

### (3) Welfare for Adults and Children with Disabilities

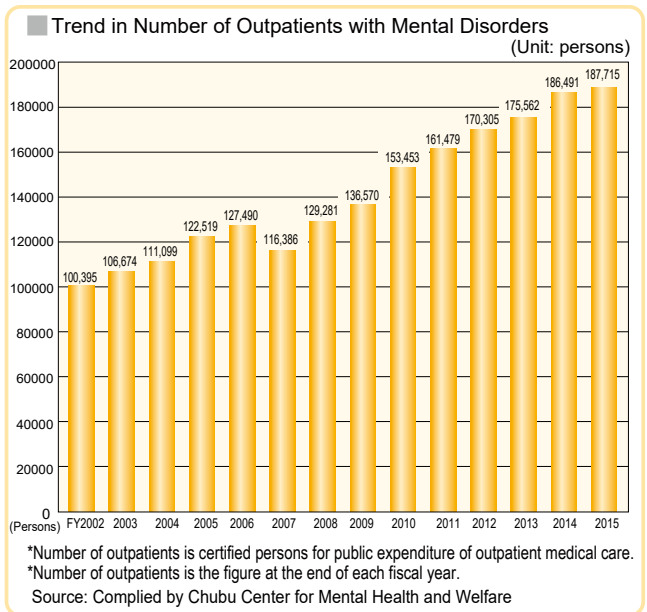
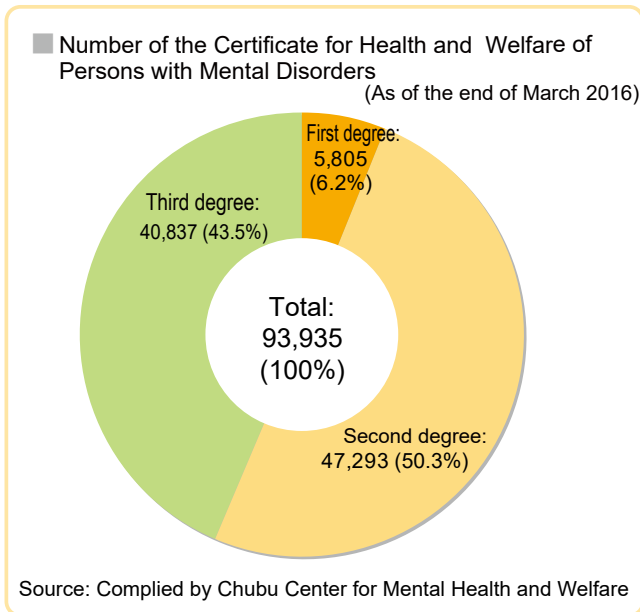
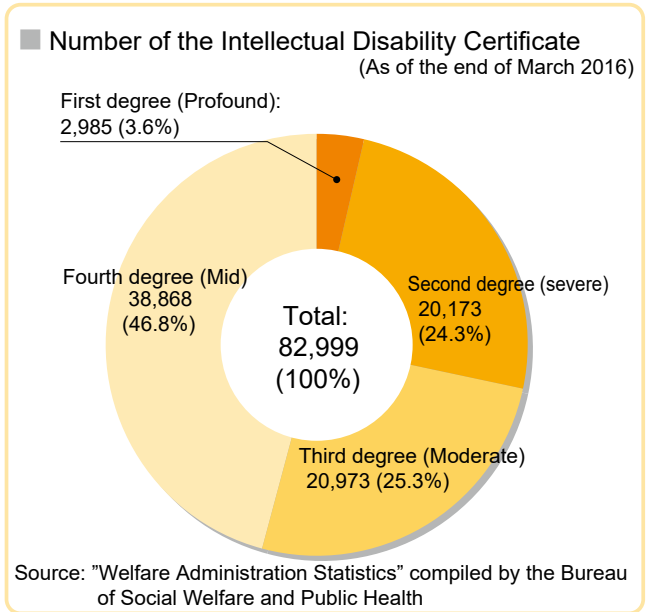
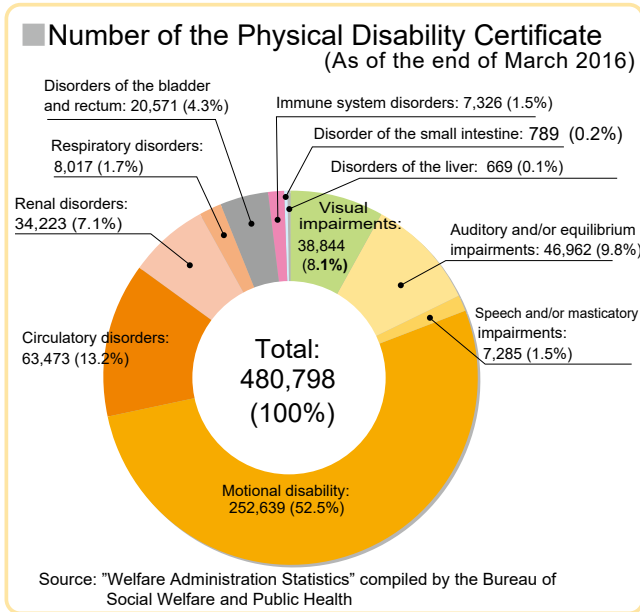
In April 2015, TMG enacted the “Tokyo Metropolitan Plan for Persons with Disabilities and the Tokyo Metropolitan Welfare Plan for Persons with Disabilities”, based on which we are working towards the integrated development of facilities providing services for persons with disabilities.

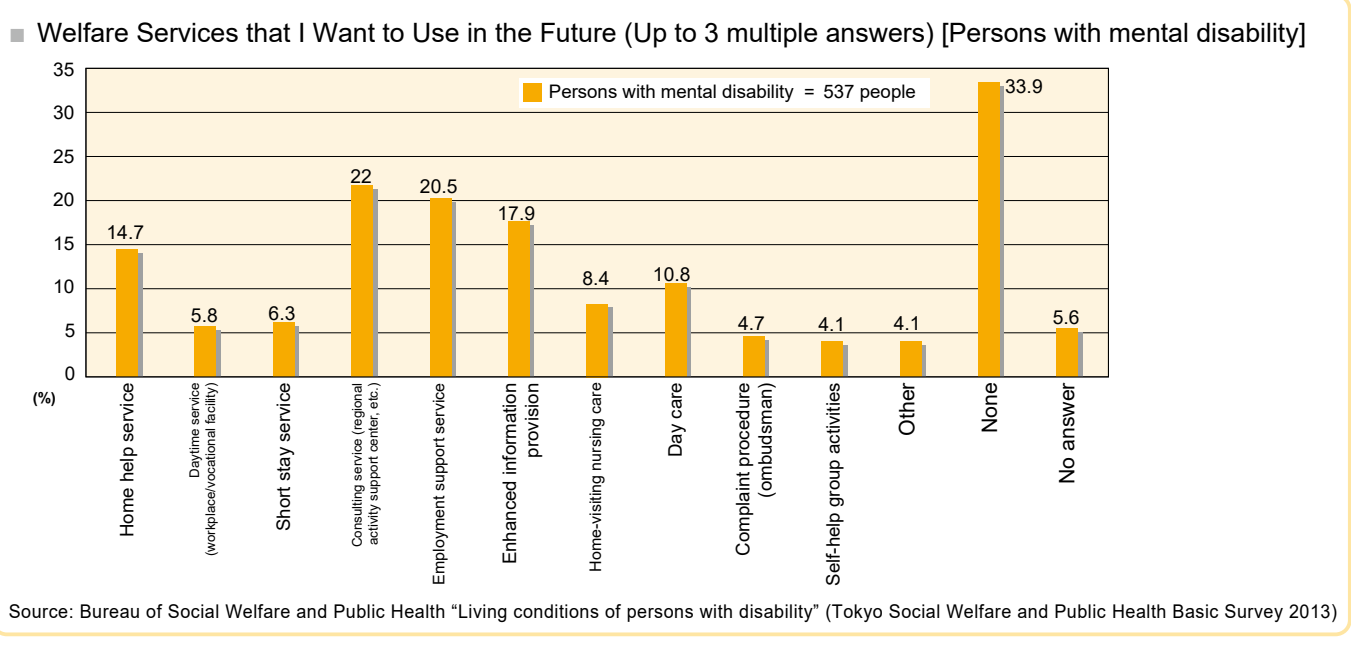
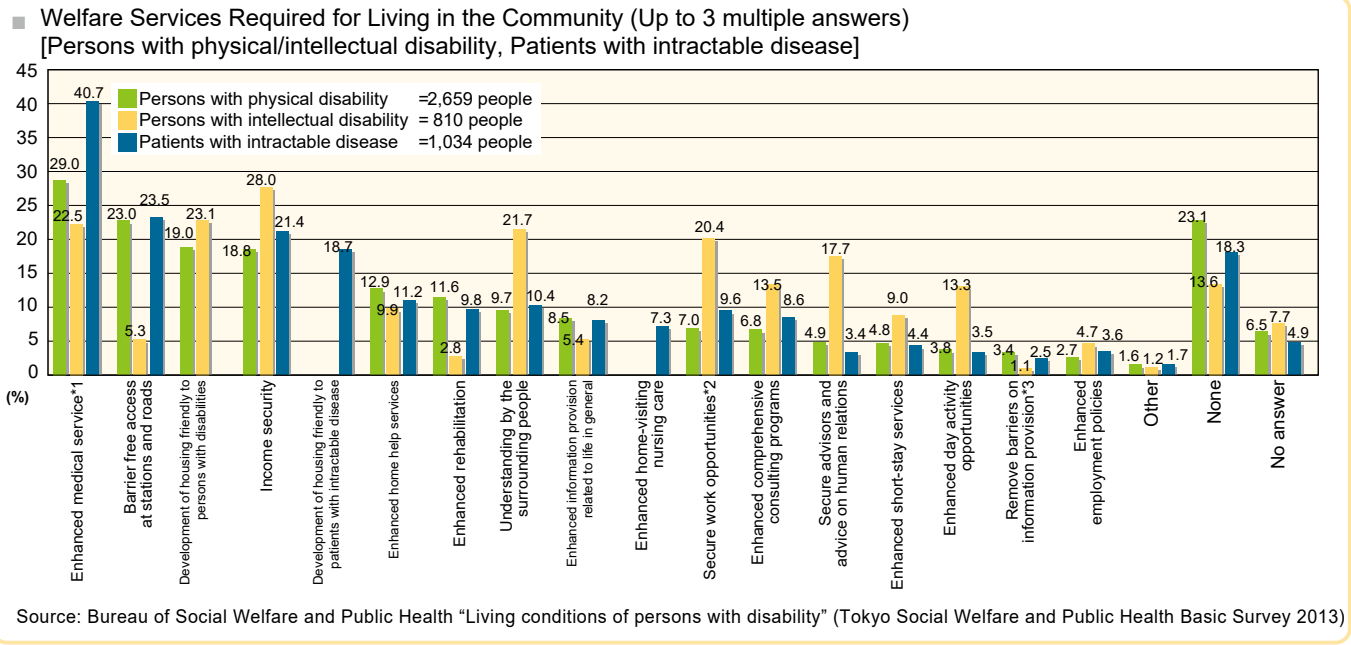
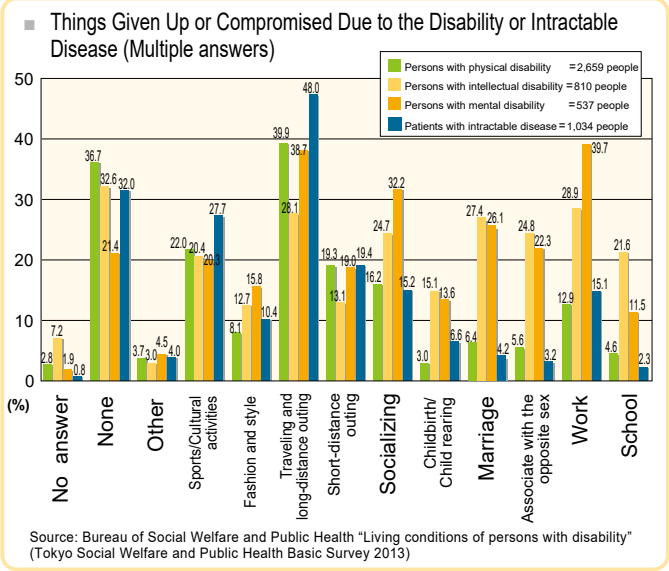
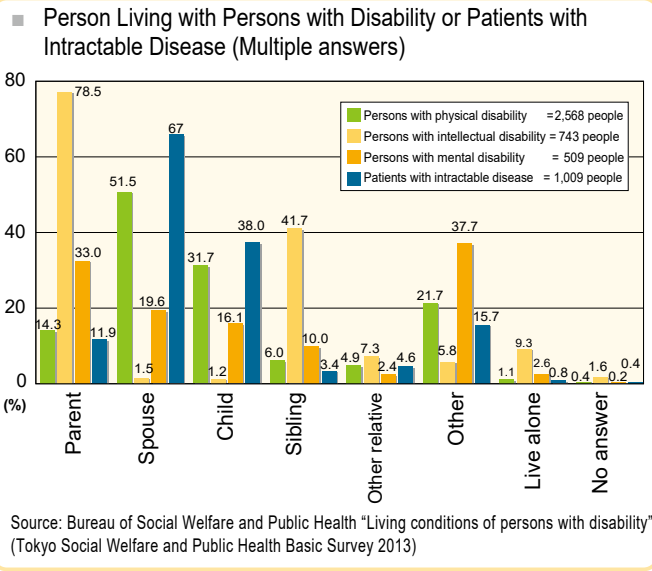
#### Current Status of Adults and Children with Disabilities

