

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

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

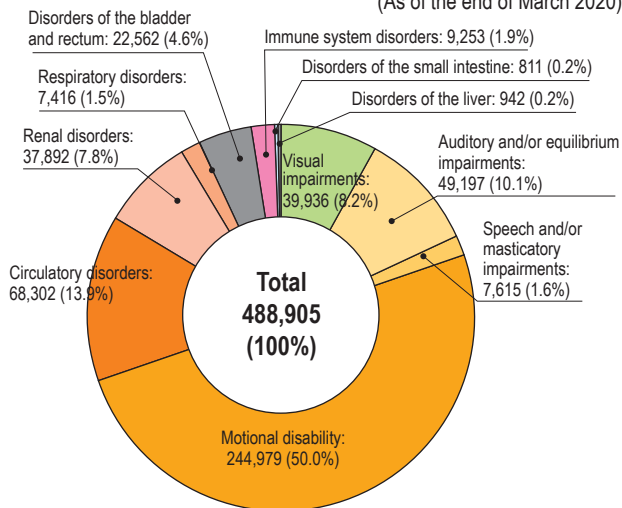
#### Current Status of Adults/Children with Disabilities

##### Number of Persons Possessing Disability Certificate

Currently, about 489,000 Tokyo residents are issued with the Physical Disability Certificate (Shintai shogaisha techo), about 93,000 are issued with the Intellectual Disability Certificate (Ai no Techo), and about 127,000 are issued with the Certificate for Health and Welfare of Persons with Mental Disorders (Seishin shogaisha hoken fukushi techo). (As of the end of March 2020)

##### Number of the Physical Disability Certificate

(As of the end of March 2020)

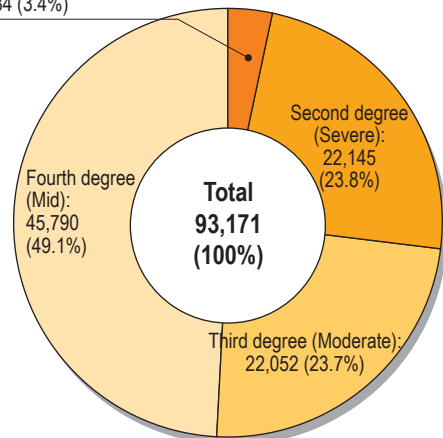


Source: "Welfare Administration Statistics" compiled by the Bureau of Social Welfare and Public Health

##### Number of the Intellectual Disability Certificate

(As of the end of March 2020)

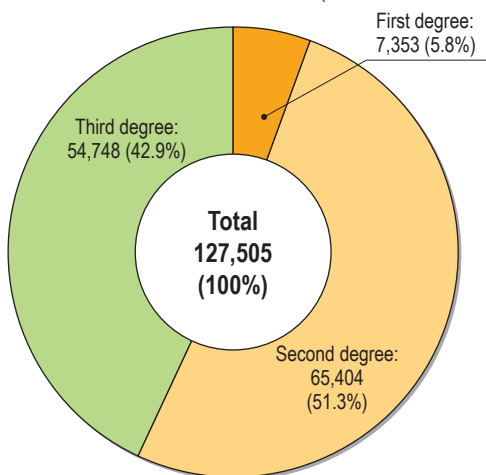
First degree (Profound):  
3,184 (3.4%)



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

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

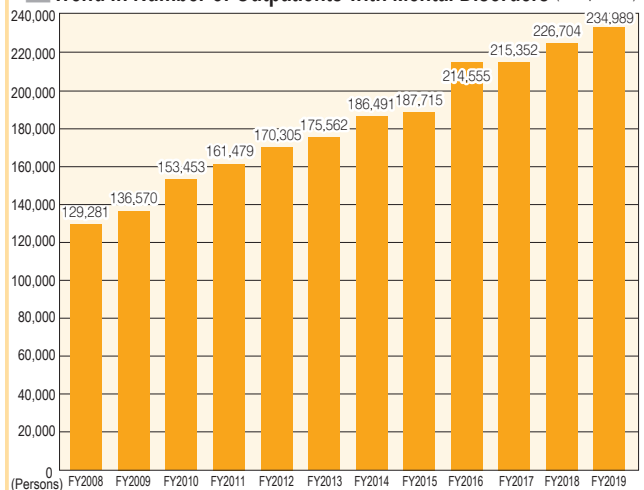
(As of the end of March 2020)



Source: Compiled by Chubu Center for Mental Health and Welfare

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

(Unit: persons)



\* Number of outpatients is certified persons for public expenditure of outpatient medical care.  
\* Number of outpatients is the figure at the end of each fiscal year.

Source: Compiled by Chubu Center for Mental Health and Welfare

## Three-year Plan for Assistance on Making the Shift to Life in the Community/Day to Day Life (from FY2021 to FY2023)

Regarding group homes and locations offering training for employment, the TMG will newly secure an 7,660-person capacity by the end of FY2023.

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

○In order to further develop the service infrastructure supporting community life for people (children) with disabilities in the community, the TMG implements special subsidization to reduce the burden on persons conducting facility establishment and to promote infrastructure development for community living. In addition, when constructing facilities in communities in which child development support centers, mainly child development support providers and after-school day service providers for children mainly supporting children with severe physical/mental disabilities, have not previously been installed, a supplementary amount will be added to promote the construction of support systems for children with disabilities.

Facility for Maintenance	FY2021 to FY2023	Objectives
Residence in the community (Group homes)	+2,500 persons	Providing living arrangements for persons with disabilities in the community
Places for daytime activities (Daycare facility, etc.)	+5,000 persons	Support for general employment and opportunities for day-time activity for the severely disabled
At-home services (Short stay at facility)	+160 persons	Construction to offer easy-access in communities
Enhanced support for children with disabilities (Child development support center)	At least one or more center for each municipality	Enhancement of the system to provide support for children with disabilities
Support for children with disabilities (Child development support center, which mainly supports children with severe physical/mental disabilities)		
Support for children with disabilities (After-school day service center for children, which mainly supports children with severe physical/mental disabilities)		

## Comprehensive Support for Persons with Disabilities Act

With the aim of realizing coexistence in local communities, the Services and Supports for Persons with Disabilities Act was revised into the “Act to Comprehensively Support the Daily Life and Social life of Persons with Disabilities (Comprehensive Support for Persons with Disabilities Act)” in April 2013. At the same time, the definition of disability was enlarged to include intractable disease, and in April 2018, the services to support for employment retention and to assist with independent life were launched.

