

Novel Coronavirus (COVID-19) Response & Control Measures Instruction Manual (For Accommodation & Lodgings)

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Gifu Prefecture International Tourism Bureau

○ Introduction:

This instruction manual is a summary of basic control measures and handling of novel coronavirus infectious disease (COVID-19) for the business operators of accommodation facilities such as inns and hotels.

In response to their on-site requests saying they have no clue what to do in case of outbreak or emergency, this manual has summarized key points for easy understanding to know what should be done as precautions for prevention on daily basis as well as speedy action and response to the suspected outbreak regarding guests, employees and/or families on premises, based on incidents in Gifu Prefecture.

This novel coronavirus infectious disease is difficult to predict its contagion trend. In fact, much is unknown in regard to its characteristics or the degree of human-to-human transmission, and valid diagnosis or treatment methods. This document is only meant for the current point of time, and will be subject to supplementary amendments for improvements.

We sincerely hope this manual will be read by as many people as possible in the tourism industry, using it as a reference in time of crisis handling in Gifu Prefecture for the better quality of hospitality.

Gifu Prefecture International Tourism Bureau

□ References are cited as following:

- MHLW Notice “Response and Countermeasures on Covid-19 Infectious Disease at Ryokan and Accommodation Facilities “ (Health Service Bureau & Infection 0205 No.1 / Pharmacological Hygiene 0205 No.1)
- Gifu Prefecture Health Welfare Dept. Home Page “About Covid-19 Infectious Disease”
- Hearing on Gifu Prefectural Incident (Patient Visit)

1 Know the characteristics of Covid-19 infectious disease

Novel coronavirus infectious disease is a new type of coronavirus infection that can spread by human transmission, reported by the People's Republic of China to the World Health Organization (WHO) in January, 2020.

It is characterized by prolonged fever, sore throat, and persistent coughing (around one week) , while many people complain of strong languor (lethargy). About 80% of infected cases are mild, and able to recover naturally. But for the remaining 20%, there is a high risk of rapidly becoming seriously ill after a week, and about 5% will require intensive care treatment of artificial respirators and ECMOs, and some will lead to deaths 。 In particular, once infected, more than half of the people, even those who have no symptoms, are likely to develop pneumonia. Therefore, this novel coronavirus infection can be regarded as pneumonia caused by virus. It is necessary to correctly recognize its severity, which is more serious than influenza. We need to keep calm and act cautiously.

【Suspected Symptoms】

Please consult with the “Returnees & Contact Person Consultation Center”, if you have any of the following symptoms. (Page 12)

1. Cold-like symptoms and fever over 37.5 °C to persist for more than 4 days. (even if needed to take antipyretics)
2. Strong languor (lethargy) and breathlessness (dyspnea)

Since people with the following health conditions are prone to the risk of further aggravation, please consult with the “Returnees & Contact Person Consultation Center”, if you had the fever of (1) symptoms to continue for more than 2 days. (People who are elderly, and/or with underlying health issues of diabetes, heart failure, respiratory diseases such as emphysema, chronic bronchitis, bronchial asthma, as well as people who are undergoing dialysis, immunosuppressant, and/or chemotherapy and also, pregnant women)

- The novel coronavirus is said to be highly contagious from the transmission by spread of **droplet infection and direct contagious contact.**

Droplet Infection	As the virus is released in droplets of the infected person (when sneezing, coughing, spitting), other people nearby within 2 meters are likely to get infected by inhaling the virus through their mouth or nose.
Contagious Infection	When infected persons sneeze or cough, covering their mouths will get the virus on their hands. Touching various surfaces (e.g. door knobs, handrails, hanging straps) spreads virus where others will also come in contact with the virus. Then touching one's own mouth, nose or eyes can let the virus enter through mucus membranes.

Therefore, **in order to prevent droplet infection and contagious infection, the practice of wearing a mask and washing hands is very important.** In particular, after touching any surface where unspecified number of people might have touched, such as door knobs, handrails, and hanging straps, one must not touch one's own mouth, nose or eyes, and make sure to use alcohol-containing hand sanitizer or wash hands thoroughly with soap and running water for a good hygiene.