#### Number of Persons Possessing Disability Certificate

Currently, approximately 481,000 Tokyo residents are issued with the Physical Disability Certificate

(*Shintai shogaisha techo*), 83,000 are issued with the Intellectual Disability Certificate (*Ai no Techo*), and 94,000 are issued with the Certificate for Health and Welfare of Persons with Mental Disorders (*Seishin shogaisha hoken fukushi techo*). [As of the end of March 2016]





## Tokyo Metropolitan Plan for Persons with DisabilitiesTokyo Metropolitan Disability Welfare Plan

In order to achieve a society where persons with disabilities can live in peace of mind in the community and be able to work without obstruction, we formulated the Tokyo Metropolitan Plan for Persons with Disabilities and the Tokyo Metropolitan Disability Welfare Plan. The goal is to develop comprehensive policies to assist people with disabilities, with all related agencies working together on this project.

### Tokyo Metropolitan Plan for Persons with Disabilities (Basic Law for Persons with Disabilities)

#### Basic Philosophy

- I Realize a society where persons with disabilities can live with security in the community
- II Realize a society where persons with disabilities can naturally be able to work
- III Realize communities where all Tokyo residents can live together

#### Policy Targets

- I Create a system to support an independent life in the community
- II Support to strengthen ability to live in the society
- III Realize a society where work can be naturally found and maintained
- IV Realize a barrier-free society
- V Training and securing human resource who provide services

#### Program Plan

- Policies on welfare, insurance, medical care
- Education, labor, housing, safety and security, community building, removal of barriers in awareness and information, sports, culture and art, etc.

Comprehensive promotion of policies for the disabled across the metropolitan government

### Fourth-term Tokyo Metropolitan Disability Welfare Plan (Comprehensive Support for Persons with Disabilities Act)

#### Performance Target (end of FY2017)

##### Promoting shift to life in the community

- Persons in the welfare facilities make the shift to community life  
[No. of persons making the shift to community life]  
890 from the end of FY2013  
[No. of persons in facilities (capacity)]  
7,344
- Persons with mental disorders in mental hospitals who can be discharged shift to community life  
[No. of persons discharged within 3 months]  
64% or more  
[No. of persons discharged within 1 year]  
91% or more  
[No. of persons with long hospital stay (1 year or more)]  
(As of end June 2012) 11,760  
⇒ (As of end June 2017) 9,643

##### Development of support bases for life in the community, etc.

- Develop at least one in each municipality

##### Promoting shift to regular employment

- Persons shifting to regular employment through municipal programs to support employment of the disabled  
2,500
- Persons shifting from welfare facilities to regular employment  
2,140
- Businesses supporting shift to employment with an achievement rate of 30% or more  
More than 50% of the total

#### Primary Approaches

##### Establishing and promoting the basic system to support the community

- Three-year plan to support life in the community for persons and children with disabilities

##### Creating systems to support the shift to life in the community

- Coordinating project to promote shift to community life
- Projects to assist persons with disabilities to shift to life in the community/to stay in the community
- Projects to develop systems for persons with mental disability to shift to life in the community, etc.

##### Enhance/strengthen employment assistance

- Integrated assistance on work and living aspects
- Providing assistance to corporations to encourage employment of persons with disabilities
- Assistance to raise wages at welfare facilities, etc

##### Fine-tuned care for a variety of disabilities

- Providing psychiatric care in community
- Assistance for severely mentally and physically disabled children
- Assistance for the developmentally disabled
- Assistance for persons with higher brain dysfunction
- Assistance for patients with intractable diseases, etc.

### Three-year Plan for Assistance on Making the Shift to Life in the Community/ Day to Day Life

The TMG shall make new improvements by the end of FY2017 including employment opportunities for independence of the disabled and 6,720 more capacity at residences in the community such as group homes.

### Investment in the Improvement of the Community Life of Disabled Persons (Special Subsidization)

- Continue the special subsidization to reduce the burden on individuals who conduct facility maintenance

Facility for Maintenance	FY2015 to FY2017	Objectives
Places for daytime activities (Daycare facility, etc.)	+4,500 persons	Support for general employment and opportunities for day-time activity for the severely disabled
Residence in the community (Group homes)	+2,000 persons	Providing living arrangements for persons with disabilities in the community
At-home services (Short-stay at facility)	+220 persons	Construction to offer easy-access in communities
Enhanced support for children with disabilities (Child development support center)	+10 locations	Secure a system to provide more support for children with disabilities

### Comprehensive Support for Persons with Disabilities Act

With the aim of realizing coexistence in local communities, the Services and Supports for Persons with Disabilities Act was revised into the “Act to Comprehensively Support the Daily Life and Social life of Persons with Disabilities (Comprehensive Support for Persons with Disabilities Act)” in April 2013. At the same time, the definition of disability was enlarged to include intractable disease, and in April 2014 the scope of home visits for those with severe disabilities was expanded, and the integration of care homes and group homes took place.

### Welfare Services

Welfare services are classified broadly as the individually determined “Disability Welfare Service” and the flexible, municipally-conducted “Community Life Support Program.”

The “Disability Welfare Service” will be divided into the “Care Services”, if the person receives support for nursing care or the “Training Services”, if the person receives support for training. In addition, “Community Consultation Assistance Services” provide support to shift to and maintain life in the community, and “Plan Consultation Assistance Services” provide support to use and maintain various services. The program details and user charges for “Community Life Support Services” varies by municipality.

○ Welfare Service System

Care Services	Home-help Service	Assist with bathing, toileting and eating at home.
	Visiting Care for Persons with Severe Disabilities	Assist severely disabled persons or persons with severe intellectual/mental disabilities with serious behavior issues and require constant nursing care, with bathing, toileting and eating, and also provide housekeeping assistance, communication assistance, and outing assistance.
	Assistance on travel outside the home	For visually impaired individuals for whom mobility is a serious issue, this service provides assistance on the following: information required for travel outside the home (including reading and writing on behalf of the individual), assistance on travel itself.
	Activity Support	Outing assistance and necessary support to avoid danger surrounding persons with severe intellectual/mental disabilities who require constant nursing care.
	Medical Care	Daytime assistance for persons who require medical attention and constant nursing care including functional training when admitted to medical institutions, nursing care and personal care.
	Care for Daily Life	Assistance for persons who require constant nursing care including support with bathing, toileting and eating. Provision of opportunities for creative/ productive activities.
	Short-Stay Service	Short-term assistance (daytime and nighttime) at facilities with bathing, toileting and eating, in case caregivers become ill or unable to provide the necessary nursing care.
	Comprehensive Support for Persons with Severe Disabilities	Comprehensive program to provide multiple services such as at-home care for persons with high necessity of nursing care.
	Support for Residential Care	Service at night and on holidays for persons entering care facilities including bathing, toileting and eating assistance, and daily life support.
Training Services	Rehabilitation Service (functional training, daily life training, etc.)	Training provided for a certain period of time to improve physical function or daily living abilities so that the person can achieve an independent daily/social life.
	Transition Support for Employment	Training to enhance necessary knowledge abilities and employment support offered for persons under 65 who wish to be employed in a general corporation for a certain period.
	Support for Continuous Employment (Type A, Type B)	Provide work place and necessary training to enhance knowledge and abilities for persons who have difficulties working in a general corporation.
	Group Home with Aid (Group Home)	Nighttime or holiday services at group living residences including consultation and daily support such as bathing, toileting and eating assistance.
Community Consultation Assistance Service	Assistance on shift to community life	Consultation on securing housing and other activities required to making the shift to community life and necessary assistance to disabled persons in special facilities, persons with mental disorders in psychiatric hospitals, and disabled persons in protection/correction facilities, etc.
	Assistance to keep people in the community	For persons with disabilities living alone at home, maintaining a continuous system of communications and providing consultations and necessary assistance in case of emergencies due to the characteristic of the disability.
Community Life Support Services	Training to promote understanding, awareness program	Conduct training and raise awareness (hold events/lectures, distribute brochures, etc.) to deepen the community residents' understanding toward persons (children) with disabilities.
	Voluntary activity support program	Support for voluntary activities (peer support, disaster prevention, volunteer activities, etc.) by persons (children) with disabilities, their family, or community residents.
	Consultation assistance program	Provide consultation and necessary information to persons (children) with disabilities. Establish a committee to build a network for consultation assistance in the community.
	Support program to utilize the Adult Guardianship System	For persons with intellectual disabilities who are using or intend to use disability welfare services, and those who find it difficult to use the Adult Guardianship System without assistance, some expenses such as remuneration for the guardian are subsidized.
	Support program for judicial guardians in the Adult Guardianship System	Develop a system to secure judicial persons capable of properly carrying out tasks as a guardian in the Adult Guardianship System, and support the activities of judicial guardians, including the utilization of civil guardians.
	Communication assistance program	Dispatch of sign language interpreters and notetaker/scribe, etc. to assist persons with hearing disability, speech disability, phonological disorder, visual disability or other dysfunction in communicating with other parties.
	Provision/Rental Services of Independent Living Support Tools	Provision or rental of tools to support independent living of severely disabled persons (children).
	Sign language volunteer training program	Training for sign language volunteers to acquire sign language expression skills required for daily conversation, as they are expected to assist in promoting exchange activities with hearing-impaired persons.
	Transportation Support Business	Assist disabled persons (children) who have difficulties in transporting themselves outdoor.
	Local Activity Support Center	Facility offering opportunities for creative/productive activities and promoting social interaction.
	Arbitrary programs	Programs required for living an independent daily life or social life, decided at the discretion of the municipality.

○ **Combination of Daily Activities and Residential Facilities**

By dividing the services provided by residential facilities into Daytime Service (daytime activities) and Nighttime Service (residential support), the users can select their own combination of the services.

When patients use this service, an individual support plan will be created for each person in order to provide appropriate services for each individual.

