



● Edited and published by Ward Administration Promotion Division of Naka Ward Office, City of Yokohama, 35 Nihon-odori, Naka-ku, Yokohama 231-0021  
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Naka Ward promotes the Naka Ward Multicultural Coexistence Promotion Action Plan to help non-Japanese residents build ties in the local community. This newsletter is published by Naka Ward in English and Chinese to provide foreign nationals with useful information on topics such as municipal administration, social programs and rules for everyday living.

Naka Ward Town News

English Chinese

## For a **Better**, More **Comfortable** and **Enjoyable** Life

# Reliable Points of Contact with Multilingual Service

You may feel confused or anxious living life in an unfamiliar place where you don't understand the language. However, there are organizations that can provide a reassuring helpful hand in various languages with useful information, consultation services and local event information, so why not check them out as a first step?

### Local assistance services for foreign residents of Naka Ward

## Naka International Lounge

9:15 a.m.–5:00 p.m. \* Closed on the 3rd Sunday of the month, New Year holidays  
**Address:** 35 Nihon-Odori, Naka-ku, Yokohama (1st floor, Naka Ward Office Annex)  
**TEL:** 045-210-0667  
**E-mail:** nakalounge@yoke.or.jp  
**URL:** <https://nakalounge.jp/en/>  
**Languages:** English, Chinese, Japanese

#### Examples of Common Inquiries

- Japanese language study** ⇒ Information about classes for studying Japanese.
- Work matters** ⇒ Places to consult about legal, visa and labor matters.
- School** ⇒ Procedures for enrolling a child in school.
- Volunteering** ⇒ Groups where you can register as a translation or interpretation volunteer.

#### Useful Information for Daily Life



Naka Ward has an online guide for foreign nationals moving into the municipality called "Information on Daily Life" with important information about living in Japan.



**User Comment** When I moved to Naka Ward, the guidance provided me with suitable information about daily life, so I knew what was necessary for me.

We can introduce you to specialist organizations that provide consultations in various languages on legal matters, residency status, labor issues, etc.

Ms. Ishiguro, English language staff



Welcome to Naka Ward! We'll provide accurate information about various matters related to daily life in Japan.

Ms. Yu, Chinese Language staff



## My life has become richer and more enjoyable.

Wu Minhua, a resident of Japan for three years



**I was scared to go to the hospital at first!**

I was pregnant when I first arrived in Japan. I didn't know any Japanese and it was the middle of COVID-19, so I was scared to go to the hospital. I spoke with the International Service Staff (see P3) at the ward office, who introduced me to Multilingual Support Center Kanagawa (see P2), where I could consult in my native language. From that point, I was able to visit a hospital with the support of an interpreter and could go to my appointments with peace of mind.

**Participating in local events!**

I've recently been participating in local events such as the Yokohama Chinatown Cleanup and a tour of the Yokohama Disaster Risk Reduction Learning Center that were introduced to me by Naka International Lounge. These events help me to relieve the stress of child-raising and make me cheerful. My children look forward to these events, and they are an important experience growing up.



"Studying Japanese has made things more convenient."

**From Japanese classes to what to do in daily life**

I started using Naka International Lounge because I was enrolled in a Japanese class through there. In my busy daily life, the time I spend at the lounge is so precious to me. Other than the Japanese language classes, I was able to ask for advice when an interpreter was suddenly unable to come and lounge staff explain the content of letters from my child's school. The lounge is a place I can casually ask for advice about daily life.

**Do not hesitate to use this service!**

I sometimes can't answer a question I am asked by someone newly arrived in Japan, so I tell them about Naka International Lounge. The lounge provides accurate information about children's education and health and getting vaccinations, as well as other kinds of information related to daily living. Staff are happy to answer any questions, so please ask without hesitation.

## There's more! Places that offer multilingual general consultations

### YOKOHAMA Foreign Residents Information Center

12 languages

The center offers a wide range of services for foreign nationals residing in Japan, from consultations about Japanese language classes and daily life in Japan to referrals to specialized organizations. Other services include interpreter dispatching and specialized consultations (reservation required).  
 Mon–Fri, 10:00 a.m.–5:00 p.m.  
 (reception until 4:30 p.m.)  
 2nd and 4th Saturdays of the month,  
 10:00 a.m.–1:00 p.m. (reception until 12:30 p.m.)  
 \* Closed on Sun/ national holidays/ New Year holidays

**Address:** Yokohama International Organization Center, PACIFICO Yokohama, 5F, 1-1-1 Minatomirai, Nishi-ku, Yokohama  
**TEL:** 045-222-1209  
**E-mail:** t-info@yoke.or.jp  
**URL:** <https://www.yokoinfo.jp/en/>



### Multilingual Support Center Kanagawa

11 languages

Provides information necessary for daily life such as for medical care, public health, welfare matters and child-raising, and offers guidance about where to consult on specific matters.

