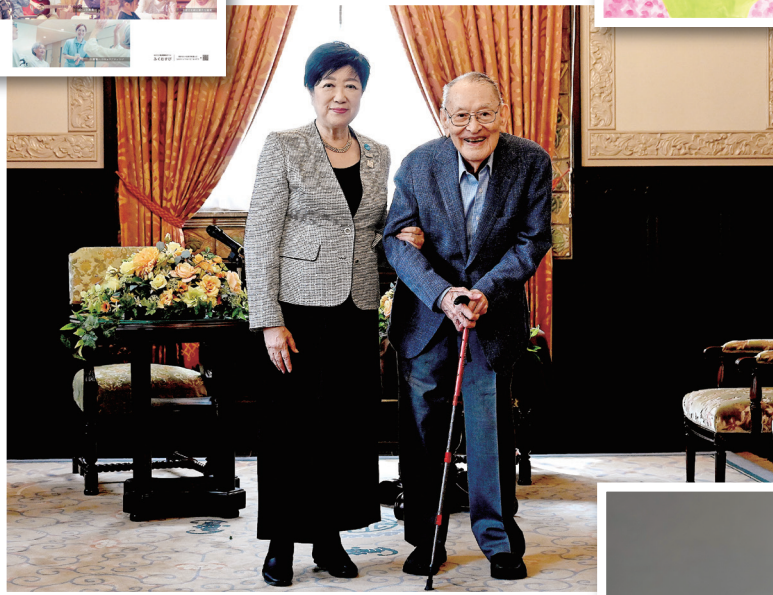


# 2025 Social Welfare and Public Health in Tokyo

Promoting social welfare, public health and medical care policies seamlessly and comprehensively



自分らしく  
生きる、  
福祉・介護から。



TOKYO METROPOLITAN GOVERNMENT

# Introduction

## Make Tokyo a city in which everyone can maintain active and fulfilled lives!

The socioeconomic circumstances around social welfare, public health, and medical care in Tokyo are changing more rapidly. Needs of metropolitan area residents and social issues, including acceleration of the declining birthrate and aging population, increasing momentum toward realization of an inclusive city, trend toward digitalization and evolution of AI technology, have been more and more advanced and diversified.

In addition, experiences following previous natural disasters including the 2024 Noto Peninsula Earthquake have indicated the importance of taking measures such as maintaining medical care functions during disasters and providing support for persons who require special consideration in times of disaster including the elderly and people with disabilities.

Under these conditions, in order to realize a society in which metropolitan area residents can live their lives with peace of mind into the future, it is necessary to implement activities to realize comprehensive social welfare, public health, and medical care services while adopting a medium- to long-term perspective based on the results of implementing previous projects and programs. It is also necessary to make swift and appropriate responses to rapid changes in the socioeconomic environment and to urgent and unexpected situations, and to develop effective policies.

To achieve these aims, the following types of policies will be pursued under the highest priority in FY2025.

Firstly, in the fields of child/family, the elderly, people with disabilities, and livelihood welfare, the TMG pursues policies intended to support independent living in the community. It conducts activities to realize seamless child-rearing support from the pregnancy period, enhancement of daycare services, measures to secure human resources for long-term care, promotion of comprehensive policies for dementia, provision of comprehensive infrastructures, etc. required to enable people with disabilities to live in the community with peace of mind, support for low-income earners and displaced workers that will allow them to live securely.

Secondly, in the fields of health and medical care, the TMG pursues policies aiming to realize an environment that allows residents to receive high quality medical care and live in good health. It implements activities to develop an environment that can provide in-home medical care, develop medical care delivery systems including for emergency and disaster medical care and for child and perinatal period medical care, as well as securing and improving the quality of the medical care human resources required to support these systems.

In addition, the TMG promotes health by working to improve cancer screening diagnosis rates and strives to develop comprehensive suicide prevention measures, etc.

Thirdly, in the fields of public health and safety, the TMG pursues policies to protect metropolitan area residents from ever-diversifying public health crises. It continues to implement activities including emerging and reemerging infectious diseases control based on the measures against COVID-19, while maintaining the safety of foods, pharmaceuticals, the living environment, drinking water, etc. and aiming to realize an inclusive city which achieves harmony between people and animals.

In addition to these policies, the TMG implements activities to promote digital transformation in the social welfare, public health and medical care fields, together with implementing comprehensive measures to maintain social welfare human resources and enhancing disaster prevention measures.

Furthermore, the TMG will efficiently and effectively pursue various policies which match the needs of metropolitan area residents from a broad-based perspective while utilizing private sector, regional and administrative powers to the maximum extent.

Going forward, the TMG will continue to actively develop social welfare, public health, and medical care policies which are suitable for Tokyo as a major city, and will conduct activities to realize a city that will let everyone live active and fulfilled lives.

April 2025

### Cover photographs

(Top left) "Together With You" campaign relating to social welfare and long-term care work (Month-long public relations campaign focused on social welfare human resources)

(Top right) Highest awarded entries in the FY2024 "Barrier-free Mindset" public awareness-raising poster competition

(Center) Visit by the Tokyo Governor to congratulate persons newly celebrating their 100th birthday

(Bottom left) Tokyo DMAT "Medical relief activity training"

(Bottom right) Special illumination pattern for Tokyo Skytree® marking World No-Tobacco Day

This newsletter contains information current as of April 1, 2025.

Note: **New** indicates new projects.

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## Welfare and Public Health Budget of the Tokyo Metropolitan Government

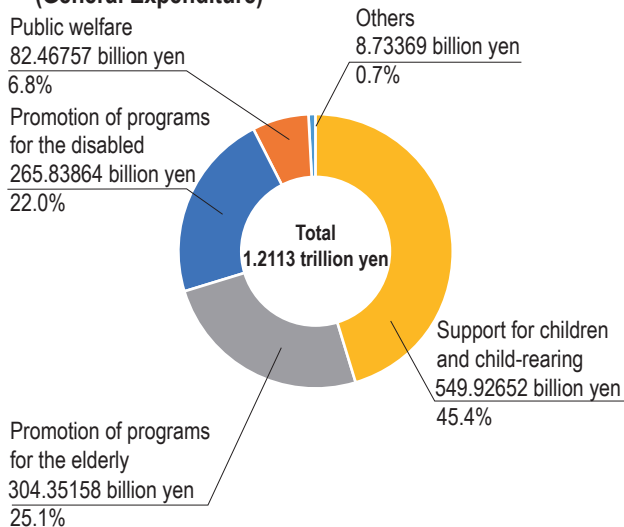
The Tokyo Metropolitan Government FY2025 budget has been positioned and organized as “a budget that will open up a future for Tokyo in which each and every person will sparkle by striving to realize a sustainable city that achieves both ‘growth’ and ‘maturity’ under the increasingly uncertain social conditions”.

With a view to protecting the lives and health of metropolitan area residents and realizing user-oriented welfare that supports self-reliance in the community, the Bureau of Social Welfare and the Bureau of Public Health have compiled its budget and policies to strengthen various initiatives in line with the unique needs of a big city, and based on the concept of pushing ahead with policy developments that will ensure that all residents are able to remain active and fulfilled.

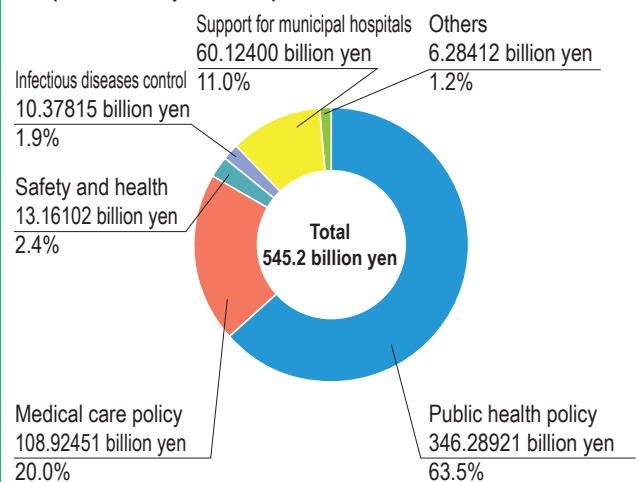
As a result, the budget of the Bureau of Social Welfare was allocated 1 trillion 211.31800 billion yen, and the budget of the Bureau of Public Health was allocated 545.16100 billion yen. The budgets account for 13.2% (Social Welfare) and 6.0% (Public Health), respectively, of the total TMG budget (total general account of 9 trillion 158 billion yen). Furthermore, the budget allocated to “welfare and public health affairs” accounts for 25.7% of the TMG general expenditures.

- “General expenditure” indicates the “cost of policy”, which is the total general amount after deducting debt expenditure, the special balance carried forward in the special ward fiscal adjustment account and the expenditure for granting a fixed percentage of the tax amount to municipal governments, such as consumption tax.

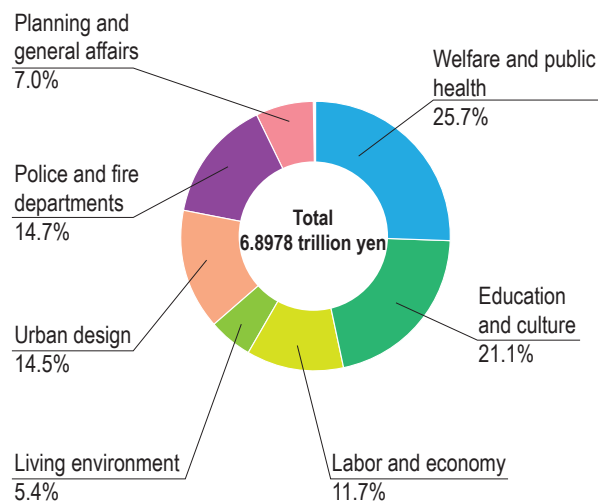
### ■ The Budget of Bureau of Social Welfare in FY2025 (General Expenditure)



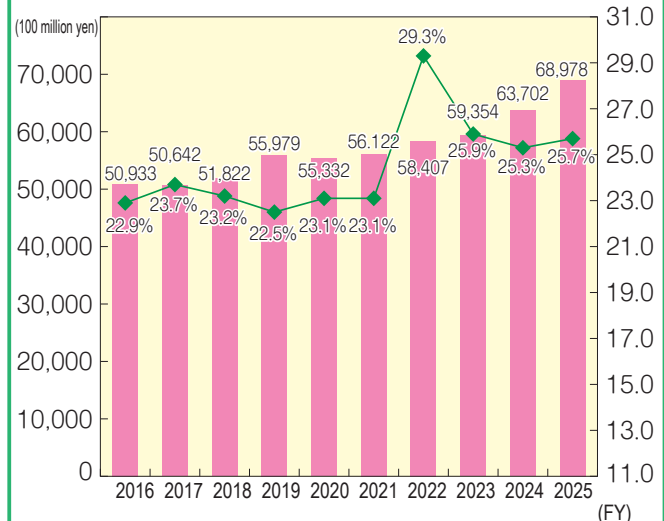
### ■ The Budget of Bureau of Public Health in FY2025 (General Expenditure)



### ■ The Budget of Tokyo Metropolitan Government in FY2025 (General Expenditure)



### ■ General Expenditure Amount in the Initial Budget for Each Fiscal Year and the Percentage of "Welfare and Health" in the Budget (%)



## (1) Welfare for Children and Families

Based on the “Tokyo Metropolitan Comprehensive Plan to Support Children and Child-rearing (Third Term)” formed in March 2025, the TMG is promoting various measures to support children and child-rearing.

### Current Status of Children and Families

In response to issues including the weakening of communities and the greater isolation in child-rearing which this causes, the increase in households where both parents are working and the diversification of needs, more detailed measures are required to correspond to the conditions of each and every person.

### Situation surrounding Families Raising Children

The nuclear family structure is the most common family unit. In addition, the number of households in which both parents are working is increasing.

### Tokyo Metropolitan Comprehensive Plan to Support Children and Child-rearing

The “Tokyo Metropolitan Comprehensive Plan to Support Children and Child-rearing” is a comprehensive plan related to children and child-rearing in Tokyo, formulated by combining the “Plan to Support Projects Supporting Children and Child-rearing” based on the Act on Children and Child-rearing Support, the “Local Action Plan” based on the Act for Measures to Support the Development of the Next Generation, and the “Plan to Promote Measures Against Prefectural Child Poverty” based on the Act to Promote Measures Against Child Poverty.

The third term plan period consists of the five-year period from FY2025 to FY2029.

### Plan Principals

- 1 Develop and enrich an environment where all children develop their individuality and creativity, and become independent as a member of society.
- 2 Realize a society where people can have and raise children with a sense of security and feel the joy of parenting.
- 3 The society as a whole supports children and families raising children.

### Objectives and Initiatives

#### Objective 1: Develop a system for seamless support from pregnancy, childbirth to child-rearing in the community

- ◆ Support municipalities responsible for providing child and child-rearing support in the community and develop a system to provide seamless support from pregnancy, childbirth to child-rearing, so that children and families can use services tailored to their needs.

#### Objective 2: Improve education and childcare during the infant stage

- ◆ Provide support required to secure various high quality education and childcare based on the importance and characteristics of the infant stage, and to respond to the expectations of families raising children in the community.

#### Objective 3: Improve support according to the child's growth stage

- ◆ Aim to ensure that the children living in the “Future Tokyo” will be able to expand their individualities and capabilities, overcome various difficulties and open up their own path in life. Without leaving a single child behind, realize education which allows all children to grow and develop by themselves while maintaining hope for their future. Further, provide employment promotion and support for self-reliance to the young people who will bear the next generation, and promote the creation of locations where elementary school-aged children can go after the school day finishes.

#### Objective 4: Promote measures to eliminate child poverty

- ◆ In order to eliminate child poverty and sever the chain of events that cause poverty, continue to provide support for education, assistance that contributes to stable lifestyles, support for parent and guardian employment and economic assistance based on the awareness of resolving the issues in communities and in society as a whole.

#### Objective 5: Enhance support to children and families requiring more support

- ◆ Comprehensively promote support for children and families requiring more support by accurately grasping the physical and mental conditions of children and guardians, while considering the best interests of the child so that every child growing up in various environments can maintain their dreams and hopes.

#### Objective 6: Build a foundation to ensure sound growth of children of the next generation

- ◆ To aim for a society that achieves the balance between the family life and work (work-life-balance), develop working environments where people can easily take childcare leave, etc. regardless of gender, and improve the employment situation to balance work and parenting. Initiatives also include securing living environments where people can live with security, and prevention of traffic accidents, etc. In addition, stimulate opportunities for assisting children and child-rearing throughout society.

## Daycare Services

The TMG supports municipalities and private-sector service providers which are striving to enhance the various daycare services and are maintaining and further expanding high quality daycare.

### [Expansion of Daycare Services] (Various Daycare Services)

The TMG supports efforts by municipalities to provide the various daycare services such as licensed-daycare facilities, TMG certified-daycare facilities, and authorized child-care facilities according to local circumstances.

#### Licensed-daycare Facility

The child welfare facilities all licensed according to the Child Welfare Act for children which provide services to preschool age children requiring daycare. As of April 1, 2024, 3,623 daycare facilities (with a total capacity of 320,389 children) are located in Tokyo.

#### TMG Certified-daycare Facility

Daycare facilities are established and operated based on TMG's own unique criteria focusing on the specific features of the metropolitan city in order to meet the needs of Tokyo residents.

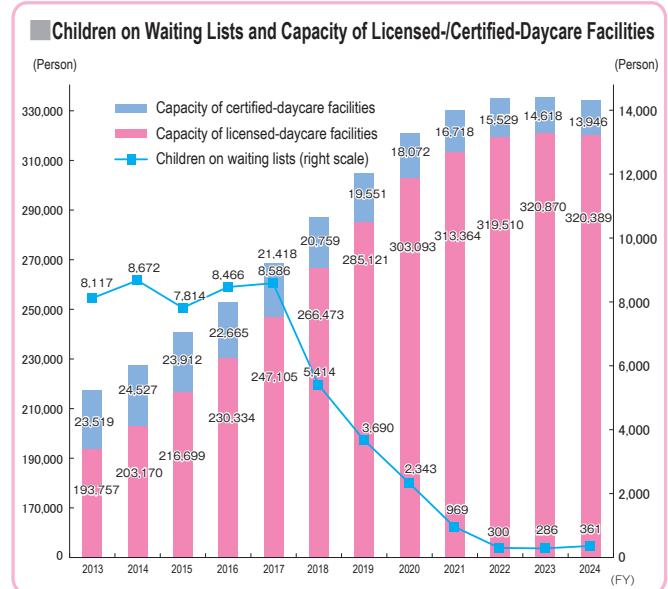
As of April 1, 2024, 412 daycare facilities (361 of type A and 51 of type B) are located in Tokyo.

#### Nighttime Childcare Service Program

By supporting TMG-certified daycare facilities which are implementing activities to provide nighttime childcare and 24-hour daycare services, this program provides daycare services which can be utilized by metropolitan area residents with peace of mind at nighttime (10:00 p.m. to 7:00 a.m. the following day) and on holidays.

#### Authorized Child-care Facility

In the system for authorized child-care facilities, prefectural governors provide a license or authorization to facilities that: 1) Accept any preschool age child regardless of working condition of parents and provide both education and daycare, and 2) are able to provide childcare-related support in communities. As of April 1, 2024, 200 child-care facilities are located in Tokyo.



#### ○ Types of Facilities

##### ・ Joint Kindergarten-daycare Type

In line with the enforcement of the new support system for children and child-rearing, the joint kindergarten-daycare type facility became a unified licensed facility having the status of a school and child welfare facility. Authorized child-care facilities other than the joint kindergarten-daycare type include the following three types depending on the facility. In the system, facilities such as existing licensed kindergartens or licensed-daycare facilities, etc. supplement each other's functions to receive authorization.

##### ・ Kindergarten Type

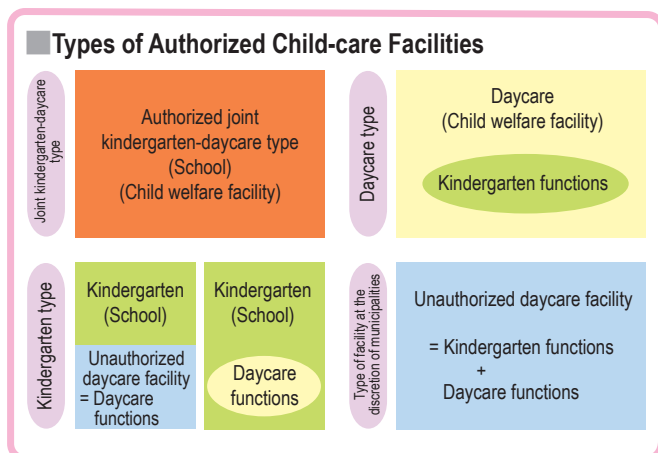
A licensed kindergarten that functions as an authorized child-care facility by having the function of a daycare facility, securing daycare time for children requiring such services, etc.

##### ・ Daycare Type

A licensed daycare facility that functions as an authorized child-care facility by having the function of a kindergarten, accepting children other than those who require daycare services, etc.

##### ・ Type of Facility at the Discretion of Municipalities

Local education or daycare facilities that are not licensed as either licensed kindergarten or daycare facility, but have the necessary functions of an authorized child-care facility.



#### Home-like Childminding Program

Home-like childminders (persons authorized by the municipality as competent to take care of nursing infants and children requiring daycare) provide daycare services at places such as their home, with a capacity of up to five children. The program is either supported independently by TMG or authorized by the municipality.

#### Small-scale Daycare Program

Authorized program by municipalities offering daycare services, in which small-scale daycare facilities with capacity between 6 and 19 children provide daycare services to nursing infants and children requiring daycare.

#### Home Visiting Type Daycare Program

Authorized program by municipalities offering daycare services, in which home-like childcarers provide daycare services to nursing infants and children requiring daycare at the child's home.

## Daycare Facilities at Businesses

Authorized program by municipalities offering daycare services, in which businesses provide daycare services by themselves or through consignment for their employees' children or children in the community requiring daycare services.

### Tocho (Tokyo Metropolitan Government) Daycare Facilities

The TMG promotes the establishment of daycare facilities operated by private-sector companies and other organizations, which are open to local residents, in its places of business, and aims to make this a symbolic means of solving some of the issues of children on daycare waiting lists. On October 1, 2016, the Tocho Daycare Facility was opened on the first floor of the Tokyo Metropolitan Assembly Building.



## Temporary Care Program

This is a program in which children are temporarily looked after in daycare or other facilities in cases where daycare is required on an emergency or temporary basis due to the illness of guardians or because of childcare fatigue.

## Daycare Program for Regular Use

This is a unique TMG daycare service that provides certain services on a regular basis for children of part-time workers and those who work shorter hours after taking childcare leave, by using available space in programs such as the temporary care program.

### (Promotion of establishment)

#### Project to Promote the Establishment of Facilities

In addition to the subsidy from the Government to support the establishment of facilities, the TMG implements various unique support initiatives such as a subsidy to further reduce the burden of municipalities and operators of daycare facilities, and a subsidy for rent when establishing new facilities using rented property, etc.

#### Project to Secure the Land for Daycare Facilities

In order to promote the development of the environment by providing support to secure the land for daycare facilities, the TMG implements supportive initiatives such as lowering the amount of loan of the land owned by the TMG, providing subsidy for a part of the land lease for state-owned land or private land, and providing subsidy for lump-sum payments when a fixed-term land leasehold is utilized.

## Tokyo Daycare Information Service “Horenso”

This is a service to link potential providers of daycare services using municipal property with available properties and propose activities by said providers.

## Program to Accept One-year-old Children as an Emergency Measure

The program accepts one-year-old children using vacant and surplus space at licensed-daycare facilities as an emergency measure.

## Program to Accept One-year-old Children at TMG Certified-daycare Facilities

The program promotes to accept one-year-old children using vacant and surplus space at TMG certified-daycare facilities.

## [Responding to Various Daycare Needs] Extended Daycare

This is an initiative to offer daycare at daycare facilities, etc. at times other than the regular days and hours of use to children qualified to receive daycare.

## Tokyo Metropolitan Program Promoting Daycare for Sick Children New

### ○ Subsidizing of Program Costs for Providing Daycare to Sick Children

The TMG supports municipalities which provide daycare and nursing care for sick and convalescent children in dedicated areas constructed at childcare facilities and hospitals.

### ○ Promotion of Daycare Establishment for Sick and Convalescent Children

In addition to supporting the maintenance of stability and new entries to the management of daycare for sick and convalescent children, the TMG provides its own unique support for municipalities which have determined implementation plans for promoting initiatives in which nurses at daycare facilities temporarily take care of children enrolled at the facilities if they have health problems while receiving daycare.

### ○ Verification Program relating to the Provision of Daycare for Sick Children utilizing Babysitting Services

In order that parents or guardians can receive daycare for sick children provided by babysitting services with peace of mind, the TMG functions as the core by cooperating with municipalities while supporting the initiatives of TMG-certified service providers which are striving to maintain systems that are also capable of responding to sudden requests and are working to improve the treatment of babysitters. The TMG also aims to enhance the service contents through evaluation and verification.

## Program to Provide Daycare Support for Children Requiring Medical Care

The program aims to develop the systems in daycare and other facilities and improve the support for community living such as by assigning nurses to allow the acceptance of requests in cases where children requiring medical care wish to utilize daycare and other facilities.

## Program to Promote Acceptance of Children with Disabilities at TMG Certified-daycare Facilities

The program promotes to accept children with disabilities at certified-daycare facilities by means of providing the certified facilities with expenses necessary for accepting them, depending on the number of the children.

## Program to Reduce the Burden of Families when using Daycare Facilities

In order to provide guardians wishing to have children with the peace of mind to bear and raise children, support will be provided to municipalities to make the daycare fees free in using daycare facilities, etc.

## Support for Users of Unlicensed Daycare Facilities

Regarding the daycare fees (portion paid by users) of licensed and unlicensed daycare facilities, taking the maximum amount of daycare fees at licensed daycare facilities as the standard, the TMG subsidizes part of the costs of municipalities that aim to make the services free of charge, and enhances daycare services and improves the service quality according to the situations in each community.

## Program to Support Babysitting Service Users

This program offers assistance to provide a portion of the service charges, etc. when babysitting services are utilized by parents who have children on the waiting lists of daycare facilities, parents who took one year of childcare leave and have returned to the workplace, parents who require nighttime childcare, and parents who temporarily require childcare. The TMG also supports business operators who implement activities to improve the quality of childcare.

## Program to Enhance Capability of Support of Community for Families rearing Children by using Certified-Daycare Facilities

The TMG subsidizes a part of consulting expenses to encourage certified-daycare and other facilities to utilize unused spaces for activities helpful for the community to assist families rearing children.

## Tokyo Sukuwaku Program

Based on the “Tokyo Sukuwaku Program”, a program shared by kindergartens and daycare facilities which aids the “growth and development (*sukusuku*)” and “curiosity and spirit of inquiry (*wakuwaku*)” of all infants, the TMG supports kindergartens and daycare facilities which are practically implementing discovery activities in response to infants’ curiosity and interests and developing their non-cognitive abilities according to topics set by each facility while making best use of each facility’s environment and strengths.

## Creating Opportunities for Children to Form Relationships with Various People

This is a program unique to Tokyo that realizes children’s healthy growth by improving their non-cognitive abilities through forming relationships with other people. In the program, daycare facility staff members take care of children regularly regardless of whether or not their parents or guardians are working. In addition, the TMG introduces new services to families which are in need of support, and supports them continually.

## Program to Support the Raising of Children Who Require Medical Care

**New**

The TMG supports municipalities which provide daycare support utilizing babysitting services to children who are unable to use daycare facilities for reasons such as requiring medical care, regardless of whether or not their parents or guardians are working.

## [Securing Daycare Personnel]

### Program to Secure Daycare Personnel

With the aim of securing personnel working in daycare services, the program will assign daycare personnel coordinators at Tokyo Metropolitan Daycare Personnel and Daycare Facility Support Centers to offer various consultation services, conduct training to support the employment of certified childcare workers, offer workplace experience at daycare facilities to high school students, perform the business management training for daycare service providers, and implement support by labor and social security attorneys for becoming established. In addition, TMG’s “attractive childcare” website shares information about the attractions, satisfaction, etc. of childcare work.

## Program to Support Daycare Staff to Obtain Qualifications

In order to secure daycare personnel, the TMG supports municipalities which offer subsidies for some of the expenses required for the acquisition of qualifications by daycare staff.

## Education Loan, etc. Program for Daycare Workers

Through offering the following loan programs, the TMG is attempting to secure daycare personnel.

### ○ Education Loan Program for Daycare Workers

Extend education loans to students who are attending designated childcare training facilities and aiming to acquire childcare qualifications.

### ○ Program to Support for Employment of Daycare Assistant Workers

For service providers who are making efforts to improve the working environment and other issues for daycare workers, extend loans for the expenses of employing daycare assistant workers.

### ○ Program to Support Potential Daycare Workers Raising Preschool Children to Return to Work

Regarding the return of potential daycare workers to daycare facilities, etc., extend loans for a part of the daycare fees in the case where they have enrolled their own children into daycare facilities, etc.

### ○ Program to Support Potential Daycare Workers to be Reemployed

Extend loans for the preparations for employment of potential daycare workers in the case where they previously worked as daycare staff in daycare facilities, etc.

### ○ Partial Loan for Service Charge to Use Program Supporting Daycare Workers Raising Preschool Children

For daycare workers who raise preschool children and cannot

find a facility to take care of children due to their work hours, the program makes partial loans for service charge of the babysitter dispatching program, etc.

## Support Program to Secure Daycare Personnel

In order to secure daycare personnel, the program subsidizes a part of the cost of initiatives taken by municipalities to secure and retain daycare personnel.

## Program to Promote Improvement of Child-rearing Capabilities in the Community

In order to secure and improve the quality of childcare, the TMG supports municipalities which are implementing activities to promote community interchanges, such as exchanges between daycare facilities and exchanges of opinions in daycare facility principals’ meetings.

## Support Program to Lease Housing for Daycare Staff

In order to secure, retain and prevent the unemployment of daycare personnel, the TMG supports municipalities who subsidize a part of the cost in cases where businesses lease housing for daycare staff.

## Training for Career Enhancement of Daycare Workers, etc.

In order to train personnel with leadership capabilities in childcare-related sites, the TMG provides training in specialist fields and management training based on the national guidelines.

## Subsidy for Career Enhancement of Daycare Workers, etc.

The TMG supports service providers that encourage career enhancement of daycare workers, etc., and works to secure and retain daycare personnel, so that daycare workers, etc. are able to improve their skills while being motivated by their jobs.

## Support Program for Reducing the Work Burden in Daycare Facilities, etc.

**New**

The TMG supports municipalities which reduce the work burdens of facility directors and improve the quality of daycare in licensed daycare facilities by stationing staff members to conduct accounting work utilizing ICT.

## Program to Enhance Daycare Systems

In licensed-daycare facilities, aim to reduce the burden on daycare workers, maintain the daycare worker numbers, and secure the safety of children by having persons who do not have childcare qualifications activities conduct the work surrounding daycare work and monitoring of outside activities.

## Program to Promote Digitalization in Daycare Facilities, etc.

Digitalization such as introduction of the system supporting the creation of documents is promoted at daycare facilities, etc., in order to reduce the burden on daycare personnel.

## [Other]

### Supervision for Unlicensed-daycare Facilities

The TMG provides all unlicensed-daycare facilities with preliminary supervision and training, and conducts on-site inspections. The results of on-site inspections and procedures for selecting facilities are disclosed on the website.

### ○ Inspections of and Guidance to Unlicensed-daycare Facilities Structure Improvement Project

In order to improve accident prevention and safety measures at unlicensed-daycare facilities, the TMG implements inspections of such facilities and gives guidance to them.

## Project to Provide Consultation Service Concerning Child Abuse and Other Inappropriate Childcare

The project enhances the system for providing consultation service concerning child abuse and other inappropriate childcare case by establishing a consultation desk for inappropriate childcare at unlicensed-daycare facilities.

## Support for Child-rearing, Creating a Friendly Environment for Child-rearing, and Promotion of Healthy Development

In order to provide all children and households in need with proper services in their community, the TMG strives to improve both quality and volume of services, especially focusing on strengthening counseling services.

### [Child-rearing Support]

#### Program to Support Users

In order to facilitate the use of educational/daycare/health facilities and child-rearing support programs in the community by children, guardians, expectant mothers, etc., the program supports municipalities that provide information at familiar places and provides consultation and advice as necessary.

#### Training Program for Child-rearing Supporters

The program offers training to be certified as “child-rearing supporters” to those who are interested in work related to child-care in the community and child-rearing support, and wish to be engaged in related programs.

#### Improvement of At-home Services

Each municipality is offering various services at their child and family support centers as follows.

##### ○ Short-stay (Short-term Livelihood Support Program)

In case child-rearing is temporarily difficult due to reasons such as giving birth, ceremonial occasions, or strong anxiety about child-rearing, a child welfare facility or other facilities looks after the child for a short period.

The program supports municipalities that secure capacity for short-stay services, improve support for utilization of cooperating families, and enhance the system according to users' needs.

##### ○ Twilight-stay (Program for Nighttime Child-care)

In case a guardian comes home late on a regular basis due to work or is not at home on weekends, a child welfare facility looks after the child on weeknights or on weekends.

##### ○ Program to Visit All Households with Newborns

This program visits all families with newborns up to 4 months old, provides consultations and information on child-rearing and referral to other available services if necessary.

##### ○ Parenting Support Home Visit Service

Based on information collected by visiting all households with newborns, childcare consultation is offered to families that require parenting support.

##### ○ Home Visit and Support Service for Child-rearing Households

A home visit advisor pays a visit to the home of a family facing some concerns or carrying a burden on household duties and child rearing so that the advisor listens to the anxieties and worries of the family and provide relevant assistance.

##### ○ Program to Improve the Capabilities of Home Visit Advisors to Child-rearing Households New

With the intention of improving the quality of home visit advisor services, the TMG supports municipalities which implement training based on the TMG's own unique training curriculum.

#### Program to Assist Child-rearing Support Activities (Family Support Center Program)

Persons who want to support child-rearing and persons who require child-rearing support become members in the community, and they conduct mutual support activities such as looking after, picking up or dropping off children.

#### Program to Promote Children's Cafeteria

The program supports municipalities that provide services, in collaboration with private-sector organizations, to gain an understanding of household living conditions of children and find a way to provide them with necessary support, through

organizing children's cafeteria in the community where meals and opportunities for communication are provided, or through conducting meal delivery.

#### Program to Create the “Children's Place”

The TMG creates an approachable “place” in the community where children can always drop by, and it provides study support, etc. to children and consultation support to their parents.

#### Program to Maintain a Variety of Places for Children in Communities New

As temporary destinations for children who find it difficult to attend elementary school, existing community social resources are utilized and structures to implement monitoring are created.

#### Program for Base of Child-rearing Support Center

The program supports municipalities that comprehensively provide assistance for forming lifestyle habits, meals, study support, carrier counseling, etc. to children who feel they have no place to go either at home or in school.

#### Program to Provide Outreach-type Meal Support for Child-rearing Households

By dispatching helpers and volunteers to child-rearing households to prepare meals, and linking this to appropriate support, the TMG supports the healthy growth of children.

#### Program to Support Development of Parental Relationship

The TMG provides parents who have worries and concerns in the relationship with their children or in child-rearing with parent training and other activities designed to develop sound relationship between parents and children.

#### Program to Enhance the System of Child/Family Support Centers

The TMC supports municipalities that provide comprehensive consultation support starting in the stage of pregnancy with combined support from the child welfare section and the maternal and child section that develop support teams required for collaboration of the two sections.

#### Program to Support Young Caregivers

To allow discovery of young caregivers at the earliest opportunity and find a way to provide them with appropriate support, the TMG provides training for young caregiver coordinators who are the core in finding the way, in addition to supporting the promotion of coordinator placements in municipalities. The TMG also supports organizations that provide the caregivers with peer support, etc.

#### Program to Promote Digitalization in Child Guidance

The TMG promotes digitalization in municipal Child/Family Support Centers and supports measures that are intended to reduce work burdens such as by utilizing video conferencing.

#### Promotion of Housing Supply with Consideration for the Child-rearing Households

The TMG intends to popularize its “Tokyo Certification System for Housing that Supports Child-rearing”, which certifies excellent housing that offers consideration for child-rearing, such as through preventing child-related accidents and making housework easier, and promotes the provision of high-quality housing.

## Grants

The Japanese government provides Child Allowance (*jido teate*) to families raising children. Single-parent households receive Child-rearing Allowance (*jido fuyo teate*) (from Japan) and Child Support Allowance (*jido ikusei teate*) from Tokyo. Households raising children with disabilities receive the Special Child Rearing Allowance (from Japan), Disabled Child Welfare Allowance (from Japan), Allowance for Severely Physical or Mentally Disabled (from Tokyo) and Child-rearing Allowance for Mentally and Physically Disabled Children (*shogai teate*) (from Tokyo).

## 018 Support

To support the growth of all children equally, the TMG provides 5,000 yen per month to every child in the age range from 0 to 18 years old.

## Subsidization of Medical Expenses and Others

The TMG subsidizes all or part of the self-pay burden of medical expenses of infants, elementary and junior high school students, high school age students, and children suffering from specific diseases.

## Subsidization of Fertility Treatment Costs, etc.

In order to ensure that testing is implemented at an early stage, and appropriate treatment is begun where necessary, the TMG subsidizes a part of the costs for infertility testing and general infertility treatment.

Additionally, in order to reduce the financial burden of fertility treatment, when conducting in vitro fertilization and microinsemination, the TMG subsidizes a part of the costs for “advanced medical care”, which is implemented at the patient’s own expense together with medical treatment that is covered by insurance.

Further, to enable women to expand their life choices, such as work and childbirth, as they wish, the TMG supports for egg freezing and subsidizes a part of the cost for assisted reproduction technologies using frozen eggs.

## Subsidization of Infertility Testing Costs

Regarding the recurrent pregnancy loss, in which a person becomes pregnant but repeatedly suffers miscarriages, or stillbirth two or more times, resulting in them being unable to have children, the TMG subsidizes a part of the costs for the testing required for identifying the risk factors.

## Subsidization of Painless Childbirth Costs New

From October 2025, the TMG will subsidize up to 100,000 yen to Tokyo residents who give birth childbirth of Epidural analgesia at eligible medical institutions in the city.

## Program to Secure a Variety of Experiential Opportunities for Children New

The TMG supports municipalities which plan and implement projects that can be enjoyed together by the children and parents of all households, regardless of the household’s economic circumstances and family structure.

## [Creating a Friendly Environment for Child-rearing] Tokyo Program for Assisting Children and Child-rearing

The TMG takes the following measures to stimulate opportunities to support children and child-rearing households by linking and cooperating with organizations, groups and municipalities from various fields that support child-rearing, and promoting activities to support child-rearing throughout society.

- Operation of the child-rearing information website “Tokyo Child-rearing Switch”
- Child-rearing Support Tokyo Passport Program
- Other activities implemented to enhance opportunities to support child-rearing throughout society



## Cheer-up Program for Tokyo with Shining Children New

In order for society as a whole to support child-rearing, the TMG supports initiatives implemented by service providers to assist children and child-rearing.

## Improvement of Environment for Outings of Households Raising Children (“Akachan Furatto (Drop in anytime with the baby)” Project)



“Akachan Furatto” is the nickname for facilities used by many people that have space for breast-feeding and changing diapers so that parents with babies can feel at ease about going out with young children.

Municipalities and businesses which have installed “Akachan Furatto” facilities display certificates of conformance issued by the TMG in locations that can be easily seen by users.

Currently, many metropolitan institutions, public establishments including children’s halls, and private establishments such as department stores and shopping centers have installed these facilities.

The establishments where “Akachan Furatto” facilities are installed are introduced on websites.

## [Healthy Development] Jidokan (Children’s Halls)

The halls are open to children in the community and also provide guidance and activities for healthy development.

## Gakudo Clubs (After-school Child Day Care)

For elementary school children whose guardians are not at home during the daytime due to work, etc., suitable places for playing and conducting activities, such as spare classrooms and children’s halls, are provided for elementary school children after school hours to support their healthy development.

Further, the TMG supports the provision of lunch meals in the clubs during extended vacation periods and the digitalization of the clubs.

## Urban-type Gakudo Clubs

The TMG supports the operation of Gakudo Clubs enhancing their services with extended hours after 7 p.m. and allocation of full-time certified childcare workers after school hours.

In addition, the TMG implements a project which promotes a program for seamlessly implementing urban-type Gakudo Clubs and children’s classrooms after school hours.

## Program to Support Municipalities in Resolving the Problem of Children on Waiting Lists for Gakudo Clubs New

By supporting the creation of various kinds of places for children utilizing existing facilities, the TMG will resolve the problem of children on waiting lists for Gakudo Clubs.

## TMG-certified Gakudo Club Program New

The TMG subsidizes the operating costs of Gakudo Clubs to make operation possible based on the TMG’s own unique operating standards and improves the quality of Gakudo Clubs.

## Urgent Measure Program to Provide Places for Children After School Hours

As an urgent measure until there are no more children on the waiting lists of Gakudo Clubs, the TMG provides safe and secure places for children by making best use of existing social resources including children’s halls and community centers.

## Consultation regarding Child/Family Affairs

The TMG establishes the Child Guidance Center and Child Guidance Offices, and provides various support for municipal Child/Family Support Centers and Program on Community Bases for Child-rearing Support (Child-rearing Plazas).

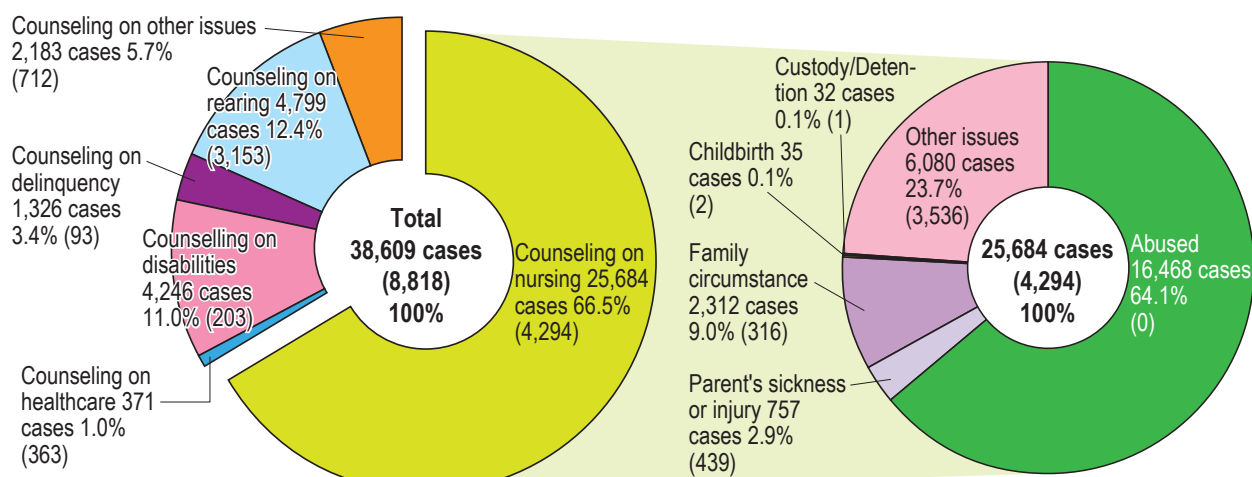
### Child Guidance Center and Child Guidance Offices

Child Guidance Offices provide consultation regarding diverse issues of children under 18 years old. Temporally protection is available if required. They also offer "Mental Friend" service for children who tend to be withdrawn.

### Child/Family Support Centers

At the Child/Family Support Centers, children or their family in the community can consult about any issues at home and receive comprehensive support.

### Consultation Status in Tokyo Child Guidance Offices in FY2023



\* The figures in brackets ( ) are repostings of the number of telephone consultations.

\* Excluding numbers for Child Guidance Offices in special wards.

\* The number of postings show the preliminary figures.

### Program on Child-rearing Plaza (Program on Community Bases for Child-rearing Support)

Local governments operate the Child-rearing Plazas to offer places for interaction between parents in the community. They also offer consultations and lectures regarding child-rearing.

### Technical Assistance for Child Advocacy

Toll free telephone consultation for children. Professional staff research cases where children's rights may have been violated and mediate between parties concerned.

