

To all those facing the effects of
the COVID-19 pandemic...

Residents of Hokkaido


There are support systems in place to help those who have lost jobs or experienced a reduction in pay and are worried about the future and about having enough money for living expenses or tax and pension payments.

*Information current as of October 1, 2022.



北海道

Official COVID-19 Information Homepage

Hokkaido corona sougou jouhou 

http://www.pref.hokkaido.lg.jp/ss/tsk/promo/coronavirus_helpdesk_kojin.htm



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All residents of Hokkaido, please practice the

New Hokkaido Style



KEEP A SAFE DISTANCE



WASH HANDS



COUGH ETIQUETTE



CIRCULATE THE AIR



USE THE HOKKAIDO CORONA NOTIFICATION SYSTEM AND THE COVID-19 CONTACT-CONFIRMING APP (COCOA)



AVOID THE 3 C's



CONSIDER TAKE OUT AND DELIVERY



USE ONLINE SERVICES




SPEAK SOFTLY



STAY INFORMED & BE CONSIDERATE

Summary of COVID-19 Related Support (As of May 13, 2022)

| BENEFITS, ETC. | | |
|--|--|--|
| If you present symptoms at work | <u>Worker's Accident Compensation Insurance</u> | |
| | If you get infected with COVID-19, and it was found that you contracted it during working hours or on your commute, you may be eligible for Worker's Accident Compensation Insurance (<u>80% compensation of average wages</u>) | Labor Standard Inspection Office (See MHLW HP) |
| If you lost pay due to infection, etc. | <u>National Health Insurance, etc. Injury & Sickness Allowance</u> | |
| | If you lost your pay or suffered a cut in pay due to contracting COVID-19 or due to the possibility that you were infected with COVID-19, you may be eligible to receive Injury and Sickness Allowance . | Municipal Office |
| If you are newly hired | <u>Hokkaido Subsidy for Switching Industries</u> | |
| | <p>Application Period: within one month of being hired</p> <p>With the aim of promoting re-employment for those who have lost their jobs due to COVID-19 and to help secure human resources in specified industries, a subsidy will be provided when a person who has left his/her job due to the pandemic is hired as permanent staff by a company in specified industries.</p> <p>Payment Amount: 100,000 yen + 200,000 yen for moving expenses (upper limit)</p> <p>Main industries: Agriculture; Fishery; Construction work; General (including public and private) construction work; Construction work by specialist contractors; Equipment installation work; Iron and steel industries; Manufacturing of metal products; Road passenger transport; Road freight transport; Accommodation; Eating/drinking establishments; Medical services; Health and hygiene; Social insurance/social welfare/care services; Automobile maintenance services, Machine (etc.) repair services; Other business services (*limited to 'security services')</p> <p>Application Acceptance Period: From 4/1/2022 to 12/30/2022</p> <p>*You must be hired by 11/30/2022 and submit both the 'preliminary review request form' and employment certificate within one month of the date you are hired.</p> <p>Please refer to the dedicated website for details on specified industries and payment requirements, etc.</p> <p>https://cc-hokkaido.jp/</p> | <p>"Try a New Job Now"</p> <p>Hokkaido Office Call Center</p> <p>☎ 050-3629-4176</p> <p>Dedicated Website→</p>  |

Summary of COVID-19 Related Support (As of May 13, 2022)

