

Human Rights Consultations

Have you ever encountered anything in the course of daily life that might be a human rights issue? Or are you having a hard time understanding human rights issues? In such cases, please use one of the city's human rights consultation services. (* Consultations are free and are treated with the strictest confidence.)

Face-to-face consultations

Days and times consultations are available / contact details etc.



* A Human Rights Volunteers will listen to your concerns in person.

Wednesdays (excluding National Holidays and the end of year / New Year period)
13:00 – 16:00

Enquiries | Yokohama City Citizens Advice Service
☎ **045-671-2306**

*Reservations for this service can be made at the counter or by telephone from 8:45 a week in advance.

*For the latest information, please check the website of the Citizen Consultation Office, Civic Affairs Bureau, City of Yokohama.

City Citizens Advice Service of Yokohama City Civic Affairs Bureau

Human rights consultation services Telephone consultations

Days and times consultations are available / contact details etc.



* When calling, you will first be connected to a private multilingual telephone interpreting service provider, followed by the Legal Affairs Bureau and District Legal Affairs Bureau, the administrator of this service.
Please ensure to dial the correct number when using this service.

Monday – Friday (excluding National Holidays and the end of year / New Year period)
9:00 – 17:00

Foreign Language Human Rights Telephone Counseling Service

☎ **0570-090911**

Available languages: English, Chinese, Korean, Filipino, Portuguese, Vietnamese, Nepali, Spanish, Indonesian and Thai

Foreign Language Human Rights Counseling Service on the Internet

English https://www.jinken.go.jp/soudan/PC_AD/0101_en.html

Chinese https://www.jinken.go.jp/soudan/PC_AD/0101_zh.html

Korean https://www.jinken.go.jp/soudan/PC_AD/0101_ko.html

Yokohama Crime Victim Consultation Service

Yokohama Crime Victim Consultation Service provides consultations for a range of issues facing those who have been the victims of crime*. If you have any worries, concerns, issues with mental or physical health or similar problems, please do not hesitate to get in touch.

*This service is available to residents of Yokohama City or those who are working or studying in the city along with their family members.

Consultations by phone, fax or e-mail

Days and times consultations are available / contact details etc.



* A Yokohama City employee (social welfare officer) will listen to your concerns over the telephone.

* Face-to-face consultations can also be arranged if necessary (reservation required).

Monday – Friday (excluding National Holidays and the end of year / New Year period)
9:00 – 17:00

Enquiries | Yokohama City Civic Affairs Bureau Human Rights Division

☎ **045-671-3117**

☎ **045-681-5453**

✉ sh-cvsoudan@city.yokohama.jp

Yokohama City Basic Human Rights Policies and Guidelines, Revised Edition is available on the website of the Human Rights Affairs Division, Civic Affairs Bureau, City of Yokohama.

Yokohama City Basic Human Rights Policies and Guidelines

“Yokohama City Basic Human Rights Policies and Guidelines” [Abridged Edition]

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Yokohama City

Basic Human Rights Policies and Guidelines Abridged Edition

(Revised March, 2022)

Aiming to create a society
in which each and every
individual shows respect
for the human rights of others

Section 1: Standpoint of the Yokohama City
Basic Human Rights Policies and Guidelines

Section 2: Approaches to the Promotion of Human Rights Policies

Section 3: Efforts to Promote Human Rights Policies

Section 4: Efforts to Address Various Human Rights Issues

Section 5: Systems and Other Initiatives for Promoting
Human Rights Policies

Yokohama City



Standpoint of the Yokohama City Basic Human Rights Policies and Guidelines

What are human rights?

Human rights are inherent rights pertaining to the dignity of each individual, and are possessed equally by all. When all people respect each other's human rights, their own human rights are in turn respected.

Standpoint of these guidelines

These guidelines are intended to show Yokohama City's basic stance in promoting all of its policies and projects from the perspective of respecting human rights, and to clarify the overall picture of its human rights policy initiatives.

Situation surrounding human rights

In recent years, as corporate activities have become increasingly globalized, respect for human rights in corporate activities has been in the spotlight. The United Nations Guiding Principles on Business and Human Rights were established, which set forth the responsibility of companies to respect human rights. Respect for human rights has also become important in addressing the SDGs.

