

# Izumi Ward Living Guide



English  
Edition

A living guide for foreign residents of Izumi Ward.

## ● Yokohama City Izumi Ward Office

☎045-800-2323 (Switchboard)

5-1-1 Izumi Chuo Kita, Izumi Ward, Yokohama City 〒245-0024

\* 5 mins walk from “Izumi Chuo” Station on the Sotesu Izumino Line

\* “Izumi-ku Sogochosha-mae” bus stop on the Kanachu Bus

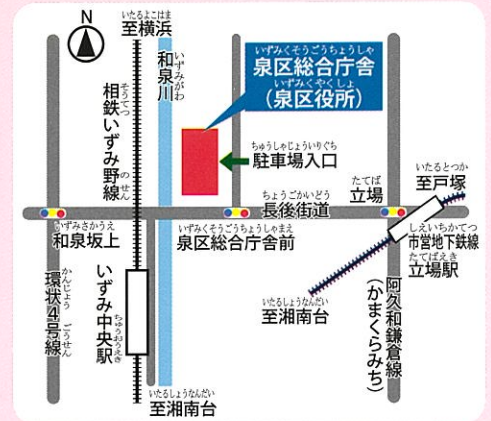
### <Hours of Operation>

Monday - Friday from 8:45A.M. until 5:00P.M.

Every 2nd and 4th Saturday from 9:00 A.M. until 12:00P.M.

\*Only certain divisions operate on the 2nd and 4th Saturdays, such as family register, certificate of residence, and national health insurance

<Holidays> National holidays, from Dec 29 until Jan 3



## ● Izumi Multicultural Community Corner (International Lounge)

Inside Izumi Ward Community Support Center, Ward Office 1st Floor

☎045-800-2487

Provide information and consultations on everyday life in multiple languages.

You may also borrow books for studying Japanese.

<Hours of Operation> Mon / Tue / Thur from 9:00A.M. until 12:00P.M., and from 1:00P.M. until 4:00P.M.

<Holidays> National holidays, from Dec 29 until Jan 3

● **Izumi Ward Office Foreign Language Consultation**: Inside Public Relations Office, Ward Office 1st Floor

◇ **Daily life Consultations in Chinese language** ☎045-800-2334

<Hours of Operation>

Thursday from 10:00A.M. until 12:00P.M., from 1:00P.M. until 4:00P.M.

◇ **Daily life Consultations in Vietnamese language for Indo-Chinese refugees and Vietnamese permanent residents** ☎045-801-3738

<Hours of Operation>

Friday from 9:00A.M. until 12:00P.M.\*, from 1:00P.M. until 5:00P.M.

\*In order to prevent the spread of the novel coronavirus, as of April 2021, hours have changed to 10:00A.M. until 12:00P.M., and 1:00P.M. until 4:00P.M.

\* Vietnamese interpreter available between 10:00A.M. and 12:00P.M. and from 1:00P.M. until 4:00P.M.

\* Cambodian and Laotian will be handled by a telephone interpreter.

<Holidays> National holidays, from Dec 29 until Jan 3



# Ward Office Procedures Guide

Provide various government services and consultations

- **My Number** : Family Register Section (Kosekika) Ward Office 2<sup>nd</sup> Floor

☎ 045-800-2345

You can get counseling about your My Number

- **Procedures on Moving House etc.**: Family Registry Division, Ward Office 2nd Floor

☎ 045-800-2345

Procedures of transferring resident registration (moving house) and applying for a copy of resident certificate etc.



- **National Health Insurance, National Pension**: Insurance & Pension Division, Ward Office 2nd Floor

☎ 045-800-2425 (Insurance) ☎ 045-800-2421 (Pension)

Consultations on National Health Insurance, Long-Term Care Insurance, Medical Insurance System for the elderly aged 75 or over, and procedures for joining National Pension etc.

- **Babies & Children**: Child & Family Support Division, Ward Office 2nd Floor

☎ 045-800-2444

Procedures for getting the Maternal and Child Health Handbook and taking Health Check ups for Infants and Toddlers etc.

- **Welfare Services for the Elderly and Disabled**: Elderly & Disabled People Support Division, Ward Office 2nd Floor

☎ 045-800-2434 (Elderly) FAX: 045-800-2513

☎ 045-800-2485 (Disabled) FAX: 045-800-2513

Consultations on Welfare and Health, Public Services etc. for the elderly & disabled

- **Tax**: Tax Division, Ward Office 3rd Floor

☎ 045-800-2352

Declare municipal tax, apply for tax (income) certificates and tax exemption certificates etc.

- **How to Put Out Garbage** : Izumi Ward Office Regional Development Division / Resources & Waste Recycling Bureau

☎ 045-800-2398 (Ward Office)

☎ 045-803-5191 (Izumi Office)

Leaflet of "How to Separate and Dispose Garbage & Resources"

In Yokohama City, household garbage should be separated into 14 categories. The collection schedule and sites vary by area of your residence. Please dispose accordingly. Some of the garbage will be charged for disposal.

