

★★★ Because the requirements for enrollment and other applications differ, please confirm the appropriate procedure for any listed item at the relevant facilities. ☆☆☆

Category	No.	Contents	Requirements, etc.	Contact
Emergencies	1	Accidents, injuries, and sudden illnesses	Call an ambulance (free of charge).	<b>Fire station, Tel: 119</b>
	2	In case of fire	Call the Fire Department (free of charge).	<b>Fire station, Tel: 119</b>
	3	In case of accident, theft, violence, or other crimes	Call the police immediately or go to the nearest police station or <i>koban</i> .	<b>Police, Tel: 110</b>
	4	Crimes and accidents	For non-emergencies, call the Police Telephone Consultation.	<b>Police (Consultation), Tel: #9110</b>
	5	Disaster preparedness	Make sure to check where to run (evacuation site) in case of emergency, such as an earthquake.	City Office (Emergency Management Headquarters) p.15-① Ward Office (Manager for Emergency Management) p.15-②
	6	In case of illness	<b>Emergency Medical Information Center (Information on medical institutions * Excluding Dentists) TEL 044-739-1919</b> For medical facilities in Kanagawa where foreign languages are available (Medical Information Net [NABII]): <a href="https://www.iryuu.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2310/initialize?pref=14">https://www.iryuu.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2310/initialize?pref=14</a> For the Multilingual Medical Questionnaire: <a href="https://kifjp.org/medical/">https://kifjp.org/medical/</a>	
Resident Registration/Residence System  Note: Failure to file the proper notifications may result in your visa status being canceled, penalties, or become grounds for deportation. Please call the Regional Immigration Services Bureau for more information.	7	Resident registration	Register if you have a visa period of stay of over three months.	Ward Office p.15-②
	8	Change of address	File a notification within the designated period if you: Move to Kawasaki City: Within 14 days after moving in Move out of Kawasaki City: Before you move Move within Kawasaki City: Within 14 days after your move-in date	
	9	Individual Number Card	A card can be issued to those who have an Individual Number ("My Number").	Individual Number Call Center (Tel: 0120-380-366)
	10	Renewal of length of stay	Renew your visa period of stay before it expires (about one to three months before the expiration date).	Tokyo Regional Immigration Services Bureau p.16-⑭
	11	Permission to engage in activities other than that currently authorized	Obtain permission before engaging in activities that are not allowed under your current visa status. (Example: A foreign student wants to work part time.)	
	12	Registration of birth	Submit a notification form within 14 days of the child's birth. After the notification, an individual number notification that contains the child's Individual Number will be sent in three to four weeks. (Make sure to receive it.)	Ward Office p.15-②
	13	Notification of death	Obtain a death certificate from the hospital and submit it within seven days of the death. Note: Complete the appropriate procedures for National Health Insurance and the National Pension Plan as well.	
Social Insurance and Pension	14	National Health Insurance	Those with a visa period of stay of three months or longer who are not enrolled in health insurance at their place of employment. (It may not apply depending on your visa status.)	Ward Office. p.15-②
	15	National Pension/Welfare Annuity	Those who work at a company, etc.: Enroll in the welfare annuity of the company. All Others: Enroll in National Pension. *Those between 20 and 59 years of age must enroll in a pension or annuity plan.	National Pension: Ward Office p.15-② Welfare Annuity: Employee's pension plan, Pension office p.16-⑫
	16	Lump-sum withdrawal benefit from the National Pension Plan or employee's pension plan	Those who have paid pension premiums for six months or longer. The applicant should confirm procedures before leaving Japan. *You will need to make a request within two years after leaving Japan.	
	17	Employment insurance	For those who are members of employment insurance, unemployed, and looking for work	Public Employment Assistance Office (Hello Work) p.16-⑪
	18	Workers' compensation	There are no restrictions as to work status or length of employment.	Department of Labor Standards p.16-⑩

Please see pp. 15–16 for the telephone numbers.