## Enhancement of Children's Consultation System

The number of consultations received regarding child abuse was 24,164 in FY2023, up from 714 in FY1998, and the contents of the consultations have become more serious than ever. In order to prevent child abuse before it occurs, the TMG aims to enhance its Child Guidance Office system and cooperate with related institutions.

### System of Child Guidance Offices and Function Improvements

#### Strengthen the Personnel Training Function of Child Guidance Offices

Strengthen the personnel training function of Child Guidance Offices to improve case work skills at child guidance offices, while also strengthening the ability of Child/Family Support Centers and public health centers to respond to abuse issues.

#### Establish Child-abuse Prevention Teams

The child abuse prevention teams are established at Child Guidance Offices to enforce initial response of child abuse cases.

#### Promote Early Return to Families

Assistants to promote early return to families are assigned at Child Guidance Offices, who make efforts toward improving the family environment and other measures so that children placed in facilities due to reasons such as child abuse can reunite with their families.

#### All-year-round Opening of Child Guidance Center

In order to promptly respond to the consultation on child abuse, the Child Guidance Center has established an emergency center to handle urgent cases all year round 24 hours a day (including Saturdays, Sundays, national holidays and New Year holidays).

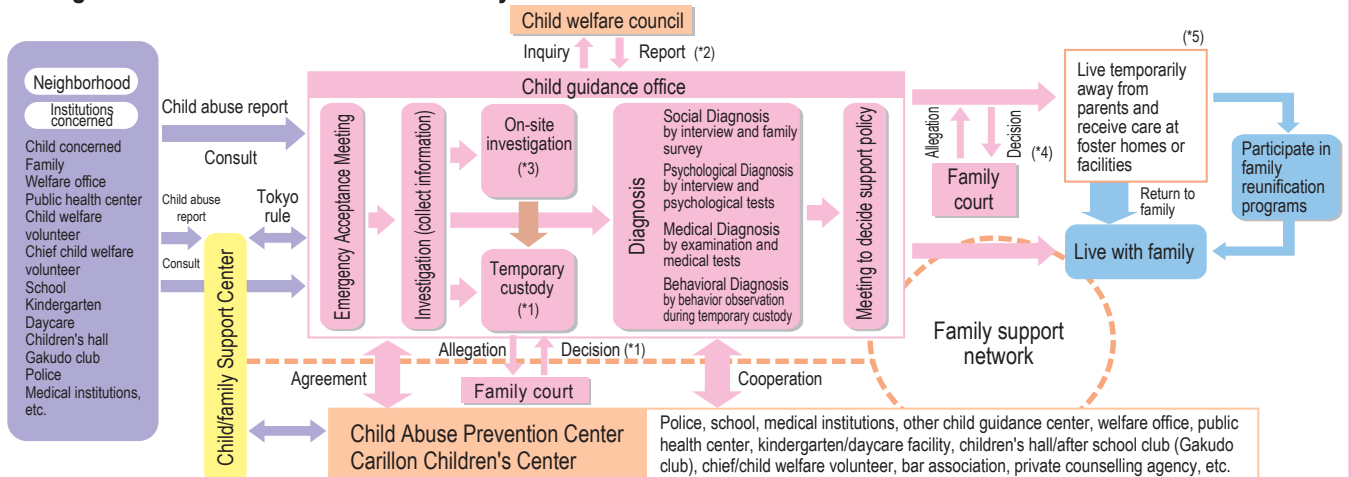
#### Assign Lawyers

Part-time lawyers are assigned at Child Guidance Offices and cooperative lawyers are registered to provide staffs with advice and guidance from a legal perspective.

#### Cooperative Hospital (Doctor) System

Doctors with expert knowledge and experience on legal medicine, etc. are registered as cooperative doctors in order to appropriately deal with abuse cases by obtaining medicolegal opinion and diagnosis for wounds suspected of being caused by physical abuse.

## Legal Procedures and Measures Taken by Child Guidance Offices on Child Abuse



- \*1: Regarding the imposition of temporary custody exceeding a two-month period that is contrary to the will of the parents or legal guardians, approval from the family court is necessary.  
 \*2: Concerning measure determination and release, there may be cases where judgments are made after requesting the opinions of the prefectural child welfare council.  
 \*3: From October 2018, an on-site investigation is implemented in Tokyo in principle if it is not possible to confirm the safety of a child within 48 hours of receiving a report of abuse.  
 \*4: In cases such as where a guardian has abused their child, measures including placing the said child into a children's welfare facility may be taken after obtaining family court approval even if this is contrary to the will of the child's parents or legal guardians.  
 \*5: Regarding a guardian who has abused a child, limitations on their meeting or communications with the child, or restraining orders, may be imposed.

## Tokyo Metropolitan Government Ordinance regarding the Prevention of Child Abuse

To deepen understanding throughout society regarding the prevention of child abuse and promote the implementation of activities relating to this prevention in an aim to resolutely protect children from abuse, an ordinance was enacted stipulating the obligations, etc. of the TMG, Tokyo residents, guardians, etc.

Date of enforcement: April 1, 2019

### [General provisions]

- Purpose, definition of terms, basic principles
- Obligations of the TMG, Tokyo residents, guardians, and related organizations, etc. (Including promotion of child-rearing without use of corporal punishment, etc., prohibition of corporal punishment by guardians, and obligations for guardians to make efforts to comply with recommendations of medical checkups)

### [Prevention of abuse before it occurs]

- Development of an environment in which it is easy to receive consultation regarding pregnancy, childbirth and child-rearing
- Increase public awareness to help prevent unplanned pregnancies, etc.

### [Early detection of abuse and early response]

- Abuse notifications provide the opportunity to protect the child and offer support to the household
- Child safety confirmation measures
- Investigations by Child Guidance Offices, etc.
- Cooperation, information sharing, etc.

### [Support, etc. for children who have been victims of abuse and their guardians]

- Support for children who have been victims of abuse
- Necessary guidance and support for guardians of children who have been victims of abuse

### [Social childcare, etc.]

- Promotion of entrusting children who have been victims of abuse to foster parents in order that they receive comprehensive social childcare, etc.
- Necessary support to achieve social independence, etc.

### [Training of personnel, etc.]

- Training of staff who maintain specialized knowledge and skills relating to the prevention of abuse
- Inspection of child abuse cases resulting in death, etc.
- Disclosure of policy implementation status relating to the prevention of abuse, etc.

## Program to Secure Human Resources for Child Guidance Offices

In order to secure human resources for Child Guidance Offices, in addition to establishing an original employee recruiting website and conducting effective public relations activities using SNS, the TMG improves employee treatment such as by leasing private apartments for employees.

## Outside Assessments in Child Guidance Offices

The TMG improves protection of children's rights and the quality of operations in temporary shelters, and promotes proper operations in the Guidance Division.

## Activities by Third Party Committee Members in Temporary Shelters

Activities such as conducting interviews of children by third party committee members are implemented with the purpose of advocating the rights of children while in custody in temporary shelters and improving the quality of temporary shelter management.

## Program to Support Expression of Opinions

The TMG assigns "children's opinion expression supporters" for some children in advance. The supports help children form their

opinions through communication with them in interviews, etc. and, if requested, take a role in assisting the children in expressing their opinions to adults around them or speaking for the children.

## AI Voice Mining System in Child Guidance Offices

In order to assist with the precise recording of case work at Child Guidance Offices, systems are introduced for transcribing voice data from telephone calls, as well as proceeding to install systems that change smartphone calls to extension line calls to make the work more efficient.

## Measures for Early Detection of Households Requiring Support

- Promote early detection of households requiring support by utilizing the opportunities when maternity passbooks are issued or at the time of newborn visits, and also support the efforts of municipalities providing appropriate support, such as through individual support at health centers and services offered by Child/Family Support Centers.
- Support teams have been set up, which visit local schools and childcare support facilities, collecting information about families who have issues or concerns, supporting municipalities that are implementing activities aimed at providing necessary support at an early stage.

### Program to Visit All Households with Pre-school Children

The TMG supports municipalities that confirm the safety of children by visiting all households which have preschool children, in a plan to discover and deal with child abuse at an early stage.

### Support Concierge Program

Regarding households requiring monitoring, etc. that have been identified from visits made to homes with children who have not undergone health examinations for infants or children who are not attending kindergarten, the TMG continuously gains an understanding of their situations by linking with related organizations, and supports to municipalities leading to the provision of appropriate assistance, if necessary.

### Support to Strengthen Capabilities of Municipalities to Address Child Abuse Issues

To provide support in strengthening the capabilities of municipalities to address child abuse issues, more child abuse prevention coordinators are assigned to Child/Family Support Centers set up by municipalities to ensure a system that can properly handle abuse cases.

### Program for Living Assistance to Pregnant Women and Mothers

The TMG supports private sector organizations and others that provide necessary support, including providing temporary housing and coordination with related organizations, so that pregnant mothers who need support can live their lives safely.

### Program to Support the Commissioning of Abuse Prevention Worker Tasks

In order to respond to inquiries and provide support regarding child abuse which shows an increasing trend each year, the TMG subsidizes the expenses for the commissioning of child abuse prevention worker tasks in the Child/Family Support Centers, and supports municipalities which implement activities to commission part of these tasks to the private sector.

### Program to Enhance Cooperation between Tokyo Metropolitan Child Guidance Offices and Child/Family Support Centers

The TMG enhances functions of Child/Family Support Centers and promotes the building of systems to develop stronger cooperation with Tokyo Metropolitan Child Guidance Offices.

### Address Child Abuse Issues

The TMG provides support for launching Child Abuse

Prevention Service (CAPS) to Child Guidance Offices, and offers training on child abuse to healthcare providers, to prevent and respond appropriately to child abuse issues.

### TMG Regional Council of Countermeasures for Children Requiring Aids

In order to discover children requiring aids at an early stage and protect them appropriately, the TMG operates the TMG Regional Council of Countermeasures for Children Requiring Aids composed of various councils based on the Child Welfare Act.

### LINE Guidance “Child-Parent Consultation LINE”

In order to prevent child abuse, the TMG is developing a consultation system that is easier for children and their guardians to access by establishing a consultation desk which utilizes the LINE application.

### System for Sharing Information with the Police New

The TMG builds an information-sharing system to enhance the linking of information between Child Guidance Offices and the police relating to child guidance work.

### Comprehensive Cooperation Project for Enhancing the Child Guidance System New

Aiming to enhance and strengthen the child guidance system throughout Tokyo, the TMG develops a system for sharing joint training and guidance case examples targeting metropolitan and ward Child Guidance Offices and Child/Family Support Centers.

### Program to Enhance the Temporary Protection System New

In order to promote the acceptance of children entrusted to temporary protection, the TMG implements initiatives for enhancing the temporary protection system, such as assisting with the preparatory costs for accepting children in children's welfare facilities, implementing initiatives to support attendance at school from the viewpoint of promoting children's rights, and building a system for regulating admissions to facilities.

### Program for Repaying Scholarships and Supporting the Development of Social Welfare Officers, etc. New

The TMG implements a program for repaying scholarships targeting metropolitan social welfare staff and specialists in children's welfare facilities, and enhances the securing and retaining of human resources.

## Enhancement of Social Care

The number of children in need for social protection, including victims of child abuse, is currently about 4,000, and many of these children live in children's protective care facilities, etc. However, due to the fact that the problems faced by abused children continue to worsen, the TMG considers it necessary to provide improved individual support for each child.

The TMG developed the “Tokyo Metropolitan Social Care Promotion Plan” in March 2025. Based on this plan, the implementation of activities relating to the entrusting of children to foster homes, etc. and special adoptions are promoted, in order to bring up children who require social care in a family-like fostering environment to enable them to become self-reliant. The TMG also aims to change children's protective care facilities, etc. to small-sized, regionally dispersed formats, implement activities to provide a full range of specialist care and develop multiple functions for children with high caring needs in order to assist children who have been brought up in social care to become independent.

### Promotion of Fostering in Family-like Environments

The TMG aims to increase the number of registered foster families including foster homes and the number of entrusted children. In addition, the TMG conducts training to improve the childcare ability of foster parents and hold exchange meetings for foster parents.

### Foster Home (Foster Parents)

“Foster Homes” accept children and provide care for a certain period without legal adoption.



Hotto Family

## Special Foster Home

Specialized homes to accept problematic children who have abuse experiences, disabilities, or immoral behaviors to provide special care.

Certain conditions are fulfilled and completion of special foster home training is required to be registered as a special foster home.

## Foster Parenting by Relatives

In cases where parents are unable to care for their children, relatives who have responsibility for raising these children will become foster parents and bring up the children.

## Foster Parent

Foster parents accept and raise children for the purpose of legal adoption.

## Program on the Organization to Support Foster Parents

In order to further promote entrustment of the children requiring social care to foster parents and complement the functions of the Child Guidance Offices such as promoting the entrustment of children to foster parents and supporting them, the TMG undertakes activities including the popularization and promotion of the foster parent system, training relating to foster parenting, and individual support after the establishment of legal adoption.

## Fostering Institutions (Institutions offering Comprehensive Fostering Support for Foster Parents) Program

In order to further promote the entrusting of children requiring social care to foster parents, the TMG establishes specialized institutions (fostering institutions) which provide consistent support, from foster parent recruiting and assessment, training related to foster parents before and after becoming registered and after entrustment, matching of children and foster parents, support for foster parents in fostering during entrustment to foster parents, and up to provision of support after the release of the foster parent entrustment measures.

## Program to Promote Placement of Newborn Babies

This program promotes the placement of newborn babies with foster parents at an early as stage as possible, in cases where it is determined that adoption would be the best way forward in cases of newborns who are unable to receive appropriate care within their birth homes, by providing training that improves the caring skills of foster parents who plan to adopt their wards.

## Program to Support Foster Homes in Self-reliance of Children

In order to enhance the support for self-reliance of a foster child who reaches a certain age and leaves the foster homes, the TMG provides financial assistance to the foster homes when they provide support for self-reliance of ex-foster children by giving them residential supports and advice about life, etc.

## Program to Subsidize the Expense of Foster Homes for Interaction

In order to reduce the burden of foster homes, etc. during the interaction with prospective foster children, the TMG subsidizes the expense derived from the interactions such as transportation fees.

## Small-sized Residential Foster Project (Family Home)

Five to six children living together at home, where certain conditions are fulfilled.

A staff force will be enhanced to promote the establishment of family homes, which are operated by corporations that establish institutions for children.

## Program to Offer Professional Consultation on Foster Parent Child-rearing (Foster Parent-Child Support Network)

For cases that are difficult to resolve through the involvement of Child Guidance Offices and each related institution, the TMG maintains the children's interests as well as protecting children's

rights by having professional counselors listen to the opinions of the children, foster parents and Child Guidance Offices and offer coordination from a third-party standpoint.

## Approval and Operations Guidance of Private Adoption Mediation Providers

In order to protect children with regard to adoption mediation by private institutions, and promote appropriate adoption mediation, the TMG implements approval investigations and provides guidance, etc. for maintaining appropriate operations to providers conducting adoption mediation.

## [Childcare Facility]

## Children's Protective Care Facility

These facilities provide protective care for children without guardians and children who have been abused, supporting their life and education.

## Children's Protective Care Facilities with Strengthened Technical Functions

The TMG assigns psychiatrists, staff for supervising treatment, etc. to develop systems that allow the provision of medical and specialized care. It responds to the increase in children with problems who are moving into facilities, and promotes children's independence.

## Introduction of Small-sized Units in Children's Protective Care Facilities (Maintenance)

The TMG encourages small-sized units within facilities, and promotes smaller child-caring units to provide home-like environment with closer attention to each child.

## Childcare Group Home

Up to six children from a children's protective care facility are placed in a house away from the facility to be raised in home-like environment.

## Program to Promote the Establishment of Group Homes and Family Homes

The TMG promotes the development of home-like environment by strengthening the system to support the staff members of group homes or family homes when social welfare organizations establish group homes or family homes.

## Friend Home System

Children who usually live in children's protective care facilities, etc. visit "friend homes" during long holidays, such as summer vacation, to experience home-like care.

## Program on Cooperative Specialized Care Function

The "cooperative specialized care function" to comprehensively provide livelihood assistance, medical care and education will be fulfilled at Tokyo metropolitan children's protective care facility (*Shakujii Gakuen*) to enhance support for children, etc. with serious symptoms due to abuse.

## Program to Enhance Relationships Between Facilities and the Community

In children's protective care facilities, etc., this program plans to utilize senior generation residents and those who are about to become senior citizens as human resources for undertaking various activities including housework and child-rearing, providing a full range of support to children admitted to the facilities, promoting activities conducted by the elderly, and enhancing the relationships between facilities and the community.

## Home for Infants

Accept babies and toddlers and provide care such as feeding, bathing, health checkups and observe their mental development.

## Program to Promote the Rearing of Infants in Their Own Homes

This program aims to achieve the return of children who have experienced problems caused by abuse, etc. to their own homes, by improving specialist care for both mental and physical damage, and offering advice to parents and guardians on child-rearing.

Furthermore, in cases where a return to life at home is considered difficult, the TMG promotes entrustment of the children to foster parents by improving supports, etc. for interaction between the children and foster parents.

## Program to Develop Medical Care System for Homes for Infants

For the purpose of improvement in nurturing of infants, the program is designed to assign more nurses in homes for infants located in the Tokyo metropolitan area and develop a system to accept sickly or physically weak infants who need full-time medical or nursing care.

## Program to Promote the Acceptance of Entrusted Temporary Protection in Homes for Infants

The TMG promotes the acceptance of entrusted temporary protection by supporting the establishment of receiving units dedicated to infants aged 3 or older in homes for infants.

## Home for Juvenile Training and Education

Accept children who indulge or would indulge in delinquent behavior or require supervision due to adverse home environment. Provide them with appropriate care so that physical and mental health are improved through lifestyle guidance, education guidance or career guidance.

## Independence Support Home

Provide detailed consultation and guidance to children who have finished compulsory education and have left children's

protective care facilities about employment and daily living so that they can live in a group or independently.

## Job Training Program (Independence Support Home)

This program develops a system to provide support for employment and staying employed to children who are admitted in or have left Independence Support Homes, to strengthen support for their independence.

## Program to Strengthen Independence Support

This program assigns independence support coordinators at children's protective care facilities who can provide comprehensive independence support, from preparing to become independent while the child is in the facility to care after they leave.

Additionally, the TMG subsidizes a part of the expenses incurred when children's protective care facilities, etc. rent housing for children who have left the facilities.

## Furatto (Drop in Anytime) Home Project

In order to preserve the independence of children who have experienced social protection and appropriately link to the support required by them, the TMG establishes places for conducting mutual exchanges, provides necessary information, guidance and advice, in addition to conducting liaison and coordination with institutions related to the provision of support to them in an aim to realize their independence in the future.

## Program to Support BCP Formulation in Children's Protective Care Facilities, etc.

In order to minimize damage in cases where natural disasters or infectious diseases have occurred, as well as allowing continuation of the necessary business, the TMG offers lecture courses, individual consultations, etc. to formulate and review BCP (Business Continuity Plan) to children's protective care facilities, etc.

# Promotion of Independence Support of Adolescent Youth

The TMG, related government organizations, police departments, schools, and communities closely engage to support the youth to be independent.

## Support for Youth Entering School/Finding Career

The TMG offers support programs for unemployed youths in finding jobs through the Tokyo Employment Service Center, run by the Metropolitan government, and supports youths who are unsure of their career paths. In addition, the TMG promotes work experience days for junior high school students and internships for high school students so that they can develop an attitude to social and professional independence.

## Tokyo Metropolitan Youth Comprehensive Consultation Center "Waka-Navi α"

This is a free consultation service for young people, their families, etc. who have worries relating to human relations, work-related matters, loneliness, insecurity and delinquency.



## Young People's Restart Place and Adolescence Support Place

The TMG supports young people who left senior high school without completing their courses and those who have had no experience of learning at senior high school, as well as those who are faced with selecting their future course even though they are in a situation of not attending junior high school and those who are not attending or are hesitant to attend elementary school, together with their parents or guardians.

## Improvement of Maternal and Child Health

Maternal and child health services such as maternity checkups or health examinations for infants and toddlers are provided by municipal governments. The TMG, in addition to the above services, offers various technical supports including consultation on medical care and child-rearing for physically disabled children and children requiring long-term care.

It also works in cooperation with welfare, health care and medical care-related organizations to promote early-detection of families who are in need for support.

### Tokyo Mom and Dad Support Program

The TMG supports municipalities that seamlessly provide support which matches the needs of each family from the pregnancy period to the child-rearing period through involvement with specialists from the pregnancy period for all child-rearing families to alleviate childbirth and childrearing-related anxieties.

### Tokyo Metropolitan Childbirth and Child-rearing Support Program

The TMG provides economic support through the utilization of child-rearing support services and by providing childcare products to expectant mothers and child-rearing households during the periods of pregnancy, following childbirth, and until their child is around 1 to 2 years old. In addition, by consistently providing accompanied-type consultation support through linking to the Tokyo Mom and Dad Support Program, the TMG cooperates with municipalities to promote the development of a seamless support system covering pregnancy, childbirth and child-rearing.

### Prenatal Checkups/Parturient Checkups/Health Examination for Infants and Toddlers

Prenatal checkups, health examinations for infants and toddlers at various stages of growth, health care guidance for guardians, and development examinations by child neurologists are provided by each municipal government.

### Prenatal Checkup Support Program

The TMG supports municipalities by allowing them to expand the scope of public expense for the ultrasound examinations in the prenatal checkups to the more desirable situation of conducting four examinations.

### Program to Support Health Checks for 5-year-old Children by Municipalities

**New**

The TMG supports municipalities which assign staff to promote cooperation with related organizations and increase public awareness relating to health checks for children aged 5 years.

### Screening for Inborn Error of Metabolism and Others

In order to detect inborn error of metabolism and hormonal abnormality in early stages, the TMG conducts blood screening test, on 5 to 7 days old infants, for severe combined immunodeficiency, spinal muscular atrophy, and other diseases that are now detectable and treatable in early stages, in addition to 20 diseases that have been tested.

### Consultation on Medical Care and Child-rearing for Children with Disabilities

Private consultations by interviewing and visiting and the support in collaboration with related organizations are offered by public health centers for families and children who suffer physical disabilities or undergoing long-term treatment with chronic disease.

### Telephone Counseling “Health Consultation for Children” (Emergency Pediatric Medical Consultation)

Nurses and public health nurses will consult with you regarding the health of children or emergency pediatric issues during

nighttime or on holidays.

Consultation with a doctor is available as needed. (It does not offer diagnosis by physicians.)

### Maternal and Child Health Guidance Project

#### ○ Telephone Consultation for Bereaved Families who Lost their Baby

Telephone consultation by a specialist or a befriender is provided to the bereaved family who lost their baby for psychological support.

#### ○ Tokyo Child-rearing Information Service

The TMG offers information relating to infant accident prevention, childcare anxieties, and measures for responding to sudden illnesses, etc. on the website.

### Consultation Centers relating to Sexual Concerns and Health

#### ○ Tokyo Health Hotline for Women

Consultation is provided by phone or e-mail by nurses for women from the age of adolescence to menopause on issues such as sexual concerns of adolescence, birth control, gynecological diseases, and menopause disorders.

#### ○ Tokyo Sterility/Infertility Hotline

Experienced peer counselors provide consultation on issues related to sterility or infertility.

#### ○ Tokyo Pregnancy Consultation Hotline

Specialists such as nurses provide consultation by telephone or e-mail on issues related to pregnancy or childbirth. Relevant organizations are introduced depending on the details.

In addition, for persons contacting the “Tokyo Pregnancy Consultation Hotline” who feel uneasy about undergoing a medical examination at a medical institution by themselves or seeking consultation alone in the municipality where they live, the TMG conducts activities such as accompanying them when visiting an obstetrics care medical institution and subsidizing the initial obstetrical medical examination fees.

\* Guidance relating to sterility and infertility are offered by the Tokyo Sterility/Infertility Hotline.

#### ○ Chatbot “Maybe I’m Pregnant Consultation@Tokyo”

Women who are worried about or suspect they may be pregnant can obtain answers using Chatbot format. Anyone can easily use the system, accessible 24 hours a day, 365 days a year.

#### ○ Guidance Service for Pregnant Mothers

In this service, specialists including midwives provide online guidance in response to the worries and concerns faced by pregnant mothers, such as relating to the changes occurring in their body due to pregnancy, their physical condition after childbirth, and premature delivery.

### Support Program to Provide Pregnant Mothers with Transportation Fees and Accommodation Costs for Visiting Distant Childbirth Facilities

The TMG subsidizes transportation fees and accommodation costs in an aim to reduce the financial burden for pregnant mothers who need to give birth at distant childbirth facilities.

## Tokyo Youth Healthcare Promotion Program

### ○ Tokyo Youth Health Support (*Wakasapo*)

Targeting teenagers of junior high school age and above who are living, studying or working in Tokyo, specialists including nurses provide guidance relating to the particular health-related anxieties associated with adolescence (including sexual concerns).

### ○ Activities for Pre-conception Care

To enable young people, regardless of gender, to acquire correct knowledge about sex and pregnancy and to manage their health, the TMG disseminates and raises correct knowledge about pre-conception care and provides support for preconception checkups.

## Stronghold Hospital Project for Children's Mental Care

To support the parties in each community involved in children's mental care, the TMG supervises the parties in each community, conducts training programs based on know-how from medical care sites, and builds awareness among metropolitan area residents by providing wide-ranging information, having Tokyo Metropolitan Children's Medical Center as a base.

## Support for Children with Specific Child Chronic Diseases

To reduce the burden of medical expenses, the TMG subsidizes a part of the self-pay burden of the expenses. Further, in line with

the implementation of the project to support self-reliance, the TMG promotes sound development and self-reliance of children requiring long-term care. Additionally, in order to resolve issues relating to the provision of appropriate medical care to children, etc. from childhood to adulthood, a transitional period medical care support center has been established, and support systems are being prepared.

## Prevention of Accidents Involving Children

The TMG conducts activities to improve awareness among metropolitan area residents relating to accident prevention during infancy, such as by publishing information on websites.

## Program to Popularize Liquid Baby Formula, and Increase Public Awareness

Regarding liquid baby formula, the TMG promotes its utilization as a relief supply item in times of disaster through activities such as increasing public awareness at disaster preparation events, etc. to promote understanding among metropolitan area residents.

## Program to Support the Purchase of Hearing Test Equipment for Newborn Babies

To enable all newborn babies to receive highly accurate hearing tests, the TMG supports the purchase of test equipment (AABR) in medical institutions in Tokyo advocating obstetrics and gynecology or otolaryngology.

## Support for Single-parent Families

As of January 1, 2024, there were about 144,500 mother-and-child households in the metropolitan area (about 1.91% of total households), and about 12,900 father-and-child households (about 0.17% of total households).

The TMG formulated the "TMG Support Scheme for Independence of Single-parent Families (Fifth Term)" in March 2025 to improve employment support and consultation systems, develop child-rearing support facilities, and provide financial support.

The single-mother and single-father independence supporter assigned at welfare offices and government branch offices are the contact persons for consultation and support.

## Single-parent Family Support Center "HAAT" (Employment and Independence Support Centers for Mother-and-child Households)

Provides comprehensive employment support service including employment consultation for single-parent families, provision of employment information, and employment support training for single-parent families, in addition to consultations on daily life, child support expenses, assistance on visitation, legal consultations on issues before and after divorce, parental support courses before and after divorce, and single-parent group consultation meetings.

As the centers are located in Iidabashi (*HAAT, HAAT Iidabashi*) and Tachikawa (*HAAT Tama*), please utilize the center that is most convenient.

### ○ Single-parent Family Employment Support

Counselors offer employment support (free job placement, collect/provide information, employment consultation, career advancement support, awareness to promote employment, etc.) for single-parent families and related parties to promote self-reliance living.

### ○ Consultations on Single-parent Family Life

Consultations are provided regarding the various problems in the lives of single-parent families.

### ○ Consultations on Child Support/Support for Visitation

This office offers consultations on divorce issues including child support. In principle, an appointment is needed for specialized interviews, etc.

In cases where children and their parents are living separately due to divorce, we also offer consultations and assistance on parent-child interaction.

### ○ Legal Consultations on Issues before and after Divorce

Lawyers who are familiar with family affair cases provide consultations by interviews, etc. to a parent before/after divorce (including an unmarried parent, etc.) on various legal issues derived from divorce. In principle, an appointment is needed for the consultation and it is limited to one hour (continuous consultation is up to 3 times).

### ○ Parental Support Courses before and after Divorce

For single-parents and parents before divorce, seminars are held relating to the effects of divorce on the children involved, the costs of child-rearing, and visitation rights.

### ○ Single-parent Group Consultation Meetings

"Group Consultation Meetings" are held for single parents and persons before becoming single parents which enable them to meet and exchange information with others in similar situations. They are able to hear advice from specialists and discuss their worries and concerns.

### ○ Employment Support Seminars

Free seminars on topics such as using the computer are held for mothers/fathers of single-parent families and widows to acquire knowledge and skills required for employment.

### ○ Training for Support Consultants

Training is conducted on knowledge and skills related to

independence support required in consultation and support activities.

○ **LINE Guidance “Single Mom and Dad Connection LINE”**

This LINE service offers all kinds of guidance relating to work, money, worries about child-rearing, concerns following divorce, etc.

**Project to Improve the Lifestyles of Single-parent Families**

The TMG provides supports at various levels for single-parent families, etc., living in local communities, with the aim of solving the issues they face and ensuring mental health for children of such families.

○ **Project to Support Lifestyle and Academic Studies of Children**

Lifestyle support to encourage the learning of good lifestyle habits, and study support are provided subsequent to *Gakudo* Clubs for children of single-parent families and low-income child-rearing households. Meals are also provided as part of these activities.

○ **Project to Support Lifestyles of Single-parent Families**

The TMG provides consultation regarding concerns about life, household budgeting and child-rearing classes taught by specialists, and academic support to encourage children to acquire the high school graduation certificate.

**Subsidies to Support Independence among Single-parent (Single Mother/Single Father) Families**

The TMG provides the following services for the mothers and fathers of single-parent families, in order to make it easier for them to find work.

○ **Subsidy for Education towards Independence**

Partial subsidy for the costs of education and training.

○ **Subsidy Promoting Professional Training**

This “subsidy promoting professional training” will be paid to those attending classes at a training institute with the aim of becoming professionally qualified, in order to reduce any burden on the family’s lifestyle. A further “subsidy supporting the completion of professional training” will also be paid when the training institute course is completed.

**Loan Program to Promote Professional Training by Parents in Single-parent Families**

○ **Training Promotion Subsidy**

Parents from single-parent families aiming to acquire qualifications that are advantageous for finding employment who register with training institutes using the “subsidy promoting professional training” can access loans to pay for their registration/entry costs and the costs associated with preparing for employment.

○ **Housing Support Subsidy**

Parents of single-parent families who have accepted the formulation of the Project Supporting the Independent Living of Single-parent Families and are actively working to achieve independent living can access loans of housing support subsidies.

**Project Supporting the Independent Living of Single-parent Families by Developing a Plan**

Workers supporting the independent living of single-parent families help such parents to achieve independence and employment, by developing a support plan based on their individual needs and circumstances. They work in partnership with “Hello Work” (local public employment bureaus) and utilize the program for promotion of employment and independence of those on welfare benefits.

**Home Help Service for Single-parent Families**

Home helpers are dispatched to households whose housework and child-rearing in daily life have been disrupted because they recently became a single-parent family, they are participating in employment training or a parent is temporarily ill, and helpers cook meals and support child-rearing.

In addition, the TMG supports municipalities which conduct public relations for the work and training in developing the persons who provide the support.

**Support Program for Single-parent Families on Acquisition of a Certificate for Students Achieving the Proficiency Level of Upper Secondary School Graduates**

The program subsidizes a part of course fees for parents or children of single-parent families who seek to acquire certification as students achieving the proficiency level of upper secondary school graduates in order to expand their possibilities in job hunting or job change under a better condition.

**Program to Enhance the Services at the Consultation Desk for Single-parent Families**

Employment support staff will provide consultation services and support to single-parent families to improve their professional ability and job hunting; this program will be a comprehensive support system by collaborating with the single-mother and single-father independence supporters.

**Program to Promote Work from Home for Single-parent Families**

Coordinators for work-from-home careers provide consultation services and support to single-parents who wish to work from home by utilizing matching sites, etc.

**Program to Promote Employment for Single-parent Families**

To assist with finding more stable employment for single-parent families, etc., the TMG provides consistent support in response to the aspirations and aptitudes of each individual, from setting targets and providing skill-improvement training, to the follow-up immediately after starting employment.

**Program to Support the Securing of Child-rearing Expenses**

To realize the stable acquisition of child-rearing expenses by single-parent families, the TMG supports municipalities which provide guarantees for child-rearing cost advances and assistance relating to the creation of notarized documents.

**Establishment of the Portal Site for Single-parent Families “Single Mother/Single Father Life Support Navigation Tokyo”**

On this website, useful information is disseminated free of charge to single parents and persons who think they may become single parents. (The website can be viewed using smartphones and PCs.)

In addition to introducing the support systems available for single-parent families, information is published such as FAQs covering single parent-related worries and other articles, together with details of seminars, events, etc. that will be useful for single-parent families.

**Subsidization of Medical Expenses for Single-parent Families**

The TMG subsidizes a part of the self-paid burden of medical expenses for single-parent families.

## Welfare Loan for Single-mother and Single-father Households

In order to secure welfare of children in single-mother and single-father households and to support financial independence of these households, loans for twelve different purposes, such as starting a new business, completing school education, living expenses or relocation, are available with or without interest.

## Support Facilities for Single-mother Households

These facilities admit both single-mothers and their children, so that they can ultimately establish an independent life.

Some facilities may also be used as temporary shelters for mothers and children in urgent need.

## Grants

Re-posted (P. 8)

## Safety Net Housing (Nickname: Tokyo Sasayeru Housing)

See P. 29.

## Metropolitan Housing

A program is available to increase the winning rate of a drawing for metropolitan housing for families by 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.

Note that for applications on and after November 2019, it has also become possible to apply for fixed period use housing for young married couples and parenting generation residents (Residence period: 10 years or until the children reach their high school completion period), and for “monthly move-in recruitment” (announcing recruitment requirements on the website around the middle of every month).

Additionally, it is possible to submit move-in applications for part of the housing at any time from February 2020.

# Welfare Programs for Women

The TMG developed the “Tokyo Basic Plans for Implementing Measures to Support Women Facing Difficult Problems” in March 2024, and has been taking some measures comprehensively and systematically to promote welfare and self-reliance of women in Tokyo facing difficult problems.

The Tokyo Women’s Counseling and Support Center, Tokyo Women’s Plaza (Bureau of Citizens, Culture and Sports), welfare offices, etc. offer consultations for various problems that women encounter, such as violence by husbands. The Women’s Counseling and Support Center and Tokyo Women’s Plaza take on the function of the Spousal Violence Counseling and Support Centers under Act on the Prevention of Spousal Violence and the Protection of Victims (the Prevention of Domestic Violence Law), and play a central role in supporting victims of spousal violence.

The Women’s Counseling and Support Center is positioned as one of the facilities to support stalking victims under Act on the Regulation of Stalking Activities, etc. (the Stalker Regulation Law).

The TMG also provides the operation of the Women’s Counseling and Support Center, assigning female counselors, running women’s self-support facilities and loaning funds to support independence.

## Tokyo Women’s Counseling and Support Center

The TMG has set up the center to provide counseling to women who need emergency protection and support for independence, and to offer advice, guidance and temporary protection. Temporary protection is in principle based on requests by the welfare office, etc.

## Spousal Violence Counseling and Support Centers

This center provides victims of spousal violence with consultation, information provision, and temporary protection. In Tokyo, the Women’s Counseling and Support Center and Tokyo Women’s Plaza (Bureau of Citizens, Culture and Sports) are assigned separate roles and cooperate in providing support.

## Female Counselors

Assigned to the Women’s Counseling and Support Center and welfare offices in wards and cities to consult with women requiring supports about various issues.

## Women’s Self-Support Facility

This facilities protect women in need of support for independence as well as provide employment guidance and support on daily matters. Five facilities with a total capacity of 230 people are located in Tokyo.

## LINE Guidance “Women’s Heartful LINE@Tokyo”

This LINE site offers guidance for women faced with various worries such as spousal violence or requiring assistance to become self-supporting.

## Women’s Counseling Support Work Training

To enable acquisition of the specialist knowledge and skills required to conduct women’s counseling support work, the TMG enhances training for women’s counseling support staff and

deepens human rights protection and the understanding of support staff in an aim to improve the qualifications and capabilities necessary for giving support.

## Model Project for Assisting Women to Regularly Visit Self-Support Facilities

By providing support for women to regularly visit women’s self-support facilities in cases where is desired to provide assistance through admission to women’s self-support facilities but admission could not be realized, the TMG aims to realize self-support for women.

## Program to Support Career Enhancement in Women’s Self-Support facilities

The TMG supports improvement of conditions for workers in women’s self-reliance support facilities depending on their job descriptions and trainings taken, secures appropriate human resources, retains the workers, and prevent them from leaving, in addition to improving quality of their services.

## Program for Supporting Young Female Victims, etc.

For young women who have faced hardships, such as victims of violence, cooperation is made with private sector organizations that provide consultation support using outreach, offer secure locations, etc., and links are made to public institutions, if necessary.

## Women’s Welfare Loans

In order to promote financial independence and welfare of women who have no husbands, loans for eleven different purposes, such as completing school education, living expense, relocation or starting new business, are available with or without interest (Income limitation may be applied).

## (2) Welfare for Elderly

The elderly population is expected to continue growing. Based on the “Tokyo Metropolitan Health and Welfare Plan for the Elderly” (including Prefectural Insured Long-Term Care Service Plan) formulated in March 2024 and other plans, the TMG aims to realize a city of Tokyo where they can continue to actively live, feel emotionally enriched, and safely in a familiar environment while supporting one another in the community.

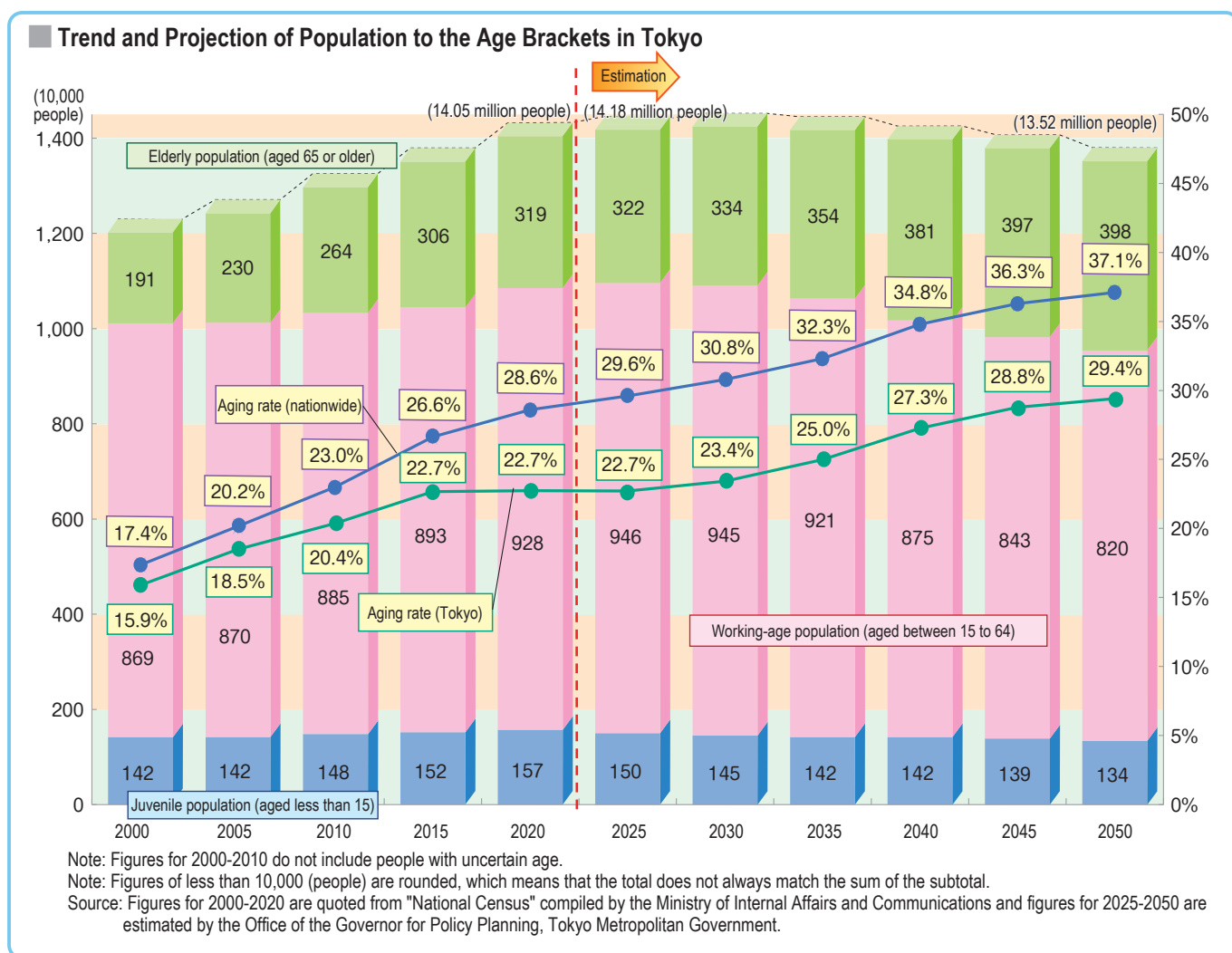
### Current Status of Elderly

#### Increasing Aging Population

The population of elderly aged 65 or older in Tokyo was about 3.19 million as of October 1, 2020, which accounts for 22.7% (aging rate) of the total population.

It will reach 23.4% by 2030 and 25.0% by 2035, which

means that about one in four residents of Tokyo will be the age of 65 or older. It is expected that Tokyo will become a society with a highly aged population.



#### Rising Average Life Expectancy

As of 2023, the average life expectancy of Japanese male is 81.09, and 87.14 for female. Compared to the averages in year 1975, which were 71.73 and 76.89 respectively, the average life expectancy has increased by 9 to 11 years for both males and females in the last 50 years.

Source: “Complete Life Tables” and “Abridged Life Tables” of the Ministry of Health, Labour and Welfare

#### Many Healthy Elderly Persons

Of the elderly population in Tokyo, about 83% of those aged between 65 and 74, and about 68% of those aged 75 or older said they felt they were in “good” or “regular” health\*.

