

(3) Welfare for Adults and Children with Disabilities

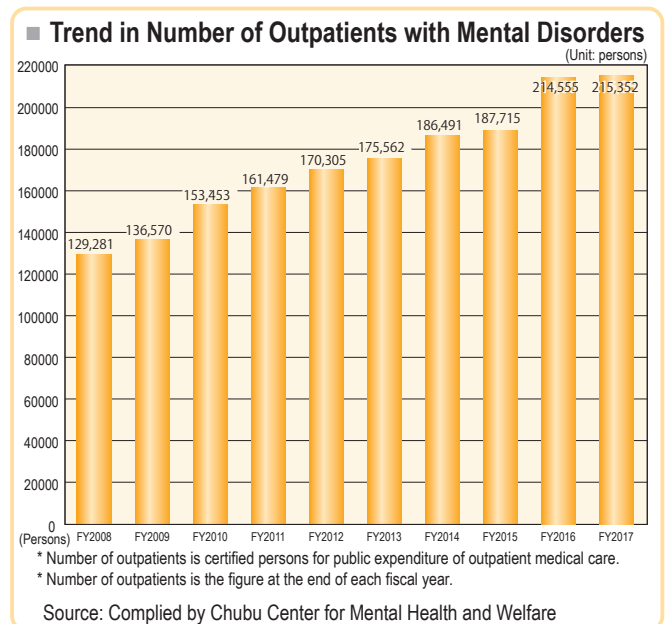
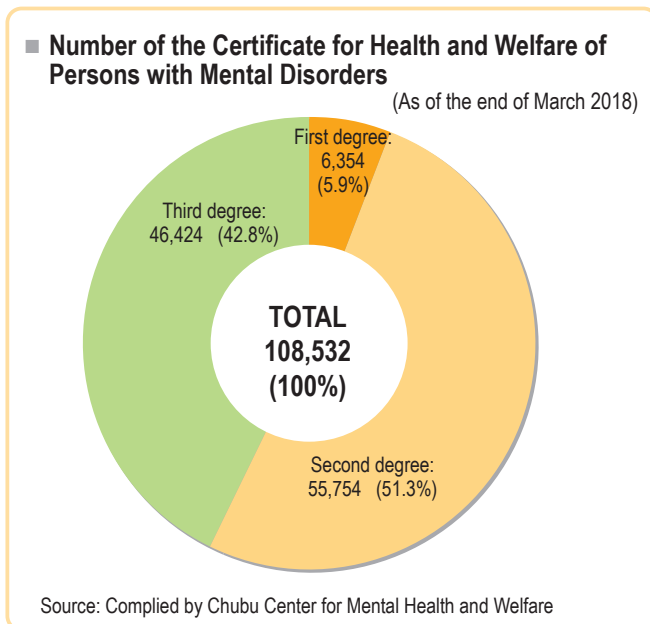
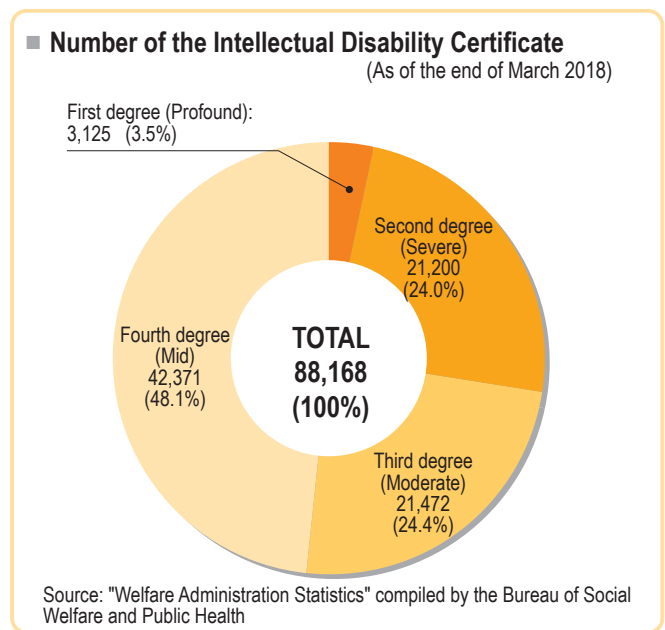
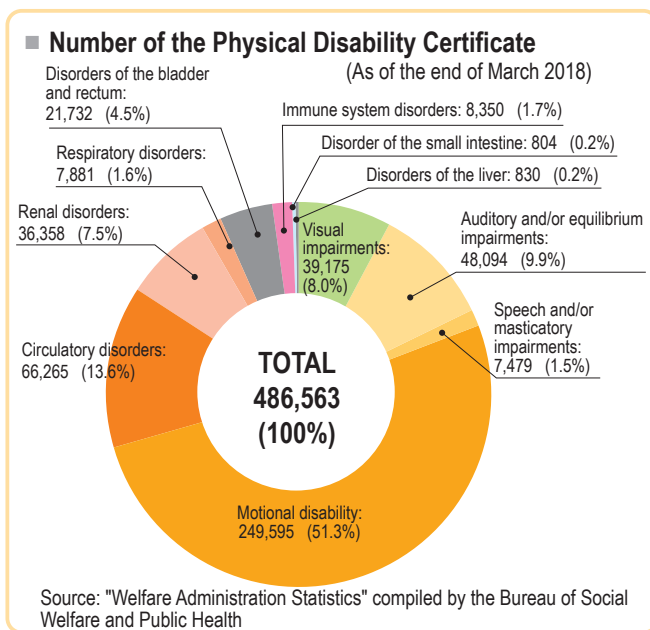
In March 2018, the TMG enacted the “Tokyo Metropolitan Promotion Plans for the Policies for Adults/Children with Disabilities”, based on which we are working towards the integrated development of facilities providing services for persons with disabilities.

