The “Act for establishment of related acts to take new welfare measures for disabled persons in order to realize coexistence with the community” was enforced in April 2013, and the Services and Supports for Persons with Disabilities Act was revised as the “Act to comprehensively support the daily life and social life of persons with disabilities (Comprehensive Support for Persons with Disabilities Act)”. TMG will continue its efforts in the improvement of service infrastructure and employment support.

### Current Status of Adults and Children with Disabilities

#### Number of Persons Possessing Disability Certificate

Currently, approximately 472,000 Tokyo residents are issued with the Physical Disability Certificate ([Shintai shogaisha techo](#)), 75,000 are issued with the Intellectual Disability Certificate ( *[Ai no Techo](#)*), and 74,000 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 2013]

#### Number of the Physical Disability Certificate

*(As of the end of March 2013)*

- Disorders of the small intestine: 743 (0.2%)
- Disorders of the liver: 520 (0.1%)
- Disorders of the bladder and rectum: 19,341 (4.1%)
- Respiratory disorders: 8,586 (1.8%)
- Circulatory disorders: 59,627 (12.9%)
- Renal disorders: 32,259 (6.8%)
- Immune system disorders: 5,705 (1.2%)
- Hearing and/or equilibrium impairments: 45,298 (9.6%)
- Vision impairments: 26,159 (5.6%)
- Mobility impairments: 253,567 (53.7%)

**Total:** 471,833 (100%)

Source: "Welfare Administration Statistics" compiled by the Bureau of Social Welfare and Public Health

#### Number of the Intellectual Disability Certificate

*(As of the end of March 2013)*

- First degree (Profound): 2,889 (3.9%)
- Second degree (Severe): 19,887 (26.5%)
- Third degree (Moderate): 19,059 (25.4%)
- Fourth degree (Mid): 33,336 (44.9%)

**Total:** 74,971 (100%)

Source: "Welfare Administration Statistics" compiled by the Bureau of Social Welfare and Public Health

#### Number of the Certificate for Health and Welfare of Persons with Mental Disorders

*(As of the end of March 2013)*

- First degree: 5,801 (7.9%)
- Second degree: 39,890 (54.1%)
- Third degree: 27,976 (38.0%)

**Total:** 73,667 (100%)

Source: Compiled by Chubu Center for Mental Health and Welfare

#### Trend in Number of Outpatients with Mental Disorders

*(Unit: persons)*

- FY2001: 91,150
- FY2002: 100,395
- FY2003: 106,674
- FY2004: 111,039
- FY2005: 122,159
- FY2006: 127,480
- FY2007: 122,089
- FY2008: 127,753
- FY2009: 136,685
- FY2010: 152,452
- FY2011: 161,479
- FY2012: 172,526

*Number of outpatients is certified persons for public expenditure of outpatient medical care.*

*Number of outpatients is the figure at the end of each fiscal year.*

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

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

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

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

**Program Plan**
- • Policies on welfare, insurance, medical care
- • Education, labor, housing, community planning, understanding and raising awareness about disabilities, etc.
- • Comprehensive promotion of policies for the disabled across the metropolitan government

Third-term Tokyo Metropolitan Disability Welfare Plan (Comprehensive and Supports for Persons with Disabilities Act)

**Primary Numerical Target (end of FY 2014)**
- System to provide services to the community
  - Setting the required number of the persons estimated every year

- Promoting shift to life in the community
  - Persons in the welfare facilities make the shift to community life
    - [No. of persons making the shift to community life]
      - 842 (end of FY2010) ⇒ 2,204
    - [Capacity]
      - 7,451 (end of FY2010) ⇒ 7,344
  - Persons with mental disorders in mental hospitals who can be discharged shift to community life
    - [Average no. of persons discharged in less than one year]
      - 76% (FY2010) ⇒ Rate of 76% maintained/improvised
    - [Percentage of persons discharged after a period of one year or longer]
      - 27.5% ⇒ 29% and more (FY2010)

- Promoting shift to regular employment
  - Persons shifting to regular employment through municipal programs to support employment of the disabled
    - 1.274 (FY2010) ⇒ 1,500
  - Persons shifting from welfare facilities to regular employment
    - 308 (FY2010) ⇒ 852

**Primary Approaches**
- Establishing and promoting the basic system to support the community
  - • Three-year plan to support persons with disabilities making the shift to community life

- Creating systems to support the shift to life in the community
  - • Projects to assist persons with disabilities shifting to life in the community/assisting persons with disabilities to stay in the general community (consultations provided by group homes and care homes, etc.)
  - • Specific systems to assist persons with mental disorders to make the shift to life in the community (placing coordinators, etc.)

