



# Consultation services

If you have a problem, please do not hesitate to use public consultation services.

## ★ Consultation on parenting issues ★

### **Child Raising General Inquiry Counter (Child Raising Generation Integrated Support Center)**

If you have any concerns about your pregnancy or parenting, such as the baby's stool color, sleep and development, or if you are exhausted with taking care of the baby, don't suffer alone; please feel free to share your problems.

■ Telephone consultation: Monday – Friday (excluding national holidays and New Year holidays): 8:45 – 17:15

■ Face-to-face consultation: Monday – Friday (excluding national holidays and New Year holidays): 9:00 – 16:30

Chikusa Public Health Center	757-7033
Higashi Public Health Center	979-3588
Kita Public Health Center	910-6815
Nishi Public Health Center	529-7105
Nakamura Public Health Center	483-6811
Naka Public Health Center	269-7155
Showa Public Health Center	745-6030
Mizuho Public Health Center	837-3285

Atsuta Public Health Center	679-3086
Nakagawa Public Health Center	364-0065
Minato Public Health Center	655-8745
Minami Public Health Center	619-7086
Moriyama Public Health Center	797-5220
Midori Public Health Center	899-6518
Meito Public Health Center	769-6288
Tempaku Public Health Center	847-5981

### **Consultation on preschool education**

If you have any concerns about your preschool child's education, please use the following consultation service, which is offered by telephone and face-to-face.

\*Prior appointment is required. Please contact by telephone and make an appointment for your desired date.

\*In principle, this service is intended for parents whose children attend or will attend a private kindergarten in Nagoya City.

■ Consultation hours: Monday – Friday: 10:00 – noon

■ Location: Private Kindergarten Association of Nagoya City ☎ 957-1396 (for appointment) FAX 308-3319

### **Telephone consultation (Support service for families with multiples, e.g. twins)**

Those with experience of raising multiples offer consultation on issues relating to child development and parenting problems.

■ Consultation dates and time: Monday, Wednesday and Friday 10:00 – 13:00 ☎ 778-7338

### **Nagoya Kids SOS**

This consultation is available for parents who have parenting problems, and also for children.

■ Consultation hours: 24 hours, 365 days a year ☎ 761-4152

### **Consultation line for parents and children**

A consultation service for children (under 18 years old) and their parents or guardians when there are concerns regarding child-rearing or parent-child relationships.

■ Consultation dates and hours: 24 hours a day, 365 days a year

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### **Community Child Consultation Office: Child and Family Support Center SAKURA**

Experts offer consultation on general parenting issues, including child abuse and mental care. Prior appointment is required for consultation on mental care, which is provided on Tuesdays, Wednesdays, Thursdays, and Fridays.

■ Telephone consultation: Monday – Friday (excluding national holidays and New Year holidays): 9:00 – 17:00

■ Location: 4-26-37 Yobitsugi, Minami Ward Nagoya Orphanage ☎ 821-7867 FAX 821-7869

### **CAPNA Hotline**

Consultation is offered to those with parenting problems including unwanted pregnancy, childbirth and child abuse.

■ Telephone consultation: Monday – Saturday (excluding national holidays and New Year holidays): 11:00 – 14:00

☎ 232-0624 (NPO Child Abuse Prevention Network Aichi)

### **Community-wide nursery service**

For details, please see "Community-wide nursery service" on p.14.

## ★ Consultation on child development and disability ★

### 🐻 Child Guidance Centers

Child Guidance Centers offer consultation on all parenting problems, including physical and mental development and delinquency of children.

■ Consultation hours: Monday – Friday (excluding national holidays and New Year holidays): 8:45 – 17:30

Notification of child abuse and other issues that require urgent action is accepted around the clock.

■ Child Guidance Center Abuse Response Dial ☎ 189

■ Child Guidance Center Consultation Hotline ☎ 0120-189-783 This number connects you to the nearest Child Guidance Center.