### Welfare Services

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

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

## ○Welfare service system

Care services	Home-help service	Home-help service to assist with bathing, toileting and eating at home
	Visiting care for persons with severe disabilities	Assist severely disabled persons or persons with severe intellectual/mental disabilities with serious behavior issues who require constant nursing care, with bathing, toileting and eating, and also provide housekeeping assistance, communication assistance, and outing assistance.
	Assistance on travel outside the home	For visually impaired individuals for whom mobility is a serious issue, this service provides assistance on the following: information required for travel outside the home (including reading and writing on behalf of the individual), assistance on travel itself.
	Activity support	Outing assistance and necessary support to avoid danger surrounding persons with severe intellectual/mental disabilities who require constant nursing care
	Medical care	Daytime assistance for persons who require medical attention and constant nursing care including functional training when admitted to medical institutions, nursing care and personal care
	Care for daily life	Assistance for persons who require constant nursing care including support with bathing, toileting and eating. Provision of opportunities for creative/productive activities
	Short-stay service	Short-term assistance (daytime and nighttime) at facilities with bathing, toileting and eating, in case caregivers become ill or unable to provide the necessary nursing care
	Comprehensive support for persons with severe disabilities	Comprehensive program to provide multiple services such as at-home care for persons with high necessity of nursing care
	Support for residential care	Service at night and on holidays for persons entering care facilities including bathing, toileting and eating assistance, and daily life support
Training services	Rehabilitation service (functional training, daily life training, etc.)	Training provided for a certain period of time to improve physical function or daily living abilities so that the person can achieve an independent daily/social life
	Transition support for employment	Training to enhance necessary knowledge/abilities for a certain period and employment support offered for persons under 65 who wish to be employed in a general corporation
	Support for continuous employment (Type A, Type B)	Provide workplace and necessary training to enhance knowledge and abilities for persons who have difficulties working in a general corporation.
	Support for employment retention	Visit corporations and homes or offices, serving as a liaison and a coordinator, and give instructions and advice so that a person who transitions to a general corporation, etc. can continue to work.
	Assistance on independent life	Provide support necessary for persons with disabilities who was in a facility for persons with disabilities and transitions to an independent daily life alone at home by regularly visiting and responding when necessary.
	Group home with aid	Nighttime or holiday services at group living residences including consultation and daily support such as bathing, toileting and eating assistance
Community consultation	Assistance on shift to community life	Consultation on securing housing and other activities required to making the shift to community life and necessary assistance to disabled persons in special facilities, persons with mental disorders in psychiatric hospitals, and disabled persons in protection/correction facilities, etc.
	Assistance to keep people in the community	For persons with disabilities living alone at home, maintain a continuous system of communications and provide consultations and necessary assistance in case of emergencies due to the characteristic of the disability.
Community life support services	Training to promote understanding, awareness program	Conduct training and raise awareness (hold events/lectures, distribute brochures, etc.) to deepen the community residents' understanding toward persons (children) with disabilities.
	Voluntary activity support program	Support for voluntary activities (peer support, disaster prevention, volunteer activities, etc.) by persons (children) with disabilities, their family, or community residents
	Consultation assistance program	Provide consultation and necessary information to persons (children) with disabilities and their guardians. Establish a committee to build a network for consultation assistance in the community.
	Support program to utilize the adult guardianship system	For persons with intellectual disabilities who are using or intend to use disability welfare services, and those who find it difficult to use the Adult Guardianship System without assistance, some expenses such as remuneration for the guardian are subsidized.
	Support program for judicial guardians in the adult guardianship system	Develop a system to secure judicial persons capable of properly carrying out tasks as a guardian in the Adult Guardianship System, and support the activities of judicial guardians, including the utilization of civil guardians.
	Communication assistance program	Dispatch sign language interpreters and notetaker/scribe, etc. to assist persons with hearing disability, speech disability, phonological disorder, visual disability or other dysfunction in communicating with other parties.
	Provision/rental services of independent living support tools	Provision or rental of tools to support independent living of severely disabled persons (children)
	Sign language volunteer training program	Training for sign language volunteers to acquire sign language expression skills required for daily conversation, as they are expected to assist in promoting exchange activities with hearing-impaired persons
	Transportation support program	Assist disabled persons (children) who have difficulties in transporting themselves outdoor.
	Local activity support center	Facilities offering opportunities for creative/productive activities and promoting social interaction
	Arbitrary programs	Programs required for living an independent daily life or social life, decided at the discretion of the municipality

○Combination of Daily Activities and Residential Facilities

By dividing the services provided by residential facilities into Daytime Service (daytime activities) and Nighttime Service (residential support), the users can select their own combination of the services.

When patients use this service, an individual support plan will be created for each person in order to provide appropriate services for each individual.

