



# Isoppy's Helpful Sheet

Isogo Ward Mascot "Isoppy"

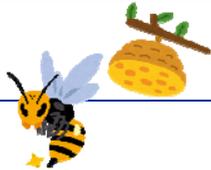
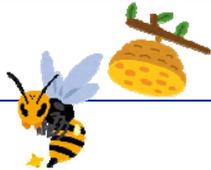


Please save this version

What do you need?

Contact information

Notes

[Garbage]		
<ul style="list-style-type: none"> <li>I want to know if this garbage is oversized garbage</li> <li>I want to know the garbage collection days of where I live</li> </ul>	Resources and Waste Recycling Bureau Isogo Office ☎ Mon. through Sat. 8:00 - 16:45 ☎ 761-5331 fax 754-6109	Search "イオのゴミ分別案内" (Io's guide to sorting garbage) for a guide to sorting garbage in a chat format that utilizes AI. (Available 24 hours, 365 days a year) A list of garbage collection days according to neighborhood is available on the Yokohama Resources and Waste Recycling Bureau website.
I want a list of how to dispose garbage 	Ward Administration Office Public Relations Section ☎ Weekdays 8:45 - 17:00 ☎ 750-2335 fax 750-2532	
I want to dispose of small home appliances such as old mobile phones and digital cameras 	Ward Administration Office 6th floor Small home appliances collection box ☎ Weekdays 8:45 - 17:00 ☎ 750-2397 fax 750-2534	Collected items: Products that run on electricity/batteries that are less than 30cm and can fit through the opening of the collection box (30cm×15cm). Collection boxes can also be found at Isogo Sports Center, Resources and Waste Recycling Bureau Isogo Office, and Ito-Yokodai in Yokodai
[Daily Life]		
I am struggling to get by	Ward Administration Office Public Assistance Division ☎ Weekdays 8:45 - 17:00 ☎ 750-2408 fax 750-2542	
I want to know about civic facilities in the ward (I want an Isogo Ward Guide Map)	Ward Administration Office Public Relations Section ☎ Weekdays 8:45 - 17:00 ☎ 750-2335 fax 750-2532	
[Disaster Prevention]		
I want to know about evacuation shelters and hazardous areas in the ward (I want a disaster prevention map)	Ward Administration Office General Affairs Division ☎ Weekdays 8:45 - 17:00 ☎ 750-2312 fax 750-2530	Maps are also available at the Ward Administration Office Public Relations Section.
[Crime Prevention]		
<ul style="list-style-type: none"> <li>I received a telephone call from someone asking me to use an ATM</li> <li>I experienced a sales scam (e.g. aggressive selling/buying, inspection scam)</li> <li>I received a bill (postcard) for something I don't recognize</li> </ul>	Isogo Police Station ☎ 761-0110 Yokohama City Consumer's Center ☎ Mon. through Fri. 9:00 - 18:00 Sat. and Sun. 9:00 - 16:45 ☎ 845-6666 fax 845-7720	If you need help, go to the police. Do not call the contact on the postcard! 
[Roads]		
<ul style="list-style-type: none"> <li>There are overgrown weeds in the road</li> <li>I want to check the boundary</li> </ul>	Isogo Ward Public Works Office ☎ Weekdays 8:45 - 17:00 ☎ 761-0081 fax 753-3267	24-hour response in case of emergency, such as an accident
[Child-rearing]		
I want to consult someone about child-rearing 	Local child-rearing support center IsoPiyo ☎ Tue. through Sat. 9:30 - 15:30 ☎ 750-1322 fax 750-1323 Ward Administration Office Children and Families Support Division ☎ Weekdays 8:45 - 17:00 ☎ 750-2448 fax 750-2540	Closed on Tuesdays if Monday is a public holiday
I want childcare for my child	Ward Administration Office Children and Families Support Division ☎ Weekdays 8:45 - 17:00 ☎ 750-2435 fax 750-2540	
If you feel like you may abuse your child, or have other worries, please reach out for help and ask for a consultation.	Yokohama children's abuse hotline Available 24 hours a day, 365 days a year ☎ 0120-805-240 Children and Families Support Consultation ☎ Weekdays 8:45 - 17:00 ☎ 750-2525 fax 750-2540	You can consult us anonymously
[Pests/Animals]		
<ul style="list-style-type: none"> <li>How do I get rid of bees?</li> <li>I want information on an exterminator</li> </ul>	Ward Administration Office Health Sanitation Division ☎ Weekdays 8:45 - 17:00 ☎ 750-2452 fax 750-2548	
I found a dead animal	Resources and Waste Recycling Bureau Isogo Office ☎ Mon. through Sat. 8:00 - 16:45 ☎ 761-5331 fax 754-6109	

What do you need?