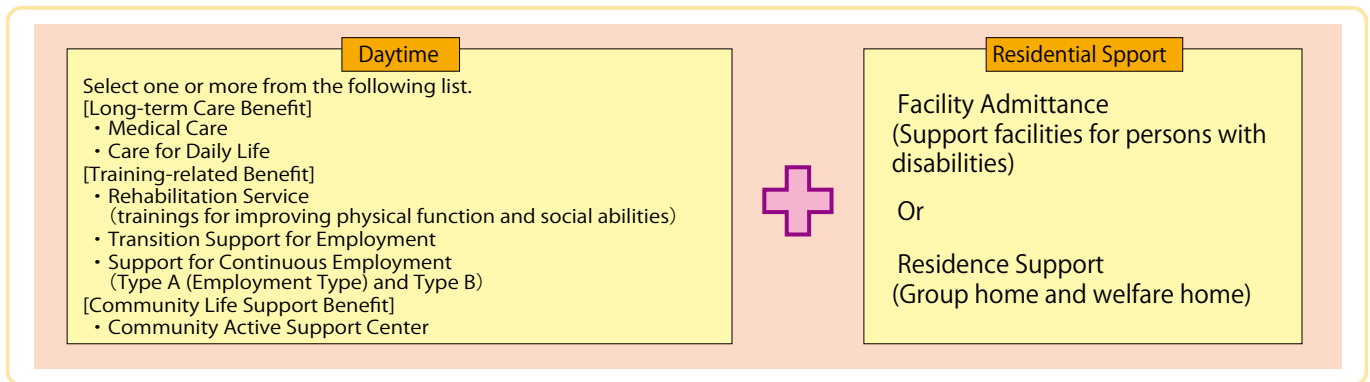
○ **Procedure to Use the Disability Welfare Service**

Those wishing to use services must apply at their municipality office and obtain identification of their disability level (※).

The user must create the “Service usage plan (draft)” with the “Designated counseling and support provider” and submit it to the municipality.

The municipality decides the provision based on the submitted plan (draft) and other necessary matters.

The “Designated counseling and support provider” holds a service personnel meeting once the provision is decided, and coordinates with the service provider to create the actual “Service usage plan,” after which the use of services begins.



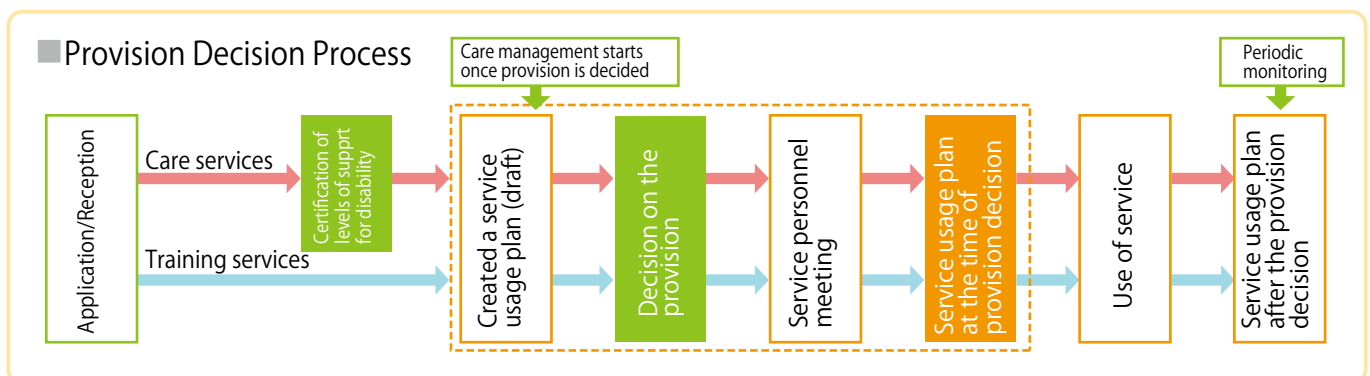
※ **Definition of levels of support for disabilities**

Levels of support for disabilities comprise six stage levels that comprehensively indicate the degree of standard assistance required, according to the various disability characteristics and psychosomatic state (Levels 1 to 6 with level 6 having the highest requirements).

A survey is conducted on a total of 80 items, including 12 items relating to mobility and motion, 16 items relating to personal care and daily life, 6 items relating to communication, 34 items relating to behavioral disorder, and 12 items relating to special medical care. The certification is given by municipalities based on the comprehensive decision of the council.

※ In cases where an application is made for “assistance with travel outside the home,” additional assessment is done using a dedicated assessment sheet. However, certification of levels of support for disabilities are not provided when physical nursing care is not required.

※ Where “training services” are used, certification of levels of support for disabilities is not required as a general rule. However, if those using a Group Home with Aid (Group Home) also request nursing care services, then certification of levels of support for disabilities is required.



○ Self-pay Burden of Disability Welfare Service and Support for Children with Disabilities

The user-paid cost has a monthly maximum limitation set according to the income of the user (Measures such as individual reduction or exemption are available). Food costs and utilities including light, electricity and water supply are billed at actual cost (Burden reduction measures are available).

Category	Income Status of Household		Monthly Maximum Limit	
Public assistance	Public assistance recipient household		¥ 0 (no burden)	
Low Income	Household exempt from municipal residential tax		¥ 0 (no burden)	
General 1	Household subject to municipal residential tax	(Persons with disabilities) Income rate less than ¥ 160,000 ※Excluding residential facility users (aged 20 or over), group home users.	¥ 9,300	
		(Children with disabilities) Income rate less than ¥ 280,000 ※Including residential facility users aged under 20.	When using daytime activity facilities and at-home help	¥ 4,600
			When using residential facilities	¥ 9,300
General 2	Other than above		¥ 37,200	

**Medical System for Services and Supports for Persons with Disabilities**

(Outpatient Psychological Treatment, Medical Rehabilitation Service, Public Health Care to the Disabled Children)

○ Burden Copayment and Deductible of the Medical Expenses for Services and Supports for Persons with Disabilities

The user-paid cost has a monthly maximum limitation set according to the income of the user (Please confirm details with the TMG or municipalities). Food costs during hospital admittance are charged at actual costs (Burden reduction measure is available).

As for out-patient psychiatric treatment received by households exempt from municipal residential tax, the TMG reduces the self-pay burden to 0% upon application.

**Prosthetic Appliances and Daily-use Equipment**

○ Provision of Prosthetic Appliances

Municipal governments, upon application by the disabled persons or the guardian of the disabled child, determine whether the applicant is entitled to receive the service.

○ Provision/Rental of Daily-use Equipment

Municipal governments, upon application by the disabled persons or the guardian of the disabled child, determine whether the applicant is entitled to receive the service.

Prosthetic Appliances and daily-use equipment (Offered individually)	Equipment to be used for a long period of time to supplement the physical functions of disabled persons (children), such as prosthetic limb, orthosis, or wheelchair.
Daily-use equipment (Community Life Support Project)	Equipment used to improve the daily convenience of severely disabled persons.

○ Self-pay Burden of Prosthetic Appliances and Daily-use Equipment

The user-paid cost of prosthetic appliances has a monthly maximum limitation set according to the income of the user (Persons with a certain income or higher are not entitled to the provision of prosthetic appliances).

The user-paid cost of daily-use equipment is decided by the municipality.

**Communication Assistance Program for Persons with Hearing Disability**

To enable persons with hearing disability to smoothly travel in a broader area, the program will develop a wide-area contact and coordination system for communication assistance. Also, dispatch communication assistance personnel to wide-area events organized by disability organizations, etc.

(Planning Section, Disabled Persons Programs Division, Bureau of Social Welfare and Public Health)

**Program to Support Municipalities in Promoting Use of Visiting Care for Severely Disabled Persons**

Financial support is provided to municipalities whose service costs for visiting care exceed the state contribution level due to having a significantly high percentage of severely disabled persons, and thereby supporting the community life of disabled persons.

(Community Living Support Section, Disabled Persons Programs Division, Bureau of Social Welfare and Public Health)

**Assistance for Children with Disabilities (Facilities and Programs)**

As of April 1, 2012, changes have been implemented to facilitate and projects for children with disabilities based on the Child Welfare Act and the procedures utilized by facilities have now become integrated. In addition, the utilization of facilities for disabled children by persons 18 years of age or older is addressed under policies for the disabled under

Comprehensive Support for Persons with Disabilities Act.

The Services and Supports for Persons with Disabilities Act was revised into the “Act to Comprehensively Support the Daily Life and Social life of Persons with Disabilities (Comprehensive Support for Persons with Disabilities Act)” in April 2013.

### **Promotion of Shift to Community and Service Infrastructure Improvement**

The TMG is promoting the shift to community life of long-term facility residents and mentally disabled persons being “hospitalized for non-medical reasons,” while improving the community infrastructure such as housing and at-home services.

#### **Establishing Basic Infrastructure for People with Disabilities in the Community**

To enable people and children with disabilities to live in peace of mind in the community, the TMG established the Three-Year Plan for Assistance on Making the Shift to Life in the Community /Day-to-Day Life. The Plan works to establish basic community infrastructure such as Group Homes as the places to live in the community, daytime rehabilitation centers, short-stay facilities, etc.

#### **Subsidies on Lump-sum Payments for Fixed-term Leaseholds**

This program promotes the development of facilities for persons and children with disabilities by subsidizing a part of the lump-sum payment when service providers develop facilities with a fixed-term leasehold on state-owned land or private land.

#### **Support for Establishment of Facilities for Persons (Children) with Disabilities Using Leased Land**

This program promotes the development of facilities for persons and children with disabilities by subsidizing a part of the land lease when service providers develop facilities by leasing state-owned land or private land.

#### **Project to Support the Transfer of Residents of Facilities outside Tokyo to Move into the Community**

Group Homes accepting residents of disability support facilities outside Tokyo will be able to access subsidies for part of the initial costs involved in accepting said residents, in order to promote regional economic activity and encourage settling in the community.

#### **Projects to Assist Persons with Disabilities Shifting to Life in the Community/Assisting Persons with Disabilities to Stay in the General Community**

This project supports consultation services (after a person with disabilities has made the shift to the community) for Group Homes. The purpose of this project is to enable persons with severe disabilities to

live in peace of mind in the community of their choice, receiving the services they need in the community, upon moving from a residential facility. The project implements education and training with the aim of enabling disabled people and their families living in the community to be able to imagine a long-term life within the community. This contributes to solving the potential problem of people waiting for access to facilities.

The project promotes persons to move back to the community in Tokyo by subsidizing a part of the expenses for programs providing consultation and assistance to users of facilities outside Tokyo, who wish to move back to the community, while strengthening the function of these consultation assistance programs.

#### **Project to Support Persons with Disabilities to Live Alone**

This project assists users of Group Homes for persons with disabilities to shift to and continue to live on their own in regular housing in their communities, in case they wish to do so.

#### **Group Home Community Network Project**

This project aims to improve the quality of aid by creating networks among group homes in communities, conducting human resource training, and enhancing mutual cooperation among group homes.

#### **Medical Partnership Type Group Home Project**

**New**

Support is provided for municipalities offering group homes where, in addition to providing lifestyle support workers who can offer medical support to persons with disabilities requiring such care, study workshops are implemented in order to consider and verify partnerships with medical care.

#### **Project to Enhance the Medical Collaboration of Welfare Service for Persons with Disabilities**

In order to support persons with disability requiring medical care, this project supports the efforts by municipalities to assign nurses to support facilities for persons with disabilities, to establish the collaboration between service providers of short-term stay and visiting nurses, and to provide medical support and consultations to persons with disabilities in the community.

#### **Subsidy for Preparation Costs Required to Set Up Short-term Stay Services**

This project promotes the establishment of short-term stay services by subsidizing a part of the preparation costs, such as key money required to lease a building, etc., when service providers newly offer or expand short-term stay services.

