

## **Chapter 3 Status of Implementation of Measures for Persons with Disabilities**

### **Part 4 Building the Foundation for a Comfortable Living**

#### **1. Measures to Build Towns Comfortable for Persons with Disabilities and Measures for the Safety and Security of Persons with Disabilities**

##### **[Main Measures]**

<Promotion of barrier-free housing>

- (1) Providing housing considering persons with disabilities in terms of design and equipment

All public housing, rental housing belonging to the Urban Renaissance Agency, improved housing and rental housing belonging to public corporations which are newly constructed should follow the barrier-free standard specifications and in principle, provide appropriate accommodation according to the mental and physical characteristics of persons with disabilities.

<Promotion of barrier-free measures based on the concept of Universal Design>

- (2) The Barrier-free Act is based on the Universal Design that states “Free-to-use and Easy-to-Use by Anyone Anywhere”. This Act prescribes the obligation to conform to “Standard for smooth facilitation of movement.” when constructing new facilities like (passenger facilities, vehicles, roads, off-street car parks, urban parks, buildings, etc.) and obligations imposed on existing facilities; Developmental goals up to the end of the year 2020 have also been stipulated in “Basic Policy to promote smooth facilitation of movement, etc.” The “Basic Plan on Transportation Policy (February 2015 Cabinet Decision) based on the “Basic Act on Transportation Policy” (2013, Act No. 92) also considers a wider use of barrier-free design as one of the goals. The promotion of barrier-free design is pursued based on them.

<Responsibility of the country and its people in advancing the Barrier-free implementation>

- (3) The Barrier-free Act states that it is the responsibility of the Government to deepen people’s understanding on promoting the Barrier-free implementation and seek their cooperation to implement barrier-free measures. The Act also states that it is the responsibility of the people to deepen their understanding about the importance of ensuring independent daily and social living of elderly persons and persons with disabilities, in addition to cooperating towards facilitation of smooth movement and usage of

facilities for the elderly persons and persons with disabilities

<Promotion of barrier-free buildings>

(4) To promote barrier-free building constructions, the Barrier-free Act stipulates standards pertaining to entrances, aisles, toilets, etc. (Standard for smooth facilitation of movement in buildings); it also imposes the obligation to conform to standards for a certain scale or more in case of buildings used by unspecified number of people or those used by mainly persons with disabilities (specific designated buildings) and the obligation to take efforts to conform to standards in case of buildings used by many people (specific buildings).

<Uniform display method>

(5) Braille display

To avoid confusion in the display method while further disseminating provision of information in Braille in many public facilities, “Design Guidelines considering elderly persons and persons with disabilities-Braille display principle and Braille display method-Facilities and Public facilities (JIS T0921)” was established in the year 2006. Further, “Design Guidelines considering elderly persons and persons with disabilities-Braille display principle and Braille display method-Consumer daily products operation division (JIS T0923)” pertaining to consumer products for livelihood was established in the year 2009; however, to improve user-friendliness when using standards, JIS T0923 was integrated into JIS T0921 in the year 2016 and JIS T0921 was revised to “Accessible Design-Method of applying Braille to signs, facilities and equipments”.

(6) Public Information symbols

In the public and commercial facilities, such as transportation, sightseeing, sports/culture, and corporate facilities, pictorial figure (JISZ8210 “Public Information Symbols”) used in place of letters and language represents useful information on objects, concepts or statuses which are discernible over a distance and easy to understand for all people including older persons, persons with disabilities, and person from abroad.

The Public Information Symbols were revised in March 2016, with the addition of two warning symbols such as “Danger of debris flow” and five hazard specific general symbols such as “Danger of flood/inundation inside a levee”

Based on JIS Z 9097 “Tsunami evacuation guidance – Safety signing system” enacted in September 2014, JIS Z9098-“Hazard-specific Evacuation

Guidance Sign System” was established in March 2016. This system stipulated the matters to consider when installing signs along the route to evacuation destination, showing the route and distance to the evacuation destination, so that people can evacuate quickly to safe places in case of flood, inundation inside a levee, high tide, debris flow, landslip, landslide and large-scale fire. This system was proposed to the ISO in October 2016.

