

## (7) Health Crisis Management

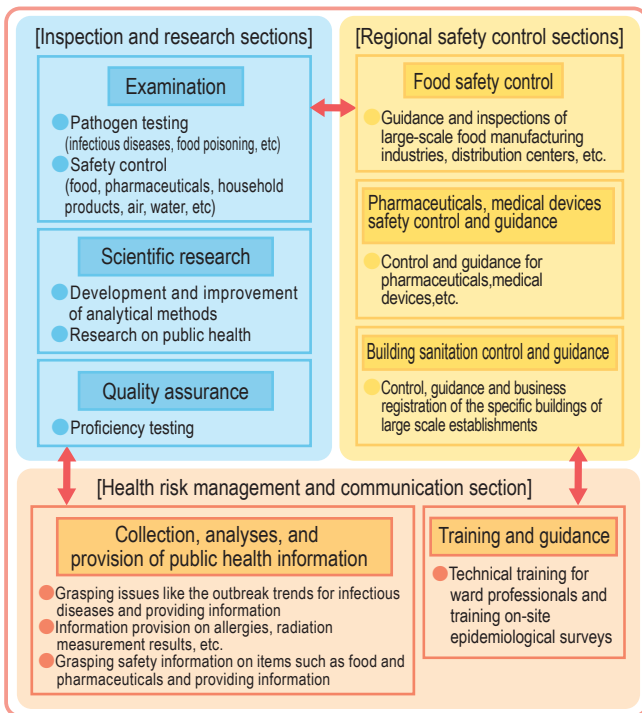
### Preparing for a New Health Crisis

In recent years, many issues have occurred one after another related to the health and safety of Tokyo residents, such as the threat of newly emerging and reemerging infectious diseases, including the pandemic influenza, outbreaks of Ebola hemorrhagic fever and dengue fever, food poisoning, and dangerous drug abuse. In order to secure health and safety of Tokyo residents and protect them from such diversifying health threats, the TMG is actively strengthening its health crisis management.

#### Institute of Public Health

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

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



### Infectious Diseases Control

The progress of internationalization raises the risk of outbreaks of new infectious diseases that have never before been experienced in Japan, and it is necessary to strengthen measures to properly cope with the threats of these infectious diseases. The TMG will promote the preparation and measures for infectious diseases control based on the “Tokyo Metropolitan Prevention Plan for Infectious Diseases” revised in March 2018.

#### Surveillance System on Outbreaks of Infectious Diseases

The TMG quickly collects and analyses information on infectious

diseases incidence reported by medical institutions via the on line system connecting public health centers, the TMG and the national authority. The TMG provides the results for residents and health-care professionals.

#### Medical Institutions Designated for Infectious Diseases

The TMG designates 4 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 MERS (Middle East Respiratory Syndrome).

#### 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 due to hospitalization advisories or measures taken based on laws are covered by public expenditure.

#### 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.

#### Measures against Infections via Mosquitoes

The increasing number of transportation options available increases the likelihood that disease factors may be carried into Japan from overseas, and the expansion of breeding areas for mosquitoes due to global warming also leads to fears that diseases such as Dengue Fever, Zika virus infection, etc. may be carried by mosquitoes. As such, facilities managers and residents are asked to supply the TMG with information that will assist with reducing the occurrence of mosquitoes, and in addition, surveys are being carried out into the state of mosquito breeding and the existence of viruses. In addition, the TMG is improving examinations and medical care systems, and developing implementation systems to survey and exterminate mosquitoes, etc. in case of an outbreak.

#### Measures against Class 1-Infection

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



<https://www.fukushihoken.metro.tokyo.lg.jp/iryō/kansen/tagengoguide.files/tagengogaido2019-mihiraki.pdf>

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

The TMG will distribute educational literature for overseas travelers and non-Japanese residents entering the country, and support measures taken by corporations to ensure that appropriate training materials are made available.

It will also ensure measures against infectious diseases are taken by staff at medical institutions.

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

Based on the response guidelines to maintain safety and security at the Tokyo 2020 Olympic and Paralympic Games, the TMG will enhance measures against infectious diseases by conducting verification through training, etc. while developing systems for information gathering and systems for communication among related organizations as preparation against outbreaks of infectious diseases during the Games.

## Syndromic Surveillance of Ambulance Transport Data

Data is provided from the Tokyo Fire Department's emergency information analysis control system to quickly collect and analyze information about the symptoms of patients at the time of emergency transportation. The TMG is developing a system in which public health centers can use a mapping system to confirm the location of the occurrence, as well as any occurrence in other locations, and quickly provide information to medical institutions in case of an abnormal situation being detected upon receiving the analysis results.

## "Countermeasures to Combat Infectious Diseases in Asia" Project

Administrative agencies, medical and research Institutions and their doctors/researchers in 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.

Furthermore, the cities involved in the Project are engaged in research into the issues surrounding common infectious diseases, which is applied in the form of countermeasures in each city.

In addition to this, specialists who serve to cope with infection are being dispatched to specialized institutions abroad, in order to learn more about countermeasures to diseases that so far have been transmitted in few cases in Japan, and in order to strengthen our potential response.

## Countermeasures to Pandemic Influenza

### ○Action Plan for Pandemic Influenza

Based on the "Tokyo Action Plan for Pandemic Influenza" to prepare for pandemic influenza and outbreaks of new infectious diseases that may cause similar effects, the TMG is now taking

measures from the viewpoint of health crisis management, including early detection of pandemic influenza, strengthening the regional health and medical care system, and stockpiling anti-influenza virus drugs.