Amid the spread of the COVID-19 pandemic, unkind words and actions such as discrimination and slander directed at infected people, medical workers and their families, and non-Japanese residents have become increasingly common. In addition, women, people with disabilities, and other people in vulnerable positions have been severely affected.

In 2021, the Tokyo Olympic and Paralympic Games were held with "diversity and harmony" as one of the concepts, an occasion that called for people to live up to the principle of respect for human rights more than ever before.



United Nations Guiding Principles on Business and Human Rights

A set of principles unanimously endorsed by the United Nations Human Rights Council in 2011. Used as a guideline for respecting human rights in corporate activities, it consists of the following three pillars: (1) State duty to protect human rights; (2) Corporate responsibility to respect human rights; and (3) Access to remedy.

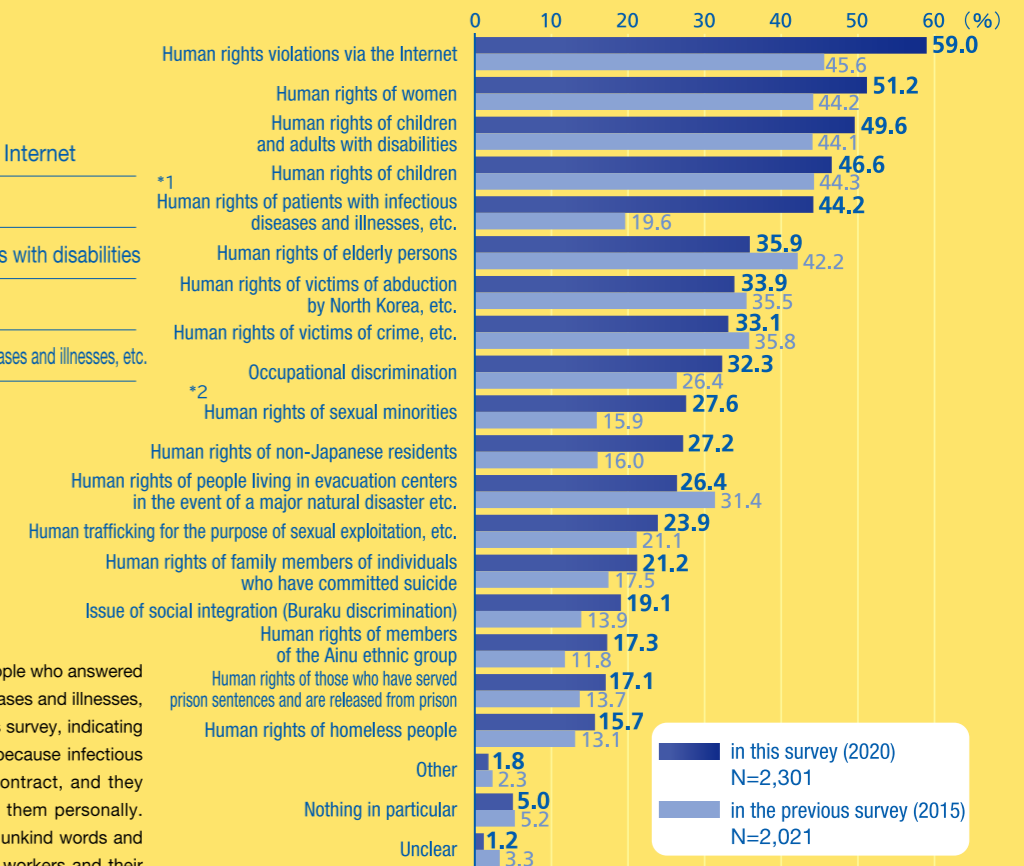
Current Situation in Yokohama City ~ Survey on the Awareness of Human Rights among Yokohama Citizens ~

Q Which human rights issues are you interested in?

A

- No. 1 Human rights violations via the Internet
- No. 2 Human rights of women
- No. 3 Human rights of children and adults with disabilities
- No. 4 Human rights of children
- No. 5 Human rights of patients with infectious diseases and illnesses, etc.