#### **Project for Specific Systems to Assist Persons with Mental Disabilities to Make the Shift to Living in the Community**

This project appoints coordinators to approach effectively people with mental disorders who are “hospitalized for non-medical reasons,” and to coordinate between hospitals and the community. By



having people with disabilities experience overnight stays at facilities by utilizing special rooms of Group Homes, the project provides systems to help people with mental disabilities currently in hospitals to make the shift to life in the community, and supports stability of life in the community for these individuals.

### **Training Project on Nursing Care Staff Expelling Phlegm for Patients**

This project seeks to train nursing care staff capable of performing medical services at facilities for people with disabilities, e.g. expelling of phlegm. The project also sets up a registration system for staff and other related parties performing expelling of phlegm.

### **Measures Relating to the Law Concerning the Elimination of Discrimination against Persons with Disabilities**

Regional Joint Councils formed from related agencies are working on considering measures to reduce discrimination, and the strengthening of partnerships, as well as implementing education and training in regard to the legal basis and legal responses to residents who autonomously request cooperation. Furthermore, in the light of the forthcoming 2020 Tokyo Olympics, consideration is to be given to making further progress in eliminating discrimination and increasing understanding in regard to disability.

### **Operation of Website "Heart City Tokyo"**

In order to promote understanding of disability and persons with disabilities, the website features illustrations and easy-to-understand guides to the Law Concerning the Elimination of Discrimination against Persons with Disabilities and the Law to Prevent Abuse of Persons with Disabilities, to promote understanding among residents, in addition to explaining various features of disability and suggesting methods to support different disabilities.

### **Awareness Building and Education about Help Mark and Help Card**

As it may not be apparent from the outside whether support or special consideration is required for persons with prosthetic limbs or prosthetic joints, those with internal dysfunctions or intractable diseases, or women in the early stages of pregnancy, the TMG will raise awareness of the Help Mark (see p.42), indicating to those around them that special consideration is required, to smoothly obtain support and Help Card (see p.42), utilized by persons with disabilities to request help in times of disaster and in normal times.



### **Project to Promote the Utilization of the Help Mark in Municipalities**

The TMG will also raise awareness of the Help Mark by subsidizing the distribution of the mark by municipalities according to their circumstances and the utilization of the mark at public facilities, etc.

### **Project to Promote the Utilization of the Help Card**

In order to spread the use of the Help Card, the project supports initiatives by municipalities to raise awareness, such as study sessions and seminars on the Help Card, and disaster drills conducted by using the Help Card.

### **Metropolitan Housing**

A program is available to increase the winning rate of a drawing for metropolitan housing by five or seven times compared to general households. A point system also exists to prioritize those with higher degree of dwelling need to move into housing that is up for rent.

### **Coordinators to Promote Shift to Life in the Community**

Promote the shift to community life among facility residents by appointing coordinators at residential facilities to promote the shift, and ensuring cooperation between facilities in and outside of Tokyo, while also establishing a cooperation structure between municipalities and designated counseling support provider.

### **Project on Human Resource Development of Tokyo Metropolitan Facilities for Persons with Disabilities**

This project works to strengthen the supporting ability of facilities by conducting practical training for personnel, who are expected to be at a core of the facility management in the support facilities for person with disabilities and group homes to respond to aging users and further aggravation of disabilities (Facility Care Support Section, Disabled Persons Programs Division, Bureau of Social Welfare and Public Health)

### **Enhancing Community-based Medical Assistance Systems**

A vast variety of policies exist to enhance medical systems for persons with mental disorder, for severely mentally and physically impaired children (persons), for developmentally impaired children and adults, for those with higher brain function impairment, and for children requiring medical care.

### **Improving the System of Psychiatric Care in the Community**

This project works to establish smooth cooperation with general medical care and psychiatric care and to strengthen collaboration between psychiatric hospitals and clinics to enable appropriate medical care at the time it is needed in the community. Under cooperation with health centers and other institutions outreach programs are delivered for persons with mental disorder who find stable life in the community difficult due to reasons such as discontinued medical care.

### **Support for At-Home Respite Care for Severely Mentally and Physically Disabled Children (persons)**

Nurses visit to severely mentally and physically

disabled children (persons) and disabled children requiring medical care at home to provide temporary relief to the caretaker and encourage rest for the family, in order to maintain the health of the mentally and physically impaired children (persons) and improve the welfare of the family.

### **Support for At-Home Medical Care of Severely Mentally and Physically Disabled Children**

Under this project, clinical nurses are dispatched to the homes of severely mentally and physically disabled children (persons) and disabled children requiring medical care. These staff provide nursing care instruction and consultations on medical care. In addition, for severely mentally and physically disabled children hospitalized (in NICU, etc.) wishing to live at home, these staff provide early-stage consultations and assistance to these individuals and their families to ensure a smooth transition from facilities to the home. The project also works to improve the quality level of visiting nurses via training and other means. Through these means, this project is designed to improve the level of support offered to severely mentally and physically disabled children.

### **Short-Stay Facilities for Severely Mentally and Physically Disabled Children (Persons) (Assign Staff to Facilitate Receipt)**

This project assigns highly skilled clinical nurses to short-stay facilities as staff to facilitate the receipt of severely mentally and physically disabled children (persons), in particular, to actively promote the receipt of those living at home with high medical needs.

### **Contract Daycare Centers for Severely Mentally and Physically Disabled Childcare (Assign Staff to Facilitate Receipt)**

This project assigns highly skilled clinical nurses to private medical-type facilities as staff to facilitate the receipt of severely mentally and physically disabled children (persons), in particular, to actively promote the receipt of those living at home with high medical needs.

### **Subsidies for Daycare Centers for the Severely Mentally and Physically Disabled Children (Persons)**

In order to provide daytime care to the severely mentally and physically impaired living at home, and to provide appropriate medical care, the Metropolitan ensures the appropriate medical care environment at daycare centers through the municipalities.

### **Ensuring a Supply of Clinical Nurse Personnel for Facilities for Severely Mentally and Physically Disabled People**

This project provides opportunities for training and certificate acquisition for clinical nurses working in medical facilities for disabled persons and long-term sanatorium businesses. The project seeks to ensure a steady supply of nurses and encourages them to remain in their jobs by improving the working environment and by improving recruitment policies for clinical nurses.

### **Coordination of Structures to Provide Support for Children requiring Medical Care New**

In addition to establishing a communications forum for the exchange of opinions and communication between related agencies that support children requiring medical care, training will be provided that promotes basic understanding of children requiring medical care, and a support structure will be provided for those children requiring medical care while living at home.

### **Model Project Promoting Medical Care of Disabled Children, with Support for Attending Facilities New**

In order to press ahead with coordinating an environment in which disabled children requiring medical care are able to access such care within their communities, a model project will be established in which nurses are located within Child Development Support Centers and Child Development Support Offices.

### **Project to Promote Constructing Support System to Persons with Developmental Disorder**

To enhance the support system for persons (children) with developmental disorder, the project will promote the training of municipal counseling support staff and specialists in healthcare providers. It will also develop support bases for developmental disorders and build a municipal support system through coordination with related organizations.

### **Project for Training and Dispatch of Parent Mentors New**

In order to prevent the social and psychological isolation of children with development disorders and their families, and enable them to live in the community with peace of mind, we will train parent mentors who can offer consultation and advice from the perspective of parents with disabled children, and support the creation of a structure that promotes families helping one another.

### **Promotion Projects of Spreading Support for Persons with Higher Brain Dysfunction**

Support will be enhanced at the Center for Welfare of Persons with Physical or Intellectual Disabilities, which serves as the support center for persons with higher brain dysfunction, where expert consultation/support is provided to persons with higher brain dysfunction and their families. The center is also working to create a local support network with municipalities and related organizations to conduct human resource training and PR activities to raise awareness among Tokyo residents.

Advisors will also be assigned at hospitals with central roles in rehabilitation of higher brain dysfunction. These advisors provide consultation on rehabilitation technology and individual support, and a model project will be conducted on training for healthcare providers.

## Promotion Project of Local Support for Persons with Higher Brain Dysfunction

Assign support staff for persons with higher brain dysfunction at the municipalities who can provide consultation/support to persons with higher brain dysfunction and their families, and cooperate with related organizations such as local medical institutions and employment support centers in order to provide support at the local level.

### Enhancement of Employment Promotion Measures toward Independent Living

The government, companies and welfare facilities will work together to support disabled persons, depending on to each of their situations, so they feel secure about continuing work.

#### ■ Employment Conditions for the Physically and Mentally Disabled in Tokyo

	General Companies in the Private Sector	Special Semi-Governmental Corporations and Independent Administrative Corporations	Local Public Entities ※1
Mandatory Proportion of Jobs for Handicapped	2.0	2.3	2.3
Actual Proportion	1.84	2.46	2.53

※ 1 Local public entities to which the mandatory proportion of jobs for handicapped people of 2.3% is applied

※ 2 Figures for mentally handicapped are calculated in actual proportion since April 1, 2006

(As of June 1, 2015 )

Source: Tokyo Labour Bureau, Ministry of Health, Labour and Welfare

## Strengthen Cooperation with Tokyo Metropolitan Council to Assist Employment of Persons with Disabilities

The “Tokyo Metropolitan Council to Assist Employment of Disabled Persons” comprised of economic organizations, companies, labor, welfare and educational organizations, employment support businesses and academic experts will strengthen cooperation with related organizations to foster a trend in society to increase employment of disabled persons.

### Operation of “Tokyo Challenge Office”

The TMG will open an office inside the TMG building and provide the opportunities for persons with intellectual disability or mental disorders to gain work experience as part-time employees or short-term trainees and support their employment for general companies.

## Implementation of Employment Support Level-up Training Program

The TMG will provide systematic training to coordinators at municipalities' employment support centers and support staff at translation support for employment , which will include training on knowledge, information, skills and communication

capabilities needed to support employment of disabled persons, and aims to improve the professional quality and capabilities of the staff providing employment support.

## Project to Improve the Skills of Employment Support Institutions

Training will be conducted for employment support institutions to improve their capacity to provide support, such as training in skills to match companies looking to hire persons with disabilities to those wishing to find a job, and training related to the characteristics of mental disability, developmental disability, etc.

## Project to Accept Employment in Corporations

To ensure that disabled persons in welfare facilities, etc., are accepted for training, subsidy is provided to businesses accepting by workplace experience or work outside the facility for the cost required to develop corporate facilities to accept these workers.

## Promotion of Employment Support Programs for Disabled Persons

The local consultation and support system will be strengthened to comprehensively offer both support related to work such as finding employment, preparing for employment and stabilize employment, and support addressing life-related aspects of employment at the Municipal Employment Support Center for Disabled Persons to be set up at municipalities.

## Promotion of Wage-up at Welfare Facilities

The municipalities subsidize the expense of sending management consultants and wage-up promotion expenses of motivated businesses, and thereby aim to raise the wage level at welfare facilities in Tokyo. In addition, in order to implement training in order to garner higher wages, boost user motivation and encourage facility staff to have greater awareness of operations.

## Project to Subsidize the Facility Upgrading to Promote Order-taking and Higher Wages

Subsidize the upgrading of production equipment at welfare facilities that aim to increase order-taking opportunities and increase wages.

## Support Project to Promote Order-taking of the Municipality Networks

In order to promote the orders from businesses and public offices as well as to increase order-taking at service providers and to raise wages, the project will enhance the collaboration of the municipality networks, which consist of Support for Continuous Employment (Type B).

## Operation of Welfare Trial Shop

By the stable operation of the welfare trial shop “KURUMIRU”, which deals in products from Support for Continuous Employment (Type B), offers a B-type employment continuation support. Further work will be done to expand sales routes of autonomous products, and work towards increased wages.