- Expand and build assistance projects for general workers
  - • Assistance for Persons with Disabilities Association (collaboration between relevant institutions)
  - • Integrating assistance into the work and living aspects
  - • Providing assistance to corporations by promoting employment for persons with disabilities

- Fine-tuned care for a variety of disabilities
  - • Providing psychiatric care in community
  - • Assistance for severely mentally and physically disabled children
  - • Assistance for the developmentally disabled
  - • Assistance for persons with higher brain dysfunction

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

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

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

### Major Community Life Infrastructure

<table>
<thead>
<tr>
<th>FY2012 to FY2014</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Places for daytime activities</td>
<td>Support for general employment and opportunities for day-time activity for the severely disabled</td>
</tr>
<tr>
<td>Group homes with aid (residential facility)</td>
<td>Providing living arrangements for persons with disabilities in the community</td>
</tr>
<tr>
<td>Short-stay services (for emergency use)</td>
<td>Construction to offer easy-access in communities</td>
</tr>
</tbody>
</table>

The TMG shall make new improvements by the end of FY2014 including employment opportunities for independence of the disabled and 4,810 more capacity at residences in the community such as group homes.

Comprehensive Support for Persons with Disabilities Act

With the enactment of “Act for establishment of related acts to take new welfare measures for disabled persons in order to realize coexistence with the community,” the Services and Supports for Persons with Disabilities Act was revised as the “Act to comprehensively support the daily life and social life of persons with disabilities (Comprehensive Support for Persons with Disabilities Act)” from April 2013. The definition of disabled persons will include intractable diseases, etc. starting in April 2013, and the levels of grades for disabilities were revised as levels of support.
for disabilities, the scope of visiting care for severely disabled persons was expanded, and care homes were incorporated into group homes starting in April 2014.

**Welfare Services**

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

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

### Welfare Service System

<table>
<thead>
<tr>
<th>Care Services</th>
<th>Training Services</th>
<th>Community Consultation Assistance Services</th>
<th>Community Life Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home-help Service</td>
<td>Assist with bathing, toileting and eating at home.</td>
<td>Assistance on shift to community life</td>
<td>Assist with bathing, toileting and eating at home.</td>
</tr>
<tr>
<td>Visiting Care for Persons with Severe Disabilities</td>
<td>Assist severely disabled persons or persons with severe intellectual/mental disabilities in their homes.</td>
<td>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 correctional facilities, etc.</td>
<td>Provision/Rental Services of Independent Living Support Tools</td>
</tr>
<tr>
<td>Assistance on travel outside the home</td>
<td>For visually impaired individuals for whom mobility is a serious issue, this service provides assistance on following: information required for travel outside the home (including reading and writing on behalf of the individual), assistance on travel itself, and nursing care for eating and using the bathroom, etc.</td>
<td>Conduct training and raise awareness (hold events/lectures, distribute brochures, etc.) to deepen the community residents’ understanding toward persons (children) with disabilities.</td>
<td>Provision/Rental Services of Independent Living Support Tools</td>
</tr>
<tr>
<td>Activity Support</td>
<td>Oulet assistance and necessary support to avoid danger surrounding persons with severe intellectual/mental disabilities who require constant nursing care.</td>
<td>Provide consultation and necessary information to persons (children) with disabilities, their family, or community residents.</td>
<td>Sign language volunteer training program</td>
</tr>
<tr>
<td>Medical Care</td>
<td>Daytime assistance for persons who require medical attention and constant nursing care including functional training at medical institutions, medical management, nursing care and personal care.</td>
<td>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 correctional facilities, etc.</td>
<td>Sign language volunteer training program</td>
</tr>
<tr>
<td>Care for Daily Life</td>
<td>Daytime assistance for persons who require constant nursing care including support with bathing, toileting and eating. Provision of opportunities for creative/productive activities.</td>
<td>Voluntary activity support program</td>
<td>Transportation Support Business</td>
</tr>
<tr>
<td>Short Stay Service</td>
<td>Short-term assistance (daytime and nighttime) at facilities with bathing, toileting and eating, in case family caregivers become ill or unable to provide the necessary nursing care.</td>
<td>Support for voluntary activities (peer support, disaster prevention, volunteer activities, etc.) by persons (children) with disabilities, their family, or community residents.</td>
<td>Local Activity Support Center</td>
</tr>
<tr>
<td>Comprehensive Support for Persons with Severe Disabilities</td>
<td>Comprehensive program to provide multiple services including at-home care for persons with severe intellectual/mental/physical disability who have paralysis of extremities or are confined to bed and have difficulties in communication.</td>
<td>Support for voluntary activities (peer support, disaster prevention, volunteer activities, etc.) by persons (children) with disabilities, their family, or community residents.</td>
<td>Local Activity Support Center</td>
</tr>
<tr>
<td>Support for Residential Care</td>
<td>Nighttime service for persons entering care facilities including bathing, toileting and eating assistance.</td>
<td>Support for voluntary activities (peer support, disaster prevention, volunteer activities, etc.) by persons (children) with disabilities, their family, or community residents.</td>
<td>Local Activity Support Center</td>
</tr>
</tbody>
</table>

### Arbitrary programs

- Programs required for living an independent daily life or social life: welfare home program, home-visit bathing service, daytime temporary support service, program to promote social participation, etc.

