

# Community protection and support from pregnancy through independence

Numerous facilities and organizations in Minato City are cooperating and pooling their strengths to provide detailed support for the community and help prevent and mitigate abuse and delinquency.

The Minato Children and Families General Support Center plays a central role in coordinating this network (the Minato City Regional Council for Child Protection Measures).



# Children and Families Support Center

The center fulfills two functions: the provision of services to support children and childcare, and general consultations for children and families.

We provide support according to the needs of each child and family, including seamless support from pregnancy through childcare, and family consultation on such issues as support for single-parent households, spousal abuse (domestic violence), and divorce.



## Child and Childcare Support Services

### Room to play at the Parent Child Fureai Hiroba

This is a place for exchanges between children under four years of age and their parental guardians, where they can play with their children and make new friends.

Parents can spend a fun time with their children with the selection of picture books, dolls, and wooden toys.

### Feel free to join our events and lectures

We utilize our multipurpose space and exchange room not only for children under four years of age and their parental guardians, but also to host events and lectures for a wider audience of generations, such as local residents.

### A network for childcare support (Minato City Community Inclusive Childcare Group)

We carry out initiatives in cooperation with a variety of stakeholders, including companies and organizations such as childcare groups and NPOs, to improve the support network for childcare support. We also help train personnel to assist in childcare in the community, such as childcare supporters.

### Collaborative community initiatives

We work to strengthen the systems for protecting children and families in the entire community. With our café in the community exchange room, we foster exchange between those involved in childcare and those who support them.



It's fun to interact with other children and parents.

It's a great help when the staff join us in play.



I became a supporter to help society. It's very fulfilling. Please come and join us!



## General consultation for children and families

### Issues for children and families

- Feel free to seek consultation on any issue, such as your child crying too much at night, the difficulties of childcare, an inability to feel affection towards your child, or a lack of friends. You may consult with us while your child plays.
- The center offers consultation on family issues such as divorce and single parenting.
- The center also offers consultation on domestic violence (Spousal Violence Counseling and Support Center)

### Consultations with professional nurses and psychologists

Our nurses and psychologists will assist with a variety of concerns, such as children who do not stop crying, children who refuse to eat, children who cry too much at night, and uncertainty about your ability to raise your child.

### Childcare Coordinator's Office (provides information and support for children and childcare)

Our childcare coordinators will listen carefully to your needs, such as a lack of time to obtain information on childcare, a desire to learn more about Minato City after moving here, or simply the need to be heard, and assist you in gathering information and forming a plan according to your family situation.



I feel so relieved now because I had nobody to turn to.



I didn't know who to turn to for help, but they quickly introduced me to a specialist.



# Child Consultation Center

The Child Consultation Center is a specialized consultation facility established according to child welfare laws and regulations, for children and the guardians of children.  
Feel free to come for a consultation on any child-related issue you may encounter from pregnancy until the child comes of age.

## Types of consultation

Our teams of child welfare officers, child psychologists, nurses, doctors, and lawyers can assist you with a variety of issues faced by children and families.



### Care counseling

#### Care difficulties

Counseling regarding difficulty raising a child due to the illness, death, or divorce of the parental guardian, and counseling on missing children.

#### Counseling and assistance on child abuse.

- **Physical abuse:** beating or shaking the child violently.
- **Neglect (abandonment):** negligence in providing the child with clothing, food, or shelter.
- **Psychological abuse:** threatening the child or hurtful words, witnessing parental violence against family members.
- **Sexual abuse:** indecent sexual behavior towards the child.

### Disability counseling

Consultation on language development, motor development, delayed language development, and other developmental disabilities.

Consultation on intellectual disabilities, and Ai-no-Techo (Certificate of the Intellectually Disabled).

### Childcare counseling

Counseling on infant childcare, disciplining, playing together, and concerns about childcare. Counseling on truancy and bullying. Counseling on child behavior (not playing with friends, shyness, restlessness, domestic violence, etc.)

### Delinquency counseling

#### Counseling on criminal issues

Counseling on children under 18 years of age displaying problematic behavior (running away from home, stealing money from parents, etc.)

#### Legal counseling

Counseling on children under 14 who have conducted illegal behavior (such as theft)

### Health counseling

Counseling on managing children's health, such as for infants, children born prematurely, sickly children, child diseases, accidents and injuries, etc.