A significant increase in concern over the human rights of patients with infectious diseases and illnesses, which anyone can contract



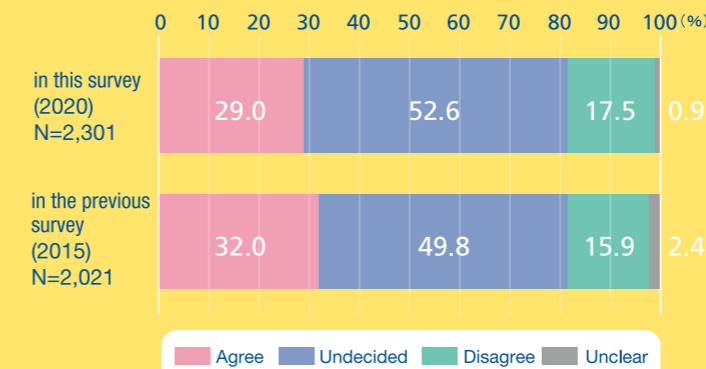
Results of the FY2020 Survey on the Awareness of Human Rights among Yokohama Citizens (excerpts)

*1 In the previous survey, "Human rights issues relating to people infected with HIV or Hansen's disease patients and convalescents etc."
*2 In the previous survey, "Human rights issues relating to so-called sexual minorities, such as LGBT"

COVID-19

In this awareness survey, the number of people who answered "Human rights of patients with infectious diseases and illnesses, etc." increased significantly from the previous survey, indicating that people are concerned about this issue because infectious diseases are something that anyone can contract, and they view this issue as something which affects them personally. With the spread of the COVID-19 pandemic, unkind words and actions directed at infected people, medical workers and their families, and non-Japanese residents have become increasingly common. In addition, there have been various other impacts, such as the worsening of the employment environment for women and slander against people with foreign roots.

Q Is Japan today a society where fundamental human rights are respected?



Results of the FY2020 Survey on the Awareness of Human Rights among Yokohama Citizens (excerpts)

Factors behind prejudice and discrimination

- Misunderstandings and arbitrary opinions stemming from a lack of knowledge
- Mindset that excludes differences
- Denial of different sets of values
- Entrenched conceptual views

As these are perceived as being normal among the majority and those in positions of superiority in a society, and are directed at the minority and those in positions of inferiority, those holding such perceptions have a hard time realizing that their views are prejudicial and discriminatory in nature. To make matters worse, those who hold discriminatory views and prejudices often tend to think that the problems and causes reside on the side of those being discriminated against.

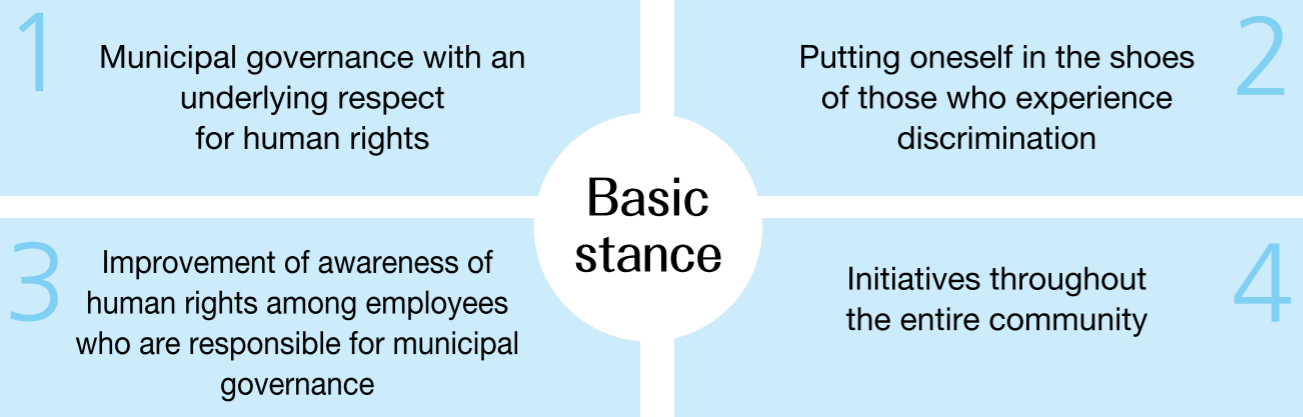
Section 2

Approaches to the Promotion of Human Rights Policies

Vision of society

Creation of a society in which each and every individual shows respect for the human rights of others and lives side-by-side in harmony

People differ in size, skin color, language, country and place of birth. Accepting such differences, recognizing diversity, and respecting each other as human beings are the first steps toward eliminating discrimination and creating a society where human rights are respected.



