



International Study Tour

**SUPPORT FOR SENIORS:
THE JAPANESE EXPERIENCE**

Tokyo



TARGET AUDIENCE /

Members of the Ontario Retirement Communities Association (ORCA), owners and operators of retirement communities, management, company directors, etc.

DATES /

7 days, May 17 to 24, 2025

LOCATION /

Tokyo, Japan

OBJECTIVES /

- **Discover** the Japanese medico-social system, balancing tradition and modernity.
- **Discover** innovative models of support for seniors: health and social care village, open and intergenerational Alzheimer's day care.
- **Visit organizations** at the cutting edge of modern architecture and technology; discover innovative solutions.
- **Discuss** the opportunities and challenges of integrated care.
- **Develop** your professional network and discuss with peers the current and future challenges of supporting seniors.
- **Develop** your professional network and share ideas with colleagues working in similar senior communities.

EDUCATIONAL CONTENT /

- **Before the trip:** Dialog. Health will provide participants with an e-learning session designed to prepare them for this unique professional experience.
- **During the trip:**
 - During each visit, **theoretical contributions** are proposed by local experts (directors, academics, politicians, etc.).
 - **Q&A sessions** allow participants to interact with the experts to deepen their understanding of the content.
 - **Concrete case studies** allow participants to study their practical implementation, in structures selected for their excellence.



A photograph of a city street in Japan, looking down a road lined with modern buildings. In the distance, the Tokyo Skytree tower rises prominently against a clear blue sky. A large red circle is overlaid on the right side of the image, containing text.

WHY JAPAN?

Japan is an ageing country relying on its technological effervescence to tackle the problems of care for seniors: robotics is playing an increasingly important role in the care of dependent seniors, and coexists with a more traditional approach to care in institutions and at home.

PRELIMINARY PROGRAM

SAT	SUN	MON	TUE	WED	THU	FRI	SAT
	Morning	Morning	Morning	Morning	Morning	Morning	Morning
	Free time	Introductory seminar on the Japanese medico-social system	Assistive technologies for seniors	Japanese cooking class	An intergenerational organization	A comprehensive range of healthcare services close to the population	Check-out hotel
		Canadian Embassy	Shonan Robo Care Center		Kotoen	Medagricare	End of the program
Afternoon	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon	Afternoon	
Delegates arrive in Tokyo at their own arrangements	Private guided tour of Tokyo	Innovating to improve care for seniors	An open, intergenerational Alzheimer's day care center	Private guided tour	Community care for seniors	New Iiese Minamikashiwa retirement home	
Check-in hotel in Tokyo from 15.00		As Partners	Aoi Care		Shizukaso	Hitowa Care Service	
	Welcome dinner			Dinner cruise		Farewell dinner	



DETAILED PROGRAM

SATURDAY, MAY 17

AFTERNOON / Check-in at the hotel from 15.00

EVENING / Free evening

SUNDAY, MAY 18

AFTERNOON / Private guided tour of Tokyo

EVENING / Welcome Dinner

MONDAY, MAY 19

MORNING / Introductory seminar on the Japanese medico-social system

Canadian Embassy

The introductory session will explore Japan's cultural context and its medico-social system's organization and funding. Key discussions will address challenges of an aging population, including strategies for retaining and attracting caregivers, integrating robotics into senior care, and innovative solutions to future demographic shifts. This session will offer insights into Japan's forward-thinking approaches to support its aging society while balancing tradition and technology.

<https://www.international.gc.ca/country-pays/japan-japon/tokyo.aspx?lang=eng>

LUNCH / Lunch at the restaurant

AFTERNOON / Innovating to improve care for seniors**As Partners**

As Partners, founded in 2004 and headquartered in Tokyo, combines real estate operations with senior care services, managing 17 nursing homes with 1,054 beds and a high occupancy rate of 97%. The company invested 20 million yen in R&D, leading to EGAO, a data management app integrating sensor data (e.g., mattress sensors to detect falls). This technology, appreciated by professionals, enhances efficiency and safety in senior care.

<https://www.as-partners.co.jp/>

EVENING / Free time**TUESDAY, MAY 20**

MORNING / Assistive technologies for seniors**Shonan Robo Care Center**

The Shonan Robo Care Center, leveraging CYBERDYNE's robotics technology, develops advanced solutions to assist patients, seniors, and caregivers. Key innovations include the HAL (Hybrid Assistive Limb) wearable cyborg, enhancing physical recovery and autonomy in medical and social fields, and EGAO, a smartphone-integrated data system using home sensors to monitor falls. These technologies promote functional improvement and peace of mind for caregivers, supported by a 20-million-yen investment in research and development.

<http://www.robocare.jp/shonan/halfit/>

LUNCH / Lunch at the restaurant**AFTERNOON / An open, intergenerational Alzheimer's day care center****Aoi Care**

Aoi Care is a unique day care facility for seniors with Alzheimer's, designed to be open, intergenerational, and community-oriented. It features a multifunctional space with a cafeteria and a children's house, welcoming local residents to engage in activities like cooking, playing with dogs, and shopping. The center offers long-term home care with a flexible, one-stop care plan, creating an inclusive environment for both seniors and the broader community.

EVENING / Free time

WEDNESDAY, MAY 21

MORNING / Japanese cooking class

LUNCH / Tasting of dishes prepared in the morning

AFTERNOON / Private guided tour

EVENING / Dinner cruise in the Tokyo Bay

THURSDAY, MAY 22

MORNING / An intergenerational organization

Kotoen

Kotoen, a retirement home and day care center in Japan, serves seniors who are physically, mentally, or economically dependent. As a member of Japan's National Council for Social Welfare, it has implemented an intergenerational program, integrating a kindergarten on its premises. This initiative allows seniors and children to interact and communicate daily, fostering mutual understanding and enriching their lives through intergenerational connections.

