

ZUSHI City

Age-friendly City Action Plan



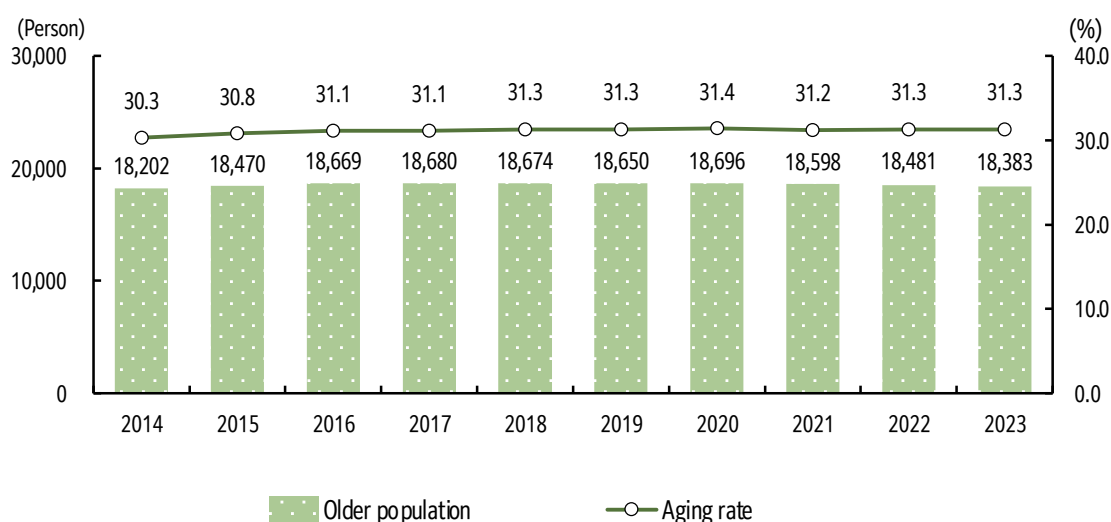
Chapter 1. Situation Surrounding Older People in Zushi City

As of June 30, 2023, the total population of Zushi City (the Basic Resident Register population plus registered foreign nationals) was 58,700, of which 18,383 were age 65 and over (hereinafter referred to as the older population), accounting for 31.3% of the total population.

When comparing 2018 and 2023, both the total and the older population decreased by 1.6%. However, the age breakdown shows a different trend—the population aged 65-74 decreased significantly by 14.3% while the population aged 75 and over increased by 8.5%.

Trends in Zushi City's Aging Population Rate

Classification	Unit (persons)									
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total population	60,120	59,981	60,112	59,995	59,681	59,492	59,582	59,528	59,131	58,700
Year-on-year increase/decrease	▲130	▲139	131	▲117	▲314	▲189	90	▲54	▲397	▲431
40-64 years old	21,018	20,997	21,182	21,363	21,478	21,567	21,857	22,027	22,065	22,063
Older population	18,202	18,470	18,669	18,677	18,674	18,650	18,696	18,598	18,481	18,383
65-74 years old	8,956	9,009	8,875	8,556	8,253	7,963	7,874	7,817	7,396	7,072
75 and over	9,246	9,461	9,794	10,121	10,421	10,687	10,822	10,781	11,085	11,311
Aging rate	30.3%	30.8%	31.1%	31.1%	31.3%	31.3%	31.4%	31.2%	31.3%	31.3%
Aging rate of people aged 75 and over	15.4%	15.8%	16.3%	16.9%	17.5%	18.0%	18.2%	18.1%	18.7%	19.3%



(Source: Basic Resident Register population plus the number of registered foreign population (as of September 30 of each year, and as of June 30, 2023))

Chapter 2. Basic Approach to Promoting the Age-friendly City Initiative

1) Basic Philosophy

A city where older people can live with peace of mind in their familiar neighborhoods

