

JHC Itabashi
Community Support through Participation and Cooperation of All Members
- JHC Itabashi's Journey -

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1. What is JHC Itabashi?

JHC is an acronym of **J**oint (cooperation, sharing, interaction), **H**ouse (base), and **C**osmos (harmony). It aims at taking on to share other people's problems, promoting joint activities, and creating a heartwarming community where people help each other. JHC Itabashi is a general term, referring collectively to the work of two different organizations, namely:

- "JHC Itabashi Steering Committee", a non-profit private organization which manages 5 workshops, 3 nighttime care locations, a peer support center and a vocational and livelihood support program, etc.
- "JHC Itabashi Group", a juristic body incorporated for social welfare, which manages a sheltered workshop, a group home and a clubhouse, etc.

(1) JHC Itabashi Steering Committee

JHC Itabashi is a non-profit organization established in 1983 with a joint capital invested by 11 social workers who were working at mental hospitals. Those 11 founding members are partners who, at their respective working place, based on their firm belief in the potentials of individuals, have walked their path together with persons with mental disabilities, responding to their hopes and desires for dwellings, work or personal contacts with their peers and neighbors.

4 kinds of work currently managed by this group;

- 5 Tokyo Metropolitan Government non-residential training programs at joint workshops for persons with mental disabilities
- 3 nighttime care locations as Itabashi Ward's own independent program
- Peer Support Network Center subsidized by a foundation
- Employment and living support program

(2) JHC Itabashi Group

JHC Itabashi Group is a juristic body incorporated for social welfare, which was established in 1996 with the JHC Itabashi Steering Committee as its nucleus. The Group manages:

- a non-residential sheltered workshop, a group home and a community

- life support center under the Mental Health and Welfare Act
- a club house as a social house as part of Itabashi Ward's welfare measures to support persons with mental disabilities

The fundamental of the management of these two organizations lie in their being a "workers' collective" and everyone joins forces in an equal standing. As the base of its activities, JHC Itabashi tries to uncover the hidden potentials of each and every individual and to create an opportunity to make the best use of their potentials in his/her contact with the society. Every member of the community has been marching forward, hand in hand, aiming to create a heartwarming, mutually supportive community.

JHC Itabashi's march forward was initiated at the same time as UN Decade of Disabled Persons and it points to the way towards normalization of life where everyone makes a full use of his/her potentials so as to live a meaningful life.

Our activities attach much importance to rendering our services in such a way that our stated objectives can be realized and persons with mental disabilities can live their individual and community life, hand in hand with peers, their family members, citizens in general as well as governmental administrators.

(3) Activities' Vision and Objective

(i) Vision

Three pillars are to respect the human rights advocated in the Constitution; to endeavor in promoting and sustaining people's mental health and in understanding and cooperating in social rehabilitation as is provided under the Mental Health and Welfare Act; and to create a heartwarming, mutually supportive community provided under the Itabashi Wards basic concepts. (See Table 1 below)

Table 1: JHC Itabashi Activities' Vision

<ol style="list-style-type: none">1. Every nation has the right to live a healthy and cultural life at least at the minimum acceptable level.2. To endeavor toward sustaining and promoting mental health and also toward understanding and cooperating in social rehabilitation of persons with mental disabilities (Article 3, Mental Health and Welfare Act)3. Creation of a heart-warming, mutually supportive community (Itabashi Ward's basic concept)
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(ii) Objective

The objectives of JHC Itabashi's activities are to promote independence and social participation of persons with mental disabilities, and to promote pioneering and creative activities for the ward citizens' mental health and welfare. Thus, it aims to contribute to the creation of a heartwarming, mutually supportive community. The activities focus on promoting the independence and social participation of persons with mental disabilities, which serves as a link to build a mutually respectful, friendly, and supportive community.

2. Chronicle of JHC Itabashi's Journey

JHC Itabashi's journey begun from Itabashi Post on Nakasendo Road (JHC Oyama). Downward along Nakasendo Road is Shimura (JHC Shimura), from which Akatsuka Road (JHC Akatsuka) with cosmos flowers blossoming (JHC Cosmos) onto Kawagoe Road. The route of our journey was such that a rainbow hung (Residence Niji, meaning rainbow) over a harbor (San Marina) with abundant spring water flowing into it from a fountain (JHC Izumi, meaning a spring/a fountain) and that one could hear the resounding harmony of town's people (Peer Support Network Center: Harmony).

