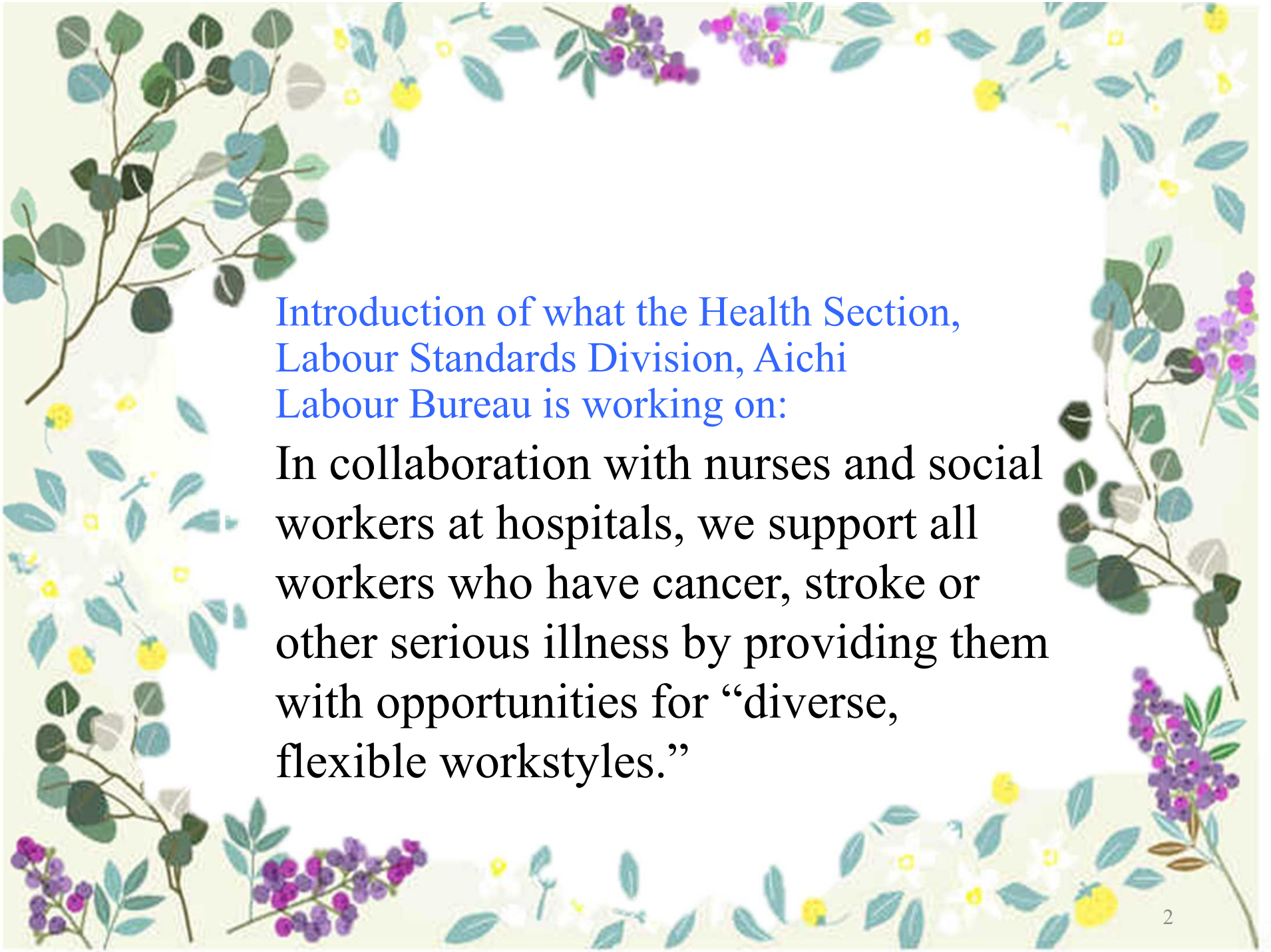


Supporting diverse, flexible workstyles



ASAI Toshiaki
Health Section, Labour Standards Division,
Aichi Labour Bureau



Introduction of what the Health Section,
Labour Standards Division, Aichi
Labour Bureau is working on:

In collaboration with nurses and social workers at hospitals, we support all workers who have cancer, stroke or other serious illness by providing them with opportunities for “diverse, flexible workstyles.”

Supporting people with serious illness by offering them opportunities for “diverse, flexible workstyles.”

Aichi Labour Bureau

Let me give you an example of what the Aichi Labour Bureau’s Health Section has been working on since last year.

I’ve been diagnosed with cancer. What should I do?

Let us help you!



All of us fall ill

Increased rates of health checkups and complete medical checkups as well as advances in medicine have allowed earlier detection of diseases, and for those in their prime (20 – 55 years old), diseases, including cancer, that used to be detected when it was too late are now increasingly found at early stages.

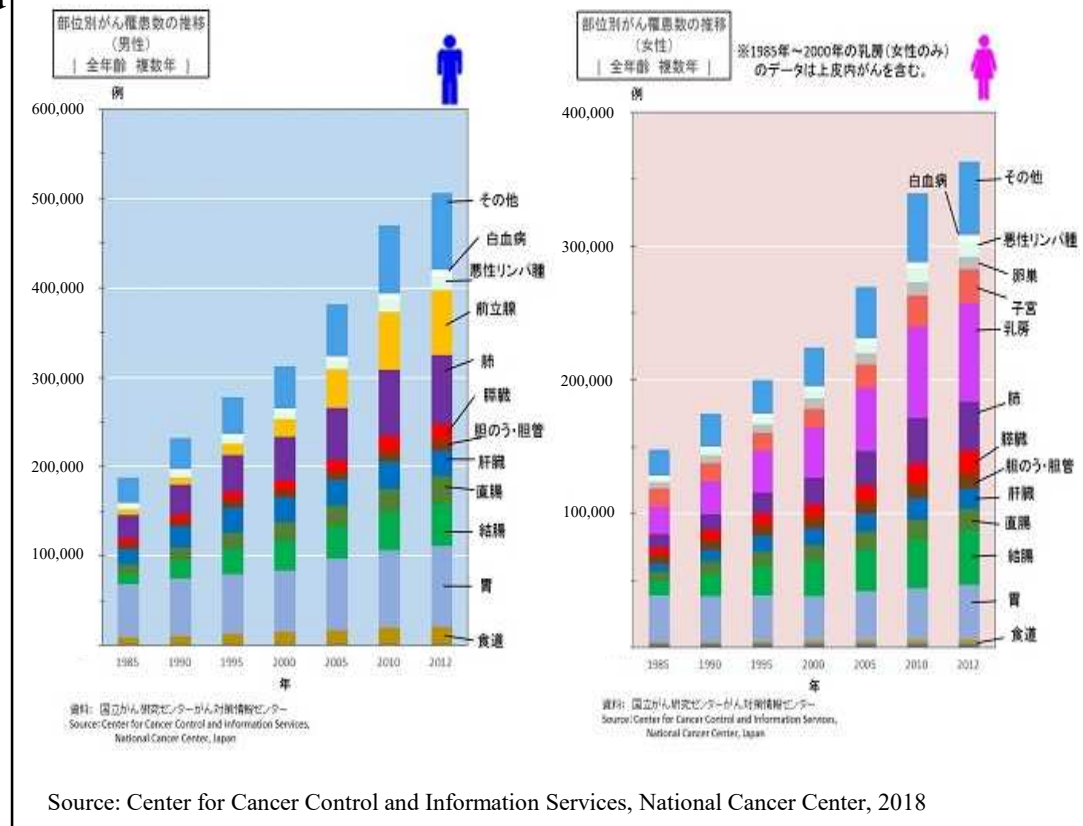
- Increased rates of health checkups and thorough medical checkups
- Advancement in medicine
- Extension of lifespan



