

## 4 Support Services

### 4-1 What To Do When You Get Sick or Injured (Hospitals and Clinics)

If you get sick or injured, take your insurance card and some money and go to a hospital or clinic. Be sure to check the hospital or clinics outpatient examination hours and if they can treat your symptoms.

Also, as some hospital and clinic staff can only speak Japanese, it may be a good idea to bring along someone who can speak Japanese.

#### AMDA International Medical Information Center (NPO)

The NPO AMDA International Medical Information Center provides consultation services in a variety of languages about hospital visits.

[www.amdamedicalcenter.com](http://www.amdamedicalcenter.com)

Tel: 03-6233-9266



#### Emergency Medical Care Net Hiroshima (Hiroshima Prefecture Emergency Medical Information Network)

The Emergency Medical Care Net Hiroshima website provides information in English about matters such as on-duty doctors during weekends, national holidays, and afterhours.

You can search for hospitals and clinics that provide foreign language services here: [www.qq.pref.hiroshima.jp](http://www.qq.pref.hiroshima.jp)



#### Help stop the spread of COVID-19: the New Lifestyle

Follow these three simple steps to stop the spread of COVID-19:

1. Stay 1-2 meters away from other people.
2. Wear a mask even if you don't have any symptoms.
3. Wash your hands and face and then change your clothes as soon as you get home.

#### The New Lifestyle: examples of measures to adopt into your daily life

Everyday life
<ul style="list-style-type: none"><li>• Avoid the 3Cs (closed space, crowded places, close-contact settings).</li><li>• Take your temperature every morning. Stay home as much as you can if you have cold-like symptoms, such as a fever.</li></ul>
Travelling
<ul style="list-style-type: none"><li>• Avoid travelling to areas that are experiencing outbreaks.</li><li>• Keep a record of who you have been meeting and where in case you get infected.</li></ul>
Meals and dining out
<ul style="list-style-type: none"><li>• Avoid eating out in large groups.</li><li>• Make use of takeout and home delivery services.</li></ul>
New style of working
<ul style="list-style-type: none"><li>• Work in a rotation so that employee working hours do not overlap.</li><li>• Stagger starting hours to avoid crowding on public transportation.</li></ul>

## Emergency medical care during weekends, national holidays, and afterhours

Refer to page 35 for a list of emergency medical care facilities that are open during weekends, national holidays, and afterhours.

However, please note that these facilities are to be used by those in need of urgent medical care. Before you go to one of these facilities, ask yourself: “Can I wait until normal opening hours?”

## 4-2 Health and Welfare

Ward offices Public Health Departments offer a variety of health and welfare services.

Division	Consultations/other services	
<b>Mutual Community Support Division</b>	General consultations	Health, medical care, welfare, retirement home admission, etc
	Health consultations and health examinations for adults and the elderly	Advice about health problems, such as obesity and high blood pressure, dental health advice, HIV testing and advice, examinations for tuberculosis and cancer, etc
	Consultations about pregnancy, babies, and parenting	Maternal and Child Health Handbooks, infant health checkups, parenting classes, etc
	Consultations about children	Family relations, truancy, delinquency, mental or physical development, abuse, etc
	Consultations about immunization	Children’s vaccinations, flu vaccinations for the elderly, etc
	Consultations about mental health welfare	Mental health, etc
<b>Welfare Division</b>	Consultations about medical care and welfare for the elderly	Late-stage elderly medical care
	Consultations about long-term care insurance	Certification of needed long-term care, imposition of insurance payments
	Consultations about children’s welfare	Admission to facilities (such as nursery schools), medical subsidies for children etc, child allowances, parenting support, etc
	Consultations about welfare for single-parent households	Medical expense subsidies for single-parent households, Child Rearing Allowance, etc
	Consultations about welfare for those with physical or mental disabilities	Physical Disability Certificates, Special Needs Certificates, Mental Disability Health and Welfare Certificates, independent-living support and treatment (out-patient mental health treatment, rehabilitation, special needs medical treatment) allowances, etc
<b>Family and Health Services Division</b>	Consultations for those with financial difficulties	Public welfare, etc

If you have any questions or concerns, contact the relevant division. Contact details for each division can be found on page 34.

If you are not confident in your Japanese abilities, please make use of the Hiroshima City Consultation Service for International Residents (Tel: 082-241-5010).

## 4-3 Parenting (Childbirth/Childcare)

### 1) Pregnancy and childbirth

When you learn that you are expecting a child, visit your local ward office Mutual Community Support Division (see page 34) for necessary paperwork and procedures. You should also get a health checkup for pregnant women at a hospital/clinic.

See page 10 for the procedures you need to undertake after giving birth.

#### 1. The Maternal and Child Health Handbook (母子健康手帳//*Boshi Kenkō Techō*)

You will receive a Maternal and Child Health Handbook, which provides a way to monitor and manage the health of both the mother and child, and keep a record of your pregnancy, childbirth, and parenting. The handbook is available in English, Chinese, Tagalog, Thai, Korean, Portuguese, Spanish, Indonesian, and Vietnamese, and contains check-up and vaccination vouchers.

