

**POLICY DIRECTIVES
ACTIVITY PLANS**

[ABSTRACT]

March 2010

Mitaka International Society for HOspitality

CONTENTS

POLICY DIRECTIVES

ACTIVITY PLANS

Activities to assist foreign residents in their daily lives and education

- 1 Assistance in Daily Living for Foreign Residents
- 2 Supporting Japanese Language and culture
- 3 The Activity to Support the Students' School Life
- 4 Activities at the time of disaster

Activities for Promoting Citizens' International Understanding

- 1 Activities for Promoting Understanding of Various Cultures
- 2 Activity to promote multi-cultural understanding for children and students
- 3 Activities for learning foreign languages

Activity for Promoting Exchange between the citizens and foreign residents.

- 1 Activity for Promoting Daily Exchange
- 2 Promoting Exchange Through Events

Activities for Establishing a Strategic Center for a Multicultural Society

- 1 Further Improving Communication Space
- 2 MISHOP's Revitalizing Activity
- 3 Subsidized Activities for Citizens

Policy Directives

These Policy Directives serve to clarify MISHOP's fundamental approach to implementing its wide range of activities.

These Directives have been established as the basis of a framework for carrying out each activity with clear objectives.

From now on, MISHOP regards these Policy Directives as the guiding principles of its operations and shall strive to operate the foundation with thorough deliberations and visions as it constructs both medium and long term plans as well as individual projects for each fiscal year.

POLICIES

Mitaka International Society for Hospitality (MISHOP), with the participation of citizen volunteers, will actively implement the following in order to promote local internationalism:

Activities designed to assist foreign residents both in their daily lives and education;

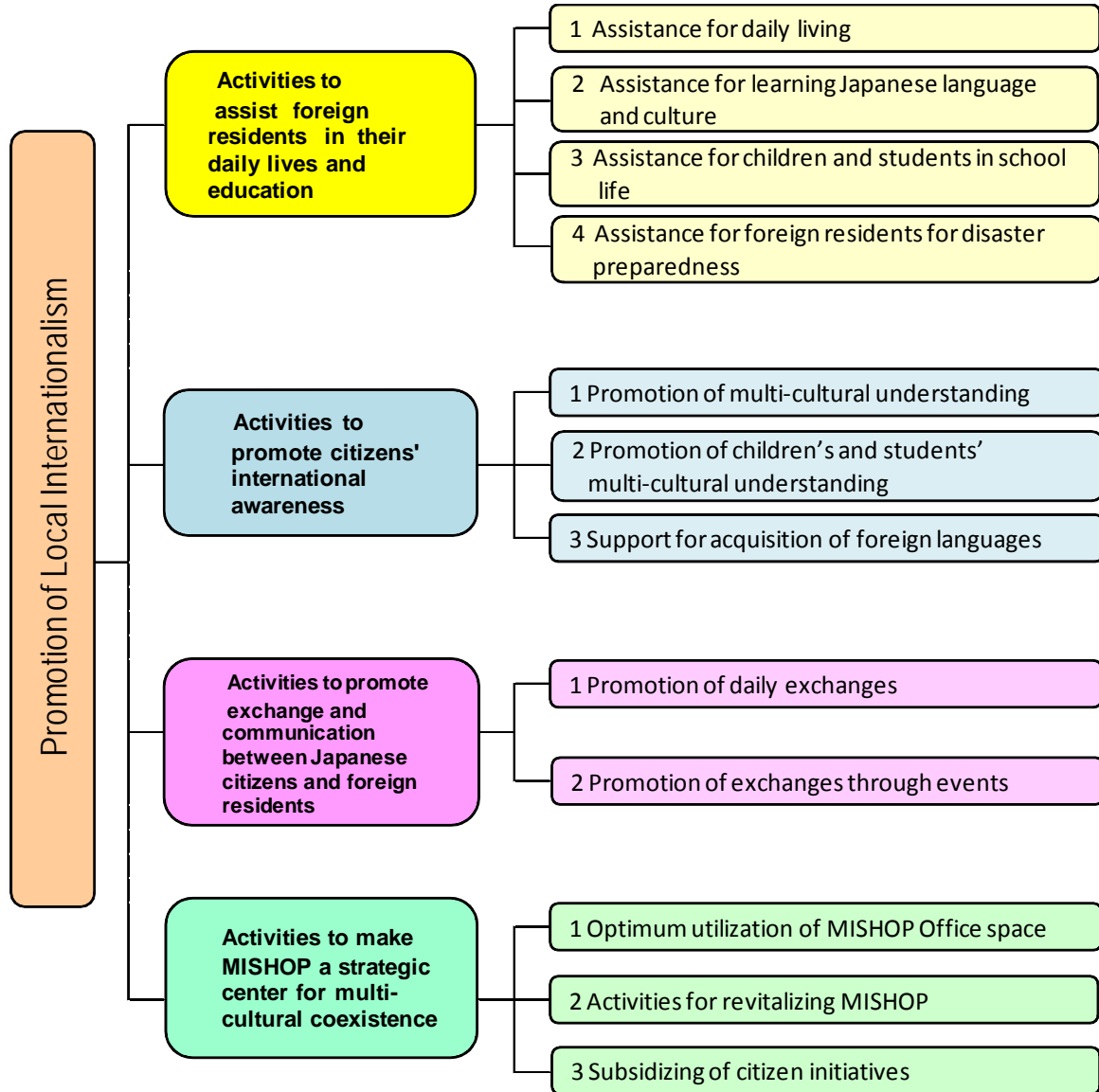
Activities designed to promote citizen international awareness;

