

Minami Ashigara City
Age-friendly City Action Plan

Minami Ashigara City

Index

Chapter 1 Purpose and Positioning of Action Plan	2
1. Purpose of Development of Action Plan	2
2. Positioning of Action Plan	4
3. Planned Period of Action Plan	5
Chapter 2 Status of Aging in Minami Ashigara City	6
1. Changes in Total Population and Elderly Population	6
2. Changes in the Number of Those Certified as Needing Long-term Care/Support	7
Chapter 3 Basic Principles of Age-friendly City Related Practices	8
1. Basic principle of this Action Plan	8
2. Eight (8) topics advocated by WHO	8
3. Our action items as an Age-friendly City	9
Chapter 4 Action Plans Based on the Eight (8) Topics	10
1. Outdoor spaces and buildings	10
2. Transportation	10
3. Housing	10
4. Social participation	11
5. Respect and social inclusion	12
6. Civic participation and employment	12
7. Communication and information	13
8. Community support and health services	14
1) Health maintenance and health promotion	14
2) Building safe and secure city	15
3) Promotion of community-based integrated care systems	16
4) Support to family caregiver and their daily life	18
5) Enhancement of care prevention and support for self-reliance and preventing worsening	18
6) Enhancement of in-home nursing care service	19
7) Smooth operation and quality improvement of long-term care Insurance	20
Chapter 5 Promotion System and Progress Management of Action Plan	21

Chapter 1 Purpose and Positioning of Action Plan

1. Purpose of Development of Action Plan

According to "White Paper on Aging Society (2018)" published by National Government, the country's elderly population (65years or over) as of October 1, 2017 was 35.15 million people and then the aging ratio was 27.7%. The aging ratio as of 2025, when the baby-boom generation reaches 75 years old or over, will be estimated at 30.0%, then 33.3% as of 2036. Due to the advent of far exceeding super-aging society, since there is a possibility not to be able to supply enough support needed for the elderly's daily life, i.e. a shortage of human resources for supporting the elderly etc., it becomes an urgent issue to create such environment that the elderly can live in their familiar territory with peace of mind.

From such background, Japan started various country-led efforts since the 1990s. As a society-wide support to the elderly, Long-Term Care Insurance Act has been enacted in 1997 and a long-term care insurance system has been launched in 2000. After that together with an acceleration of aging and social change, a lot of measures and policies for elderly welfare have been established and revised.

In Minami Ashigara City, together with a launch of long-term care insurance system in 2000, we have formulated the "Minami Ashigara City Elderly Welfare and Long-Term Care Insurance Action Plan, the First Stage (FY2000—FY2002)" and have been proceeding elderly welfare activities and promoting long-term care insurance system. Furthermore, in the "Minami Ashigara City Elderly Welfare and Long-Term Care Insurance Action Plan , the Sixth Stage (FY2015—FY2017)", under the basic principle "the city where the elderly can live in their familiar territory with peace of mind having reason for living", we have been making efforts toward creation of regional comprehensive care system such as care prevention, daily life support, cooperation between home medical care and home nursing care, measures against dementia, improvement of care prevention, and promotion of life support activities etc. in consideration with coming aging society.

In these situation, we have got WHO's approval to participate Age-friendly City (*) together with other 18 municipalities in Kanagawa prefecture in October 2017. Thereafter, we accelerated our aging related activities aimed at "building elderly friendly city".

In the "Minami Ashigara City Elderly Welfare and Long-Term Care Insurance Action Plan , the Seventh Stage (FY2018—FY2020)" formulated in March 2018, this "Minami Ashigara City Age-friendly City Action Plan" is referred as one of the Action. Aiming to respond flexibly to coming further aging and to create a city where the elderly find it comfortable to live, whole regional community share the same basic principles etc., all entities such as public administration, citizens and private sectors collaborate to solve regional issues.

(*) Age-friendly City (Age Friendly Cities and Communities)

The World Health Organization Global Network for Age-friendly Cities and Communities (GNAFCC) is a global coalition of cities and communities committed to becoming more age-friendly established in 2010 by World Health Organization (WHO). It currently consist of 833 member cities and communities in 41 countries, covering a population of over 229 million people. From Japan, Akita City has joined in 2011 and Takarazuka City has joined in 2015.

- The advantages of participating Age-friendly City
 - Continuous implementation of PDCA cycle regarding measures for the elderly based on the topics advocated by WHO
 - Publicizing to citizen that Minami Ashigara is a senior-friendly city
 - Promotion of industrial development such as an internal service for the elderly
 - Building of a global network, global dissemination of information, support to overseas expansion of businesses
 - Promotion of attracting foreign companies (service for the elderly etc.)
- Formulation of action plan
 - Formulating an action plan and submitting it to WHO within two(2) years after getting WHO's approval of participation
 - Action plan refers to eight(8) topics advocated by WHO
 - 1) Outdoor spaces and building
 - 2) Transportation
 - 3) Housing
 - 4) Social participation
 - 5) Respect and social inclusion
 - 6) Civic participation and employment
 - 7) Communication and information
 - 8) Community support and health services

