

Requests to Osaka Residents

1. Area : Entire Osaka Prefecture
2. Period : For the time being from May 23, 2022
(However, revision of request details might be considered according to future infection situations.)
3. Details: See the following pages

3. Request details

① Requests to Osaka Residents (based on the relevant law)

- **Take thorough infection prevention measures (avoiding the *Three Cs, wearing a mask, washing your hands, ventilating frequently, etc.)** *Three Cs: Closed spaces, Crowded places, Close-contact settings
- **To the elderly* and those who have close contact with them on a daily basis, in order to protect the lives and health of the elderly, refrain from going out/traveling to places with a high infection risk**
*Including people with high-risk of developing severe illness such as those who have underlying diseases
- **Take thorough infection prevention measures when visiting senior citizens at elderly facilities (Consider non-contact measures such as an online meeting, as well)**
- **If a family member of an elderly person* is infected, to protect the elderly person's life, actively use a lodging facility for recuperation, etc.**
*Including people with high-risk of developing severe illness such as those who have underlying diseases

- If you have any symptoms, be tested as soon as possible. Those who have no symptoms but feel anxiety of infection are also highly recommended to be tested.
- Obey the following rules when dining: -Use restaurants that have a Gold Sticker -Wear a mask* while dining
*This is not applied if diseases, etc. make wearing a mask difficult.
- Refrain from using restaurants that don't take thorough infection prevention measures
- When traveling between prefectures, take thorough basic infection prevention measures and refrain from behavior with high infection risk at the destination.

② Request to elderly facilities (based on the relevant law)

- **Take thorough infection prevention measures in the facilities, including the occasions of the elderly's family members' visits (Consider non-contact measures such as an online meeting)**
- **Conduct frequent tests (every three days) to employees of lodging/residential facilities**
- **To managers of facilities, if someone tested positive or has similar symptoms, cooperate with in-facility doctors, collaborative medical institutions and house call medical institutions to provide swift treatment**

③ Request to medical institutions (based on the relevant law)

- **To core/house call medical institutions in the region, when asked for house call to elderly facilities from public health centers, cooperate with them including securing a house call system in the region**
- **To core medical institutions for infectious diseases in the region, promote support for infection control at elderly facilities**

④ Requests to universities, etc. (based on the relevant law)

- Thoroughly inform students that they must refrain from coming to school and attending any activities if they have any symptoms such as fever.
- Inform students that they must take thorough infection prevention measures when joining activities such as:
 - Trips and drinking parties at home/their friend's home
 - Activities with high infection risk during club or after-school activities (camps, etc.) and dining before/after those activities
- Thoroughly make students be aware of infection prevention measures in their dormitory

⑤ Requests to the economic community (based on the relevant law)

- Promote policies to reduce human contact such as teleworking, staggered working hours and bike-commuting
- Refrain from conversation without a mask in the places such as a resting room, a smoking room and a locker room
- Give special consideration to allow teleworking or staggered working hours to the following employees:
 - Employees who have a risk of aggravation (such as a senior citizen or with underlying diseases), who are pregnant.
 - Employees who have a family member as stated above.
- Comply with guidelines of each industry

⑥ Holding events (including ones hosted/co-hosted by Osaka Prefecture) (based on the relevant law)

➤ Request event organizers to impose the following restrictions on the events held in entire Osaka Prefecture

	(A)Events with an Infection Prevention Safety Plan *3	(B)Other events (Without an Infection Prevention Safety Plan)
(1) Maximum number of people *2	Up to the full capacity	The larger one of 5,000 or 50% of the full capacity
(2) Capacity ratio *2	100% *4	Without loud voice : 100% With loud voice : 50% *5

Organizers are requested to:

- ◆ **Submit an Infection Prevention Safety Plan to Osaka Prefecture at least before two weeks of the event**
- ◆ **When organizing “Other events (without an Infection Prevention Safety Plan)”**
 Make a checklist of infection prevention measures in line with the format set by Osaka Prefecture and present it on the website, etc.
 Keep the checklist for one year counting from the day the event finished
- ◆ **Take thorough infection tracing measures such as using “COCOA” (the national government’s contact confirming App) or Osaka COVID-19 Tracing System, or making a participant list**

Participants of events are requested to:

- ◆ **Take thorough infection prevention measures before/after the event; and come strait to the venue and go strait home**

* 1 Events include amusement parks and theme parks

*2 Need to meet the smaller one of (1) or (2) (need to meet the both conditions); When the full capacity is not set: -With loud voice: Keep enough distance between people (hopefully 2m, at least 1m) –Without loud voice: Keep distance that can prevent people from touching each other

*3 Applied to the events that have 5,000 or more participants and 50% or more capacity rate.

