

Main support measures related to COVID-19 (for individuals)

*Updated 30 September. For the latest information and plan details, check the city website or contact the related organization.

Category	Name	Description	Contact
Residents who plan to enter an elderly care facility	PCR test subsidy for residents newly entering an elderly care facility	Residents 65 or older who will newly enter special elderly care homes or other facilities are eligible for a subsidy towards the PCR testing fee if they wish to take it. (Approx. 20,000 yen per person, one-time only)	Elderly Health and Welfare Division, Health and Social Welfare Bureau TEL 045-671-3412 FAX 045-550-3613
Workers at small to medium-sized enterprises who could not receive a leave allowance	Support fund and allowance for the leave forced to be taken under the COVID-19 outbreak	Support fund and benefit payment to be paid to workers forced to take leave due to the effects of COVID-19 and who did not receive a leave allowance. <ul style="list-style-type: none"> • Benefit eligibility Employed at small to medium firms: workers who did not receive wages (leave allowance) when furloughed by the business owner due to the effects of COVID-19, for the period between 1 April 2020 and 30 November 2021. Employed at large firms: workers who did not receive wages (leave allowance) when furloughed by the business owner due to the effects of COVID-19, for the period in (1) or (2) below (1) From 1 April 2020 to 30 June (2) From 8 January 2021 to 30 November *Those other than the above may also receive the benefit in some cases. See the related website for details. <ul style="list-style-type: none"> • Application deadlines: Application deadlines extended December 31 2021 *February 28, 2022 for workers furloughed between October and November 2021	Ministry of Health, Labour and Welfare Leave Support Fund and Allowance Call Center for COVID-19 TEL 0120-221-276
Residents enrolled in the National Health Insurance who test positive or are suspected to be infected, or are not receiving an adequate salary, etc.	National Health Insurance Injury and Illness Allowance	Provided to those experiencing job loss or are not receiving an adequate income due to becoming infected or suspected of becoming infected with COVID-19.	The Health Insurance and Pension Division of the local Ward Administration Office, National Health Insurance Section
Elderly residents aged 75 or older who are enrolled in the National Health Insurance and test positive or are suspected to be infected, or are not receiving an adequate salary, etc.	Medical insurance system for the elderly aged 75 or older injury and illness allowance	Provided to those experiencing job loss or are not receiving an adequate income due to becoming infected or suspected of becoming infected with COVID-19.	Kanagawa Prefecture Medical Care for the Elderly Call Center TEL 0570-001120
For pregnant women	Comprehensive preventive measure project for pregnant women related to the COVID-19 epidemic	Support measures such as “prenatal virus screenings” and “childcare services” provided to ensure a secure environment for mothers during pregnancy, birth, and childcare while the risk of COVID-19 is present. <ul style="list-style-type: none"> • For pregnant mothers who became infected, a public health nurse or midwife will provide consultation at their home or over the phone after the mother leaves the hospital • Virus test fees for pregnant women who request one will be subsidized • Costs will be subsidized for the use of helpers for mothers who cannot go to their family's home, etc. 	Children and Families Division, Children and Youth Bureau TEL 045-671-2455 FAX 045-681-0925

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For low-income child-rearing households	Yokohama special benefit to support daily life costs for low-income child-rearing households	<p>A special benefit to help support families with the costs of daily living with regard to the protracted effects of COVID-19 will be paid to low-income child-rearing households to which one of the following applies:</p> <p>○ Eligible recipients:</p> <p>1 Single-parent households</p> <p>① Recipient of April 2021 child-rearing allowance (no application necessary)</p> <p>② Recipient of public pension and do not receive child-rearing allowance (no application necessary)</p> <p>③ Income has been reduced due to the effects of COVID-19 to the same level as those receiving the child-rearing allowance (application required)</p> <p>2 Non single-parent households</p> <p>① (no application necessary)</p> <p>② Beside the above, caregiver for children born between 2 April 2003 and 28 February 2022 (children under 20 who have been certified to receive the special child-rearing benefit) for whom any of the following applies: (application required)</p> <p>*Newborns who are born by 28 February 2022 also eligible.</p> <ul style="list-style-type: none"> Those exempt from the fiscal 2021 per capita rate of residence tax Those whose household finances have suddenly worsened due to the effects of COVID-19, and who are evaluated to be in the same position as those who are exempt from fiscal 2021 per capita rate of residence tax (sudden change in household income) <p>○ Benefit amount: 50,000 yen provided per child to households qualifying for 1 or 2</p>	Yokohama Special Livelihood Support Benefit to Child-Rearing Households Call Center (provisional) TEL 0120-694-281 FAX 045-641-8424
Residents that have lost or are at risk of losing their home	Ensured housing benefit	<p>Rent cost equivalent will be paid to those who have lost or are at risk of losing their residence due to job loss, their workplace closing, or receiving a reduced income for three months generally, up to a maximum of 9 months.</p> <ul style="list-style-type: none"> If household income exceeds the set standard amount, a portion will be paid. Benefit is paid starting from the month of rent on the day the application was made. Active job searching and other conditions apply. As part of special measures related to the effects of COVID-19, it is possible to receive the benefit a second time for three months only (until 30 November 2021). 	The Health and Welfare Center of the local Ward Administration Office, Public Assistance Division
	Temporary provision of municipal housing	<p>Temporary municipal housing for residents who cannot find housing due to job loss, etc.</p> <ul style="list-style-type: none"> Application deadline: March 31 2022 (may be extended depending on circumstances) 	Yokohama Housing and Architecture Bureau, Municipal Housing Division TEL 045-671-2923 FAX 045-641-2756
	Safety Net Housing with rent assistance	<p>Maximum rent reduction assistance amount increased for owners of "Safety Net Housing with rent assistance" to lower the burden of rent for new residents moving in due to loss of income.</p>	Yokohama City Housing Development Public Corporation, Rental Housing Division (Safety Net Housing with rent assistance desk) TEL 045-451-7755 FAX 045-451-7707
Residents with difficulty in their daily lives	Self-reliance support relief and welfare system	Support system for residents facing difficulties in their day-to-day life based on their individual situations.	Health and Welfare Center of the Public Assistance Division at the local Ward Administration Office