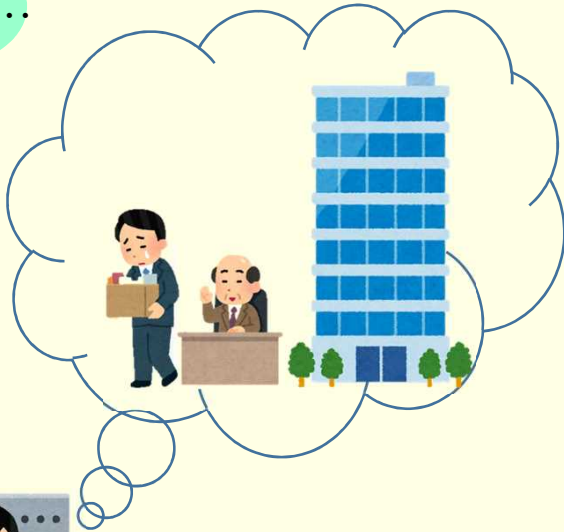
- In both genders, cancer morbidity rate has been increasing since 1985.
- The number of cancer diagnosis increased by 2.5 folds between 1985 and 2012.

Early detection of illness
Morbidity rate = Detection rate

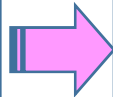
Number of cancer diagnosis (national estimates)



Before...



Until recently, if you are diagnosed with serious illness, such as cancer, it was a common sense that you resign from your job as you can't fulfill your work duties any more...



Now...

After cancer diagnosis, you can concentrate on treatment and return to work after a few months,



Inpatient treatment

- Operation
- Chemotherapy
- Radiation therapy

Various treatments



Outpatient treatment

- Chemotherapy
- Radiation therapy
- Drug therapy



or you can continue working while receiving treatment.

If people diagnosed with cancer were provided with personalized living and work assistance, instead of having to resign from work, they would feel safer living in this society.

February 2016

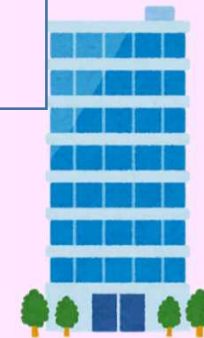
“Guidelines for workplace personnel to promote work and treatment balance” issued by the Ministry of Health, Labour and Welfare of Japan.

Diseases that require repeated, continuous treatment, such as cancer, stroke, heart diseases, diabetes, hepatitis, etc.



What businesses are expected to offer **when requested by their employees:**

- Establishment of consultation desk
- Holiday system
- Better working system, etc.



To support workers who expressed their desire to strike a balance between treatment and work so that they can continue working without deteriorating their illness.

Consultation points for receiving advice on a treatment/work balance

【Permanent】
Chubu Rosai Hospital, Occupational Health Support Center

【Institutions that offer consultations from one day a month to a few days a week】
Asahi Rosai Hospital, Aichi Cancer Center, Japanese Red Cross Nagoya Daiichi Hospital, Japanese Red Cross Nagoya Daini Hospital, Nagoya University Hospital

Aichi Occupational Health Support Center

Request for advice from patients wishing to strike a work/treatment balance

Consultation desk at the Administration Office, the Aichi Occupational Health Support Center
(052) 950-5375

