


# MUST KNOW INFORMATION

~Keep it where you can see it. It can save you!~

## ★ Emergency Contacts

	Phone	Available languages	Available times
<b>Fire</b>	119	English, Chinese, Korean, Portuguese, Spanish	24 hours a day, every day
<b>Ambulance</b>			
<b>Police</b>	110	English, Chinese	
<b>Foreign-language information on medical institutions (Tokyo Metropolitan Government)</b>			
03-5285-8181	English, Chinese, Korean, Thai, Spanish	Every day: 9:00-20:00	
Search in Japanese, Chinese, or Korean from the website. <a href="https://www.himawari.metro.tokyo.jp/qq13/qqport/tomintop/index.php">https://www.himawari.metro.tokyo.jp/qq13/qqport/tomintop/index.php</a>			

## ★ Disaster prevention/natural disaster information


<b>Minato City Disaster Prevention app [Japanese/English/Chinese/Korean]</b>			
Find disaster-prevention maps, rainfall information, safety information, and more			
iPhone			
<a href="https://apps.apple.com/app/id704213114?l=ja&amp;ls=1">https://apps.apple.com/app/id704213114?l=ja&amp;ls=1</a>			
Android			
<a href="https://play.google.com/store/apps/details?id=jp.tokyo.minato.bousai&amp;hl=ja">https://play.google.com/store/apps/details?id=jp.tokyo.minato.bousai&amp;hl=ja</a>			
<b>Minato City Disaster Information Email Service [Japanese/English]</b>			
Understand information on water levels, rainfall, earthquakes, civil protection, severe weather, etc. Send a blank email to the address below and register by following the “terms of use” sent in response. You can choose to have information in Japanese or English when you register. <a href="mailto:kumin@bousai.city.minato.tokyo.jp">kumin@bousai.city.minato.tokyo.jp</a>			
<b>Disaster/emergency information from Minato City on Twitter</b>			
	English		Chinese
	Korean		
<b>Disaster/emergency information from Minato City on Facebook</b>			
	English		Chinese
	Korean		


## ★ Consultations for foreign residents

Group/organization [Form of consultation]	What you can talk about	Available languages (other than Japanese)	Times and days	Contact
<b>Minato City Consultation Services for Foreign Residents</b> [In person, telephone]	Consultation and provision of information on City services	English/Chinese/Korean/Portuguese/Spanish/Thai/Russian/Tagalog/Nepali/Vietnamese/Indonesian/Hindi/French (remote interpretation will be used for languages other than English)	Monday–Friday 9:00-12:00/ 13:00-17:00	03-3578-2046 03-3578-2524
<b>Minato International Association</b> [Book and come in person]	Problems and concerns in everyday life	English/Chinese/Korean/Spanish/French (booking system for all languages)	Monday–Saturday 9:00-17:00	03-6440-0233
			Consultation booking: Monday-Friday 9:00-12:00/13:00-17:00	
<b>Foreign Residents’ Advisory Center</b> [Telephone]	Various consultations for foreign residents in Tokyo about everyday life, including immigration, marriage/nationality, and work	English	Monday–Friday	03-5320-7744
		Chinese	Tuesday/Friday	03-5320-7766
		Korean	Wednesday	03-5320-7700
<b>Tokyo Multilingual Consultation Navi (Tokyo Metropolitan Foundation “TSUNAGARI”)</b> [Telephone]	Consultations for foreign residents in Tokyo about issues and information on everyday life	Easy Japanese/English/Chinese/Korean/Portuguese/Spanish/Thai/Russian/Tagalog/Vietnamese/Hindi/Nepali/French/Indonesian	Monday–Friday 10:00-16:00	03-6258-1227

\*Unless otherwise noted, in-person and telephone consultation services are closed on weekends, national holidays, and year-end/New Year.

