

Guidelines for Using ○○ Hoikuen (Childcare Center) 【Important Notice】

Before starting to use ○○ Hoikuen (childcare center), we will explain the following details.



Children's Charter

Children should be respected as human beings.

Children should be valued as members of society.

Children should be raised in a good environment.



1. Operator

Name of the organization, etc.	Suginami City
Address	1-15-15, Asagaya-minami, Suginami-ku
Establisher	Satoko Kishimoto, Suginami City Mayor

2. Facilities

Name of the facility	Municipal ○○ Hoikuen
Address	○○○
Tel.	○○○○—○○○○
Director of the Facility	○○○ ○○○
Date of establishment	, Showa ○○(19○○)
Facility types	Childcare Center
Site area	○○○ m ²
Garden area	○○○ m ²
Floor area	○○○ m ²
Building Structure	The ○ floor, ○-story reinforced concrete building
Capacity	0-year-olds ○○, 1-year-olds ○○, 2-year-olds ○○, 3-year-olds○○, 4 and 5-year-olds ○○ Total number of children ○○○

3. Personnel Structure

As of April 1, Reiwa 7(2025)

Job title	Number of Employees	Job Description
Director		Supervision of the Hoikuen
Senior Coordinator		Supervision of childcare, childcare consultation for parents, and community child-rearing support
Childcare Teacher		Childcare services
Nurse		Health management, hygiene management, and health consultation for parents
Nutritionist		School lunch management, Baby food, and Dietary consultation for food allergies
Food preparation		School lunch preparation
Facilities Manager		Environmental maintenance, Hygiene management, Inventory management
Contracted doctor		
Name of medical institution	○○○ ○○○	
Address		
Tel.	○○○○—○○○○	

4. What is a Hoikuen?

It is a child welfare facility that looks after children for a certain period for parents/guardians who are unable to take care of children at home due to work or illness.

5. Facility Operation Policy

Hoikuens in Suginami-ku provide appropriate childcare services based on the national “Guidelines for Hoikuen” (Ministerial Ordinance No. 117 of the Ministry of Health, Labor and Welfare, enforced in April 2018) and the “Suginami Municipal Hoikuen Practical Childcare Policy” established by the City.

* For more details, please refer to the ‘Handbook for each Hoikuen’.

6. Holidays

The Hoikuen is closed on the following days:

- Sundays
- Holidays specified by the Public Holidays Act (Act No. 178 of 1948)
- Year-end and New Year holidays (December 29th - January 3rd)

7. Start and end dates to use the Hoikuen

(1) Start date

The start date to use the Hoikuen is from the first day described in the “Notice of Adjustment Result of Hoikuen Use”.

(2) End date

The end date to use the Hoikuen varies depending on the following reasons for needing childcare.

Reasons	Termination periods
Employment, Illness, and Nursing Care	Up to before entering elementary school
School attendance	While the parents/guardians are attending school
Pregnancy and childbirth	In principle, from 2 months before the expected month of delivery, until the last day of the month including the following day on which 8 weeks have passed from the date of delivery
Job hunting	Until the last day of the month includes the day on which 90 days have passed from the start date of use

(3) When taking a long-term absence from the Hoikuen

Long-term absences can be up to two months.

Childcare fees will be charged even during absences. (Please be sure to consult with *Hoiku-ka* Day Nursing Section in advance).

(4) Suspension of childcare

If a child is absent from the first day to the last day of the month for more than one month due to illness or injury, the childcare service can be suspended. (A doctor's note is required).

During the suspension, the childcare fee for the month will not be charged. (Please be sure to consult with *Hoiku-ka* Day Nursing Section in advance).

8. Operating Hours and Childcare Hours

(1) Operating Hours

The childcare center is open from 7:30 a.m. to 6:30 p.m.

The period from 6:30 p.m. to 7:30 p.m. is an extended childcare service, and application is required.

(2) Childcare Hours

Childcare hours are available within the following ranges based on the certification of childcare need (the requested time/period on the certificate).

☐ Standard childcare hours are 7:30 a.m. to 6:30 p.m., with a maximum of 11 hours available per day.

☐ Short hours of childcare range from 7:30 a.m. to 6:30 p.m., with a maximum of 8 hours available per day.

Eleven hours and eight hours are the maximum available hours. Within this range, you need to decide the childcare hours in advance. At the same time, we determine the days of the week you use the Hoikuen.

Based on the parents/guardians' working condition and other factors, the director and parents/guardians have a meeting and determine the hours and days. The hours include parents' commuting time.

Please pick up and drop off your child during the determined childcare hours.

(3) *Nare-Hoiku* (Settling-in process for childcare)

To have your child get used to life in the Hoikuen minimizing distress, we provide *Nare-Hoiku* (settling-in process for childcare) that gradually transfers from short hours to regular one.

* The period of *Nare-Hoiku* is about one week.

9. Childcare Fees

Childcare fees at ○○ Hoikuen is the costs that parents of the attending children are responsible for, covering a part of the expenses necessary for the childcare services.

