

HELLO KANAGAWA

Kanagawa Prefectural Government, Japan

かながわ
こんにちはは神奈川

Vol. 16, No. 1 Summer/Autumn 2007

— 「こんにちはは神奈川」は、神奈川県が提供する外国籍県民向け生活情報紙です —

— Hello Kanagawa is a newsletter issued by Kanagawa Prefectural Government to provide living information for foreign residents —

トリオホン（三者通話電話）による通訳ができるようになりました！ “Trio-phone” (Three-Way Calling) Interpretation System Introduced!

県の外国籍県民相談窓口（横浜、川崎、県央）では、外国籍県民と行政窓口や公共機関との電話による通訳を行っています。

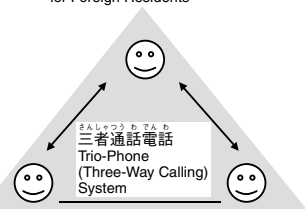
● 10分程度の行政サービス関連の通訳を行っています。

(例)

- 行政窓口での手続きについての簡単な問い合わせ
- 学校への緊急連絡 など

外国籍住民
Foreign Residents

県の外国籍県民相談窓口
Prefectural Counseling Services
for Foreign Residents



● 通訳を利用するには

- ① 利用者が、自宅の電話や携帯電話から県外国籍県民相談窓口へ電話します（電話番号はP2を参照。）
- ② 相談員が電話にでたら、話したい相手、用件を伝え、そのまま待ちます。
- ③ 相談員が、あなたに代わって話をしたい相手に電話をします。あとは用件を通訳してもらいだけです。

● 対応言語：英語、中国語、スペイン語など7言語

【日本語での問い合わせ】 県国際課 TEL: 045-210-3748

The Prefectural Counseling Services for Foreign Residents (Yokohama, Kawasaki and Ken-o) introduced trio-phone interpretation system to assist communication between the foreign residents and the local/national governments and public institutions.

● You can use the trio-phone interpretation system when you consult on administrative services, and it takes short time for about 10 minutes or so.

[Examples]

- To make a simple inquiry on administrative procedures at the municipal government.
- To make an emergency call to school.

行政窓口、学校など
Local Governments,
Schools, etc.

● How to use the interpretation system:

- ① Call the Counseling Services from your home telephone or cell-phone. (Please refer to P.2 for the phone number.)
- ② Tell the counselor the person you would like to talk with as well as your message, and then hold on.
- ③ The counselor calls the person on your behalf. Then, you can talk with him/her through interpretation by the counselor.

● Available languages:

Seven languages, including English, Chinese, and Spanish

Inquiries in Japanese:

International Division, K.P.G. Tel: 045-210-3748

通訳ボランティアの紹介・派遣・募集を行っています！

Introduction, Dispatch, and Recruitment of Volunteer Interpreters

県では、外国籍県民の方が、日常生活で行政サービスを受ける時や災害発生時など、通訳を必要とする場合に、通訳ボランティアを紹介しています。また、通訳の募集も随時行っています。

● サービスの例：県内に所在する学校での面談、児童相談所や市区町村窓口での相談、家庭裁判所での相談・調停など

● 対応言語：中国語、韓国語・朝鮮語、ポルトガル語、スペイン語、英語など18言語

● 費用負担：申込者が1回当たり原則3千円を支払います。

【日本語での問い合わせ】

かながわ県民センター一般通訳窓口 TEL: 045-317-8813

K.P.G. introduces volunteer interpreters when the foreign residents need interpretation in their daily life, such as receiving administrative services, and in case of a disaster. We are also recruiting volunteer interpreters through the year.

● Cases the interpretation service is available: Personal meeting at school within the prefecture, counseling at the children's counseling office and the municipal government, consultation and arbitration at the family court, etc.

● Available languages: Eighteen languages, including Chinese, Korean, Portuguese, Spanish and English

● Service fees: In principle ¥3,000 for each service

Inquiries in Japanese:

General Interpretation Service, Kanagawa Kenmin Center
Tel: 045-317-8813

* 日本語以外での問い合わせは、県外国籍県民相談窓口へ。
(P2参照)

* For inquiries in languages other than Japanese, please contact the Prefectural Counseling Services for Foreign Residents. (See P. 2.)

