

Daily Life Guidebook For International Residents

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外国人市民のための 生活ガイドブック

英語 English



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Citizens Affairs Bureau, The City of Hiroshima

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Welcome to Hiroshima!

Hiroshima is known as an international city of peace and culture. This guidebook provides a variety of useful information to help out your daily lives in Hiroshima. Topics include what to do in the case of an emergency or disaster, information related to daily life, and the various procedures necessary for daily life in Hiroshima. We hope you find this guidebook useful. For details, please inquire at an office relevant to your question.

To help make application processes at various locations throughout the city go as smoothly as possible, we recommend that you get assistance from someone who can speak Japanese whenever possible.

If you do not speak Japanese very well, various consultation services are provided in foreign languages, including Hiroshima City Consultation Service for International Residents (see page 27). Feel free to take advantage of these services.

Please visit the Hiroshima City website: <http://www.city.hiroshima.lg.jp/>
(see page 38)

We hope that you will enjoy a comfortable lifestyle in Hiroshima.

1 Information for Daily Life

1-1 Water, sewage, electricity, and gas

●Water

Water is provided by the Waterworks Bureau of the City of Hiroshima. Contact the Newly Moved Customer Consultation Center (TEL: 082-511-5959, FAX: 082-228-8861) no later than 3 days before you want your water turned on or off.

*For water fee inquiries, contact the appropriate branch office (see page 32).

Sewage fees are paid together with water fees in areas that have a sewer system.

*For inquiries about sewage fees:

Management Division, Sewerage Bureau,
The City of Hiroshima (TEL: 082-241-8258)

●Electricity

Contact the appropriate branch office of the Chugoku Electric Power Co., Inc. (see page 38) to have your electricity turned on or if you experience an interruption in service.

●Gas

Contact the Hiroshima Gas Co., Ltd. (see page 38) to have your gas turned on or if you experience any problems with the gas service.

For propane gas, contact a propane dealer in your area. Ask your landlord for more information about local propane dealers.

1-2 Postal mail

In addition to mail services, post offices also provide savings and insurance services.

If your address changes, submit a change of address notification to the post office. After doing so, mail addressed to your previous address will be forwarded to your new address for a period of one year.

* For postal mail information in English:

TEL: 0570-046-111 Monday - Friday: 8:00 - 22:00

Saturdays, Sundays and national holidays: 9:00 - 22:00

* Postal mail website in English: http://www.post.japanpost.jp/index_en.html

1-3 Garbage disposal

Household garbage is classified and collected in 8 different groups: combustible garbage, PET bottles, recyclable plastics (plastic from product containers and wrapping), other plastics (plastic other than recycle plastic), incombustible garbage, recyclable garbage, toxic garbage, and large garbage.

* For more information about separating garbage, see “Household Garbage Disposal Guidelines” which are available in English, Chinese, Korean, Spanish and Portuguese and the “Hiroshima 8” garbage disposal handbook available at the Citizens Affairs Division of your ward office and at other locations.

* Separate garbage into the 8 categories, and place it at the specified location by 8:30 a.m. on the day specified for your area. If you have large items for disposal, please phone, fax or access the Hiroshima city homepage to arrange for a pick-up (a charge will apply). Contact the Large Garbage Information Center (TEL: 082-544-5300, FAX: 082-544-5301) to schedule an appointment 4 business days before the large garbage collection day. Please access the Hiroshima city homepage to find the online form (<http://www.city.hiroshima.lg.jp>) and submit the form 6 business days before the large garbage collection day.

* For more information about garbage collection, contact the nearest Sanitation Office (see page 33).

1-4 Human waste disposal

Human waste pumping is essential for household toilets not connected to a sewer or a septic tank. Please contact the relevant office for your area when starting and stopping the pumping, or there is a change in the number of toilet users, etc. Please confirm the cost of pumping at each office. (Japanese language support only)

- For pumping areas in Naka Ward, Higashi Ward (except Fukuda, Umaki, Nukushina, Kami-nukushina), Minami Ward, Nishi Ward, Asaminami Ward, Asakita Ward, Saeki Ward:

Environmental Division, Environmental Department
Hiroshima City Urban Development Public Corporation
TEL: 082-244-7791

- For pumping areas in Higashi Ward (Fukuda, Umaki, Nukushina, Kami-nukushina) and Aki Ward:

Operations Division
Aki District Sanitary Facilities Management Union
TEL: 082-885-2534

1-5 Health/Welfare

1-5-1 Hospitals and clinics

If you become sick or injured, find a hospital or clinic with a department that treats your symptoms. Do not forget to bring along your health insurance card and some money. Also, since the staff at some hospitals and clinics can speak only Japanese, it may be a good idea to bring along someone who can speak Japanese.

Be aware that outpatient examination hours are different for each hospital and clinic. For emergencies on holidays or at night, use the nearest emergency clinic (see page 13).

1-5-2 Welfare offices and health centers (see page 32 “Welfare Department at Ward Offices” for more information)

Ward offices are structured to provide comprehensive health and welfare services. They include health centers that offer consultation and guidance regarding the health of pregnant women, infants, children, adults, the elderly, and persons with mental disabilities. In addition, ward offices provide public welfare services through cooperation with welfare offices that provide the necessary care and assistance. These services include consultation for a variety of concerns, such as persons having difficulty in their daily lives, persons with physical and emotional disabilities, the welfare of children and the elderly, and assistance for single-parent homes.

The Public Welfare Department consists of the Family and Health Services Division, Longevity and Health Services Division, and Health Services and Welfare Division, which are responsible for the duties shown in the table below.

Division	Consultation content, etc.	
Family and Health Services Division	Consultation for those having difficulty in daily life	Livelihood protection, etc.
Longevity and Health Services Division	Consultation regarding medical care and welfare for the elderly	Late-stage medical care for the elderly, placement in retirement homes, prevention of abuse of the elderly, etc.
	Health consultation and health examinations for adults and the elderly	Health consultation for obesity, high blood pressure, etc.; dental consultation; AIDS testing and consultation; examinations for tuberculosis, cancer, etc.
	Consultation regarding immunization	Children’s vaccinations, flu vaccinations for the elderly, etc.
	Consultation regarding care insurance	Certification of long-term care need, imposition of insurance fees
Health Services and Welfare Division	Consultation regarding children’s welfare	Entrance into preschool facilities, financial assistance for medical fees for children etc., child allowances, support for child rearing, etc.
	Consultation regarding welfare for single-parent homes	Single-parent home medical expense subsidies, child-care allowance, etc.
	Consultation regarding welfare for persons with physical and/or mental disabilities	Physical disability certificates, medical expense subsidies for the severely disabled persons, placement in facilities, allowances, etc.
	Consultation regarding pregnancy, babies, and child rearing	Maternal and Child Health Handbook, infant health examinations, parenting classes, etc.
	Consultation regarding mental health welfare	Mental disability certificates, self-support medical care (ambulant medical care for mental disability)

1-5-3 Community Comprehensive Support Centers (see page 35)

Community Comprehensive Support Centers provide “Comprehensive Consultation Services” for elderly community members in order to assist them to live in tranquility in the communities they have always resided. The centers feature public health nurses, social welfare counselors, senior nursing care managers and other specialized staff who provide consultations for a wide variety of subjects, including minimizing of care needs and health/welfare issues.

1-6 Child rearing

1-6-1 Pregnancy and child birth

Please notify the Health Services and Welfare Division of the Public Welfare Department at your ward office (see page 32), if you become pregnant. They will provide you with a Maternal and Child Health Handbook (available in English, Chinese, Tagalog, Thai, Korean, Portuguese, Spanish, Indonesian, and Vietnamese).

These handbooks are used to record the health conditions of both the mother and child, and they include check-up and immunization vouchers that can be used for a variety of services.

General health checkups can be received by infants at medical facilities on two occasions prior to the day before first birthday of the infant. The City also offers health checkups for 4-month and 18-month-old infants as well as 3-year-old toddlers. The local government will give you an official notification regarding these consultations and examinations (i.e. dates and times).

Financial assistance for medical expenses is available for children up to the 3rd year of junior high school or until March 31 of the year following the 15th birthday of the child, although it is subject to restrictions based on income (financial assistance for hospital stay and hospital visit is provided for children up to the 3rd year of junior high school and for children up to the 3rd year of elementary school respectively).

In addition, child allowances are provided for children up to the 3rd year of junior high school or until March 31 of the year following the 15th birthday of the child (see page 25). Contact the Health Services and Welfare Division of the Public Welfare Department at your ward office (see page 32) for details.

1-6-2 Preschools including *Hoikuen*

These are facilities that look after children who cannot be cared for at home during the day because the parents work, are ill, or for other reasons. This service is provided for children up to the time they enter elementary school. Fees are determined based on the household’s municipal tax, etc.

These facilities include:

- *Hoikuen* (nursery schools)
- *Nintei-Kodomoen* (Day-care facilities providing both nursery and kindergarten services)
- Small day care services (for children aged 0 to 2)
- Day-care facilities established in business places (Organizations have established childcare facilities to provide day care services for their employees’ children, aged 0 to 2. The facilities also accept children aged 0 to 2 who live in their local community.)

In principle, if you have a child you wish to enroll in a preschool, you should file an application with the school before the 10th day of the month preceding the month in which the child begins attendance (however, this does not apply if you wish to enroll your child in March or April).

For more information and advice regarding enrollment applications and school fees, contact the Health Services and Welfare Division of the Public Welfare Department at the ward office for the preschool in which you wish to enroll your child (see page 32).

1-6-3 Kindergarten

These are educational facilities for children before entering elementary school. There are two types of kindergarten: municipal and private.

Municipal kindergartens accept 4 and 5-year-old children (Motomachi, Ochiai, and Funakoshi Kindergartens also accept 3-year-olds). Applications for 3 and 4-year-olds are accepted in November for the following year.

Kindergartens that experience vacancies will fill them at any time.

For more information about municipal kindergartens, contact the Teacher Supervisory Division I of the Board of Education (TEL: 082-504-2784).

Most private kindergartens accept children of 3 to 5 years of age. For more information, contact the kindergarten directly.

1-6-4 After-School Childcare Program (*Hokago Jido Club*)

This program is for elementary school students whose parents usually cannot provide childcare at home after school hours due to work or other reasons. The program offers childcare after school hours until around 5 p.m. For inquiries about program eligibility, contact the *Hokago Jido Club* in which you wish to enroll your child.

1-7 Education

1-7-1 Japanese education system

The compulsory education system in Japan covers 9 years, including the 6 years of elementary school from 6 to 12 years old, and the 3 years of junior high school from 12 to 15 years old.

Those who want to continue their education take the appropriate tests to enter 3 years of senior high school and 4 years of university (2 years for junior college), etc. For all schools, the school year begins in April and ends the following March. There are public (national, prefectural and municipal) schools and private schools.

1-7-2 Elementary school, junior high school and special needs school

For information about entering municipal elementary and junior high schools, contact your ward office (see page 31) or the School Affairs Division of the Board of Education (TEL: 082-504-2469).

For information about entering special needs schools, contact the Youth Counseling Center (TEL: 082-504-2197).

Students can enter municipal elementary, junior high and special needs school regardless of their level of ability in Japanese. However, the schools they can enter are determined by their place of residence.

Classes in municipal elementary, junior high and special needs schools are conducted in Japanese. There are no tuition fees, but a portion of lunch and educational material costs are required.

The city provides school expense subsidies to assist with the costs required for schooling for households that experience financial difficulty in sending their children to school. For more information about school expense subsidies, contact your school or the School Affairs Division of the Board of Education.

1-7-3 Senior high school

More than 98% of Japanese students continue on to study at senior high schools. An entrance exam is required to attend senior high school, although there are some schools that accept enrollment based on recommendation (if a child has not graduated from junior high school in Japan but can prove to possess the same level of academic ability, then such a child may take the senior high school entrance exam).

There are public (national, prefectural and municipal) senior high schools and private senior high schools. These schools differ in terms of curriculum, offered course of study (general, industrial, commercial or agricultural, or integrated), as well as class time (full-time, part-time [day or evening], correspondence, etc.). For information about municipal senior high schools, contact the Supervisory Division II of the Board of Education (TEL: 082-504-2704).