(1) Childcare fees

☐ The childcare fees are determined based on the total amount of the income-based city resident tax of the household to which the child belongs. In addition, the childcare fees vary depending on the categories of the child's age and the service, whether regular hours or short hours.

☐ The childcare fee for each household is determined by the City based on the income-based city resident tax as follows.

- From April to August, Reiwa 7 (2025): Based on the income-based city resident tax for FY Reiwa 6 (FY2024)

- From September(2025) to March, Reiwa 8 (2026): Based on the income-based city resident tax for FY Reiwa 7 (FY2025)
- ☐ Based on the policy to make pre-school education and childcare services free, the childcare services for age 3 to 5 classes are free of charge. The services for age 0 to 2 classes are free for the households exempt from city resident tax. All the related expenses are covered by public funds (the national government, the metropolitan government, and the City).

(2) How to pay the childcare fees

- ☐ Please pay the childcare fee for children who use the ○○ Hoikuen to the City by direct debit or payment slip on or before the deadline. In principle, it will be a direct debit, so please complete the procedure with the “Childcare Fee Direct Debit (Automatic Transfer) Request Form”.
- ☐ Childcare fees are charged monthly. In principle, even if you leave the Hoikuen in the middle of the month, you will be required to pay one month's fee (same as the extended childcare fee).
- ☐ If you are late in paying the fee, the late fee will be added. In addition, you may be subject to seizure of your property.

* For questions about childcare fees, please contact the Childcare Division.

10. Extended Childcare Services

If you wish to use the childcare service beyond the operating hours, you may use the *Encho Hoiku* (extended childcare services).

(1) Usage of childcare after the operating hours

- ☐ From 6:30 p.m. to 7:30 p.m., it is an Extended Childcare.
(Available for 1-year-old and older)
- ☐ If you need to use the service for more than a certain hour every month, you must apply for the monthly use at Hoiku-ka (Day Nursery Section).
- ☐ Those who use it on an irregular daily basis can use the “extended spot”. If you wish to use it, please be sure to make a reservation in advance.

<Extended Childcare Fee>

- ☐ For monthly extended childcare fees, please refer to the childcare fee table.
- ☐ “The extended spot” fee is 500 yen per use.

When you receive childcare service after 6:30 p.m. without a reservation for the “extended spot”, you must have to pay the “extended spot” fee.

(2) Usage of childcare during operating hours

For those who use short-hour childcare

Even during operating hours, an extended childcare fee will be charged if it exceeds 8 hours.

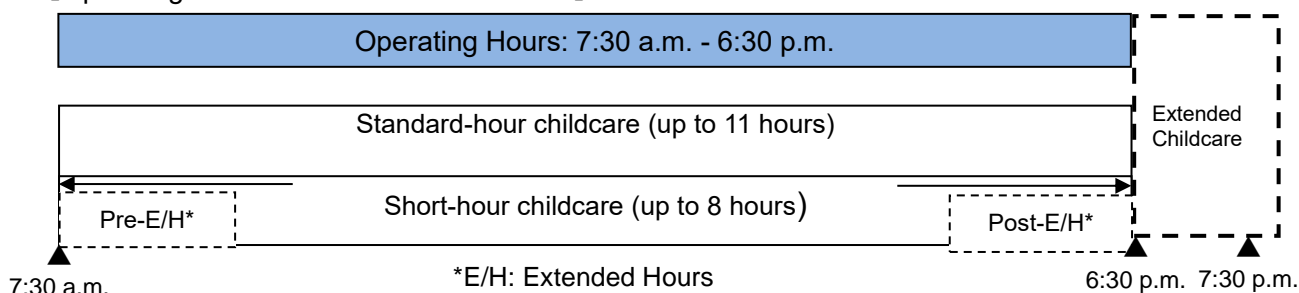
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- ☐ The extended childcare fee is 500 yen per use.
- ☐ Extended childcare hours before and after the childcare hours will be charged separately.
Please be careful when determining childcare hours. In addition, after 6:30 p.m., an

extended childcare fee will be charged.

- ☐ For those who are certified as short-hour childcare, there is no monthly use of the extended childcare.

【Operating Hours and Extended Childcare】



11. At Hoikuen in Suginami

Based on the “Suginami Municipal Hoikuen Practical Childcare Policy”, we support parents/guardians to be able to balance work and child-rearing with peace of mind.

Children have a deep desire to grow up. Cherishing this feeling, we provide various essential experiences for infants and toddlers. Through these physical experiences, we nurture a foundation for the beauty of human interaction.

To share the joy of child-rearing with parents/guardians, we will report about the childcare process at the Hoikuen in an easy-to-understand way and work with parents to support their thoughts and feelings.

We will create Hoikuen, where the adults surrounding the children build a relationship of trust, ensuring that both the children and their parents/guardians feel safe and secure.