9:00 a.m.–12:00 p.m./1:00–5:15 p.m.(★)

\* Closed on Sat/ Sun/ national holidays/ New Year holidays

**Address:** Kanagawa Kenmin Center, 13F, 2-24-2 Tsuruya-cho, Kanagawa-ku, Yokohama  
**TEL:** 045-316-2770 **E-mail:** kmlc@kifjp.org **URL:** <https://kifjp.org/kmlc/eng/>



### Earth Plaza

6 languages

In addition to consultations about work, labor matters, medical care, welfare, pensions and other general lifestyle matters, legal and educational counseling is also available.

9:00 a.m.–12:00 p.m./1:00–5:00 p.m.(★) (reception until 4:00 p.m.)

**Address:** 2F, 1-2-1 Kosugaya, Sakae-ku, Yokohama  
 (at the counseling room in the Information Forum)  
**TEL:** 045-896-2895 **Messenger:** kanagawa.earthplaza  
**URL:** <https://www.earthplaza.jp/ep/english/genconsul.html>



## Specialized Consultations

### Consultations about Education

The student life of children, consultations about moving to the next level of education, etc.



#### ■ Consultation on Education for Foreign Residents (reservation required)

##### ● YOKOHAMA Foreign Residents Information Center<sup>(see \*1)</sup> (3+ languages)

2nd and 4th Saturdays of the month, 10:00 a.m.–1:00 p.m.

##### ● Minami Citizens Activity & Multicultural Lounge (4+ languages)

4th Thursday of the month, 1:30–3:30 p.m.

**Address:** 10F, Urafune Fukugo Fukushi Shisetsu, 3-46 Urafune-cho, Minami-ku, Yokohama  
**TEL:** 045-242-0888<sup>(★)</sup>  
**URL:** <https://tabunka.minamilounge.com/en/>

\*3



\* Multicultural Education Network Kanagawa (ME-net), a Specified NPO, provides guidance on entering high school in Japan.

**URL:** <https://hsguide.me-net.or.jp/>



#### ■ Earth Plaza<sup>(see \*2)</sup> Educational consultation (6 languages)

10:00 a.m.–1:00 p.m./2:00–5:00 p.m.(★)  
 (reception until 4:30 p.m.)

### Consultations about Housing

Consultations about living in Japan and housing assistance such as helping foreign residents find a place to live.



#### ■ NPO Kanagawa Housing Support Center for Foreign Residents (9 languages)

Mon–Fri, 10:00 a.m.–5:00 p.m.(★)

**Address:** Yokohama YMCA, 2F, 1-7 Tokiwa-cho, Naka-ku, Yokohama  
**TEL:** 045-228-1752  
**URL:** <https://sumasen.com/>



### Consultations about Legal Issues

Consult with a lawyer about legal issues, etc.



#### ■ Earth Plaza<sup>(see \*2)</sup> Legal consultation (6 languages)

1:00–4:30 p.m.(★) (reception until 4:00 p.m.)

#### ■ Minami Citizens Activity & Multicultural Lounge<sup>(see \*3)</sup> Legal consultation (reservation required) (4+ languages)

2nd Thursday of the month, 1:30–3:30 p.m.

#### ■ Japan Legal Support Center (Houterasu) Multilingual Information Service (10 languages)

\* Information on the Japanese legal system, bar associations and relevant organizations

9:00 a.m.–5:00 p.m.

\* Closed on Sat/ Sun/ national holidays/ New Year holidays

**TEL:** 0570-078377

**URL:** <https://www.houterasu.or.jp/multilingual/>



### Consultations about Residency

Status of Residence, bringing family members to Japan, etc.



#### ■ YOKOHAMA Foreign Residents Information Center<sup>(see \*1)</sup> Consultation with an administrative scrivener (reservation required) (12 languages)

1st Thursday of the month, 1:00–4:00 p.m.

#### ■ Minami Citizens Activity & Multicultural Lounge<sup>(see \*3)</sup> Visa consultation (reservation required) (4+ languages)

3rd Thursday of the month, 1:30–3:30 p.m.