During the course of our 13 years' journey, we were incubating a plan for a new journey of adventure in the form of establishment as a juristic body incorporated for social and welfare. Our journey with the newly born juristic body started in 1996. It was the road of empowerment which we struggled along. We finally arrived at the base (Community Life Support Center: Space Peer). This is where the community residents become peers, joining hand in hand, and share meaningful life which they produce (Sheltered Workshop: Produce Michi) for themselves whether with or without disabilities.

(1) Registered Service Users

The number of registered users of JHC Itabashi's service is 460 in total. It is broken down by the kind of activities as follows:

5 Workshops	116 persons
3 Nighttime Care Locations	77 "
Club House	100 " (capacity)
Group Home	5 "
Peer Support Network Center	45 "
Social Employment Center	27 "
Community Living Support Center	90 "

90% of these service users represent the residents of Itabashi Ward. Out of the 460 registrants in total, the number of actual users is 313 persons. 147 persons use JHC Itabashi service while they belong to other facilities.

All the service, except the group home, requires a registration as a principle. However it is possible to use the service temporarily for the purpose of a facility tour, trial use, selection of service and resting.

Most of the users are diagnosed with schizophrenia, followed by those with neurosis. The users' ages range from 18 and 63 years old, with the average being 42 years old.

(2) Service Providers / Staffs

The number of staff is in total 75 persons; 27 full-time, and 48 non-fulltime including 11 consumers. In addition, 79 volunteers are essential to run the program. A total of 154 persons provide our services.

Those 11 consumers out of the 75 staff are among those who are engaged in education at various extended locations throughout the nation after having received training in peer counseling at the Self-help Centers in Sacramento City and San Francisco City. Other job categories are: 4 psychiatrists serving as medical advisors, 2 occupational therapists, 7 nurses, 1 clinical psychologist, 8 non-professional assistants and 42 social workers.

All 467 persons (313 users, 75 staff members and 79 volunteers) are peers and they all join forces in creating a heartwarming, mutually supportive community.

(3) Local Characteristics of Itabashi - A Treasure Chest of Support Resources

It is essential to know the local characteristics of Itabashi Ward as the background of JHC Itabashi's activities in order to understand its activities and the history of JHC Itabashi's development.

The location JHC Itabashi's facilities are easy to be known/found and easy to access, being within several minutes' walk from the nearby stations of private railways and Tokyo Metropolitan Subway. The opening of these facilities went unopposed from the local residents and this did not mean their indifference. In fact, they even offered a newly built building for use and continued providing cooperation and support even after the establishment. This was not merely a coincidence. It can be said that the activities under Itabashi Ward's basic concept were proceeded, partnership with the administration was advanced, and above all strong power of persuasion became generated out of the posture of collaboration taken through sharing the hopes of persons with mental disabilities.

One of characteristics of our town, Itabashi is to have taken in a wide variety of people in its history. Through the Edo Period (1603-1867), Itabashi prospered as a post-town on Nakasendo Road, a main thoroughfare for travelers. From the Meiji Period, the community

accommodated establishment of Tokyo Metropolitan Foster Home to shelter people without kin and Tokyo Metropolitan Welfare Institution for Children with Severe Disabilities. In the area of service for mental health and welfare, Itabashi ranks the third in terms of the number of hospital beds in mental wards with Tokyo Metropolitan General Hospital, two university hospitals and 4 private mental hospitals. At each of these hospitals, several mental health and welfare specialists are assigned to render their support in day-care and rehabilitation activities, with outpatients' and families' organization. They also contribute to making lively interaction with the community for the patients.

At the public health center and 4 public health and welfare centers, the ward support holding day-care 3 times a week, OB groups (former day care service personnel) as well as local community family groups.

Also at the health and welfare centers, mental health and welfare specialists with background in psychology are placed, which is rather exceptional in the Metropolitan area. Meetings are held monthly by the Itabashi Area Mental Health Rehabilitation Committee, which consists of those related personnel, family members as well as persons with disabilities themselves. These facts along with the Itabashi Ward's progressive support policy as for the nighttime care and clubhouse are believed to be making it a treasure chest of support resources.