## Establishment of Local Greenery Development Program by Persons with Disabilities

As part of the efforts to provide employment opportunities to disabled persons, municipalities will support the establishment of programs to develop greenery in Tokyo such as in parks, planting in urban space and rooftop greenery.

## Promotion of Support Program for Management Networks of Welfare Facilities

With an aim to increase the wage of disabled people working at welfare facilities, municipalities will create every network in the community to support activities such as finding suppliers, joint procurement, joint product development, and expansion of sales channels.

## Social Adaptation Training Program for Persons with Mental Disorders

Commission cooperating businesses including individuals or companies to conduct training required to promote social rehabilitation and participation in socio-economic activities of persons with mental disorders.

## Vocational Training and Employment Consultation

Tokyo Vocational Ability Development School for the Disabled is a public vocational training facility. For consultation regarding employment, inquire with the Public Employment Security Offices (Hello Work) or the Tokyo Vocational Center for Persons with Disabilities.

## Tokyo Job Coach Training

Tokyo job coaches, trained by the TMG, encourages stable employment by visiting companies employing the disabled person to support both the disabled and the companies.

## Job Coach Support Program

The Tokyo Employment Support Center for Disabled Persons, based on the “Law for Employment Promotion of the Disabled,” and in line with the assistance plan formulated by the employment counselor for the disabled person, offers fine-tuned support by sending job coaches to workplaces.

By setting up job coaches at the Support Center to provide support, as well as providing job coaching by engineers and social welfare organizations with know-how on work assistance, this program works with the Tokyo Vocational Center for Persons with Disabilities, providing assistance utilizing subsidies for work assistance (Tokyo Employment Support Center for Disabled Persons).



Person with hearing disability working at a cake shop in a train station



Person with intellectual disability working at a bakery sales section

## Promotion of Sports Activities for Persons with Disabilities

With an aim to realize “Tokyo, City of Sports” where anyone, regardless of disabilities, can enjoy sports, the TMG is communicating information, building awareness, and developing an environment for sports activities for persons with disabilities, while promoting programs to improve game skills with an eye toward ensuring the success not only of the Tokyo Paralympic Games in 2020 but also of other international supports meets.

## Creating Opportunities and Environments where People with Disabilities Can Enjoy Sports

### ○ Disseminating Information and Raising Awareness

Promote understanding and raise awareness about sports for persons with disabilities as well as offer opportunities to disabled persons to take up sports, by managing the sports portal site for persons with disabilities “Tokyo Sho-spo Navi” and by organizing the sports event which allow visitors to participate in and experience “Challenge Sports! TOKYO.”

Furthermore, the appeal of sports for persons with disabilities is to be communicated throughout various media including the fan site “TEAM BEYOND”. Various events organized for residents by municipalities will feature exhibitions and experiences that introduce the Paralympics, under the metropolitan project NO LIMITS CHALLENGE, in order to raise awareness of sports among persons with disabilities, and promote involvement in and support for Paralympic events.

### ○ Finding and Improving New Venues

We will coordinate an environment that enables persons with disabilities to enjoy sport within their local communities by using sports facilities, through compiling a manual containing points that require consideration by facilities management, and ensuring that municipalities that are proactive in providing sports activities for persons with disabilities and creating universal access sports facilities are supported.

Furthermore, the Sports Concierge project for persons with disabilities will open a consulting service relating to sports for persons with disabilities, which offers information and advice aiming for partnerships and support between corporations and organizations.

In addition to this, in order to ensure that persons with disabilities and competitive sports groups comprising persons with disabilities are able to engage in sports activities, special schools within the metropolitan area will be designated as sports centers for persons with disabilities, and the use of sports facilities at special schools will be promoted within the metropolitan area.

### ○ Securing and Training Personnel

Promote the training and enhance the capacity of personnel that support sports activities for disabled persons by holding seminars and other events for people involved in sports, and publish the information newsletter “S&S”, as well as hold training days and forums that promote the training of personnel who

will support sports for persons with disabilities, and improve the quality of their work.

#### ○ Boosting Competitiveness

Discover potential players and train and strengthen competitors to produce athletes with disabilities who can perform well at international competitions such as the Paralympic Games.

### Organization of Tokyo Sports Festival for the Disabled and Sending Athletes to National Championships

The Tokyo Sports Festival for the Disabled is held to promote the disabled to maintain/promote physical fitness, participation in society and exchange among the disabled through sports, and to contribute to the independence of the disabled by enhancing the understanding about disabilities among Tokyo residents, and to promote sports for the disabled in general.

In addition, athletes and coaches are sent to the National Championships for the Disabled, which is the national sports festival for the disabled.

### Tokyo Sports Center for the Disabled

Two facilities in Tokyo are built especially for the use of disabled persons, equipped with pools, gyms, meeting rooms, accommodation facilities or medical consultation services.

In addition, the TMG works on the renovation of the facilities based on the result of the degradation evaluation and users' needs. (Tokyo Sports Center for the Disabled has been under refurbishment since September 2016 (a temporary facility is open in its place). Tokyo's Tama Sports Center for the Disabled is due to open in 2018.)

### Support for Social Participation by Persons with Disabilities

The TMG is promoting community participation of the disabled by offering places for daily activities that can be used according to the needs and condition of each person.

### Ensuring Communication Measures and Provision of Information

In order to promote social participation of persons with disabilities, the TMG conducts the following services:

- Interpreter/helper service for vision- and hearing-impaired persons
- Service centers for vision- and hearing-impaired persons
- Library reference service for vision-impaired persons
- Creation and rental of library materials for vision-impaired persons
- Information network in Braille
- Creation and distribution of materials printed in Braille/tape
- Training of sign language interpreter/ notetaker (scribe)

- Training of sign language and speech reading training course for persons with acquired hearing loss or with hearing impairment
- Rental of communication equipment for hearing-impaired persons
- Creation and rental of visual library materials with subtitles

### Program to Train Tokyo Residents Who Can Use Sign Language

In preparation for the Tokyo 2020 Olympics and Paralympics, TMG will work to raise awareness about sign language in Japanese and in foreign languages, and train Tokyo residents to communicate in sign language to expand the number of people who can use sign.

### Assistance with IT for Persons with Disabilities

This project provides consultations on use, information, exhibitions, and more on IT for persons with disabilities. In addition, the project trains IT personnel capable of assisting persons with disabilities in the community.

### Provision of Assistance Dogs for Physically Disabled Persons

The TMG provides assistance dogs (guide dogs, service dogs or hearing dogs) for persons with physical disabilities.



Assistance Dogs for Physically Disabled Persons (Support Dog)  
Source: Support Dog Association

### Recreational Homes for the Disabled

The TMG designates recreational facilities for disabled persons and their families and also subsidizes part of the costs.

### Tokyo Welfare Center for the Disabled

To improve the welfare for disabled persons, the facility opens its meeting rooms for residents' use and also conducts counseling.

### Tokyo Model Project on Remote Sign Language Interpreters Utilizing Information and Communication Technology

The TMG will introduce remote sign language interpreters utilizing information and communication technology (ICT) to some Tokyo Metropolitan High Schools, along with a service to convert speech to text, and consider the effectiveness of implement of the model project in other areas of Tokyo.

### Project to Promote Corporate CSR Partnerships New

A coordinator will be put in place to match centers

that provide welfare services for the disabled with corporate social responsibility activities, to promote partnerships between the two, and participation in society by persons with disabilities.

### **Medical Care Support and Allowances for Persons with Disabilities**

This project works to establish medical care systems where recipients can receive appropriate medical care when necessary, including subsidies for medical care for children with disabilities.

#### **Subsidization of Medical Expenses of Persons (Children) with Physical/Intellectual Disorders**

The TMG provides subsidies for part of the self-pay burden of medical expenses for persons (children) with severe physical disabilities intellectual disabilities, if certain conditions are fulfilled.

#### **Subsidization of Medical Expenses of Persons (Children) with Mental Disorders**

The TMG provides subsidies for some of the self-pay burden of medical payment for services and support for persons with mental disorders (outpatient psychiatric treatment) and hospitalization expenses for children with mental disorders under 18 years old (including children with autism).

#### **Provision of Allowances**

There are various allowances provided in order to reduce the financial burden on persons (children) with physical/intellectual disabilities. The Japanese government offers Special Disability Allowances (*tokubetsu shogaisha teate*), Disabled Child Welfare Allowances (*shogaiji fukushi teate*) and Special Child-Rearing Allowance (*tokubetsu jido fuyo teate*). As for the TMG system, there are Allowance for Severely Physical or Mentally Disabled (*kyudo shinshin shogaisha teate*) and Welfare Allowance for Physically or Mentally Disabled (*shinshin shogaisha fukushi teate*).

#### **Dental Care for Persons with Intellectual or Physical Disabilities**

Specialized dental examinations are provided to persons (children) with mental or physical disabilities at the Tokyo Metropolitan Center for Oral Health of Persons with Disabilities and facilities for children with intellectual or physical disabilities.

#### **Emergency Psychiatric Service System**

Emergency Psychiatric Services are provided at night and on weekends with the cooperation of public and private hospitals. In addition, we are working to expand on emergency psychiatry systems including primary emergency care with the cooperation of mental clinics during the nighttime hours as well as secondary emergency care including physical complication treatment.

#### **Examination by Authorized Psychiatrists**

In accordance with the Act for the Mental Health

and Welfare of the Persons with Mental Disorders, the TMG provides medical care and protection for mentally disabled persons who have applied or been reported of by offering examination by authorized psychiatrists. If the person is diagnosed as mentally disordered and having a high risk of harming him/herself or others due to the mental disorder, a compulsory hospitalization system exists to admit that person to a state/municipal hospital or designated hospital.

### **Consultation regarding Disability Matters and Support for Medical Care and Development**

Technical consultation facilities, such as child Guidance Offices (TMG), municipal welfare centers (City/TMG) or public health centers, are available offering consultation regarding daily issues of disabled persons or their families.

#### **Welfare Center for the Physically and Intellectually Disabled**

This is a consultation/rehabilitation center for physically and mentally or intellectually disabled persons which operates various services including determination of prosthetic appliances and Intellectual Disability Certificate (*Aino Techo*) (for persons aged 18 or over), and technical support for municipalities. In addition, it issues the Physical Disability Certificate (*Shintai shogaisha techo*) and Intellectual Disability Certificate (*Aino Techo*).

#### **Telephone Consultation Service for Higher Brain Dysfunction**

At the Welfare Center for the Physically and Intellectually Disabled, which serves as the center for persons with higher brain dysfunction, consultation/support service is offered to persons with higher brain dysfunction and their families.

#### **(Comprehensive) Center for Mental Health and Welfare**

At the (Comprehensive) Center for Mental Health and Welfare and other centers for mental health and welfare, consultation with technical staff on medical issues or independent living, various guidance and support are available. It also conducts administrative work for the Psychiatric Review Board, and examines and determines the medical payment for services and support for persons with disabilities (Out-patient psychiatric treatment) and Health and Welfare Certificate for Persons with Mental Disorders (*Seishinshogai-sha Hoken Fukushi Techo*).

#### **Support Center for Persons with Developmental Disorders**

This is a specialized facility that offers support regarding consultation, and development of children and employment issues. It consults or provides guidance for persons with developmental disorders who live at home and their families in cooperation with related facilities.

### Nighttime Telephone Counseling

Clinical psychologists and psychiatric social workers offer nighttime consultations regarding mental health.

### Tokyo Metropolitan Children’s Medical Center Telephone Counseling

Psychologists offer telephone counseling regarding children’s development and mental issues, and concerns about examinations.

### Handling of Abuse against Persons with Disabilities

TMG cooperates with municipalities and other related organizations regarding consultations or reports of abuse of persons with disabilities.