#### ■ The Foreign Residents Support Center (FRESC) Residency consultation with the Tokyo Regional Immigration Service Bureau (reservation required) (18 languages)

\* Face-to-face or online consultation

9:00 a.m.–5:00 p.m.

\* Closed on Sat/ Sun/ national holidays/ New Year holidays

**TEL:** 03-5363-3025

**URL:** [https://www.moj.go.jp/isa/support/fresc/fresc\\_2.1.html](https://www.moj.go.jp/isa/support/fresc/fresc_2.1.html)



### Consultations about Labor

For labor issues at a company, workplace problems, etc.

The Help Me Know Q&A in the Winter Edition 2023 (published January 1, 2023) has useful information on this topic.



(PDF)

★ Consultation days vary by language.

\* For the supported languages, consultation days/times and other details, please see the organization's website or ask in person.

\* Unless otherwise specified, the service is free of charge. For telephone calls, regular telephone rates apply.

\* Feature articles for child-raising and medical treatment are planned for the future.

Responses to inquiries are handled in **Japanese** unless support for another foreign language is indicated.

## Nijiro (Rainbow) Daigassen Multicultural Field Day

This multicultural *undokai* (field day), planned and managed by young people with overseas roots, is back this year!

In addition to team events such as basketball, there will also be bocchia and other events that anyone can enjoy. Please come and join us if you are interested in making new friends and interacting with people in the community!

**Date/Time:** August 21 (Mon)

\* For details, please refer to the Naka International Lounge website (see P 1)

**Venue:** 横浜吉田中学校第二校舎 (Yokohama Yoshida Junior High School No. 2 Bldg.)  
3-84 Hagoromo-cho, Naka-ku, Yokohama

<Naka International Lounge (Japanese/  
English/Chinese), TEL: 045-210-0667>



## To Those Raising Preschoolers or about to Become Parents

### ▶ Play in different languages (reservation required)

The world has many languages. Why not have your child experience some of them through simple hand games and play?

**Dates/Time:** July 11 (Tue), August 15 (Tue), September 12 (Tue), 10:30–11:30 a.m. (all days)  
Please contact のんびりんこ (Nonbirinko) about how to make a reservation.

### ▶ Kirin no Kai (Chinese interpretation available, reservation required)

Let's enjoy Japanese hand games and play together with other babies. Measure your baby's height and weight and take handprints and footprints. You can also get information about child-raising in Japan such as nursery schools/kindergartens. Talk with others to feel assured about raising children and giving birth in Japan.

**Dates/Time:** July 27 (Thu), September 28 (Thu), 2:00–3:00 p.m.

**Eligibility:** Those currently pregnant or with children under one year old

**Note:** Please bring your own diapers and change of clothes.

**To apply:** Use this 2D barcode from two weeks before the event date. →



(in Japanese)

### [のんびりんこ (Nonbirinko) (Childcare Support Center)]

**Address:** belle Yokohama 3F, 1-12-1 Sumiyoshi-cho,

Naka-ku, Yokohama

**Open:** 10:00 a.m.–4:00 p.m.

**TEL/FAX:** 045-663-9715

**Closed:** Sun/ Mon/ New Year holidays



(in Japanese)



## Answer Our Survey to Win a Prize!

Please submit your completed survey using one of the following methods: the electronic application and notification system, the website or the paper-based survey available from the Naka Ward Office or Naka International Lounge. Those who answer the questions will be entered into a drawing to win one of the prizes shown on the right.

**Deadline:** October 31 (Tue)

### How to submit:

• 電子申請・届出システム (electronic application and notification system) →

• **E-mail** na-koho@city.yokohama.jp

• **In-person** Naka International Lounge,  
Naka Ward Office 6F, Counter 63

• **Postal mail** Koho Sodan (Public Relations) Section, Naka Ward Office,  
35 Nihon-Odori, Naka-ku, Yokohama 231-0021

• **FAX** 045-224-8214

<Kusei Suishin (Ward Administration Promotion) Division,  
Naka Ward Office TEL : 045-224-8123>



Survey ▲



1. 三溪園  
(Sankeien  
Garden)  
invitation  
ticket:  
2 people



2. Handkerchiefs  
(2 types):  
10 people



3. Original  
marche bag:  
10 people

Shopping Street  
Series

Bashamichi  
Shopping  
Avenue



The Bashamichi area is place of many "firsts" in Japan, one of which is ice cream. In 1869, Fusazo Machida was the first person to make and sell あいすくりん (ice cream), which he did on Bashamichi-dori. An event in commemoration is held in May. You can get a taste of this Japanese cultural milestone at 平安堂薬局 (Heiando Pharmacy).

