

## Counseling Services for Foreign Residents by Prefectural and Municipal Governments, FY2017

○ Call Center for Foreign Nationals				
Service contents	Languages	Days	Hours	Phone no.
<b>&lt;Multilingual Navigation Service Kanagawa&gt;</b> Kanagawa Kenmin Center 13F (at Multilingual Support Center Kanagawa) 2-24-2 Tsuruya-cho, Kanagawa-ku, Yokohama City, 221-0835 (Nearby station: Yokohama Station on the JR Line, Keihin-kyuko Line, Tokyu-toyoko Line, Sotetsu Line and Yokohama Municipal Subway)				
Provision of information	English	Tue. & Wed.	9:00 to 12:00 13:00 to 17:30 (Reception by 17:15)	(045)316-2770

○ Counseling Services (General Counseling)

Service contents	Languages	Days	Hours	Phone no.
<b>&lt;Earth Plaza Counseling Room&gt;</b> Kanagawa Plaza for Global Citizenship 2F (at Information Forum) 1-2-1 Kosugaya, Sakae-ku, Yokohama City, 247-0007 (Nearby station: Hongodai Station on the JR Negishi Line) *When counseling date falls on a national holiday or the year-end and New Year holidays, services are provided on other day. Please visit the website below for detailed information. <a href="http://www.earthplaza.jp/forum/consul/index.html">http://www.earthplaza.jp/forum/consul/index.html</a>				
General counseling	English	1st, 3rd & 4th Tue.	9:00 to 12:00 13:00 to 17:00 (Reception by 16:00)	(045)896-2895
<b>&lt;Isogo International Corner&gt;</b> Isogo Ward Office 2F 3-5-1 Isogo, Isogo-ku, Yokohama City, 235-0016 (Nearby station: JR Isogo Station) *Services not available when the Ward Office is closed.				
General counseling	English	Mon., Wed. & Fri. (English services available on an irregular basis)	10:00 to 13:30	(045)750-2550
<b>&lt;YOKE Information and Counseling&gt;</b> Yokohama International Organizations Center, Pacifico Yokohama 5F 1-1-1 Minatomirai, Nishi-ku, Yokohama City, 220-0012 (Nearby station: Minatomirai Station on the Minatomirai Line) *Services not available on the 1st, 3rd and 5th Saturdays and Sundays, national holidays and the year-end and New Year holidays.				
General counseling	English	Mon. to Fri. and 2nd & 4th Sat.	10:00 to 11:30 (Mon. to Fri.) 12:30 to 16:30 (Mon. to Fri.) 10:00 to 12:30 (2nd & 4th Sat.)	(045)222-1209
<b>&lt;Aoba International Lounge&gt;</b> Aoba Community and Cross-Cultural Center (at Tana Station) 76 Tana-cho, Aoba-ku, Yokohama City, 227-0064 (Nearby station: Tana Station on the Tokyu-denentoshi Line) *Services not available on the 4th Sunday and the year-end and New Year holidays.				
General counseling	English	Mon. to Sun. & national holidays	9:00 to 21:00 (Mon. to Sat.) 9:00 to 17:00 (Sun. & national holidays)	(045)989-5266
<b>&lt;Izumi Multi-cultural Room&gt;</b> 4636-2 Izumi-cho, Izumi-ku, Yokohama City, 245-0016 (Nearby station: Izumi-chuo Station on the Sotetsu-izumino Line)				
General counseling	English	Mon., Tue., Thur. & Sat.	9:00 to 16:00 (Mon., Tue. & Thur.) 9:00 to 12:00 (Sat.)	(045)800-2487
<b>&lt;Kanazawa International Lounge&gt;</b> 2-9-1 Deiki, Kanazawa-ku, Yokohama City, 236-0021 (Nearby stations: Kanazawa-hakkei Station and Kanazawa-bunko Station on the Keihin-kyuko Line) *Services not available on Sundays, national holidays and the year-end and New Year holidays.				
General counseling	English	Mon. to Sat.	9:00 to 17:00	(045)786-0531

**<Konan International Lounge>**

Yume-ooka Office Tower 13F

1-6-1 Kamiookanishi, Konan-ku, Yokohama City, 233-0002

(Nearby station: Kamiooka Station on the Keihin-kyuko Line)

\*Services not available on the 3rd Wednesday and the year-end and New Year holidays.