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| If you are on leave and are not receiving wages | <p>COVID-19 Related Forced Leave Support Fund and Allowance</p> <p>Deadline: Within about three months (for details, please contact the Call Center)</p> <p>Employees of small and medium-sized businesses that have been forced to close temporarily due to the effects of COVID-19 and shift workers of large companies who are not receiving their wages (or a leave allowance) may be eligible for up to 80% of their pre-leave wages based on the record of the business's temporary closure.</p> <p>Payment Amount: From 1/1/2022 to 7/31/2022: Up to 8,265 yen* From August 2022: Up to 8,355 yen*</p> <p>*11,000 yen for areas where semi-state of emergency measures have been taken. (From 1/1/2022 to 9/30/2022)</p> <p>COVID-19 Related Forced Leave Support Fund and Allowance Call Center ☎ 0120-221-276</p> |
| If you are struggling with living expenses due to a decrease in income | <p>Independence Support Fund for Persons Facing Economic Hardship as a Result of the COVID-19 Pandemic</p> <p>Support funds will be provided for households in need who fulfill certain conditions, such as those for whom funding from the Total Support Plan of the Special Loaning for Social Welfare has ended.</p> <p>Payment Amount (per month): <u>Single-person household: 60,000 yen, Two-person household: 80,000 yen, Household with more than three persons: 100,000 yen</u></p> <p>Payment Period: For three months from the month of application. Application Deadline: 12/31/2022</p> <p>*In cases where a person is still in need despite job-searching earnestly for three months while receiving support funds, the support funds may be provided again (limited to one time only).</p> <p><Application and Consultation> Those who reside in city areas → City Consultation Center which you reside in (See Hokkaido HP) Those who reside in town/village areas → Independence Consultation and Support Organization in the Subprefecture you reside in (See Hokkaido HP)</p> |
| Support for residential tax-exempt households, etc. | <p>Temporary Special Allowance for Residential Tax-exempt Households, etc.</p> <p>Application Deadline: 9/30/2022 (The deadline is postponed in some municipalities. Please inquire for details.)</p> <p>Under the circumstances where the impact of the pandemic continues to be felt, temporary special allowance will be provided for those facing various troubles so that they can promptly receive livelihood support.</p> <p>100,000 yen per residential tax-exempt household (per capita) and household experiencing sudden financial difficulties</p> <p>* Households that consist only of taxpayers' dependents are excluded. * Households that have already received allowance payments from a municipality may not be paid again.</p> <p>Municipal office (See Hokkaido HP) or Cabinet Office Call Center ☎ 0120-526-145</p> |

| BENEFITS, ETC. | | |
|--|---|---|
| If you can't pay rent due to a decrease in income | Expanded Scope of <u>Housing Security Subsidy</u> | |
| | <p>If you are at risk of losing your place to live due to a decrease in income or loss of work, etc., you may be eligible to receive a rent allowance (with an upper limit).</p> <p>Eligible Recipients: Those whose employment ended or business closed within the past two years; those whose income has fallen to a level comparable to being without employment or had to close their business, for reasons not attributable to themselves.</p> | <p>Nearest Self-Reliance Support Center (See MHLW HP)</p> |
| | Provision of Hokkaido Prefectural Housing | |
| | <p>If you have been let go from work due to the effects of COVID-19 and have thus been forced to leave the company housing you formerly occupied, you and your family may be eligible to live in Hokkaido Prefectural Housing.</p> | <p>Constructional Guidance Division of Nearest Subprefectural Bureau (See Hokkaido HP)</p> |
| If you can't pay school fees due to a decrease in income | New Support System for Higher Education | |
| | <p>If your household has faced a sudden change in finances due to unforeseen circumstances, and your family income has decreased, you may be eligible for an exemption from tuition fees or grant-type scholarships.</p> | <p>JASSO Scholarship Consultation Center ☎ 0570-666-301</p> |
| | Higher Education Scholarship Subsidy (<u>Prefectural HS</u> • <u>Private HS</u>) | |
| | <p>If your household has faced a sudden change in finances, you may be eligible to receive funds for various necessary school expenses, not including tuition fees.</p> | <p>【 Prefectural HS 】 HS Division, Office of Education ☎ 011-204-5760 【 Private HS 】 Private HS Division, Hokkaido Gov. ☎ 011-204-5066</p> |
| Support for low-income households with children | Living Support Special Benefits for Child Rearing Households, etc. for low-income households with children | |
| | <p>For households facing the price rise of daily essentials including food, Government of Japan provides "Living Support Special Benefits for Child Rearing Households" and Hokkaido Government provides "Temporary Special Benefits for Child Rearing Households".</p> <p>Eligible Households</p> <ol style="list-style-type: none"> 1) Single parent with low income (Child Rearing Allowance recipient, etc.) 2) Other low-income households rearing children. (Child rearing households exempt from FY2022 per capita residents tax) <p>Payment Amount</p> <ol style="list-style-type: none"> 1) From Government of Japan: 50,000 yen per child 2) From Hokkaido Government: 10,000 yen per child | <p>Children and Parenting Support Division, Department of Health and Welfare ☎ 011-206-6328</p> |

