(7) Health Crisis Management

Preparedness for Health Crisis

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

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

Institute of Public Health

Various scientific and technical supports are available for programs conducted in Tokyo to address many health damages. Refer to the illustration on the right for the cooperation between testing and research sections, wide-area monitoring sections and health crisis information sections.

In order to protect the lives and health of Tokyo residents, TMG has integrated functions to collect, analyze and disseminate general information for health crises, while securing a crisis management system that responds promptly and flexibly to possible health crises.

Infectious Diseases Control

In the modern era where means of transportation and distribution have developed, Tokyo is not safe from the threat of infectious diseases such as pandemic influenza. The pandemic influenza (A/H1N1) outbreak in April 2009 was not highly pathogenic, but a future outbreak of highly pathogenic pandemic influenza is possible.

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

Action Plan for Pandemic Influenza

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

Development of Medical Care System in Case of Pandemic Influenza

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

Promotion of Basic Researches (Measures against Pandemic Influenza)

Tokyo Metropolitan Institute of Medical Science promotes the basic research to develop high-prevention vaccinations and effective medication.

Strengthening of Local Medical Care System

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

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

Securing Medical Supplies and Equipment

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

Information Provision for the Residents

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

Health Crisis-Management Information Network for Infection Disease

An information network composed of the TMG, public health centers in Tokyo, medical institution designated for infectious diseases and major cities in Asia will be established to rapidly share critical information for adequate initial action.

“Countermeasures to Combat Infectious Diseases in Asia” Project

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

Joint Research with Asian Major Cities and Overseas Training Program

The participating cities in the Countermeasures to Combat Infectious Diseases in Asia Project will jointly research common issues on infectious diseases and utilize achievements for countermeasures in each city. Joint research and Survey on the theme of countermeasures for pandemic influenza began in FY2012.

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

Syndromic Surveillance of Ambulance Transport Data

Data is provided from the Tokyo Fire Department’s emergency information analysis control system to quickly collect and analyze information about the symptoms of patients at the time of emergency transportation.

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

Surveillance System on Outbreaks of Infectious Diseases

The TMG quickly collects and analyses information about infectious diseases through the on-line system connecting public health centers, the TMG and Japanese government and provides and publishes the results to residents and healthcare practitioners.

Medical Institutions Designated for Infectious Diseases

To provide high-quality and adequate medical care to inpatients with Class-1 or -2 infectious diseases, the TMG designates 10 hospitals in Tokyo for the treatment of infectious diseases based on the criteria set by the Japanese government.

Public Expenditure System for the Medical Expenses

Medical care expenses of inpatients with Class-1 or 2 infectious diseases who received treatment at designated medical institutions are covered by public expenditure.
**Measures against Tuberculosis**

Aside from the routine health examinations and preventive vaccinations for tuberculosis offered by business owners or municipal governments, the TMG follows the legally stipulated measures such as payment from public funds for recuperation and medical expenses of patients and providing health checkups for the families who come in contact with the patient. The TMG also quickly collects and analyzes tuberculosis outbreak trends, whose findings are disclosed to Tokyo residents and medical personnel, and is disseminating correct knowledge about tuberculosis.

**Tuberculosis Regional Medical Network Promotion Project**

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

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

**Measures for Sexually Transmitted Infections**

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

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

**Measures against HIV/AIDS**

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

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

**Measures against Hansen’s disease**

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

**Measures against Norovirus**

The epidemiological study of outbreak cases, utilization of a rapid testing method, dissemination of measures taken at facilities and schools, etc. will serve to establish preventive measures for infectious diseases.

**Precautions against New Type of Infection via Mosquitoes**

The TMG structures its surveillance system against the infectious diseases possibly emerging due to the global warming by conducting habitat research or virus retention test on mosquitoes that carry infections such as the West Nile Fever. In addition, it stockpiles insecticides for Tokyo-owned facilities such as government buildings, parks, schools or subways.

**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 aiming at presenting the TMG’s basic approach to food safety issues, including Tokyo’s own measures to be taken to prevent adverse effects of food on the health of Tokyo residents.

**Food Safety Promotion Plan**

This plan gives the general outline of the measures
to ensure food safety and the 9 strategic plans which are conducted intensively over five years from FY2010.