2) Basic Policy

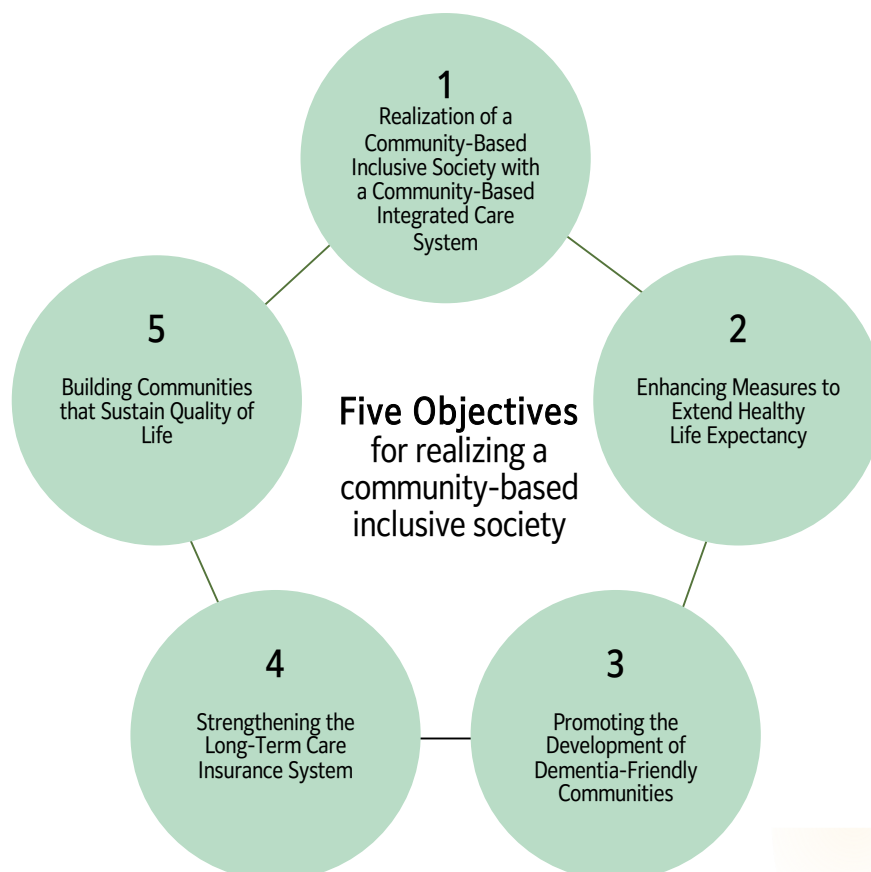
Realization of a Community-Based Inclusive Society

To date, Zushi City has been working to create communities where people can continue living comfortably in their own neighborhoods even when they need nursing care, as well as developing the necessary long-term care infrastructure. As we approach 2025 when all baby boomers will be 75 or older, the demand for long-term care services is expected to rise sharply due to both population aging and the increasing proportion of residents certified as requiring long-term care.

To respond effectively, we recognize that expanding the care infrastructure alone is not enough. Strengthening community ties through initiatives such as long-term care prevention and health promotion will be essential.

And then looking ahead to the year 2040, the city's goal is to have built a community-based inclusive society—a society in which everyone can participate, support one another, and live in a way that respects individual choices and lifestyles. This goal builds on the foundation of community development cultivated through the establishment of the Community-Based Integrated Care System. For these reasons, the city had adopted the Realization of a Community-Based Inclusive Society as its basic policy.

3) Basic Objectives (Priorities to be addressed during the plan period)



Basic Objective 1 Realization of a Community-Based Inclusive Society with a Community-Based Integrated Care System

(1) Promoting a Community-Based Inclusive Society

To realize a community-based inclusive society, the city will make increase the means it has to distribute information about the welfare system using a variety of media, including ICT, so that people who need support can more easily access the appropriate services. In addition to organizations that support older people, relevant organizations in each policy field will be encouraged to make use of their respective strengths and work collaboratively to strengthen consultation and support functions. Through organic collaboration among the local government, residents, and related organizations, the city will build a comprehensive support system for people in the community who face diverse and complex challenges and require assistance.

As a key measure for building this system, the city will promote the Multilayered Support System Development Project, which integrates comprehensive consultation services, support for social participation, community development, and related initiatives. In recent years, older people have increasingly faced complex issues such as the 80-50 problem, and this project will be utilized to help address such challenges. Note : The 80-50 problem in Japan refers to a social issue in which people in their 50s—often long-term unemployed or socially withdrawn—continue to depend on parents in their 80s. As parents age or pass away, these individuals may be left without adequate financial or social support, leading to serious welfare and social inclusion challenges.

