

Third Edition

# Roadmap to Overcoming COVID-19

To build a society where the “new normal” is firmly established

# Introduction

Due to the novel coronavirus, which is having a major impact worldwide, Tokyo is now in the midst of a fight it has never faced before.

To overcome this difficult situation, in cooperation with the citizens of Tokyo and businesses, we must bring together all of Tokyo's strengths to maintain socioeconomic activities, while at the same time taking steps to prevent the spread of the virus.

For that purpose, this roadmap sets forth initiatives and the path to realizing a society where the "new normal" is firmly established, while also seeking to achieve a balance between containing COVID-19 and maintaining socioeconomic activities.

# Five Key Points of the Roadmap

1. While under the state of emergency, control the spread of infection to the maximum by requesting thorough actions, such as staying at home.

- Continue **refraining from non-essential outings and activities** while under the state of emergency (STAY HOME and STAY in TOKYO)

2. Through proper monitoring and other activities, cautiously move through the steps, seeking to achieve a balance between requests and the lives of the residents and socioeconomic activities.

- Constant monitoring which utilizes 7 indicators, including status of infections and the health care provision system
- **Re-evaluate the situation every two weeks** to **gradually relax requests** to facilities, etc.

3. Accurately assess the situation, and if it becomes necessary, issue a “Tokyo Alert.”

- If an indication that the infection is spreading is found, **a “Tokyo Alert” will be issued to warn the people of Tokyo.**
- Despite the alert, **if the numbers exceed the criteria for reinstating requests, the people will be asked stay home and businesses will be asked to suspend operations again as necessary** to firmly prevent the spread of the virus.

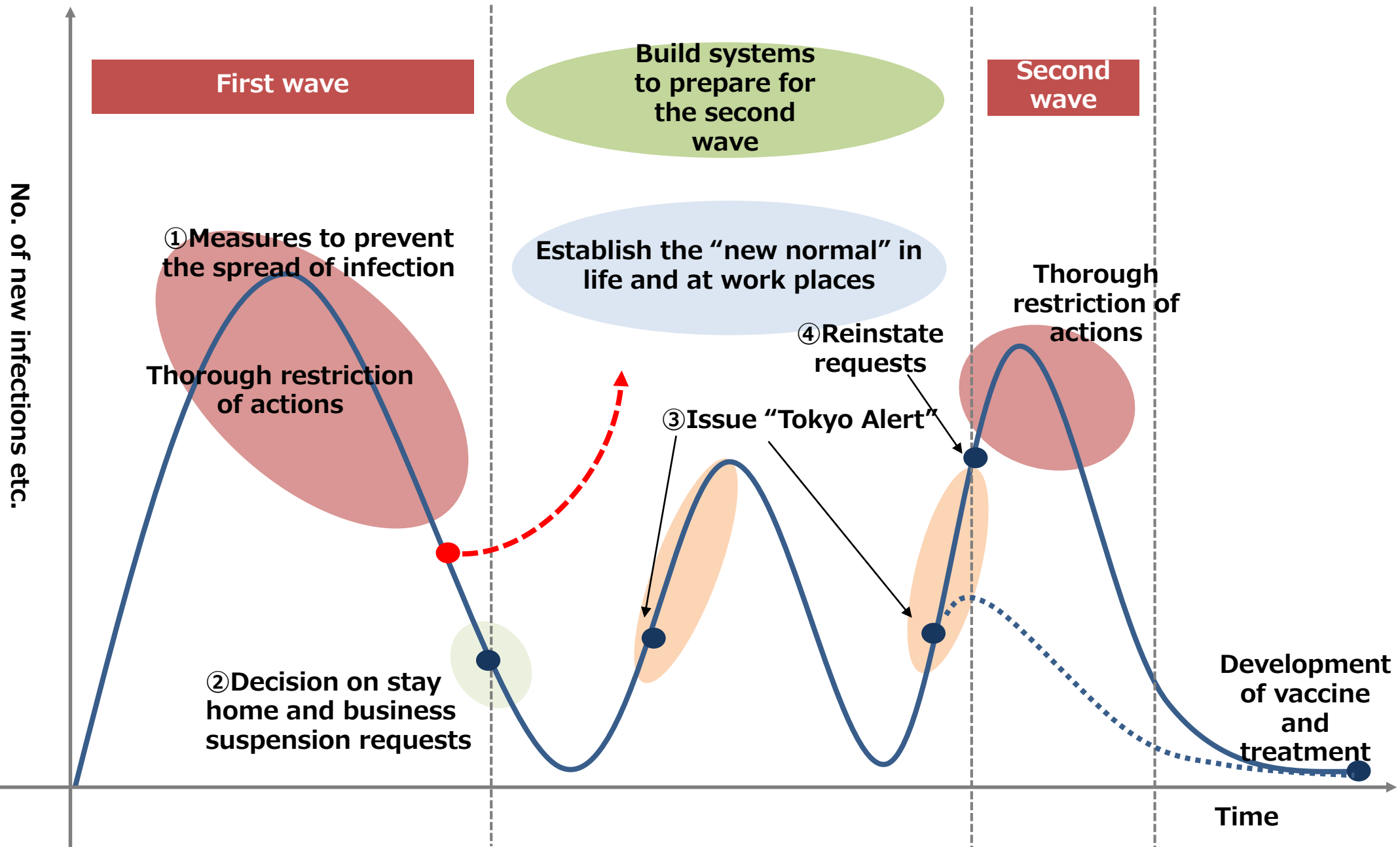
4. Build health care provision and testing systems that are completely prepared for a “second wave” expected in the future.

