Preparedness for New Health Crisis

In recent years, there are many issues occurring one after another related to the health and safety of Tokyo residents, such as the threat of newly emerging and reemerging infectious diseases, including the pandemic influenza (A/H1N1, 2009) and an outbreak of Ebola hemorrhagic fever and dengue fever, dangerous drug abuse mainly among the young people, and food poisoning and inadequate food labeling.

In order to protect Tokyo residents from such diversifying health damages, the TMG actively strengthens health crisis management and secures the safety of food, medical supplies, living environment and drinking water.

Institute of Public Health

The Institute of Public Health provides scientific and technical supports for various measures on the health crisis management. As described in the figure, inspection and research sections, regional safety control sections, and health risk management and communication section cooperate closely to conduct the activities.

In order to protect the lives and health of Tokyo residents, our institute has integrated our functions of collecting, analyzing and disseminating the general information related to health crisis, while securing a health crisis management system that responds promptly and flexibly to possible health crisis.

Infectious Diseases Control

The progress of internalization is raising the risk of outbreaks of new infectious diseases that have never been experienced in Japan, and it is necessary to strengthen measures to properly cope with the threats of these infectious diseases.

In order to quickly and properly address a future outbreak of pandemic influenza regardless of its pathogenicity, the TMG will focus efforts to improve the medical system and build an information network.

Action Plan for Pandemic Influenza

Based on the “Act on Special Measures Concerning Pandemic Influenza Preparedness” that came into effect in April 2013 to prepare for pandemic influenza and outbreaks of new infectious diseases that may cause similar effects, the TMG reviewed the existing action plan and formulated the “Tokyo Action Plan for Pandemic Influenza” in November 2013, and is taking measures from the viewpoint of health crisis management, including early detection of a pandemic influenza, strengthening the regional health and medical care system, and stockpiling anti-influenza virus drugs.

Development of Medical Care System in Case of Pandemic Influenza

With measures against highly pathogenic pandemic influenza in mind, the TMG has been securing medical institutions for outpatients and hospitalization, stockpiling medical supplies and equipment such as anti-influenza virus drugs and individual protective gear, and has been improving the surveillance system. Based on the response experienced in the 2009 outbreak, the TMG will reinforce the regional health and medical care system to be able to respond flexibly to outbreaks of pandemic influenza with low pathogenicity.

Promotion of Basic Researches

Tokyo Metropolitan Institute of Medical Science promotes the basic research to develop effective prophylactic vaccines for pandemic influenza and dengue fever, and effective drugs for pandemic influenza.

Strengthening of Local Medical Care System

Through cooperation with public health centers, medical associations and related organizations, the TMG will strengthen the local medical care system in accordance with the stages of an outbreak. The “Council on Medical Care System for Infectious Diseases” was set up in FY2008 at the metropolitan level to formulate an overall plan for the medical care system. At the local level, the “Council to Secure Local Medical Care for Infectious Diseases” will be set up at ten locations by area block based on jurisdictions of designated medical institutions for infectious diseases, with an aim to secure a medical care delivery system according to the
situation in each community on a continuous basis.

**Securing Medical Institutions**
In the early stages of an outbreak in Tokyo, the TMG will secure more cooperative medical institutions treating infectious diseases to accept patients with suspected infections until the diagnosis is confirmed. For the infectious phase in Tokyo, it will secure medical institutions offering hospitalization treatment for infectious diseases that provide hospitalization treatment for pandemic influenza patients.

**Securing Medical Supplies and Equipment**
Anti-influenza virus drugs to cover for 60% of Tokyo residents, and medical supplies and equipment such as individual protective gear to prevent contamination among medical or disinfection personnel who come in close contact with patients are stockpiled.

**Information Provision for the Residents**
In order to avoid confusion at the time of an occurrence of pandemic influenza, the TMG provide education for the residents and relevant parties to ensure accurate knowledge and response measures.

**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.

“Countermeasures to Combat Infectious Diseases in Asia” Project
Administrative, medical and research institutions and their doctors/researchers in major Asian cities exchange information regarding countermeasures against infectious diseases or know-how through the Conference on Countermeasures to Combat Infectious Diseases in Asia Project, personnel trainings, and the Infectious Diseases Information Network System.