<Promotion of Barrier-free public transportation systems>

(7) Efforts are being taken for barrier-free public transportation based on the “Act to promote smooth facilitation of movement of elderly persons and persons with disabilities using public transportation” (2000, Act No.68); however, the Barrier-free Act also stipulates that the public transportation companies have the obligation to conform to “Standards related to the structure and installation of passenger facilities or vehicles, etc. necessary for smooth facilitation of movement” (2006, Ordinance No.111 of the Ministry of Land, Infrastructure, Transport and Tourism); The Standards are for smooth facilitation of movement in the event of new construction passenger facilities such as railway stations, major improvements and introduction of vehicles, etc. It is mandatory to ensure that the existing passenger facilities, vehicles, etc. also conform to the Standards for smooth facilitation of movement.

(8) For making the railway stations barrier free, part of the expenditures is subsidized by the metropolitan railway renovation project and the regional public transport securing, management and improvement projects. Of the transportation projects by local public enterprises, the improvement work making the subway stations barrier free is supported by the fiscal loan program and the financing system by Japan Finance Organization for Municipalities.

(9) For introduction of low-floor buses, buses with a lift, welfare taxis, and light railway vehicles (LRVs), part of the expenditures is subsidized by the regional public transport securing, management and improvement projects.

<Promotion of Barrier-free implementation in walking spaces, etc.>

(10) Promotion of town planning for welfare

Recently, people have recognized the importance of town an easy-to-access place for persons with disabilities to live independently and participate in society. Therefore, comprehensive town planning is being promoted in terms of welfare: for example, maintenance of sidewalks, elimination of uneven porch steps, installation of elevators in stations, improvement of

traffic lights equipped with audible annunciators, etc., so that persons with disabilities can easily move around, enjoy in the park, and so on.

(11) The basic policy based on the Barrier-free Act has set a goal that traffic facilities such as traffic lights which are installed along all the route of the main living areas within the improvement priority districts should, as a principle, by FY 2020, ensure facilitation of movement in various ways such as installing barrier-free traffic lights. Therefore, installment and improvement of various types of traffic facilities has been promoted such as traffic lights equipped with audible annunciators telling the status of traffic lights by sound and pedestrian/bicycle-vehicle separated lights which divide the timing between pedestrian/bicycle and vehicle crossing to prevent accidents.

< Accompanying support >

(12) Discount on fares and fees for persons with disabilities

Persons holding the physical disability certificate, persons with intellectual disabilities who have been issued the rehabilitation certificate and caregivers of such persons requiring constant care are given discounts on fares and fees for public transport such as rails, buses, taxis, passenger ships, flights, etc.

Discounts on toll fees in toll roads are given when persons holding the physical disability certificate drive by themselves and when caretakers drive persons with severe physical or mental disabilities.

(13) Promotion of pedestrian mobility support using ICT

The Ministry of Land, Infrastructure, Transport and Tourism has been taking efforts to support pedestrian movement using ICT. The aim is to build a Universal Society where everyone including elderly persons and persons with disabilities, foreigners visiting Japan, etc. can move freely indoor and outdoor without stress.

Based on the proposal of “Study Committee for Promoting ICT-assisted Pedestrian Mobility Support” (Chairman: Ken Sakamura, Dean of the Faculty of Information Networking for Innovation and Design (INIAD) at Toyo University), the Ministry of Land, Infrastructure, Transport and Tourism has developed an environment to go forward with open data for establishment of services by various entities and has revised the data specification in March 2017 pertaining to barrier-free information of facilities and routes required for construction of service.

Considering areas around Tokyo Station, areas around Shinjuku station, Narita Airport and Yokohama International Stadium (Nissan Stadium) as

model cases, indoor electronic map and positioning environment have been developed and demonstration experiments were carried out from November 2016 to February 2017 on mobility support services corresponding to the use of wheelchairs, etc.

<Promotion of Universal Tourism and Provision of Barrier-free information>

(14) Based on “Tourism Nation Promotion Basic Plan” that was decided by the Cabinet in March 2012, the Japan Tourism Agency took steps in the year 2016 towards a policy of adding accessible tourist information to the existing tourist information centers. Steps were taken to strengthen the receiving support such as development of model projects at 5 regions strengthening communication of information extensively to collect accessible tourist information, etc.

