich the acceptance system by conducting training for the purpose of enhancing the ability to handle foreign patients targeting healthcare professionals, and by improving the emergency interpretation service by telephone. In addition, we develop a multilingual medical care system by acquiring third-party certification related to the foreign patient acceptance system at all 14 metropolitan / public corporation hospitals.
- We utilize the "Tokyo Disaster Prevention App" and the Tokyo Disaster Prevention Website to enrich disaster prevention information and promote multilingualization.
- We transmit information necessary for foreigners at the time of the disaster occurrence accurately and effectively in multiple languages using ICT* such as apps and digital signage.
- We post disaster prevention-related information on digital signage* in fire departments, etc. in multiple languages to convey safety and security information to foreigners.
- We deploy 70 ambulance teams that can take actions in consideration of customs of different cultures, etc., utilizing multilingual speech translation apps at 26 fire stations in Tokyo, and build a rescue and ambulance transport system that can accommodate sick and wounded foreigners.
- At the Life Safety Learning Center, we implemented special opening at night for people who could not visit during the day and conduct night tours that allow visitors to experience disaster occurring at night, and promoted the development


of new experience programs and refurbishment of facilities using ICT, so as to provide more effective opportunities for experiential learning about disaster prevention even to foreigners with various cultural backgrounds and disaster prevention awareness.

③ Realization of an inclusive society where people with and without impairments respect and support each other

- We further promote the city development with universal design by utilizing the ideas described in the "Tokyo 2020 Accessibility Guidelines*" and the knowledge gained through the designing and building of accessibility-conscious metropolitan competition facilities.
- In anticipation of the Tokyo 2020 Games, we conduct inspections of buildings, parks, etc. with the participation of residents, including people with impairments, etc., and support municipalities that will work on repairs based on their opinions.
- Based on the enforcement of the "Ordinance to Promote Understanding of and Prohibit Discrimination Against People With Impairments in Tokyo", we conduct training for private companies, including experiences of impairments and dialogue with people with impairments.
- With regard to the "Act for Eliminating Discrimination against Persons with Disabilities" and the "Ordinance on the Elimination of Discrimination Against People with Impairments in Tokyo", we implement initiatives to promote understanding and disseminate them among companies and Tokyo residents. In addition, we establish a system to provide specialized consultation for both people with impairments and private organizations and a system to resolve conflicts by third-party organizations.
- We promote understanding of people with impairments and provision of reasonable consideration* to them at private companies by disseminating information and holding symposiums on the "Heart City Tokyo", a website which posts assistance methods according to impairment characteristics, etc.
- In order to help Tokyo residents to deepen their knowledge and understanding on impairments from childhood, we support initiatives taken by municipalities based on the results of the discussions of regional councils to support elimination of discrimination for people with impairments.
- We improve the "Tokyo Universal Design Navigator", an information website regarding universal design, to enrich the information posted so that information necessary for going out can be easily obtained, and promote its dissemination.

- In order to enable people who need assistance and consideration to receive appropriate assistance, etc. anywhere in Japan, we promote the widespread dissemination of the “Help Mark” and “Help Card” by promoting their usage by municipalities, conducting PR activities through nationwide events, and posting ads in public transportation.
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<Help mark, help card>^[3]


- We make efforts to raise awareness of sign languages through events, etc., and hold seminars to foster Tokyo residents who can use sign languages.
 - We provide remote sign language services using smartphones and tablets for hearing-impaired people who visit the Tokyo Metropolitan Government’s facilities and offer a remote sign language interpreter call service for communicating with the section in charge in the Tokyo Metropolitan Government.
 - We support municipalities' efforts to promote barrier-free communication, such as the creation of local barrier-free maps.
 - In order for visually impaired people to understand the contents of the tax payment notice, we attach audio codes to all envelopes of the tax payment notice and provide information on the tax amount, etc. to those who want.
 - We utilize guidelines on barrier-free mindset, etc., to support municipalities that carry out various initiatives such as universal design education in schools and communities, training of supporters for welfare city development, and dissemination and enlightenment for improving the service of businesses.
 - For the purpose of promoting barrier-free mindset, we register and announce companies that will work to raise awareness among their employees and cooperate with the initiatives of TMG and municipalities as "Tokyo barrier-free mindsets support corporations".
 - In the model parks where trials are implemented, we install playground equipment which even children with impairments can enjoy and utilize it as a place for children to learn "barrier-free mindset" in society.
 - We promote art activities in collaboration with art universities, etc. and exchange activities through sports for people with impairments at special support schools.
 - Through the utilization of websites and SNSs, collaboration with media, and information dissemination through events, etc., we promote the understanding and awareness of para-sports, enrich events that both people with and without

[3] New Tokyo. New Tomorrow. -The Action Plan for 2020- (TMG)

impairments can enjoy together, and provide an opportunity for people with impairments to start sports.

- In order to support cultural and artistic activities for people with impairments, we implement the "social support subsidization through arts and culture".
- In order to promote social involvement of people with impairments through artistic activities, we support social welfare service corporations to implement projects to be the base of supporting artistic activities of people with impairments by providing assistance in consultations, human resources trainings, and offering opportunities of presentation of art works.
- Taking the Tokyo 2020 Games as an opportunity, we introduce episodes of para-sports athletes on Twitter, in which they felt happy with considerations of people around them in daily living, with the aim of promoting barrier-free mindset.