<How to Separate and Dispose Garbage & Resources>

A multi-language leaflet covering how to separate and dispose garbage (10 languages, including Chinese, Vietnamese, English and Cambodian)



# Information & Consultation

## ● **Yokohama Association for International Communications and Exchanges, Yokohama Foreign Residents Information Center**

☎ 045 - 222 - 1209

Yokohama International Organizations Center 5F, Pacifico Yokohama, 1-1-1 Minato Mirai,  
Nishi Ward, Yokohama City 〒220-0012

Provides notification of daily life information and consultations by telephone or in person

### <Supported Languages>

English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese,  
Spanish, simple Japanese

### <Hours of Operation>

Monday - Friday from 10:00A.M. until 5:00P.M. (reception closes at 4:30P.M.)

Every 2<sup>nd</sup> / 4<sup>th</sup> Saturday from 10:00A.M. until 1:00P.M. (reception closes at 12:30P.M.)

(\*Only English, Chinese, and Spanish offered on 2<sup>nd</sup> / 4<sup>th</sup> Saturdays)



## ● **Multi-Cultural Town Building Workshop, Daily life Consultations**

☎ 045-805-4323

1F Ichou Community House, Meeting Room 3220-4 Kami-iida-cho, Izumi Ward 〒245 - 0018

Provides Daily life consultations relating to all aspects of life in Japan

### <Hours of Operation>

Vietnamese: Wednesday from 1:30P.M. until 5:30P.M.

Cambodian: Wednesday from 1:30P.M. until 3:30P.M.

<Holidays> National holidays, from Dec 29 until Jan 3



## ● **Earth Plaza (Kanagawa Plaza for Global Citizenship)**

☎ 045-896-2895 (General / Legal Consultations)

English, Chinese, Korean, Spanish, Portuguese, Vietnamese

☎ 045-896-2972 (Education Consultations)

Chinese, Spanish, Portuguese, Tagalog, Vietnamese

Inside 2<sup>nd</sup> floor Information Forum

1-2-1 Kosugaya, Sakae Ward, Yokohama City 〒247-0007

Provides information and consultations on Daily life and Education

\* Language, days of the week and times differ depending on desired consultation. Please enquire for details.

<Holidays> Mondays, National holidays, from Dec 29 until Jan 3



## ● **Kanagawa International Foundation**

Kanagawa Community Network Site (Homepage)

A site packed with useful information for living in Japan.

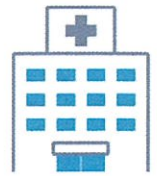
INFO KANAGAWA

as well as offering an e-mail service that provides daily life information.

INFO KANAGAWA Kanagawa Community



# Emergency Healthcare



Please bring along your health insurance card when visiting hospitals or clinics.

## Izumi Ward Holiday Emergency Clinic

☎ 045-806-0921

5-1-5 Izumi Chuo Kita, Izumi Ward, Yokohama City 〒245 - 0024

For sudden illness on Sundays or holidays

<Departments> Internal Medicine/ Pediatrics

<Hours of Operation>

Sunday, National Holidays, from Dec 30 until Jan 3

from 10:00A.M. until 4:00P.M.

(Reception open from 9:45A.M.)

## Nanseibu Night-time Emergency Medical Center

☎ 045-806-0921

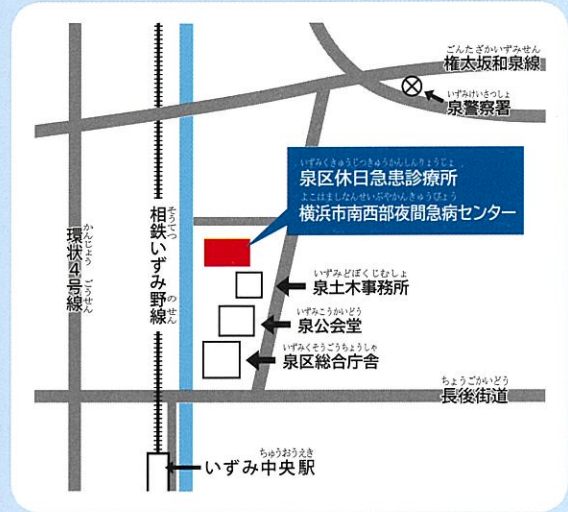
For sudden illness during night time

<Departments> Internal Medicine/ Pediatrics

<Hours of Operation>

Every Day from 8:00P.M. until 12:00A.M.

(Reception open from 7:30P.M.)