- **Enhance systems to allow for quicker testing**
- **Along with building systems to provide health care according to varying degrees of symptoms, ensure accurate comprehension of patient data** and enhance monitoring

5. With an eye to the long battle ahead, build a society where the “new normal” (new practices implemented at home and at work to prevent the spread of infection) is firmly established.

- For the people of Tokyo and businesses, present **the “new normal” concept** and **policies to support this new way of life.**

# Roadmap Image



# Monitoring indicators used to determine whether to relax or reinstate requests

| Indicators for decision-making                      | Indicator category                | National govt. lifts state of emergency | Numbers used as criteria to   |                    | Latest numbers (as of 6/11) | Reasoning for each indicator   |
|---|-----------------------------------|---|-------------------------------|--------------------|-----------------------------|--|
|   |                                   |   | Relax requests or issue alert | Reinstate requests |                             |  |
| Status of the infection (epidemiological situation) | ① New positive cases              | <10 cases/day ※                         | <20 cases/day                 | 50 cases/day       | 17.9 cases                  | <ul style="list-style-type: none"> <li>To grasp the status of the virus and any sign it may be spreading (② is also used in making a determination.)</li> <li>Criteria set based on the situation during the spread of the first wave of the virus</li> </ul>  |
|   | ② New untraceable cases           | -                                       | <50%                          | 50%                | 48.0%                       | <ul style="list-style-type: none"> <li>To grasp the status of community spread</li> <li>Criteria for the percentage of new untraceable cases set at 50%, which is less than 10 cases per day</li> </ul>  |
|   | ③ Weekly growth factor            | < 1                                     | <1                            | 2                  | 0.98                        | <ul style="list-style-type: none"> <li>To comprehend the latest trends in the rise or decline of infections (Less than 1 = declining 2 or above = doubling)</li> <li>Criteria for reinstating requests set at the level recorded in late March when the spread of the virus began</li> </ul>   |
| System for the provision of health care             | ④ Serious patients                | -                                       |                               |                    | 21                          | <ul style="list-style-type: none"> <li>To comprehend the state of the health care provision system for serious patients</li> <li>Calculate the number of patients in need of intensive care, those in need of ventilators, etc.</li> <li>Number set to a level that will not impact normal treatment at ICU units and emergency and critical care centers in Tokyo: 52 patients or less. (26 institutions x 2)</li> <li>Secure 100-700 beds to meet an increase in patients</li> </ul> |
|   | ⑤ Hospitalized patients           | -                                       |                               |                    | 237                         | <ul style="list-style-type: none"> <li>To comprehend hospital bed occupancy</li> <li>Secure 1,000-4,000 beds for critical, serious, and moderate patients to meet an increase in patients</li> </ul>   |
| Monitoring system                                   | ⑥ Positive rate in PCR tests      | -                                       |                               |                    | 1.6 %                       | <ul style="list-style-type: none"> <li>To grasp trends in the number of new infections</li> <li>A secondary indicator based on proper testing systems</li> </ul>   |
|   | ⑦ Consultations with call centers | -                                       |                               |                    | 1,178                       | <ul style="list-style-type: none"> <li>To grasp signs of the infection spreading, including changes in the number of people infected</li> </ul>  |

※Calculated based on the national government's 0.5 cases/100,000 people indicator and Tokyo's population

(①②⑥⑦ are calculated using a 7-day moving average. When ① (number of new cases) is 10 or less, indicators ② and ③ will be used as points of reference.)

# Policy for use of the indicators monitored

Through constant monitoring of seven indicators from the approaches of “Status of the infection,” “System of the provision of health care,” and “Monitoring system,” and methods such as issuing a “Tokyo Alert,” and implementing requests to suspend operations as necessary, Tokyo will properly control the spread of the virus.

