

	Support Name, etc.	Details	Contact Information
Disease / Testing / Preventive Measures			
<p>If you have suspected symptoms such as a fever, be sure to contact your primary doctor or a medical institution before your visit.</p> <p>If you do not have a primary doctor, please call Tokyo Fever Consultation Center for people with potential exposure to COVID-19 at 03-5320-4592. The hotline is available 24/7.</p> <p>*Please see #7 for the details.</p>			
1		<ul style="list-style-type: none"> ■ Consultations related to COVID-19 ■ Information on livelihood support 	Hachioji City COVID-19 Call Center TEL 042-620-7253 FAX 042-620-7322 8:30AM-5PM (including weekends and holidays)
2	General Disease Helplines (For those have concerns without symptoms)	Advisory service to answer general questions on Omicron variant, disease prevention, what to do when symptoms appear	Tokyo Metropolitan Government COVID-19/Omicron Variant Call Center 0570-550571 9AM-10PM (including weekends and holidays) [Supported languages] Japanese, English, Chinese, Korean, Vietnamese, Tagalog, Nepali, Myanmar, Thai, French, Portuguese, Spanish
3		General Disease Consultation	Ministry of Health, Labour and Welfare Telephone Consultation Service 0120-565-653 [Japanese, English, Chinese, Korean, Portuguese, Spanish] 9AM-9PM (including weekends and holidays) [Thai] 9AM-6PM (including weekends and holidays) [Vietnamese] 10AM-7PM (including weekends and holidays)

	Support Name, etc.	Details	Contact Information
4		For those have suspected symptoms such as a fever but do not have a primary doctor and aren't sure who to consult with	<p>■Tokyo Metropolitan Government COVID-19 Hotline for Those with a Fever (A public health nurse or a nurse takes calls.) 03-5320-4592 03-6258-5780 03-5320-4411 03-5320-4551 (24 hours, including weekends and holidays) [Supported languages] Japanese, English, Chinese, Korean, Vietnamese, Tagalog, Nepali, Myanmar, Thai, French, Portuguese, Spanish</p> <p>■Tokyo Metropolitan Government Medical Service Location Service for Those with a Fever (a non-specialist operator takes calls.) 03-6732-8864 (24 hours, including weekends and holidays)</p>
5	(Tokyo Metropolitan Government) Medical Institution Information Service "HIMAWARI"	Information such as locations, telephone numbers, fields of specialty, days/hours of operation of medical institutions, etc.	TEL: 03-5272-0303 FAX: 03-5285-8080 24 hours/day
6	(Tokyo Metropolitan Government) Moshi-Sapo Call Center	Telephone advisory service for employees of host/hostess clubs, restaurants and bars provide entertainment, and their customers on disease prevention and what to do when symptoms appear.	TEL: 0570-057-565 9AM-10PM (including weekends and holidays) [Supported languages] Japanese, English, Chinese, Korean, Vietnamese, Tagalog, Nepali, Myanmar, Thai, French, Portuguese, Spanish
7	(Tokyo Metropolitan Government) COVID19 Test Kit	A test kit is provided for those who with symptoms (fever, cough, fatigue, etc.) or have been in close-contact setting with someone tested positive and are having hard time to purchase one by themselves.	Tokyo Metropolitan Government Test Kit Provision Office 0570-020-205 9AM-7PM (including weekends and holidays) *Applications are accepted by phone and online.