Current Status of Adults and Children with Disabilities

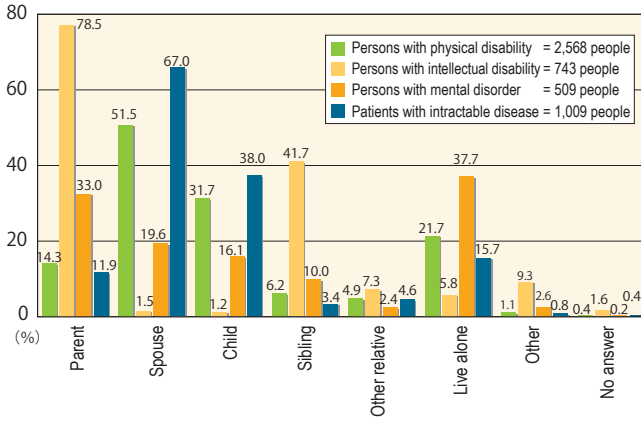
Number of Persons Possessing Disability Certificate

Currently, approximately 487,000 Tokyo residents are issued with the Physical Disability Certificate

(Shintai shogaisha techo), 88,000 are issued with the Intellectual Disability Certificate (Ai no Techo), and 109,000 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 2018)

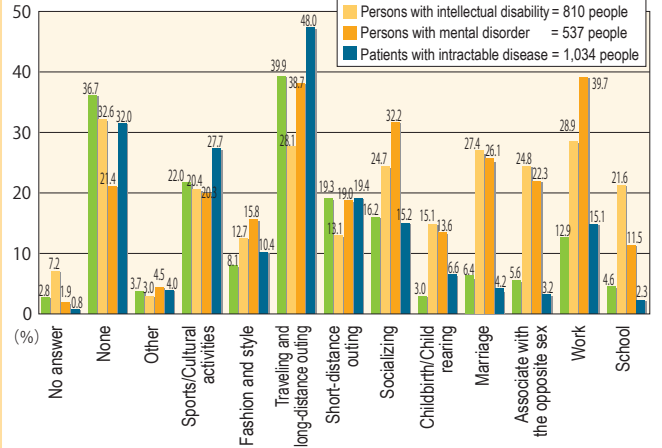


■ **Person Living with Persons with Disability or Patients with Intractable Disease (Multiple answers)**