Relaxation of  
business  
suspension  
requests

When all of the indicators in the “Status of the infection” category fall below the criteria for relaxing requests, while also taking other indicators into account, and based on the opinions of an expert panel, a comprehensive decision will be made, and relaxation of requests will be carried out. The situation will be re-evaluated every two weeks in order to relax requests in stages.

Issuing a “Tokyo  
Alert”

When one or more of the indicators in the “Status of the infection” category surpass the level for relaxing requests, taking into consideration other indicators as well, if the situation is deemed to be one that requires alerting the public, a “Tokyo Alert” will be issued to warn Tokyo residents.

Reinstating  
requests

When multiple indicators in the “Status of the infection” category surpass the level for reinstating requests, while taking into consideration other indicators, as well as the opinions of an expert panel, a decision will be made, and requests will be reinstated.

※Flexibility will be applied to the use of indicators monitored according to factors such as national trends and the spread of the infection.

# Steps to Relaxing Requests to Refrain from Going Out, Requests to Suspend Operations, etc.

● In all phases from Step 0 to 3, along with implementing proper measures to prevent the spread of the virus, attention is to be paid to the notification issued on May 25, 2020, by the Head of the Office for Novel Coronavirus Disease Control, Cabinet Secretariat, Government of Japan, titled "Response by Prefectures during the Transition Period."

## Refrain from Going Out

## Requests to businesses to close or suspend operations, etc.

## Schools

STEP0

- Refrain from going out, aiming to reduce contact with others by about 80 percent
- Refrain from using facilities where clusters have formed
- Refrain from going to other prefectures

- Covers amusement facilities, sports and game facilities, theaters, commercial facilities, etc.
- Request to eating and drinking establishments to shorten hours (Requested to close at 8:00 p.m. and stop alcohol service by 7:00 p.m.)
- Refrain from holding events

- Closed

STEP1

- Thoroughly adhere to the "new lifestyle" when outside the home

- Relax requests to facilities of high importance to maintaining the cultured and healthy lifestyle of the people of Tokyo (e.g., museums, art museums, libraries → can resume operations if the facility limits the number of entrants and takes other appropriate measures)
- Partially relax requests to eating and drinking establishments to shorten hours (Establishments can extend hours to 10:00 p.m.)
- Events of the following size can be held.  
Indoors: Up to 100 people, and up to half of the facility's capacity  
Outdoors: Up to 200 people

- Reopen

Respond by changing the set number of days students are to go to school (combine at-school learning with at-home learning such as online lessons)

STEP2

- Refrain from using facilities requested to remain closed
- Continue to refrain from using facilities where clusters have formed

- Relax requests to facilities with no history of cluster outbreaks, where the "three Cs" are unlikely to overlap (e.g., theaters, etc. → can reopen if the facility limits entrants and takes spacing between seats into consideration)
- Partially relax requests to eating and drinking establishments to shorten hours (Establishments can extend hours to 10:00 p.m.)
- Events of the following size can be held.  
Indoors: Up to 100 people, and up to half of the facility's capacity  
Outdoors: Up to 200 people

STEP3

- Refrain from non-essential travel to other prefectures (through June 18th)

- End requests to all facilities for suspension of operations on the basis that they take proper precautions to prevent the spread of infection. (Applies from June 19 for eating and drinking establishments with host/hostess services, etc., and live music houses.)
- Relax a portion of requests to eating and drinking establishments (Establishments can extend hours to 12 midnight.) (Requests for shorter business hours ends on June 18.)
- On or after June 19th, events of the following size can be held.  
Indoors: Up to 1,000 people, and up to half of the facility's capacity  
Outdoors: Up to 1,000 people  
On or after July 10th:  
Indoors: Up to 5,000 people, and up to half of the facility's capacity  
Outdoors: Up to 5,000 people  
While taking into account the situation with regard to COVID-19, aiming for on or after August 1st:  
Indoors: Participants number up to half of the facility's capacity



Firm establishment of the "new normal" among Tokyo residents and business operators.