Anyone who finds a person with disability who is thought to have been abused, or anyone who wants to

consult about abuse against persons with disabilities should contact the municipal abuse prevention center for the disabled or the Tokyo advocacy group for persons with disabilities.

Training is held for municipal staff responsible for this issue, along with managers at facilities and businesses to deepen their understanding and enhance expertise in abuse of persons with disabilities. .

### Marks for Persons with Disabilities

Various marks are advocated by disabled persons’ organizations, as well as internationally common ones and those defined by laws. The following is a list of major symbol marks.

International Symbol of Access for Persons with Disabilities		An internationally used mark which indicates that the buildings or public transportation facilities are designed friendly for persons with disabilities. It is not only for those who are in wheel chairs but for all people with disabilities.
International Symbol for Blindness		An internationally used mark established by the World Blind Union in 1984 which indicates that the buildings, facilities, or equipment are barrier free or specifically designed for the safety of vision-impaired persons. It is also used for traffic lights, audio navigation systems, internationally mailed braille documents, books, or printed matters.
Physical Disability Sign (Mark for Physically Disabled Persons)		Those whose driver’s license has been issued under certain conditions regarding physical disabilities must have this mark on their vehicles. Driving close to or cutting in front of vehicles carrying this sign with the intention to pressure the driver shall be considered as a violation of the Traffic Control Law, unless absolutely necessary.
Hearing Impairment Sign (Mark for Hearing Impaired Persons)		Those whose driver’s license has been issued under certain conditions regarding the level of hearing impairment specified by law must carry this mark on their vehicles. Driving close to or cutting in front of vehicles carrying this sign with the intention to pressure the driver shall be considered a violation of the Traffic Control Law, unless absolutely necessary.
Ear Mark		This mark indicates that the person has hearing impairment and requires special consideration when communicating. It is also used in communities, hospitals and banks that provide special support.
Assistance Dog Mark		This sign is found at the entrance of stores and shops that accept the entrance of assistance dogs, guide dogs, service dogs, and hearing dogs, certified by the Assistance Dog Law for Physically Disabled Persons. All public facilities, department stores, or restaurants that are available to the general public are obligated to accept the entrance of such assistance dogs.
Ostomate Mark		A symbol mark for ostomates (a person who has had ostomy surgery). This sign is found at facilities equipped with ostomate-accessible restrooms and facilities.
Heart Plus Mark		This mark indicates that the person has heart or respiratory problems. Internal impediments or illnesses cause misunderstanding, as they are difficult to recognize. This mark is used to visually indicate the presence of persons with such illness or impairment visually and obtain understanding and cooperation.
Symbol mark to raise awareness and educate about “white cane’s SOS signal”		This is a symbol mark to raise awareness and educate about the campaign known as the “white cane SOS signal”. It calls for support by voluntarily asking if any help is needed when seeing a vision-impaired person expressing an “SOS signal” by raising a white cane up to approx. 50 cm overhead.

### ◇ Help Mark

It may not be apparent from the outside whether support or special consideration is required for persons with prosthetic limbs or prosthetic joints, those with internal dysfunctions or intractable diseases, or women in the early stages of pregnancy.

The Help Mark was created so that these people can smoothly obtain support by indicating to those around that special consideration is required.

The Help Mark is being distributed to persons with disabilities requesting it, at Toei subway stations. The priority seats on all Toei Transportation show the Help Mark.

(Sticker)



### ◇ Help Card

The Help Card, carried by persons with disabilities to request help in times of disaster or at normal times, indicates emergency contact information and the type of assistance required. A standard format was created for unified use in Tokyo. A guideline for municipalities was also compiled, outlining key design points and consideration required by those providing support.

The municipalities are creating Help Cards based on the standard format, and seeking to raise awareness to allow its widespread use by persons with disabilities in Tokyo.





## (4) Promotion of Public Welfare Programs

The TMG takes various measures to support the welfare programs for people with different needs comprehensively and seamlessly. They include establishment of a public assistance system that emphasizes the importance of “promotion of self-reliance,” a system supporting persons living in poverty to gain self-reliance according to the situation of each individual, an independence support system for the homeless jointly conducted by the TMG and municipal governments, a support system for low-income persons to achieve stability in life, creation of a “Welfare City” where everyone including elderly or disabled persons can freely participate in social life, and securing and retaining social welfare personnel who can provide high-quality, stable social welfare services.

### Public Assistance

The purpose of the public assistance system is for the State to guarantee a minimum standard of living as well as to promote self-support for all citizens who are in living in poverty by providing the necessary public assistance according to the level of poverty, based on the principles prescribed in Article 25 of the Constitution of Japan.

### Framework of the Social Welfare System

Public assistance is provided according to the criteria set by the Minister of Health, Labor and Welfare based on the living expenditure of regular working households.

Public assistance is broadly divided into two categories: 1) Livelihood Assistance and 2) Other Assistance (Education, Housing, Medical, Long-term care, Maternity, Occupational and Funeral). It is applied depending on the situation such as household constitution or income to take the assistance. Such assistances are provided in principle in cash except for the Medical Assistance and Long-term Care Assistance, which are provided in kind. There are cases in which people enter a public assistance facility to receive the necessary assistance. Note that the Public Assistance System was revised in 2014 in order to promote self-reliance of welfare recipients, with revisions including the establishment of an employment self-reliance benefit for those who no longer require public assistance after finding stable employment.

\* Public assistance facilities include 10 relief facilities, 10 rehabilitation facilities, and 6 facilities providing accommodation.

### <Current Status of Public Assistance>

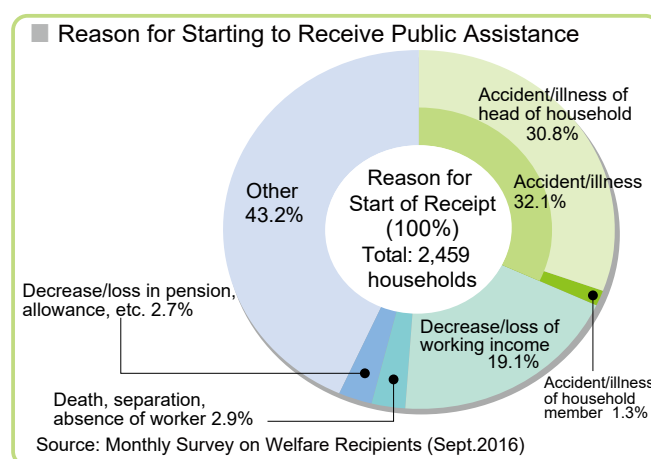
A total of 293,919 Tokyo residents in 232,414 households receive public assistance, at a rate of 21.6 % per one thousand people in Tokyo (as of October 2016).

The breakdown by type of household shows the elderly households accounting for the highest 51.5 % of the total, followed by households with illness, injury or disability at 26.3 %, other types of household at 17.2 %, and single-mother households at 5.0 %. Single-person households also account for a large 81.3 % of the total (as of October 2016).

### Preliminary consultations and Application for Public Assistance

Persons in need of public assistance, persons under obligation to support the person, or families living in

the same household have the right to apply for public assistance. Consult or apply at the welfare offices near your home (TMG branches in the case of island areas).



### Improvement of Living Environment at Lodging Facilities, Free of Charge or at Low Cost

Lodging facilities, free of charge or at low cost stipulated in Article 2, Paragraph 3, Item 8 of the Social Welfare Act offer lodging facilities, free of charge or at low cost to persons who are in living in poverty, and also provide support for daily life.

### Improvement of Living Environment at Lodging Facilities, Free of Charge or at Low Cost

TMG is providing guidance to improve the living environment at lodging facilities, free of charge or at low cost based on TMG's original Guidelines for Lodging Facilities formulated in April 2003. Revisions were made to the Guidelines in August 2014 in order to further improve the user's living environment and optimize the operations of these facilities.

### Implementation of “YORISOI” type Interim Lodging Facilities program

The program provides support to municipalities developing interim housing (lodging facilities, free of charge or at low cost) for people such as the low-income elderly who need monitoring due to declining physical functions, so that then can live without worries until they find a proper place to live (facilities covered by long-term care insurance, etc.).

## System to Support Persons Living in Poverty to Gain Self-Reliance

The system aims to promote self-reliance of people who are struggling financially and are at risk of not being able to maintain a minimum standard of living, by offering support according to the situation of each individual.

### Framework of the System to Support Persons Living in Poverty to Gain Self-Reliance

In the system, the municipality (the TMG for towns and villages) is the responsible organization offering two types of programs: the program on consultation support for self-reliance (mandatory program) that extensively accepts and offers comprehensive consultation support to persons living in poverty who face a combination of issues, and various programs (optional programs) offering support according to the situation of each individual. Various supports are provided based on the self-reliance support plan which is formulated by the organization providing consultation support for self-reliance.

(Mandatory program)

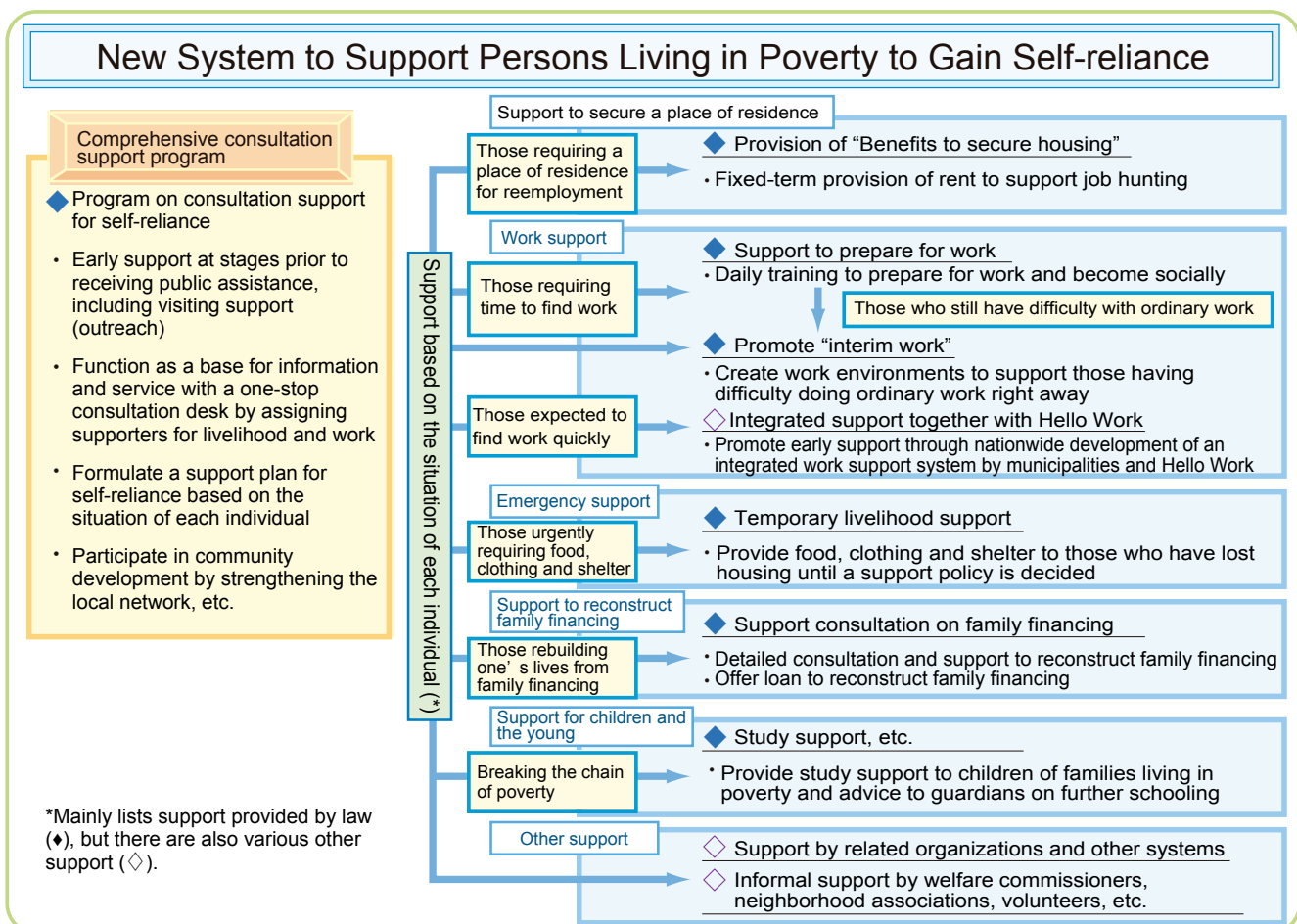
1. Program on consultation support for self-reliance  
Provides consultation support on work and other matters related to self-reliance, and formulates the support plan to gain self-reliance.

