

## IX. Reference Materials

### 1. Counseling and Information Services

#### (1) Counseling Services for International Students

Counseling services provided by nongovernmental organizations

Name of Organization	Address (Nearest Station)	Telephone	Counseling Hours
Tokyo YWCA “Foreign Students’ Advisory Center” (only in Japanese)	〒101-0062 Tokyo YWCA Bldg.2F, Room203 Surugadai 1-8-11, Kanda, Chiyoda-ku (JR/subway) Ochanomizu Station 4-min walk	03-3293-1233	Mon - Fri 13:30 - 17:30 Closed: Wed, holidays Reception counter closes at 17:00
Japan-Malaysia Association (Japanese/English)	〒102-0093 Hirakawacho 1-1-1, Hirakawa, Chiyoda-ku, Kitajima Building 3F (Subway) Hanzomon Station	03-3263-0048	Mon - Fri 10:00 - 17:00 (Make a telephone reservation in advance of your visit) <a href="mailto:moriba@jma-wa-wasan.com">e-mail: moriba@jma-wa-wasan.com</a> Enter “Consultation” in the subject box
Shinjuku Multicultural Plaza *Counseling for status of residence & daily affairs are on 2nd Fri.(18:30 – 20:30) (only in Japanese)	〒160-0021 Haijia 11F Kabuki-cho 2-44-1, Shinjuku-ku, Tokyo 7-min walk from (JR) Shinjuku Station	03-5291-5171	Mon - Fri 10:00 - 12:00, 13:00 - 17:00 Closed: 2nd & 4th Wed, holidays, year-end and New Year’s holidays Note: available languages differ from day to day. Contact for details

#### (2) Counseling Services on Daily Life (Tokyo Metropolitan Government)

Foreign nationals living in Japan may face not only language problems but also various difficulties in everyday life due to differences in law, culture, custom and social system between Japan and their own countries. The Tokyo Metropolitan Government (TMG) establishes a “Foreign Residents’ Advisory Center” for assisting foreign nationals in solving their problems. The Counseling Services are currently available in English, Chinese, and Hangul.

\*Mainly covered issues: medical services, education, employment, matters in daily life, etc.

##### ① Foreign Residents’ Advisory Center

Citizens’ Consultation Section, Public Relations and Public Hearings Division, Bureau

of Citizens and Cultural Affairs (TMG Building No.1 (3F), Tokyo Metropolitan Government, 2-8-1 Nishi-Shinjuku Shinjuku-ku)

\*Either telephone consultation or face-to-face consultation at the window (prior appointment necessary) is available.

Language	Consultation Day	Telephone number	Time
English	Mon - Fri	03-5320-7744	9:30 - 12:00 13:00 - 17:00
Chinese	Tue - Fri	03-5320-7766	
Hangul	Wednesday	03-5320-7700	

\*National holidays, year-end & New Year's holidays are excluded from consultation days.

For a complicated or serious problem, a face-to-face consultation with a professional counselor is available as below. The consultation is conducted only in Japanese, therefore those who cannot communicate well in Japanese are asked to be accompanied by a person who speaks Japanese.

Professional Counseling Services (closed on national holidays, year-end & New Year's holidays)

Subject	Type of Problem	Day	Reception Hours
Traffic accident	Compensation for injury, damages, etc. Insurance claim procedures	Mon - Fri	9:00 - 11:00 13:00 - 15:30

\*Telephone consultation is available: Tel 03-5320-7733 (9:00 – 17:00)

\*With regard to legal consultation, see (3) Professional Counseling Offices on page 72.

② Municipal Office Counseling Services for Foreign Residents (closed on national holidays and year-end & New Year's holidays)

Ward/City	Language	Day	Hours	Telephone	Nearest Station
Arakawa Ward	English	1 <sup>st</sup> Thu *2 <sup>nd</sup> Thu if 1 <sup>st</sup> Thu falls on holiday	13:00 – 16:00	03-3802-3111 Ext.2145/2146	From JR Mikawasima St. by bus/train to Arakawa Ward Office (shiyakusho-mae)
	Chinese Hangul		9:00 – 12:00		
Hino City	English, Chinese (for other than English and Chinese, reservation by phone necessary)	Mon - Sat	9:00 – 17:00	042-586-9511 (Hino City International Friendship Association)	8 minute-walk/bus ride from JR Hino Sta. Seikatsu-hoken Center, 4F
Hachioji City	English, Chinese, Hangul, Spanish, Tagalog ※	Mon - Sat	10:00 – 17:00	042-642-7091 Hachioji International Association	1 minute-walk from JR Hachioji Sta. North Exit Hachioji Square Bldg., 11F