(2) Strengthening and Expanding the Functions of the Community Comprehensive Support Centers

In promoting the Multilayered Support System Development Project, the Community Comprehensive Support Centers will assign Comprehensive Counselling Support Promoters to provide comprehensive consultation and support services regardless of age, type of problem, or family status. These promoters will respond to the increasingly complex support needs of the local residents. This will strengthen and expand the counseling support and provide a wide range of consultation services not only to older people, but also to children, persons with disabilities, individuals facing economic hardship, and others in need.

In order to improve the overall quality of operations, each Community Comprehensive Support Center will conduct self-evaluations and assess the implementation status of city-led projects.

(3) Support for Older People and Caregivers at Living at Home

Many older people strongly wish to continue living at home even when they require long-term care. To respond to this need, it is essential to provide high-quality services that support independence while respecting the dignity of these older people. At the same time, family caregivers often bear significant physical and psychological burdens, making enhanced caregiver support a critical issue in promoting home-based care.

Using the principles of the Community-Based Integrated Care System, working with both in-home and facility-based care services along with informal community resources, the city will continue building a foundation that enables people to live at home in their familiar communities in a way that reflects their own values, even when they require severe long-term care.

In addition, the city will strengthen support systems through closer cooperation between medical and nursing care services, including support related to end-of-life care and dementia. The city will also support a wide range of local initiatives aimed at advancing the Community-Based Integrated Care System and realizing a community-based inclusive society.

Basic Objective 2 Enhancing Measures to Extend Healthy Life Expectancy

(1) Working to Extend a Healthy Longer Life for All by Comprehensive Projects for Care-Prevention and Daily Life Support Programs

To help people live longer and have healthier lives, it is essential for each resident to maintain healthy lifestyle habits, such as balanced nutrition, regular exercise, proper rest, and oral care. The city will work to reinforce this by publicizing both its importance and the relevant care-prevention measures alongside training local supporters and creating an environment that encourages physical activity. As the proportion of residents aged 75 and over continues to grow, the city will actively address factors that may lead to the need for long-term care or support. By promoting exercise, nutrition, oral care, and social participation, we aim to support a healthy older population.

(2) Supporting Purpose in Life and Social Participation

For older adults to lead active, meaningful lives in their familiar communities, the city will work to provide a framework where they have opportunities to make use of the skills, experience, and knowledge they have built up over many years.

In order for them to lead independent lives dependent upon their individual abilities, the city will promote care prevention and lifestyle support that encourages older residents to take the initiative themselves through community-based activities and programs at *kayoinoba* (community gathering places).

Basic Objective 3 Promoting the Development of Dementia-Friendly Communities

(1) Promoting Measures Based on the Framework for Promoting Dementia Measures and the Basic Act on Dementia to Promote an Inclusive Society

We will strengthen consultation and support systems to ensure early dementia detection and response, allowing people to receive appropriate medical and nursing care services according to their condition. By promoting accurate understanding of dementia and supporting both individuals and families, we aim to build a continuous community-based support system. This includes improving the quality of professional dementia care and expanding local programs that support older people with dementia, their families, and other caregivers.

Guided by the principle of Inclusive Society—where even people who have dementia can continue to be part of their own neighborhoods—we will promote Dementia-Friendly Communities and initiate prevention initiatives such as expanding the *kayoinoba* programs. We will work with local communities to promote these measures in order to realize a community-based inclusive society where people with dementia can maintain their dignity and live with hope, in alignment with the Basic Act on Dementia to Promote an Inclusive Society.

(2) Protecting the Rights of Older Adults and Preventing Elder Abuse

As the number of older adults needing support increases due to the increase in the number of older people with dementia, the city will continue efforts to prevent elder abuse and consumer harm. We will promote awareness of rights protection across generations and make the adult guardianship system easier to understand and use for both individuals and guardians.

In addition, we will strengthen cooperation among medical, health, welfare, and related organizations to improve early detection and response. Through education, consultation services, and training, we will work to prevent elder abuse and protect the rights and safety of older residents.

Basic Objective 4 Strengthening the Long-Term Care Insurance System

(1) Ensuring Stable and Appropriate Operation of the Long-Term Care Insurance System

To maintain a sustainable social security system up to and beyond 2040, it is essential to balance benefits and burdens fairly and responsibly.