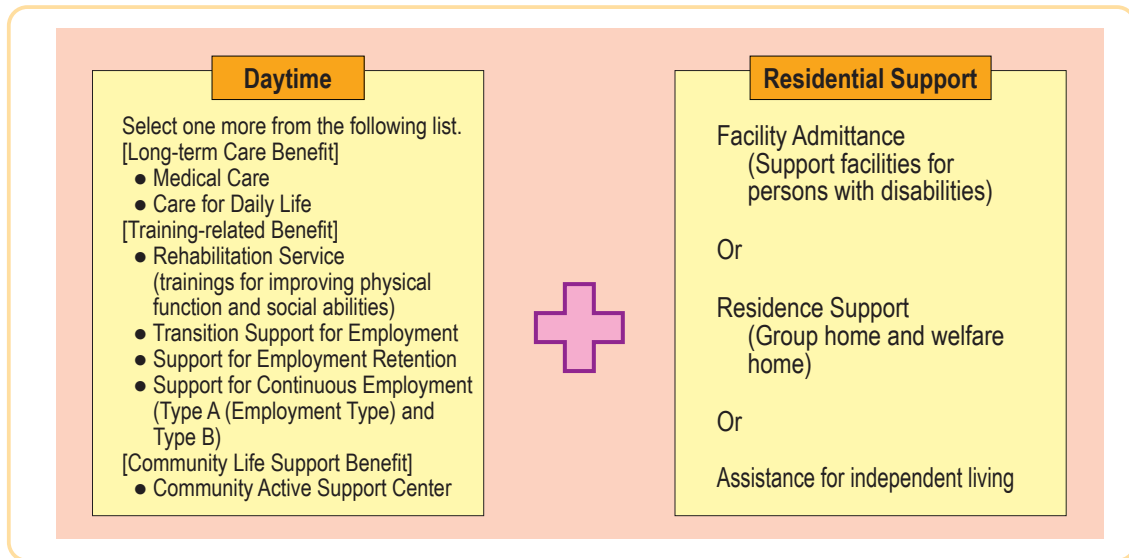
○Procedure to Use the Disability Welfare Service

Those wishing to use services must apply at their municipality office and obtain identification of their disability level (\*).

The user must create the “Service usage plan (draft)” with the “Designated counseling and support provider” and submit it to the municipality.

The municipality decides the provision based on the submitted plan (draft) and other necessary matters.

The “Designated counseling and support provider” holds a service personnel meeting once the provision is decided, and coordinates with the service provider to create the actual “Service usage plan”, after which the use of services begins.



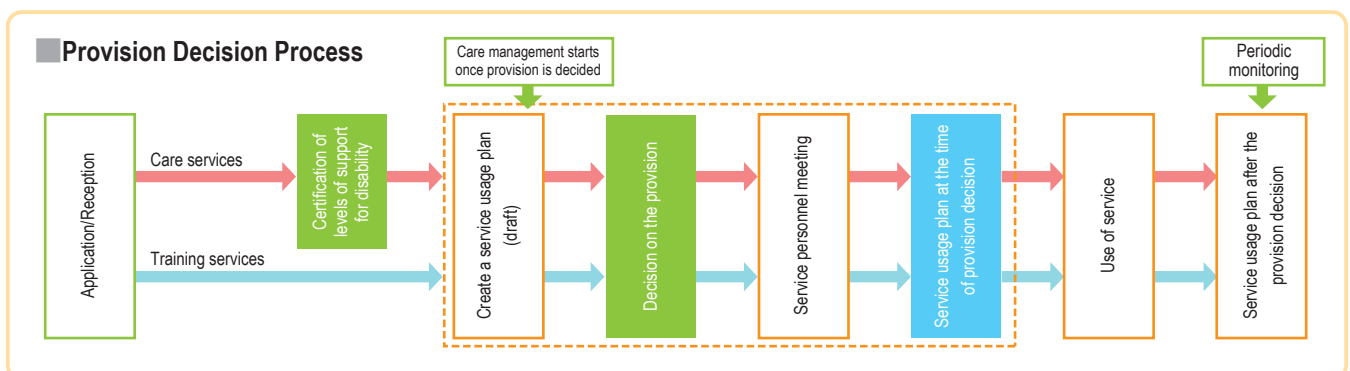
\* Definition of levels of support for disabilities

Levels of support for disabilities comprise six stage levels that comprehensively indicate the degree of standard assistance required, according to the various disability characteristics and psychosomatic state (Levels 1 to 6 with level 6 having the highest requirements).

A survey is conducted on a total of 80 items, including 12 items relating to mobility and motion, 16 items relating to personal care and daily life, 6 items relating to communication, 34 items relating to behavioral disorder, and 12 items relating to special medical care. The certification is given by municipalities based on the comprehensive decision of the council.

\* In cases where an application is made for “assistance with travel outside the home”, additional assessment is done using a dedicated assessment sheet. However, certification of levels of support for disabilities are not provided when physical nursing care is not required.

\* Where “training services” are used, certification of levels of support for disabilities is not required as a general rule. However, if those using a Group Home with Aid (Group Home) also request nursing care services, then certification of levels of support for disabilities is required.



**○Self-pay Burden of Disability Welfare Service and Support for Children with Disabilities**

The user-paid cost has a monthly maximum limitation set according to the income of the user (Measures such as individual

reduction or exemption are available). Food costs and utilities including light, electricity and water supply are billed at actual cost (Burden reduction measures are available).

Category	Income status of household		Monthly maximum limit	
Public assistance	Public assistance recipient household		¥ 0 (no burden)	
Low income	Household exempt from municipal residential tax		¥ 0 (no burden)	
General 1	Household subject to municipal residential tax	(Persons with disabilities) Income rate less than ¥ 160,000 * Excluding residential facility users (aged 20 or over), group home users.	¥ 9,300	
		(Children with disabilities) Income rate less than ¥ 280,000 * Including residential facility users aged under 20.	When using daytime activity facilities and at-home help	¥ 4,600
			When using residential facilities	¥ 9,300
General 2	Other than above		¥ 37,200	

**Medical System for Services and Supports for Persons with Disabilities (Outpatient Psychological Treatment, Medical Rehabilitation Service, Public Health Care to the Disabled Children)**

**○Self-pay Burden of the Medical Expenses for Services and Supports for Persons with Disabilities**

The user-paid cost has a monthly maximum limitation set according to the income of the user (Please confirm details with the TMG or municipalities). Food costs or living costs during hospital admittance are charged at actual costs (Burden reduction measures are available).