### ○Strengthening Regional Health and Medical Care System

Through cooperation with related agencies such as public health centers and medical associations, the TMG is strengthening the regional health and medical care system according to the stage of an outbreak. The "Council on Medical Care System for Infectious Diseases" has been set up to formulate a regional plan to secure a medical care system. In addition, the "Block Council on Regional Health and Medical Care System for Infectious Diseases" has been set up at ten locations by area block based on jurisdictions of designated medical institutions for infectious diseases, with the aim of securing a medical care delivery system according to the circumstances in individual communities.

### ○Securing Medical Institutions

For the early stages of an outbreak of an infectious disease such as Pandemic Influenza in Tokyo, the TMG has secured cooperative medical institutions treating infectious diseases to accept patients with suspected infections during the follow-up examination period until diagnosis is confirmed. For an infectious phase in Tokyo, it has secured medical institutions offering hospitalization treatment for infectious diseases that proactively provide hospitalization treatment for patients who require it.

### ○Securing Medical Supplies and Equipment

Anti-influenza virus drugs and medical supplies and equipment have been prepared, such as individual protective clothing and equipment to prevent contamination among medical or disinfection personnel who come in close contact with patients.

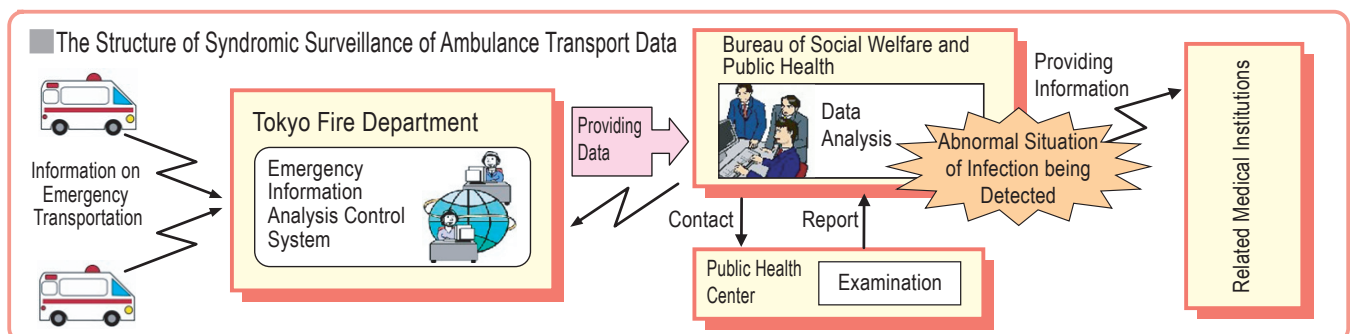
### ○Information Provision for the Residents

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.

## Measures against Tuberculosis

Aside from the routine health examinations and preventive vaccinations for tuberculosis offered by business owners or municipal governments, the TMG follows the legally stipulated measures such as payment from public funds for recuperation and medical expenses of patients, and the provision of health checkups for families who come into contact with the patient.

The TMG also quickly collects and analyzes tuberculosis outbreak trends, whose findings are disclosed to Tokyo residents and medical personnel, and disseminates correct knowledge about tuberculosis.



### Tuberculosis Regional Medical Network Promotion Project

The TMG is raising awareness of the patient Medication Notebook, which also serves as a Coordination Passnote (\*), and public health centers, medical institutions, and pharmacies work together to implement Directly Observed Treatment, Short Course (DOTS) for tuberculosis patients and to establish a system for supporting uninterrupted treatment.

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

### Measures against Measles/Rubella

The TMG establishes countermeasure meetings consisting of persons in related fields including medical care, education, childcare, and administration, during which discussions are held on subjects such as ideal ways to effectively increase public awareness. Additionally, the TMG takes measures with the cooperation of the municipalities including the integrated provision of rubella resistance testing and vaccination targeting women who are intending or hoping to become pregnant.

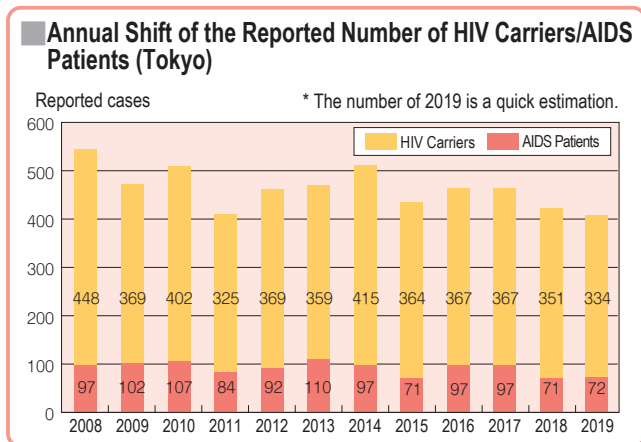
### Measures against Noroviruses

The TMG is striving to prevent infection by conducting epidemiological research into cases involving large-scale outbreaks, applying rapid testing methods, and building public awareness of countermeasures in facilities and schools.

### Measures against HIV/AIDS

Public health centers in Tokyo, Tokyo Metropolitan Minami-shinjuku Testing and Counseling Office (standard HIV test on weeknights and Sat/Sun) and Tokyo Metropolitan Tama Region Testing and Counseling Office (rapid same day testing on Sat) provide anonymous and free-of-charge HIV/AIDS testing. In addition, public health centers and “Tokyo HIV/AIDS Telephone Counseling” provide HIV/AIDS counseling service.

The TMG conducts projects in various locations to encourage young people to educate themselves about HIV/AIDS, and promotes opportunities for them to engage in discussion. It also distributes pamphlets for workplaces and conducts seminars, in an effort to fit prevention education to the target audience. In addition, the TMG secures and partners with specialized medical institutions that engage in AIDS testing, and implements lectures for medical professionals, as well as supporting HIV-positive patients undergoing treatment by delegating professional counselors.