#### 2. Health Check-ups

Take your child for check-ups to make sure they are growing up healthy and strong.

Check-up	When	Where/how
General Health Checkup for Newborns	Twice until the day before the child's first birthday	<ul style="list-style-type: none"><li>• Medical facility</li><li>• Present your Maternal and Child Health Handbook and your Supplemental Information Booklet for the Maternal and Child Health Handbook</li></ul>
Health Consultation for 4-Month-Old Children	The City of Hiroshima will send you an official notification about these health check-ups	
Health Checkup for 18-Month-Old Children		
Health Checkup for 3-Year-Old Children		

#### 3. Financial Assistance for Child Medical Expenses

Financial assistance for child medical expenses is available for children until the 3rd year of junior high school or until March 31 following their 15th birthday. Assistance is provided for inpatient care until the 3rd year of junior high school, and for outpatient care until the 3rd year of elementary school.

Those earning over a certain amount are not eligible for financial assistance.

#### 4. Child Allowances

Parents and guardians raising children up to the 3rd year of junior high school or until March 31 following their 15th birthday may be entitled to Child Allowances. For further information, contact your local ward office Welfare Division (see page 34).

### 2) Nursery Schools and Kindergartens

In Japan, compulsory education starts from 6 years old (see page 20). There are a variety of pre-school facilities for children not old enough to attend school, including nursery schools and kindergartens.

#### 1. Nursery Schools (保育園//*Hoikuen*), etc

Nursery schools and other similar facilities look after children whose parents or guardians cannot care for them at home during the day because of work, illness, or other similar reasons.

Generally, if you want your child to attend one of these facilities, you should apply by the 10th day of the month before the month your child will start going. However, this does **not** apply if you wish to enroll your child **in March or April**.

For further information about applications and fees, contact the local ward office Welfare Division (see page 34) for the nursery school (etc) you wish your child to attend.

Facility	Age of child	Description
Nursery schools ( <i>Hoikuen</i> )	Children ages 0 until they enter elementary school	Facilities with 20 or more children
Certified Child Care Centers ( <i>Nintei-kodomo-en</i> )		Facilities that provide both nursery school and kindergarten services
Small day-care services (for children aged 0 to 2)	Children ages 0 to 2	Facilities with 6-19 children
Daycare facilities established in places of business		Facilities created by companies to provide daycare for their employees' children; Facilities also accept children from the local community

## 2. Kindergartens (幼稚園//*Yōchien*)

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

Municipal kindergartens are for children aged 4 to 5 (Moto-machi, Ochiai, and Funakoshi Kindergartens also accept 3-year-olds). Applications for children aged 3 to 4 are accepted in October for the following year. However, if a kindergarten has spaces, you can apply 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 aged 3 to 5. For more information about private kindergartens, contact the kindergarten you wish to send your child to directly.

## 4-4 Education

Compulsory education in Japan consists of elementary school (6-12 years old) and junior high school (12-15 years old). Those who want to continue their education take tests to go on to senior high school (3 years) and university (4 years), or junior college (2 years), etc. For all schools, the school year begins in April and ends the following March. There are public schools (national, prefectural, and municipal) and private schools.

### 1) Elementary school, junior high school, and special needs schools

Students can enter municipal elementary, junior high, and special needs schools regardless of their level of ability in Japanese; however, classes are conducted in Japanese. Schools students can enter are determined by their place of residence.

There are no tuition fees, but a portion of lunch and educational material costs are required.

Municipal Elementary and Junior High Schools	Your local ward office Citizens Affairs Division (see page 32), <b>or</b> the Board of Education School Affairs Division ( <b>Tel:</b> 082-504-2469)
Municipal Special Needs Schools	Youth Consultation Center ( <b>Tel:</b> 082-504-2197)

### Struggling with school fees?

The City of Hiroshima provides school expense subsidies (就学援助//*Shūgaku Enjo*) to households struggling to send their children to school because of financial difficulties. For further information, contact your school or the Board of Education School Affairs Division (**Tel:** 082-504-2469).

### **After-school Kids' Clubs (*Hōkago Jidō Kurabu*)**

After-school Kids' Clubs are for elementary school students whose parents cannot look after them at home after school finishes because of work or other reasons. For further information, contact the club you wish to send your child to.

### **Repeating elementary or junior high school studies**

If you didn't graduate elementary or junior high school, or didn't achieve the grades you wanted, there are evening classes for those aged 15 and over who want to repeat their studies. Hiroshima Municipal Futaba Junior High School and Hiroshima Municipal Kan-on Junior High School offer junior high school level courses.

If you would like to enroll in evening classes, contact the Board of Education School Affairs Division (**Tel:** 082-504-2469).

## **2) Senior high school**

In Japan, more than 98% of students go on to senior high school. Students must pass an entrance exam to go to senior high schools (some schools accept students based on recommendations). If a child has not graduated from junior high school in Japan but can prove that they have equivalent academic ability, they 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 have different curricula, courses (general, industrial, commercial, agricultural, or integrated, etc) and class hours (such as full-time, part-time (day or evening), and correspondence).