※many language service available

③ Consumer Center (closed on national holidays and year-end & New Year's holidays)

The Consumer Center provides consultation and advice services concerning consumer affairs, including improper claims (e.g. billing fraud), rent contract of an apartment, sales contracts, and so on. If you have any consumer trouble, visit the regional consumer center in your ward/city. (only in Japanese)

Office	Telephone	Office hours	Location
Arakawa-Ward Consumer Consultation Office	03-5604-7055	Mon- Fri 8:30 - 12:00 13:00 - 16:30	2-2-3, Arakawa, Arakawa-Ward Office 6F. Arakawa-Ward Consumer Consultation Office
Hino-City Consumer Affairs Consultation & Advisory Office	042-581-3556	Mon - Fri 9:30 - 12:00 13:00 - 16:00	Seikatsu-Hoken Center 1F Hino City
Hachioji-City Consumer Affairs Center	042-631-5455	Mon – Sat. 9:00 - 16:30 * 1 <sup>st</sup> Tue: telephone consultation only * Sat: need prior appointment	Create Hole B-1F 5-6 Higashimachi

### (3) Other Professional Counseling Offices

Counseling Service Office	Language	Day	Counseling Hours	Telephone	Nearest Station	
Tokyo Metropolitan Labor Consultation center	Chinese,	Tue., Wed., Thu.	14:00 - 16:00	03-3265-6110	JR Iidabashi Sta.	
	English	Mon.- Fri.		042-321-6110	JR Kokubunji Sta.	
	English	Wed.			03-3495-6110	JR Osaki Sta.
		Tue				
Tokyo Employment Service Center for Foreigners	English Chinese	Mon - Fri	10 :00 - 18 :00	03-5339-8625	Subway: Nishi-Shinjuku Tocho-mae/ JR Shinjuku Sta.	
Immigration Information Center, Tokyo (Immigration Bureau of Japan)	English Chinese Spanish Hangul	Mon - Fri	8:30 - 17:15	0570-013-904 (‘Navi-dail’/ 03-5796-7112	Bus from JR Shinagawa Sta. or Tennozu Isle Sta. by Monorail/ Rinkai Line	
Foreigner’s Hotline, Metropolitan Police Department	English, Pekingese, Thai, Hangul, Tagalog	Mon. – Fri.	8:30 – 17:15	03-3503-8484	Subway: Sakurada-mon Sta., Kasumigseki Sta.	
	Interpretation of other language is available (prior arrangement necessary)					
Tokyo Regional Taxation Bureau (consultations on income tax)	English	Mon - Fri	9:00 - 17:00	03-3821-9070	Telephone Consultation only	
Human Rights Counseling Center for Foreigners	English	Mon - Fri	9:00 - 12:00	03-5213-1372	Subway: Kudanshita Sta.	
	Chinese	Mon- Fri	13:00-16:00			
Tokyo English Life Line (TELL)	English	throughout the year	9:00 - 23:00	03-5774-0992	Telephone consultation only	
Tokyo Metropolitan Medical Institution Information (Himawari)	English Chinese Spanish Thai Hangul	throughout the year	9:00 – 20:00	03-5285-8181 Inquiries about medical institutions	Telephone consultation only	
		Mon. – Fri.	17:00 – 20:00			
		Sat., Sun., National holiday	9:00 – 20:00	03-5285-8185 Interpretation in emergency		

#### (4) International Foreign Student Association Websites

Indonesian Student Association in Japan	<a href="http://www.ppijepang.org">http://www.ppijepang.org</a>
Singapore Students' Association in Japan (SSAJ)	<a href="http://www.ssaj.net/">http://www.ssaj.net/</a>
Thai Student's Association in Japan	<a href="http://tsaj.org/home/">http://tsaj.org/home/</a>
Tokyo Taiwanese Student Association	<a href="http://ttsa.jp/">http://ttsa.jp/</a>
Malaysian Student's Association in Japan	<a href="http://msajonline.net/">http://msajonline.net/</a>
Vietnamese Community	<a href="http://betonamujin.com">http://betonamujin.com</a>