Source: “FY2020 Basic Survey on Social Welfare and Public Health in Tokyo [Actual Living Conditions on the Elderly]” of the Bureau of Social Welfare and Public Health

\* Elderly persons feeling that their health condition is “Good”, “Almost good” or “Regular”

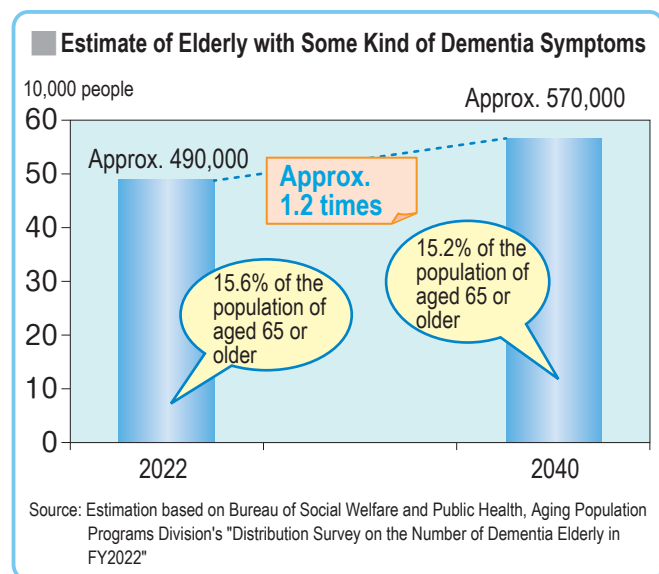
## Increasing Number of the Elderly Requiring Long-term Care

The number of the elderly certified as being in need of care or support is increasing.

## People with Dementia are Expected to Increase

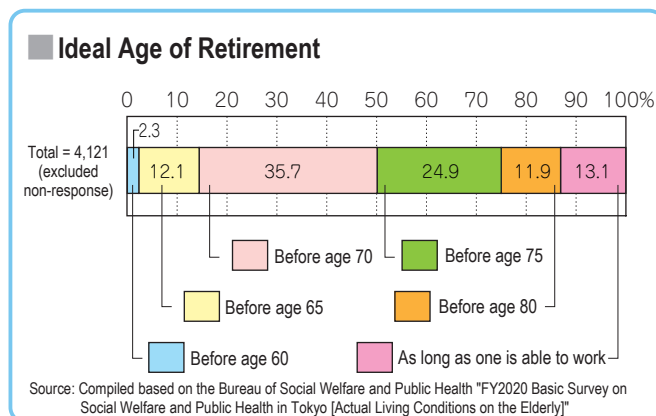
Among the elderly who are certified as being in need of care (support) in Tokyo, the number of people who have some kind of dementia symptoms (level I or above of independence in daily life for people with dementia) has reached about 490,000 as of November 2022. This figure is expected to increase to about 570,000 in 2040.

The number of people with dementia is expected to rise quickly as the population of the elderly increases, especially those aged 75 or older.



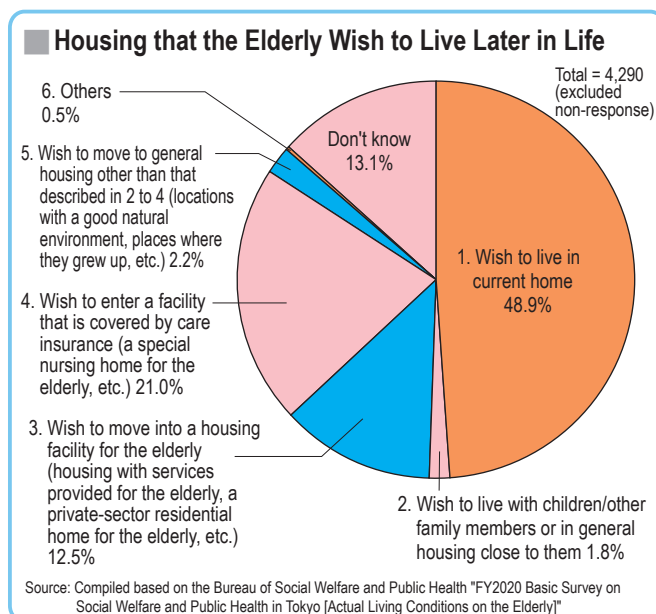
## Many Elderly Persons Wish to Continue Working after Retirement

When elderly persons at home aged 65 or older were asked, "What is the ideal retirement age?", the top response was "Around 70", indicating a high motivation to work.



## Many Elderly Persons Wish to Continue Their Lives at Home

When elderly persons at home aged 65 or older were asked about where they wish to live later in life in case long-term care will be required, the highest percentage of response was "wish to remain living in my current home", indicating that many people wish to continue their lives in the familiar environment of home.



# Tokyo Metropolitan Health and Welfare Plan for Elderly

## Plan Overview

- “Welfare Plan for the Elderly” and “Long-term Care Insurance Support Plan” have been integrated to form the “Comprehensive Basic Plan for the Elderly” in Tokyo.
- The three-year plan covers the period of fiscal years 2024 to 2026. The medium- to long-term perspective of the plan looks at 2040 when the second baby boomer generation reaches aged 65 or older.
- The plan was formulated intending to maintain consistency and harmony with the “Tokyo Metropolitan Health and Medical Care Plan”, “Tokyo Metropolitan Plan to Promote Policies for Persons and Children with Disabilities”, “Tokyo Metropolitan Regional Welfare Support Plan”, etc.

## Concept of Plan

**To realize Tokyo as a place where the elderly can continue to live energetic and spiritually rich lives with peace of mind in a familiar environment while supporting each other in their community.**

The TMG promotes the creation of communities in Tokyo according to the regional characteristics which enable the elderly to (1) live energetically active and spiritually rich lives with having their places and roles by making best use of their experience and abilities, and (2) independently select their desired way of living and continue to live with peace of mind, while supporting each other in their community.

**Based on the status of elderlies in Tokyo in 2040 and the revisions of the long-term care insurance system**

## **Aim to Enhance and Promote “the Community-based Integrated Care System” in Tokyo**

### **The seven priority areas and the two measures to be taken for supporting the system foundations**

#### **1. Prevent necessity for long-term care, prevent frailty, and promote social participation**

To enable the elderly to have long healthy lives while feeling enriched, the TMG promotes not only prevention of necessity for long-term care and frailty, but also social participation in the forms of work, learning, hobbies, community activities, etc. at their desire.

#### **2. Develop a service infrastructure for long-term care, and conduct smooth and appropriate system operation**

For the elderly who need medical care and long-term care services, the TMG develops and improves infrastructure for various long-term care services including in-home, facility, and community-based services in proper balance so that the elderly who need long-term care can live in a familiar environment with peace of mind.

#### **3. Promote measures to secure, retain and train long-term care personnel**

To appropriately respond to the needs for long-term care that is expected to further increase in the future and to the decrease in productive-age population, the TMG improves the environment where diverse people desire to get a job as long-term care staff and they can feel motivated by the work after stating the job, thereby securing high-quality human resources for long-term care.

#### **4. Secure housing for the elderly and promote the creation of a welfare-oriented community**

The TMG improves environment in the community where the elderly can live with peace of mind, by securing proper residents as the basis of their living and allowing them to choose places to reside depending on their diverse needs.

#### **5. Promote measurements that support community living**

The TMG works on developing a system in which, with the aid of local residents and collaboration/cooperation with activities of NPOs, etc., the elderly and their families are supported by the community and provided with life support and other services depending on their needs, in order to enable them to lead self-reliant lives in the way they desire.

#### **6. Promote in-home medical care**

The TMG works on developing a system in which workers in medical and long-term care fields cooperate with each other to establish a mechanism for providing their services, so that the elderly who are hospitalized can later smoothly move onto in-home care and receive appropriate medical and long-term care services while living at home.

#### **7. Comprehensively promote measures to address dementia**

The TMG aims to realize a community where the elderly can live with peace of mind, even if they develop dementia, by establishing networks in collaboration with various community resources such as medical institutions, care service providers, etc., so that people with dementia can receive appropriate medical care, long-term care, life support, etc. depending on their conditions.

#### **8. Enhance the functions of insurers, and manage the community-based integrated care system**

In addition to managing the community-based integrated care system on a regional basis according to community issues and regional characteristics, the TMG works on supporting municipalities so as to create a community in which the elderly can be themselves and active, and everyone of the community residents has his/her own role, and they support one another.

#### **9. Promote DX in health and welfare programs for the elderly**

The TMG further works on digital transformation (DX) at long-term care service centers and related facilities for improvement of services in care sites. In addition, it promotes utilization of digital tools in various aspects of lives of the elderly and resolution of digital divide issues.

## Framework of the Long-term Care Insurance System

The Long-term Care Insurance System is designed so that the society as a whole can support the elderly who are in need of long-term care to lead life as independently as possible. Users may utilize services based on their selection. The TMG, in cooperation with its municipalities (insurer), will continue providing proper insurance benefits and structural maintenance of long-term care services.

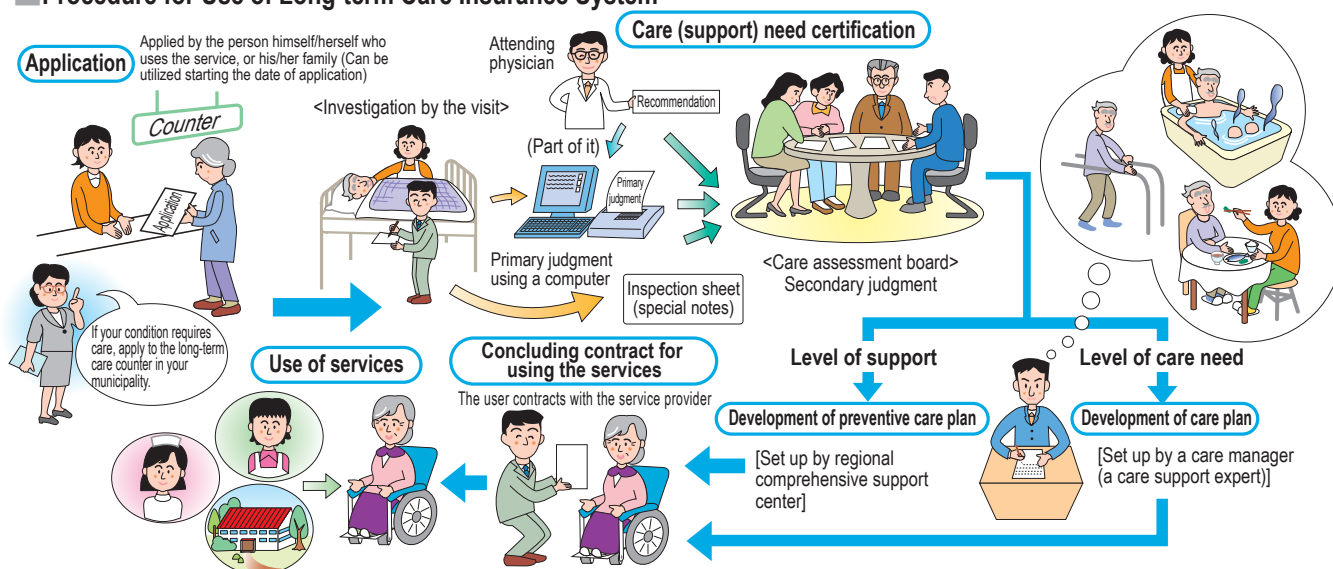
### Insured Persons

Subject	Premium payment	Eligibility for insurance benefits
Those aged 65 or older (Category 1 insured individuals)	The premium is automatically deducted from the Old-age Pension, Retirement Pension, Bereavement Pension or Disability Pension, if the amount is 180,000 yen or more per year. Others must pay their premiums individually to municipal governments.	Those who require support in their daily life, for instance, need constant care, are bedridden at home, or suffer dementia, etc. The benefit is provided regardless of the reason for requiring long-term care.
Those aged between 40 and 64 who are participating in the medical insurance (Category 2 insured individuals)	Paid with the Medical Care Insurance Premium.	Those who require support in their daily life, for instance, need constant care, are bedridden at home, or suffer dementia, etc. However, limited to the case where long-term care is required due to one of the 16 specified diseases such as presenile dementia or cancer (terminal).

### Service Charges

- 10%, 20% or 30% of the service cost must be paid by the insured.
- Monthly maximum limit (payment limit) is fixed by level of care required for long-term care services provided for individuals requiring home care.
- The service charges and costs for food and accommodation must be paid by the insured in case of using service of facilities in addition to the self-pay burden according to the burden ratio. (Some reduction may be made for low-income persons).
- In case the self-pay burden paid in a month exceeded the predefined amount, the balance amount shall be reimbursed as an allowance for high-cost long-term care service.

### Procedure for Use of Long-term Care Insurance System



### Cost-sharing for the Long-term Care Insurance

50% of the expenses of the long-term care benefits excluding the self-pay burden according to the user's burden ratio are paid from taxes, while the remaining 50% are paid from the premiums of persons aged 65 or older and those aged between 40 and 64 who are participating in the medical insurance. The premiums for persons aged 65 or older are calculated in each municipality based on the service cost determined in the Long-term Care Insurance Service Plan that is formulated every three years.

### Services of Long-Term Care Insurance System

The trend toward the aging of Japanese society is expected to continue into the future, which means that the number of elderly in need of long-term care and elderly with dementia is also expected to increase. So, these services are designed to prevent the low-grade from degenerating to being in need of care support or severe case. In the midst of this situation, these services are designed to prevent moderate cases from degenerating to the point where assistance or nursing care is required. The focus is on preventing the need for nursing care.

## Services of the Long-term Care Insurance System

○ The following services are available for those who are certified Level 1-5 of long-term care need.

	Type of service	Description
Development of long-term care service plan	Home care and support	To provide proper in-home services, care support experts (care manager) develop care plans based on the users' physical, mental and environmental condition and their wishes and coordinate with service providers.
Services provided at home	Home-visit care	Home helpers visit users' home to provide personal care and assistance with housework, etc.
	Night time home-visit care (*)	Home helpers periodically conduct night patrols around users' home or visit users when contacted to provide personal care and assistance with housework, etc.
	Regular visits/on-call visits (*)	Home helpers, nurses, etc. periodically conduct patrols around the users' homes or visit users when contacted to provide nursing, assistance with medical care, etc.
	Bathing service	Portable bathtub and care services for people who have difficulty bathing at home.
	Nurse service	Nurses visit users' home to provide nursing and medical care according to the instructions of a primary doctor.
	Rehabilitation service	Physical therapists visit users' home to provide mental and physical rehabilitation and training to achieve independent living.
	Medical guidance service	Doctors, dentists and pharmacists visit the users' home to provide medical guidance and assistance.
Services provided at a facility	Day service	Users visit facilities to receive care including bathing service and meals or training to improve physical functions.
	Community-oriented day service (*)	Users visit facilities (capacity of less than 19 persons) to receive care including bathing service and meals or training to improve physical functions.
	Day service for the elderly with dementia (*)	Users visit facilities to receive care and training suitable for people with dementia.
	Rehabilitation service (daycare)	Users visit medical facilities to receive rehabilitation to improve mental and physical functions and achieve independent living.
	Short-stay daily-life service (welfare-oriented short stay)	Users are admitted to a special nursing home for a short period of time and receive care and training to improve physical functions.
	Short-stay medical service (medical care-oriented short stay)	Users are admitted to a medical institution for a short period of time and receive care and training to improve physical functions.
	Small-scale multifunctional in-home care (*)	Users visit or stay for a short period of time at a nearby facility and receive care and training to improve physical functions. In addition, the users may receive at-home service by the staff from the facility or other necessary services from related facilities.
	Nursing and small-scale multifunctional in-home care (*)	Users may receive services by the combination of home nursing visits and small-scale multifunctional in-home care.
Residential care services outside the user's home	Daily-life group care for the elderly with dementia (*) (Group home for the elderly with dementia)	Small group of people with dementia (5 to 9 people) cohabit in a home receiving appropriate care.
	Daily-life care service in specified facilities	Users receive care living in paid-nursing homes or care houses.
	Community-oriented daily-life care service in specified facilities (*)	Users receive care living in small-scale paid-nursing homes.
Institutional care services	Welfare facility for the elderly requiring care (Special nursing home for elderly)	Users who are in need of constant care and have difficulties living at home are admitted to receive proper care.
	Community-oriented welfare facility for the elderly requiring care (*)	Users receive care living in small-scale special nursing homes.
	Geriatric health services facilities	Users who require long-term medical care including rehabilitation, but are in stable condition, are admitted to receive proper care and aim to go back home.
	Integrated facilities for medical and long-term care "Kaigo-iryo-in"	Users who require long-term medical care are admitted and receive daily medical care, rehabilitation at a chronic stage, and long-term care.
Welfare equipment services	Rental service of welfare equipment	Welfare equipment such as special beds or wheelchairs are available for rental.
	Subsidization of welfare equipment costs	Subsidizes the purchase price of welfare equipment that are unavailable for rental, such as chair toilets or bath stool excluding the self-pay burden according to the burden ratio (with an upper limit).
Subsidization for home renovation	Subsidization of home renovation costs	Among the small-scale home renovation costs such as for mounting handrails and eliminating steps, subsidizes the renovation costs excluding the self-pay burden according to the burden ratio (with an upper limit).

○ The following services are available for those who are certified Level 1 or 2 of support need.

	Type of service	Description
Development of service plan for the prevention of physical deterioration	Support for long-term care prevention	To provide proper in-home services to prevent physical deterioration, community comprehensive support centers and home care and support providers designated by municipalities develop care plans based on the users' physical, mental and environmental condition and their wishes and coordinate with service providers.
Services provided at home	Bathing service	In principle, services are the same as the ones (previous page) for those who require long-term care. However, these services are provided for the low-grade suitable for the objective to "maintain and improve physical and mental functions and to prevent a person from needing long-term care" in terms of the content, period, and procedures. Furthermore, home visit-based care and day service care was provided for people in requirement categories 1 and 2 by the home-visit and day center services implemented by municipalities under the title of "Services for Long-Term Care Prevention and Daily Life Support Services".  (Example) As part of the day-service and the rehabilitation service, services to improve physical functions, oral functions, and nutritious status are available. Note that services of "daily-life group care for the elderly with dementia" are available only for those who are certified Support Need Level 2.
	Nurse service	
	Rehabilitation service	
	Medical guidance service	
Services provided at a facility	Day service for the elderly with dementia (*)	
	Rehabilitation service (daycare)	
	Short-stay daily-life service (welfare-oriented short stay)	
	Short-stay medical service (medical care-oriented short stay)	
	Small-scale multifunctional in-home care (*)	
Residential care services outside the user's home	Daily-life group care for the elderly with dementia (*) (Group home for the elderly with dementia)	
	Daily-life care service in specified facilities	
Welfare equipment services	Rental service of welfare equipment	
	Subsidization of welfare equipment costs	
Home renovation services	Subsidization of home renovation costs	

Note: Services that are marked with an asterisk (\*) are basically for utilization by residents of municipalities which have providers and facilities. (Community-oriented services)

## To Improve Long-term Care Services

### Enhancement of Care Management

Training of long-term care manager and improvement of staff quality and dissemination of proper care plans are currently being undertaken.

### Consultation and Complaints regarding Long-term Care Insurance

The TMG always welcomes consultations regarding the Long-term Care Insurance and other services.

Municipalities respond consultations and complaints, and request reports from concerned organizations as needed and offer guidance and advice.

Based on the complaints from users, the Tokyo Metropolitan National Health Insurance Organization conducts research at concerned organizations and provides guidance and assistance.

### Disclosure of Long-term Care Service Information

Objective information of long-term care service businesses is surveyed and disclosed to ensure selection and service quality to users.

### Measures for Low-income Users in Cost-sharing

Self-pay burden of the service charge for low-income users has been reduced to 3/4 of the generally paid 10% and of costs for food and accommodation at facilities. (The amount varies in each municipality.)

In addition, user payment is eliminated (100% reduction) for welfare recipients for individual rooms.

## Support to Secure, Retain and Train Human Resources for Long-term Care

The TMG will promote measures to secure, retain, and train care staff who provide long-term care services.

### **“Kaigo Challenge” Workplace Experience Program**

In order to encourage inexperienced people to take new jobs in the long-term care services and retain the hired staff, the TMG offers, to people with no experiences in the field of care services, consistent support from the workplace experiences at care sites to the job-matching, employment and retention of staff.

### **Support Program for Care Worker Initial Course and Relevant Qualification**

The TMG supports those who wishes to be employed in the field of long-term care services, by providing a course of free lectures to help them complete the care worker initial course and pass its exam or acquire relevant qualification.

### **Program to Promote Care Worker Employment**

The TMG supports business operators that employ people who wish to work in the field of long-term care services but have no relevant experience or qualification and help them get a necessary qualification while continuing to work.

### **Program to Assist “Home-Visit Care” that Supports the Community**

The TMG provides support to home-visit care providers for the employment costs of inexperienced workers, recruitment expenses, and the purchase costs of electric assist bicycles.

### **Program to Support the Introduction of Electric Vehicles and Electric Motorcycles for Home-Visit Care Providers**

The TMG supports the expenses when purchasing electric vehicles and electric motorcycles for use by home-visit care providers when traveling to provide their services.

**New**

### **Support Program for Repaying Scholarships and Providing Training for Care Staff**

The TMG provides an allowance equivalent to the repayment amount of a scholarship and supports service providers for the planned development of care personnel.

### **Support Program for Special Residency Support Allowance Granted to Care Staff and Care Support Experts**

Until the national government conducts a necessary review on the system, the TMG supports service providers that pay a special residency support allowance to care staff and care support experts. It extends further support for extra payments to less-experienced care staff.

### **“Care Service WITH Project” - Project to Improve Image of Long-term Care Service Sites**

The project is designed to encourage care staff who enjoy their care service jobs along “with” their personal interest including dreams and hobbies, attractively showing that care service staff can work in diverse ways.

### **Program to Develop an Environment for Accepting Foreign Care Workers**

To facilitate smooth acceptance of foreign care workers at care service providers, the TMG provides seminars for the management and lectures for supervisors. It also subsidizes a part of the expenses required by service providers for promoting smoother communication between foreign care workers and Japanese staff.

### **Program to Support the Acceptance of Foreign Certified Care Worker Candidates Based on Economic Partnership Agreements**

For long-term care insurance facilities, etc. accepting foreign certified care worker candidates, the TMG subsidizes a part of the expenses including Japanese language studies to enable them to acquire national certified care worker qualifications.

### **Program to Support the Acceptance of Foreign Long-term Care Trainees Based on the Foreign Technical Intern Training System**

For long-term care insurance facilities, etc. which accept foreign long-term care trainees based on the foreign technical intern training system, the TMG subsidizes a part of the expenses including long-term care skills and Japanese language studies.

### **Program to Support Acceptance of Foreign Students at Nursing Care Facilities, etc.**

The TMG subsidizes a part of the expenses of nursing care facilities that employ foreign students studying at a training institution for certified care workers if the facilities pay any part of the tuitions and other expenses for the students.

### **Program to Support Acceptance of Foreign Care Workers Based on Special Skilled Workers System**

The TMG subsidizes a part of the expenses, paid by long-term ed on the special skilled workers system, for acquiring long-term care skills and Japanese language skill.

### **Support Program for More Active Involvement of Foreign Care Workers**

To promote acceptance of foreign care workers, the TMG implements PR campaigns in foreign countries and sends out information, on a special website, in multiple languages concerning work environment of care service providers and employment opportunities in Tokyo. It also subsidizes a part of the expenses of care facilities in the case of using a registered supporting organization or other organizations providing acceptance coordination service. Further, the TMG establishes a meeting body consisting of TMG, business operators, and other institutions concerned to build a system for them to work in cooperation with one another.

### **Program on Measures to Secure Care Staff in Municipalities in Tokyo**

The TMG supports the measures taken by municipalities to secure care staff.

### **TMG Support Program to Lease Housing Care Staff**

The TMG secures and retains even more care personnel through continuous support to lease housing for care staff. At the same time, it proceeds with the systematic implementation of measures for disasters at facilities, and promotes rapid actions as community disaster welfare bases in times of disaster.

### **Support Program to Develop Housing Facilities for Care Staff**

The TMG supports the development of care staff housing.

### **Support Program to Operate a Childcare Facility inside the Nursing Care Facilities**

The program subsidizes the cost of childcare facilities operated by nursing care facilities and providers for their employees, in order to reduce turnover and promote the reemployment of care staffs, etc.

### Program to Promote Reforms in Care Sites

In order to efficiently and continually provide care services, the TMG supports long-term care facilities and service providers that are implementing activities to improve productivity, such as by developing facilities and training human resources.

### Program to Promote Digital Transformation and Task-sharing in Care Sites

To reduce the burden on long-term care staff, the TMG supports long-term care facilities which introduce cleaning robots, serving robots and avatar robots.

### Program to Promote the Utilization of Care Plan Data Integration Systems in Communities New

Aiming to reduce the work burden and improve the productivity of home-visit care support providers and home service providers, the TMG supports municipalities which implement activities to promote the introduction of care plan data integration systems.

### Support Program for development of Human Resources for Promoting DX in Long-term Care Services

The TMG supports the development of human resources for promoting DX at care sites, including installation of digital devices and next-generation care equipment.

### Program to Promote the Introduction of a Career Path for Tokyo Care Staff

The TMG supports service providers that introduce a career path to ensure compensation based on responsibilities by utilizing the "Care Professional Career Grading System".

### Program to Enhance Customer Harassment Countermeasures in Care Sites New

In addition to holding customer harassment countermeasure explanatory meetings for care service providers and establishing comprehensive guidance services for care staff, the TMG provides support for cases where multiple staff members visit users' homes together in order to maintain the safety of care staff.

### Program to Promote Cooperation among Care Service Providers for Human Resources Utilization

The TMG supports initiatives of small-scale cooperations collaborating and cooperating one another, for utilization of human resources taking advantage of scale.

### Emergency Support Program to Implement Heat Countermeasures for Home-Visit Care Services New

By providing support for the costs of purchasing heat countermeasure goods as measures for preventing heatstroke when care staff are traveling in summertime to fulfil their duties to provide home visit care services, the TMG aims to improve the working environment.

### Support Program to Promote Improvement of Working Conditions of Care Staff and Acquisition of Additional Nursing Care Fees

By providing advice, guidance, etc. relating to additional portions of nursing care fees to be allocated to salary of care staff for improvement of working conditions of the staff, the TMG promotes the new acquisition of an additional fees in long-term care facilities and service providers, and the additional acquisition in more advanced categories.

### Support Program for Current Care Staff to Obtain Qualifications

The TMG subsidizes a part of the expenses incurred by care service providers for supporting acquisition of the national certificate of care worker if they support their staff to acquire the certificate.

### Program to Secure Substitute Staff to Support the Training of Current Care Staff

The program supports to develop a work environment where care staff find it easier to attend a training course, through assigning substitute staff when a current staff member intends to attend a course.

### Care Staff Skill Improvement Project

Nursing care facility staff are trained in medical know ledge and the special physical characteristics of elderly people required for their work, as well as how to respond in emergency situations.

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

The TMG provides training for care staff to train them to be capable of performing some medical care including expelling of phlegm in a safer manner.

### Subsidy for Training Course Fee for Care Support Experts

For service providers who pay the fees for the mandatory training course for the care support experts who they employ, the TMG subsidizes a fixed amount (corresponding to 3/4 of the unit cost) of the Tokyo metropolitan mandatory training course fees.

### Support Program for Employment of Administrative Personnel at Home-visit Care Offices

The TMG subsidizes expenses incurred by home-visit care offices for employment of administrative personnel.

### Support Program for Reemploying Care Support Experts New

For persons wishing to be reemployed as care support experts, the TMG provides information such as about metropolitan subsidy projects and details of training, in addition to giving employment guidance and providing support including subsidies for employment and retention. Further, the TMG dispatches care support experts who are not in employment to small and medium enterprises and gives education about care service structures and systems.

### Program to Secure Substitute Staff for Visiting Nurse Stations (During Maternity Leave, etc.)

In order to improve the working environment and to promote retention of visiting nurses working at visiting nurse stations, the TMG supports expenses required to employ substitute staff when the nurses are absent for maternity or family-care leaves, and thereby aims to secure volume and improve the quality of visiting nurse services.

### Program to Secure and Develop Visiting Nurse Personnel

To support the lives of the elderly requiring nursing care at home, etc., this program works to secure, train, and maintain visiting nurse personnel. The program will support the training of new visiting nurses mainly at large-scale visiting nurse stations and support their acquisition of home-visiting nurse qualifications. It also provides training, etc. to cultivate managers who are able to conduct stable management of service providers, to train personnel and to participate in nursing and small-scale multifunctional in-home care.

### Support Program on the Employment of Administrative Personnel at Visiting Nurse Stations

To reduce the administrative burden of the staff and develop an environment to allow them to focus on their specialized tasks, the program supports visiting nurse stations that newly assign administrative personnel.

### Support Program to Develop Newly Employed Visiting Nurses

The TMG will provide support to the visiting nurse stations which employ and train nurses inexperienced with home-help service for enhancing the educational system.

### Human Resource Training Program to Support Lively and Reassuring Home Nursing Care

By creating simulation training programs for visiting nurses and conducting study training, the TMG aims to develop a system in which nursing care can be received at home with peace of mind by anyone, anywhere, with no differences between the regions where people reside in Tokyo.

## Support for Daily Life in the Community to Prevent Physical Deterioration

Municipalities take initiatives to prevent long-term care and to provide comprehensive daily life support as a part of a regional support program based on the Long-term Care Insurance Act. They aim to prevent the elderly from requiring long-term care (or support) and to help them live in the community with peace of mind as far as possible, even if they require long-term care or medical care. The TMG supports the smooth implementation of their initiatives.

### New comprehensive project on long-term care prevention and day-to-day life support

#### ■ Project on long-term care prevention and daily life support service

In order to fulfill diversifying needs of the elderly requiring support, various services will be provided including resident-oriented support in addition to the services corresponding to the home-helper service and the day-care service for long-term care prevention.

\* These services are offered for the elderly requiring support and persons applicable to the items of the basic checklist. (Persons requiring long-term care may also be subject to the services.)

##### (1) Home-help type services

This service replaces the previous home-help service for long-term care prevention: home helpers will visit and provide support with an aim to prevent the need for long-term care and NPOs and resident-oriented organizations will provide various types of support.

##### (2) Day-care type services

This service replaces the previous day-care service for long-term care prevention: day service centers will provide services such as training to improve physical functions and NPOs and resident-oriented organizations will provide venues for gathering.

##### (3) Other day life support services

Various services will be provided including meal delivery, watching over the elderly, and organizing the community gathering to fulfill the needs of the community.

#### ■ Project on long-term care prevention for the elderly in general

Anyone aged over 65 can use this service. This is the project to enhance community networks based on the relationships with people by having venues in the community for the elderly to commute to and gather.

##### (1) Project to raise awareness and educate the public about long-term care prevention

The elderly can participate in the gymnastic classes and lectures which are organized by municipalities. In addition, brochures will be distributed to raise awareness and educate the public about long-term care prevention.

##### (2) Project to support community activities for long-term care prevention

This will serve to promote and support resident-oriented activities for long-term care prevention such as having venues in the community for the elderly to commute to and gather.

##### (3) Project to support community activities for rehabilitation

This will serve to dispatch professionals of rehabilitation to such places as the venues that residents can commute to.

### Community Comprehensive Support Centers

These centers consult with the elderly and their families regarding long-term care issues, coordinate necessary services and create care prevention plans.

### Training Program for the Staff at Community Comprehensive Support Centers

Network building and other capabilities of the Community Comprehensive Support Center staff will be improved by conducting training for them.

### Program to Promote the Establishment of Community Comprehensive Support Centers with Enhanced Functions

By working together with municipalities and promoting the establishment of community comprehensive support centers with enhanced functions to control and comprehensively support the community comprehensive support centers in the area under jurisdiction, the TMG secures the appropriate operation of the centers by the municipalities to support function enhancement throughout the centers.

### Project to Promote Community Care Meetings to Provide Independence Support and Prevent the Requirement for Long-term Care

Targeting the staff of community comprehensive support centers, the TMG provides support by giving unique training which matches the actual conditions in the community and organization. Additionally, training is implemented to realize community care meetings that will easily lead to community building, resource development and policy forming.

Further, the TMG supports issue resolution in each local government, by holding working-level liaison meetings, enhancing cooperation between persons related to the community care meetings in each municipality, and considering issues with other local governments.

### Program to Improve Support for the Prevention of Long-Term Care and Frailty

By establishing the Tokyo Metropolitan Support Center for the Prevention of Long-Term Care and Frailty and subsidizing the stationing of personnel to promote the enlargement and improvement of community-based locations regularly visited by residents, the TMG supports various measures by municipalities to prevent the need for long-term care and prevent frailty.

#### What is frailty?

As people become older, the vitality of their mind and body (for example, physical strength, cognitive functions, etc.) reduces, and they face increased risks of developing life function disorders, long-term care conditions, or dying.

Regarding measures to counter frailty, please also refer to the Program to Develop the Dietary Environment of the Elderly.

### Program to Enhance Public Awareness in Prevention of Long-term Care and Frailty

The program is designed for direct actions, from the TMG and municipalities to residents in the metropolitan area, to enhance the public awareness, which facilitate understanding in the frailty and boost motivation to engage in the activities to prevent long-term care and frailty.

### Program to Support Frailty Support Doctors in Cooperation with Communities New

In order that frailty support doctors who provide frailty assessment and health guidance can conduct long-term care prevention and frailty prevention initiatives in cooperation with communities, the TMG implements effective training in cooperation methods and provides accompanied-type support to the municipalities.

### Program to Promote the Establishment of Bases for Monitoring the Elderly in the Community New

In addition to providing support to municipalities for establishing and operating bases which give guidance in condition monitoring of the elderly, the TMG further promotes the participation of various

subjects including lifestyle-related companies by developing and providing apps for sharing the monitoring information to enhance the monitoring and cooperation systems for the elderly in the community.

### Condition Monitoring Supporter Training Program

Support is provided to municipalities for implementing training to enable persons in the community to carry out monitoring depending on the situation such as by contacting specialized institutions including Community Comprehensive Support Centers if they notice unusual changes in the condition of the elderly, etc.

### Promotion of Measures by Long-term Care Providers to Maintain and Improve Levels of Required Care

To establish and further promote evidence-based long-term care, the TMG implements initiatives to make the significance and advantages of its introduction common knowledge, together with providing support to service providers which are evaluating initiatives that will result in maintaining and improving levels of required care and taking advanced measures. By utilizing the feedback to the TMG of these results, it promotes measures for supporting the independence of the elderly and preventing their health condition from worsening.

### Support Program for Assisting Hearing Communication of the Elderly

The TMG supports initiatives of municipalities concerning early detection and support of age-associated hearing loss, in order to secure more opportunities for the elderly with age-associated hearing loss to communicate with others and, thereby, to prevent them from needing long-term care.

### Support Program for Online Prevention of Long-term Care

The TMG supports initiatives of municipalities concerning development and improvement of the systems for activities to prevent long-term care and frailty using online tools.

### Program to Promote Good Health of the Elderly Utilizing Apps

**New**

Utilizing apps which can give an understanding of a person's state of health and detect their frailty risk that were developed making best use of knowledge from the Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology, the TMG changes the behavior of the elderly and enhances their health through linking with the frailty prevention measures implemented by municipalities.

## Strengthening Cooperation between Medical Care and Long-term Care

### Tokyo Metropolitan Project on the Maintenance of Housing with Service for the Elderly (Addition of Collaborated Medical and Long-term Care)

To improve housing, so as to allow the elderly to continue living safely in a familiar community even if they require medical or long-term care, this project subsidizes the maintenance expenses of housing provided with services having collaboration with medical

services in clinics and of visiting nurse, or long-term care services of regular/on-call care and small-scale multifunctional in-home care.

### Support Project on End-of Life Care in a Beloved Place

In order to support a person at his/her end of life in the place he/she wishes to be, this project subsidizes a part of the expenses required for the establishment, startup and operation of small-sized service providers implementing end-of-life care.

## Support for Persons with Dementia and their Families

The TMG promotes community development in which people with dementia and their families can live with peace of mind in the community.

### Comprehensive Promotion of Measures to Support People with Dementia

The Tokyo Metropolitan Dementia Prevention Promotion Council has been established, which is investigating and promoting comprehensive dementia countermeasures. Further, the TMG manages the progress of the "Tokyo Metropolitan Plan to Promote Measures to Address Dementia".

○ Tokyo Metropolitan Dementia Portal Site "Tokyo Dementia Navi"

### Project to Operate Medical Centers for Dementia

The project develops a support system in the community by providing specialized medical services on dementia so that people with dementia can live in security in the community, and by designating medical centers for dementia to facilitate coordination among medical institutions and between medical and long-term care fields. In the medical centers for dementia, activities are implemented including the provision of specialist medical consultation on dementia, differential diagnoses, responses to physical complications and behavioral and psychological symptoms, support for persons suffering from dementia and family caregivers, etc., promotion of community connections, and training of human resources.

### Project to Support Early Onset Dementia

The TMG enhances the support systems in communities by holding workshops in companies, workplaces and medical institutions, and promoting social participation, etc. for people with early onset dementia.

### Project to Operate Integrated Early Onset Dementia Support Centers

To resolve issues particular to early onset dementia, this center (there are two centers in Tokyo) serves as a single desk to provide consultation services and to coordinate necessary support in the areas of the many different fields of medical care, social welfare, employment, etc., and appropriately provides support at an early stage.

### Project to Operate a Center that Promotes Support for People with Dementia

This center is established as a support base to improve the ability of healthcare professionals in Tokyo to respond to dementia. It provides training for healthcare professionals, cultivates personnel who can act as leaders in municipalities, and builds a system to support people with dementia in the island area.

### Training Project to Improve Response Capabilities to Dementia by Dental Surgeons, Pharmacists and Nursing Staff

In order to enhance response capabilities to dementia in medical care, training is implemented targeting dental surgeons, pharmacists, and nursing staff.

### Training Project for Care for the Elderly with Dementia

In order to enhance the quality of care for the elderly with dementia, the TMG implements training for care staff, etc. in long-term care insurance facilities and businesses.

### Project for Dementia Support Coordinators

In order to improve the ability of municipalities to respond to dementia, this project supports municipalities that appoint nurses and public health nurses who are familiar with information on the medical care, long-term care, and livelihood support for people with dementia at Community Comprehensive Support Centers.

### Project to Make Dementia Friendly Communities

The TMG establishes a system where people with dementia can receive appropriate support according to stage of dementia, from early, moderate, to severe

#### ○ Dementia Checkup Program for Early Support to Support People with the Condition

To facilitate early detection and support of dementia, the TMG promotes actions for public awareness in correct information about dementia based on the current local circumstances and supports municipalities taking initiatives to offer a free dementia checkup program to provide necessary support to people with dementia.

#### ○ Program for Promote Community that Support Dementia

The TMG supports municipalities that create communities where people can live with people with dementia in places such as large-scale housing complexes.

#### ○ Project to Promote the Dementia Care Program

The TMG familiarizes people with the “Japanese Version of BPSD Care Program”, which is expected to improve BPSD.

### Project to Promote Dementia Supporter Activities

The TMG conducts the necessary training of municipality personnel, etc. to promote the development of “Team Orange”, which links the support needs of persons with dementia and their families to dementia supporters. Further, it supports activities to launch “Team Orange” based on the conditions of municipalities.

### Dementia Research Project to Support the Realization of Inclusive Society

**New**

Making best use of the knowledge from dementia research conducted by the Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology, the TMG promotes research to support the realization of an inclusive society including the participation in society of people with dementia and preventing the deterioration of their cognitive functions.

### Project to Promote the Protection of the Elderly Rights

In addition to providing support for municipality staff, etc. who play a central role regarding the Law for Elderly Abuse Prevention, training for protecting the rights of the elderly is implemented targeting municipality staff and care service providers.

### Support Project for Cooperation in the Community with Dementia Support Doctors

In order to improve capabilities to address dementia issues in the community, the TMG certifies dementia support doctors who are capable of acting in cooperation with the Community Comprehensive Support Centers, etc. as “Tokyo Orange Doctors”. It also supports municipalities that promote cooperation with “Tokyo Orange Doctors”.

### Project to Promote Social Participation of People with Dementia

This project offers a place for discussions participated by people with dementia and diverse entities in the community. The TMG supports municipalities that promote social participation of people with dementia so that everyone of them can take a role as a member of the community.

### Support Project in Handling of and Responses around Antibody Drug for Alzheimer

In addition to promoting correct understanding of the antibody drug for Alzheimer’s disease among metropolitan residents, the TMG operates a guidance service for specialists, provides training for medical care staff, and identifies, analyzes and investigates measures dealing with issues relating to the treatment, in an aim to develop an environment in which Tokyo residents who wish to receive the treatment will be able to do so in a timely manner.

### Promotion of the Elucidation of the Mechanism of Dementia and the Development of New Treatment, etc.

The Tokyo Metropolitan Institute of Medical Science is elucidating the onset mechanism of dementia and promotes studies for development of new treatments and preventions.

### Project for Support Network to Quickly Locate the Elderly with Dementia

The TMG supports municipalities that take actions for condition monitoring support using GPS technology and building of a monitoring network in the community, so as to quickly locate missing people with dementia.

### Peer Guidance Project for Family Members Caring for Persons with Dementia in Cooperation with Private Organizations

**New**

In order that family members who are caring for persons with dementia do not become psychologically isolated, the TMG provides telephone counseling in which persons who have experience of caring for family members with dementia functions as advisors.

## Improvement of Infrastructure of Community Support Services

The TMG will improve the infrastructure of community support services for the elderly including long-term care insurance facilities such as special nursing homes and geriatric health services facilities, as well as realizing various housing facilities that combine accommodation and proper care such as care houses and group homes for the elderly with dementia.

#### Secure Facilities and Housing Tailored to the Various Needs of the Elderly (The Target in Tokyo Metropolitan Health and Welfare Plan for Elderly)

Item	Target (by the end of FY2030)
Development of special nursing home for the elderly	Capacity of 64,000 people
Development of geriatric health services facilities, integrated facilities for medical and long-term care	Capacity of 30,000 people
Development of group homes for the elderly with dementia	Capacity of 20,000 people

## Improvement of Long-term Care Insurance Facilities

In areas with delays in the development of special nursing homes for elderly, or geriatric health services facilities, the TMG will provide additional financial support for building costs to alleviate or resolve the uneven distribution among areas and promote infrastructure improvement. Further, improvement of integrated facilities for medical and long-term care will be promoted by the subsidy for improvement costs.

