

KEY RESOURCE NUMBERS



Emergency Numbers

- **Police**, Japan-wide, 24 hours **110** Japanese (can request translation: “tsuyaku”)
- **Ambulance**, Japan-wide, 24 hours **119** Japanese (can request translation: “tsuyaku”)
- **Fire**, Japan-wide, 24 hours **119** Japanese (can request translation: “tsuyaku”)
- **Tokyo Multilingual Police**, Tokyo, M-Fr 8:30-17:15 **03-3501-0110** Japanese, English, Chinese, and Korean
- **Metropolitan Police Department Counseling Service for Foreigners**, Tokyo, Mon-Fri 8:30-17:15 **03-3503-8484** Multilingual
- **Saitama Medical University Hospital, Clinical Toxicology Center**, Kanto, 24 hours 049-276-1199 / 049-276-1465
https://www.saitamamed.ac.jp/hospital/division/center/clinical_toxicology/ Japanese



Medical

- **AMDA (Association of Medical Doctors of Asia)**, Japan-wide, Mon-Fri 10:00 - 16:00. Consultations concerning medical treatment, **03-6233-9266** Multilingual
- **Medical Information Net NAVII**, Japan-wide, Information about medical institutions. On-call hospitals after-hours and on holidays, **0570-000692**
<https://www.iryuu.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2300/initialize> English/Chinese/Korean & other foreign languages
- **AMDA Medical Interpretation Service**, Japan-wide, Mon-Fri 10:00-15:00 Telephone or Zoom interpretation (request must be made by medical institution), **050-3405-0397** Multilingual
- **Himawari**, Tokyo, 9:00-20:00 Information about medical institutions & the health insurance system, **03-5285-8181** English/Chinese/Korean/Thai/Spanish
- **Japan Healthcare Info**, Japan-wide, Monday to Friday, 09:00 - 17:00, Referrals to healthcare/childcare/ pharmaceutical services. Appointments and inquiries on patient’s behalf. Medical interpretation. <https://japanhealthinfo.com/>, English

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Lifelines & Mental Health Support

- **Tell Lifeline**, Japan-wide. Hours vary by platform; details on website. Anonymous, confidential chat and phone crisis support, **0800-300-8355**, <https://telljp.com/lifeline> English only
- **Tell Counselling**, Japan-wide. Hours vary, appointment required. <https://telljp.com/counseling> English, Japanese, Urdu, Spanish, Cantonese (subject to change)
- **International Mental Health Professionals Japan (IMHPJ)**, Database of accredited mental health professionals in Japan. <https://www.imhpj.org/> Various languages
- **Inochi No Denwa Tokyo**, Japan-wide. 24 hours, **03-3264-4343**, Japanese only
- **Inochi No Denwa Chiba**, Japan-wide. 24 hours, **043-227-3900**, Japanese only
- **Inochi No Denwa Yokohama**, Japan-wide. 24 hours, **045-335-4343**, Japanese only
- **Inochi No Denwa Kyoto**, Japan-wide. 24 hours, **075-864-4343**, Japanese only
- **Inochi No Denwa Nara**, Japan-wide. 24 hours, **0742-35-1000**, Japanese only
- **Inochi No Denwa Osaka**, Japan-wide. 24 hours, **06-6309-1121**, Japanese only
- **Inochi No Denwa Hokkaido**, Japan-wide. 24 hours, **011-231-4343**, Japanese only
- **Inochi No Denwa Fukuoka**, Japan-wide. 24 hours, **092-741-4343**, Japanese only
- **The Samaritans NY**, Global. 24 hours, **+1-212-673-3000**, (international charges apply), English
- **Samaritans UK**, Global. 24 hours, **+44-8457 90 90 90**, (international charges apply) English
- **Anata no Ibasho**, Japan, 24 hours, Chat support, <https://talkme.jp> Japanese
- **Alcoholics Anonymous**, Japan-wide. Support for those struggling with alcohol use. Meetings listed on the website, hours vary. <https://www.aatokyo.org/>, English & Japanese
- **Al-Anon**, Japan-wide. Support for families and friends of those struggling with alcohol use. <https://al-anontokyo.org/>, English & Japanese
- **Narcotics Anonymous**, Japan-wide. Support group for those struggling with drug use. <https://sites.google.com/view/najapan>, English.