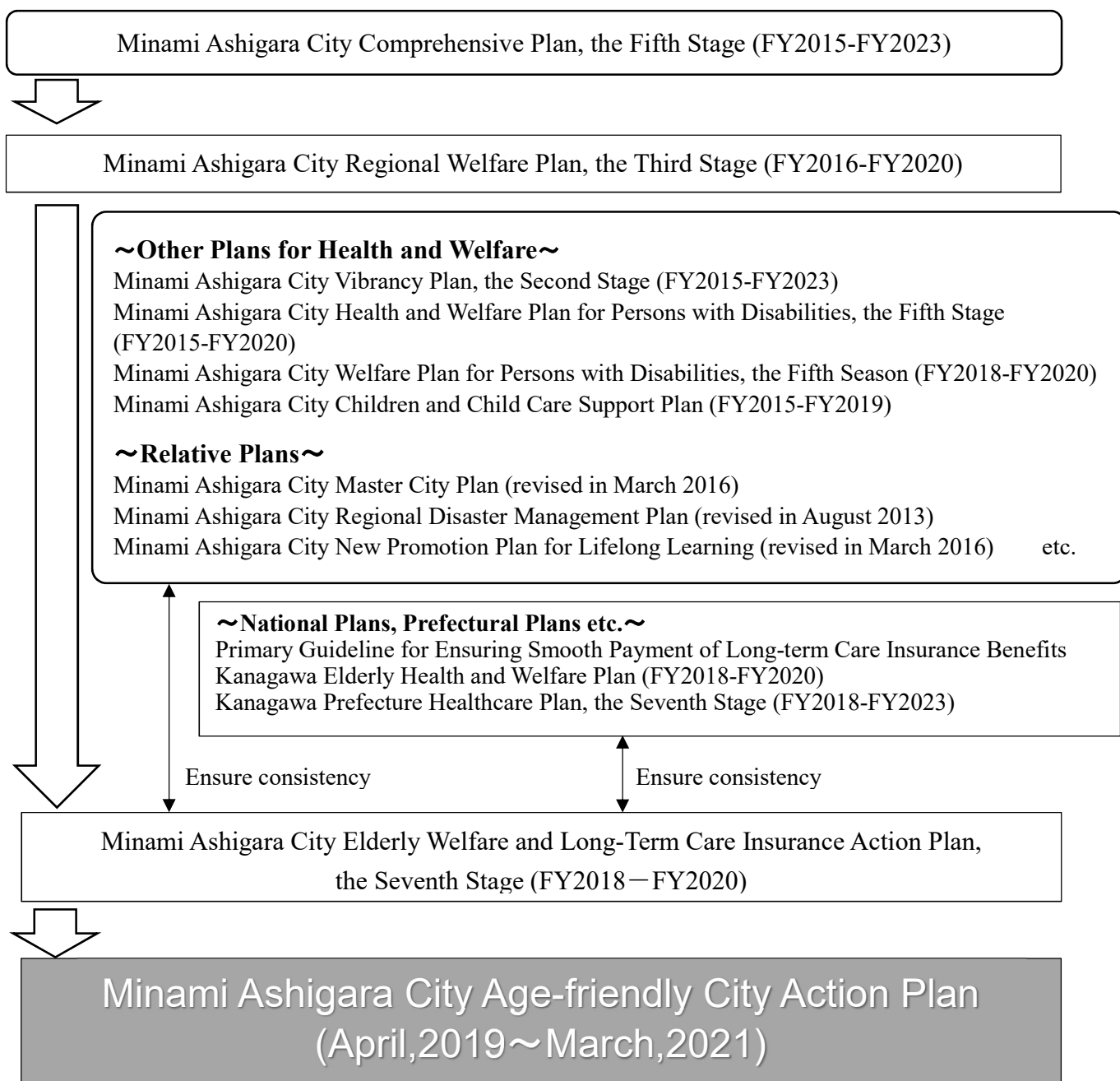


(Excerpt from “Age-friendly City by WHO” made by Kanagawa prefecture)



Certificate issued by WHO

2. Positioning of Action Plan



This action plan has been formulated based on “Minami Ashigara City Elderly Welfare and Long-Term Care Insurance Action Plan, the Seventh Stage” which also defines measures for the elderly.

Furthermore, this action plan maintains its consistency with the country’s “Primary Guideline for Ensuring Smooth Payment of Long-term Care Insurance Benefits”, the prefecture’s “Kanagawa Elderly Health and Welfare Plan” and “Kanagawa Prefecture Healthcare Plan”, and the upper level plan of this, Minami Ashigara City’s “Minami Ashigara City General Plan, the Fifth Stage (FY2015-FY2023)” and “Minami Ashigara City Regional Welfare Plan” and other relative plans.

3. Planned Period of Action Plan

The planned period of this action plan is from April 2019 through March 2021, according to the planned period of “Minami Ashigara City Elderly Welfare and Long-Term Care Insurance Action Plan, the Seventh Stage (FY2018 – FY2020)” on which this plan is based. We will check the achievement status of this action plan as well as those of the “Minami Ashigara City Elderly Welfare and Long-Term Care Insurance Action Plan, the Seventh Stage (FY2018 – FY2020)”, then will undertake necessary revision considering change in social conditions etc., and will reflect in the next action plan.