To sustain the system, the city will continue to collect insurance premiums appropriately and make active use of available financial resources, including subsidies aimed at strengthening the functions of insurers. At the same time, services will be provided in accordance with laws and regulations while also reflecting the actual needs and conditions of the local community. For projects carried out under this plan, we will set clear standards and goals, review progress each year, and make improvements as needed to ensure effective and responsible implementation.

(2) Optimizing Long-Term Care Benefits

We will work to ensure that long-term care insurance benefits are used appropriately and that certifications of needed long-term care are conducted fairly and accurately. Guidance and advice will continue to be provided to support proper service delivery.

In the Sixth Plan for Optimization of Long-term Care Benefits in the Zushi City Health and Welfare Plan for the Elderly, there are the three main projects of Appropriate Certification of Needed Long-term Care , Inspection of Care Plans, and Verification and Cross-checking of Medical Information. In addition, the city will make use of the benefit records to confirm appropriate long-term care services. Through these measure, we aim to maintain sound and sustainable operation of the long-term care insurance system.

(3) Securing Nursing Care Personnel and Improving Operational Efficiency

Securing sufficient care workers is a critical challenge for maintaining and improving the quality of long-term care service facilities. To address this, we will implement a wide range of measures, including improving the image of long-term care work, working to prevent early job turnover, and strengthening the training of personnel.

As future shortages of care workers are anticipated, we will take a planned and systematic approach to secure the needed human resources. Further, we will support care facilities in adopting measures that improve their operational efficiency, helping them continue to provide high-quality services with limited staff.

(4) Ensuring the Quality of Long-Term Care Services

To ensure that service users continue to receive high-quality care, the city will conduct regular on-site inspections of service providers and offer appropriate guidance and advice. We will also promote the development of an Inclusive Service, where disabled people receiving welfare services can receive nursing care services in the same facility.

(5) Expanding Housing Options for Older Residents

For older residents to live with peace of mind, even when they require long-term care, it is important to ensure that they have access to appropriate housing and facilities.

While continuing to prioritize support for older adults to live at home under the Community-Based Integrated Care System, we will also monitor the development of new residential fee-based nursing homes and serviced housing for older people and will plan future facility development in anticipation of the year 2040, while taking into account the capacity of existing facilities.

Basic Objective 5 Building Communities that Sustain Quality of Life

(1) Creating Safe and Secure Communities

To help older people go out with confidence and peace of mind, support measures must take into account the physical conditions of the city's older residents.

Being able to move about easily and stay connected to others is essential to maintaining the quality of life (QOL) for older people. For this reason, we will promote community development that makes it easier to go out, stay socially connected, and continue living in their familiar neighborhoods.

(2) Strengthening Preparedness for Disasters and Infectious Disease Outbreaks

Adequate preparation for natural disasters and outbreaks of infectious diseases is essential. As the number of older single-person and older couples-only households continues to grow, it is increasingly important to establish everyday support systems, such as community watch-over networks, that can function even in emergencies.

In response to the rising frequency and severity of natural disasters, we will work with disaster prevention authorities to build communities where people can live with confidence. This includes creating systems that allow for rapid and appropriate support for vulnerable individuals, such as older people living alone, or those who are bedridden. In addition, even when faced with unforeseen emergencies such as the COVID-19 pandemic, we will develop support systems that help residents maintain their daily lives as much as possible.

4 System of Policies

Basic Objective 1: Realization of a Community-Based Inclusive Society with a Community-Based Integrated Care System

Direction of Policies (1) *Promoting a Community-Based Inclusive Society*

- ① Livelihood support system development projects (community development projects)
- ② Operation of community comprehensive support centers (comprehensive consultation services)
- ③ Community welfare promotion projects
- ④ Services that support the self-reliance of people in need
- ⑤ Activities of commissioned welfare and child welfare committee members
- ⑥ Consumer affairs consultation services

Direction of Policies (2) *Strengthening and Expanding the Functions of the Community Comprehensive Support Centers*

- ① Operation of community comprehensive support centers
- ② Promotion of coordination between home medical care and long-term care
- ③ Promotion of community-based integrated care system