Contact information

Notes

[Illness/Medical/Nursing Care]		
<p>I want to be treated at a hospital on a holiday/at night</p> 	<p>Isogo Ward Holiday Emergency Clinic ☎ 10:00 - 16:00 ☎ 753-6011</p> <p>Yokohama Dental Health and Medical Center ☎ 19:00 - 23:00 (Reception closes at 22:30) ☎ 201-7737</p>	<p>Sun., public holidays, New Year holidays (Dec. 30 through Jan. 3) Available departments: Internal medicine, pediatrics</p> <p>10:00 - 16:00 (reception closes at 15:30) on Sun., public holidays, and New Year holidays (Dec. 29 through Jan. 4)</p>
<p>If you experience a sudden illness or injury and don't know what to do...</p>	<p>☎ #7119 or 232-7119 (24-hour response) ☎ 242-3808 Guide for medical institutions only (Meant for those who are hearing impaired)</p>	<p>▶ Medical institutions guide: I want information on hospitals/clinics where I can receive emergency treatment → Press <b>1</b> on your telephone</p> <p>▶ Emergency telephone consultation: I need to know if I should immediately seek medical treatment or call an ambulance → Press <b>2</b> on your telephone</p> <p>▶ Emergency medical treatment guide (using a PC or smartphone) → You can find out if your situation is an emergency or if you need to seek medical treatment</p>  <p> <a href="#">横浜市救急受診ガイド</a> </p>
<ul style="list-style-type: none"> <li>• I want a consultation on health and welfare for the elderly (*1)</li> <li>• I want to apply for Long-term Care Insurance (*2)</li> </ul>	<p>Isogo Community Care Plaza ☎ 758-0180 ☎ 758-0181</p> <p>Kamisasage Community Care Plaza ☎ 769-0240 ☎ 769-0242</p> <p>Shin-sugita Community Care Plaza ☎ 771-3332 ☎ 771-3334</p> <p>Takigashira Community Care Plaza ☎ 750-5151 ☎ 750-5155</p> <p>Negishi Community Care Plaza ☎ 751-4801 ☎ 751-4821</p> <p>Byobugaura Community Care Plaza ☎ 750-5411 ☎ 751-2322</p> <p>Yokodai Community Care Plaza ☎ 832-5191 ☎ 832-5138</p> <p>Ward Administration Office Elderly and Disabled Support Division ☎ 750-2540 *1 for Elderly Support ☎ 750-2417 *2 for Long-term Care Insurance ☎ 750-2494</p>	<p>☎ Mon. through Sat. 9:00 - 21:00 Sun. and holidays 9:00 - 17:00</p>  <p>☎ Weekdays 8:45 - 17:00</p>
<p>I want to go through procedures for high medical costs</p>	<p>Ward Administration Office Health Insurance and Pension Division ☎ Weekdays 8:45 - 17:00 ☎ 750-2428 ☎ 750-2545</p>	<p>Those who are eligible and have coverage with National Health Insurance/health-care system for people aged seventy-five and over will be sent a notification (if you have insurance with Japan Health Insurance Association, Health Insurance Society, mutual aid association, etc., contact the department in charge of employee benefits at your workplace)</p>
[Other]		
<p>I want to obtain various certificates outside of weekday hours of the Ward Administration Office or on Sat./Sun. (e.g. resident certificate, seal registration certificate, certificate of family register/partial family register, taxation/tax exemption certificate) (*3)</p>	<p>Yokohama Station Administrative Service Corner ☎ 453-2525</p> <p>Kamiooka Station Administrative Service Corner ☎ 848-0171</p> <p>Konandai Administrative Service Corner ☎ 835-2664</p> <p>Isogo Ward Administration Office Open on 2nd and 4th Saturdays ☎ 9:00 - 12:00 ☎ 750-2323 ☎ 750-2530</p>	<p>☎ Mon. through Fri. 7:30 - 19:00 Sat. and Sun. 9:00 - 17:00</p> <p>(*3) Taxation/tax exemption certificates applied for on weekdays from 17:15 to 19:00 and on holidays will be available after 11:00 on the next open office day.</p> <p>All services of the Family Registry Division and Health Insurance and Pension Division are available, and some services of the Children and Families Support Division are available.</p>
<p>To contact the Isogo Ward Administration Office...</p>	<p>Isogo Ward Administration Office ☎ 8:00 - 21:00 ☎ 750-2323 ☎ 750-2530</p>	<p>We will do our best to answer inquiries outside of Ward Administration Office hours (8:45 - 17:00). Outside of the hours listed on the left, a guidance message will be played and emergency telephone numbers are also provided.</p>
<p>Yokohama City Call Center</p>  <p>Nikorin</p>	<p>☎ 8:00 - 21:00 ☎ 664-2525 ☎ 664-2828</p>	<p>We will do our best to answer inquiries outside of Ward Administration Office hours (8:45 - 17:00). Outside of the hours listed on the left, a guidance message will be played and if an "emergency notification from Yokohama-shi" has been released, the contents of that notice will be provided as well.</p>

Isogo-ward International Exchange Corner in the ISOGO WARD

OFFICE is staffed by volunteer interpreters for general consultation service and procedures of foreign residents.

<Open> Monday through Friday 9:30 ~ 13:00

Closing office days and holidays are closed.

<Venue> 2<sup>nd</sup> floor, Isogo-ward office TEL / FAX (045) 750-2550

YOKOHAMA Foreign Residents Information Center 英語

Open hours

Weekdays: 10:00 am - 5:00 pm (registration is until 4:30pm)  
2nd and 4th Saturdays of the month: 10:00 am - 1:00 pm (registration is until 12:30pm)

Closed on Sundays, national holidays, and Dec. 29 - Jan. 3

At the "YOKOHAMA Foreign Residents Information Center," foreigners living in Yokohama will be able to receive consultations and information in any of 11 languages. Consultations are free of charge, and information will be kept in the strictest confidence.