Category	No.	Contents	Requirements, etc.	Contact
Health and Welfare	19	Health checkups/ Immunizations for infants and toddlers	Immunizations that your child should undergo before entering elementary school and health checkups for babies	Ward Office (Regional Support Section) p15-② Immunization Call Center (TEL: 044-200-0142)
	20	Maternal and child health handbook	For women who receive a diagnosis of pregnancy	Ward Office (Regional Support Section) p.15-②
	21	Expectant mother health checkup	For expectant mothers (During pregnancy, please get regularly scheduled checkups at a medical facility. A system is in place to provide subsidies for part of the costs.)	Ward Office (Regional Support Section) p.15-②
	22	Childbirth and Childrearing Support Benefit	Under this system, 50,000 yen is provided to those who submit a pregnancy notification and undergo an interview, and 50,000 yen per child is provided to those who give birth and undergo an interview.	Ward Office (Regional Support Section) Childbirth and Childrearing Support Program Call Center 0120-123-004 (toll free)
	23	Lump-sum childbirth benefit	For insured individuals who have given birth	National Health Insurance ⇒ Ward offices p.15-② Social insurance ⇒ Employer
	24	Child allowance	For those raising children between 0- and 18- years of age (up to the next March 31 after the child reaches 18 years of age)	Ward Office (Ward Residents Section) p.15-②
	25	Pediatric Medical Care Subsidies	For those raising children from newborn through junior high school.	Ward Office (National Health Insurance and Pension Section) p.15-②
	26	Medical care subsidies for children's of single-parent families, etc.	For single-parent families with a child between 0- and 18- years of age (up to the next March 31 after the child reaches 18 years of age; income restrictions apply). If the child has a designated level of disability or is enrolled in high school or a similar institution, they are eligible if they are under the age of 20.	Ward Office (National Health Insurance and Pension Section) p.15-②
	27	Nursery schools	Available to parents of preschool children (newborns through elementary school) who, due to work or other commitments, need daycare for their child.	Ward Office (Children and Families Section) p.15-② City Office (Child Development Bureau) p.15-①
	28	Child-care allowance	Available to single-parent families with a child between 0- and 18- years of age (up to the next March 31 after the child reaches 18 years of age) whose age is up to the first March 31 after reaching 18 years of age, or persons raising a child under the age of 20 with certain disabilities (income restrictions apply) .	Ward Office (Children and Families Section) p.15-②
	29	Welfare benefits	For residents who have a visa with no restriction in activity yet have no income and are unable to meet daily living costs	Ward Office (Public Assistance Section) p.15-②
	30	Handbook for the Physically Disabled and Handbook for the Mentally Disabled	For those with physical or mental disabilities	Ward Office (Elderly and Disabled Support Section) p.15-②
Education and Culture	31	Kawasaki Healthy Long Life Handbook	For those 65 years of age and older	City Office (Health and Welfare Bureau) p.15-① Reissue; Ward Office (Elderly and Disabled Support Section) Branch p.15-②
	32	Japanese-language studies (reading/Japanese-language classes)	Some classes have babysitting services.	Kawasaki City International Exchange Center p.16-⑦ Education and Culture Hall/ Local civic halls p.15-② Kawasaki Fureai Hall p.16-④
	33	Public elementary and junior high school admission	Certain procedures must be completed if you wish to enroll your child in a public elementary or junior high school. (There are no visa status restrictions.)	Ward Office (Ward Residents Section) p.15-②

Please see pp. 15–16 for the telephone numbers.