■ Locations

Name	Chuo Child Guidance Center (Child Welfare Center)
Wards covered	Chikusa, Higashi, Kita, Naka, Showa, Moriyama, Meito
Address	4-16 Orido-cho, Showa Ward
Telephone No.	757-6111 (Main number) (Call 757-6112 out of office hours.)
Fax No.	757-6122
Name	Seibu Child Guidance Center
Wards covered	Nishi, Nakamura, Atsuta, Nakagawa, Minato
Address	1-1-20 Koshiro-cho, Nakagawa Ward
Telephone No.	365-3231 (Call 365-3252 out of office hours.)
Fax No.	365-3281
Name	Tobu Child Guidance Center
Wards covered	Mizuho, Minami, Midori, Tempaku
Address	48-5 Aza Komori, Narumi-cho, Midori Ward
Telephone No.	899-4630 (Call 899-4631 out of office hours.)
Fax No.	896-4717

### 🐻 District Care Centers for Disabled Children

Experts in child development offer specialized support tailored to the specific needs of each child and family, including consultation, medical care and rehabilitation.

■ Open hours: Monday – Friday (excluding national holidays and New Year holidays): 9:00 – 17:00

■ Locations

Name	Chuo District Care Center for Disabled Children (Child Welfare Center)
Wards covered	Naka, Showa, Mizuho, Atsuta, Tempaku
Address	4-16 Orido-cho, Showa Ward
Telephone	757-6126
FAX No.	757-6129
Name	Seibu District Care Center for Disabled Children
Wards covered	Nakamura, Nakagawa, Minato
Address	1-20-48, Komoto, Nakagawa Ward
Telephone	361-9555
FAX No.	361-9560
Name	Hokubu District Care Center for Disabled Children YOTSUBA
Wards covered	Higashi, Kita, Nishi
Address	2-6-5 Shinpukuji-cho, Nishi Ward
Telephone	522-5277
FAX No.	522-5279

Name	Nambu District Care Center for Disabled Children SOYOKAZE
Wards covered	Minami, Midori
Address	6-17, Miyoshi-cho, Minami Ward
Telephone	612-3357
FAX No.	612-3411
Name	Tobu District Care Center for Disabled Children POCKET
Wards covered	Chikusa, Moriyama, Meito
Address	1-15, Nekogahora-tori, Chikusa Ward
Telephone	782-0770
FAX No.	782-0771

### 🐻 Support Center for Developmental Disorders: Links Nagoya (Child Welfare Center)

Support is offered to families with children with autism and other developmental disorders by giving advice and introducing specialized institutions.

■ Open hours: Monday – Friday (excluding national holidays and New Year holidays): 8:45 – 17:15

■ Address: 4-16 Orido-cho, Showa Ward ☎ 757-6140 FAX 757-6141

### 🐻 STEP SUPPORT: Nagoya City Child Development Support Website

This website provides information on policies and measures designed to support children with developmental problems.

🌐 <https://stepsupport.city.na>

★ Dad's comment ★ My wife and I have experienced many difficulties, but now they have become good memories.

## Consultation on issues related to violation of children's rights

### Nagoya City Children's Rights Counseling Center: Nagomokka

To protect children's rights, consultation is offered to children and parents on issues related to violation of children's rights.

■ Consultation dates and hours:

- Mondays 11:00 a.m. - 7:00 p.m.
- Tuesdays, Thursdays, Fridays 11:00 a.m. - 9:00 p.m.
- Saturdays 11:00 a.m. - 5:00 p.m.

(Please apply at least 30 minutes before each closing time. Consultation is not offered on national holidays and New Year holidays. If you would like a consultation after 8:00 p.m., please contact the office in advance.)

■ Telephone No. for adults: ☎ 211-8640

Toll-free No. for children: ☎ 0120-874-994

## Consultation on child education and childcare

### Child education consultation service: Heart Friend Nagoya

For details, please see p.31.

## Consultation on child and youth issues

### Consultation for children and youths with problems (Child and Youth Comprehensive Consultation Center)

For details, please see p.31.

## Consultation on pregnancy and female health

### NAGOYA Pregnancy SOS

Consultation is offered to women who have worries about pregnancy or childbirth, such as unwanted pregnancy or concerns about raising a child. Your personal information is kept strictly confidential, so please feel at ease to share your problems.

■ Consultation hours: Monday, Wednesday and Friday (excluding national holidays and New Year holidays from December 29 to January 3): 10:00 – 13:00

■ Telephone No.: ☎ 933-0099

■ Consultation by email and LINE: Search for "NAGOYA Pregnancy SOS."