## 2. Useful Contacts

Tokyo International Airport (Haneda) Telephone Center.....	03-6428-0888
New Tokyo International Airport (Narita) Information .....	0476-34-8000
Keisei Skyliner (reservation desk) .....	03-3831-0131
	(9:00-18:00, Mon-Fri)
TCAT Limousine Bus Information (Reservation) .....	03-3665-7220
	(9:00-19:00, Mon-Fri)
	(9:00-19:00, Sat.Sun and holidays)

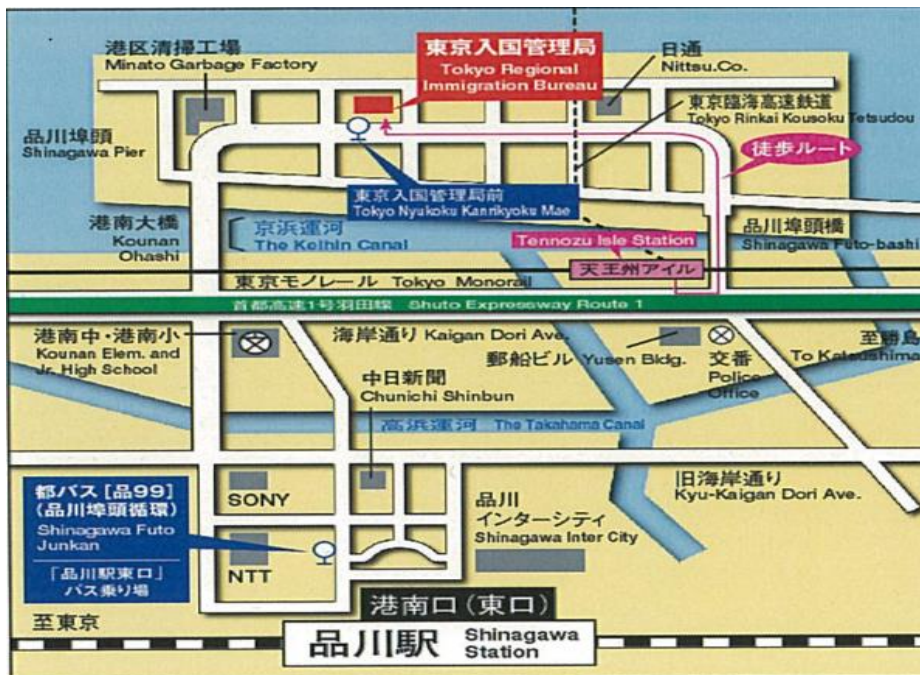
## 3. In Emergencies

Emergency Call (24 hour service throughout the year)

- Police .....110
- Fire Department .....119
- Ambulance.....119
- Tokyo Municipal Fire Department Telephone Service  
(Information & referral on evenings and holidays emergency clinics)
  - 23 wards.....03-3212-2323
  - Tama districts.....042-521-2323
  - Cell phone/PHS/push-button phone.....#7119

## 4. Contacts for Immigration Issues

### ■Tokyo Immigration Bureau



住所 Address	東京都港区港南5-5-30 Kohnan 5-5-30, Minato-ku, Tokyo
電話番号 Telephone number	03-3286-5241
対象地域 Region	東京都内在住者 The Tokyo metropolitan area
行き方 How to get	<p>JR品川港南口(東口)から都バス「品川埠頭循環」で「東京入国管理局前」下車。東京モノレールまたはりんかい線「天王洲アイル」から徒歩15分</p> <ol style="list-style-type: none"> <li>1. Take the Shinagawa-Futoh Junkan bus, which runs a circular route via Shinagawa pier, at JR Shinagawa Station( east ext.),and get off the bus at Tokyo Nyukoku kanrikyoku Mae Bus Stop (in front of the Tokyo Regional Immigration Bureau.)</li> <li>2. Take the monorail or the Rinkai Line and get off at Tennozu Aisle Station (15-minute walk from the station).</li> </ol>