The activities evolved by JHC Itabashi under these environments are the result of mutual cooperation rendered based on the users' hopes and of the partnership formed among the administration, citizen, and the families of service users

(4) Environmental Condition of JHC Itabashi

Since its establishment in 1983, JHC Itabashi has been engaged in its activities at its 5 workshops, 3 nighttime care locations, club house, group home, peer support network center, social employment center, community life support center by holding up a vision for the creation of a heartwarming town through the participation of the persons with mental disabilities themselves and collaboration among those concerned.

JHC Itabashi has placed its facilities in each of the jurisdictional areas of the public health centers and the health and welfare centers. This is extremely important from the point of valuing highly the partnership with the administration's services through the public health centers and the public health and welfare centers and that of rendering integrated service through collaboration while keeping independency.

JHC Itabashi's support program has as its base the strong continuous support system rendered by the social workers at the welfare offices, public health nurses at public health centers and mental health & welfare counselors as well as close cooperation and collaboration with the seven mental institutions within the ward.

(5) Basic posture of activities

Our activities have as its basic posture to carry out activities in collaboration with persons with mental disabilities themselves and citizens in general toward the creation of a community in which to live together through mutual support, i.e. partnership as the same residents in the community.

4 strategies toward this end entails:

(i) Importance attached to accessibility

Easy to be known/fund and easy to access. It blends well with the environment. It is possible to participate suitably to each individual's convenience. It provides a place anyone can involve as a member of the community.

(ii) Program that is easy to participate

Support program offered at a nearby location within the community. The program contents are easy for anyone to understand and participate and are rich in relevance to everyday life.

(iii) Possibility of benefit sharing

The program is regarded necessary to the daily life of the people in the community, shared as community's benefits which exist nearby and be concrete, and eventually become part of the important local support resources (assets) of Itabashi.

(iv) Partnership

Whether with or without disabilities, it calls for people to come to a sympathetic realization that this is the community in which they live together and to build the kind of neighbor relations that they can share.

3. Course of Evolution of Activities

Evolution of JHC Itabashi

1984	JHC Oyama	Acquisition of employment skills	I Development of skill in community life · Care management · Self-help group · Employment with support · Club house · Peer counseling
1986	JHC Shimura	Peer making and making the rhythm of everyday living	
1998	JHC Akatsuka	Realization of self-help employment through operation of a bakery and a café	
1999	JHC Cosmos	Welfare activities at home through operation of food service and a light meal	

		restaurant and a café	II Evolution of peer support
1991	JHC Izumi	Workshop with culture center functions	
1992	JHC San Marina	Club house aiming at self-help activities	
1994	Residence Niji (Rainbow)	Group home with community living support System	III Evolution of community living support network
1996	Harmony	Peer support network center	
1997	Produce Michi (Road)	Social Employment support center	
1998	Space Peer	Community living support center	
2001	Working Try	Referral-type employment support center	

(1) Joint Work Shop

At the time of establishment of JHC Itabashi, a simple survey was conducted on the persons with mental disabilities both in hospitals or outpatients through which we ascertained five hopes from them, namely:

- (i) Want to work
- (ii) Want to be able to live by oneself (independently)
- (iii) Want to have friends
- (iv) Want to continue hobby and study
- (v) Want to be useful to other people

JHC Itabashi's activities were started by ensuring that these five hopes are reflected in them.

The first task that we tackled was the establishment of Oyama Workshop whose program centered on the preparation for employment, for which the users of the public health center's day-care service desired very strongly. This is preceded the ratification of the ILO Convention. The mainstay of the program was to instill "work personality" in them whereby

they become accustomed to reporting to work on time as required and performing work as prescribed. In the process leading to the establishment, the public health center's day care OB (former users) were our biggest collaborators and most dependable partners. This fact gave us the maximum strength in rendering our service centered on the need of the persons with mental disabilities themselves.

Secondly, we established JHC Shimura in response to the desire expressed to be able to live by oneself. The program was geared to help those who have stayed in hospital for long time to overcome problems in inter-personal relations or in their daily life that they are likely to encounter and also to help them acquire skill to cope with those problems. Toward this end, we placed nurses nearby, which was listed as the top requirement, as well as other personnel reflecting the users' hopes for served meals, companionship, and resting. Thus, we provided our program to help them acquire the rhythm of daily life routine as well as finding friends in the community.