	Support Name, etc.	Details	Contact Information
8	COVID-19 Medical Certificate	Information on COVID-19 medical certificate	Hachioji City Health and Medical Division Health Policy Section COVID-19 Medical Certificate Call Center TEL: 042-645-5103 9AM-5PM (weekdays) *For inquiries on "HER-SYS", please call Ministry of Health, Labour and Welfare's call center at 03-5877-4805 available from 9:30AM to 6:15PM (except for weekends and holidays).
COVID-19 Vaccinations			
1		About the vaccination program	Hachioji City COVID-19 Vaccination Program Call Center 0120-383-183 9AM-5PM (including weekends and holidays) 【Supported language】 Japanese, English, Chinese, Korean
2	COVID-19 Vaccination Helplines (continued to the next page)	About the vaccine in general	The Ministry of Health, Labour and Welfare COVID-19 Vaccine Call Center 0120-761-770 【Supported language】 Japanese, English, Chinese, Korean, Portuguese, Spanish 9AM-9PM (including weekends and holidays) Thai 9AM-6PM (including weekends and holidays) Vietnamese 10AM-7PM (including weekends and holidays)

	Support Name, etc.	Details	Contact Information
3	COVID-19 Vaccination Helplines (continued from the previous page)	About side effects of the vaccine	Tokyo Metropolitan Government Coronavirus Vaccine Side Effects Hotline TEL: 03-6258-5802 FAX: 03-5388-1396 24 hours/ 7 days a week 【Supported languages】 Japanese, English, Chinese, Vietnamese, Tagalog, Nepali, Burmese (Myanmar), Thai, French, Spanish, Portuguese
4		About vaccination scams	The National Consumer Affairs Center, COVID-19 Related Scam Hotline 0120-797-188 10AM-4PM (including weekends and holidays)
5		National Vaccine Injury Compensation Program	Hachioji City Health and Medical Division COVID-19 Vaccination Program Management Team 042-645-5111
Benefit Payments			
1	(Ministry of Health, Labour and Welfare) National Health Insurance (NHI) Injury and Sickness Allowance	Allowance is paid for salary-earning NHI policy holders who take a period of absence from work due to confirmed or suspected COVID-19. Advance consultation is required. Please contact the Payment Subsection of Insurance and Pension Section for the application details. Support period: January 1, 2020- December 31, 2022	Hachioji City Health and Medical Division Insurance and Pension Section Payment Subsection 042-620-7235 8:30AM-5:15PM (weekdays only)

	Support Name, etc.	Details	Contact Information
2	(Ministry of Health, Labour and Welfare) Housing Security Benefit	System that provides persons who have reduced income due to suspension of business or employment and who can no longer pay their rent with three months' worth of rent (with a maximum limit), with the requirement that they are actively seeking employment. (There are income/asset restrictions) Application deadline: May 31, 2023	Hachioji City Welfare Division Independence Support Section Independence Subsection 042-620-7490 9AM-12PM, 1PM-4PM (weekdays only) Ministry of Health, Labour and Welfare Consultation Call Center for Housing Security Benefit 0120-23-5572 9AM-5PM (weekdays only)
3	(Ministry of Health, Labour and Welfare) Support Fund and Allowance for Forced Leave	Allowance is paid for employees of small and medium sized companies who were/are on leave under the instruction of the employer and have not being paid their wages (or leave allowance) for the leave. <Supported period> 1. July through September, 2022 2. October through November, 2022 <Application period (Application must reach the office no later than the following dates.)> 1. December 31, 2022 2. February 28, 2023	Support Fund and Allowance for Forced Leave Call Center 0120-221-276 8:30AM-8PM (weekdays) 8:30AM-5:15PM (Saturdays, Sundays and holidays)
4	(Ministry of Health, Labour and Welfare) Temporary School Closure Support Fund (for freelance parents)	Support fund is paid to freelance parents and guardians who couldn't manage to meet project deadlines due to temporary closure of schools, daycare centers, etc. <Supported period> 1. October 1 through November 30, 2022 2. December 1, 2022 through March 31, 2023 <Application period (Application must reach the office no later than the following dates.)> 1. January 31, 2023 2. May 31, 2023	Temporary School Closure Support Fund/Subsidy Call Center 0120-876-187 9AM-9PM (including weekends and holidays)