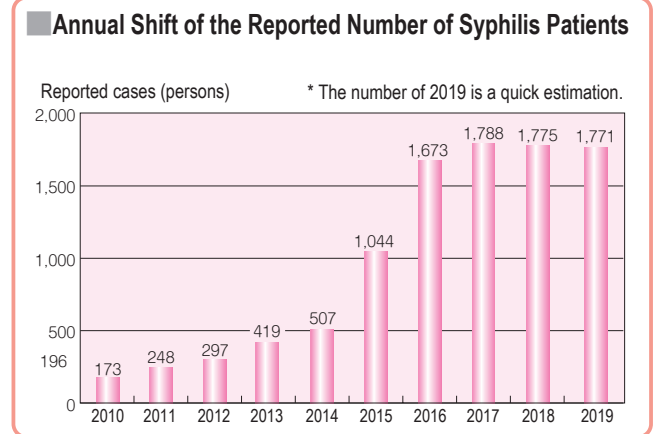


### Measures for Sexually Transmitted Infections

Public health centers in Tokyo and Tokyo Metropolitan testing and counseling offices are offering anonymous and free-of-charge HIV testing and testing for sexually transmitted infections such as syphilis. In addition, the TMG provides information relating to

sexually transmitted infections through a comprehensive sexually transmitted infection website, the “Tokyo Metropolitan Sexually Transmitted Infection Navigator”.

Furthermore, regarding syphilis, which has been rapidly increasing in recent years, the TMG is distributing pamphlets to schools, companies, and medical institutions to build awareness of the infection, and conducts training sessions for medical institutions in Tokyo in order to improve their diagnostic capabilities.



### 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.

## Food Safety

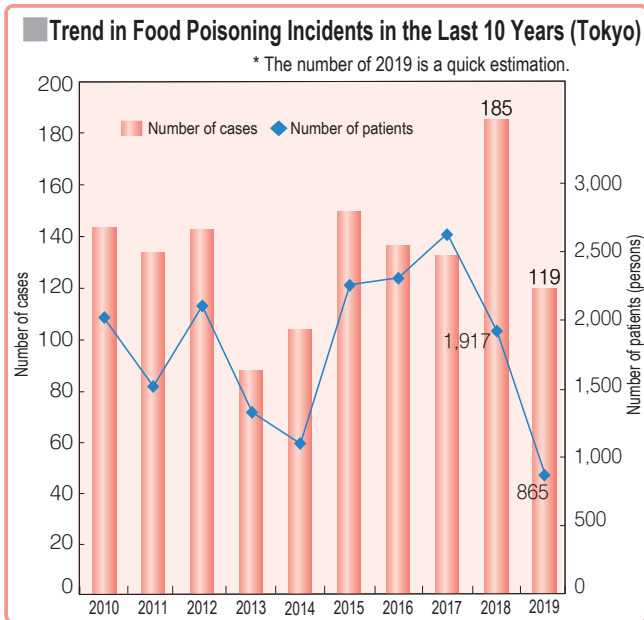
The TMG formulated the “Food Safety Promotion Plan” based on the Tokyo Metropolitan Food Safety Ordinance to promote comprehensive and methodical measures on ensuring the safety of food from its production to consumption.

### Tokyo Metropolitan Food Safety Ordinance

This ordinance was enacted with the aim of presenting the TMG's basic approach to food safety issues, including Tokyo's own measures taken to prevent adverse effects of food on the health of Tokyo residents.

### Measures against Food Poisoning

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



### Monitoring and Inspection of Food and Other Products

The TMG formulates the “Food Sanitation Monitoring and Guidance Plan” every fiscal year based on the characteristics of Tokyo. According to this plan, each stage of manufacturing, distribution and sales of food products are monitored, removed and inspected. In the current fiscal year, in which the Tokyo 2020 Olympic Games are to be held, the TMG is cooperating with the special wards, Hachioji City and Machida City in conducting supervision and guidance regarding the Games venues and the eating and drinking establishments used by tourists visiting Tokyo to prevent outbreaks of food poisoning from occurring during the Games period.

### Approval, Monitoring and Guidance of Businesses

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

### Compliance with the Revision of the Food Sanitation Act

Regarding the revised contents of the Food Sanitation Act, in addition to making the information commonly known in an easily understood format by holding lecture courses and distributing brochures for related business operators, the TMG provides support to enable smooth compliance with the newly introduced regulations such as the change to the HACCP\* system.

\* HACCP: Rather than the previous system which used end product sampling inspections, this method guarantees product safety by predominantly monitoring the key stages from among the manufacturing processes.

### Appropriate Food Labelling

The TMG inspects and conducts monitoring and guidance on food labelling based on the Food Labelling Act that prescribes Food Labelling Standards about the safety and quality of foods and nutrition labelling, the Metropolitan Consumer Life Ordinance that stipulates labelling of the countries of origin of ingredients, the Rice Traceability Law, the Health Promotion Act, and other laws and ordinances. The TMG also engages in awareness building and education about the new food labelling system and the development of “appropriate labelling leaders” to provide correct knowledge and information to food business companies.

### Voluntary Recall Report System

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

### Food Safety Certification System

This is a system under which food-related facilities voluntarily and actively assess their own hygiene management. Under 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. Information is published for Tokyo residents. A mechanism to certify the hygiene management of chain restaurants, etc., a mechanism to certify organizations that are already certified by an international standard such as the ISO, have been introduced.

### 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 regularly holds the “Food Safety Forum for Tokyo Residents” at which Tokyo residents, providers of food products and government representatives meet to exchange opinions and information, and issues an E-mail newsletter entitled “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 of providing Tokyo residents with information related to food safety.

### Dissemination of Food Safety Information to the World

The TMG is disseminating its own and local businesses’ efforts for food safety to the world, and supports restaurants providing non-Japanese 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.