Summary of COVID-19 Related Support (As of May 13, 2022)

LOANS

If you are worried about living expenses

Emergency Small Loan For those on leave from work, etc.Maximum 200,000 yen

Deferment Period: up to one year after loan date

*However, when repayment is to start before the end of December 2022, deferment will be extended until the end of December 2022.

Repayment Period: within two years after the deferment period ends

Application Deadline: 9/30/2022

Municipal Council of
Social Welfare or
Hokkaido Council of
Social Welfare Call Center

☎ 0120-32-1760

MHLW Emergency Small
Loan & Total Support
Loan Call Center

☎ 0120-46-1999

Total Support Loan For those who are unemployedSingle-person Household: up to 150,000 yen / monthMulti-person Household: up to 200,000yen / month

Deferment Period: up to one year after loan date

*However, the deferment period will be extended as follows (in accordance with the type of loan).

First-time Loan: When repayment is to start before the end of December 2022, deferment will be extended until the end of December 2022.

Extended Loan: When repayment is to start before the end of December 2023, deferment will be extended until the end of December 2023.

Re-loan: When repayment is to start before the end of December 2024, deferment will be extended until the end of December 2024.

Repayment Period: within ten years after the deferment period ends

Application Deadline: 9/30/2022

Municipal Council of
Social Welfare or
Hokkaido Council of
Social Welfare Call Center

☎ 0120-32-1760

MHLW Emergency Small
Loan & Total Support
Loan Call Center

☎ 0120-46-1999

Worker's Welfare Fund For both employed and unemployed workers

Low-interest loans are being offered through financial institutions to help pay for general living expenses, school fees, etc.

SME and Non-Regular Employees: up to 1,200,000 yen

(Yearly interest rate: 1.6%, Yearly guarantee charge: 0.5%)

*Workers forced out of work due to the effects of COVID-19 can receive an **exemption from the guarantee charge** (For applications submitted before the end of March 2023)**Seasonal Workers:** up to 1,200,000 yen (Yearly interest rate 0.6%, no guarantee charge)**Workers who left work due to reasons of the employer:** up to 1,000,000 yen (Yearly interest rate 0.6%, no guarantee charge)Hokkaido Government Small
and Medium Enterprise
Division

☎ 011-204-5436


Hokkaido Government
Employment and Labor
Administrative Division

☎ 011-204-5354

Summary of COVID-19 Related Support (As of May 13, 2022)

| GRACE PERIODS | | |
|---|---|---|
| If you are struggling to | Tax Deferment (<u>Prefectural Tax</u> , <u>National Tax</u> , etc.) | |
| | If you are temporarily unable to make your tax payments, you may be eligible for a Collection Grace Period or a Realization Grace Period . (Similar options are available for municipal taxes) | 【Prefectural Tax】 Tax Affairs Division of nearest Subprefectural Bureau or Prefectural Taxation Office (See Hokkaido HP) 【National Tax】 Sapporo National Tax Deferment Consultation Center ☎ 0120-291-675 |
| If you can't pay your social insurance premiums | <u>National Pension</u> , <u>National Health Insurance</u> Exemption / Grace Period | |
| | If you are facing difficulties making payments for national pension, national health insurance, latter-stage elderly healthcare, etc., then you may be eligible for an exemption from or postponement of your premium payments . | 【National Pension】 Municipal Office or Pension Office (See HP for list) 【National Healthcare】 Municipal Office |
| If you are struggling to pay utility bills | Deferment of Water and Sewage Payments | |
| | If you are facing difficulties paying your water and sewage bills, you may be eligible for a grace period on your payments. | Local Waterworks Bureau |