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県市町村外国籍県民相談窓口のご案内

Prefectural and Municipal Counseling Services for Foreign Residents

Government's Name	Language	Day	Hours	Phone
Kanagawa Prefectural Government (Yokohama) < Citizens' Voice/ Counseling Center, Kanagawa Kenmin Center > Kanagawa Kenmin Center 2F, 2-24-2 Tsuruya-cho, Kanagawa-ku, Yokohama-shi 221-0835 (Nearest station: JR Yokohama Station)				
General Counseling	English	1st, 3rd, and 5th Tue.	9:00 ~ 17:15 (Call or visit by 16:00.)	(045)324-2299 (045)321-1339 (045)321-1994 (045)312-7555 (045)322-1444
	Chinese	Thur. & 4th Tue.		
Korean	1st, 3rd & 5th Mon.			
Spanish	Fri. & 2nd Tue.			
Portuguese	Wed.			
Counseling for Indo-Chinese Refugees	Japanese (Interpreters available)	Tue.	9:00 ~ 17:00 (Call or visit by 16:00.)	(045)410-3131
Legal Counseling	English	3rd Tue.	13:30 ~ 16:30 (Call or visit by 16:00.)	(045)324-2299 (045)321-1339 (045)322-1444
	Chinese	4th Thur.		
	Portuguese	2nd Wed.		
< Yokohama Labor Affairs Center > Kanagwa Rodo Plaza 2F, 1-4 Kotobuki-cho, Naka-ku, Yokohama-shi 231-8583 (Nearest station: Ishikawa-cho Station on the JR Negishi Line (Chukagai-guchi / North Exit))				
Labor Counseling	Chinese	Fri.	13:00 ~ 16:00	(045)662-1103 (045)663-3153 (045)662-1166
	Tagalog & English	2nd & 4th Thur.		
	Spanish	Wed.		
< Earth Plaza Educational Counseling for Foreign Residents, Kanagawa International Foundation (Kanagawa Kokusai-koryu Zaidan Earth Plaza Gaikokujin Kyoiku-sodan) > Joho-forum, Kenritsu Chikyu-shimin Kanagawa Plaza (Earth Plaza) 2F, 1-2-1 Kosugaya, Sakae-ku, Yokohama-shi 247-0007 (Nearest station: Hongodai Station on the JR Negishi Line)				
Educational Counseling	Japanese	Sun. & Tue.	14:00~17:00 (Call or visit by 16:30.)	(045)896-2970 (045)896-2972
	Chinese	Tue.		
	Spanish	Tue.		
	Tagalog	Sun.		
(Kawasaki) < Citizens' Voice/Counseling Center, Kawasaki Kenmin Center > Solid Square Higashi-kan 2F, 580 Horikawa-cho, Saiwai-ku, Kawasaki-shi 212-0013 (Nearest station: JR Kawasaki Station and Keiyou Kawasaki Station on the Keihin Kyuko Line)				
General Counseling	English & Tagalog	2nd & 4th Mon.	9:00 ~ 17:15 (Call or visit by 16:00.)	(044)549-0047 Trio-phone available
General Counseling	Thai	1st, 3rd, & 5th Mon.	9:00 ~ 17:15 (Call or visit by 16:00.)	(046)221-5774 Trio-phone available
	Spanish	Mon.		
	Portuguese	Tue.		
Counseling for Indo-Chinese Refugees	Japanese (Interpreters available)	Wed.	9:00 ~ 17:00 (Call or visit by 16:00.)	(046) 223-0709
< Labor Affairs Section, Ken-o Region Prefectural Administration Center (Ken-o Chiiki Kensei Sogo Center Rodo-ka) > Atsugi Godo-chosha Honkan 2F, 2-3-1 Mizuhiki, Atsugi-shi 243-0004 (Nearest station: Hon Atsugi Station on the Odakyu Line)				
Labor Counseling	Spanish	Thur.	13:00 ~ 16:00	(046)221-7994