## 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, abuse of drugs such as narcotics and stimulants is health damaging and very dangerous. Furthermore, due to the increase in cannabis misuse centered on the younger generation in recent years and the appearance of a succession of new

dangerous drugs, the TMG is promoting the implementation of comprehensive measures including guidance and regulation of these substances and wide-ranging education to prevent substance abuse based on the “Tokyo Metropolitan Promotion Plans for Measures to Prevent Drug Abuse” which was revised in FY2018.

### Investigation and Approval of Pharmaceutical Products

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

### Licensing of Pharmaceutical Businesses

The TMG licenses businesses such as marketing authorization holders and manufacturers to ensure that pharmaceutical products are manufactured and distributed under appropriate quality and safety controls.

### Inspection/Guidance of Pharmaceutical Businesses

The TMG conducts on-site inspections of businesses marketing pharmaceutical products, quasi-drugs, cosmetics, regenerative medical products and medical devices (manufacturing site inspections to confirm product quality and office site inspections to confirm adverse reaction reports and measures to ensure safety).

### Supervision and Control of Illegal Products

Supervision and control are enforced on illegal products that are not approved or licensed under the Law on Securing Quality, Efficacy and Safety of Products including Pharmaceuticals and Medical Devices. Health food products are bought and tested to check whether they contain pharmaceutical ingredients. As for dangerous drugs, the TMG gains an understanding of the distribution trends in Japan and overseas through analyzing big data and monitoring social media\*, and buys the products to conduct tests of their ingredients. For unregulated ingredients, the TMG strives to realize swift regulation and to remove products which violate the regulations from the market using measures to discontinue sales.

\* Postings on social media and blogs are gathered, surveyed and analyzed in real time, and atypical transaction words are identified to gain an understanding of trending products and their sales conditions, etc.

### Monitoring of Advertisements for Pharmaceutical Products

A monitoring and supervision is in place to make sure that advertisements on TV, magazines or the Internet for pharmaceutical products are not false or exaggerated. Consultations and guidance are also given to businesses looking to place an advertisement.

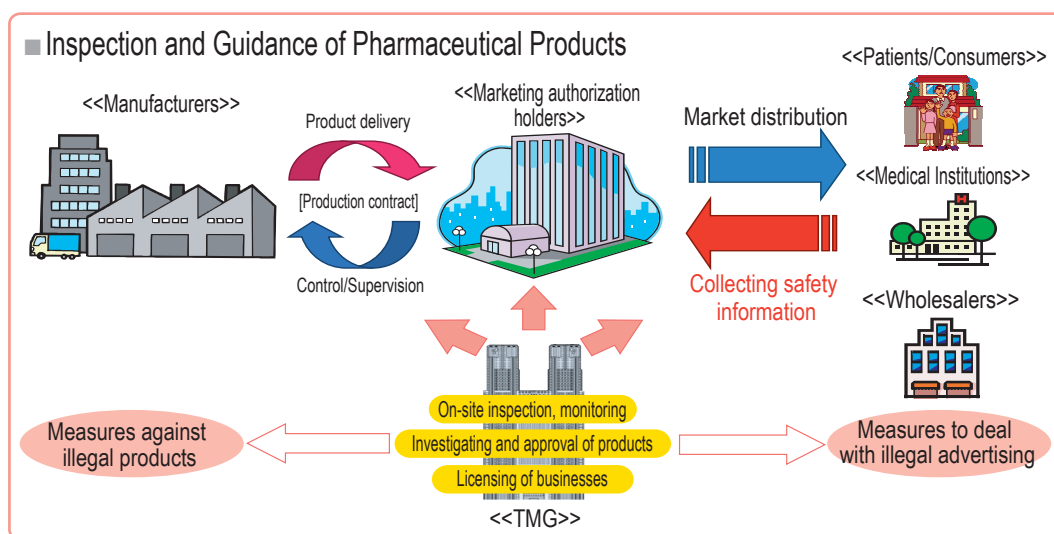
### Support for Community-oriented Health Counseling

At an online search system on the website, the information is provided to allow people to easily find a pharmacy, so that Tokyo residents can use pharmacies in their community to relieve concerns related to health and pharmaceutical products.

### Education, etc. of Prevention of Drug Abuse

In addition to building public awareness through measures such as collecting ideas for drug misuse prevention posters and slogans, conducting training of specialist instructors, distributing various educational materials, and disseminating videos and providing information relating to the dangers of drug misuse via dedicated websites, the TMG offers consultation and guidance utilizing narcotics addiction counselors and other professionals.

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 environments or chemical ingredients in food or cutlery nowadays raise serious concerns. Various health-care projects and research are being conducted in order to prevent adverse effects on human health.

### Subsidization of Medical Expenses

The TMG subsidizes the medical expenses for those who are under 18 years old and suffer illnesses that are believed to be caused by air pollution, such as bronchial asthma, asthmatic bronchitis, pulmonary emphysema, or chronic bronchitis, and meet certain requirements such as having lived in Tokyo for a year or longer (six months or longer if the person is under 3 years old). For those whose birth date is before April 1, 1997 and who have a valid medical treatment coupon, the TMG subsidizes the medical expenses.

### Chemical Exposure Research

One of the main pathways for intake of chemicals by human beings is said to be through food. Surveys aiming to prevent damage to health are implemented to establish the estimated daily intake of dioxin, heavy metals, radioactive substances and others through meals.

### Measures for “Sick House” Syndrome

The TMG receives many inquiries concerning the chemical materials used in homes and buildings. The TMG provides information and consultation on chemical substances in residential homes to improve indoor environments.

Sick House: The name given to the detrimental health effects of caused by chemical substances, mold or mites and other allergen contained in residential buildings, which cause irritation to the eyes/nose/skin, or headaches and sickness.