### Project to Promote the Development of Group Homes for the Elderly with Dementia

By subsidizing a part of the expenses required for developing group homes for the elderly with dementia implemented by municipalities, the TMG is promoting their development.

### Subsidy for Improving Charged Nursing Homes for Long-term Care Purposes

The TMG subsidizes a part of the improvement costs of charged nursing homes for long-term care purposes developed by landowners or service providers.

### Project to Promote Improvement of Community-based Care Services

By providing financial support for a part of the cost needed to improve community-based care services run by municipalities, the TMG promotes infrastructure improvement.

### Subsidy for Development Fee of Low-cost Urban-type Homes for the Elderly

Considering the high land prices in Tokyo, the TMG develops low-cost urban-type homes providing meals and livelihood support services for the low-income elderly by relaxing facility standards such as room size requirements.

### Subsidy for the Lump-sum Payment of Fixed-term Land Leasehold

Considering the difficult situation in securing sites for facilities in urban areas because of high land prices, the project promotes the improvement of facilities, such as special nursing homes for the elderly by partially subsidizing the lump-sum payment when a site is secured with a fixed-term land leasehold.

### Project to Support the Development of Special Nursing Homes for the Elderly Using Leased Land

The project subsidizes a part of the land lease when special nursing homes for the elderly, geriatric health services facilities, integrated facilities for medical and long-term care or group homes for the elderly with dementia are developed on leased national land or private land.

### Program to Support the Securing of Sites relating to the Development of Long-term Care Insurance Facilities

In order to promote the development of special nursing homes for the elderly, the TMG supports municipalities which are attempting to find sites for development and are matching land owners with service providers, etc.

### Silver Peer (Public Rental Housing for the Elderly)

Housing facilities with characteristics: 1) emergency call system, 2) Life Support Assistance (LSA) or warden to confirm safety or emergency care and 3) cooperation with Community Comprehensive Support Centers and other facilities.

The TMG supports municipalities which are the installation entities.

## Barrier-free Homes

Subsidy is available for home renovation costs that are not covered by the home renovation services of the Long-term Care Insurance System.

Please contact your municipality for further information.

### Promotion of the Supply of Housing with Services for the Elderly

The TMG secures quality barrier-free housing while providing livelihood support services including emergency care and safety check, and promotes the supply of housing with services for the elderly, where the elderly can receive services by paying a reasonable fee, as well as high-quality rental housing for the elderly in Tokyo.

When private-sector service providers supply housing with services for the elderly, financial support such as for maintenance fee is provided to businesses through coordination with municipalities.

### Support for Available Housing for the Elderly

The TMG operates the system where information on housing with services for the elderly is registered and can be browsed, and the safe-living system where patrols looking out for senior residents are conducted. (This is a self-project carried out by a public interest incorporated foundation, Tokyo Metropolitan Center for Disaster Prevention, Construction, and Community Building.)

### Safety Net Housing (Nickname: Tokyo Sasayeru Housing)

The TMG promotes the provision of rental housing (Nickname: Tokyo Sasayeru Housing) which allows occupancy by persons who require special assistance in securing housing (such as the elderly, persons with disabilities, and parenting generations). Lenders of dedicated housing that is available only to persons who require special assistance in securing housing can receive financial support such as renovation costs and lower rent costs.

### Living Support for Persons who Require Special Assistance in Securing Housing

The “Tokyo Housing Support Businesses” stipulated by the TMG offer housing consultations and livelihood support for persons who require special assistance in securing housing.

### Metropolitan Housing

A program is available to increase the winning rate of a drawing for metropolitan housing for families by 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.

### Program to Secure Housing with Daily Life Support

The program supports the efforts by municipalities to secure housing for low-income elderly and to provide such life support as monitoring utilizing the Living Support Council\* of municipalities.

\* This is the organization which supports both persons requiring special care about securing housing and lessors of privately rented housing by providing the information on housing in collaboration with housing and welfare departments of local governments, related parties, and living support organizations in order to facilitate the move-in of persons requiring special care about securing housing (such as low-income persons, the elderly, persons with disabilities, and child-rearing households).

## Promotion of Social Participation by Seniors

The TMG promotes social participation by senior residents by offering opportunities in various activities and also secures various career opportunities depending on the desire and ability of individuals.

### [Promotion of Social Participation]

#### Silver Pass

The issuance of the Silver Pass, valid for the use of both public and private busses and Metropolitan transportations (Toei) in Tokyo, is supported by the TMG to promote social participation by seniors aged 70 or older.

#### Support for Senior Citizens' Club Activities

The TMG subsidizes the operation costs of senior citizens' clubs in the community, offers supports to continue their activities, and provides assistance for programs implemented by the Federation of Senior Citizens' Club to give people purpose in their lives and maintain good health.

#### Program to Support a Happy Second Life in an Era of People Living for 100 years

In the light of an era in which people can live until 100 years old, this program supports municipalities that provide opportunities for the elderly to find motivation in life through participation in cultural, educational, and sports activities so that they can play an active role in communities. It also supports municipalities that develop bases (vacant stores, etc.) for activities so that the elderly can casually stop by and join.

#### Program to Support Social Participation Matching in an Era of People Living for 100 Years

To promote the continued social participation of senior and pre-senior citizens, the TMG centralizes information which enables them to take part in their desired work, studies, hobbies, community activities, paid volunteers in care sites, etc. and supports activities conducted by municipalities.

#### Program to Promote Tokyo Senior Eateries with Various Interchanges

By promoting activities relating to the eatery program, where the elderly in the community can freely visit and conduct various interchanges while having some food and drink, the TMG supports municipalities that increase the opportunities for the elderly to conduct interchanges, improve their mental and physical health, and promote multi-generational exchanges.

### [Employment]

#### Tokyo Shigoto Center (Tokyo Employment Service Center)

The *Shigoto* center provides people of all ages with "one-stop" service for employment and job-hunting. Programs such as employment consultation or ability development training are conducted at the "senior corner" for persons aged 55 or older.

#### Silver Human Resources Center

The center offers temporary/short-term or simple jobs to healthy elderly aged 60 or older with motivation, in which they can utilize their knowledge, experience and skills. Such centers are located in 58 places in Tokyo, offering jobs requested by families, businesses and public organizations in the community.

#### Active Senior Employment Promotion Center

Corporations supported by local municipalities offer employment consultation or job-search services to seniors aged 55 or older as a licensed free employment assistance service provider.

### Tokyo Metropolitan Institute for Geriatrics and Gerontology

By providing appropriate medical care and treatment which matches the physical and mental characteristics of the elderly, integrating clinical treatment with research, and conducting research to maintain and improve the quality of life (QOL) of the elderly, the Tokyo Metropolitan Institute for Geriatrics and Gerontology (TMIG) aims to promote good health and advance the healthy lifespan of the elderly while playing a role in creating a model for a city with a super-aged society in the Tokyo metropolis.

- **Aiming to provide and disseminate medical care and treatment which supports the healthy lifespan of the elderly**
  - Further enhance priority medical care and treatment (cardiovascular disease, geriatric oncology, dementia, and geriatric diabetes).
  - Provide specialized medical care and treatment which focuses on the characteristics of seniors.
  - Fulfill a key role as a public medical institution in the community, together with administering the acute medical treatment of the elderly.
- **Promoting research that aims to advance the healthy lifespan and improve the quality of life of the elderly**
  - Promote research for overcoming the disorders and geriatric syndromes that are unique to the elderly and research which supports them for daily living in the community.
- **Promoting the integration of medical treatment and research, and giving back the knowledge and know-how to society**

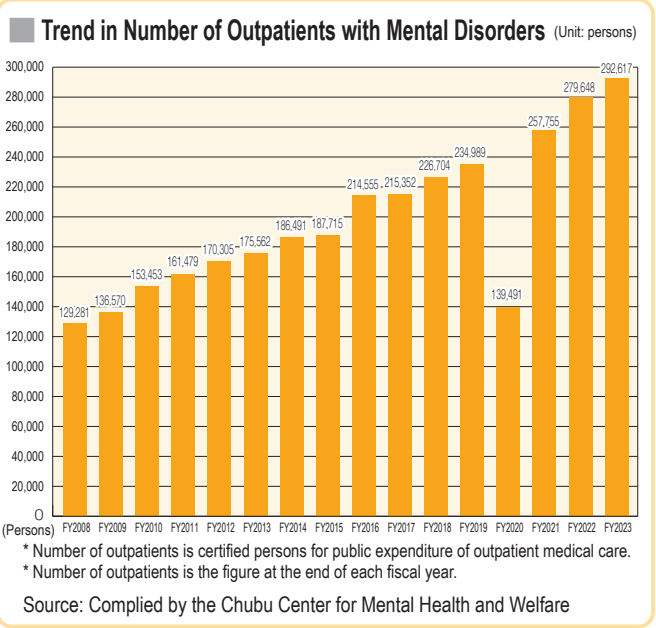
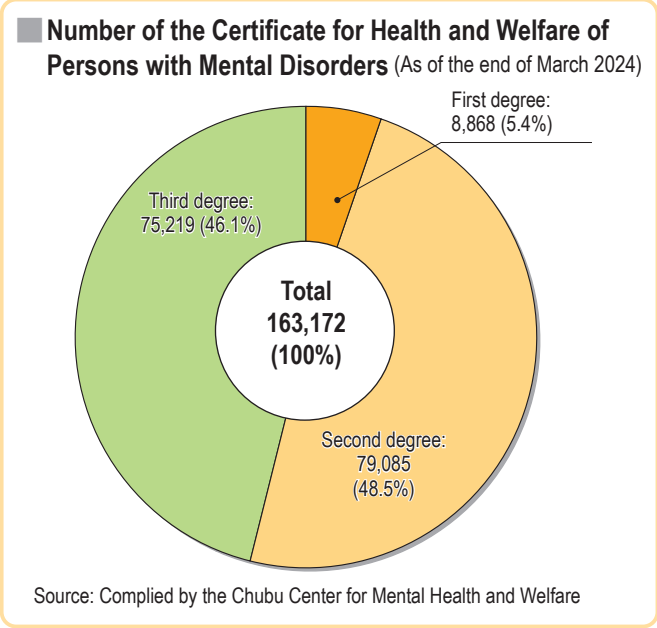
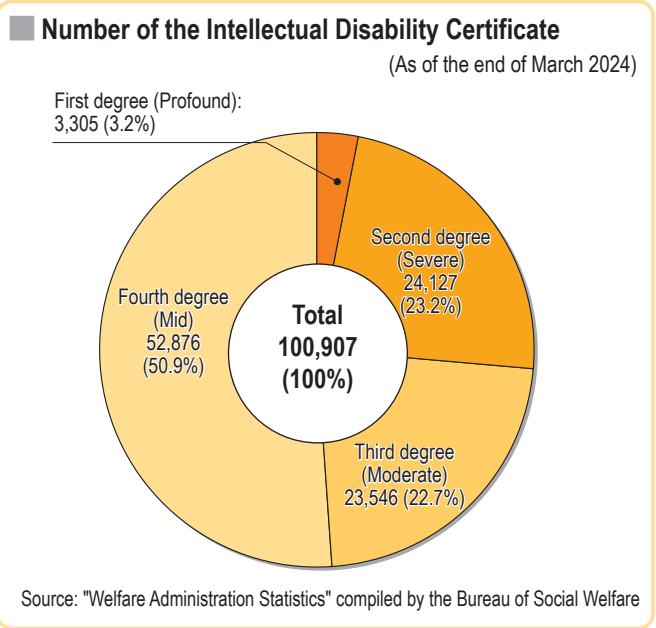
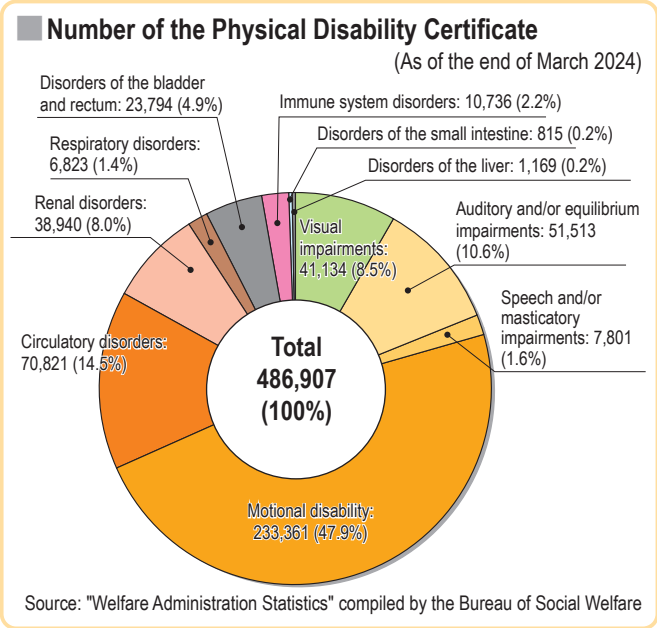
### (3) Welfare for Persons and Children with Disabilities

In March 2024, the TMG enacted the “Tokyo Metropolitan Plan to Promote Policies for Persons and Children with Disabilities”, based on which we are working towards the integrated development of facilities providing services for persons with disabilities.

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

##### Number of Persons Possessing Disability Certificate

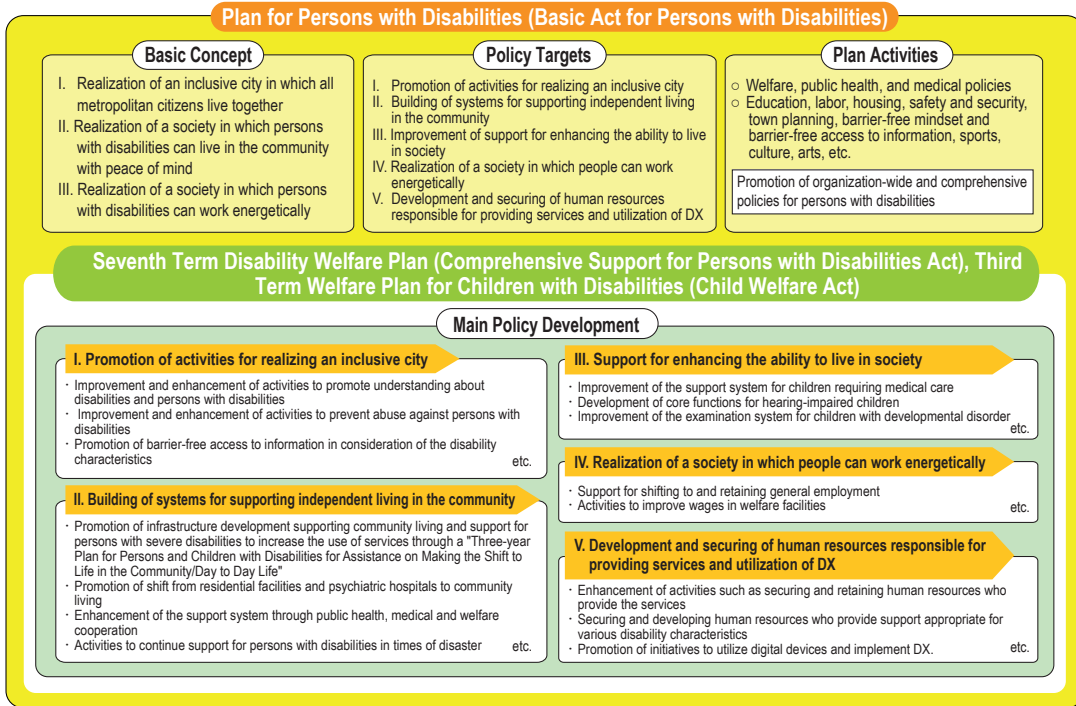
Currently, about 487,000 Tokyo residents are issued with the Physical Disability Certificate (Shintai shogaisha techo), about 104,000 are issued with the Intellectual Disability Certificate (Ai no Techo), and about 163,000 are issued with the Certificate for Health and Welfare of Persons with Mental Disorders (Seishin shogaisha hoken fukushi techo). (As of the end of March 2024)



## Tokyo Metropolitan Plan to Promote Policies for Persons and Children with Disabilities

To realize a society in which persons with disabilities can live with peace of mind and work energetically in the community, the TMG formulated the “Tokyo Metropolitan Plan to Promote Policies for Persons and Children with Disabilities” as the “Plan for Persons with Disabilities” based on the Basic Act for Persons with Disabilities, the “Disability Welfare Plan” based on the Comprehensive Support for Persons with Disabilities Act, and the “Welfare Plan for Children with Disabilities” based on the Child Welfare Act, and implements activities to develop organization-wide and comprehensive measures for persons with disabilities.

Further, the metropolitan plan is positioned as the “Barrier-free Reading Plan” based on the Act on Promotion of the Improvement of Reading Environments for Visually Impaired Persons, etc. and the “Plan for Comprehensively Promoting Early Detection of and Early Provision of Medical Care, Childcare and Education to Hearing-impaired Children” based on the Basic Policy for Promotion of Early Detection of and Early Provision of Medical Care, Childcare and Education to Hearing-impaired Children. The period for each of the plans is the three years from FY2024 to FY2026.



## Three-year Plan for Persons and Children with Disabilities for Assistance on Making the Shift to Life in the Community/Day to Day Life (from FY2024 to FY2026)

Regarding group homes and locations offering training for employment, the TMG will newly secure a 7,940-person capacity by the end of FY2026.

### Intensive Development of the Infrastructure Supporting Community Life of Disabled Persons (Special Subsidization)

○ In order to further develop the service infrastructure supporting community life for people (children) with disabilities in the community, the TMG implements special subsidization to reduce the burden on persons conducting facility establishment and to promote infrastructure development for community living.

Facility for maintenance	FY2024 to FY2026	Objectives
Residence in the community (Group homes)	+2,700 persons	Providing living arrangements for persons with disabilities in the community (The special subsidization applies only to care for the severely disabled.)
Places for daytime activities (Daycare facility, etc.)	+5,100 persons	Support for general employment and opportunities for day-time activity for persons with severe disabilities
At-home services (Short stay at facility)	+140 persons	Construction to offer easy-access in communities as needed with peace of mind
Support for children with disabilities (Child development support center)	At least one center for each municipality	Enhancement of 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)		

○ The TMG sets target numbers of users with severe disabilities in order to increase the use of the infrastructure supporting the community life by severely disabled persons (persons with disabilities, including those with severe behavioral disorder or higher brain dysfunction and those requiring medical care).

Expected numbers of users (with severe disabilities) of infrastructure supporting the community life [Plan period: FY2024 to FY2026]

Type	Target
Residence in the community (Group homes)	+1,000 persons*
Places for daytime activities (Care for daily life)	+2,600 persons*
At-home services (Short stay at facility)	+1,500 persons*

\* Each of the above numbers is for disabled persons subject to calculation of additional points, such as for those with severe disabilities or those requiring medical care (a sum of plural numbers of persons subject to the addition)

## 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 the services to support for employment selection will be launched from October 2025.

### 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” is 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, eating, etc. at home
	Visiting care for persons with severe disabilities	Assist severely disabled persons or persons with severe intellectual/mental disabilities with serious behavior issues who require constant nursing care, with bathing, toileting and eating, and also provide housekeeping assistance, communication assistance, outing assistance, etc.
	Assistance on travel outside the home	Assist impaired individuals for whom mobility is a serious issue by providing information required for travel outside the home (including reading and writing on behalf of the individual), assistance on travel itself, etc.
	Activity support	Necessary assistance and nursing care for persons with severe intellectual/mental disabilities that make activities extremely difficult who require constant nursing care to avoid danger when conducting activities in the home and outdoors
	Medical care	Daytime assistance for persons who require medical attention and constant nursing care including functional training when admitted to medical institutions, nursing care, personal care, etc.
	Care for daily life	Assistance for persons who require constant nursing care including support with bathing, toileting, eating, etc. Provision of opportunities for creative/productive activities
	Short-stay service	Short-term assistance (daytime and nighttime) at facilities with bathing, toileting, eating, etc., in case caregivers become ill or unable to provide the necessary nursing care
	Comprehensive support for persons with severe disabilities and others	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, etc. assistance, and daily life support
Training services	Rehabilitation service (functional training, daily life training)	Training, consulting and advising provided for a certain period of time to improve physical function, daily living abilities, etc. so that the person can achieve an independent daily/social life
	Transition support for employment	Training to enhance necessary knowledge/abilities for a certain period, employment support, etc. offered for persons under 65 who wish to be employed in a general corporation
	Support for continuous employment (Type A, Type B)	Provide workplace and necessary training, etc. to enhance knowledge and abilities for persons who have difficulties working in a general corporation
	Support for employment retention	Visit corporations, homes, offices, etc., 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
	Support for employment selection (To be enforced in October 2025)	In order that persons with disabilities themselves can make better selections of their place of work and working style, provide support utilizing employment assessment methods which allow choices to be made that match the person's wishes, working abilities and aptitudes
	Assistance on independent life	Provide support necessary for persons 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	Nighttime or holiday services at group living residences including consultation and daily support such as consulting, bathing, toileting, eating, etc. assistance. Further, consultation regarding the transition and settling into life afterwards are provided to persons with disabilities who wish to transition to self-reliant daily lives at home
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, maintain a continuous system of communications and provide 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, community residents, etc.
	Consultation assistance program	Provide consultation and necessary information to persons (children) with disabilities, their guardians, etc. In addition, 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

Community life support services	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 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 persons (children) with disabilities
	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, etc.
	Transportation support program	Assist disabled persons (children) who have difficulties in transporting themselves outdoor
	Local activity support center	Facilities offering opportunities for creative/productive activities, promoting social interaction, etc.
	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.

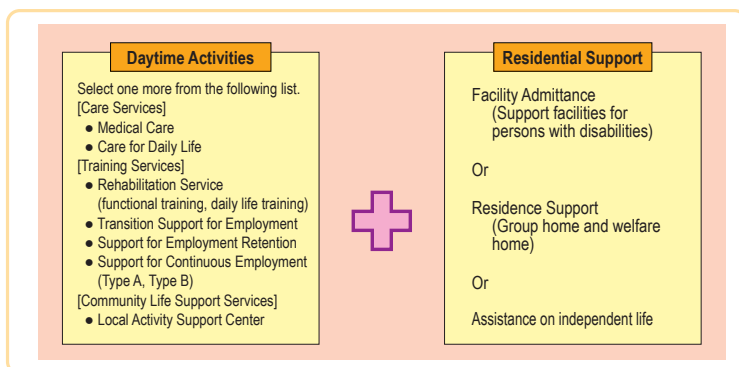
### ○ Procedure to Use the Disability Welfare Service

Those wishing to use services must apply at their municipality office and obtain identification of their levels of support for disabilities\*.

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.



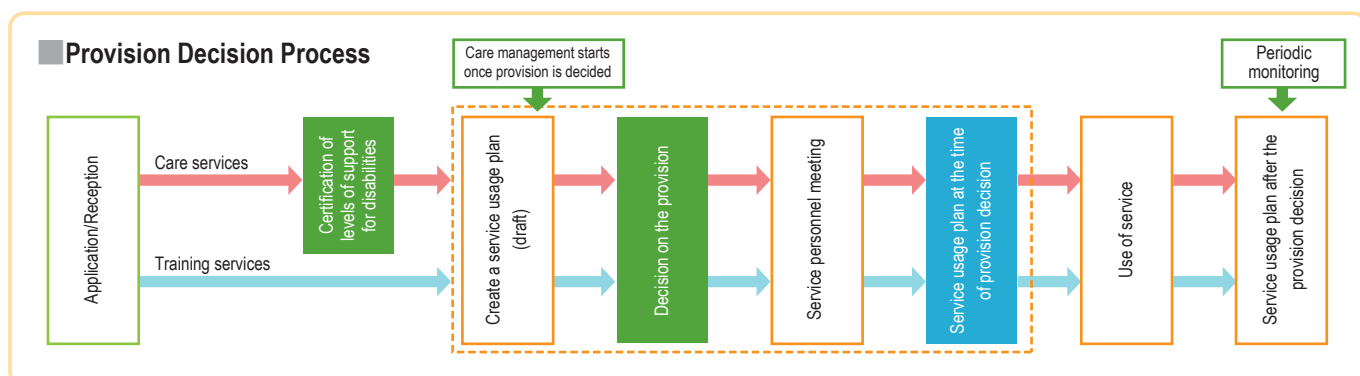
#### \* Definition of levels of support for disabilities

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, motion, etc., 16 items relating to personal care, daily life, etc., 6 items relating to communication, etc., 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 on 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 care services, then certification of levels of support for disabilities is required.



\* It is also possible to submit draft service usage plans (self-made plans) created by persons other than the designated counseling and support providers.

### ○ 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 or 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)

#### ○ Self-pay Burden 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 measures are available). As for outpatient 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

Municipalities, 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

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

#### ○ 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 municipalities.

Prosthetic appliances and daily-use equipment (Offered individually) Daily-use equipment	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 disabled persons

## Child Welfare Act (Assistance for Children with Disabilities)

As of April 1, 2012, changes have been implemented to facilities 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 Medical-type child development support	Support for learning basic behavior and knowledge/skills in daily life, and adaptive training for group living (1) Child Development Support Center In addition to support for attending facilities, it provides medical care (limited to children with disabilities who have physical impairments which are recognized to necessitate support using physical therapy including functional exercise or under medical management), and regional support such as “developmental support and family support functions based on a wide range of high-level expertise”, “supervision and consultation functions (functions to advices and assistance concerning details of the support to be provided)”, “function as a core in the regional promotion of inclusive society”, and “counseling function”, as an institution playing core roles in the support for children with disabilities. (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.
	Day-service after school	It continuously provides school children with disabilities with support to improve their ability to live daily life and opportunities to promote their social interaction after school and during long holidays such as summer holidays.
	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.
	Childcare facilities visiting support	It promotes stable use of childcare facilities by providing support to children with disabilities who currently use by giving specialized support by visiting to help them adapt to group living in childcare facilities.
Support for children with disabilities to admit facilities	Welfare-type facilities for children with disabilities	It protects children with disabilities by having them admitted to facilities and gives 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 gives advice on daily life and knowledge and skills necessary for independent life in addition to medical treatment.

## Realization of an Inclusive City

### ■ Tokyo Metropolitan Ordinance on the Promotion of Understanding and Elimination of Discrimination Against People with Disabilities

An ordinance was enacted whereby all persons living in Tokyo or visiting Tokyo shall not be discriminated against according to whether they have disabilities in an aim to realize an inclusive society in which people mutually respect each other's individuality and personalities. [Date of enforcement] October 1, 2018

#### Key Points of the Ordinance

- Obligation of private businesses to provide "reasonable accommodation"  
\* Provision of reasonable accommodation: When persons with disabilities have conveyed requests relating to assistance and necessary considerations, there shall be an obligation to give a required and rational response based on dialog over a range which does not impose an undue burden.
- Regional support consulting staff shall be stationed to receive consultations from persons with disabilities, related persons, and private sector companies. (in the Tokyo Metropolitan Advocacy Center for Persons with Disabilities)
- In cases where issues cannot be resolved even after consultation support, measures will be developed to resolve disputes such as by establishing a coordinating committee.

### 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 raises 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.



Help Mark

### Project to Promote Awareness-raising for Realizing Inclusive Society

Taking the Deaflympics as an opportunity to promote understanding about disabilities and persons with disabilities, the

TMG organizes awareness-raising events in commercial facilities where families and young people get together and promotes public awareness utilizing videos and SNS and registers and announces companies which endorse the principle of inclusive society.

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

The TMG raises 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.

## Support for Social Participation by Persons with Disabilities

The TMG is promoting social 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:

- Training and dispatch of interpreter/helper for deaf-blind persons
- Service centers for deaf-blind 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
- Support in mutual communications with hearing-impaired persons
- Rental of communication equipment for hearing-impaired persons
- Creation and rental of visual library materials with subtitles
- Support in mutual communications for aphasic patients

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

In order to improve awareness of Tokyo residents regarding hearing difficulties and promote their understanding, the TMG raises awareness about sign language and trains them to communicate in sign language to expand the number of people who can use sign language.

### Program to Support Expansion of the Number of People Using Sign Language

The TMG increases the number of people using sign language by subsidizing activities implemented by municipalities in local areas to deepen people's understanding of sign language from childhood.

### Assistance with Digital Technologies for Persons with Disabilities

This project provides consultations on use, information, exhibitions, and more on digital technologies for persons with disabilities. In addition, it trains personnel capable of assisting utilization of digital technologies for 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 (Service Dog)  
Source: Service Dog Association

### Promotion of Understanding relating to Assistance Dogs for Physically Disabled Persons

**New**

The TMG develops public relations activities to further promote understanding among elementary and junior high school students about assistance dogs for physically disabled persons.

## Recreational Homes for the Disabled

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

## Tokyo Welfare Center for the Disabled

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

## Program to Support Communication by Hearing-impaired Persons utilizing Digital Technology

The TMG conducts remote sign language interpretation, etc. using digital technology for persons with hearing impairments when they visit or call Tokyo metropolitan consultation desks, to ensure information accessibility for persons with hearing impairments in Tokyo.

## Program to Promote Dissemination of Information Accessibility Equipment

The TMG promotes information accessibility for persons with disabilities by actively providing information relating to the latest

information accessibility equipment to persons with disabilities, their families, municipality employees, etc.

## Support Program for Development of Equipment Designed to Ensure Information Accessibility for Communication of Persons with Disabilities

Because commercialization of equipment designed to ensure information accessibility by persons with disabilities is slow due to a limited number of users, the TMG sets such equipment at Tokyo metropolitan consultation desks for their use and gives feedback concerning how they are used to the manufacturers, then supports development and widespread of such equipment to ensure the accessibility by them.

## Barrier-Free Communication Project

**New**

To encourage social participation by people who are deaf or have hearing difficulties, the TMG will realize the social implementation and promote public awareness of conversational AI communication systems and will secure and develop the human resources required to conduct continuous activities.

# Promotion of Para-Sports

To enable people to enjoy para-sports, regardless of whether or not they have disabilities, the TMG is developing measures from the aspects of "Releasing Information and Raising Awareness", "Finding Locations for Para-Sports Activities", "Training Para-Sports Supporters" and "Improving Para-Sports Competitiveness".

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

### ○ Releasing Information and Raising Awareness

The TMG promotes understanding and raises awareness about para-sports as well as offers opportunities to persons with impairments to start sports, by providing information on the sports portal site for persons with impairments named "TOKYO Para-sports Navi" and "Para-sports Start Guide" which provides information about para-sports, and by hosting sports event called "Challenge Sports! TOKYO" where people can participate in and experience several kinds of para-sports.

Additionally, in the para-sports support project "TEAM BEYOND", the TMG aims to convey the attractions and increase peoples' awareness of para-sports, and promote spectator attendance at competitions by conducting activities including "spectator events" at competitions and experiential events at commercial facilities. Further, in the period when the Tokyo 2025 Deaflympics will be held, the TMG will provide opportunities to experience para-sports also including deaf sports.

### ○ Finding Locations for Para-Sports Activities

In order to ensure that persons with impairments and para-sports associations are able to engage in sports activities within their local communities, in addition to two sports centers for persons with impairments located in the Tokyo area, the TMG positions metropolitan special needs schools as a para-sports base. It also promotes the utilization of sports facilities at metropolitan special needs schools as locations for persons with impairments to do sports, and holds trial classes in sports, etc.

In addition, the TMG coordinates environments that enable people with impairments to enjoy sports within their local communities by using a manual that outlines points to be considered by facilities management, supporting municipalities that are proactive in providing para-sports activities, and supporting renovation to promote para-sports in sports facilities.

Furthermore, the TMG manages a consulting desk related to para-sports, which offers information and holds social gatherings, aiming for partnerships and support between corporations and para-sports organizations, which provides information and advice to persons with impairments who newly start playing sports. It also distributes the video of exercise which allows persons with

impairments to conduct at their home, in welfare facilities for persons with disabilities, etc.

### ○ Training Para-Sports Supporters

The TMG keeps on training human resources who support para-sports, and improves the quality of the support by holding seminars for people involved in sports, promoting acquisition of license for sports instructor for persons with disabilities, holding training days and forums, etc.

In addition, the TMG provides timely information about applications to volunteers and expands the opportunities for engaging in activities through operating the "Tokyo Para-sports & Support" portal site, which provides information for para-sports volunteers.

### ○ Improving Para-Sports Competitiveness

Improving competitiveness by discovering, training, and strengthening potential players, and by supporting para-sports organizations to produce para-athletes who can perform well at international competitions such as the Paralympics and the Deaflympics.

## Hosting Tokyo Sports Festival for People with a Disability, and Sending Para-Athletes to National Sports Festival for People with a Disability

The Tokyo Sports Festival for People with a Disability is held to promote persons with impairments to maintain and promote their physical fitness, to help them 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 para-sports.

In addition, athletes and coaches are sent to the National Sports Festival for People with a Disability, which is the national sports festival for para-sports.

## Tokyo Metropolitan Sports Center for Persons with Disabilities

There are two facilities in Tokyo area which are built especially for the use of persons with disabilities, equipped with gymnasiums, pools, meeting rooms, accommodation facilities and medical consultation services so that persons with disabilities can enjoy sports and recreation activities.

## 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.

### Establishment of Basic Infrastructure for Persons with Disabilities in the Community

To enable persons 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, Child Development Support Center, etc.

### Subsidy for the Lump-sum Payment of Fixed-term Land Leasehold

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 land 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.

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

Organizations commissioned by the TMG appoint the coordinators to facilities inside and outside Tokyo, and support residents in care facilities to have a smooth shift to life in the community, including an approach to a case in which the shift is found to be difficult. The organizations also support facilities to promote smooth shift to the community by appointing the office workers. The workers find new places to accept for those wishing to make the shift and find facilities in communities capable of accepting persons with severe disabilities.

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

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

### Project to Assist Persons with Disabilities Shifting/Staying to Life in the 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 the Enhanced Support System for Children with Disabilities

This project promotes the 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 Enhance the Regional Support System by Child Development Support Center

By supporting activities to enhance the functions of the Child Development Support Center, this project aims to promote the

development of the regional support system for children with disabilities.

### Program to Support Children with Disabilities After School Hours

Responding to the actual community situations, the TMG provides support for municipalities which provide assistance after school hours to children with severe physical/mental disabilities and children who require medical care.

### Program to Provide Metropolitan Government-approved Day Services After School Hours

The TMG subsidizes a part of the expenses required for management, etc. for business operators satisfying the standards determined by the metropolitan government, and aims to improve the quality of support provided by after-school day service providers.

### Project to Support Enhancement of the Group Home System for Persons with Disabilities

In order to be able to accept users with severe disabilities who require special support in physical or behavioral characteristics, this project supports a group home which secures a system by conducting staff stationing with great care and sharing support skills.

### Medical Partnership Type Group Home Project

To promote the acceptance of group homes for persons with disabilities requiring medical care, the TMG supports municipalities which independently implements activities such as stationing livelihood support workers who conduct medical assistance and holding care conferences linked with medical treatment.

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

In order to support persons with disabilities 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, when service providers newly offer short-term stay services.

### Support Program for System to Accept Persons with Disabilities at Living Support Bases in the Community during Emergency Situations

The TMG supports municipalities ensuring to develop a system to securely accept persons (children) with severe disabilities in times of emergency, including development of living support bases in the community and assignment of qualified supporters at the bases for their short stay.

### Support Program for Enhancing Cooperation among Living Support Bases in the Community

The TMG supports municipalities working to enhance cooperation functions of the living support bases in the community which have been developed to allow persons with disabilities to continue to live in a familiar environment with safety.

### Program to Develop Tokyo Metropolitan Consultation and Support System for People with Disabilities

To promote the development of a consultation and support system, the TMG supports network-building in communities by holding workshops and individual consultation meetings for municipal employees, etc., in addition to dispatching consultation and support advisors to each community.

### **Program to Promote Infection Prevention Measures in Facilities for Persons (Children) with Disabilities**

In order to promote and thoroughly implement infection countermeasures in facilities for persons with disabilities, etc., the TMG subsidizes facility expenses including the installation of simple negative pressure devices, etc.

### **Project to Assist Persons with Mental Disorders to Make the Shift to Living in the Community**

By providing training to designated general consultation support service providers, etc., for developing human resources as staff offering specialist guidance and advice and assisting the shift to living in the community, in addition to encouraging the increased use of peer supporters in psychiatric hospitals, as well as implementing

activities such as giving experience of overnight stays utilizing dedicated private rooms in group homes, the TMG develops systems to enable persons with mental disorders to make smooth transitions into local communities and enjoy stable community living.

### **Safety Net Housing (Nickname: Tokyo Sasayeru Housing)** Re-posted (P. 29)

### **Metropolitan Housing**

A program is available to increase the winning rate of a drawing for metropolitan housing for families 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.

## **Enhancement of Community-based Medical Assistance Systems**

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

### **Improvement of the Psychiatric Care System 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 municipalities, 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.

### **Program to Support Housing Respite and Employment**

To support the provision of time off (respite) for families of severely mentally and physically disabled children (persons) and disabled children requiring medical care living at home, and to support employment, etc., the TMG supports municipalities which dispatch nurses to conduct medical care for a fixed period of time instead of the family.

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

Under this project, nurses are dispatched to the homes of severely mentally and physically disabled children (persons) and disabled children requiring medical care. These nurses 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 nurses 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 in the community through training and other means.

### **Short-Stay Project for Disabled Persons (Children) (Assign Staff to Facilitate Receipt)**

This project assigns highly skilled 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 Children (Persons) (Assign Staff to Facilitate Receipt)**

This project assigns highly skilled nurses to contract daycare centers for severely mentally and physically disabled children (persons) designated by the Tokyo Metropolitan Government as staff to facilitate the acceptance of those, in particular, to actively promote the acceptance of those living at home with high medical needs.

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

In order to provide daytime care to the severely mentally and physically disabled children (persons) living at home, and to provide appropriate medical care, the TMG ensures the appropriate medical care environment at daycare centers through the municipalities.

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

In addition to operating a council that conducts mutual exchanges of opinions with related institutions, the TMG operates a support center for children requiring medical care which offers consultation and provides information to families and institutions caring for children requiring medical care.

Additionally, the TMG conducts training to develop the human resources including coordinators and nursing staff to support children requiring medical care.

Further, the TMG comprehensively establishes a support structure for children requiring medical care, such as by subsidizing the activities implemented by municipalities.

### **Parent Mentor Project for Children Requiring Medical Care**

For parents or guardians of children requiring medical care, the TMG supports activities by these parents or guardians to find employment by allowing parent mentors to offer know-how and provide guidance based on their own experiences relating to employment, etc.

### **Project to Support Daytime Care for Children Requiring Medical Care**

By providing support to providers which look after children requiring medical care during the daytime, the TMG secures locations that take care of children during the daytime and develops an environment which enables parents or guardians of children requiring medical care to find employment with peace of mind.

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

To enhance the support system for children (persons) with developmental disorder, the project promotes the training of municipal counseling support staff and specialists in healthcare providers. It also develops support bases for developmental disorders and builds 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 (persons) with developmental disorders and their families, and enable them to live in the community with peace of mind, the TMG trains 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.

### **Project to Build a Network of Medical Institutions Specializing in Developmental Disorders**

By building a network focused on highly specialized medical institutions and implementing hands-on training in regional medical institutions, the TMG secures a system which will diagnose developmental disorders at an early period.

## Support Program for Building a Developmental Test System

**New**

In order to develop a system in which children who need to take developmental tests can do so with peace of mind, the TMG provides support for municipalities to enhance their test systems, as well as subsidizing the costs to eliminate the waiting times for obtaining an initial examination at medical institutions and providing information to alleviate the worries felt by parents and guardians regarding developmental disorders.

In addition, investigations are also made into methods of providing support to children with developmental disorders using digital technologies.

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

Support is 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.

In addition, training for healthcare providers, etc. is conducted at hospitals with central roles in rehabilitation of higher brain dysfunction through collaboration with medical institutions and supporting agencies in communities.

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

The TMG assigns 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 cooperates 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 each of their situations, so they feel secure about continuing work.

■ Employment Situation of Persons with Disabilities in the Area under the Jurisdiction of the Tokyo Labor Bureau (%)

	General Private Sector Companies	Special Corporations/Independent Administrative Agencies	Local Public Entities
Statutory Employment Rate	2.50	2.80	2.80
Actual Employment Rate	2.29	2.84	2.78

\*1 Local public entities for which the 2.8% statutory employment rate is applied

\*1 Since April 1, 2006, persons with mental disorders are calculated in the actual employment rate.

Source: Tokyo Labor Bureau, Ministry of Health, Labour and Welfare (As of June 1, 2024)

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

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

## Operation of “Tokyo Challenge Office”

The TMG opens an office inside the TMG building and provides the opportunities for persons with intellectual disabilities or mental disorders to gain work experience as part-time employees or short-term trainees and supports their employment for general companies.

## Project to Improve Coordination Skills of Employment Support Institutions

To gain a precise understanding of the characteristics of persons with disabilities and the needs of corporations to allow the provision of appropriate support for realizing the stable continuation of employment by persons with disabilities, the TMG implements various training and improves supporting skills targeting employment support institutions. This training provides institutions with the knowledge and skills required for approaches/matching to corporations, links with medical institutions required for employment support of persons with mental disorders, and their employment retention support.

## Promotion of Employment Support Program for Disabled Persons at Municipalities

The local consultation and support system is 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” set up at municipalities.

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

This project assigns coordinators linked with medical institutions

in each of the employment and living support centers for persons with disabilities in the metropolitan area, and promotes cooperation between employment support institutions and medical institutions. In addition, the TMG establishes coordinating committees supporting the employment of persons with mental disorders in six areas in the metropolitan region, and promotes cooperation among the medical institutions, employment support institutions and corporations that are needed by persons with mental disorders to allow them to continue to work stably in the community.

## 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 through seminars for improving the management, dispatch of advisers, etc.

## 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, boost user motivation and encourage facility staff to have greater awareness of operations through training to garner higher wages.

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

The TMG subsidizes 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

The TMG aims to disseminate and expand sales channels of their products and make the efforts toward increased wages of Type-B support providers for continuous employment, through the stable operation of the welfare trial shop “KURUMIRU”, which sells manually produced products by disabled persons, and online shopping.