Joint Research with Asian Major Cities and Overseas Training Program
The participating cities in the Countermeasures to Combat Infectious Diseases in Asia Project will jointly research common issues on infectious diseases and utilize achievements for countermeasures in each city. Joint research and survey on the theme of countermeasures for HIV/AIDS began in FY2015.

Experts will also be dispatched to other participating cities to learn about countermeasures on rare infectious diseases in Japan and to improve the response in case those diseases appear in Tokyo.

**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 that in case of an abnormal situation being detected upon receiving the analysis results, public health centers can use the map system to confirm the site of occurrence as well as occurrence in other locations, and to quickly provide information to medical institutions.

**Infectious Disease Surveillance System**
The TMG quickly collects and analyses information on infectious diseases incidence via the on line system connecting public health centers, the TMG and the national authority and provides and publishes the results for residents and healthcare professionals.

**Medical Institutions Designated for Infectious Diseases**
The TMG designates 3 hospitals for the treatment of Class-1 infectious diseases such as Ebola hemorrhagic fever and 10 hospitals for the treatment of Class-2 infectious diseases such as SARS.

**Public Expenditure System for the Medical Expenses**
Medical care expenses of inpatients with Class-1 or 2 infectious diseases who received treatment at designated medical institutions are covered by public
expenditure.

**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 providing health checkups for the families who come in 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 is disseminating correct knowledge about tuberculosis.

**Tuberculosis Regional Medical Network Promotion Project**

The TMG will develop a tuberculosis medical network for the entire Tokyo area using the Regional Coordination Passnote (※), and public health centers, medical institutions and pharmacies will work together to promote DOTS (Directly Observed Treatment Short-Course) from the onset to cure of tuberculosis patients, and establish a system to support uninterrupted treatment.

※ A support tool to ensure that patients continue taking medication after discharge by having related institutions record and share information on treatment status of tuberculosis patients

**Measures for Sexually Transmitted Infections**

Public health centers in Tokyo offer tests for HIV, chlamydia, syphilis, gonococcus, and HTLV-I to those who request it.

Furthermore, the Surveillance System on Outbreaks of Infectious Diseases grasps the outbreak status of patients.

**Measures against HIV/AIDS**

HIV/AIDS counseling is provided by the public health centers in Tokyo and the “Tokyo HIV/AIDS Telephone Counseling,” and free of charge, anonymous HIV/AIDS testing is provided at public health centers, Tokyo Metropolitan Minami-shinjuku Testing and Counseling Office (normal testing on weeknights and Sat/Sun) and Tokyo Metropolitan Tama Region Testing and Counseling Office (rapid same day testing on Sat).

The TMG conducts projects in various locations to educate young people about HIV/AIDS, and promotes prevention and education initiatives tailored to the target, such as creating pamphlets for workplaces and conducting seminars. In addition, the TMG secures and supports specialized medical institutions and also supports patients undergoing treatment by delegating professional counselors.

**Measures against Hansen's disease**

The TMG works to disseminate accurate knowledge on Hansen's disease, and provides support for Tokyo residents who are currently living in the treatment facilities for Hansen's disease through financial support for their families.

**Measures against Norovirus infection**

The epidemiological study of outbreak cases, utilization of a rapid testing method, dissemination of practicing measures in facilities and schools, etc. will serve to establish preventive measures for Norovirus infection.

**Measures against Infections via Mosquitoes**

The TMG provides information and raises awareness among facility managers and Tokyo residents to control the outbreak of mosquitoes. The TMG structures its surveillance system against the infectious diseases possibly emerging due to the global warming by conducting habitat research or virus retention test on mosquitoes that carry infections such as Dengue Fever, Zika virus infection, and Chikungunya Fever. In addition, it is improving examinations and the medical care system, and developing the implementation system to survey and exterminate mosquitoes, etc. in case of the outbreak.

**Measures against Class 1-Infection**

The TMG is strengthening the measures to prepare for an outbreak by improving the transportation of patients to designated medical institutions for infectious diseases, as well as preparing infection protection gear for transport staff and designated medical institution staff, and implementing regular training.