Chapter 2 Status of Aging in Minami Ashigara City

1. Changes in Total Population and Elderly Population

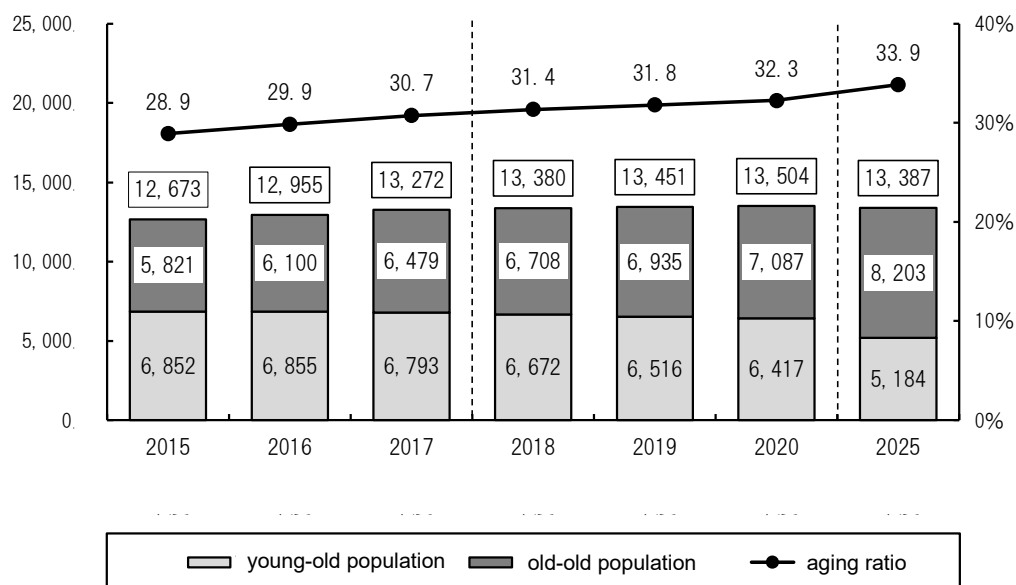
The total population of our city was 43,168 in 2017 and is projected to decrease to 41,867 in 2020, and 39,536 in 2025.

The population of less than age 40 was 15,538 in 2017 and is projected to decrease to 14,201 in 2020, and 12,417 in 2025. The population of age 40 to less than 65 was 14,358 in 2017 and is projected to also decrease to 14,162 in 2020, and 13,732 in 2025. On the other hand, the elderly population (age 65 or over) was 13,272 and is projected to increase up to 13,504 in 2020. After that although it will reverse the downward trend and is projected down to 13,504 in 2020, the aging ratio shows the upward trend, 30.7% in 2017, 32.3% in 2020, 33.9% in 2025 due to the decrease of the total population. This means the inexperienced super-aging society will come.

Unit : The Number of People

	The 6th Stage . . . Actual Number			The 7th Stage . . . Projected Number			Future
	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2025
Total population (A)	43,819	43,383	43,168	42,670	42,279	41,867	39,536
Aging ratio (B) / (A)	<i>28.9%</i>	<i>29.9%</i>	<i>30.7%</i>	<i>31.4%</i>	<i>31.8%</i>	<i>32.3%</i>	<i>33.9%</i>
Elderly population (B)	12,673	12,955	13,272	13,380	13,451	13,504	13,387
old-old (75 or over)	5,821	6,100	6,479	6,708	6,935	7,087	8,203
young-old (65-74)	6,852	6,855	6,793	6,672	6,516	6,417	5,184
Population (40-64)	14,687	14,499	14,358	14,272	14,215	14,162	13,732
Population (under 40)	16,459	15,929	15,538	15,018	14,613	14,201	12,417

Source: <The figures of 2015, 2016, and 2017> Basic Resident Register as of October 1, 2018
 <The figures of 2018 and after> Estimated figures calculated by gender-specific and age-specific average change ratio from 2012 to 2016



2. Changes in the Number of Those Certified as Needing Long-term Care/Support

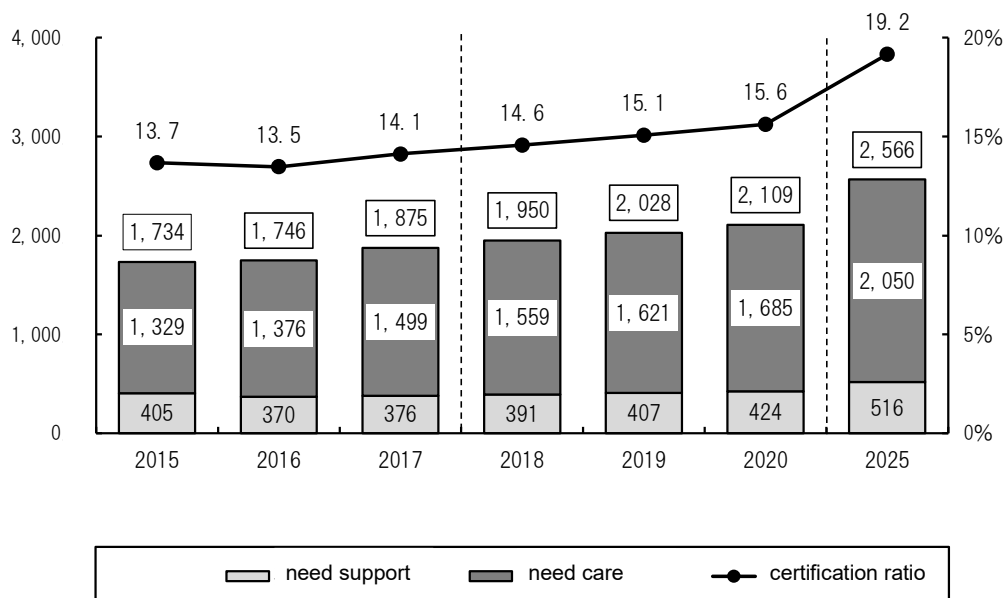
Along with the increase of elderly population from now, an increase of the number of those certified as needing long-term care/support is expected.

The number of those certified as needing long-term care/support in our city was 1,875 in 2017 and is projected to increase to 2,109 in 2020, and 2,566 in 2025. The ratio of the number of such certified people to total elderly population was 14.1% in 2017, and will increase to 15.6% in 2020, and 19.2% in 2025 which means one out of every five elderly will need long-term care insurance service.