The third JHC Akatsuka started by standing up against the challenge of becoming a proprietor who made and sold own products rather than serving as a subcontractor to some enterprise. Later on, international volunteers pointed out that this form of self-employment was prevalent in Europe and US. Purchase orders came mostly from those institutions that provide mental health and welfare service that the enrollees themselves required but gradually the customers begun spreading to schools, citizens' groups and cafes.

The accumulation of these experiences with workshops, with the support from the Social Welfare Council, led to the establishment of the fourth workshop JHC Cosmos for meal service to aged persons living at home. This challenge associated with this workshop helped to give us power to promote the better understanding from citizen since it is not only a undertaking for those who needed protection and training but also it constituted a project that is essential to achieving the QOL (quality of life) for the community residents.

The fifth and the last, JHC Izumi was designed to partially introduce the club house model of Fountain House in New York and brought in the program to conduct culture classes and to publish news magazines for subscription. The true value of this program is in rendering citizen the service as information providers of newsworthy information collected from the view point of consumers, in providing services as lecturers at culture classes. Joint activities evolved where the persons with mental disabilities themselves and ordinary citizens get together work with information about any social barriers that might exist and as well as any emotional barriers. Its activities aim at promoting the strength of peer support among residents of the same community.

Thus the course of evolution of JHC Itabashi's workshops posed as a challenge of materializing the metamorphose from recipients of mental

health welfare service to providers of service for local citizen through the program to render support in acquiring necessary personal skills. Also, JHC Itabashi's daily activities have led us to awareness that we come to share the sense of trust in the latent possibilities. It serves as the source of power to join forces in creating services required to build a heart-warming community (See Table 2).

Table 2: Development of Skill in Community Life

1984	JHC Oyama	Janitorial work
1986	JHC Shimura	Sewing work and club activities
	Nighttime Groups 3 locations (Itabashi Ward Project)	Informational exchange, dinner meeting, joint use of specialists
1987	JHC Akatsuka	Baking and sale of cakes and cookies
1989	JHC Cosmos	Meals service for elderly persons and persons with disabilities stay at home
1990	JHC Izumi	Compilation and publication of news magazine "Peer Mental Health"
<ul style="list-style-type: none"> · Workshops to provide activities to support life in the community · Contribution to the society by persons with mental disabilities themselves as providers of service to local residents 		

(2) Nighttime care

This service is subsidized uniquely by Itabashi Ward at its own volition as is the clubhouse to be described later in this paper. In the mid-1980's, only limited mental health and welfare service was available (in term of the number of sheltered workshops, about 12% of the current number) and what was available was limited to daytime. Having one's wish for job granted would have meant having to give up the opportunity to avail himself to the community life support service. JHC Itabashi's new attempt to provide nighttime care was prompted by the suicide committed by a member of a workshop who had chosen to go independent on the occasion of his brother's marriage and was about to be gainfully employed. A group of volunteers including public health nurses, social workers from hospitals, members of workshop staff had gotten together for nighttime group

activities to cope with this kind of problems. It so happened that these volunteers related the story of their activities to Director of Public Sanitation of Itabashi Ward Office whom they met at a subway station on their way home. With the support from the director, this service came to be subsidized uniquely by Itabashi Ward.

These activities are now taking place at three different locations. The feature of this group is to provide a venue where they can share and jointly make use of the expertise of their peers and of support from specialists and ordinary citizens in order to cope with problems they are confronted with in the course of their daily life. The activities may be termed as mutual self-help among persons with mental disabilities who live in the same community through informational exchanges and occasional dinner meetings. It also functions as the venue for job placement and post-employment counseling.