**Raising Awareness of Measures against Infectious Diseases among Tokyo Residents**

The TMG will distribute educational literature for overseas travelers and foreigners entering the country and provide material for corporate training so that people have correct knowledge about infectious diseases in general and are able to take appropriate actions. It will also ensure measures against infectious diseases to the staff at medical institutions.

**Measures against Infectious Diseases towards the Tokyo 2020 Olympics and Paralympics**

In order to develop a system to implement measures against infectious diseases as a host city, the TMG sets up an organization for examination in the TMG building to identify risks, define the share of responsibilities with related organizations, develop handling guidelines, and conduct training.
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 aiming at presenting the TMG’s basic approach to food safety issues, including Tokyo’s own measures to be taken to prevent adverse effects of food on the health of Tokyo residents.

**Food Safety Promotion Plan**

With an eye toward the Olympic and Paralympic Games to be held in Tokyo in 2020, the plan provides policies (basic policies and priority policies) to secure food safety, to be implemented during the six-year period from FY2015.

**Measures against Food Poisoning**

The TMG has been promoting diffusion and clarification of sanitation and knowledge among restaurants, etc. It also endeavors to prevent expansion of damage and recurrence of food poisoning by investigating the cause of the incident through related facilities and patients.

**Monitoring and Inspection of Food and Other Products**

The TMG formulates the “Food Sanitation Monitoring and Inspection Guidance Plan” every 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. The Guidance Plan positions measures against imported food products as one of the priority projects, and initiatives include efficient sample inspections based on the distribution status and overseas information, research and development of new inspection methods, and self-management of importers.

**Approval/Licensing and Inspection/Guidance of Businesses**

In addition to the approval/licensing of businesses, the TMG inspects the facilities to provide guidance on sanitary management and sanitation education for business owners.

For traveling street vendors of items such as boxed lunches, the TMG is monitoring and providing guidance to secure adequate hygienic standards by introducing a permit system with mandatory equipment standards for transporting containers.

**Appropriate Food Labeling**

The TMG inspects and conducts monitoring and guidance on food labeling based on the Food Labeling Law that prescribes safety and quality of foods and nutrition labeling, the Metropolitan Consumer Life Ordinance that stipulates labeling requirements of origin and material, the Rice Traceability Law, the Health Promotion Law, and other laws and ordinances.

The TMG also engages in awareness building and education about the new food labeling system and the development of “appropriate labeling leaders” to provide correct knowledge and information to food business companies.

**Voluntary Recall Report System**

If a food-related business person such as a manufacturer becomes aware that any of its products are having problems such as violating the Food Sanitation Law and recalls the product, the business person is obligated to report to the TMG on the recall. The TMG then provides residents with the information.

**Certification System for In-House Management of Food hygiene**

It is a system where food-related facilities voluntarily and actively assess their own hygiene management. In this system, third-party organizations appointed by the TMG evaluate the food hygiene control methods implemented by food-related facilities and certify those which meet the criteria set by the TMG upon application. The information is published for Tokyo residents.

In order to promote the utilization of this system, a mechanism to certify the hygiene management of chain restaurants, a mechanism to certify organizations that are already certified by an international standard such as the ISO, a mechanism for evaluation in phases from prior to obtaining the certification were introduced, and this is expanding the use of the system.

**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” where Tokyo residents, providers of food products and governments exchange opinions and
information, and issues an E-mail newsletter “Food and Medicine e-Magazine” to present food-related topics.

In addition, information is provided through the “Window to Food Hygiene” site on food safety information and other sites, to improve the function to provide Tokyo residents with information related to food safety.


Dissemination of Food Safety Information to the World

The TMG will disseminate its and businesses’ efforts for food safety to the world and will support restaurants providing foreign customers with appropriate information on foods that could cause allergic symptoms so that people visiting Tokyo can enjoy the meals free from care.

Safety of Health Food

To prevent and control the spread of health damage caused by health foods, the TMG inspects the labeling on health food and tests pharmaceutical ingredients, holds workshops for related business owners and collects information about health damage in cooperation with medical institutions.