Unit : The Number of People

	The 6th Stage Actual Number			The 7th Stage Projected Number			Future
	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2025
The number of those certified as needing long-term care/support (B)	1,734	1,746	1,875	1,950	2,028	2,109	2,566
Support Level 1	179	138	159	165	172	179	218
Support Level 2	226	232	217	226	235	245	298
Care Level 1	382	408	434	451	469	488	594
Care Level 2	341	358	363	378	393	408	496
Care Level 3	217	215	260	270	281	292	355
Care Level 4	211	219	273	284	295	307	374
Care Level 5	178	176	169	176	183	190	231
Elderly population (A)	12,673	12,955	13,272	13,380	13,451	13,504	13,387
Certifying ratio (B) / (A)	13.7%	13.5%	14.1%	14.6%	15.1%	15.6%	19.2%

Source: <The figures of 2015, 2016, and 2017> Long-term Care Insurance Business Report (as of September 30)
 <The figures of 2018 and after> Estimated figures calculated by gender-specific, age-group-specific and care-level-specific certification ratio from 2015 to 2017



Chapter 3 Basic Principles of Age-friendly City Related Practices

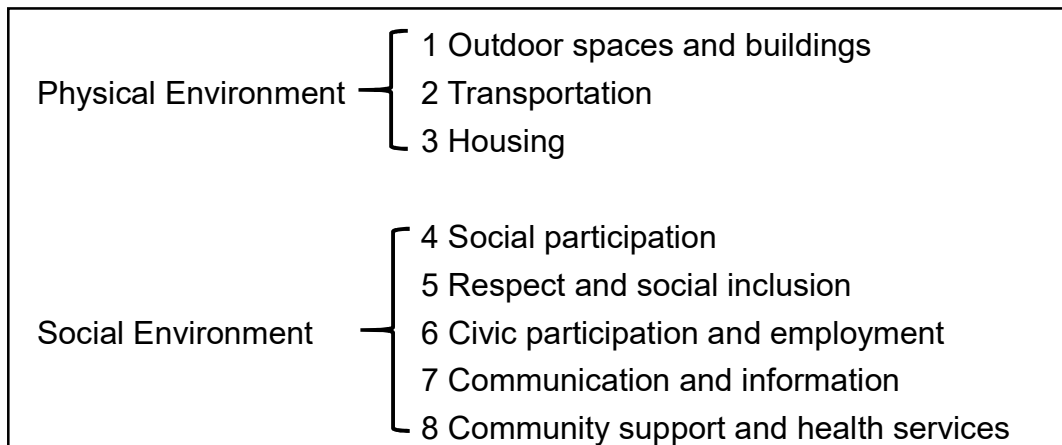
1. Basic principle of this Action Plan

City where the elderly can live in their familiar territory
with peace of mind having reason for living

The basic principle of this action plan is “**City where the elderly can live in their familiar territory with peace of mind having reason for living**” based on our vision about elderly welfare contained in the ”Minami Ashigara City Comprehensive Plan, the Fifth Stage (FY2015-FY2023)”.

2. Eight (8) topics advocated by WHO

The following eight (8) topics for Age-friendly City are advocated by WHO.



We create each action plan for the above eight topics then implement them.

3. Our action items as an Age-friendly City

Basic principle	Eight (8) topics of Age-friendly City	Our action items
City where the elderly can live in their familiar territory with peace of mind having reason for living	1 Outdoor spaces and buildings	Promotion of universally designed city
	2 Transportation	Development of senior-friendly public transportation
	3 Housing	Improvement of support to elderly housing Improvement of elderly care facility services
	4 Social participation	Development of lifelong learning and intergenerational exchange etc. Support to sports and recreational activities Support to senior club activities Encouragement of participation in community and social activities Realization of an inclusive society and community
	5 Respect and social inclusion	Promotion of elderly advocacy and abuse prevention
	6 Civic participation and employment	Support to Silver Human Resources Center Improvement of elderly's working environment
	7 Communication and information	Enhancement crime prevention system and traffic safety measures Prevention of consumer damage Promotion of understanding of dementia
	8 Community support and health services	<ol style="list-style-type: none"> 1) Health maintenance and health promotion <ul style="list-style-type: none"> ➤ Promotion of various health enhancement programs ➤ Support to health enhancement activities ➤ Early detection of disease through medical checkup for middle-aged and elderly person and various cancer screening etc. ➤ Promotion of preventing lifestyle-related disease through health guidance for middle-aged and elderly person etc. ➤ Promotion of extending healthy life expectancy and ME-BYO related measures 2) Building safe and secure city <ul style="list-style-type: none"> ➤ Enhancement of disaster support structure ➤ Measures for preventing of unattended death, lonely death 3) Promotion of community-based integrated care systems <ul style="list-style-type: none"> ➤ Function enhancement of community-based integrated support center ➤ Promotion of early diagnosis of and treatment program for dementia ➤ Support to family caregiver for dementia ➤ Strengthening of coordination between medical care and nursing care ➤ Creation of community-based mutual support system 4) Support to family caregiver and their daily life <ul style="list-style-type: none"> ➤ Daily life support ➤ Ensuring safety and security ➤ Support to family caregiving ➤ Other support 5) Enhancement of care prevention and support for self-reliance and preventing worsening <ul style="list-style-type: none"> ➤ Enhancement of general care prevention program ➤ Care prevention and daily life support program ➤ Enhancement of self-reliance support and measure for preventing worsening 6) Enhancement of in-home nursing care service <ul style="list-style-type: none"> ➤ Enhancement of in-home service ➤ Enhancement of community-based service 7) Smooth operation and quality improvement of long-term care insurance <ul style="list-style-type: none"> ➤ Quality enhancement of care manager ➤ Guidance to and supervision over long-term care insurance service office, Securement of enough human resources and their quality improvement ➤ Provision of care information service and improvement consulting system ➤ Maintaining care services benefits at an adequate level

Chapter 4 Action Plans Based on the Eight (8) Topics

In between April 2019 and March 2021, we, Minami Ashigara City, will implement the following actions based on the eight (8) topics of Age-friendly City, and the above-mentioned status of aging and basic principle.

