**About the Novel Coronavirus Outbreak and Preventing Infection**

Coronaviruses infect animals and humans. There are six types of coronaviruses known to infect humans. A seventh coronavirus (known as COVID-19) has recently been discovered. This novel coronavirus primarily infects people when they breathe in the virus that contained in the sneeze or cough of an infected person (droplet infection) or when they touch a mucous membrane with a hand that has touched a train handle, doorknob, lighting switch or the like that has the virus on it (contact infection).

The infection normally starts with light symptoms, such as a fever and cough, and gradually produces serious conditions such as pneumonia and bronchitis. Young people may not be aware of any symptoms, and there are cases in which people are infected without knowing it. Since this novel coronavirus is more likely to become severe in the elderly, people with primary illnesses and people taking antibiotics or cancer medication, these groups need to be particularly careful.

The first essential step to preventing infection is to thoroughly wash your hands to avoid being infected by viruses you’ve unknowingly picked up. It is important for all of us to thoroughly wash our hands at work and home after being in a train or other crowded space with a large number of people. Furthermore, if you are not feeling well or think you may be infected, please wear a face mask to prevent infecting others, and seek consultation as necessary.

**Proper Handwashing**

1. After thoroughly wetting your hands with running water, apply soap and rub your palms well.
2. Rub the backs 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. Do not forget to clean your wrists.
7. Wash between your fingers.
8. Rub the backs of your hands up and down.
9. Thoroughly rub the fingertips and nails.
10. Wash between your fingers.
11. Twist and wash your thumbs with the palms of your hands.
12. Do not forget to clean your wrists.

**Practice Careful Coughing Etiquette**

1. Wear a mask (cover your mouth and nose).
2. Cover your mouth and nose with a tissue or handkerchief.
3. Cover your mouth and nose with your sleeve.
4. Ensure both your nose and mouth are covered.
5. Place the rubber string over your ears.
6. Cover up to your nose so there are no gaps.

**Proper Mask Wearing**

1. Wear a mask (cover your mouth and nose).
2. Cover your mouth and nose with a tissue or handkerchief.
3. Cover your mouth and nose with your sleeve.
4. Ensure both your nose and mouth are covered.
5. Place the rubber string over your ears.
6. Cover up to your nose so there are no gaps.

**Novel Coronavirus Consultation Services**

**Tokyo Metropolitan Government Coronavirus Call Center**

**Consultations about the prevention of the novel coronavirus, symptoms and countermeasures**

Tel: 0570-550571 (NAVI dial)  
Hours: 9:00 a.m. to 9:00 p.m.  
(Available every day, including weekends and holidays)  
Notes: 1. Available in English, Chinese and Korean  
2. Consultations are also available at the nearest public health center  
Fax: 5388-1396  
Note: You can download consultation sheets from the website of the Bureau of Social Welfare and Public Health.

**Novel Coronavirus Hotline**

(Telephone Consultation Center for Returnees/Contacts)

Please contact this service if you develop the following symptoms:

- Cold symptoms and a fever of 37.5℃ or higher that last for four days or more, including the time you’ve taken medicine to reduce your fever. (In the cases of senior citizens and people with primary illnesses, call if the above-mentioned symptoms have continued for about two days.)
- Extreme fatigue or weakness, and difficulty breathing.

**Hours**: 8:30 a.m. to 5:00 p.m.  
**Organizations**  
Shibuya Health Center  
Tel: 3463-3650  
**Inquiries**  
Shibuya Health Center  
Tel: 3463-3650  
**From 5:00 p.m. to 9:00 a.m. the next day**  
**Organizations**  
Shibuya Health Center  
Tel: 3463-3650  
**Inquiries**  
Shibuya Health Center  
Tel: 3463-3650

**Population of the City**

City residents (as of April 1, 2020): 231,043 (Male: 111,096; Female: 119,947)  
Foreign residents (as of April 1, 2020): 11,390 (Male: 6,268; Female: 5,122)  
Total households: 140,768  

The number for the Shibuya City Office is 3463-1211. If possible, tell the switchboard operator the extension for the section you wish to speak to. If you wish to make your inquiries in English, please contact the Intercultural Exchange Promotion Section, Cultural Promotion Division (Tel: 3463-1412).

Editor: Shibuya City Office, Planning Department, Public Relations and Communications Division.  
Address: 1-1 Udagawa, Shibuya-ku  
Tel: 3463-1287  
HP: https://www.city.shibuya.tokyo.jp/

The City Office is open between 8:30 a.m. and 5:00 p.m. from Monday to Friday. The office is closed on Saturday, Sunday, and national holidays.