Activities designed to promote exchanges between Japanese citizens and foreign residents.

Furthermore, as the basis of those activities designed for assistance, understanding and exchange, MISHOP will steadily strive to promote:

Activities designed to make MISHOP a strategic center for multicultural coexistence.

Organization of Activities based on MISHOP POLICY DIRECTIVES



ACTIVITY PLANS

Objectives and Features:

These plans are to embody the MISHOP Policy Directives. Based on these plans, MISHOP aims to deploy various activities for heightening local internationalism in collaboration with the Mitaka City and its citizens.

Period of Implementation

The period covered by these plans is for four years, from fiscal year 2009 to 2012. During this time, all activities will be carried out according to a yearly Development Plan to reflect the Objectives, General Concept, as well as the Viewpoint of the individual group involved in their Promotion.

Any revisions in these plans necessitated by changes in general social circumstances will be dealt with in a flexible manner in each fiscal year's plans.

Promotion

MISHOP shall strive to carry out these plans as effectively and efficiently as possible, by making the best use of its available financial and personnel resources while maintaining a well-balanced operation of the society's entire activities.

Activities to assist foreign residents in their daily lives and education

1 Assistance in Daily Living for Foreign Residents

(1) Consultation on Daily Living

New

Purpose MISHOP will offer a variety of information as well as consultation services on matters in daily living to foreign residents in order for them to lead safe and comfortable lives in the community.

Description MISHOP provides a place where foreign residents can easily drop by for consultations on daily life matters. We will do our best to give proper firsthand advice based on our accumulated information and in cooperation with the concerned administrative agencies for minor matters. In order for us to deal with legal, work-related, or immigration problems which may require special knowledge, we will give assistance to resolve the problem by introducing proper contacts in the respective agency. Requests by Japanese citizens for advice concerning foreign citizens will be handled through providing proper information and introductions to the concerned agencies. All in all, MISHOP will strive to create an environment and build a community where all nationalities can live in appreciation of each other.

Viewpoint Not only will the MISHOP Office directly consult with those in need but also closely cooperate with volunteers to provide information for questions that arise through their activities. In short, MISHOP will ensure that information is available for any matter, in all its activities. To do this, MISHOP will actively work to gather and store information.

