

Towada City Consultation Service Guidebook

Because you are precious,
tell us your concerns.



If you are not sure where to go for advice;

Towada City Health Center Phone 0176-51-6791

FAX 0176-25-1183

8:30~17:15(Excluding Saturdays, Sundays, national holidays and year-end and New Year holidays.)

Dear reader of this booklet...

Do you have any mental or physical problems such as difficulty sleeping or loss of appetite?

There may be deep, intertwined problems in the background.

Are you suffering alone, unable to talk to anyone about your thoughts and feelings?

Let us know what is troubling you. Talking about it will take you a step forward.

You are not alone. We are sure that we can find a solution for you.

Quick Reference Chart for Consultation Services

Please refer to the number of the matter you wish to consult from the next page.

Field of concern	Contents of consultation	No.
General concerns	Any concerns of any person	1
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	Mental disorder	3
	Illness and physical disorder	4
	Shut-ins	5
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	Disability	8
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Daily life problems and troubles	Daily life concerns and worries, human rights.	10
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Economy/Living	Legal issues such as debt and property.	12
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Labor	Working conditions, labor issues	17
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	Job offers, job search, unemployment benefits.	19
Family/parenting	Parenting, child development.	20
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Close advisors : Welfare commissioner, Commissioned child welfare volunteer, Health cooperative officer		24
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List of Conlustration Counters

※Please note that if you have difficulty speaking Japanese, you may be asked to bring an interpreter with you or use translation software or interpretation services.

<General Concerns>

No.	Contents of Consultaion	Consultation Counter	Phone no.	Reception times,etc.	
1	Any concerns of any person	Yorisoi Hot Line (Help-Line) Commissioned by the Ministry of Health, Labor	0120-279-338 (toll free)	24 hours a day, everyday.	Phone consultaion

<Mental/Physical>

2	It's so hard I want to die.	NPO Aomori Inochi-no Denwa (Lifeline)	0172-33-7830	Everyday 12:00~21:00	Phone consultaion
		Inochi-no Denwa (Lifeline) Suicide Prevention for Prefectural Residents	0120-063-556 (toll free)	The 1st & 15th of every month 12:00~21:00	Phone consultaion
		Navigation Dial (NTT's Japan-wide call handling service) General Incorporated Foundation Japan Lifeline League	0570-783-556	Everyday 10:00~22:00	Phone consultaion
		Jisatsu Yobou Inochi-no Denwa(Lifeline for Suicide Prevention) General Incorporated Foundation Japan Lifeline League	0120-783-556 (toll free)	The 10th of every month 8:00~8:00 of next day	Phone consultaion
		Kokoro-no-Denwa (Telephone consultation) Aomori Mental Health Welfare Center	017-787-3957 017-787-3958	9:00~16:00※	Phone consultaion
3	Mental disorder	Kokoro-no Soudan (Mental consultation) Towada Health Center	0176-51-6791	1st Wednesday of the month★ (reservation required)	Interviews and consultations with specialists
		Kodomo-no Kokoro-no Soudan (Children's mental consultation) Towada Health Center	0176-51-6792	About 12 times a year (reservation required)	Interviews and consultations with clinical psychologist.
		Seishin Hoken Fukushima Soudan (Mental health and welfare consultation) Kamitousan Health Center	0176-23-4261	3rd Wednesday of the months (appointment required) reception / 13:00~14:00	Interview and consultations with specialist.
		Seishin Hoken Soudan Madoguchi (Mental Health Counselling Service) Towada-shiritu-Chuo Byouin (Towada City Central Hospital)	0176-23-5121	8:30~17:00※(reservation required)	Telephone or interview consultation.
		Kokoro-no Nayami Soudan(Advice on emotional problems) Takamatsu Byouin (Hospital)	0176-23-6540	9:00~17:00※(reservation required)	Telephone or interview consultation.
4	Illness and physical disorder	Towada City Hoken (Health) Center	0176-51-6791	8:30~17:15※	Telephone or interview consultation.
		Health Promotion Division in Kamitousan Hokenjo (Health Center)	0176-23-4261	8:30~17:15※	Telephone or interview consultation.
		Cancer Counseling Support Center in Towada Shiritu Chuo Byouin (Central Hospital)	0176-23-5121	Monday~Friday 9:00~17:00※	Telephone or interview consultation.
5	Shut-ins	Aomori Regional Support Center for Shut-ins (Headquarters: Mental Health Welfare Center)	017-787-3953	9:00~16:00※	Telephone consultation.
		Aomori Regional Support Center for Shut-ins (Satellite : Kenmin Fukushima Plaza 3F)	017-735-8066	Tuesdays・Thursdays 9:00~15:00	Telephone consultation.
6	Bereaved family of a suicide	Suicide Survivors Gathering Aomori Mental Health Welfare Center	017-787-3951☒	About 6 times a year (Hachinohe City・Aomori City・Hirosaki City)★	A place for talking and sharing
7	Mental consultation Pharmacy ※Consult with us about sleeplessness and other physical disturbances.	Ain Yakkyoku (pharmacy) Towada	0176-21-3027	<div> Telephone consultations are free of charge. Marks are as follows. ※ ・ ・ ・ Except Saturdays, Sundays, public holidays and New Year holidays. ♠ ・ ・ ・ Excluding Sundays, public holidays and New Year's holidays. ★ ・ ・ ・ Please see the Koho Towada (City newspaper) for dates. </div>	
		Ichii Yakkyoku (pharmacy) Towada	0176-20-2226		
		Kusuri-no Hosokawa (pharmacy)	0176-22-9501		
		Chuo Chozai Yakkyoku(dispensing pharmacy) Towada City Chuo(central) Hospital Branch	0176-21-1340		
		Towada Chuo Yakkyoku (pharmacy)	0176-22-8823		
		Higashi Chozai Yakkyoku (dispensing pharmacy)	0176-25-1234		
		Himawari Chozai Yakkyoku (dispensing pharmacy)	0176-25-5575		
		Hosokawa Yakkyoku (pharmacy)	0176-23-2157		
		Hoteido Yakkyoku (pharmacy)	0176-23-2206		
		Minna-no Yakkyoku (pharmacy)	0176-22-2297		
		Maple Chozai Yakkyoku (dispensing pharmacy) Ltd.	0176-24-2755		
		Yamamoto Yakkyoku (pharmacy)	0176-27-1300		