For more information regarding other senior high schools, contact the following places.

- * National school Hiroshima University High School
TEL: 082-251-0192

- * Prefectural schools Senior High School Guidance Division, Hiroshima
Prefectural Board of Education
TEL: 082-513-4992

- * Private schools Association of Hiroshima Prefecture Private Schools,
General Affairs Office
TEL: 082-241-2805

1-7-4 Junior college and university

Similar to high school enrollment, an exam is required for entrance into a junior college or university (if a person has not graduated from junior or senior high school in Japan but can prove to possess the same level of academic ability, then he or she may take the junior college/university entrance exam.)

For more information, directly contact the school in which you wish to enroll.

1-7-5 International schools

In Hiroshima City there are schools especially for foreign residents such as the Hiroshima International School that conducts classes in English, and the Hiroshima Korean School that conducts classes in Korean.

International schools are categorized as miscellaneous schools. These institutions offer curriculums equivalent to those of Japanese kindergarten, elementary, junior and senior high schools, and students graduating from some of these international schools can continue on to attend Japanese colleges/universities. For more information, contact each school directly.

- * Hiroshima International School TEL: 082-843-4111
- * Hiroshima Korean School TEL: 082-261-0028

1-7-6 Learning Japanese

In addition to Japanese language schools there are various opportunities to learn Japanese through Japanese classes and tutors offered by international exchange groups and local community halls.

While Japanese language schools charge fees for classes, classes and tutors offered at local community halls or other public facilities are usually inexpensive or free.

To attend a Japanese class or receive lessons from a tutor, visit the website of Hiroshima Peace Culture Foundation International Relations and Cooperation Division (<http://www.pcf.city.hiroshima.jp/ircd/Japanese/index.html>) to find the Japanese Language Classes in Hiroshima City and the contact information of the provider of the class or tutoring service of your choice.

To attend a Japanese language school, directly contact the school to which you wish to attend.

1-8 Housing

1-8-1 Finding a place to live

A place to live is normally found through a real estate agent. If you are studying at a university, your university may be able to provide relevant information.

Lease contracts signed when renting a place to live require a “guarantor”. Leasing contracts will also normally include items unique to the system used in Japan, such as “key money” and security deposits. For more information, contact a real estate agent or check with your university.

1-8-2 Public rental housing

- Municipal housing

Registered residents who live and/or work in Hiroshima City can apply for residence in municipal housing if they meet the conditions for household composition and income.

Applications are accepted in two ways: one is continuous and year-round acceptance and another periodic acceptance (four times a year during February, May, August and November) upon submission of documents and consultation at the Building Division of each ward office (see page 31).

- Specified high-quality apartments

These are rental apartments for persons with mid-level incomes who receive partial rent aid from the city according to their income. For applications to rent, qualification requirements and other information, contact the following managing agencies:

- ① Hiroshima Sumairu House

- * Hiroshima City Urban Development Corporation,
Housing Management Division, Sumairu House Section
TEL: 082-244-0937 FAX: 082-242-1324
<http://www.hts.city.hiroshima.jp/tokuchin/>

- ② Midorii Sky Stage

- * Hiroshima Prefecture Housing Supply Corporation,
Housing Division, Housing Management Section
TEL: 082-248-2272 FAX: 082-243-6721
<http://www.jkk-hiroshima.or.jp>

- High-quality rental housing for the elderly based on the former Act on Securement of Stable Supply of Elderly Persons' Housing

This is rental housing for the elderly that allows them to live with peace of mind due to features such as emergency call services, and installation of handrails for the toilet and bathtub/shower. Households that have less than a certain level of income receive partial rent aid. For applications to rent, qualification requirements and other information, contact the following managing agencies:

① Midorii Sky Stage

*Hiroshima Prefecture Housing Supply Corporation, Housing Division, Housing Management Section

TEL: 082-248-2272 FAX: 082-243-6721

<http://www.jkk-hiroshima.or.jp>

1-8-3 Private rental housing: Support services for foreign nationals

- Housing Support Services from the Hiroshima Prefectural Government

The Hiroshima Prefectural Government helps citizens with acute housing needs, including foreign nationals, by providing assistance and information regarding private rental housing.

For further information, please contact the division below.

- ※ Hiroshima Prefectural Government, Housing Division, Housing Planning Group

TEL: 082-513-4164 FAX: 082-223-3551

<http://www.pref.hiroshima.lg.jp/soshiki/108/1299735819747.html>

- Project to Promote the Development of a Safety Net for the Practical Use of Private Housing

In accordance with the aim of improving existing private rental housing conditions as well as making use of vacant housing to provide a living area for citizens with acute housing needs, the national government provides financial support for some of the costs incurred when vacant private rental housing units are renovated. In order to make use of this financial service, there are requirements that one should follow such as allowing citizens with acute housing needs to become tenants.

For further information, please contact the office below.

Project Promotion Office for the Development of a Safety Net for the Practical Use of Private Housing

TEL: 03-6214-5690 FAX: 03-6214-5899

<http://www.minkan-safety-net.jp/index.html>

1-9 Taxes

1-9-1 Japanese taxes

Taxes in Japan include national taxes collected by the national government, and local taxes collected by prefectural and municipal governments. National taxes include income tax, corporate tax, inheritance tax, and consumption tax.

Local taxes include prefectural residence tax, automobile tax, and local consumption tax collected by prefectural governments, and municipal residence tax, property tax, and compact motor vehicle tax collected by municipal governments.

1-9-2 Individual municipal taxes and prefectural taxes (residents tax)

Local taxes include individual municipal residents tax and prefectural residents tax that are paid by everyone with a residence in Hiroshima City. These two types of tax are collected together. These taxes (collectively referred to as “*Jumin-zei* (residents tax)”) are collected both on-a-per-capita-basis with a fixed rate (*kinto-wari*) and per-income based on income from the previous year (*shotoku-wari*).

In addition, residents who came from a contracting state under the Income Tax Convention and study or are in vocational training may be exempt from income tax and/or residents tax if they meet certain requirements. In order to be granted benefits of the convention, you must file applications for income and residents tax exemption separately. Please be aware of that you cannot be exempted from residents tax with your income tax exemption application only.

Should you need further information, please direct your inquiries to the Municipal Residents Tax Section of Municipal Tax Offices (please refer to page 31).

1-10 Employment

The following consultation services are provided for people who need to find employment, and employed people who are experiencing trouble with their employment or working conditions.

- For inquiries regarding career consultation and employment placement:
Hiroshima Foreign Residents Employment Service Office (in the Hello Work Hiroshima)
(see page 29, TEL: 082-227-1644)

Interpretation: 10:00 - 16:00

Spanish, Portuguese (Mondays, Wednesdays and Thursdays)

Chinese (Mondays, Thursdays and Fridays)

English (Tuesdays & Wednesdays)

* Hello Work offices in Hiroshima City other than Hello Work Hiroshima:

Hello Work Hiroshima Higashi: TEL 082-264-8609

Interpretation: 9:00 - 16:00 (Mondays and Wednesdays)

Portuguese and Spanish

Hello Work Kabe: TEL 082-815-8609

- For consultation regarding trouble with employment and/or working conditions:
Foreign Worker's Employment Conditions Consultation Office (in the Inspection Division, Hiroshima Labor Bureau) (see page 29, TEL: 082-221-9242)

Interpretation: 9:00 - 12:00, 13:00 - 17:00

Portuguese and Spanish (Tuesdays and Fridays)

Chinese (Fridays)

1-11 Transportation

1-11-1 Transportation rules

In Japan, cars, motorcycles, and bicycles keep to the left, and pedestrians walk on the right. Pedestrians have the right of way at crosswalks.

It is required for car drivers and all passengers to wear seatbelts, for children under 6 years old in cars to be placed in child car seats, and for helmets to be worn when riding a motorcycle.

In addition, it is prohibited to use a mobile phone while driving, or to drive under the influence of alcohol. Stiff penalties are assessed in particular for driving under the influence of alcohol.

1-11-2 Rules against unattended bicycles, etc.

Use parking areas when parking bicycles or motorcycles. Bicycles and motorcycles left unattended in non-parking areas are not only impediments to pedestrians, but can cause traffic accidents and impede emergency personnel.

The City of Hiroshima has designated the areas around Kamiya-cho and Hatchobori, and areas around five stations in addition to Hiroshima Station as areas where bicycles and motorcycles cannot be left unattended (areas marked with the sign shown on the right). All bicycles and motorcycles parked illegally in this area will be removed and impounded immediately.



[Claiming bicycles or motorcycles that have been removed]

Location:Hiroshima City West Bicycle/Scooter Impound Center TEL: 082-277-7916

Hours:Every day 10:30 - 19:00 (excluding holidays and December 29 – January 3)

Fees:2,160 yen for bicycles, 4,320 yen for scooters (50cc or less), 5,400 yen for motorcycles

Required items:Key, identification (driver's license, student ID, health insurance card, etc.)

Vehicles are kept in storage for one month. Vehicles not claimed within this period will be disposed of by the city.

1-11-3 Public transportation systems

Public transportation systems in Hiroshima City include railway systems and busses. The railway systems are the JR lines (Sanyo Line, Kure Line, Kabe Line, Geibi Line), Hiroshima Electric Railway (city lines and the Miyajima Line), and the Astramline. The bus routes in the city are operated by 12 bus companies: Hiroshima Electric Railway, Hiroshima Bus, Hiroshima Kotsu, Chugoku JR Bus, Geiyo Bus, Bihoku Kotsu, HD Nishi Hiroshima, Daiichi Taxi, Hiroko Kanko, Angel Cab, Sasaki Kanko and Sogo Kikaku Corporation.

For the JR lines and the Astramline, fares are paid by purchasing tickets from automatic ticket machines before boarding and inserting them into the machine at the ticket gate. You must insert your ticket again at the ticket gate located in the station where you get off.

For all other public transportation, take a numbered ticket when you board. A display in the vehicle will show the amount of the fare for each numbered ticket. When you get off, place the fare indicated for your ticket number in the fare box. However, there is no need to take a numbered ticket when boarding Hiroshima Electric Railway city lines, since the same fare is charged regardless of distance.

In addition, IC card "PASPY" is available for purchase. It can be used on Hiroshima Electric Railway (city lines and the Miyajima Line), the Astramline and most buses. For the JR lines, IC card "ICOCA" comes in handy.

For more information, inquire at the nearest transportation system (see page 37).

1-12 Daily life in your local community

1-12-1 Social relationships in your neighborhood

In Japan, it is often said that "Better is a neighbor that is near than a brother far off" in times of need. This is possible even if you do not understand Japanese. It is a good idea to interact positively with your neighbors since you can obtain a lot of valuable information from them, such as where to shop and how to dispose of garbage, as well as help each other when a child gets sick or in the case of an emergency.

1-12-2 Daily life etiquette

We should all try to maintain the following rules of etiquette in order that everyone can comfortably enjoy daily life in our communities.

●Daily Life Noise

Keep in mind that when living in housing complexes or apartments, the noise you make in your house or apartment might be audible to your neighbors.

Try to keep noise to a minimum especially late at night or in the early morning as this might annoy your neighbors.

(For example, be careful of the volume of televisions, radios, musical instruments, speaking in loud voices, vacuum cleaners, washing machines, shower/bath, opening and closing of doors, etc.)

●Use of common areas in multi-dwelling housing

Hallways and stairs are common areas. Refrain from leaving your personal items in such areas as these are used for evacuation in case of earthquake or fire.

1-12-3 Neighborhood community associations

Neighborhood community associations are autonomous organizations formed by community residents as a means to assist the local community and promote friendship. Membership is voluntary. Joining such an organization is helpful for access to information regarding daily life and the community. In addition, it also involves participation in community events, and the sharing of evacuation information and mutual assistance during emergencies.

1-12-4 Learning Japanese and about Japanese culture

There are 71 community halls within Hiroshima City and they provide an inexpensive (or even free) way to learn Japanese or about Japanese culture. To find out the contact information of community halls close to you, contact the Lifelong Learning Division of the Citizens Affairs Bureau (TEL: 082-504-2495) or the Hiroshima City Culture Foundation, Community and Town Network Department, Management Division (TEL: 082-541-5335).