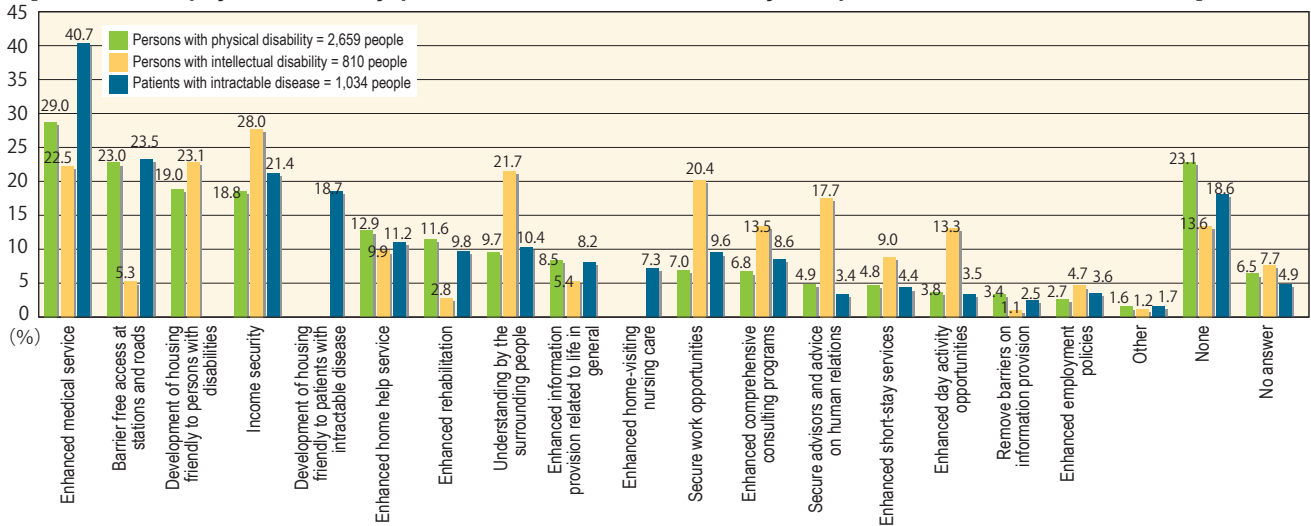
Source : Bureau of Social Welfare and Public Health "Living conditions of persons with disability" (Tokyo Social Welfare and Public Health Basic Survey 2013)

■ **Things Given Up or Compromised Due to the Disability or Intractable Disease (Multiple answers)**



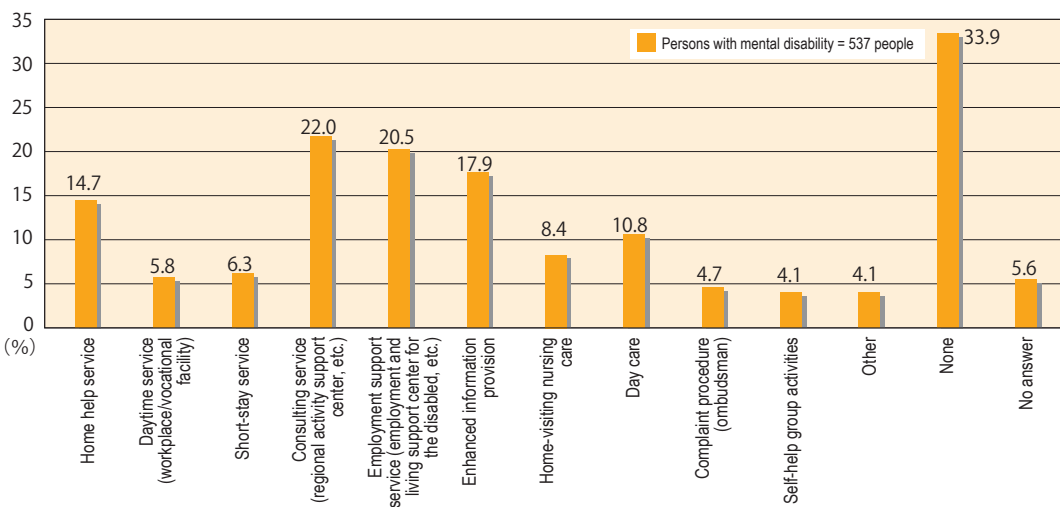
Source : Bureau of Social Welfare and Public Health "Living conditions of persons with disability" (Tokyo Social Welfare and Public Health Basic Survey 2013)

■ **Social Welfare Services, etc. Necessary for Participating in Community Life (Up to 3 multiple answers) [Persons with physical disability, persons with intellectual disability, and patients with intractable disease]**