1. Outdoor spaces and buildings

Promotion of universally designed city

- For safe and secure living environments we will promote universally designed city with barrier-free public facilities etc.
- Not only improvement on hardware side, but we will eliminate any psychological barrier by creating an opportunity for citizens to think about barrier-free or universal design.

2. Transportation

Development of senior-friendly public transportation

- Since securement of means of transportation for the elderly which enables them to go outside becomes more important issue, we will implement various actions such as getting correct understanding of the current condition in public transportation.
- We will publicize supportive information for the use of public transportation and will promote active use of public transportation.

3. Housing

Improvement of support to elderly housing

- We will increase the opportunities of housing consulting such as housing renovation for the elderly or nursing care and will enhance information supplying about housing.
- In order for the elderly to continue to live in their familiar territory with peace of mind, we will support to improve the elderly's living environment such as adequate housing renovation, supplying information about change of residence to paid nursing home etc.

Improvement of elderly care facility services

- We will secure the necessary amount services under the coordination with related organizations considering the adequate amount and allocation of them.
- We will enhance our guidance to elderly care related business regarding improvement of care facility's safety and hygiene as well as will promote to attend training and seminar for improvement of quality and technology of care facility staff.
- We will make further effort to abolish body restraint.

4. Social participation

Development of lifelong learning and intergenerational exchange etc.

- We will provide lifelong learning program at the closer area utilizing community center etc. and will expand an opportunity to join.
- We will offer necessary support and advice to lifelong learning project and intergenerational exchange program mainly operated by “Yume Club Minami Ashigara” (Minami Ashigara federation of senior citizens’ clubs) etc.
- We will continue to operate “Grandma Club”, which assists parenting families with their extraordinary or urgent childcare needs, under the cooperation with elderly members.

Support to sports and recreational activities

- We will expand information service regarding sports event, sports contest and sports group that are easy to join for the elderly after understanding their needs.
- By providing and popularizing physical exercise program, sports lesson, health education class etc. we will create an environment that everyone including children, the elderly and the disabled can enjoy sports

Support to senior club activities

- We will subsidize a part of the operation cost of “Yume Club Minami Ashigara” (Minami Ashigara federation of senior citizens’ clubs) and its member club.
- Liaising closely with Yume Club Minami Ashigara, we will give advice on more appropriate and effective operation of senior clubs.
- Understanding each generation’s needs precisely then considering new measures that make young-old generation actively join, we will support attractive senior club activities.
- We will support Yume Club Minami Ashigara’s actions for nurturing bearer of community activities, since the elderly is expected to be a bearer of community activities within our effort to create community-based mutual support system.

Encouragement of participation in community and social activities

- Regarding the programs for elderly to find reason for living and enhance health, we will review their operation and performance annually and reflect its result to the next year’s program and activity.
- Regarding respect old people program, we will review the subsidy for it then continue necessary subsidy.
- Participation in volunteer activities is a valid way of social participation. Making use of the elderly’s wealth of experience, knowledge and skill, we will create an environment that the elderly can work actively as a community-based senior volunteer, and expand the opportunity to participate.

Realization of an inclusive society and community

- Since building of consultation and support system is incorporated into municipal action plan as one of the municipal-based action for realization of community inclusive society, we will consider to create an integrated support structure within Welfare and Healthcare Division and relevant organizations, which provides cross-sectoral consultation and coordination for communal daily life issues.
- We will disseminate the concept of community inclusive society into community residents on various occasions.
- Since coexistence service has been newly defined within both long-term care insurance system and welfare service for disabled people, intending to provide one-stop service for the elderly and the disabled, we will learn from performance of leading municipalities and recognize our issue, then make effort to provide a coexistence service smoothly.

5. Respect and social inclusion

Promotion of elderly advocacy and abuse prevention

- We will disseminate adult guardianship and self-reliance support in daily life as well as strengthen coordination with the citizen's consultation desk and "Minami Ashigara Anshin Center" (consultation desk for communal welfare and advocacy) founded in the social welfare council.
- We will formulate our action plan for promoting utilization of adult guardianship, taking national promotion plan for utilization of adult guardianship into consideration and learning from other municipality's practice and experience.
- Reflecting changes in social environment surrounding the elderly, since the citizen's role as a bearer of adult guardianship becomes more important, we will consider to foster guardians among citizens in cooperation with the social welfare council.
- In order to strengthen elderly abuse prevention, we will develop a network of various organizations concerned such as police, lawyers, prefectural health and welfare office, social workers, children's social workers, human rights commissioner etc. as well as enhance dissemination of abuse prevention.

6. Civic participation and employment

Support to Silver Human Resources Center

- We will continue to subsidize a part of the operation cost of Silver Human Resource Center and support its self-independent operation.
- Recognizing that baby boomers come up for retirement age, we will introduce Silver Human Resources Center to the public and encourage them to join.
- For the business expansion of Silver Human Resources Center, we will disseminate its

activities so that more business in our city can recognize and utilize this Center.