### Foster parent counseling

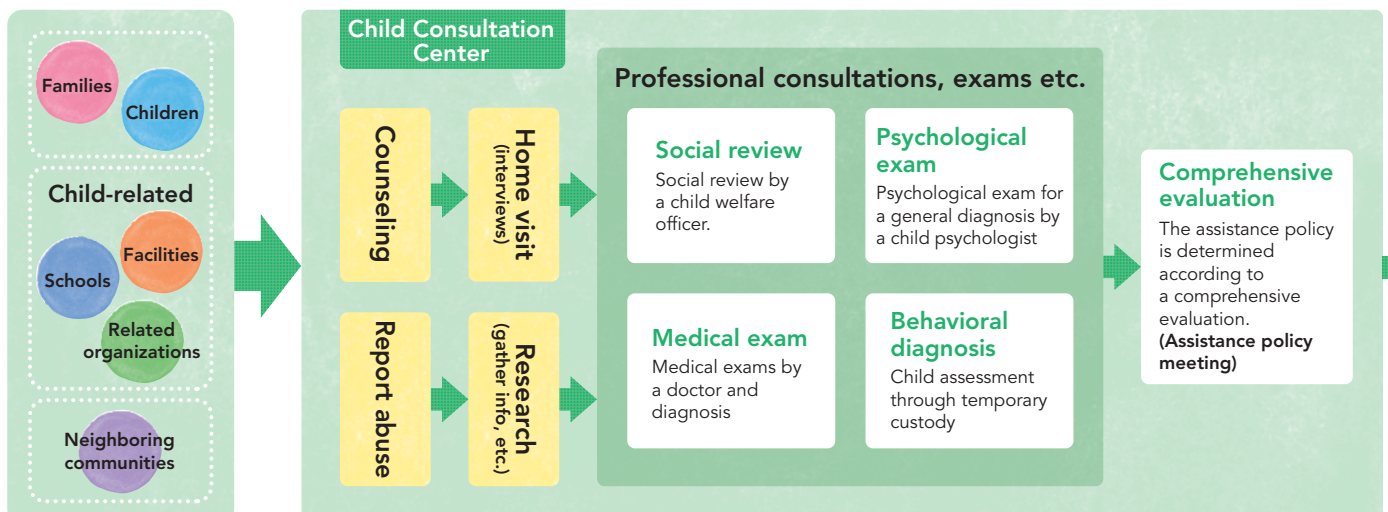
Counseling on foster parenting (foster families), such as for those who want to become foster parents, or for those who want to put their child in foster care.

Counseling on special adoption.

### Other counseling



## The process of counseling and support at the Child Consultation Center



# Minato Children and Families General Support Center

## ● Children and Families Support Center contact information

### Children and Families Consultation Desk

#### ◆ Minato Children and Families Consultation Hotline ◆

**Tel: 03-5962-7215**

(Hours: 8:30 AM to 6:00 PM \*5:00 PM on Saturdays.  
(Closed Sundays, holidays, and Dec. 29 through Jan. 3))

#### Parent Child Fureai Hiroba & Community Exchange Room (Café)

**Tel: 03-5962-7206**

(Hours: Parent Child Fureai Hiroba - 9:00 AM to 5:00 PM  
(Closed Dec. 31 through Jan. 3).  
Community Exchange Room: 11:00 AM to 5:00 PM  
(Closed Saturdays, Sundays, and Dec. 29 through Jan. 3).)

#### Child Care Coordinator's Office

**Tel: 03-5962-7203**

(Hours: 10:00 AM to 5:00 PM  
(Closed Sundays, holidays and Dec. 29 through Jan. 3))

#### Consultations with professional nurses and psychologists

**Tel: 03-5962-7202**

Nurse: Tuesdays, Thursdays, Saturdays  
Psychologist: Mondays through Saturdays  
(Hours: 9:00 AM to 5:00 PM (Closed on holidays and Dec. 29 through Jan. 3))

#### Other Inquiries

**Tel: 03-5962-7201**

(Hours: 8:30 AM to 5:00 PM  
(Closed Saturdays, Sundays, holidays, and Dec. 29 through Jan. 3))

## ● Child Consultation Center Contacts

### Report to the Child Consultation Center if you think you witnessed child abuse!

(The notifier and contents  
will be kept strictly confidential.)

#### ◆ Minato City Child Abuse and Neglect Consultation Hotline ◆

(Operates 24 hours a day)

**Tel: 0120-483-710** (toll free)

#### ◆ Child Consultation Center National Hotline ◆

(Operates 24 hours a day)

**Tel: 189** (toll free)

(You will be connected  
to the nearest Child Consultation Center)

**Tel: (direct)**

**03-5962-6500**

(8:30 AM to 6:00 PM

(Closed Saturdays, Sundays, holidays, and Dec. 29 through Jan. 3))