No.	Contents of consultation.	Consultation Counter	Phone no.	Reception times,etc.	
8	Disabilities	Welfare Section Living and Welfare Department of City Hall	0176-51-6718	8:30~17:15※	Telephone or interview consultation
		Consultation for People with Physical and Intellectual Disabilities In Towada City Social Welfare Council	0176-22-7938	3rd Friday of every month. 10:00~12:00	Telephone or interview consultation
		Ascend House Community Activity Support Center	0176-21-1173	8:30~17:00※(Reservation required)	Telephone or interview consultation
		MISAWA みさわ Employment and livelihood support centers for persons with disabilities.	0176-27-6738	Monday to Friday 8:00~17:00 (Reservation required)	Telephone or interview consultation
9	Elderly Home	Towada Higashi(East) Community Comprehensive Support Center	0176-27-1513	8:30~17:15♣	Telephone or interview consultation
		Towada Kita(North) Community Comprehensive Support Center	0176-51-6056	8:30~17:30♣	Telephone or interview consultation
		Towada Seinan(Southwest) Community Comprehensive Support Center	0176-51-4250	8:30~17:15♣	Telephone or interview consultation
		Towada Seinan (Southwest) Community Sub-Center	0176-72-3400	8:30~17:15♣	Telephone or interview consultation
		Michinoku-en In-home support center	0176-25-7700	<Home care support center> Towada City supports mental health promotion for people aged 65 and over through Community Lively Class and other activities.	
		Kyanpas Home care support center	0176-58-6606		
		Hakkoso Home care support center	0176-58-5535		
		Rouken Towada (Elderly health care) Home care support center	0176-27-3130		
		Towada Home Care Support Center	0176-22-6666		
		Heartland Homecare support center	0176-25-2221		
		Oirase Home care support center	0176-72-2052		
		Memory loss consultation City Hall, Elderly Care Section	0176-51-6720	Once a month (reservation required)	Interview consultation with a specialist doctors.

