

# Social Services

## EPIC One-stop Consultation Desk for Foreigners

This is a good place to start if you have a question or need help. They can direct you to where you can get the help you need. Service available in more than 20 languages using a translation service in a 3-way call. You can call the following number or go to EPIC in person. Check the website for more information: <https://www.epic.or.jp/kurasu/sodan.html#SEC1>

Tel. 080-4783-5253

Monday—Saturday 9:00 – 17:00

## Civil Liberties Counseling

Free paralegal counseling sessions for civil rights are sponsored by the District Legal Affairs Bureau and the Ehime Prefectural International Center (EPIC). All sessions will be strictly confidential.

Place: EPIC

Day/Time: 13:30-15:30 the 4th Thursday of each month.

To request another time, call EPIC at 089- 917-5678.

Languages: Japanese & English

(For help in another language, contact EPIC by the 10th of the month.)



TOPIC: STATUS OF RESIDENCE

2025

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**① I want to consult about the status of residence.**

You can consult about your status of residence at the Immigration Information Center. Consultation is available by phone and email.

TEL : 0 5 7 0 – 0 1 3 9 0 4  
MAIL:info-tokyo@i.moj.go.jp

Immigration Services Agency of Japan  
Immigration Information Center  
<https://www.moj.go.jp/isa/consultation/center/index.html>



**② I want to change my status of residence. What documents are required?**

The required documents vary depending on the type of residence status. For more information, please refer to the link below:  
<https://www.moj.go.jp/isa/applications/procedures/16-2.html>  
If you have any questions, you can contact the Immigration Information Center.

TEL : 0 5 7 0 – 0 1 3 9 0 4  
MAIL:info-tokyo@i.moj.go.jp

Immigration Services Agency of Japan  
Immigration Information Center  
<https://www.moj.go.jp/isa/consultation/center/index.html>



**③ I want to extend my period of stay. What documents are required?**

The required documents vary depending on the type of residence status. For more information, please refer to the link below:  
<https://www.moj.go.jp/isa/applications/procedures/16-3.html>  
If you have any questions, you can contact the Immigration Information Center.

TEL : 0 5 7 0 – 0 1 3 9 0 4  
MAIL:info-tokyo@i.moj.go.jp

Immigration Services Agency of Japan  
Immigration Information Center  
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**④ Are there any places where I can get advice about my status of residence besides the Immigration Bureau?**

You can consult with an administrative scrivener. Administrative scriveners are nationally certified professionals who specialize in laws and administrative procedures in Japan. You can receive free consultation from an administrative scrivener at the Matsuyama International Center. For more information, please refer to the link below:  
↓ Matsuyama International Center  
[https://www.mic.ehime.jp/MIC/JP/gyouseishoshi\\_info.html](https://www.mic.ehime.jp/MIC/JP/gyouseishoshi_info.html)



**You can consult with EPIC**

EPIC will listen carefully to your concerns. Please feel free to talk in your own language and use your own words to express how you feel. EPIC will work together with you on your concerns and questions.

 [sodan@epic.or.jp](mailto:sodan@epic.or.jp)  080-4783-5253 

Consultation is free of charge, but you may need to pay a phone call fee.

愛媛県国際交流センター  
Ehime Prefectural International Center (EPIC)

EPIC Ehime

## Free Legal Consultation Service

Certified administrative procedures legal specialists (*gyouseishoshi*) are offer free 30-minute consultation services to non-Japanese on various matters such as residency, nationality, marriage, owning a vehicle, contracts, and setting up a business.

This service is supported by the Matsuyama International Center (MIC). To make an appointment, please complete the consultation form by 4:00 pm the Sunday before. The form is available at MIC. Your privacy will be protected.

Dates: Jan. 14, Feb. 13 (Wed.) 13:30-15:30

Place: COMS 4F International Meeting Room

For more information email MIC at [mail@mic.ehime.jp](mailto:mail@mic.ehime.jp) or call 089-943-2025.

## Community Life

Community Life is a local NPO that provides legal advice and help with daily life issues for free. They will do what they can to help you solve your problem and will arrange for translation in your language, if requested.

