

- Reception for all the services explained in this pamphlet is in Japanese. If you need an interpreter, you can use the services of an organization that dispatches volunteer interpreters (Yokohama Association for International Communications & Exchanges (YOKE), YOKOHAMA Foreign Residents Information Center TEL: 045-222-1209). Also, the Tsurumi Ward office has personnel capable of providing assistance in Spanish (Monday through Friday) and Chinese (Friday).
- The Tsurumi Ward office has a website with information in several languages. (<https://www.city.yokohama.lg.jp/lang/>)



● Services provided by the Tsurumi Ward Health and Welfare Center (located in the Tsurumi Ward office building)

For inquiries			Primary services
Reception	Section	Tel	
Senior Citizens and Disabled People Support Section (Korei Shogai Shien-ka)			Fax: 510-1897
3F①	Senior Citizens and Disabled People Section (Korei Shogai-kakari)	510-1768	Providing advice and information about health and welfare, receiving applications (18 years of age or over) for long-term care insurance (certification), receiving applications for physical disability certificates and rehabilitation certificates, receiving applications for assistance for specific medical expenses (specified serious diseases) / treatment for self-support (rehabilitation treatment), providing verification for special vehicles for the elderly / vouchers for special welfare vehicles / vouchers for social welfare taxicabs, receiving applications for highway discounts for the disabled. Providing advice and receiving applications for nursery school entry and childcare allowance. [For inquiries by telephone Children and Family Support Section (Kodomo Katei Shien-ka): 510-1839]
	Long-term Care Insurance Subdivision (Kaigo Hoken-tanto)	510-1770	For long-term care insurance, certification that long-term care is required
	Senior Citizens Assistance Subdivision (Koreisha Shien-tanto)	510-1773	Consultations relating to welfare services for senior citizens, the adult guardianship system etc.
		510-1775	Consultations relating to preventative care service and the health of senior citizens (consultations on dementia etc.)
Disabled People Support Subdivision (Shogaisha Shien-tanto)	510-1777	Advice and support for those with (specified serious) intractable diseases and victims of pollution.	
	510-1847	Consultations and support for persons with physical or mental disabilities.	
3F③	Disabled People Support Subdivision (Shogaisha Shien-tanto)	510-1848	Advice for mental disorders, alcoholism, drug addiction and other problems, support for those with mental disorders, and receiving applications for treatment for self-support (psychiatric rehabilitation treatment).
Children and Family Support Section (Kodomo Katei Shien-ka)			Fax: 510-1887
3F①	Children and Families Support Subdivision (Kodomo Katei Shien-tanto)	510-1839	Advice for entry into nursery schools and for child allowances and support for disabled children, advice on special child allowances, women's welfare advice and advice on single-parent families
3F④	Children and Family Subdivision (Kodomo Katei-kakari)	510-1797	Reception of application for child allowance, providing maternity passbooks, healthcare subsidies for those with specified chronic childhood diseases / receiving applications for medical treatment promoting self-sufficiency (Developmental medical treatment) system and reception of applications for healthcare subsidies for premature baby childcare, providing special vehicle vouchers (Disabled children, single-parent households, etc.), providing social welfare taxicab vouchers (Disabled children under 18 years of age), reception of application for toll road/ETC discounts (Disabled children under 18 years of age), JR commuter pass discount certificate (single-parent households).
		510-1816	Applications and consultations regarding daycare etc., and consultations with the Childcare/Education Concierge.
	Children and Families Support Subdivision (Kodomo Katei Shien-tanto)	510-1850	Advice and support for child rearing, motherhood classes, advice on pregnancy, medical examinations for infants, welfare consultation for women
		510-1833	Hello Baby home visits for newborn babies, Home Visits for mothers and babies
	School Coordination and Children Subdivision (Gakko Renkei Kodomo-tanto)	510-1886	Consultations for after-school hours kids club and after-school hours nursery club (school children childcare), specialist consultations for young people struggling with difficulties such as hikikomori etc.
Children and Family Support Advice (Kodomo Katei Shien-sodan)	510-1840	Advice on children from infants through to school-age children and young adolescents	
Livelihood Support Section (Seikatsu Shien-ka)			Fax: 510-1899
3F⑨	Public Assistance Division (Seikatsu Shien-kakari)	510-1782	Advice and applications for public assistance.
		510-1785	Needy persons self-support assistance system
3F⑩	Administrative Subsection (Jimu-kakari)	510-1795	Payment of public assistance benefits, support for families of deceased war veterans
Health & Welfare Division (Fukushi Hoken-ka)			Fax: 510-1792
2F⑪	Management Section (Un'eikikaku-kakari)	510-1791	Social workers, child committee
	Project Planning Section (Jigyo Kikaku-tanto)	510-1826	Regional care plaza / health and welfare activities base, promotion of Tsurumi I-net (Regional health and social welfare planning for Tsurumi district).