(3) International exchange-mutual support system

The strongest impact on JHC Itabashi came with the talk given on the topic of "Consumers' Activities" by a professional rehabilitation consultant from the City of Sacramento who himself was an afflicted person. The lecture meeting was held in commemoration of the opening of the fourth workshop, "Cosmos"

According to the talk titled "Journey to Recovery", the speaker was born in a mental hospital where his mother was hospitalized and brought up by his stepfather until he reached the age of 16 when he ran away from home to hop from one job to another about 20 times. While studying about social welfare at university, he had an experience of being hospitalized in a mental hospital but managed to graduate from university while continuing to receive management service from social workers as well as medication. Following the graduation, he worked as a job coach assistant and received a master's degree from a graduate school at the age of 42, while busily engaged in the effort to establish a consumers' self-help center. He had been commissioned by the government as a consultant, which had led to his present position. All the while, he has continued receiving a disability pension from the government.

The journey to recovery taken by one certain consumer serves as a proof of the importance of belief in the latent possibility that lies in each individual person and that of reciprocal actions in supportive circumstances which makes possible to fully explore such a possibility. The lecture gave us an opportunity to reassure of the common target we share with those who join hand in hand with us at JHC Itabashi so as to create the right environment where the individual quality and endeavor can be explored to the fullest extent. (See Figure 7 and Table 3)

Fig.7: Reciprocal Actions between Individual Conditions and Environmental Conditions