Consultation desks at partner hospitals

Asahi Rosai Hospital

Wednesdays (0561) 54-3131

Aichi Cancer Center Hospital

1st Mondays & 3rd Thursdays (052) 762-6111

Japanese Red Cross Nagoya Daiichi Hospital

1st Mondays & 3rd Thursdays (052) 485-3503

Japanese Red Cross Nagoya Daini Hospital

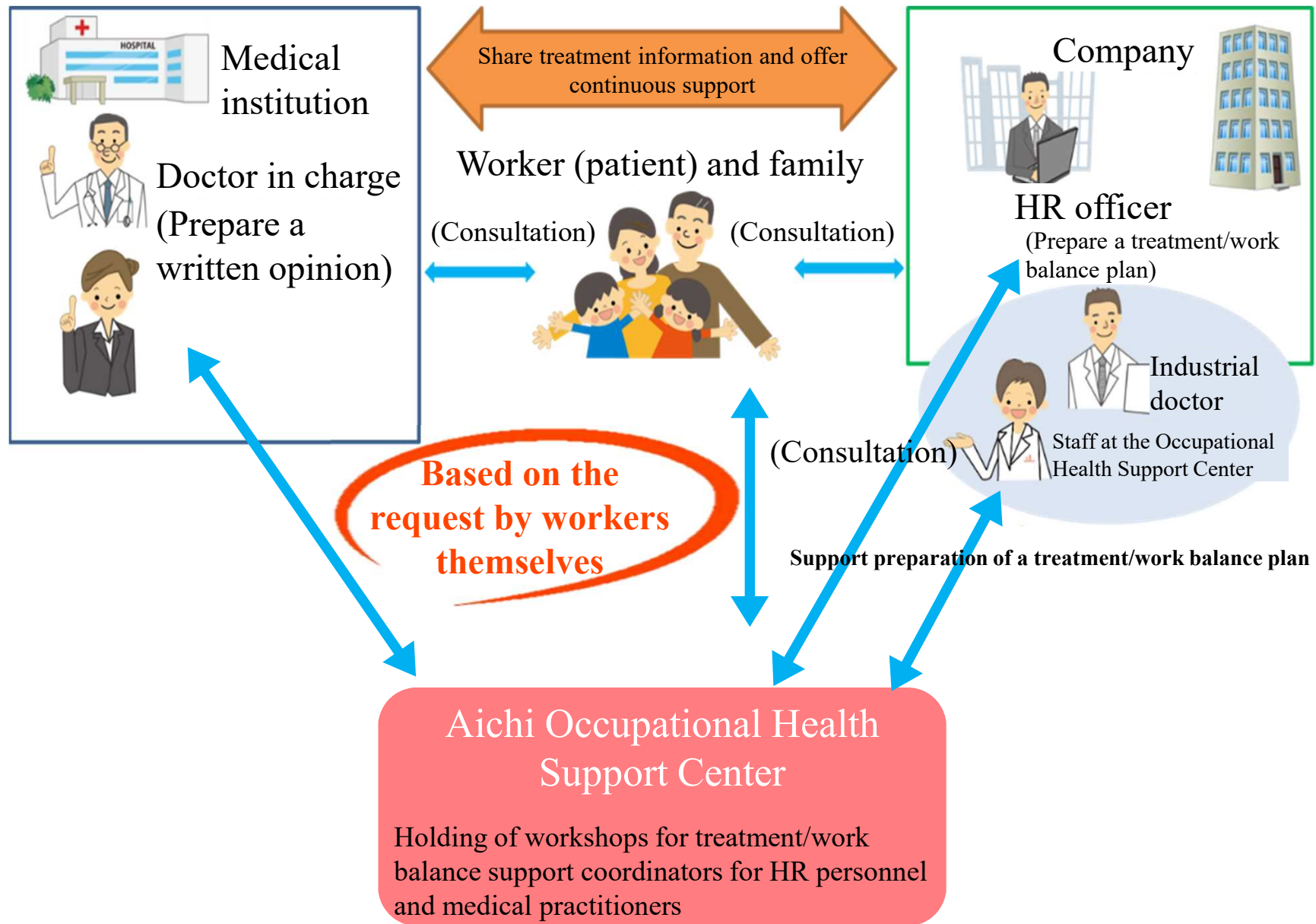
2nd Tuesdays (052) 832-1121

Chubu Rosai Hospital

All days except Saturdays, Sundays & public holidays (052) 652-5511

Nagoya University Hospital

3rd Tuesdays (052) 832-1121



Consultation desks for people diagnosed with cancer

Cancer hospitals
(Designated by Minister of Health, Labour and Welfare)

19

Cancer hospitals
(Designated by the Governor of Aichi Prefecture)



7

Offer people diagnosed with cancer consultations on their illness, living and work.

Cancer hospitals designated by the national government

- Aichi Cancer Center Hospital
- Nagoya Medical Center
- Nagoya University Hospital
- JCHO Chukyo Hospital
- Nagoya City University Hospital
- Japanese Red Cross Nagoya Daiichi Hospital
- Japanese Red Cross Nagoya Daini Hospital
- Nagoya City West Medical Center
- JA Aichi Koseiren Kainan Hospital
- Tosei General Hospital
- Fujita Health University Hospital
- Aichi Medical University Hospital
- Ichinomiya Municipal Hospital
- Komaki City Hospital
- Handa City Hospital
- JA Aichi Koseiren Toyota Kosei Hospital
- JA Aichi Koseiren Anjo Kosei Hospital
- Okazaki City Hospital
- Toyohashi Municipal Hospital

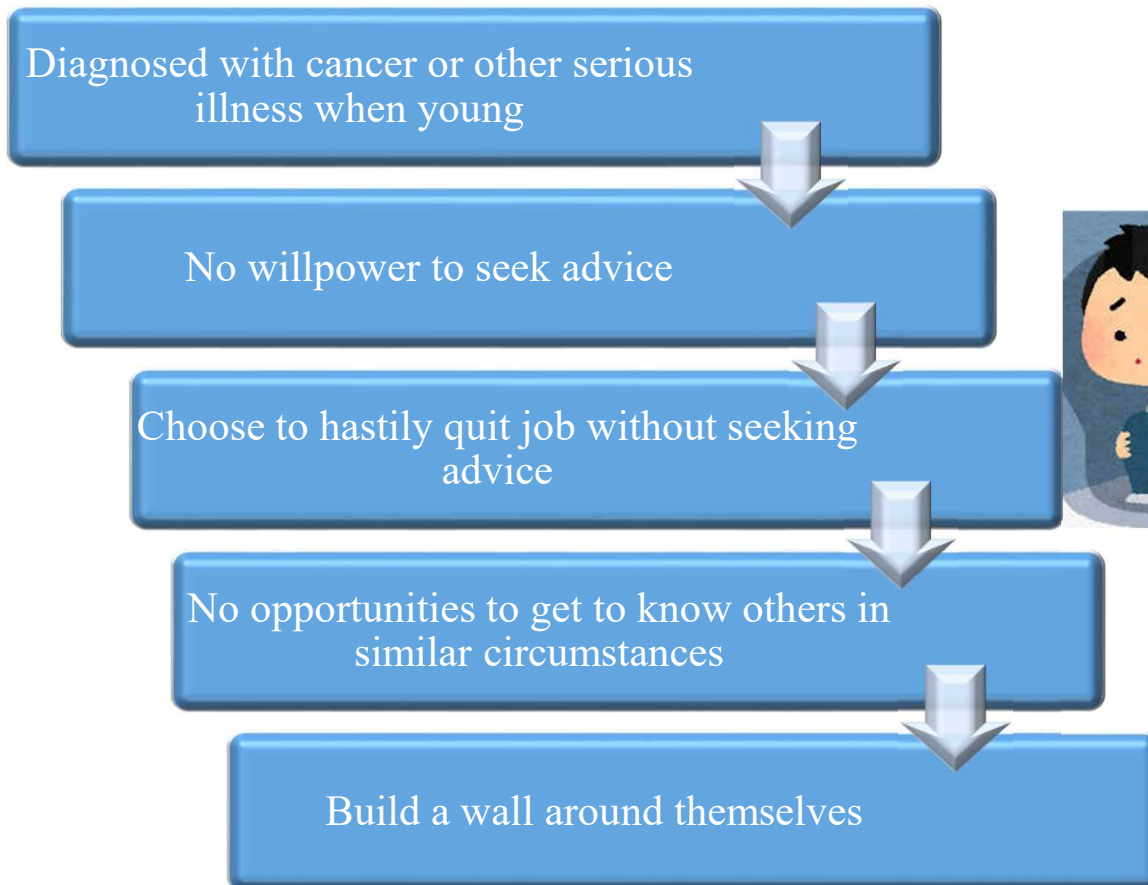
Cancer hospitals designated by the prefectural government

- Nagoya Ekisaikai Hospital
- Nagoya Memorial Hospital
- Chubu Rosai Hospital
- Kasugai Municipal Hospital
- JA Aichi Koseiren Konan Kosei Hospital
- Toyota Memorial Hospital
- Kariya Toyota General Hospital

Created a network where the Cancer Center (to which hospital nurses and social workers belong) and the Aichi Labour Bureau collaborate.

This network has been created not under a system but through communications between the Health Section of the Aichi Labour Bureau and hospital social workers and nurses who share the same beliefs.

Some people don't ask for help, and they tend to live without access to any assistance and are left struggling.