Food Safety Information Evaluation Committee

The committee comprised of the residents and academic experts collects, analyzes, and assesses food safety information and reports to the governor.

Pharmaceutical Safety

Pharmaceuticals agents and cosmetic products are an indispensable part of our health and daily life. The TMG is trying to ensure quality, efficacy and safety from various perspectives that cover from production to usage of pharmaceutical products. Meanwhile, use of drugs such as narcotics and stimulants is health damaging and very dangerous. Because dangerous drugs are increasingly appearing in the market and an increase of drug abuse by youths is a serious concern, the TMG will further strengthen comprehensive programs including stepping up its drug enforcement efforts and raising awareness about drugs.

Investigation Approval of Pharmaceutical Products

In order to check the quality, efficacy and safety of pharmaceutical products and quasi-drugs supplied to Tokyo residents, the TMG investigates and approves these items.

Licensing of Pharmaceutical Businesses

The TMG licenses businesses such as manufacturing and distributing companies and manufacturers to ensure that pharmaceutical products are manufactured and distributed with appropriate quality and safety controls.

Inspection/Guidance of Pharmaceutical Businesses

The TMG conducts on-site inspections of businesses manufacturing and distributing pharmaceutical products, quasi-drugs, cosmetics and medical devices (Production site inspection to confirm product quality, office site inspection 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 Act on Securing Quality, Efficiency and safety of Pharmaceuticals, Medical Devices, Regenerative and Cellular Therapy Products, Gene Therapy Products, and Cosmetics. Health food products are bought and tested for ingredients to check whether they contain drug substances.

As for dangerous drugs, measures are taken to take them off the market by using the analysis of big data and distribution investigations, ascertaining trends on what is popular in Japan and overseas, and conducting
ingredients tests by buying the drugs, as well as setting in place structures conducive to quickly regulate drugs and discontinue sales if they violate regulations.

**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 ad. (Pharmaceutical Affairs Section, Health and Safety Division of Bureau of Social Welfare and Public Health)

**Community-oriented Health Counseling**

An online search system on the website and mobile phone site are available 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. [HP] [http://www.himawari.metro.tokyo.jp/](http://www.himawari.metro.tokyo.jp/)

**Prevention of Drug Abuse such as for Dangerous Drugs**

The TMG, with focus on dangerous drugs, collects ideas for drug abuse prevention posters and slogans, trains professional instructors on drugs, distributes various educational materials, enhances cyber surveillance, and raises awareness by distributing video on a special site and providing information on the hazards of the drugs, while also providing consultation and guidance through cooperation with narcotics addiction counselors.

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.

**Environmental Damages on Human Health**

Environmental factors that are damaging to human health, such as air pollution, indoor environment or chemical ingredients in food or cutleries, are raising serious concerns. In order to prevent adverse effects on human health, various healthcare projects and research are conducted.

**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 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 with an aim to prevent health damage are done on the total estimated amount of daily intake of dioxin, heavy metals, radioactive substances and others in meals.

**Measures for Sick Building Syndrome**

As there have been many inquiries concerning chemical materials used for homes and buildings, the TMG provides information and consultation on chemical substances in residential homes to improve indoor environments.

**Research for Adverse Effect of Air Pollution on Human Health**

The TMG conducts research to find out 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 suspected to be caused by asbestos.

Related bureaus cooperate to provide latest Asbestos-related information on their websites.

**Measures for Allergic Diseases**

The TMG conducts research on allergic diseases, offers consultation for patients and their families and organizes seminars.

As for food allergies, the TMG is advancing the measures mainly focused on pediatric cases and conducts training for related facility staff.

In addition to pamphlets and the website, TMG is working to disseminate correct knowledge by creating the “Food Allergy Emergency Response Manual” for distribution to staff at daycare and other facilities.

**Comprehensive Measures to Prevent and Treat Hay Fever**

In order to prevent the development of hay fever and alleviate its symptoms, the TMG forecasts/discloses the start date and number of pollen dispersal mainly for cedar and Japanese cypress, and provides detailed and timely forecast on pollen dispersal by area and time, through the automatic pollen measurement and forecast system (Tokyo Pollen Net). As for the development of a cure for hay fever, the TMG released the clinical study results of “Sublingual Immunotherapy (hyposensitization therapy),” a fundamental treatment with relatively little burden on patients, and starting in 2014, the therapeutic agent is covered by insurance.