2F <sup>⑫</sup>	Health Promotion Section (Kenko Zukuri-kakari)	510-1832	Cancer screening, dietary, quitting smoking and health consultations, baby weaning food classroom, child dietary consultations, dental health, vaccinations, matters related to tuberculosis and infectious diseases, AIDS screening, financial assistance for hepatitis treatment, support program for atomic bomb victims, health activity promoters, dietary improvement assistants (Health Mates).
Insurance and Pension Division (Hoken Nenkin-ka)			Fax: 510-1898
2F <sup>⑤</sup>	Insurance Section (Hoken-kakari) (Delinquent Payments Control Subdivision) (Tainoseiri-tanto)	510-1809	Insurance premium payments, payment advice
2F <sup>⑥</sup>	Insurance Section (Hoken-kakari)	510-1807	Subscribing to and losing National Health Insurance and nursing care insurance, matters pertaining to the cost of insurance premiums, bank account transfers, refunds for the overpayment of taxes.
2F <sup>⑦</sup>	Insurance Section (Hoken-kakari) Benefits Subdivision (Kyufu-tanto)	510-1810	Providing national health insurance and long term care insurance, health care for late-stage elderly, subsidies for health care expenses (severely disabled, children and single-parent households)
2F <sup>⑧</sup>	National Pension Section (Kokumin Nenkin-kakari)	510-1802	Matters pertaining to the National Pension system.
Health Sanitation Division (Seikatsu Eisei-ka)			Fax: 510-1718
2F <sup>⑬</sup>	Food Sanitation Section (Shokuhin Eisei-kakari)	510-1842	Procedures related to business operations involving food products, including eating and drinking establishments; advice related to food products; advice for and prevention of food poisoning; procedures for drugstores, pharmaceutical sales, and toxic substances; procedures for the licensing of doctors, nurses, dentists, pharmacists, and cooks.
2F <sup>⑭</sup>	Environmental Sanitation Section (Kankyo Eisei-kakari)	510-1845	Procedures for businesses involved with environmental hygiene, including barbers, beauticians, cleaners, ryokan, and public baths; advice regarding drinking water supply tanks; advice regarding pest extermination, including rats, bees, and ticks; advice regarding public hygiene for residences; registration of dogs; rabies prevention; advice regarding the care of dogs and cats

● **Matters commonly misunderstood to be the responsibility of the Tsurumi Ward Health and Welfare Center**

Item	Section	Tel
Collecting dead dogs and cats	Resource recycling bureau, Tsurumi office	502-5383
Sudden death on Sundays or holidays	Tsurumi-ku Kyujitsu Kyukan Shinryujo	503-3851
Application for collecting oversized garbage	Oversized Garbage Reception Center	0570-200-530
Advice regarding improper ingestion of tobacco or detergent	Kanagawa Prefecture Medical Association / Office of Information and Advice for Poisonous Substances	262-4199
Vaccinations for persons traveling overseas	Japanese Quarantine Association	03-3527-9135
Roads, rivers, and sewers	Public Works Office (Tsurumi Doboku Jimusho)	510-1669