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

The TMG conducts research to establish the relationship between air pollution and asthmatic symptoms and possible health damages caused by photochemical smog.

### Health Checkups for Asbestos-related Health Disorder

Public Health Centers in Tokyo offer health consultation regarding disorders that it is suspected are caused by asbestos. Related bureaus cooperate to provide the latest Asbestos-related information on their websites.

### Measures for Allergic Diseases

The TMG formulated the “Measures for Allergic Diseases Promotion Plan” in FY2017 to promote comprehensive measures. It provides lectures for patients and their families and training for staff of childcare centers, etc. on emergency responses. It also distributes comprehensive information on allergic diseases via the portal site “Tokyo Allergy Information Website”, which contains information on basic knowledge of diseases, training materials, emergency response manual, medical institutions, etc.

Furthermore, it strives to establish a network of medical institutions providing medical services for allergic diseases so that a

person with an allergic disease can receive appropriate medical care according to his/her conditions, and to improve the quality of medical care staff by providing training, etc.

### Comprehensive Hay Fever Prevention

In order to prevent the development of hay fever and alleviate its symptoms, the TMG observes and analyzes the situation of pollen dispersal mainly for cedar and Japanese cypress continuously and provides information on the start date and quantity of pollen dispersal through the Internet.

In addition, a booklet titled “Clipping Note on Hay Fever” has been distributed to spread knowledge on preventing hay fever and on its treatment.



### Radiation Measurement System and Promoting Dissemination of Information

#### ○Measuring Air Radiation Dose

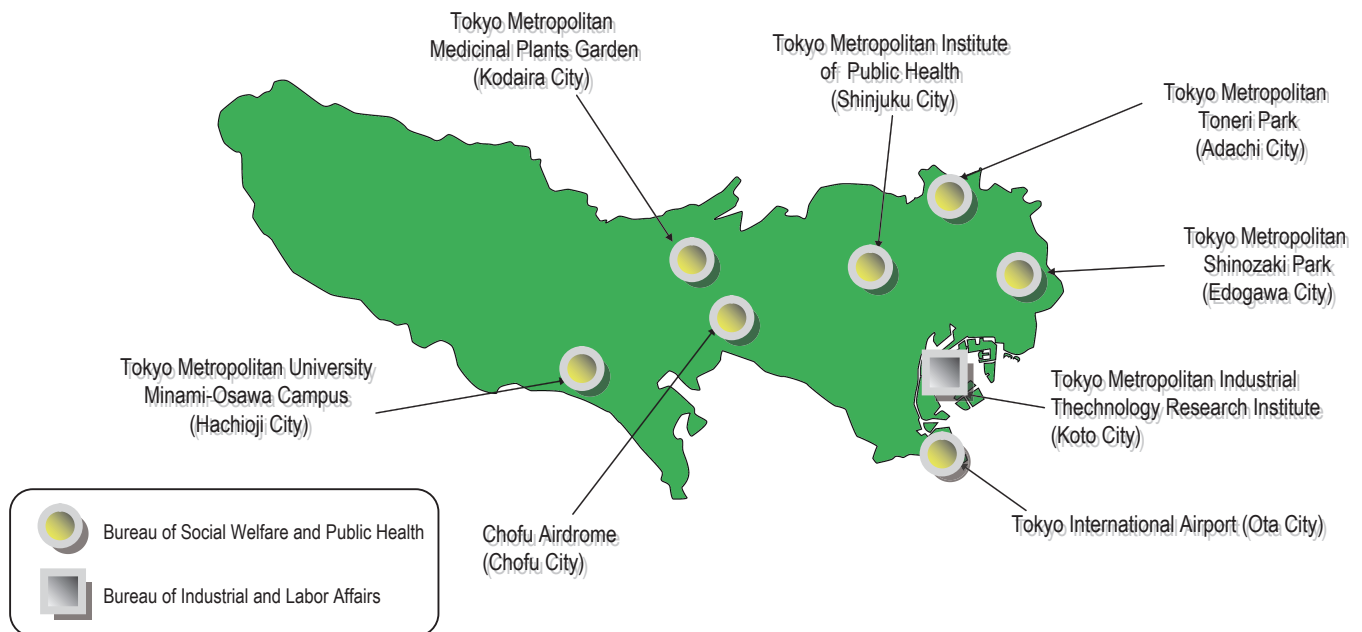
Monitoring posts installed in eight locations in Tokyo continue to measure the air radiation dose. The TMG also supports measurement efforts by municipalities by lending measuring devices and offering technical advice.

#### ○Conducting Inspections of Radioactive Materials in Foodstuffs

Monitoring inspection is conducted for foodstuffs distributed in Tokyo, with a primary focus on foodstuffs that residents consume daily and those that children consume on a continuous basis.

#### ○Promoting Dissemination of Information

Measurement and inspection results regarding radiation are consistently disclosed on the website. Information is also provided in English for foreigners.



## Securing Environmental Sanitation

The TMG monitors and supervises business facilities used by many people such as entertainment facilities, hotels or public baths and public facilities such as water utilities to secure environmental sanitation.

### Securing Environmental Sanitation at Business Facilities

The TMG handles approval/licensing of business facilities such as barbers, beauty salons, dry cleaners, entertainment facilities (movie theaters or theaters), hotels, public baths or pool facilities, as well as monitoring and supervision including on-site inspections.

### Securing Environmental Sanitation at Specified Buildings

The TMG monitors and supervises the air environment, water supply/drainage management and other items of buildings exceeding a certain size, when such buildings are used as offices and retail stores.

### Approval/Licensing and Monitoring/Supervision for the Use of Hot Spring Water

The TMG issues business licenses to facilities using hot spring water as well as conducting monitoring and supervision for such facilities. It also monitors and supervises the registration of organizations conducting component analysis of hot spring water.