For information about municipal senior high schools, contact the Board of Education Teacher Supervisory Division II (**Tel:** 082-504-2704).

For further information about other senior high schools, contact the following places:

National school:	Hiroshima University High School <b>Tel:</b> 082-251-0192
Prefectural schools:	Senior High School Guidance Division, Hiroshima Prefectural Board of Education <b>Tel:</b> 082-513-4992
Private schools:	General Affairs Office, Association of Hiroshima Prefecture Private Schools <b>Tel:</b> 082-241-2805

## **3) Universities and junior colleges**

To enter a Japanese university or junior college, you must pass an entrance exam, like for high school. If you have not graduated from a Japanese junior or senior high school, but you can prove that you have equivalent academic ability, you can take an entrance exam. For more information, contact the junior college or university you wish to go to directly.

## **4) International schools**

The Hiroshima International School, which teaches in English, and the Hiroshima Korean School, which teaches in Korean, are two international schools in Hiroshima City.

International schools are categorized as Miscellaneous Schools (各種学校//*Kakushu Gakkō*). They offer curriculums equivalent to those of Japanese kindergarten, elementary, junior high, and senior high schools. Their graduates may be eligible to go on to Japanese universities. For more information, contact the school directly.

<u>Hiroshima International School</u>	<b>Tel:</b> 082-843-4111
<u>Hiroshima Korean School</u>	<b>Tel:</b> 082-261-0028

## 4-5 Work

If you are looking for a job, or you have a job and are experiencing difficulties related to employment or labor conditions, contact the following consultation services:

### Career advice and finding a job

Hiroshima Foreign Residents Employment Service Office (in Hello Work Hiroshima)

**Tel:** 082-228-0522

**Interpretation:** 10 am – 4 pm // Spanish and Portuguese (Mondays, Thursdays, 2nd and 4th Wednesday), Chinese (Monday-Friday), English (Tuesdays)

Hello Work Hiroshima Higashi

**Tel:** 082-264-8609

**Interpretation:** Mondays, Wednesdays 10am – 4:30 pm // Portuguese and Spanish

Hello Work Kabe

**Tel:** 082-815-8609

### Trouble with employment and labor conditions

Hiroshima Foreign Workers Consultation Service on Working Conditions  
(in the Inspection Division, Hiroshima Labor Bureau)

**Tel:** 082-221-9242

**Interpretation:** 9 am – 12 pm, 1pm – 4:30 pm // Portuguese and Spanish (Mondays, Tuesdays, Thursdays, Fridays), Chinese (Fridays)

Hiroshima Central Foreign Workers Consultation Service on Working Conditions  
(in the Hiroshima Central Labor Standards Inspection Office)

**Tel:** 082-221-2460

**Interpretation:** Tuesdays 9:30 am – 12 pm, 1pm – 5 pm // Vietnamese

## 4-6 Financial Difficulties

### 1) Public Welfare (生活保護//*Seikatsu Hogo*)

Public welfare is for households that experience financial difficulties. With support proportionate to their level of hardship, the government helps guarantee a minimum standard of living while also promoting independent living. There are a variety of criteria to fulfil to receive public welfare. For inquiries, contact your local ward office Family and Health Services Division (see page 34).

### 2) Support when you have financial difficulties

If you experience financial difficulties, contact your local Livelihood Support Center (for consultations other than public welfare).

### Livelihood Support Centers (くらしサポートセンター//*Kurashi Sapōto Sentā*)

Open Monday to Friday, 8:30 am – 5:15 pm, except for national holidays, August 6, and December 29 – January 3.

Ward	Tel	Address
Naka Ward	082-545-8388	1-1 Ote-machi 4-chome, Naka-ku (Inside Naka Ward Community Welfare Center 5F)
Higashi Ward	082-568-6887	9-34 Higashi-kaniya-cho, Higashi-ku (Inside Higashi Ward General Welfare Center 4F)
Minami Ward	082-250-5677	4-46 Minami-machi 1-chome, Minami-ku (Inside Minami Ward Office Annex Building 3F)
Nishi Ward	082-235-3566	24-1 Fukushima-cho 2-chome, Nishi-ku (Inside Nishi Ward Community Welfare Center 4F)
Asaminami Ward	082-831-1209	38-13 Nakasu 1-chome, Asaminami-ku (Inside Asaminami Ward General Welfare Center 5F)
Asakita Ward	082-815-1124	19-22 Kabe 3-chome, Asakita-ku (Inside Asakita Ward General Welfare Center 4F)
Aki Ward	082-821-5662	2-16 Funakoshi-minami 3-chome, Aki-ku (Inside Aki Ward General Welfare Center 3F)
Saeki Ward	082-943-8797	4-5 Kairoen 1-chome, Saeki-ku (Inside Saeki Ward Office Annex Building 5F)