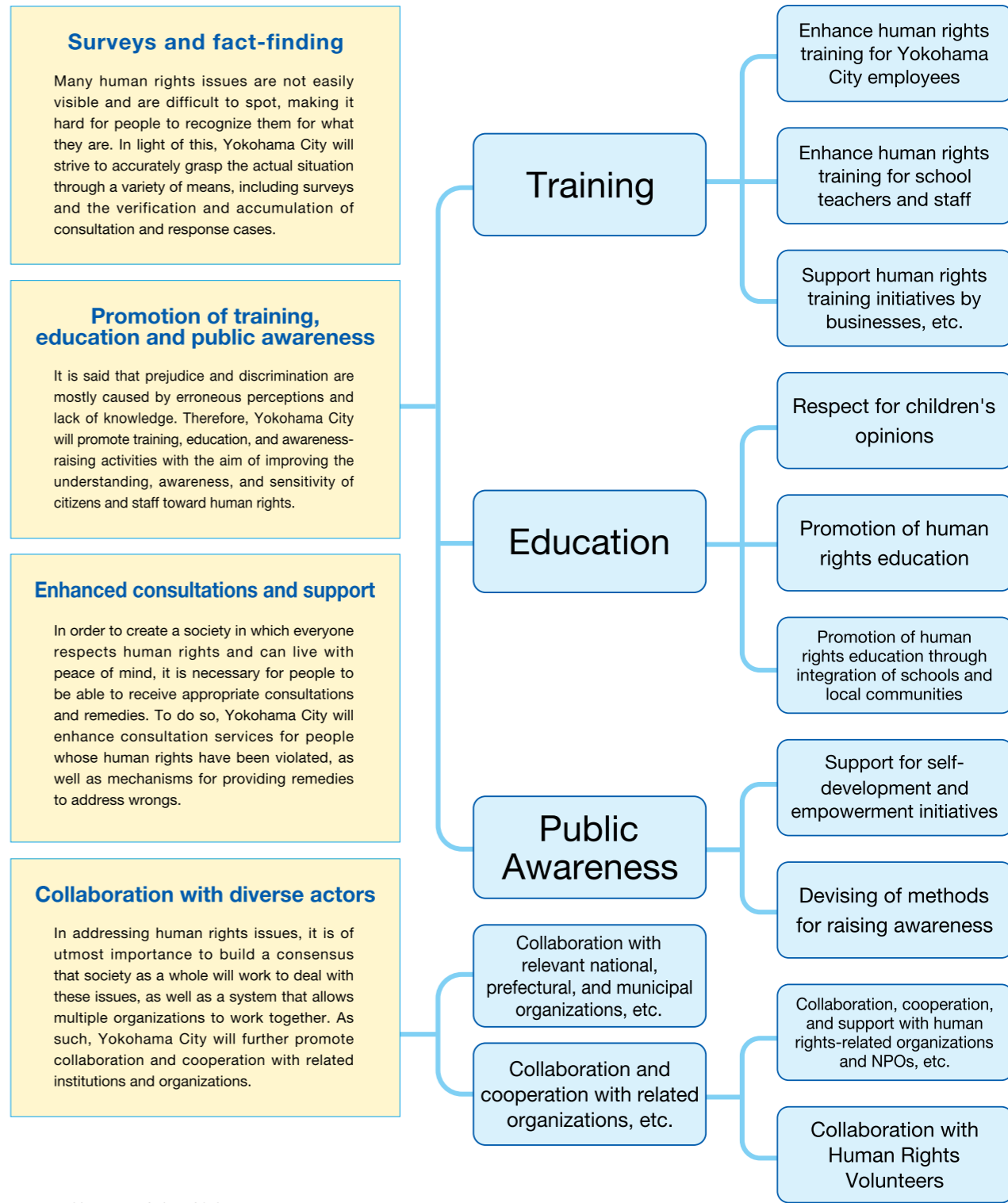
Perspectives

When addressing human rights issues, Yokohama City shall:

- 1 Consider human rights issues as a problem concerning oneself at a personal level (issues related to one's own perceptions and values)
- 2 Be attentive to the feelings of the parties being discriminated against
- 3 Consider people from various standpoints and leave no one behind
- 4 Understand changes in domestic and international social conditions and the opinions of citizens, and respond appropriately
- 5 Constantly examine and verify all policies and projects from the perspective of respect for human rights
- 6 Promote collaboration and cooperation with human rights-related organizations, NPOs and other concerned parties
- 7 Consider the balance between the protection of privacy and the protection of human rights

Section 3

Efforts to Promote Human Rights Policies



Human Rights Volunteers
Human Rights Volunteers are appointed by the Minister of Justice based on the Human Rights Commissioners Act. Human Rights Volunteers are responsible for promoting respect for human rights, ensuring that the basic human rights of citizens are not infringed upon, and protecting human rights through a wide range of activities, including human rights consultations and awareness-raising activities.