As for out-patient psychiatric treatment received by households exempt from municipal residential tax, the TMG reduces the self-pay burden to 0% upon application.

**Prosthetic Appliances and Daily-use Equipment**

**○Provision of Prosthetic Appliances**

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

**○Provision/Rental of Daily-use Equipment**

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

**○Self-pay Burden of Prosthetic Appliances and Daily-use Equipment**

The user-paid cost of prosthetic appliances has a monthly maximum limitation set according to the income of the user (Persons with a certain income or higher are not entitled to the provision of prosthetic appliances).

The user-paid cost of daily-use equipment is decided by the municipality.

Prosthetic appliances and daily-use equipment (Offered individually)	Equipment to be used for a long period of time to supplement the physical functions of disabled persons (children), such as prosthetic limb, orthosis, or wheelchair
Daily-use equipment (Community life support project)	Equipment used to improve the daily convenience of disabled persons

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

As of April 1, 2012, changes have been implemented to facilities and projects for children with disabilities based on the Child Welfare Act and the procedures utilized by facilities have now become integrated.

In addition, the utilization of facilities for disabled children by persons 18 years of age or older is addressed under policies for the disabled under Comprehensive Support for Persons with Disabilities Act.

Support for children with disabilities to attend facilities	Child development support	Support by giving instructions on basic behavior in daily life, knowledge and skills, and adaptive training for group living. In case of the medical type, medical treatment is also implemented. (1) Child Development Support Center In addition to support for attending facilities, it provides regional support such as “support for children with disabilities and their families in communities” and “support for facilities to take care of children with disabilities in communities” as a base for supporting children with disabilities in familiar communities. With or without medical care differentiates “Child development support center” and “Medical-type child development support center” . (2) Project for child development support It serves as a familiar venue for preschool children with disabilities who attend facilities to receive treatment and education.
	Medical-type child development support	
	Day-service after school	
	Home-visit child development support	
	Childcare facilities visiting support	
Support for children with disabilities to admit facilities	Welfare-type facilities for children with disabilities	It protects children with disabilities by having them admitted to facilities and gives advice on daily life and knowledge and skills necessary for independent life.
	Medical-type facilities for children with disabilities	It protects children with disabilities by having them admitted to facilities and gives advice on daily life and knowledge and skills necessary for independent life in addition to medical treatment.

## Realization of an Inclusive Society

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

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

#### Key Points of the Ordinance

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

### Awareness Building and Education about Help Mark and Help Card

As it may not be apparent from the outside whether support or special consideration is required for persons with prosthetic limbs or prosthetic joints, those with internal dysfunctions or intractable diseases, or women in the early stages of pregnancy, the TMG raises awareness of the Help Mark, indicating to those around them that special consideration is required, to smoothly obtain support and Help Card, utilized by persons with disabilities to request help in times of disaster and in normal times.



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

The TMG raises awareness of the Help Mark by subsidizing the distribution of the mark by municipalities according to their circumstances and the utilization of the mark at public facilities, etc.

### Project to Promote the Utilization of the Help Card

In order to spread the use of the Help Card, the project supports initiatives by municipalities to raise awareness, such as study sessions and seminars on the Help Card, and disaster drills conducted by using the Help Card.

### Support for Social Participation by Persons with Disabilities

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

### Ensuring Communication Measures and Provision of Information

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

- Training and dispatch of interpreter/helper for vision- and hearing-impaired persons

- Service centers for vision- and hearing-impaired persons
- Library reference service for vision-impaired persons
- Creation and rental of library materials for vision-impaired persons
- Information network in Braille
- Creation and distribution of materials printed in Braille/tape
- Training of sign language interpreter/notetaker (scribe)
- Training of sign language and speech reading training course for persons with acquired hearing loss or with hearing impairment
- Support in mutual communications for hearing-impaired persons
- Rental of communication equipment for hearing-impaired persons
- Creation and rental of visual library materials with subtitles
- Support in mutual communications for aphasic patients

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

In preparation for the Tokyo 2020 Olympics and Paralympics, the TMG raises awareness about sign language in Japanese and in foreign languages, and trains Tokyo residents to communicate in sign language to expand the number of people who can use sign.

### Assistance with Digital Technologies for Persons with Disabilities

This project provides consultations on use, information, exhibitions, and more on digital technologies for persons with disabilities. In addition, it trains personnel capable of assisting utilization of digital technologies for persons with disabilities in the community.

### Provision of Assistance Dogs for Physically Disabled Persons

The TMG provides assistance dogs (guide dogs, service dogs or hearing dogs) for persons with physical disabilities.



**Assistance Dogs for Physically Disabled Persons (Support Dog)**  
Source: Support Dog Association

### Recreational Homes for the Disabled

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

### Tokyo Welfare Center for the Disabled

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

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

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

## Promotion of Sports Activities for Persons with Impairments

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

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

#### ○Disseminating Information and Raising Awareness

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

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

#### ○Finding and Improving Locations for Activities

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

The TMG coordinates environments that enable people with impairments to enjoy sports within their local communities by using a manual which contains points that require consideration by facilities management, supporting municipalities that are proactive in providing sports activities for persons with impairments, and supporting renovation to promote sports for persons with impairments in sports facilities.

Furthermore, the TMG is running "the Sports Concierge Project", which is a consulting service related to para-sports, which offers information and holds social gatherings, aiming for partnerships and support between corporations and organizations, which provides information and advice to persons with impairments who newly start playing sports.

#### ○Training and Securing Human Resources

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

In addition, the TMG newly establishes a para-sports volunteer information system and provides information to volunteers relating to available positions in a timely manner to expand the opportunities for participation in para-sports activities.

## ○Improving Competitiveness

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

### Hosting Tokyo Sports Games for Persons with Impairments, and Sending Athletes to National Sports Festival for Persons with Impairments

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

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

### Tokyo Metropolitan Sports Center for Persons with Disabilities

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

## Promotion of Shift to Community and Service Infrastructure Improvement

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

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

To enable persons and children with disabilities to live in peace of mind in the community, the TMG established the Three-Year Plan for Assistance on Making the Shift to Life in the Community/Day-to-Day Life. The Plan works to establish basic community infrastructure such as Group Homes as the places to live in the community, day-time rehabilitation centers, short-stay facilities, Child Development Support Center, etc.

