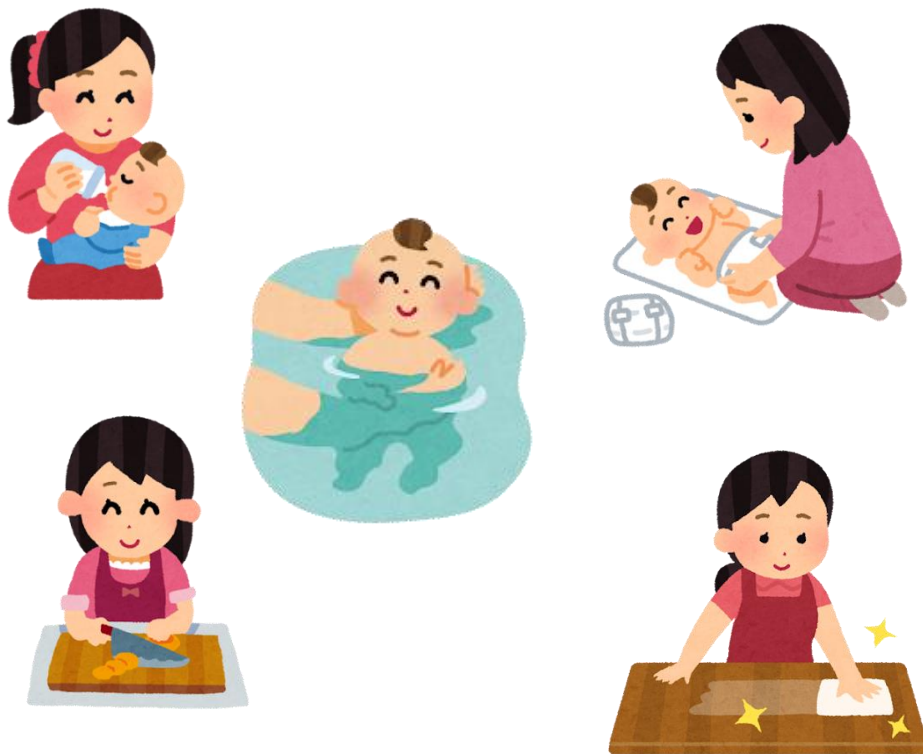


みたかし いくじ しえん  
**三鷹市 育児 支援 ヘルパー**

**Mitaka Childcare Support Helper**



みたかし こども かてい しえん  
**三鷹市 子ども 家庭 支援 センター りぼん**

**Mitaka Child and Family Support Center RIBBON**

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 December 2024

For families in need of support, such as those without close assistance after childbirth, the city dispatches "Childcare Support Helpers" (paid volunteers) who have undergone municipal training to assist with household chores and childcare.



**Eligible Individuals**

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

- ① Families with a child under 1 year old.
- 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.



**Usage Period & Hours**

- Until the day before the child turns one year old, up to 60 hours in total.



**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

	For eligible children only	With a preschool sibling
Weekdays 8:00 AM – 7:00 PM	¥1,000 per hour	¥1,200 per hour
Weekends, Holidays & Outside of the above hours on Weekdays	¥1,200 per hour	¥1,500 per hour

- 30-minute usage is charged at half the hourly rate.
- If transportation costs are incurred by the helper, 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 helper 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 helper, 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 helper as requested and may ask you to adjust the date and time. Please understand in advance.



## Childcare Support Helper Q&A

### ● Who are the Childcare Support Helpers?

The helpers 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 "Childcare Support Helpers."

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

Helpers are available for individuals who care for their child 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 helper is present?

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

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

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

### ● Will a helper 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 helper. 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 Childcare Support Helpers

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



Mitaka Family Support Center



Babysitter Assistance Program  
(Temporary Childcare Support)