● **Vaccinations** Health Promotion Section (Kenko Zukuri-kakari) Tel: 510-1832 Fax: 510-1792

Please bring: Maternity passbook, vaccination coupons, writing implements

**Inquiries: Yokohama Inoculation Call Center:** Tel.: 330-8561 Fax: 664-7296

9:00 a.m. to 5:00 p.m. (excluding Saturdays, Sundays, National Holidays, Year End/New Year Period)

- Vaccinations (Hib, pediatric pneumococcus, hepatitis B, DPT-IPV (diphtheria, pertussis, tetanus, and polio), BCG, measles-rubella, chicken pox, Japanese encephalitis, DT (diphtheria, tetanus) and cervical cancer) are provided separately at medical institutions. Select a medical institution from "List of cooperating medical institutions for Yokohama City vaccinations". The date and times vaccinations are given differ for each institution, so call and confirm that information in advance.
- Before receiving vaccinations, read and fill in the Vaccination Guide. Vaccination appointments cards will be sent out individually in time for each person's vaccinations. Take your child's temperature, and if you notice any fever or if your child is coughing, has a runny nose or feels out of sorts in any way, you are advised to postpone the vaccination date.
- "The Guide to Vaccinations" (only available in English and Chinese)  
(<https://www.city.yokohama.lg.jp/kurashi/kenko-iryo/yobosesshu/yobosesshu/iryoukikanmeibo.html>)  
"List of cooperating medical institutions for Yokohama City vaccinations"  
(<https://www.city.yokohama.lg.jp/kurashi/kenko-iryo/yobosesshu/yobosesshu/iryoukikanmeibo.html>)  
can be read at the city of Yokohama website. They are also distributed at ward offices.

● **Health care subsidies** Inquiries: ① ~ ③ Benefits Subdivision (Kyufu-tanto) Tel: 510-1810 Fax: 510-1898

④ Health Promotion Section (Kenko Zukuri-kakari) Tel: 510-1832 Fax: 510-1792

	Subsidy	Content	Eligibility
①	Subsidies for children's health care	Certain proportion of personal liability for health insurance treatment	From newly-born infants to third-grade junior high school students * There are income restrictions after one years of age
②	Health care subsidies for single-parent families		Single-parent families, etc.
③	Health care subsidies for the severely disabled		People with Grade 1-2 disabilities, people with an intelligence quotient of 35 or less, people with Grade 3 disabilities who have an intelligence quotient of 50 or less, people with Grade 1 mental disabilities (excluding the cost of hospitalization).
④	Medical care subsidies for hepatitis treatment	Co-payments for health care expenses exceeding the maximum monthly co-payment limit.	People who were diagnosed with a specified disease (Hepatitis B/hepatitis C) as well as meet the qualification standards (For details please inquire the Health Promotion Section (Kenko Zukuri-kakari))

● **Instruction and advice regarding children**

■ **Mothers' & Parents' classes**

Inquiries: Children and Families Support Subdivision (Kodomo Katei Shien-tanto) Tel: 510-1850 Fax: 510-1887

Site: 1F Tsurumi Ward Health and Welfare Center Examination Venue, Items to bring: Maternity passbook, child-rearing guidebook "Dore Dore", writing instruments, beverages, Target: Expecting mothers, partners of expecting mothers, around the period 5-9 months into the

pregnancy (if unable to make time due to work, during maternity leave)

☆ 1st session: You will be doing some light exercise. Please come in clothing that is easy to move around in.