Promoted by Volunteers, MISHOP Office

Plan

	2009	2010	2011	2012
Start				

(2) Volunteer Interpreter/Translator Service

Expansion

Purpose The Volunteer Interpreter/Translator Service will be expanded so that foreign residents can live comfortably in the community.

Description Since fiscal 2009, the City of Mitaka has entrusted its Volunteer Interpreter/Translator Service to MISHOP. This service will augment the services of the official help desks at the city hall. To do this, it will deal flexibly in responding to questions on matters in daily living asked at the MISHOP Office, who will either deal with these or refer them to the help desks of the pertinent

organizations or departments.

Viewpoint This service will promote collaboration with local elementary or junior high schools to allow foreign resident guardians to utilize services such as PTA meetings or individual interviews more easily. Expanding this service to medical institutions is also under consideration.

Promoted by Volunteers, MISHOP Office

Plan	2009	2010	2011	2012
	Expansion			



Volunteer Interpreter Activity

2 Supporting Japanese Language and culture

(1) Support for learning Japanese language

Reorganization of “Introductory Japanese Course”

Purpose MISHOP will provide many opportunities for foreign residents to learn daily conversation and customs as well as Japanese culture so that they can live securely and comfortably in the community.

Description We will reorganize the existing “Introductory Japanese Course” by making an original curriculum to support foreign residents in learning the basic minimum conversational skills for daily living. Also, we will add days to activities for foreign residents to continue Japanese study throughout the year based on this curriculum.

Viewpoint For reorganizing, we will consider how to share responsibilities as well as relations with the activities of LLJ, which is already offering support to foreign residents for studying Japanese. We will also work to provide well-organized support for studying Japanese across all of MISHOP’s activities. Also, in coordination with LLJ, we will consider ways for providing opportunities to learn customs for daily life and Japanese culture.

Promoted by Volunteers, MISHOP office

Plan	2009	2010	2011	2012
	Deliberations	Reorganization		



Introductory Japanese course



LLJ activity

(2) Introductory Course for Teaching Japanese

Reorganization

Purpose For revitalizing and up skilling the volunteer activities at MISHOP that support foreign residents and their children in studying Japanese, we will reorganize the existing “Introductory Course for Teaching Japanese”.

Description We will reorganize the curriculum of the “Introductory Course for Teaching Japanese” to utilize the volunteer activities developed by MISHOP for supporting foreign residents, children and school agers in learning Japanese. These programs will be specialized to meet the needs of each target group.

Viewpoint We will reconsider the program not only to make the classes beneficial for the current volunteers but also to provide many people with opportunities to join MISHOP.

Promoted by Volunteers, MISHOP office

Plan	2009	2010	2011	2012
	Reorganization			

3 The Activity to Support the Students’ School Life

(1) Children s Classroom

New

Purpose To provide study assistance in Japanese or school subjects to the children of registered foreign families so that they can have successful and rewarding school lives.

Description This program offers instruction in Japanese language skills for both daily living as well as academics to the school agers of foreign families or to returnees with limited Japanese language ability. This includes a vigorous training program to enhance the skills of the volunteers for this program. In addition, sessions on “Explaining Japanese Elementary Schools for Guardians of School Agers” have been carried out since 2008.

Viewpoint To put this program into effect, a system of support for children and

students from foreign resident families shall be put into place through strengthening cooperation with the language support program managed by the Mitaka City Board of Education and MISHOP to allow them to live their lives in comfort and security while utilizing services at school and in the community.

Promoted by Committee for Planning Youth Programs, Volunteer, MISHOP Office

Plan	2009	2010	2011	2012
	Start			



Children's Classroom

(2) Language Support Service **Continuation**

Purpose Continue to implement personal language support service so that the students of foreign resident families can fully participate in their school lives.

Description The personal Language Support Service is provided at city schools by request from the Mitaka City Board of Education. This support is strengthened by the cooperation with the Children's Classroom and complements each service.

Perspective This activity will continue based on a clearly established balance between the Children's Classroom and the Language Support Service by setting the achievement targets for the students supported.