Summary of COVID-19 Related Support (As of May 13, 2022)

| CONSULTATION / SUPPORT | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|---|------------------------|------|-----------|--|--------------|------|----------|---|--------------|------|-------|--|--------------|------|--|--|
| Mental Health & Well Being | <u>Mental Health and Wellbeing Lifeline</u> | | | | | | | | | | | | | | | | | | | |
| | If you are experiencing anxiety about COVID-19 or anything else, feel free to call this lifeline for a consultation (Japanese only). <div>Kokoro no Kenko SNS Sodan (Mental health social media counselling)</div> | |  | Nearest Public Health Center or Hokkaido Mental Health Welfare Center ☎ 0570-064-556 or Kokoro no Kenko SNS Sodan (See Hokkaido HP) | | | | | | | | | | | | | | | | |
| Human Rights | <u>Human Rights Counseling</u> | | | Foreign Language Human Rights Hotline ☎ 0570-090911 | | | | | | | | | | | | | | | | |
| | If you feel that you or someone that you know has been discriminated against due to testing positive for COVID-19, etc., you can consult the Human Rights Hotline. | | | | | | | | | | | | | | | | | | | |
| New Coronavirus (COVID-19) Related Inquiries | <u>Hokkaido COVID-19 Medical Consultation Center</u> | | | | | | | | | | | | | | | | | | | |
| | If you have a fever and would like to be seen at a medical institution, please call and consult beforehand. -If you have a primary care doctor , call them first! -If you don't have a primary care doctor, please call a medical consultation center! < Residents of Sapporo, Asahikawa, Hakodate, and Otaru should call the appropriate consultation center listed below > | | Hokkaido COVID-19 Medical Consultation Center (all Hokkaido) ☎ 0120-501-507 24/7, toll-free If you need interpretation assistance, please call the Hokkaido Foreign Resident Support Center ☎ 011-200-9595 M-F 9:00 – 17:00 | | | | | | | | | | | | | | | | | |
| | | <table><tr><td>SAPPORO</td><td>Emergency Medical Consultation Center Sapporo</td><td># 7119 or 011-272-7119</td><td>24/7</td></tr><tr><td>ASAHIKAWA</td><td>Asahikawa City Medical Consultation Center</td><td>0166-25-1201</td><td>24/7</td></tr><tr><td>HAKODATE</td><td>Hakodate City Medical Consultation Center</td><td>0120-568-019</td><td>24/7</td></tr><tr><td>OTARU</td><td>Otaru City Fever Patient Consultation Center</td><td>0120-510-010</td><td>24/7</td></tr></table> | SAPPORO | Emergency Medical Consultation Center Sapporo | # 7119 or 011-272-7119 | 24/7 | ASAHIKAWA | Asahikawa City Medical Consultation Center | 0166-25-1201 | 24/7 | HAKODATE | Hakodate City Medical Consultation Center | 0120-568-019 | 24/7 | OTARU | Otaru City Fever Patient Consultation Center | 0120-510-010 | 24/7 | | |
| SAPPORO | Emergency Medical Consultation Center Sapporo | # 7119 or 011-272-7119 | 24/7 | | | | | | | | | | | | | | | | | |
| ASAHIKAWA | Asahikawa City Medical Consultation Center | 0166-25-1201 | 24/7 | | | | | | | | | | | | | | | | | |
| HAKODATE | Hakodate City Medical Consultation Center | 0120-568-019 | 24/7 | | | | | | | | | | | | | | | | | |
| OTARU | Otaru City Fever Patient Consultation Center | 0120-510-010 | 24/7 | | | | | | | | | | | | | | | | | |
| Consumer Trouble | <u>Consumer Trouble Hotline</u> | | | Consumer Hotline ☎ 188 (no area code) Hokkaido Consumer Affairs Center ☎ 050-7505-0999 | | | | | | | | | | | | | | | | |
| | If you have any complaints or inquiries regarding consumer affairs, you may consult with the Consumer Hotline (Japanese only). | | | | | | | | | | | | | | | | | | | |
| Expectant Mothers | <u>Counseling Service for Expectant Mothers</u> | | | Nearest Public Health Center(See Hokkaido HP) | | | | | | | | | | | | | | | | |
| | If you are feeling particularly stressed or anxious about giving birth, please consult with your nearest public health center for counseling. | | | | | | | | | | | | | | | | | | | |
| Support for Foreign Residents | <u>Consultation Service for Foreign Residents</u> | | | Hokkaido Foreign Resident Support Center ☎ 011-200-9595 (See the Support Center HP) | | | | | | | | | | | | | | | | |
| | Consultation for foreign residents in Hokkaido is available in multiple languages for those who have concerns about things such as residency status, employment, and life in Hokkaido, as well as those who have anxieties and troubles caused by the COVID-19 pandemic. | | | | | | | | | | | | | | | | | | | |