2 Daily precautions for inns & accommodation facilities

1. Thorough prevention of outbreak (Be prepared.)
Infection prevention measures on the premises are most important for protection of guests and employees.

It is crucial to have the appropriate practice of standard procedure for cleaning and disinfecting methods regularly. Also, it is necessary to alert the attention of guests staying at the facility.

Prevention	Precautionary Measures
Hygiene of hands and fingers	Hand-washing with soap and running water (Using alcohol-based hand sanitizer is also effective.) Recommend strongly to the guests to wash hands or use disinfectants. Avoid hand towels for shared use in restrooms.
Cleaning & disinfecting rooms and the accommodation facilities	After thorough cleaning, areas and surfaces frequently touched by many people need to be further cleansed with disinfectants (alcohol-based disinfectants and sodium hypochlorite are also effective.) ◎ If household bleach is used, make sure the active ingredient is sodium hypochlorite. Dilute the liquid as required before use. (standard concentration 0.05%) ◎ Key areas for sterilization: frequently touched by hand 1 . Public spaces (elevators, doorknobs etc.) 2 . Guest room (remote controls, doorknobs, tables etc.) 3 . Dining areas (tables, chairs etc.) 4 . Other service areas (massage spa, shops etc.)
Health Control	Health check of employees (take temperature if necessary)

	Let them take leave by self assessment if unwell.
Recommended Coughing Manners	Wear masks for coughs. If one is coughing without masks, use handkerchief, tissue or shirtsleeve to cover the mouth.
BCP: Business Continuation Plan and Risk Management	<p>[Awareness required by the management]</p> <ol style="list-style-type: none"> 1. Speedy info-sharing for decision-making 2. BCP plan to be ready for the worst scenario 3. Stockpiles of necessary disinfectants 4. Employee education and training regularly

Please cooperate in measures against infectious diseases.

! Washing hands

The basic measures against infectious disease, as well as the novel coronavirus, are **washing hands** and **“coughing manners” including wearing a mask.**

As you touch many objects like door knobs and the straps on trains it is possible that the virus is present on them.

Frequently wash your hands, upon returning home, before and after cooking and before meals.

Washing hands

Correct way to wash hands.



1 After thoroughly wetting your hands with running water, apply soap and rub the palms well.



2 Rub the back of your hands up and down.



3 Thoroughly rub the fingertips and nails.



4 Wash between your fingers.



5 Twist and wash your thumbs with the palms of your hands.



6 Don't forget to clean your wrists.

After cleaning with soap thoroughly rinse with water and wipe dry with a clean towel or paper towel.

Before washing hands

- Keep your fingernails short.
- Remove wristwatches and rings.



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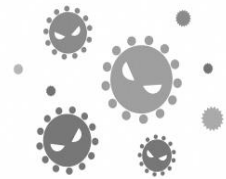
! “Coughing manners”

The basic measures against infectious disease, as well as the novel coronavirus, are **washing hands** and **“coughing manners” including wearing a mask.**

■ In order not to transmit viruses to others.

It is possible that the droplets ejected when you cough or sneeze may contain viruses. Please observe the following “coughing manners”.

- **Wear a mask.**
- **Cover your mouth and nose with a tissue etc.**
- **If you suddenly sneeze or cough do so into your elbow or inside your jacket.**
- **Keep as far away as possible from other people.**



“Coughing manners”

Three “coughing manners”



Coughing or sneezing without shielding your mouth or nose.

Using your hands to cover coughs or sneezing.



Wear a mask. (covering mouth and nose)

Cover your mouth or nose with a tissue/handkerchief.

Cough or sneeze into your sleeve.

Correct way to wear a mask.