2. Provision of benefits to secure housing  
Provides a fixed-term benefit that is equivalent to the rent amount to those who have lost or fear losing their housing due to unemployment.

(Optional programs) \*The availability of optional programs varies by municipality.

1. Program to support preparation for work  
Conducts fixed-term training required for employment, starting from becoming independent both in daily life and social life.
2. Program for temporary livelihood support  
Provides accommodations, food and clothing for a fixed term for those who do not have housing.
3. Program for support on family financing consultation  
Provides consultations on family financing, guidance on managing the family budget, arranging loans, etc.
4. Program for study support for children  
Provides study support for children of families living in poverty and advice to guardians on further schooling, etc.

Consultations and requests for the above are accepted at ward offices and city offices, and at Nishi-Tama Welfare Office and branch offices for towns and villages.



### Loan Programs for Social Welfare Fund

Loans and necessary counseling support are provided for households with low income or with disabled persons or elderly who require long-term care, in order for them to secure a stable life and to promote their financial independence.

#### Comprehensive Support Fund

The program provides ongoing consultation support and loans for living expenses and temporary funds to households having trouble in various aspects of daily life.

#### Welfare Fund

The program provides loans for temporarily required expenses to support daily life or independent living.

#### Educational Support Fund

The program provides loans to low-income households for funds required when entering high school or university or for schooling.

#### Living Expense Loan Secured by Real Estate

For low-income elderly households owning a residential property and wishing to continue living on the property, the program provides living expense loans with the said real estate as security.

※The above consultations regarding capital and loan applications should be made at your local Council of Social Welfare.

### New-life Support Program for Persons in Poverty

The system offers consultation and possibly loans to support the lives of those who are having difficult time due to financial reasons.

#### Life Rebuilding Support Program for Heavily-indebted Persons

For those who are willing to rebuild their life but have difficulties due to multiple and excessive debt, the TMG will improve the consultation system and may offer loans.

#### Independent Life Start Support Program (Project to Provide Funds for Independence to those Leaving Children's Homes)

The TMG offers the necessary funding as a loan to facilitate a stable start to life, and a smooth transition to independence, and consultations are available when children who require social care leave foster homes and seek schooling or employment.

### Project to Ensure that the Elderly Remain in the Community

For elderly or disabled individuals who are scheduled to leave or have left a correctional facility, and who need social welfare assistance, consultation support is

provided while the person is staying in the facility and after leaving through coordination and cooperation with the correctional facility, probation office, etc., so that the person can reintegrate into society and establish life in the community.

### Measures for Low-income Persons and Displaced Workers

To allow low-income persons and displaced workers who have financial difficulties in living to have a stable life with a bright outlook for the future, TMG promotes effective measures in cooperation with the state and municipalities.

#### Project to Support the Foundation of Child Support Programs New

By supporting municipalities that partner with private sector organizations engaging in measures to support the children of families living in poverty, and promote collaboration between private sector organizations, we aim to improve the support given to children in their studies, and create new spaces for children to visit.

#### Support Loan for Students Preparing for Exams

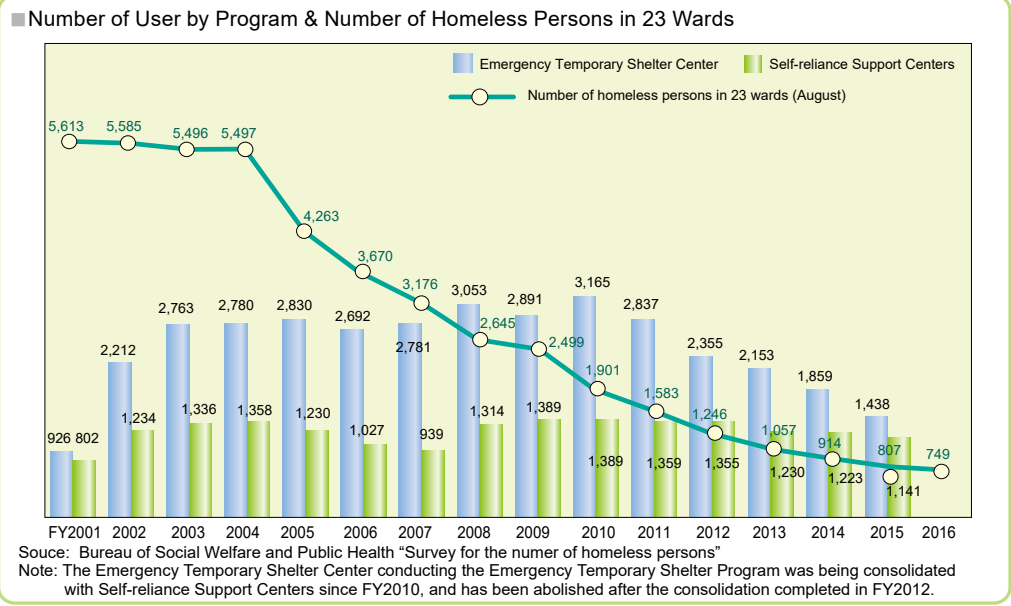
The TMG offers no-interest loans to cover the tuition for cram schools or college entrance examination fees to households with lower income and supporting children in the final year of junior high or high school, or any children equivalent to it (children who quit high school halfway, children who acquired certificate for students achieving the proficiency level of upper secondary school graduates, children in the final year of upper secondary school night classes, children who failed a school entrance examination and are now preparing for one next year, etc.). The household shall be released from the duty of repayment if their child(ren) is/ are accepted by the schools.

#### Support Program for Persons with Unstable Jobs/Displaced Workers with No Home

Various consultations are offered to displaced workers who have unstable jobs, have no home and are forced to spend nights at Internet cafes or comic cafes. ① Life consultation to acknowledge their living and health conditions, ② Provision of information on rental housing, support for signing contracts and rental guarantee, ③ Employment consultation and referral, ④ Loans for housing or living expenses, or ⑤ Support in acquiring nursing care qualifications. These support measures promote the users stabilizing their life in the community.

### Programs for Homeless People

The issue of homelessness occurs due to social factors such as economic downturn and dilution of human relationships in communities, as well as individual factors of the homeless people themselves. In order to solve this issue, an extensive approach to



welfare, employment, housing, health insurance and medical areas is essential. The TMG, in cooperation with the 23 wards in Tokyo, takes measures on the issue of homelessness.

**Current Status of the Homeless**

As a result of the application of the Self-Reliance Support System jointly conducted by the TMG and the special ward and Public Assistance, the number of homeless persons in the 23 wards has gradually declined since its peak of 5,798 in 1999.

The survey in August 2016 showed 749 homeless people, a drop of 58 compared to the previous year. Meanwhile, emerging issues include more elderly who have become and remained homeless and more people who are at risk of becoming homeless who are not living on the street yet.

**Self-Reliance Support Center for the Homeless**

The TMG is building a system to support self-reliance of the homeless through cooperation with special wards, to provide independence support that addresses early reintegration into society.

○ **Emergency Temporary Shelter Project (Recovery of Physical and Mental Health and Assessment)**

The homeless are temporarily sheltered, provided with food for about two weeks, offered consultation on living, and passed on to the Self-Reliance Support Project.

○ **Self-Reliance Support Project (Self-Reliance Support Programs)**

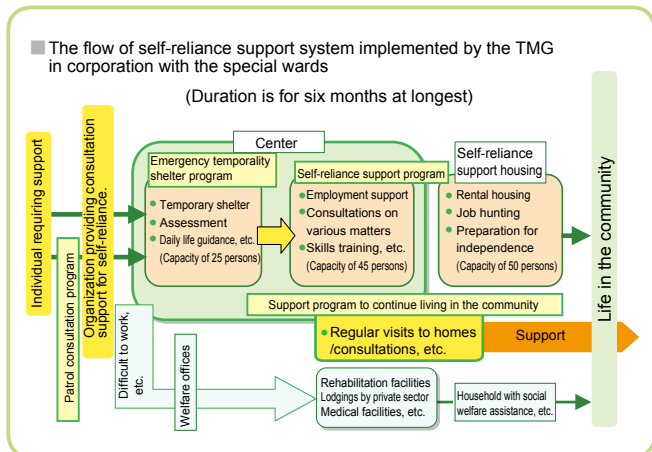
With the aim of encouraging independence through employment, the program accepts persons from the emergency temporary shelter project for a six-month stay during which consultations on living and health, and employment consultations coordinated with Public Employment Security Offices are offered.

**Program to Provide Consultation during Patrol**

Patrols are made in areas where the homeless live to offer consultations and introduce programs for homeless such as Self-Reliance Support Centers. For those who have left Self-Reliance Support Centers, follow-up in regard to their living conditions and consultation are given as necessary to ensure they do not go back to a homeless state again.

**Program to Support Transfer to a Local Community** New

Priority is given to homeless people who have been living on the streets for a long time and are growing elderly. In addition, they are provided with temporary housing and monitored to ensure that they transfer to life in a local community, supporting them in escaping from life on the streets.



**Measures for the Sanya Area**

The TMG continues to make an effort in improving employment, welfare and health service systems for the day laborers who live in simple lodging facilities in the overcrowded, so-called "Sanya Area," extended across Taito-ku and Arakawa-ku.

## Transformation of Sanya Area

The number of residents in lodging facilities in the Sanya Area is less than one third what it was at its peak. The aging of the population in Sanya Area is progressing, and the average age is over 66. More people are receiving social welfare.

## Johoku Labor and Welfare Center Foundation

Supports day laborers in the Sanya Area through employment placements, consultation concerning employment, daily life and medical issues, and emergency support.

### Support for War Victims

Memorial ceremonies are conducted and various support are provided for the victims of the last war.

## Memorial Ceremony

To commemorate those who were killed in World War II and to console the families of the war victims, the TMG conducts special services every year: a Memorial Ceremony for the War Dead (August 15), a Memorial Ceremony for those who died in the southeast Asia and the Pacific (October) and a Memorial Ceremony for those who died in Iwojima.

## Support for War Veterans

The TMG supports war victims including war veterans, families of the war dead and persons wounded in the battle or suffering illness resulting from war through military pensions or veterans' pensions. (The TMG handles consultation and applications. The actual provision is decided by the Ministry of Internal Affairs and Communications and the Ministry of Health, Labor and Welfare).

For those who were wounded in the war or suffer illness resulting from war, a War Injury and Sickness Certificate is issued and medical benefits and adaptive devices are provided.

Statements of military service are also issued to former army veterans and army civilians who had their legal domicile in Tokyo at the end of World War II.

## Support for Japanese Returnees from China and other countries

A Chinese interpreting service is available at the consultation desk at the TMG to handle various issues among Japanese nationals who have returned from China or other countries.

Starting in FY 2008, in order to ensure stable retirement life of returnees from China, wards and cities (towns/villages are handled by the TMG) provide life support benefits. Chinese-speaking support and consultation staff are assigned at these desks.