Direction of Policies (3) *Support for Older People and Caregivers at Living at Home*

- ① Livelihood support system development projects (community development initiatives)
- ② Home visits to older people who live alone
- ③ Welfare emergency call service
- ④ Welfare meal delivery services
- ⑤ Diaper supply program for older people living at home
- ⑥ *Fureai** Collection (note: support with daily needs, such as waste collection)

Basic Objective 2: Enhancing Measures to Extend Healthy Life

Direction of Policies (1) *Working to Extend a Healthy Longer Life for All by Comprehensive Projects for Care-Prevention and Daily Life Support Programs*

- ① Long-term care prevention and life support services for an independent daily life
- ② General long-term care prevention programs
- ③ Program to promote awareness of long-term care prevention
- ④ Men's cooking class project
- ⑤ Integrated implementation of health projects and care prevention projects
- ⑥ General management and coordination services

Direction of Policies (2) *Supporting Purpose in Life and Social Participation*

- ① Lifestyle enrichment and activity promotion projects
- ② Subsidy for the purchase of *Fureai** Passes
- ③ Subsidy program for hearing aid purchases for older people
- ④ Support for senior citizens' clubs
- ⑤ Operation of senior citizens centers
- ⑥ Welfare bus service
- ⑦ Projects to promote the livelihood and health of older people
- ⑧ Projects utilizing the *ME-BYO** Center
- ⑨ Promotion of lifelong learning
- ⑩ Sports promotion programs
- ⑪ Employment support for older people

* *"Fureai"* (warm and friendly interaction) is a Japanese concept describing casual yet meaningful connections among people.

* *"ME-BYO"* is a concept that refers to the transitional state between health and sickness.

Basic Objective3: Promoting the Development of Dementia-Friendly Communities

Direction of Policies (1) *Promoting Measures Based on the Framework for Promoting Dementia Measures and the Basic Act on Dementia to Promote an Inclusive Society*

- ① Comprehensive support services for people with dementia
- ② Dementia supporter training programs
- ③ Support programs for family caregivers
- ④ Project to prevent wandering older persons
- ⑤ Subsidy for dementia support activities

Direction of Policies (2) *Protecting the Rights of Older Adults and Preventing Elder Abuse*

- ① Subsidy program for the Zushi *Anshin* Center
- ② Support services to help people use the adult guardianship system
- ③ Programs to promote the use of the adult guardianship system
- ④ Elder abuse prevention programs

Basic Objective 4: Strengthening the Long-Term Care Insurance System

Direction of Policies (1) *Ensuring Stable and Appropriate Operation of the Long-Term Care Insurance System*

- ① Allowance for high-cost long-term care service
- ② Programs to reduce the financial burden on low-income users of long-term care insurance services
- ③ Administrative expenses for premium levy and collection

Direction of Policies (2) *Optimizing Long-Term Care Benefits*

- ① Projects to improve the efficiency and appropriateness of long-term care benefits costs

Direction of Policies (3) *Securing Nursing Care Personnel and Improving Operational Efficiency*

- ① Programs to recruit and retain long-term care workers

Direction of Policies (4) *Ensuring the Quality of Long-Term Care Services*

- ① In-home and care prevention services
- ② Community-based care and care prevention services
- ③ Facility-based care services
- ④ Special benefit payment programs

Direction of Policies (5) *Expanding Housing Options for Older Residents*

- ① Maintenance of long-term care service facilities
- ② Welfare equipment and home repair support business
- ③ Residential facility for older people
- ④ Municipal housing

Basic Objective5: Building Communities that Sustain Quality of Life

Direction of Policies (1) *Creating Safe and Secure Communities*

- ① Welfare-based paid transportation services
- ② Support for persons who need assistance during evacuation
- ③ Welfare shelters
- ④ Fire prevention services

Direction of Policies (2) *Strengthening Preparedness for Disasters and Infectious Disease Outbreaks*

- ① Information services for older residents and related business establishments

Chapter 3. Action Items Across the Eight Interconnected Domains

1) Outdoor Spaces and Buildings

5-(1)-② Support for persons who need assistance during evacuation

Based on the Zushi City Evacuation Support Plan for Persons Requiring Assistance for Evacuation Action, the city will strengthen local disaster preparedness. The plan is designed to ensure that people who need help during emergencies can evacuate safely and smoothly. Zushi City will build an evacuation support system that emphasizes self-help and mutual assistance within neighborhoods, helping communities respond more effectively in times of disaster.