To attend a Japanese class, visit the website of Hiroshima Peace Culture Foundation, International Relations and Cooperation Division (<http://www.pcf.city.hiroshima.jp/ircd/Japanese/index.html>) to find the Japanese language classes in Hiroshima City and the contact information of the provider of the class you wish to attend.

2 Emergency and Disaster Prevention Information

2-1 Fire and medical emergencies

2-1-1 Fire

Causing a fire is not only dangerous to yourself, but is also tremendously burdensome and damaging to your neighbors. Pay careful attention to your use of fire.

If a fire occurs, warn your neighbors in a loud voice and dial 119.

2-1-2 Medical emergencies

When emergency care is required due to illness or injury, dial 119 to request an ambulance. However, if the illness or injury is minor enough that you can get to a hospital or clinic on your own or with the help of your family, you should avoid using an ambulance.

2-1-3 Calling 119 to report fire, emergencies, or requests for rescue

Dial 119 to report the following:

- ① Whether the case is fire or medical emergency, and whether any rescue is needed
- ② Easily understood address or location, with clear destination
- ③ Name and telephone number

*For consultation regarding disasters (natural disasters such as earthquakes and typhoons) and its prevention:

- Emergency Preparedness Division of the Fire Station in your ward (see page 33)
- Community Revitalization Division of your ward office (see page 31)

*For inquiries regarding mobilization for fire and rescue:
TEL: 082-246-0119 (automated answering system)

2-2 Emergency medical care on holidays and at nighttime

Refer to the following table to visit a nearby medical facility.

(Hours shown are reception hours)

Classification	Daytime	Nighttime
Monday - Friday	<ul style="list-style-type: none"> Your family doctor (It is best to have a family doctor whom you see on a normal basis and who is quite familiar with your physical condition. These physicians may be available in the nighttime or on holidays.) 	<ul style="list-style-type: none"> Hiroshima Citizens Hospital (internal medicine and other) 17:00 - 8:30 next day Funairi Citizens Hospital (Pediatrics) 17:30 - 8:30 next day Hiroshima City Medical Association Senda-machi Nighttime Emergency Medical Center (internal medicine/ophthalmology) 19:30 - 22:30 Asa Medical Association Kabe Nighttime Emergency Medical Center (internal medicine) 19:00 - 22:30
Saturdays	<ul style="list-style-type: none"> Your family doctor Hiroshima Citizens Hospital (internal medicine and other) 8:30 - 17:00 Funairi Citizens Hospital (pediatrics) 8:30 - 17:30 Aki Citizens Hospital (internal medicine, surgery, pediatrics and other) 8:30 - 15:30 	<ul style="list-style-type: none"> Hiroshima Citizens Hospital (internal medicine and other) 17:00 - 8:30 next day Funairi Citizens Hospital (pediatrics) 17:30 - 8:30 next day (otolaryngology) 19:00 - 22:30 Aki Citizens Hospital (internal medicine or surgery) 18:00 - 23:00 Hiroshima City Medical Association Senda-machi Nighttime Emergency Medical Center (internal medicine/ophthalmology) 19:30 - 22:30 Asa Medical Association Kabe Nighttime Emergency Medical Center (internal medicine) 19:00 - 22:30
Sundays	<ul style="list-style-type: none"> Doctor on call (for each medical department) (noted in Sunday newspapers and on the City of Hiroshima website) 9:00 - 18:00 Hiroshima Citizens Hospital (internal medicine and other) 8:30 - 17:00 Funairi Citizens Hospital (pediatrics) 8:30 - 17:30 Hiroshima Oral Health Center (dentistry) 9:00 - 15:00 	<ul style="list-style-type: none"> Hiroshima Citizens Hospital (internal medicine and other) 17:00 - 8:30 next day Funairi Citizens Hospital (pediatrics) 17:30 - 8:30 next day Asa Citizens Hospital (pediatrics) 18:00 - 22:00 Aki Citizens Hospital (internal medicine or surgery) 18:00 - 23:00 Hiroshima City Medical Association Senda-machi Nighttime Emergency Medical Center (internal medicine/ophthalmology) 19:30 - 22:30
Holidays	Same time as Sundays	<ul style="list-style-type: none"> Hiroshima Citizens Hospital (internal medicine and other) 17:00 - 8:30 next day Funairi Citizens Hospital (pediatrics) 17:30 - 8:30 next day Aki Citizens Hospital (internal medicine or surgery) 18:00 - 23:00 Hiroshima City Medical Association Senda-machi Nighttime Emergency Medical Center (internal medicine/ophthalmology) 19:30 - 22:30

*Please note that Hiroshima City Medical Association Senda-machi Nighttime Emergency Medical Center and Asa Medical Association Kabe Nighttime Emergency Medical Center (internal medicine) are only for patients aged 15 and over.

Hiroshima Citizens Hospital
7-33 Moto-machi, Naka-ku TEL: 082-221-2291 FAX: 082-223-5514

Funairi Citizens Hospital
14-11 Funairi-saiwai-cho, Naka-ku TEL: 082-232-6195 FAX: 082-232-6156
▶ Otolaryngology is closed on Saturdays that fall on national holidays, August 6 and December 29 & 30.

Asa Citizens Hospital
2-1-1 Kabe-minami, Asakita-ku TEL: 082-815-5211 FAX: 082-814-1791
▶ The hospital is closed on Saturdays, Sundays, national holidays, August 6 and December 29 - January 3.

Aki Citizens Hospital (Managed by the Hiroshima City Medical Association)
2-14-1 Hataka, Aki-ku TEL: 082-827-0121 FAX: 082-827-0561
▶ The hospital is closed on Wednesdays, Sundays, national holidays, August 6 and December 31 - January 3.

Hiroshima City Medical Association Senda-machi Nighttime Emergency Medical Center (Internal medicine/Ophthalmology)
3-8-6 Senda-machi, Naka-ku TEL: 082-504-9990 FAX: 082-504-9991
▶ The center is closed between December 31 and January 3.

Asa Medical Association Kabe Nighttime Emergency Medical Center
(Internal medicine)
4-11-28 Kabe, Asakita-ku TEL: 082-814-9910 FAX: 082-814-9909
▶ The center is closed on Sundays, national holidays, and December 29 - January 3.

Hiroshima Oral Health Center
3-2-4 Futabanosato, Higashi-ku TEL: 082-262-2672 FAX: 082-262-2556
▶ The center is closed on weekdays and Saturdays.

2-3 Traffic accidents and crime

2-3-1 If you become involved in a traffic accident

If you become involved in a traffic accident, you must first give aid to anyone who has been injured. If an ambulance is required, dial 119. Also notify the police by calling 110.

2-3-2 If you are the victim of a crime

If you are the victim of crime such as theft or physical violence, notify the police by calling 110. It is a good idea to be routinely aware of the locations and telephone numbers of police stations, police boxes, and police substations near your home.

2-3-3 Calling 110

When calling 110, it is necessary to give the following details: where (name of nearby buildings, stations or other landmarks), what happened, if there are any persons injured, and your name. Practice and be prepared to provide this information in Japanese, just in case it ever becomes necessary. If you are unable to make the call, ask someone nearby to make it for you.

2-4 Natural disasters

2-4-1 Natural disaster contingency planning

In Japan, the heavy rain and typhoon season lasts from June until October. During this time, you may be affected by torrential rain and severe wind. Although it is possible to predict heavy rains and typhoons to a certain extent these days, it is difficult to predict their power. In addition, Japan is one of the most earthquake-prone countries in the world. Therefore, routinely take care to have sufficient measures prepared and available.

2-4-2 Preparations for heavy rain and typhoons

As localized torrential rain may cause a disaster, please pay close attention to rainfall characteristics.

In addition, the heavy rain and severe wind caused by typhoons may cause damage beyond expectation, such as rivers flooding over and damage to buildings. Therefore, listen to weather forecasts during typhoon season, and pay careful attention to the following points when a typhoon is approaching.

- (1) Prepare flashlights and a radio in case of a power outage.
- (2) Regularly check weather forecasts on the radio and television.
- (3) Reinforce cracked windows and loose window frames. Be sure to close shutters.
- (4) Flowerpots, laundry poles, and other items that could be blown away should either be brought indoors or immobilized.
- (5) Do not go outdoors unnecessarily.
- (6) In areas prone to flooding, move furniture and household goods to higher locations.
- (7) Prepare items to take in case of evacuation such as food, drinking water, medicine and valuables. In addition, store enough food, drinking water and other daily essentials to sustain your family for 3 days, in case of a power or gas outage.
- (8) Check with your ward offices (see page 31) and fire stations (see page 33) in advance of a natural disaster to confirm your evacuation location.

2-4-3 Preparing for earthquakes

We cannot predict when an earthquake will occur. Routinely pay careful attention to safety measures and the following points in order to act calmly and correctly when necessary.

- (1) Talk with your family, etc. about evacuation destinations and ways to get in touch with each other (such as dialing the 171 emergency message service).
- (2) Use fall-prevention fasteners to hold furniture in place.
- (3) Prepare items to take in case of evacuation such as food, drinking water, medicine and valuables. In addition, store enough food, drinking water and other daily essentials to sustain your family for 3 days, in case of a power or gas outage.
- (4) Check the conditions in the area surrounding your building.
- (5) Do not place flammable items near your stovetop.
- (6) Prepare fire extinguishers or firewater buckets, and keep your bathtub filled with water.
- (7) Check evacuation locations and routes.
- (8) Actively participate in emergency drills such as those performed by volunteer disaster prevention organizations.

2-4-4 When an earthquake occurs

Pay careful attention to the following, and act calmly.

- (1) Take shelter under a table.
- (2) Extinguish any flames after earthquake shockwaves have subsided.
- (3) Open a door to ensure an exit.
- (4) Quickly put out any fire that occurs.
- (5) Be careful of broken pieces of glass inside your house.
- (6) Do not run outside in a panic.
- (7) Stay away from doorways and walls.
- (8) Check the condition of your neighbors.
- (9) Cooperate with emergency assistance.
- (10) Get accurate information from television or radio.

2-4-5 Evacuation guidelines

Evacuate to a safe location according to the circumstances when an evacuation announcement is released by your ward office, the police, the fire station, or a volunteer disaster-prevention organization, or if there is a danger to a house such as collapse or the spread of (a nearby) fire.

- (1) Before evacuating, check once more that all flames are extinguished. (Close main gas valves, or turn off electricity breakers.)
- (2) Do not forget notes about evacuation destinations or safety information.
- (3) Do not forget clothing that allows for ease of movement and something that protects your head.
- (4) Carry emergency items that you will need in a backpack or similar bag when evacuating.
- (5) Evacuate on foot, carrying the minimum amount of gear possible.
- (6) Evacuate to a higher floor of a tall and solid building if it is not safe to evacuate to the evacuation shelter.
- (7) When evacuating, avoid narrow streets, areas near fences or walls, and riverbanks.

2-4-6 Evacuation areas

- (1) **Designated Emergency Evacuation Area**
Shelters or sites for disaster victims to immediately evacuate to in dangerous situations. Evacuation shelters or sites differ according to the type of disaster. Disasters are categorized as landslides, floods, high tides, earthquakes, tsunamis and large-scale fires.
- (2) **Designated Evacuation Shelter (Daily Life Evacuation Shelter)**
These facilities provide temporary lodging and shelter for persons who have lost their homes.

It is important that you contact your ward office (see page 31), fire stations (see page 33), or similar institution and find out where these areas are located in advance of a natural disaster. It is also advisable that you visit these evacuation areas and inspect an evacuation route to check out possible hazardous locations.

2-4-7 City Foreign Resident Medical & Emergency Card

In order to support those who are not confident in their Japanese language skills in the event of a disaster or any other emergency incident, the City provides foreign nationals with a Medical & Emergency Card in various languages. For details, please inquire at the Human Rights Education Division (TEL: 082-504-2165).

