

# Izumo Family Support Center

## Guidebook

Are you a working mother or father? Do you sometimes have appointments where you cannot bring your child with you? Do you just need a break, but have no one to look after your child?

The Izumo Family Support Center is an organization that brings together people with children who need assistance and people who are eager to provide that assistance.

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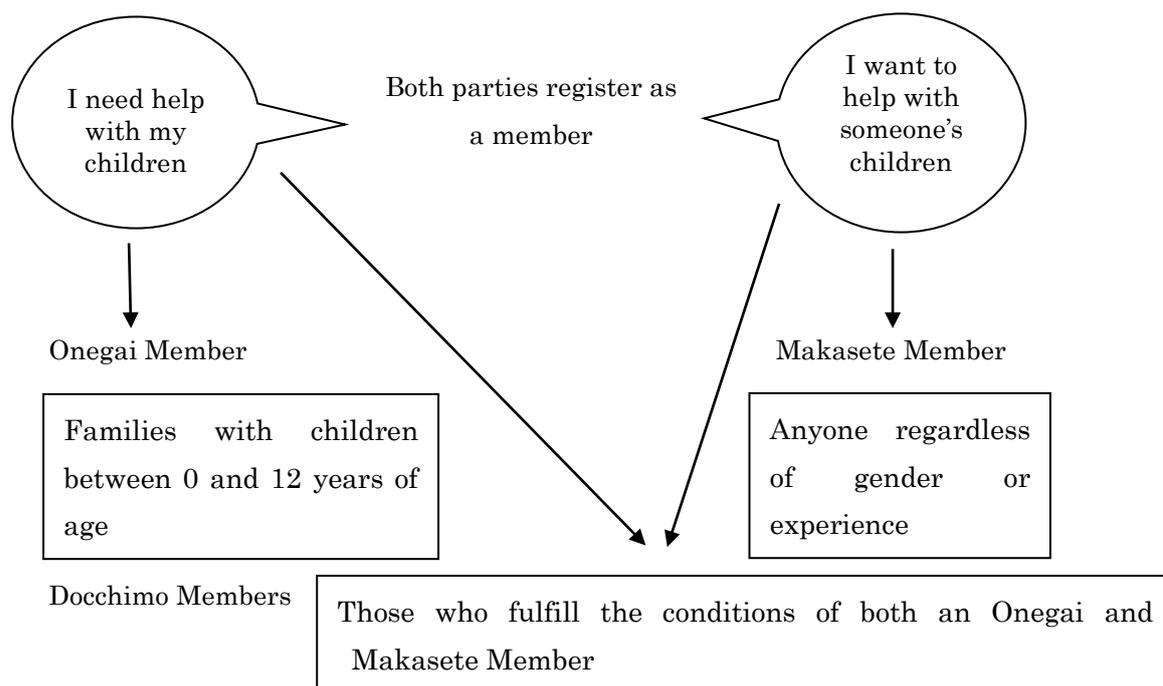
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## How to Become a Member

※ Anyone living or working in Izumo City can become a member.



## How We Can Help You

- ◆ Looking after your child before their childcare facility (nursery school (hoikusho), kindergarten (yōchien), etc.) opens as well as taking your child to their childcare facility.
- ◆ Looking after your child after their childcare facility (nursery school (hoikusho), kindergarten (yōchien), etc.) closes as well as picking up your child from their childcare facility.
- ◆ Picking up your child from their afterschool care as well as looking after them.
- ◆ Looking after your child after their school day ends.
- ◆ Looking after your child when they are slightly ill, etc.
- ◆ Taking your child to extracurricular lessons and picking them up.
- ◆ Taking care of your child because you are not available due to the following reasons:
  - School events, commuting to a hospital, important family ceremonies, etc.  
(If it would be difficult to bring the child with you.)
  - Beauty salon appointments, shopping, movies, when you are taking lessons, etc.
  - Before and after childbirth.
  - Employment examinations, participation in training for a specific qualification, etc.
  - Job searching, etc.
  - When you simply need time for yourself.

We also provide other assistance necessary for parents to be able to work in addition to supporting families with children.

※ Children will usually be looked after at a Makasete Member's house. However, if both the Makasete and the Onegai Member agree, the child may be looked after e.g. at their own house or at a Childcare Support Center (kosodate shien sentā).