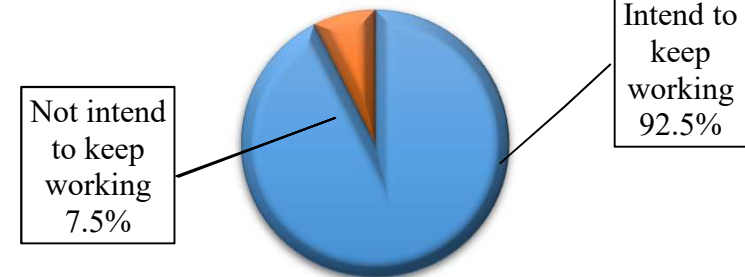


For example, they are eligible to receive welfare if they simply apply, but they don't and stay in a difficult situation.

Over 90% of people, if diagnosed with cancer, want to keep working!

92.5% of people, if diagnosed with serious illness such as cancer, want to continue working. The reasons vary – to support a household, to raise money for treatment, to have something to live for, etc. It is therefore necessary to create an environment where workers with serious illness can work while receiving treatment.

Intention to keep working if diagnosed with cancer or other illness



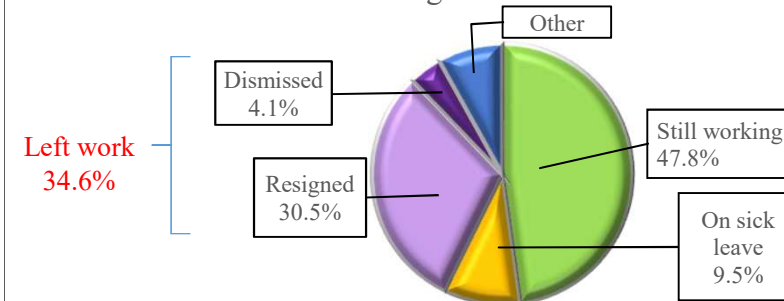
Source: Survey for the Treatment/Work Balance Assistance Program

Sep – Oct 2013 (Mizuho Information & Research Institute, commissioned by the Ministry of Health, Labour and Welfare)

One-third of people diagnosed with cancer quit work or are dismissed by their employers.

Whereas over 90% of people wish to continue working if diagnosed with serious illness such as cancer, 34.6% or one-third of people actually diagnosed with cancer voluntarily quit job or are dismissed by their employers.

Change in work situation after cancer diagnosis



Source: 2013 fact-finding survey report on the concerns, burdens, etc. of cancer survivors

Diseases such as cancer give sufferers grave mental impacts with fear for death or disabilities.

- ◆ Cancer → Cancer is not a death sentence anymore but people diagnosed often anticipate their deaths.
- ◆ Aftereffects or disabilities left after having a stroke
→ Cannot immediately accept the reality of having such aftereffects.
- ◆ Intractable diseases → As the conditions worsen, one becomes increasingly incapable of dealing with the fact that the disease is incurable.

As a result, they may not feel like asking for help...

If they proactively use the services of the Cancer Consultation and Support Center, they can receive reasonable-quality support; however, it is not uncommon for Japanese to build a wall around themselves and not seek help. Some just quit their job without talking to anyone.



- This disease is hard to cure.
- No one I know has this disease.
- Why me?
- I'm going to die.
- I will quit my job. I'm dying anyway.

If we just wait for the patients to show up and seek help, we are not going to give them the support they need!!

“I can’t come to the consultation desk but I need support” – We want to reach out to such people!



Can we provide help to every single person in need of support?

The younger generation gets shocked more by their cancer diagnosis

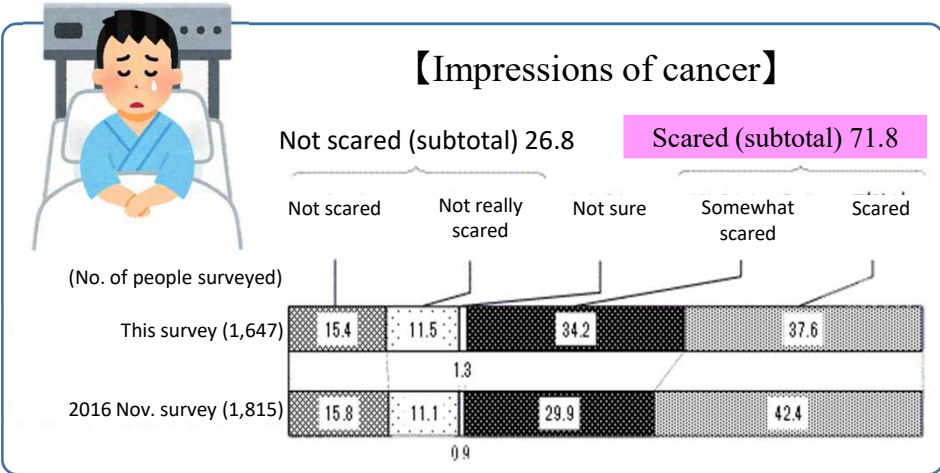
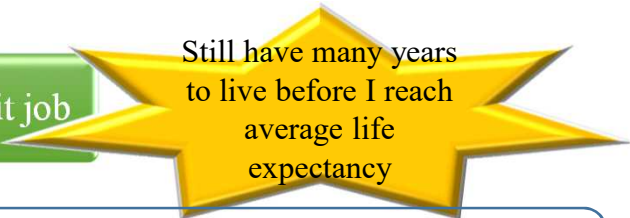
Why me?



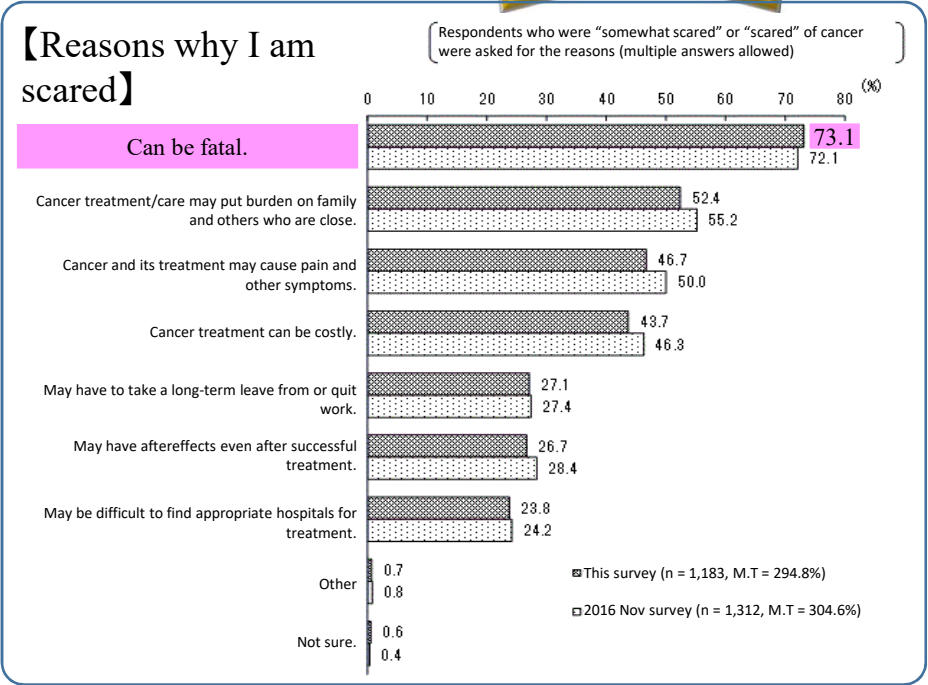
I'm going to die



No choice but to quit job



Thanks to medical advances, cancer diagnosis is often not the end of one's career. If you hastily quit job, you may regret later...