Source : Bureau of Social Welfare and Public Health "Living conditions of persons with disability" (Tokyo Social Welfare and Public Health Basic Survey 2013)

■ **Social Welfare Services, etc. that I Want to Use in the Future (Up to 3 multiple answers) [Persons with mental disability]**



Source : Bureau of Social Welfare and Public Health "Living conditions of persons with disability" (Tokyo Social Welfare and Public Health Basic Survey 2013)

Tokyo Metropolitan Promotion Plans for the Policies for Adults/Children with Disabilities

In order to realize a society where people with disabilities can live with peace of mind in the community and work energetically, the TMG has formulated “Tokyo Metropolitan Promotion Plans for the Policies for Adults/Children with Disabilities, consisting of the following three plans: the “Plan for Persons with Disabilities” based on the Basic Law for Persons with Disabilities, the “Disability Welfare Plan” based on the Comprehensive Support for Persons with Disabilities Act and the “Welfare Plans for Children with Disabilities” based on the Child Welfare Act. The goal of these plans is to develop comprehensive policies to assist people with disabilities with all related agencies working together.

The plan covers the three-year period from FY2018 through FY2020.

Plans for Persons with Disabilities (Basic Law for Persons with Disabilities)

Basic Philosophy

- I. Realize a society where all Tokyo residents can live together
- II. Realize a society where persons with disabilities can live with peace of mind in the community
- III. Realize a society where persons with disabilities can work lively

Policy Targets

- I. Promote the initiatives to realize communities where all Tokyo residents can live together
- II. Create a system to support an independent life in the community
- III. Support to strengthen ability to live in the society
- IV. Realize a society people can work lively
- 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

Fifth-term Disability Welfare Plan (Comprehensive Support for Persons with Disabilities Act) First-term welfare Plan for Children with Disabilities (Child Welfare Act)

Development of Main Policies

I. Promote initiatives to realize communities where all Tokyo residents can live together

- System improvement and awareness building to eliminate discrimination against persons with disabilities
- Promote understanding about disabilities and persons with disabilities
- Awareness building and education about Help Mark and Help Card
- Enhance “barrier-free” information

II. Create a system to support an independent life in the community

- Promote an enhanced foundation to support life in the community through the “Three-year plan for assistance on making the shift to life in the community/day to day life”
- Enhance consultation support system
- Promote transition from admission to facilities/hospitals to the community life
- Finely tuned care in response to characteristics of individual disabilities in collaboration with health, medical care, and welfare

III. Support to strengthen the ability to live in the society

- Promote enhanced child development support centers and system improvements in municipalities
- Support children who require medical care
- Support children with disabilities in collaboration with health, welfare, and education

IV. Realize a society where people can work energetically

- Enhance support for the general employment of people with disabilities
- Provide integrated support for employment and livelihoods
- Support higher wages at welfare facilities

V. Train and secure human resources who provide services

- Enhance initiatives to secure, train, and retain welfare personnel

Three-year Plan for Assistance on Making the Shift to Life in the Community/Day to Day Life (from FY2018 to FY2020)

The TMG shall make new improvements by the end of FY2020 including employment opportunities for independence of the disabled and 8,180 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 (However, regarding places for daytime activities, this can apply only when responding to aging users, further aggravation of disabilities, and medical care, and when using them as bases for community life support.)

Facility for Maintenance	FY2018 to FY 2020	Objectives
Residence in the community (Group homes)	+2,000 persons	Providing living arrangements for persons with disabilities in the community
Places for daytime activities (Daycare facility, etc.)	+6,000 persons	Support for general employment and opportunities for day-time activity for the severely disabled
At-home services (Short stay at facility)	+180 persons	Construction to offer easy-access in communities
Enhanced support for children with disabilities (Child development support center)	At least one or more center for each municipality	Enhance the system to provide support for children with disabilities
Support for children with disabilities (Child development support center, which mainly supports children with severe physical/mental disabilities)		
Support for children with disabilities (After-school day service center for children, which mainly supports children with severe physical/mental 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 2018, the services to support for employment retention and to assist with independent life were launched.

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	Home-help service to 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.
	Support for employment retention	Visit corporations and homes or offices, serving as a liaison and a coordinator, and give instructions and advice so that a person who transitions to a general corporation, etc. can continue to work.
	Assistance on independent life	Provide support necessary for a person with disabilities who was in a facility for persons with disabilities and transitions to an independent daily life alone at home by regularly visiting and responding when necessary.
	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 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.