### Drinking Water Safety

The TMG secures the safety of drinking water by conducting monitoring and guidance, and water quality inspection at water utilities. It also provides technical and financial support for small water utilities businesses.

### Consultation and Supervision of Mice/Hygiene Pests

The TMG is raising awareness of appropriate pest control methods and provides consultation to Tokyo residents in order to prevent damage caused by mice or other unhygienic pests.

### Prevention Measures for Legionnaires' Disease

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

## Animal Welfare and Management

In recent years, the number of animals such as dogs and cats being kept and bred as pets are increasing. At the same time, lack of moral has led to various problems related to pets. In addition, as the connections between people and animals grow closer, the prevention of animal-derived infectious diseases (zoonosis) such as rabies and highly-pathogenic avian influenza is becoming increasingly important.

Based on the "Animal Welfare and Management Promotion Plan", the TMG is steadily advancing measures with the aim of realizing a well-balanced cohabitation between humans and animals.

### Reducing the Number of Collected Animals/Increasing the Number of Animal Adoption

The TMG aims to reduce the number of animals we collect and make the put-to-sleep-animals number to be zero. We work for this goal through various measures including the education of residents on the correct way to foster a pet throughout its life and supporting to deal with stray cats in municipalities. Furthermore, in order to increase opportunities for rescued and collected animals to be adopted, we work on this in various ways such as hosting PR events in November as the "promotion month for adoption", providing information on the adoption opportunities through a new Tokyo Metropolitan animals information website "Wan-Nyan Tokyo", fostering and finding new homes for pre-weaning kittens in partnership with volunteers and supplying the necessary goods to organizations that assist the adoption of injured animals.

### Animal Welfare Promoters

As of October 1, 2019, there are 304 commissioned animal welfare promoters. The animal welfare promoters provide advice as well as support the promotion of animal welfare and appropriate animal feeding in the communities.

### Restrictions on Animal Handling Business

The TMG also handles monitoring and supervision of face-to-face sales of animals and handling young dogs and cats, which regulation has become tighter since September 2013.

### Restrictions on the Regulation of Dangerous Animal Care

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

### Animal-derived Infectious Diseases (Zoonosis)

In order to prevent human infection to animal-derived infectious diseases such as rabies and highly-pathogenic avian influenza, the TMG conducts research and implements preventive measures. Additionally, we organize our system in order to swiftly react and deal with the case at time of infectious disease emergence.

### Animal Rescue during a Disaster

From the perspective of preventing damage and caring for animals, TMG coordinates a cooperative system between municipalities and veterinarians, etc., so that evacuation centers are able to accept pets and pet rescue services can be implemented as swiftly as possible. We support the coordination of temporary evacuation centers for pets, the preparation of food and cages for use in disasters, the provision of emergency supplies and education for pet owners in regard to disaster response.

### Animal Care and Consultation Center

As the administrative office for animal services within the TMG, this office deals with;

- protection and rescue of stray dogs,
- taking-over of unwanted dogs and cats, returning to owners, adoption,
- rescue and treatment of injured animals,
- registration, guidance and monitoring of animal handlers,
- authorization and permission of keeping dangerous animals,
- preventions of disease transmission from animals to humans.



Treating a wounded animal



## (8) The Role of a Wide-ranging Government

The role of government has changed from being the direct provider of welfare, health and medical services to the coordinator of an entire system of service provision in communities composed of diverse service providers. This has been achieved by understanding the current conditions of communities and needs of users, and formulating policies appropriate for the characteristics of each community. On that basis, the TMG, as a “coordinator of wide-ranging systems in municipalities” and overseeing the entire Tokyo area, encourages service providers and human resources in communities by providing financial and technical support, building new frameworks, and conducting guidance and inspection in order to achieve a “balance between needs and service provision” in Tokyo.

### Support for Proactive Development of Policies by Local Authorities

From a large-scale technical perspective, the TMG supports policy development in municipalities by encouraging local authorities to understand particular and varied needs, and utilize their own social resources in the communities.

#### Comprehensive Public Health and Welfare Block Grant Program for Municipalities (Bounty System in Tokyo)

The TMG supports creative programs being implemented by municipalities in response to the actual conditions of each community in categories such as welfare, health and medical services.

### Securing Trustworthy Services and Improvements of Qualities

For users and patients to safely select the service they want among the many services provided by businesses and medical institutions, provision of detailed information on service contents, consultation functions, technical support for agreement execution, service evaluation and handling of complaints are critical. The TMG, promptly and appropriately exercising its authorities according to concerned laws, encourages proper operation of services and further improvements of service qualities.

#### Authorization/Operational Guidance for Social Welfare Corporations

Approval for the incorporation of social welfare corporations within the Metropolitan Area is granted by the ward or city mayor in the case of corporations run in one ward or city, and the Governor in the case of corporations being run in more than one ward or city, or in multiple prefectures. If the business operates in two or more regional Health, Labour and Welfare Bureaus, or is operated on a national level, approval is granted by the Minister of Health, Labour and Welfare.

The TMG ensures appropriate operation of public businesses, working to improve the management of social welfare organizations and eliminate illegal businesses.

#### Guidance and Inspection of Social Welfare Corporations

Working with the national and municipal governments and other related organizations, the TMG inspects and provides supervision to ensure that businesses observe laws and provide appropriate services, as well as training businesses to provide even better services. In addition, the TMG 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

As the designated municipal trust organization based on the Long-Term Care Insurance Act, the Services and Supports for Persons with Disabilities Act, and the Child Welfare Act, the Tokyo Metropolitan Foundation for Social Welfare and Public Health bears part of the responsibility for providing the practical guidance given by the municipalities.