## The Process

### ① Introducing Members to One Another

The Center will choose two members that fulfill one another's requirements and introduce them.

### ② Meeting

The Onegai Member must call the Makasete Member to agree on a meeting within a week of the Center introducing the two members.

The Onegai Member must fill out the Pre-Meeting Information Form (jizen uchiawase yōshi) before the meeting. Please go through the form during the meeting.

The Makasete Member must fill out the cut-out section of the Pre-Meeting Information Form and give it to the Onegai Member.

After the meeting is over, the Onegai Member must contact the Center.

### ③ Requesting Assistance

When the Onegai Member needs childcare assistance, they must contact either the Center or a Makasete Member they have already had a meeting with to request assistance.

※ The Center must be notified also if the Onegai Member submits a request directly to the Makasete Member.

### ④ Requested Assistance

After receiving a request for childcare assistance from either the Center or an Onegai Member, the Makasete Member should do their best to provide childcare assistance during the dates and times mentioned in the request. However, the request for assistance is not binding. If the Makasete Member is not available, they must notify the Center.

The Onegai Member cannot ask for any assistance that is not listed in their request.

The Onegai Member should pack as many snacks and meals as they can for their child to take with them.

If the Onegai Member has requested assistance with transporting their child to and/or from a school or childcare facility, the Onegai Member must notify the school or childcare facility of who is dropping off and picking up the child and when.

If the Onegai Member would like to cancel their request for childcare assistance, they must contact the Makasete Member and the Center to let them know.

## ⑤ How to Provide Requested Assistance

The Makasete Member must make sure that any assistance they provide is in accordance with the Safety Check List (p. 6).

The Makasete Member must keep an eye on the child's general wellbeing while the child is in their care. If there is a change in the child's conditions or if an accident occurs, the Makasete Member must abide by the instructions provided in the section titled "What to Do in the Event of an Emergency" (p. 10).

The Makasete Member must show their Membership Card (kai'inshō) to the staff of the school or childcare facility when dropping off or picking up a child.

## ⑥ Reporting and Payment

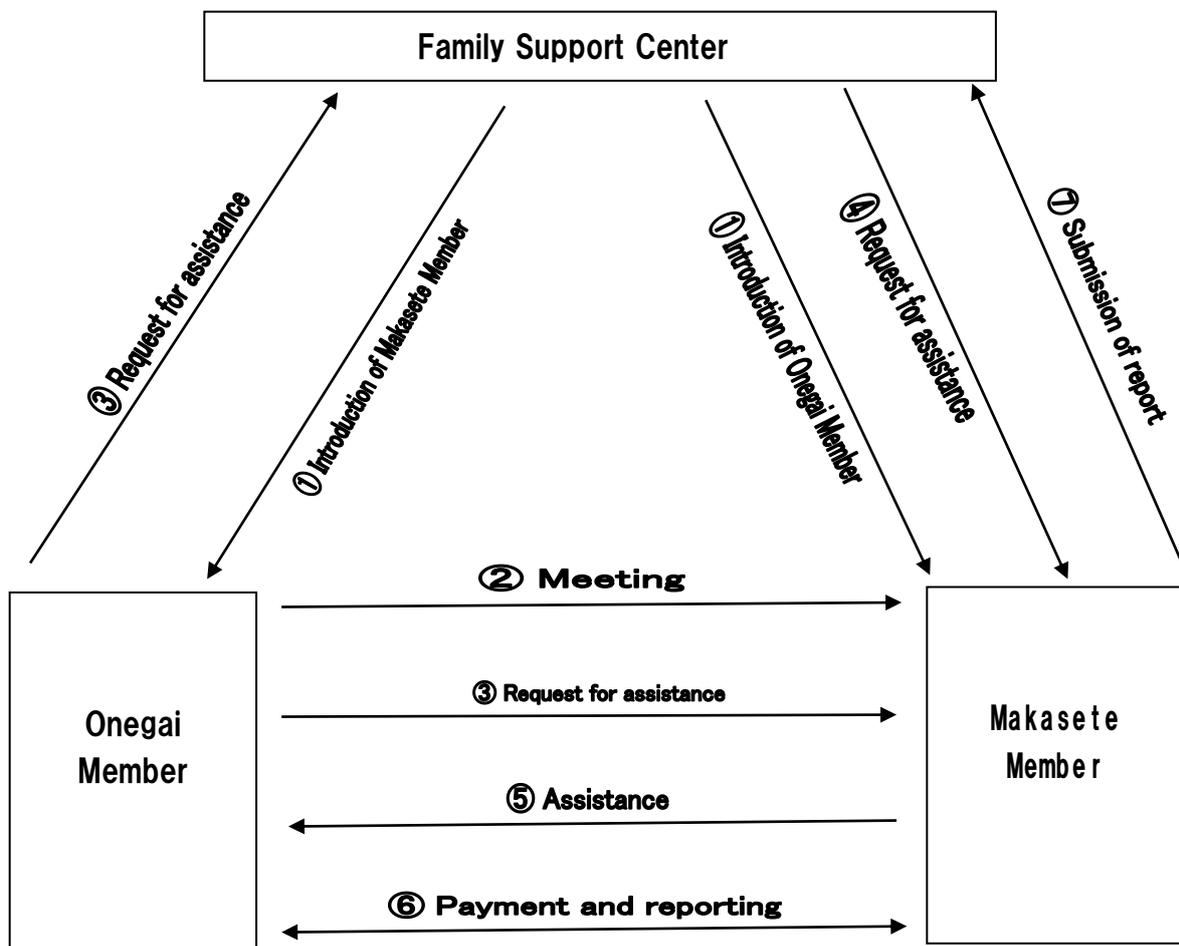
The Makasete Member must write a report on a 3-ply form (seikatsu hōkokusho) and submit it to the Onegai Member.