Improvement of elderly's working environment

- For the employment support to the elderly, we will enlighten businesses by disseminating "Act on Stabilization of Employment of Elderly Persons" and various measures for elderly's employment conducted by the national government and the organizations concerned.

7. Communication and information

Enhancement crime prevention system and traffic safety measures

- We will make efforts for citizen's safe lives by holding lectures for crime prevention and workshops for traffic safety in cooperation with community association and police etc.
- As an assistance measure for the elderly who surrendered his/her driver's license voluntarily, we will inform of a discount of facility usage fee and product pricing offered by "Kanagawa prefecture's council supporting the elderly who surrendered one's driver's license voluntarily" through PR magazine and internet website etc.

Prevention of consumer damage

- Since consumer damage by fraudulent business is widespread among the elderly, we will continuously give them warning by distributing a brochure etc. as well as by operating consumer class through various opportunity.
- We will enhance consumer education program and develop consumer consulting desk. Also we will widely publicize how to use consumer center etc.
- To protect the elderly from consumer damage by fraudulent business we will make efforts to prevent such damage in the close cooperation with organizations concerned.

Promotion of understanding of dementia

- In order to continue to live in a familiar territory with peace of mind even becoming demented, we will spread correct knowledge about dementia to abolish discrimination and prejudice against it.
- With disseminating the importance of early detection and pre-emptive medical care we will promote the activities of intensive support team for early stage of dementia.
- We will train "dementia supporter" through various opportunity in cooperation with the organizations concerned.
- Regarding "dementia care pass" which shows the city's dementia-related activities and information about medical and nursery care services, we will provide its information through our internet website and promote its utilization.

8. Community support and health services

1) Health maintenance and health promotion

Enrichment of various health enhancement programs

- We will enrich our various health enhancement programs based on “Minami Ashigara City Vibrancy Plan, the Second Stage (FY2015-FY2023)” in order for the elderly to live well both physically and mentally.
- We will disseminate and raise awareness of knowledge about health promotion and care prevention through various opportunity such as healthcare newsletter, health promotion activities fitting each community’s situation, health festival etc.

Support to health enhancement activities

- In order to promote healthy community development by co-working among citizen, community and government, we will take various actions mainly through vibrancy supporter and eating habits improvement adviser etc.
- Regarding vibrancy supporter and eating habits improvement adviser, we will publicize and back up their activities, and develop new human resources.

Early detection of disease through medical checkup for middle-aged and elderly person and various cancer screening etc.

- We will make efforts to raise consultation rate of medical checkup for middle-aged and elderly person, and will assist those diagnosed as metabolic syndrome or pre-metabolic syndrome in changing their lifestyle habits.
- We will carry out various cancer screening with targeted consultation rate stipulated in “Minami Ashigara City Vibrancy Plan, the Second Stage (FY2015-FY2023)” as follows;
stomach cancer : 15% lung cancer : 30% large intestine cancer : 30%
cervical cancer : 30% breast cancer : 30% (targeted figure in FY2023)
- For raising consultation rate we will encourage citizens to have such checkup and screening through various health enhancement activities, finding purpose of life activities, and various media such as PR magazine, as well as develop an organization for citizens to have various medical checkup and screening easily. Also, we will urge those who do not have such checkup or screening yet to have them.
- We will continue to provide and disseminate home-visit dental check for the elderly and home-visit dental care for bedridden person. Also, we will familiarize “Ashikaga Dental Association Cooperative Community Healthcare Center” established by Ashikaga Dental Association so that the person who is curing at home or in a care facility can have a consultation on dental care easily.

Promotion of preventing lifestyle-related disease through health guidance for middle-aged and elderly person etc.

- We will continue the healthcare guidance for middle-aged and elderly person for the purpose of lifestyle habit improvement, and consider visiting guidance so that working people can join this guidance easily.
- We will continue other relevant program for lifestyle-related disease prevention.

Promotion of extending healthy life expectancy and ME-BYO related measures

- In order for the elderly to live a long and healthy life with having reason for living, we will drive comprehensive health promotion through social participation etc.
- We will consider and promote ME-BYO related activities together with Kanagawa Prefecture and municipals in western Kanagawa in order for people to keep their healthy status for a long time by realizing their mental and physical condition in their daily lives.

2) Building safe and secure city

Enhancement of disaster support structure

- We will promote a sense of mutual aid, i.e. valuing a cooperative relationship with residents' association, social worker, children's social worker and neighborhood.
- In order to develop a disaster prevention system for the elderly living alone or living only with elder people, we will disseminate the first aid for the people who need assistance at the time of disaster through disaster prevention lectures at the occasion of citizen's disaster prevention gathering, senior seminar, community association etc. Among them we will focus those who need any assistance.
- We will assess the people who need assistance for evacuation at the time of disaster, taking into consideration the relevant information obtained through watch over such people by social workers and children's social workers or consultative and supportive activities.
- We will inform the necessity of guarding the people who need assistance at the time of disaster through PR magazine and residents' association's circular etc. Also, we will distribute the name list and map of the registered persons who need assistance at the time of disaster to the head of residents' association, social workers and children's social workers.
- In order to master prompt safety confirmation at earthquake, we will instruct all disaster prevention self-governing organization to conduct the following two drills as a common emergency drill at the time of the city's integrated disaster prevention exercise; drill of all-at-once safety confirmation within this city and drill of evacuation assistance to the persons who need such assistance, both using white cloth, white towel and yellow ribbon etc.