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 appropriate services by providing the necessary information.

This network provides information regarding service providers, contents and evaluation in different fields such as aged, disabled or children and families. In addition, it operates the guidance system called “Tokyo Welfare All Guide” established for an easy-access to necessary information. Its website incorporates universal design, and is also provided in various different means including fax to ensure easy access by everyone.

#### Service Promotion Grants for Private Social Welfare Facilities

The TMG supports proactive and flexible operations of private social welfare facilities to secure welfare services that meet residents’ needs and improve welfare for facility users.

#### ○Making “Undergoing Third-Party Evaluation” and “Disclosure of Management Information” Mandatory for Private Social Welfare Facilities

To promote further improvement in services available to users and to ensure transparency in facility management, the following items are required in order to receive service promotion grants in full.

1. Undergo a third-party evaluation that is unique to Tokyo at least once every 3 years and disclose the results (Conduct “User surveys” in the years in between).
2. Disclose financial information on the facility every business year (status of income, expenditure, service promotion grants, etc.).

#### Third Party Evaluation System for Welfare Services

The third party evaluation system for welfare services by the TMG is a mechanism whereby multiple evaluation organizations that are neutral third parties with expert knowledge conclude contracts with businesses, evaluate issues like service contents and their organization’s managerial capacity, and publicize the results.

This allows users to compare and make a choice between businesses and services by using information on the evaluation results. What is more, the expectation is that this will allow

businesses to get a firm grasp of the level of their own services and the challenges involved in running their businesses, and thereby set out to improve them.

The TMG established the Tokyo Welfare Service Evaluation Promotion Organization in the Tokyo Metropolitan Foundation for Social Welfare and Public Health, and the organization has been carrying out full-scale third party evaluations of welfare services since FY2003. It is aiming to continue further expansion and establishment of this evaluation system firmly in place.

### **Comprehensive Support Programs for Welfare Services**

This program handles (1) Complaints from service users, advocacy consultation for persons incompetent to make decisions and consultation on the use of the Adult Guardianship System, (2) support for persons incompetent to make decisions on the use of welfare services, seniors in need of long-term care, and persons with disabilities and others in need of support, and (3) assistance for the establishment of third-party agents which address complaints or advocacy consultation.

#### **○Framework for Addressing Complaints**

Complaints from welfare service users are handled by municipalities in cooperation with relevant organizations as they are closer to both service users and businesses. The Welfare Service Management Improvement Committee within Tokyo Council of Social Welfare handles user complaints.

### **Creation of Safe Living Conditions by Utilizing the Adult Guardianship System**

In order to ensure a safe living environment in the community for those with dementia, those with intellectual/mental disabilities, or those who are incompetent to make their own decisions, it is essential to utilize the “Adult Guardianship” to provide support for welfare service utilization and property management. To promote active use of this system, the TMG supports the establishment and operation of an “Adult Guardianship System Promotion Organization” by municipalities, while also striving to promote the system throughout Tokyo.

## (9) Improvement and Strengthening of the System that is Resistant to Disasters

The TMG will promote appropriate preventative and countermeasures in light of the response in the regions afflicted by the Great East Japan Earthquake and the events that occurred in the Tokyo Metropolitan Area, as well as the state of affairs that is envisioned in the event that a serious earthquake were to strike Tokyo in the future, in order to ensure a proper response.

### Promotion of Seismic Reinforcement of Social Welfare Facilities and Medical Facilities and Ensuring Their Functionality

#### Promoting the Seismic Reinforcement of Social Welfare Facilities

Social welfare facilities are used by many people who would have difficulty evacuating on their own in an earthquake, such as the elderly or disabled persons and children, and also serve as a temporary shelter to disaster victims in case of an earthquake. Therefore, in order to ensure the safety and security of the users, the TMG promotes seismic reinforcement work by providing financial support for its costs and also by actively approaching facilities to conduct the work.

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

The TMG 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 Promote the Seismic Reinforcement of Child Welfare Facilities (Land Rent)

The TMG will supplement rental fees for land used for temporary facilities that are needed during repairs and renovations for seismic reinforcement, and will strongly promote the seismic reinforcement of nursery schools and similar 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.

### Enhancement of 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 medicine storage for disaster

#### Development of disaster base hospitals

#### Enhancing the Disaster Medical Assistance Team (Tokyo DMAT)

#### Development of disaster base psychiatric hospitals, etc.

#### Development of system for disaster minds care

#### Disaster medical care cooperative council

#### Regional disaster medical care collaborative council

#### Allocation of disaster medical care coordinators

### Support for Disaster Victims

The TMG will formulate a regional disaster prevention plan and a Tokyo Disaster Plan, as well as plans across the metropolitan government as a whole in order to implement disaster prevention measures, emergency measures, and reconstruction in

partnership with municipalities and medical institutions. In addition, each bureau 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

Users of artificial respirators at home, their families, and those involved in assisting them must, in particular, among all persons requiring assistance during a disaster, be prepared for disasters and be able to mount an appropriate response when disasters occur in light of their urgent needs and special requirements. In order to ensure that they can do this, the TMG will provide support to municipalities who formulate individual support plans for disasters ahead of time, as they are responsible for setting in place support structures for people requiring attention during disasters.

#### ○Project to Support Recuperation of Users of Artificial Respirators at Home

To ensure the safety of patients using artificial respirators at home during power outages and similar occurrences, the TMG will support municipalities who secure reserve power sources according to their individual disaster plans.