Program	Content	Time	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	
Mothers' & Parents' classes	Class No. 1	<ul style="list-style-type: none"> <li>Dental health during pregnancy</li> <li>Discussion time</li> <li>Preparing for the birth, the birth itself</li> <li>Experience holding a baby doll</li> </ul>	Monday Reception from 1:15 p.m.; class from 1:30 p.m. to 4:00 p.m.	13 (Mon.)	11 (Mon.)	1 (Mon.)	6 (Mon.)	3 (Mon.)	7 (Mon.)	5 (Mon.)	2 (Mon.)	7 (Mon.)	4 (Mon.)	1 (Mon.)	1 (Mon.)
	Class No. 2	<ul style="list-style-type: none"> <li>Nutrition during pregnancy</li> <li>Breastfeeding</li> <li>Experience holding a baby doll</li> </ul>	Monday Reception from 9:30 a.m.; class from 9:45 a.m. to 12:00 a.m.	20 (Mon.)	18 (Mon.)	15 (Mon.)	13 (Mon.)	17 (Mon.)	14 (Mon.)	19 (Mon.)	16 (Mon.)	14 (Mon.)	18 (Mon.)	15 (Mon.)	15 (Mon.)
	Class No. 3 *Recommended for expecting fathers	<ul style="list-style-type: none"> <li>Cigarettes and alcohol</li> <li>Raising a child together</li> <li>Experience holding a baby doll</li> <li>Procedures after the birth</li> </ul>	Wednesday Reception from 9:30 a.m.; class from 9:45 a.m. to 12:00 a.m.  *April Tuesday, May and August Thursday	28 (Tue.) *	28 (Thu.) *	24 (Wed.)	22 (Wed.)	27 (Thu.) *	30 (Wed.)	28 (Wed.)	25 (Wed.)	23 (Wed.)	27 (Wed.)	24 (Wed.)	24 (Wed.)

■ Interview upon provision of the maternity passbook, breastfeeding consultation & women's health consultation, child-rearing instruction

Inquiries: Children and Families Support Subdivision (*Kodomo Katei Shien-tanto*) Tel: 510-1850 Fax: 510-1887

Program	Content
Interview upon provision of the maternity passbook (consultation with midwife / public health nurse)	We provide the maternity handbook after eligible women have received a doctor's examination, with editions in English, Chinese, Korean, Portuguese, Spanish, and Vietnamese. We also provide advice on health matters from midwives and public health nurses. Please visit the Children and Families Support Subdivision. At that time please bring your patient registration card from the medical organization that performed the diagnosis, your personal number card or notification card (or resident card including the personal number), and documents which prove the identity of the person visiting the relevant window (drivers license/resident card).
Breastfeeding consultation & women's health consultation	Advice is provided for nursing infants (including with formula), pregnancy, birth, and post-birth, infertility & recurrent miscarriage, consultations on reaching puberty, and consultations on reaching menopause. Appointments are required for direct interviews.
Child-rearing instruction	Intended for parents of children less than 1 year old (in principle first child), for discussion of health, consultations on child rearing, and exchange. Expecting mothers and their partners are also welcome. Schedule may change depending upon circumstances, so please be sure to inquire first.

■ Advice on children's dietary habits and instruction in weaning from breast feeding \*By appointment

Inquiries: Health Promotion Section (*Kenko Zukuri-kakari*) Tel: 510-1832 Fax: 510-1792 Site: Nutrition counseling office, 2nd floor