2) Transportation

2-(2)-② Subsidy for the purchase of *Fureai* Passes

Zushi City will provide partial subsidies for the *Keikyu Fureai Pass*, sold by Keihin Kyuko Bus Co., Ltd., for older residents. By reducing the cost of the pass, the city aims to make public transportation easier to use for senior citizens, thus encouraging them to go out more often, stay socially connected, maintain their health, and enjoy a more active daily life.

5-(1)-① Welfare-based paid transportation services

Paid transportation for welfare purposes is a fee-based vehicle service for older people, people with disabilities, and others who have difficulty using regular public transportation. These services support travel to medical appointments, leisure and other daily activities. Because such transportation cannot always be replaced by buses or trains, the city will continue to raise awareness of this service as an important support option for people requiring long-term care or support to go out.

3) Housing

4-(5)-① Maintenance of long-term care service facilities

Some residents find it difficult to continue living at home and instead rely on long-term care insurance facilities or other residential services. Such services include fee-based nursing homes that provide daily life support, as well as group homes for people with dementia. To meet these needs, the city will develop a clear and systematic policy to ensure a stable and sufficient supply of long-term care and residential services.

4-(5)-④ Municipal housing

Based on the Zushi City Municipal Housing Management Plan, the city will apply the principles of universal design when developing municipal housing and related facilities. Universal design aims to create living environments that are easy to use for everyone, regardless of age, gender, physical ability, or nationality. Through these efforts, Zushi City will continue to provide municipal housing that is safe, secure, and livable for all residents.

4) Social Participation

2-(2)-① Lifestyle enrichment and activity promotion projects

To encourage interaction across generations, reduce loneliness among older residents, and help prevent the need for long-term care, the city provides subsidy coupons for public bathhouses within Zushi.

2-(2)-③ Subsidy program for hearing aid purchases for older people

For older persons with hearing impairments who are not eligible for the Physical Disability Certificate and who are exempt from municipal tax, the city subsidizes part of the cost of purchasing hearing aids. This program aims to help prevent cognitive decline and support continued social participation.

2-(2)-④ Support for senior citizens' clubs

The city supports the activities of the Zushi Senior Citizens' Association Federation (Zuship Rengōkai Non-Profit Organization) to improve local welfare and foster a vibrant, long-lived community. By encouraging social participation among older residents, this project promotes healthy and purposeful living while enabling seniors to contribute their rich experiences, knowledge, and skills to the wider community.

5) Respect and Social Inclusion

3-(2)-① Subsidy for the Zushi Anshin Center's Projects

Zushi City provides subsidies for projects conducted by the Zushi Anshin Center that offer services to support the preservation and management of property for older residents and persons with disabilities, who may be socially disadvantaged. The center offers legal services of Zushi City Council of Social Welfare, including consultation and legal help with the adult guardianship system and rights protection. These services are provided by specialized counselors to safeguard the rights of people with impaired decision-making capacity.

3-(2)-② Support services to help people use the adult guardianship system

This program protects the property and rights of older persons with dementia, as well as persons with intellectual disabilities or mental disabilities and others with limited decision-making capacity. Legal support is provided to help prevent unfair or disadvantageous contracts, particularly in situations involving property transactions or administrative procedures. To encourage use of this system, adult guardianship counseling is available twice a month.

For individuals who have difficulty covering the costs of the adult guardianship system, subsidies are available. In addition, when necessary, due to the absence of family or other circumstances, the mayor may file a petition for legal guardianship on the individual's behalf.

3-(2)-④ Elder abuse prevention programs

The city provides consultation, guidance, and support to older persons and caregivers who are experiencing abuse or are at risk of being abused. In urgent situations, temporary protection and other necessary measures are taken promptly to ensure safety.

6) Civic Participation and Employment

2-(2)-⑨ Promotion of lifelong learning

The city offers a wide range of citizen-organized courses that allow residents to teach and learn from one another. These courses respond to diverse learning needs, promote meaningful daily life, and encourage social participation. Many participants are senior citizens.