	Support Name, etc.	Details	Contact Information
5	Tokyo Metropolitan Government Childbearing Family Support Program	<p>100,000 yen worth of baby products and family support services are provided to support childbearing and child-rearing families</p> <p>For: Childrearing households that meets either of the following criteria</p> <ul style="list-style-type: none"> •Rearing a child who was born between January 1-March 31, 2021 and the child and the family are registered as Tokyo residents on the date of birth as well as on April 1, 2021 •Rearing a child whose birth day is between April 1, 2021-March 31, 2023 and the child and the family are registered as Tokyo residents on the date of birth 	<p>[About the program details and the use of the gift card] Tokyo Metropolitan Government Childbearing Family Support Program Call Center 0120-922-283 9:00-18:00 (except New Year holidays)</p> <p>[About receiving the gift card] Hachioji City Medical Insurance Division Oyoko Health and Welfare Center TEL: 042-625-9128 FAX:042-627-5887 Higashiasakawa Health and Welfare Center TEL: 042-667-1331 FAX: 042-667-7829 Minamiosawa Health and Welfare Center TEL: 042-679-2205 FAX: 042-679-2214 8:30AM-5PM (weekdays only) *Higashiasakawa Health and Welfare Center is closed on the second Monday of the month.</p>
6	COVID-19 Independence Support Fund	<p>An assistance payment is provided up to three months to job seekers and public assistance applicants whose application for the General Support Fund has been denied or whose maximum eligibility period has been elapsed.</p> <p>*Public assistance recipients are not eligible for this program.</p> <p>Application period: July 1, 2021-December 31, 2022</p>	<p>Hachioji City COVID-19 Independence Support Fund Call Center TEL: 042-620-7283 FAX: 042-627-5956 8:30AM-5:15PM (weekdays only)</p>
7	(Small and Medium Enterprise Agency) Small Business Sustainability Subsidy	<p>Subsidy aimed towards incurred in approaches such as market development, etc. by small business operators</p>	<p>Japan Chamber of Commerce and Industry Small Business Sustainability Subsidy Secretariat 03-6632-1502 9AM-12PM/1PM-5PM (excluding weekends, holidays and New Year holiday)</p>

	Support Name, etc.	Details	Contact Information
8	(Small and Medium Enterprise Agency) Business Restructuring Subsidy	Support for business restructuring through expansion into new fields; transformation of business, industry or business category; and business reorganization	Business Restructuring Subsidy Call Center 0570-012-088 03-4216-4080 (from IP phones) 9AM-6PM (weekdays only)
9	(Ministry of Health, Labour and Welfare) Industrial Employment Stabilization Subsidy	Subsidies are provided to employers who are forced to temporarily reduce their business activities due to the impact of COVID-19 and, to maintain workers' employment, send their workers to work for other employers to cover a portion of the wages and expenses required for such transfers.	Employment Adjustment Subsidy and Industrial Employment Stabilization Subsidy Call Center 0120-603-999 9AM-9PM (including weekends and holidays)
10	(Ministry of Health, Labour and Welfare) Temporary School Closure Subsidy (for employers)	Subsidy is paid to employers who granted paid leave for their employees with children at home due to temporary closure of schools, daycare centers, etc. <Supported period> 1. October 1 through November 30, 2022 2. December 1, 2022 through May 31, 2023 <Application period (Application must reach the office no later than the following dates.)> 1. January 31, 2023 2. May 31, 2023	Temporary School Closure Support Fund/Subsidy Call Center 0120-876-187 9AM-9PM (including weekends and holidays)
Loans			
1	(Tokyo Metropolitan Government) Loan for Employees of SMEs	Loan program for employees of SMEs facing falling income	Chuo Labour Bank Hachioji Branch 042-642-4141 9AM-5PM (weekdays) (The branch's service counters are open 9AM-11:30AM, 0:30PM-3PM)