Efforts to Address Various Human Rights Issues



Uninterrupted efforts are needed to address various issues, from education and awareness-raising to consultations and support, giving full consideration to their history and characteristics. In addition, human rights issues are becoming increasingly diverse and complex, such as when parties with attributes from multiple categories face combined difficulties, such as women with disabilities, as well as issues common to various groups of people, such as elderly persons, people with disabilities, non-Japanese residents, and sexual minorities having difficulty securing a place to live.

In considering human rights issues, it is important to deepen awareness of the issues and complex difficulties in the background of the parties concerned, as well as to take a cross-sectional view of issues common to the various categories of people.

Elderly persons

As Japan's birthrate declines and the population ages, and one in four of the population is 65 years old or older, crimes which target elderly persons, such as abuse and bank transfer fraud, are becoming social problems. In order to realize a society in which each and every elderly person can live a vibrant life, it is necessary to deepen understanding of elderly persons and to create an environment in which they can thrive.

Recently, in addition to elderly persons with dementia, there is also a need for understanding and support for people with juvenile dementia.

In addition to community planning of a kind that enables elderly persons to live in peace and security, Yokohama City promote policies that respect the human rights of elderly persons, such as by protecting their rights.

- Direction of policies**
- Implementation of the Yokohama City Survey on the Actual Conditions of Elderly Persons
 - Putting in place barrier free environments and raising public awareness of universal designs so that elderly persons can live in peace and security
 - Prevention and early detection of and responses to the abuse of elderly persons and support for caregivers
 - Creation of systems that give people a correct understanding of juvenile dementia and which allow them to live in their local communities in peace and security, even if they come are afflicted with dementia

Persons with disabilities (children and adults)

Based on the Act for Eliminating Discrimination against Persons with Disabilities, which includes the provision of reasonable accommodation, efforts are being made to ensure the rights of persons with disabilities. However, due to a lack of understanding among members of the public, people with disabilities still face many difficulties in life. Although there are

various causes of disabilities, it is necessary to adopt a "social model" viewpoint in which disabilities are positioned not on the side of those with disabilities but on the side of society.

Yokohama City will promote measures to protect the rights of people with disabilities from the viewpoint that disabilities are an issue of concern to society as a whole.

- Direction of policies**
- Getting a grasp of case studies of consultations relating to discrimination against those with disabilities
 - Promoting understanding of disabilities in local communities etc. in accordance with the characteristics of each individual disability
 - Prevention and early detection of and responses to the abuse of disabled persons and support
 - Participation of those involved with disabilities in the policymaking process in various fields

Buraku discrimination (Dowa Issue)

Burakumin are still suffering from problems relating to education, employment, and other daily life issues, as well as from the illegal acquisition of family registers and other documents for the purposes of conducting "background checks," making discriminatory posts on the Internet rooted in prejudice, and identifying Buraku neighborhoods. The Act on the Promotion of the Elimination of Buraku Discrimination recognizes that Buraku discrimination still

exists today and that the situation regarding Buraku discrimination has changed with the development of information technology, and that Buraku discrimination is not tolerated.

Yokohama City promotes policies which seek to eradicate prejudice and discrimination by encouraging a correct understanding and awareness of Buraku discrimination (issues surrounding social integration).

- Direction of policies**
- Implementation of the Survey on the Awareness of Human Rights among Yokohama Citizens
 - Efforts to address Dowa Issue in human rights education
 - Protection of the rights and interests of the individual through a system that notifies individuals in the event their personal documents are issued to a third party and prevents the improper acquisition of resident certificates, etc.
 - Initiatives to raise awareness through collaboration between administrative organs, citizens, local communities, businesses, organizations, etc.