Promoted by Committee for Planning Youth Programs, Volunteer, MISHOP Office

Plan	2009	2010	2011	2012

4 Activities at the time of disaster

(1) Disaster support program for foreign residents **Continuation**

Purpose Based on the agreement for partnership for disaster prevention with the City of Mitaka, MISHOP will continue the activities for promoting international ability to act in preventing disaster.

Description MISHOP will make use of its website and other means to raise awareness

and promote the ability of foreign residents to act in preventing disaster. Also, we will make efforts to reinforce the system for dealing with disasters such as improving and publicizing the “ Manual for the establishment and management of a disaster support center for foreign residents”, in order that the MISHOP board members and the office staff can provide swift, proper support to foreign residents in the event of a disaster.

Viewpoint We will actively hold drills for disaster preparedness where foreign residents and supporting volunteers participate.

Promoted by MISHOP Board, volunteers and the MISHOP office

Plan	Year of 2009	2010	2011	2012

(2) Volunteer Interpretation/Translation Services

Continuation

Purpose MISHOP will put in place a system to ensure that volunteer translators and interpreters can readily act in case of a disaster.

Description We will work to establish a system for disasters to ensure that there is an updated list of volunteers for responding in a disaster in addition to recruiting new members. Also, we will maintain and heighten volunteer awareness in such ways as regular email correspondence.

Viewpoint As MISHOP has been taking charge of Mitaka City s training program for interpreter/translator volunteers from 2009, MISHOP will consider plans for a coordinated improvement of the entire program by reorganizing, Heightening awareness and improving skills.

Promoted by Volunteers, MISHOP Office

Plan	2009	2010	2011	2012

Activities for Promoting Citizens International Understanding

1 Activities for Promoting Understand the Various Culture

(1) Lectures for International Understanding Continuation

Purpose Lectures for International Understanding will continue to promote multicultural understanding by all citizens.

Outline MISHOP will aim to improve further its Lectures for International Understanding by selecting timely, relevant themes.

Viewpoint Seeing that the previous “MISHOP FORUM” program has been incorporated into Lectures for International Understanding since 2008 , consideration will be given toward possibilities for varying the style of the lectures from one sided speeches to other, Interactive formats.

Promoted by Committee for International Understanding

Plan	2009	2010	2011	2012



Lectures for International Understanding

(2) Activities for Promoting Multicultural Understanding Implemented by Foreign Residents

New

Purpose To enable all citizens to appreciate various cultural differences from the viewpoint of an average resident, opportunities will be provided for foreign resident driven activities to introduce national customs and culture.

Description Forums will be provided for foreign residents to implement activities that highlight cultural differences over a wide range of topics on daily life and customs - -such as food, clothing, and shelter for Japanese or other foreign residents, all from a personal viewpoint. Efforts will be made to ensure that

these are participatory activities that involve presenters and participants in a shared experience in multicultural understanding. Topics will be carefully considered to maximize the learning experience in multicultural understanding through one example.

Viewpoint For its implementation, MISHOP will utilize networks and connections among participants in the Japanese/English Lounge Activities to find suitable presenters. Foreign residents will also be encouraged to enter into citizen activities.

Promoted by Committee for International Understanding

Plan	2009	2010	2011	2012
	Examination	Examination	Preparation	Commencement

(3) NGO Exchange Program

Transition · Incorporation in 'The International Exchange Festival

Outline In order to let many citizens know and understand NGO Activities, this activity will be revised and given an opportunity for implementation at the Mitaka International Exchange Festival, a well-attended event.

Promotion Committee for Promoting Exchange Activities, Committee for MISHOP WORLD Festival

Plan	2009	2010	2011	2012
	Transition · Incorporation			

2 Activity to promote multi-cultural understanding for children and students

(1) Educational Program for International Understanding Improvement

Purpose This program will build upon the Educational Program for International Understanding which has been implemented at elementary and junior high schools since 2000 and reorganize the program agenda.