Enjoy delicious food, appreciate art and feel the history of this charming shopping street.

<Chiiki Shinko (Community Promotion) Division,  
Naka Ward Office TEL: 045-224-8131>

**International Service Staff**  
Naka Ward Office, Counter 22 (2nd floor)  
English 10 a.m.–5 p.m. Chinese 8:45 a.m.–3:45 p.m.

International Service Staff provide assistance with matters such as guidance on Naka Ward Office activities, interpretation at various ward office counters and support for filling out certificate applications. Stop by if you would like assistance.

## Help Me Know Q&A



### Are multilingual consultation service counters only for times when I need help?

▶ General consultations services such as Naka International Lounge provide multilingual event information and offer Japanese classes. Feel free to visit anytime, not just for a consultation.



### ▶ Multilingual event information

○ Naka International Lounge distributes flyers and also sends out information to those who have registered to receive emails. Contact staff at Naka International Lounge if you're interested.

### ▶ Japanese language classes

○ Naka International Lounge Japanese Language Classes are not limited to learning Japanese. These classes also teach about methods of studying Japanese, visa matters, jobs and school. English- and Chinese-speaking staff are available at each class to provide support.

**Days/Time:** Tuesday and Thursday, 10:30 a.m.–12:00 p.m.

**Application:** Call or come to the lounge. Applications are accepted on a first-come, first-served basis.

1. "HAJIMETE" (Introductory Level) Japanese Language Class

**Level:** Introductory **Fee:** 2,000 yen for 10 lessons

**Third term:** August 29 (Tue)–September 28 (Thu) **Fourth term:** November 16 (Thu)–December 21 (Thu)

**Eligibility:** In principle, persons living, working or attending school in Naka Ward who are at least 16 years old and need to learn basic Japanese.

2. Spring/Fall Japanese Language Course

**Level:** Beginner level **Fee:** 6,000 yen for 30 lessons (a textbook fee will be charged separately)

**Eligibility:** In principle, those who have completed the "HAJIMETE" (Introductory Level) Japanese Language Class.

### ○ YOKOHAMA ASSOCIATION FOR INTERNATIONAL COMMUNICATIONS AND EXCHANGES (YOKE)

offers Japanese Language Classes (also available online).

**Days/Time:** Monday and Wednesday (18 classes), 10:30 a.m.–12:00 p.m.

**Eligibility:** Persons who are least 16 years old and would like to learn basic Japanese for daily living.

**Fee:** 18 classes, 9,000 yen **To apply:** Call or come to YOKE. Applications accepted on a first-come, first-served basis.

\*Please check each website for the availability of other languages and details.





# Cool Off in a Pool during the Hot Summer!

Go for a Visit

Summer is here, so come out and enjoy the great weather at facilities that have fully reopened after several years. 本牧市民プール (Honmoku Shimin Pool) is finally set to reopen in July after a long period of renovation work!



## ★元町公園プール (Motomachi Park Swimming Pool)

The outdoor pool in Motomachi Park operates from Saturday, July 8 through Sunday, September 10.

Daytime hours: 9:00 a.m.–6:00 p.m.

Night hours: 6:00–9:00 p.m.

\* Latest time to leave the water: 8:50 p.m.

**Admission:** Daytime: 200 yen/hour; 1,000 yen ticket book (1 hour × 6 tickets)  
Nighttime: 300 yen/hour; 1,500 yen ticket book (1 hour × 6 tickets)

**Address:** 1-77-5 Motomachi, Naka-ku, Yokohama

**Access:** Motomachi-Chukagai Station, Minatomirai Line

An 8-minute walk from アメリカ山公園口 (America-Yama Park exit)

**TEL:** 045-651-7123 \* Please see the official website for details.



(in Japanese)

## ★本牧市民プール (Honmoku Shimin Pool) Reopens July 8 (Sat)!

The pool first opened in 1969. It has been renovated and now includes a lazy river pool, sliders and other enjoyable pool facilities. During the summer, the night pool is lit up for swimming to create a unique atmosphere that is quite different from daytime. The pool will be open until Sunday, September 3.