Program	Content	Time	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
Advice for children's dietary habits	Advice on meals for children from infancy to adolescence	9:00 a.m. - 10:00 a.m. - 11:00 a.m. -	9 (Thu.)	14 (Thu.)	11 (Thu.)	9 (Thu.)	13 (Thu.)	17 (Thu.)	8 (Thu.)	12 (Thu.)	17 (Thu.)	14 (Thu.)	4 (Thu.)	11 (Thu.)
			28 (Tue.)	26 (Tue.)	23 (Tue.)	28 (Tue.)	25 (Tue.)	29 (Tue.)	27 (Tue.)	24 (Tue.)	22 (Tue.)	26 (Tue.)	16 (Tue.)	23 (Tue.)
Weaning classes Stage 2 meals (Child (7-8 months) and parent/guardian)	Discussion of meals for weaning, meal preparation, and tasting	① 1:15 p.m. to 2:15 p.m.	28 (Tue.)	26 (Tue.)	23 (Tue.)	28 (Tue.)	25 (Tue.)	29 (Tue.)	27 (Tue.)	24 (Tue.)	22 (Tue.)	26 (Tue.)	16 (Tue.)	23 (Tue.)
		② 2:45 p.m. to 3:45 p.m.	1 (Wed.)	1 (Fri.)	1 (Mon.)	1 (Wed.)	3 (Mon.)	1 (Tue.)	1 (Thu.)	2 (Mon.)	1 (Tue.)	4 (Mon.)	1 (Mon.)	1 (Mon.)
		Starting dates for accepting reservations (Reception from 8:45 a.m.)												

● **Health examinations for infants and children**

Inquiries: Children and Family Subdivision (*Kodomo Katei-kakari*)

Tel: 510-1797 Fax: 510-1887 Site: The Tsurumi Ward Health and Welfare Center examination room, 1<sup>st</sup> floor

Content: We provide health examinations and child-rearing advice for children four months, 18 months, and three years old (Free of charge). Notification of examination days is provided separately. (Listed on the Tsurumi Ward website.) If you are unable to come on the designated day, ask about other days you may participate. On examination day, there will also be readings of children's books at the Ehon-no-Hiroba and lectures on meals.

■ **Four-month-old children's examinations**

**Tuesdays** Reception: 8:50 a.m. to 9:45 a.m.

Examination content: Measurements, health examination, advice for health, nutrition and dental health

Month of Birth Day of Birth	2019			2020									
	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.
1st to 10th	Mar. 17 (Tue.)	Apr. 21 (Tue.)	May 26 (Tue.)	Jun. 16 (Tue.)	Jul. 21 (Tue.)	Aug. 25 (Tue.)	Sep. 15 (Tue.)	Oct. 20 (Tue.)	Nov. 24 (Tue.)	Dec. 15 (Tue.)	Jan. 26 (Tue.)	Feb. 16 (Tue.)	Mar. 16 (Tue.)
11th to 20th	Apr. 7 (Tue.)	May 12 (Tue.)	Jun. 2 (Tue.)	Jul. 7 (Tue.)	Aug. 4 (Tue.)	Sep. 1 (Tue.)	Oct. 6 (Tue.)	Nov. 10 (Tue.)	Dec. 1 (Tue.)	Jan. 12 (Tue.)	Feb. 2 (Tue.)	Mar. 2 (Tue.)	Pending
21st to 31st	Apr. 14 (Tue.)	May 19 (Tue.)	Jun. 9 (Tue.)	Jul. 14 (Tue.)	Aug. 18 (Tue.)	Sep. 8 (Tue.)	Oct. 13 (Tue.)	Nov. 17 (Tue.)	Dec. 8 (Tue.)	Jan. 19 (Tue.)	Feb. 9 (Tue.)	Mar. 9 (Tue.)	Pending

■ **18-month-old children's examinations**

**Fridays** Reception: 8:50 a.m. to 9:45 a.m.

Examination content: Measurements, health examination, advice for health, nutrition and dental examination, dental health

