

All About the New Coronavirus Disease (COVID-19) Pandemic

A Request to You All

- Please thoroughly observe the basic countermeasures against infection: **“Wash Hands Frequently,” “Cough with Care,” and “A Balanced Diet + Adequate Sleep”**
- When leaving the house please avoid locations with a high risk of infection, and especially those where the following three conditions overlap: **spaces with poor ventilation, spaces where people are clustered together, and spaces where people are talking and vocalizing in close proximity.** Please also refrain from leaving your home at night on non-essential or non-urgent business.
- All kinds of dubious information are propagating across the internet on SNS and other platforms. Do not be misled by unreliable information, and **instead act calmly based on reliable information from the national and local governments.**

※ Additional information on the new coronavirus infection can be found on pages, pages 2 and 3.

New Coronavirus Consultation

Window (Daily 09:00 - 21:00)

Yokohama City New Coronavirus Infection Call Center

Characteristics of COVID-19 infection, preventive measures, what to do if infected, and general consultations.

Tel: 045-550-5530

Consultation center for returnees from abroad infected with the new coronavirus or who were in contact with infected persons

Consultation center for persons who are concerned they may have been infected with the new coronavirus.

Tel: 045-664-7761

For the latest information on the new coronavirus please visit the Yokohama City homepage.

横浜市 新型コロナナ



Protecting the Lives of All Our Citizens and the Yokohama Economy

I want to thank all of you, the citizens of Yokohama, for both your cooperation in staying at home except for urgent or essential matters and your understanding of the necessity of closing city facilities to prevent the further spread of new coronavirus infections. I also want to say thank you from the bottom of my heart to all of our medical personnel who are constantly working on the frontlines of the epidemic, and to all those many other people who continue to stay on their jobs in their workplaces in order to support and sustain the life of all of us.

With the issuance of the Government of Japan's declaration of a nationwide state of emergency on April 7, we have been strengthening our support system for medical care and supplies and public information efforts, while continuing to move full speed ahead on measures to minimize the impact of the epidemic on the lives of our citizens and on our city's social and economic activity to the greatest degree possible. In order to be able to provide care for those with severe symptoms or otherwise requiring treatment for the virus, we are coordinating closely with medical institutions and pouring energy into securing and sustaining regional medical systems as we work to realize Kanagawa Prefecture's "Kanagawa Model" for responding to the epidemic. On the economic front, we are working steadfastly to support all of our small- and medium-size enterprises (SMEs) through our special management consultation service windows and the Yokohama City institutional financing system. Regarding the closure of city facilities, the cancellation or postponement of events and other city activities, educational activities at our schools, and more, we will continue to respond effectively and proactively while closely monitoring minute by minute the rapidly evolving situation overall.

My request to you the citizens of Yokohama is that we all continue to strictly observe such basic preventative measures against infection as "Wash your hands frequently" and "Cough with care," that we not leave our homes for unnecessary or non-urgent business, that we avoid locations with a high risk of infection, that is, places where the three conditions of "spaces with poor ventilation," "spaces where people are gathered closely together," and "spaces where people are talking and vocalizing in close proximity" all combine. Please remain calm, and only act based upon accurate information. The individual actions of each and every one of us will contribute to protecting not only our own lives and the lives of our families and others close to us, but the lives of so many other people around us, defending and protecting our society as a whole.



Hayashi Fumiko
Mayor of Yokohama

At the same time, in order to continue to support the lives and livelihoods of the citizens of Yokohama and the economic activities of all our businesspeople, the City of Yokohama is compiling a supplemental budget based on the Government of Japan's emergency economic stimulus package, and will be implementing other city-wide measures. I ask for your continued understanding and cooperation in the challenging days ahead.