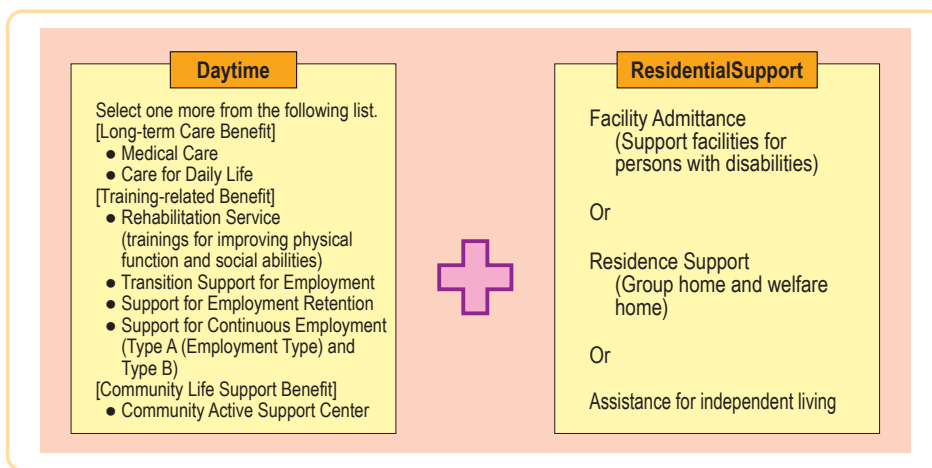
○ **Procedure to Use the Disability Welfare Service**

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.



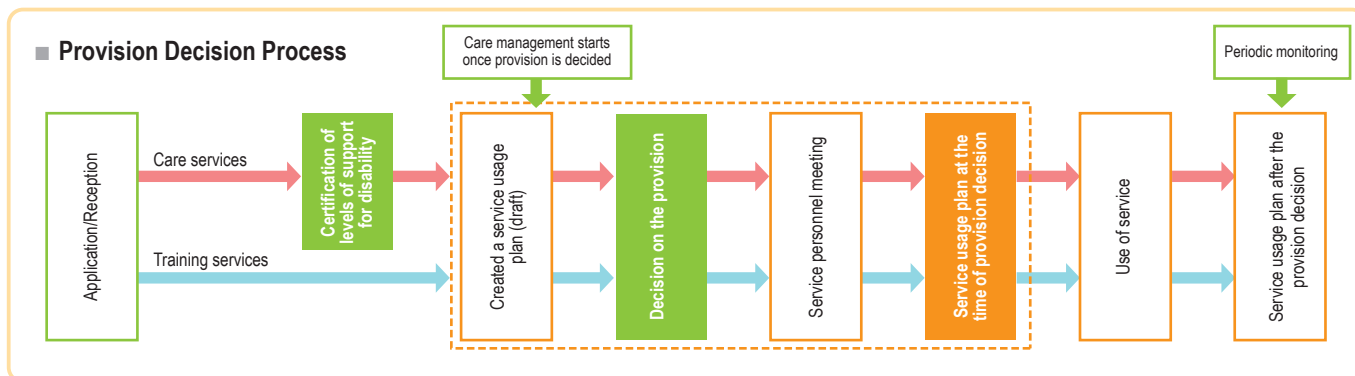
* Definition of levels of support for disabilities

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 or living 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.

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.

Assistance for Children with Disabilities

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.

Support for children with disabilities to attend Facilities	Child development support	Support by giving instructions on basic behavior in daily life, knowledge and skills, and adaptive training for group living. (1) Child Development Support Center In addition to support for attending facilities, it provides regional support such as “support for children with disabilities and their families in communities” and “support for facilities to take care of children with disabilities in communities” as a base for supporting children with disabilities in familiar communities. With or without medical care differentiates “Child development support center” and “Medical-type child development support center.” (2) Project for child development support It serves as a familiar venue for preschool children with disabilities who attend facilities to receive treatment and education.
	Medical-type child development support	
	Home-visit child development support	It provides support for development by visiting homes of children with disabilities who have problems going out due to severe disabilities, etc.
	Day-service after school	It provides continuous training after school and during long holidays such as summer holidays to school children with disabilities in order to improve their ability to live daily life.
Support for children with disabilities to be admitted to facilities	Childcare facilities visiting support	It promotes stable use of childcare facilities by providing support to children with disabilities who currently use or will use childcare facility services by giving specialized support by visiting to help them adapt to group living in childcare facilities.
	Welfare-type facilities for children with disabilities	It protects children with disabilities by having them admitted to facilities and give advice on daily life and knowledge and skills necessary for independent life.
	Medical-type facilities for children with disabilities	It protects children with disabilities by having them admitted to facilities and give advice on daily life and knowledge and skills necessary for independent life in addition to medical treatment.

