

Helpline offering consultation for all kinds of problems.

Free consultation. Your privacy is strictly protected.

Consultations are in Japanese. If you have trouble speaking Japanese, please call Camellia (054-204-2000).

Problems at school

	Who can consult and services provided	Contact Information	Consultation Schedule
Hello Phone "Tomoshihi"	Children with school and peer problems Parents with issues or problems about their children	Tōbu (Eastern) and Izu area 055-931-8686 Chūbu (Central) area 054-289-8686 Seibu (Western) area 053-471-8686 Kakegawa City 0537-24-8686	Monday~Friday 9:00 a.m.~5:00 p.m. https://www.center.shizuoka-c.ed.jp/page_20201113064938
Face to face Consultation	Children with school or peer problems Parents with issues or problems about their children	0537-24-9738	Face to face consultation in Numazu and Kakegawa. Monday~Friday 9:00 a.m.~5:00 p.m. https://www.center.shizuoka-c.ed.jp/page_20201113064909

Learning Support "Step by Step"	Children who stopped going to school. Children can receive tutorials catered to their learning ability from a volunteer.	0537-24-9738	Numazu and Kakegawa Monday~Friday 9:00 a.m.~5:00 p.m. https://www.center.shizuoka-c.ed.jp/setting/page_20201113035335
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Emotional problems

	Who can consult and services provided	Contact Information	Consultation Schedule
Youth Mental Health Consultation Service	People up to 39 years old and their families	0800-200-2326	Consultation available 24 hours.
Telephone Counselling Service	Anyone Consultation on all kinds of problems, mental health and mental illness	Izu area 0558-23-5560 Tōbu (Eastern) area 055-922-5562 Chūbu (Central) area 054-285-5560 Seibu (Western) area 0538-37-5560	Monday~Friday 8:30 a.m.~5:00 p.m.

Shizuoka Lifeline	You can talk to us when you feel lonely, sad, or going through a difficult time.	054-272-4343	Daily, 3:00p.m.~9:00 p.m.
Hamamatsu Lifeline	You can talk to us when you feel lonely, sad, or going through a difficult time.	053-473-6222	Sunday~Tuesday and holidays 10:00 a.m.~10:00 p.m. Wednesday~Saturday 10 a.m.~midnight

Relationship and sexual problems

	Who can consult and services provided	Contact Information	Consultation Schedule
Peer's Pocket	Consultation about sexual problems (Issues with boyfriend/girlfriend and friends, physical changes etc.)	055-952-7530 E-mail : shishunki@poem.ocn.ne.jp https://needs.n-pocket.com/data/peers-pocke	Consultation by phone or e-mail. Face to face consultation is also available. Address: 1F, Eastern Area Exchange Plaza (Beside the south exit of JR Numazu Station) Wednesdays: 1:00 p.m.~5:00 p.m. Saturdays and Sundays: 10:00 a.m.~5:00 p.m.

Other issues and problems

	Who can consult and services provided	Contact Information	Consultation Schedule
LINE Consultation	You can talk to us about your problem/s.	https://www.pref.shizuoka.jp/kousei/ko-320/shizusoudan/	LINE ID: @shizuokasoudan Daily, 4:00 p.m.~9:00 p.m.
24-hour SOS Hotline for Children	Students in Elementary, Junior High School or High School	0120-0-78310	Available 24 hours

Consultation on bullying and violence

You can send an email to help stop bullying and violence.

We will assist everyone who seeks help.

Services provided	Who can consult	Terms and condition
Bullying, delinquency, worries, truancy, school problems, etc.	<ul style="list-style-type: none">• People who want to help their friends suffering from bullying.• People who want to stop bullying• Parents	<p><Things we need to know></p> <p>Your name, school, grade level, class.</p> <p>Home phone number</p> <p>(If you do not write your name and contact information, we will not be able to take action to stop bullying. If you do not want to give your name, please call Hello Phone "Tomoshihi".</p> <p>Hello Phone "Tomoshihi".https://www.center.shizuoka-c.ed.jp/page_20201113035006)</p> <p>It may take a few days to reply to your e-mail.</p> <p>Please do not send a spam mail.</p> <p>Please do not send e-mails that are not related to bullying or violence.</p>

If you agree to the terms and condition, click here.→

「いじめ・暴力対策」メールコーナー

Other consultation services

Consultation Service Provider	Services provided	Contact List
Board of Education of the city/town	Bullying, delinquency, worries, truancy, school problem, etc.	https://www.pref.shizuoka.jp/kyouiku/ijime/shimachi.html
Youth Guidance Center	Bullying, worries, delinquency, etc.	https://www.pref.shizuoka.jp/kyouiku/ijime/hodou.html
Family and Child Consultation Services (Welfare offices, health and welfare centers, etc.)	Counseling for children	https://www.pref.shizuoka.jp/kyouiku/ijime/katei.html
Prefectural Consultation Service	Worries, truancy, delinquency, etc.	https://www.pref.shizuoka.jp/kyouiku/ijime/ken.html

Police Consultation

Information on the Prefectural Police Call Center and Juvenile Support Center

For more details, please click the link below. ↓

<https://www.pref.shizuoka.jp/police/sodan/madoguchi/ichiran.html>

Consultation on sexual harassment on trains and shinkansen. You can call or send an e-mail to report incidents of sexual harassment such as groping, taking of sneak photo and video on JR lines (trains and bullet trains) in Shizuoka Prefecture.

For more information, please click the link below. ↓

<https://www.pref.shizuoka.jp/police/about/shikumi/tetsudo/index.html>