### Provision/Rental Services of Independent Living Support Tools

- Provision or rental of tools to support independent living of severely disabled persons (children).
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 may 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.

※ Definition of levels of support for disabilities
Levels of support for disabilities are comprised of 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 on mobility and motion, 16 items on personal care and daily life, 6 items on communication, 34 items on behavioral disorder, and 12 items on special medical care. The certification is given by municipalities based on the comprehensive decision of the council.
※ In case of application for “assistance on travel outside the home,” additional assessment is done using a dedicated assessment sheet. However, certification of levels of support for disabilities is not provided in case physical nursing care is not required.
※ In case of use of “training services,” certification of levels of support for disabilities is not required as a general rule. However, if those using Group Home with Aid (Group Home) also request nursing care services, then certification of levels of support for disabilities is required.

Procedure to Use the Disability Welfare Service

Those requesting to use services must apply at a municipality office and obtain identification on the disability level.

The municipality requests the service applicant (user) to submit a “Service usage plan (draft)” created by a “Designated counseling support provider.”

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.” Then, the use of services begins.
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 measure is available).

### Medical Payment for Services and Supports for Persons with Disabilities

The former public expenditure system for medical care concerning disabilities (medical payment for outpatient psychiatric treatment for persons with mental disorders, medical payment for rehabilitation for persons with physical disabilities, and medical payment for rehabilitation for children with physical disabilities) has been shifted to the Medical Payment for Services and Supports for Persons with Disabilities since April 2006.

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 during hospital admittance are charged at actual costs (Burden reduction measure is available).

As for out-patient psychiatric treatment received by households exempt from municipal residential tax or a child using the daytime activity facility for children with disabilities, then the maximum monthly limit shall be the lower amount between 5/100 of the total fee for the daytime activity facility or the maximum monthly limit according to the income category if the child using the daytime activity facility is the second-born child. The amount is zero if the child is a third-born child.

### Supportive Devices and Daily-use Equipment

<table>
<thead>
<tr>
<th>Category</th>
<th>Income Status of Household</th>
<th>Monthly Maximum Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public assistance</td>
<td>Public assistance recipient household</td>
<td>¥ 0 (no burden)</td>
</tr>
<tr>
<td>Low Income</td>
<td>Household exempt from municipal residential tax</td>
<td>¥ 0 (no burden)</td>
</tr>
<tr>
<td>General 1</td>
<td>Household subject to municipal residential tax</td>
<td>(Persons with disabilities) Income rate less than ¥ 160,000 ※ Excluding residential facility users (aged 20 or over), group home users. ¥ 9,300</td>
</tr>
<tr>
<td>General 1</td>
<td></td>
<td>(Children with disabilities) Income rate less than ¥ 280,000 ※ Including residential facility users aged under 20.</td>
</tr>
<tr>
<td>General 2</td>
<td>Other than above</td>
<td>¥ 37,200</td>
</tr>
</tbody>
</table>

※ If a household with a preschool-age child with a disability using the daytime activity facility also has a child attending kindergarten or a child using the daytime activity facility for children with disabilities, then the maximum monthly limit shall be the lower amount between 5/100 of the total fee for the daytime activity facility or the maximum monthly limit according to the income category if the child using the daytime activity facility is the second-born child. The amount is zero if the child is a third-born child.

Provision of Adaptive Devices

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

Provision/Rental of Daily-use Equipment

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

Provision of Adaptive Devices

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

### Communication Assistance Program for Persons with Hearing Disability

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

Program to Support Children with Moderate Hearing Impairment

Support is provided to children with moderate hearing impairment, who do not qualify for a Physical Disability Certificate, so that they can start wearing a hearing aid at an early stage, learn a language, and functioning ability and communication skills.
Program to Support Municipalities in Promoting Use of Visiting Care for Severely Disabled Persons

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

Assistance for Children with Disabilities (Facilities and Programs)

As of April 1, 2012, changes have been implemented to facilitate and projects for children with disabilities based on the Child Welfare Act. Originally, facilities were separated depending on the type of disability. However, 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 the Child Welfare Act.

Promotion of Shift to Community and Service Infrastructure Improvement

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

Establishing Basic Infrastructure for People with Disabilities in the Community

To enable people with disabilities to live on their own 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, daytime rehabilitation centers, short-stay facilities, etc.

Subsidies on Lump-sum Payments for Fixed-term Leaseholds

In order to secure space for facilities, i.e. to establish group homes and other facilities, this program subsidizes lump-sum payments for fixed-term leaseholds.