**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 primary focus on foodstuffs that residents consume daily and those that children consume on a continuous basis, and inspection is done on all cattle slaughtered at the Shibaura Slaughterhouse.

Promoting Dissemination of Information

Measurement and inspection results on radiation are always disclosed on the website. Information is also being 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 bathes 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 bathes 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, such building 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 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 hygiene pests.

Prevention Measures for Legionnaires’ Disease

In order to prevent the infection of Legionnaires’ disease by users of public baths, Japanese-style inns, pools and social welfare facilities, the TMG monitors and supervises, and provides advice on sanitation management of circulation-type bathtubs and other facilities.

Animal Welfare and Management

In recent years, dogs and cats as well as other animals are being kept and bred as pets. At the same time, many problems are arising due to lack of morals. 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 increasingly becoming important.

The TMG revised the Animal Welfare and Management Promotion Plan (HALTH Plan*) in March 2014, and is steadily advancing measures with an aim to realize a well-balanced cohabitation between humans and animals. The measures include promoting adequate breeding, reinforcing monitoring and guidance to businesses and other parties, promoting initiatives aimed to reduce the number of animals put down, and ensuring adequate response in case of a disaster.

*HALTH Plan: HALTH is an acronym for “Human and Animal Live Together in Harmony.”

Animal Welfare Promoters
As of December 2015, there are 302 commissioned animal welfare promoters. The animal welfare promoters provide advice and support to promote animal welfare and appropriate animal feeding in the communities.

Animal-derived Infectious Diseases (Zoonosis)
To prevent infection of animal-derived infectious diseases such as rabies or highly-pathogenic avian influenza in humans, the TMG conducts research, implements preventive measures and maintains its systems to promptly address the emergence of an infectious disease.

Restrictions on Animal Handling Business
The TMG handles registration, monitoring and supervision of animal handlers who sell, keep, train or exhibit animals. The Act on Welfare and Management of Animals was amended and issued in September 2013, which includes tighter regulations on the requirements for face-to-face sale of animals and handling of young cats and dogs.

Restrictions on the Regulation of care of Dangerous Animals
Approval for the breeding and possession of dangerous animals (specified animals) such as lions, eagles or alligators and supervision based on the caring facility regulations are administered by the TMG. To prevent any damage, the TMG conducts on-site inspections for monitoring and guidance.

Animal Care and Consultation Center
As an administrative office for animal services, this office deals with the protection and rescue of stray dogs, taking-over of unwanted dogs and cats, locating old and new ownership, rescue and treatment of injured animals, registration, guidance and monitoring of animal handlers, authorization and permission for keeping dangerous animals, and carrying out measures for zoonosis.

Treating a sick or wounded animal
The role of a government has been changed from 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. It is 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 the wide-ranging systems in municipalities” overlooking entire Tokyo, 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 the “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.

Comprehensive Public Health and Welfare Block Grant Program for Municipalities (Bounty System in Tokyo)
The TMG supports the creative programs being implemented by municipalities in response to the actual conditions of each community in categories such as welfare, health and medical services.

Securing Trustworthy Services and Improvements of Qualities
For the 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 operations of services and further improvements of service qualities.

Based on the partial amendment of the Social Welfare Act, starting on April 1, 2013, the ward (city) mayor issues approval for incorporation of social welfare corporations run within one ward or city, the governor issues approval for businesses run in two or more wards or cities, and the Health Minister or Director General of Kanto-Shinetsu Regional Bureau of Health and Welfare issues approval for businesses run in two or more prefectures (as of FY2015).

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 business observe the laws and provide appropriate services, as well as training businesses to provide even better services. In addition, the TMG is using various inspection methods to effectively and efficiently conduct inspections for many businesses, while working to promptly address fraudulent or inappropriate activities.

Designated Municipal Trust Organization
Tokyo Metropolitan Foundation for Social Welfare and Public Health, as the designated municipal trust organization based on the Long-term Care Insurance Law, carries part of the responsibility to conduct on-site supervision given by the municipalities.