General counseling	English	1st Fri.	9:30 to 13:30	(045)848-0990
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**<Kohoku International Lounge>**

316-1 Mamedo-cho, Kohoku-ku, Yokohama City, 222-0032

(Nearby station: Kikuna Station on the Tokyu-toyoko Line and JR Yokohama Line)

\*Services not available on the 3rd Monday (when falls on a national holiday, on the following day) and the year-end and New Year holidays

General counseling	English	Mon. to Sun. & national holidays	9:00 to 21:00 (Mon. to Fri. excluding Aug.)  9:00 to 17:00 (Sat., Sun., national holidays & Mon. to Fri. in Aug.)	(045)430-5670
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**<Tsuzuki MY Plaza (Tsuzuki Multicultural & Youth Plaza)>**

North Port Mall 5F

1-25-1 Nakagawa-chuo, Tsuzuki-ku, Yokohama City, 224-0003

(Nearby station: Center-kita Station on the Yokohama Municipal Subway)

\*Services not available on the 3rd Monday and the year-end and New Year holidays

General counseling	English	Mon. to Sun. & national holidays	10:00 to 21:00 (Mon. to Fri.) 10:00 to 18:00 (Sat., Sun. & national holidays)	(045)914-7171
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**<Tsurumi International Lounge>**

Sea Crane 2F

1-31-2-214 Tsurumi-chuo, Tsurumi-ku, Yokohama City, 230-0051

(Nearby stations: JR Tsurumi Station and Keikyu-tsurumi Station on the Keihin-kyuko Line)

\*Services not available on the 3rd Monday and the year-end and New Year holidays.

General counseling	English	Tue., Fri. & Sun.	9:00 to 17:00	(045)511-5311
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**<Naka International Lounge>**

Naka Ward Office Annex 1F

35 Nihon-odori, Naka-ku, Yokohama City, 231-0021

(Nearby station: Kannai Station on the Yokohama Municipal Subway and Nihon-odori Station on the Minatomirai Line)

\*Services not available on the 3rd Sunday and the year-end and New Year holidays

General counseling	English	Mon. to Sun.	10:00 to 17:00 (Mon. Wed. to Fri. & Sun.) 10:00 to 20:00 (Tue. & Sat.)	(045)210-0667
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**<Hodogaya International Lounge>**

Yokohama City Iwama Citizens' Plaza 1F

1-7-15 Iwama-cho, Hodogaya-ku, Yokohama City, 240-0004

(Nearby station: Tennocho Station on the Sotetsu Line)

\*Services not available on the facility inspection day (twice a month, in principle), the year-end and New Year holidays and the specially designated days

