

MUST KNOW INFORMATION

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

★Emergency Contacts

	Phone Number	Languages	Hours
Fire	119	English, Chinese, Korean, Portuguese, Spanish	24 hours, every day
Ambulance			
Police	110	English, Chinese	

★Disaster Prevention & Emergency Information

Minato City Disaster Prevention App (tablets and smartphones only) [Japanese, English, Chinese, Korean]
Check disaster maps, rainfall information, safety confirmation, and more.
iPhone: https://apps.apple.com/app/id704213114?l=ja&ls=1
Android: https://play.google.com/store/apps/details?id=jp.tokyo.minato.bousai&hl=ja
Minato City Disaster Prevention Portal [Select language via the Google icon at the top right of the page]
Find lists of evacuation sites, shelter opening status during disasters, public transport and utility information, disaster message boards, and more. Check available resources before a disaster occurs. https://city-minato.my.site.com/

★Consultation Services for Foreign Residents

Organization [Consultation Format]	Topics	Languages (non-Japanese)	Days/Hours	Contact	
Minato City Foreign Residents Consultation [In-person, Phone]	Administrative services, information provision, etc.	English, Chinese, Korean, Portuguese, Spanish, Thai, Russian, Tagalog, Nepali, Vietnamese, Indonesian, Hindi, French (languages other than English handled via remote interpretation)	Mon–Fri 9:00-12:00/ 13:00-17:00	03-3578-2046 03-3578-2524	
Tokyo Multilingual Consultation Navigator (Tokyo Metropolitan Foundation “TSUNAGARI”) [Phone]	Everyday concerns and questions for foreign residents living in Tokyo	Easy Japanese, English, Chinese, Korean, Portuguese, Spanish, Thai, Russian, Tagalog, Vietnamese, Hindi, Nepali, French, Indonesian	Mon–Fri 10:00-16:00	0120-142-142	
Tokyo Foreign Residents Consultation [Phone]	Immigration, marriage/nationality, employment, and other everyday concerns for foreign residents in Tokyo	English	Hours: 9:30-12:00/ 13:00-17:00	Mon–Fri	03-5320-7744
		Chinese		Tue & Fri	03-5320-7766
		Korean		Wed	03-5320-7700

*In-person and phone consultations are closed on Saturdays, Sundays, public holidays, and year-end/New Year holidays unless otherwise noted.

★Coordinator for Children from Diverse Backgrounds

If you have concerns about nursery schools, kindergartens, elementary schools, junior high schools, or high schools; if you cannot understand letters sent home from school; or if you are worried about your child's development — you can consult the Coordinator for Children from Diverse Backgrounds at any time. Contact by phone, consultation form, or in person.

Minato City: 03-3578-2524 (Mon–Fri, 9:00–17:00) You are also welcome to visit the city office in person.

<https://logoform.jp/form/Mt5V/1111652>

General Incorporated Association Minato International Association: 03-6440-0233 (Mon–Fri, 9:00–12:00/13:00–17:00)

★Medical Institutions & Health Consultation

TOKYO Medical Information for Foreign Residents	Japanese, English, Chinese (Traditional/Simplified), Korean
https://www.hokeniryo.metro.tokyo.lg.jp/iryo/iryo_hoken/medical_info	
Emergency contacts and procedures, how to find and use medical facilities, consultation services, and other useful information.	
Medical Information Net “Navii” (Ministry of Health, Labour and Welfare)	English, Chinese (Traditional/Simplified), Korean
https://www.hokeniryo.metro.tokyo.lg.jp/iryo/iryo_hoken/medical_info/navii	
Search for detailed medical facility information by language, department, current location, and more.	
Tokyo Medical Institution Guide Service “Himawari”	Japanese, English, Chinese, Korean, Thai, Spanish
Tel: 03-5285-8181 (Daily 9:00–20:00)	
Ask by phone: which hospital or clinic to visit, questions about medical care in Japan, etc. Consultation is free.	
List of Medical Institutions Accepting Foreign Patients (Minato City)	
https://www.hokeniryo.metro.tokyo.lg.jp/iryo/iryo_hoken/medical_info/hospitals_list/minatoku	
A list of facilities that can accept foreign patients and those that can handle emergency foreign patients requiring hospitalization. Note: as information may have changed since the list was compiled, always confirm by phone before visiting. Click “+” to the right of the “Minato City” row to display the list. Select a language from “Language” at the top right (auto-translated). To search for facilities outside Minato City, select a region from: https://www.hokeniryo.metro.tokyo.lg.jp/iryo/iryo_hoken/medical_info/hospitals_list	