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, day-time 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 Promote an Enhanced Support System for Children with Disabilities

This project promotes an enhanced support system for children with disabilities in response to the circumstances of the communities by supporting municipalities that take measures based on the welfare plan for children with disabilities.

Project to Secure a Child Development Support Center Regional Support System New

By supporting the regional support and regional cooperation implemented by the Child Development Support Center, this project aims to promote the development of a regional support system for children with disabilities.

Project to Support Enhancement of the Group Home System for Children with Disabilities New

In order to be able to accept users with severe disabilities who require special support in physical or behavioral characteristics, this project supports the securing of a group home system which conducts staff stationing with great care.

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

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 Disorders to Make the Shift to Living in the Community

Regarding designated general consultation support service providers, etc., by offering specialist guidance and advice and providing training to develop human resources, developing systems for peer supporter

training and utilization, as well as implementing activities such as giving experience of overnight stays utilizing dedicated private rooms in group homes, systems will be developed to enable persons with mental disorders to make smooth transitions into local communities and enjoy stable community living.

Measures Relating to the Elimination of Discrimination against Persons with Disabilities

The TMG enacted the Ordinance on the Elimination of Discrimination Against People with Disabilities, which came into effect on Oct. 1, 2018. The ordinance is aimed at promoting understanding of disabilities and the disabled, and further advancing measures for elimination of social barriers.



To eliminate discrimination against people with disabilities, the ordinance prohibits private business operators in Tokyo from “disparate and unfair discriminatory treatment on the basis of disability”, and requires private businesses to “provide accommodation” to them. There are also consultants who provide advice to people with disabilities, private businesses, and others with regard to discrimination.

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,



indicating to those around them that special consideration is required, to smoothly obtain support and Help Card, 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 facilities for supporting persons with disabilities 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. In addition, by appointing promoters, find and accept new people and develop supporting systems of the communities to respond to persons with severe disabilities.

Developing and Securing Personnel Engaged in Services

In order to maintain and improve the quality of welfare services, etc., the TMG strives to steadily secure, develop, and retain personnel engaged in services.

Support Program to Lease Housing for Disability Welfare Service Staff

The program secures and retains welfare and long-term care service personnel by supporting the leasing of housing to staff and promoting rapid actions in the case of a disaster as a disaster welfare base in a community by having facilities take initiatives systematically for disaster prevention.

Support Program to Provide Training for Staff Engaged in Disability Welfare Services by Securing Substitute Staff

The program improves the quality of welfare and long-term care staff by providing them with opportunities to receive training. Dispatching substitute staff during the period of training received by disability welfare service providers in Tokyo enables them to improve their expertise.

Support Program for Current Disability Welfare Service Staff to Obtain Qualifications

The program trains staff and improves their quality by partially subsidizing the cost staff working at disability welfare service providers would bear to obtain qualifications certified by the nation.

Program to Provide Training on Management and Control to Disability Welfare Service Providers

The program supports the retention of staff of disability welfare service providers and improves their quality by providing training to managers of disability welfare service providers on personnel management, etc.

Program to Provide Education Loan Repayment and Training Support to Staff of Disability Welfare Service Providers New

This program provides support to providers which are making allowance payments corresponding to education loan repayment amounts and are conducting planned personnel training, in an aim to secure, train and retain welfare and long-term care personnel.

Program to Promote Improvement of Working Conditions and Additional Acquisition of Welfare and Long-term Care Staff New

By providing advice and guidance, etc. relating to the improvement of working conditions and additional acquisition of welfare and long-term care staff, this program promotes the new acquisition of additional staff in the workplace in an aim to secure and retain staff.