Description We will work to make this a very accessible program for schools as we utilize MISHOP talents and knowhow to their maximum while flexibly responding to a broad range of specific needs. This program will answer not only to requests from elementary and junior high schools but also from high schools in the city. In addition, MISHOP will use its network of activities to foster and organize a pool of prospective volunteers among foreign residents so that more of them can assume responsibilities for this program. There will also be increased PR outreach to schools.

Viewpoint For its implementation, we will broaden connections with schools and administrations as we look for ways to improve this program by listening to

opinions of instructors and working with PTAs, etc.

Promoted by Committee for Planning Youth Programs

Plan	2009	2010	2011	2012
		Improvement		



Educational Program for International Understanding

(2) Children s Exchange Program

Continuing

Purpose We will continue to hold the Children s Exchange Program for the promotion of multi-cultural understanding among children.

Description We will improvise the content of this program as we continue this activity so it can continue to deepen international understanding between children or their parents while they enjoy themselves.

Viewpoint MISHOP will continue to evaluate the necessity for continuing this activity as it reorganizes its Activities for Promoting International Understanding with the aim of bettering educational outreach in international understanding at the elementary and junior high schools in the city.

Promoted by Committee for Planning Youth Programs

Plan	2009	2010	2011	2012

3 Activities for learning foreign languages

(1) Introductory Chinese Course

continued

Purpose Introductory language courses will be continuously offered for Japanese residents to promote exchange and understanding for aiding foreign residents in daily life.

Description About 30% of the registered foreigners in Mitaka City are Chinese nationals (including Taiwan), so the introductory course in Chinese will continue to be offered.

Viewpoint The rationale for implementation of these courses is to create opportunities for citizens to begin acquiring a foreign language, and the curriculum will be

evaluated so as to promote multicultural understanding.

Promoted by Committee for International Understanding

Plan	2009	2010	2011	2012



Introductory Chinese Course

(2) Introductory Korean Language Course **continued**

Purpose Introductory language courses will be continuously offered for Japanese residents to promote exchange and understanding for aiding foreign residents in daily life.

Description About 30% of the registered foreigners in Mitaka City are Korean(South and North), so the introductory course in Korean language will continue to be offered.

Viewpoint The rationale for implementation of these courses is to create opportunities for citizens to begin acquiring a foreign language, and the curriculum will be evaluated so as to promote multicultural understanding.

Promotion Committee for International Understanding

Plan	2009	2010	2011	2012

Activity for Promoting Exchange between the citizens and foreign residents

1 Activity for Promoting Daily Exchange

(1) Japanese/English Lounge

Continuation

Purpose The overall purpose of the lounge is to provide foreign residents and Japanese citizens with a venue where they can freely gather and use Japanese or English to build relationships and deepen multi-cultural understanding. At the same time, it helps foreign residents learn Japanese as it seeks to respond positively to their needs and questions for living in Japan.

Description In addition to regular meetings, the lounge carries out interesting and timely events such as short excursions (Outdoor Lounge). The lounge also tries to find and foster any foreign citizens capable of leading presentations for promoting multi-cultural understanding among citizens.

Viewpoint This lounge will carry out effective activities for enhancing an international mindset in the community as it responds to question on daily life and assists in acquiring Japanese language skills while it collaborates closely with LLJ and other members.

Promoted by Volunteers, MISHOP Office

Plan

2009	2010	2011	2012



Japanese Lounge

(2) Exchange Salon

Reorganization

Purpose We will reorganize the activities of the Exchange Salon so as to vitalize volunteer-driven exchanges.

Outline This Exchange Salon will consolidate such “Outdoor Lounge Activities” as

“Let’s Eat Around the World” and the “Bus Hike,” which have been carried out as part of the Japanese/English Lounges. Every effort will be made to promote and widen exchange opportunities between Japanese people and foreign residents.

viewpoint This activity will work to avoid repetition by clarifying the concept behind each program.