	Support Name, etc.	Details	Contact Information
Payments / Deferments			
1	Exemption/Deferment of National Pension Premiums	If you are facing difficulty paying national pension premiums due to a substantial income decline as a result of major sales drop or loss of work because of COVID-19, please use the exemption/deferment program or the special temporary procedure for the special student payment system.	Hachioji City Health and Medical Division Insurance and Pension Section National Pension Subsection 042-620-7238 8:30AM-5:15PM (weekdays only)
2	Deduction/Exemption of National Health Insurance Premium		Hachioji City Health and Medical Division Insurance and Pension Section (Qualification and Taxation Subsection) 042-620-7236 8:30AM-5:15PM (weekdays only)
3	Insurance Premium Deduction/Exemption of the Medical Care System for Older Senior Citizens	For persons whose income has decreased due to COVID-19, there are cases where insurance premiums may be reduced or exempted.	Hachioji City Medical Insurance Division Insurance and Pension Section (Medical Care System for Older Senior Citizens Subsection) 042-620-7364 8:30AM-5:15PM (weekdays only)
4	Deduction/Exemption of Long-term Care Insurance Premium		Hachioji City Welfare Division Long-term Care Insurance Section General Affairs/Insurance Premium Subsection 042-620-7415 8:30AM-5:15PM (weekdays only)
5	Payment Deferment of Sewer Usage Fees	Deferment of payment for persons using sewerage and who are temporarily facing difficulty paying sewer usage fees due to the impact of the novel coronavirus (deferment of payment for up to 12 months from the date of application)	Tokyo Metropolitan Government Bureau of Waterworks Tama Customer Service Center 0570-091-101 or 042-548-5110 8:30AM-5:15PM (excluding Saturdays, Sundays and holidays)
6	Payment Deferment of Septic Tank Usage Fees	Deferment of payment for persons who use septic tanks and who are temporarily facing difficulty paying septic tank usage fees due to the impact of the novel coronavirus (deferment of payment for up to 12 months from the date of application)	Hachioji City Water Circulation Division Sewerage Section 042-620-7290 8:30AM-5:15PM (weekdays only)

	Support Name, etc.	Details	Contact Information
7	Deferment or Deduction/Exemption of Municipal Housing Rent (usage fees)	Deferment of payment or deduction/exemption of rent (usage fee) in cases where income of a tenant has decreased due to the spread of the novel coronavirus	Hachioji City Community Development Division Housing Policy Section 042-620-7385 8:30AM-5:15PM (weekdays only)
8	Water fees		Tokyo Metropolitan Government Bureau of Waterworks Tama Customer Service Center 0570-091-101 or 042-548-5110 8:30AM-5:15PM (excluding Saturdays, Sundays and holidays)
Consultations on Quality of Life and Livelihood Support			
1	Consumer Affairs Consultation	Consultations related to consumer affairs, such as purchased items and problems with contracts	Hachioji City Civic Affairs Division Consumer Center 042-631-5455 Mon-Sat 9AM-4:30PM (excluding Sundays, holidays and New Year holidays)
2	Mental Health Consultation	Mental health consultations with a public health nurse and psychiatrist (for those who are suffering from anxiety-related insomnia, and more)	Hachioji City Health and Medical Division Health Measures Section 042-645-5196 9AM-4:30PM (weekdays only)
3	Consultations for the Poor and Needy	Consultation support for persons with financial difficulties (Consultations on employment and household expenses)	Hachioji City Welfare Division Independence Support Section Independence Subsection 042-620-7462 8:30AM-11AM, 1PM-4PM (weekdays only)