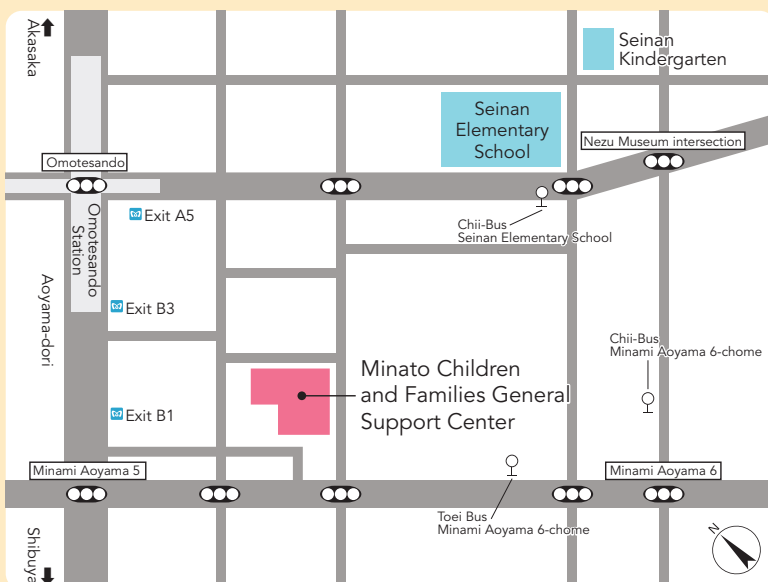
#### Foster Parent Consultation Hotline

**Tel: 03-5962-6505**

(8:30 AM to 6:00 PM

(Closed Saturdays, Sundays, holidays, and Dec. 29 through Jan. 3))

## ● Access



5-7-11 Minami-aoyama, Minato City, Tokyo 107-0062

### Subway

Tokyo Metro Ginza Line, Hanzomon Line, Chiyoda Line  
3 minutes' walk from exit B3 of Omotesando Station

### Bus

4 minutes' walk from the Minami-aoyama 6-chome bus stop  
on the Toei Bus 渋88 (Shibu 88) route.

5 minutes' walk from the Minami-aoyama 6-chome bus stop  
on the Chii-Bus Aoyama route.

6 minutes' walk from the Seinan Elementary School bus stop  
on the Chii-Bus Aoyama Route.





## ▶ Temporary shelter

The temporary shelter in Minato City holds a maximum of 12 resident children and provides them with support suited to them in a warm family-like environment. The temporary shelter is equipped with classrooms, a dining room, living room, baths, toilets, a gymnasium, and bedrooms (which are private as a rule).

We plan how to support the children and their families in cooperation with related organizations while interacting with the children in a meaningful way for them. We provide support to enable the children and families to reflect on their situation and rebuild their relationships and lives.

The child's school enrollment status (school of enrollment) will not change as a result of their stay at the temporary shelter. The children will continue to learn and be in contact with their school of enrollment while living at the shelter.

## ▶ Ai-no-Techo (Certificate of the Intellectually Disabled) procedures

From April 2021, the organization that determines availability of the Ai-no-Techo for individuals under the age of 18 changed to the Minato City Child Consultation Center.

If you wish to receive a new Ai-no-Techo, or have your existing one reevaluated, please call the Minato City Child Consultation Center and make a reservation.

Please be sure to have your certificate reevaluated when there has been a change in the level of disability, and at the ages of 3, 6 (after starting school), 12 (after entering middle school), and 18. (Those 18 and older should contact the Tokyo Welfare Center for Mental and Physical Disability at 03-3235-2961.)

Please contact the Residents Support Section of your nearest Regional City Office if your address or name has changed.

### Families

Make use of community support for children and child care.

### Admission to facilities

Admission to infant homes and orphanages when the child is unable to live at home.

### Foster parenting

Foster parent consignment when the child is unable to live at home.

\\ Support for daily life and independence //  
of mother and child households

## Mother and Child Support Facility

# Maison de Ajisai

Mother and child households, who require support for a variety of reasons, can join this facility to receive support for a stable life and to achieve independence. Private rooms are provided for the daily lives of mothers and their children at the facility. The children continue to attend kindergarten and school.

## ▶ Building a new life



### Support for mothers

**We provide support to enable mothers to experience a stable mind, body, and daily life.**

- Consultation and support for issues with childcare, health, and daily life.
- Consultation and support for employment and job retention.
- Consultation and support for divorce procedures and planning your future.



### Support for Children

**We provide support for the healthy growth of children.**

- Temporary care for infants.
- Consultation and support for studying, educational advancement, and other concerns.
- Opportunities to engage in activities such as children's groups and recreation.
- Opportunities to join clubs and take lessons.

## ▶ Using the multipurpose facilities

### Admission

**Mothers and children in need of assistance**

We leverage the specialized counseling available at the Child Consultation Center to build a better parent-child relationship.

We leverage the Childrearing Hiroba of the Children and Family Support Center and information on childcare support to enable parents and children to overcome problems while living together.