Category	No.	Contents	Requirements, etc.	Contact
Education and Culture	34	Kawasaki City scholarships for foreign students	For foreign students who live in Kawasaki City and attend a university or vocational school in Kawasaki City	Kawasaki City International Exchange Center p.16-⑦
	35	Volunteer services	For those who are interested in volunteering	Kawasaki City International Exchange Center p.16-⑦ Kawasaki Citizen Activities Center p.16-⑧
Living and Consultation	36	Consultation concerning children's education	For any concerns about your child's education	Ward Office (Children and Families Section)p.15-② Kawasaki City General Education Center p.16-⑤
	37	Consultations about infringement of children rights and equality of human rights for men and women	Consultation and relief programs are available to help with such issues as bullying involving children, abuse, problems at school, spouse abuse (DV), sexual harassment, and sexual discrimination.	Human Rights Ombudsperson's Office p. 16-⑥
	38	Consultation concerning taxes	For any questions about taxes	Taxation Office p. 16-⑬ Municipal Taxation Office p. 15-③
	39	Concerns about life and job (for single-parent families)	For single-parent families who feel insecure about their livelihood and want to obtain professional qualifications or improve their computer skills	Fatherless and motherless Families Welfare Center Sun Live (TEL: 044-733-1166)
	40	Labor problems	Work conditions, wages, or any other legal problems involving your place of work	Labor Standards Inspection Office p.16-⑩
	41	Looking for employment	This is a public institution serving as a liaison for those who are job-hunting.	Public Employment Security Office (Hello Work) p. 16-⑪
	42	Municipal housing	There are eligibility requirements, such as income restrictions.	Kawasaki City Housing Supply Corporation p.16-⑨ City Office(Urban Improvement Bureau)p.15-①
	43	Latest city information	City newsletter, Kawasaki City's Web site	City Office (General Affairs and Planning Bureau) p.15-①
	44	How to dispose of oversized trash	Oversized-Trash Center From General telephones, Tel: 0570-044-530 From Mobile or IP phones, Tel: 044-930-5300	
	45	Community activities	Local town council, children's association, residents association, etc. (Ask your neighbor, ward office, branch office, or branch.) p. 15-②	
	46	Participation in city administration	Kawasaki City Representative Assembly for Foreign Residents URL: <a href="https://www.city.kawasaki.jp/shisei/category/60-7-2-0-0-0-0-0-0.html">https://www.city.kawasaki.jp/shisei/category/60-7-2-0-0-0-0-0-0.html</a>	
Moving within/Leaving Japan	<ul style="list-style-type: none"> <li>○ Resident registration⇒Local ward office</li> <li>○ National pension⇒Local ward office</li> <li>Welfare annuity⇒Company where you are employed, or the pension office</li> <li>○ National Health Insurance⇒Local ward office</li> <li>○ Resident Tax ⇒Tax Office or Taxation Office</li> <li>○ Water supply⇒Waterworks Customer Service Center Tel: 044-200-3548, Hours: 8:30 a.m. to 8:00 p.m. (available all year round) * Available in English only.</li> <li>○ Telephone⇒NTT (116)</li> <li>○ Electricity/Gas⇒Tokyo Electric Power, Customer Service Center/Tokyo Gas Customer Service Center</li> <li>○ Postal service (change of address notification) ⇒Post offices</li> </ul>			

Please see pp. 15–16 for the telephone numbers.

## List of Consultation Services and Telephone Numbers for Inquiries

For inquiries concerning city administration:  
Thank You Call Kawasaki, Kawasaki City Contact Center  
**044-200-3939**

Available languages : Japanese, English, Chinese, Korean, Portuguese, Spanish, Filipino  
(Chinese, Korean, Portuguese, Spanish and Filipino interpreters are available.)

① **Kawasaki City Office Tel: 044-200-2111 (switchboard)**  
**<https://www.city.kawasaki.jp/>**

Ward Office / Branch Office / Branch		Civic Hall / Annex	
Kawasaki Ward	044-201-3113	Education and Culture Hall	044-233-6361
Daishi Branch Office	044-271-0130	Plaza Daishi	044-266-3550
Tajima Branch Office	044-322-1960	Plaza Tajima	044-333-9120
Saiwai Ward	044-556-6666	Saiwai Civic Hall	044-541-3910
Hiyoshi Branch	044-599-1121	Hiyoshi Civic Hall Annex	044-587-1491
Nakahara Ward	044-744-3113	Nakahara Civic Hall	044-433-7773
Takatsu Ward	044-861-3113	Takatsu Civic Hall	044-814-7603
Tachibana Branch	044-777-2355	Plaza Tachibana	044-788-1531
Miyamae Ward	044-856-3113	Miyamae Civic Hall	044-888-3911
Mukaigaoka Branch	044-866-6461	Sugao Civic Hall Annex	044-977-4781
Tama Ward	044-935-3113	Tama Civic Hall	044-935-3333
Ikuta Branch	044-933-7111		
Asao Ward	044-965-5100	Asao Civic Hall	044-951-1300
		Okagami Civic Hall Annex	044-988-0268

• The business hours for the Kawasaki City Office, ward offices, branch offices and branches are 8:30 a.m. to 5 p.m. Offices are closed on Saturdays, Sundays, national holidays, and during the year-end/New Year holidays (December 29 through January 3).