④ Achieving a society in which women can shine and everyone can actively demonstrate their capabilities

- In order to create an atmosphere to support women's active participation in society, we develop strategic initiatives including the presentation of the Tokyo Women's Empowerment Award and organizing the Tokyo Discussion for Women's Empowerment.
- In order to reform awareness in society and actions of people so that men and women share housework and child rearing, we develop mindset reform campaigns for men to involve more in housework and child rearing.
- In order to promote participation of women in the decision-making process, we promote appointment of women in councils and other occasions by publicly inviting women with expert knowledge.
- We offer detailed and multilayered support according to the life stage of women in various fields, including education, working, pregnancy/childbirth/child rearing and community activities.
- In order to promote women's success in sports, we support the development of athletes in consideration of physical features of women and foster awareness toward women's participation by implementing training for sports associations.

(5) Benefits

The following achievements will create an environment where foreigners can play active roles and live in Japan with peace of mind, and promote the city development with a barrier-free mindset, barrier-free communication, and universal design, so as to

realize an inclusive society where everyone respects and supports each other, regardless of age, gender, with/without impairments, nationalities and cultural differences.

- Initiatives to contribute to respect for human rights in anticipation of the realization of the spirit of the Olympic Charter will progress.
- The functions of the human rights enlightenment base will be strengthened.
- Human rights enlightenment events that many people can participate in will be held.
- The development of a multilingual medical care system will progress at metropolitan hospitals and public corporation hospitals.
- A new system to support citizens' activities for promoting creation of a mutual-assistance society and multicultural inclusivity will be prepared.
- Many municipalities will carry out initiatives related to the promotion of barrier-free mindset.

4. Facts and figures

Promotion of the initiatives that contribute to respect for human rights with the aim of realizing the spirit of the Olympic Charter	Full enforcement of the Tokyo Ordinance Seeking Realization of the Principle of Respect for Human Rights Outlined in the Olympic Charter (April 1, 2019)
Strengthening of functions of the bases for raising awareness of human rights	Number of times of project implementation: 55 times in total Planned exhibitions, classes for human rights for Tokyo residents, classes regarding human rights for children, etc.
Expansion of events for raising awareness of human rights where more people can participate	"Human Rights Festa Tokyo 2019" was held (14,300 visitors)
Establishment of multilingual medical treatment systems in metropolitan	• Language trainings, trainings for following internationalization, translation of websites, introduction of tablet terminals and compact voice interpretation devices

hospitals and public corporation hospitals	<ul style="list-style-type: none"> Acquisition of JMIP (a certification system for medical organizations which can accept foreign patients) certification and receiving review (no. of certified medical institutions: 4 metropolitan hospitals and 12 public hospitals; 2 public hospitals received review) <p>*The 2 public hospitals that received review acquired certification on April 7, 2020</p>
Support for citizens' activities to promote creation of a mutual-assistance society multicultural coexistence through a new system	Tokyo Metropolitan Foundation "TSUNAGARI" was established with the aim of supporting revitalization of communities (October 2020)
Expansion of municipalities that implement initiatives related to the promotion of barrier-free mindset	All municipalities

(Items in the table are achievements to March 2020 unless otherwise noted)

5. Explanation of Terms

Universal design	To design cities and environments in advance so that as many people as possible can utilize them regardless of age, gender, nationality, or individual capabilities
Foreign resident	A foreigner who has legally stayed in Japan for more than 3 months and is registered in the Basic Resident Register
Gender identity / sexual orientation	<p>Gender identity: How a person identifies his/her own gender. Sometimes referred to as "the gender of the mind"</p> <p>Sexual orientation: A concept that shows the orientation in which a person's love / sexuality is directed</p>
Tokyo Metropolitan	A base facility for human rights enlightenment

Human Rights Plaza	established by TMG. Targeting a wide range of Tokyo residents including children and young people who will lead the next generation, this facility provides exhibition and information to stimulate visitors to contemplate human rights issues and also has a function to receive consultation, etc.
LGBT	LGBT is a coined term combining the initial letters of sexual minority: Lesbian (women who are attracted to women); gay (men who are attracted to men); bisexual (people who are attracted to people of genders both the same and different to their own); and transgender (people who live/ desire to live with gender identity different from the one they were assigned at birth)
Digital signage	A system that displays images and information on a network-connected display in commercial facilities, transportation facilities, stores, public spaces, etc.
ICT	An abbreviation for Information and Communication Technology. A generic term for technologies, industries, facilities, services, etc. in various fields related to data processing and information communications
Tokyo 2020 Accessibility Guidelines	Guidelines for the purpose of barrier-free renovation for both hardware and software in management of the Games, formulated by the Organizing Committee at the request of the International Paralympic Committee (IPC)
Reasonable consideration	Consideration given to people with impairments according to their individual circumstances in order to remove social barriers that cause various limitations on people with impairments in their daily and social lives. For example, this includes support by communication means (writing, reading, etc.) according to the characteristics of the impairment at the counter

6. References

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