The aim is to set in place and strengthen structures for local guidance for municipalities and to create initiatives for more focused and effective guidance and inspections by TMG through the operations of this trust organization.

Comprehensive Welfare Information Network (Tokyo Welfare Navigation)
This system allows users of welfare services to select adequate service by providing necessary information. This network provides information regarding service providers, contents and evaluation in different fields such as aged, disabled or children. In addition, it operates the guidance system called “Tokyo Welfare All Guide” established for an easy-access to necessary information. Its website is incorporating universal design while 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 the facility users.

To promote further improvement in services available to users and to ensure transparency in facility management, the following items are requirements to receive service promotion grants in full.
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 things like the service contents and their organization’s managerial capacity, and publicize the results.

This allows users to compare and make a choice of 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 with 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. For FY2016 it is aiming to continue further spreading and setting this evaluation system firmly in place.

Comprehensive Support Programs for Welfare Services

It 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 in the use of welfare services, seniors in need of long-term care and persons with disabilities and others in need of support, and ③ aids 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 safe living environment in communities for those with dementia or intellectual/mental disabilities or who are incompetent to make decisions, it is essential to utilize the “Adult Guardianship” to provide support with welfare service use and property management. To promote active use of this system, the TMG support the establishment and operation of “Adult Guardianship System Promotion Organization” by municipalities while also striving to diffuse the system in Tokyo.
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 states of affairs that is envisioned will occur in the event that a near-field earthquake were to strike Tokyo in the future, the TMG will promote measures in order to properly respond to these.

Promoting the Seismic Reinforcement of Social Welfare Facilities and Medical 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.

Promoting the Seismic Reinforcement of Social Welfare Facilities

Project to Promote the Seismic Reinforcement of Social Welfare Facilities and Medical Facilities

The TMG will offer 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 Support Seismic Reinforcement Measures for Non-structural Elements of Daycare Facilities

The TMG will subsidize part of the cost for seismic reinforcement of non-structural elements of daycare facilities, to promote measures to secure children’s safety.

Enhancing Disaster Medical Care

The TMG is setting in place structures that will allow it to quickly ascertain accurate information on the damage and to promptly and properly undertake medical relief activities in the event that a major earthquake or similar disaster should occur.

Medical relief activities and stockpiling disaster medical supplies and the like

Setting in place disaster center hospitals

Supporting Disaster Victims

The TMG will formulate regional disaster prevention plan and earthquake countermeasure projects and plans across the metropolitan government as a whole in order to carry out disaster prevention, emergency measures, and reconstruction in partnership with municipalities and medical institutions. In addition, each bureau will work to set in place structures that are capable of quickly responding to emergencies, such as by creating activity manuals.

Stockpiling and Providing Disaster Relief Supplies

Living Support for Disaster Victims

Disaster Countermeasures by Employees of The Bureau of Welfare and Public Health

Promoting Measures for Vulnerable People during Disasters

Supporting Users of Artificial Respirators at Home

Project to Support Users of Artificial Respirators at Home during Disasters

Of all the people who are require attention during disasters, when it comes to users of artificial respirators at home in particular such users themselves, their families, and those involved in assisting them must be prepared for disasters and be able to mount an appropriate response when disasters occur in light of their urgent needs and special characteristics. In order to ensure that they can do this, the TMG will provide support to the municipalities to 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

Of the all the people who are require attention during disasters, when it comes to users of artificial respirators at home in particular such users themselves, their families, and those involved in assisting them must be prepared for disasters and be able to mount an appropriate response when disasters occur in light of their urgent needs and special characteristics. In order to ensure that they can do this, the TMG will provide support to the municipalities to 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 Install Emergency Power Sources for Intractable Disease Patients on an Artificial Respirator
### Organization Chart of the Bureau of Social Welfare and Public Health