### Discharge

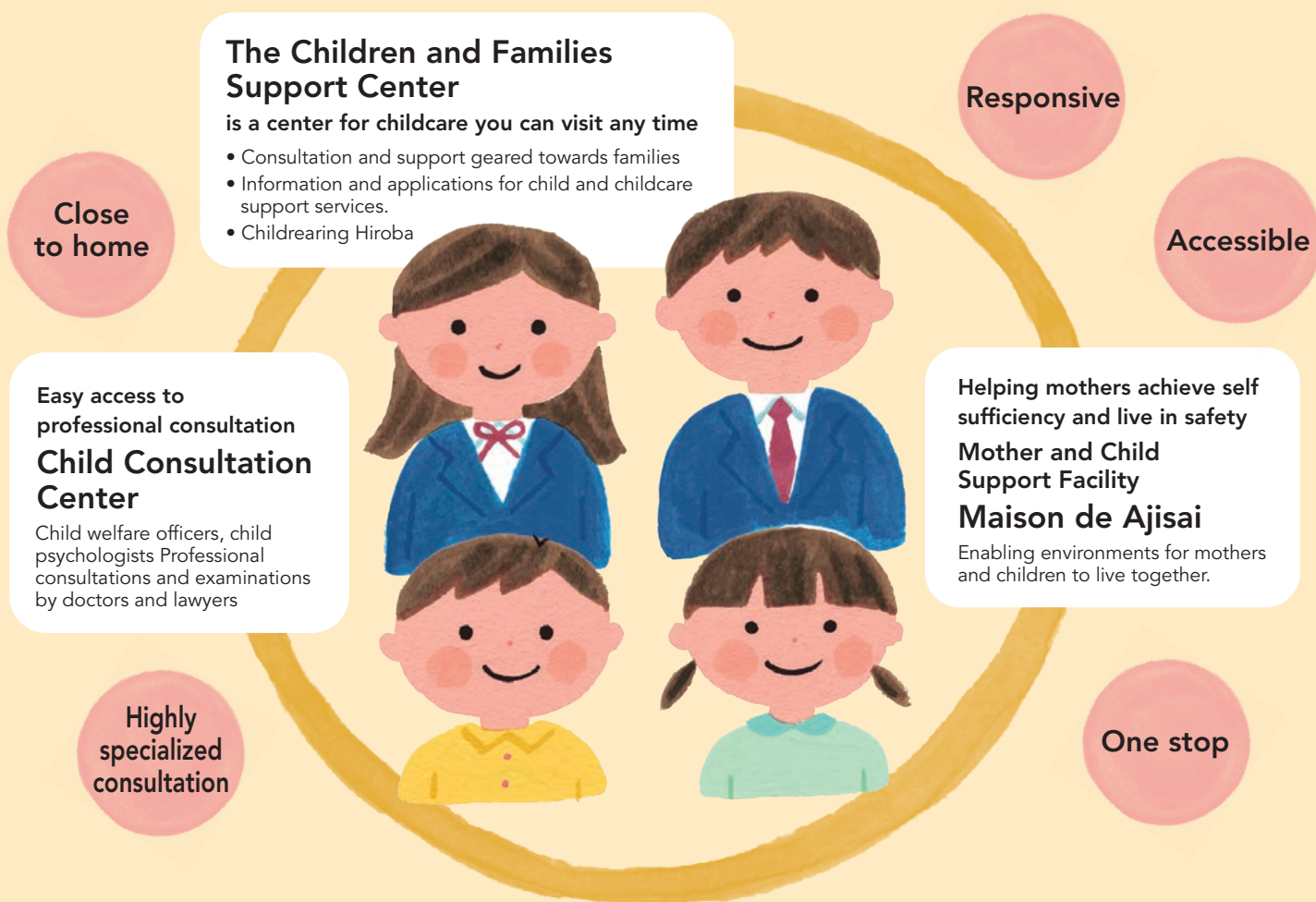
**Start a new life**

Overcome your problems and start a new life in the community (the period of admission typically lasts approximately 1 year and 7 months on average). Ongoing support for daily life is provided after discharge.



# Minato Children and Families General Support Center

## Seamless support through three facilities



## Why not become a foster parent?

There are children who are unable to live with their real parents due to many different reasons, such as illness or death of the parent or abuse. The foster parent program enables you to take on the care of those children and raise them in your home. The Child Consultation Center supports foster parents by providing childcare training and offering accessible consultation services that are available to you at any time.

The age of the foster children ranges from under 1 year old to just under 18, and the period of care can range from temporary care, lasting several days to several weeks, to long term care lasting years. Each case depends on the situation of the child and the conditions of the foster parents. Why not become a foster parent yourself so that every child may experience the warmth of a family environment?

### How to register as a foster parent

Explanation of the foster parent program

Apply for and attend pre-approval training

Submit application form

Family review

Judgement by the city Child Welfare Council

Foster parent approval/home review and registration

The Child Consultation center provides guidance and support on regular and special adoption for those who wish to become foster parents

Foster parenting inquiries

(Direct) Tel: 03-5962-6505