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

This program promotes the development of facilities for persons and children with disabilities by subsidizing a part of the lump-sum payment when service providers develop facilities with a fixed-term land leasehold on state-owned land or private land.

### Support for Establishment of Facilities for Persons (Children) with Disabilities Using Leased Land

This program promotes the development of facilities for persons and children with disabilities by subsidizing a part of the land lease when service providers develop facilities by leasing state-owned land or private land.

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

Promote the shift to community life among facility residents by appointing coordinators at facilities for supporting persons with disabilities to promote the shift, and ensuring cooperation

between facilities in and outside of Tokyo, while also establishing a cooperation structure between municipalities and designated counseling support provider. In addition, by appointing promoters, find and accept new people and develop supporting systems of the communities to respond to persons with severe disabilities.

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

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

### Project to Assist Persons with Disabilities Shifting/Staying to Life in the Community

This project supports consultation services (after a person with disabilities has made the shift to the community) for Group Homes. The purpose of this project is to enable persons with severe disabilities to live in peace of mind in the community of their choice, receiving the services they need in the community, upon moving from a residential facility. The project implements education and training with the aim of enabling disabled people and their families living in the community to be able to imagine a long-term life within the community. This contributes to solving the potential problem of people waiting for access to facilities.

The project promotes persons to move back to the community in Tokyo by subsidizing a part of the expenses for programs providing consultation and assistance to users of facilities outside Tokyo, who wish to move back to the community, while strengthening the function of these consultation assistance programs.

### Project to Promote an Enhanced Support System for Children with Disabilities

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

### Project to Secure a Regional Support System by Child Development Support Center

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

### Program to Support Children with Disabilities After School Hours (New)

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

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

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

### Group Home Community Network Project

This project aims to improve the quality of support by creating networks among group homes in communities, conducting



human resource training, and enhancing mutual cooperation among group homes.

### **Medical Partnership Type Group Home Project**

Support is provided for municipalities offering group homes where, in addition to providing lifestyle support workers who can offer medical support to persons with disabilities requiring such care, study workshops are implemented in order to consider and verify partnerships with medical care.

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

In order to support persons with disabilities requiring medical care, this project supports the efforts by municipalities to assign nurses to support facilities for persons with disabilities, to establish the collaboration between service providers of short-term stay and visiting nurses, and to provide medical support and consultations to persons with disabilities in the community.

### **Subsidy for Preparation Costs Required to Set Up Short-term Stay Services**

This project promotes the establishment of short-term stay services by subsidizing a part of the preparation costs, such as key money required to lease a building, when service providers newly offer short-term stay services.

### **Program to Provide Continuous Assistance to Systems Providing Disability Welfare Services, etc. (New)**

To ensure that disability welfare service providers can continue to provide the required services when there has been a COVID-19 outbreak, the TMG provides support regarding the additional costs which occur compared to normal times.

### **Program to Establish Systems for Accepting Persons Requiring Long-Term Care at Home (New)**

In cases where families, etc. providing long-term care for persons with disabilities at home become infected with COVID-19, the TMG supports municipalities to establish acceptance systems, such as stationing support staff, etc. in short-term stay centers that can be used on a temporary basis in emergencies by persons with disabilities who require long-term care.

### **Program to Dispatch Support Staff on the Occurrence of COVID-19 Outbreaks (New)**

To prepare for cases where there are insufficient staff in facilities supporting persons with disabilities due to an infection outbreak that stops staff from attending work, the TMG establishes a system in which cooperation and coordination is made with related organizations so that support staff are dispatched to the affected facility.

### **Program to Provide Professional Consultation and Assistance for COVID-19 Prevention Measures (New)**

In facilities providing assistance for persons with disabilities, the TMG establishes a system for providing professional consultations and support relating to infection prevention measures including training.

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

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

### **Program to Enhance COVID-19 Infection Prevention Measures in Facilities, etc. Supporting Persons with Disabilities (New)**

TMG assists with the expenses for implementing PCR testing, including screening, targeting facilities that support persons with disabilities and residential facilities for children with disabilities, which will be greatly affected in the case where infections occur.

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

Regarding designated general consultation support service providers, etc., by offering specialist guidance and advice and providing training to develop human resources, developing systems for peer supporter training and utilization, as well as implementing activities such as giving experience of overnight stays utilizing dedicated private rooms in group homes, systems will be developed to enable persons with mental disorders to make smooth transitions into local communities and enjoy stable community living.



### **Metropolitan Housing**

In the lottery method for recruiting residents of metropolitan housing for families, there is a system in which the winning probability is seven times higher than that of ordinary households. Also, there is the point method from which people who have more trouble with housing than other are registered as move-in candidates as many as the number of residents recruited.

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

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

### **Improvement of the Psychiatric Care System in the Community**

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

### **Support for At-Home Respite Care for Severely Mentally and Physically Disabled Children (Persons)**

Nurses visit to severely mentally and physically disabled children (persons) and disabled children requiring medical care at home to provide temporary relief to the caretaker and encourage rest for the family, in order to maintain the health of disabled children (persons) and improve the welfare of the family.

### **Support for At-Home Medical Care of Severely Mentally and Physically Disabled Children**

Under this project, nurses are dispatched to the homes of severely mentally and physically disabled children (persons) and disabled children requiring medical care. These nurses provide nursing care instruction and consultations on medical care. In

addition, for severely mentally and physically disabled children hospitalized (in NICU, etc.) wishing to live at home, these nurses provide early-stage consultations and assistance to these individuals and their families to ensure a smooth transition from facilities to the home. The project also works to improve the quality level of visiting nurses in the community through training and other means.