### Support for Disaster Victims

Disaster prevention plans and projects are formed and action manuals are created by concerned divisions so that prevention, emergency measures and reconstructions are conducted properly in cooperation

with municipalities and related organizations, along with regional disaster prevention plans for all departments, and the Tokyo Disaster Prevention Plan.

## Stocking and Provision of Disaster Relief Supplies

In preparation for the occurrence of disasters, daily commodities such as Alpha rice, shortbread, instant noodles, blankets, mats and necessary materials for babies and toddlers such as dry milk and baby bottles are stocked at the TMG and will be provided to local communities in case of disaster.

## Livelihood Support for Disaster Victims

As support for those who have suffered severe losses in natural disasters, the TMG provides Life Reconstruction Preparation Allowance (national system) for households with difficulties in reconstructing their life. It also offers Disaster Support Loan (national/TMG system) to temporarily cover the daily expenses of households whose residence or household goods have been damaged by natural disasters.

## Emergency Measures Taken by the Employees of the Bureau of Social Welfare and Public Health

Emergency measures in case of disasters include transport and distribution of disaster relief supplies, transport of evacuees, support for operation of shelters, support for measures for persons requiring nursing such as the elderly and disabled, and acceptance and distribution of monetary and in-kind donations.

## Promotion of Disaster Measures for Persons Requiring Nursing

The TMG provides support for developing an evacuation system for people in the community requiring nursing and promotes the efforts in the community, and emergency response systems in case of power outages in times of disaster, for people who utilize in-home respiratory systems.

## Bureau of Social Welfare and Public Health's Response to the Landslide Disaster in Oshima

The TMG supports the lives of the townspeople with provision of a support fund through the Life Reconstruction Support System (national system) and subsidization of expenses to repair houses through the Life Reconstruction Support Fund for Those Afflicted in Oshima Town (TMG system).

### To Create a Welfare City

The TMG promotes creation of a Welfare City, where all people, including the elderly and disabled, can freely, safely, and comfortably participate in social life.

## TMG Ordinance for the Creation of the Welfare City

The ordinance specifies buildings, roads and public transportation facilities used by the general public as

“Metropolitan Facilities.” Among these Facilities, those with especially high levels of public use are specified as “Special Metropolitan Facilities” that require compliance with the “maintenance criteria” to ensure smooth public use. Furthermore, the TMG provides “Certificate of Maintenance Standards for the Development of Welfare Cities” upon request for Metropolitan Facilities that meet the criteria.



### Plan to Promote the Creation of a Welfare City

In order to ensure comprehensive and systematic promotion of measures to develop a welfare city, the “Tokyo Welfare City Creation Promotion Plan” (FY2014 – FY2018) was formulated, and municipalities, businesses, Tokyo residents and others are working together to actively promote measures to develop a welfare city.

### Promotion Activities for the Creation of a Welfare City

The creation of the welfare city must be promoted through mutual cooperation with Tokyo residents, businesses and administration. Therefore, the TMG manages the “Welfare City Creation Promotion Committee” and recognizes people who have contributed to the creation with letters of appreciation from the governor.

#### ○ Promotion and Awareness Building for a Barrier-free Mentality and Information

Educate and raise awareness among Tokyo residents effectively by organizing symposiums with relevant parties and utilizing “Tokyo Universal Design Navigation” so that everyone can practice and recognize a “barrier-free mentality” and develop a society where he/she can easily obtain necessary information through various means.

#### ○ Promotion of the Creation of Welfare City for the Community

Besides the development of the facilities conforming to the TMG Ordinance for the Creation of the Welfare City, the TMG supports the initiatives taken by municipalities according to the situation of the community in terms of both hardware and software such as awareness building and education on a “barrier-free mentality” and the enhancement of “barrier-free information.”

### Emergency Promotion Program for Universal Access in City Planning New

Support is provided to municipalities that carry out inspections of buildings and parks, etc., to promote universal access by both persons with disabilities and other residents, and implement repairs and renovations based on the opinions that are forthcoming.

### Promotion of a Barrier Free Tokyo 2020 Olympics

With the aim of ensuring the success of the Olympics and Paralympics at Tokyo 2020, various measures are being implemented to ensure that the venues are barrier-free in terms of both infrastructure and services.

### Tokyo 2020 Accessibility Guidelines

With the intention of making the 2020 Tokyo Olympics an event that is accessible to all, regardless of disability, the stadium and athletes’ village, as well as other venues, will be provided with access routes, information communications, visitor guidance etc. based on the Tokyo 2020 Accessibility Guidelines, to ensure that it is barrier-free on all levels.

### Tokyo 2020 Major Cities Sports Facilities Accessibility Workshop

The permanent competitive facilities being prepared by TMG not only reflect the above guidelines, but are being considered by the “Accessibility Workshop” in order to ensure that they are designed in consideration of the views of persons with disabilities. At the Workshop, persons with disabilities and academics engaged in a frank exchange of opinions, which will be reflected in designs to ensure facilities that are easy to use by all, regardless of disability.

### Development and Securing Human Resources

Given the anticipated increase in the number of elderly residents, and the accompanying need for welfare personnel, TMG is working towards the securing and retention of welfare-related staff.

### Designation and Supervision of Training Facilities for Certified Social Workers

The TMG designates training facilities for certified social workers, certified care workers, certified care practitioners, and social welfare officers.

The names of the training facilities designated by the TMG have been listed on the Bureau of Social Welfare and Public Health Website.

### Development Training for Care Attendants

The TMG designates organizations to conduct training courses to develop care attendants, guide helpers, etc. The Tokyo Metropolitan Government designates and implements training for the public, as noted in the Bureau of Social Welfare and Public Health Website.

### Tokyo Metropolitan Center for Social Service Human Resources

As the central site for the development and securing of welfare human resources, the center disseminates information on the positive features of the welfare industry and offers job placement services.

While fostering welfare personnel for the next generation, the center also conducts various initiatives

to ensure that people engaged in welfare work can continue working with security.

- Securing new personnel  
Organizes welfare job forums and joint employment exams for the welfare industry.
- Support for employment and re-employment  
Offers job consultation by professional consultants and holds training to review areas such as nursing care skills to prepare for re-employment.
- Program to secure the next generation of long-term nursing care personnel  
Field trip to tour facilities and seminars at schools are held for junior and high school students.
- Distribution of PR videos by welfare-related workplaces  
Facilities for elderly people, childcare and persons with disabilities, which have well-organized workplace environments, are publicized using videos that show the attraction of welfare-based work on our website.
- Support program for consultation on personnel retention and preventing separation  
Consultation is provided related to various problems and concerns that people engaged in welfare work have, from the perspective of personnel retention and preventing them from leaving. Should the worker decide to leave the job despite the consultation, support is provided to find a new job in the welfare and long-term nursing care industry so that their qualifications and experience can be put to use.
- Dispatch of training instructors  
Lecturers are dispatched from nursing care worker training facilities, etc. to welfare facilities and businesses to support personnel development in the workplace.
- Support for training in the workplace  
Consultation and advice is provided so that welfare facilities and businesses themselves can conduct training in the workplace. Furthermore, a guide on the procedures for conducting training in the workplace is made.

### **Organization of TOKYO SOCIAL FES**

In order to educate the public about working in the welfare sector, we hold an experience-based event known as TOKYO SOCIAL FES, which is open to all.

### **Education Loan System for Nursing Care Workers**

- Loans are provided for those on courses to become a Certified Care Worker.  
The loan system supports nursing care workers to obtain their national qualification, and repayment is forgiven if the person works for five years at a social welfare facility designated by TMG. Loans are provided by the Municipal Social Welfare Council.
- Loans are provided for care workers who have been absent from work for a period, and are now returning to work.  
Care workers who have left their jobs but retain a certain level of knowledge and experience, and who are aiming for reemployment as care staff may be loaned funds in order to take the necessary

qualifications. Those working for two years at social welfare facilities designated by TMG will be released from repayment of these loans. The loans are provided by the Tokyo Municipal Social Welfare Council.

### **Tokyo Metropolitan Organization for Promotion of Welfare Human Resources Development**

Tokyo Metropolitan Organization for Promotion of Welfare Human Resources Development, which works in collaboration with welfare businesses, skills development organizations, training organizations, employment support organizations and municipalities, is working in partnership with the Tokyo Welfare Human Resources Center to ensure that a wide range of people can find the jobs they are looking for in the welfare workplace, by seeking out human resources and training them, as well as offering support to ensure that they find long-term employment.

- Provision of information relating to welfare human resources  
Creates systems to support those who work in welfare workplaces, and distributes useful information in regard to employment opportunities and various stages of life for those currently not working.
- Seeking out welfare workers  
Specialists are allocated with the aim of creating a desire among people of various ages to work in welfare. These people work with universities and other related organizations, as well as holding events designed to raise an awareness of and interest in welfare within the community and in schools, and offering subsidized internships to students, including those in departments other than welfare-related ones.
- Training of welfare workers  
Introductory training is provided that allows the acquisition of basic knowledge regarding auxiliary work in a welfare facility, such as cleaning, meal provision and talking to or looking after residents and training, and support is offered for women and elderly people who are not currently in work to allow a diverse range of work styles.
- Retention of welfare workers  
In order to promote a good working environment within the welfare workplace, a Project Support Coordinator visits various projects and supports measures implemented by welfare businesses.

### **Program to Publish Statements regarding Comfortable Welfare/Care Work Environments**

**New**

TMG works towards coordinating workplace environments based on the guidelines for ease of work, publishing “Statement regarding a Comfortable Welfare/Care Workplace” from welfare and care businesses.

### **Program to Improve Welfare/Care Work Environments**

**New**

In order to ensure the retention and long-term commitment of welfare/care workers, TMG will support municipalities that assist the efforts of welfare/

work businesses to improve the working environment and reduce the burden on staff, through the use of robots and ICT etc.

### **Organizational Management Textbook**

The following guidelines have been created to improve the quality of service offered to welfare and long-term nursing facility users and to create an organizational environment where service providers can continue to work while achieving career advancement.

In addition, a “Textbook on practicing organizational management at social welfare facilities” was created, compiling the model programs listed in the guidelines and their current status and findings. It is also available on the website.

- Guidelines created

- Risk management at social welfare facilities

- Information management at social welfare facilities

- Management of human resources development at social welfare facilities

- Organizational management at social welfare facilities

- Service management at social welfare facilities

### **Commissioned Welfare Volunteer/ Commissioned Child Welfare Volunteer**

Stationed in various areas in Tokyo, these volunteers offer various consultation and support regarding welfare for elderly and disabled persons, those with concerns about child-rearing and disadvantaged

persons in communities. They engage in cooperative activities with welfare offices, Child Guidance Offices or other related organizations. Commissioned Welfare Volunteer also takes the role of commissioned child welfare volunteer. Assigned chief commissioned child welfare volunteers with technical knowledge about child issues are stationed in each community focusing on the healthy development of youth by handling child abuse issues etc. The TMG, in coordination with these volunteers, is stepping up efforts to watch over the elderly and in support programs related to children and families. The full number of Tokyo metropolitan welfare volunteers and child welfare volunteers is 10,324, including 780 chief child welfare volunteers (as of Dec. 2016). The houses of these volunteers are marked with a blue doorplate.

### **System for Assistants to Commissioned Welfare Volunteer/Commissioned Child Welfare Volunteer**

Since 2007, assistants to commissioned welfare volunteer/commissioned child welfare volunteer are being assigned to cooperate with commissioned welfare volunteer/ commissioned child welfare volunteer. Having an assistant living in the community to help various welfare activities of commissioned welfare volunteer and commissioned child welfare volunteer aims to enhance community welfare. The assistants are recommended by municipalities and delegated by the Governor of Tokyo.