## ★ Procedures and Services in Minato City

<b>Minato City website</b>	<a href="https://www.city.minato.tokyo.jp/">https://www.city.minato.tokyo.jp/</a>	
▶ If your address has changed, you got married, had a child, or a family member has died	<a href="https://www.city.minato.tokyo.jp/shibamadochou/hannboukinohikkosinikannsurutetuduki.html">https://www.city.minato.tokyo.jp/shibamadochou/hannboukinohikkosinikannsurutetuduki.html</a>	
[Please bring what you need to the counter. You can also carry out the procedures at a nearby regional city office]		
▶ If you don’t have company health insurance, get <b>National Health Insurance</b>	<a href="https://www.city.minato.tokyo.jp/kurashi/hoken/kenkohoken/index.html">https://www.city.minato.tokyo.jp/kurashi/hoken/kenkohoken/index.html</a>	
▶ If you resided in Minato City on January 1, you have to pay <b>resident tax</b> to Minato City for that year	<a href="https://www.city.minato.tokyo.jp/kurashi/zekin/index.html">https://www.city.minato.tokyo.jp/kurashi/zekin/index.html</a>	
▶ If you want to enroll your child in <b>nursery school</b>	<a href="https://www.city.minato.tokyo.jp/kodomo/kodomo/hoikuen/index.html">https://www.city.minato.tokyo.jp/kodomo/kodomo/hoikuen/index.html</a>	
▶ If you want to enroll your child in <b>kindergarten</b>	<a href="https://www.city.minato.tokyo.jp/kodomo/gakko/kuritsuyochi/index.html">https://www.city.minato.tokyo.jp/kodomo/gakko/kuritsuyochi/index.html</a>	
▶ If you want to enroll your child in a City <b>elementary</b> or <b>junior high school</b>	<a href="https://www.city.minato.tokyo.jp/kodomo/gakko/kuritsushochu/index.html">https://www.city.minato.tokyo.jp/kodomo/gakko/kuritsushochu/index.html</a>	

▶ If you want to get <b>information</b> about work in Minato City Hall, services, events, etc.	
<b>Minato City call center Minato Call:</b> 03-5872-3710 Every day: 8:00-20:00 [English, Japanese] - You can also send emails via the inquiry form <a href="https://www.city.minato.tokyo.jp/kouchou/kuse/kocho/iken/form.html">https://www.city.minato.tokyo.jp/kouchou/kuse/kocho/iken/form.html</a>	
▶ <b>Minato City English Newsletter Minato Monthly</b>	
<a href="https://www.city.minato.tokyo.jp/kuse/koho/minatomonthly/index.html">https://www.city.minato.tokyo.jp/kuse/koho/minatomonthly/index.html</a>	
Apply for free distribution <a href="https://www.city.minato.tokyo.jp/kouhou/kuse/koho/minatomonthly/inquiry.html">https://www.city.minato.tokyo.jp/kouhou/kuse/koho/minatomonthly/inquiry.html</a>	

## ★Japanese language classes

- ① Japanese language classes and salons organized by Minato City  
There are set application periods. See the website for more information.  
“Let’s learn Japanese in Minato City” <https://minato-nihongo.blogspot.com/>
- ② Japanese language classes run by volunteer groups in Minato City  
Contact each group directly for more details  
**List of volunteer Japanese language classes**  
<https://www.city.minato.tokyo.jp/kokusaika/documents/japanese.pdf>
- ③ If you want to search for Japanese language lessons in Tokyo  
**Tokyo Japanese language classes website (TSUNAGARI)**  
<https://nihongo.tokyo-tsunagari.or.jp/>



## ★ Other places that offer various consultations

Consultation Support Center for Foreign Residents run by Tokyo Regional Immigration Services Bureau				
Offers in-person and telephone consultations concerning visa status and various everyday life issues				
Address	In Shinjuku Multicultural Plaza, 11F Hygeia, 2-44-1 Kabukicho, Shinjuku-ku			
Telephone	03-3202-5535	03-5155-4039	Time	9:00-16:00
Language/days	Chinese/English	Monday–Friday	Vietnamese	Monday/Wednesday
	Spanish/Portuguese	Monday–Wednesday	Tagalog	Friday
	Indonesian	Tuesday		