Promoted by Volunteers, MISHOP Office

Plan	2009	2010	2011	2012
		Reorganization		

(3) Let’s Eat Around the World

Transferred and Incorporated into the “Exchange Salon”

Outline The program “Let’s Eat Around the World” which has been carried out to promote international exchange and multicultural understanding will be included in the “Exchange Saloon.” We plan to provide foreign residents with the opportunity to introduce their culinary culture as a program of the “Foreign Residents-driven Multicultural Understanding Promotional Activity.”

Plan	2009	2010	2011	2012
		Transition · Incorporation		

(4) Bus Hike Program Transferred and Incorporated into the “Exchange Salon”

Outline In order to promote mutual understanding between the citizens and foreign residents, the “Bus Hike” activity will be transferred to the “Exchange Salon.”

Plan	2009	2010	2011	2012
	Transition · Incorporation			

2 Promoting Exchange Through Events

(1) Mitaka International Exchange Festival Expansion

Objectives We will be expanding the content and heightening the quality of the International Exchange Festival so that many citizens can enjoy international exchange and this MISHOP activity will be promoted not only for Mitaka City but to Tokyo and all of Japan.

Description We will plan this for “International Exchange” to be appreciated by all citizens, adults to children, and people of all nationalities. In addition, we aim to

enable participants to experience more fully the “International” atmosphere through activities. Furthermore, we will emphasize various global issues and encourage and the tent booth shops, and stage performers to organize around these themes.

Viewpoint In implementing this, we will consider how to improve not only participant but also the volunteer staff satisfaction.

Promoted by Festival Steering Committee

Plan	2009	2010	2011	2012
	Expansion			



MISHOP WORLD - Mitaka International Exchange Festival

(2) International Exchange Walk Rally

Continuation

Purpose We will continue the “International Exchange Walk Rally” after revising this concept.

Description Our previous goal of the “International Exchange Walk Rally” was to build relations among participants. This event will continue, but with the following three concepts: Exchange between foreign citizens and Japanese people; Make this an opportunity for foreign citizens to become familiar with Mitaka City; Advertise MISHOP to the people living along the Walk Rally course .

Viewpoint We will endeavor to improve the appeal for MISHOP by using various methods by eliciting ideas from volunteers.

Promoted by Committee for Promoting Exchange Activities

Plan	2009	2010	2011	2012



MISHOP International

(3) International Exchange Ski Tour

Continuation

Purpose We will continue the “International Exchange Ski Tour” with the goal of encouraging international exchange among youth.

Description This event will use the fun of skiing to encourage exchange between foreign resident youth and Japanese volunteer staff .

Viewpoint Since the activity for foreign resident student support and academic instruction began in 2009, we have been considering how this event might link. To do this, we will consider whether skiing is the right option for adolescents to have chances fro exchange.

Promoted by Committee for Planning Youth Programs

Plan	2009	2010	2011	2012



MISHOP International Exchange Ski Tour

(4) Farewell Party

Continuation

Purpose We will continue to hold our Farewell Party for building relations between volunteers and foreign residents as well as to look back on the previous year for MISHOP.

Description At the end of every year, we will hold the “Farewell Party” for volunteers and foreign citizens.

Viewpoint We will work to make this an even more significant event through its planning and implementation by volunteers.

Promoted by Committee for Promoting Exchange Activities

Plan	2009	2010	2011	2012
(Postponed for the 20th anniversary celebrations)		Resume		

Activities for Establishing a Strategic Center for a Multicultural Society

1 Further Improving Communication Space

(1) Facilitating the MISHOP Floor as Communication Space

(Hardware improvements) New

Purpose In order to actively facilitate activities for Support, Understanding, Exchange as well as provide an area for communication, MISHOP will reorganize its facilities as an International Exchange Center.

Description In view of its future development, the International Exchange Center environment will be improved by fully equipping it with furniture and equipment in addition to changing the layout. The Information Corner will be improved so that it will become an attractive space for casual, friendly gatherings for foreign residents and internationally minded citizens.