### Short-Stay Facilities for Severely Mentally and Physically Disabled Children (Persons) (Assign Staff to Facilitate Receipt)

This project assigns highly skilled nurses to short-stay facilities as staff to facilitate the receipt of severely mentally and physically disabled children (persons), in particular, to actively promote the receipt of those living at home with high medical needs.

### Contract Daycare Centers for Severely Mentally and Physically Disabled Children (Persons) (Assign Staff to Facilitate Receipt)

This project assigns highly skilled nurses to private medical-type facilities as staff to facilitate the receipt of severely mentally and physically disabled children (persons), in particular, to actively promote the receipt of those living at home with high medical needs.

### Subsidy for Daycare Centers for the Severely Mentally and Physically Disabled Children (Persons)

In order to provide daytime care to the severely mentally and physically disabled children (persons) living at home, and to provide appropriate medical care, the TMG ensures the appropriate medical care environment at daycare centers through the municipalities.

### Ensuring a Supply of Nurse Personnel for Facilities for Severely Mentally and Physically Disabled Children

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

### Coordination of Structures to Provide Support for Children Requiring Medical Care

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

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

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

### Project to Promote Constructing Support System for Persons with Developmental Disorder

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

### Project for Training and Dispatching Parent Mentors

In order to prevent the social and psychological isolation of children (persons) with developmental disorders and their families, and enable them to live in the community with peace of mind, the TMG trains parent mentors who can offer consultation and advice from the perspective of parents with disabled children, and support the creation of a structure that promotes families helping one another.

### Project to Build a Network of Medical Institutions Specializing in Developmental Disorders

By building a network focused on highly specialized medical institutions and implementing hands-on training in regional medical institutions, the TMG secures a system which will diagnose developmental disorders at an early period.

### Promotion Project of Spreading Support for Persons with Higher Brain Dysfunction

Support is enhanced at the Center for Welfare of Persons with Physical or Intellectual Disabilities, which serves as the support center for persons with higher brain dysfunction, where expert consultation/support is provided to persons with higher brain dysfunction and their families. The center is also working to create a local support network with municipalities and related organizations to conduct human resource training and PR activities to raise awareness among Tokyo residents.

In addition, training for healthcare providers, etc. is conducted at hospitals with central roles in rehabilitation of higher brain dysfunction through collaboration with medical institutions and supporting agencies in communities.

### Promotion Project of Local Support for Persons with Higher Brain Dysfunction

The TMG assigns support staff for persons with higher brain dysfunction at the municipalities who can provide consultation/support to persons with higher brain dysfunction and their families, and cooperates with related organizations such as local medical institutions and employment support centers in order to provide support at the local level.

## Enhancement of Employment Promotion Measures toward Independent Living

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

Employment Situation of Persons with Disabilities in the Area under the Jurisdiction of the Tokyo Labor Bureau (%)			
	General Private Sector Companies	Special Corporations/Independent Administrative Agencies	Local Public Entities *1
Statutory Employment Rate (After increasing the rate on March 1, 2021)	2.30	2.60	2.60
Actual Employment Rate (As of June 1, 2020)	2.04	2.71	2.50

\*1: Local public entities for which the 2.6% statutory employment rate is applied  
 \*1: Since April 1, 2006, persons with mental disorders are calculated in the actual employment rate.  
 Source: Tokyo Labor Bureau, Ministry of Health, Labour and Welfare

### **Strengthen Cooperation with Tokyo Metropolitan Council to Assist Employment of Disabled Persons**

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

### **Operation of “Tokyo Challenge Office”**

The TMG opens an office inside the TMG building and provides the opportunities for persons with intellectual disabilities or mental disorders to gain work experience as part-time employees or short-term trainees and supports their employment for general companies.

### **Implementation of Employment Support Level-up Training Program**

The TMG provides systematic training to coordinators at municipalities’ employment support centers and support staff at transition support centers for employment, which will include training on knowledge, information, skills and communication capabilities needed to support employment of disabled persons, and aims to improve the professional quality and capabilities of the staff providing employment support.

### **Project to Improve Coordination Skills of Employment Support Institutions**

To gain a precise understanding of the characteristics of persons with disabilities and the needs of corporations to allow the provision of appropriate support for realizing the stable continuation of employment by persons with disabilities, the TMG implements various training and improves supporting skills targeting employment support institutions. This training provides institutions with the knowledge and skills required for approaches/matching to corporations, links with medical institutions required for employment support of persons with mental disorders, and their employment retention support.

### **Promotion of Employment Support Program for Disabled Persons at Municipalities**

The local consultation and support system is strengthened to comprehensively offer both support related to work such as preparing for employment and finding employment, and stabilize employment, and support addressing life-related aspects of employment at the “Municipal Employment Support Center for Disabled Persons” set up at municipalities.

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

This project assigns coordinators linked with medical institutions in each of the employment and living support centers for persons with disabilities in the metropolitan area, and promotes cooperation between employment support institutions and medical institutions. In addition, the TMG establishes coordinating committees supporting the employment of persons with mental disorders in six areas in the metropolitan region, and promotes cooperation among the medical institutions, employment support institutions and corporations that are needed by persons with mental disorders to allow them to continue to work stably in the community.

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

This project supports the efforts of type-A support providers of continuous employment to help them perform appropriate oper-

ations such as improving earnings rates and work efficiency by introducing corporate management strategies through seminars for improving the management, dispatch of advisers, etc.

### **Promotion of Wage-up at Welfare Facilities**

The municipalities subsidize the expense of sending management consultants and wage-up promotion expenses of motivated businesses, and thereby aim to raise the wage level at welfare facilities in Tokyo.

In addition, boost user motivation and encourage facility staff to have greater awareness of operations through training to garner higher wages.

### **Project to Subsidize the Facility Upgrading to Promote Order-taking and Higher Wages**

The TMG subsidizes the upgrading of production equipment at welfare facilities that aim to increase order-taking opportunities and increase wages.