Women

Although the notion that "husbands should work outside the home and wives should take care of the home" is changing, there is still a strong sense of gender role divisions. In order to realize a gender-equal society, it is necessary to promote women's participation in the decision-making process and further promote gender equality-related measures, as well as

to eliminate the perception of gender-based role divisions. Yokohama City promotes policies that enable everyone to sufficiently draw on their individual qualities and capabilities to participate in all areas of society on an equal footing, irrespective of gender.

- Direction of policies**
- Conduct surveys related to gender equality
 - Promote the creation of workplaces where everyone can work comfortably
 - Provide consultations and support for victims of sexual violence, sexual crimes, gender discrimination, etc.
 - Extra support for ensuring the security and independence of domestic violence victims

Children

The environment surrounding children is becoming increasingly severe. Children face a variety of serious social issues, including bullying, having to become young caregivers, withdrawal, poverty, abuse, etc. It is important for society as a whole to address these issues by respecting children as individuals.

To realize a society that respects and nurtures the human rights of children, who represent the future of our society, Yokohama City will promote measures for child development, the prevention of child abuse and bullying, awareness-raising activities at home and in community activities, and the sound upbringing of young people.

- Direction of policies**
- Questionnaire surveys of all students and school staff to ascertain the actual situation
 - Fostering a social awareness in which people respect the personalities and rights of children
 - Extra support systems relating to measures to support the independence of young people
 - Promotion of comprehensive policies to prevent child abuse that cover all stages, from prevention to early detection and responses and prevention of recurrence based on the Yokohama City Ordinance to protect Children from Abuse

Term Young caregiver
A child under the age of 18 who assumes care responsibilities that would normally be assumed by an adult when there is a family member in need of care, and who performs household chores, family care, and nursing care on a daily basis.

Efforts to Address Various Human Rights Issues



Foreign residents

Approximately one in 35 citizens is a foreign resident, coming from a diverse backgrounds including around 160 countries and regions. Foreign residents face problems in all aspects of life, such as differences in culture and lifestyle, as well as communication barriers. In addition, so-called “hate speech” has become a social problem. It is necessary to deepen understanding and respect for diversity in culture,

religion, lifestyle, etc., and to create an environment free of prejudice and discrimination.

Yokohama City promotes policies which aim to create a vibrant multicultural society in which there is mutual understanding between citizens, both Japanese and foreign nationals, irrespective of differences in ethnicity, nationality or culture.

- Direction of policies**
- Implementation of the Awareness Survey on foreign residents
 - Educational support for the children of foreign residents
 - Promotion of public relations and the provision of information in multiple languages
 - Enhancement of consultation services that support the daily lives of foreign residents, and the collection and provision of information on these services

Infectious diseases and illnesses

Many people suffering from infectious diseases and illnesses along with their families suffer from prejudice and discrimination caused by insufficient knowledge and understanding among members of the public. With the spread of the COVID-19 pandemic, various human rights issues such as discriminatory posts on the Internet against patients and others have arisen. It is important to continue efforts to eliminate prejudice and discrimination by

disseminating correct knowledge and promoting understanding so that the human rights of patients with infectious diseases and illnesses are respected. Yokohama City will promote measures toward creating a society where people can receive appropriate medical care with peace of mind, where the human rights of people suffering from infectious diseases and illnesses are protected, and where they can live their daily lives with peace of mind.

- Direction of policies**
- Implementation of the Survey on the Awareness of Medical among Yokohama Citizens
 - Awareness-raising among medical professionals of the need for informed consent
 - Response based on a proper understanding of infectious diseases and illnesses, such as HIV and new strains of influenza
 - Collaboration and cooperation between consultation and medical facilities

Occupational discrimination

Our daily lives are sustained by people working various occupations, but we may not properly understand the significance of each occupation and may look down upon or avoid those who are engaged in certain occupations. People and their families working in such fields as meat production and slaughter operations, collection of dogs and cats for the purpose of animal protection and management, and operations related to funeral homes and

cemeteries suffer from unwarranted discriminatory words and actions due to the belief that the act of killing is inherently wrong, feelings of avoidance of death, or other reasons. As such, it is important for each citizen to work to overcome prejudice and discrimination.

Yokohama City promotes policies which allow people working in professions of all kinds to be accorded equal respect, and to work and live their lives with pride and confidence.