Access: Izumichuo Station on the Soutetsu Izumino Line. 8 minutes walk from the station

## Multilingual Medical Questionnaire (Homepage)

International Community Hearty Kounandai /  
Kanagawa International Foundation

A medical questionnaire that can be taken in 18 languages.

<Home page URL> <http://www.kifjp.org/medical>



## Yokohama City Emergency Consultation Center (Japanese only)

# 7 1 1 9 (can be used from a cellphone, PHS, or push line.

\*Cannot be used from a dial or IP phone). Provides telephone assistance for finding a hospital and first aid consultations

You can also call 045-232-7119

(can be used for any type of phone).

# Novel Coronavirus Infections: Where to Contact

## Kanagawa Prefecture Novel Coronavirus Infections Hotline Number

☎ 0570-056774

When you dial, you will first hear Japanese. Press the number for the category you want. The operator will speak in Japanese, so please tell them if you want another language.

Number	Category	Hours of Operation
(1)	People who might have been infected, hospital information	Every day, 24H
(2)	Kanagawa Prefecture warning alerts	Monday - Friday from 9:00A.M. until 5:00P.M.
(3)	Money needed for shops and companies	
(4)	LINE Corona Notice System, other information	

Languages Available:

English, Chinese, Korean, Portuguese, Spanish, Vietnamese, Thai, Russian, Indonesian, Tagalog, Nepalese, French, German, Italian, Malaysian, Burmese, Cambodian, Mongolian, Sinhalese

# When Learning Japanese

## Icho Community House

3220-4 Kami-iida-cho, Izumi Ward, Yokohama City, 〒245 - 0018

### ● Japanese Language Volunteers Class “Icho”

☎ 045-800-2487 (Izumi Multicultural Community Corner)

<Classroom Day & Times>

Monday from 10:00A.M. until 11:30A.M.

### ● Japanese Language Volunteers Class “Waon”

☎ 045-800-2487 (Izumi Multicultural Community Corner)

<Classroom Day & Times>

Saturday from 2:00P.M. until 4:00P.M.

### ● “Multi-Cultural Town Building Workshop”

☎ 090-3508-6336

<Classroom Days & Times>

Tuesday / Friday from 9:30A.M. until 11:30A.M.

Wednesday / Saturday from 7:00P.M. until 8:45P.M.

## Icho Community House



• Take Kanachu bus from “Izumino” station (Sotetsu Line), or “Tateba” station (Municipal Subway), and get off at “Shukaijo-mae” bus stop.

**2 mins walk from the bus stop.**

• 15 mins walk from “Kozashibuya” station (Odakyu Enoshima Line)

### ● Japanese Learning Support & Classroom Database (Yokohama) (YOKE)

Available to search Japanese classes and learning support classrooms held in Yokohama City. (Japanese / English)

<https://yokeweb.jp/>



# When Looking for Job

### ● Hello Work Yokohama (Employment Service Corner for Foreign Residents)

☎ 045-663-8609

Get advice when looking for work. Provides job consultations and support for finding work, all free of charge. Some procedures, such as collecting employment insurance, might be performed at Hello Work Totsuka. Please call first before you visit.

<Hours of Operation When a Translator is Available> \* Hello Work Yokohama only

English: Monday / Thursday , Chinese: Tuesday / Friday

Portuguese & Spanish: Wednesday

from 9:00A.M. until 12:00P.M., and from 1:00P.M. until 4:00P.M.



# In An Emergency

## ● Crime or Traffic Accident ⇒ Police ☎110

If a crime or traffic accident occurs, please call "110".

You will be asked "Is it a crime? Is it an accident?"

<How to Respond> Stay calm, and reply "A crime" or "An accident."

Then tell the location of the incident and your name.

Useful Phrases: ★Please call the police! ★There's been a traffic accident! etc.



## ● Fire, Medical Emergency or Serious Injury ⇒ Fire Department ☎119

If a fire, medical emergency or serious injury occurs, please call "119".

For English, Chinese, Korean, Portuguese, and Spanish, you will be connected to an interpretation service.

If you can't speak Japanese or one of these language, please pass the phone to someone around you who can.



# Be Ready for an Earthquake

## ● Prepare at Least 3 Days' Worth of the Following

◇ Drinking Water

3 liters per day ×

3 days

= 9 liters

(per person)



◇ Food

Food that do not require cooking (Canned / instant food etc.)



◇ Emergency toilet sets

5 per day × 3 days

= 15 sets

(per person)



## ● Safety Notes for Your Home

◇ A place for the family to gather after a large earthquake

◇ Person to contact (relative or friend living far away etc.)

<Izumi Ward Earthquake Disaster Prevention Guide>

A multi-language guide providing details of earthquake preparedness and evacuation sites.

- Simple Japanese
- Chinese (Simplified)
- Vietnamese
- Cambodian
- English



\* Distributed at General Affairs Division, Ward Office 3rd Floor