Consultation by email



Consultation by LINE

### Telephone consultation on recurrent miscarriages and infertility

Counselors with specialized knowledge offer consultation to women who suffer recurrent miscarriages or infertility. Please feel at ease to seek a consultation.

■ Consultation hours: Tuesday: Noon – 15:00, Friday: 9:00 – noon (excluding national holidays and New Year holidays)

■ Telephone No.: ☎ 851-4874, Mameshiba Dial at Nagoya City University Hospital

### Consultation on female health issues in general

Consultation is offered to women who have health problems or some health concerns about pregnancy, childbirth, childcare, birth control, infertility, sexual issues, or other health issues in all life stages from adolescence to menopause. Please feel free to contact.

■ Consultation hours: Monday – Saturday (excluding national holidays, *bon* holidays and New Year holidays): 13:30 – 16:30

■ Telephone No.: ☎ 090-1412-1138

## Consultation on general livelihood issues

### General consultation for women

Specialized counselors work with women on various issues they face in their families, workplaces, communities, etc.

■ Consultation hours:

○ Telephone consultation: Monday, Tuesday, Friday, Saturday and Sunday: 10:00 – 16:00

Wednesday: 10:00 – 13:00 and 18:00 – 20:00

○ Consultation on LINE (chat app): Mondays 1:00 - 4:00 p.m. Wednesdays 5:00 - 8:00 p.m.

LINEID: @154huepp

\* Closed on Thursday (and the following Friday if a national holiday falls on Thursday), national holidays and New Year holidays

■ Telephone No.: ☎ 321-2760, E-Able Nagoya consultation service

For more information about E-Able Nagoya, please see p.30.

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### Consultation for women

Consultation is offered to women who have concerns about domestic issues. For consultation hours, etc., please contact the Civil Affairs & Children Division of your local ward office or the Resident Welfare Division of your local branch office.

### Telephone consultation for women

Consultation is offered to women who have problems such as marital discord, interpersonal relationships, and violence by husband or partner, but have no one to share such problems with.

■ Consultation hours: Monday – Friday: 9:00 – 21:00,

Saturday and Sunday: 9:00 – 16:00 (excluding national holidays and New Year holidays)

■ Telephone No.: ☎ 962-2527, Aichi Women Consultation Center

### Nagoya City counseling services for men

Male counselors are available to provide counseling on family, work, and personal relationship matters faced by men.

■ Consultation dates and hours: Every Wednesday from 6:00 to 8:00 p.m. 4th Sunday of the month from 10:00 a.m. to noon

■ Dedicated consultation number: ☎ 050-3537-3644

### Hotline for male domestic violence victims

Consultation is offered to male victims of spousal violence.

■ Consultation hours: Saturday: 13:00 – 16:00 (excluding the fifth Saturday, national holidays and New Year holidays)

■ Telephone No.: ☎ 080-1555-3055

### Spousal Violence Counseling and Support Center in Nagoya City

Consultation is offered to victims of spousal violence.

■ Consultation hours: Monday – Friday: 10:00 – 17:00 (excluding national holidays and New Year holidays)

■ Telephone No.: ☎ 351-5388

### Hotline for domestic violence victims

Telephone consultation is offered on issues related to spousal violence on Saturday, Sunday and national holidays.

■ Consultation hours: Saturday, Sunday and national holidays: 10:00 – 18:00 (excluding New Year holidays)

■ Telephone No.: ☎ 232-2201

### SNS consultation for domestic violence victims

Consultation is offered to spousal and other domestic violence victims via SNS.

■ Consultation dates and time: Wednesday: 17:00 – 22:00

Saturday: Noon – 17:00 (excluding New Year holidays)



### Nagoya City rainbow consultation

Counselors specializing in sexual minorities are available to discuss the concerns of sexual minority persons, their families, and friends.

■ Dedicated consultation number: ☎ 321-5061 ■ LINE ID: @667molvl

■ Consultation date and time: Telephone consultation: 2nd Friday of every month from 7:00 to 9:00 p.m.

LINE consultation: every 2nd Monday, 3rd Wednesday and 4th Saturday of the month from 7:00 to 10:00 p.m.

