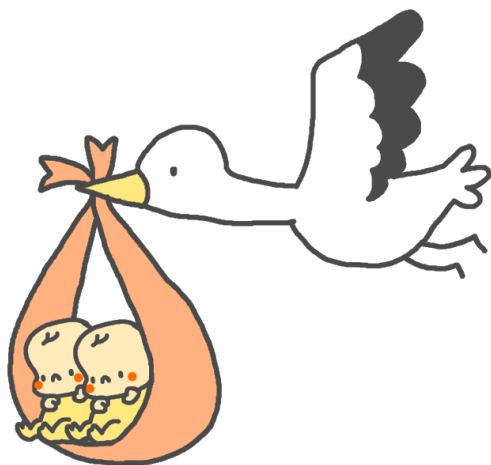


Mitaka Twin Family Supporters

みたかし かてい
(三鷹市 ふたご 家庭 サポーター)



For families in need of support, the city dispatches "Twin Family Supporters" (paid volunteers) who have undergone municipal training to assist with household chores, childcare, and outings.

Eligible Individuals

Residents of Mitaka City who meet both of the following criteria:

- ① Families with twins or multiple births under the age of 3.
- ② Individuals who take care of their child alone during the day.

※ Other cases may be considered upon consultation.

Support Services

- Childcare Support: Assistance with breastfeeding, feeding, diaper changes, changing clothes, and bathing.
- Household Support: Simple meal preparation, tidying up, laundry, shopping for foods or daily necessities, and cleaning the child's living space (excluding bathroom and toilet cleaning), etc.
- Accompaniment for going out for health checkups, etc.
- Transportation of the sibling(s) (preschool-aged children) of the eligible child to and from nursery school or kindergarten.

Usage Period & Hours

Until the day before the child turns 1 year old	Up to 240 hours
From 1 years old to the day before the child turns 2 years old	Up to 180 hours
From 2 years old to the day before the child turns 3 years old	Up to 120 hours

Mitaka Child and Family Support Center RIBBON

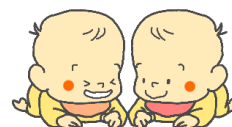
みたかし こ かてい しえん
(三鷹市 子ども 家庭 支援 センター リボン)

9-11-7 Shimorenjaku, Mitaka City, Mitaka City Education Center, 2nd floor

TEL:0422-40-5925

Reception Hours: Monday – Friday 8:30 AM – 5:00 PM

Revised in April 2025



🍒 Available Days & Hours

- Daily, except for year-end and New Year holidays (December 29 – January 3) (First-time use is limited to weekdays).
- In principle, 8:00 AM – 7:00 PM
- Minimum 1 hour per session, up to 4 consecutive hours per day (can be split into 2 sessions).
- If it exceeds 1 hour, services can be used in 30-minute increments.

🍒 Usage Fees

- 500 yen per hour (250 yen for 30 minutes).
- If transportation costs are incurred by the supporter, you shall be responsible for the actual expense.
- Subsidy programs are available for non-taxable households and welfare recipients.

🍒 Cancellation Policy

- Cancellations made after 5:00 PM on the day before the scheduled service (or by Friday for Monday appointments) will incur a cancellation fee (equivalent to 1 hour of the service charge).
 - The service cannot be used in the following cases:
 - If the child has a fever (service can be resumed at least 24 hours after the fever subsides).
 - If the user or any cohabiting family member has an infectious disease.
- ※ In some cases, we may not be able to dispatch a supporter due to bad weather, etc. In such cases, there are no cancellation charges.

🍒 Procedure

- ① Registration: Please register via phone or in person. The explanation of how to use the supporter, etc. shall take about 10 minutes.
- ② Booking a Service: Please submit a request at least 5 business days in advance by phone. We may not be able to dispatch a supporter as requested and may ask you to adjust the date and time. Please understand in advance.

🍒 Twin Family Supporters Q&A

● Who are the Twin Family Supporters?

The supporters are mainly women in their 40s to 60s. They include individuals with qualifications such as nurses, public health nurses, midwives, and childcare workers, as well as those with childcare assistance experience. However, all helpers have undergone municipal training and are registered as paid volunteer "Twin Family Supporter".

● In addition to the parent who will be using the supporter, other family members are working from home and are at home. Can we still request a supporter?

Supporters are available for individuals who care for their children alone during the day. If a family member is working from home and unable to handle childcare and household tasks, you may still use the service. However, if two or more adults (including grandparents) are present and can assist with childcare and housework, you cannot use the service.

● Can the parent sleep in a separate room while the supporter is present?

Yes, after providing the necessary instructions such as preparing milk or diapers, the parent may rest in a separate room.

● Can the supporter play with my older child while I take care of the baby?

The primary role of the supporter is assisting with the baby's care and household chores. However, if the parent is occupied with tasks such as breastfeeding, the supporter can temporarily care for the older child.

● Will a supporter always be available if I apply at least 5 business days in advance?

Even if you contact us at least 5 business days in advance, we may not be able to arrange for a supporter. Once you have decided when you would like to use the service, please contact us as early as possible. You can apply even before giving birth.

★ Other Childcare Support Services Besides Twin Family Supporters.

If you have any questions,
please feel free to contact us.



Mitaka Family
Support Center



Babysitter
Assistance Program
(Temporary Childcare Support)