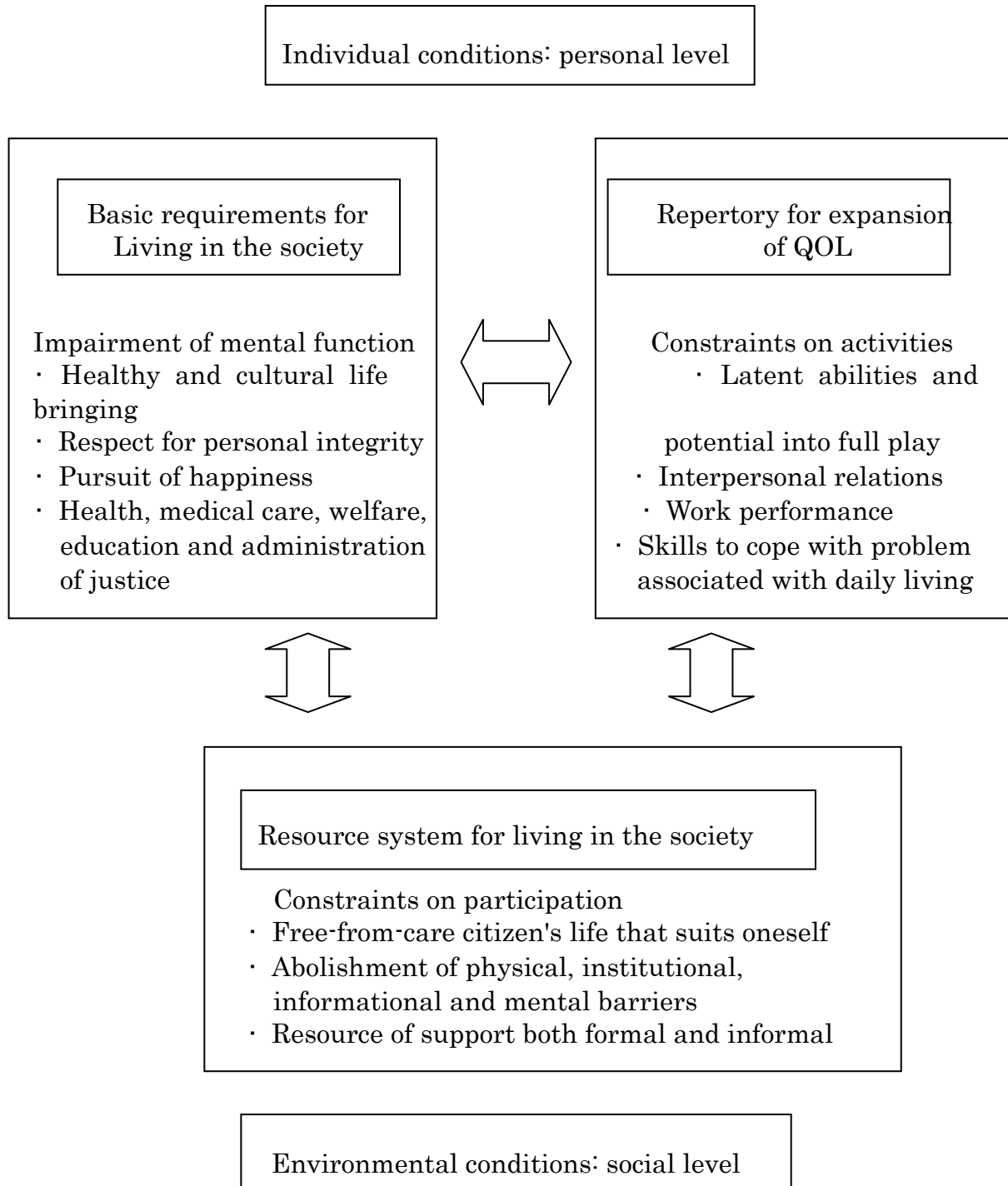


Table 3: Fundamental Approach to Support for Independent Living in the Community

- To aim at the development of both skills and environment for rendering support from a positive point of view that given an proper opportunity, people are able to take upon themselves to solve their own problem.
- To turn our attention to reciprocal actions between individual conditions and environmental conditions

(4) Expectation for consumers - WHO Report

JHC Itabashi's first international exchange came immediately after the public release of the result of WHO Specialized Working Group on the role the consumers played and were expected to play in mental health, welfare and rehabilitation JHC Itabashi has taken this WHO Report as the principle of its activities since 1990 and has been endeavoring to reflect it on every phase of its activities. (See Table 4)

JHC Itabashi's international exchange and training program including on-the-site training in the US and lecture meetings in Japan with foreign speakers, which became an integral part of its regular activities, have given great strength to its mutual support network as much of common experiences can be made good use of in such areas as the club house activities as related to transitional employment, employment with support, fostering of self-help groups, training in skills in life in the community, peer counseling, peer advocate, local job placement support system, etc.

With everyone's common wish for a venue where anyone can become involved as a member of the community, we all have participating actively in joint activities toward the creation of a heartwarming community in every phase of JHC Itabashi's undertakings based on the concept of mutual support toward development of power of self-help.

Table 4: <Wind of Empowerment> Consumers' Point of View

WHO: Consumer Involvement in Mental Health and Rehabilitation 1989

- Preparation for self-help and mutual support
- Movement for renovations in mental health care
- Movement for expansion of resources for mental health care
- Movement for policy changes
- Movement for enlightenment and for assistance based on the desires of consumers
- Surveillance and appraisal of care
- Educational activities for specialists and general citizenry

(5) Japan's first club house "Sun Marina" 1992

The clubhouse provides an opportunity to stand up to a new challenge as a model of mutual support system under the management of JHC Itabashi staff.

In the course of evolution of JHC Itabashi, we continued to built up our confidence in the peer support as a function of mutual support based on our common experience. The fifth workshop was named Fountain "Izumi" and part of the club house model was introduced into it. In the area of international exchange, a two-day seminar was conducted on club house for understanding of this new type of support system together with some members of administrative staff.

Under Itabashi Ward's own support policy, a club house came into being in 1992 as the first in Japan. This club house model has as its mainstay program unique job placement support system through transitional employment. It aims to offer total rehabilitation service in the area with management service provided by the staff. America has over 50 years history. In many countries of the world, Europe and American on down activities and supports are being offered based on the common conventions through the world federation.

Club House "San Marina" has brought transitional employment into fruition in partnership with enterprises and have been positive in implementing friendship visits and counseling activities for the service users who have participated in the self-help group development courses. The continuation of educational program for development of self-help group leaders in turn gave a strong impetus to study of peer counseling, which has lead to study abroad and invitation of American peer counselors to Japan for one-on-one guidance in Japan.

The accumulation of experience in self-help activities and peer counseling study has led the service users themselves to taking up the challenge of independent support service in the form of peer support, network centers.(See Tables 5, 6 and 7)

Table 5: Worldwide Universal Support Activities under the Convention of World Federation of Club Houses

- It must be an entity managed privately with approval from the administration.
- Members' participation is mandatory to its management.
- To promote mutual support activities around self-help activities
- Accessibility by public transportation takes precedence in its site location
- No remuneration is paid for work performed within the club house
- It offers program for transitional employment.
- It offers evening and weekend programs.
- It has a trusteeship organization of its own.
- It offers own housing service.