Deadlines extended

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Households that have lost income and find it difficult to maintain their livelihood or daily lives	Welfare Fund (Emergency Small-scale Fund)	Loans for households with reduced income from workplace closures, etc. because of COVID-19 who need urgent temporary aid due to difficulty maintaining their livelihoods. <ul style="list-style-type: none"> Application deadline: 30 November 2021 Application deadlines extended	<p>[Information and guidance] Consultation Call Center (Ministry of Health, Labour and Welfare) TEL 0120-46-1999</p>
	Welfare Fund (Comprehensive Support Fund)	Loans to households with reduced income or job loss due to COVID-19 that has made it difficult to maintain their day-to-day lives. <ul style="list-style-type: none"> Application deadline: 30 November 2021 Application deadlines extended	<p>[Applications] Social Welfare Council of the local Ward</p>
	Yokohama support fund to help households facing economic hardship become self-supporting	Support fund to help households facing economic hardship become self-supporting, when those households' re-lending for loans provided by the Social Welfare Council have ended or were not approved, and who meet certain conditions (regarding income, assets, employment, etc.). <ul style="list-style-type: none"> Application deadline: 30 November 2021 (postmarked date) Support fund amount (monthly): 60,000 yen per 1-person household, 80,000 yen per 2-person household, 100,000 yen per 3-person or more household Support fund period: 3 months How to apply: By post in principle (applications also accepted at help desks offering consultation for self-residents facing economic hardship seeking to become self-supporting located in each Ward Administration Office) 	<p>[Inquiries] Dedicated number for Yokohama fund to help residents facing economic hardship become self-supporting Toll free: 0120-044-500 Residents with hearing loss: (FAX) 045-664-0403</p>
	Loan system for Yokohama worker living expenses (special measures related to COVID-19)	Loans for workers with reduced income due to COVID-19. <ul style="list-style-type: none"> Applications must be received by March 31 2022 (including all required documents) 	<p>[How to apply] Any branch of the Chuo Labour Bank ("rōkin") (ろうきん)</p>
Residents with difficulty declaring or paying taxes	Deadline extension for filing and paying national taxes	Deadline extensions may be granted if residents find it difficult to file income tax assessments, gift taxes, or consumption taxes for the self-employed within the current deadline.	Local tax office
	Tax deferrals	Deferments may be granted to residents experiencing difficulty in paying municipal taxes if the taxpayer (or a member of their family) contracts COVID-19, or if one of the below cases applies. (Case 1) Extensive loss of assets due to disaster. If equipment or inventory were lost due to sterilization efforts at facilities where an infection of COVID-19 occurred. (Case 2) Taxpayer or family member becomes ill If the taxpayer or family member who contributes to household income becomes ill. (Case 3) Business is closed or suspended If the business run by the taxpayer must cease operations. (Case 4) Business suffers a significant loss If the business run by the taxpayer suffers a significant loss due to reduced earnings or other reasons.	<p>Tax division in charge of collection at the local Ward Administration Office</p> <p>※Residents required to pay a special resident tax to a city other than Yokohama should contact the Tax Administration Division of the Finance Bureau (delinquent payment administration) 045-671-3764</p>
Residents with difficulty paying National Pension Insurance premiums	National pension insurance premium relief, deferred payment, and student payment exceptions (temporary special measures)	Exemption or deferral of national pension insurance premiums may be granted for residents whose income has been affected due to COVID-19 and for whom it is difficult to make their payments.	The Health Insurance and Pension Division of the local Ward Administration Office, National Pension Section; or the local Japan Pension System branch office