	Support Name, etc.	Details	Contact Information
4	Public Assistance Consultations	Consultation service related to applying for public assistance	Hachioji City Welfare Division Independence Support Section Consultation Subsection 042-620-7443 8:30AM-11AM, 1PM-4PM (weekdays only)
5	Consultations for Single-parent Households	Consultations for single-parent households	Hachioji City Children and Family Division Child Welfare Service Section Mother/Father-Child Independence Support Subsection 042-620-7362 8:30AM-5PM (weekdays only)
<p>Support /Consultation for Small- and Medium-Sized Business Operators</p> <p>*Details and links for each are also listed on the City's official website ►</p> <p>►Hachioji City official website (internal link)</p> 			
1	Safety Net Guarantee No. 4 and 5	Financing support measures for small and medium enterprises whose sales, etc. have decreased due to COVID-19 Application deadline: December 31, 2022	Hachioji City Industry Promotion Division Industry Promotion Section 042-620-7252 9AM-5PM (weekdays only)
2	(Tokyo Metropolitan Government) Special Consultation Service for Small and Medium Enterprises, etc. Related to COVID-19	Special consultation service for support related to management and financing of small and medium enterprises, etc.	Tokyo Metropolitan Government Special Consultation Service for Small and Medium Enterprises, etc. ■ Consultations related to financing 03-5320-4877 9AM-5PM (weekdays only) ■ Consultations related to business operation 03-3251-7881 9AM-5PM (weekdays only)

	Support Name, etc.	Details	Contact Information
3	(Ministry of Economy, Trade and Industry) Consultation Service for Small and Medium Enterprises and Small Business Operators Regarding COVID-19-related Support Programs	Consultation service for small and medium enterprises and small business operators who are or have the possibility of being impacted by the novel coronavirus	<p>■ General consultation on support programs Hachioji Chamber of Commerce 042-623-6311</p> <p>■ Consultation on financing and benefits Financing and benefits telephone consultation for SMEs 0570-783183</p> <p>■ Consultation on funding and loan Japan Finance Corporation Hachioji Branch 042-646-7711 Shoko Chukin Bank Hachioji Branch 042-646-3131</p>
4	Hachioji Chamber of Commerce	<COVID-19 business advisory and consulting service> Consultations related to business, such as management, for all small and medium business operators in Hachioji City	Hachioji Chamber of Commerce 042-623-6311 9AM-5:30PM (weekdays only)
5	Japan External Trade Organization (JETRO)	Consultation on international business management during COVID-19 for SMEs	Japan External Trade Organization (JETRO) 03-3582-5651 9AM-12PM/1PM-5PM (weekdays only)
6	(Japan Tourism Agency) Special Consultation Service for Hotel and Lodging Business Operators	Special consultation service for hotel business operators who are or have the possibility of being impacted by COVID-19	Ministry of Land, Infrastructure, Transport and Tourism Tourism Agency Kanto District Transport Bureau Tourism Division Tourism Planning Section TEL: 045-211-1255 FAX: 045-211-7270
7	(Ministry of Health, Labour and Welfare) Employment Adjustment Subsidy	A subsidy is provided for employers to cover a part of leave allowance when they are forced to reduce their business activities due to COVID-19 and implement employment adjustment (temporary leave) based on labor-management agreement in order to maintain employees' employment status.	Ministry of Health, Labour and Welfare Call Center 0120-603-999 9AM-9PM (including weekends and holidays) Hello Work Hachioji 042-648-8609 8:30AM-5:15PM (weekdays only)

	Support Name, etc.	Details	Contact Information
8	(Japan Finance Corporation) Consultations Related to Financing, Repayment, etc.	Consultation service related to financing and repayment for small and medium enterprises, small business operators and agriculture/forestry business operators impacted by the novel coronavirus	Business Fund Consultation 0120-154-505 9AM-5PM (weekdays only) *9AM-7PM on weekdays for newly established businesses, private enterprises/small businesses
9	(Credit Guarantee Corporation of Tokyo) Management Consultations	Management consultation service for small and medium enterprises related to the novel coronavirus	Credit Guarantee Corporation of Tokyo (Hachioji Branch) 042-646-2511 9AM-5:10PM (weekdays only)
Sole Proprietorship / Worker Consultations			
1	(Tokyo Metropolitan Government) Special Consultation Center for Sole Proprietors, Including Freelancers	Special consultation center related to financing and management for sole proprietors, including freelancers	<p>■ Consultations related to financing Tokyo Metropolitan Government Bureau of Industrial and Labor Affairs Financial Affairs Division Financial Affairs Section 03-5320-4877 9AM-5PM (weekdays only)</p> <p>■ Consultations related to management Tokyo Metropolitan Small and Medium Enterprise Support Center General Support Section 03-3251-7881 Mon/Wed-Fri: 9AM-4:30PM Tue: 9AM-7PM</p>
2	(Tokyo Labor Bureau) General Labor Consultation Corner	Matters related to labor	General Labor Consultation Corner (Hachioji Labor Standards Inspection Office) 042-680-8081 9AM-5PM (weekdays only)
3	(Tokyo Metropolitan Government) Emergency Labor Consultation Service Related to Novel Coronavirus	Call center dedicated to consultations regarding handling of leaves, business suspension, workplace harassment, etc.	Tokyo Metropolitan Government "Rodo Hyakutoban" 110 0570-00-6110 *Please tell the operator that you are calling for a "consultation related to the novel coronavirus". ■ Mondays-Fridays 9AM-8PM ■ Saturdays 9AM-5PM