Portuguese	Mon.			
Yokohama City < Public Counseling Office, City Hall (Shiyakusho Shimin Sodan Shitsu) > 1-1 Minato-cho, Naka-ku, Yokohama-shi 231-0017 (Nearest station: Kannai Station on the JR Negishi Line)				
Counseling on the Law, Traffic Accident, Labor Affairs, Social Welfare, and the City Administration	English	Fri.	13:00 ~ 16:00	(045)633-3344 (045)633-3322 (045)633-3311 (045)633-3355 (045)633-3366
	Chinese	Thur.		
	Korean	1st & 3rd Mon.		
	Spanish	1st & 3rd Tue.		
	Portuguese	2nd & 4th Tue.		
< Public Relations Counseling Center (Kumin Sodan), Izumi Ward Office (Izumi Kuyakusho) > 4636-2 Izumi-cho, Izumi-ku, Yokohama-shi 245-0016 (Nearest station: Izumi Chuo Station on the Sotetsu Izumino Line)				
General Counseling	Chinese	Thur.	10:00 ~ 16:00	(045)800-2334
Counseling for Indo-Chinese Refugees	Vietnamese	Fri.	10:00 ~ 16:00	(045)801-3738
	Japanese (Interpreters available)	Fri.	9:00 ~ 16:00	(045)801-3738
Yokohama City < YOKE Information Center (YOKE Joho Sodan Kona) > Yokohama Kokusai Kyoryoku Center 5F, Pacifico Yokohama, 1-1-1 Minato-mirai, Nishi-ku, Yokohama-shi 220-0012 (Nearest station: Minato-mirai Station on the Minato-mirai Line) *Closed on first Sundays, and the year-end and new-year days.				
General Counseling	English	Mon. to Sat.	10:00 ~ 17:00	(045)222-1209
	Chinese	Sun. & Holidays	13:00 ~ 16:00	
	Korean	Mon. to Sat.	10:00 ~ 17:00	
	Spanish	Sun. (Not fixed.)	10:00 ~ 17:00	
	Portuguese	Fri.	10:00 ~ 13:30	
	German	Mon. to Sat.	10:00 ~ 17:00	
	Russian	1st Thur.	10:00 ~ 13:30	
Educational Counseling	Japanese	Mon. & Wed.	10:00 ~ 17:00	
	Chinese	1st & 3rd Wed.	10:00 ~ 13:30	
	Spanish	2nd & 4th Tue.	13:30 ~ 17:00	
	Portuguese	1st & 3rd Wed., 2nd & 4th Sat.	14:00~17:00	
< Hodogaya International Exchange Center (Hodogaya-ku Kokusai Koryu Kona) > Iwama Shimin Plaza 1F, 1-7-15 Iwama-cho, Hodogaya-ku, Yokohama-shi 240-0004 (Nearest station: Tannocho Station on the Sotetsu Line) *Closed on second Mondays, and the year-end and new-year days.				
General Counseling	English	Mon. to Sun.	10:00 ~ 18:00	(045)337-0012
	Chinese	Mon.	14:00 ~ 18:00	
	Korean	Thur.	10:00 ~ 14:00	
	Spanish	Sun.	10:00 ~ 14:00	
General Counseling	Portuguese	Tue.	10:00 ~ 14:00	
	English	Sat.	9:00 ~ 13:15	(045)989-5266
	Chinese	Wed.	9:15 ~ 13:30	
	Korean	Sat.	9:00 ~ 13:15	
Spanish	Wed.	9:15 ~ 13:30		
< Kohoku International Lounge (Kohoku Kokusai Koryu Lounge) > 316-1 Mamedo-cho, Kohoku-ku, Yokohama-shi 223-0032 (Nearest station: Kikuna Station on the Tokyu Toyoko Line) *Closed on third Mondays, and the year-end and new-year days.				
General Counseling	Chinese	Sat.	9:00 ~ 13:00	(045)430-5670
	Korean	1st, 3rd, 4th & 5th Fri.	9:00 ~ 13:00	
	Tagalog	2nd Thur.	12:00 ~ 16:00	
	English	Thur.	9:00 ~ 21:00	
	Portuguese	Mon. to Sat.	9:00 ~ 17:00	