★Procedures and Services in Minato City

Minato City Website	https://www.city.minato.tokyo.jp/
▶ Change of address, marriage, birth of a child, or bereavement	https://www.city.minato.tokyo.jp/shibamadochou/hannboukinohikkosinikannsurutetuduki.html
Please bring the necessary documents and visit the counter. Procedures can also be completed at your nearest regional city office.	
▶ If you are not covered by company insurance, enroll in National Health Insurance	https://www.city.minato.tokyo.jp/kurashi/hoken/kenkohoken/index.html
▶ If you were residing in Minato City on January 1 of the relevant year, pay Resident Tax to Minato City	https://www.city.minato.tokyo.jp/kurashi/zekin/index.html
▶ To enroll your child in a nursery school	https://www.city.minato.tokyo.jp/kodomo/kodomo/hoikuen/index.html
▶ To enroll your child in a kindergarten	https://www.city.minato.tokyo.jp/kodomo/gakko/kuritsuyochi/index.html
▶ To enroll your child in a Minato City public elementary or junior high school	https://www.city.minato.tokyo.jp/kodomo/gakko/kuritsushochu/index.html
▶ For information about city services, events, etc.	
Minato City Call Center – Minato Call: 03-5472-3710 (Daily 8:00–20:00) [English, Japanese]	
* Inquiries also available via the form at the link below: https://logoform.jp/form/Mt5V/487296	
▶ Minato City English Newsletter – Minato Monthly	https://www.city.minato.tokyo.jp/kuse/koho/minatomonthly/index.html

Free distribution available upon request.

★Japanese Language Classes

Classes and salons organized by Minato City

Registration periods are fixed. Please check the website for details.

“Learn Japanese in Minato” <https://minato-nihongo.blogspot.com/>

- ① Japanese language classes run by volunteer groups in Minato City
Please contact each group directly for details.
“List of Volunteer Japanese Language Class”
<https://www.city.minato.tokyo.jp/documents/107510/nihongokyouyosituhp.pdf>
- ② To find Japanese language classes anywhere in Tokyo
“Tokyo Japanese Language Classroom Site” (Foundation “TSUNAGARI”)
<https://nihongo.tokyo-tsunagari.or.jp/>

★Other Consultation Resources

Tokyo Regional Immigration Services Bureau – Foreign Residents Comprehensive Support Center				
For visa status and various everyday concerns — by phone and in person.				
Address	Hygia 11F, Shinjuku Multicultural Community Plaza, 2-44-1 Kabukicho, Shinjuku-ku			
Tel	03-3202-5535	03-5155-4039	Hours	9:00-16:00
Languages/Days	Chinese & English	Mon–Fri	Vietnamese	Mon & Wed
	Spanish & Portuguese	Mon–Wed	Tagalog	Fri
	Indonesian	Tue		
Foreign Residents Support Center (FRESC)				
https://www.moj.go.jp/isa/support/fresc/fresc01.html				
Address	Yotsuya Tower 13F, 1-6-1 Yotsuya, Shinjuku-ku			
Hours	Mon–Fri 9:00-17:00 *Closed on public holidays and year-end/New Year holidays			

<p>FRESC houses the following organizations. Check the website for consultation topics and available languages.</p> <p>A) Tokyo Regional Immigration Services Bureau B) Tokyo Labour Bureau Foreign Workers Special Consultation & Support Office C) Tokyo Foreign Employment Service Center D) Tokyo Legal Affairs Bureau Human Rights Protection Division E) Ministry of Foreign Affairs Visa Information F) Japan Legal Support Center (Houterasu) G) Japan External Trade Organization (JETRO)</p>			
<p><How to use the FRESC Navigator Dial ></p> <p>(1) Call 0570-011000 (2) Select Japanese or English guidance and press the corresponding number (3) Press the number for the organization you wish to consult (or “Other Inquiries”) (4) You will be connected to a staff member of the selected organization</p>			
<p>Shinjuku Foreign Worker Employment Support & Guidance Center (Hello Work Shinjuku)</p>			
<p>https://jsite.mhlw.go.jp/tokyo-hellowork/list/shinjuku/madoguchi_goannai/gaisen.html</p>			
<p>Employment support for foreign residents with unrestricted work status (e.g., spouse of a Japanese national, permanent resident) and foreign students seeking part-time work.</p>			
Address	Hello Work Shinjuku Kabukicho Office 1F, 2-42-10 Kabukicho, Shinjuku-ku		
Tel	03-3204-8609	Hours	Mon–Fri 8:30-17:15
<p>Ministry of Health, Labour and Welfare – Tokyo Labour Bureau Foreign Workers Consultation Corner</p>			
<p>https://jsite.mhlw.go.jp/tokyo-roudoukyoku/news_topics/kyoku_oshirase/roudou_kijun/newpage_00845.html</p>			
<p>For issues such as unpaid wages or sudden dismissal — by phone and in person. Download a flyer from the website for languages, locations, days, and contact numbers. A language switcher (Japanese/English/Chinese/Korean) is available at the top left of the homepage.</p>			
Hours	9:30-12:00/13:00-16:30		
<p>Foreign Worker Consultation Hotline</p>			
<p>Explanations of labor laws and referrals to relevant agencies by phone. (Call charges apply.) See the reverse side of the flyer above for languages, days, hours, and numbers.</p>			
<p>Labor Conditions Consultation “Hot Line”</p>			
<p>Evening and holiday phone consultations on labor conditions. (Free of charge.) See the reverse side of the flyer above for details.</p>			
<p>Tokyo Metropolitan Labor Consultation & Information Center</p>			
<p>https://www.hataraku.metro.tokyo.lg.jp/sodan/sodan/foreign.html</p>			
<p>Advice for foreign residents working in Tokyo. English and Chinese available by phone and in person; other languages in person only. An appointment is required for in-person consultations. Check the website for languages, locations, days, hours, and contact numbers.</p>			