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

This project supports consultation services (after a person with disabilities has made the shift to the community) for Group Homes. The purpose of this project is to enable persons with severe disabilities to live in peace of mind in the community of their choice, receiving the services they need in the community, upon moving from a residential facility. In addition, the project subsidizes the funds required for instances appropriate to local conditions, including raising awareness in support of persons with disabilities wishing to continue to live in the community, and those making the shift from a residential institution to life in the community (by the municipalities).

Model Project to Assist People with Disabilities to Make the Shift from a Group Home to Independence

This project assists users of Group Homes to live on their own in regular housing in their communities.

Specific Systems to Assist Persons with Mental Disabilities to Make the Shift to Living in the Community

This project appoints coordinators to approach effectively people with mental disorders who are “hospitalized for non medical reasons,” and to coordinate between hospitals and the community. By having people with disabilities experience overnight stays at facilities by utilizing Group Homes, the project provides systems to help people with mental disabilities currently in hospitals to make the shift to life in the community, and supports stability of life in the community for these individuals.

Training Project on Nursing Care Staff Expelling Phlegm for Patients

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

Help Mark

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 Help Mark was created for them to smoothly obtain support by indicating to those around that special consideration is required. The mark is being distributed to persons with disabilities requesting it.

TMG will also utilize the Help Mark in various places and raise awareness through cooperation with municipalities and private companies.

Project to Promote the Creation of the Help Card

The project supports the creation of Help Cards by municipalities, in order to spread the use of the Help Card, utilized by persons with disabilities to request help in times of disaster and in normal times.

Project to Promote Understanding of Persons with Disabilities

The project will conduct activities to raise awareness widely among Tokyo residents, to promote understanding about disabilities and persons with disabilities.

Municipally-owned Housing

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

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

Promote the shift to community life among facility residents by appointing coordinators at residential facilities to promote the shift, analyzing the issues faced by the facilities to promote shift to community life, and supporting the cooperation between municipalities and designated counseling support provider.

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**Enhancing Community-based Medical Assistance Systems**

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

**Providing Psychiatric Care in the Community**

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

**Model Project for Development of At-home Medical Care for Severely Mentally and Physically DisabledChildren (persons)**

In order to increase the number of home doctors that can provide medical care to severely mentally and physically disabled children (persons), conduct training for specialized medical institutions, children’s institutions and clinics, while also providing information on rehabilitation and diagnosis to helpers including patient’s families, medical personnel.

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

Visiting nurses go to severely mentally and physically disabled children (persons) living at home to provide temporary relief to the caretaker and encourage rest for the family, in order to maintain the health of the mentally and physically impaired children (persons) and improve the welfare of the family.

**Assisting At-Home Medical Care of Severely Mentally and Physically Disabled Children**

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

**Short-Stay Facilities for People with Disabilities (Recruitment and Dispatch)**

This project dispatches highly skilled clinical nurses to short-stay facilities. In particular, this project works on recruiting staff for severely mentally and physically disabled people, who have particularly outstanding medical needs.

**Contract Daycare Centers for Severely Mentally and Physically Disabled Childcare (Recruitment and Dispatch)**

Dispatch highly skilled clinical nurses to private medical facilities. In particular, this project works on recruiting staff for severely mentally and physically disabled children, who have particularly strong medical needs.

**Subsidies for Daycare Centers for the Severely Mentally and Physically Disabled**

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

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

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

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

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

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

Support will be enhanced at the Center for Welfare of Persons with Physical or Intellectual Disabilities, which serves as the support center for persons with higher
brain dysfunction, where expert consultation/support is provided to persons with higher brain dysfunction and their families, and the center is also working to create a local support network with municipalities and related organizations to conduct human resource training and PR activities to raise awareness among Tokyo residents. Advisors will also be assigned at hospitals with central roles in rehabilitation of higher brain dysfunction, who provide consultation on rehabilitation technology and individual support, and a model project will be conducted on staff training for healthcare providers.

**Promotion Project of Local Support for Persons with Higher Brain Dysfunction**
Assign support staff for persons with higher brain dysfunction at the municipalities who can provide consultation/support to persons with higher brain dysfunction and their families, and cooperate with related organizations such as local medical institutions and employment support centers in order to provide support at the local level.

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**Enhancement of Employment Promotion Measures toward Independent Living**

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

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

<table>
<thead>
<tr>
<th>Employment Conditions for the Physically and Mentally Disabled in Tokyo</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Companies in the Private Sector</td>
</tr>
<tr>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Mandatory Proportion of Jobs for Handicapped</td>
</tr>
<tr>
<td>Actual Proportion</td>
</tr>
</tbody>
</table>

※1 Local public entities to which the mandatory proportion of jobs for handicapped people of 2.3% is applied
※2 Figures for mentally handicapped are calculated in actual proportion since April 1, 2006

(As of June 1, 2013)
Source: Tokyo Labour Bureau, Ministry of Health, Labour and Welfare

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**Employment Challenge Program**
With and aim to increase employment opportunities for persons with intellectual disability or with mental disorders, a challenged employment program will be offered at the TMG (special staff recruitment).