How can we provide support before they make hasty decisions...

The earliest they can be reached is at the time of diagnosis (outreach). This can be done by the staff of the hospital making the diagnosis.



The concept of outreach

How can we make a contact with people diagnosed with cancer (or other serious illness) between their diagnosis and their taking actions? If we could reach out to them at the time of diagnosis...

This is what we call “outreach.”

This can be done by the staff of the hospital making the diagnosis.

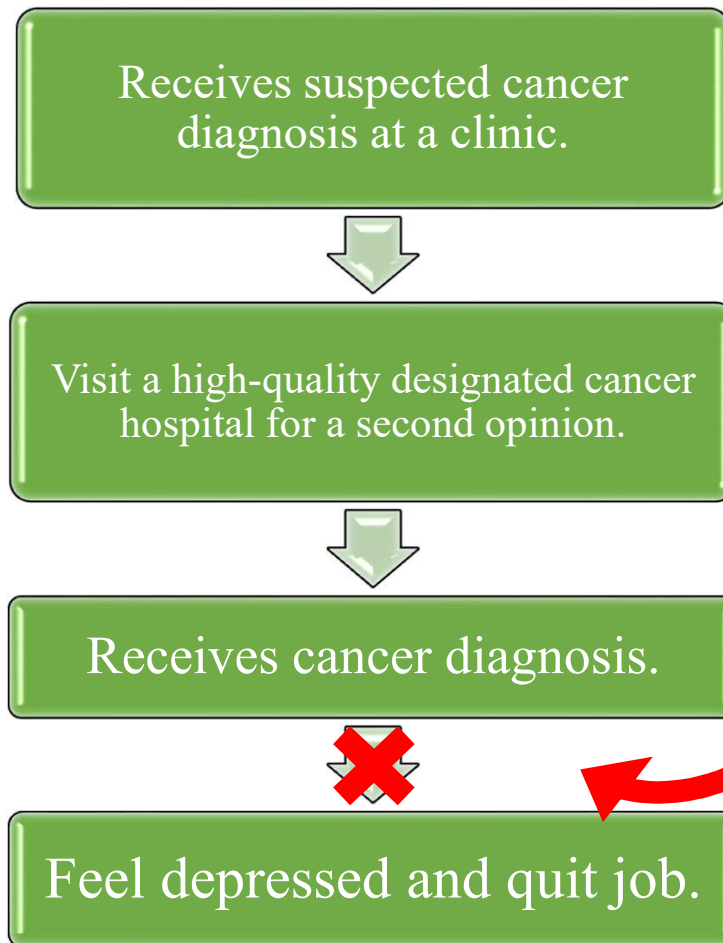
Let's say people aged between 20 and 55 have received a diagnosis of suspected cancer at a clinic. As they are still not old and have many years before they reach the average life expectancy, it is common that they decide to seek a second opinion at a high-quality hospital.

In that case, they are likely to go to one of the cancer hospitals designated by the national or prefectural government. If such hospitals can offer consultations on daily living, work, treatment cost, etc. at the time of cancer diagnosis, with professionals providing maximum support and cancer survivors offering advice/support, the patients can be prevented from making wrong decisions.

Then, almost all cancer (or other serious illness) patients aged between 20 and 55, including those having a hard time without communicating with other people, can be provided with support.

Can we do it...? **Yes, we can!!**

How outreach is done



Through outreach, the person can talk to experts and those in similar situations.

Almost all people can be offered support!

Designated cancer hospitals have professional counselors!

They are social workers and nurses, who offer advice on daily living and medical advice, respectively.

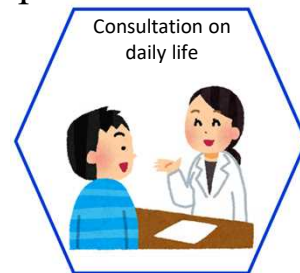
Currently, the number of people aged between 20 and 55 diagnosed with cancer is not very high, and **it is still possible for individual hospitals to provide outreach to all of them.**

In other words, most of the people in the age group diagnosed with cancer (or other serious illness) can talk to or seek advice from professionals at hospitals!

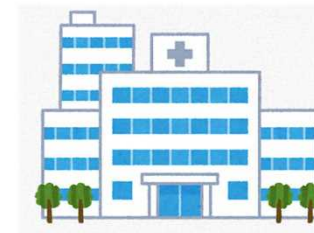
- ① Individual circumstances
- ② Troubles (problems) the patients have
- ③ Not to make hasty decisions
- ④ Mental aspect



Identify problems which vary from patient to patient.



Cancer hospitals



Consultation on daily life/work/treatment cost, etc.



Can hospitals meet the patients' needs which vary widely?

Hospitals, no matter how high their treatment quality is, are not experts in solving problems concerning daily living, work environment, and the cost of medical treatment.

Social workers are experts in giving advice but not professionals in actually solving problems – be they daily living problems or financial problems.

They can suggest to the patients to see appropriate professionals, and if the patients follow the advice, they will contact with such professionals. Problems are likely to be solved if patients, or people acting on their behalf, take actions like this.

However, as already mentioned, there are people who can't or won't take such actions. This means that although most patients can be reached out, there are still some who miss out on the opportunity to seek professional support.

Also, it is normal that people, when diagnosed with cancer or other serious illness, cannot take cool-headed decisions by asking professionals to identify the best course of action and actually take actions.

What if a hospital has come to a standstill after its social workers and nurses have engaged in communication with their patients?