3 Procedures Necessary for Daily Life

3-1 The new system for foreign nationals residing in Japan

(put into effect on July 9, 2012)

3-1-1 The Residency management system

Those who are subject to the new system are foreign nationals residing in Japan who have been granted mid- to long-term resident status (who are permitted to reside in Japan for a period of stay of more than three months). (For the system applied to those with special permanent resident status, please see 3-1-2.)

3-1-1-1 Issue of Resident Cards

- In accordance with the introduction of a new residency management system for foreign nationals residing in Japan, the previous Alien Registration System was abolished. A Resident Card is issued to those with mid- to long-term resident status, replacing their Alien Registration Certificate.
- A Resident Card is issued to mid- to long-term residents when obtaining permission pertaining to residency, such as landing permission, permission for change of resident status and permission for extension of one's period of stay. A Resident Card contains personal information such as one's name, birthdate, place of residence, nationality/region, residency status, and period of stay. A photograph of the card holder is also printed on the card.

3-1-1-2 The Special Re-entry Permit System

When a foreign resident who holds a valid passport and a Resident Card leaves Japan and plans to re-enter the country within one year after leaving for the purpose of continuing Designated Activities, he or she will in principle not be required to apply for a Re-entry Permit.

3-1-1-3 Necessary procedures regarding visa status (to be taken at Regional Immigration Offices)

- When your name, nationality/region, date of birth, sex, etc. change, you must notify within 14 days after the change by submitting your passport, Resident Card, a photo, and appropriate documents that prove the change.
- When your Resident Card has been lost, stolen, or damaged beyond use, you must apply for reissue of the Card.
- When your visa status or Designated Activities change or the period of stay expires, you must apply for change of Designated Activities or extension of the period of stay by submitting your passport, Resident Card, a photo, and required documents.

※ Hiroshima Regional Immigration Bureau
2-31 Kami-hatchobori, Naka-ku, Hiroshima City
TEL: 082-221-4412

※ For matters related to your residential area, appropriate procedures should be taken at your local ward or branch offices (see page 31).

3-1-2 The System for Special Permanent Residents

The system applied to special permanent residents is different from the Residency Management System.

3-1-2-1 Issuance of Special Permanent Resident Certificates

A Special Permanent Resident Certificate is issued to special permanent residents.

- Special permanent residents with Alien Registration Certificates are asked to change their Alien Registration Certificate to a Special Permanent Resident Certificate by one of the following dates, as applicable:
 - Special permanent residents whose next confirmation (or renewal) of their Alien Registration Certificate period falls after July 9, 2015:
 - By the beginning of one's next confirmation period
 - Special permanent residents under 16 years old:
 - By one's 16th birthday
- A Special Permanent Resident Certificate contains personal information such as one's name, birthdate, place of residence, nationality/region, and the certificate's date of expiration. A photograph of the certificate holder is also printed on the certificate.

3-1-2-2 The Special Re-entry Permit System

When a special permanent resident who holds a valid passport and a Special Permanent Resident Certificate leaves Japan and plans to re-enter the country within two years after leaving, he or she will in principle not be required to apply for a Re-entry Permit.

3-1-2-3 Necessary procedures for special permanent residents (to be taken at local ward or branch offices)

- When your name, nationality/region, date of birth, sex, etc. change, you must notify within 14 days after the change by submitting your passport, Resident Card, a photo, and appropriate documents that prove the change.
 - When your Special Permanent Resident Certificate expires, you must apply for extension of the Certificate by submitting your passport (if any), Special Permanent Resident Certificate, and a photo before the expiration date.
 - When your Special Permanent Resident Certificate has been lost, stolen, or damaged beyond use, you must apply for reissue of the Certificate.
- ※ For matters related to your residential area, appropriate procedures should be taken at your local ward or branch offices (see page 31).

3-1-3 Inquiry

For more information about the Residency Management System and the System for Special Permanent Residents, please contact the Immigration Information Center.

- ※ Immigration Information Center
Opening hours: Monday – Friday, 8:30-17:15
Closed: Saturdays, Sundays, national holidays, and December 29 – January 3
TEL: 0570-013904
(From IP-phone, PHS, or foreign countries: (+81) (0)3-5796-7112)

3-2 Resident registration

3-2-1 Procedure for resident registration

3-2-1-1 Initial resident registration for mid- to long-term residents who newly enter Japan

- If your Resident Card was issued when you entered the country, you must notify the Citizens Affairs Division of a local ward or branch office of your residential address within 14 days after finding a place to settle down. You must show your Resident Card for the procedure to be taken.
- If, when you entered the country, your passport was stamped indicating that a Resident Card will be issued at a later date, you must notify the Citizens Affairs Division of a local ward or branch office of your residential address within 14 days after finding a place to settle down. You must show your passport for the procedure to be taken (see page 31).

3-2-1-2 Notification of change of address

- When you move from Hiroshima City to another municipality, you must submit a Notification of Moving-out to your old ward or branch office and receive a Moving-out Certificate. After you move to the new municipality, within 14 days you must bring Resident Cards or Special Permanent Resident Certificates of all members of your household and submit the Moving-out Certificate to a local office of your new municipality.
- When you move within Hiroshima City, you must bring Resident Cards or Special Permanent Resident Certificates of all members of your household to the Citizens Affairs Division of a ward or branch office in order to notify the change of address. (In this case, you only go to either of your old or new ward/branch offices.)
- ※ Note: Please make sure that you bring the Resident Cards or Special Permanent Resident Certificates to an appropriate local governmental office when you notify the change of address. Otherwise registration of a new address cannot be processed and you will have to go to the office again.

3-2-1-3 Issuance of Certificate of Residence

For mid- to long-term residents and special permanent residents who possess a residential address, a Certificate of Residence will be issued. (This is not applied to short-term visitors such as tourists.) A Certificate of Residence is issued for each household which may include both Japanese and foreign nationals, and Certificates for different households are altogether compiled as the Basic Resident Registration. Therefore, foreign nationals will be able to obtain copies of their Certificate of Residence.

In order to request a copy of the Certificate of Residence, please contact the Citizens Affairs Division of a ward or branch office. (You can make a request at any office in Hiroshima City) (see page 31)

- Individual Number (i.e. “My Number”) Notification

A 12-digit Individual Number, also known as “My Number”, is assigned to every resident of Hiroshima City holding a Certificate of Residence. When a Certificate of Residence is issued, an Individual Number notification card is sent to the householder by simplified registered mail service.

One’s Individual Number is necessary for administrative procedures involving taxes, healthcare, welfare services, and employment insurance, among others, so keep it in a secure place.

3-2-1-4 Creation of an Individual Number Card

Residents of Hiroshima City holding a Certificate of Residence who request an Individual Number Card will receive the card from the Citizens’ Affairs Division of their local ward office or branch office (see page 31). The first issuance of one’s Individual Number Card is free.

An Individual Number Card is a plastic card which contains one’s name (or alias), birthdate, gender, place of residence, Individual Number, and ID photograph.

For details about how to request one’s Individual Number Card, please inquire at the Citizens Affairs Division of your local ward office or branch office (see page 31).

*Note: Though Resident Registration Cards have stopped being issued, current holders can continue to use their card until its expiration date. Furthermore, when current holders obtain their Individual Number Card, their Resident Registration Card will be collected.

3-2-1-5 Applying for digital certificates

Residents of Hiroshima City holding a Certificate of Residence and an Individual Number Card may apply for a digital certificate at the Citizens’ Affairs Division of their local ward office or branch office (see page 31).

The first issuance of one’s digital certificate is free.

A digital certificate allows one to make use of internet applications for administrative procedures such as e-Tax, and to obtain official certificates such as one’s Certificate of Residence at convenience stores.

*Note: Though the digital certificate (for user identification) included on one’s Basic Resident Register Card can no longer be renewed, it can continue to be used until its expiration date.

3-2-2 Family register notifications

Foreign residents of Japan are obligated to provide notification of births and deaths according to the provisions of Japan’s Family Registration Law. They may also provide notification of marriages and divorces. The procedures for marriage notifications and divorce notifications may vary according to nationality. For more information, contact the Citizens Affairs Division of your ward or a branch office (see page 31).

In such instances procedures at the Immigration Bureau are also required.

In addition to the above notifications, it may be necessary to file some notifications in your home country. Contact the embassy or consulate of your home country in Japan before filing any notification.

- Birth

- Notification of birth:

Citizens Affairs Division of your ward or branch office or where the child was born, within two weeks of birth, including the day of birth

- Status of residence procedures:

Hiroshima Regional Immigration Bureau (Mid- to long term residents)

- Special Permanent Resident application:

Citizens Affairs Division of your ward or branch office

- Birth report:

Health Services and Welfare Division of the Public Welfare Department in your ward

- Child allowances application:

Health Services and Welfare Division of your ward or branch office (except for Ninoshima)

- Application for financial assistance for medical fees for children: Health Services and Welfare Division of your ward or branch office

- Enrollment in national health insurance:

National Insurance and Pension Division in your ward or branch office (For plan holders only)

- Death

- Notification of death:

Citizens Affairs Division of your ward or branch office or where the death occurred, within seven days after learning of the death

- Notification of death for national health insurance:

National Insurance and Pension Division in your ward or branch office (For plan holders only)

- Changes in long-term care insurance:

Longevity and Health Services Division of your ward or branch office (For plan holders only)

- Marriage

- Notification of marriage:

Citizens Affairs Division of your ward

- Changes in national health insurance:

National Insurance and Pension Division of your ward or branch office (For plan holders only)

- Changes in long-term health care insurance:

Longevity and Health Services Division of your ward or branch office (If the name and/or address of the plan holder change)

- Divorce

- Notification of divorce: Citizens Affairs Division of your ward office

- Changes in national health insurance:

National Insurance and Pension Division of your ward or branch office (For plan holders only)

- Changes in long-term health care insurance:

Longevity and Health Services Division of your ward or branch office (If the name and/or address of the plan holder change)

3-2-3 Registration of personal seal

In Japan, seals engraved with your name are used in the same way as signatures. Publicly registered seals are called *jitsuin*. The use of a registered seal along with its certificate of registration is legal confirmation of the intentions of its user.

To register a seal, take the seal and your Residence Card or Special Permanent Resident Certificate to the Citizens Affairs Division of your ward or branch office (see page 31).

Some seals cannot be registered. Contact the Citizens Affairs Division of your ward or branch office (see page 31) for details.

3-3 Health insurance

3-3-1 National Health Insurance

3-3-1-1 Qualifications and requirements for plan holders

Japan has a public medical insurance system that can be used for safe medical care when a person becomes ill or injured. Persons who meet all of the following conditions must enroll in the Hiroshima City national health insurance. Enroll at the National Insurance and Pension Division of your ward or branch office (see page 31).

- ① Those who are registered as citizens of Hiroshima City.
- ② Those who have an appropriate visa and plan on staying in Japan for over three months. (However, people who received a “Designated Activities” visa under the premise of obtaining medical care and those who have come to personally care for the above-mentioned people are not included. In addition, those in Japan for the purpose of sightseeing, recreation or other similar activities, as well as their spouses who stay for the same purpose, are also not included.)
- ③ Those who are not enrolled in public medical insurance at work.
- ④ Those who are not enrolled in the late-stage elderly healthcare system.
- ⑤ Those who are not receiving livelihood protection.
- ⑥ Those who are not receiving assistance benefits for Japanese war orphans left in China.

3-3-1-2 Insurance payments

Persons enrolled in the Hiroshima City National Health Insurance will receive an insurance card. Present this card at hospitals and clinics when receiving treatment. Persons covered by this insurance will be responsible for 30% of medical expenses (20% for children who have not yet started compulsory education, and 20% for seniors 70 and older (10% for persons whose birthday is before April 1, 1944, or 30% for those with an income exceeding the specified amount)), and all other expenses including meals during hospitalization. In addition, benefits are paid when a covered person gives birth or dies. Applications for payments are to be submitted to the National Insurance and Pension Division of your ward or branch offices (see page 31), and inquire there for more information.

3-3-1-3 Insurance premiums

The head of the household must pay the insurance premiums of dependent household members. The insurance premiums are the sum of the flat levy (*byodo-wari*), per-capita-basis expense (*kinto-wari*), and income-based expense (*shotoku-wari*).