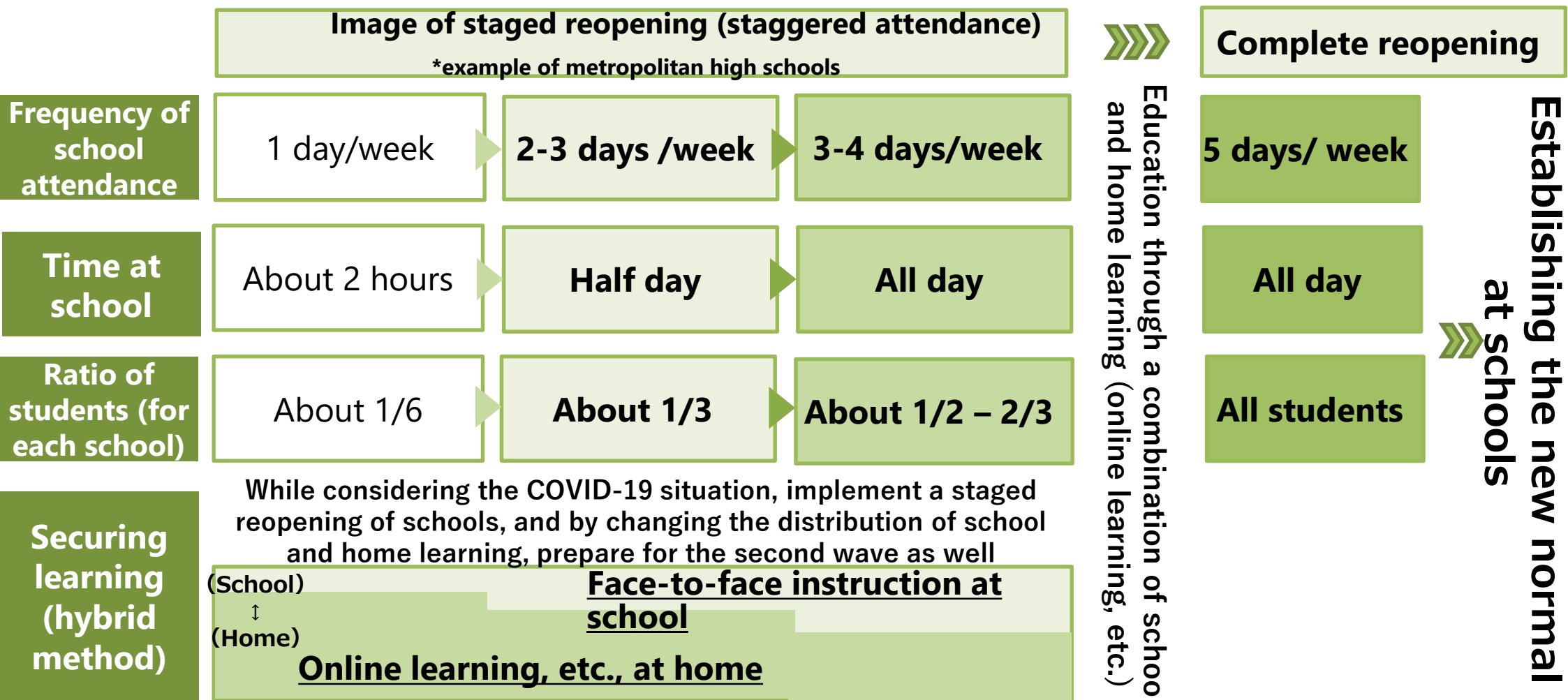
# Steps for Relaxing Requests by Facility