<Daily life problems and difficulties>

10	Daily life concerns and worries, human rights.	Fureai(interactive) Consultation Towada City Council of Social Welfare	0176-22-7938	Every Monday and Thursday 10:00~15:00★	Telephone or interview consultation
		Human Rights Consultation City Hall, City Planning Support Section	0176-51-6777	Twice a month(reservation required)★	Interview consultation.
		110 Human Right for Everyone. National Human Rights Advice Dial. Aomori District Legal Affairs Bureau, Towada Branch Office	0570-003-110	8:30~17:15※	Telephone or interview consultation
11	Traffic Accidents	Traffic Accident Consultation Aomori Traffic Accident Advisory Center	017-734-9235	9:00~16:00※	Telephone or interview consultation

<Economy and livelihoods>

12	Legal issues such as debt and property.	Consultation on Life and Money City Hall, City Planning Support Section	0176-51-6777	Once a month (Reservation required)★	Interview consultation.
		Judicial Consultation City Hall, City Planning Support Section	0176-51-6777	Approx. 6 times a year (Reservation required)★	Interview consultation.
		Legal Consultation City Hall, City Planning Support Section	0176-51-6777	Once a month (Reservation required)★	Interview consultation.
		General Consultation Center Aomori Judicial Scrivener's Association	0120-940-230	Wednesdays 14:00~17:00 (Reservation required)♣(Also excludes 13 to 15 of August)	Interview consultation.
		Houterasu Aomori Japan Legal Support Center	0570-078-387	9:00~17:00※ (Reservation required)	Telephone or interview consultation
		Legal Consultation on Connecting Life and Health Aomori Disability Welfare Division	017-734-9310	Mon,Wed,Fri 9:00~16:00♣	Interview consultation.
13	Living expenses and welfare.	Section 1 and 2, Livelihood Protection City Hall, Living and Welfare Division	0176-51-6715 0176-51-6739	8:30~17:15※	Telephone or interview consultation
		Independence Counselling and Support Service City Hall, Living and Welfare Division	0176-51-6749	8:30~17:15※	Telephone or interview consultation
14	Unoccupied house problem.	Unoccupied House Consultation Service City Hall, Urban Development and Building Division	0176-51-6735	8:30~17:15※	Telephone or interview consultation

No.	Contents of consultation.	Consultation Counter	Phone no.	Reception times,etc.	
15	Tax payment	Tax Payment Consultation City Hall, Revenue Division	0176-51-6760	8:30~17:15※	Phone or interview consultation.
16	Merchandises, services, or contract issues.	Towada City Consumer Affairs Center City Hall, City Planning Support Section	0176-51-6757	8:30~16:30※★	Phone or interview consultation.
		Aomori Consumer Affairs Center	017-722-3343	Monday to Friday 9:00~17:30 Saturdays, Sundays and national holidays 10:00~16:00 (except year-end and New Year)	Phone or interview consultation.

<Labor>

17	Working conditions and labor issues.	Towada General Labor Consultation Service Aomori Labor Bureau	0176-23-2780	9:30~17:00※	Phone or interview consultation.
18	Management, taxation, accounting, etc.	Towada Chamber of Commerce and Industry	0176-24-1111	8:30~17:00※	Phone or interview consultation.
19	Job offers, job search and unemployment benefits.	Hello Work Towada (public employment office) Misawa Public Employment Office Towada Branch.	0176-23-5361	8:30~17:15※	Phone or interview consultation.







<Family and Childcare>

20	Parenting, child development.	Towada City Health Center	0176-51-6792	8:30~17:15※	Phone or interview consultation.
		Support Center for Children and Child-rearing Parents City Hall	0176-51-6734	8:30~17:15※	Phone or interview consultation.
		Shichinohe Child Guidance Center	0176-60-8086	8:30~17:15※	Phone or interview consultation.
		Educational Counseling Office "Towa-heart" Board of Education, Guidance Division	0176-24-2400	9:00~17:00※	Phone or interview consultation for elementary and junior high school students and their parents in the city.
21	Abuse, bullying, delinquency.	Child Abuse Hotline Shichinohe Child Guidance Center	0120-78-6552 (toll free)	24-hour support	Dedicated child abuse notification.
		24-Hour Child SOS Dial School Education Division, Prefectural Office of Education.	0120-0-78310 (toll free) 017-734-9188	Available 24 hours aday, every day.	Telephone consultation.
		Children's Right 110 Aomori District Legal Affairs Bureau	0120-007-110 (toll free)	8:30~17:15※	Telephone consultation.
		Support Center for Parents and Children of Child-Rearing Generation Towada City	0176-51-6734	8:30~17:15※	Phone or interview consultation.
22	Criminal damage	Aomori Victim Support Center	017-721-0783	9:00~17:00※	Phone or interview consultation.
		Police Safety Consultation Office Aomori Prefectural Police Headquarters	017-735-9110 # (poundkey then extension) 9110	8:30~17:00※	Telephone consultation.
		Police Safety Consultation Section Towada Police Station	0176-23-3195	24-hour support On duty except weekends 8:30~17:15.	Phone or interview consultation.
23	Spousal violence, divorce issues.	Support Center for Children and Child-Rearing Parents Towada City	0176-51-6734	8:30~17:15※	Phone or interview consultation.
		DV Hotline Aomori Women's Consultation Center	0120-87-3081 (toll free)	24-hour support	Dedicated emergency call phone.
		Women's Consulting Office Aomori Prefecture	017-781-2000	Weekdays 8:30~20:00 Weekends and holidays 9:00~18:00	Telephone consultation.