About the New Coronavirus Disease (COVID-19)

Special Management Consultation Windows for Yokohama SMEs

We have established Special Management Consultation Service Windows for small- and medium-size enterprises (SMEs) within the City of Yokohama that have been or may be affected by the spread of the new coronavirus infection. Windows have been established in the Economic Affairs Bureau Financial Division, the Yokohama Industrial Development Corporation (IDEC), and the Yokohama Credit Guarantee Association, and are available for consultations on cash-flow and financing issues.

● Consultation Windows

Consultations on Financing and Management Stabilization	Hours	Inquiries
Economic Affairs Bureau Financial Division Consultation and Accreditation Section Yokohama Media Business Center 7th floor Naka Ward, Ota-machi 2-23	Mon. – Fri. 08:45 – 17:00	Tel: 045-662-6631 Fax: 045-651-3518
Consultations on General Management Issues	Hours	Inquiries
Yokohama Industrial Development Corporation (IDEC Yokohama) Yokohama Media Business Center 7th floor Naka Ward, Ota-machi 2-23	Mon. – Fri. 09:00 – 17:00	Tel: 045-225-3711 Fax: 045-225-3738
Consultations on Credit Guarantees [Yokohama Credit Guarantee Association]	Hours	Inquiries
Main Office: Yamashita-cho SSK Bldg. 10th floor Naka Ward, Yamashita-cho 22	Mon. – Fr. 09:00 – 17:20	Tel: 045-662-6623 Fax: 045-661-0089
North Branch: Shin-Yokohama TECH Bldg. B Annex 6th floor Kohoku Ward, Shin-Yokohama 3-9-18		Tel: 045-470-5600 Fax: 045-470-7170
West Branch: Yokohama First Bldg. 7th floor Nishi Ward, Kita-Saiwai 1-6-1		Tel: 045-319-5335 Fax: 045-319-5340
South Branch: Yumeooka Office Tower 22nd floor Konan Ward, Kami-Ooka-Nishi 1-6-1		Tel: 045-844-6621 Fax: 045-845-0641

[Inquiries] Economic Affairs Bureau Financial Division Tel: 045-662-6631 Fax: 045-651-3518

Be on Guard Against Scams and Deceptive Business Practices Exploiting the New Coronavirus Infection

There have been reports of new deceptive business practices exploiting the spread of the new coronavirus. If you encounter anything suspicious, please consult with the Yokohama Consumer Affairs Bureau.

Case

Face masks that I have no memory of ordering have been sent to my home. I do not recognize the return address at all. I have not been sent a bill yet, but what should I do?

What to Do

As you have not been billed yet it is too soon to say for certain, but this could be a so-called “negative option” scam.※1 In a “negative option” scam, any product sent to you without your request can be disposed of 14 days※2 after you receive the product. However, we recommend that you keep the product for a while longer than 14 days, both to see if a billing does arrive and to make sure that no transaction has been charged to your credit card. If you are unsure what you should do, please consult with the Yokohama Consumer Affairs Bureau (contact information below).

- ※1 A deceptive business practice that takes advantage of some consumers’ mistaken belief that once they have received a product, even without prior consultation, they are obligated to purchase it.
- ※2 If you contact the sender to demand that they take the item back, you can shorten this waiting period to seven days. However, there is a possibility that in the process you could accidentally give away your telephone number and other personal information to the operator behind the scam.

[Inquiries] Yokohama Consumer Affairs Bureau Tel: 045-845-6666 Fax: 045-845-7720

There have been reports in other cities of suspicious telephone calls, e-mails, and home visits by persons claiming to be civil servants who tell residents that their water pipes are “coated” with the new coronavirus, and that they will have to pay to have the virus removed.

The City of Yokohama does not and never will make such calls or visits to your residence, nor does it contract any such services to outside contractors. Please beware of any such contacts.