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Residents who cannot pay costs or premiums for National Health Insurance, Senior Citizen Medical Insurance, or Long-term Care Insurance	Reduction of fees or collection deferment (National Health Insurance)	Exemptions or deferment on insurance premiums may be granted for residents who have contracted COVID-19 or have lost income due to the effects of COVID-19. Exemption application deadline: March 31, 2021 (for fiscal 2020) *Exemptions for fiscal 2021 are currently being prepared. Applications will open once the notices for the final insurance premium costs are sent out in mid-June. (To be announced on the website on June 7)	The Health Insurance and Pension Division of the local Ward Administration Office, National Health Insurance Section
	Reduction of fees or collection deferment (Senior Citizen Medical Insurance)	Exemptions or deferment on insurance premiums may be granted for residents who have contracted COVID-19 or have lost income due to the effects of COVID-19. Exemption application deadline: March 31, 2021 (for fiscal 2020) *Exemptions for fiscal 2021 are currently being prepared.	
	Reduction of fees or collection deferment (Long-term Care Insurance)	Exemptions or deferment on insurance premiums may be granted for residents who have contracted COVID-19 or have lost income due to the effects of COVID-19.	
Residents with difficulty paying public utility bills	Deferment of payment for water-sewage bills	Deferments may be granted for residents finding it temporarily difficult to pay due to a significant loss of income or other reasons.	Yokohama Waterworks Bureau Customer Support Center (for combined water and sewage bills) TEL 045-847-6262 / FAX 045-848-4281 Accounting and Management Division of the Environmental Planning Bureau (for well water and related sewer usage fees) TEL 045-671-2826 / FAX 045-663-0132
	Deferment of payment for gas and electricity bills	Deferments may be granted for residents finding it difficult to pay gas or electricity bills.	Local provider
	通信料金の支払い猶予	Deferments may be granted for residents finding it difficult to pay telecom (phone, internet, etc.) bills.	Local provider

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◆List of consultation services (in Japanese only unless noted)

General consultation regarding the COVID-19 vaccine	<p><u>Yokohama COVID-19 Vaccine Call Center</u> TEL 0120-045-070 FAX 050-3588-7191 (for residents with hearing loss) ※Open 9 a.m. to 7 p.m., including weekdays and holidays [Guidance available] Japanese, English, Chinese, Korean, Vietnamese, Spanish, Nepalese, Portuguese</p>
<p>・ If you have a fever, sore throat, cough, or other cold-like symptoms, do not have a regular physician, and wish to get a test ・ General inquiries about COVID-19</p>	<p><u>Yokohama City COVID-19 Call Center</u> (Consultation for returnees from abroad, who experience other symptoms, or who may have been in contact with infected persons) TEL 045-550-5530 FAX 045-846-0500 ※24 hours/day (including weekends and public holidays)</p>
Work-related matters	<p><u>Work Information & Consultation Corner</u> TEL 045-681-6553 (formerly "Yokohama Shigoto Shien ("job-hunting support") Center", name changed as of 1 April 2021)</p>
Employment	<p><u>Yokohama Employment Support Center</u> TEL 0120-915-574 (Relocated from the Yokohama Station West Exit to the 3rd floor of the Yokohama Craftspeople Assembly Hall as of 1 April 2021)</p>
Consultation for women regarding employment, finances, or worries about daily life	<p><u>Yokohama Women's Work/Life during COVID-19 Consultation Call Center (Yokohama Association for Promotion of Gender Equality)</u> TEL 0800-800-6656 (no calling charges) ※Tuesdays : 3 p.m. to 8 p.m., Fridays : 12 p.m. to 5 p.m. (except for public holidays)</p>
Human rights counseling	<p><u>Human Rights for Everyone #110</u> TEL 0570-003-110 <u>Foreign-language Human Rights Hotline</u> TEL 0570-090-911 (Navi dial) Weekdays (except New Year holidays) 9 a.m. to 5 p.m.</p>
Child abuse	<p><u>Yokohama Child Abuse Hotline</u> TEL 0120-805-240 <u>Kanagawa Children and Family #110 Consultation</u> LINE ID : kana_kodomo110</p>
Domestic Violence	<p><u>Yokohama City DV Counseling and Support Center</u> TEL 045-671-4275 or TEL 045-865-2040 <u>Domestic Violence Hotline Plus (Cabinet Office)</u> TEL 0120-279-889</p>
Mental health	<p><u>Health and Welfare and Health Center</u> Mon-Fri 8:45 a.m. - 5:00 p.m. *except public holidays Kokoro no denwa (mental health counseling by phone) TEL 045-662-3522 Mon-Fri: 5:00 p.m. - 9:30 p.m., weekends and holidays: 8:45 a.m. - 9:30 p.m.</p>
Various issues regarding adolescents and young adults (ages 15 to 39)	<p><u>Youth Consultation Center</u> TEL 045-260-6615 *Weekdays except public holidays: 8:45 a.m. to 5:00 p.m.</p>
Consultation in other languages	<p><u>YOKOHAMA Foreign Residents Information Center</u> TEL 045-222-1209 [Supported languages] Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish</p>

*Please check the Prime Minister's Office website for information on national support measures and consultation services.

<https://corona.go.jp/action/>

*Please check the Kanagawa Prefecture website for prefectural support measures and consultation services. https://www.pref.kanagawa.jp/docs/ga4/bukanshi/bukan_200114.html?pk_campaign=top&pk_kwd=nCoV-ing