General counseling	English	Mon. to Sun.	9:30 to 18:00	(045)337-0012
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<b>&lt;Minami Citizens Activity &amp; Multicultural Lounge&gt;</b>				
Urafune Fukugo Fukushi Shisetsu 10F 3-46 Urafune-cho, Minami-ku, Yokohama City, 232-0024 (Nearby stations: Bandobashi Station on the Yokohama Municipal Subway and Koganecho Station on the Keihin-kyuko Line) *Services not available on the 3rd Monday and the year-end and New Year holidays				
General counseling	English	Wed.	9:00 to 17:00	(045)242-0888
<b>&lt;Kawasaki International Association&gt;</b>				
Kawasaki International Center 2-2 Kizuki Gion-cho, Nakahara-ku, Kawasaki City, 211-0033 (Nearby station: Motsumiyoshi Station on the Tokyu-toyoko Line and Tokyu-meguro Line)				
General counseling	English	Mon. to Sat.	10:00 to 12:00 13:00 to 16:00	(044)435-7000
<b>&lt;Asao Ward Office&gt;</b>				
1-5-1 Manpukuji, Asao-ku, Kawasaki City, 215-8570 (Nearby station: Shinyurigaoka Station on the Odakyu Line)				
General counseling (in person)	English	1st & 3rd Thur.	9:30 to 12:00	(044)965-5119
<b>&lt;Kawasaki Ward Office&gt;</b>				
8 Higashida-cho, Kawasaki-ku, Kawasaki City, 210-8570 (Nearby station: Kawasaki Station on the JR Line and Keihin-kyuko Line)				
General counseling (in person)	English	1st & 3rd Thur.	14:00 to 16:30	(044)201-3135
<b>&lt;Consultation Room, Chuo Ward Office&gt;</b>				
2-11-15 Chuo, Chuo-ku, Sagamihara City, 252-5277 (Nearby station: Sagamihara Station on the JR Yokohama Line )				
General counseling	English	3rd Wed.	9:00 to 12:00 13:00 to 16:00	(042)769-8319
<b>&lt;Sagamihara International Lounge&gt;</b>				
Promity Fuchinobe Building, 1-9-15 Kanumadai, Chuo-ku, Sagamihara City, 252-0233 (Nearby station: Fuchinobe Station on the JR Yokohama Line)				
General counseling	English	Wed.	10:00 to 15:45	(042)750-4150
<b>&lt;NPO Yokosuka International Association&gt;</b>				
Werk Yokosuka 2F, 1-5 Hinode-cho, Yokosuka City, 238-0006 (Nearby station: Yokosuka-chuo Station on the Keihin-kyuko Line)				
General counseling (Reservation necessary)	English	Mon. & Thur.	9:00 to 12:00	(046)827-2166
<b>&lt;Citizen Counseling and Information Services Division, Fujisawa City Hall&gt;</b>				
Shonan ND Building 6F, 109-6 Fujisawa, Fujisawa City, 251-0052 (Nearby station: Fujisawa Station on the JR Tokaido Line and Odakyu Line)				
General counseling	English	Mon. to Fri.	8:30 to 12:00 13:00 to 17:00	(0466)25-1111 (Ext.) 2573, 2574, 2575
<b>&lt;Human Right and Consultation Section, Secure Living Department, Hadano City Hall&gt;</b>				
1-3-2 Sakura-cho, Hadano City, 257-8501 (Nearby station: Hadano Station on the Odakyu Line)				
General counseling	English	Wed. & Thur.	9:00 to 12:00 13:00 to 16:00	(0463)82-5128
<b>&lt;Citizens' Cooperation Promotion Department, Atsugi City Hall&gt;</b>				
Main Building 1F, 3-17-17 Naka-machi, Atsugi City, 243-8511 (Nearby station: Hon-atsugi Station on the Odakyu Line)				
General counseling	English	Thur.	13:00 to 16:00	(046)225-2100

## <Yugawara Foreign Residents' Consultation Corner, Yugawara Town Hall>

2-2-1 Chuo, Yugawara Town, Ashigarashimo-gun, 259-0392

(Nearby station: Yugawara Station on the JR Tokaido Line)

※ Services not available on national holidays and year-end and New Year's holidays.

General counseling (Reservation necessary)	English	Mon. & Thur.	9:00 to 16:30 (Reception by 16:00)	(0465)63-2111 (Ext.) 232
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○ Counseling Services (Specialized fields)