1 Ensure both your nose and mouth are covered.

2 Place the rubber string over your ears.

3 Cover up to your nose so there are no gaps.

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2. Operation Procedure Care (for the early stage of Covid-19 outbreak)

(□ Start here as of March 31, 2020)

In case of any outbreak incident in the country, it is necessary to seek response of the administration and then **carry out the overall prevention countermeasures to stop the further spread of infectious disease.**

Assuming there will be a possible outbreak within the premises, it is crucial to conduct a simulation beforehand on what can be done to respond to such situations.

Core Target	Caution Touchpoints
Guests	<ol style="list-style-type: none">1. Remind a correct entry of guest information2. Ask for reporting any health irregularities (request at the time of check-in)3. Encourage the use of mask if coughing4. Encourage use of hand sanitizer or hand wash in the lobby and dining areas
Employees	<ol style="list-style-type: none">1. Information-sharing on Covid-19 virus ※Precautions for suspected cases2. Commit to wash or disinfect hand & fingers3. Commit to disinfecting surfaces of frequent contact4. Coughing manners and protocol5. Take leave if unwell (stay home and go for checkup at appropriate timing as well as report and record the progress)6. Avoid closed space meetings and close

	<p>contact with unspecified number of people (refrain from overseas trip)</p> <p>7. Visible work shifts (who-is-at-work check)</p> <p>8. Temperature & symptom check/record when coming to work</p>
BCP: Business Continuation Plan and Risk Management	<p>[Awareness required by management]</p> <p>1. Information collection on Covina-19 infectious disease updates</p> <p>2. Safety & security procedures for guests and employees</p> <p>3, BCP planning for the worst scenario (employees shift & division of roles)</p> <p>4. Confirm speedy & appropriate reporting network upon outbreak incidents</p> <p>5. Full understanding of media coverage (Check whether fake news or not)</p>

Reference: In case of family members suspected of Covid-19 infection, please observe the following precautions at home -8 Points - (MHLW)

Eight-point list of precautions to take at home

If a member of your family is suspected of the novel Coronavirus infection, we ask that you follow these points.

(Partially modified the summary provided by Japanese Society for Infection Prevention and Control)

February 28, 2020 version

Segregate rooms

- ◆ **The infected person should be placed in a own room.** Avoid sharing one room with the infected person when eating and sleeping.
 - Even if you cannot separate the infected person's room/living space with other rooms due to the needs of child care or the space capacity, keep a distance of at least 2 meters from the infected person. Also use partitions and curtains, etc.
 - If there is a case to sleep in the same room, sleep with both heads staggered.
- ◆ **The infected person should avoid going to other rooms/living space.**
 - Minimize his/her use of shared space such as toilet, bathroom, etc..

Limit persons responsible for caring for infected patients as much as possible

- ◆ People with disease in heart, lung, or kidney, people with diabetes or reduced immunity, pregnant women, etc. should avoid taking care of the infected person.

Wear a facial mask

- ◆ **The used mask should be immediately thrown away** without taking it to another room.
- ◆ Do not touch surface of used mask. Remove it by pinching off the rubber or string.
- ◆ After removing your mask, always wash your hands with soap. (Alcohol disinfectant is also effective)

※If your mask gets dirty, immediately use a new, clean, dry mask.

※If you don't have a mask, cover your mouth and nose with tissue, etc. when coughing or sneezing.

Wash your hands often

- ◆ **Each family member should frequently wash their hands with soap and disinfect with alcohol.** Do not touch your eyes, nose, mouth, etc. before washing your hands.

Ventilate the room

- ◆ **Regularly ventilate rooms.** Keep open windows as well as the rooms where other family members are.

Disinfect shared surface that touched by hand

- ◆ **Wipe the share parts** (the door handles, knobs, and bed fences) **with Diluted household chlorine bleach**, then wipe them with water.
 - The virus survives for a while on objects.
 - Confirm that the main component of household chlorine bleach is hypochlorite, then adjust its concentration to 0.05%.(if the concentration of the product is 6%, add 25ml of the liquid to 3 liters of water)
- ◆ **Clean toilets and bathrooms frequently. Use a common type of household detergent, and after rinsing, disinfect well with a household disinfectant.**
 - Towels, clothing, tableware, chopsticks, spoons, etc., should be washed as usual.
 - No need to wash separately any clothes the infected person used.
- ◆ **Do not share the one before cleaning.**
 - In particular, make sure towels are not shared in toilets, washrooms, kitchens, etc.