	Support Name, etc.	Details	Contact Information
4	(Tokyo Metropolitan Government) COVID-19 Employment Emergency Hotline	Consultation for those are unemployed due to employment termination and cancellation of a job offer as a result of COVID-19	03-5213-5013 Weekdays: 9AM-8PM Saturdays: 9AM-5PM
Teleworking			
1	(Tokyo Metropolitan Government) Tokyo Telework Promotion Center	Consultations regarding introduction of teleworking	Tokyo Telework Promotion Center 03-3868-0708 9AM-5PM (weekdays only)
Schools			
1	Inquiries related to schools	Matters related to educational activities	Hachioji City School Education Division Educational Guidance Section 042-620-7412 8:30AM-5:15PM (weekdays only)
Nursery Schools / After-School Care Centers			
1	Inquiries related to nursery schools	Handling of childcare leave as a measure against COVID-19 for children newly admitted to daycare service facilities	Hachioji City Children and Family Division Preschool Section 042-620-7369 8:30AM-5:15PM (weekdays only)
2	Inquiries related to after-school care centers (Gakudo-Hoikujo)	Handling of childcare leave as a measure against COVID-19 for children newly admitted to after- school care centers	Hachioji City Lifelong Learning and Sports Division After School Child Support Section 042-620-7246 8:30AM-5:15PM (weekdays only)

	Support Name, etc.	Details	Contact Information
Support / Consultations for International Residents			
1	(Tokyo Metropolitan Government) Consultations related to COVID-19 for international residents	Handling of various consultations from international residents regarding concerns related to COVID-19 as well as impacts on life	Tokyo Multilingual Consultation Navi (TMC Navi) 03-6258-1227 10AM-4PM (weekdays only) [Supported languages] Simple Japanese, English, Chinese, Korean, Vietnamese, Tagalog, Nepali, Hindi, Thai, Portuguese, Spanish, Indonesia, French, Russian and Myanmar
2	(Ministry of Justice) Employment Continuation Support for Technical Interns, etc.	<ul style="list-style-type: none"> ■ Support for re-employment in specific industries ■ Support for employment continuation of foreigners in Japan, by granting them "Designated Activities (work allowed) (maximum 1 year)" visa 	Immigration Information Center 0570-013904 (03-5796-7112 from IP or PHS phone) 8:30AM-5:15PM (weekdays only) [Supported languages] Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Filipino, Nepali, Indonesian, Thai, Khmer (Cambodian), Myanmar, Mongolian, French, Sinhalese, Urdu
Other			
1	(Cabinet Office) DV Consultations	Implemented urgently due to concerns regarding an increase/worsening of DV while orders to remain at home and suspend businesses are in place to prevent the spread of the novel coronavirus	DV Consultation+ (Plus) 0120-279-889 24-hour support Supported languages: Japanese, English, Chinese, Korean, Spanish, Portuguese, Tagalog, Thai, Vietnamese, Indonesian, Nepali