| Type of Facility                     | Examples   | STEP 0  | STEP 1  | STEP 2  | STEP 3  |
|--------------------------------------|--|---|---|---|---|
| Exhibition facilities                | Museums, art museums, libraries, etc.  | ×   | ○   | ○   | ○   |
| Sports/athletic facilities (indoor)  | Gymnasiums, swimming pools, bowling alleys, etc.   | ×   | △<br>No use of spectator seating areas  | ○   | ○   |
| Sports/athletic facilities (outdoor) | Baseball fields, tennis courts, athletic fields, etc.  | △<br>No use of spectator seating areas  | △<br>No use of spectator seating areas  | ○   | ○   |
| Sports/athletic facilities (outdoor) | Outdoor swimming pools (excludes facilities used exclusively for leisure)  | ×   | △<br>No use of spectator seating areas  | ○   | ○   |
| Universities, etc.                   | Universities, specialized training colleges <i>senshu-gakko</i> (excludes upper secondary specialized training schools <i>koto-senshu-gakko</i> ), and educational facilities, including those used by miscellaneous school ( <i>kakushu-gakko</i> ).  | ×   | ○<br>Staggered attendance   | ○   | ○   |
| Educational facilities               | Schools (excludes universities, etc.)  | ×   | ○<br>Change number of days students are to go to school (combine at-school learning with at-home learning such as online classes) |   |   |
| Cram schools, tutoring schools, etc. | Driving schools, cram schools, etc.  | ×   | ×   | ○   | ○   |
| Theaters, etc.                       | Theaters, spaces with seating for viewing events, cinemas and entertainment halls, etc.  | ×   | ×   | ○   | ○   |
| Meeting and exhibition facilities    | Places of assembly, civic auditoriums, exhibition facilities, hotels and <i>ryokan</i> inns (only applies to areas used for meetings), etc.  | ×   | ×   | ○   | ○   |
| Commercial facilities                | Shops selling items other than essential goods, shops providing services other than essential services   | ×   | ×   | ○   | ○   |
| Sports/athletic facilities (indoor)  | Fitness and sports clubs   | ×   | ×   | ○   | ○   |
| Amusement facilities                 | Karaoke facilities, bars (no host/hostess services), eating and drinking establishments with host/hostess services etc, internet cafes, manga cafes, live music houses, shooting galleries (shooting ranges), offsite horse race betting facilities, offsite bicycle racing (keirin) betting facilities, nude studios, peep shows, strip clubs, video parlors with private viewing rooms, etc. | ×   | ×   | ×   | ○<br>Food and alcohol can be served between the hours of 5:00 a.m. to 12 midnight (Ends on June 18)<br>(From June 19 for eating and drinking establishments with host/hostess services, etc., and live music houses)  |
| Game facilities                      | Mahjong parlors, pachinko parlors, game arcades (game centers), amusement parks, etc.  | ×   | ×   | ×   | ○   |
| Food service facilities              | Eating and drinking establishments (includes <i>izakaya</i> Japanese-style pubs), restaurants, cafes and coffee shops, etc. (includes delivery services)   | Shorten hours (excludes delivery services) Can operate between the hours of 5:00 a.m. and 8:00 p.m. (Stop serving alcohol by 7:00 p.m.) |   | Shorten hours (excludes delivery services) Can operate between the hours of 5:00 a.m. and 10:00 p.m. (Stop serving alcohol by 10:00 p.m.) | Shorten hours (excludes delivery services) Can operate between the hours of 5:00 a.m. and 10:00 p.m. (Stop serving alcohol by 10:00 p.m.)   |
|                                      |  | ×   | △ (※4)<br>Indoors: Up to 100 people, and up to half of the facility's capacity<br>Outdoors: Up to 200 people                      | △ (※4)<br>Indoors: Up to 100 people, and up to half of the facility's capacity<br>Outdoors: Up to 200 people                              | △ (※4)<br>On or after June 19th:<br>Indoors: Up to 1,000 people, and up to half of the facility's capacity<br>Outdoors: Up to 1,000 people<br><br>On or after July 10th:<br>Indoors: Up to 5,000 people, and up to half of the facility's capacity<br>Outdoors: Up to 5,000 people<br><br>While taking into account the situation with regard to COVID-19, aiming for on or after August 1st:<br>Indoors: Participants number up to half of the facility's capacity |
|                                      | Event  |   |   |   |   |

- ※1 ○: Can be used    △: Partial restrictions on use    ×: Close/suspend use
- ※2 When resuming operation of the facility, appropriate steps to prevent the spread of infection must be taken based on guidelines set by the TMG, industry groups, etc.
- ※3 Sports facilities, theaters, etc. will be requested to keep the number of people at such facilities at a level corresponding to requests for events during that phase.
- ※4 When holding an outdoor event, sufficient distance between people should be secured (to the extent possible 2 meters).



# Staged Reopening of Schools



## Thorough implementation of basic measures against infection - Guidelines planned to be formulated -

- Maintain **social distance (1-2 m)** even during classes.
- Check **body temperature** at home every morning, and also **when arriving at school**
- Ensure thorough implementation of **hand washing and cough etiquette**
- Thoroughly **ventilate** classrooms even during classes etc.



## Examples of additional measures to prevent infection

- Install **acrylic sheets** in front of the teacher's podium and counseling rooms, etc.
- Use **thermography** or **non-contact thermometers** to measure body temperature.
- Have doctors during consultation activities and teachers at schools for special needs education, etc. use **face shields** as well.
- Use **marking tape** at the teacher's podium and other places where students may be lining up to maintain distances.

# Building testing and health care systems in preparation for the second wave

In preparation for the expected "second wave," along with requesting the national government to strengthen measures at ports of entry, we will build systems to enhance testing systems, accurately grasp patient information and the status of infection, and secure systems for provision of health care according to symptoms.