• The service counters for the Ward Residents Section and National Health Insurance and Pension Section of the local ward offices are open on the second and fourth Saturdays of the month, 8:30 a.m. to 12:30 p.m. (Some services may be unavailable.)

• There is a Community Care and Support Center (Health and Social Welfare Center and Public Health Center) located in each ward office.

### ③ Municipal Taxation Offices

Kawasaki Municipal Taxation Office	044-200-3938	Area: Kawasaki Ward and Saiwai Ward
Kosugi Municipal Taxation Branch Office	044-744-3113	Area: Nakahara Ward
Mizonokuchi Municipal Taxation Office	044-820-6555	Area: Takatsu Ward and Miyamae Ward
Shinyuri Municipal Taxation Office	044-543-8988	Area: Tama Ward and Asao Ward

## 【City Facilities】

④	<b>Kawasaki City Fureai Hall (Fureai-Kan)</b>	044-276-4800
	URL: <a href="https://www.city.kawasaki.jp/450/page/0000030095.html">https://www.city.kawasaki.jp/450/page/0000030095.html</a>	
⑤	<b>Kawasaki City General Education Center</b>	044-844-3600
	URL: <a href="https://kawasaki-edu.jp/">https://kawasaki-edu.jp/</a>	
⑥	<b>Kawasaki Human Rights Ombudsperson's Office</b>	
	Infringement upon Children's Rights Call (Toll-free) 0120-813-887 (For children only)	
	044-200-1460 (For adults)	
	Infringement upon Gender Equality Rights Call 044-200-1461	
	URL: <a href="http://www.city.kawasaki.jp/shisei/category/59-2-0-0-0-0-0-0-0.html">http://www.city.kawasaki.jp/shisei/category/59-2-0-0-0-0-0-0-0.html</a>	
⑦	<b>Kawasaki International Association</b>	044-435-7000
	URL: <a href="https://www.kian.or.jp/">https://www.kian.or.jp/</a>	
⑧	<b>Kawasaki Citizen Activities Center</b>	044-430-5566
	URL: <a href="http://www2.kawasaki-shiminkatsudo.or.jp/volunt/">http://www2.kawasaki-shiminkatsudo.or.jp/volunt/</a>	
⑨	<b>Kawasaki City Housing Supply Corporation</b>	044-244-7578
	URL: <a href="http://www.kawasaki-jk.or.jp/">http://www.kawasaki-jk.or.jp/</a>	

## 【Non-Municipal Facilities】

⑩	Department of Labor Standards	Kawasaki Minami	044-244-1271	Area: Kawasaki Ward and Saiwai Ward
		Kawasaki Kita	044-382-3190	Area: Nakahara Ward, Takatsu Ward, Miyamae Ward, Tama Ward and Asao Ward
⑪	Public Employment Assistance Office (Hello Work)	Kawasaki	044-244-8609	Area: Kawasaki Ward and Saiwai Ward
		Kawasaki Kita Mizonokuchi Office	044-777-8609	Area: Nakahara Ward, Takatsu Ward, Miyamae Ward, Tama Ward and Asao Ward
⑫	Pension office	Kawasaki	044-233-0181	Area: Kawasaki Ward and Saiwai Ward
		Takatsu	044-888-0111	Area: Nakahara Ward, Takatsu Ward, Miyamae Ward, Tama Ward and Asao Ward
⑬	Tax Office	Kawasaki Minami	044-222-7531	Area: Kawasaki Ward and Saiwai Ward
		Kawasaki Kita	044-852-3221	Area: Nakahara Ward, Takatsu Ward and Miyamae Ward
		Kawasaki Nishi	044-965-4911	Area: Tama Ward and Asao Ward
⑭	Tokyo Regional Immigration Services Bureau	Yokohama District	0570-045-259	
		Yokohama District Kawasaki	044-965-0012	