3-3-2 Late-stage Elderly Healthcare System

3-3-2-1 Eligible residents (insured persons)

Japan has a public medical insurance system that can be used for safe medical care when a person becomes ill or injured. Persons who meet either of the following conditions are eligible for the Late-stage Elderly Healthcare System (managing agency: Hiroshima Prefecture Regional Association for Late-stage Elderly Healthcare).

- ① Persons 75 years or older
- ② Persons between 65 and 74 years who have been certified with certain specified disabilities by the Hiroshima Prefecture Regional Association for Late-stage Elderly Healthcare. For the application procedure, contact the Longevity and Health Services Division at your ward office (see page 32) or branch office (see page 31).

However, persons who meet one of the following conditions are not eligible for the Late-stage Elderly Healthcare System.

- ① Those who are not recorded in Hiroshima City Basic Resident Register
- ② Those who have residency permission for less than 3 months (except for those who have been recognized to stay more than 3 months by the Hiroshima Prefecture Regional Association for Late-stage Elderly Healthcare)
- ③ Those who are receiving livelihood protection
- ④ Those who are receiving assistance benefits to Japanese war orphans left in China

3-3-2-2 Insurance payments

If you are eligible for the Late-stage Elderly Healthcare System, you must present your health insurance card to receive medical benefits when receiving treatment at a hospital or medical facility. Insured persons are responsible for 10% of medical expenses (or 30% for those with an income exceeding the specified amount), as well as meals and other fees during hospitalization. In addition, benefits are paid when a covered person dies or similar occurrence. Applications for payments are to be submitted to the Longevity and Health Services Division at your ward office (see page 32) or branch office (see page 31), and inquire there for more information.

3-3-2-3 Insurance premiums

Insured persons must pay their insurance expenses. The insurance expense is the sum of the fixed-rate expense and income based expense.

3-3-3 Financial assistance for medical expenses

Persons who are enrolled in the national health insurance and meet any of the following conditions may be eligible for financial aid for the portion of medical expenses for which they are responsible, in full or in part. Contact the Welfare Department of your ward office (see page 32) for more information.

- Parents/guardians of children up to the 3rd year of junior high school (until March 31 following the 15th birthday of the child)
- Single parents/guardians of children (until March 31 following the 18 birthday of the child)
- Severely disabled persons or mentally challenged persons

3-4 Long-term care insurance

3-4-1 Insured persons

Long-term Care Insurance provides necessary care services for the insured persons who are bedridden, suffering from dementia or similar diseases and require daily care services. Persons who meet all of the following conditions must enroll in the Hiroshima City Long-term Care Insurance.

- ① Residents of Hiroshima City
- ② Those who have the appropriate visa, and plan on staying in Japan for over three months (However, among those who possess a “Designated Activities” visa, people who are staying in Japan under the premise of obtaining medical care and those who have come to personally care for the above-mentioned people are not included. In addition, those in Japan for the purpose of sightseeing, recreation or other similar activities, as well as their spouses who stay for the same purpose, are also not included.)
- ③ Persons 40 years or older

However, those between 40 and 64 years of age must also be enrolled in Japan’s public health insurance.

If you are 65 years or older, you will be sent a long-term care insurance card.

3-4-2 Applying for certification of long-term care need

To use care services, apply for a certification of long-term care need in advance at the Longevity and Health Services Division of your ward office (see page 32) or branch office (see page 31).

3-4-3 Service usage

Persons who have received certification of long-term care need or long-term support need can use services provided by the City's long-term care insurance.

However, some of the services may not be available since the services that the certification holders receive are determined according to the level of long-term care need. To use long-term care services, users are responsible for 10% or 20% of the cost covered by the long-term care insurance. (Individuals with incomes exceeding a certain level are responsible for 20% of the service cost.)

In addition, a long-term care need prevention and comprehensive daily living support program began in April 2017. With the program, persons who have not received certification of long-term care need but meet certain requirements may use care services including visiting type services and/or services at a facility. Contact the Longevity and Health Services Division of your ward office (see page 32) or your local community comprehensive support center (see page 35) for more information.

3-4-4 Insurance premiums

Insured persons must pay an insurance premium. The insurance premium for persons 65 and older is determined based on his or her income for the previous year, and the municipal residence taxes paid by all members of the household, including the insured person. The insurance premiums for persons over 40 and under 65 are calculated as a portion of the insurance premiums of the medical insurance in which they are enrolled.

3-5 Pension

3-5-1 Qualifications for enrollment

In general, foreign residents recorded in the Basic Resident Register who are between 20 and 59 years old must enroll in the public pension program. Persons employed in a workplace that is covered by the employees' pension insurance program and public employees must enroll in employees' pension insurance. All others must enroll in the National Pension Plan at the National Insurance and Pension Division of your ward office or branch office (see page 31).

(However, spouses supported by persons enrolled in employees' pension insurance should file paperwork with the Pension Office via their spouse's workplace.)

3-5-2 Pension payments

Pension benefits include basic pension for the elderly, which is paid to persons 65 and older who have been enrolled for at least 25 years, the minimum period required for eligibility, as well as basic disability benefits and basic pension for the bereaved. Foreign residents who have paid pension insurance premiums for six months or longer but cannot receive the basic pension may be allowed to apply for a lump-sum withdrawal payment after leaving Japan.

3-5-3 Lump-sum withdrawal payment

Lump-sum withdrawal payments may be granted to persons who have withdrawn from the National Pension Plan. Withdrawal payments are granted to persons who meet all of the following conditions and who apply within two years after leaving Japan.

* Entitlement conditions

- Persons without Japanese nationality
- Persons who have paid National Pension premiums for at least six months
- Persons who do not have an address in Japan
- Persons who have never had the right to receive a pension (including disability allowance)

* Amount of lump-sum payment

The amount entitled to depends upon the period during which insurance premiums were paid.

* Method of requesting lump-sum withdrawal payment

After leaving Japan, submit a “requisition for lump-sum withdrawal payment” form along with your pension book and a copy of your passport (the pages that show the date you left Japan, your name, and your birth date), and documents that indicate your bank’s name and bank account number to the “Mail to” address below.

* Mail to:

Japan Pension Service

3-5-24 Takaido-nishi, Suginami-ku, Tokyo 168-8505

TEL: 0570-05-1165 (for calls made within Japan)

+81-3-6700-1165 (for calls made outside of Japan)

3-5-4 National Pension Plan premium

Persons enrolled in the National Pension Plan must pay insurance premiums.

Insurance premiums include a rate that all those who are covered must pay, as well as an additional premium that you may choose to pay with each being uniform rates.

In addition, for people who have difficulty paying the premiums due to economic and other similar reasons, partial or total exemption from premiums will be available upon application.

3-6 Other

3-6-1 Child Allowances

Child Allowances are provided for guardians with children between zero and 3rd year of junior high school (until March 31 following the 15th birthday of the child). You must make an application for this allowance.

Persons moving to Hiroshima City from elsewhere who received this allowance at their previous address must apply for it again. Contact the Health Services and Welfare Division of the Public Welfare Department of your ward office (see page 32) for more information.

3-6-2 Livelihood protection (According to the national government’s notification, livelihood protection services will be provided on the same basis as public assistance.)

Livelihood protection is provided for households that are struggling in daily life, according to the level of hardship. It provides livelihood assistance to aid with costs required for daily life, and medical assistance to aid with medical treatment costs required for injuries and illness, in order to guarantee a minimum standard of living while also promoting self-support and independence. There are a variety of conditions to meet in order to receive social security. Any information or questions about welfare payments and other related matters may be directed to the Family and Health Services Division of your ward office. Use the address written on your Resident Card or Permanent Residence Certificate to find your ward office on page 32.

3-6-3 Registration and vaccination for your dogs

Owners of dogs that are 91 days or older must register their dogs and have them vaccinated against rabies every year.

- Dog registration
Registration is accepted at the Animal Care Center or any private veterinary clinic. A license tag will be issued after the registration. Owners are required to report to the Animal Care Center when the following events occur: change of owner, change of owner's address, the death of the dog, or in the event that the dog has bitten a person.
- Rabies vaccination
Please have a rabies vaccination at a group vaccination that is held in Hiroshima city sometimes between April and May every year or any private veterinary clinic. Once your dog has received a rabies vaccination, you will receive a vaccination certificate.

* Dogs should wear a license tag and vaccination certificate.

* Animal Care Center

11-27 Fujimi-cho, Naka-ku, Hiroshima Tel 082-243-6058

4 List of Consultation and Information Services

The reception desk may not be able to communicate sufficiently in foreign languages, so it is recommended that you bring along someone who can speak Japanese.

If you do not speak Japanese very well, various consultation services are provided in foreign languages, including Hiroshima City Consultation Service for International Residents (TEL: 082-241-5010). Feel free to take advantage of these services (see pages 27-30).

Interpretation services (free of charge) can be requested at an administrative window if interpretation is required for filings or consultations at an administrative window.

Contact: International Relations and Cooperation Division

Hiroshima Peace Culture Foundation (TEL: 082-242-8879)

4-1 Consultation services

4-1-1 International Exchange Lounge (First Floor, International Conference Center Hiroshima, Languages: Japanese, English, etc.)

Provides information necessary for everyday life, as well as information about activities and events being and to be held in Hiroshima. Hiroshima City Consultation Service for International Residents is also available at the Lounge. Feel free to request information. The International Exchange Lounge of the Hiroshima Peace Culture Foundation offers a Trio-Phone Service (multilingual interpretation using the telephone). This service allows you to call the International Exchange Lounge where a volunteer interpreter will assist you in attaining information in your native language. Please make use of this service. (TEL: 082-247-9715)

4-1-2 Public consultation services

* If the available languages are not specified in “Days/hours, languages,” the service is provided only in Japanese.

Consultation details (organization)	Name	Telephone number, etc.	Days/hours, languages
Information regarding international exchange and cooperation, and studying abroad (Hiroshima Peace Culture Foundation)	International Exchange Lounge	Location: 1-5 Nakajima-cho, Naka-ku International Conference Center Hiroshima 1F (in Peace Memorial Park) TEL: 082-247-9715 golounge@pcf.city.hiroshima.jp	April to September: 9:00 - 19:00 October to March: 9:00 - 18:00 Closed December 29 to January 3 (Languages available) English, etc.
Information regarding international exchange and cooperation, and studying abroad (Hiroshima City International House)	Hiroshima City International House	Location: 1-1 Nishi-kojin-machi, Minami-ku TEL: 082-568-5931 i-house-hiroshima@oken-co.jp	9:00 - 21:00 Closed Mondays, national holidays, Dec. 29 to Jan.3, and Aug. 6 (Language available) English
Multilingual consultation service on general daily life issues *Also interpreters are dispatched to ward offices, schools or other public offices, on as-needed basis. (Multicultural Society Promotion Section, Human Rights Education Division, Citizens Affairs Bureau or Hiroshima Peace Culture Foundation)	Hiroshima City Consultation Service for International Residents	Location: International Exchange Lounge, International Conference Center Hiroshima 1F, 1-5 Nakajima-cho, Naka-ku (Telephone consultation) TEL: 082-241-5010 082-241-5013 FAX: 082-242-7452 soudan@pcf.ciy.hiroshima.jp (Rotating consultation service)	Monday to Friday 9:00 to 16:00 (Except for national holidays, year-end and New Year holidays and August 6) Languages available: Portuguese, Spanish and Chinese (Other languages available with cooperation of language volunteers.)
Location: Community Coordination Division, Aki Ward Office 2F, 3-4-36 Funakoshi-minami, Aki-ku TEL: 082-821-4903		1 st & 3 rd Fridays 10:30 -12:30,13:30-15:30 (Except for national holidays, year-end and New Year holidays and August 6) Languages available: Portuguese and Spanish	