**Creation of Employment Support Level-up Program**
The TMG will provide systematic training to coordinators at employment support centers and support staff at businesses supporting shift to employment, which will include training on knowledge, information, skills and communication capabilities needed to support employment of disabled persons, and aims to improve the human resource quality and capabilities of thestaff providing employment support.

**Corporate Tour Project**
For people with disabilities who lack the desire to work, this project works to make work at a company more appealing and encourage people with disabilities to work in ordinary work environments. This is achieved through corporate tours and by creating opportunities for people with disabilities to share opinions with other people with disabilities who are working in an ordinary work environment.

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

**Enhancement of Local Employment Support Programs for Disabled Persons**
The local consultation and support system will be strengthened to comprehensively offer both support related to work such as finding employment, preparing for employment and stable employment, and support addressing life-related aspects of employment.

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

**Project to Subsidize the Facility Upgrading to Promote Order-taking and Higher Wages**
Subsidize the upgrading of production facilities that aim to increase order-taking opportunities and improve wages.

**Model Program for Matching of Joint Order Taking**
To increase order-taking opportunities at welfare facilities for disabled persons and raise their wage, conduct a model program to develop the foundation for
a joint order taking system and validate the feasibility of a wide-area joint order taking system.

**Establishment of Local Greenery Development Program by Persons with Disabilities**
As part of the efforts to provide employment opportunities to disabled persons, municipalities will support the establishment of programs to develop greenery in Tokyo such as in parks, planting in urban space and rooftop greenery.

**Promotion of Support Program for Workplaces Management Networks**
With an aim to increase the wage of disabled people working at welfare facilities, municipalities will create a network of workplaces in the community to support activities such as finding suppliers, joint procurement, joint product development, and expansion of sales channels.

**Social Adaptation Training Program for Persons with Mental Disorders**
Commission cooperating businesses including individuals or companies to conduct training required to promote social rehabilitation and participation in socio-economic activities of persons with mental disorders.

**Survey on the Working Conditions of Disabled Persons**
A survey will be conducted at private companies in Tokyo employing disabled persons to grasp the general working conditions of disabled persons and the support structure.

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

**Partnership Program to Promote Employment of Disabled Persons**
By conducting workplace training to encourage the employment of disabled persons together with group work targeting employment support institutions and businesses not meeting the mandatory proportion of jobs for handicapped people, strengthen the mutual collaboration between employment support institutions and businesses and promote smooth employment of disabled persons.

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

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

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

**Promotion of Sports Activities for Persons with Disabilities**
The TMG is promoting social participation and independence of persons with disabilities through sports, and aims to realize “Tokyo, City of Sports” where anyone, regardless of disabilities, can enjoy sports.

**Creating Opportunities and Environments where People with Disabilities Can Enjoy Sports**
- Disseminating information and raising awareness
  Actively provide information on sports and offer opportunities to disabled persons to take up sports, by managing the sports portal site for persons with disabilities “Tokyo Sho-spo Navi” and by organizing the sports event for persons with disabilities “Challenge Sports! TOKYO,” which invites people with and without disabilities to easily enjoy sports.

- Finding and improving new venues
  Find venues where people with disabilities can play sports, creating an environment in the community where sports can be enjoyed.

- Securing and training personnel
  Promote the training of personnel that support sports activities for disabled persons by holding seminars and other events for people involved in sports.

- Boosting competitiveness
  To improve the competitiveness of athletes with disabilities, hold practice sessions to reinforce their strengths.
Organization of Tokyo Sports Festival for the Disabled and Sending Athletes to National Championships

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

In addition, this festival also serves to select athletes for the National Championships for the Disabled, which is the national sports festival for the disabled.

Sports Centers for the Disabled

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

Organization of National Championships for the Disabled

The Sports Festival Tokyo 2013 (The 68th National Athletic Meet/The 13th National Championship for the Disabled) was held at Ajinomoto Stadium as the main venue from September 28 to October 14, 2013. The Sports Festival Tokyo 2013 combined the National Athletic Meet and the 13th National Championship for the Disabled as one festival. The event aimed to deepen understanding and mutual support between the disabled and persons without disabilities.

The National Championship for the Disabled is a national event for the disabled, where athletes with disabilities experience the joy of sports, which also contributes to deepening the general understanding about disabilities and promoting social participation of the disabled.

Tokyo hosted the 13th National Championship for the Disabled for the first time for three days from October 12 (Sat) to 14 (Mon/Holiday). Exciting matches were held at various venues in Tokyo, and the Tokyo team won 314 medals, the most medals ever at the games.