## Information Desk for Foreign Residents (free of charge)

### <Daily Living>

#### Kawasaki International Association

##### ○ Kawasaki International Center

**TEL 044-455-8811**

Language	Consultation Days	Hours
Japanese	Mon.–Sat.	<p style="text-align: center;">9:00 a.m. to 5:00 p.m.</p> <p style="text-align: center;">*Please call before visiting the center.</p> <p style="text-align: center;">*Except during the yearend/New Year holidays (Dec. 29 through Jan. 3).</p>
English	Mon.–Sat.	
Chinese	Mon.–Sat.	
Korean	Tue. and Thu.	
Spanish	Tue. and Wed.	
Portuguese	Tue. and Fri.	
Filipino	Tue. and Wed.	
Vietnamese	Tue. and Fri.	
Thai	Mon. and Tue.	
Indonesian	Tue. and Wed.	
Nepali	Tue. and Sat.	

\* You can also receive consultations online or via email.

#### Kawasaki Multicultural Plaza

##### ○ 2F, Kawasaki City Office Building No. 3 (5-4 Higasida-cho, Kawasaki Ward)

**TEL 044-200-1520**

Language	Consultation Days	Hours
English	Mon.–Fri.	<p style="text-align: center;">8:30 a.m. to 5:00 p.m.</p> <p style="text-align: center;">* Telephone consultations are available from 9:00 a.m. to 5:00 p.m.</p> <p style="text-align: center;">* Excluding Saturdays, Sundays, national holidays, and during the year-end/New Year's holidays (December 29 to January 3)</p>
Chinese	Mon.–Fri.	
Filipino	Mon.–Fri.	
Spanish	Mon. and Fri.	
Vietnamese	Mon. and Wed.	
Nepali	Thu. and Fri.	

\* You can also receive consultations through the reception form on the Kawasaki City website and online.

## <Legal Issue Counseling>

### Counseling Services for Foreign Residents

○Kanagawa Plaza for Global Citizenship "Earth Plaza"

**TEL 045-896-2895**

Language	Consultation Days	Hours
English	1st and 3rd Tue.	1:00 to 4:30 p.m. (reception open until 4:00 p.m.)
Chinese	1st Tue. and 4th Thu.	
Korean	4th Thu.	
Spanish	2nd and 4th Fri.	
Portuguese	2nd Wed. and 4th Fri.	
Vietnamese	2nd Fri. and 3rd Tue.	

### Houterasu (Japan Legal Support Center)

#### Multilingual Information Service

**TEL 0570-078377**

Language	Consultation Days	Hours
English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Thai and Indonesian.	Mon.—Fri. (except national holidays and during the year-end/New Year's holidays)	9:00 a.m. to 5:00 p.m. *Reservations are required for legal consultation.

## <Education Consultation>

### Counseling Services for Foreign Residents

○Kanagawa Plaza for Global Citizenship "Earth Plaza"

**TEL 045-896-2972 (Foreign languages)**

**TEL 045-896-2970 (Japanese)**

Language	Consultation Days	Hours
Chinese	Thu. and Sat.	10:00 a.m. to 1:00p.m. 2:00 to 5:00 p.m. (reception open until 4:30 p.m.)
Spanish	Fri.	
Portuguese	Wed.	
Tagalog	Tue.	
Vietnamese	Fri.	
Easy Japanese	Tue.—Sat.	

## <Work Related>

○Kanagawa Labor Center (Yokohama)

**TEL 045-662-1103 (Chinese)**

**TEL 045-662-1166 (Spanish)**

**TEL 045-633-2030 (Vietnamese)**

Language	Consultation Days	Hours
Chinese	Second Thursdays, first, second, third and fourth Fridays	1:00 to 4:00p.m.
Spanish	Second Thursdays, first, second, third and fourth Fridays	
Vietnamese	Second Thursdays, first, second, third and fourth Fridays	

**○ Ministry of Health, Labour and Welfare -Telephone Consultation Service for Foreign Workers**

Language	Consultation Days & Tel.	Hours
English	Mon.– Fri. 0570–001–701	10:00 a.m. to 12 noon 1:00 to 3:00 p.m.
Chinese	Mon.– Fri. 0570–001–702	
Portuguese	Mon.– Fri. 0570–001–703	
Spanish	Mon.– Fri. 0570–001–704	
Tagalog	Mon.– Fri. 0570–001–705	
Vietnamese	Mon.– Fri. 0570–001–706	
Burmese	Fri. 0570–001–707	
Nepali	Mon.– Thu. 0570–001–708	
Korean	Thu. and Fri. 0570–001–709	
Thai	Thu. 0570–001–712	
Indonesian	Tue. 0570–001–715	
Cambodian (Khmer)	Wed. 0570–001–716	
Mongolian	Fri. 0570–001–718	

\*Except during the yearend/New Year holidays (Dec. 29 through Jan. 3).