## 【Measures up to now】

## 【Future measures that also consider a second wave】

### Testing

- ✓ Strengthen systems at the Tokyo Metropolitan Institute of Public Health and private testing institutions
- ✓ Expand the testing system through collaboration between primary care physicians and PCR centers (Expanded to around max. **3,100 tests/day**)

### Enhance systems for quick implementation of testing

- ✓ **Enhance testing systems throughout Tokyo** by supporting the expansion of COVID-19 outpatient facilities and establishment of PCR centers (**expand to 46 municipalities**).
- ✓ **Increase and strengthen testing capacity by using new testing devices, reagents, antigen tests, etc.**, and aggressively building up facilities and advancing human resource development.

### Health care

- ✓ Steadily advance the securing of hospital beds in response to the spread of infection, centering on Tokyo Metropolitan hospitals and those run by the Metropolitan Health and Hospitals Corporation, and with the cooperation of private medical institutions (**3,300 beds** secured)
- ✓ Secure designated hotels for the recovery of patients with mild symptoms (5 facilities, **2,865 rooms**)

### Review TMG initiatives up to now and build a system for provision of health care according to symptoms

- ✓ Secure hospital beds according to the outbreak situation (**max. 4,000 beds**)
- ✓ **In addition to providing beds for patients with critical, serious, and moderate symptoms**, develop key medical institutions for hospitalization of patients with infectious diseases **according to hospital capacity** (initially about 20 facilities), and exclusive medical facilities.
- ✓ Secure designated hotels for the recovery of patients with mild symptoms, etc.
- ✓ **Train and secure personnel for infectious diseases** at medical institutions.
- ✓ **Strengthen measures to prevent hospital-acquired infections** such as preparing guidelines and videos.
- ✓ **Secure medical supplies** (masks, alcohol disinfectants, protective wear).

### Patient information and infection situation

- ✓ Establish a **patient information management center**.
- ✓ Send TMG employees to **support public health center activities**, and collaborate with public health centers and medical institutions, etc.

### Accurately grasp patient information, strengthen monitoring, etc.

- ✓ Strengthen information management and patient support functions by **advancing integrated measures by the TMG and public health centers**
- ✓ Understand contact circumstances **through use of contact tracing apps**, etc.
- ✓ Survey and study infection among Tokyo residents through antibody tests

# Enhancing systems for quick testing

## Overview

- Build systems to always allow quick testing of people who need to be tested.
- Enhance testing systems throughout Tokyo by supporting the expansion of COVID-19 outpatient facilities and establishment of PCR centers.
- Increase and strengthen testing capacity by using new testing devices, reagents, antigen tests, etc., and aggressively building up facilities and advancing human resource development.

## 【Up to now】

### ① Testing locations

COVID-19 outpatient facilities 80  
PCR centers 16  
(16 municipalities)  
\*as of end April

### ② Testing capacity

[Results] Average: About 1,000 tests/day  
Max.: About 1,800 tests/day  
※Max. testing capacity:  
About 3,100 tests/day  
\*as of end April

### ③ Testing methods

PCR testing (nasal and throat swabs, saliva)



Expand testing opportunities

Enhance testing capacity



## 【From now on】

### Expand testing systems throughout Tokyo

COVID-19 outpatient facilities 100  
PCR centers 38  
(46 municipalities)  
✓ Promote establishment of COVID-19 outpatient facilities and PCR centers in the Tama area

### Enhance testing capacity throughout Tokyo

Maximum testing capacity target: about 10,000 tests/day  
✓ Provide support for introduction of new testing equipment  
✓ Use university and other research institutions

### Shorten test times by using various testing methods

- ✓ Introduction of PCR testing using saliva samples
- ✓ Introduction of antigen testing kits

# Building the health care system (① Secure and manage hospitals beds)

## Overview

- Grasp and analyze the infection situation and patient trends with the cooperation of COVID-19 experts.
- Launch preparations for a necessary health care provision system when it is believed necessary due to signs of a surge in infections or other such circumstances, even before a Tokyo Alert is issued.
- Secure hospital beds according to the situation of infection increase, and also accept patients without fail according to their degree of severity and distinguishing features.

## 【Up to now】

- **Secure beds at 5 levels**  
【Level 1】 500    【Level 4】 3,000  
【Level 2】 1,150    【Level 5】 4,000  
【Level 3】 2,000

- **Steadily advance the securing of beds centering on Tokyo Metropolitan Hospitals and those run by the Tokyo Metropolitan Health and Hospitals Corporation, and with the cooperation of private health care institutions.**  
**3,300 beds secured as of April**



- **Secure designated hotels for the recovery of patients with mild symptoms (5 facilities, 2,865 rooms)**

Revise the setting of levels according to the outbreak situation

Strengthen the system to accept patients according to their degree of severity and distinguishing features