Wash dirty line and clothes

- ◆ **Use gloves and masks when touching clothes and linen contaminated with bodily fluids. Also wash them by a laundry machine with a common type of household detergent and dry them completely.**
 - Virus may be detected in feces.

Dispose of garbage in a sealed bag

- ◆ **Put used paper tissue in a plastic bag, then seal them when you take them out of the room. After that, wash your hands immediately.**

- The infected person should avoid going out.
- Family members and those living together should monitor your own health by measuring fever, etc. and avoid unnecessary and urgent outgoing. Do not go to office, etc. especially if you have symptoms such as coughing or fever.

3 What if a guest shows suspected infection symptoms

(1) Contact “the Returnee & Contact Person Consultation Center”

If the guest is unwell and having suspected symptoms of Covid-19 (Page 2), the person in charge of the premises should use extension phone call as the means of communication to find more about the details of health condition and the time when such conditions started. Take body temperature with thermometer if needed.

- ☐ Shared thermometers should be disinfected with rubbing alcohol each time before the use.

Thereafter, immediately contact “the Returnee & Contact Person Consultation Center” with the consent of the guest who has symptoms for further instructions.

【Returnee & Contact Person Consultation Centers】

- ☐ 24Hrs (9:00 - 17:00 weekdays & paging during other hours)


Public Health Centers (PHC)

Gifu PHC	058-380-300	
Seino PHC	0584-73-1111	(ext. 273)
Seki PHC	0575-33-4011	(ext.360)
Kamo PHC	0574-25-3111	(ext.358)
Tono PHC	0572-23-1111	(ext.361)
Ena PHC	0573-26-1111	(ext.258)
Hida PHC	0577-33-1111	(ext.309)
Gifu City PHC	058-252-7191	
Gifu Pref. Healthcare Dept.	058-272-8860	

If the guest affected is suspected of Covid-19 infection after the consultation, then, one of the local health centers will be assigned. **Therefore, please follow the instruction given by the returnee & contact persons consultation center to receive the outpatient treatment.** When the guest is leaving the room, make sure the guest has put on a mask and disinfected hands and fingers. The attending staff must also wear a mask and sanitize hands and fingers after sending-off. Once the doctor diagnoses and suspects Covid-19 infection, then a swab sample will be collected for testing. Until the results are clear, the person suspected needs to be waiting on stand-by either at healthcare facilities (including hospitalization), or in isolation at the accommodation facility. (Please seek advice from the consultation center in this regard as well.)

(2) Request the guest to stay put for a stand-by

In case of a stand-by at the accommodation facility, the guest must be fully informed of the necessity for prevention of the spread of infection.



The guest must refrain from using the various common facilities (restaurant dining, big baths etc.) on premises, and avoid any contact with other guests in the same area. Please request the guest to stand-by in isolation inside one's own room.

Be considerate to speak with care, such as during the phone conversation, because the guest must be full of anxiety. Ask accompanying fellow guest(s) to relocate to other rooms and stand-by.

(3) Request to wear masks



Ask the masks to be worn at all times and hands to be sanitized by the guest suspected of having infection and the fellow guest(s) when going out of the rooms.

(If the guest does not have masks with them, please provide from the accommodation facilities.)

※If there are no provision of masks available, request the guests to cover their mouth and nose with towels and handkerchiefs when coughing. (Page 7)

(4) Staff in charge of the guests suspected of infection (guest liaison)



Designate few persons in advance to limit the number of attending staff.

Make sure the staff in contact with suspected guests **need to wear masks** and afterwards sanitize hands and fingers.

The used masks must be disposed without using repeatedly. Disposal bin must have plastic sheet for cover, and the trash must be handled wearing disposable gloves.