<https://www.kotoen.or.jp/>

LUNCH / Lunch at the restaurant

AFTERNOON / Community care for seniors

Shizukaso

Shizukaso is a senior care facility offering private rooms in its care units. It includes a special retirement home with 29 beds and a group home with 18 beds, exclusively for Urayasu residents. The community also provides a day service for up to 20 people, available without geographical restrictions. The services cater to the needs of seniors, offering comprehensive support within a community-focused environment.

<https://issei-kai.org/>

EVENING / Free time

FRIDAY, MAY 23

MORNING / A comprehensive range of healthcare services close to the population

Medagricare

The MedAgricare group is made up of three branches: MED-hospitality (with two nursing homes), the AGRI community for supplies and the CARE-touch policy (clinics providing care for seniors). The group's two nursing homes are private structures whose wooden architecture was designed by renowned architects. Their natural setting and peacefulness provide a serene environment for the residents.

<https://www.medagricare.jp/recruit/>

LUNCH / Lunch at the restaurant

AFTERNOON / New Iliese Minamikashiwa retirement home

Hitowa Care Service

HITOWA Care Service offers a range of senior care services under the 'Irise' brand, including assisted living and day services. Their philosophy emphasizes improving quality of life (QOL) by exceeding customer expectations with professional, empathetic care. They also developed the 'Hapinowa' platform, which streamlines the management of care products, services, and billing processes, enhancing efficiency and the overall well-being of both users and employees.

<https://www.hitowa.com/en/service/>

EVENING / Farewell dinner

SATURDAY, MAY 24

MORNING / Check-out hotel

End of the program



TARIFF

INTERNATIONAL STUDY TOUR

SUPPORT FOR SENIORS: THE JAPANESE EXPERIENCE

May 17 to 24, 2025

Logistic inclusions

INCLUDED

- 7 nights accommodation in a 4* hotel in Tokyo
- 7 breakfasts, 5 lunches, 3 dinners
- Cultural activities (2 guided tours and 1 cooking class)
- Private and comfortable transportation during professional and cultural visits

Professional program inclusions

INCLUDED

- Exclusive expedition booklet with details of the Japanese senior care context.
- Full report and analysis of the visits carried out.
- Live simultaneous interpretation provided throughout the program..
- Continuous monitoring by a Dialog Health specialist.

INDIVIDUAL RATE

Price valid for one
person taking part
in the training
program

\$8390 CAD

Per
participant

Delegates exclusion

NOT INCLUDED

- Flights
- Visa cost
- Airport-hotel-airport transfer
- Meals other than listed in INCLUDED
- Personal expenditure
- Tips for personal activities
- Travel & Cancellation insurance.

PAYMENT TERMS

By bank transfer (any fees are the responsibility of the sender)

Account name: Dialog Consulting SARL

IBAN: FR76 3000 4033 2300 0100 0113 717

BIC: BNPAFRPPXXX

Please include "ORCA JAPAN 2025" in the transfer reference.

Initial deposit: \$3000 CAD due upon registration

Remaining balance: Due 30 days prior to departure

**REGISTER
ONLINE**



GENERAL SELLING CONDITIONS

Price includes

- 7 nights accommodation in a 4* hotel in Tokyo
- 7 breakfasts, 5 lunches, 3 dinners
- Cultural activities (2 guided tours and 1 cooking class)
- Private and comfortable transportation throughout the trip

Price does not include

- Flights
- Visa cost
- Airport-hotel-airport transfer
- Meals other than listed on INCLUSIONS
- Personal expenditure
- Tips for personal activities
- Travel & Cancellation insurance

Terms and conditions of travel

- The study tour will not be run unless a minimum of 20 delegates register.
- Terms and conditions signed as a commitment to make payments as per listed payment schedule.
- No insurance is provided in the package. It is compulsory for all delegates to have travel insurance.
- No bookings are held.
- Hotels/venues subject to change until booked.

Tariff

These prices were calculated on the basis of 20 participants minimum.

We reserve the right to cancel the trip or to readjust the tariff if these conditions are not fulfilled.

Program changes

If, despite all their efforts, circumstances compel them, Dialog Health and their partners reserve the right to modify the program without consulting the participants, who cannot claim any compensation.

Payment terms

A payment of at least \$3000 CAD (deposit) must be done at the moment of the registration to secure a place in the delegation.

Delegates may choose between the two payment plans, choosing between one or two invoices.

Full balance is due 30 days before departure.

All invoices will be sent electronically by Dialog Health directly to the email address informed on this registration form.

Dialog Health will be unable to retain registrations and reservations without full payment by the due date.

Cancellation – Incurred cost

The existence of many intermediates and payment terms imposed by them on the trip organizers justified the charging cancellation fees even more important than the date of departure is near (transfer equivalent to cancellation) :

- More than 91 days before departure: 25% of the total amount
- 90 to 61 days before departure: 50% of the total amount
- 60 to 31 days before departure: 75% of the total amount
- Less than 30 days before departure: 100% of the total amount.

However, if cancellation is made a refund may be considered if a replacement delegate is found.

Any amount due to Dialog Health cannot be reported on a future trip.



DialogHealth

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🌐 www.dialog-health.com