<Barrier-free parks and waterfront spaces>

(15) For specific park facilities such as park pathways and plazas, resting places, toilets, etc. that have met certain requirements, the Barrier-free Act stipulates conformity to “Standard for smooth facilitation of movement” when constructing new facilities and conformity to the obligations imposed on existing facilities.

Barrier-free development of urban parks deals with consideration of usage of park facilities by all persons including those with disabilities. Therefore steps such as securing the width of the park and improvement of steps and slopes, installation of parking lots and toilets that can be used by many people including wheelchair users, etc. are being taken to make barrier-free park facilities. There shall be further promotion of the same in the future by application of the Standards for smooth facilitation of movement in urban parks, etc. (Rate of Barrier-free implementation of park facilities as of end of 2015 [Park pathways and plazas: approximately 49%, Parking lots: approximately 46%, Restrooms: approximately 35%]).

<Ensuring safe transportation>

(16) Installment and improvement of traffic facilities such as traffic lights considering persons with disabilities

Measures to promote the installment and improvement of barrier-free traffic lights and other traffic facilities such as audible annunciators which tell the status of traffic lights by sound, pedestrian lamp which displays the remaining time until it goes blue or red, pedestrian/bicycle -vehicle separated lights which divide the timing between pedestrian/bicycle and vehicle crossing to prevent

accidents.

(17) Improvement of road traffic environment to enable persons with disabilities to drive easily

To ensure that everyone including persons with disabilities can drive safely, efforts shall be taken for ensuring a clear road structure and improving the visual environment for drivers, preventing driver fatigue, etc. Therefore, efforts have been taken to progress with the maintenance of resting facilities such as road stations, development of additional lanes (climbing lane), and increase in road illumination as well as installment of facilities for persons with disabilities such as toilets and parking spaces in the car parking lots, service areas (SA), parking areas (PA), etc. in National Highways. In addition, it has been also promoted to change traffic lights to LED, enlarge and brighten road signs, brighten road markings, improve traffic information provision equipment, develop road information communication equipment such as information terminals and improve information communication infrastructure such as optical fiber network that supports the equipment.

(18) The “Road Traffic Act” (1960, Act No.105) prohibits an ordinary driver from moving alongside or cutting in on a car driven by a physically handicapped person who displays a sign on the car which shows any conditions attached due to physical disability on the part of the license, except for an emergency case to prevent hazards.

Furthermore, the Act also states that when a handicapped person is crossing or attempting to cross the road, a police officer or any other person shall make efforts, as needed, to ensure the handicapped person to cross the road safely, and a driver shall not obstruct the passage of a handicapped person.

(19) Measures for silent hybrid cars

In response to the opinions that hybrid cars and electric cars pose “a sense of danger due to no sound”, the Ministry of Land, Infrastructure, Transport and Tourism stipulated “Guidelines on Vehicle Approach Notification Device regarding the Silence of Hybrid Cars” in January 2010. Based on these guidelines, Japan took the lead in formulating the International Standard in the UN which was established in March 2016 and came into effect in October of the same year. Accordingly laws and ordinances that mandated vehicle approach notification device in hybrid cars, etc. were promulgated.

<Certification of type of electric wheelchair>

(20) According to the “Road Traffic Act”, persons using disabled persons’ wheelchairs, which use motors conforming to certain standards, are considered to be pedestrians; 5 types have been authorized as corresponding to the standards in the year 2016.

<Promotion of disaster prevention and crime prevention measures>

(21) Disaster prevention measures

Based on the lessons learnt from the Great East Japan Earthquake, that occurred on March 11, 2011, it has become increasingly important to take disaster prevention measures in case of “Persons Requiring Special Care” including elderly persons, persons with disabilities and infants, etc.

Following the “Basic Act on Disaster Control Measures as amended in June 2013,” CAO formulated and publicized in August 2013 “Guidelines on Evacuation Support for Persons Needing Evacuation Activity Support,” which include the procedures for preparation and utilization of the name list of persons needing evacuation activity support.