☐ Other contacts with guests suspected of infection should be done by internal extension calls so as to avoid direct contact as much as possible without being ill-mannered.

☐ Also, any staff who has underlying medical conditions of heart, lungs and kidneys, as well as diabetes, low immunity level, or being pregnant must refrain from serving suspected guests. (Page 2)

(5) Cooperating with public health centers (giving information)

If requested by public health centers, kindly cooperate in giving information of the people who were in contact with the guest with infection.

[Example of cooperation]

- Giving information of other guests and staff who came in close contact (health condition to be included) etc.

- Investigation is carried out to prevent the spread of infection.

(6) Disinfecting facilities

Wear masks and disposable gloves while disinfecting.
Disinfect areas and high frequency contact surfaces
(doorknobs, switches, handrails, sink, toilet seats and flushing lever) likely to be touched with hand and fingers at places
(guest rooms, restaurants, dining room, elevators, hallway etc.) where guest with infection might have been around.

[Disinfecting method] (Page 11)

- High frequency contact surfaces

- Wipe with alcohol sanitizer or with diluted household chlorine bleach (In case of bleach, wipe with water after use .)

- The virus adheres to surfaces and remain viable for a while.
(as long as a few days)

- When using household chlorine bleach, make sure the main ingredient is sodium hypochlorite. Follow the instructions to dilute the amount of use. (standard concentration 0.05%)

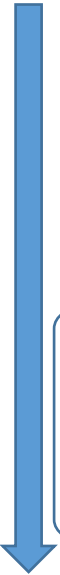
- Please note that sodium hypochlorite concentration varies depending on the product. e.g. In case of 6% concentration, 25mL of bleach should be diluted with 3L water.

- Toilets and washbasins

- Carry out a thorough cleaning of standard practice.

- Food utensils, chopsticks, and spoons can be collected in a usual manner for subsequent washing.

- Linens and sleepwear should be collected after putting all into a big plastic bag, either by guest or by staff wearing a full gear of mask, goggles, gloves, and a gown. Laundry and cleaning is to be done in a regular manner. If the laundry items are obviously soiled with body fluids, discard the whole plastic bag with such contents.

- 
- Hand towels and bath towels should be handled in the same manner as linens and sleepwear.
 - It is also possible to use professional disinfecting services. Look for such service providers in advance.
 - Follow instructions given by the public health center when using such services.

For specific method of implementation, please refer to the “Manual for Disinfection & Sterilization Based on the Infectious Diseases Control Law” (MHLW Health Dept TB Infection Section) and “ Q&A on Covid-19 (for the general public).” (MHLW Home Page)

4 What If the Guest Tested Positive

(1) Inform the infected guest and help transfer to medical care facilities.

- If confirmed as positive, basically the attending physician at the public health center will inform the infected person.

- Subsequently, the guest must go to medical care facility as instructed by the public health center.

- Follow the instructions of the public health center for advice on the means of transportation.

(2) Health check of the attending staff and other guests

- Following the instructions from the public health center, **employees and other guests, who were in close contact with the infected person, need to be identified and will be under 2 weeks observation (checking body temperature and other symptoms).** No need to remove them off the assigned work or to be confined at home. Depending on the situation of the contact, consult the public health center and follow the advice.

- **A person deemed to be a close contact** at high risk **will need to go through a PCR test.**

Follow instructions given by the public health center.

- If identified as a close contact, the person may be requested not to come to work at least until the PCR test results are available.

※Who becomes “a close contact person”?

The people who were in direct contact with the patient after the onset of symptoms. They could be the people living together, or those who were in close contact for a certain period of time without any necessary protection (no masks) at a close distance of possible face-to-face conversation (less than 2 meters away.)

(3) Disinfecting guest rooms

- The room used by the guest with infection should be immediately **disinfected while wearing masks and disposable gloves.**

- Disinfection areas to be noted are as same as (6) of Page 14.