Consultation details (organization)	Name	Telephone number, etc.	Days/hours, languages
Opinions regarding municipal government, consultation regarding civic affairs (problems encountered in daily life), consultation regarding traffic accidents (Citizens Consultation Center)	Municipal Administration Consultation, Civic Affairs Consultation, Traffic Accident Consultation	Location: 1-6-34 Kokutaiji-machi, Naka-ku (located on Hiroshima City Hall main building 1F) Citizens Consultation Center TEL: 082-504-2120	Monday - Friday 8:30 - 17:00 (Except for national holidays, August 6 and year-end and New Year holidays)
Consultation regarding domestic violence	Spousal Violence Counseling and Support Center	Location: 11-27 Fujimi-cho, Naka-ku (Hiroshima City Public Health Center 3F) Consultation: TEL: 082-545-7498 FAX: 082-249-8012	Monday - Friday 10:00 - 17:00 (Except for national holidays, year-end and New Year holidays and August 6)
	Telephone Counseling on Saturdays & Sundays	TEL: 082-252-5578	Saturdays and Sundays 10:00 - 17:00 (Except for year-end and New Year holidays)
Consultation for victims of violence (Citizens Safety Promotion Division, Citizens Affairs Bureau)	Hiroshima City Violence Counseling Center	Location: 1-6-34 Kokutaiji-machi, Naka-ku (located on Hiroshima City Hall main building 12F) TEL:082-504-2710 FAX:082-504-2712	Monday - Friday 8:30 - 17:00 (Except for national holidays, Aug. 6, and during the year-end and New Year holidays)
Consultation regarding support for crime victims (Citizens Safety Promotion Division, Citizens Affairs Bureau)	Hiroshima City General Consultation Service for Crime Victims	Location: 1-6-34 Kokutaiji-machi, Naka-ku (located on Hiroshima City Hall main building 12F) TEL: 082-504-2722	Monday - Friday 8:30 - 17:15 (Except for national holidays, year-end and New Year holidays and August 6)
Consultation regarding all aspects of healthcare and general problems (Health and Medical Services Division, Health and Welfare Bureau)	Hiroshima City Healthcare Safety Support Center	Location: 1-6-34 Kokutaiji-machi, Naka-ku (located on Hiroshima City Hall main building 13F) Consultation TEL: 082-504-2051 FAX: 082-504-2258	Monday - Friday 9:00 - 15:00 (Except for national holidays, Aug. 6, and year-end and New Year holidays)
Consultation regarding consumer problems such as at-home sales or loan issues (Consumer Affairs Center, Citizens Affairs Bureau)	Hiroshima City Consumer Affairs Center	Location: 6-27 AQ'A Moto-machi, Naka-ku Hiroshima Center City 8F TEL: 082-225-3300 Hotline for Consumers: 188 FAX: 082-221-6282	10:00 - 19:00 (Except for Tuesdays and year-end and New Year holidays)

Consultation details (organization)	Name	Telephone number, etc.	Days/hours, languages
Mental health consultations	Hiroshima City Mental Health and Welfare Center	Location: 11-27 Fujimi-cho, Naka-ku (located on the Hiroshima City Public Health Center 4F) TEL: 082-245-7731	Monday - Friday 8:30 - 17:00 (Except for national holidays, year-end and New Year holidays and August 6) *Relies on the efforts of volunteer interpreters
Visas, status of residence, permanent residence, naturalization, international marriage, etc.	Immigration Information Center	TEL: 0570-013904 03-5796-7112	Monday - Friday 8:30 - 17:15 (Languages available) English, Chinese, Spanish, etc.
	Visa Support Center Hiroshima	Location: 8-26 Kami-hatchobori, Naka-ku (located in Maple Hatchobori #803) TEL: 082-223-5581	Mondays, Tuesdays, Wednesdays & Fridays 10:00 - 17:00 Please make reservations in advance.
Labor issues (Hello Work)	Hiroshima Foreign Residents Employment Service Office (Hello Work Hiroshima)	Location: 8-2 Kami-hatchobori, Naka-ku (located in the Hello Work Hiroshima Office) TEL: 082-227-1644	Monday - Friday 10:00 - 16:00 (Languages available) Portuguese and Spanish (Mondays, Wednesdays and Thursdays) Chinese (Mondays, Thursdays and Fridays) English (Tuesdays & Wednesdays)
	Hello Work Hiroshima Higashi	Location: 13-7 Higarigaoka, Higashi-ku TEL: 082-264-8609	Mondays and Wednesdays 9:00 - 16:00 (Languages available) Portuguese, and Spanish
	Hello Work Kabe	Location: 3-3-36 Kabe-minami, Asakita-ku TEL: 082-815-8609	
Labor issues (Hiroshima Labor Bureau)	Foreign laborers consultation service on working conditions	Location: 6-30 Kami-hatchobori, Naka-ku (located in the joint government buildings) TEL: 082-221-9242	9:00 - 12:00 13:00 - 17:00 (Languages available) Portuguese and Spanish (Tuesdays and Fridays) Chinese (Fridays)
Consultation on visa status, social insurance and work conditions (Hiroshima International Center)	Consultation Service for Foreign Residents	Consultation location: 8-18 Naka-machi, Naka-ku, (Hiroshima Crystal Plaza 6F) Toll-free number for counseling TEL: 0120-783-806 Via cell phone TEL: 082-541-3888	Thursday 10:00 - 12:00 13:00 - 16:00 (Languages available) Korean, Tagalog, and English

Consultation details (organization)	Name	Telephone number, etc.	Days/hours, languages
Consultation on financial difficulties* *Except for Livelihood Protection (<i>Seikatsu-hogo</i>)	Hiroshima City Life Support Center (<i>Hiroshima-shi Kurashi Support Center</i>)	For Higashi-ku, Minami-ku or Aki-ku residents Head office location: (located on BIG FRONT Hiroshima 6F) 5-1 Matsubara-cho, Minami-ku TEL: 082-264-6405 FAX: 082-264-6413	Monday - Friday 8:30 - 17:15 (Except for national holidays, August 6 and year-end and New Year holidays)
		For Naka-ku residents Chubu Sub-center (located on Naka Ward Community Welfare Center 5F) 1-1 Ote-machi 4-chome, Naka-ku TEL: 082-545-8388	
		For Nishi-ku or Saeki-ku residents Seibu Sub-center (located on Saeki Ward Office Annex Building 5F) 1-4-5 Kairoen, Saeki-ku TEL: 082-943-8797	
		For Asaminami-ku or Asakita-ku residents Hokubu Sub-center (located on Asaminami Ward General Welfare Center 5F) 1-38-13 Nakasu, Asaminami-ku TEL: 082-831-1209	

4-2 Municipal organizations and facilities

The City of Hiroshima provides administrative services at various information counters and agencies in not only Hiroshima City Hall, ward and branch offices, but also at the Waterworks Bureau, Fire Services Bureau, and Sanitation Offices. We also invite you to make full use of facilities provided for the enrichment of the lives of Hiroshima residents such as libraries, museums, archives, and sports facilities. Some facilities may require an admittance or usage fee so please inquire directly at the facility you wish to use.

4-2-1 List of City and Ward Offices and their Branch Offices

When you call the following offices, the officer will answer and put you through to the appropriate section.

Name	Address	TEL	FAX
Hiroshima City Hall	1-6-34 Kokutaiji-machi, Naka-ku	082-245-2111	
Naka Ward Office	1-4-21 Kokutaiji-machi, Naka-ku	082-245-2111	082-541-3835
Higashi Ward Office	9-38 Higashi-kaniya-cho, Higashi-ku	082-245-2111	082-262-6986
Nukushina Branch Office	5-1-18 Nukushina, Higashi-ku	082-289-2000	
Minami Ward Office	1-5-44 Minami-machi, Minami-ku	082-245-2111	082-252-7179
Ninoshima Branch Office	752-74 Aza Yajita, Ninoshima, Minami-ku	082-259-2511	
Nishi Ward Office	2-2-1 Fukushima-cho, Nishi-ku	082-245-2111	082-232-9783
Asaminami Ward Office	1-33-14 Furuichi, Asaminami-ku	082-245-2111	082-877-2299
Sato Branch Office	6-29-28 Midorii, Asaminami-ku	082-877-1311	
Gion Branch Office	2-48-7 Gion, Asaminami-ku	082-874-3311	
Numata Branch Office	4-18-6 Tomo-higashi, Asaminami-ku	082-848-1111	
Asakita Ward Office	4-13-13 Kabe, Asakita-ku	082-245-2111	082-815-3906
Shiraki Branch Office	2391-4 Oaza Akiyama, Shiraki-cho, Asakita-ku	082-828-1211	
Koyo Branch Office	5-13-7 Fukawa, Asakita-ku	082-842-1121	
Asa Branch Office	3052-1 Oaza Imuro, Asa-cho, Asakita-ku	082-835-1111	
Aki Ward Office	3-4-36 Funakoshi-minami, Aki-ku	082-245-2111	082-822-8069
Nakano Branch Office	3-20-9 Nakano, Aki-ku	082-893-2121	
Ato Branch Office	6257-2 Ato-cho, Aki-ku	082-856-0211	
Yano Branch Office	5-7-18 Yano-higashi, Aki-ku	082-888-1112	
Saeki Ward Office	2-5-28 Kairoen, Saeki-ku	082-245-2111	082-923-5098
Yuki Branch Office	166 Oaza Wada, Yuki-cho, Saeki-ku	0829-83-0111	0829-83-1129

4-2-2 Municipal Tax Offices

Office names	Location	TEL
Central Municipal Tax Office	Naka Ward Office	082-504-2564 (Naka-ku jurisdiction) 082-504-2751 (Minami-ku jurisdiction)
Eastern Municipal Tax Office	Higashi Ward Office	082-568-7719 (Higashi-ku and Aki-ku jurisdiction)
Western Municipal Tax Office	Nishi Ward Office	082-532-0942 (Nishi-ku jurisdiction) 082-532-1012 (Saeki-ku jurisdiction)
Northern Municipal Tax Office	Asaminami Ward Office	082-831-4935 (Asaminami-ku jurisdiction) 082-831-5016 (Asakita-ku jurisdiction)

4-2-3 Welfare Department at Ward Offices (welfare offices, health centers)

Ward	Address	TEL				Health Services and Welfare Division
		Family and Health Services Division	Longevity and Health Services Division	Nursing Care Insurance Section	General consultation	
Naka Ward	〒730-8565 4-1-1 Ote-machi	082-504-2571 082-504-2688 082-504-2572 082-504-2689 082-504-2331 082-504-2334 082-504-2443 082-504-2333	082-504-2570 082-504-2528	082-504-2478	082-504-2586	082-504-2569 082-504-2588 082-504-2109 082-504-2174
Higashi Ward	〒732-8510 9-34 Higashi-kaniya-cho	082-568-7726 082-568-7727 082-568-7728	082-568-7729 082-568-7730	082-568-7732	082-568-7731	082-568-7733 082-568-7734 082-568-7735 082-261-0315
Minami Ward	〒734-8523 1-4-46 Minami-machi	082-250-4104 082-250-4105 082-250-4141 082-250-4149 082-250-4155	082-250-4107 082-250-4108	082-250-4138	082-250-4109	082-250-4131 082-250-4132 082-250-4133 082-250-4134
Nishi Ward	〒733-8535 2-24-1 Fukushima-cho	082-294-6117 082-294-6119 082-294-6583 082-294-6069 082-294-6135 082-294-6113	082-294-6218 082-294-6235	082-294-6585	082-294-6289	082-294-6342 082-294-6346 082-294-6384 082-503-6288
Asaminami Ward	〒731-0194 1-38-13 Nakasu	082-831-4940 082-831-5010 082-831-4973	082-831-4941 082-831-4942	082-831-4943	082-831-4568	082-831-4944 082-831-4945 082-831-4946 082-877-2146
Asakita Ward	〒731-0221 3-19-22 Kabe	082-819-0576 082-819-0620 082-819-0614	082-819-0585 082-819-0586	082-819-0621	082-819-0587	082-819-0605 082-819-0608 082-819-0616 082-819-0617
Aki Ward	〒736-8555 3-2-16 Funakoshi-minami	082-821-2806	082-821-2808 082-821-2809	082-821-2823	082-821-2810	082-821-2813 082-821-2861 082-821-2820 082-821-2821
Saeki Ward	〒731-5195 1-4-5 Kairoen	082-943-9726 082-943-9764 082-943-9763	082-943-9729 082-943-9731	082-943-9730	082-943-9728	082-943-9732 082-943-9733 082-943-9769 082-921-5010