The Onegai Member must sign the report after confirming its contents and pay the Makasete Member for their services. The Onegai Member will keep the sheet titled "Onegai Member's Copy" (onegai kai'inyō) as proof that they have paid the Makasete Member.

※ The Center does not handle any aspect of the payment.

## ⑦ How to Submit the Report

The Makasete Member must submit the sheet titled “Family Support Center’s Copy” (famiirī sapōto sentāyō) to either the Center or to the Kodomo Seisaku-ka at Izumo City Hall. Alternatively, the form may be brought to any Branch Office and submitted to the applicable section handling childcare matters by the 5<sup>th</sup> day of the following month. (The sheet can also be submitted by mail.)



## Preparing for a Natural Disaster

- ★ Please make sure to exchange multiple types of contact information (cell phone, house phone, workplace, nursery school (hoikusho), etc.) to ensure that you can contact one another in the event of a natural disaster, such as an earthquake, typhoon or flood. Please also talk with one another about what to do in the event of a natural disaster.
  - ★ In the event that a natural disaster occurs while a child is in their care, the Makasete Member must take full responsibility for the child's safety.
- ※ If you cannot reach one another by phone, please use emergency contacting services such as the Disaster Emergency Message Dial 171 (saigaiyō dengon) or similar services provided by your cell phone provider.
- ※ The Family Support Center's liability insurance does not cover natural disasters. Please make sure to act in a responsible manner.

## Rules

- ★ Members must ensure that they understand what the Center strives to achieve and abide by its decisions.
- ★ Members must protect everyone's privacy even after they have terminated their membership.
- ★ Members must resolve any conflicts arising from accidents that take place during childcare assistance hours between themselves.
- ★ Members must abide by agreed-upon times (start and end). If there are any changes, members must contact each other and the Center as soon as possible.
- ★ In the event of an emergency, members must make sure that they contact one another.
- ★ Members should strive to attend e.g. lectures, workshops and gatherings organized by the Center.
- ★ In the event that a member wishes to terminate their membership, they must notify the Center and return the following documents in order to prevent the disclosure of personal information:
  - Membership Card (kai'inshō)
  - Pre-Meeting Information Forms (jizen uchiawase yōshi)