Government's Name	Language	Day	Hours	Phone
Yokohama City	< Konan International Lounge (Konan Kokusai Koryu Lounge) > Yume Ooka Office Tower 13F, 1-6-1 Kamiooka Nishi, Konan-ku, Yokohama-shi 233-0002 (Nearest station: Kamiooka Station on the Keihin Kyuko Line) *Closed on the year-end and new-year days.			
General Counseling	English, Tagalog Chinese Korean Spanish Thai Indonesian	1st Sat. 2nd & 4th Sat. Thur. Thur. 1st, 3rd & 4th Tue. 2nd & 4th Mon. 4th Wed.	11:00 ~ 15:00 9:00 ~ 13:00 9:00 ~ 13:00 9:00 ~ 13:00 10:00 ~ 14:00 9:00 ~ 13:00 9:00 ~ 13:00	(045)848-0990
Kawasaki City	< Kawasaki International Association (Kawasaki Kokusai Koryu Kyokai) > 2-2 Kizukigion-cho, Nakahara-ku, Kawasaki-shi 211-0033 (Nearest station: Motsumiyoshi Station on the Tokyu Toyoko Line)			
General Counseling	English Chinese Tagalog Korean Spanish Portuguese	Mon. to Sat. Tue., Wed. & Fri. Tue. & Wed. Tue. & Thur. Tue. & Wed. Tue. & Fri.	10:00 ~ 12:00 13:00 ~ 16:00	(044)435-7000
	< KIAN (North) > Asao Kuyakusho, 1-5-1 Manpukuji, Asao-ku, Kawasaki-shi 215-8570 (Nearest station: Shinyurigaoka Station on the Odakyu Line)			
General Counseling	Chinese Tagalog English	1st & 3rd Tue. 1st & 3rd Wed. 1st & 3rd Thur.	9:30-12:00 14:00-16:30 9:30-12:00	(044)965-5100
	< KIAN (South) > Kawasaki Kuyakusho, 8 Higashida-cho, Kawasaki-ku, Kawasaki-shi 210-8570 (Nearest station: Kawasaki Station on the JR and Keihinkyuko Line)			
General Counseling	Chinese Tagalog English	1st & 3rd Tue. 1st & 3rd Wed. 1st & 3rd Thur.	14:00-16:30 9:30-12:00 14:00-16:30	(044)201-3113
Yokosuka City	< NPO Yokosuka International Association (NPO Yokosuka Kokusai Koryu Kyokai) > Veruku Yokosuka 2F, 1-5 Hinode-cho, Yokosuka-shi 238-0006 (Nearest station: Yokosuka Chuo Station on the Keihin Kyuko Line)			
General Counseling (Appointment necessary)	English Korean Tagalog Chinese Spanish Portuguese	Mon. & Thur. Thur. Mon. Tue. Wed. Fri.	10:00 ~ 13:00 14:00 ~ 17:00	(046)827-2166
Hiratsuka City	< Public Information/Counseling Service Division, Hiratsuka City Hall (Shiyakusho Shimin Joho/Sodan-ka) > 9-1 Sengen-cho, Hiratsuka-shi 254-8686 (Nearest station: Hiratsuka Station on the JR Tokaido Line)			
General Counseling	Spanish Portuguese	1st & 3rd Wed. 2nd & 4th Wed.	9:00 ~ 12:00 13:00 ~ 16:00	(0463)21-8764
Fujisawa City	< Counseling Service Division, Fujisawa City Hall (Shiyakusho Shimin Sodan-ka) > 1-1 Asahi-cho, Fujisawa-shi 251-8601 (Nearest Station: Fujisawa Station on the JR Tokaido Line and Odakyu Line)			
General Counseling	Spanish Portuguese	Mon. to Fri.	8:30 ~ 12:00, 13:00 ~ 17:00 (Direct consultation until 16:00)	(0466)25-1111 (Ext.) 2578 & 2579
Sagamihara City	< Residents' Counseling Office, Sagamihara City Hall (Shiyakusho Shimin Sodan-ka) > 2-11-15 Chuo, Sagamihara-shi 229-8611 (Nearest station: Sagamihara Station on the JR Yokohama Line)			
General Counseling	English Chinese Spanish Portuguese	3rd Wed. Wed. Fri. Fri.	9:00 ~ 12:00 13:00 ~ 16:00	(042)769-8319
	< Sagamihara International Lounge (Sagamihara Kokusai-koryu Lounge) > Promity Fuchinobe Bldg. 2F, 1-9-15 Kanumadai, Sagamihara-shi 229-0033 (Nearest station: Fuchinobe Station on the JR Yokohama Line)			
General Counseling	English Cambodian Portuguese Spanish Korean Chinese	Mon. Tue. Tue. Wed. Fri. Sun.	9:45-15:30 11:00-16:45 9:45-15:30 10:00-15:45 10:00-15:45 10:00-15:45	(042)750-4150
Hadano City	< Public Hearing & Counseling Section, Safe & Secure Life Division, Hadano City Office (Shiyakusho Kurashi Anshin-bu Kocho Sodan-ka) > 1-3-2 Sakura-cho, Hadano-shi 257-8501 (Nearest station: Hadano Station on the Odakyu Line)			
General Counseling	English Portuguese Spanish Chinese	Wed. & Thur. Tue. Wed. & Thur. Fri.	9:00 ~ 12:00 13:00 ~ 16:00 9:00 ~ 12:00	(0463)82-5111
Atsugi City	< Civil Activity Promotion Section, Atsugi City Office (Shiyakusho Shimin Katsudo Suishin-ka) > Atsugi Business Tower 3F, 3-16-1 Naka-cho, Atsugi-shi 243-8511 (Nearest station: Hon-Atsugi Station on the Odakyu Line)			
General Counseling	English Spanish Portuguese	Thur.	13:00 ~ 16:00	(046)225-2100
Yugawara Town	< Foreign Nationality Resident Consultation Corner, Yugawara Town Office (Yugawara-machi Gaikokuseki Jumin Sodan Kona) > 57 Shirohori, Yugawara-machi, Ashigarashimo-gun 259-0305 (Nearest station: Yugawara Station on the JR Tokaido Line)			
General Counseling (Appointment necessary)	English Korean Chinese	As needed	9:00 ~ 16:30 (Call or visit by 16:00.)	(0465) 63-2111 (Ext.) 233
Aikawa Town	< Residents' Division, Aikawa Town Office (Machi-yakuba Jumin-ka) > 251-1 Sumida, Aikawa-machi, Aiko-gun 243-0392 (Nearest station: Bus from Hon-Atsugi Station on the Odakyu Line)			
General Counseling	Spanish Portuguese	Mon., Tue., Wed. & Fri.	13:00 ~ 17:00	(046)285-2111 (Ext.) 3325