- Direction of policies**
- Implementation of the Survey on the Awareness of Human Rights among Yokohama Citizens
 - Promote training and awareness-raising among staff and school teachers to check and question their own thoughts and feelings
 - Promotion of public relations and awareness among citizens
 - Support for initiatives seeking to enable individuals to solve their own problems and realize their true potentials (empowerment)
 - Collaboration and cooperation in the provision of information and know how from related facilities

Homeless People

Although the number of people visibly experiencing homelessness is decreasing, there are still many people who are at risk of becoming homeless due to unstable housing conditions, and assistance must be provided while keeping abreast of changing social conditions. In addition, incidents of attacks and harassment still occur. It is necessary to eliminate prejudice and the mindset of exclusion, and to view and resolve

these issues as a problem for society as a whole, rather than attributing them solely to the responsibility of the individual.

Yokohama City promotes comprehensive policies which, in addition to respecting the fundamental human rights of homeless persons and helping them escape from the vicious cycle of life on the streets, also deepen understanding of the issues among citizens.

- Direction of policies**
- Understand the situation during visiting consultations at various locations in the city
 - Raise awareness through Koho Yokohama and human rights training, etc.
 - Provide support in various settings, such as at ward office counters, self-support facilities, and visiting consultations, with respect for the person’s wishes and protection of his or her human rights as the first priority
 - Promotion of measures to help homeless persons gain independence in cooperation with related institutions and private organizations based on the Fourth Yokohama City Action Plan for Supporting the Self-Reliance of Homeless Persons

Sexual minorities

The percentage of sexual minorities is estimated to be 5-8%. This means that there are many sexual minorities around us, including classmates and workmates or family members. Although society’s awareness of sexual minorities is growing, there is still not enough understanding, and many people continue to suffer and have difficulty living with the fear of discrimination and prejudice. As the term “SOGI” suggests, everyone has a

sexual orientation and gender identity, and there is a diversity of sexuality. Therefore, it is necessary to correctly understand sexual orientation and gender identity and to eliminate prejudice.

Yokohama City promotes comprehensive policies which seek to end the discrimination, prejudice and daily hardships faced by sexual minorities, enabling them to live life to the fullest in their own way.

- Direction of policies**
- Implementation of the Survey on the Awareness of Human Rights among Yokohama Citizens
 - Raise awareness of sexual minorities among citizens and business establishments
 - Operation of the Partnership Oath System
 - Collaboration and cooperation with organizations connected with human rights and NPOs that possess know how concerning these issues

Term What is SOGI?
An acronym for Sexual Orientation and Gender Identity. It is not an expression that refers only to people of a particular sexual orientation or gender identity, but rather a term that describes sexual diversity.

Suicide and the family members of individuals who have committed suicide

Suicide is caused by a combination of various problems, including economic and lifestyle issues, health issues, labor issues, and family issues. Today, in an age when so many people die at their own hands, everyone needs to be aware of the importance of suicide prevention efforts in their daily lives and work, as well as to understand how to

appropriately respond to suicide survivors.

Aiming to realize a society where no one is driven to suicide, Yokohama City will promote measures under its Yokohama City Suicide Prevention Plan in cooperation with related organizations.

- Direction of policies**
- Conducting of surveys on citizens’ awareness of mental health (surveys on citizens’ awareness of suicide)
 - Training of “gatekeepers”
 - Promotion of support for the bereaved, such as telephone counseling by specialized counselors
 - Strengthening of local networks

- Women
- Children
- Elderly persons
- Persons with disabilities
- Buraku discrimination (Dowa Issue)
- Foreign residents
- Infectious diseases and illnesses
- Occupational discrimination
- Homeless People
- Sexual minorities
- Suicide and the family members of individuals who have committed suicide
- Victims of crime, etc.
- Violations of human rights via the Internet etc.
- Human rights issues connected with disasters
- Other issues

Section 5

Systems and Other Initiatives for Promoting Human Rights Policies

Victims of crime, etc.

In addition to the direct damage caused by crimes, crime victims, their families, and bereaved family members suffer a variety of emotional and economic blows and face various difficulties in their daily lives. In addition, they may suffer secondary damage due to the words and actions of those around them that lack understanding or consideration. It is necessary to support victims so that they can regain a

peaceful life, and to promote citizens' understanding of the circumstances and feelings of victims.