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## Aichi Mothers Hellowork

A government agency that provides free job placement assistance, mainly to those who wish to find employment while raising children. With a playmat area and a kids' corner staffed with safety support personnel, it is a child-friendly facility. Online and telephone consultations are also available.

■ Open hours: Monday – Friday: 8:30 – 17:15 (excluding national holidays and New Year holidays)

■ Inquiry: Aichi Mothers Hellowork

■ Address: 3F, Yamaichi Bldg., 2-14-25, Nishiki, Naka Ward ☎ 855-3780



For more details, please see the official website of Aichi Mothers Hellowork.

## Nagoya Job Support Center

Nagoya Job Support Center offers consultation to job-seekers of all ages, including those with children to look after, on work-related issues. The Nagoya Job Support Center service is provided in a separate room equipped with a kids' space, which is spacious enough to accommodate a baby buggy and thus makes it easier for mothers to visit with their children. (Prior appointment is required.)

■ Consultation dates and hours: Monday through Friday and 2nd Saturday (except national holidays, New Year holidays, and summer holidays) \* If the 2nd Saturday is a national holiday, the 3rd Saturday

9:00 a.m. - 5:00 p.m. (extended to 6:30 p.m. on Wednesdays only).

■ Inquiry: Nagoya Job Support Center

■ Address: 6F, Nagoya Trade & Industry Center, 2-6-3 Fukiage, Chikusa Ward ☎ 733-2111 FAX 733-2115

## Public assistance system

This system is intended to guarantee the right to maintain a minimum standard of wholesome and cultured living and support self-sustained livelihood. If you are in need of support for daily living, please consult with the Civil Affairs & Children Division of your local ward office or the Resident Welfare Division of your local branch office.

## Nagoya City Work & Living Independence Support Center

Consultation is offered to those who have concerns about work, livelihood, family and various other issues relating to living. (This service is not available for households on welfare under the public assistance system.)

	Consultation dates	Telephone No./Fax No.
	Consultation hours	Address
Meieki	Monday – Friday and the second and third Saturday (excluding national holidays and New Year holidays)	446-7333/446-7555
	9:00 – 17:00 (9:00 – 20:00 on Tuesday)	3F, Net Plaza Yanagibashi Bldg., 1-5-17, Meieki-minami, Nakamura Ward
Kanayama	Monday – Friday and the fourth Saturday (excluding national holidays and New Year holidays)	684-8131/684-8132
	9:00 – 17:00 (9:00 – 20:00 on Friday)	4F, Tomiharu Bldg., 2-2-7, Shin-oto, Atsuta Ward
Ozone	Monday – Friday and the first and fifth Saturday (excluding national holidays and New Year holidays)	508-9611/508-9612
	9:00 – 17:00 (9:00 – 20:00 on Thursday)	1F, Itopia Ozone, 4-17-23, Ozone, Kita Ward

## Consultation on child support payment

It is important that the interests of the child be given the highest priority and that arrangements be made between the parents regarding child support and parent-child interaction after divorce. A telephone consultation service is available to discuss child support and parent-child visitations. If after the telephone consultation the situation requires further specialized consultation, judicial scriveners, etc. will provide interview consultation, document preparation support, and accompanying support.

■ Consultation hours: Monday – Friday: 10:00 – 16:00 (excluding national holidays and New Year holidays)

■ Eligibility: Single parents including those intending to divorce and widows and widowers

■ Telephone No.: ☎ 915-8816 , exclusive line for consultation on child support payment (Aichi Single-Parent Family Welfare Center)

## General consultation on welfare for single parents

Specialized counselors are available to provide consultation on all aspects of life for single-parent families, including daily living, work, and child rearing. For consultation hours, etc., please contact the Civil Affairs & Children Division of your local ward office or the Resident Welfare Division of your local branch office.

## Child abuse consultation (by email)

Notification of child abuse is accepted by email.

■ Official website of the Nagoya Municipal Government

Please enter “Consultations on child abuse” in the search bar. [URL https://www.city.nagoya.jp/](https://www.city.nagoya.jp/)

## Consultation on long-term care insurance

If you bear the heavy burden of nursing care in addition to childcare or have other concerns relating to nursing care, please contact the Welfare Division of the local ward office, the Residents' Welfare Division of the branch office of the ward, or the Iki-iki Support Center in the local ward.