**○Ministry of Health, Labour and Welfare – Labour Standards Advice Hotline**

Language	Consultation Days & Tel.	Hours
Japanese	Daily 0120–811–610	○ Weekdays (Mon.–Fri.) 5:00 p.m. to 10:00 p.m.  ○ Sat., Sun., and National Holidays, 9:00 a.m. to 9:00 p.m.
English	Daily 0120–531–401	
Chinese	Daily 0120–531–402	
Portuguese	Mon.– Sat. 0120–531–403	
Spanish	Thu., Fri., and Sat. 0120–531–404	
Tagalog	Tue., Wed., and Sat. 0120–531–405	
Vietnamese	Tue., Wed., Fri., Sat. and Sun. 0120–531–406	
Burmese	Wed. and Sun. 0120–531–407	
Nepali	Wed. and Sun. 0120–531–408	
Korean	Thu. and Sun. 0120–613–801	
Thai	Thu. and Sun. 0120–613–802	
Indonesian	Thu. and Sun. 0120–613–803	
Cambodian (Khmer)	Mon. and Sat. 0120–613–804	
Mongolian	Mon. and Sat. 0120–613–805	

\*Except during the yearend/New Year holidays (Dec. 29 through Jan. 3).



### <Consultation Concerning Housing>

#### OKanagawa Foreign Resident Housing Support Center

TEL 045-228-1752

Language	Consultation Days	Hours
Japanese	Mon.-Fri.	10:00 a.m. to 5:00 p.m. * Please call before visiting the center.  * First check the latest information on the website.
English	Tue. and Fri.	
Chinese	Mon.- Wed.	
Korean	Mon.-Fri.	
Spanish	Mon., Thu., and Fri.	
Portuguese	Thu. and Fri.	
Nepali	Wed. (10:00 a.m. to 3:30 p.m), Thu. (10:00 a.m. to 3:30 p.m)	
Vietnamese	Tue. and the last Wed. of the month (10:00 a.m. to 2:00 p.m.)	

### <Medical Consultation>

#### OAMDA International Medical Information Center -

#### Telephone Medical Consultation

TEL 03-6233-9266

Language	Consultation Days	Hours
English	Mon.-Fri.	10:00 a.m. to 4:00 p.m.  * Except national holidays and during the year-end/New Year's holidays
Chinese	Tue. and Thu.	
Korean	Mon.	
Spanish	Wed.	
Portuguese	Fri.	
Vietnamese	Wed. and Fri.	
Thai	Tue.	
Filipino	Mon.	

### <Consultation for Women concerning Spouse Abuse>

#### OKanagawa Prefecture Spouse Abuse Consultation Center

TEL 090-8002-2949

Language	Consultation Days	Hours
English, Korean, Spanish, Portuguese, [Languages that require a reservation] Chinese, Tagalog Thai, Vietnamese, Indonesian, Bengali, Burmese, Cambodian (Khmer), and Russian	Mon.-Fri. (except national holidays and during the year-end/New Year's holidays)	10:00 a.m. to 5:00 p.m. (Personal interview/consultation is until 4 p.m. [reservations required].)

## <Human Rights Consultation>

○Ministry of Justice Human Rights Consultation Dial in Foreign Languages

Tel. 0570-090-911

Language	Consultation Days	Hours
English, Chinese, Korean, Filipino, Portuguese, Vietnamese, Nepali, Spanish, Indonesian and Thai	Mon.–Fri. (excluding the year-end and New Year holidays)	9:00 a.m. to 5:00 p.m.

○Ministry of Justice Human Rights Bureau - Human Rights Counseling Service on the Internet for foreigners

English



Chinese



Korean



Filipino



Portuguese



Vietnamese



Nepali



Spanish



Indonesian



Thai