To enable victims of crime to live in peace in the community, Yokohama City will promote measures such as support based on the Yokohama City Ordinance on Support for Crime Victims, the development of human resources to support victims of crime, and educational programs for citizens.

- Direction of policies**
- Ascertain the current situation of victims, etc. through the Yokohama City Consultation Office for Victims of Crime
 - Training for staff at ward offices to deepen their understanding of victims
 - Establishment of a support system to provide uninterrupted support through multi-agency collaboration
 - Support system for cooperation with related organizations in the city

Violations of human rights via the Internet etc.

While widespread use of the Internet has made life a lot more convenient in many ways, human rights violations such as slander or insults directed at others, unauthorized posting of information concerning personal privacy, and discriminatory posts concerning non-Japanese residents, the disabled, and others have become social problems. It is important for each citizen to understand the nature of the Internet and to be mindful of human rights when using

it. In addition, lack of consideration for people from various walks of life who use the Internet can create information disparities. When disseminating information, it is necessary to ensure that everyone has equal access to information. Yokohama City promotes policies which, in addition to ensuring information is shared and managed appropriately via the Internet, promote awareness among citizens, business operators etc. through a range of opportunities.

- Direction of policies**
- Gain an understanding of the situation surrounding discrimination on the Internet through the results of surveys conducted by the prefecture, etc.
 - Guidance for school children who use the Internet, awareness-raising activities among guardians
 - Ensuring that people know about consultation facilities and services
 - Collaboration and cooperation with organizations connected with human rights and NPOs that possess know how

Human rights issues connected with disasters

In addition to the difficulty of protecting privacy in evacuation shelters, there are also problems such as insufficient consideration for people in need of assistance in times of disaster, sexual minorities, and women, as well as human rights violations such as violence and abuse due to the stress of prolonged evacuation life. In times of disaster, it is important to remain calm and not be misled

by uncertain information, and to remember to put yourself in the shoes of others and imagine how they feel. Yokohama City promotes policies aimed at ensuring the safety and security of citizens who have been evacuated because of a disaster, putting in place systems of support which give special consideration to women, those in need of assistance in event of a disaster and others.

- Direction of policies**
- Conduct questionnaire surveys on awareness of disaster preparedness and disaster mitigation among Yokohama's citizens and their efforts
 - Implementation, notification and public awareness of disaster drills simulating the operation of evacuation shelters etc.
 - Establishment of a disaster preparedness system that incorporates a gender equality perspective, and consideration for the different needs of men and women, as well as for sexual minorities
 - Collaboration and cooperation with organizations connected with human rights and NPOs that possess the know how to provide support

Other issues

Human rights issues include indigenous peoples (Ainu people), victims of abduction, etc., people released from prison after completing their sentences, human trafficking, harassment, people facing economic hardship, addiction, and

other human rights issues. Yokohama City will strive to provide support to affected parties and others, and to raise awareness in an effort to promote the correct understanding of these various human rights issues.

The human rights of each individual are equally irreplaceable for everyone and require mutual respect and tolerance.

Yokohama City's systems for prompting human rights

The Yokohama City Council for the Promotion of Human Rights Policies was established as an agency-wide promotion organization to promote human rights policies in a comprehensive and systematic manner through close cooperation among related departments. In addition, the Yokohama City Human Rights Roundtable will serve as a forum for continuously exchanging opinions between organizations, NPOs, and academic experts working on human rights issues, and reflect their advice and opinions in the measures.

Expected roles of citizens, community organizations, and businesses

In order to solve human rights issues, it is important that society as a whole, including citizens, community groups, and businesses, work on these issues in addition to the government. When citizens and all other actors in the local community understand the significance of these efforts, they will respect each other's human rights and realize a society that is enriched and easy for everyone to live in.

Yokohama City supports human rights awareness-raising activities and voluntary efforts targeting citizens, community groups, and businesses.

Expected roles of citizens and community organizations

- Participation in human rights training programs at workplaces, schools, and other social settings
- Communication and interaction with people who have been discriminated against

Think about and correctly understand various human rights issues

Proactively perceive prejudice and discrimination faced in daily life as a problem close to home, and take action to solve it

Expected roles of business enterprises

- Business activities from the perspective of respect for human rights

- Creation of workplaces where everyone can feel comfortable working
- Improvement of customer service and corporate image

- Improvement of the company's overall profitability
- Improvement of human rights awareness in society as a whole