○ Interpreters Available for Administrative Consultation

Government's Name	Language	Day	Hours	Phone
Yokohama City	< Registration Division, Tsurumi Ward Office (Tsurumi Kuyakusho Koseki-ka) > 3-20-1 Chuo, Tsurumi-ku, Yokohama-shi 230-0051 (Nearest stations: Tsurumi Station on the JR Keihin Tohoku Line, and Keikyū Tsurumi Station on the Keihin Kyuko Line)			
Alien Registration Procedures	Spanish, Portuguese, English	Mon. to Fri.	10:00 ~ 17:00	(045)510-1704
	< Registration Division, Naka Ward Office (Naka Kuyakusho Koseki-ka) > 35 Nihon-odori, Naka-ku, Yokohama-shi 231-0021 (Nearest station: Kannai Station on the JR Negishi Line)			
Alien Registration Procedures	English	Mon. to Fri.	8:45 ~ 15:45	(045)224-8296
	< Registration Division, Kohoku Ward Office (Kohoku Kuyakusho Koseki-ka) > 26-1 Mamedo-cho, Kohoku-ku, Yokohama-shi 233-0002 (Nearest station: Kikuna Station on the Tokyu Toyoko Line)			
Alien Registration Procedures	Spanish, Portuguese, English	Mon. to Fri.	10:00 ~ 17:00	(045)540-2257
Chigasaki City	< Cultural Promotion Section, Chigasaki City Office (Shiyakusho Bunka Suishin-ka) > 1-1-1 Chigasaki, Chigasaki-shi 253-8686 (Nearest station: Chigasaki Station on the JR Tokaido Line)			
Administrative Consultation	English, Chinese, Korean, Portuguese	Mon. to Fri. (Appointment necessary)	8:30 ~ 17:00	(0467)82-1111 (Ext.) 3301
Yamato City	< The Yamato International Association (Yamatoshi Kokusaika Kyokai) > 8-6-12 Fukami-nishi, Yamato-shi 242-0018 (Nearest station: Tsuruma Station on the Odakyu Line)			
Daily Life and Administrative Consultation	English Vietnamese Chinese Spanish	Mon. to Fri. Wed. Mon. Tue. & Fri.	9:00 ~ 12:00, 13:00 ~ 17:00 9:00 ~ 12:00 9:00 ~ 12:00 9:00 ~ 12:00 13:00 ~ 17:00	(046)260-5126 (046)263-1261 (046)263-1261 (046)263-8305 (046)263-1261

*The above information is as of May 1, 2007. As the information is subject to change, please contact the responsible office for the latest information.