Support for Social Participation by Persons with Disabilities

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

Ensuring Communication Measures and Provision of Information

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

- Interpreter/helper service for vision- and hearing-impaired persons
- Service centers for vision- and hearing-impaired persons
- Library reference service for vision-impaired persons
- Creation and rental of library materials for vision-impaired persons
- Information network in Braille
- Creation and distribution of materials printed in Braille/tape
- Training of sign language interpreter/notetaker (scribe)
- Speech reading workshops for persons with acquired hearing loss or with hearing impairment
- Rental of communication equipment for hearing-impaired persons
- Creation and rental of visual library materials with subtitles

New Program to Train Tokyo Residents Who Can Use Sign Language

In preparation to host the Tokyo 2020 Olympics and Paralympics, TMG will increase the number of Tokyo residents who can use sign language to build a momentum to extend hospitality to persons with hearing disabilities, while fostering personnel who can serve as sign language volunteers.

Assistance on IT for Persons with Disabilities

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

Recreational Homes for the Disabled

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

Tokyo Welfare Center for the Disabled

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

Medical Care Support and Allowances for Persons with Disabilities

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

Subsidization of Medical Expenses of Persons (Children) with Physical/Intellectual Disorders
The TMG provides subsidization for part of the self-pay burden of medical expenses for those who have severe disability.

Subsidization of Medical Expenses of Persons (Children) with Mental Disorders
The TMG provides subsidization for some of the self-pay burden of medical payment for services and supports for persons with mental disorders (Out-patient psychiatric treatment) and hospitalization expenses for children with mental disorders under 18 years old (including children with autism).

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

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

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

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

Consultation regarding Disability Matters and Support for Medical Care and Development
Technical consultation facilities, such as child Guidance Offices (TMG), municipal welfare centers (City/TMG) or public health centers (City/TMG), are available offering consultation regarding daily issues of disabled persons or their families.

Center for Welfare of Persons with Physical or Intellectual Disabilities
It is a consultation/rehabilitation center for physically and mentally or intellectually disabled persons which operates various services including determination of adaptive devices, determination and issuance of Intellectual Disability Certificate (Aino Techo), issuance of the Physical Disability Certificate (Shintai shogaisha techo) and technical support for municipalities.

Telephone Consultation Service for Higher Brain Dysfunction
At the Center for Welfare of Persons with Physical or Intellectual Disabilities, which serves as the center for persons with higher brain dysfunction, consultation/support service is offered to persons with higher brain dysfunction and their families.

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

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

Nighttime Telephone Counseling
Clinical psychologist and psychiatric social workers offer nighttime consultation regarding mental health.

Tokyo Metropolitan Children's Medical Center Telephone Counseling
Psychologists and social workers offer telephone counseling regarding children's development and mental issues, and concerns about examinations.
TMG cooperates with municipalities and other related organizations regarding consultations or reporting 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 about abuse against persons with disabilities.

Handling of Abuse Aganist Persons with Disabilities

There are various symbol marks which are advocated by disabled persons’ organizations as well as internationally common ones or those which are set by laws.

Help Mark

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

The Help Mark was created so that these people can smoothly obtain support by indicating it 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 indicate 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, indicate emergency contact information and type of assistance required. A standard format was created for unified use in Tokyo. A guideline for municipalities was also compiled, outlining key design points and consideration required by those providing support.

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

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| International Symbol of Access for Persons with Disabilities | It is an internationally used mark which indicates that the buildings or public transportation facilities are designed friendly for persons with disabilities. It is not only for those who are in wheel chairs but for all people with disabilities. |
|---------------------------------------------------------------|
| International Symbol for Blindness | It is an internationally used mark established by the World Blind Union in 1984 which indicates that the buildings, facilities, or equipment are barrier free or specifically designed for the safety of vision-impaired persons. It is also used for traffic lights, audio navigation systems, internationally mailed braille documents, books, or printed matters. |
| Physical Disability Sign (Mark for Physically Disabled Persons) | Those whose driver’s license is 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 an intention to pressure the driver shall be considered as violation of the Traffic Control Law, unless absolutely necessary. |
| Hearing Impairment Sign | Those whose driver’s license is 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 an intention to pressure the driver shall be considered as violation of the Traffic Control Law, unless absolutely necessary. |
| Ear Mark | This mark indicates that the person has hearing impairment and requires a special consideration when communicating. It is also used for communities, hospitals, banks that provide special support. |
| Assistance Dog Mark | This sign is found at the entrance of stores and shops that accept the entrance of assistance dogs, guide dogs, service dogs, and hearing dogs, certified by the Assistance Dog Law for Physically Disabled Persons. All public facilities, department stores, or restaurants that are available to general public are obligated to accept the entrance of such assistance dogs. |
| Ostomate Mark | It is a symbol mark for persons who are ostomate (a person who has had an ostomy surgery). This sign is found at facilities equipped with ostomate-accessible restrooms and facilities. |
| Heart Plus Mark | This mark indicates that the person has an internal organ disorder. Internal impediment or illness such as heart or respiratory problems causes various misunderstandings as they are difficult to recognize. This mark is used to visually indicate the presence of persons with such illness of impairment visually and obtain understanding and cooperation. |
The TMG takes various measures to support the welfare programs for people with different needs comprehensively and seamlessly. They include establishment of the public assistance system that emphasize the importance of “promotion of self-reliance” and an independence support system for homeless jointly conducted by the TMG and municipal governments, a support system for low-income persons to achieve stability in life, creation of “Welfare City” where everyone including elderly or disabled persons can freely participate in social life, and development of human resources to address new issues such as preventive long-term care or dementia care. The Welfare City programs work to ensure and maintain social welfare personnel who can provide high-quality, stable social welfare services.