## Management Project for Type-B Support Providers for Continuous Employment

Problem-solving support is provided by the TMG to enable Type-B support providers for continuous employment to resolve various issues they face in the course of increasing wages depending on the situations of the providers.

## Support Project for Sales and New Customer Development concerning Production Activities

The TMG supports sales activities of Type-B support providers for continuous employment through establishing an environment in which business matching between the providers and companies is available, so that the providers can take orders depending on their business situation.

## Program to Establish a Work Support Platform for Persons with Severe Disabilities Linked Through Digital Technologies

New

In order to support work using digital technologies for persons with severe disabilities who find it difficult to go out and undertake ordinary work, coordinators established by the TMG link persons with severe disabilities to work support-related institutions and also establish a platform for sending the necessary information.

## 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 Shigoto Center (Specialized Support Corner)

For persons who wish to work but find it difficult due to having disabilities or for social, financial or other reasons, the TMG provides detailed support from preparing to start work to becoming settled in after starting work with teams formed through cooperation between specialist staff.

## Tokyo Job Coach Training

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

# 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 promotes 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 TMG aims to improve the capabilities of welfare and long-term care staff by dispatching substitute staff in cases where disability welfare service providers in Tokyo provide opportunities for their staff to receive training.

## Support Program for Current Disability Welfare Service Staff to Obtain Qualifications

The program trains staff and improves service 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 in disability welfare service providers by providing training in personnel management to the managers of disability welfare service providers and using case examples, etc. through video streaming.

## Program for Supporting Newly Employed Staff to Become Established in the Workplace

New

The TMG holds training and social gatherings for newly employed staff in disability welfare service providers, etc. with the intention of preventing their early resignation and supports them to become established in the workplace.

## Program to Take Measures to Secure Municipality Disability Welfare Personnel

By providing support for disability welfare human resource measures taken by the municipalities, the TMG secures, develops and retains the disability welfare personnel who will support the community.

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

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

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, and additional acquisitions in more advanced categories in an aim to secure and retain staff.

## Support Program for Offices to Secure and Retain Disability Welfare Personnel

The program reduces workload of administrative personnel through improvement of work efficiency and digital transformation, sends experts capable of giving advice on recruiting and human resource development, and consequently supports offices in securing and retaining personnel.

## Support Program to Train Personnel Engaged in Group Homes

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.

## Program to Promote Placement of Rehabilitation Staff in Support Facilities for Persons with Disabilities

In this program, rehabilitation staff from organizations commissioned by the TMG are appointed to facilities to improve the quality of support provided to residential facility users in order to promote the provision of suitable assistance according to users' physical functions as their disabilities progress and they grow older.

## Program to Dispatch Professionals to Improve Support Capability in Facilities Supporting Persons with Disabilities

To improve the capabilities for responding to the increasing age, disease severity and severe behavioral disorders of users in facilities supporting persons with disabilities, the TMG dispatches professionals to enhance the facilities' support capabilities.

## 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.

### Tokyo Metropolitan Program to Train Peer Supporters for Persons with Disabilities

To realize high quality peer support activities, training is given to the persons who work as peer supporters and the administrators of disability welfare service providers.

### Program to Support the Utilization of Digital Technologies in Facilities Supporting Persons with Disabilities

To promote measures to improve the work productivity and the

quality of support provided in the disability welfare field, the TMG supports the introduction of digital technologies to facilities that support persons with disabilities.

### Support Program for Special Residency Support Allowance Granted to Welfare and Long-term Care Staff

Until the national government conducts a necessary review on the system, the TMG supports service providers that pay a special residency support allowance to welfare and long-term care staff. It extends further support for extra payments to less-experienced staff.

## 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 persons (children) with disabilities.

### Subsidization of Medical Expenses of Persons (Children) with Physical/Intellectual Disabilities and Mental Disorders

The TMG provides subsidies for a 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 a part 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.

### 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 Physically or Mentally Disabled (*kyudo shinshin shogaisha teate*) and Welfare Allowance for Physically or Mentally Disabled (*shinshin shogaisha fukushi teate*).

### Dental Care for Persons (Children) with Physical/Intellectual 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.

### Program to Support the Utilization of Child Development Support Providers

Regarding the portion of the fees which have to be paid by users for utilizing child development support providers, etc., the TMG will make this free of charge.

## Consultation regarding Disability Matters and Support for Medical Care and Development, and Others

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

### Welfare Center for the Physically and Intellectually Disabled

This is a consultation/rehabilitation center for physically and 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 service including daily life, employment 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 children (persons) with developmental disorders (autism, etc.) 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

Counselors 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 against 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.

## Mental Health Welfare Consultation Using SNS New

The TMG establishes a mental health welfare consultation desk utilizing LINE to develop a guidance system that can be more easily accessed by the younger generation and others who have concerns about their mental wellbeing.

## Promotion of Abuse Prevention in Psychiatric Hospitals

The TMG has established a special consultation desk to respond to abuse cases in psychiatric hospitals, receive reports on such cases, and provide consultation upon request. Further, to enable psychiatric hospitals to establish a system to prevent, or detect in an early stage, any abuse by hospital staff against an inpatient, the TMG provides lectures to support them to develop the system on their side.

## Program for Inpatient Visiting Support






The TMG trains supporters who will visit psychiatric hospitals to provide general consultations to inpatients under medical care and protection agreed by mayors of municipalities concerning their lives, listen carefully to their experiences and feelings as well as supply them with necessary information, and the TMG takes measures to dispatch these supporters at the request of the inpatients.







## Compensation Information and Consultation Desk regarding Former Eugenic Protection Act

According to the "Act on the Provision of Compensation, etc. to Persons Subjected to Sterilization, etc. based on the Former Eugenic Protection Act", this center receives consultations and accepts invoices to the government when requesting compensation, etc.

## 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. (For more detail on each mark and how to use, etc. contact related organizations.)

	<p><span style="color: #e67e22;">■</span> International Symbol of Access for Persons with Disabilities</p> <p>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><span style="color: #e67e22;">■</span> International Symbol for Blindness</p> <p>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><span style="color: #e67e22;">■</span> Physical Disability Sign (Mark for Physically Disabled Persons)</p> <p>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><span style="color: #e67e22;">■</span> Hearing Impairment Sign (Mark for Hearing Impaired Persons)</p> <p>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><span style="color: #e67e22;">■</span> Ear Mark</p> <p>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><b>Assistance Dog Mark</b></p> <p>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><b>Ostomate Mark</b></p> <p>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><b>Heart Plus Mark</b></p> <p>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><b>Symbol mark to raise awareness and educate about "white cane SOS signal"</b></p> <p>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>
	<p><b>Sign Language Mark</b></p> <p>This mark indicates that a hearing-impaired person is seeking consideration of communication using sign language. The mark is also used at the counters, etc. of local governments, private sector institutions, and transportation facilities to indicate that responses can be given using sign language.</p>
	<p><b>Communication by Writing Mark</b></p> <p>This mark indicates that a person with hearing or voice function impairments is seeking consideration of communication by writing. The mark is also used at the counters, etc. of local governments, private sector institutions, and transportation facilities to indicate that responses can be given by writing.</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 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)

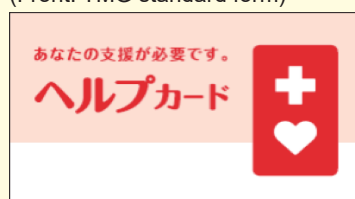


## ◆ Help Card

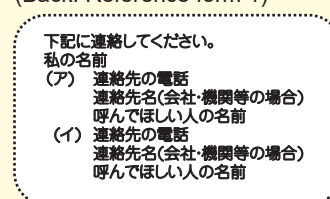
The Help Card, carried by persons with disabilities to request help in times of disaster or at normal times, indicates emergency contact information and the type of assistance required. A standard format was created for unified use in Tokyo. A guideline for municipalities was compiled, outlining key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

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.

(Front: TMG standard form)



(Back: Reference form 1)



## (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 intended for guarantee of living and 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 and 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 healthy and culturally active living as well as to promote self-support for all citizens who are living in poverty by providing the necessary public assistance according to the level of poverty, as the rights of citizens 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, Labour 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.

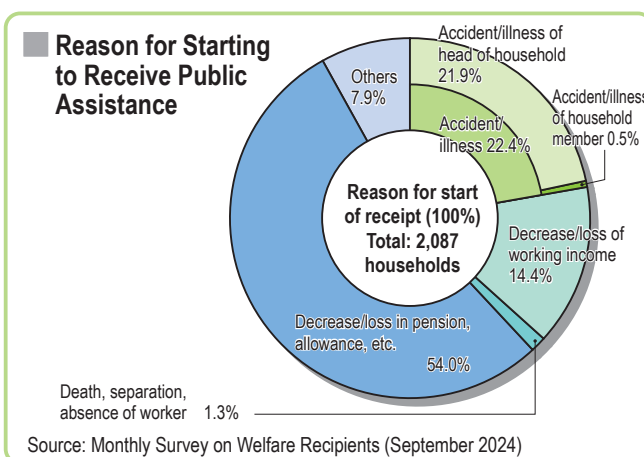
#### <Current Status of Public Assistance>

A total of 273,258 Tokyo residents in 230,167 households receive public assistance, at a rate of 19.3‰ (per one thousand people) in Tokyo (as of September 2024).

The classification by type of household shows the elderly households accounting for the highest 53.5% of the total, followed by households with illness, injury or disability at 25.9%, other types of households at 17.7%, and single-mother households at 3.1%. Single-person households also account for a large 86.1% of the total (as of September 2024).

#### Consultations and Application for Public Assistance

Persons in need of public assistance, persons under obligation to support the person, families living in the same household, or adult guardians 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 Free or Low-cost Lodging Facilities

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

#### Improvement of Living Environment at Free or Low-cost Lodging Facilities

The TMG offers guidance and advice on the operations of free or low-cost lodging facilities including the sizes and structures of the free or low-cost lodging facilities, the methods of providing welfare services and responding to complaints from facility residents, based on the “Tokyo Metropolitan Government Ordinance on Standards for Facilities and Operation of Free or Low-Cost Lodging Facilities”.

#### Certification of “Daily Life Support Residence Facilities”

Daily life support residence facilities are ones for “public assistance recipients” who make it difficult for them to live in housing by themselves, allowing management of an independent daily life and social life according to that person’s circumstances. Among the free or low-cost lodging facilities satisfying certain requirements such as compliance with the lowest standards and increased stationing of staff, the TMG certifies them.

## 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

Municipalities provide a fixed-term benefit equivalent to the apartment rent for persons who have lost or may lose their homes because of their jobless situation or the situation equivalent to being jobless due to less opportunities to acquire income as a result of business suspension.

In addition, provides the relocation costs for persons suffering a significant reduction in income and facing financial difficulties, who have been recognized as needing to relocate to improve their family financing.

**(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 living support

Provides accommodations, food and clothing for a fixed term for those who do not have housing.

Additionally, also monitors the condition of persons who are utilizing shelters, etc. and those having difficulties in their housing and supports their livelihoods for certain periods.

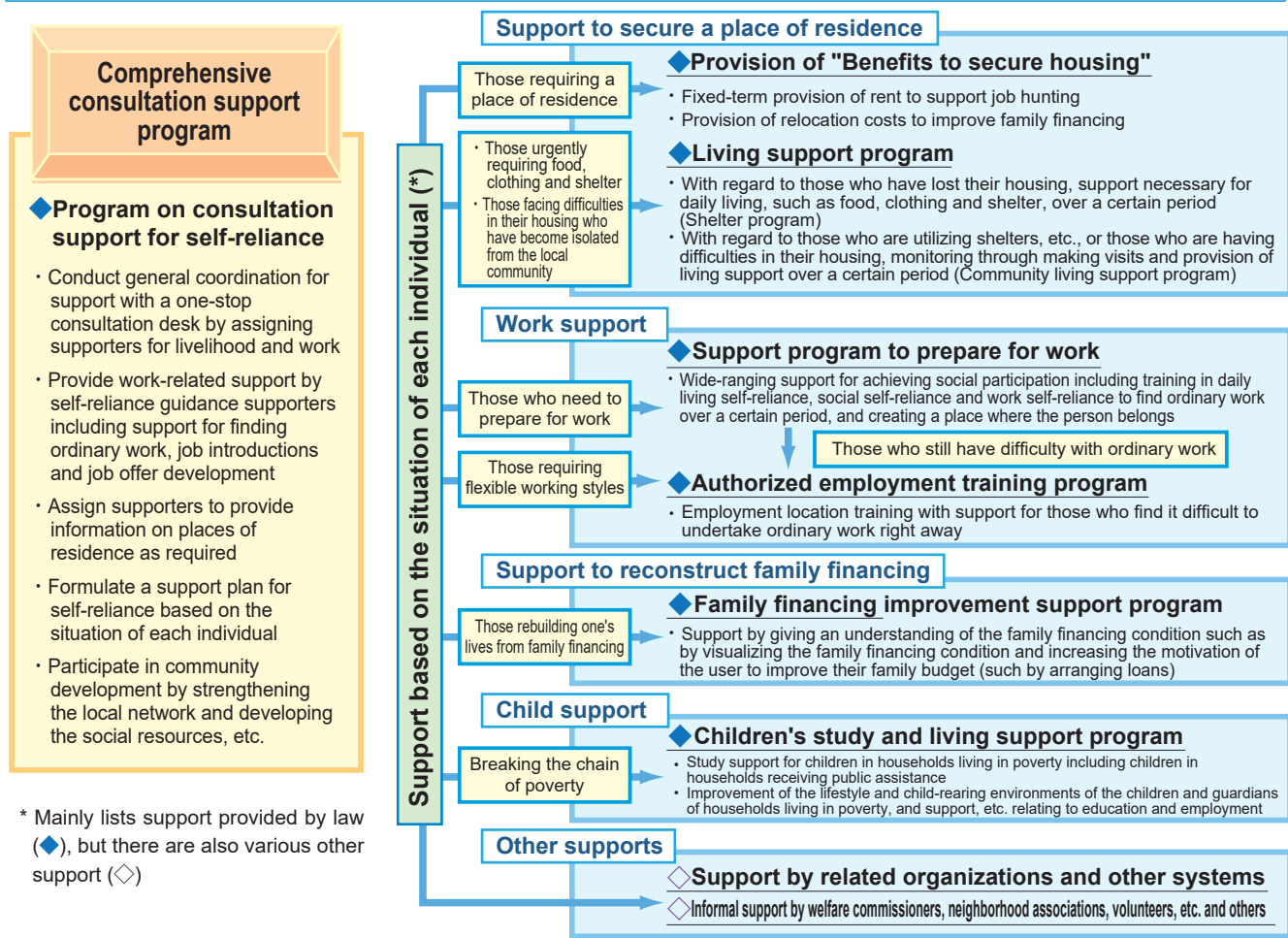
##### 3. Program for support on family financing consultation

Provides support aiming to give an understanding of the family financing situation and increase motivation to improve the family budget, arranges loans, etc.

##### 4. Program for study and living support for children

Provides study support and improvement of living habits and child-rearing environments for children of families living in poverty, and advice to guardians on further schooling, etc.

## New System to Support Persons Living in Poverty to Gain Self-reliance



Consultations and applications relating to the description above are handled by the nearest ward office or city office, while consultations for residents of municipalities are provided by the Nishi-Tama Welfare Office and each branch office.

## Loan Programs for Social Welfare Fund

Loans and necessary counseling support are provided for households with low income or with persons with disabilities 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 such as unemployment.

### 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

Loan Program to Support Self-reliance of Children Who Have Left Children's Protective Care Facilities

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 children's protective care facilities and seek schooling or employment.

## Support Program for Persons who have Withdrawn from Society

In addition to establishing a consultation desk for persons who have withdrawn from society and for their families, the TMG conducts activities such as holding lecture meetings, distributing leaflets, and implementing advertising projects to increase public awareness. It also supports municipalities that develop systems offering seamless support in local communities.

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

For elderly or disabled individuals who committed a crime, and who need social welfare assistance, consistent consultation support is provided while the person is in physical restraint imposed through criminal procedures or protective measures and until the person is released, through coordination and cooperation with criminal justice and welfare agencies and other bodies involved 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, the TMG promotes effective measures in cooperation with the state and municipalities.

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

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, TMG aims to improve the support given to children in their studies and living, 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 temporarily usable housing, 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.

### Support for Food Pantries

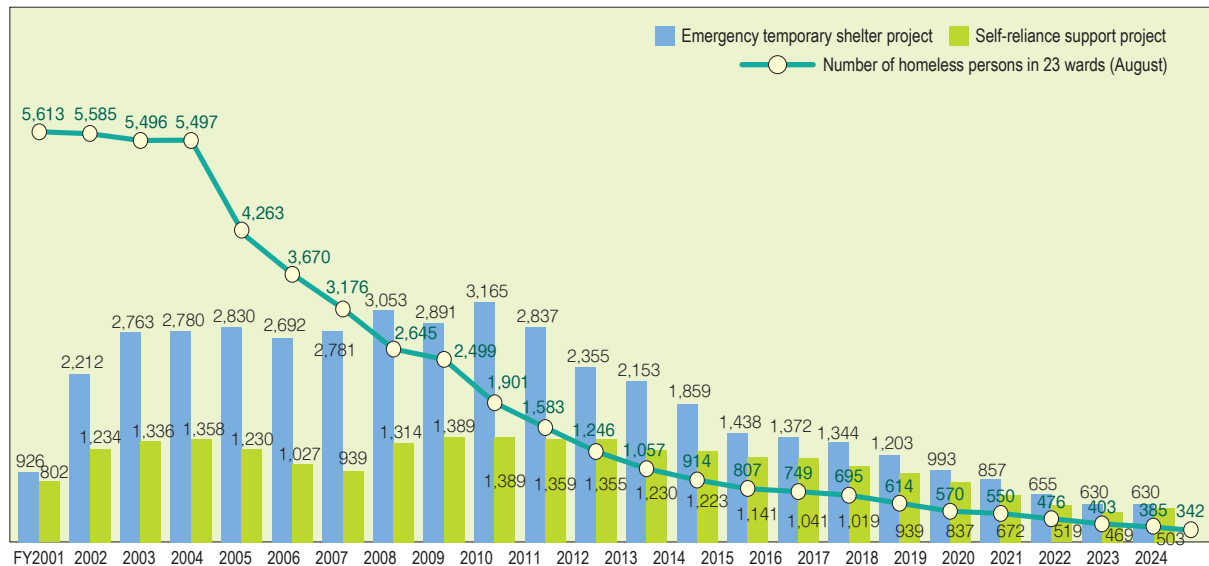
The TMG supports municipalities that provide a "Food Pantry (place to relay food)" in a community of residents, in order to provide food to persons living in poverty and connect them with appropriate consultation and support agencies, etc. by surveying their living conditions and problems. Additionally, it supports municipalities that enhance the support system in the community by providing food to persons living in poverty through promotion of cooperation between food pantry providers.

Even in the situation where food prices are rising, it supports municipality social welfare councils, private organization, etc. which provide food to persons living in poverty and conduct activities to connect persons living in poverty with appropriate consultation and support agencies.

## 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.

■ Number of Users by Program & Number of Homeless Persons in 23 Wards



Source: "Survey for the Number of Homeless Persons" compiled by the Bureau of Social Welfare  
 Note: The Emergency Temporary Shelter Centers conducting the Emergency Temporary Shelter Project was being consolidated with Self-reliance Support Centers since FY2010, and has been abolished after the consolidation completed in FY2012.

### 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 FY1999. The survey in August 2024 showed 342 homeless people, a drop of 43 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 builds a system to support self-reliance of the homeless through cooperation with special wards, to provide independence support that addresses early reintegration into society.

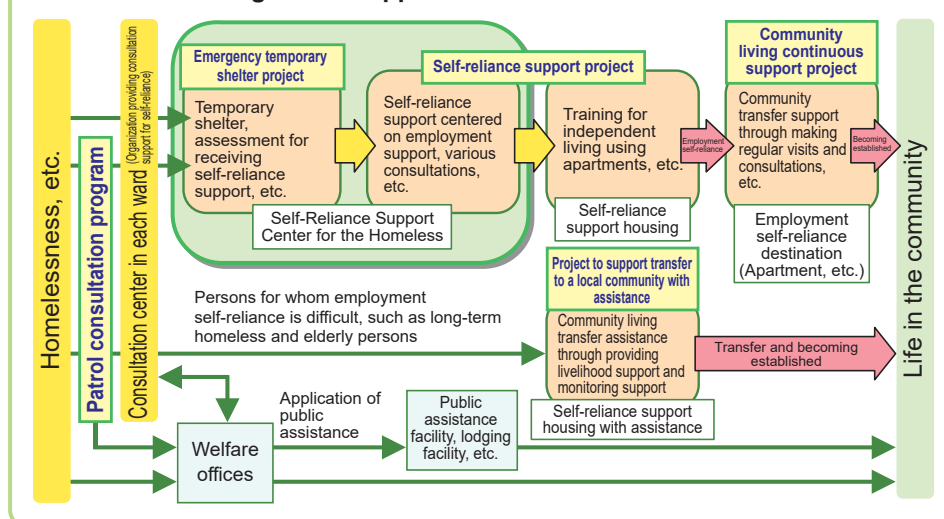
#### ○ Emergency Temporary Shelter Project (Recovery of Physical and Mental Health and Assessment)

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)

To encourage self-reliance through employment, self-reliance support programs accept persons from the emergency temporary shelter project for a six-month stay during which consultations on living, health, and employment coordinated with "Hello Work (Public Employment Security Offices)" are offered.

■ Overview of Program to Support Homeless Persons



### 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

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 simple lodging facilities in the Sanya Area is less than one fourth what it was at its peak. The aging of the population in Sanya Area is progressing, and the average age is over 67. More people are receiving public assistance.

### 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 Iwo-to.

### 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 FY2008, 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, necessary materials for babies and toddlers such as dry milk, liquid baby formula and baby bottles are stocked at the TMG and will be quickly provided to municipalities in case of disaster.

In addition, the TMG has concluded agreements with private-sector companies to gain their cooperation and support for procuring goods in disasters, so that if a disaster does occur liquid baby formula is urgently procured and provided to municipalities.

### Livelihood Support for Disaster Victims

As support for those who have suffered severe losses in natural disasters, the TMG operates Life Reconstruction Preparation System for households with difficulties in reconstructing their life. It also offers Disaster Support Loan to reconstruct the life 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 the Bureau of 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 People who Need Special Care

The TMG provides support for developing an evacuation system for people who need special care 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.

## Creating 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 when building new facilities or modifying existing facilities. Furthermore, the TMG provides “Certificate of Maintenance Criteria for the Creation of Welfare City” upon request for Metropolitan Facilities that meet the criteria.



Certificate of Maintenance Criteria for the Creation of Welfare City

### 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” (FY2024-FY2028) was formulated, and the TMG is working together with municipalities, businesses, Tokyo residents and others to actively promote measures to develop a welfare city.

### Promotion for the Creation of a Welfare City

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

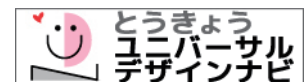
Besides the development of the facilities conforming to the TMG Ordinance for the Creation of the Welfare City, the TMG supports the initiatives taken by municipalities according to the situation of the community in terms of both hardware and software such as awareness building and education on a “barrier-free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

### Program to Gain Understanding of the Barrier-free Mindset

To practically lead to the spread of understanding among Tokyo residents and realize an inclusive city in which the barrier-free mindset has become established, the TMG disseminates and raises awareness utilizing websites, handbooks and other leaflets, promotes the appropriate use of car parking lots for persons with disabilities, etc., cooperates with “Barrier-free Mindset Supporting Companies” which strive to educate their employees, and holds competitions to design public awareness posters.

### Tokyo Universal Design Navigator

The TMG has established a portal site which offers integrated universal design information and barrier-free access information relating to facilities and public transportation in the metropolitan area so that all people including the elderly and persons with disabilities can easily access necessary information when they go out.



### Promotion of Universal Communication Technologies

Looking ahead to the upcoming Tokyo 2025 Deaflympics, The TMG promotes initiatives of municipalities for building a “barrier-free” environment in terms of information accessibility, taking advantage of latest digital technologies for universal communication.

## Securing, Retention and Development of Human Resources

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

### Designation 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 are listed on the website.

### Designation of Development Training for Care Attendants

The TMG designates organizations to conduct training courses to develop care attendants, home care workers and transportation support workers. The training courses designated by the TMG are listed on the website.

### Tokyo Welfare Human Resources Center

As the central site for securing, developing and retaining welfare-related human resources, the Center conducts various initiatives, from offering consultation on employment and job placement services in the welfare field, to providing support to ensure that persons engaged in welfare-related work can continue working with security and building public awareness to expand the range of welfare-related human resources.

#### ○ Securing Welfare-related Human Resources

Mainly offering free job placement services in the welfare-related field, the center organizes joint job forums and interviews, provides career counseling by specialist consultants, and organizes seminars, etc. that are helpful for job hunting.

#### ○ Support for Retaining Welfare-related Human Resources

A consultation desk has been established to allow people engaged in welfare work to seek advice regarding workplace troubles or concerns that they may have. In addition, workshops regarding mental health, etc. are held.

#### ○ Support for Developing Welfare-related Human Resources

In addition to dispatching training instructors to small and medium-sized welfare facilities and workplaces, advice is offered to facilities and workplaces to enable them to plan and implement their own workplace training.

#### ○ Awareness Building and Education for Securing Welfare-related Human Resources

The Center will increase interest in welfare-related work by providing work experience at welfare facilities for junior and senior high school students, visiting schools for seminars, and distributing videos to elementary, junior and senior high school teachers that highlight the appeal and importance of welfare-related work.

### Campaign to Improve the Image of Welfare-related Work

With the aim of increasing public interest in and attention to welfare-related work, the TMG is developing campaigns which convey the attractiveness of welfare-related work by practically utilizing online and social media advertising, etc.

### 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 engages in care work for five years at a social welfare facility. Loans are provided by the Tokyo Welfare Human Resources Center.

#### ○ 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 engaging in care work for two years at social welfare facilities are exempted from repayment of these loans. Loans are provided by the Tokyo Welfare Human Resources Center.

#### ○ Program to Lend Support Funds for Finding Employment in the Care and Disability Welfare Fields

For persons who have completed a certain amount of training and aim to newly find employment in the care and disability welfare fields from other industries, the TMG lends the necessary funds. In cases where the persons engage in care work at social welfare facilities for two years, they will be exempted from repaying the loan. Loans are provided by the Tokyo Welfare Human Resources Center.

#### ○ Program to Lend Funds for Studying at High Schools Offering Welfare-related Subjects

For persons who are currently studying in high schools offering welfare-related subjects and have the intention to seek employment in care work in the metropolitan area after graduating, the TMG lends the necessary funds. In cases where the persons engage in care work at social welfare facilities for three years after graduating, they will be exempted from repaying the loan. Loans are provided by the Tokyo Welfare Human Resources Center.

#### ○ Program to Lend Funds as Loan Refund Allocations for Studying at High Schools Offering Welfare-related Subjects

Persons who received loans of funds for studying at high schools offering welfare-related subjects and who entered work after graduating in fields other than care work, such as in disability welfare, will receive a supplementary allocation as a refunded amount corresponding to the same amount as the funds borrowed for studying at the high school offering welfare-related subjects. In cases where the persons engage in work at social welfare facilities in fields other than care work, such as in disability welfare, for three years after graduating, they will be exempted from repaying the loan. Loans are provided by the Tokyo Welfare Human Resources Center.

### Provision of Information using the “Fukumusubi” Website

Persons who are interested in welfare-related workplaces are encouraged to register “My Page” on the Portal Site “Fukumusubi” (TMG information bank system for welfare-related personnel). This site provides information about staff recruiting and the workplace environments of welfare service providers, together with support measures relating to the acquisition of qualifications offered by TMG and municipalities, and information about training and events.

### Publication of Statements on Tokyo’s Comfortable Welfare Workplace Environments

The TMG coordinates workplace environments based on guidelines for ease of work, publishing information on welfare service providers that implement the “Statement regarding a Comfortable Welfare Workplace” with the aim of securing welfare personnel.



## Workplace Experience Program to Challenge Welfare-related Employment

Providing a series of assistance in the phases of workplace experience, matching, employment, and retention, the TMG promotes employment of people with no work experience in welfare services and retention of employees in a manner satisfying the needs of both job seekers and employers.

## Program to Promote Reemployment of Qualified Persons

**New**

The TMG supports reemployment of qualified persons through conducting detailed matching and reskilling training by employment support advisors.

## 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 persons with disabilities, 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 volunteers also take the role of commissioned child welfare volunteers. 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 total number of Tokyo metropolitan commissioned welfare volunteers and commissioned child welfare volunteers is 10,361, including 785 chief commissioned child welfare volunteers (as of December 2022).

The houses of these volunteers are marked with a blue doorplate.



Doorplate showing Commissioned Welfare Volunteer/Commissioned Child Welfare Volunteer

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

The TMG supports municipalities which are implementing activities that contribute to the development of the environment for conducting commissioned welfare volunteer/commissioned child welfare volunteer activities. These include the stationing of assistants to commissioned welfare volunteers/commissioned child welfare volunteers who cooperate with the commissioned welfare volunteers/commissioned child welfare volunteers in each community, the establishment and operation of a framework for mutually supporting team systems, etc. and the creation of pamphlets and activity manuals, etc.



Mascot character Minji

## Project to Establish a Regional Support Stations

To stimulate links between citizens in the same communities and develop locations that create awareness for resolving community issues, the TMG supports municipalities that work to establish multi-generational interchange bases where citizens can meet with each other regardless of generation or attributes.

## Tokyo Metropolitan Council for Promotion of Securing Welfare Human Resources

At the council participated by welfare-related organizations and others, the TMG discusses a course of actions to be taken for securing, training, and retaining welfare staff and examines specific plans in line with the course, and will utilize the findings to promote its measures and create a movement to actively provide information on attractiveness in human resources engaged in welfare services.

# (5) Securing Health and Medical Care Service Systems

The TMG has been striving in the improvement of emergency medical care and in-home medical care and establishment of local medical care system where residents can receive appropriate medical services for their symptoms and actively participate in their medical care, aiming at the realization of patient-oriented, safe and secure medical care that is available 365-days and 24-hours.

## Current Status of Medical Facilities

In the Metropolitan area, there are medical facilities of various sizes and capacities, ranging from the best university hospitals in Japan, which offer cutting-edge medical care, to community-based clinics providing close-to-home care.

■ Number of Medical Facilities  
(October 1, 2023)

Source: Ministry of Health, Labour and Welfare "2023 Survey on Medical Institutions" and "2023 Report on Hospitals"

		(Actual numbers)			Rate (per 100,000 people)		
		Nationwide	Tokyo		Nationwide	Tokyo	
			Total	Wards		Total	Wards
Breakdown	Number of hospitals (locations)	8,122	637	423	6.5	4.5	4.3
	Number of hospital beds (beds)	1,481,183	125,457	79,425	1191.1	890.7	811.8
	General beds (beds)	882,862	82,361	60,468	710.0	584.7	618.0
	Long term care beds (beds)	273,745	21,864	12,647	220.1	155.2	129.3
	Beds for mental patients (beds)	318,921	20,665	6,122	256.5	146.7	62.6
	Tuberculosis beds (beds)	3,744	422	89	3.0	3.0	0.9
	Infectious disease beds (beds)	1,911	145	99	1.5	1.0	1.0
Number of general clinics (locations)		104,894	14,894	11,628	84.4	105.7	118.8
Number of dental clinics (locations)		66,818	10,608	8,263	53.7	75.3	84.5
Average number of out-patients per day (persons)		1,233,703	125,413	94,599	992.1	890.3	966.9
Average number of in-patients per day (persons)		1,123,654	92,441	56,797	903.6	656.3	580.5
Bed occupancy rate (%)		75.6	73.7	71.6			

## Tokyo Metropolitan Health and Medical Care Plan

The “Tokyo Metropolitan Health and Medical Care Plan (revised in March 2024)” (covering the period between FY2024 and FY2029) has been defined as a basic and integrated plan that clarifies the TMG’s health and medical care plan.

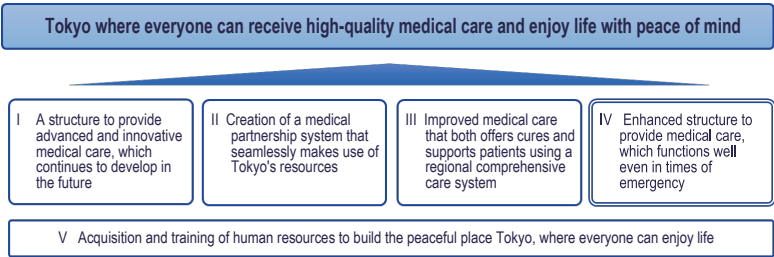
In the course of formulating the plan, the medical care in the event of spreading of a newly emerging infectious disease was added in line with the Medical Service Act revised in 2021. Further, the plan combines the “The Tokyo Metropolitan Outpatient Medical Plan” and the “The Tokyo Metropolitan Securing Doctors Plan” formulated in March 2020 and describes initiatives concerning cooperation among health care, medical care, and welfare services in line with other plans.

### Basic Points and Principles of the Plan

The 7th Plan (March 2018) has been promoting initiatives toward achieving the basic principle “Tokyo where everyone can receive high-quality medical care and enjoy life safely” and four basic objectives.

In the new 8th Plan, a new basic objective based on the experiences and lessons from the COVID-19 pandemic, wide-scale disasters, etc. is added to the existing four, toward achieving the basic principle. The fifth objective is “Enhanced structure to provide medical care, which functions well even in times of emergency”.

\* The “times of emergency” as used in the Plan refers to outbreak and spread of newly emerging infectious diseases and large-scale natural disasters.



■ Health Care Zones

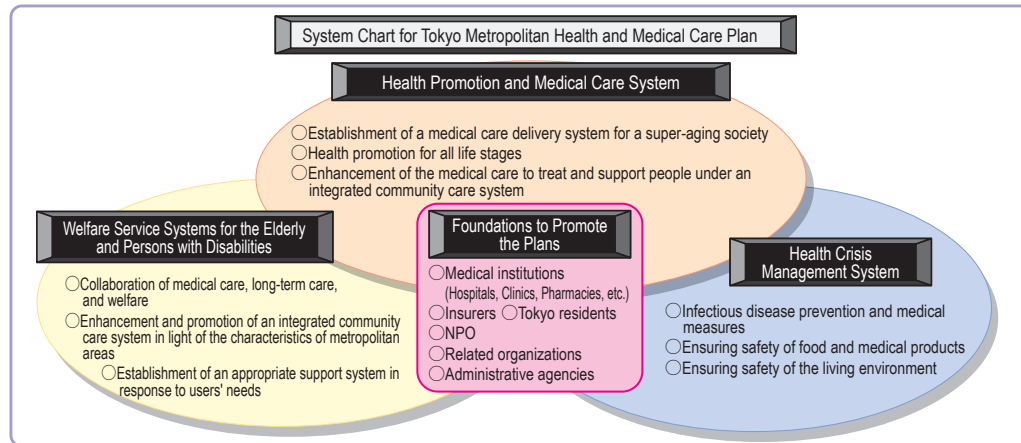
In order to carry out effective health and medical care policies, the TMG has set up primary, secondary and tertiary health care zones as geographical units to allocate health and medical care resources appropriately.

Primary	Basic zones for providing community-based health and medical care services (= Municipalities)
Secondary	Units where comprehensive health and medical care services are provided to all Tokyo residents in which appropriate number of hospital beds are secured for medical care for inpatients other than those who require special medical care services (criteria for calculating the number of necessary hospital beds for inpatients requiring long-term treatment and for general inpatients). In these zones, a functional coordination among medical institutions and with expert health care service providers
Tertiary	Special medical care services in these zones. Health and medical services for all Tokyo residents are also secured (throughout the entire Tokyo area)

## Course of Actions and Promotional Bodies

To achieve a high-quality, safe, and secure health and medical care system, the TMG provides health and medical information from the perspective of Tokyo residents. In addition, medical institutions, administrative agencies, and Tokyo residents, as bodies promoting the Plan, play their respective roles to promote health throughout all life stages and to secure a seamless medical collaboration system from acute stage and recovery stage to home care.

Furthermore, the TMG is enhancing the system where two elements mutually support each other: the provision of consistent services in the areas of health, medical care, and welfare, and the system to protect Tokyo residents from health crises.



## System for Promoting the Plan

The progress of the Plan and benchmarks are evaluated and examined by councils established for each disease and project. Status is evaluated and examined on a regular basis by the “Tokyo Metropolitan Health and Medical Care Plan Promotion Council”, comprising medical care service providers such as doctors and nurses, medical care service receivers, and academic experts.

Furthermore, promoting the differentiation in facility functionality and collaboration and in-home medical care is discussed by the “Coordination Committee for Regional Medical Care Plan”, comprising regional medical institutions, related medical organizations, insurers, municipalities, etc.

## Provision of Medical Information

The TMG provides information about medical institutions and provides support in which active provision of information by medical institutions is promoted so that the residents (patients) have sufficient information to identify desired medical service.

### Tokyo Metropolitan Health and Medical Information Center

The Tokyo Metropolitan Health and Medical Information Center has been established as a general center to handle consultations on medical issues and provide information about medical institutions.

#### ○ Medical Information Net (Navi) System (National Database System)

In line with the Medical Information Provision Program, the information received from medical institutions in Tokyo is disclosed on the Internet.

#### ○ Tokyo Medical Institution Information Service “HIMAWARI”

Expert counselors answer to requests for advice and inquiries from metropolitan residents, concerning health care, medical care, and welfare.

The service also offers information about medical institutions through telephone and facsimile.

#### ○ Medical Information Service in Foreign Languages (Available languages: English, Chinese, Korean, Thai and Spanish)

Counselors offer non-Japanese residents information on medical institutions where medical services in foreign languages are available.

### Medical Information Navigation for Reassurance in Everyday Life

Information is provided through pamphlets and the website to ensure correct understanding on how to receive emergency care and consultation services, along with details on medical costs for hospitalization, and proper use of medical institutions.

#### Tokyo Children’s Medical Care Guide

The Tokyo Children’s Medical Care Guide is a website that provides basic knowledge on illnesses and how to treat injuries for children between ages 0 to 5.

## Medical Care for International Patients

In order to cope with an increasing number of international patients, the TMG supports medical institutions that make efforts to enhance the system for accepting international patients. In addition, the TMG strives to provide medical information to international patients effectively.

### Support for Medical Institutions

In order to promote coordination of the system for accepting international patients at medical institutions, the TMG supports medical institutions that prepare brochures for international patients and materials provided in the institutions in multiple languages. The TMG also provides training for medical institutions on how to respond to international patients and a telephone interpreting service for emergencies.

#### ○ Emergency Interpretation Service for Medical Institutions (Available in English, Chinese, Korean, Thai, Spanish, French, Vietnamese, Nepali, and Tagalog)

An interpreting service through telephone and videos is offered to registered medical institutions that have patients in an emergency condition and cannot implement the appropriate treatment due to their insufficient Japanese skills.

English/Chinese

24 hours a day, 7 days a week

Korean/Thai/Spanish/French/Vietnamese/Nepali/Tagalog

Weekdays from 5:00 p.m. to 8:00 p.m.

Holidays, etc. from 9:00 a.m. to 8:00 p.m.

### International Patient Measure Supporting Portal Site for Medical Institutions

The TMG has established an “International Patient Measure Supporting Portal Site for Medical Institutions” which includes a variety of useful information for responding to international patients.

### Provision of Medical Information

Re-posted (P. 54)

### Establishment of a Council relating to the Medical Treatment of International Patients

The TMG has established a council formed from organizations related to medical institutions, accommodation facilities and administrative institutions, and enhances the medical service provision systems to ensure that international patients can have consultations at medical institutions in response to their conditions with peace of mind.

## Improvement of Health and Medical Care Service Systems in the Community

With the increasing and diversified demand for medical care services, the TMG has been addressing the establishment of a medical service provision system in communities by supplementing and maintaining medical services running short in local areas in quantity, quality and function.

### Establishment of Medical Cooperation System for Diabetes

The TMG is promoting consistent measures against diabetes, from prevention to treatment, through developing medical institutions which are capable of delivering specialized medical treatment for diabetes, working to prevent complications, and building cooperation in medical care between hospitals and clinics in the community.

### Rehabilitation System

The TMG supports the rehabilitation system in communities through training for rehabilitation workers at regional rehabilitation support centers (designated in each secondary health care zone) as well as the establishment of Tokyo Metropolitan Rehabilitation Hospital, which is a medical institution specialized in the rehabilitation system. It will also support efforts to secure rehabilitation wards for convalescing patients.

### Development of Artificial Neuronal Connection

The Tokyo Metropolitan Institute of Medical Science conducts clinical research in order to newly develop ways to connect nerves and methods of stimulation which match disease states utilizing uniquely developed “Artificial Neuronal Connections (ANC)” in an aim to recover the physical functions of spinal cord injury patients and stroke patients.

### Promotion of Dental Care and Healthcare Programs

To promote regional dental care and healthcare programs, the TMG works on raising awareness on the needs of daily oral care suitable for various life stages and family dentists. It also operates Tokyo Metropolitan Center for Oral Health of Persons with Disabilities, and supports acquisition and maintenance of dental and medical equipment for medical institutions that practice dental procedures on persons with disabilities under whole-body control and that provide in-home dental care.

The TMG also takes initiatives in improving actions taken by itself, municipalities, and organizations concerned to enhance dental care and healthcare activities at times of large-scale disasters.

### Emergency Support Program for Maintaining Local Medical Care

**New**

In addition to maintaining hospital beds to ensure the certain admission of the elderly, the TMG supports hospitals which promote the acceptance of pediatric, obstetrical and emergency medical treatment.

Further, support money is granted urgently and provisionally based on the present situation, and support is provided for private hospitals.

## Enhancement of In-home Medical Assistance Systems

These systems offer an in-home medical care environment ensuring that all people can live in their communities in safety and with peace of mind, even when they need medical and nursing care.

### Ensuring an In-home Medical Care Environment in the Community

To promote cooperation to realize seamless medical and long-term care in the community, the TMG provides support for activities depending on the actual situations in municipality communities, such as by securing backup beds at hospitals and developing a 24-hour support system through information sharing and mutual cooperation between medical care and long-term care staff. Further, by utilizing a common portal site for smoothly sharing patient information, the TMG promotes cooperation among health care staff, medical care staff, and welfare-related staff utilizing digital technologies and wide-ranging cooperation between hospitals in the community.