The amended Act also stipulates mandatory efforts to improve the living environment of the evacuation shelters. To help in the promotion of these efforts, “Guidelines on Ensuring a Good Living Environment in Evacuation Shelters” were formulated and publicized that mainly incorporated the important things to consider in evacuation shelter management when supporting the evacuees. To promote further efforts in Municipalities, “Guidelines on Ensuring a Good Living Environment in Evacuation Shelters” were revised and “Evacuation Shelter Management Guidelines”, “Guidelines for Securing and Managing Toilets at Evacuation Shelters”, “Guidelines for Securing and Managing Welfare Evacuation Shelters” were formulated and publicized. However, in the Kumamoto Earthquake that occurred on April 14, 2016, it was pointed out that the evacuation shelter management was not carried out properly. Therefore, to contribute to smooth management of the evacuation shelters, a collection of case studies were prepared to supplement those such as the Evacuation Shelter Management Guidelines and surveys were conducted from January to February 2017 with the affiliated organizations and Affected Residents.

(22) Measures for facilities for Persons requiring special care

To promote the measures for persons requiring special care, it is important to first understand their condition in the communities precisely after which information should be provided to promote the measures taken by the social

welfare facilities in which persons requiring special care are admitted.

Further, referring to “Guidelines on Evacuation Support for Persons in need of Evacuation Activity Support” (August 2013, Cabinet Office) and “Guidelines for Evacuation Recommendations” (January 2017, Cabinet Office), it is necessary to develop a system to communicate disaster information to persons requiring special care and facilities for these persons; it is necessary to move forward with the realization of alert and evacuation systems for evacuation, rescue and safety assurance of residents as well as develop a quick reporting system to report to disaster related organizations in the event of a disaster and promote the establishment of system for ensuring the living conditions of residents in evacuation centers. At the same time, it is necessary to create a support system for handling local circumstances, with focus on the staffs of facilities that provide accommodation, firefighters, voluntary disaster prevention organizations, etc.

(23) Main support for persons with disabilities during a disaster

Among the measures taken towards disaster affected areas and victims following the Great East Japan Earthquake and Kumamoto Earthquake, the following measures are mainly being implemented as part of support to persons with disabilities (as of March 2017).

①Reduction of usage fee, etc.

The MHLW issued a notice to businesses providing disability welfare services and persons with disabilities to reduce and exempt the usage fee and implement measures related to disability welfare service flexibly.

②Mental health care

To address mental health care following the Great East Japan Earthquake, “Mental Health Care Teams” comprising of 4 or 5 persons including psychiatrists, nurses and mental health care workers, visited the evacuation centers in collaboration with the public health nurses of Municipalities, based on the Disaster Relief Act (1947, Act No.118),

Even after the disaster victims moved to public housing during disasters or their homes, professionals such as nurses, mental health care workers, clinical psychologists, etc. who continue to provide mental health care have been providing consultation and support in collaboration with public health centers and municipalities to persons who need mental health care.

To dispatch mental health and medical care teams for mental health care following the Kumamoto Earthquake, the MHLW collected DPAT (Disaster



Psychiatric Assistance Team) information using DMHISS (Disaster and Mental Health Information Support System) and coordinated for dispatch, and dispatched DPAT on the day of the earthquake disaster based on the dispatch request from Kumamoto Prefecture. As support to psychiatric medical institutions at the site, patients who were hospitalized at these disaster-affected institutions were moved to medical institutions inside and outside the prefecture. In addition, rounds at the evacuation center and activities such as counseling with regard to mental aspect of the victims, health surveys, distribution of leaflets related to insomnia, etc. were carried out. The “Kumamoto Mental Health Care Center” was established on October 17, 2016 to maintain and improve the mental health of the victims and it has been offering consultation and support with regard to mental illness, support by home visit to temporary housing residents, etc.

### ③Developmental disability

The Information and Support Center for Persons with Developmental Disabilities which is located in the National Rehabilitation Center for Persons with Disabilities acts as a core organization of nationwide support centers for persons with developmental disabilities. Since the earthquake, it has provided practical information regarding support to those dealing with the disaster affected area so that they can provide smooth support for persons with developmental disabilities immediately after the earthquake. In addition, the center has also prepared a booklet summarizing all the necessary actions in the event of a disaster, posted it on the homepage website and disseminated the same.

### ④Securing educational opportunities and support for school attendance

To ensure educational opportunities for young students including those with disabilities, MEXT provides support for school attendance and had been encourages each Prefectural Board of Education to accept the young students affected by the disaster into schools, due to the Great East Japan earthquake. The same support is offered at the time of Kumamoto Earthquake also.