Email: [foreignerfriendly@gmail.com](mailto:foreignerfriendly@gmail.com)

## MIC Volunteers

Do you need help and some language support to go to the doctor, apply for a driver's license, or deal with official documents? MIC Volunteers (formerly called Otasukeman), a service of the Matsuyama International Center, will help you if you are having trouble managing your life in Matsuyama. The service is free, but you will be expected to pay for transportation. Your privacy will be respected, and only the person who helps you will be given the details of the kind of help you need. You can request their services by calling MIC at 089-943-2025 between 9:00 and 17:30 Tuesday through Sunday. Or fill out the request form here: [https://www.mic.ehime.jp/MIC/FORM/Applyform\\_otasukeman.html?Subject=%20need%20OTASUKEMAN%20!!](https://www.mic.ehime.jp/MIC/FORM/Applyform_otasukeman.html?Subject=%20need%20OTASUKEMAN%20!!)

## Japan Life Guide

The Council of Local Authorities for International Relations “Japan Life Guide” app has basic information concerning such topics as taxes, pension system, for foreign residents in Japan in English, Chinese, Korean, Spanish, Portuguese, Tagalog, Vietnamese, Indonesian, Thai, German, Russian, Japanese (with Japanese syllabaries/furigana) and Simple Japanese are available. You can use this app as an everyday guide as well as in times of disaster.

<http://www.clair.or.jp/e/multiculture/index.html>

## Bicycle Insurance/Registration

It is strongly recommended that you get the Traffic Safety (TS) Mark bicycle insurance. TS Mark insurance covers:

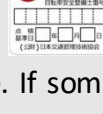
1) Liability (harm or damage to another person or property)

2) Accidents (harm or damage to yourself or your property)

To get a TS Mark sticker, have your bicycle checked for safety at a bicycle shop.

Don't forget to have it checked every year.

Cost: ¥2000-¥3000 (TS Mark insurance is included.)



In Japan bicycles are registered in your name when you buy one. If someone gives you a bicycle you should have the registration changed to your name or the previous owner should give you the registration document and a note saying you can use it. Otherwise, if you are stopped by the police they will think it is a stolen bicycle.

Basic bicycle rules are shown in a video on the Yui Ehime YouTube Channel:

<https://www.youtube.com/@yuiehime>

## Yui Ehime Youtube Channel



Yui Ehime has a new YouTube channel, Yui Ehime, and has updated its three videos about cycling rules, garbage rules and riding a bus. It will soon be adding a video providing information on seeing a doctor in Japan.

Check them out!

Here is the new Youtube address: <https://www.youtube.com/@yuiehime>

## Matsuyama City Central Library

The Central Library in the Community Center has a large English book section. You can register for a free library card in English. The 2nd floor Audio/Visual section has movies in English.

They now have a ‘Multicultural Corner’ with a Japan (learning about the culture and language) section, a foreign language periodical section and a multicultural coexistence section. At the counter they have an English guide sheet to help you find what you want.

Open 9:30-20:00 Closed Jan.1-5, 19, 26, 30. INFO 089-943-8008

## The Association of Foreign Wives of Japanese

AFWJ aims to provide friendship, support and opportunities for social, emotional, educational and professional growth to non-Japanese women who are married or engaged to Japanese men.

INFO: [afwjshikoku-rep@afwj.org](mailto:afwjshikoku-rep@afwj.org), Website: [www.afwj.org](http://www.afwj.org)

## Seeing a Doctor in Japan

Yui Ehime has made a video to show you the process of seeing a doctor in Japan. It provides basic information on where to go and what you need to take with you and the process. The video is located in the Yui Ehime YouTube channel:

<https://www.youtube.com/watch?v=VbOfsBC2uq4&t=14s>

In Japan people usually go to a nearby clinic to see a specialist first. There is no family doctor or general practitioner system. If needed, the doctor will write a referral letter to take to a general hospital for more specialized care. There will be a charge of around ¥5000 for that letter. A few of the large general hospitals, such as the Red Cross Hospital, the Ehime Prefecture Chuo Hospital and the Ehime University Hospital will not take patients without a letter of referral.

If you have a medical emergency, outside of regular hours, you will need to go to an Emergency Hospital. There are two or three on duty every day, please check the Emergency Hospital calendar in the Emergency section of WGO to see what hospital is seeing patients that day.

If you are unable to walk or take a taxi, you can call an ambulance. Just dial 119 and say ‘*kyuukyusha*’ (救急車) and give your name and the address of where you are. The service is free.

If you are worried about going to see a doctor alone, the Yui Medical Support group will provide an experienced volunteer to help you navigate the process, but you need to make a request 3 days in advance to give time to find the best person. They are not professional medical translators, but they can help you to understand what you need to do. To make a request, send email to [yuiehimemedical@gmail.com](mailto:yuiehimemedical@gmail.com). You can ask for help in English, Spanish, Chinese and Indonesian.