Outside the regular summer pool season, visitors will be able to do stand-up paddle (SUP) boarding, kayaking and other activities on the water, making the pool a year-round destination! The area next to the pool can also be used for barbecues, camping and other fun.

**Regular hours:** 9:00 a.m.–5:30 p.m. Night pool hours (limited days): 6:00–9:00 p.m.

\* Visitors will be asked to leave the water 30 minutes before closing time.

**Admission (Daytime):** 1,400 yen (adults), 700 yen (junior high), 400 yen (elementary school/preschool), free (children 3 or younger)

**Address:** 46-1 Honmoku-motomachi, Naka-ku, Yokohama

**Access:** Use Yokohama Municipal Bus. From JR Negishi Station, take a Route 54, 91 or 97 bus. From Yokohama Station, use a Route 8 or 105 bus. For all routes, get off at 本牧市民公園前 (Honmoku Shimin Koen Mae)

**Parking:** 165 cars (paid parking) **TEL:** 045-306-9275 (from Saturday, July 8) \* Please see the official website for details.



(in Japanese)



## Thoughts of a Foreign Resident Life and Culture in Japan



## International Lounges—Places That Provide Information on Life in Japan



As a foreigner coming to Japan, I left my own country and a familiar environment to live in Yokohama. The first thing I noticed was that the lifestyle, social rules, administrative procedures and laws and regulations here were quite different from back home—in other words, things were completely different from what I knew. At first, I didn't understand the language and stumbled my way through many things. I forgot to file my taxes and didn't know how to dispose of bulky trash. I didn't know about Yokohama's international lounges at the time, so when I needed help with something or some kind of procedure I could only rely on friends or push through with things regardless. My Japanese gradually improved and I was able to start doing these things on my own. However, there were still many things I didn't know, so I couldn't always handle things properly.

When I talked to my friends about procedures, I realized that when you don't know the rules of the system in advance, in many situations it's already too late when something has gone wrong. For example, when applying for permanent residence in Japan, they never used to check the status of your pension payments, but in recent years you need to submit proof of payments. If you can't provide proof, it could affect approval of your permanent residence application.

I therefore began collecting information in advance about many systems, such as the pension system, taxes, visa applications and child-rearing, and worked to understand that information. By preparing beforehand, when a problem arises, you will be able to take a more specific and clear approach to find a solution. However, collecting this information on your own can be difficult, and sometimes you won't be able to understand the information you have collected.

Until I found the one of Yokohama's international lounges, I didn't know there were places that would be so helpful. They can assist you not only when you're faced with a difficult problem, but staff can also help you learn about various systems beforehand so you can be prepared when the time comes. Everyone working together creates a great advantage. Although Yokohama is a culturally inclusive place, the city's international lounges will make you feel you are not alone when you face problems as a foreign national in Japan.

(Naka International Lounge Chinese Language Staff)



← List of international lounges in Yokohama

Good to Know! About Japanese Culture

## うなぎ Unagi (Eel)

An introduction to seasonal events and Japanese culture in terms of food, clothing and housing.



Japan has a custom of eating eel to beat the summer heat on *doyo no ushi no hi*. "*Doyo*" refers to the period when seasons change and is considered a time when people tend to experience physical discomfort. According to the *junishi* (12 signs of the Chinese zodiac, which is an ancient custom of counting years and days with animals), *ushi no hi* is the day of the ox. By association, eating something that begins with "u" (in this case, *unagi*) for the summer *doyo* became a tradition. In this issue, we'll show you how to make already prepared *unagi* from the supermarket tastier with a little bit of extra effort.

\*Warm a toaster oven at the highest setting (about 250°C or 1000 W or higher when such a setting is available).

1. After taking the *unagi* (eel) out of the pack, sprinkle a small amount of sake on the eel and loosely cover in plastic wrap. Heat in the microwave for 30 seconds (half an eel) or 1 minute (full eel). Remove the wrap immediately after heating.
2. Take some aluminum foil and form it into ball, then roughly undo the ball. Place the *unagi* (eel) on the foil and bake in the toaster oven for 1 minute to create a light and fluffy texture. \*Instead of a toaster, you can grill the *unagi* (eel) on a medium flame for about 30 seconds.



We are always looking for locations to distribute *Naka Ward Town News*. If you have many foreign visitors to your shop, clinic, organization, etc. and would like to make this newsletter available to them, please contact us at 045-224-8123 to arrange delivery.

The next issue will be published on October 1.