## 【From now on】

- **Revise to 3 levels to quickly secure beds**  
【Level 1】 1,000 (includes 100 for serious patients)  
【Level 2】 3,000 ( " 300 " " " )  
【Level 3】 4,000 ( " 700 " " " )

- **Secure beds centering on Tokyo Metropolitan Hospitals and those run by the Tokyo Metropolitan Health and Hospitals Corporation**
- **Designate key medical institutions for hospitalization of patients with infectious diseases that focus on accepting such patients.**  
[Degree of severity] Serious/critical, moderate, etc.  
[Distinguishing features] Dementia, perinatal and pediatrics, dialysis, mental, intractable neurological diseases, etc.
- **Build up medical institutions dedicated to infectious diseases that accept mainly patients with moderate symptoms.**
- **Secure designated hotels for the recovery of patients with mild symptoms, etc.**  
Conclude agreements with multiple businesses so that facilities can become quickly available in the case of a surge in infections.

# Building the health care system (② Measures to prevent hospital-acquired infections)

## Overview

- Have all medical institutions thoroughly implement measures to prevent hospital-acquired infections.
- Prevent hospital-acquired infections through stable provision of medical supplies that are difficult to obtain.

### Train and secure personnel for infectious diseases

- **Bolster infection measures at medical institutions**
  - Infectious disease experts and certified nurses provide explanation and support to primary health care workers about treatment of infectious diseases
- **Train advanced health care personnel**
  - Train health care workers who can engage in the treatment of serious cases
- **Encourage nurses to return to health care work**
  - In collaboration with the Tokyo Nursing Association, build a system to quickly secure nurses who had left the field.
  - Provide training necessary for their return to the field, such as on-site training.

### Strengthen measures to prevent hospital-acquired infections

- **Advice and consultation by Tokyo DMAT**
  - When necessary, send Tokyo DMAT members to give advice and consultations based on the hospital situation.
- **In-hospital seminars using videos, etc.**
  - With the cooperation of Tokyo DMAT, formulate and distribute videos and guidelines that include concrete measures to prevent hospital-acquired infections.
  - Hold seminars using manuals and videos on wearing and removing personal protective equipment.

### Secure medical supplies

- Distribute **personal protective equipment** (e.g. protective wear, N95 masks) to medical institutions

**Beginning of fiscal year  
Stockpiled about 1.8 million sets**

**About 500,000 sets already  
distributed (end April)**

**1.3 million sets in stock + future  
purchase of 2.6 million sets for an  
Annual stock of 3.9 million sets**

- Purchase **surgical masks** for distribution to medical institutions along with donations and national government provisions

**About 13 million already distributed  
(as of May)**

**To secure about 93 million masks**

- **Review essential items and their quantities and secure future stockpiles**

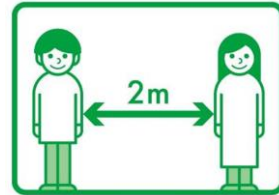
# A "New Normal" at Home and at Work

Let's adopt practices at home and at work to prevent the spread of the novel coronavirus.

## Wash hands thoroughly, wear a mask

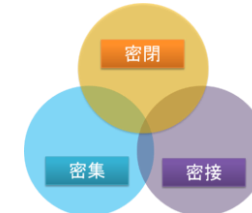


## Social distancing



SOCIAL DISTANCE (距離を保とう)

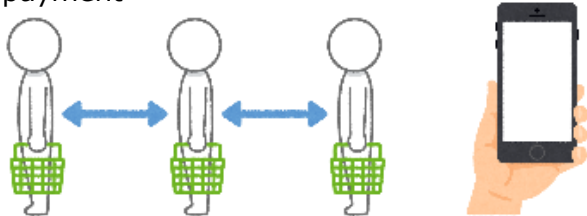
## Actively avoid the 3Cs



NO!!3密

## Shopping

- Go with as few people as possible, finish as quickly as possible
- Maintain distance when in line for the cash register
- Use catalogue/online shopping and cashless payment



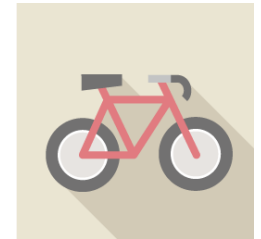
## Leisure, sports, etc.

- Enjoy online lessons/activities
- Use parks during less crowded times, choose an area with few people



## Public transport

- Avoid crowded times
- Walk or use your bicycle



## Meals

- Avoid sharing plates and chopsticks, create new seating arrangements, and put the "new table manners" into practice
- Use take-out and delivery services



## Workstyles

- Expand telecommuting and staggered commuting
- Advance online meetings and elimination of the need for *hanko* stamps
- Make adjustments at your workplace—use screens, improve ventilation, disinfect, etc.