Table 6: World Federation of Club Houses

- 25 countries at 100 locations with 70,000 members
- Asia: Japan, Rep.of Korea, Pakistan, China (Hong Kong)
- Budget: ¥400,000 per member annually
- Staff: 1 Members: 12
- Staff Size: 9 persons per location

Table 7: Transitional Employment Program

To provide those members who lack in self-confidence to work full-time with an opportunity to actually perform some productive work by way of helping them regain self-confidence.

- Part-time work: 20 hours per week for a short term of 3 to 9 months.
- Simple enough task yet to give the participating member some work experience.
- The participating members receive from the employing enterprise remuneration for the work performed at the same rate as other employees.
- It takes in a pinch hitter system whereby the participating member can be relieved by another member or a member of the staff if need be.
- Since the club house decides as to who gets to work, there is no need to pass the review of curriculum vitae or a personal interview.

(6) Group Home (Residence Rainbow), 1994

JHC Itabashi's first group home, a residential-type facility came out of the 1990 discussion between JHC Itabashi and Itabashi Ward administration over plans for the future. The reason why the club house was given the priority was because the degree of readiness to provide service of support in daily living in the society would affect the QOL of a residential-type facility. Since this undertaking was targeted at those who are either employed or slated for employment, the preparation was geared to the provision of service of support in daily living through job placement support service and peer support. As part of this effort,

Employment Support Work Department was established, training program was carried out for develop the readiness for job placement by introducing SST. To help alleviate the anxiety and tension over independent living in the society to experience for the first time, JHC Itabashi's support network with citizens participation is giving a sustaining support through such tender care as the cooperation from public health nurses, friendship visits to the club house on down.

(7) "Harmony" a support center for and by persons with mental disabilities themselves, 1996

The educational program for the development of self-help group leaders implemented at the club house gave an impetus to the birth of a peer counseling educational program, which in turn led to friendship visits to the club house implemented through mutual cooperation and the job coach system for transitional employment. On the other hand, it led to the evolution into persons with mental disabilities themselves own independent support system in the form of peer support network center.

Peer counselors who function as the principal bearers of responsibility for peer support have received training in peer counseling through study abroad and international exchanges and are continuing reciprocal study among the partners, while they provide counseling through hearing and provision of information and service relative to specific items of daily living. The staff members perform the role of coordinators to support the peer support activities.

(8) Social Job Placement Center: Produce "Michi", 1997

Through the process of building the foundation for the system for rendering support in daily living in the area over the past 13 years as so far introduced in this paper, a target was set to integrate JHC Itabashi's own and unique support service and promote job placement in the society through the formation of a juridical body for social welfare and the establishment of a sheltered work shop. While respecting the individuality of each of the separate support service, it could be expected to achieve further contribution to the benefit of the area if seen from the viewpoint of

admitting inherent limit to what each can accomplish on its own and if a step is taken toward offering integrated service through coordination and cooperation.

The center was characterized as a facility for welfare-minded employment which provides a place to work, fosters working skills, and makes it possible to obtain employment in the future even under the circumstances where obtaining employment is difficult in general. JHC Itabashi set up several work programs to choose from including sewing, janitorial work, restaurant operation, etc. and established the work shop in the shopping district only 2 minutes' walk from a railway station (See Table 8).

Table 8: Produce “Michi”(Road) (Social Job Placement Center)

<ul style="list-style-type: none"> □ Comprehensive support system SELP <ul style="list-style-type: none"> S = self help E = employment L = living P = participation · Operation of Restaurant “Kazamidori” (Weather Cock) · Janitorial service · Laundry service · Sewing work · Arrangement with private enterprises · Joint use of area facilities (Nonresidential sheltered workshop for persons with mental disabilities)

(9) Area Center for Support in Daily Living: Space Peer, 1998

Area Center for Support in Daily Living, JHC Itabashi's newest service, is a state-of-the-art facility under the Mental Health and Welfare Act. This support program has as its outstanding feature that self-help and peer counseling constitute essential part of the service rendered. Much is expected of the coordination functions it performs with other types of service, including counseling and supportive activities rendered by peer counselors. The other function, namely the program for area personal interchange and fostering of volunteers provides venue for social dances, hobby and cultural classes in which any members of the community can participate and enjoy personal interchange whether they are persons with or without disabilities.