No.				
24	Close advisors	Welfare commissioner, Commissioned Child Welfare Volunteer.	Living Welfare Division 0176-51-6718	Please consult with us about any concerns or problems you may have in your daily life. Confidentiality will be protected.
		Health Cooperative Officer	Health Promotion Division 0176-51-6791	We are working with the city government to improve health in the community at the request of the city upon recommendation from the neighborhood association.

25	Volunteer organizations, etc.	"Lupine" to put your mind ease	No application is necessary. Please come directly to the venue.	Every 2nd and 4th Saturday of the month 10:00~12:00 Civic Exchange Plaza - "Toware(トワレ)"	Anyone is welcome to come and talk with us, whether you have a problem or just want to talk. Individual consultations are also available.
		"Oasis" for heart-heart contact		1st Saturday of the month★ 10:00~12:00 Towada City Culture Center Closed in case of bad weather.	Feel free to drop by and talk about your problems. It is a place where everyone can feel at ease.
		"Clover" for chatting		Once a month★ 10:00~12:00 13:30~15:30 Civic Exchange Plaza "Toware(トワレ)".	We hold salons for those who are looking for someone to talk to. Please feel free to come if you want to communicate through chatting.
		Adult chatting place ~Shy and outgoing people, come together!~	NPO Smile Lab 0176-23-8922	Every third Friday of the month. 18:30~20:30 Civic Exchange Plaza "Toware(トワレ)".	It is a place where you can be at ease, talking to people around you and doing what you like to do.
		Life and Health Protection Group	Chairman: Fukui Fukusawa 090-1358-7991 Secretariat: Teruo Tozawa 0176-25-3231	Whenever you have any problems in your life, please contact us first. Let's think about utilizing the government system together. We are always ready to help.	

26	Web Information	List of telephone numbers for the Kokoro-no Soudan(Mental Health Consultation Network) External Affairs and Welfare Division, Department of Health and Welfare, Aomori Prefecture https://www.pref.aomori.lg.jp/soshiki/kenko/syofuku/kokoro.html		
		Minna-no Mental Health Sogo Site (Comprehensive mental health site for everyone) https://www.mhlw.go.jp/kokoro/		
		Kokoro-no Mini : Mental Health Portal Site for Workers http://kokoro.mhlw.go.jp/		
		Let's maintain our minds too! Mental health site to support young people http://www.mhlw.go.jp/kokoro/youth/		
		2022 Aomori Children and Youth Support Organization Map Aomori Prefecture Youth and Gender Equality Division http://www.pref.aomori.lg.jp/soshiki/kankyo/seishonen/files/04kowakamap.pdf		
		Aomori Adolescent Study Group ~ Consultation Service for Adolescent Sexual Concerns http://aomori-sisyunki.webnode.jp/		

27	SNS・Chat Consultation	Ikidurabbitto(NPO Lifelink)		Kokoro-no Hot Chat(NPO Mental Health Square Tokyo)			
		Monday・Wednesday・Friday 11:00~22:30 (Reception open until 22:00) Tuesday・Thursday・Sunday 17:00~22:30 (Reception open until 22:00) Saturday 11:00~16:30 (Reception open until 16:00)		Everyday Part 1 12:00~15:50(Reception open until 15:00) Part 2 17:00~20:50(Reception open until 20:00) Part 3 21:00~23:50(Reception open until 23:00) Monday 4:00~6:50(Reception open until 6:00) Last Sunday of the month 0:00~5:50 (Reception open until 5:00)			
		<div>LINEChat</div> <div></div> <div>LINE ID @yorisoi-chat Chat https://yorisoi-chat.jp/</div>		<div>LINETwitterFacebookChat</div> <div></div> <div>LINE・Twitter・Facebook ID @kokorohotchat Chat https://www.npo-tms.or.jp/public/kokoro_hotchat/</div>			