**Measures against Food Poisoning**

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

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

The TMG formulates the “Food Sanitation Monitoring and Inspection Guidance Plan” every year based on the characteristics of Tokyo. According to this plan, each stage of manufacturing, distribution and sales of food products are monitored, removed and inspected. The Guidance Plan positions measures against imported food products as one of the priority projects, and initiatives include efficient sample inspections based on the distribution status and overseas information, research and development of new inspection methods, and self-management of importers.

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

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

**Appropriate Food Labeling**

The TMG monitors and guides labeling on food additives according to the Food Sanitation Law, and labeling on the origin of the ingredient according to the JAS Law, the Metropolitan Consumer Life Ordinance, and the Rice traceability law, as well as labeling according to the Health Promotion Law. The TMG also engages in the development of the “appropriate labeling leader” from the food business companies by providing them correct knowledge and information.

**Voluntary Recall Report System**

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

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

It is a system where food product manufacturing facilities voluntarily and actively assess their own hygiene management quality. Thought this system, third-party organizations appointed by the TMG evaluate the food hygiene control methods implemented by food-related facilities and certify those which meet the criteria set by the TMG upon application. The information is published for Tokyo residents. In order to promote the utilization of this system, a mechanism to certify the hygiene management of chain restaurants and a mechanism to obtain the system’s certification if the organization is already certified by an international standard such as the ISO, were introduced in FY2013, and this is expanding the use of the system.

**Food Safety Conference**

It is an affiliated organization of the governor’s office, comprised of the residents, businesses, and academic experts, deliberate on the strategies to ensure the food safety in Tokyo.

**Provision of Food Safety Information**

Aiming to share accurate information on food safety, the TMG holds the “Food Safety Forum for Tokyo Residents” where Tokyo residents, providers of food products and governments exchange opinions and information, and issues an E-mail newsletter “Food and Medicine e-Magazine” to present food-related topics.

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

**Safety of Health Food**

As there have been reports on health damage caused by health foods, the TMG inspects the labeling on health food and tests pharmaceutical ingredients, supervises workshops for related business owners and collects information about health damage in cooperation with medical institutions.

**Food Safety Information Evaluation Committee**

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

**Pharmaceutical Safety**

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

**Investigation Approval of Pharmaceutical Products**

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

**Licensing of Pharmaceutical Businesses**

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

**Inspection/Guidance of Pharmaceutical Businesses**

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

**Supervision and Control of Illegal Products**

Supervision and control are enforced on illegal products that are not approved or licensed under the Pharmaceutical Affairs Law. Health food products are bought and tested for ingredients to check whether they contain drug substances.

As for illegal (law-evading) drugs, measures are taken to take them off the market by ascertaining trends on what is popular overseas and conducting distribution investigations and ingredients tests by buying the drugs, as well as setting in place structures conducive to quickly regulate drugs and discontinue sales if they violate regulations.

**Monitoring of Advertisements for Pharmaceutical Products**

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

**Community-oriented Health Counseling**

An online search system on the website and mobile phone site are available to allow people to easily find a pharmacy, so that Tokyo residents can use pharmacies in their community to relieve concerns related to health and pharmaceutical products.


**Prevention of Drug Abuse such as for Illegal (Law-evading) Drugs**

The TMG, with focus on illegal (law-evading) drugs, conducts drug abuse prevention events, training and dispatching professional instructors to drug abuse prevention workshops, collecting ideas for drug abuse prevention posters and slogans, raising awareness through distribution and loan of various educational materials, and consultation and supervision by narcotics addiction counselors.

Further, supervision and control are enforced through measures such as on-site inspection of narcotic/neurotropic drug handlers and elimination (removal) of illegal cannabis/opium poppies.

**Environmental Damages on Human Health**

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

**Subsidization of Medical Expenses**

For those who have been living in Tokyo for a year or longer (six months or longer if the person is under 3 years old) who suffer illnesses that are believed to be caused by air pollution, such as bronchial asthma (for all ages), asthmatic bronchitis, emphysema, or chronic bronchitis (for those aged under 18), the TMG subsidizes the medical expenses.

**Chemical Exposure Research**

One of the main pathways for intake of chemicals by human beings is said to be through food. Surveys with an aim to prevent health damage are done on the total estimated amount of daily intake of dioxin, heavy metals, radioactive substances and others in meals.