- As for futon quilts and bedsheets, select the effective method of disinfecting according to the condition of damage and materials. (e.g. steam, hot water, chlorine chemicals)

(4) Information to other guests staying on premises

- The impact of handling the guest with infection may raise concerns of other guests. Therefore, an adequate explanation is necessary.
- Travel agencies which operate group tours accompanied by tour conductors will also require an explanation.

● **Judging from the situation at any given time, inform the actual facts of appropriate measures implemented at the facilities.**

- These actions need to be prudent and supervised by the public health centers.

□ Assuming the regional impact, it is also necessary to report to the tourism association.

□ In case of a group tour covering multiple prefectures, press conference details of other prefectures must be recognized beforehand (must be handled with care).

(5) Explanation to travel agencies (group tours)

- Travel agencies will require adequate explanation to see if there is any impact to their future tour operations.

● **Judging from the situation at any given time, inform the actual facts of appropriate measures implemented at the facilities.**

Type of Travel	Customer	Travel Agency
Free Individual	○	—
Individual (via Agency)	○	△
Group (Agency Tour)	○	○

○ : explanation required

△ : explanation when necessary

(6) Media handling and response

- **Basically, prefectures will announce outbreak updates.**
- Contents will be announced according to the national basic policy.
- Furthermore, explanations to guests should be done with appropriate judgement in confirming the prefectures announcement and instructions from the public health center.
- If a guest is tested positive, there is a possibility of media interviews.
- **Consideration must be given to protect the privacy of personal information, and refer to announcements made at the prefectural press conference.**
- It is desirable to predetermine a single point of contact for handling media inquiries.
- Be prepared in advance to **decide on the policy for media handling.**
- **It is also important to be considerate for the plight of the infected guests and the employees so that there will be no discrimination. The culprit is the virus itself and not the people who became infected. They should be regarded as the victims, and this fact needs to set the tone right from the beginning for a shared and common understanding.**

【Example of media handling】

- **A single point of contact for external inquiries**

Let all the staff know that external inquiries should not be handled separately, but a single point of contact will be assigned for such calls.

- **Information collection & compilation**

In order to release the appropriate information, all the facts on handling the guests and employees or disinfecting the premises should be compiled into a comprehensive summary.

5 What if employees and/or family members show suspected infection symptoms

(1) In case of and/or the families showing suspected symptoms

- If a staff employee reports symptoms suspected of Covid-19 infection regarding oneself or family members at home, or even if there was a close contact possibility with infected guests and subsequent discomfort with fever, **please treat it in a similar manner as in the case of the guests with symptoms, and contact the Returnee & Contact Person Consultation Center (Page 12) for instructions.**

(2) Stay at home

- **Ask the employee to stay home until further instructed by the Returnee & Contact Person Consultation Center.**
- Even if family members are having similar symptoms, let the employee stay home until further instructions are given by the Consultation Center. This is vital to prevent further spread of the infection.
- All the measures must be according to the instructions from the Center.

(3) Disinfecting Facilities

- **Wear masks and disposable gloves while disinfecting.**

(4) Monitoring health condition of other employees who came in contact

- **Identify other employees who came in contact** with the employee showing suspected symptoms and **check their health conditions.**
- **If there are signs of similar symptoms, please contact the Returnee & Contact Persons Consultation Center (Page12) for further instructions.**
- **All the measures must be according to the instructions from the Center.**

(5) Explanation to other guests: Same as (4) of Page 17.

(6) Explanation to travel agencies: Same as (5) of Page 17.

(7) Media handling: Same as (6) of Page 18.

6 Initial response system required for the outbreak

○Prevention of the Secondary Damage

Once the outbreak of Covid-19 infection is confirmed by outpatient visit to returnee/contact persons center (medical service facility), and that the person infected was the guest staying at the accommodation facility, the management must be ready for a quick initial response.

The speedy response will prevent the spread of infection and reputation damage, along with further assurance of safety and peace of mind for the guests. It is of critical importance to acknowledge that the cover-up of inconvenient information will only create a negative impact to the future business operation as a result.