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Legal & Immigration



- **Foreign Residents General Information Center**, Japan-wide. Weekdays 8:30-17:15 **0570-013904** Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog (Filipino), Nepali, Indonesian, Thai, Cambodian, Burmese, Mongolian, French, Sinhala, Urdu
- **Tokyo Regional Immigration Services Bureau**, Tokyo, Kanagawa, Niigata, Saitama, Gunma, Chiba, Ibaraki, Tochigi, Yamanashi, Nagano, Mon-Fri 9:00-12:00 & 13:00-16:00, **03-5796-7111**
- **Yokohama Immigration Bureau**, Kanagawa, Mon-Fri 9:00-12:00 & 13:00-16:00, **045-769-1720**
- **Nagoya Immigration Bureau**, Aichi, Mie, Shizuoka, Gifu, Fukui, Toyama, and Ishikawa Mon-Fri 9:00-16:00, **052-559-2150**
- **Osaka Immigration Bureau**, Osaka, Kyoto, Hyogo, Nara, Shiga, Wakayama Mon-Fri 9:00-16:00, **06-4703-2100**
- **Kobe Immigration Bureau**, Hyogo Mon-Fri 9:00-16:00, **078-391-6377**
- **Houterasu (Japan Legal Support Center)**, Japan-wide Mon-Fri 9:00-17:00 Provides information on the Japanese legal system, bar associations, and relevant organisations, **0570-078377**
- **Foreign Residents Advisory Center (FRAC) - English**, Kanto, Mon-Fri 9:30-12:00 & 13:00-17:00 Free consultation on daily life, emergency numbers, Japanese customs, culture, and the Japanese social system, traffic accidents, family life and children **03-5320-7744**. **FRAC Chinese** Kanto, Tues, Fri 9:30-12:00 & 13:00-17:00 **03-5320-7766**, **FRAC Korean** Kanto, Wed 9:30-12:00 & 13:00-17:00 **03-5320-7700**
- **Shinjuku Foreign Residents Information Center**, Kanto, M-F 9:30-12 & 13:00-17:00 **03-5272-5060** (English & Japanese) **03-5272-5070** (Chinese) **03-5272-5080** (Korean)
- **Legal Consultation Centre for Foreigners**, Tokyo, Mon-Fri 9:30-16:30 Legal Counselling. Fee of 5,250 yen per 30 minutes, **03-3581-2302** English & Chinese
- **Osaka Employment Service Center for Foreigners**, Osaka, English, Chinese, Portuguese: Mon-Fri 13:00-18:00 Spanish: Tues, Thurs 13:00-18:00 **06-7709-9465** English, Chinese, Portuguese, Spanish
- **Osaka Bar Association Human Rights Telephone Consultation for Foreigners** Osaka, English, Chinese, Korean: 2nd and 4th Fridays 12:00-17:00 **06-6364-6251**
- **RINK (Rights of Immigrants Network in Kansai)** Kansai, Hours vary by language - details on the website **06-6476-8228** <https://rink-osaka.com/> Thai, Spanish, Chinese, Vietnamese

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Social & Family Services



- **National Hotline for Child Abuse** Japan-wide, 24 hours, Connects to the nearest child guidance center **189**
- **DV Soudan Navi** Japan-wide, 24 hours, Connects to the nearest spousal violence counseling and support center, **#8008**
- **SARC (Sexual Assault Relief Center)**, Japan-wide, 24 hours, Connects to nearest center, **#8891**
- **Yorisoi Hotline**, Japan-wide, Hours vary by language - details on website. Free consultation for a range of topics, **0120-279-338**, <https://www.since2011.net/yorisoi/n2/>, English, Nepali, Vietnamese, Tagalog, Indonesian, Chinese, Korean, Portuguese, Spanish, Thai
- **DV Soudan Navi Plus**, Japan-wide, Phone: 24 hours, Chat: 12:00-22:00, Domestic abuse support for all genders. Chat in 10 languages, Phone support in Japanese, **0120-279-889**, Japanese, soudanplus.jp, English, Tagalog, Thai, Spanish, Chinese, Korean, Portuguese, Nepali, Vietnamese, Indonesian
- **Police consultation line for victims of sexual crimes**, Japan-wide, Available 24 hours, connects to the nearest centre, **#8103**
- **HELP Asian Women's Shelter**, Kanto, English & Japanese: Mon-Fri 9:30-17:00, Limited services on Saturdays, **03-3368-8855**, English, Japanese, Tagalog may also be available
- **SARC (Sexual Assault Relief Centre) Tokyo**, Tokyo, 24 hours, **03-5607-0799** <https://sarc-tokyo.org/>, Japanese - Will make efforts to arrange a translator
- **Sachiko (Sexual Assault Crisis Healing Intervention Centre)**, Osaka, 24 hours, Hotline, **072-330-0799**, Japanese Only
- **Osaka Women's Center**, Osaka, Mon-Fri 9:30-17:30, **06-6949-6181**, English, Chinese, Korean, Portuguese, Spanish, Vietnamese, Filipino, Thai
- **YWCA & APT (Asian People Together)**, Kyoto, Mon 13:00-16:00, Thurs 15:00-18:00, **075-451-6522**, Chinese, English, French, Filipino, Thai
- **Network for Foreigners' Assistance Kobe**, Kobe, Fri 13:00-20:00, **078-232-1290**, English, Spanish, Portuguese, Tagalog, Chinese, Vietnamese, and Russian

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Daily Living & General

- **Tokyo Tourist Information Centre** Japan-wide, info available 9:00-17:00 **03-3201-3331** English, Chinese, Korean
- **JR East Infoline**, JR East service area 10:00-18:00, Service info, lost & found **(050) 2016-1603**, English, Chinese, Korean
- **Kobe Center for Multicultural Information and Assistance**, Kobe, Fri 13:00-17:00, **078-453-7440**
- **Kobe International Community Center (KICC)**, Kobe, Mon-Fri 9:00-12:00 and 13:00-17:00 (English), Times for other languages available on website, **078-742-8705**, <https://www.kicc.jp/en/aboutkicc>, English, Chinese, Vietnamese, Korean, Spanish, Portuguese, Filipino, Indonesian, Nepali, Thai
- **Osaka Information Plaza**, Osaka, Mon-Sun 9:00-19:00, **06-6773-6533**, English, Chinese, Korean



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