### **Establishment of Joint Order-taking System through Municipality Networks**

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

### **Operation of Welfare Trial Shop**

By the stable operation of the welfare trial shop “KURUMIRU” , which sells manually produced products by disabled persons, Type-B support providers for continuous employment expand sales channels of their products and make the efforts toward increased wages.

### **Model Project to Support Work Improvement Including Product Development (New)**

The TMG intends to realize improvement in wages by implementing support for product development, sales methods, work-related process control, etc. as a model project for Type-B support providers for continuous employment to expand new sales channels and increase profitability.

### **Promotion of Support Program for Management Networks of Welfare Facilities**

With an aim to increase the wage of disabled persons working at welfare facilities, the TMG supports municipalities which build a network of multiple workplaces in the community, and implement activities such as finding orderers, joint procurement, joint product development, and expansion of sales channels.

### **Vocational Training and Employment Consultation**

Tokyo Metropolitan Vocational Skills Development School for Persons with Disabilities is a public vocational training facility. For consultation regarding employment, inquire with the Public Employment Security Offices.

### **Tokyo Job Coach Training**

Tokyo job coaches, trained by the TMG, encourage stable employment by visiting companies employing the disabled person to support both the disabled and the companies.

## Developing and Securing Personnel Engaged in Services

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

### Support Program to Lease Housing for Disability Welfare Service Staff

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

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

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

### Support Program for Current Disability Welfare Service Staff to Obtain Qualifications

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

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

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

### Program to Take Measures to Secure Municipality Disability Welfare Personnel

By providing support for disability welfare human resource measures taken by the municipalities, the TMG secures, develops and retains the disability welfare personnel who will support the community.

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

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

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

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

### Support Program to Train Personnel Engaged in Group Homes

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

## Program to Dispatch Professionals to Improve Support Capability in Facilities Supporting Persons with Disabilities (New)

To improve the capabilities for responding to the increasing age, disease severity and severe behavioral disorders of users in facilities supporting persons with disabilities, the TMG dispatches professionals to enhance the facilities' support capabilities.

### Training Program for Nursing Care Staff on Expelling Phlegm for Patients

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

### Program to Support Disability Welfare Service Providers which Have Applied Digital Technologies (New)

The TMG supports the introduction of digital technologies into disability welfare service providers, etc., and promotes activities to improve productivity in the disability welfare field.

### Model Program to Support the Introduction of Digital Technology-based Equipment to Support Institutions for Persons with Disabilities

This program implements model introductions of digital technology-based equipment and care-giving robots to institutions supporting persons with disabilities and verifies the results, in addition to planning to popularize and build awareness regarding the introduction of digital technology-based equipment and care-giving robots to the disabilities field.

## Medical Care Support and Allowances for Persons with Disabilities

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

### Subsidization of Medical Expenses of Persons (Children) with Physical/Intellectual Disabilities and Mental Disorders

The TMG provides subsidies for a part of the self-pay burden of medical expenses for persons (children) with severe physical disabilities, intellectual disabilities, and mental disorders if certain conditions are fulfilled.

### Subsidization of Medical Expenses of Persons (Children) with Mental Disorders

The TMG provides subsidies for a part of the self-pay burden of medical payment for services and support for persons with mental disorders (outpatient psychiatric treatment) and hospitalization expenses for children with mental disorders under 18 years old.

### Provision of Allowances

There are various allowances provided in order to enhance welfare services for persons (children) with physical/intellectual disabilities. The Japanese government offers Special Disability Allowances (tokubetsu shogaisha teate), Disabled Child Welfare Allowances (shogaiji fukushi teate) and Special Child-Rearing Allowance (tokubetsu jido fuyo teate). As for the TMG system, there are Allowance for Severely Physically or Mentally Disabled (jyudo shinshin shogaisha teate) and Welfare Allowance for Physically or Mentally Disabled (shinshin shogaisha fukushi teate).

### **Dental Care for Persons (Children) with Physical/Intellectual Disabilities**

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

### **Emergency Psychiatric Service System**

Emergency Psychiatric Services are provided at night and on weekends with the cooperation of public and private hospitals.

In addition, we are working to expand on emergency psychiatry systems including primary emergency care with the cooperation of mental clinics during the nighttime hours as well as secondary emergency care including physical complication treatment.

### **Examination by Authorized Psychiatrists**

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

### **Development of Disaster Base Psychiatric Hospitals**

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

### **Project to Enhance System of Psychiatric Care in the Case of a Disaster**

In order to provide smooth and swift responses relating to psychiatric care in disaster areas when large-scale disasters occur, the TMG develops systems to support psychiatric care and mental health care activities, and enhances the system for providing psychiatric care when disasters occur.

## **Consultation regarding Disability Matters and Support for Medical Care and Development, and Others**

Technical consultation facilities, such as Child Guidance Offices, municipal welfare centers (City/TMG) or public health centers, are available offering consultation regarding daily issues of disabled persons (children) or their families.

### **Welfare Center for the Physically and Intellectually Disabled**

This is a consultation/rehabilitation center for physically and intellectually disabled persons which operates various services including determination of prosthetic appliances and Intellectual Disability Certificate (Aino Techo) (for persons aged 18 or over), and technical support for municipalities.

In addition, it issues the Physical Disability Certificate (shintai shogaisha techo) and Intellectual Disability Certificate (Aino Techo).

### **Telephone Consultation Service for Higher Brain Dysfunction**

At the Welfare Center for the Physically and Intellectually Disabled, which serves as the center for persons with higher brain dysfunction, consultation service including daily life,

employment is offered to persons with higher brain dysfunction and their families.

### **(Comprehensive) Center for Mental Health and Welfare**

For persons with mental disorders, consultation is offered by specialist staff regarding medical care, independent living, etc., and appropriate guidance and assistance is being provided.

In addition, the Center conducts the administrative work of the Psychiatric Review Board, examinations relating to applications for Certificates for Health and Welfare of Persons with Mental Disorders (seishin shogaisha hoken fukushi techo), and administrative work relating to the payment authorization for services and support for persons with disabilities (outpatient psychiatric treatment).