### ⑤Understanding the situation of young students

At the time of the Great East Japan Earthquake, the MEXT and MHLW had been requesting each Prefectural Board of Education and Welfare Administration Division for Children with Disabilities for the following: awareness of consultation windows for supporting children with disabilities,

collaboration of education and welfare for actions such as contacting the Municipality's Welfare Administration Division for Children with Disabilities upon confirming the intention of the guardian when the Education Committee and the schools have understood the situation of young students in need of support, understanding and supporting the situation of young students with disabilities who have been affected by the disaster.

#### <Crime Prevention Measures>

##### (24) Access to Police

In order to resolve the difficulties that occur when persons with disabilities try to contact the police, every prefectural police department takes various measures. These measures include accepting emergency notifications by fax and e-mail (the Japanese emergency telephone number 110, for fax and e-mail), providing useful information about community safety and security through routine home visits and distribution of mini PR newsletters, etc. by police officers and promoting the installation of ramps in facilities including Koban(police boxes) and the like.

##### (25) Prevention of crime and accidental damages

To eliminate an anxiety of persons with disabilities, who are worried about being involved in a crime or accident, community police officers make routine visits to homes and workplaces to respond to their consultations and requests to the police, and to provide information on the occurrence of crimes or accidents in the neighborhood and information on knowhow of security.

## **2. Measures to Enhance Information Accessibility for Persons with Disabilities**

### **[Main Measures]**

#### <Comprehensive support>

(1) To increase opportunities for persons with disabilities to use ICT, the IT Support Center for Persons with Disabilities, a comprehensive service base of IT-related measures, has been operated (in 26 prefectural and city governments, as of the end of FY 2015), and PC volunteers have been fostered and dispatched.

#### <Research and Development of devices and systems considering persons with disabilities>

(2) To fully enjoy the merits of using information communication, everyone

including those with disabilities should build a society in which information can be disseminated and accessed freely.

Consumer electronics manufacturers and communication equipment manufacturers have been striving to develop and manufacture household electronic appliances in consideration of elderly persons and persons with disabilities. Since the year 2016, discussions have been conducted at the ISO/IEC JTC1 of the International Organization of Standardization, with an aim of improving the accessibility of smart phones and Japanese manufacturers have also been participating in the same.

<Dissemination of system considering usage by persons with disabilities>

(3) Promotion of JIS and International Standardization

“Design Guidelines considering Elderly Persons and Persons with Disabilities - Equipment, Software and Services in Information Communication” (JIS X8341 Series) has been established as the Japan Industrial Standards (JIS) pertaining to information accessibility. (Specifically established for “Common Guidelines”, “Information Processing Equipment (Personal Computers)”, “Web Contents”, “Telecommunications Equipment”, “Office Equipment”, “Accessibility Settings”, “Dialog Software”).

In 2016, the JIS standard of “Web Contents” was revised to improve consistency with International standards.

<Promotion of Barrier-free homepage, etc.>

(4) The Ministry of Internal Affairs and Communications announced “Public Site Operation Guidelines for Everyone (2016 version)” in April 2016 for public organizations to work towards barrier-free implementation of homepage, etc. and public organizations were required to conform to JIS X 8341-3:2016 level AA, latest by the end of the fiscal year 2017. In addition, a seminar was also held in 11 regions across the nation the year 2016 regarding barrier-free implementation of homepage, etc. for the staff of public organizations such as Incorporated Administrative Agencies, national and local government.

<Development and dissemination of information communication systems supporting social participation>

(5) Promotion of electronic ballot implementation

Electronic voting system has been approved since February 2002 to be introduced in the election of the members and head of the Assemblies of the local governments. As of end of March 2017, six municipalities have the e-voting ordinance.

<Enhancement of information provision>

(6) Promotion of Research and Development pertaining to information provision

The Ministry of Internal Affairs and Communications has been providing support to those conducting Research and Development of Telecommunications and Broadcasting technologies to develop the Telecommunications and Broadcasting services for elderly persons and persons with disabilities. In addition, the Ministry has also been providing information and supporting to those who develop and offer telecommunication and broadcasting services for persons with physical disabilities, through the National Institute of Information and Communications Technology.