The true value of this program is that it is intended to perform the function of “respite service” for the family members. The family members are afforded opportunity to build up friendly ties as peers through contact with people of the same generation. The scenes that reciprocal support comes to form naturally gives one a true feel for a heart-warming

community where everyone stands ready to support each other. It can be said to be offering precious opportunities and venues. (See Table 9)

Table 9: Space Peer (Area Center for Support in Daily Living)

<p>“Soft” service through coordination</p> <ul style="list-style-type: none"> □ Counseling program <ul style="list-style-type: none"> · Peer telephone counseling (by users or family) · Counseling regarding living support service □ Living support program <ul style="list-style-type: none"> · Bathing service · Housework help service □ Area personal interchange program <ul style="list-style-type: none"> · Open Space · Peer entertainment (events for personal interchange in the area) · Hobby and culture lecture and study sessions planned by the local residents) (Program for local support in daily living for persons with mental disabilities)

4. Principles for the Area Support in Independent Living

It is for all members to participate in the creation of a community in which all members participate. It is for a citizen to sympathize and accept the needs of another citizen, a person with mental disability, as though they were his own and sort them out to identify them as needs in the course of leading basic social living according to which the citizens form self-aware posture to tackle the issues. These activities are to be carried out under the watchful eyes and reverberations from the citizenry. The support service is intended for a person not to stand alone and not leave anyone standing alone and it will be tested for its true value as it evolves into comprehensible, friendly and accessible service so that no one may be left standing alone to fend himself.

The principles governing JHC Itabashi's activities encompass the following three points:

- (i) Need-based service has made it essential to offer diversified kinds of substantial services. QOL in independent living.
- (ii) Empowerment and advocacy through provision of order-made services with persons with mental disabilities themselves joining in collaboration.
- (iii) To aim at realization of normalization which attaches importance to the collaboration with area residents.

These conform with the principles of CBR, community based rehabilitation, the policy recommendation made jointly by WHO, UNESCO and ILO in 1994. (See Table 10)

Table 10: Principles of JHC Itabashi Activities

· Securing diversity of activities :	QOL, Independent Living
· The mutual support activities and external support of persons with mental disabilities themselves :	Empowerment / Advocacy
· Attaching importance to collaboration with area residents:	Normalization
	CBR: Community based Rehabilitation

5. Outlook for the Future: Expectation of Support Policy toward Mutuality and Common Utility

JHC Itabashi holds as its outlook for the future is for the service used by persons with mental disability to become jointly usable for anyone and thus become the community's valuable asset that inducing mutual help in a friendly manner. Toward that end as well, it is important that evaluation of persons with mental disabilities themselves' mutual support is reflected on the policy formation at the national level.

Itabashi Ward already has as its independent undertakings Nighttime Care and Club House. In addition, Itabashi Ward can name Peer Support Network Center, which include the activities for the protection of right of tojisha themselves and their fellow members by conducting hearing and informational exchange with financial subsidy from Tokyo Metropolitan Area Welfare Foundation and also the support activities for job placement called Job Hunting Club.

There are people who have taken the challenge of acquisition of the skill to get along with others to perform work, and to be relied upon by others as a member of the community. We look to the formation of a new support policy by the administration for mutual support service that is different from those now implemented so that these people may have an opportunity to make use of their potentials and make their contribution to the community. (See Tables 11 and 12)

Table 11: Outlook for JHC Itabashi (1)

New support system in which persons with mental disabilities themselves participate for collaboration

- Nighttime care
- Club House
- Peer Support Network Center
- Job Placement Center
- Peer advocate

The mutual support system persons with mental disabilities themselves to tie up with other support services for collaboration, leading to the eventual integration into a comprehensive system for support in daily living in the area. Measure to be taken to provide support to smooth out this process.

Table 12: Outlook for JHC Itabashi (2)

Mutuality and Common Utility

- Establishment of mutual support system by and for persons with mental disabilities themselves and institutionalization of the system
- Promotion of collaborative support system with participation from persons with mental disabilities themselves and citizenry
- Promotion of commonality of usable service

Mental health and welfare service that is available to everyone and that everyone wants to avail oneself of