すまいに関する相談は「かながわ外国人すまいサポートセンター」へ
Consult the "Kanagawa Housing Support Center for Foreign People" for Housing Problems

外国人が民間住宅への入居などで困っている場合、相談に応じています。

言語によって相談日・時間が違います。事前に電話で確認してください。

- ①外国人にすまいを仲介してくれる不動産店を紹介します。
- ②言葉の壁や習慣の違いから起こる入居者と大家さんや不動産店とのトラブルに関する相談に応じます。
- ③通訳が必要な場合、通訳ボランティアを派遣します。
- ④保証会社を紹介します。

●電話番号：045-228-1752

●住所：横浜市中区常盤町1-7 横浜YMCA 2階

●ホームページアドレス：http://sumasen.com/

●E-mail：info@sumasen.com

【日本語での問い合わせ】 県国際課 TEL: 045-210-3748

The Kanagawa Housing Support Center (NPO) provides consultation services for foreign people who have housing problems, such as difficulty in renting private housing. Consultation days and hours in each language are shown in the table below. Please make a call in advance to confirm available time.

The services include the following:

- ① Introduce real estate agents that provide services for foreign people.
- ② Give counseling to foreign people faced with troubles with property owners/real estate agents that may arise from language or cultural differences.
- ③ Dispatch volunteer interpreters.
- ④ Introduce surety companies.

●Tel: 045-228-1752

●Address: c/o Yokohama YMCA, 2F, 1-7 Tokiwa-cho, Naka-ku, Yokohama-shi

●Website: http://sumasen.com/

●E-mail: info@sumasen.com

Inquiries in Japanese:

International Division, K.P.G. Tel: 045-210-3748

Hrs./Day	10:00 to 13:00	13:00 to 17:00	Hrs./Day	10:00 to 13:00	13:00 to 17:00
Mon.	English	English, Spanish, Portuguese and Chinese	Thur.	Spanish and Korean	Spanish, Korean, Chinese and Cantonese
Tues.	English	English and Spanish	Fri.	English and Spanish	Spanish and Chinese
Wed.	Spanish	Chinese and English	Sat.		*Available language is not fixed. Please inquire us in advance.

*Consultation in Japanese: 10:00 to 17:00, Mon. to Fri., and 13:00 to 17:00, Sat.

配偶者等からの暴力被害者のための多言語相談窓口のご案内
Multilingual Counseling Service for Victims of Violence from Spouse, etc.

配偶者や親しい男性などからの暴力に悩んでいる方のための多言語相談を実施しています。

相談は無料です。秘密は固く守ります。一人で悩まず、まず電話をしてください。(緊急時は110番)

●電話番号：050-1501-2803 (配偶者暴力相談支援センター)

●相談日・時間：月曜日から土曜日 10時から17時

●対応言語：英語、スペイン語、ポルトガル語、タイ語、タガログ語、韓国・朝鮮語

Multilingual counseling is offered to women suffering from violence by their spouse, boyfriend, etc.

Counseling is free of charge and strictly confidential. In case of emergency, please call 110.

●Tel: 050-1501-2803 (Spousal Violence Counseling and Support Center)

●Counseling days and hours: 10:00 to 17:00, Monday to Saturday

●Languages: English, Spanish, Portuguese, Thai, Tagalog and Korean

Inquiries in Japanese:

Kanagawa Kenmin Center Counter, Spousal Violence Counseling and Support Center

Tel: 045-313-0745 (9:00 to 21:00, Monday to Friday, closed on Friday if it falls on holiday.)

【日本語での問い合わせ】

配偶者暴力相談支援センターかながわ県民センター窓口

TEL:045-313-0745 (月曜から金曜の9時から21時・祝日の金曜日)

曜日は休み)

* 日本語以外の問い合わせは、県外国籍県民相談窓口へ。(P2参照)

* For inquiries in languages other than Japanese, please contact the Prefectural Counseling Services for Foreign Residents. (See P. 2.)

次号(冬号)は、2007年11月に発行予定です。

【編集・発行】 神奈川県国際課 TEL: 045-210-3748

Next "Winter Issue" is scheduled for November 2007.

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Tel: 045-210-3748