## Safety Check List

1. If you let the child sleep on a high surface, such as a sofa or bed, please make sure that you prevent them from rolling off and keep an eye on the child the entire time.
2. If there are any stairs, steps or ramps in your house, please make sure that the child cannot fall from them.
3. Please make sure that there are no doors that may swing shut on the child.
4. Please make sure that any small items that a child may swallow, such as candies, buttons, coins, rings and jewelry, are stored in a place out of their reach.
5. Please make sure that any breakable items, razors, knives and scissors, etc. are stored in a place out of the child's reach.
6. Please make sure that any tobacco, medications, lighters, matches, make-up and laundry detergent, etc. are stored in a place out of the child's reach.
7. Please make sure that plastic bags and saran wrap, etc. are stored in a place out of the child's reach.
8. Please make sure that the child cannot reach any hot drinks or food left on a table.
9. Please make sure to remove any tablecloths.
10. Please make sure that the child cannot burn themselves on devices such as heaters, irons, thermoses, electric kettles, rice cookers or pots.
11. Please make sure that no water is left in bathtubs, washing machines, or big buckets. Please also make sure that you prevent the child from entering your bathroom alone by locking the door, etc.
12. Please make sure not to leave out any stools on your balcony or next to a window. Please lock all windows and doors to ensure that the child cannot leave.
13. Please make sure that any tables or cabinets are secured. Please also make sure that corners and sharp edges are childproofed.
14. Please make sure that there are no stuffed animals, towels, etc. that could cover the child's mouth or nose where the child sleeps.
15. Please make sure that all window blind cords are stowed away high out of reach so that the child's neck will not be caught in them.

## Sick or Recuperating Children

**Makasete Members can help you if your child only has a mild fever or is recovering from an illness.**

### How to Request Assistance for a Sick or Recuperating Child

- Makasete Members can help you **after you have had a doctor examine your child.**
- Please make sure to provide the following information on the **Request Form for a Sick or Recuperating Child (byōji, byōgoji irai renrakuhyō)** for the benefit of the Makasete Member: the results of the doctor's examination, the doctor's name and contact information, the child's condition (body temperature, symptoms and any changes therein, what the child has eaten, bowel movements, mood, etc.), guardian's emergency contact information (house phone, work, cell phone, etc.), medical history, allergies, and information on the child's everyday life (bowel movements, meals, sleep), etc.
- If members agree on assistance between themselves in the event of an emergency, **please make sure to contact the Family Support Center to let them know.**
- Please make sure to **stay in contact with one another** – especially if there are changes in the child's condition – while the child is in the Makasete Member's care.

### If There Are Changes in the Child's Condition

Please stay calm and refer to the section titled “What to Do in the Event of an Emergency” (p. 10) for instructions on what to do if the child, for example, develops a fever, has a stroke, or starts vomiting or convulsing.

1. Contact the Onegai Member  
Tell them that there has been a change in the child's condition. Ask them what to do.
2. Contact the Family Support Center
3. If necessary, contact a doctor

### Administering Medication

As a rule, the Makasete Members do not administer medication to the children in their care. However, in cases where it is absolutely necessary for the Makasete Member to administer medication, the Makasete Member can only administer medication that has been prescribed by a doctor and written down in the section titled “**Request for the Administration of Medicine**” (tōyaku irai sho) located on the back of the Request Form for a Sick or Recuperating Child (byōji, byōgoji irai renrakuhyō).

## When Can Assistance Not Be Provided

- If the child has an infectious disease that is going around (epidemic).
- If the child has an infectious disease requiring official reporting.
- If the child is badly injured or ill (high fever, extreme cough, vomiting, dehydration due to watery diarrhea, limpness, etc.)
- If the child needs to be picked up from their nursery school (hoikuen) or other childcare facility or school due to a sudden fever or sickness.

Makasete Members are best able to help if they know how your child normally behaves when healthy ♥