<b>Foreign Residents Support Center (FRESC)</b>				
<a href="https://www.moj.go.jp/isa/support/fresc/fresc01.html">https://www.moj.go.jp/isa/support/fresc/fresc01.html</a>				
Address	13F Yotsuya Tower, 1-6-1 Yotsuya, Shinjuku-ku			
Times	Monday–Friday 9:00-17:00 *Closed on national holidays and year-end/New Year			
FRESC includes the following groups and organizations. Search their websites to find out the details of the consultations offered by each organization and the languages available.				
<ul style="list-style-type: none"> <li>A) Tokyo Regional Immigration Services Bureau</li> <li>B) Tokyo Labor Bureau Consultation and Support Office for Foreigners</li> <li>C) Tokyo Employment Service Center for Foreigners</li> <li>D) Human Rights Department, Tokyo Legal Affairs Bureau</li> <li>E) Ministry of Foreign Affairs of Japan Visa Information</li> <li>F) Japan Legal Support Center (Houterasu)</li> <li>G) Japan External Trade Organization (JETRO)</li> </ul>				
<How to use the Foreign Residents Support Center (FRESC) navi dial>				
<ul style="list-style-type: none"> <li>(1) Call 0570-011000</li> <li>(2) Choose Japanese guidance or English guidance and enter that number</li> <li>(3) Enter the number of the group/organization you want to talk to (or “other inquiry”)</li> <li>(4) You will be connected to an employee of your chosen group/organization</li> </ul>				
<b>Shinjuku Foreigners' Employment Assistance and Guidance Center (Hello Work Shinjuku)</b>				
<a href="https://jsite.mhlw.go.jp/tokyo-hellowork/list/shinjuku/madoguchi_goannai/gaisen.html">https://jsite.mhlw.go.jp/tokyo-hellowork/list/shinjuku/madoguchi_goannai/gaisen.html</a>				
Offers employment support for spouses of Japanese persons, people with a visa status that does not limit work (such as Long Term Resident), international students who hope to work part time, and others.				
Address	1F Hello Work Shinjuku Kabukicho Government Building, 2-42-10 Kabukicho, Shinjuku-ku			
Telephone	03-3204-8609	Time	Monday–Friday 8:30-17:15	
<b>Advisory Service for Foreign Workers, Tokyo Labor Bureau, Ministry of Health, Labour and Welfare</b>				
<a href="https://jsite.mhlw.go.jp/tokyo-roudoukyoku/news_topics/kyoku_oshirase/roudou_kijun/newpage_00845.html">https://jsite.mhlw.go.jp/tokyo-roudoukyoku/news_topics/kyoku_oshirase/roudou_kijun/newpage_00845.html</a>				
Offers consultations by telephone and in person concerning issues such as not being paid your pension/overtime payments, or being fired without notice. You can download a leaflet from the website to find out available languages, consultation locations, days, and telephone numbers. Change the language on the page to Japanese, English, Chinese or Korean using “言語切替” (change language) on the top left. You can download leaflets in each language.				
Times	9:30-12:00 / 13:00-16:30			
<b>Consultation Dial for Foreign Workers</b>				
Offers explanations about laws regarding problems with labor conditions and introductions to relevant organizations via telephone (there is a charge to call). Information about available languages, consultation days and times, and telephone numbers is written on the reverse of the “Advisory Service for Foreign Workers” leaflet above.				
<b>Labour Condition Consultation Hot Line</b>				
Offers explanations about laws regarding problems with labor conditions and introductions to relevant organizations via telephone at night and on national holidays (toll-free number). Information about available languages, consultation days and time, and telephone numbers is written on the reverse of the “Advisory Service for Foreign Workers” leaflet above.				
<b>Tokyo Labor Consultation Center of the Tokyo Metropolitan Government</b>				
<a href="https://www.hataraku.metro.tokyo.lg.jp/sodan/sodan/foreign.html">https://www.hataraku.metro.tokyo.lg.jp/sodan/sodan/foreign.html</a>				
Gives advice for foreign nationals working in Tokyo when they face issues or want to know something. You can have a consultation by telephone or in person in English or in Chinese; consultations in other languages can only be in person. Book a consultation by phone. You can find information about available languages, consultation locations, day and time, and telephone numbers on the website.				