In accordance with the Lifelong Learning and Social Education Promotion Plan (tentative title), the city will provide learning opportunities that enable residents to study at any stage of life and in various settings. The goal is to build a lifelong learning society in which individuals can apply what they learn for the benefit of the larger society.

2-(2)-⑪ Employment support for older people

In 1991, the city called on local organizations and businesses to establish a third-sector company, the Public Service Corporation, to create employment opportunities and promote social participation among older residents. This corporation employs people aged 60 and older and is primarily responsible for managing municipal public facilities and operating welfare buses.

The city will continue to encourage business expansion and the creation of additional employment opportunities for older people. Working together with related organizations, Zushi will further promote employment that allows senior citizens to remain active and engaged in society.

7) Communication and Information

1-(1)-① Livelihood support system development projects (community development projects)

To prevent social isolation and promote community building that supports interaction across generations and diverse local activities, Lifestyle Support Coordinators (also known as Community Support Coordinators) are assigned throughout the city. Tier 1 coordinators cover the entire city, while Tier 2 coordinators are assigned to daily activities areas.

In cooperation with the General Long-term Care Prevention Project, Community Activity Support Centers, Community Child-Rearing Support Centers, and the Project to Build a Foundation for Mutual Assistance for the Needy, the city will strengthen places to stay within communities. These include resident-oriented *kayoinoba* (community gathering places) and neighborhood associations. In addition, support systems tailored to local conditions will be developed to encourage participation by residents. Centered on Tier 1 and Tier 2 Lifestyle Support Coordinators, these efforts will expand networks of care and support and create more opportunities for social interaction and community activities.

8) Community Support and Health Services

The Zuyo Regional Medical Center operates the Zuyo Regional Home Health and Care Coordination Consultation Office on behalf of Zushi City and the Town of Hayama. This office provides consultation and assistance to professionals involved in home health and care services, as well as information on medical care, long-term care, and other necessary support services.

To enable older residents to continue living safely and comfortably in their familiar neighborhoods, close cooperation among medical care, long-term care, and welfare services is essential. The city will therefore continue to promote collaboration with local medical and long-term care institutions and related organizations.

1-(2)-③ Promotion of community-based integrated care system

The city has the community-based integrated care system in which medical care, long-term care, and daily life support are provided in a coordinated manner. This system allows older residents to maintain their quality of life in their familiar communities, even when they require long-term care. To support this, community-based integrated care conferences are held to discuss and address individual cases and challenges faced by older residents, and to build a network for mutual cooperation among relevant local organizations.

2-(1)-⑤ Integrated implementation of health projects and care prevention projects

Health promotion and care prevention for older residents will be implemented in an integrated way, using data-based approaches through individual support and *kayoinoba* (community gathering places).

Public health nurses responsible for planning and coordination work closely with community-based professionals to prevent frailty and address diseases common in the city. These efforts include proactive outreach such as home visits, personalized support, and activities at *kayoinoba*.

2-(2)-⑧ Projects utilizing the ME-BYO Center

The ME-BYO Centers, located in two locations in the city (the first floor of City Hall, and in the training room of Zushi Arena) promote health improvement and the prevention of long-term care needs among residents.

At these centers, the following services are provided: 1) Visualization of One's Own Health Status using various measurement devices; 2) Consultation and Advice by public health nurses and dietitians; and 3) Provision of Information related to diet, exercise, social participation, and other aspects of healthy living.

Combined Efforts

2-(1)-① Long-term care prevention and life support services for an independent daily life

Based on assessments of frailty among older adults, health promotion activities are offered in familiar community settings. These activities focus on exercise, oral health, nutrition, and social participation, with the goal of preventing disease and slowing the progression of frailty.

In addition, the city will work in cooperation with Livelihood Support Coordinators to strengthen systems of support and collaboration with a wide range of organizations and community groups.

3-(1)-① Comprehensive support services for people with dementia

The city provides support to ensure that people living with dementia can continue to live in their familiar communities as long as possible, with their wishes and dignity respected.

To strengthen early detection and response, Dementia Community Support Promoters are assigned both citywide and at Community Comprehensive Support Centers. These promoters enhance consultation services and dementia-related support, helping to ensure timely access to appropriate medical and nursing care when needed.