4-2-4 List of Waterworks Bureau Service Stations

Ward	Branch office	Address	TEL	FAX
Naka Ward	Central Service Station	9-32 Moto-machi, Naka-ku	082-221-5522	082-511-6925
Higashi Ward			082-511-6922	082-511-6925
Minami Ward			082-511-6933	082-221-3060
Nishi Ward			082-511-6944	082-221-3060
Asaminami Ward	Asaminami Service Station	1-33-14 Furuichi, Asaminami-ku	082-831-4565	082-877-0679
Asakita Ward	Asakita Service Station	4-13-13 Kabe, Asakita-ku	082-819-3958	082-814-8859
Aki Ward	Aki Service Station	3-4-36 Funakoshi-minami, Aki-ku	082-821-4949	082-823-6624
Saeki Ward	Saeki Service Station	2-11-41 Kairoen, Saeki-ku	082-923-4121	082-922-6985

4-2-5 List of Fire Services Bureau and Stations

Name	Address	TEL	FAX
Hiroshima City Fire Services Bureau	5-20-12 Ote-machi, Naka-ku	082-246-8211	082-247-1645
Hiroshima City Naka Fire Station	5-20-12 Ote-machi, Naka-ku	082-541-2700	082-542-7720
Hiroshima City Higashi Fire Station	2-12-6 Hikari-machi, Higashi-ku	082-263-8401	082-263-7489
Hiroshima City Minami Fire Station	2-5-14 Matoba-cho, Minami-ku	082-261-5181	082-261-5191
Hiroshima City Nishi Fire Station	43-10 Miyako-machi, Nishi-ku	082-232-0381	082-232-3293
Hiroshima City Asaminami Fire Station	1-10-3 Midorii, Asaminami-ku	082-877-4101	082-877-9462
Hiroshima City Asakita Fire Station	4-26-13 Kabe-minami, Asakita-ku	082-814-4795	082-814-9931
Hiroshima City Aki Fire Station	3-12 Horikawa-machi, Kaita-cho, Aki-gun	082-822-4349	082-822-9119
Hiroshima City Saeki Fire Station	7-25-18 Chuo, Itsukaichi, Saeki-ku	082-921-2235	082-921-5336

4-2-6 Sanitation Offices

Name	Address	TEL	FAX
Hiroshima City Naka Sanitation Office	1-5-1 Minami-yoshijima, Naka-ku	082-241-0779	082-241-1407
Hiroshima City Minami Sanitation Office	3-17-2 Shinonome, Minami-ku	082-286-9790	082-286-9791
Hiroshima City Nishi Sanitation Office	7-7-1 Shoko-center, Nishi-ku	082-277-6404	082-277-6406
Hiroshima City Asaminami Sanitation Office	4-4013-1 Tomokita, Asaminami-ku	082-848-3320	082-848-4411
Hiroshima City Asakita Sanitation Office	1471-8 Oaza Nakajima, Kabe-cho, Asakita-ku	082-814-7884	082-814-7894
Hiroshima City Aki Sanitation Office	2-3-18 Yano-shin-machi, Aki-ku	082-884-0322	082-884-0324
Hiroshima City Saeki Sanitation Office	1-4-48 Kairoen, Saeki-ku	082-922-9211	082-922-9221

4-2-7 Libraries

Name	Address	TEL	FAX	
Hiroshima Prefectural Library	3-7-47 Senda-machi, Naka-ku	082-241-4995	082-241-9799	
Hiroshima Municipal Libraries	Central Library	3-1 Moto-machi, Naka-ku	082-222-5542	082-222-5545
	Naka Ward Library	4-17 Kako-machi, Naka-ku	082-248-9300	082-247-8447
	Higashi Ward Library	10-31 Higashi-kaniya-cho, Higashi-ku	082-262-5522	082-264-2610
	Minami Ward Library	16-27 Hijiyama-hon-machi, Minami-ku	082-251-1080	082-252-4120
	Nishi Ward Library	6-1 Yokogawa-shin-machi, Nishi-ku	082-234-1970	082-295-9287
	Asaminami Ward Library	1-22-17 Nakasuji, Asaminami-ku	082-879-5060	082-879-8536
	Asakita Ward Library	7-28-25 Kabe, Asakita-ku	082-814-0340	082-814-0604
	Aki Ward Library	3-2-16 Funakoshi-minami, Aki-ku	082-824-1056	082-824-1057
	Saeki Ward Library	6-1-10 Itsukaichi Chuo, Saeki-ku	082-921-7560	082-924-0742
	Saeki Ward Library Yuki Kono Reading Room	353-1 Oaza Wada, Yuki-cho, Saeki-ku	0829-40-4005	0829-83-0134
	Hiroshima City Manga Library	1-4 Hijiyama-koen, Minami-ku	082-261-0330	082-262-5406
	Manga Library Asa Reading Room	2-30-15 Kamiyasu, Asaminami-ku	082-830-3675	082-830-3676
	Hiroshima City Children's Library	5-83 Moto-machi, Naka-ku	082-221-6755	082-222-7020

4-2-8 Art Museums

Name	Address	TEL	FAX
Hiroshima Prefectural Art Museum	2-22 Kami-nobori-cho, Naka-ku	082-221-6246	082-223-1444
Hiroshima City Museum of Contemporary Art	1-1 Hijiyama-koen, Minami-ku	082-264-1121	082-264-1198
Hiroshima Museum of Art	3-2 Moto-machi, Naka-ku	082-223-2530	082-223-2519

4-2-9 Museums/Archives

Name	Address	TEL	FAX
Hiroshima National Peace Memorial Hall for the Atomic Bomb Victims	1-6 Nakajima-cho, Naka-ku	082-543-6271	082-543-6273
Hiroshima City Ebayama Museum of Meteorology	1-40-1 Eba-minami, Naka-ku	082-231-0177	082-234-1013
Hiroshima City Museum of History and Traditional Crafts	2-6-20 Ujina-miyuki, Minami-ku	082-253-6771	082-253-6772
Numaji Transportation Museum (Hiroshima City Transportation Museum)	2-12-2 Chorakuji, Asaminami-ku	082-878-6211	082-878-3128
Hiroshima Children's Museum	5-83 Moto-machi, Naka-ku	082-222-5346	082-502-2118
Hiroshima Castle	21-1 Moto-machi, Naka-ku	082-221-7512	082-221-7519
Hiroshima Peace Memorial Museum	1-2 Nakajima-cho, Naka-ku	082-241-4004	082-542-7941
Shmoe House (Branch of Hiroshima Peace Memorial Museum)	1-2-43 Eba-nihonmatsu, Naka-ku	082-241-4004	082-542-7941

4-2-10 Sports Facilities

Name	Address	TEL	FAX	
Hiroshima Prefectural Sports Center	4-1 Moto-machi, Naka-ku	082-228-1111	082-228-4992	
Hiroshima Municipal Facilities	Hiroshima Big Arch	5-1-1 Otsuka-nishi, Asaminami-ku	082-848-8484	082-848-8460
	Naka Ward Sports Center	3-8-12 Senda-machi, Naka-ku	082-241-9355	082-241-9379
	MAEDA HOUSING Higashi Ward Sports Center	1-8-3 Ushita-shinmachi, Higashi-ku	082-222-1860	082-222-1861
	Minami Ward Sports Center	7-31 Kusuna-cho, Minami-ku	082-251-7721	082-251-7701
	Nishi Ward Sports Center	2-41-1 Kogo-minami, Nishi-ku	082-272-8211	082-272-8242
	Asaminami Ward Sports Center	3-13-16 Tomohigashi, Asaminami-ku	082-848-2411	082-848-2432
	Asakita Ward Sports Center	2-50-1 Fukawa, Asakita-ku	082-843-4999	082-843-4998
	Aki Ward Sports Center	2-3-1 Nakano-higashi, Aki-ku	082-893-1998	082-893-1857
	Saeki Ward Sports Center	6-1-27 Rakuraku-en, Saeki-ku	082-924-8198	082-924-8199
	Hiroshin Big Wave	1-8-3 Ushita-shin-machi, Higashi-ku	082-222-1860	082-222-1861

4-2-11 Park Facility

Name	Location	TEL	FAX
Chuo Park Family Pool	4-41 Moto-machi, Naka-ku	082-211-0063	082-228-1891
Oshiba Park Traffic Land	1-50 Oshiba-koen, Nishi-ku	082-230-0260	—
Hiroshima City Forest Park Insectarium	10173 Aza-Fujigamaru, Fukuda-cho, Higashi-ku	082-899-8964	082-899-8233
Hiroshima City Asa Zoo	Oaza Dobutsuen, Asa-cho, Asakita-ku	082-838-1111	082-838-1711
Hiroshima City Botanical Garden	3-495 Kurashige, Saeki-ku	082-922-3600	082-923-6100

4-2-12 Community Comprehensive Support Centers

	Area Served (Junior High School District)	Name	Offices		
			Address	TEL	FAX
Naka Ward	1 Nobori-cho (Moto-machi Elementary School district)	Hiroshima City Moto-machi Community Comprehensive Support Center	19-2-425 Moto-machi, Naka-ku	082-502-7955	082-502-7966
	2 Nobori-cho (Except for Moto-machi Elementary School district)	Hiroshima City Nobori-cho Community Comprehensive Support Center	13-26 HigashiHakushima-cho, Naka-ku	082-222-6608	082-222-6609
	3 Kokutaiji	Hiroshima City Kokutaiji Community Comprehensive Support Center	1-1-23 Higashi-senda-machi, Naka-ku	082-249-0600	082-544-1456
	4 Yoshijima	Hiroshima City Yoshijima Community Comprehensive Support Center	1-4-6 Konan, Naka-ku	082-545-1123	082-545-1124
	5 Eba	Hiroshima City Eba Community Comprehensive Support Center	2-14-8 Eba-nishi, Naka-ku	082-296-4833	082-296-4818
Higashi Ward	1 Fukuki/Nukushina	Hiroshima City Fukuki/Nukushina Community Comprehensive Support Center	1-11-27-101 Kami-nukushina, Higashi-ku	082-280-2330	082-562-2333
	2 Hesaka	Hiroshima City Hesaka Community Comprehensive Support Center	2-29 Hesaka-naka-machi, Higashi-ku	082-516-0051	082-516-0052
	3 Ushita/Waseda	Hiroshima City Ushita/Waseda Community Comprehensive Support Center	4-2-1-102 Ushita-hon-machi, Higashi-ku	082-228-2033	082-221-7675
	4 Futaba	Hiroshima City Futaba Community Comprehensive Support Center	Harada Bldg. 2F, 10-14 Wakakusa-cho, Higashi-ku	082-263-3864	082-263-3870
Minami Ward	1 Ozu	Hiroshima City Ozu Community Comprehensive Support Center	1-1-25 Ozu, Minami-ku	082-581-6025	082-581-6026
	2 Danbara	Hiroshima City Danbara Community Comprehensive Support Center	2-12-27 Danbara-minami, Minami-ku	082-261-8588	082-261-8688
	3 Midori-machi	Hiroshima City Midori-machi Community Comprehensive Support Center	2-3-46 Deshio, Minami-ku	082-252-5500	082-252-5530
	4 Niho/Kusuna	Hiroshima City Niho/Kusuna Community Comprehensive Support Center	Tao Bldg. 2F, 26-8 Higashi-honura-cho, Minami-ku	082-286-6112	082-510-1554
	5 Ujina/Ninoshima	Hiroshima City Ujina/Ninoshima Community Comprehensive Support Center	2-13-12 Ujina-miyuki, Minami-ku	082-252-6456	082-252-6458
Nishi Ward	1 Nakahiro	Hiroshima City Nakahiro Community Comprehensive Support Center	2F, 1-8-21 Misasa-machi, Nishi-ku	082-509-0288	082-230-8190
	2 Kan-on	Hiroshima City Kanon Community Comprehensive Support Center	3F, 16-19 Kanon-machi, Nishi-ku	082-292-3582	082-292-3172
	3 Koi/Koi-ue	Hiroshima City Koi/Koi-ue Community Comprehensive Support Center	2-7-13 Koi-hon-machi, Nishi-ku	082-275-0087	082-275-0070
	4 Furuta	Hiroshima City Furuta Community Comprehensive Support Center	5-3-104 Furehigashi-machi, Nishi-ku	082-272-5173	082-272-5186
	5 Kogo	Hiroshima City Kogo Community Comprehensive Support Center	2-8-5 Kusatsu-higashi, Nishi-ku	082-507-1210	082-271-3410
	6 Inokuchidai/Inokuchi	Hiroshima City Inokuchidai/Inokuchi Community Comprehensive Support Center	2-5-19 Inokuchi, Nishi-ku	082-501-6681	082-276-5541