Month of Birth Day of Birth	2018				2019								
	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.
1st to 10th	Mar. 27 (Fri.)	Apr. 17 (Fri.)	May 29 (Fri.)	Jun. 19 (Fri.)	Jul. 17 (Fri.)	Aug. 28 (Fri.)	Sep. 18 (Fri.)	Oct. 16 (Fri.)	Nov. 20 (Fri.)	Dec. 18 (Fri.)	Jan. 29 (Fri.)	Feb. 19 (Fri.)	Mar. 19 (Fri.)
11th to 20th	Apr. 3 (Fri.)	May 15 (Fri.)	Jun. 5 (Fri.)	Jul. 3 (Fri.)	Aug. 7 (Fri.)	Sep. 4 (Fri.)	Oct. 2 (Fri.)	Nov. 6 (Fri.)	Dec. 4 (Fri.)	Jan. 15 (Fri.)	Feb. 5 (Fri.)	Mar. 5 (Fri.)	Pending
21st to 31st	Apr. 10 (Fri.)	May 22 (Fri.)	Jun. 12 (Fri.)	Jul. 10 (Fri.)	Aug. 21 (Fri.)	Sep. 11 (Fri.)	Oct. 9 (Fri.)	Nov. 13 (Fri.)	Dec. 11 (Fri.)	Jan. 22 (Fri.)	Feb. 12 (Fri.)	Mar. 12 (Fri.)	Pending

■ **Three-year-old children's examinations**

**Thursdays** Reception: 12:50 p.m. to 1:45 p.m.

Examination content: Urinalysis, Measurements, health examination, advice for health, nutrition and dental examination, dental health

Month of Birth Day of Birth	2017										2018		
	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.
1st to 10th	Apr. 2 (Thu.)	May 14 (Thu.)	Jun. 4 (Thu.)	Jul. 2 (Thu.)	Aug. 6 (Thu.)	Sep. 3 (Thu.)	Oct. 1 (Thu.)	Nov. 5 (Thu.)	Dec. 3 (Thu.)	Jan. 14 (Thu.)	Feb. 4 (Thu.)	Mar. 4 (Thu.)	Pending
11th to 20th	Apr. 9 (Thu.)	May 21 (Thu.)	Jun. 11 (Thu.)	Jul. 9 (Thu.)	Aug. 20 (Thu.)	Sep. 10 (Thu.)	Oct. 8 (Thu.)	Nov. 12 (Thu.)	Dec. 10 (Thu.)	Jan. 21 (Thu.)	Feb. 18 (Thu.)	Mar. 11 (Thu.)	Pending
21st to 31st	Apr. 16 (Thu.)	May 28 (Thu.)	Jun. 18 (Thu.)	Jul. 16 (Thu.)	Aug. 27 (Thu.)	Sep. 17 (Thu.)	Oct. 15 (Thu.)	Nov. 19 (Thu.)	Dec. 17 (Thu.)	Jan. 28 (Thu.)	Feb. 25 (Thu.)	Mar. 18 (Thu.)	Pending

**The Tsurumi International Exchange Lounge**  
**<Activities at the Lounge>**

- The lounge will provide information in multiple languages.
- The lounge will provide lifestyle advice service.
- The lounge will host classes and events on living together in a multi-cultural environment.
- The lounge will provide educational support for children related to foreign countries.
- The lounge will provide assistance for learning Japanese.
- The lounge will train volunteers who provide assistance to foreign people.

**<Lounge Hours>** Monday – Saturday (9:00 a.m. to 9:00 p.m.), Sundays & National Holidays (9:00 a.m. to 5:00 p.m.)

**<Holidays>** 3<sup>rd</sup> Wednesdays of the month, December 29<sup>th</sup> to January 3<sup>rd</sup>.

**<Location>** 230-0051 2nd Floor, Sea-crane, 31-2, Tsurumi-chuo 1 chome, Tsurumi-ku **<Tel. /Fax>** 045-511-5311 045-511-5312

\* Available language services vary by day and time.

Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Daytime 9:00 a.m. to 5:00 p.m.	Portuguese	Tagalog	Spanish	Spanish	Spanish	Korean	Chinese
	Chinese	English	Chinese	Chinese	English	Portuguese	English
Evening 5:00 p.m. to 9:00 p.m.		Chinese			Spanish		

English services may be available during evening hours.

**<Website>** <http://www.tsurumilounge.com/>