# TMG guidelines to prevent the spread of COVID-19 for businesses: Firmly establishing the “new normal”

- In restarting businesses, measures to protect users and employees from becoming infected are necessary.
- These guidelines will serve as the direction for continued use of facilities.

## 1. Measures for users of commercial facilities, etc.

### Measures related to entrance

- Make facilities **reservations-only**, adopt systems to allow customers to **reserve date/time of use**, allow facility to **limit time users can spend at a facility**, etc.
- Ease crowding by **distributing numbered tickets, selling online tickets**, etc.
- Wear masks (make facility users aware), etc.

### Measures inside the facility

- Ensure social distancing (**to the extent possible 2 meters between individuals**)
- Properly disinfect areas and items touched by multiple people, etc.

## 2. Measures for employees

### Employee health management, etc.

- Ensure **frequent laundering** of employee uniforms and clothing
- Have employees take their body temperature prior to starting work, etc.
- Ensure employees take time off when they don't feel well, etc.

### Measures during work hours

- Wear masks
- Use **fans** to direct airflow outdoors, etc.

### Measures for employee break time, etc.

- **Reduce the number of people who can take breaks at the same time**, employees should not eat or converse directly across from each other
- Regularly disinfect items shared by employees (tables, chairs, etc.), etc.

## 3. Improve environment in facilities

### Cash registers, counters, etc.

- Shield areas where employees interact with customers (cash registers, counters, etc.) using **acrylic sheets, transparent plastic curtains, etc.**
- Avoid contact when admitting customers to facilities by adopting **ticketless and cashless payment systems**, etc.

### Restrooms

- Disinfect and wipe down surfaces in a timely manner
- Provide **paper towels** whenever possible, etc.

### Disposal of trash

- Trash (tissues, etc.) containing bodily fluids such as nasal discharge, saliva, etc. should be disposed of in **plastic bags which are securely tied shut**.
- Trash collectors to wear masks and gloves, etc.

### Cleaning and disinfection

- Areas touched by many people, such as **touch panels, benches, and elevator buttons**, need to be cleaned and disinfected, etc.

## 4. Be prepared for the possibility of an outbreak

### Prompt comprehension and management of information

- Use client lists, apps, and other methods to keep a record of customers, so they can be contacted in the event of an outbreak.

## 5. Guidelines for different types of facilities

### Various facilities

- Examples of how to prevent the spread of the virus by industry
- Make guidelines created by industry groups thoroughly known, etc.

## Promoting a multifaceted approach to firmly establishing the “new normal”

Through means such as initiatives to enhance the safety net for Tokyo citizens and businesses, achieve a balance between virus prevention and socioeconomic activities, and transform the social structure, we will build a society where the “new normal” is firmly established.

### Enhance the safety net

- **Loan program to provide financial support to small and medium-sized enterprises**
- Special loans for **living expenses and welfare** (small emergency loans and general support loans)
- **Housing support** (temporary housing)
- **Emergency employment consultation hotline and desk established**
- **Take preemptive measures to prevent a second “employment ice age” from occurring**
- Provide **additional support for children and single-parent households** with concerns or issues

etc.

### Achieve a balance between virus prevention and socioeconomic activities

- Support the **development of new areas of business** that contribute to stopping the spread of COVID-19 (e.g. development of markets for products such as masks comfortable to wear even in the summer and new products that do not require contact, etc.)
- Support **businesses changing their business format to suit the “new way of life,”** such as introducing services that do not require contact
- **Support for implementing measures based on guidelines** issued by businesses, etc.
- **Enhance services to check on senior citizens, the disabled, and others**

etc.

### Transform the social structure

- Promote **workstyle reform** by creating an advanced **telecommuting** environment
- **Build a consistent employment support system online**
- **Ensure education is not interrupted** by enhancing **online education**
- Digitize TMG **administrative procedures** and promote **e-government**
- Accelerate **digital transformation**

etc.

Building a society where the “new normal” is firmly established



# Partnership between Tokyo and Three Neighboring Prefectures



## Joint Message

Still under a state of emergency

Thoroughly implement measures to prevent infection

- Refrain from going out
- Maintain 2 meters of distance between yourselves
- Hand washing, proper cough etiquette, etc.

Prepare for the next wave of infections

By further strengthening partnership,

- we save lives and livelihoods,
- realize a new, more advanced society

Request that the national government strengthen measures at ports of entry

- Strengthen immigration control and quarantine systems
- Ascertain the path of infection through building a contact tracing system, etc.