Support Program to Train Personnel Engaged in Group Homes New

The program improves the quality of services of group homes by providing training to staff who are engaged in group homes so that they can gain the knowledge needed to support users.

Model Program to Dispatch Professionals and Improve the Capabilities of Support Facilities for People with Disabilities, etc.

The program dispatches professionals to strengthen the capabilities of support facilities, in order to improve their ability to respond to aging users and a further aggravation of disabilities at support facilities for people with disabilities and group homes.

Training Program for Nursing Care Staff on Expelling Phlegm for Patients

The program trains nursing care staff capable of performing appropriate medical services at facilities for people with disabilities, such as expelling phlegm. The program also certifies staff and registers related parties performing services such as expelling phlegm.

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

In addition to establishing a liaison council to coordinate mutual communications between related institutions concerning the support for children with disabilities requiring medical care and for exchanging opinions, various types of training will be implemented to develop human resources who are capable of providing appropriate support in the community for children requiring medical care, etc.

Model Project to Promote Visiting Nurse Services for Children Requiring Medical Care

This model project provides training on accompanying visits, etc. and consultation on management, etc. to visiting nurse stations, in order to expand the scope of stations to respond to visiting nurse services for children with disabilities requiring medical care.

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 Dispatching Parent Mentors

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 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.

Model Project to Support Livelihood of Persons with Developmental Disorder

This project works to enhance the support for the independent life of persons with developmental disorder in collaboration with medical institutions through education and awareness building by developing a standard model of support method under a specialized program intended for persons with developmental disorder in his/her adolescence and adulthood years.

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 will collaborate with medical institutions and supporting agencies in communities 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.

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 Employment Skills and Support Retention

Practical training is conducted for employment support institutions to improve their support capacity: it helps them improve skills for approaching corporations which are at the initial phase of employment and their matching skills. This project

also serves to improve the retention support skills of employment retention institutions by providing them with training.

Promotion of Employment Support Programs for Disabled Persons at Municipalities

The local consultation and support system will be strengthened to comprehensively offer both support related to work such as preparing for employment and finding 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.

Project to Promote Collaboration on Retention for the Employment of Persons with Mental Disorders

This project enhances support for retaining the employment of persons with mental disorders. It provides training to transition support centers on employment, in order to improve their skills for exchanging information with medical institutions. In addition, it implements a model project to support employment by establishing a coordinating committee to support retaining the employment of persons with mental disorders and collaboration with medical institutions, transition support centers for employment, and corporations.

Support Project to Improve the Management of Type-A Support Providers for Continuous Employment

This project supports the efforts of Type-A support providers of continuous employment to help them perform appropriate operations such as improving earnings rates and work efficiency by introducing corporate management strategies by organizing seminars for improving management and dispatching advisers.

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.

Establishment of Joint Order-taking System through Municipality Networks

By investigating the ideal form for the joint order-taking system in the metropolitan area, together with developing private and public-sector demand, the TMG aims to expand orders and increase wages at facilities employing people with disabilities.

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.

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.

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.

Promotion of Sports Activities for Persons with Impairments

With an aim of realizing “Tokyo, the City of Sports”, where anyone, whether having impairments or not, can enjoy sports, and the success of the Tokyo 2020 Paralympic Games, the TMG is releasing information, building awareness, and developing environments for sports activities for persons with impairments, while promoting programs to raise competitiveness with the aim of ensuring the success not only of the Paralympic Games but also of other international meets.

Creating Opportunities and Environments where People with Impairments Can Enjoy Sports

○ Disseminating Information and Raising Awareness

Promote understanding and raise awareness about sports for persons with impairments as well as offer opportunities to persons with impairments to start sports, by managing the sports portal site for persons with impairments named “Tokyo Sho-spo Navi”, and by hosting sports event called “Challenge Sports! TOKYO”, which allows visitors to participate in and to experience several kinds of sports.

Furthermore, in order to raise awareness of para-sports and to promote people to watch para-sports

games, the TMG is running the project to cheer up para-sports called “TEAM BEYOND”, which provides information of the attractive para-sports through watch events of games, and another project called “NO LIMITS CHALLENGE,” which introduces and lets people experience Paralympic sports by taking place in various events hosted by municipalities in Tokyo.