Area Served (Junior High School District)		Name	Offices			
			Address	TEL	FAX	
Asaminami Ward	1	Joyama-kita/Jonan	Hiroshima City Joyama-kita/Jonan Community Comprehensive Support Center	6-37-5-102 Midorii, Asaminami-ku	082-831-1157	082-876-1096
	2	Asa/Asaminami	Hiroshima City Asa/ Asaminami Community Comprehensive Support Center	2-19-6 3F Nakasu, Asaminami-ku	082-879-1876	082-879-7764
	3	Takatori-kita/ Yasunishi	Hiroshima City Takatori-kita/Yasunishi Community Comprehensive Support Center	1-17-41 Takatori-kita, Asaminami-ku	082-878-9401	082-847-1475
	4	Higashihara/ Gion-higashi	Hiroshima City Higashihara/Gion-higashi Community Comprehensive Support Center	3-14-4 Higashihara Asaminami-ku	082-850-2220	082-850-1107
	5	Gion/Nagatsuka	Hiroshima City Gion/Nagatsuka Community Comprehensive Support Center	1-4-25 Yamamoto, Asaminami-ku	082-875-0511	082-875-0513
	6	Toyama/Tomo/ Ozuka	Hiroshima City Toyama/Tomo/Ozuka Community Comprehensive Support Center	2-5-6 Tomo-chuo, Asaminami-ku	082-849-5860	082-849-5861
Asakita Ward	1	Shiraki	Hiroshima City Shiraki Community Comprehensive Support Center	1244 Ibara, Shiraki-cho, Asakita-ku	082-828-3361	082-828-7188
	2	Koyo/Kamezaki/ Ochiai	Hiroshima City Koyo/Kamezaki/Ochiai Community Comprehensive Support Center	6-3-26 Fukawa, Asakita-ku	082-841-5533	082-845-8811
	3	Kuchita	Hiroshima City Kuchita Community Comprehensive Support Center	7-11-22 Kuchita-minami, Asakita-ku	082-842-8818	082-842-8835
	4	Miiri/Kabe	Hiroshima City Miiri/Kabe Community Comprehensive Support Center	5-16-31 Miiri, Asakita-ku	082-516-6611	082-516-6681
	5	Kameyama	Hiroshima City Kameyama Community Comprehensive Support Center	4-2-36 Kameyama, Asakita-ku	082-819-0771	082-814-0501
	6	Seiwa/Hiura	Hiroshima City Seiwa/Hiura Community Comprehensive Support Center	3-18-13-7-101 Asahigaoka, Asakita-ku	082-810-4688	082-810-4185
Aki Ward	1	Senogawa-higashi (Including Nakano-higashi Elementary School district)	Hiroshima City Senogawa-higashi Community Comprehensive Support Center	6-3-36 Nakano-higashi, Aki-ku	082-893-5555	082-554-5021
	2	Senogawa (Except for Nakano-higashi Elementary School district)/Funakoshi	Hiroshima City Senogawa/Funakoshi Community Comprehensive Support Center	3-9-5 Nakano, Aki-ku	082-893-1839	082-893-1866
	3	Ato/Yano	Hiroshima City Ato/Yano Community Comprehensive Support Center Hiroshima City Ato/Yano Community Comprehensive Support Center (Ato Liaison Office)	6-23-15 Yano-higashi, Aki-ku 418-1 Ato-cho, Aki-ku	082-889-6605 082-856-0613	082-889-5666 082-856-0115
Saeki Ward	1	Yuki/Sagotani	Hiroshima City Yuki/Sagotani Community Comprehensive Support Center	82-4 Shirasago, Yuki-cho, Saeki-ku	0829-86-1241	0829-86-1242
	2	Satsukigaoka/ Misuzugaoka	Hiroshima City Satsukigaoka/Misuzugaoka Community Comprehensive Support Center	1-3-9 Misuzugaoka-nishi Saeki-ku	082-208-5017	082-208-5018
	3	Sanwa	Hiroshima City Sanwa Community Comprehensive Support Center	6405-1 Ishiuchi, Itsukaichi-cho, Saeki-ku	082-926-0025	082-929-0200
	4	Joyama/ Itsukaichi-Kannon	Hiroshima City Joyama/Itsukaichi-Kannon Community Comprehensive Support Center	1-30-6, Sendo, Saeki-ku	082-924-7755	082-924-7761
	5	Itsukaichi	Hiroshima City Itsukaichi Community Comprehensive Support Center	2-4-40 Chuo Itsukaichi-cho, Saeki-ku	082-924-0053	082-921-2865
	6	Itsukaichi-minami	Hiroshima City Itsukaichi-minami Community Comprehensive Support Center	4-2-19-101 Rakurakuen, Saeki-ku	082-924-8051	082-924-8052

4-3 International organizations

Name	Address	TEL
Consulate-General of the Republic of Korea in Hiroshima	4-22 Higashi-kojin-machi, Minami-ku	082-568-0502
Office of Thai Trade Representative, Hiroshima	3-7-47 Senda-machi, Naka-ku Hiroshima Prefectural Information Plaza 5F	082-249-9911
United Nations Institute for Training and Research (UNITAR) Hiroshima Office	5-44 Moto-machi, Naka-ku Hiroshima Chamber of Commerce and Industry Bldg. 5F	082-511-2424

4-4 Transportation facilities

Classification	Company	TEL
Airlines	Flight information for Hiroshima Airport	
	Japan Airlines (domestic)	06-6344-2355
	Japan Airlines (international)	06-6344-2365
	All Nippon Airways (domestic)	06-7637-8800
	All Nippon Airways (international)	06-7637-6675
	IBEX Airlines	0120-686-009
	Spring Airlines Japan	0570-666-118
	AIR DO	0120-057-333
	Air Seoul	010-82-1800-8100
	Asiana Airlines	0570-082-555
	China Eastern Airlines	082-245-6623
	Air China	0570-0-95583
China Airlines	082-542-0882	
Hong Kong Express Airways	0066-3386-8015	
Railways	West Japan Railway	082-261-1796
	Hiroshima Electric Railway	082-242-0022
	Astramline (Hiroshima Rapid Transit)	082-228-2364
Buses	Hiroshima Electric Railway	082-221-0050
	Hiroshima Bus	082-545-7960
	Hiroshima Kotsu	082-238-7755
	Chugoku JR Bus	082-845-6066
	Geiyo Bus	082-892-1213
	Bihoku Kotsu	0824-72-2122
	HD Nishi Hiroshima	082-507-3512
	Daiichi Taxi	082-878-0006
	Hiroko Kanko	082-843-4466
	Angel Cab	082-872-5799
	Sasaki Kanko	0829-86-2110
Sogo Kikaku Corporation	0826-35-1199	

4-5 Other

4-5-1 Electricity

The Chugoku Electric Power Co., Inc.

Name	Address	Toll-free TEL For change of residence, consultations, or inquiries
Hiroshima Branch Office	2-42 Takeya-cho, Naka-ku	0120-297-510
Hiroshima Kita Branch Office	1-25-28 Midorii, Asaminami-ku	0120-516-830
Yano Branch Office	2-3-21 Yano-shin-machi, Aki-ku	0120-525-079

4-5-2 Gas

Hiroshima Gas Co., Ltd.

Name	Address	TEL
Hiroshima Gas Head Office	2-7-1 Minami-machi, Minami-ku ※In collaboration with the interpretation service center, English, Chinese, Korean, Portuguese and Spanish speaking persons are available.	082-251-2151
Gastopia Center	1-30 Minami Takeya-cho, Naka-ku	082-240-8888

※By using a mobile device, Hiroshima Gas is also able to provide English, Chinese, Korean, Portuguese and Spanish language door-to-door services.

4-5-3 Homepage address of the city and foreign language pages

A) Hiroshima City website

In addition to the Japanese version of the Hiroshima web site, there are also pages available in English, Korean, Chinese, Portuguese, Spanish, and Filipino.

You can also use the automatic translation function (a private-sector translation service) to translate the Japanese web site into English, Korean, Chinese (simplified), or Chinese (traditional). But please be fully aware that the resulting translation is not always accurate.

We offer simplified Japanese (やさしいにほんご) for those who are not yet used to Japanese.

There is also a function to display *Hiragana* readings above *Kanji* characters.

<http://www.city.hiroshima.lg.jp/>

B) Emergency Medical Care Net Hiroshima: *Kyukyu Iryo* Net Hiroshima
(Hiroshima Prefecture Emergency Medical Information Network: Information regarding holiday and nighttime healthcare providers, and similar information in English.)

- ① On the English-version website, you can search for hospitals and clinics providing foreign language services.
- ② Publishes an emergency medical care handbook for foreigners (in English, Chinese, Korean and Portuguese.)

<http://www.qq.pref.hiroshima.jp/>

C) Multi-lingual Living Guide

(Council of Local Authorities for International Relations)

Provides foreign residents with essential daily living information in English, Chinese, Korean, Portuguese, Spanish, German, French, Vietnamese, Indonesian, Tagalog, Thai, Russian and Myanmar Language (Burmese).

<http://www.clair.or.jp/tagengo/index.html>

D) Explore HIROSHIMA

Provides tourist information about Hiroshima city and its vicinity in English, Korean, Chinese (traditional/simplified), French, German, and Thai.







<https://www.hiroshima-navi.or.jp>

E) Hiroshima Peace Culture Foundation, International Relations & Cooperation Division Website

Provides daily life information for foreign nationals as well as international exchange event information in English, Chinese, Korean, Portuguese and Spanish.

<http://www.pcf.city.hiroshima.jp/ircd>

5 Japanese Signs

Emergency signs		Facility information signs	
	<p>Designated Emergency Evacuation Area Shelters or sites for disaster victims to immediately evacuate to in dangerous situations. Evacuation shelters or sites differ according to the type of disaster.</p>		Hospital
	<p>Designated Evacuation Shelter (Daily Life Evacuation Shelter) These facilities provide temporary lodging and shelter for persons who have lost their homes.</p>		Coin-operated locker
			Toilet (Left) Women's (Right) Men's
	Emergency exit		Wheelchair accessible toilet
		Transportation signs	
	<p>Emergency exit direction You can find an emergency exit in the direction of the arrow head.</p>		Bus stop
			Taxi stand
Plastic Recycling symbols		Caution signs	
	Recyclable plastic bottles		Rockfall warning There are fallen or falling rocks.
	Recyclable plastics		Under construction

Road signs

	<p>Closed to vehicles and pedestrians</p>		<p>Closed to pedestrians</p>
	<p>Closed to vehicles</p>		<p>No pedestrian crossing</p>
	<p>No entry to vehicles except for bicycles</p>		<p>No two step turns (Turn normally) 50cc scooters must turn normally.</p>
	<p>Closed to bicycles</p>		<p>Two step turn required for 50cc scooters</p>
	<p>Slow Drivers must drive at a slow speed.</p>		<p>Motor vehicles only</p>
	<p>Stop Drivers must stop completely.</p>		<p>Bicycles only</p>
	<p>No U-turn</p>		<p>Pedestrians and bicycles only</p>
	<p>Do not park Numbers indicate restricted time. 8-20 means no parking from 8:00 to 20:00.</p>		<p>Pedestrians only</p>

Daily Life Guidebook for International Residents

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