#### ○Project to Install Emergency Power Sources for Intractable Disease Patients on an Artificial Respirator

### 3 For reference

## Organizational Chart and Contact Details of the Tokyo Metropolitan Bureau of Social Welfare and Public Health

Division	Section	Main Duties
General Affairs	General Affairs	General affairs, session, documents, public relations and public hearing, survey and statistics
	Policy Planning	Planning & coordination, coordination of supervisory organizations, and communication & coordination with municipalities
	Budget	Budget, settlement, and accounting
	Contracting and Property Management	Management, construction and audit of contract, property and equipment
	Personnel	Personnel affairs, organization, capacity, welfare, and training
Guidance and Inspection	Guidance Coordination	Comprehensive coordination of guidance and inspection, and approval for social welfare corporations
	1st Guidance	Guidance and inspection to service providers under the Long-term Care Insurance Law and disability welfare service providers
	2nd Guidance	Guidance and inspection on public assistance facilities, lodging, children's homes and nursing homes
	3rd Guidance	Guidance and inspection of medical institutions and pharmacists
Medical Policy	Medical Policy	Planning and coordination of medical policies, promotion of medical care reform, local medical care measures, and measures to combat cancer
	Emergency Medical Services and Disaster Response	Emergency medical care, disaster medical care, emergency medical care for the children, perinatal medical care, and medical care in remote areas
	Medical Safety	Licensing, permission, monitoring and supervision for medical facilities, and patients voice counter
	Medical Human Resources	Medical human resources development, license, and medical care social project
	Tokyo Metropolitan Medical Examiner's Office and School of Nursing (7)	
Health Policy	Health Policy	Planning and coordination of health policies, coordination and management of public health centers
	Health Promotion	Promotion of Health improvement, measures taken for adult health, health promotion program, cancer prevention, national cancer registration, local cancer registration, health nutrition, dietitian license, and promotion of comprehensive measures against suicides
	Specific Disease Measures	Measures for intractable diseases and hepatitis, support for atomic bomb survivors, and measures for organ transplantation and blood donations
	Medical Treatment Assistance	Subsidy for medical expenses
	National Health Insurance	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
	Public Health Centers (6, 4 branch offices, 2 sub-branch offices)	
Welfare	Planning	Planning and coordination of public welfare, pension for the war veterans, programs for Japanese returnees from China, and welfare-oriented city planning
	Public Assistance	Public assistance, operational guidance of public assistance facilities and lodging facilities, guidance, audit of public assistance administrators, measures taken for the homeless, and measures taken for Sanya
	Community Welfare	Welfare program for low-income households, commissioned welfare volunteer/-commissioned child welfare volunteer, rights advocacy, support for persons who have withdrawn from society, measures for people who have withdrawn from society, and welfare human resources development
	Nishi-Tama Welfare Office	
Aging Population Programs	Planning	Planning and coordination of measures taken for the elderly, and formulation of pro-grams for health and welfare for the elderly
	Long-Term Care Insurance	Finance, guidance to municipalities, assessment board, and designation of service providers concerning the Long-term care insurance
	Home Care Support	At-home welfare services for the elderly and support for the elderly with dementia
	Facility Care Support	Operational guidance for facility owners, subsidization of maintenance for facilities such as long-term care welfare facilities, reorganization and development of Metropolitan facilities for the elderly, and operational support for Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology

Division	Section	Main Duties
Declining Birth Rate Countermeasures	Planning	Planning and coordination of programs for children, families and women, Comprehensive Plan to Support Children and Child-rearing
	Child and Family Support	Child-rearing support projects, planning of and coordination for child guidance offices, assistance with medical bills for infants with chronic maladies and others, mother and child health projects
	Child and Single-Parent Welfare	Support for single-parent households, women's welfare programs, social protection, and child allowances
	Child Day-Care Service	Nursery care
	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)	
Disabled Persons Programs	Planning	Planning and coordination of welfare programs for the disabled, establishing plans for the disabled, and promotion of social participation
	Community Living Support	At-home welfare services and employment support for the disabled
	Facility Care Support	Operational guidance for facility owners, operation of TMG facilities for disabled persons, and policy planning for severely mentally and physically disabled children (persons), development of facilities for the disabled
	Mental Health Care	Medical healthcare for mentally disabled, maintenance of support system for patients with development disorder and higher brain dysfunction
	Welfare Center for the Physically and Intellectually Disabled (1, 1 branch office), Welfare Center for the Disabled, Medical and Rehabilitation Center for the Disabled (1, 2 branch centers), Rehabilitation Center for Disabled Children, Medical Center for the Disabled, Comprehensive Center for Mental Health and Welfare (2), Center for Mental Health and Welfare	
Health and Safety	Health and Safety	Planning and coordination of measures to ensure health safety
	Food Safety Control	Sanitation standards/criteria for food products and measures for food poisoning
	Pharmaceutical Affairs	Pharmaceutical licensing, preventive measures for drug abuse, approval of pharmaceutical products, monitoring and guidance based on the Law on Securing Quality, Efficacy and Safety of Products including Pharmaceuticals and Medical Devices, and regulations on advertisement of pharmaceutical products
	Environmental Health and Sanitation	Measures for environment-related adverse effect on health, measures for allergies and hay fever, Sanitation measures for environmental sanitation 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
	Infectious Disease Control	Preventive measures for infectious diseases, tuberculosis, HIV/AIDS
	Institute of Public Health (1), Wholesale Market Sanitary Inspection Station (1, 2 branch offices), Shibaura Meat Sanitary Inspection Station (1), Animal Care and Consultation Center (1, 1 branch office, 1 sub-branch office)	

● Information contained in this document is current as of April 2020.

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**Planned and edited by: General Affairs Section, General Affairs Division, Bureau of Social Welfare and Public Health**

2-8-1, Nishi-Shinjuku, Shinjuku-ku, Tokyo 163-8001 Japan  
Phone: 03-5320-4032

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〒163-8001 東京都新宿区西新宿二丁目8番1号  
電話 03-5320-4032  
翻訳：株式会社リングイスト  
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