**Measures for Sick House**

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

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

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

**Health Checkups for Asbestos-related Health Disorder**

Public Health Centers in Tokyo offer health consultation regarding disorders suspected to be caused by asbestos.

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

**Measures for Allergic Diseases and Hay Fever**

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

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

In addition to pamphlets and the website, TMG is working to provide information on correct knowledge by creating the “Food Allergy Emergency Response Manual” in FY2013 for distribution to staff at daycare and other facilities.

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

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

**Radiation Measurement System and Promoting Dissemination of Information**

**Measuring Spatial Radiation Dosage**

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

**Conducting Inspections of Radioactive Materials in Foodstuffs**

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

**Locations where monitoring posts have been installed**
is done on all cattle slaughtered at the Shibaura Slaughterhouse.

**Promoting Dissemination of Information**
Measurement and inspection results on radiation are always disclosed on the website, and the information is provided so that it is accessible from mobile phones and other devices.

**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, such building used as offices and retail stores.

**Approval/Licensing and Monitoring/Supervision for the Use of Hot Spring Water**
The TMG issues business licenses to facilities using hot spring water as well as conducting monitoring and supervision for such facilities. It also monitors and supervises the registration of organizations conducting component analysis of hot spring water.

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

**Consultation and Supervision of Mice/Hygiene Pests**
The TMG is raising awareness of appropriate pest control methods and provides consultation to Tokyo residents in order to prevent damage caused by mice or hygiene pests.

**Animal Welfare and Management**

In recent years, dogs and cats as well as other animals are being kept and bred as pets. At the same time, many problems are arising due to lack of morals. In addition, as the connections between people and animals grow closer, the prevention of animal-derived infectious diseases (zoonosis) such as rabies and highly-pathogenic avian influenza is increasingly becoming important.

Aiming to realize a well-balanced cohabitation between humans and animals, the TMG disseminates and educates the public on animal protection and adequate breeding and also addresses zoonosis.

The TMG will steadily advance the animal protection and management in Tokyo in line with the “Animal Welfare and Management Promotion Plan” revised in March 2014, based on the Japanese government’s “Basic Guideline to Comprehensively Promote Measures Concerning Animal Protection and Management.”

**Animal Welfare Promoters**
As of December 2013, there are 308 commissioned animal welfare promoters. The animal welfare promoters provide advices and support to promote animal welfare and appropriate animal feeding in the communities.

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

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

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

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

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

Support for Proactive Development of Policies by Local Authorities

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

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

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

Securing Trustworthy Services and Improvements of Qualities

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


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

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

Guidance and Inspection of Social Welfare Corporations

Working with the national and municipal governments and other related organizations, the TMG inspects and provides supervision to ensure that business observe the laws and provide appropriate services, as well as training businesses to provide even better services. In addition, the TMG is working to enhance its supervision and inspection systems in order to promptly address fraudulent or inappropriate activity, e.g. emphasizing specific points on the advice of third party evaluations, etc.

Designated Municipal Trust Organization

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

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

Comprehensive Welfare Information Network (Tokyo Welfare Navigation)

This system allows users of welfare services to select adequate service by providing necessary information.

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

Service Promotion Grants for Private Social Welfare Facilities

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


To promote further improvement in services available to users and to ensure transparency in facility management, the following items are requirements to receive service promotion grants in full.
Third Party Evaluation System for Welfare Services
The third party evaluation system for welfare services by the TMG is a mechanism whereby multiple evaluation organizations that are neutral third parties with expert knowledge conclude contracts with businesses, evaluate things like the service contents and their organization’s managerial capacity, and publicize the results.

This allows users to compare and make a choice of businesses and services by using information on the evaluation results. What is more, the expectation is that this will allow businesses to get a firm grasp of the level of their own services and the challenges with running their businesses, and thereby set out to improve them.

The TMG established the Tokyo Welfare Service Evaluation Promotion Organization in the Tokyo Metropolitan Foundation for Social Welfare and Public Health, and the organization has been carrying out full-scale third party evaluations of welfare services since FY2003. For FY2014 it is aiming to continue further spreading and setting this evaluation system firmly in place.