Measures for preventing of unattended death, lonely death

- Since the number of the elderly who need livelihood support and watch over in daily life due to the increase of the elderly who live alone, we will develop communal mutual

support system which enables community people to watch over them.

- We will promote to enter into an agreement with private sector for providing watch over on the elderly who live alone under the cooperation between municipal organization and private-sector businesses.
- Since 2012, Kanagawa Prefecture has been promoting to develop a cooperative structure for communal watch over system. Kanagawa Prefecture enters into a cooperative agreement with private-sector businesses which make door-to-door visits as their job, and if businesses find a mortal danger case at their door-to-door visit to household, they alert such household to municipal government. Upon receiving such alert from private-sector businesses we will make safety confirmation and emergency response in cooperation with police and fire department.

3) Promotion of community-based integrated care systems

Function enhancement of community-based integrated support center

- In order to clarify the role-sharing among community-based integrated support centers and strengthen their cooperation, we will establish a flagship community-based integrated support center which has functions of integration, overall coordination, logistic support, guiding and advising, and will operate it efficiently and effectively.
- In order to assess the appropriateness of an operation of community-based integrated support center, we will conduct project evaluation using the national-government-designated evaluation indicator, and will implement the PDCA cycle for remediation of issues and improvement of business quality.
- We will strengthen the cooperation among businesses and organizations who are responsible for development of community-based integrated care system. Also we will hold community-based care conference for the purpose of enhancement of self-reliance support to the elderly and prevention of worsening of symptoms.
- In order to respond to more diversified elderly's needs effectively and appropriately, we will provide community-based consultation, support and care prevention management, comprehensive and continuous management, advocacy activities in a fair and equitable way.
- In order to implement healthcare, medical and welfare services effectively, we will strengthen cooperation among relevant communal institutions and organizations.

Promotion of early diagnosis of and treatment program for dementia

- In order for the elderly with dementia and their family can live in their familiar territory with peace of mind, we will strengthen regional network such as a network of watch over on the elderly by government, organization and residents.
- We will familiarize dementia consulting desk located in a community-based integrated support center, and will develop an easy-to-use system such as dementia consultation held in a regular basis.

Support to family caregiver for dementia

- In order to prevent isolation of families of patients with dementia and reduce their mental burden, we will hold a gathering of families of patients with dementia in cooperation with relevant institutions.
- We will conduct training for early discovery of loitering aged person. Also we will consider the measures for early discovery of such person in cooperation with private business and caregiving family etc.
- We will familiarize “Upper Ashigara Area SOS Network Project for Loitering Aged Person” and increase project users through PR magazine and internet website etc.

Strengthening of coordination between medical care and nursing care

- In order to develop a system which enables relevant regional organizations of medical care and nursing care to provide integrated and continuous home medical and nursing care, our city and five (5) towns in the upper Ashigara region will collectively establish “Upper Ashigara Region Cooperative Support Center for Home Medical and Nursing Care” in the Kanagawa Prefectural Upper Ashigara Hospital, and will delegate its operation to Upper Ashigara Medical Association.
- “Upper Ashigara Region Cooperative Support Center for Home Medical and Nursing Care” will provide consultation for home medical and nursing care from regional medical and nursing personnel and community-based integrated support center etc.
- We will ensure to provide appropriate regional medical care and nursing care services in cooperation with “Upper Ashigara Region Cooperative Support Center for Home Medical and Nursing Care” at any time in order for people who need these services to be able to live in their familiar territory continuously.

Creation of community-based mutual support system

- In order that any elderly person, including those who live alone or need nursing care or being disabled, can live with peace of mind, we will continuously enlighten the necessity of community welfare, together with providing opportunity for training in cooperation with social welfare council toward fostering every citizen’s awareness of community welfare. Also, in order to find new community welfare actors, we will do promotional activities to gain understanding of community welfare and give financial support to training of such actors.
- Under the concept that local community should support those who need assistance such as the elderly, we will create an opportunity and an environment for more citizens to join volunteer activities in cooperation with social welfare council. In addition, we will consider measures for encouraging not only active old generation but young generation to join volunteer activities.
- Since development of daily-basis supporting system to the elderly is needed, we will develop a mutual supporting system among senior citizen’s club, residents’ association, volunteers and non-profit organization under closer cooperation with social welfare

council, the organization for driving social welfare forward.

- Regarding the servicing system for watch over on the elderly, opportunity of exchanges, and livelihood support service such as outing support or housework support provided by community residents, volunteers and non-profit organizations, we will learn from the existing “Mutual Network OKAMOTO” and other municipal’s models, then will expand mutual support system in the other region than Okamoto.
- We will allocate livelihood support coordinators, who understand the situation of social asset for providing livelihood support services and create mutual network among relevant regional organizations, within every residential area.
- We will continue to support social welfare council and enhance its function so that social welfare council can play its role as a promotion organization of community welfare.

4) Support to family caregiver and their daily life

Daily life support

- We will support the elderly’s daily life by providing various support for living at home.
- We will expand information service to the relevant organizations regarding daily life support service for the elderly so that all who need such service can use it.

Ensuring safety and security

- We will create a framework enabling the elderly to live with safety and security.
- We will publicize the above framework for its efficient implementation.

Support to family caregiving

- We will support to ease burdens on family caregivers for their daily lives at ease.
- We will understand caregivers’ needs in order for more people to join the family caregiving class.

Other support

- We will provide financial support to low-income persons and foreign nationals.

