

Center for Independent Living 'HANDS-Setagaya'

Established: April 1990

Name: HANDS FOR THE HANDICAPPED IN SETAGAYA
(HANDS-Setagaya)

Business Description:

Dispatch of personal assistants, independent living program, peer counseling, transport service, community building activities, activities for enlightenment and education, protection of rights, and consultation services

Special Characteristics:

1. The center dispatches personal assistants with a fee.
2. Many administrative staffs of the Center have severe disabilities.

Characteristics of the Local Community:

1. There are many persons with disabilities residing in Setagaya Ward due to the Komei School for children with disabilities, which is one of the oldest schools for children with disabilities.
2. There are many group activities. Parents' Association is very active.

Preparation Period:

1. Past achievements are required.
2. Organization's own funds are required.
3. A telephone and fax are required.
4. Collaborators or supporters are required.
5. Office space is required.
6. Financial assistance from the local government is required.

Membership System:

1. Users
Registration Fee: 12,000 yen; Annual Membership Fee: 3,000 yen
2. Personal Assistants
Annual Membership Fee: 3,000 yen
3. Supporters
Individuals: 3,000 yen per one share
Organizations: 10,000yen or above per one share

How to Recruit Members

1. Users: By contacting acquaintances, by visiting non-residential institutions, by visiting houses, etc.
2. Personal Assistants: Through the Setagaya Ward's newsletters, by putting up posters at public institutions, by advertising at train stations, at universities, etc.
3. Supporters: By contacting acquaintances, by visiting companies, by visiting local shopping area, etc.

Membership Registration Procedure

1. Regular Users: A coordinator visits a home of an applicant and gives him/her an explanation about the registration procedure. The applicant is accepted as a member following a decision made at a meeting of the administrative office.
2. Personal Assistants: Registration of personal assistants is conducted at anytime when an application is made. (Identification Card is required)
*Note: A contract is signed between the members and the Center. Direct contracts between members and personal assistants are not allowed.

Training

1. Regular Users: No training for members. (Necessary skills are taught in the independent living programs)
2. Personal Assistants: Training is provided to personal assistants when the registration procedure is completed
*Note: A coordinator and an administrative staff with disabilities will always be present at the training sessions.
*Note: In principle, personal assistant services are given by someone of the same gender

Content of the Training

Personal Assistants:

1. To explain about HANDS-Setagaya, matters that require attention, personal belongings, etc.: 40 minutes
2. To watch a video which shows a daily life of persons with disabilities: 40 minutes
3. To go outside after selecting a route, and to explain how to operate a wheelchair.: 90 minutes
Points: To go over bumps and steps, to go up and down the stairs, to cross the railway tracks at a crossing, to use restrooms (for defecate and urinate), to get on and off trains and buses, to have a meal, to change clothes, to carry a person with disability, etc.

Personal Assistant Services

Helping with personal needs, housework, going out, going to hospital, all aspects of daily life, traveling, etc.

Operation Hours of Personal Assistants

Personal assistant is available 24 hours. We can respond to emergency cases.

User Eligibility

Any persons with disabilities and elderly people who have some kind of disabilities

Fee for Personal Assistant Services

Hourly rate: 900yen (an additional 500 yen for assistance in bathing)

Administrative Fee

- Users: 100 yen/hour
- Personal Assistants: 100 yen/hour

Role of Coordinators

- 1) To interview users at their homes (about necessary assistance, degree of disabilities etc.)
- 2) To interview personal assistants (provide explanations, set up training sessions, and confirm the dates when they can work.
- 3) To accompany personal assistant to the training sessions (on how to give personal assistance, basic movements etc.)
- 4) To understand the requests for personal assistance made by users.
- 5) To make a phone call and find appropriate personal assistants who meet the requests of users
- 6) To confirm with the user by phone.
- 7) To accompany new personal assistants to teach them the specific aspects of the job.
- 8) To act as a substitute for a personal assistant who cancelled an appointment suddenly.
- 9) To provide guidance upon listening to the viewpoints of both sides when a problem occurs between a user and a personal assistant.
- 10) To collect dispatch-cards. (Make a visit to collect the cards from those who are unable to mail them to the Center).
- 11) To calculate each user's fees for using personal assistant services and send him/her the bill
- 12) To deposit the payments in the bank accounts of respective personal assistants.
- 13) To plan a recruitment of personal assistants, draft the plan, and put up posters.