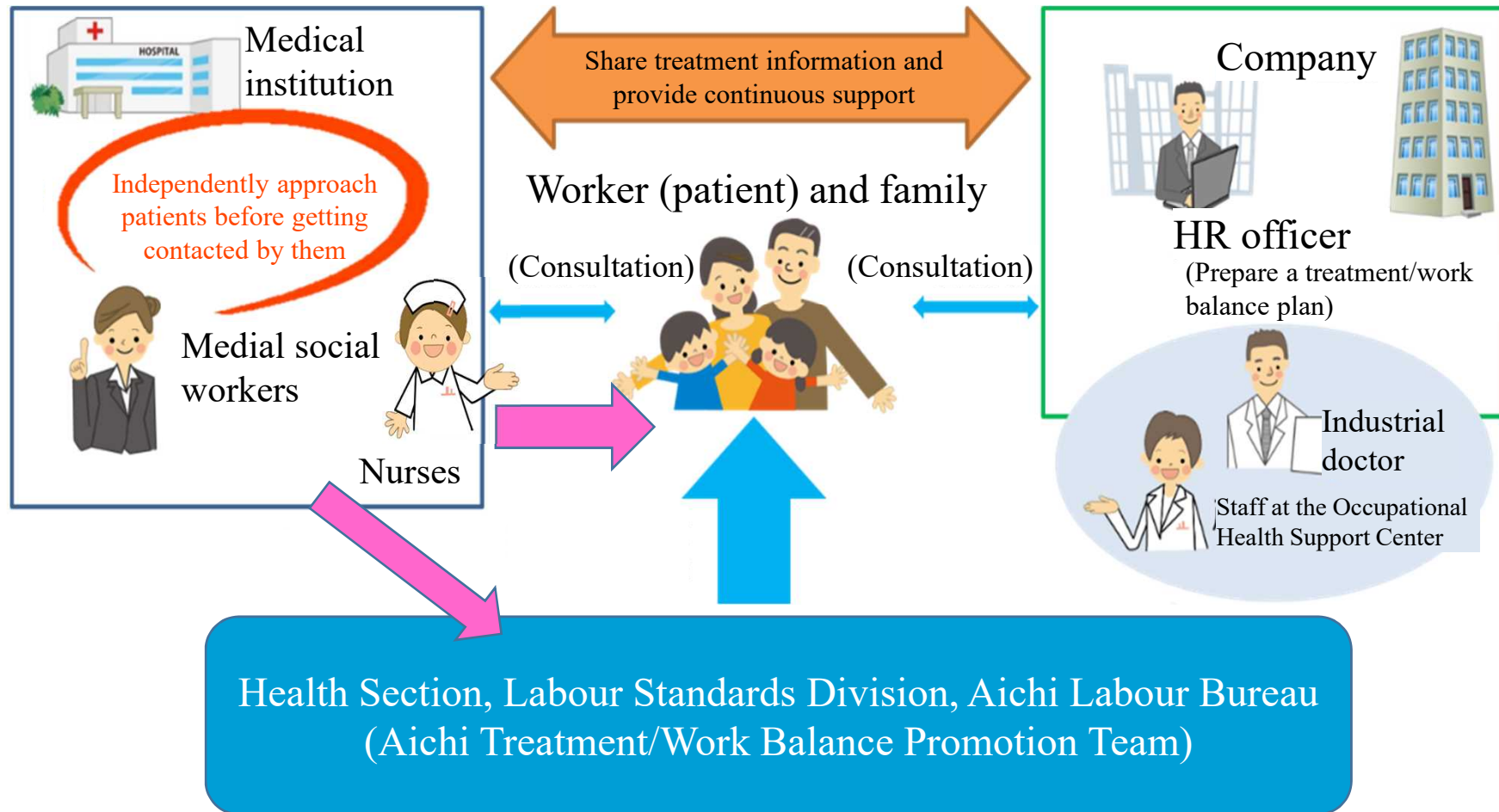
If they contact the Aichi Labour Bureau's Health Section (contact point for the treatment/work balance promotion team), they will be referred to appropriate organizations (professionals) **partnered with the Aichi Labour Bureau and the team** and can get results by making the best of their professional capabilities.

The Aichi Labour Bureau's Health Section serves as the secretariat for the Aichi Treatment/Work Balance Promotion Team.

Various organizations, as one team, are working to address this problem using their knowledge and powers.



Aichi Labour Bureau's Health Section collaborates with the Cancer Consultation Centers and the responsible nurses, among others (not limited to cancer patients)



Cooperate with the member organizations of the Aichi Treatment/Work Balance Promotion Team and other parties

Cancer survivors understand better than anyone else how cancer patients are feeling.

If experts who specializes in labor issues and have themselves been diagnosed with cancer talk to cancer patients sympathetically, that may open up the patients and allow more effective support. We believe involvement of these experts will make this system a better one.

By getting the patients to share their feelings and ideas at their hospital, **maximum legal support possible** under the circumstances, and also **preterlegal and voluntary support in some cases**, can be offered to the patients.

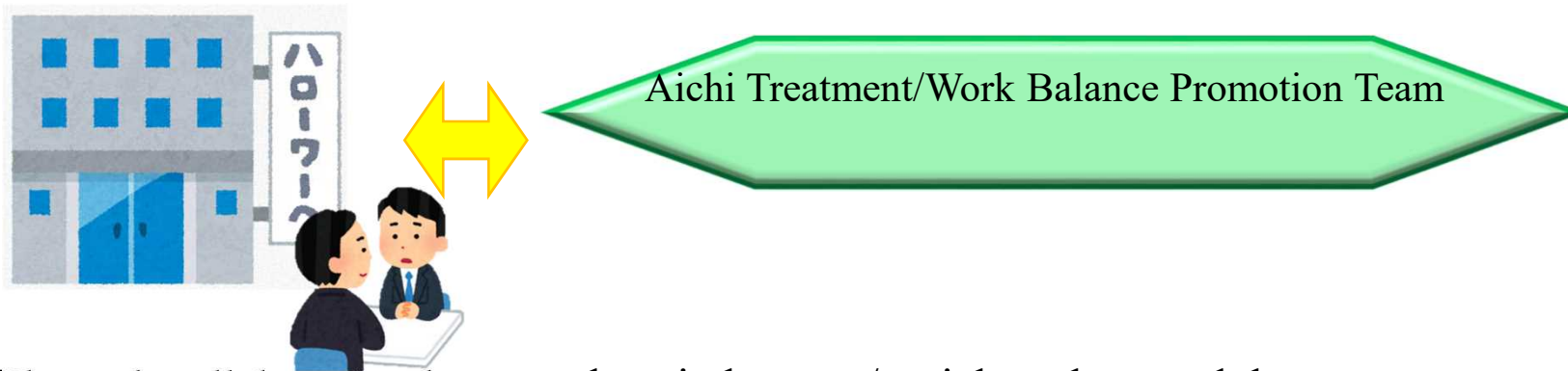
As stated above, through implementation of outreach, almost all people diagnosed with cancer or other serious illness in their prime can receive support, allowing them to return to work on completion of treatment and recover while living/working, thereby creating a virtuous cycle.



To sum up, almost all cancer patients aged between 20 and 55 are approached through outreach and given opportunities to talk to experts and people in similar circumstances, allowing them to receive maximum support currently available in Japan.

Even if a **person with serious illness such as cancer refuses to request assistance**, with support from people around them, they will be able to have a flexible, personalized workstyle most suited to their physical and mental needs and **receive all living supports available under the current system**.

Employment assistance for people who require long-term care or others who cannot return to their original work due to aftereffects is handled not by one officer but by the aforementioned team. This system maximizes the possibility of guiding them to the most suitable, long-lasting employment taking into consideration their conditions, which is difficult or not possible if each case is handled by one person.