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<td>Contracting and Property Management</td>
<td>Contracting and Property Management</td>
<td>Management of contract, property and equipment, and construction</td>
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<tr>
<td>Personnel</td>
<td>Personnel</td>
<td>Personnel affairs, organization, capacity, welfare and training</td>
</tr>
<tr>
<td>Guidance and Inspection</td>
<td>Guidance and Inspection</td>
<td>Comprehensive coordination of guidance and inspection, and approval for social welfare corporations</td>
</tr>
<tr>
<td></td>
<td>1st Guidance</td>
<td>Guidance and inspection to service providers under the Long-term Care Insurance Law and disability welfare service providers</td>
</tr>
<tr>
<td></td>
<td>2nd Guidance</td>
<td>Guidance and inspection on public assistance facilities, lodging, children’s homes and nursing homes</td>
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<td>3rd Guidance</td>
<td>Guidance and inspection of medical institutions and pharmacists</td>
</tr>
<tr>
<td>Medical Policy</td>
<td>Medical Policy</td>
<td>Planning and coordination of medical policies, promotion of medical care reform, local medical care measures, and measures to combat cancer</td>
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<tr>
<td>Emergency Medical Services and Disaster Response</td>
<td>Emergency Medical Services and Disaster Response</td>
<td>Emergency medical care, disaster medical care, emergency medical care for the children, perinatal medical care, and medical care in remote areas</td>
</tr>
<tr>
<td>Medical Safety</td>
<td>Medical Safety</td>
<td>Licensing, permission, monitoring and supervision for medical facilities, and patients’ voice counter</td>
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<tr>
<td>Medical Human Resources</td>
<td>Medical Human Resources</td>
<td>Medical human resources development, license, and medical care social project</td>
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<tr>
<td>Health Policy</td>
<td>Health Policy</td>
<td>Planning and coordination of health policies, coordination and management of public health centers, Promotion of Comprehensive Measures against Suicides</td>
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<tr>
<td>Health Promotion</td>
<td>Health Promotion</td>
<td>Health promotion and measures taken for adult health, health promotion, cancer prevention, local cancer registration, health nutrition, and dietitian license</td>
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<tr>
<td>Specific Disease Control</td>
<td>Specific Disease Control</td>
<td>Measures for intractable diseases, support for Atomic-bomb victims, and measures for organ transplantation and blood donations</td>
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<tr>
<td>Medical Treatment Assistance</td>
<td>Medical Treatment Assistance</td>
<td>Subsidy for medical expenses</td>
</tr>
<tr>
<td>National Health Insurance</td>
<td>National Health Insurance</td>
<td>Planning and Coordination of National Health Insurance (NHI) System and the medical care system for the elderly aged 75 and over, guidance to municipalities and NHI society and Tokyo Metropolitan Association of Medical Care Services for Older Senior Citizens and operating the assessment boards for NHI and medical care system for the elderly aged 75 and over.</td>
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<tr>
<td>Welfare</td>
<td>Planning</td>
<td>Planning and coordination of public welfare, pension for the war veterans</td>
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<tr>
<td>Public Assistance</td>
<td>Public Assistance</td>
<td>Public assistance, operational guidance of public assistance facilities and lodging facilities, guidance and audit of public assistance administrators</td>
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<tr>
<td>Living Support</td>
<td>Living Support</td>
<td>Welfare program for low-income households, measures taken for the homeless, programs for Japanese returnees from China, and measures taken for Sanya</td>
</tr>
<tr>
<td>Community Welfare Promotion</td>
<td>Community Welfare Promotion</td>
<td>Welfare human resources development, welfare oriented city planning, commissioned welfare volunteer/commissioned child welfare volunteer, and rights advocacy</td>
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<tr>
<td>Aging Population Programs</td>
<td>Planning</td>
<td>Planning and coordination of measures taken for the elderly, and formulation of programs for health and welfare for the elderly</td>
</tr>
<tr>
<td>Long-Term Care Insurance</td>
<td>Long-Term Care Insurance</td>
<td>Finance, guidance to municipalities, assessment board and designation of service providers concerning the Long-term care insurance</td>
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<tr>
<td>Home Care Support</td>
<td>Home Care Support</td>
<td>At-home welfare services for the elderly and support for the elderly with dementia</td>
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<tr>
<td>Facility Care Support</td>
<td>Facility Care Support</td>
<td>Operational guidance for facility owners, subsidization of maintenance for facilities such as long-term care welfare facilities, management and operation of Metropolitan facilities for the elderly such as nursing homes, and operational support for Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology</td>
</tr>
<tr>
<td>Division</td>
<td>Section</td>
<td>Main Duties</td>
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<tr>
<td>Planning</td>
<td>Planning and coordination of programs for children, families and women, Comprehensive Plan to Support Children and Child-rearing</td>
<td>Child Guidance Center and Child Guidance offices (10)/Children’s Hall and Home for Juvenile Training and Education (2)/ Women’s Counseling Center (1, 1 branch office)</td>
</tr>
<tr>
<td>Child and Family Welfare</td>
<td>Child-rearing support projects, planning of and coordination for child consultation centers, assistance with medical bills for infants with chronic maladies and others, mother and child health projects</td>
<td>Rehabilitation Center for the Physically and Mentally Disabled (1, 1 branch office)/Welfare Center for the Disabled/Medical and Rehabilitation Center for the Disabled (1, 2 branch offices)/Rehabilitation Center for Disabled Children/Medical Center for the Disabled/Comprehensive Center for Mental Health and Welfare (2)/ Center for Mental Health and Welfare</td>
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<tr>
<td>Child and Single-Parent Welfare</td>
<td>Support for single-parent households, women’s welfare programs, social protection and child allowances</td>
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<tr>
<td>Child Day Care Service</td>
<td>Nursery care</td>
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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Planning</td>
<td>Planning and coordination of welfare programs for the disabled, designating specific service providers and promotion of social participation</td>
<td>Rehabilitation Center for the Physically and Mentally Disabled (1, 1 branch office)/Welfare Center for the Disabled/Medical and Rehabilitation Center for the Disabled (1, 2 branch offices)/Rehabilitation Center for Disabled Children/Medical Center for the Disabled/Comprehensive Center for Mental Health and Welfare (2)/ Center for Mental Health and Welfare</td>
</tr>
<tr>
<td>Independent Living and Social Participation Support</td>
<td>Support for daytime activities and employment support</td>
<td></td>
</tr>
<tr>
<td>Facility Care Support</td>
<td>Operational guidance for facility owners, operation of TMG facilities for disabled persons, and policy planning for severely mentally and physically disabled children (persons)</td>
<td></td>
</tr>
<tr>
<td>Mental Health and Medical Services</td>
<td>Medical healthcare for mentally disabled, medical support, maintenance of support system for patients with development disorder and higher brain dysfunction</td>
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</tbody>
</table>