5) Enhancement of care prevention and support for self-reliance and preventing worsening

Enhancement of general care prevention program

- We will disseminate knowledge about care prevention to all elderly persons.
- We will foster and support communal activities for care prevention then enroot them.
- We will promote activities for self-reliance support by utilizing rehabilitation specialist etc. and will evaluate performed activities.

Care prevention and daily life support program

- We will consider to introduce new service which meets citizen’s needs in addition to the current services.

- We will study the advanced cases of other municipality nationwide for development and implementation of effective services.

Enhancement of self-reliance support and measure for preventing worsening

- We will conduct awareness-raising and promotional activities toward self-reliance support and preventing worsening.
- Under the leadership of community-based integrated support centers we will hold regional care meeting, which assesses individual care plan etc. with attendance of various specialists such as care manager, rehabilitation specialist etc., and will make effort to improve nursing care level. At the same time this meeting understands regional issues, and considers development of regional sources and policymaking.
- Utilizing past result of long-term care insurance and “Visualizing System” --- the nation’s regional comprehensive care system---, we will analyze regional issues and consider self-reliance support and improvement or preventing worsening of nursing care level.
- In order to evaluate achievement status of self-reliance support and preventing worsening, we will set up a target ratio “15% or less” as a ratio of the number of those certified as needing long-term care in FY2020 which is the final year of this action plan and make effort toward this target.

6) Enhancement of in-home nursing care service

Enhancement of in-home service

- We will ask businesses and organizations to ensure adequate supply and to provide high quality services.
- In order to smooth care manager’s work we will understand its actual condition and build a network of relevant services.
- We will support to hold seminar for care manager’s quality enhancement.
- We will publicize utilization of welfare equipment and service contents.
- Since the authority to designate in-home nursing care service provider has been handed over to us in FY2018, we will establish a provider and authorization management system.

Enhancement of community-based service

- We will conduct designation and cancellation of service provider, and setting up of qualifying standard and nursing-care fee, based on the current condition and estimated service volume.
- We will promote enhancement of service quality through talks with service provider and care manager. We will also understand the service performance and collect information about scarce service etc.
- We will reinforce the coaching and auditing system on service providers.
- Considering the increase of the community-based service office hereafter, we will

reinforce management system such as enhancement of training system.

7) Smooth operation and quality improvement of long-term care insurance

Quality enhancement of care manager

- For further quality enhancement of care managers, we will provide information about seminars held by prefectural government and relevant organizations and will ask care managers to attend these seminars, also will hold our seminar and provide individual support to care managers.
- We will aim to enhance quality of care managers through reviewing their care plan etc. Also, we will strengthen a network for boosting information exchange among care managers.

Guidance to and supervision over long-term care insurance service office, Securement of enough human resources and their quality improvement

- We will secure high-quality long-term care insurance service by adequate guidance and advice to service providers.
- We will detect issues at servicing site in early stage and strengthen cooperation among parties concerned for trouble and grievance prevention.
- We will provide information about our support for securement of enough human resources and improvement of their quality improvement.

Provision of care information service and improvement consulting system

- We will publicize correct knowledge and up-to-date information about nursing care to citizens so that they can use long-term care insurance system properly.
- We will strengthen nursing-care consultation system and publicize consultation desk so that people can have consultation about nursing care with no hesitation at any time.

Maintaining care services benefits at an adequate level

- In order to maintain care services benefits at an adequate level, we will implement “adequate certifying of necessity of long-term care/support”, “check of care plan”, “check of house repair”, “insured-by-insured general inspection, reconciliation with medical information” and “notice of paid care services benefits”.

Chapter 5 Promotion System and Progress Management of Action Plan

Since it is necessary to work in a broad range of areas such as improvement of public facilities and public transportations, improvement of residential environment, creation of social participation and creation of employment etc. in order to proceed this plan effectively, government-wide cooperation and cross-sectional and continuous efforts are indispensable.

Also, we will implement our measures under civil collaboration, public-private cooperation, and inter-regional cooperation because not only public administration but cooperation by citizen and private business are indispensable for execution of our plan.

- (1) Cooperation with Minami Ashigara Governing Council for Long-term Care Insurance and with our internal sections concerned

For implementation of this plan we have to enrich our measures for the elderly with comprehensive cross-sectoral framework among welfare, healthcare and medical care. Therefore, utilizing the organizations such as Minami Ashigara Governing Council for Long-term Care Insurance consisting of citizen, knowledgeable person and relative organization, we will check and review the progress of this Action Plan together with its superseding plan, Minami Ashigara City Elderly Welfare and Long-Term Care Insurance Action Plan, and will consider sound management and issue-finding of the measures stipulated in this plan, then will remedy the situation.

Also, in order to meet the elderly's needs properly and forward our comprehensive actions, we will promote our plan comprehensively cooperating with our internal organizations.

- (2) Cooperation with regional community

In order to realize the basic principle of this plan, "City where the elderly can live in their familiar territory with peace of mind having reason for living," regional and communal cooperation becomes an important factor.

Maintaining the close and cooperative relationship with residents' associations who are centerpieces of community activities, social workers, children's social workers, volunteer groups, Minami Ashigara Social Welfare Council and various service providers who are key players in community welfare activities, we will promote elderly welfare under cooperation between public administration and local residents.

- (3) Cooperation with Kanagawa prefecture and our neighbor municipalities

For proceeding this plan smoothly, not only our own efforts but also cooperation by Kanagawa prefectural government and wide-range cooperation with neighbor municipalities

are indispensable. Therefore, we will exchange and share information with them keeping cooperative relationship.

Minami Ashigara City Age-friendly City Action Plan

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