### **Support Center for Persons with Developmental Disorders**

This is a specialized facility that offers support regarding consultation, and development of children and employment issues. It consults or provides guidance for children (persons) with developmental disorders (autism, etc.) and their families in cooperation with related facilities.

### **Nighttime Telephone Counseling**

Clinical psychologists and psychiatric social workers offer nighttime consultations regarding mental health.

### **Tokyo Metropolitan Children’s Medical Center Telephone Counseling**

Psychologists offer telephone counseling regarding children’s development and mental issues, and concerns about examinations.

### **Handling of Abuse against Persons with Disabilities**

The TMG cooperates with municipalities and other related organizations regarding consultations or reports of abuse against persons with disabilities.

Anyone who finds a person with disability who is thought to have been abused, or anyone who wants to consult about abuse against persons with disabilities should contact the municipal abuse prevention center for the disabled or the Tokyo advocacy group for persons with disabilities.












Training is held for municipal staff responsible for this issue, along with managers at facilities and businesses to deepen their understanding and enhance expertise in abuse of persons with disabilities.

### **Lump-sum Payment Information and Consultation Desk regarding Former Eugenic Protection Act**

According to the “Act on the Provision of Lump-sum Payments, etc. to Persons Subjected to Sterilization, etc. based on the Former Eugenic Protection Act” , this center receives consultations and accepts invoices to the government when requesting payment of lump-sum payments, etc.

## Marks for Persons with Disabilities

Various marks are advocated by disabled persons' organizations, as well as internationally common ones and those defined by laws. The following is a list of major symbol marks. (For more detail on each mark and how to use, etc. contact related organizations.)

	<p>■ International Symbol of Access for Persons with Disabilities An internationally used mark which indicates that the buildings or public transportation facilities are designed friendly for persons with disabilities. It is not only for those who are in wheel chairs but for all people with disabilities.</p>
	<p>■ International Symbol for Blindness An internationally used mark established by the World Blind Union in 1984 which indicates that the buildings, facilities, or equipment are barrier free or specifically designed for the safety of vision-impaired persons. It is also used for traffic lights, audio navigation systems, internationally mailed braille documents, books, or printed matters.</p>
	<p>■ Physical Disability Sign (Mark for Physically Disabled Persons) Those whose driver's license has been issued under certain conditions regarding physical disabilities must have this mark on their vehicles. Driving close to or cutting in front of vehicles carrying this sign with the intention to pressure the driver shall be considered as a violation of the Traffic Control Law, unless absolutely necessary.</p>
	<p>■ Hearing Impairment Sign (Mark for Hearing Impaired Persons) Those whose driver's license has been issued under certain conditions regarding the level of hearing impairment specified by law must carry this mark on their vehicles. Driving close to or cutting in front of vehicles carrying this sign with the intention to pressure the driver shall be considered a violation of the Traffic Control Law, unless absolutely necessary.</p>
	<p>■ Ear Mark This mark indicates that the person has hearing impairment and requires special consideration when communicating. It is also used in communities, hospitals and banks that provide special support.</p>
	<p>■ Assistance Dog Mark This sign is found at the entrance of stores and shops that accept the entrance of assistance dogs, guide dogs, service dogs, and hearing dogs, certified by the Assistance Dog Law for Physically Disabled Persons. All public facilities, department stores, or restaurants that are available to the general public are obligated to accept the entrance of such assistance dogs.</p>
	<p>■ Ostomate Mark A symbol mark for ostomates (a person who has had ostomy surgery). This sign is found at facilities equipped with ostomate-accessible restrooms and facilities.</p>
	<p>■ Heart Plus Mark This mark indicates that the person has heart or respiratory problems. Internal impediments or illnesses cause misunderstanding, as they are difficult to recognize. This mark is used to visually indicate the presence of persons with such illness or impairment visually and obtain understanding and cooperation.</p>
	<p>■ Symbol mark to raise awareness and educate about "white cane SOS signal" This is a symbol mark to raise awareness and educate about the campaign known as the "white cane SOS signal". It calls for support by voluntarily asking if any help is needed when seeing a vision-impaired person expressing an "SOS signal" by raising a white cane up to approx. 50 cm overhead.</p>
	<p>■ Sign Language Mark This mark indicates that a hearing-impaired person is seeking consideration of communication using sign language. The mark is also used at the counters, etc. of local governments, private sector institutions, and transportation facilities to indicate that responses can be given using sign language.</p>
	<p>■ Communication by Writing Mark This mark indicates that a person with hearing or voice function impairments is seeking consideration of communication by writing. The mark is also used at the counters, etc. of local governments, private sector institutions, and transportation facilities to indicate that responses can be given by writing.</p>

## ◆Help Mark

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

The Help Mark was created so that these people can smoothly obtain support by indicating to those around that special consideration is required.

The Help Mark is being distributed to persons with disabilities requesting it, at Toei subway stations. The priority seats on all Toei Transportation show the Help Mark.

(Sticker)



## ◆Help Card

The Help Card, carried by persons with disabilities to request help in times of disaster or at normal times, indicates emergency contact information and the type of assistance required. A standard format was created for unified use in Tokyo. A guideline for municipalities was also compiled, outlining key design points and consideration required by those providing support.

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

Front: TMG standard form



Back: Reference form 1

下記に連絡してください。  
私の名前  
(ア) 連絡先の電話  
連絡先名 (会社・機関等の場合)  
呼んでほしい人の名前  
(イ) 連絡先の電話  
連絡先名 (会社・機関等の場合)  
呼んでほしい人の名前

Back: Reference form 2

耳が不自由です。  
(削除して使います。)  
 筆談で話してください。  
 手話通訳者を探しています。  
 荷の配こっているのが紙に書いて教えて  
ください。  
 電話してください。  
警察 消防車 救急車 タクシー  
 分かるように合図してください。