### Train and Secure Human Resources Engaged in In-home Medical Care

#### ○ Training for Human Resources Engaged in In-home Medical Care

The TMG conducts training of in-home medical care leaders who play key roles in promoting in-home medical care in the community.

#### ○ Initiatives to Promote Entry into In-home Medical Care

For doctors at clinics who have not started an in-home medical care service, the TMG organizes seminars on in-home medical care

to promote their entry. In addition, it secures and trains personnel who provide in-home medical care services for children by providing training to in-home medical care doctors and other pediatric care professionals.

### Promoting a Smooth Transition to Life with In-home Medical Care

The TMG promotes activities of medical institutions that assist with hospital admissions and discharges, in order to develop an environment where inpatients can transition to a life with in-home medical care without feeling anxiety. It also further promotes collaborations and information sharing among medical institutions to which patients are admitted and regional medical and long-term care staff from (before) the time of admission. In addition, it promotes mutual understanding among medical institutions to which patients are admitted and regional health care staff, medical care staff, and welfare-related staff.

### Program to Promote Advanced Care Planning (ACP)

In order that metropolitan residents can receive their desired medical care and long-term care, the TMG provides Tokyo residents with ACP information and conducts training relating to ACP to improve the practical skills of medical care and long-term care staff.

## Measures against Cancer

### Tokyo Metropolitan Plan to Promote Cancer Control Programs

The “Tokyo Metropolitan Plan to Promote Cancer Control Programs (Phase 3 revision)”, which is a comprehensive plan to counteract cancer in Tokyo, was formulated in March 2024 to cover the period FY2024 to FY2029. The plan forecasts the accelerated aging of Tokyo residents and the diversified needs of cancer patients, and therefore calls for enhancement and strengthening of cancer control measures.

Further, the TMG coordinates the division of roles and cooperation among core hospitals to achieve sustainable provision of cancer care, and improves support for patients and their families at various life stages, including children, people in the AYA generation\*, and the elderly.

(\*) AYA generation stands for Adolescent and Young Adult generation, and mainly refers to those between the ages of 15 and 39.

### Coordination of Structures to Deliver Cancer Treatment

In order to provide high-level cancer treatment to all residents, the TMG comprehensively addresses specialized treatment, palliative care, medical collaboration, etc. at the hospitals including “Designated Cancer Hospitals in Japan”, “Designated Cancer Hospitals in Tokyo” with cancer treatment skills as high-level as the ones designated by the national government, “Designated Cancer Cooperation Hospitals in Tokyo” with high-level cancer treatment skills for specific parts of the body.

In addition, the TMG focuses on enhancement of systems for coordination and cooperation in medical care and improvement of consultation support systems through development of a medical coordination network involving the Designated Cancer Hospitals and Designated Pediatric Cancer Hospitals, to achieve higher cancer care standards for pediatric and AYA generation cancers.

## ■ Tokyo Metropolitan Plan to Promote Cancer Control Programs

**[Overall Goal] To promote the cancer control for all the Tokyo residents and aim to overcome it with them**

**Objective in “cancer prevention”**  
Enhance measures for the prevention and early detection of cancer based on scientific evidences

#### I Measures for “cancer prevention”

- Promote measures to reduce cancer risks (primary cancer prevention)
  - Promotion of measures related to lifestyle and living environment
    - Smoking and passive smoking
    - Diet, physical activities, etc.
  - Promotion of measures related to prevention of cancers caused by infectious diseases
    - Raising public awareness on hepatitis virus and improvement of the testing system
    - Prevention of cancers caused by HIV
- Promote measures for early detection of cancers (secondary cancer prevention)
  - Promotion of measures related to raising a cancer screening rate
    - Improved support for institutions concerned
    - Promotion for raising public awareness on taking a screening test
  - Implementation of cancer screening based on scientific evidences and promotion of measures related to quality improvement
    - Implementation of cancer screening based on scientific evidences and improvement of its quality
    - Improved support for appropriate offering of the screening at work sites

**Objective in “cancer treatment”**  
Deliver patient-oriented and sustainable cancer treatment

#### II Measures for “cancer treatment”

- Enhance delivery of cancer treatment
  - Enhancement of the structure to deliver medical care in core hospitals for adults and children
    - Coordination and clarification of the roles divided among the designated cancer hospitals
    - Improvement of medical facilities to deliver particle-beam radiation therapy
  - Enhancement of the structure to deliver cancer treatment in regional medical institutions
    - Promotion of establishing a cooperation system in a secondary health care zone
- Deliver seamless palliative care to a patient diagnosed with cancer
  - Enhancement of the structure to deliver palliative care in Tokyo
    - Understanding of pains and suffering over time since when a patient is diagnosed with cancer and promotion of appropriate care to the patient
    - Enhancement of support when a patient is diagnosed with cancer
  - Improvement and enhancement of human development for staff engaged in palliative care
  - Promotion of correct understanding in palliative care among Tokyo residents
- Address matters specific to cancer treatment for child patients and patients in the AYA generation
  - Matters associated with patients in the AYA generation
    - Promotion of collaboration between adult and pediatric treatment areas
  - Matters common to pediatric cancer patients and cancer patients in the AYA generation
    - Promotion of long-term follow-ups
- Address matters specific to cancer treatment for the elderly
  - Promotion of cooperation between medical institutions and care service providers

**Objective in “living with cancer”**  
Establish inclusive communities where patients can live with peace of mind and respect

#### III Measures for “living with cancer”

- Enhance counseling support services
  - Cancer Counseling Support Center
  - Self-help patient groups and patient support groups
  - Peer support and patient salons
- Enhance information provision
  - Promotion of effective information provision through the Tokyo Metropolitan Portal Site of Cancer
- Address the social issues
  - Support for achieving a balance between cancer treatment and work
  - Addressing the social issues other than work
    - Appearance care
    - Reproductive function conservative treatment
    - Measures against suicide
- Support for cancer patients and their families in response to each life stage
  - Pediatric cancer patients and cancer patients in the AYA generation
    - Enhancement of support for in-home medical care
    - Support for people helping their cancer-stricken siblings
    - Support for cancer patients and their families rearing their children
  - Cancer patients between around aged 40 and 64
    - Support for achieving a balance between cancer treatment and work
    - Support for cancer patients with nursing care
  - Cancer patients over aged 64
    - Support for cancer patients with nursing care

#### IV Measures for “infrastructure development”

- Promote cancer registration
- Promote cancer research
- Promote an accurate understanding of cancer
- Promote participation by cancer patients and Tokyo residents

The TMG is also training healthcare providers about palliative care to establish a system that provides seamless palliative care, wherever patients live, from the early stages of treatment to medical care at home, and is striving to develop a system in which cancer patients can receive palliative care in the regions where they are accustomed to living.

### Establishment of a System for AYA Generation Patients with Cancers

The TMG establishes consultation and support centers that respond to the particular consultations required by cancer patients of the AYA generation in order to develop a consultation and support system for cancer patients of the AYA generation. Further, the TMG subsidizes the expenses relating to reproductive function conservative treatment for young cancer patients who may incur a reduction in reproductive function or lose the function due to cancer treatment.

To allow young cancer patients to have an improved environment for recuperation, the TMG supports municipalities that subsidize the expenses for home care services, etc. of cancer patients under aged 40 who are not covered by the long-term care insurance system.

### Promotion for Achieving a Balance between Cancer Treatment and Work

To support cancer patients coping with both treatment and work, the TMG increases public awareness for promoting activities in companies for supporting both treatment and work.

### Appearance Care Support

For patients who have concerns about changes in their appearance following cancer treatment or disorders such as alopecia, the TMG supports measures by municipalities to subsidize the costs relating to the purchase of wigs, breast prostheses, etc.

### Training of Peer Supporters for Cancer Patients

By training cancer survivors to be peer supporters and providing cancer patients with consultation support, the TMG ensures to improve the quality of recuperation of the patients and enhance the consultation support system.

### Promoting Research on the Mechanisms of Carcinogenesis and Novel Cancer Immunotherapies

**New**

The TMG promotes research at the Tokyo Metropolitan Institute of Medical Science (TMIMS) to elucidate the carcinogenic mechanisms of intractable cancers -particularly pancreatic, breast, and blood cancers- and to develop new cancer immunotherapies.

### Tokyo Metropolitan Portal Site of Cancer

"Tokyo Metropolitan Portal Site of Cancer" that provides various information on cancer has been launched.

## Enhancement of Emergency Medical Care

The TMG is striving to create an emergency medical care system from initial through to secondary and tertiary care, which provides appropriate medical care promptly at anytime, anyplace, and for all patients in response to each symptom.

#### Primary Emergency Care:

Treatment for patients who do not require hospital admission

#### Secondary Emergency Care:

Treatment for moderately sick patients who require hospital admission

#### Tertiary Emergency Care:

Treatment for patients in critical condition, whose life may be at stake

### Weekend/Holiday/Nighttime Treatment Program

In order to be able to treat patients who require hospitalization (for both surgery and internal medicine) on a 24-hour, 365-day basis, the TMG guarantees access to hospital beds for emergency admissions on holidays and at night.

### Program to Improve Emergency Transportation and Patient Admission

In order to reduce the number of cases in which hospitals are unable to admit patients transported under emergency conditions, the TMG has ensured that staff other than doctors and nurses are in place to handle coordination (Emergency Medical Technician) and are improving our admissions systems.

### Tokyo Children's Emergency Center

There are four facilities designated as Tokyo Children's Emergency Centers, including the Children's Medical Center, as centers that must always accept and provide prompt and appropriate lifesaving treatment, in case of a request to accept a severe emergency pediatric patient under the Children's Emergency Transportation System for patients that are difficult to continue receiving emergency treatment at other medical

institutions. The Centers provides lifesaving treatment, while working as a base for medical care coordination and cooperates with other medical facilities to ensure smooth transfers between hospitals, and also conducts clinical education and training to support hospitals in the area.

### Weekend/Holiday/Nighttime Treatment Program (Pediatric)

During afternoons on holidays and nighttime every day, the TMG ensures availability of emergency hospitals 365 days a year, mainly for emergency pediatric patients requiring hospital treatment. In addition, at hospitals experiencing a concentration of patients including those with mild symptoms, nurses who can conduct triage are assigned to distinguish patients with higher urgency.

### Tokyo Pediatric Medical Care Committee

The TMG is securing and enhancing the pediatric emergency medical care system from initial to tertiary emergency care by establishing a committee comprised of medical institutions, related organizations, and municipalities.

## Regional Pediatric Care Training Project

The TMG aims to improve the standards of emergency pediatric care in regions by creating opportunities for doctors, etc. from clinics and designated secondary emergency medical institutions (pediatrics) in Tokyo to participate in specialist training courses, and by securing the human resources for providing emergency pediatric care in the regions.

## Tokyo Metropolitan Medivac Helicopter Operations Program

In addition to operating helicopters which are equipped with the equipment required for emergency medical treatment and carrying doctors capable of giving emergency medical treatment, the TMG builds systems which cooperate with and utilize neighboring prefectures to improve the survival rate of emergency patients and expand the emergency patient transportation system.

## Establishment of a Countermeasure Promotion Council for Cerebrovascular and Cardiovascular Diseases

Based on the "Tokyo Metropolitan Countermeasure Promotion Plan for Cerebrovascular and Cardiovascular Diseases" formulated in March 2024, the TMG promotes cerebrovascular and cardiovascular disease countermeasures that are completely integrated with the policies of the medical care, long-term care and welfare services, making the best use of Tokyo's advantages.

## ○ Cerebrovascular and Cardiovascular Disease Portal Site Operation Program

The TMG develops a portal site relating to cerebrovascular and cardiovascular diseases and conducts centralized administration of information and a consultation desk to respond to the needs of patients and their families to provide cerebrovascular and cardiovascular disease-related information to Tokyo residents in an easy-to-understood manner.

## ○ Cardiac Failure Support Program

In addition to promoting understanding of cardiac failure and providing a full range of consultations and support for persons related to medical treatment and long-term care in the community, the TMG enhances cooperation and information sharing between related persons and develops systems that enable patients to lead recuperative lives without anxiety in their communities.

## ○ Establishment of Medical Cooperation System for Stroke

The TMG aims to secure a system in which a patient who has a stroke is quickly and appropriately transported to a medical institution handling acute patients, and once the patient is out of the acute period, to establish a system to provide seamless medical and nursing care services in the community from treatment, and recovery to home rehabilitation.

## Tokyo Rules for Emergency Medical Care

To provide prompt and appropriate emergency medical attention, the TMG is promoting efforts under the "Tokyo Rules for Emergency Medical Care", comprised of rules on "Prompt admittance of emergency patients", "Conducting Triage" and "Tokyo Resident's Understanding and Participation".

### ○ Rule 1: Prompt Admittance of Emergency Patients

A system to promptly admit emergency patients will be developed through coordination with emergency hospitals and related organizations, by developing the "Regional Emergency Medical Care Centers" playing the key role of regional emergency care, and by assigning "Emergency Patient Coordinators" at the Tokyo Fire Department to coordinate the admittance of emergency patients across Tokyo.



### Regional Emergency Medical Care Centers

These are medical institutions which coordinate admittance of emergency patients when an emergency medical team is not able to find a medical institution to admit in selection process based on the collaboration system among emergency medical institutions of the region along with the emergency medical team.

### Emergency Patient Coordinators

When admittance is difficult in the region through the coordination of a regional emergency medical care center, they coordinate the admittance across Tokyo.

### ○ Rule 2: Conducting "Triage"

To protect the lives of patients who require immediate medical attention, "triage" to determine the necessity or order of clinical examination will be conducted in various situations in emergency care.

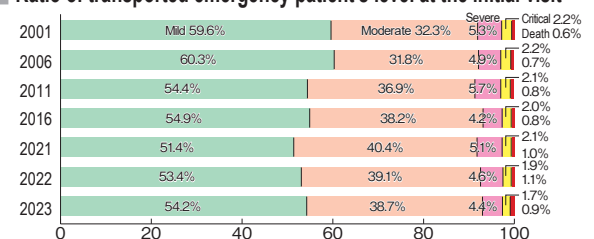


### ○ Rule 3: Residents' Understanding and Participation

In order to protect the emergency medical care system that is an important social resource, the Tokyo residents will try to use the system appropriately.



### Ratio of transported emergency patient's level at the initial visit



## Enhancement of Perinatal Medical Care

The TMG ensures comprehensive perinatal medical care system to provide efficient care in communities corresponding to various risks during pregnancy, labor and neonatal so that people can give birth to and raise children with peace of mind.

### Securing the Functions of Perinatal Medical Care Center

The TMG supports the management of the perinatal medical care centers that have NICU (Neonatal Intensive Care Unit) and ability to respond appropriately in emergency situations for the pregnant women or women in labor with high risk and newborn babies and strengthens its function.

### Subsidy for Maintenance Expenses of Perinatal Medical Facilities

The TMG supports the maintenance of facilities and equipment of perinatal medical care centers to enhance the perinatal medical care system.

### Operation of Comprehensive Perinatal Medical Center for Mother

The TMG designates the “Comprehensive Perinatal Medical Center for Mother (so-called “Super Comprehensive Perinatal Center”) at perinatal medical centers, which cooperates with doctors in emergency department and provides life-saving measures and always accepts the transfer request for pregnant women in severe condition.

### Coordinator for the Transfer of Perinatal Patients

The TMG allocates coordinators who mainly make adjustments for the transfer of patients between communities under the jurisdiction of the Comprehensive Perinatal Medical Center to facilitate a prompt transfer of mother and child who require immediate medical attention.

### Securing Cooperating Perinatal Hospital (Operating on Weekends, Holidays and Night Hours)

The TMG designates “Cooperating Perinatal Hospitals” as an emergency medical institution that can address pregnant women or women in labor with medium risks while also supporting facility improvements to ensure emergency medical care for pregnant women or women in labor on weekends, holidays and night hours.

It also supports establishment of NICU at Cooperating Perinatal Hospitals.

### Perinatal Medical Care Network Group

In order to enhance the cooperation system and role-sharing function of perinatal medical care facilities, the TMG improves the perinatal medical care system according to the types of risks of pregnant women (fetuses) and infants, by establishing perinatal network groups which consist of initial, secondary, and tertiary perinatal medical institutions centering on Perinatal Mother-Child Medical Centers.

### Securing Cooperating Neonatal Hospital in Tama

In the Tama area with less perinatal medical care centers compared to other areas, the “Tama Cooperating Neonatal Hospital” is secured for high-risk newborn babies, to strengthen the admittance system of newborns in Tama.

### Training for Transition to In-home Care for Pediatric Patients

To ensure a smooth transition from Perinatal Mother-Child Medical Centers, etc. to home care, etc., this project provides training for different types of jobs, including doctors, nurses, physical therapists, MSW and public health nurses.

### Program to Provide Hospital Beds that Support Discharge to Home Care

For children hospitalized for long periods at NICU, interim beds will be set up before transferring to long-term home care in order to support and to promote a smooth discharge from NICU to home, while also improving the situation of beds being fully occupied at NICU and other facilities.

### Support for Transfer to Home Care of Pediatric Patients in NICU, etc.

The TMG subsidizes the costs required for attending training that requires overnight stays and the discharge coordination meetings conducted by Perinatal Mother-Child Medical Centers and visiting nurse stations, etc. in an aim to provide full support for the smooth transition of pediatric patients in NICU, etc. to home-based medical care.

### Consultation Support Program for Pediatric Patients in NICUs

**New**

In order to enhance support for pediatric patients in NICUs and their families, the TMG promotes family-centered care, which promotes child growth development and strives to alleviate the worries of their families.

### Program to Support the Use of Donor Milk

**New**

The TMG supports medical institutions which are utilizing donor milk in NICUs and conducting donor registration, and establishes a system that enables the use of donor milk by children hospitalized at NICUs who need it.

### Support for Training of Neonatal Doctors

Subsidies are provided for medical institutions that pay allowances to trainee doctors who choose pediatrics in specialized training after completing clinical training and who will be in charge of neonatal medical care in a NICU, etc., with the aim of training doctors who will work in a NICU and other neonatal medical care facilities in the future.

### Improvement of Infant and Perinatal Medical Treatment in Times of Disaster

“Disaster Period Infant and Perinatal Liaisons” who integrate and coordinate infant and perinatal medical relief activities are assigned to the TMG and each secondary health care block so that the required medical treatment is swiftly and appropriately provided when disasters occur.

### Program to Subsidize the Costs of Tokyo Metropolitan Painless Childbirth

**New**

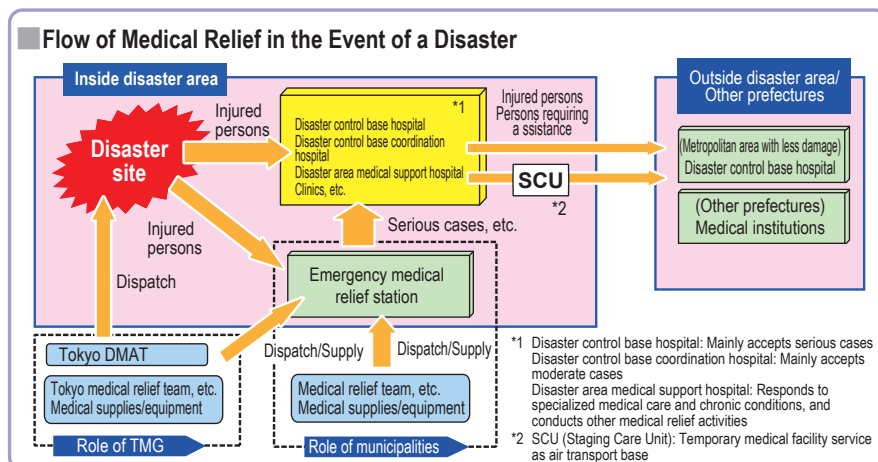
The TMG conducts training relating to painless childbirth targeting healthcare providers.

## Enhancement of Disaster Medical Care

Bracing ourselves for a massive earthquake, the TMG has established a system in which accurate information is gathered and swift and appropriate medical relief actions are taken.

### Medical Relief Actions and Medical Supplies Stocks in Case of Disaster

In the “Tokyo Metropolitan Disaster Prevention Program”, various emergency measures in case of disaster are stipulated, such as the collection and centralization of medical information, primary medical care systems, patient transportation system for injured persons, etc. Municipal governments are responsible for the dispatch of relief parties to emergency shelters and stocking medical supplies. The TMG is responsible for the dispatch of Tokyo DMAT and Tokyo medical relief teams, as well as the provision of medical equipment to be supplied to backup medical facilities.



### Improvement of Disaster Control Base Hospitals

The TMG maintains “Metropolitan Disaster Control Base Hospitals” to accept mainly severely injured patients in case of a disaster and organize medical relief parties. It also prepares medical supplies and equipment.

### Promotion of Earthquake-resistant Medical Facilities

The TMG provides financial assistance for hospitals in Tokyo to evaluate seismic capacity, newly construct/reconstruct, and conduct anti-seismic reinforcement constructions, aiming to further facilitate the earth-quake-resistance repair of medical facilities to ensure medical practice in times of disaster.

### Enhancement of Disaster Medical Assistance Team (Tokyo DMAT)

The DMAT (Disaster Medical Assistance Team) is a medical team consisting of doctors and nurses who have received specialist training for implementing emergency rescue services in natural disasters including large earthquakes and at metropolitan area disaster sites such as large-scale traffic accidents.



View of rescue activities in a disaster area (Training)

In order to enhance and strengthen the initial medical response system, certain hospitals, mainly those with Emergency Critical Care Centers, have been designated part of

Tokyo DMAT.

In addition, vehicles loaded with foodstuffs, daily foods, communications equipment, etc., are stationed at all Tokyo DMAT-designated hospitals. Furthermore, in order to save sick and injured people and secure safe activities of Tokyo DMAT in the case of a Nuclear, Biological, or Chemical (NBC) disaster, it has designated an NBC special disaster response team.

### Disaster Area Medical Associations

The TMG has established associations comprising medical-related parties, the police, firefighters, the Self-Defense forces, and the municipalities, and in the case of emergencies it secures a highly effective disaster-response medical system with the cooperation of related institutions from the period spanning the immediate aftermath of the disaster over the medium to long term.

### Regional Disaster Medical Collaboration Council

Under this project, a Regional Disaster Medical Collaboration Council is put together by medical-affiliated parties and the municipalities, in every Secondary Health Maintenance Medical block. The Council improves the medical collaboration system in case of disaster, in accordance with the specific regional characteristics including circumstances of medical resources.

### Positioning Disaster Area Medical Care Coordinator

In order to ensure that necessary medical care is carried out quickly and appropriately in times of disaster, the Metropolitan Government has set up its own Disaster Medical Care Coordinator units, which are located in each of the Metropolitan Area and the Secondary Health Maintenance Blocks, to ensure smooth implementation and coordination of medical care throughout the Area.

## Enhancement of Mental Health Care in Times of Disaster

The TMG establishes a system in order that responses related to specialized psychiatric care can be provided smoothly and swiftly in times of major disaster from the hyperacute stage through the medium and long term.

### Establishment of Disaster Control Base Psychiatric Hospitals, etc.

The TMG designates medical institutions which accept inpatients from disaster-affected hospitals in times of disaster as “Disaster control base psychiatric hospitals” and “Disaster control base psychiatric coordination hospitals”, and enhances the psychiatric treatment provision system in times of disaster.

### Tokyo Metropolitan Liaison Conference for Mental Health Care System in Times of Disaster

In order that responses related to mental health care can be provided smoothly and swiftly in times of major disaster, the TMG establishes a support system for psychiatric treatment and mental health activities, and enhances the disaster support systems.

## Development of the Disaster Psychiatric Assistance Team (Tokyo DPAT)

The Disaster Psychiatric Assistance Team (DPAT) is a psychiatric medical care team consisting of doctors and nurses who have received specialized education and training in order to provide highly specialized psychiatric treatment and support

mental health activities in disaster-affected areas when natural disasters or mass disasters such as crime incidents, airplane or train accidents occur.

In order to conduct activities from immediately after the disaster occurs through the medium and long term, the TMG has concluded agreements with 31 medical institutions which maintain psychiatric beds, and the Tokyo DPAT is deployed.

## Improvement of Measures regarding Medical Care in Remote Areas

This project implements medical care in remote areas such as isolated islands and mountain villages.

### Tokyo Metropolitan Support Organization for Medical Care in Remote Areas

To ensure smooth and efficient implementation of the medical measures for remote areas, the Tokyo Metropolitan Support Organization for Medical Care in Remote Areas has been established to plan and make adjustments in programs. In addition, the Tokyo Remote Areas Health and Medical Care Affairs Committee, comprised of municipalities in remote areas, relevant medical institutions, academic experts, and other members, is set up within the organization to facilitate general exchange of opinions and coordinate medical care in remote areas.

### Support to Secure Healthcare Professionals

The TMG works toward ensuring a stable supply of doctors and other medical staff by dispatching doctors graduating from Jichi Medical University and doctors or dentists belonging to university hospitals and other hospitals cooperating in programs, based on the request of municipalities in remote areas, and by also providing a subsidy to municipalities in remote areas for expenses required to hire doctors and other medical staff.

The TMG has also established a facility to offer free job placement services for various medical professions and to dispatch substitute doctors, and it partially subsidizes the cost of on-site tours for medical staff organized by towns and villages of islands, in order to support municipalities in remote areas that face difficulties in securing healthcare professionals.

### Support for Medical Treatment

If an emergency patient, who cannot be treated at a medical institution at an island location, presents for treatment, the TMG

has a system in place 24 hours a day/365 days a year to transport said patients to an advanced medical institution, with Tokyo Metropolitan Hiroo Hospital serving as the base hospital for the island areas, using the Tokyo Fire Department or Maritime Self-Defense Force helicopter, or other method. In addition, the patient transport system is enhanced by entering into cooperative agreements with private and national hospitals with rooftop heliports, who will also accept patients.



View of emergency patient transport

Furthermore, an electronic image transmission system is being utilized to support medical treatment linking medical institutions in island locations and Tokyo Metropolitan Hiroo Hospital to exchange information such as X-ray and CT images and allow island hospitals to receive advice from medical specialists while remaining in situ.

Moreover, the TMG coordinates the securing of medical specialists and subsidizes the expenses for providing specialized medical treatment such as for the eyes, ears, nose and throat conducted by municipalities in remote areas.

### Development of a System to Provide Medical Care

In order for medical institutions in remote areas to secure a foundation for treatment, the TMG subsidizes the expenses required for maintenance of clinics and purchase of medical equipment.

## Securing and Improvement of Medical Human Resources

This project seeks to ensure a steady flow and improvements in quality of medical care professionals – individuals capable of providing quality services, from the perspective of metropolitan residents (patients).

### Measures for Securing Doctors

#### ○ Tokyo Regional Health and Medical Care Affairs Committee

This committee, which is comprised of medical personnel and Tokyo residents, considers how to secure stable medical care human resources such as doctors.

#### ○ Tokyo Regional Health Care Support Center

Based on the policy to secure doctors decided by the Tokyo Regional Health and Medical Care Affairs Committee, the center promotes measures to secure doctors based on the characteristics of Tokyo, such as support for medical institutions to secure doctors, support for career development of persons who hold a scholarship loan, understanding of the actual situation of securing doctors, and sending of information on measures to secure doctors.

#### ○ Tokyo Metropolitan Scholarship System for Regional Health Care Doctors

The TMG offers scholarship loans to medical faculty students in universities in Tokyo and providing educational assistance in cooperation with universities in an aim to secure sufficient numbers of doctors to work in pediatrics, perinatal, emergency medicine and remote area medical care.

#### ○ Tokyo Metropolitan Project for Doctors Supporting Regional Health Care

The TMG secures health care systems in the Tama area and island areas by employing doctors as TMG employees to be dispatched to medical institutions in remote areas and public hospitals.

### Measures to Ensure Sufficient Nursing Staff

#### ○ Tokyo Nursing School

The TMG owns seven nursing schools to train nurses to work for medical institutions in Tokyo. In FY2023, the seven schools had 571 graduates, which account for about 10% of the total number of graduates from nursing schools within Tokyo.

#### ○ Subsidy for Costs of Operating Nursing Schools

The TMG subsidizes the costs required to operate nursing schools or training centers, in order to improve the quality of education provided and recruit nurses to make up the current shortfall in the metropolitan area.

#### ○ Tokyo Nurse Plaza

To secure and improve the quality and retention rates in Tokyo, the TMG offers employment consultations, job placement, and reemployment training for public health nurses, midwives, nurses and licensed practical nurses.

### ○ **Program to Support the Re-employment of Nursing Staff**

In addition to enhancing the activities for conveying information in the Tokyo Nurse Plaza and introducing work that supports a variety of needs, the TMG grants subsidies for re-employing and retaining nursing staff.

### ○ **Loan for Costs relating to Nursing Training**

Students who plan to work in nursing in Tokyo in the future, may access loans for the cost of their studies. This program aims to improve the retention and the quality of nurses in Tokyo.

### ○ **Registration System for Potential Nurses**

**New**

The TMG establishes its own unique registration system targeting potential nurses, etc. who are able to respond in emergencies, and gives training to persons who wish to receive it. Incentives will also be provided to encourage registration.

### ○ **Support Program to Promote the Retention of Nursing Staff**

The TMG supports hospitals that retain nursing staff by assigning employment assistants of Tokyo nurse plaza to visit hospitals regularly, so that nursing staff can continue working stably.

### ○ **Maintenance of Training System for Newly-employed Nursing Staff**

To prevent early resignation of newly-employed nursing staff, the TMG encourages the enhancement of clinical training at hospitals.

### ○ **Community Support to Secure Nursing Staff in Regional Health Care**

The TMG supports reemployment of nurses by offering training for and consultation on reemployment in their communities.

### ○ **Support Program to Lease Housing for Tokyo Metropolitan Nursing Staff New**

**New**

The TMG subsidizes part of the costs borne by corporations operating hospitals located in Tokyo in cases where they lease housing for nursing staff, etc.

### ○ **Program to Support Career Development**

In order that certified nurses, etc. can make best use of their professional qualifications in the workplace, the TMG holds seminars to promote understanding among facility managers to increase the motivation of nursing staff to work and promote team medical care.

### ○ **Program to Support the Continuous Employment of Platinum Nurses**

By considering the life plans of nursing staff from before their

retirement, and providing opportunities to gain knowledge of various workplaces, the TMG supports the career continuation of nursing staff to retain their services.

### ○ **Program to Promote Retention of Midwives**

By supporting the temporary transfer of midwives between facilities, the TMG enhances the practical capabilities of midwives to promote their skill improvement and retention.

### ○ **Program to Promote the Retention of Nursing Staff in Island Areas**

By making trips to island areas for training and dispatching short-term substitute nursing staff, improve the work environment and promote the retention of nursing staff working in island areas.

## **Measures to Retain Medical Staff**

### ○ **Tokyo Metropolitan Center to Support Improvement in Medical Work Environment**

The Tokyo Metropolitan Center to Support Improvement in Medical Work Environment has been established as a base to promote better work environments for healthcare professionals. The center has built a consultation system by a team of experts on labor management and health service management, and supports initiatives by medical institutions to improve work environments.

### ○ **Improving the Working Environment and Supporting Reemployment of Doctors and Nursing Staff**

The TMG improves the working environments of doctors and nursing staff working at hospitals, promotes reductions of turnover and retention, and supports the reemployment of doctors, etc. who have been away from work due to childbirth and child-rearing.

### ○ **Working Style Reforms for Doctors**

With the aim of maintaining the health of doctors and maintaining the stability of the local medical care provision system, the TMG supports initiatives by promoting team medical care in medical institutions for doctors and other kinds of staff and utilizing digital technologies.

### ○ **Improvement of the Quality of Medical Staff Members**

Various workshops and lectures are conducted to address the advancing and diversifying health and medical services and improve the quality of medical staff members.

### ○ **Designation and Guidance for Training Schools**

Based on the national laws and regulations of training schools for medical care providers, the TMG provides approvals for designation or partial changes, and guidance.

## **Ensuring Medical Safety**

Medical safety measures are promoted by the TMG so that the quality of medical services is improved and all residents are provided with safe, secure and satisfying medical care.

### **Authorization, Inspection and Supervision of Medical Institutions**

Based on the Medical Service Law, the TMG has the right to authorize founding of hospitals and medical corporations.

It also conducts on-site inspections to check whether the institution meets predefined criteria set by the Medical Service Law, such as number of medical employees and adequate facilities.

### **Medical Safety Support Center Program**

To promote measures for securing medical safety in communities, the TMG supports each of the medical safety support centers which have been established in metropolitan health centers (five locations) in the Tama region, cities where public health centers have been established, and special wards. In addition, the centers continue to offer guidance for medical treatment-related requests from Tokyo residents through the "Patient's Voice – Consultation Service".

#### **Medical Safety Support Center**

Centers have been established in prefectural municipalities with cities establishing public health care centers and special wards in accordance with the Medical Care Law revised in April 2007. Centers 1) respond to requests for consultation and complaints regarding medical matters and advise medical institutions and residents; 2) provide information necessary to secure medical safety; 3) provide training on medical safety; and, 4) provide support necessary to secure medical safety in specified areas.

### **Postmortem Examination and Autopsy**

The Tokyo Metropolitan Medical Examiner's Office in each ward conducts postmortem examinations and autopsies according to the Postmortem Examination and Corpse Preservation Act, to find out the cause in cases of unusual death, so as to improve maintenance of social order, prevention of disease, and promotion of public hygiene.

The operation is commissioned to doctors' associations and universities, etc., in the Tama and Island areas.

## (6) Promotion of Health Policies

The TMG has emphasized the implementation of comprehensive regional health services from the viewpoint of a Tokyo resident, such as “Proactive health improvement for each Tokyo resident”, “Cancer prevention measures”, “Support for patients with intractable disease and atomic bomb survivors”, and “Comprehensive measures against suicide”.

The TMG also supports the sound management of the National Health Insurance System that serves as the foundation for the universal health insurance system and the Medical Care System for the Elderly Aged 75 and Older.

### Public Health Centers/Municipal Health Centers

Public Health Centers and Municipal Health Centers are established for the purpose of contributing to the maintenance and improvement of residents’ health. Each Public Health Center engages in wide-ranging, technical and professional operations to improve the health of the community, while Municipal Health Centers provide health consultations and examinations to the residents of the area.

#### ■ Bodies of Centers

Public Health Centers	Tokyo Metropolis	Tama region (excluding Hachioji City and Machida City), islands region
	Special wards	23 special wards
	Core cities and public health center ordinance-designated cities	Hachioji City, Machida City
Municipal Health Centers	Each municipality	

#### ■ Operation of Tokyo Public Health Centers

Tokyo Public Health Centers are engaged in wide-ranging project adjustment of secondary health care zones under its jurisdiction, support for municipalities, as well as development of a health crisis management system.

Planning and coordination	<ul style="list-style-type: none"> <li>• Planning and promotion of the “Regional Health Care Promotion Plan” and the “Regional Health Care Promotion Plans for Each Subject”</li> <li>• Provision of advice and guidance to municipalities, and support for various training, business cooperation, and the “Block Grant Programs for Municipalities to Implement Health and Medical Policy”</li> <li>• Development of health crisis management systems such as for new strains of influenza, and training and coordination with related institutions</li> <li>• Promotion of regional health and medical care cooperation</li> <li>• Promotion of passive smoking prevention measures</li> <li>• Medical Safety Support Centers (Patients’ Voice Consultation Counters)</li> <li>• Publicity and building of awareness related to health education, holding of various courses, various statistical investigations, etc.</li> </ul>
Public health measures	<ul style="list-style-type: none"> <li>• Building of public awareness to stop the spread and prevent infectious diseases such as tuberculosis and AIDS</li> <li>• Responses and support for persons with mental disorders, and specialist consultation for patients and families</li> <li>• Consultation on life with medical treatment and health guidance for intractable disease patients, children with disabilities and their families</li> <li>• Prevention of lifestyle-related diseases such as cancer, diabetes, and periodontal disease, and support for health promotion</li> <li>• Operation of infectious disease (tuberculosis) examination committees, air pollution certification committees, etc.</li> </ul>
Living environment and safety measures	<ul style="list-style-type: none"> <li>• Approval, monitoring and guidance for operating restaurants and food manufacturing companies, etc., and food poisoning countermeasures</li> <li>• Approval, monitoring and guidance for operating hairdressers, beauty salons, dry cleaners, inns, etc., and water quality testing</li> <li>• Indoor environmental health measures, measures for allergies, air pollution public health measures, measures for hay fever</li> <li>• Measures for preventing drug abuse, and permission, monitoring and guidance for opening pharmacies, etc.</li> <li>• Guidance for special food service providers, popularization of the display of nutritional facts, etc.</li> </ul>

## Promotion of Comprehensive Measures against Suicide

The issue of suicide shall not be considered solely as a personal problem, but as a social problem which is caused by the complex interaction of a variety of factors, and it is important to tackle this issue with measures implemented by society as a whole.

The TMG promotes comprehensive measures against suicide as wide-ranging support for living to realize a city where everyone values life and where everyone can live with ease.

### Tokyo Conference for Comprehensive Measures against Suicide

At the Tokyo Conference for Comprehensive Measures against Suicide, the TMG promotes comprehensive measures to prevent suicide in cooperation with related institutions, such as by gaining an understanding of the current situation of suicide in Tokyo, and evaluating and verifying policies based on the Tokyo Metropolitan Comprehensive Plans for Measures against Suicide (Phase 2) which were formulated in March 2023.

### Tokyo Metropolitan Regional Center for Promoting Measures against Suicide

Tokyo Metropolitan Regional Center for Promoting Measures against Suicide has been established with the aim of effectively promoting comprehensive measures to prevent suicide in line with the situation in various municipalities, and support for municipalities has been strengthened in this area.

### Prevent Suicide! Tokyo Campaign

The TMG has determined September and March to be suicide prevention measure-enhancing months and is implementing various measures to widely promote understanding among metropolitan area residents to raise their awareness of suicide issues and the need for society to take measures.

### Hotline to Provide Counseling to Suicidal Persons in Tokyo “Kokoro-to-Inochi no Hotline (Minds and Lives Hotline)”

The TMG has set up a dedicated counseling hotline to provide counseling to suicidal persons, while coordinating with professional counseling organizations in various fields, and actively supports those in need of counseling.

### Tokyo Metropolitan “Kokoro-to-Inochi no Support Net (Minds and Lives Support Network)”

The TMG has set up a consultation desk to prevent survivors of suicide attempts from attempting suicide again, by connecting high-risk survivors, who are transported to emergency medical institutions, to medical institutions or consultation and support organizations in the community which can continuously provide support.

### Tokyo Network of Counseling and Support

Due to the various issues behind suicide, the TMG builds a network composed of related institutes and organizations to provide suicidal persons with appropriate consultation and support.

In addition, the TMG provides information on consultation desks, etc. as part of measures implemented to prevent suicide among the younger generation and support the families of suicide victims.

Furthermore, through workplace lectures, etc., it contributes to creating a working environment where people are not driven to suicide.

### Consultation on Suicide Using SNS

In order to strengthen measures to prevent suicide among young people, the TMG provides consultation services on suicide using SNS.

### Tokyo Helpline for Suicide Bereaved Families

The TMG establish the helpline so that people who lost someone close to them to suicide can ask for advice or help on various difficulties they face following the loss.

## Health Promotion

To realize a sustainable society where everyone can live healthily throughout their life, the TMG promotes health improvements for all the Tokyo residents through support by whole society, in addition to their own activities.

### Promotion of “Tokyo Metropolitan Health Promotion Plan 21 (Phase 3)”

The “Tokyo Metropolitan Health Promotion Plan 21 (Phase 3)” was formulated in March 2024, with overall goals to “Extend healthy life expectancy” and “Reduce health disparities”. Goals were also outlined for 18 fields, including 3 priority fields, “Mental health”, “Promotion of health improvements by a wide variety of people”, and “Health of women”. In order to prevent the development and progression of lifestyle-related diseases and to improve lifestyles, the TMG will promote higher awareness in a wider area, support the initiatives taken by municipalities, medical insurers and service providers, and strengthen their collaboration to promote better health for Tokyo residents.

### Prevention of Lifestyle Diseases

Through education on a healthy diet and physical activity (activity in daily life, exercise) based on “Japanese Food Guide Spinning Top” and “2023 Guidelines for Physical Activity and

Exercise”, and development of human resources on health promotion, the TMG promotes the prevention of lifestyle diseases such as diabetes.

#### ○ Diabetes Prevention Measures

Regarding the importance of improving people’s living habits, including their diet and exercise, and receiving regular medical examinations in order to prevent the onset and worsening of diabetes, the TMG builds public awareness in collaboration with municipalities, medical insurers, etc.

#### ○ Health Promotion through Facilities for Food Services and Restaurants

The TMG provides guidance and advice to food service providers in accordance with the characteristics of individual facilities so that the providers can realize nutrition management, thus promoting the health of Tokyo residents through food services. It also promotes initiatives to increase the number of restaurants with food menus which contribute to the improvement of diet.

### ○ Personnel Development to Encourage Health Promotion

In order to promote the health-building plan for Tokyo residents, the TMG develops personnel that can take on the role of promoting health improvements within municipalities and medical insurers.

### ○ Education of Health Promotion in Daily Life

In order to allow Tokyo residents to practically promote their own health without feeling burdened, the TMG prepares an environment that includes education to improve their lifestyle habits such as vegetable consumption by the generations still working and measures in their daily lives which can increase the number of steps in an easy manner. The environment also includes a comprehensive portal site which gathers together walking maps that have been compiled by municipalities in the Tokyo metropolitan area.

### ○ Program to Support Health Promotion at Work

This program promotes measures to encourage businesses to educate their employees at work in regard to health promotion and cancer prevention, in cooperation with economic organizations.

### ○ Tokyo Health UPlus (Tokyo Health Incentive Program)

For the purpose of boosting proactive efforts of Tokyo residents

in their health promotion, the TMG offers additional incentives including coupons and other preferential treatment from shops and stores participating in the program, in collaboration with municipal health promotion programs, to improve the environment for supporting health promotion of the resident.