How to Select Coordinators

1. Form a team of three people including persons with disabilities, because many users have severe disabilities.
2. Divide into male team and female team of three people, including at least one staff with disabilities.
3. The staff with disabilities must be capable of making self-decisions and must be accompanied by a personal assistant who is not his/her family

- member.
4. The staff without disabilities must have more than three months of experience as a personal assistant member
 5. As part of the hiring process, an interview of a candidate is conducted at the administrative office by all staff
 6. The administrative office makes the final decision to hire a candidate as a coordinator.
 7. The administrative director sends out the notification of employment to the candidate.
 8. A newly hired coordinator must complete a one-month training period before he/she is officially employed by the Center.

Organization and Committees

- Board of Directors
- Operations Committee
- Administrative Office
- Users' Group (voluntary group)
- Personal Assistants' Group (voluntary group)

Personnel and Administrative Office

- 1 Chairperson of Steering Committee
- The number of Steering Committee Members is 14 and more than half of the members are persons with disabilities.
- Administrative Office
 1. Administrative Director (person with disabilities)
 2. Deputy Administrative Director (person with disabilities)
 3. Staff (10 persons with disabilities and 5 persons without disabilities)
 4. Coordinators (4 persons with disabilities and 4 persons without disabilities)
 5. Consultation Services (6 persons with disabilities and 0 person without disabilities)

Division of Business

- 1) Personal Assistant Dispatch Section: Conduct training for personal assistants.
- 2) Consultation Program Section: Provide consultation on the system, medical care, laws, welfare equipment, and facilities.
- 3) Independent Living Section: Procure independent living programs and systems.
- 4) Training and Study Meeting Section: Plan trainings and study meetings for the year.
- 5) Fundraising Section: Recruit companies, foundations, ward, and other supporting members.
- 6) Communications Section: Circulate "HANDS Newsletter" and take orders of putting advertisement in the newsletter, etc.
- 7) Public Relations Section: Promote relations with other organizations,

- JIL (Japan Council on Independent Living Centers), Institute of Local Governments, etc.
- 8) Personal Assistants Recruitment Section: Visit local shopping areas, visit universities, put up posters.
 - 9) Negotiations Section: Negotiate with the Tokyo metropolitan government and ward offices, transportation access, etc.
 - 10) Transportation Services Section: Provide service of picking up and sending off by minivans etc.
 - 11) Local Community Development Section: Conduct inspection activities of public buildings, train stations, and parks.

Independent Living Program Section

- 10 sessions for one course
- 3 times a year
- Individual programs are also available.
- Courses
 1. Open Course: 3 sessions
 2. Regular Course: 7 sessions
- Program Content
 1. Personal Assistance (Necessity of personal assistants, how to recruit personal assistants, etc.)
 2. Money management (setting up a bank account, keeping household account book, etc.)
 3. Health management (one's disabilities, secondary disabilities, risk for medication, etc.)
 4. Various systems for persons with disabilities (pensions, allowances, fee for personal assistant, social welfare office)
 5. Cooking lessons (preparing meals, nutrition, etc.)
 6. Family (self-realization, family relationships, etc.)
 7. Field trips (going out, etc.)

Peer Counseling Section

- Intensive course is held once a year (3 days).
- Long-term course is held once a year (once a week for 15 weeks).
- Peer counseling for person with disabilities who live in the Setagaya Ward is held once a month.
- Participating in the peer counseling activities of other centers.
- Content of peer counseling
 1. Self-release
 2. Discrimination
 3. Family relationships
 4. Becoming independent
 5. Romance
 6. Friendships

Main Financial Resources

1. Community Living Support Program (Ministry of Health, Labor and Welfare) 15,000,000 yen
2. Tokyo Metropolitan Foundation for Research on Aging and Promotion of Human (for two sections) 13,267,000yen
3. Subsidy from local government (including Council of Social Welfare) 800,000 yen
4. Membership fees, registration fees, etc.
5. Corporate donations, etc.

Number of Members

1. Users
Men: 52, Women: 55, Total: 107
2. Personal Assistants
Men: 287, Women: 433, Total: 720
3. Supporters
Individuals: 176, Organizations: 36

Number of Personal Assistants at work

Men: 37, Women: 85

Administrative Costs

1. Rent: 4,300,000 yen
2. Utilities: 1,010,000yen
3. Communication expenses: 1,240,000yen

Future Issues

1. Shortage of personal assistants
2. How to deal with personal assistance which requires medical care
3. Educating and fostering users
4. Securing financial resources
5. Fostering staff (recruit and educate young persons with disabilities)
6. Relations with other groups (such as parents associations, other organizations of persons with disabilities in the community.)
7. Finding new offices