*Please note that application deadlines, etc. may have changed.

Summary of COVID-19 Related Support (As of May 13, 2022)

| COUNSELING | | |
|---------------------------------|--|--|
| Domestic Violence & Child Abuse | <u>Domestic Violence Counseling</u> | |
| | If you are experiencing domestic violence, etc. at the hands of your partner, please consult the domestic violence hotline. | Domestic Violence Hotline ☎ 011-666-9955 |
| | <u>Child Abuse Counseling</u> | |
| | If you believe that a child is being abused, please call this hotline to consult with a representative or report the situation. (You will be connected to the nearest Child Consultation Center) | Child Abuse Hotline ☎ 189 (no area code) |
| Employment & Wages | <u>Re-Employment Support</u> | |
| | Job Café provides support such as career counseling and information for the unemployed to find work as soon as possible. (Web support available) | Job Café Job Salon Hokkaido ☎ 011-209-4510 |
| | <u>Job Counseling & Placement Services</u> | |
| | Hello Work provides job counseling and placement services for the unemployed. * In particular, for young people living in Sapporo and surrounding areas, as well as members of the 'Employment Ice Age generation' (those who experienced a period of unstable and temporary employment between the late 1990s and mid 2000s), the Sapporo Youth Hello Work provides support thorough one-stop services for those seeking full-time employment. | Local Hello Work Office (See Labor Bureau HP) Sapporo Youth Hello Work ☎ 011-233-0202/ HP |
| | <u>Hokkaido Labor Hotline</u> | |
| | You can consult regarding a variety labor issues, such as contract trouble, unpaid wages, etc. (Japanese only) | Hokkaido Labor Hotline ☎ 0120-81-6105 |
| | <u>School Closure Support Funds Special Counseling</u> | |
| | If your employer is not willing to apply for school closure support funds, employees may apply for it themselves. For those who want to make use of the support funds, please call this line for a consultation. | Hokkaido Labor Bureau Special Hotline ☎ 011-709-2715 |
| COVID-19 Vaccines Counseling | <u>COVID-19 Vaccines Counseling</u> | |
| | If you have inquiries about side effects of the COVID-19 vaccine, please call this line for a consultation. If you want to know about vaccination coupons or locations, please consult with the city/town/village you reside in. | Hokkaido COVID-19 Vaccination Consultation Center ☎ 0120-306-154 Municipal Consultation Center (See Hokkaido HP) |