Service contents	Languages	Days	Hours	Phone No.
<b>&lt;Earth Plaza Counseling Room&gt;</b> Kanagawa Plaza for Global Citizenship 2F (at Information Forum) 1-2-1 Kosugaya, Sakae-ku, Yokohama City, 247-0007 (Nearby station: Hongodai Station on the JR Negishi Line) *When counseling date falls on a national holiday or the year-end and New Year holidays, services are provided on other day. Please visit the website below for detailed information. <a href="http://www.earthplaza.jp/forum/consul/index.html">http://www.earthplaza.jp/forum/consul/index.html</a>				
Legal Counseling	English	1st & 3rd Tue.	13:00 to 16:30 (Reception by 16:00)	Face-to-face counseling only
<b>&lt;YOKE Information and Counseling Corner&gt;</b> Yokohama International Organizations Center 5F, Pacifico Yokohama 1-1-1 Minatomirai, Nishi-ku, Yokohama City, 220-0012 (Nearby station: Minatomirai Station on the Minatomirai Line) *Services not available on the 1st, 3rd and 5th Sat. and Sun., national holidays and the year-end and New Year holidays.				
Administrative consultation	English	1st Thur.	13:00 to 16:30	(045)222-1209 (Reservation necessary)
Educational consultation	English	4th Sat.	10:00 to 12:30	
<b>&lt;Minami Citizens Activity &amp; Multicultural Lounge&gt;</b> Urafune-fukugo-fukushi-shisetu 10F, 3-46 Urafune-cho, Minami-ku, Yokohama City, 232-0024 (Nearby stations: Bandobashi Station on the Yokohama Municipal Subway and Koganecho Station on the Keihin-kyuko Line) ※ Services not available on 3rd Mon. and the year-end and New Year holidays.				
Specialized counseling ※ Multiple languages available according to need.	Legal counseling	2nd Thur.	13:30 to 15:30	(045)232-9544 (Reservation necessary)
	Counseling on resident status	3rd Thur.		
	Educational counseling	4th Thur.		

○ Interpretation and Guidance on Public Services

Service contents	Languages	Days	Hours	Phone No.
<b>&lt;Tsurumi Ward Office&gt;</b>				
3-20-1 Tsurumi-chuo, Tsurumi-ku, Yokohama City, 230-0051 (Nearby stations: Tsurumi-station on the JR Keihin-tohoku Line and Keikyu-tsurumi Station on the Keihin-kyuko Line)				
Guidance & Interpretation of civil services	English	Mon. to Fri., 2nd & 4th Sat.	8:45 to 17:00 (Mon. to Fri.) 8:45 to 12:00 (2nd & 4th Sat.)	Available at reception counter of each section
<b>&lt;Civil Registration Division, Naka Ward Office&gt;</b>				
35 Nihon-odori, Naka-ku, Yokohama City, 231-0021 (Nearby stations: Kannai Station on the JR Negishi Line and Yokohama Municipal Subway, and Nihon-odori Station on the Minatomirai Line)				
Guidance & Interpretation of civil services	English	Mon. to Fri.	10:00 to 17:00	(045)224-8298
<b>&lt;Public Relations and Consultation Section, Administrative Promotion Division, Minami Ward Office&gt;</b>				
2-33 Urafune-cho, Minami-ku, Yokohama City, 232-0024 (Nearby stations: Bandobashi Station on the Yokohama Municipal Subway, and Koganecho Station on the Keihin-kyuko Line)				
Guidance & Interpretation of civil services	English	Mon. to Fri.	9:00 to 12:00 (Reception by 11:45) 13:00 to 17:00 (Reception by 16:45)	(045)341-1112
<b>&lt;Civil Registration Division, Kohoku Ward Office&gt;</b>				
26-1, Mamedocho, Kohoku-ku, Yokohama City, 222-0032 (Nearby station: Okurayama Station on the Tokyu-toyoko Line)				
Guidance & Interpretation of civil services	English	Mon. to Fri.	10:00 to 17:00	(045)540-2257
<b>&lt;Citizens' Affairs Division, Atsugi City Hall&gt;</b>				
Interpretation by phone on civil services	English	Mon. to Fri.	8:30 to 19:30 (Mon. to Fri.) 8:30 to 17:15 (Sat. & Sun.) ※Closed on national holidays	(046)225-2110
<b>&lt;Yamato International Association&gt;</b>				
8-6-12 Fukami-nishi, Yamato City, 242-0018 (Nearby station: Tsuruma Station on the Odakyu Line)				
Guidance & Interpretation of civil services	English	Mon. to Fri.	9:00 to 12:00 13:00 to 17:00	(046)260-5126