### Public Assistance

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

### Framework of the Social Welfare System

Public assistance is provided according to the criteria set by the Minister of Health, Labor and Welfare based on the living expenditures 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 assistance are provided in principle in cash except for the Medical Assistance and Long-term Care Assistance which are provided in kind. There are cases where people enter a public assistance facility to receive the necessary assistance. Note that the Public Assistance System has been revised in 2005 in order to promote self-reliance of welfare recipients through support based on the independence support programs formed according to the individual situation.

※Public assistance facilities include 10 relief facilities, 11 rehabilitation facilities, 6 facilities providing accommodation and 11 medical facilities for persons requiring public assistance (as of the end of March 2014).

### Preliminary consultations and Application for Public Assistance

Persons in need of public assistance, persons under obligation to support the person, or families living in the same household have rights to apply for public assistance (branches for island locations). Consult or apply at the welfare offices near your home (preliminary consultations or applications from town/village residents are handled by the TMG).

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

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

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

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

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

The program provides support to municipalities
developing interim housing (lodging facilities, free of charge or at low cost) for people such as the low-income elderly who need monitoring, so that then can feel secure until they are able to enter long-term care insurance facilities or other facilities.

**Comprehensive Support Fund**

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

**Welfare Fund**

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

**Educational Support Fund**

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

**Living Expense Loan Secured by Real Estate**

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

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**Loan Programs for Social Welfare Fund**

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

**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.

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**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 debt, the TMG will improve the consultation system and may offer loans.

**Independent Life Start Support Program**

The TMG offers consultation and loans are offered for necessary funds when children who require social care leave foster homes and seek schooling or employment.

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

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

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

The program will support efforts in network building among related institutions, which is done by the municipalities in line with the current conditions, and development of permanent consultation desks to work toward stabilizing the life of low-income and displaced workers.

**Support Loan for Students Preparing for Exams**

The TMG offers no-interest loan 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. They shall be released from the duty of repayment if their child(ren) is 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 Out-reach activities to patrol areas with many internet cafes and inform them about the program and provide on-site consultation, ③ Provision of information on rental housings, support in signing contracts and rental guarantee, ④ Employment consultation and referral by Hello Work, ⑤ Loans for housing or living expenses, or ⑥ Support in acquiring nursing care qualifications. These support measures promote the users to stabilize their life in the community.

**Programs for Homeless Persons**

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 persons themselves. In order to solve this issue, an extensive approach in welfare, employment, housing, health insurance and medical areas is essential. The TMG, in cooperation with the special wards (23 wards in Tokyo), takes measures on the issue of homelessness.
Current Status of the Homeless

As a result of the implementation of the Self-reliance Support System and Social Welfare System jointly conducted by the TMG and the special ward, the number of homeless persons in the 23 wards has gradually declined since the peak of 5,798 in 1999.

The survey in August 2013 showed 1,057 homeless people, a drop of 189 compared to the previous year. Meanwhile, as difficult economic and employment conditions continue, emerging issues include the lower age of homeless persons and more people who are at risk of becoming homeless although they are not living the street.

Self-reliance Support Center for the Homeless

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

Program to Provide Consultation during Patrol

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

Emergency Temporary Lodgment Program

For the homeless without a place to live or those at risk of becoming homeless, rented apartments are provided as well as consultation on employment and living support during patrols to promote their independence.

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 packed areas in so-called “Sanya Area,” extended across Taito-ku and Arakawa-ku.

Transformation of Sanya Area

The number of lodgers at lodging facilities in Sanya Area is less than one third of the peak. Aging of the population in Sanya Area is progressing and...
the average age is over 64. More people are receiving social welfare.

**Johoku Labor and Welfare Center Foundation**

It supports day laborers in Sanya Area through employment placement, consultation concerning employment, daily life and medical issues, and emergency support.

**Support for War Victims**

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

**Memorial Ceremony**

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

**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 pension or veterans' pension (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 suffering illness resulting from war, the 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**

For Japanese nationals who have returned from China or other countries, Chinese interpreter service is available at the consultation desk at the TMG to handle various issues of returnees from China.