○ Finding and Improving Locations for Activities

In order to ensure that persons with impairments and Para-sports associations are able to engage in sports activities, the TMG is assigning some sports facilities at special education schools within the metropolitan area as locations to do sports for persons with impairments.

We coordinate environments that enable people with impairments to enjoy sports within their local communities by using a manual which contains points that require consideration by facilities management, supporting municipalities that are proactive in providing sports activities for persons with impairments, and supporting barrier-free renovation of sports facilities.

Furthermore, the TMG is running “the Sports Concierge Project”, which is a consulting service related to para-sports, which offers information and holds social gatherings, aiming for partnerships and support between corporations and organizations.

○ Training and Securing Human Resources

We will keep on training human resources who support para-sports, and raise the quality of the support by holding seminars for people involved in sports, promoting acquisition of license for para-sports guidance, publishing information newsletter called “S&S”, as well as holding training days and forums.

○ Raising Competitiveness

Raising competitiveness by discovering, training, and strengthening potential players, and by supporting para-sports organizations to produce athletes with impairments who can perform well at international competitions such as the Paralympic Games

Hosting Tokyo Sports Meets for Persons with Impairments, and Sending Athletes to National Championships for Persons with Impairments

The Tokyo Sports Meets for Persons with Impairments is held to promote people with impairments to maintain and promote physical fitness, to participate in society and having interaction with others through sports, and to contribute to the independence of persons with impairments by enhancing the understanding about impairments among Tokyo residents, and to promote sports for persons with impairments in general.

In addition, athletes and coaches are sent to the National Championships for people with impairments, which is the national sports festival for persons with impairments.

Tokyo Metropolitan Sports Center for Persons with Disabilities

Two facilities in Tokyo are built especially for the

use of persons with impairments, equipped with pools, gymnasiums, meeting rooms, accommodation facilities and medical consultation services so that persons with impairments can enjoy sports and recreation activities.

In addition, the TMG works on the renovation of the facilities based on the result of the degradation evaluation and users' needs. (Tokyo Metropolitan Sports Center for Persons with Disabilities was redesigned and opened on July 28, 2019. Tokyo Tama Sports Center for Persons with Disabilities was redesigned and opened on June 30, 2019.)

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
- Training for communication supporters of aphasic patients

Program to Train Tokyo Residents Who Can Use Sign Language

In preparation for the Tokyo 2020 Olympics and Paralympics, the 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.

Support Project for Communication with Hearing-impaired Persons Using Information and Communication Technology (ICT)

This project works to promote the participation of hearing-impaired persons in society by conducting a trial for remote sign language interpreters using ICT inside the Tokyo Metropolitan office and by familiarizing it and building awareness.

Project to Promote Corporate CSR Partnerships

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 Disabilities and Mental Disorders

The TMG provides subsidies for part of the self-pay burden of medical expenses for persons (children) with severe physical disabilities, intellectual disabilities, and mental disorders 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 enhance welfare services for 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 (jyudo 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 intellectual 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.

Development of Disaster Base Psychiatric Hospitals New

In the occurrence of a disaster, medical institutions which accept inpatients from disaster hospitals are designated as “disaster base psychiatric hospitals” or “disaster base psychiatric department-linked hospitals”, and it is aimed to enhance the psychiatric care delivery system in times of disaster.

Project to Enhance System of Psychiatric Care in the Case of a Disaster (Tokyo DPAT)

In order to enhance the system for providing psychiatric care when disasters occur, “Tokyo Disaster Psychiatric Assistance Teams (Tokyo DPAT)” are developed to support psychiatric care and mental health care activities in the disaster areas.

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

For persons with mental disorders, consultation is offered by specialist staff regarding medical care, independent living, etc., and appropriate guidance and assistance is being provided. In addition, the Center conducts the administrative work of the Psychiatric Review Board, examinations relating to applications for Certificates for Health and Welfare of Persons with Mental Disorders (Seishin shogaisha hoken fukushi techo), and administrative work relating to the payment authorization for services and support for persons with disabilities (outpatient psychiatric treatment).

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


The 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.

	<p>■ 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.</p>
	<p>■ 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.</p>
	<p>■ 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.</p>
	<p>■ 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.</p>
	<p>■ 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.</p>
	<p>■ 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.</p>
	<p>■ 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.</p>
	<p>■ 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.</p>
	<p>■ 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.</p>

◆ 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.