## Measures against Harmful Health Effects of Tobacco (Cigarette)

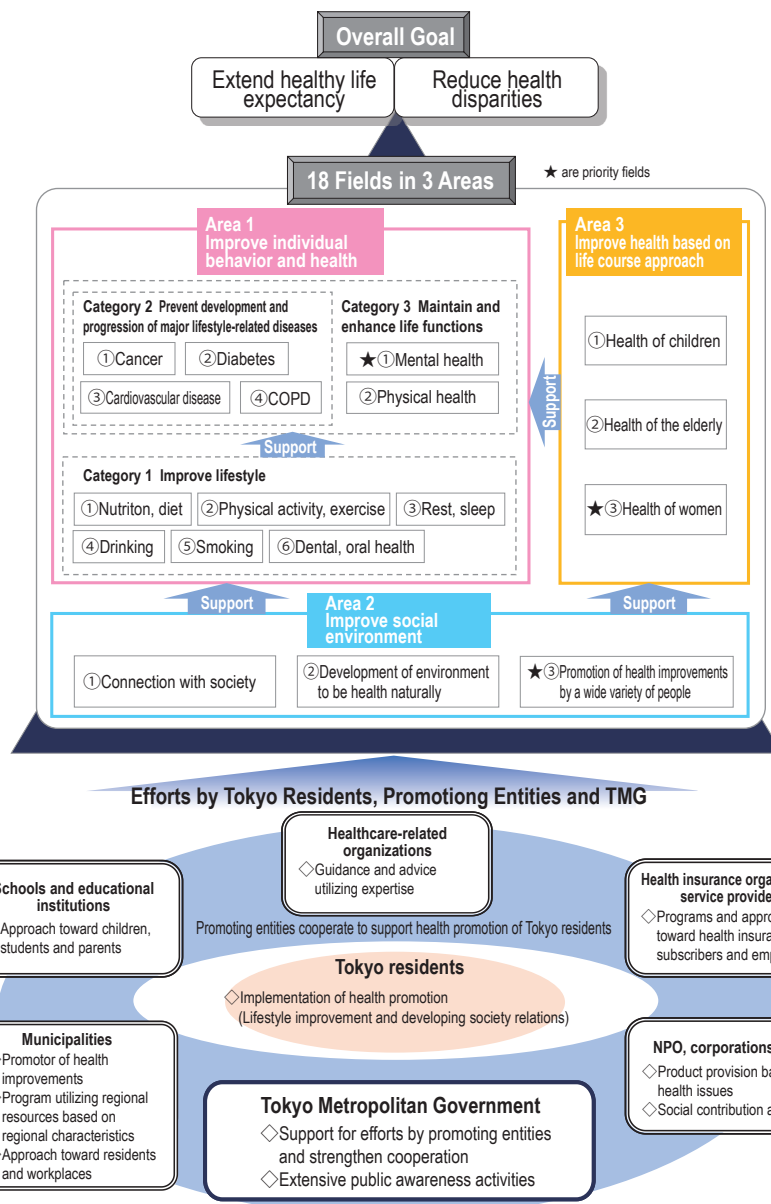
### ○ Promotion of Passive Smoking Prevention Measures

The TMG builds public awareness regarding passive smoking prevention measures including the key points and details of the Tokyo Metropolitan Ordinance to Prevent Exposure to Second-Hand Smoke.

Further, together with establishing a dedicated consultation desk and stationing telephone consultation staff in metropolitan health centers to respond to inquiries relating to the new system, the TMG dispatches advisors to business operators to give advice about the preparation of specialized smoking rooms.

Additionally, in order to realize a city that everyone can be comfortable living in, the TMG also supports municipalities which are developing passive smoking prevention measures.

## <Conceptual Diagram of Tokyo Metropolitan Health Promotion Plan 21 (Phase 3)>



## Health Promotion Act and the Tokyo Metropolitan Ordinance to Prevent Exposure to Second-Hand Smoke

To prevent the adverse health effects caused by passive smoking before they occur, in principle smoking indoors is prohibited at institutions utilized by two or more people. (Below, the ★ mark indicates the Tokyo Metropolitan Ordinance)



### [General provisions]

- Obligations of national and local government
- Obligations of TMG, metropolitan residents, and guardians ★
- Cooperation of related parties (State, cities, towns and villages, facility managers, etc.)
- Obligation to give consideration to passive smoking (Smokers and facility management title holders)

### [Main obligations of facility management title holders]

- Elimination of smoking appliances and facilities from areas where smoking is prohibited.
  - Requesting smokers to refrain from smoking in areas where smoking is prohibited.
  - Display of signs (When there is a smoking area on the premises, this fact must be indicated in easily viewed locations in the smoking room and at the entrance to the premises.)
- \* In the case of eating and drinking establishments, when there is a smoking area on the premises, this fact shall be indicated. ★

### [Regulations relating to type 1 institutions]

- Universities, technical schools, hospitals, children's welfare institutions, administrative agency government buildings, etc. shall have a complete ban on smoking indoors (Possible to establish designated outdoor smoking areas outside)
- Day care centers, kindergartens, elementary schools, junior and senior high schools shall have a complete ban on smoking indoors, and smoking will also be prohibited outdoors in the grounds. (Not possible to establish smoking areas outdoors\* Obligation to make efforts) ★

### [Regulations relating to type 2 institutions]

- In facilities utilized by two or more people smoking indoors shall in principle be banned (Possible to establish smoking rooms (Designated smoking rooms and dedicated heated tobacco smoking rooms) which comply with the standards)
- \* Regarding eating and drinking establishments, when the following conditions are satisfied it will be possible to establish smoking rooms in part or all of the establishment.
- The establishment must have been already in operation on April 1, 2020, and the customer seating area on the premises must be no more than 100 m<sup>2</sup>.
- The establishment shall be managed by a small or medium enterprise (with a total capital or investment amount of 50 million yen or less) or privately managed.
- The establishment shall have no employees ★

### [Buses, taxis, aircraft, railways, boats]

- Buses, taxis and aircraft: Not possible to establish smoking areas
- Railways and boats: Inside train carriages (and on board boats) smoking shall in principle be banned (Possible to establish smoking rooms (Designated smoking rooms and dedicated heated tobacco smoking rooms) which comply with the standards)

### [Examples of signs]



## ○ Support for Persons Wishing to Quit Smoking

In addition to distributing leaflets supporting smoking cessation through municipalities, the TMG subsidizes a part of the expenses of municipalities when they subsidize the expenses of smoking cessation treatment conducted by medical institutions, etc. for persons who wish to quit smoking.

## ○ Building Public Awareness regarding the Adverse Effects of Smoking on Health

The TMG builds public awareness regarding the adverse effects of smoking on health, such as by holding poster competitions to prevent smoking by people under aged 20 and passive smoking, distributing supplementary teaching materials at various levels for implementing smoking prohibition education in elementary schools, junior high schools and senior high schools, and creating materials for increasing awareness that can be used in parent's classes, etc.

## ○ Measures to Counteract COPD (Chronic Obstructive Pulmonary Disease)

With the target of decreasing mortality from COPD, the TMG raises awareness in smokers on the disease using leaflets and ads, provides opportunities for them to consider COPD as their own problem and improve their understanding on the disease, and conveys the importance of preventing the disease onset, encouraging early detection, and ensuring early treatment.

## Prevention and Early Detection of Cancer

The TMG promotes measures to prevent cancer based on the Tokyo Metropolitan Health Promotion Plan 21 (Phase 3) and the Tokyo Metropolitan Plan to Promote Cancer Control Programs (Phase 3 revision) (Plan period: FY2024 to FY2029), which is the comprehensive plan that covers from cancer prevention to treatment and attaining a higher quality of recuperation.

## ○ Program to Improve Cancer Prevention and Boost Screening Rates

In order to encourage Tokyo residents to further receive cancer screening, the TMG holds the Pink Ribbon Campaign and the Tokyo Health Walk mainly focused on breast cancer, cervical cancer, and large intestine cancer including building public awareness utilizing portal sites that support women's health and implementing activities in cooperation with related groups and corporations.

## ○ Development of Support System for Cancer Screening

The TMG strives to boost the rate of scientifically-based cancer screenings conducted by municipalities, while establishing a collaboration system with related agencies so that municipalities can understand detailed examination results. It also promotes improvements to the percentage of examinees who underwent detailed examination and ensures that those who have not undergone a detailed examination do so.

In addition, the TMG develops a support system for cancer screening by providing technical training for physicians and others engaged in giving breast cancer screenings via mammography and stomach cancer screening via gastrofiberscopy.

Further, it facilitates better understanding in the cancer screening through lectures, workshops, etc. to ensure that more cancer screenings are offered appropriately at work.

## Cancer Registry

By gathering information relating to cancer patients and using it to make estimates of the cancer incidence rate and survival rate, the TMG gains an understanding of the actual situation regarding cancer in Tokyo with the aim of evaluating and promoting cancer countermeasures such as utilization in cancer screening quality management.

## Promotion of Mental Health

Adequate rest and coping with stress are important in maintaining mental health. Promotion and education on how to cope with stress, and creation of communities and workplaces where people can easily seek consultation are called for.

## Support for Patients with Intractable Disease and Atomic-bomb Survivors

Since there is currently no effective cure established for intractable diseases, they require long-term treatment. The TMG supports, in cooperation with the Japanese government, patients with intractable diseases in the search for cures and the recuperation of the patients. It also provides support for atomic-bomb survivors and measures for viral hepatitis.

### Subsidization of Medical Expenses

As subsidy for the medical expenses of intractable diseases, the TMG subsidizes a part of the self-pay burden of medical expenses and costs of long-term insurance services (only partial subsidization is available) for nationally designated diseases and other TMG designated diseases. The TMG also provides subsidies for medical expenses to diseases such as SMON (Subacute Myelo-Optic Neuropathy), congenital blood coagulation factor deficiency, and renal failure which requires dialysis therapy.

### Temporarily Hospital Admission of Intractable Disease Patients living at Home

The TMG has beds at hospitals in Tokyo for patients with intractable disease normally living at home, in case the care provider, such as a family member, becomes temporarily unavailable to provide nursing care due to illness or accident. In addition, it dispatches nurses to their homes for the patients living at home using artificial respirator.

### Home-visiting Medical Care for Intractable Disease Patients Living at Home

A medical team comprised of expert physicians and home doctors offers consultations at the homes of patients who are bed-ridden or have difficulties receiving treatment.

### Home-visiting Nursing Care for Intractable Disease Patients on an Artificial Respirator Living at Home

The TMG offers home-visiting nursing care outside the limit of the medical service fee for the patients living at home using artificial respirator.

### Project to Install Emergency Power Sources for Intractable Disease Patients on an Artificial Respirator Living at Home

To prepare for power shortages in case of disaster, the TMG offers support to medical institutions using ventilator therapy, to secure emergency power systems (in-house power generation equipment, storage batteries, etc.) that can be loaned without charge to intractable disease patients who live at home and use artificial respirator.

### Consultation on Home Care for Intractable Disease Patients

Public health nurses at public health centers make home visits, telephone, or meet patients at the health center to provide consultations about home care, so that patients can live comfortably at home.

### Medical Network for Intractable Diseases

In order to provide a stable appropriate environment for patients with intractable diseases and their families, related organizations such as local hospitals, hospitals for each field, cooperating hospitals and public health centers are working together to secure a medical care service system for intractable diseases.

### Tokyo Metropolitan Intractable Disease Consultation/Support Center

The TMG offers support and consultation for intractable disease patients in communities and also promotes community exchange activities.

#### (1) Tokyo Metropolitan Intractable Disease Consultation/Support Center

Contents: Medical care consultation, Employment consultation, Consultation events on medical care for intractable diseases, Lectures on medical care for intractable diseases

#### (2) Tokyo Metropolitan Tama Consultation/Support Room for Intractable Diseases

Contents: Medical care consultation, Employment consultation, Consultation events on medical care for intractable diseases

#### (3) Tokyo Metropolitan Peer Consultation Room for Intractable Diseases

Contents: Peer consultation, Exchange meetings of patients and their families

### Support for Atomic Bomb Survivors

The TMG provides health checkups for atomic bomb survivors and their children, medical subsidization and health management benefits for atomic bomb survivors, and health guidance and medical expenses subsidization for the children of atomic bomb survivors.

### Measures for Viral Hepatitis

The TMG conducts activities on the dissemination/education of correct information about viral hepatitis, while also supporting a system to conduct viral hepatitis screenings at Tokyo public health offices, municipalities and workplaces, and promoting the screenings.

The TMG also promotes the hepatitis treatment network, which links home doctors with medical institutions specializing in hepatology, and offers subsidies for medical expenses for interferon treatment, nucleic acid analog preparation treatment, and interferon-free treatment. It also offers subsidies for the costs of detailed examinations for those whose hepatitis virus inspection was positive and for patients being treated for chronic hepatitis and for a part of medical expenses to treat the liver cancer and severe cirrhosis.

In addition, certain hospitals are designated as "Cooperating Hepatitis Treatment Hospitals", and the Hepatitis Patient Counseling Center provides counseling to hepatitis patients.

## Improvement of Measures for Issues of Blood Supply and Organ Transplantation

Blood Supply programs are conducted to secure a stable supply of the necessary medical blood products. The TMG encourages residents' understanding of organ transplantations and bone-marrow registrations.

### Securing Safe Blood Supply

The TMG strives to secure a safe and stable blood supply by disseminating and promoting blood donations centering on younger people in their teens and twenties and promoting member registration and advance appointments.

### Appropriate Use of Blood Products

In addition to investigating the usage of blood products in medical institutions and formulating assessment guidelines that will become the criteria for conducting self-assessments, the TMG holds lectures for medical persons.

### Measures for Organ/Bone-marrow Transplantation

The TMG distributes leaflets with donor cards to Tokyo residents for the purpose of dissemination of information and education. The TMG is also establishing Tokyo organ transplant coordinators who coordinate with organ donation medical institutions and certifying in-hospital donor coordinators.

The TMG also handles bone-marrow donor registrations, including those used in peripheral stem cell transplantation, at public health centers in Tokyo, especially during "bone-marrow donation promotion month", to secure potential donors.

## Medical Insurance

Medical insurance systems provide the necessary benefits for residents when they are ill or injured, so that everyone can maintain their own health and quality of life. There are three types of insurance in this system; Employees' Health Insurance (EHI), offered to employees of companies and for their dependents, the National Health Insurance (NHI), offered to self-employed workers, residents, and their families, and the Medical Care System for the Elderly Aged 75 and Over, offered for people aged 75 and older (including people aged from 65 to under 75 with a permanent disability). All Japanese citizens are expected to join one of these systems.

All members can receive medical care at a reduced cost by presenting an individual number card ("My Number Card") with health insurance certificate registered, a Health Insurance Eligibility Certificate, or a health insurance certificate (usable up to December 1, 2025 depending on insurance joined) to a medical institution or pharmacy.

### National Health Insurance

As Japan has a universal healthcare system, everyone must join the NHI unless they are insured by health insurance offered at their workplace.

The NHI insurer is either the prefectural/municipal government or a national health insurance society organized by those who are engaged in the same business or profession. The amount of the insurance premiums (taxes) depends on the insurer.

\* Category 2 Individuals Insured under Long-Term Care Insurance must pay a Long-Term Care Insurance premium (tax), in addition to a premium (tax) for medical care and for support for the elderly.

\* Please ask your municipality's NHI management division or national health insurance society about the application and other procedures.

### Employees' Health Insurance

This type is mainly divided into two parts; Public-corporation-run health insurance, managed for employees of small and medium-sized businesses (operated by Japan Health Insurance Association, also known as "Kyokai Kenpo") and Society-managed, employment-based health insurance, operated by associations of large companies or by unions of companies within the same profession. Premiums are determined multiplying monthly standard remuneration and the standard bonus (based on one's salary) by the insurance rate, and are equally shared by the business owner and the insured person (Premiums differ for each prefectural branch of the Japan Health Insurance Association and for each health insurance society.).

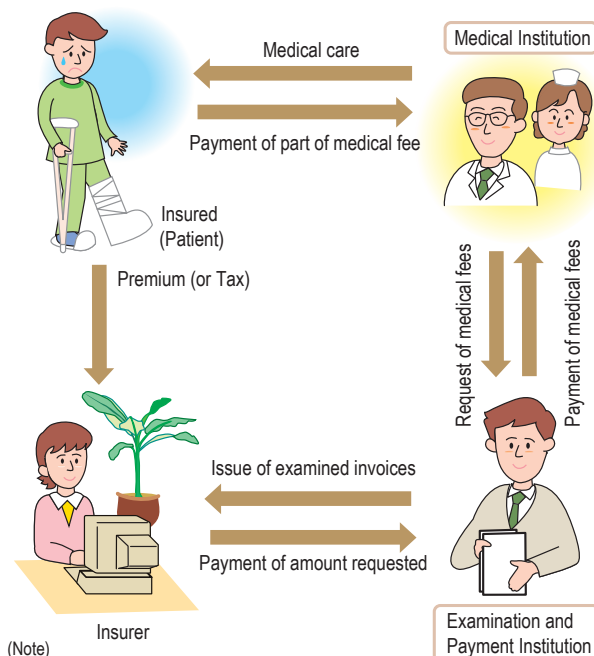
Insurance benefit is provided for illness, injury, childbirth, death, etc. of the policyholder (for insured persons and their dependents).

### Medical Care System for the Elderly Aged 75 and Over

This type is a system for persons aged 75 and older and for persons aged from 65 to under 75 with a permanent disability.

Tokyo Metropolitan Association of Medical Care Services for Older Senior Citizens (Tokyo Koki Koreisha Iryo Koiki Rengo), organized by all municipalities in Tokyo, is responsible for the management of determining the premium rate and of the medical benefit, whereas the municipalities are in charge of delivering Health Insurance Eligibility Certificate, collecting premiums, and receiving various notifications.

### ■ Procedure Chart for Medical Insurance



(Note)

For the Employees Health Insurance Programs

- The institution which examines and pays the benefits is Health Insurance Claims Review & Reimbursement Services.
- The insurer is the Japan Health Insurance Association or Health Insurance Societies.

For the National Health Insurance Programs

- The institution which examines and pays the benefits is the National Health Insurance Organization.
- The insurer is the prefectural/municipal government or the NHI Society.

For the Medical Care System for the Elderly aged 75 and over

- The institution which examines and pays the benefits is the National Health Insurance Organization.
- The insurer is the Extended Medical Association for the Elderly Aged 75 and Over.

# (7) Health Crisis Management

## Preparing for a New Health Crisis

In recent years, many issues have occurred one after another related to the health and safety of Tokyo residents, such as the threat of newly emerging and reemerging infectious diseases, including COVID-19, pandemic influenza, outbreaks of Ebola hemorrhagic fever and dengue fever, food poisoning, and dangerous drug abuse. In order to secure health and safety of Tokyo residents and protect them from such diversifying health threats, the TMG is actively strengthening its health crisis management.

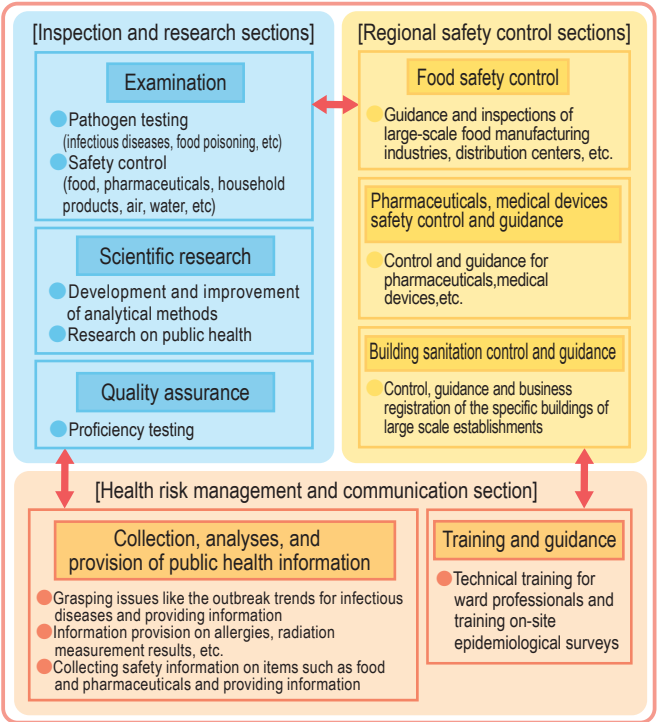
### Institute of Public Health

The Institute of Public Health provides scientific and technical support for various measures related to health crisis management. As described in the figure, the inspection and research sections, regional safety control sections, and health risk management and communication sections cooperate closely when conducting activities.

In order to protect the lives and health of Tokyo residents, our institute has integrated the functions of collecting, analyzing and disseminating general information related to various health crises, while securing a health crisis management system that responds promptly and flexibly to any possible health crisis.



Inspection scene



## Infectious Diseases Control

The progress of internationalization raises the risk of outbreaks of new infectious diseases that have never before been experienced in Japan, and it is necessary to strengthen measures to properly cope with the threats of these infectious diseases. The TMG will promote the preparation and measures for infectious diseases control based on the “Tokyo Metropolitan Prevention Plan for Infectious Diseases” revised in March 2024.

### Tokyo Center for Infectious Diseases Prevention and Control “Tokyo iCDC”

Full name: Tokyo Center for Infectious Diseases Prevention and Control

Abbreviated name: Tokyo iCDC

Tokyo iCDC was established in October 1, 2020, in the wake of the outbreak of COVID-19, as a network of experts engaged in research, analysis, information gathering and sending, etc. in various fields associated with infectious diseases.

It includes the Expert Board consisting of 9 teams (Epidemiology and Public Health, Infectious Disease Medical Treatment, Testing and Diagnosis, Risk Communication, Infection Prevention and Control, Microbiological Analysis, Research and Development, Human Resources Development, and Information Management) and task forces that flexibly address specific issues related to infectious diseases.

Taking the opportunity provided by the reclassification of COVID-19 into Class 5 infectious diseases, Tokyo iCDC provides support for the timely and appropriate implementation of measures targeting all kinds of infectious diseases, including COVID-19.

To prepare against infectious disease crises which may occur going forward, Tokyo iCDC aims to enhance its research and

analysis functions such as by conducting regular information exchanges with research institutes based in Japan and overseas.

Additionally, in response to requests from health centers, Tokyo iCDC also provides support to develop specialized human resources, such as by having doctors and nurses take on the role of lecturers to give training and practice.

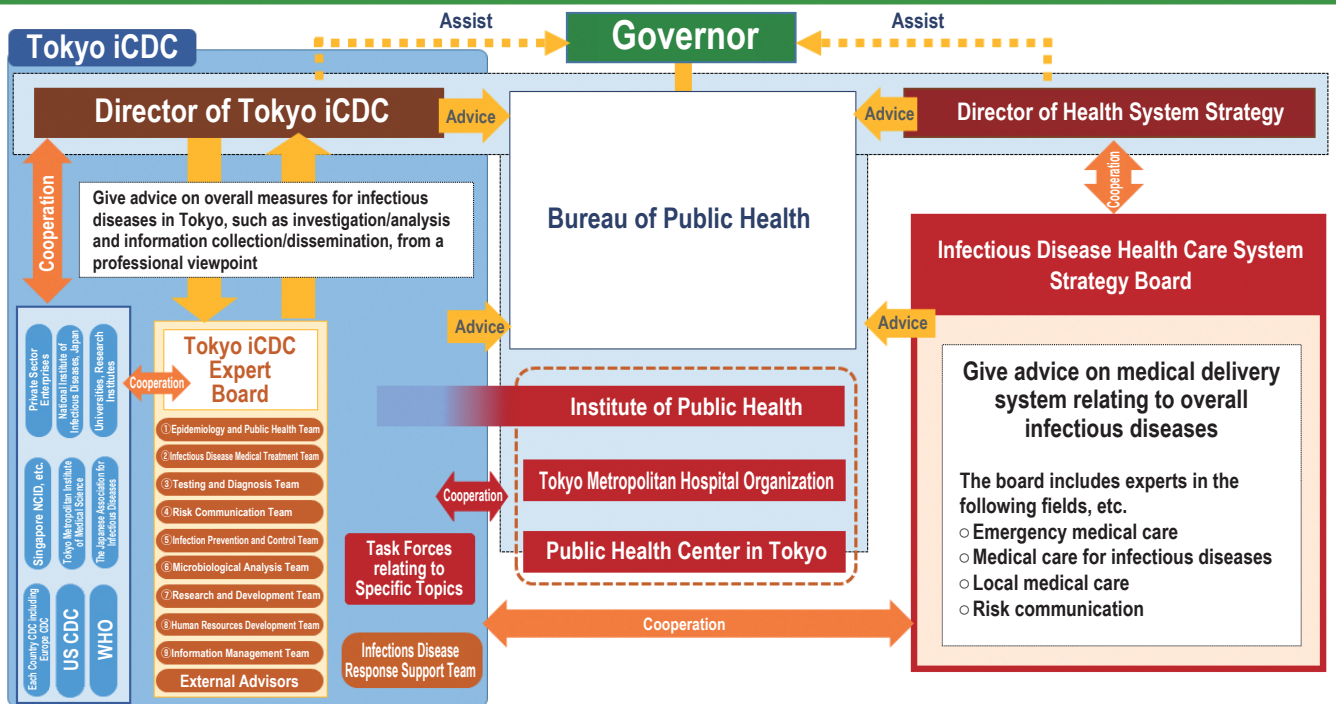
Further, Tokyo iCDC also takes measures to disseminate knowledge regarding infectious diseases to Tokyo residents in an easy-to-understand manner through holding events including the Tokyo iCDC Forum.

Tokyo iCDC will support the implementation of effective measures by the TMG with regard to infectious diseases in general, also including the need to prepare against unknown infectious diseases.

### Infectious Disease Control and Coordination Council

In order to take measures to prevent occurrence and spread of infectious diseases, the TMG organizes the Tokyo Infectious Disease Control and Coordination Council, consisting of concerned personnel from the metropolis, special wards, cities with a health center, and organizations, to communicate, share information, and cooperate among those who are concerned.

## Tokyo Metropolitan Health Crisis Management Structure for Infectious Diseases (Overview)



### Tokyo Metropolitan Infectious Diseases Response Liaison Committee

**New**

In order to continually prepare against all kinds of infectious diseases, including unknown ones, and to swiftly investigate and implement the necessary countermeasures, the TMG establishes the “Tokyo Metropolitan Infectious Diseases Response Liaison Committee”. Based on the conditions of all the infectious diseases in the metropolitan area, the council will be held whenever necessary.

### “Countermeasures to Combat Infectious Diseases in Asia” Project

The TMG holds regular conferences with administrative staff and doctors in Asian cities and conducts exchanges of opinions regarding infectious disease countermeasures, as well as using the Health Crisis-Management Information Network for Infectious Disease to share information with related institutions including those located in the metropolitan area.

In addition to this, specialists who serve to cope with infection are being dispatched to specialized institutions abroad, in order to learn more about countermeasures to diseases that so far have been transmitted in few cases in Japan, and in order to strengthen our potential response.

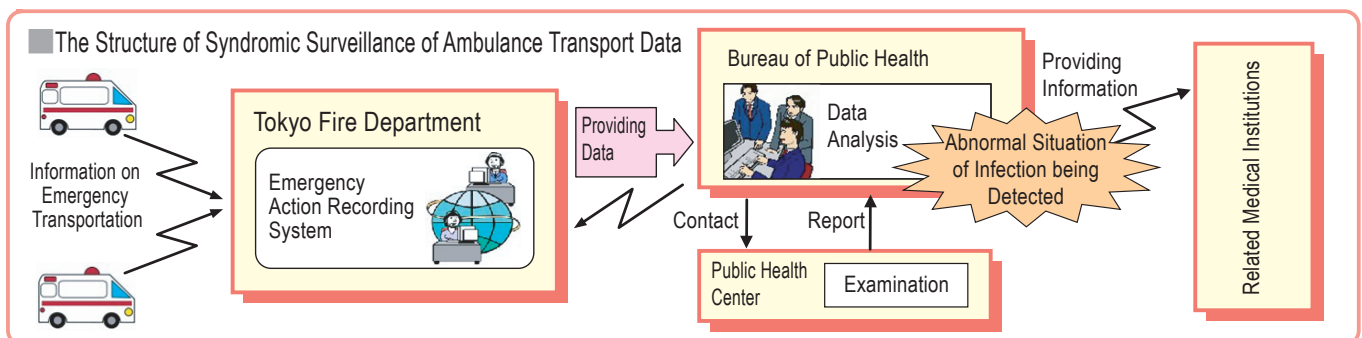
### Surveillance System on Outbreaks of Infectious Diseases

The TMG quickly collects and analyses information on infectious diseases incidence reported by medical institutions via the syndromic surveillance system connecting medical institutions, public health centers, the TMG and the national authority. The TMG provides the results for residents and healthcare professionals.

### Syndromic Surveillance of Ambulance Transport Data

Data is provided from the Tokyo Fire Department’s emergency information analysis control system to quickly collect and analyze information about the symptoms of patients at the time of emergency transportation.

The TMG is developing a system in which public health centers can confirm the location of the occurrence, as well as any occurrence in other locations, and quickly provide information to medical institutions in case of an abnormal situation being detected upon receiving the analysis results.



## Testing System

Tokyo Metropolitan Institute of Public Health implements PCR testing on the samples of patients with suspected infection when in response to testing requests from public health centers.

When dealing with an emerging infectious disease, the institute shares some of its roles, in a phased manner, with medical institutions and test laboratories in private sector and cooperate with them to ensure the necessary system and capacity for testing.

## Medical Institutions Designated for Infectious Diseases

As hospitals accepting patients with Class 1 infectious diseases including Ebola hemorrhagic fever and Class 2 infectious diseases such as MERS, the TMG specifies four hospitals as medical institutions designated for Class 1 infectious diseases and 11 hospitals as medical institutions designated for Class 2 infectious diseases, respectively.

Further, to be prepared, all the time, for outbreak and spread of emerging infectious diseases, the TMG concludes agreements with medical institutions capable of securing a required number of beds, running fever clinics and tests, providing support to patients recuperating at home, etc. It designates the medical institutions that signed an agreement to accept patients with infectious diseases as the Designated Medical Institutions for Class 1 Agreement and the those that signed an agreement to provide medical care for fever clinics and patients recuperating at home as the Designated Medical Institution for Class 2 Agreement.

## Management of Medical Materials and Equipment

The TMG stores and manages the stockpiles appropriately, such as personal protective equipment, to distribute to medical institutions, and implements the distribution arrangement of the medical resources provided by the Japanese government.

## Health Crisis Management Information Network for Infection Disease

An information network composed of the TMG, public health centers in Tokyo, medical institution designated for infectious diseases and major cities in Asia will be established to rapidly share critical information, while taking appropriate measures to prevent the spread of infectious diseases based on collected information.

## Public Funding of Medical Expenses

The TMG will bear the medical expenses for hospital stays by patients with Class-1 and Class-2 infectious diseases who received medical treatment at medical institutions designated for infectious diseases under a recommendation for hospitalization or measure based on law.

It also bears medical expenses for outpatient medical care and in-home medical care provided, by medical institutions designated for infectious diseases, to patients with Pandemic Influenza who are advised to stay home.

## Measures against Tuberculosis

Aside from the routine health examinations and preventive vaccinations for tuberculosis offered by business owners or municipal governments, the TMG follows the legally stipulated measures such as payment from public funds for recuperation and medical expenses of patients, and the provision of health checkups for families who come into contact with the patient.

The TMG also quickly collects and analyzes tuberculosis outbreak trends, whose findings are disclosed to Tokyo residents and medical personnel, and disseminates correct knowledge about tuberculosis.

## Tuberculosis Regional Medical Network Promotion Project

The TMG is raising awareness of the patient Medication Notebook, which also serves as a Coordination Passnote (\*), and public health centers, medical institutions, and pharmacies work together to implement Directly Observed Treatment, Short Course (DOTS) for tuberculosis patients and to establish a system for supporting uninterrupted treatment.

\* A support tool to ensure that patients continue taking medication after discharge by having related institutions record and share information on the treatment status of tuberculosis patients

## Measures against Mosquito-borne Diseases

The increasing number of transportation options available increases the likelihood that disease factors may be carried into Japan from overseas, and the expansion of breeding areas for mosquitoes due to global warming also leads to fears that diseases such as Dengue Fever, Zika virus infection, etc. may be carried by mosquitoes. As such, facilities managers and residents are asked to supply the TMG with information that will assist with reducing the occurrence of mosquitoes, and in addition, surveys are being carried out into the state of mosquito breeding and the existence of viruses.

In addition, the TMG improves examinations and medical care systems, and develops implementation systems to survey and exterminate mosquitoes, etc. in case of an outbreak.

## Measures against Class 1 Infectious Diseases

The TMG strengthens measures to prepare for an outbreak by improving the transportation of patients to designated medical institutions for infectious diseases and the transportation of the bodies of deceased patients, as well as preparing personal protective equipment for transport staff and designated medical institution staff, and implementing regular training.

## Measures against Measles/Rubella

The TMG establishes countermeasure meetings consisting of persons in related fields including medical care, education, childcare, and administration, during which discussions are held on subjects such as ideal ways to effectively increase public awareness. Additionally, the TMG is promoting phase 1 and phase 2 vaccinations in cooperation with municipalities, and intends to implement measures such as the integrated provision of rubella resistance testing and vaccinations targeting women who are intending or hoping to become pregnant.

## Measures against Noroviruses

The TMG is striving to prevent infection by conducting epidemiological research into cases including large-scale outbreaks, applying rapid testing methods, and building public awareness of countermeasures in facilities and schools.

## Measures against Hansen's disease

The TMG works to disseminate accurate knowledge on Hansen's disease, and provides support for people who are born in Tokyo currently living in the treatment facilities for Hansen's disease through financial support for their families.

## Program to Subsidize Preventive Vaccinations

With regard to some of the preventive vaccinations, the TMG subsidizes the provision of part of the costs relating to vaccine inoculation through the municipalities. (During FY2025: Herpes zoster (Shingles) vaccine (Optional), HPV vaccine (for men), and pediatric influenza vaccine)

## Measures against HIV/AIDS

Public health centers in Tokyo, Tokyo Metropolitan Testing and Counseling Office (Shinjuku) (standard HIV test on weeknights and Sat/Sun) and Tokyo Metropolitan Testing and Counseling Office (Tama area) (rapid same day testing on Sat/Sun) provide anonymous and free-of-charge HIV/AIDS testing. In addition, public health centers and “Tokyo HIV/AIDS Telephone Counseling” provide HIV/AIDS counseling service.

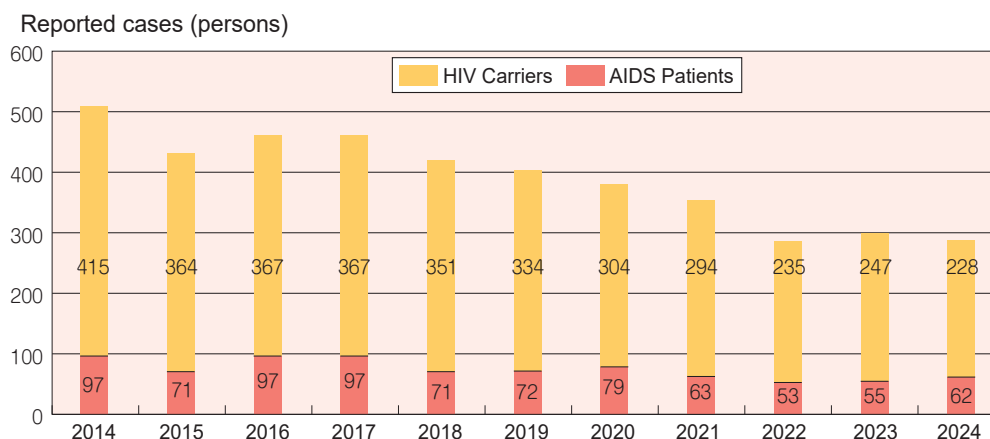
The TMG conducts educational projects in various locations to encourage young people to learn more about HIV/AIDS, and promotes opportunities for them to engage in discussion. It also conducts seminars for workplaces, in an effort to fit prevention education to the target audience. In addition, the TMG secures and partners with specialized medical institutions that engage in AIDS testing, and implements lectures for medical professionals, as well as supporting HIV-positive patients undergoing treatment by delegating professional counselors.

## Measures for Sexually Transmitted Infections

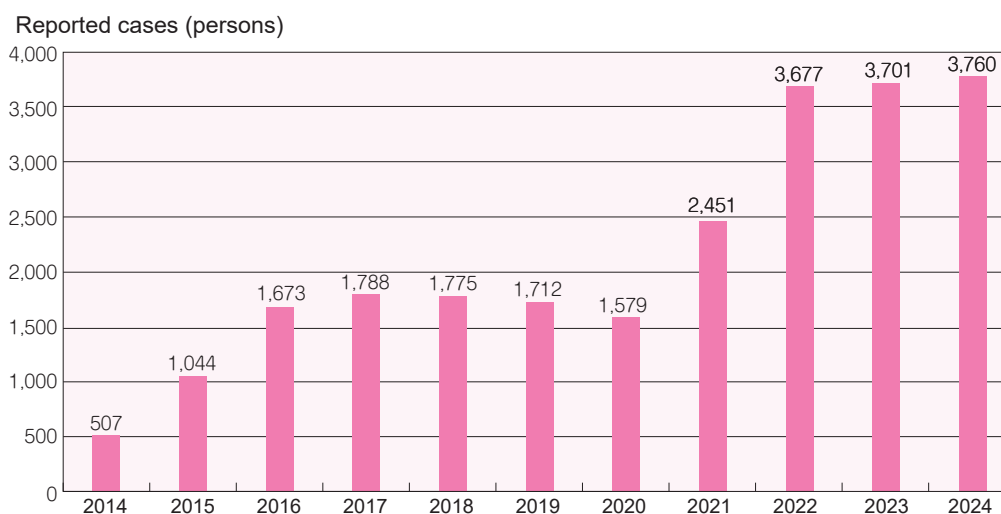
Public health centers in Tokyo and Tokyo Metropolitan testing and counseling offices offer anonymous and free-of-charge HIV testing and testing for sexually transmitted infections such as syphilis. In addition, the TMG provides information relating to sexually transmitted infections through a comprehensive website, the “Tokyo Metropolitan Sexually Transmitted Infection Navigator”.

Furthermore, regarding syphilis, which has been rapidly increasing in recent years, the TMG distributes pamphlets to schools, companies, and medical institutions.

### Annual Shift of the Reported Number of HIV Carriers/AIDS Patients (Tokyo)



### Annual Shift of the Reported Number of Syphilis Patients (Tokyo)



## Capability to Pandemic Influenza

Based on the “Tokyo Action Plan for Pandemic Influenza” to prepare for pandemic influenza and outbreaks of new infectious diseases that may cause similar effects, the TMG is now taking measures from the viewpoint of health crisis management, including early detection of pandemic influenza, strengthening the regional health and medical care system, and stockpiling anti-influenza virus drugs.

### ○ Strengthening Regional Health and Medical Care System

Through cooperation with related agencies such as public health centers and medical associations, the TMG is strengthening the regional health and medical care system according to the stage of an outbreak. The “Council on Medical Care System for Infectious Diseases” has been set up to formulate a regional plan to secure a medical care system. In addition, the “Block Council on Regional Health and Medical Care System for Infectious Diseases” has been set up at ten locations by area block based on jurisdictions of designated medical institutions for infectious diseases, with the aim of securing a medical care delivery system according to the circumstances in individual communities.

### ○ Securing Medical Institutions

For the early stages of an outbreak of an infectious disease such as Pandemic Influenza in Tokyo, the TMG has secured cooperative medical institutions treating infectious diseases to accept patients with suspected infections during the follow-up examination period until diagnosis is confirmed. For an infectious phase in Tokyo, it has secured medical institutions offering hospitalization treatment for infectious diseases that proactively provide hospitalization treatment for patients who require it.

### ○ Securing Medical Supplies

The TMG prepares the anti-influenza virus drugs required for treatment and preventative administration of patients with pandemic influenza.

### ○ Information Provision for the Residents

In order to avoid confusion at the time of an occurrence of pandemic influenza, the TMG provides education for the residents and relevant parties to ensure accurate knowledge and response measures.

## Promotion of Research and Development of Preventive Vaccines for COVID-19 and Future Coronaviruses

At the Tokyo Metropolitan Institute of Medical Science, we actively advance research and development of vaccines not only for COVID-19, but also for potential future coronavirus outbreaks.

## Establishment of Consultation System after COVID-19 Vaccination

In order to respond quickly to after-effects occurring following vaccination, the TMG provides telephone consultation by nurses and public health nurses through the “Tokyo Metropolitan Consultation Center for COVID-19 Vaccination After-effects” and supports for primary care doctors through specialist medical care institutions that are able to respond to COVID-19 vaccination after-effects.

## Initiatives Relating to Long COVID

**New**

To promote understanding of the post COVID-19 conditions (so-called Long COVID), the TMG provides information on the dedicated website “Tokyo Long COVID Portal” in addition to publishing the details of medical institutions which treat these conditions in order that people worried about Long COVID can receive consultations in their local areas. Additionally, the TMG holds workshops targeting healthcare providers to provide the latest knowledge and information.

## Raising Awareness of Measures against Infectious Diseases among Tokyo Residents

To ensure that residents have correct knowledge about infectious diseases in general and how to respond appropriately, the TMG creates guides for overseas travelers and non-Japanese residents entering the country, and promotes the sharing of information.

Additionally, the TMG provides research materials to support initiatives for developing infectious disease countermeasures in workplaces including companies.

