

Establishment of the Tokyo Coronavirus Support Center for Foreign Residents

To respond to a range of inquiries from foreign nationals whose first language is not Japanese regarding uncertainty brought about by the spread of the novel coronavirus and its impacts on their lives, a new call center will be established as part of emergency response measures being implemented by the Tokyo Metropolitan Government as follows.

Details

1. Name of call center
Tokyo Coronavirus Support Center for Foreign Residents (Abbreviated as: TOCOS)
2. Date of establishment
Friday, April 17, 2020
3. Hours
10:00 a.m. to 5:00 p.m. (Closed weekends and holidays)
4. Telephone number
0120-296-004 (Toll free)
5. Language support
14 languages
Assistance will be available in (plain) Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, French, Cambodian, and Burmese.
6. Other information
 - For a flowchart illustrating how consultations will be handled, see the attached file.
 - Questions or concerns regarding Tokyo's emergency measures, as well as questions regarding the system to issue payments to businesses for cooperation in suspending operations to stop the spread of the virus, can be directed to the Tokyo Metropolitan Government State of Emergency Measures Consultation Center at 03-5388-0567 (Assistance available in Japanese only).
 - Consultations regarding prevention of the spread of novel coronavirus, testing, and related medical care can still be directed to the Tokyo Novel Coronavirus Call Center at 0570-550-571 (Assistance available in Japanese, English, Chinese, and Korean).

Note:

To avoid inconveniencing others by misdialing the call center's number, please double check the number as you dial, and do not forget the first 0 (zero) in the number. Your cooperation will be greatly appreciated.

Inquiries

Mr. Saito and Ms. Shimokawabe
Community Activity Promotion Section, Citizens' Affairs Division
Bureau of Citizens and Cultural Affairs
Tokyo Metropolitan Government
Telephone: 03-5320-7711 (Assistance in Japanese only)