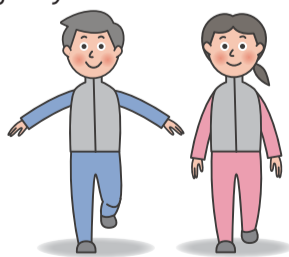
[Inquiries]

Waterworks Bureau Customer Service Center
Tel: 045-847-6262 Fax: 045-848-4281

“Hama Tore!” Let’s Keep Our Bodies Moving with Exercises to Do at Home

At times like this when we are spending so many more hours at home it is important to ramp up the time we spend on our feet and walking around inside in order to keep up our physical strength. Squats and other exercises are also effective for keeping our legs and lower backs strong.

“Hama Tore” is an original training program developed by the City of Yokohama that focusses on five elements crucial to walking. It is an original training sequence using 20 different kinds of movements. Let’s all try “Hama Tore,” the physical exercise regime you can do at home!



Hama Tore

The five elements of “Walking”

Are you stumbling or falling more often?

Balance

Dynamic Flamingo

Eyes Ahead

Count to 20, left & right

Lift 5cm off floor

Is your back getting stooped?

Back straightening

Side Bends

Bend to the side, count to 4, left & right

Does your body tilt when you walk?

Improving posture

Leg Swing

Right and left 4 times

Raise slowly, pointing slightly to back

Are your ankles getting stiff?

Feet & ankles

Toe Rotation

From little toe, rotate 4 times right, 4 times left

Are your steps getting shorter?

Hip joint stretch

Hip Walk

Alternate right and left, 2 times each

Lower hip while supporting your weight with extended foot

Five minutes a day! For anyone who wants daily stress-free exercise at home, we recommend our “Hama Tore” trial version focusing on just 11 movements.

Visit the City of Yokohama home page for details.

横浜市 介護予防

Search



“Hama Tore” trial version video

[Inquiries] Health and Social Welfare Bureau Regional Comprehensive Care Promotion Division Tel: 045-671-3464 Fax: 045-550-4096

Let's Take Preventative Steps to Stop the Spread of Infection

The Yokohama FC Japan Football League soccer team is taking all kinds of steps to stop the spread of new coronavirus infections. As part of the effort to stop the spread of new coronavirus infections, the Yokohama FC and the City of Yokohama have collaborated on a video that shows you what to pay special attention to when washing your hands, practicing coughing etiquette, and managing your diet.

Yokohama FC players take to the screen to demonstrate preventative measures themselves. Please use the QR code on the right to see the video!



A Message from Miura Kazuyoshi (No. 11, forward)

It started as a little idea, the thought that, in order to help prevent the spread of new coronavirus infections, we might be able to help everyone by demonstrating the correct prevention methods that we players all practice at Yokohama FC. It was from this modest idea that this video became a reality.

By all of us acquiring accurate knowledge, practicing these prevention methods ourselves, and always doing our very best, we can protect not only ourselves but all the important people in our lives. Let's all keep on doing our part, the very best that we can.

Broadcasting the Latest Information About the New Coronavirus Infection on LINE We Have Launched an Official City of Yokohama LINE Account



The City of Yokohama has launched an official account on LINE, where we plan to transmit information on the new coronavirus infection. You can also use our new LINE account to schedule oversize trash pickups and get guide on the separation of waste. Please friend us on LINE to access our account.

Services Available

- ① New coronavirus infection information
- ② Oversize trash inquiries and pickup applications
- ③ Guide on separation of waste
- ④ Link to City of Yokohama homepage

"Friend" Registration

1 Select "Add friends" on the "Home" page



2 Select "QR Code" or "Search"



3 Read QR code or enter ID and search



LINE ID : @cityofyokohama

※ Even after friending the City of Yokohama LINE account, you will not be able to access the new corona virus infection information service until it has launched.

4 Select "Add"



[Inquiries] Regarding official LINE account Civic Affairs Bureau Public Affairs Division Tel: 045-671-2349 Fax: 045-661-2351
 Regarding oversize trash pickup applications using LINE Resources and Waste Recycling Bureau Resources and Waste Collection Operation Division Tel: 045-671-3815 Fax: 045-662-1225