Especially, in the event of the outbreak of infection from the employees, it is necessary to have a certain contingency plan prepared such as temporary suspension of business, voluntary restraint and notification to reservation customers.

It is important to set up a crisis management system with different roles assigned in advance for initial response preparation.

Once again as a reminder, please be considerate not to discriminate the infected guests or the employees. They are not at fault for the disease. The culprit is the virus itself and the people infected are the victims. This fact must be recognized in advance as a common shared understanding of Covid-19 infection.

Roles	Action To be Confirmed
Administrative Operation Management	1 . Coordination with relevant authorities 2 . Supervised actions to prevent the spread ※Disinfecting of facilities supervised by PHC ※Use of masks and disposable gloves 3 . Handling of Linens & Bedsheets 4 . Health check of the employees 5 . Consultation on prevention of the spread such as voluntary restraint etc. 6 Media handling (disclosure of names etc,)

Reservation & Reception	1 . Guest handling (including reservations) ※The case explanation and health check 2 . (A single point of contact for inquiries)
Others	1 . Briefing explanation to local residents (local understanding) 2 . Reputation damage handling (Employee safety) ※Support care for employees & families 3 . Travel agency handling (trust recovery) 4 . Business Stabilization (Continuation) ※Check support system available from financial institutions & admin institutions

7 Major Hotlines for Covid-19 Infectious Disease

(1) General Inquiry (Non-specific)

Location	Operating Hours
Gifu Pref. Health Welfare Policy Section 058-272-1111 (ext.2515,2516)	Weekdays 8 : 30~17 : 15

(2) In case of Suspected Covid-19 Symptoms (Page 2)

Locations	Operating Hours
【Returnee/Contact Consultation Centers】 Gifu PHC 058-380-3004 Seino PHC 0584-73-1111 (ext. 273) Seki PHC 0575-33-4011 (ext.360) Kamo PHC 0574-25-3111 (ext.358) Tono PHC 0572-23-1111 (etc.361) Ena PHC 0573-26-1111 (etc.258) Hida PHC 0577-33-1111 (ext. 309) Gifu City PHC 058-252-7191 Gifu Pref Health Welfare Section 058-272-8860	※ 24 Hours Weekdays 9 : 00～17 : 00 Other hours by paging ※ PHC (Public Health Center)

< Japan Visitor Hotline for Foreigners >

Although basically same as the domestic tourist hotline, the call center of JNTO (Japan National Tourism Organization) operates an exclusive visitor hotline for foreign tourists.

- Phone Number: 050-3816-2787
- Operating Hours: 24hrs/day, 365days/year
- Language Available: English, Chinese, Korean, Japanese
- Services: Support & Assistance in emergency (illness, accidents, Covid-19 inquiries etc.) and general information

(3) Consultation Hotline on Covid-19 Infectious Disease (Normal Hours)

Locations	Operating Hours
<p>Public Health Centers (PHC)</p> <p>Gifu PHC 058-380-3004 Seino PHC 0584-73-1111 (ext. 273) Seki PHC 0575-33-4011 (ext.360) Kamo PHC 0574-25-3111 (ext.358) Tono PHC 0572-23-1111 (ext.361) Ena PHC 0573-26-1111 (ext.258) Hida PHC 0577-33-1111 (ext.309)</p> <p>Gifu City Municipal Health Center (MHC)</p> <p>Middle MHC 058-252-0632 South MHC 058-271-8010 North MHC 058-232-7681</p>	<p>Weekdays</p> <p>9 : 00~17 : 00</p>
<p>Gifu Pref. Health Service 058-272-8860 Gifu City Public Health Center 058-252-7191</p>	<p>Daily 9 : 00~21 : 00</p>
<p>MHLW (call center hotline) 03-3595-2285</p>	<p>Daily 9 : 00~21 : 00</p>

(4) Inquiry for this instruction manual

Location	Operating hours
<p>Gifu Pref, Tourism Planning Section 058-272-1111 (ext 3059)</p>	<p>Weekdays</p> <p>8 : 30~17 : 15</p>