*4 At the events categorized (A), “without loud voice” must be secured.

*5 “With loud voice” is defined as follows: Spectators, etc. continue and repeat to utter in a louder voice than usual.

*6 Food and beverages can be offered under the conditions that organizers obey infection prevention measures according to the type of each event such as complying with guidelines of each industry

⑦ Facilities (including the ones owned by Osaka Prefecture)

Requests to dining establishments (based on the relevant law)

Facilities

【Eateries】

restaurants (including pubs), cafés(excluding delivery/take-out services)

【Amusement facilities】

cabarets, night clubs, Internet cafés/comic cafés, karaoke boxes (limited to the ones approved by the Food Sanitation Act)

【Wedding halls】

When holding a wedding party in a wedding hall, hotel, or lodging facility that have received permission to run eateries

【Requests to every dining establishment】

- Request customers to wear a mask while dining.
- When using karaoke, take thorough infection prevention measures such as avoiding crowded situation and ensuring ventilation

【Requests to restaurants that don't have a Gold Sticker】

- Up to four people are allowed in a group and at one table
(Refrain from accepting a group of five or more people)
- Request customers to stay within around two hours.

● Facilities (including the prefectural facilities)

Request to facilities other than dining establishments (Cooperation request not based on the law)

Categories	Facilities	Cooperation details (Facilities more than 1000m ²)
Commercial facilities	big-box stores, department stores (including underground food stores), shopping centers(including underground malls), etc. (Retailers that offer daily necessities or essential services for daily lives are excluded)	<p>●To the facilities where clusters occurred before or that have a space with the Three Cs, take appropriate entry control measures (controlling and limiting the number of people, guiding people, etc.)</p> <p>●Take thorough infection prevention measures</p>
Amusement facilities	mah-jong game parlors, pachinko parlors, game centers, etc.	
Entertainment facilities	private movie theaters, “soap land” where one can bathe with entertainment services, shooting saloons, horse parlors, ticket counters for bike race outside the stadium, etc.	
Service businesses	luxurious bath houses, nail salons, esthetic salons, relaxation salons, etc.	

● Facilities (including the prefectural facilities)

Request to facilities other than dining establishments (based on the relevant law)

Categories	Facilities	Request details
Theaters, etc.	theaters, halls, movie theaters, variety theaters	<p>【Maximum number of people/capacity conditions】 When events are held: Same as the conditions of event holding</p> <p>【Other】 (Cooperation request not based on the law)</p> <p>● To the facilities where clusters occurred before or that have a space with the Three Cs, take appropriate entry control measures (controlling and limiting the number of people, guiding people, etc.)</p> <p>● Take thorough infection prevention measures</p>
Entertainment facilities	clubs with live music *	
Meeting/exhibition facilities	auditoriums, exhibition halls, cultural halls, multipurpose halls, etc.	
Hotels and inns	hotels, inns (meeting spaces ONLY)	
Sports/amusement Facilities	gymnasiums, skating rinks, swimming pools, indoor tennis clubs, judo/kendo training halls, bowling alleys, theme parks, amusement parks, baseball stadiums, golf courses, athletics stadiums, outdoor tennis ground, golf practice ranges, batting cages, sports clubs, hot yoga/ yoga studios, etc.	
Museums, etc.	museums, art museums, etc.	

*Facilities that are approved to run eateries are requested same restrictions as those of eateries.

Outline

New Certification System established to make infection-resistant society by further promoting infection prevention measures in dining establishments so that residents can use them in the safe and secure environment

To whom

Dining establishments (Other than Takeout-only shops)

Criteria

It is required to meet all the criteria including the following examples:

- (Ex)
- Set up acrylic board (Keep distance between seats)
 - Thoroughly disinfect hands and fingers
 - Promote wearing a mask except while eating
 - Thoroughly ventilate and set up a CO2 sensor
 - Recommend that employees with any symptoms should use “Smart phone test center for restaurants”
 - Assign a “COVID-19 countermeasure leader”

Contact Info.

Gold Sticker Call Center:
Tel: 06-7178-1371 (in Japanese only)
Hours: Weekdays 9:30 am to 5:30 pm



Call Center regarding the requests based on the relevant law

Osaka Prefecture has established a Call Center to respond to inquiries regarding the requests based on the relevant law.

【Outline】

Days & Hours : **Monday to Friday: 9:30 am to 5:30 pm**

Tel : 06-7178-1398 (in Japanese only)

* FAQ will be soon available on the website of Osaka Prefecture.