Comprehensive Support Programs for Welfare Services
It handles ① Complaints from service users, advocacy consultation for persons incompetent to make decisions and consultation on the use of the Adult Guardianship System, ② support for persons incompetent to make decisions in the use of welfare services, seniors in need of long-term care and persons with disabilities and others in need of support, and ③ aids for the establishment of third-party agents which address complaints or advocacy consultation.

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

Creation of Safe Living Conditions by Utilizing the Adult Guardianship System
In order to ensure safe living environment in communities for those with dementia or intellectual/mental disabilities or who are incompetent to make decisions, it is essential to utilize the “Adult Guardianship” to provide support with welfare service use and property management. To promote active use of this system, the TMG support the establishment and operation of “Adult Guardianship System Promotion Organization” by municipalities while also striving to diffuse the system in Tokyo.

Renovation of Tokyo Metropolitan Government Public Facilities Suitable for the Modern Day
Public facilities played an important role of addressing residents' needs with a pioneer spirit in the time where services provision by private businesses was inadequate. However, at the present time, where private businesses providing flexible and effective services that fulfilling diversifying needs are entering the markets, public facilities must reconsider their role.

Renovation of Tokyo Metropolitan Facilities
In order to further advance the provision of user-oriented services, the TMG promotes the renovation of public facilities based on the principle of “what private sectors can do, give to the private sectors.”

Currently, the “designated administrator system” is applied to 25 facilities. In FY2014, the TMG further promotes the renovation aiming to facilitate the transfer of authority to private sectors while keeping an eye on the changes in law or social conditions.

Safety and Environmental Measures and Support for Welfare Facilities
Promotion of Seismic Reinforcement of Social Welfare Facilities
Social welfare facilities are used as shelters for those who would have difficulty evacuating on their own in an earthquake, such as elderly or disabled persons and children, while also providing temporary residence to disaster victims. The TMG works to implement the seismic diagnosis and seismic retrofit by providing financial support. We also actively approach facilities in order to ensure safety and security for the users.
In light of the response in the regions afflicted by the Great East Japan Earthquake and the events that occurred in the Tokyo Metropolitan Area, as well as the states of affairs that is envisioned will occur in the event that a near-field earthquake were to strike Tokyo in the future, the TMG will promote measures in order to properly respond to these.

**Promoting the Seismic Reinforcement of Important Buildings and Ensuring Their Functionality**

**Promoting the Seismic Reinforcement of Medical Facilities**

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

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

The TMG will offer a detailed response that includes individually visiting facilities that require seismic reinforcement, holding consultations and making proposals suited to their conditions, and dispatching advisors in order to promote the seismic reinforcement of social welfare facilities and medical facilities.

**Project to Promote the Seismic Reinforcement of Child Welfare Facilities (Land Rent)**

The TMG will supplement the rental fees for the land for the temporary facilities that will be needed during the 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.

**Enhancing Disaster Medical Care**

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

Medical relief activities and stockpiling disaster medical supplies and the like
Setting in place disaster center hospitals
Enhancing the Disaster Medical Assistance Team (Tokyo DMAT)
Furnishing Tokyo DMAT cars
Disaster medical care cooperative
Regional disaster medical care collaborative council
Disaster medical care coordinators

**Supporting Disaster Victims**

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

**Stockpiling and Providing Disaster Relief Supplies**

**Living Support for Disaster Victims**

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

Promoting Measures for Vulnerable People during Disasters

**Supporting Users of Artificial Respirators at Home**

○ Project to Support Users of Artificial Respirators at Home during Disasters

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

○ 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 for securing reserve power sources according to their individual disaster plan.

○ Project to Install Emergency Power Sources for Intractable Disease Patients on an Artificial Respirator
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<tr>
<td>Medical Policy</td>
<td>Medical Policy</td>
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<tr>
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</tr>
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<td>Planning</td>
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<td>Public Assistance</td>
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<tr>
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</tr>
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<td>Planning</td>
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<tr>
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<tr>
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<td>Planning</td>
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<td>Child and Family Welfare</td>
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<tr>
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<td>Child Day Care Service</td>
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Note: The chart represents the Organization Chart of the Bureau of Social Welfare and Public Health (As of April 1, 2014).
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<tr>
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<td></td>
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