

## **Welfare Volunteer House**

Welfare Volunteer House provides services to assist visitors to the Sapporo Snow Festival. Services include mobility support, sign-language interpretation, guidance and information in English, and help to reunite lost children with their families. The services and equipment are provided by an NPO called “Te to Te” (“hand to hand”), which is run by local residents who work throughout the year to prepare for the festival.

### **Mobility Support**

Te to Te provides special wheelchairs and canes designed for the snow. Two types of wheelchairs are available. One kind has mini skis and dozens of this type are on hand at the festival venue. The other type has balloon tires and chains for extra traction. Only one unit is available, so a reservation is essential. Wheelchair users may also borrow a Nuku Nuku, a kind of zip-front parka for the whole body that was designed by Te to Te. Special canes that have an ice pick in the tip for stability on the snow and ice are also provided.

Volunteers are available to accompany users of this equipment while they visit the festival. In addition to logistical help, these volunteers provide companionship and information about the festival.

### **Location and Reservations**

Welfare Volunteer House is located in the main Odori Park venue at 6-chome. Reservations for equipment and other support can be made in advance online, or in person at Welfare Volunteer House between 9:00 a.m. and 9:00 p.m. Equipment can also be delivered to hotels near Sapporo Station and the Odori and Susukino sites. There is no charge for equipment or services.