## Remuneration

1. Please pay the Makasete Member as follows. (Cf. Section 16 of the Izumo Family Support Center Guidelines)

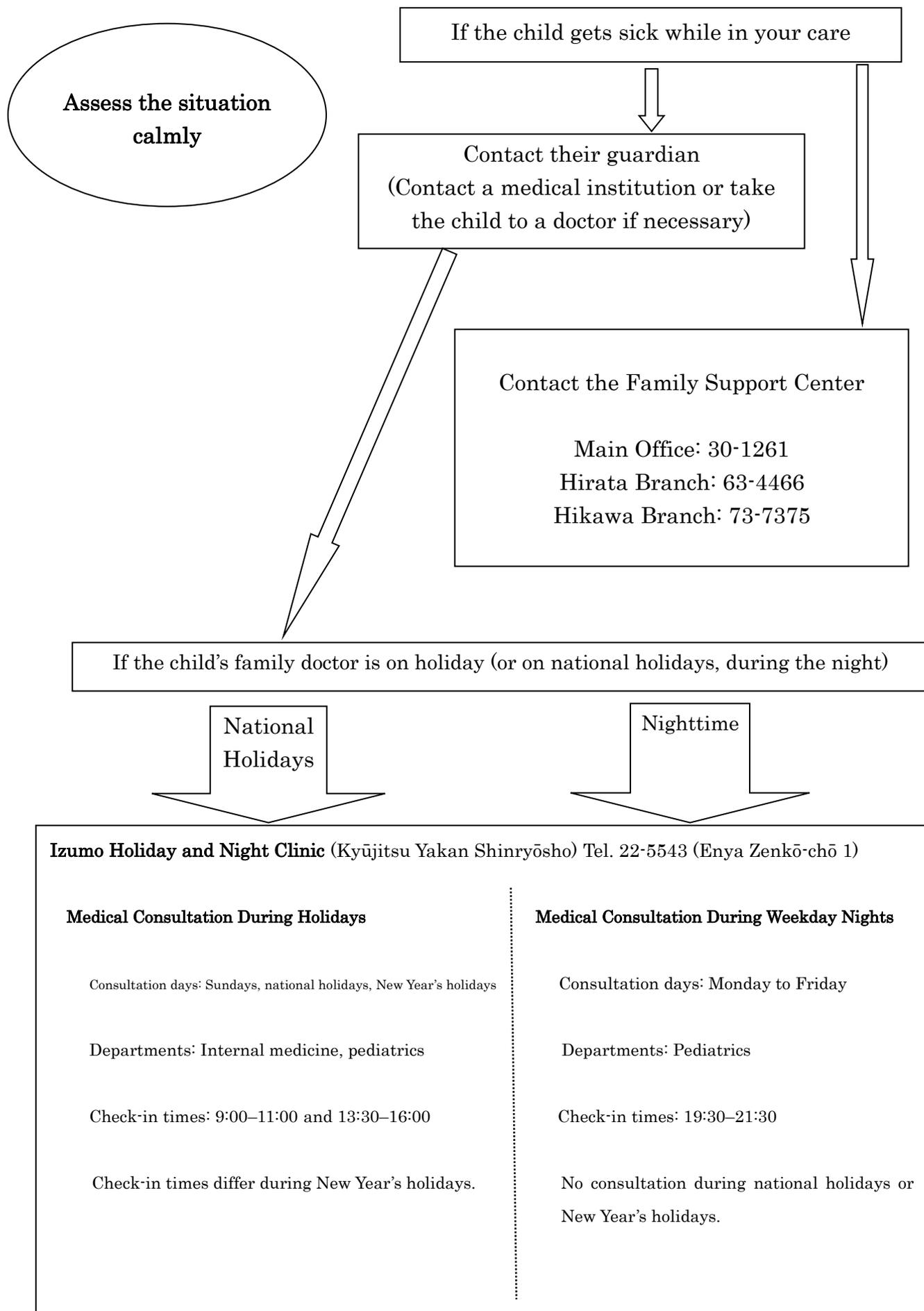
### Basic fee for one child for 30 minutes of care

Monday to Friday (7 a.m. to 7 p.m.)	300 yen
Other times (including weekends, national holidays and New Year's holidays)	400 yen
Care of sick or recuperating children, etc.	400 yen

※If the Makasete Member is picking up or dropping off your child, their fee is calculated based on the time beginning as soon as the Makasete Member leaves their home and ending when they return to their home.

2. If you place more than one child in the Makasete Member's care, you will pay the full fee for one child and half the fee for any additional children. (However, you must pay the full fee for all sick or recuperating children placed in the Makasete Member's care.)
3. In the event that you need to cancel any agreed-upon care, please pay the Makasete Member a cancellation fee in the following manner.
  - If you cancel the day before or earlier – no fee
  - If you cancel the day of the agreed-upon care – half of the fee set out above
  - If you cancel without notice – full fee
4. Please prepare any food (milk), snacks, diapers, etc. your child might need. However, if you ask the Makasete Member to provide any of the abovementioned or if the need arises for the Makasete Member to provide these things, please compensate the Makasete Member in full. As a rule of thumb, one meal costs 300 yen and one snack 100 yen.
5. You must compensate the Makasete Member in full for any transportation fees (e.g. public transportation or taxi fees or gasoline for their own car).