## Food Safety

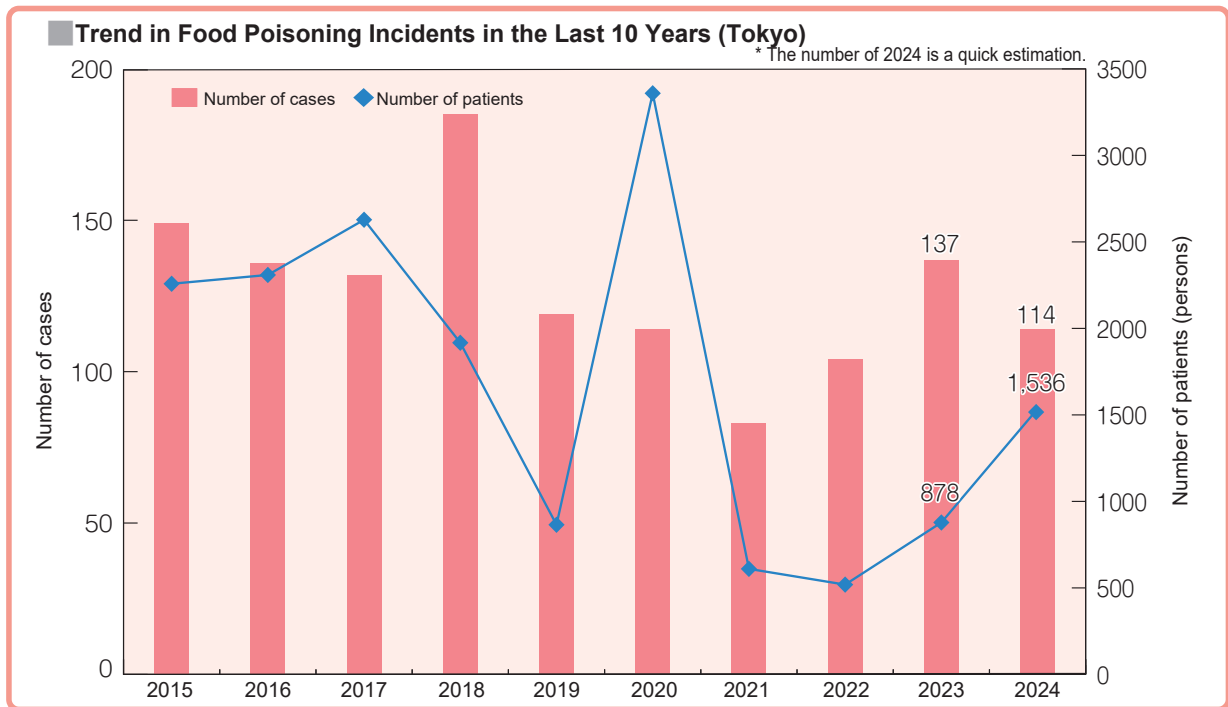
The TMG formulated the “Food Safety Promotion Plan” based on the Tokyo Metropolitan Food Safety Ordinance to promote comprehensive and methodical measures on ensuring the safety of food from its production to consumption.

### Tokyo Metropolitan Food Safety Ordinance

This ordinance was enacted with the aim of presenting the TMG’s basic approach to food safety issues, including Tokyo’s own measures taken to prevent adverse effects of food on the health of Tokyo residents.

### Measures against Food Poisoning

The TMG has been promoting diffusion and clarification of sanitation and knowledge among restaurants, etc. It also endeavors to prevent the expansion of damage and recurrence of food poisoning by investigating the cause of incidents through related facilities and patients.



As of March 1, 2025

### Compliance with the Revision of the Food Sanitation Act

Japan revised its Food Sanitation Act in 2018, reviewing the business license industry categories and creating a notification system. Additionally, all food business operators are required in principle to take measures consisting of “hygiene control based on HACCP\*.” The TMG provides technical assistance such as accepting detailed requests for know-how and consultation, and proceeds with human resource training in order that food business operators including those who will become subject to the new business licenses and notifications can smoothly and swiftly introduce and establish hygiene control based on HACCP.

\* HACCP: Rather than the previous system which used end product sampling inspections, this method guarantees product safety by predominantly monitoring the key stages from among the manufacturing processes.

### Monitoring and Inspection of Food and Other Products

The TMG formulates the “Food Sanitation Monitoring and Guidance Plan” every fiscal year based on the characteristics of Tokyo. According to this plan, each stage of manufacturing, distribution and sales of food products are monitored, removed and inspected.

### Approval, Monitoring and Guidance of Businesses

In addition to the approval of businesses, the TMG inspects the facilities to provide guidance on sanitary management and sanitation education for business owners.

### Appropriate Food Labelling

The TMG inspects and conducts monitoring and guidance on food labelling based on the Food Labelling Act that prescribes Food Labelling Standards about the safety and quality of foods and nutrition labelling, the Metropolitan Consumer Life Ordinance that stipulates labelling of the countries of origin of ingredients, the Rice Traceability Law, the Health Promotion Act, and other laws and ordinances.

The TMG also engages in awareness building and education about the food labelling system and the development of “appropriate labelling leaders” to provide correct knowledge and information to food business companies.

### Recall Information Notification System for Foods and Other Products

In cases when voluntary recalls of foods and other products have been made by food-related business operators, it is mandatory that the recall information is notified to the authorities based on the Food Sanitation Act and Food Labeling Act.

The appropriate and swift provision of this recall information to consumers prevents the consumption of the food products

concerned and avoids harming people's health. In addition, the TMG improves food sanitation administration and promotes proper labelling by giving improvement guidance to business operators. The recall information described in the notifications can be confirmed using the food business application systems (by searching for public recall cases).

### **Food Safety Conference**

The conference is an affiliated organization of the governor's office, comprised of the residents, businesses, and academic experts, deliberating on the strategies to ensure the food safety in Tokyo, such as the Food Safety Promotion Plan.

### **Provision of Food Safety Information**

Aiming to share accurate information on food safety, the TMG holds the "Food Safety Forum for Tokyo Residents" at which consumers, food business operators and government representatives meet to exchange opinions and information.

In addition, the TMG provides a variety of information relating to food safety in an easily understandable manner through websites, SNS, email newsletters, brochures and educational videos.

### **Dissemination of Food Safety Information to the Foreign People**

The TMG supports restaurants providing non-Japanese customers with appropriate information on foods that could cause allergic symptoms so that foreign people visiting Tokyo can enjoy the meals free from care.

Additionally, against the background of the increasing number of foreign employees working in restaurants in recent years, the TMG provides support to enable foreign employees to implement appropriate hygiene control.

### **Safety of Dietary Supplement**

To prevent and control the adverse effect caused by dietary supplement, the TMG inspects the labeling/advertising on dietary supplement and tests pharmaceutical ingredients, holds workshops for business operators, and collects information about adverse effect in cooperation with medical institutions, etc.

### **Food Safety Information Evaluation Committee**

The committee comprised of the residents and academic experts analyzes and assesses the information about food safety.

## **Pharmaceutical Safety**

Pharmaceutical products and cosmetic products are an indispensable part of our health and daily life. The TMG ensures quality, efficacy, and safety from various perspectives that cover from production to usage of pharmaceutical products. Meanwhile, abuse of drugs such as narcotics and stimulants is health damaging and very dangerous. Furthermore, cannabis misuse and overdose of commercially available medicines centered on the younger generation become problems in recent years. Therefore, the TMG promotes the implementation of comprehensive measures including guidance and regulation of these substances and wide-ranging education to prevent substance abuse based on the "Tokyo Metropolitan Promotion Plans for Measures to Prevent Drug Abuse" which was revised in FY2023.

### **Investigation and Approval of Pharmaceutical Products**

The TMG investigates and approves pharmaceutical products and quasi-drugs supplied to Tokyo residents in order to confirm the quality, efficacy, and safety of these items.

### **Licensing of Pharmaceutical Businesses**

The TMG licenses businesses such as marketing authorization holders and manufacturers to ensure that pharmaceutical products are manufactured and distributed under appropriate quality and safety controls.

### **Inspection/Guidance of Pharmaceutical Businesses**

The TMG conducts on-site inspections of businesses marketing pharmaceutical products, quasi-drugs, cosmetics, regenerative medical products and medical devices (manufacturing site inspections to confirm product quality and office site inspections to confirm adverse reaction reports and measures to ensure safety).

### **Supervision and Control of Illegal Products**

Supervision and control are enforced on illegal products that are not approved or licensed under the Law on Securing Quality, Efficacy and Safety of Products including Pharmaceuticals and Medical Devices. Health food products are bought and tested to check whether they contain pharmaceutical ingredients. As for dangerous drugs, the TMG gains an understanding of the distribution trends in Japan and overseas through analyzing big data and monitoring social media\*, and buys the products to conduct tests of their ingredients.

For unregulated ingredients, the TMG strives to realize swift regulation and to remove products which violate the regulations from the market using measures to discontinue sales.

\* Postings on social media and blogs are gathered, surveyed

and analyzed in real time, and atypical transaction words are identified to gain an understanding of trending products and their sales conditions, etc.

### **Monitoring of Advertisements for Pharmaceutical Products**

A monitoring and supervision is in place to make sure that advertisements on TV, magazines or the Internet for pharmaceutical products are not false or exaggerated. Consultations and guidance are also given to businesses looking to place an advertisement.

### **Support for Community-oriented Health Counseling**

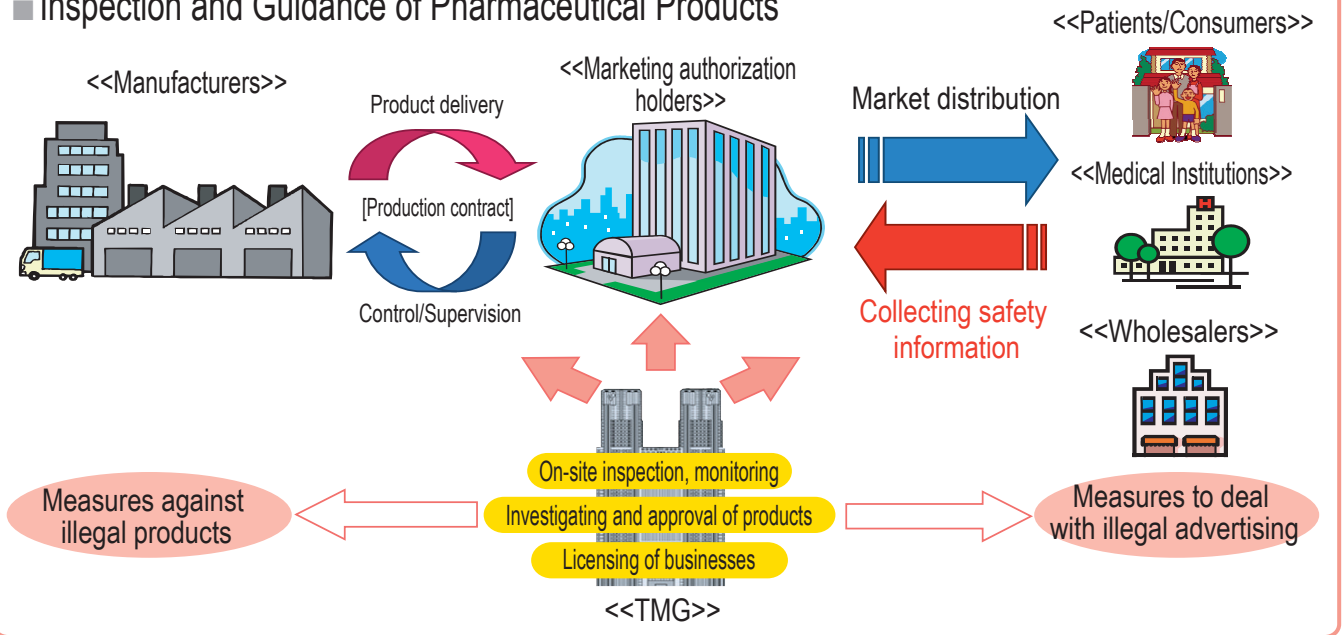
At an online search system on the website, the information is provided to allow people to easily find a pharmacy, so that Tokyo residents can use pharmacies in their community to relieve concerns related to health and pharmaceutical products.

### **Education of Prevention of Drug Abuse**

In addition to building public awareness through measures such as collecting ideas for drug misuse prevention posters and slogans, conducting training of specialist instructors, distributing various educational materials, and disseminating videos and providing information relating to the dangers of drug misuse via dedicated websites, the TMG offers consultation and guidance utilizing narcotics addiction counselors and other professionals. With these activities to prevent the use of illegal drugs, it builds public awareness in correct use of pharmaceutical products and prevention of overdose of commercially available medicines.

Further, supervision and control are enforced through measures such as on-site inspection of narcotic/neurotropic drug handlers and elimination (removal) of illegal cannabis/opium poppies.

## ■ Inspection and Guidance of Pharmaceutical Products



## ■ FY2024 Drug Abuse Prevention Poster and Best Slogan

<Poster Category>



You can't use drugs to fill the holes in your heart; protect yourself from drug abuse.

<Slogan Category>

薬物で 心のすきまは うめられない  
自分を守ろう 薬物乱用

## Response to Adverse Effects on Health Caused by Living Environment

Environmental factors that are damaging to human health, such as air pollution, indoor environments or chemical ingredients in food or cutlery nowadays raise serious concerns. Various healthcare projects and research are being conducted in order to prevent adverse effects on human health.

### Subsidization of Medical Expenses

The TMG subsidizes the medical expenses for those who are under 18 years old and suffer illnesses that are believed to be caused by air pollution, such as bronchial asthma, asthmatic bronchitis, pulmonary emphysema, or chronic bronchitis, and meet certain requirements such as having lived in Tokyo for a year or longer (six months or longer if the person is under 3 years old).

For those whose birth date is before April 1, 1997 and who have a valid medical treatment coupon, the TMG subsidizes the medical expenses.

### Chemical Exposure Research

One of the main pathways for intake of chemicals by human beings is said to be through food. Surveys aiming to prevent damage to health are implemented to establish the estimated daily intake of dioxin, heavy metals, radioactive substances and others through meals.

### Measures for “Sick House” Syndrome

The TMG receives many inquiries concerning the chemical materials used in homes and buildings. The TMG provides information and consultation on chemical substances in residential homes to improve indoor environments.

#### Sick House:

The name given to the detrimental health effects of caused by chemical substances, mold or mites and other allergen contained in residential buildings, which cause irritation to the eyes/nose/skin, or headaches and sickness.

### Research for Adverse Effect of Air Pollution on Human Health

The TMG conducts research to establish the relationship between air pollution and asthmatic symptoms and possible health damages caused by photochemical smog.

### Health Checkups for Asbestos-related Health Disorder

Public Health Centers in Tokyo offer health consultation regarding disorders that it is suspected are caused by asbestos.

Related bureaus cooperate to provide the latest Asbestos-related information on their websites.

### Measures for Allergic Diseases

The TMG promotes comprehensive measures based on the “Measures for Allergic Diseases Promotion Plan”.

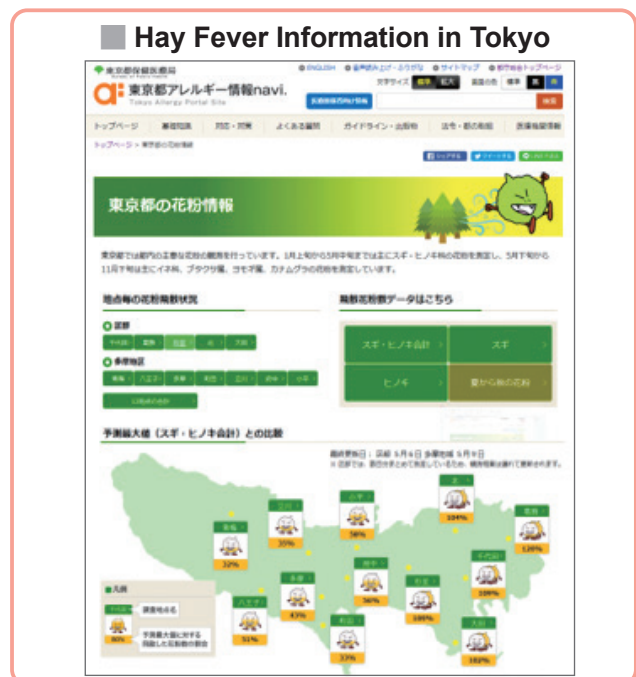
It provides lectures for patients and their families and training for staff of childcare centers, etc. on emergency responses. It also distributes comprehensive information on allergic diseases via the portal site “Tokyo Allergy Information Website”, which contains information on basic knowledge of diseases, training materials, emergency response manual, medical institutions, etc.

Furthermore, it strives to establish a network of medical institutions providing medical services for allergic diseases so that a person with an allergic disease can receive appropriate medical care according to his/her conditions, and to improve the quality of medical care staff by providing training, etc.

### Comprehensive Hay Fever Prevention

In order to prevent the development of hay fever and alleviate its symptoms, the TMG observes and analyzes the situation of pollen dispersal mainly for cedar and Japanese cypress continuously and provides information on the start date and quantity of pollen dispersal through the Internet.

In addition, a booklet titled “Clipping Note on Hay Fever” has been distributed to spread knowledge on preventing hay fever and on its treatment.



## Radiation Measurement System and Promoting Dissemination of Information

### ○ Measuring Air Radiation Dose

Monitoring posts installed in eight locations in Tokyo continue to measure the air radiation dose.

The TMG also supports measurement efforts by municipalities by lending measuring devices and offering technical advice.

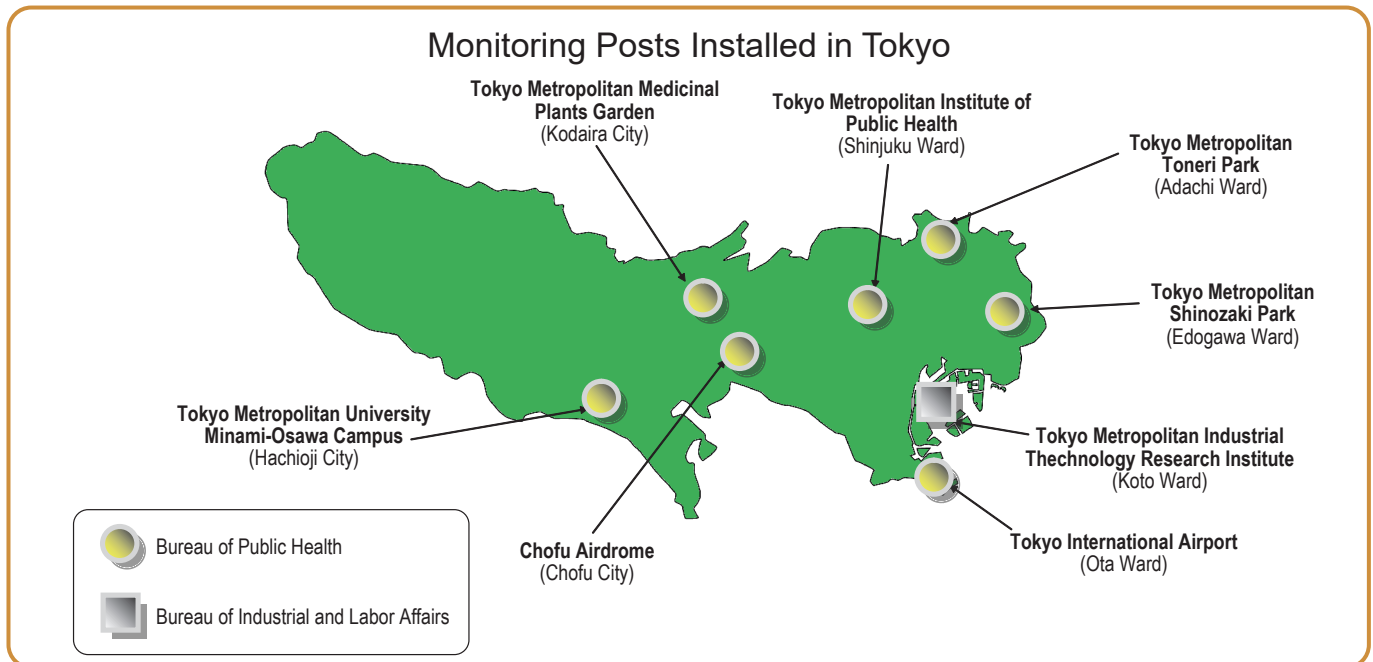
### ○ Conducting Inspections of Radioactive Materials in Foodstuffs

Monitoring inspection is conducted for foodstuffs distributed in Tokyo, with a primary focus on foodstuffs that residents consume daily and those that children consume on a continuous basis.

### ○ Promoting Dissemination of Information

Measurement and inspection results regarding radiation are consistently disclosed on the website.

Information is also provided in English for foreigners.



## Securing Environmental Sanitation

The TMG monitors and supervises business facilities used by many people such as entertainment facilities, hotels or public baths and public facilities such as water utilities to secure environmental sanitation.

### Securing Environmental Sanitation at Business Facilities

The TMG handles approval/licensing of business facilities such as barbers, beauty salons, dry cleaners, entertainment facilities (movie theaters or theaters), hotels, public baths or pool facilities, as well as monitoring and supervision including on-site inspections.

### Securing Environmental Sanitation at Specified Buildings

The TMG monitors and supervises the air environment, water supply/drainage management and other items of buildings exceeding a certain size, when such buildings are used as offices and retail stores.

### Approval/Licensing and Monitoring/Supervision for the Use of Hot Spring Water

The TMG issues business licenses to facilities using hot spring water as well as conducting monitoring and supervision for such facilities. It also monitors and supervises the registration of organizations conducting component analysis of hot spring water.

### Drinking Water Safety

The TMG secures the safety of drinking water by conducting monitoring and guidance, and water quality inspection at water utilities. It also provides technical and financial support for small water utilities businesses.

### Consultation and Supervision of Mice/Hygiene Pests

The TMG is raising awareness of appropriate pest control methods and provides consultation to Tokyo residents in order to prevent damage caused by mice or other unhygienic pests.

### Prevention Measures for Legionnaires' Disease

In order to prevent the infection of Legionnaires' disease by users of public baths, Japanese-style inns, pools, etc. the TMG monitors, supervises, and provides advice on the sanitation management of circulation-type bathtubs and other facilities.

## Animal Welfare and Management

In recent years, the number of animals such as dogs and cats being kept and bred as pets are increasing. At the same time, lack of moral has led to various problems related to pets. In addition, as the connections between people and animals grow closer, the prevention of animal-derived infectious diseases (zoonosis) such as rabies and highly-pathogenic avian influenza is becoming increasingly important.

Based on the “Animal Welfare and Management Promotion Plan”, the TMG is steadily advancing measures with the aim of realizing a well-balanced inclusive city between humans and animals.

### Reducing the Number of Collected Animals/ Increasing the Number of Animal Adoption

The TMG aims to reduce the number of animals we collect and make the put-to-sleep-animals number to be zero. We work for this goal through various measures including the education of residents on the correct way to foster a pet throughout its life and supporting to deal with stray cats in municipalities. Furthermore, in order to increase opportunities for rescued and collected animals to be adopted, we work on this in various ways such as hosting PR events in November as the “promotion month for adoption”, providing information on the adoption opportunities through a new Tokyo Metropolitan animals information website “Wan-Nyan Tokyo”, fostering and finding new homes for pre-weaning kittens in partnership with volunteers and supplying the necessary goods to organizations that assist the adoption of injured animals.

### Animal Welfare Promoters

As of October 1, 2024, there are 281 commissioned animal welfare promoters. The animal welfare promoters provide advice as well as support the promotion of animal welfare and appropriate animal feeding in the communities.

### Restrictions on the Regulation of Dangerous Animal Care

Approval for the breeding and possession of dangerous animals (specified animals) such as lions, eagles or alligators, and supervision based on the care facility regulations, are administered by the TMG. To prevent any harm to humans, the TMG conducts on-site inspections for monitoring and guidance.

### Animal-derived Infectious Diseases (Zoonosis)

In order to prevent human infection to animal-derived infectious diseases such as rabies and highly-pathogenic avian influenza, the TMG conducts research and implements preventive measures. Additionally, we organize our system in order to swiftly react and deal with the case at time of infectious disease emergence.

### Animal Rescue during a Disaster

From the perspective of preventing damage and caring for animals, TMG coordinates a cooperative system between municipalities and veterinarians, etc., so that evacuation centers are able to accept pets and pet rescue services can be implemented as swiftly as possible. We support the coordination of temporary evacuation centers for pets, the preparation of food and cages for use in disasters, the provision of emergency supplies and education for pet owners in regard to disaster response.

### Animal Care and Consultation Center

As the administrative office for animal services within the TMG, this office deals with;

- protection and rescue of stray dogs,
- taking-over of unwanted dogs and cats, returning to owners, adoption,
- rescue and treatment of injured animals,
- registration, guidance and monitoring of animal handlers,
- authorization and permission of keeping dangerous animals,
- preventions of disease transmission from animals to humans.



Treatment of injured animal

## (8) The Role of a Wide-ranging Government

The role of government has changed from being the direct provider of welfare, health and medical services to the coordinator of an entire system of service provision in communities composed of diverse service providers. This has been achieved by understanding the current conditions of communities and needs of users, and formulating policies appropriate for the characteristics of each community. On that basis, the TMG, as a “coordinator of wide-ranging systems in municipalities” and overseeing the entire Tokyo area, encourages service providers and human resources in communities by providing financial and technical support, building new frameworks, and conducting guidance and inspection in order to achieve a “balance between needs and service provision” in Tokyo.

### Support for Proactive Development of Policies by Local Authorities

From a large-scale technical perspective, the TMG supports policy development in municipalities by encouraging local authorities to understand particular and varied needs, and utilize their own social resources in the communities.

#### Public Health and Welfare Block Grant Program for Municipalities (Bounty System in Tokyo)

The TMG supports creative programs being implemented by municipalities in response to the actual conditions of each community in categories such as welfare, health and medical services.

##### ■ Subsidization Subjects in Public Health and Welfare Block Grant Programs for Municipalities (Examples)

- Block Grant Programs for Municipalities to Promote Measures for the elderly
  - Program to support improvements in convenience by applying digital technology in long-term care services
  - Program to watch over the elderly in the community utilizing ICT
  - Program to build public awareness of dementia
- Block Grant Programs for Municipalities to Promote Measures for Persons with Disabilities
  - Program to promote help mark utilization in municipalities
  - Program to support the transfer and establishment in community life by persons with disabilities
  - Program to promote the establishment of a municipality support system for persons with developmental disabilities
- Block Grant Programs for Municipalities to Implement Health and Medical Policy
  - Program to subsidize smoking cessation therapy expenses
  - Program to support disaster medical plan formulation
  - Measures for cats which do not have owners
- Block Grant Programs for Municipalities to Promote Community Welfare
  - Implementation of third-party evaluation of welfare services
  - Program to create safe living conditions utilizing the adult guardianship system
  - Support for full provision of information without barriers
  - Support to enhance public awareness of barrier-free mindsets
  - Training program to promote support of skill improvement and retention
- Block Grant Programs for Municipalities to Support Families with Children
  - Program to promote daycare for sick children
  - Child and family support centers program
  - Program to support formulation of Scheme for Independence Support of Single-parent Families
  - Program for the early detection and support of households requiring support

### Securing Trustworthy Services and Improvements of Qualities

For users and patients to safely select the service they want among the many services provided by businesses and medical institutions, provision of detailed information on service contents, consultation functions, technical support for agreement execution, service evaluation and handling of complaints are critical. The TMG, promptly and appropriately exercising its authorities according to concerned laws, encourages proper operation of services and further improvements of service qualities.

#### Authorization/Operational Guidance for Social Welfare Corporations

Approval for the incorporation of social welfare corporations within the Metropolitan Area is granted by the ward or city mayor in the case of corporations run in one ward or city, and the Governor in the case of corporations being run in more than one ward or city, or in multiple prefectures. If the business operates in two or more regional Health, Labour and Welfare Bureaus, or is operated

on a national level, approval is granted by the Minister of Health, Labour and Welfare.

The TMG ensures appropriate operation of public businesses, working to improve the management of social welfare organizations and eliminate illegal businesses.

## Guidance and Inspection of Social Welfare Corporations

Working with the national and municipal governments and other related organizations, the TMG inspects and provides supervision to ensure that businesses observe laws and provide appropriate services, as well as training businesses to provide even better services. In addition, the TMG utilizes digital technologies to effectively and efficiently conduct inspections for many businesses, while working to promptly address fraudulent or inappropriate activities.

## Designated (Municipal) Trust Organization

As the designated (municipal) trust organization based on the Long-Term Care Insurance Act, the Services and Supports for Persons with Disabilities Act, and the Child Welfare Act, the Tokyo Metropolitan Foundation for Social Welfare and Public Health bears part of the responsibility for providing the practical guidance given by the municipalities.

With the operations of this trust organization, structures for local guidance for municipalities are developed and enhanced, and structures for guidance and inspection in Tokyo are improved.

## Comprehensive Welfare Information Network (Tokyo Welfare Navigation)

This system allows users of welfare services to select appropriate services by providing the necessary information.

This network provides information regarding service providers, contents and evaluation in different fields such as aged, disabled or children and families. In addition, it operates the guidance system called “Tokyo Welfare All Guide” established for an easy-access to necessary information. Its website incorporates universal design, and is also provided in various different means including fax to ensure easy access by everyone.

## Service Promotion Grants for Private Social Welfare Facilities

The TMG supports proactive and flexible operations of private social welfare facilities to secure welfare services that meet residents’ needs and improve welfare for facility users.

### ○ Making “Undergoing Third-Party Evaluation” and “Disclosure of Management Information” Mandatory for Private Social Welfare Facilities

To promote further improvement in services available to users and to ensure transparency in facility management, the following items are required in order to receive service promotion grants in full.

1. Undergo a third-party evaluation that is unique to Tokyo at least once every 3 years and disclose the results (Conduct “User surveys” in the years in between).
2. Disclose financial information on the facility every business year (status of income, expenditure, service promotion grants, etc.).

## Third Party Evaluation System for Welfare Services

The third party evaluation system for welfare services by the TMG is a mechanism whereby multiple evaluation organizations that are neutral third parties with expert knowledge conclude contracts with businesses, evaluate issues like service contents and their organization’s managerial capacity, and publicize the results.

This allows users to compare and make a choice between businesses and services by using information on the evaluation results. What is more, the expectation is that this will allow

businesses to get a firm grasp of the level of their own services and the challenges involved in running their businesses, and thereby set out to improve them.

The TMG established the Tokyo Welfare Service Evaluation Promotion Organization in the Tokyo Metropolitan Foundation for Social Welfare and Public Health, and the organization has been carrying out full-scale third party evaluations of welfare services since FY2003. It is aiming to continue further expansion and establishment of this evaluation system firmly in place.

## Comprehensive Support Programs for Welfare Services

This program handles (1) Complaints from service users, advocacy consultation for persons incompetent to make decisions and consultation on the use of the Adult Guardianship System, (2) support for persons incompetent to make decisions on the use of welfare services, seniors in need of long-term care, and persons with disabilities and others in need of support, and (3) assistance for the establishment of third-party agents which address complaints or advocacy consultation.

### ○ Framework for Addressing Complaints

Complaints from welfare service users are handled by municipalities in cooperation with relevant organizations as they are closer to both service users and businesses. The Welfare Service Management Improvement Committee within Tokyo Council of Social Welfare handles user complaints.

## Creation of Safe Living Conditions by Utilizing the Adult Guardianship System

In order to ensure a safe living environment in the community for those with dementia, those with intellectual/mental disabilities, or those who are incompetent to make their own decisions, it is essential to utilize the “Adult Guardianship” to provide support for welfare service utilization and property management. To promote active use of this system, the TMG supports the establishment and operation of an “Adult Guardianship System Promotion Organization” by municipalities, while also striving to promote the system throughout Tokyo.

## Support Program on Comprehensive Consultation for Single Elderly

In order for single elderly, etc. to make arrangement for their future life, while they have proper judgement, the TMG supports municipalities which establish the comprehensive consultation desk to support the plan for the end of life, etc. and develop a structure linked to a necessary system including the voluntary guardianship.

## Daily Life Self-Reliance Support Program (Community Welfare Advocacy Program)

In order that people who have inadequate judgment abilities, such as elderly persons with dementia and persons with intellectual disabilities, can live in the community with peace of mind, the TMG supports the activities implemented by the Tokyo Council of Social Welfare, which protects the lives and rights of welfare service users including when they conduct the procedures required for using welfare services and in their daily money management.

## (9) Improvement and Strengthening of the System that is Resistant to Disasters

The TMG will promote appropriate preventative and countermeasures in light of the response in the regions afflicted by the Great East Japan Earthquake and the events that occurred in the Tokyo Metropolitan Area, as well as the state of affairs that is envisioned in the event that a serious earthquake were to strike Tokyo in the future, in order to ensure a proper response.

### Promotion of Seismic Reinforcement of Social Welfare Facilities and Medical Facilities and Ensuring Their Functionality

#### Promoting the Seismic Reinforcement of Social Welfare Facilities

Social welfare facilities are used by many people who would have difficulty evacuating on their own in an earthquake, such as the elderly or disabled persons and children, and also serve as a temporary shelter to disaster victims in case of an earthquake. Therefore, in order to ensure the safety and security of the users, the TMG promotes seismic reinforcement work by providing financial support for its costs and also by actively approaching facilities to conduct the work.

#### Project to Promote the Seismic Reinforcement of Social Welfare Facilities and Medical Facilities

The TMG offers a detailed response that includes individually visiting facilities that require seismic reinforcement, holding consultations and making proposals suited to their conditions, and dispatching advisors in order to promote the seismic reinforcement of social welfare facilities and medical facilities.

#### Project to Promote the Seismic Reinforcement of Child Welfare Facilities (Land Rent)

The TMG supplements rental fees for land used for temporary facilities that are needed during repairs and renovations for seismic reinforcement, and strongly promotes the seismic reinforcement of daycare facilities.

#### Project to Support Seismic Reinforcement Measures for Non-structural Elements of Daycare Facilities

The TMG subsidizes the cost for seismic reinforcement of non-structural elements of daycare facilities, to promote measures to secure children's safety.

#### Promotion of Earthquake-resistant Medical Facilities

Re-posted (P. 60)

### Enhancement of Disaster Medical Care

In times of major earthquakes, systems are developed so that accurate damage information can be quickly obtained, and swift and appropriate medical relief actions can be implemented.

#### Medical Relief Actions and Medical Supplies Stocks in Case of Disaster

Re-posted (P. 60)

#### Improvement of Disaster Control Base Hospitals

Re-posted (P. 60)

#### Enhancement of Disaster Medical Assistance Team (Tokyo DMAT)

Re-posted (P. 60)

#### Disaster Area Medical Associations

Re-posted (P. 60)

#### Regional Disaster Medical Collaboration Council

Re-posted (P. 60)

#### Positioning Disaster Area Medical Care Coordinator

Re-posted (P. 60)

#### Registration System for Potential Nurses

Re-posted (P. 62)

### Enhancement of Mental Health Care in Times of Disaster

In times of major disasters, systems are developed so that responses related to mental health care can be provided smoothly and swiftly.

#### Establishment of Disaster Control Base Psychiatric Hospitals, etc.

Re-posted (P. 60)

#### Tokyo Metropolitan Liaison Conference for Mental Health Care System in Times of Disaster

Re-posted (P. 60)

#### Development of the Disaster Psychiatric Assistance Team (Tokyo DPAT)

Re-posted (P. 61)

## Support for Disaster Victims

The TMG formulates a regional disaster prevention plan and a Tokyo Disaster Plan, as well as plans across the metropolitan government as a whole in order to implement disaster prevention measures, emergency measures, and reconstruction in partnership with municipalities and medical institutions. In addition, each bureau works to set in place structures that are capable of quickly responding to emergencies, such as by creating activity manuals.

**Stocking and Providing Disaster Relief Supplies**  
Re-posted (P. 49)

**Livelihood Support for Disaster Victims**  
Re-posted (P. 49)

**Emergency Measures Taken by the Employees of the Bureau of Social Welfare and the Bureau of Public Health**  
Re-posted (P. 50)

**Promotion of Disaster Measures for People who Need Special Care**  
Re-posted (P. 50)

**Supporting Users of Artificial Respirators at Home**

○ **Project to Support Users of Artificial Respirators at Home during Disasters**

Users of artificial respirators at home, their families, and those involved in assisting them must, in particular, among all persons requiring assistance during a disaster, be prepared for disasters and be able to mount an appropriate response when disasters occur in light of their urgent needs and special requirements. In order to ensure that they can do this, the TMG provides support to municipalities who formulate individual support plans for disasters ahead of time, as they are responsible for setting in place support structures for people requiring attention during disasters.

○ **Project to Support Recuperation of Users of Artificial Respirators at Home**

To ensure the safety of patients using artificial respirators at home during power outages and similar occurrences, the TMG supports municipalities who secure reserve power sources according to their individual disaster plans.

○ **Project to Install Emergency Power Sources for Intractable Disease Patients on an Artificial Respirator Living at Home**

Re-posted (P. 67)

## Organizational Chart and Contact Details of the Tokyo Metropolitan Bureau of Social Welfare and Bureau of Public Health

### Bureau of Social Welfare

Division	Section	Main Duties
General Affairs	General Affairs	General affairs, session, documents, organization, public relations and public hearing, survey and statistics, contract, management of property and equipment, construction
	Personnel	Personnel affairs, capacity, welfare, training
Planning	Policy Planning	Planning and coordination, coordination of supervisory organizations, communication and coordination with municipalities
	Budget	Budget, settlement, accounting
Guidance and Inspection	Guidance Coordination	Comprehensive coordination of guidance and inspection, approval for social welfare corporations
	1st Guidance	Guidance and inspection to service providers under the Long-term Care Insurance Law, disability welfare service providers, designated medical institutions, and public assistance facilities
	2nd Guidance	Guidance and inspection to children's protective care facilities and daycare facilities (including unlicensed-daycare facilities)
Welfare	Planning	Planning and coordination of public welfare, pension for the war veterans, programs for Japanese returnees from China, welfare-oriented city planning
	Public Assistance	Public assistance, operational guidance of public assistance facilities and lodging facilities, measures taken for the homeless, measures taken for Sanya
	Community Welfare	Welfare program for low-income households, commissioned welfare volunteer/commissioned child welfare volunteer, promotion of welfare in the community, welfare human resources development, support for persons who have withdrawn from society
	Medical Treatment Assistance	Subsidy for medical expenses
	Nishi-Tama Welfare Office	
Children and Child-rearing Support	Planning	Planning and coordination of programs for children, families and women
	Child and Family Support	Child and family support, operation of child guidance offices, subsidy for medical expenses, mother and child health
	Child and Single-Parent Welfare	Support for single-parent households, women's welfare programs, social protection, child allowances, foster parents
	Child Day-Care Service	General measures for childcare
	Child Guidance Centers and Child Guidance Offices (9), Children's Hall and Home for Juvenile Training and Education (2), Women's Counseling and Support Center (1, 1 branch office)	
Aged Persons Programs	Planning	Planning and coordination of measures taken for the elderly, formulation of programs for health and welfare for the elderly
	Long-Term Care Insurance	Guidance to municipalities, assessment board, and designation/operational guidance of service providers concerning the long-term care insurance, measures for securing long-term care personnel
	Home Care Support	At-home welfare services for the elderly and support for the elderly with dementia
	Facility Care Support	Operational guidance for facility owners, subsidization of maintenance for facilities such as long-term care welfare facilities, maintenance for Itabashi and Higashimurayama campuses, operational support for Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology
Disabled Persons Programs	Planning	Planning and coordination of welfare programs for the disabled, establishment of Tokyo Metropolitan Plan to Promote Policies for Persons and Children with Disabilities, promotion of social participation, enforcement of abuse prevention law for the disabled, enforcement of discrimination elimination law for the disabled
	Community Living Support	At-home welfare services, employment support for the disabled, living support
	Facility Care Support	Operational guidance for facility owners, operation of TMG facilities for the disabled, policy planning for severely mentally and physically disabled children (persons), development of facilities for the disabled
	Mental Health Care	Medical healthcare for mentally disabled, medical support for mentally disabled, maintenance of support system for patients with developmental disorder and higher brain dysfunction
	Welfare Center for the Physically and Intellectually Disabled (1, 1 branch office), Welfare Center for the Disabled, Kita Medical and Rehabilitation Center for the Disabled (1, 2 branch centers), Fuchu Rehabilitation Center for Disabled, Comprehensive Center for Mental Health and Welfare (2), Mental Health and Welfare Center (1)	

## Bureau of Public Health

Division	Section	Main Duties
General Affairs	General Affairs	General affairs, session, documents, organization, public relations and public hearing, survey and statistics, contract, management of property and equipment, construction
	Personnel	Personnel affairs, capacity, welfare, training
Planning	Policy Planning	Planning and coordination, coordination of supervisory organizations, communication and coordination with municipalities
	Health Crisis Management Coordination	General coordination of health crisis management
	Budget	Budget, settlement, accounting
Health Policy	Health Policy	Planning and coordination of health policies, coordination and management of metropolitan public health centers
	Health Promotion	Promotion of health improvement, measures taken for adult health, passive smoking prevention measures, health nutrition, promotion of comprehensive measures against suicide
	Specific Disease Measures	Measures for intractable diseases and hepatitis, support for atomic bomb survivors, measures for organ transplantation and blood donations
	National Health Insurance	Planning and coordination of National Health Insurance (NHI) System, guidance to municipalities and NHI organizations, guidance and inspection to insurance medical institutions and insurance pharmacies
	Public Health Centers (6, 4 branch offices, 2 sub-branch offices)	
Medical Policy	Medical Policy	Planning and coordination of medical policies, promotion of medical care reform, local medical care measures
	Emergency Medical Services and Disaster Response	Emergency medical care, disaster medical care, emergency medical care for the children, perinatal medical care, medical care in remote areas
	Medical Safety	Licensing permission, monitoring and supervision for medical facilities, patients voice counter
	Medical Human Resources	Medical human resources development, license, medical care social project
	Tokyo Metropolitan Medical Examiner's Offices and Nursing Schools (7)	
Tokyo Metropolitan Hospital Support	Corporate Coordination	Support for the Tokyo Metropolitan Hospital Organization
Health and Safety	Health and Safety	Planning and coordination of measures to ensure health safety, provision of information on safety
	Food Safety Control	Measures for food safety, measures for food poisoning
	Pharmaceutical Affairs	Pharmaceutical licensing, preventive measures for drug abuse, approval/monitoring/guidance of pharmaceutical products, regulations on advertisement of pharmaceutical products
	Environmental Health and Sanitation	Measures for environment-related adverse effect on health, measures for allergies and hay fever, sanitation measures for environmental sanitation facilities, animal protection and management, measures for animal-derived infectious diseases, measures for water supply facilities with receiving tank, supervision and support for water utilities
	Institute of Public Health (1), Wholesale Market Sanitary Inspection Station (1, 2 branch offices), Shibaura Meat Sanitary Inspection Station (1), Animal Care and Consultation Center (1, 1 branch office, 1 sub-branch office)	
Infectious Disease Control	Planning	Planning and coordination of infectious diseases control
	Survey and Analysis	Tokyo Center for Infectious Disease Control and Prevention (Tokyo iCDC), Infectious Disease Health Care System Strategy Board
	Infectious Disease Prevention	Enforcement of Infectious Diseases Control Law, newly emerging and reemerging infectious diseases, surveillance system on outbreaks of infectious diseases, active epidemiological investigation, measures against tuberculosis, measures against AIDS, measures for sexually transmitted infections
	Medical Care System Establishment	Development of medical care system for infectious diseases

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