Viewpoint Equipment and furniture will be selected for optimal utilization of the limited space.

Promoted by Volunteers, MISHOP Office

P l a n	2009	2010	2011	2012
	Improvement			

(2) Facilitating the MISHOP Floor as Communication Space

(Software improvements) New

Purpose Considering the future expansion of MISHOP activities, operational policies will be clarified for the effective utilization of the limited floor space.

Description For the effective, efficient, and fair utilization of the facilities, rules for use will be clarified by investigating the actual conditions of existing activities and coordinating these with newly introduced activities. The established rules will be clearly informed to citizens.

Viewpoint Availability of floor space on Sundays will continue to be studied as a priority issue.

Promoted by Volunteers, MISHOP staff

Plan

2009	2010	2011	2012
Implementation			

2 MISHOP's Revitalizing Activity

(1) Positive Information Provision

Continuation

Purpose We will actively provide all citizens with information on MISHOP s activities both to encourage them to participate in its programs and give a helping hand to foreign residents in their daily lives.

Description We will improve the contents of our homepage and actively produce pamphlets or leaflets for distribution. We will utilize all our networks as we look to improve our PR outreach and put these into practice. Furthermore, we will spare no efforts to gather useful information for assisting foreign residents to live in our community and provide them with timely and easy-to-understand information through our homepage and newsletters.

Viewpoint We will aim to create the most effective and efficient method for releasing PR and information for foreign residents by making use of not just one means but many different media.

Promoted by Committee for Planning and Public Relations

2009	2010	2011	2012

Plan

(2) Network Promotion

Continuation

Purpose We will work to strengthen partnerships with relative agencies so as to enhance MISHOP s activities.

Description Through information sharing with relative agencies and co-sponsoring programs, we will more effectively develop MISHOP s “ Assistance,” “ Understanding,” and “ Exchange” activities and promote networks for providing these various services.

Viewpoint We will work not only to develop our own activities but also assist with NGO activities in collaboration with nongovernmental organizations in the city.

Promoted by Volunteers, MISHOP Office

2009	2010	2011	2012

Plan

(3) Revitalization of Membership Participation & Deliberation on Purposes

Continuation

Purpose We will encourage ongoing talks about how volunteer activities and committees should be so as to further vitalize MISHOP s activities.

Description While keeping in mind the reform of public-service corporation system, we will study how to revitalize volunteer activities as well as the purposes and actions of MISHOP's committees. We will also examine the activities of the volunteer groups, creating a framework that will lead to the overall vitalization of MISHOP.

Viewpoint In cooperation with the City of Mitaka, we will prepare for the new public-service corporation system by 2011.

Promoted by MISHOP Board, Volunteers, MISHOP Office

Plan	2009	2010	2011	2012
	Study	Study	Transformation	

3 Subsidized Activities for Citizens

(1) Subsidy for Home-stays

Continuation

Objective MISHOP shall continue to subsidize citizens when they provide home-stay service to people from abroad so as to enable each other to get in touch with different cultures and promote multicultural understanding.

Description A part of the expenses incurred by home-stay service provided by citizens for foreign visitors is to be subsidized as a part of MISHOP activities.

Viewpoint MISHOP shall review the workability of such a system in the future by taking into consideration the achievements of such a home-stay service and also citizens' needs.

Promoted by Board of Directors & MISHOP Office

Plan	2009	2010	2011	2012

(2) Subsidy for NGO Activities

Continuation

Objective MISHOP shall continue to subsidize NGO and Citizen Groups active in Mitaka City in order to promote international cooperation and also to encourage international awareness by citizens.

Description A subsidy will be given for part of the expenses incurred by citizen-driven efforts in such outreach as helping disaster-inflicted regions overseas or assistance for foreign residents by civic groups.

Viewpoint MISHOP shall review the workability of this subsidy in the future by taking into consideration its performance results and also the citizens' needs.

Promoted by Board of Directors & MISHOP Office

Plan	2009	2010	2011	2012