Through collaboration between hospital nurses/social workers and the Treatment/Work Balance Promotion Team (with its secretariat at the Prefectural Labour Bureau) that share the same goals, the patients in the prime of their life can receive high-quality, maximum assistance after diagnosis with cancer or other illness.

As a result, even after they get older, they are more likely to live a healthy life with something to live for.

For example, there are people aged between 55 and 65 who are still employed but have “retired” from their executive positions or whose salaries have stopped rising and are starting to contemplate on the next step in their life. Such people, using the diagnosis of illness as an opportunity, may actually **take actions** through communication with the team consisting of counselors at the hospital and the Labour Bureau’s Health Section (contact point).

If we could recommend new workstyles suitable to them...



We believe, through **collaboration** between senior citizens who use the services of hospitals and the Labour Bureau which offers job-placement services and job trainings, we can **provide personalized assistance** to those in need.



Job-placement assistance for people aged 65 or over

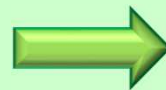
Many of those aged 65 or over use hospitals.

They live diverse lifestyles in accordance with their physical conditions.

Some are bedridden but others at age 65 or over continue to work after having been diagnosed with cancer while regularly visiting hospitals. Some are keen to do what they have always wanted to do or finish their unfinished businesses.

For example, some want to open a soba or udon noodle shop and are seeking advice or want to learn the trade by working at such restaurants part-time.

I'm going to do things that are undone!
I'm going to do what I have always wanted to do!



For example...

I want to open a soba shop!

So I will learn the skills at a soba restaurant!

Companies operating chain Japanese-style restaurants are finding it difficult to find people aged under 65 who want to work for them. There is a significant demand to employ those aged over 65 - even part-time.

Active opening ratio is the ratio of the number of job positions to the number of job applicants. According to the figures of the Employment Service Center for Oct '17, for every 100 people aged 60 – 64 seeking work, 119 positions are available (see right).

Changes in active opening ratio (Unit: Times)

	60 - 64	65 or over
Oct 1997	0.07	0.26
Oct 2007	0.78	2.54
Oct 2015	0.83	1.15
Oct 2016	0.93	1.20
Oct 2017	1.19	1.22

“Employment referrals for general workers “ (MHLW)

If job offers that match the needs of hospital users aged 65 or over are referred to hospitals through day-to-day collaboration with the Labour Bureau, such hospital users can regularly look for information at their hospitals without running around places in confusion.

That’s right. We will be able to meet the diverse, flexible workstyle needs of people aged over 65.

Lifetime career assistance provided by the Employment Measures Section of the Aichi Labour Bureau

Lifetime career assistance – contact points

In Aichi Prefecture, 14 branches of Hello Work (Government's Employment Service Center) offer support for people aged over 60 (with priority for those aged 65 or over).

<Assistance offered>

- Job offers from companies willing to hire older people are provided.
- Information is provided taking into consideration the diverse needs of individuals. Information is provided at the consultation desk of relevant agencies including the Silver Human Resources Center in accordance with individual employment needs.
- Various types of guidance suitable to the senior generation is provided, including how to write a resume, how to sit an interview, and how to search jobs. Also, information on workplace tours, work experiences and free seminars is provided.
- Hello Work branches: Nagoya Higashi, Nagoya Naka, Nagoya Minami, Toyohashi, Okazaki, Ichinomiya, Handa, Seto, Toyota, Tsushima, Nishio, Inuyama, Toyokawa, and Kasugai

Silver Human Resources Center

People aged 60 or over who wish to engage in temporal, short-term or easy work can register and receive services.

<Services offered>

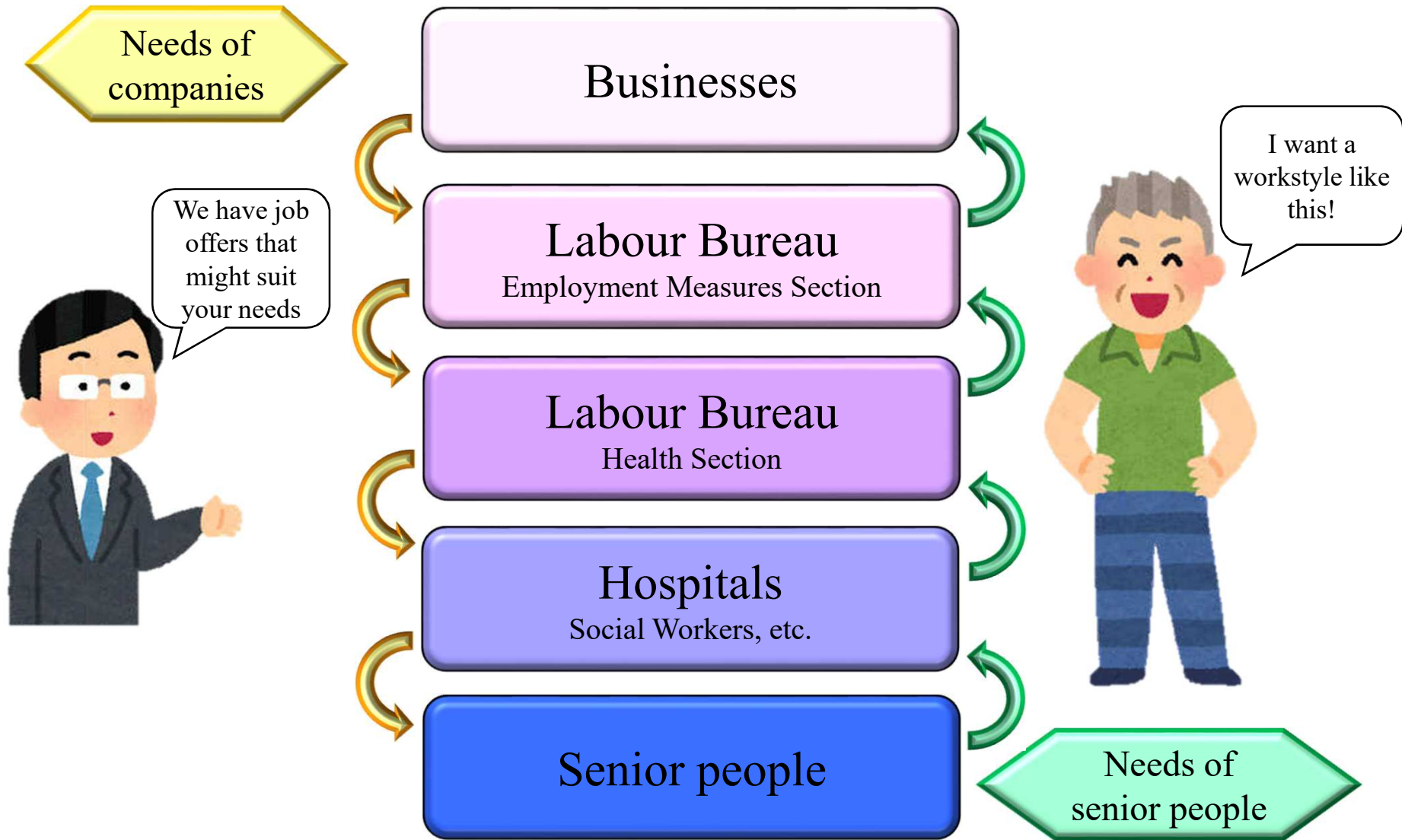
- The Silver Human Resources Center receives job orders from businesses, the general public, government agencies, etc. and offers them to the registrants as contract, commissioned or dispatch work, or types of work.
- Types of work
Cleaning, weeding, pruning, writing addresses on letters, installation of sliding screens/doors, tour guide, neighborhood patrol, nursing care assistance, childcare assistance, cooking assistance, housework assistance, stocking at supermarkets, temporary work at manufacturing companies, management of bicycle parking lot/facilities/park/vacant house, etc.
- Various seminars and workshops are held.