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<tr>
<th>Division</th>
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<tbody>
<tr>
<td>Health and Safety</td>
<td>Planning and coordination of measures to ensure health safety</td>
<td>Institute of Public Health (1, 1 branch office)/Wholesale Market Sanitary Inspection Station (1, 2 branch offices)/Meat Sanitary Inspection Station (1)/Animal Care and Consultation Center (1, 1 branch office, 1 sub-branch office)</td>
</tr>
<tr>
<td>Food Safety Control</td>
<td>Sanitation standards/criteria for food products and measures for food poisoning</td>
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<tr>
<td>Pharmaceutical Affairs</td>
<td>Pharmaceutical licensing, preventive measures for drug abuse, approval of pharmaceutical products, monitoring and guidance based on the laws relating to quality, effectiveness and securing the safety of pharmaceutical products and medical equipment, and regulations on advertisement of pharmaceutical products</td>
<td></td>
</tr>
<tr>
<td>Environmental Health and Sanitation</td>
<td>Measures for environment-related adverse effect on health, measures for allergies and hay fever, Sanitation measures for environmental sanitation control 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</td>
<td></td>
</tr>
<tr>
<td>Infectious Disease Control</td>
<td>Preventive measures for infectious diseases, tuberculosis, HIV/AIDS</td>
<td></td>
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</tbody>
</table>

For inquiries regarding the contents of this document, contact
General Affairs Section, General Affairs Division, the Bureau of Social Welfare and Public Health
☎ 03-5320-4032 (direct number) OR 03-5321-1111(operator) Ext. 32-141,
FAX 03-5388-1400

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