## What to Do in the Event of an Emergency



If the child needs special care or to be admitted to a hospital  Go to a general hospital (sōgō byōin)

Hospitals that have pediatrics departments:

▶ Shimane University Hospital (Shimane Daigaku Igakubu-fuzoku Byōin)	Location: Enya-chō 89-1	Tel. 23-2111 (switchboard)
▶ Shimane Prefectural Central Hospital (Shimane Kenritsu Chūō Byōin)	Location: Himebara 4-chōme 1-1	Tel. 22-5111 (switchboard)

## Insurance

When you become a member, you will automatically be enrolled in three types of insurance, namely Service Provider Accident Insurance (sābisu teikyō kai'in shōgai hoken), liability insurance (baishō sekinin hoken), Accident Insurance for Children in Care (irai kodomo shōgai hoken). All insurance premiums are covered by the Family Support Center.

### 1. Service Provider Accident Insurance (sābisu teikyō kai'in shōgai hoken)

The Service Provider Accident Insurance covers any injury sustained in a sudden, unforeseen accident that occurs while a member is providing childcare services on behalf of the Family Support Center, or when traveling the regular route between the house of the childcare-providing member, the child's house, and/or the childcare facility.

(Examples of Coverage)

- The Makasete Member suffers a burn when preparing a meal for the child.
- The Makasete Member is in a car accident when on their way to pick up the child.

### 2. Liability Insurance (baishō sekinin hoken)

Liability insurance covers, for example, the reparations payable by the childcare-providing member pursuant to liability arising from law in situations where the member has caused bodily injury to the child in their care, a third party, or to the possessions thereof e.g. due to an oversight or because of the food or drink provided by the member.

(Examples of Coverage)

- Requests for reparations that arise from a child in the Makasete Member's care being badly burned by hot water due to the Makasete Member's carelessness.
- Requests for reparations that arise from a child in the Makasete Member's care e.g. getting food poisoning or burns from food or milk provided (prepared) by the Makasete Member.

※The service provider is entitled to compensation in the event that a child in the service provider's care e.g. damages the service provider's belongings or causes harm to the service provider's child or children. (Compensation will be paid for one incident per childcare period.)

### 3. Accident Insurance for Children in Care (irai kodomo shōgai hoken)

The Accident Insurance for Children in Care covers any injury sustained by the child in a sudden, unforeseen accident while in the service provider's care, regardless of whether or not the service provider was at fault.

(Examples of Coverage)

- The child falls down a set of stairs and is injured as a result.

## Izumo Family Support Center

- ◆ **Main Office** 693-0021 Izumo-shi Enya-chō 641-9  
(Inside Izumo Childcare Support Center [kosodate shien sentā])  
Tel. & Fax: (0853) 30-1261  
Email: [kosodate@local.city.izumo.shimane.jp](mailto:kosodate@local.city.izumo.shimane.jp)  
Opening Hours: 8:30–17:00  
(Closed on weekends, national holidays and New Year’s holidays)
  
- ◆ **Hirata Branch** 691-0001 Izumo-shi Hirata-chō 2112-1  
(Inside Hirata Childcare Support Center [kosodate shien sentā])  
Tel. & Fax: (0853) 63-4466  
Email: [famisapo-h@local.city.izumo.shimane.jp](mailto:famisapo-h@local.city.izumo.shimane.jp)  
Opening Hours: 8:30–17:00  
(Closed on weekends, national holidays and New Year’s holidays)
  
- ◆ **Hikawa Branch** 699-0505 Izumo-shi Hikawa-chō Kamishōbara 1760-1  
(Inside Mamenaga Ichibankan)  
Tel. (0853) 73-7375 Fax (0853) 73-7376  
Email: [famisapo-hw@local.city.izumo.shimane.jp](mailto:famisapo-hw@local.city.izumo.shimane.jp)  
Opening Hours: 8:30–17:00  
(Closed on weekends, national holidays and New Year’s holidays)