Skill development programs

To help older people smoothly find new jobs in which they have no experience in, in cooperation with the Hello Work branches with lifetime career support functions and other organizations, we offer workplace tours and experiences at companies in the sectors that are more likely to hire senior people and outsource to private sector organizations the Skill Development and Employment Promotion Programs for Seniors where older people acquire necessary skills.

- We organize interview sessions for the people who took skills training (nursing, childcare, security guard, landscaping, cleaning, retail, etc.).

Collaboration among companies, Labour Bureau and Hospitals



How we help achieve a treatment/work balance



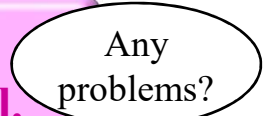
With request

Without request

(Outreach)

Talk through consultation desks
(Occupational Health Support Center,
Cancer Center)

Diagnosed with illness at hospital.



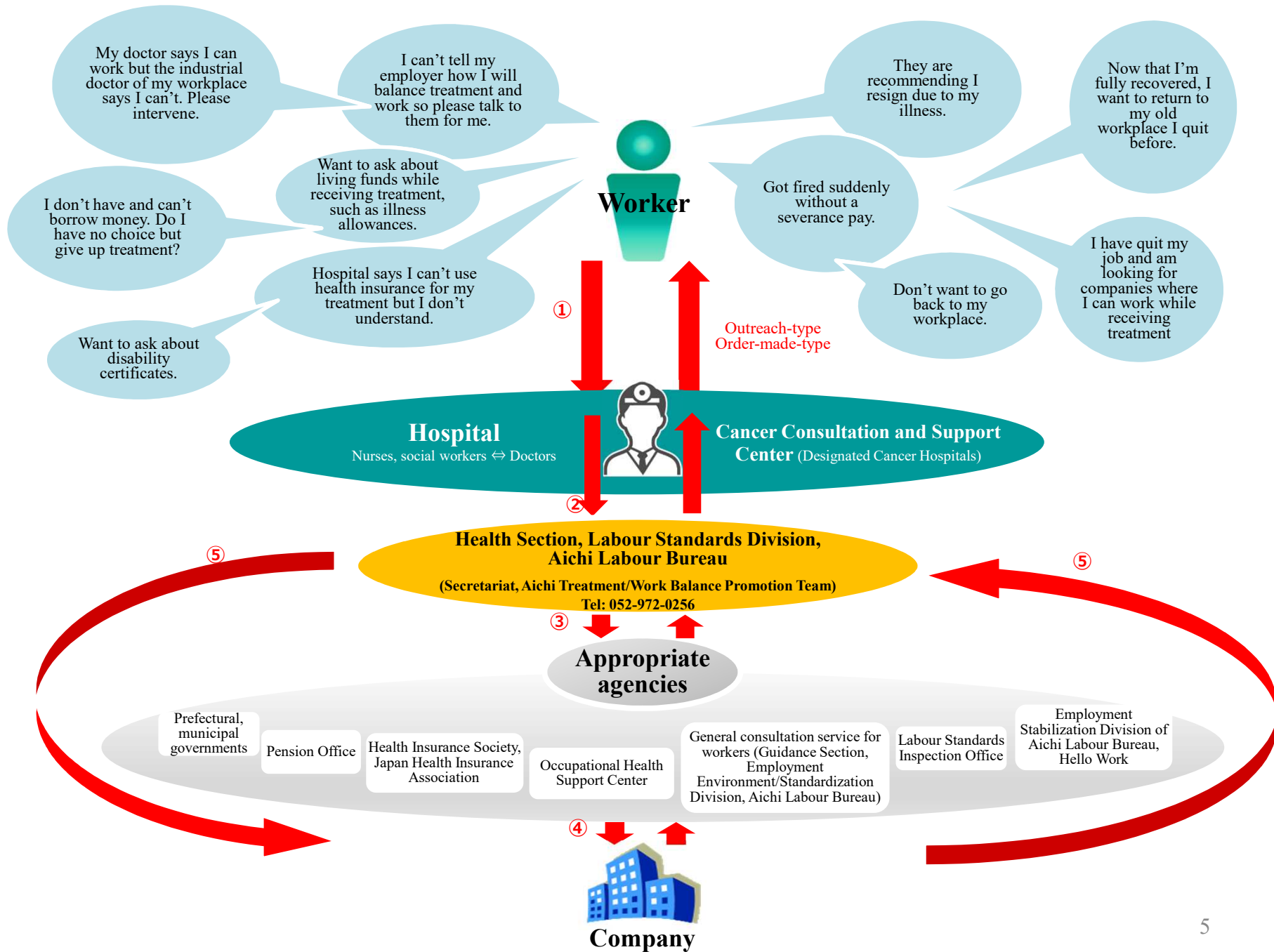
HR staff at companies, staff at
the Occupational Health
Consultation and Support
Center, and industrial doctors
prepare a treatment/work plan.

Initial interview with hospital staff
(doctors/nurses/social workers, etc.)



Collaboration with the doctor
in charge (preparation of a
written opinion)

Various people guide patients to where
they wish to be in accordance with
their needs.



Employment assistance for people diagnosed with cancer or other illness at different life stages

Age	
20- 55	All people, with or without their request, are offered assistance so that they can work while receiving treatment. (Assistance for diverse and flexible workstyles)
55- 65	Assistance for patients including consultation on the next life stage Job placement service, job training, etc. (Assistance for diverse and flexible workstyles)
65 -	Lifetime career, work for a purpose in life (Assistance for diverse and flexible workstyles)

Currently, in the form of outreach, order-made assistance is provided through collaboration of the Aichi Labour Bureau's Health Section and hospital social workers/nurses, which share the same values. We hope that in the future, our values will be shared by more people/organizations and this system will become widespread as a national system.



ご清聴
ありがとうございました



Thank you for your attention