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

**Disaster prevention plans and projects concerning earthquake countermeasures 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.**

**Stocking and Provision of Disaster Relief Supplies**

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

**Livelihood Support for Disaster Victims**

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

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

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

**Promotion of Disaster Measures for Persons Requiring Nursing**

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

**Approach of Bureau of Social Welfare and Public Health regarding Damages from Volcanic Eruption of Miyakejima Volcano**

Provision of Preparation Allowance through Life Reconstruction Support System (national system) for volcano eruption victims and subsidization of expenses of repairing houses through Life Reconstruction Support Fund for Those Returning to Miyakejima (TMG system) are available to support the life of the villagers.

**To Create the Welfare City**

The TMG promotes creation of the Welfare City where all people including 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 public use are specified as “Special Metropolitan Facilities” that requires compliance with
the “maintenance criteria” to ensure smooth public use. There will be a separate “maintenance criteria” for small buildings to promote improvement of accessible stores for Tokyo residents. Furthermore, the TMG provides “Certificate of Maintenance Standards for the Development of Welfare Cities” upon request for the Metropolitan Facilities that meet the criteria.

Promotion Activities for the Creation of the Welfare City

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

- Program to Educate and Raise Awareness of “Universal Design”
  The program supports the efforts by municipalities to organize events to educate and raise awareness about having a barrier-free mind-set to foster a caring heart for others, such as hands-on learning about welfare using time for integrated learning, or seminars or workshops for community residents and others efforts.

- Initiatives to Ensure Appropriate Use of Parking Space Designated for the Disabled
  The parking space designated for the disabled, such as for persons on wheelchairs, are not always available because persons without disability park in the space. In light of this situation, a guideline to ensure appropriate use will be used to educate and raise awareness among Tokyo residents and facility managers.

Plan to Promote the Creation of a Welfare City

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

Development and Securing Human Resources

With the increased number of choices that users are offered thanks to the Long-term Care Insurance System and Financial Support System, development and improvement of human resources who are in charge of service provision are becoming increasingly significant.

Development Training for Care Attendants

The TMG designates organizations to conduct training courses to develop care attendants, guide helpers, etc. The Tokyo Metropolitan designates and implements training for the public, as noted in the


Tokyo Metropolitan Center for Social Service Human Resources

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

While fostering welfare personnel for the next generation, the center also conducts various initiatives to ensure that people engaged in welfare work can continue working with security.

- Securing new personnel
  Organizes welfare job forums and joint employment exams for the welfare industry.
- Support for re-employment of certified personnel
  Offers job consultation by professional consultants and re-employment support training, to review professional knowledge and skills.
- Awareness and education
  Conducts campaigns to improve the image of welfare jobs.
- Program to secure the next generation of long-term nursing care personnel
  Bus tours to tour facilities and seminars at schools are held for junior and high school students.
- Support program for consultation on personnel retention and preventing separation
  Consultation is provided related to various problems and concerns that people engaged in welfare work have, from the perspective of personnel retention and preventing them from leaving. Should the worker decide to leave the job despite the consultation, support is provided to find a new job in the welfare and long-term nursing care industry so that their qualifications and experience can be put to use.

Comprehensive Support to Secure, Train and Retain Welfare Personnel

To further secure, train and retain welfare personnel, TMG will examine ideas such as the development of a system to effectively utilize information about personnel with qualifications, and conduct a model project at visiting nurse stations to utilize clerks who assist in the administrative work.

Education Loan System for Nursing Care Workers

The loan system supports nursing care workers to obtain their national qualification, and repayment is forgiven if the person works for five years at a social welfare facility designated by TMG. Starting in 2010, the Tokyo Council of Social Welfare began extending loans.

Organizational Management Textbook

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

A new textbook was created, compiling the model programs listed in the guidelines and their current
status and findings, which is also available on the website.

- Guidelines created
  - Risk management at social welfare facilities
  - Information management at social welfare facilities
  - Management of human resources development at social welfare facilities
  - Organizational management at social welfare facilities
  - Service management at social welfare facilities

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

Stationed in various areas in Tokyo, they offer various consultation and support regarding welfare for elderly, disabled persons, those with concerns about child-rearing and disadvantaged persons in communities. They engage in cooperative activities with welfare offices, Child Guidance Offices or other related organizations. Commissioned Welfare Volunteer also takes the role of commissioned child welfare volunteer. Assigned chief commissioned child welfare volunteers with technical knowledge about child issues are stationed in each community focusing on the healthy development of youth by handling child abuse issues and such. The TMG, in coordination with these volunteers, is stepping up efforts to watch over the elderly and in support programs related to children and families. The full number of welfare volunteers and child welfare volunteers is 10,714, including 820 chief child welfare volunteers (as of Dec. 2013). The houses of these volunteers are marked with a blue doorplate.

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

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