- ◆ At the Hoikuen, we offer the following services:
 - Childcare for children with disabilities 〈All Hoikuens〉 (including 15 designated Hoikuens)
 - Post maternity leave childcare 〈Designated Hoikuens〉 Childcare available from 57 days old
 - Extended Childcare 〈All Hoikuens〉 6:30 p.m. - 7:30 p.m.
Spot childcare is also provided in vacant slots with extended childcare capacity on the day.
 - Year-end childcare 〈Base Hoikuens〉 December 29 & 30 (Except Sundays)
- ◆ Childcare support services for non-enrolled children
 - Emergency Temporary Childcare 〈All Hoikuens〉 Temporary childcare for parents during their childbirth or illness
 - *Fureai* (or Interaction) childcare 〈All Hoikuen〉 Parents and children experience Hoikuen life
 - Child-rearing support services (Child-rearing Support Center)
Temporary Childcare, Child-rearing Course, Child-rearing Consultation (Telephone / Visit)

12. Daily Timetable at the Hoikuen

(Approximate)

Time	Age 0 class	Age 1 & 2 class	Age 3, 4 & 5 class
7:30 a.m.	Morning Childcare	Morning Childcare	Morning Childcare
8:30	Arrival	Arrival	Arrival
	Health checkup	Health checkup	Health checkup
9:00	Snack /Indoor and outdoor play	Snack	
10:00	Morning nap	Indoor and outdoor play	Indoor and outdoor play
11:00	Lunch		
12:00 Noon	Afternoon nap	Lunch	Lunch
1:00 p.m.		Nap	Nap
2:00			
3:00	Awakening	Awakening	Awakening
	Snack	Snack	Snack
4:00	Play	Play	Play
	Gradual pick-up	Gradual pick-up	Gradual pick-up
5:00	Evening Childcare	Evening Childcare	Evening Childcare
6:30	Light snack [Extended childcare (over 1 year old)]	Light snack [Extended Childcare]	Light snack [Extended Childcare]
7:30			

* The timetable for 0-year-old infants varies depending on their age in months

13. School Lunch

School lunch menus are used at all Hoikuen except for designated ones. The menus are prepared by the City's nutritionists, considering of the health and nutritional balance, tastes, seasonality, and the eating conditions of the children at each Hoikuen.

School lunches are handmade and prepared in the kitchen of each childcare center. For example, broth (or dashi) is made from scratch, using kelp, dried fish, and bonito flakes.

For children with food allergies, We will prepare elimination or alternative meals for the allergenic ingredients and baby food according to their growth and development.

14. Emergency Management

(1) Child's sickness or injury

Depending on the severity of your child's injury, they may see a doctor. In that case, the Hoikuen

will contact their parents/guardians to explain the condition of the injury and visit the child's family doctor or the following medical institutions after confirming with parents/guardians about the medical institution where the child will be examined.

Medical Institutions for Emergency Care	
Name of medical institution	○○○ ○○○
Departments	○○○ ○○○
location	Suginami-ku ・ ・ ・ ・ ・
telephone number	○○○○—○○○○

(2) Japan Sport Council (mutual aid)

All children attending the Hoikuen are enrolled in the Japan Sport Council (mutual aid). (The City covers the premiums).

We take all possible precautions to ensure your child's safety, but in the unlikely event that children are injured in the following situations, you will receive benefits. (In case total medical expenses exceed 5,000 yen).

〈Benefits cover as follows〉

- During childcare services at the Hoikuen.
- On the way to and from the Hoikuen by the regular route.

(3) Responses when a disaster occurs

When a disaster occurs, based on the fire prevention plan and crisis management manual, the Hoikuen will give the highest priority to ensuring the safety of children in accordance with the instructions of the City disaster response headquarters.

For more details, please refer to the handbook “A Major Earthquake Has Occurred! What Will Happen to the Hoikuen?”.

(4) Emergency Plan

- ☑ In a disaster with a seismic intensity of “5 lower” or greater, or a disaster that disrupts public transportation, please check the damage and traffic conditions, etc., and then come pick up your child after ensuring your safety.
- ☑ If you are delayed in picking up your child, your child will be safely protected at the Hoikuen.
- ☑ We provide an email notification service called the “Disaster Child Safety Network” which informs parents/guardians about their child's safety via email. Registration is required annually to use this service.

15. Handling of Personal Information

We strictly manage the information regarding your child's physical and health condition, family structure, and other personal details obtained during childcare service.

To protect personal information, the Hoikuen strives to strictly manage documents and thoroughly handles personal information through staff education and training.

We will explain in advance and obtain the parents' consent before taking videos or photographs of your child during childcare due to the operation of the Hoikuen.

16. Complaints and Requests

Please contact the director or the senior coordinator if you have any comments or requests regarding the Hoikuen.

In addition, consultations are available at the City Office (Public Hearing Section and Day Nursery Section).

In charge of handling and resolving complaints

Director ○○ ○○

Tel.: 03-○○○○○—○○○○○

17. Measures to Prevent Abuse

☑ The Childcare Center takes courses on abuse prevention. (Attended in ○○月, ○○年)

☑ We respond according to the “Child Abuse Response Manual”. (Issued by the Suginami City Regional Council for Children in Need of Protection)

☑ We respond according to the “Guidelines for the Prevention of Abuse in Hoikuen and Other Facilities, and the Response to Occurrence of Abuse”. (Issued by the Children and Family Agency in May of Reiwa 5 (2023))