(7) Development of easy-to-use telephones

Among telecommunication services, the telephone is a particularly important means of communication that is indispensable to the daily lives for persons with disabilities. In view of this situation, the telecommunication service providers have been taking various measures towards facilitating the smooth use of telephones for persons with disabilities. These measures include development of telephone equipment for welfare such as telephones with volume control functions, installation of public telephone boxes for wheelchair users, etc.

<Improvement of information provision system>

(8) The Criminal Affairs Bureau of MOJ has been distributing DVDs to all district Public Prosecutors Offices on “Should you encounter criminal damage...?” which explains about the protection and support systems offered to crime victims, their families and general citizens by the Public Prosecutors Offices.

Also, a braille pamphlet and its voice recorded CD version for crime victims have been prepared to provide information for visually impaired persons and distributed to the nationwide Public Prosecutors Offices and braille libraries.

(9) The human rights bodies of MOJ prepare awareness-raising video and its superimposed version about various human rights issues. The pamphlet includes voice codes (an exclusive machine reads the text aloud) for visually impaired persons.

(10) Consideration in National elections

In the national elections, the amendment of the Public Officers Election Act

(1950, Act No. 100) in 2003 has led to an increase in the number of persons eligible for postal ballots, etc. as well as establishment of an alternate vote registering system. In addition to this, considering the necessity of votes by persons with disabilities, polling places provide “Braille lists of the names of candidates and political parties”, Braille voting papers, Braille versions and cassette tapes, voice recorded Compact Disks containing candidates’ information, installation of slopes at voting places for persons using wheelchairs, installation of Braille equipment, etc.

<Promoting broadcasting programs with subtitles, audio description and sign language>

(11) When persons with visual and hearing disabilities access information through television broadcasting and participate in society, it is important to be widely provided broadcasting programs with subtitles, audio description and sign language. Amendment to the Broadcast Act (1950, Act No. 132) in 1997 stipulates that broadcasters shall provide as many programs as possible with subtitles and audio description.

“The Administrative Guidelines on Broadcast for Persons with Visual and Hearing Disabilities” formulated in October 2007, set the following goal by fiscal 2017: to provide every subjected program with subtitles between 7 am to 12 am; to provide as many programs as possible with subtitles in case of large-scale disasters; to provide 10% of subjected program with audio description between 7 am to 12 am; to increase as much broadcasting hours as possible with sign language. The guidelines promote broadcasters to make an effort for the achievement of the goal.

Further, the National Institute of Information and Communications Technology(NICT) subsidizes broadcasters, aiding a part of the production costs including programs with subtitles, audio description and sign language.

<Initiatives towards improved discrimination of the types of Bank of Japan notes”>

(12) With regard to the Bank of Japan notes, the Ministry of Finance along with the National Printing Bureau and the Bank of Japan announced “Initiatives towards improved discrimination of the types of Bank of Japan notes” on April 26, 2013 to make the current Bank of Japan notes easier to use. Three specific initiatives were taken in the year 2016 also: 1) Issuance of improved 5,000 yen notes (issuance started on May 12, 2014), 2) Provision of note identification application for smart phones, in which one can place the camera over the note

to hear the type of the note (U · Qui · Ch-kun) (distribution started on December 3, 2013), 3) Provision of technical information that will contribute to the development of a dedicated equipment that identifies the type of notes and notifies by voice (2 private companies commercialized it in 2014).

<Enhancement of communication support system>

(13) Communication support by sign language and Braille translation

The following support is provided in the community living support project for persons who have difficulty in communicating due to disabilities in hearing, language function, voice function, vision and other disabilities: implementation of training programs for Braille translation volunteers, reading volunteers, scribes for taking notes, sign language volunteers, sign language interpreters, etc. and businesses that support communication by supporting with Braille and voice translations, etc, dispatch and facilitation of sign language interpreters, etc. In the community living support project under the Act on Comprehensive Support for Persons with Disabilities that was enforced in April 2013, Prefectures are obligated to carry out training programs for sign language interpreters, scribes for taking notes and translators and assistants for deaf-blind persons. The project also states an arrangement in which the Prefectures will take care of dispatching if Municipalities cannot implement the same and efforts are being taken to strengthen the communication system.