

がいこくじんしみん
外国人市民のための
せいかつ
生活ガイドブック

Life in Hiroshima:
A Guide for International
Residents

えいご
英語 English



October 2020
The City of Hiroshima

れいわ ねん ねん がつ ひろしまし
令和2年(2020年)10月 広島市



これは、ひろしまし広島市のマーク(市章)です。
このマークがついているお知らせが
きたら、必ず内容を確認してください。

This symbol is the official emblem of
the City of Hiroshima; be sure to
read any notifications or information
you receive bearing this mark.

Contents

| | | |
|------------------------------------|---|-----------|
| <u>Welcome to Hiroshima</u> | | |
| 1 | Emergency Telephone Numbers | 1 |
| 1-1 | Fire, Medical Emergencies, and Rescue Services | 1 |
| 1-2 | Traffic Accidents and Crime | 1 |
| 2 | Useful Information for Daily Life | 2 |
| 2-1 | Garbage | 2 |
| 2-2 | Water, Sewage, Electricity, and Gas | 3 |
| 2-3 | Housing | 4 |
| 2-4 | Mail | 5 |
| 2-5 | Rules of the Road | 5 |
| 3 | Important Paperwork | 7 |
| 3-1 | Residency in Japan | 7 |
| 3-2 | Registering Your Address | 8 |
| 3-3 | Births, Deaths, Marriages, and Divorces | 10 |
| 3-4 | Medical Insurance | 12 |
| 3-5 | Long-Term Care Insurance | 14 |
| 3-6 | Pensions | 15 |
| 3-7 | Tax | 16 |
| 4 | Support Services | 17 |
| 4-1 | What To Do When You Get Sick or Injured (Hospitals and Clinics) | 17 |
| 4-2 | Health and Welfare | 18 |
| 4-3 | Parenting (Childbirth/Childcare) | 19 |
| 4-4 | Education | 20 |
| 4-5 | Work | 22 |
| 4-6 | Financial Difficulties | 22 |
| 5 | Studying Japanese | 23 |
| 6 | Staying Prepared for Natural Disasters | 26 |
| 7 | Places to Get Useful Advice and Information | 29 |
| 7-1 | Consultation Services | 29 |
| 7-2 | Municipal Organizations | 32 |
| 7-3 | Foreign Diplomatic Offices and International Organizations | 35 |
| 7-4 | Afterhours Emergency Care | 35 |
| 7-5 | Other Information | 36 |
| 8 | Signs and Symbols Used in Japan | 38 |
| 9 | Household Waste Disposal Guidelines | 40 |
| 10 | Medical and Emergency Card for International Residents | 47 |

Welcome to Hiroshima

Welcome to Hiroshima, an international peace culture city.

This guidebook is for all international residents who come to live in Hiroshima City. It contains information about what to do during an emergency or disaster, various important procedures, and other topics useful in your everyday life.

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).

We hope that you will enjoy your life in Hiroshima.



This symbol is the official emblem of the City of Hiroshima; be sure to read any notifications or information you receive bearing this mark.

1 Emergency Telephone Numbers

1-1 Fire, Medical Emergencies, and Rescue Services

Call 119 in case of fire, medical emergencies (sudden illness or injuries), or for rescue services (when you need to be rescued during a natural disaster, etc).

Tell the operator the following information:

1. Whether there is a fire or medical emergency.
2. An easily understood address or location with a clear destination.
3. Your name and telephone number.

While ambulance services are free of charge, do **not** use them for minor illnesses or injuries.

If you are unsure about whether or not to call an ambulance, go to the hospital, or which hospital to go to, call the Hiroshima Region Urban Area Emergency Consultation Center to speak to a nurse or other trained medical professional.

Hiroshima Region Urban Area Emergency Consultation Center

Tel: #7119 or 082-246-2000



1-2 Traffic Accidents and Crime

Call 110 if there is a traffic accident or to report a crime.

Tell the operator the following information:

1. Whether there has been a traffic accident or crime.
2. When and where.
3. What has happened.
4. If anyone is injured.
5. Your name and telephone number.

Call 119 if anyone is in need of an ambulance.



2 Useful Information for Daily Life

2-1 Garbage

1) Separating Garbage

In Hiroshima City, household waste is divided into 8 categories:

1. Combustible Waste
2. PET Bottles
3. Recyclable Plastics (plastic from packaging)
4. Other Plastics (plastic other than recyclable plastic)
5. Incombustible Waste
6. Recyclable Waste
7. Harmful Waste
8. Large Waste



For more details, see the Household Waste Disposal Guidelines (see page 40). The guidelines are also available on the official City of Hiroshima website:

<https://www.city.hiroshima.lg.jp/site/kateigomi/114297.html>



2) Garbage Collection

Put your garbage out at your designated collection point by 8:30 am on the collection day for each category.

Ask your neighbors or contact the Environmental Bureau (see page 33) to find out where your designated collection point is.

Collection days differ according to category and residential area.



For more information about collection days in your area, see:

<https://www.city.hiroshima.lg.jp/life/1/11/81/>

3) Disposing of Large Waste

Items larger than 30cm are classified as Large Waste, and cost money to dispose of. Apply for collection through the Large Waste Information Center. Large waste cannot be collected straight away, so be sure to apply at least three days before the Large Waste collection day in your area.

If you apply via the City of Hiroshima website, you will need to apply at least five days in advance.

Large Waste Information Center

Tel: 082-544-5300 (Japanese only)

Fax: 082-544-5301

www.city.hiroshima.lg.jp/site/kateigomi/13279.html



See page 44 for information about how to pay for and dispose of Large Waste.

2-2 Water, Sewage, Electricity, and Gas

1) Water and Sewage Services

1. Turning the water supply on and off:

If you want your water supply turned on or off, contact the City of Hiroshima Waterworks Bureau Newly Moved Customer Advice Center at least three or four days in advance.

Waterworks Bureau Newly Moved Customer Advice Center

Tel: 082-511-5959

Fax: 082-228-8861

2. Questions about water bills and sewage fees:

Contact your local Waterworks Bureau Service Station (see page 32) if you have questions about your water bill. Contact the Management Division, Sewerage Bureau, the City of Hiroshima if you have questions about your sewage fees.

Management Division, Sewerage Bureau

Tel: 082-241-8258

2) Electricity

1. Turning the electricity supply on and off:

Chugoku Electric Power (If your electricity is not provided by Chugoku Electric Power, please contact your provider directly)

| Area | Tel | Name |
|--|--------------|------------------------------------|
| Naka Ward, Higashi Ward, Minami Ward, Nishi Ward (except Shinjo-cho), and part of Minaga in Saeki Ward | 0120-297-510 | Hiroshima Energy Sales Center |
| Aki Ward (except Terayashiki) | 0120-525-079 | |
| Asaminami Ward, Asakita Ward, Shinjo-cho in Nishi Ward, part of Nukushina and Fukuda in Higashi Ward, and Shimo in Yuki-cho (Saeki Ward) | 0120-516-830 | Hiroshima-kita Energy Sales Center |
| The rest of Saeki Ward | 0120-517-270 | Hatsukaichi Energy Sales Center |

2. If you experience power outages:

Contact your local Chugoku Electric Power Transmission and Distribution Center

| Area | Tel | Name |
|--|--------------|---|
| Naka Ward, Higashi Ward, Minami Ward, Nishi Ward (except Shinjo-cho), and part of Minaga in Saeki Ward | 0120-748-510 | Hiroshima Transmission and Distribution Center |
| Aki Ward (except Terayashiki) | 0120-525-089 | Yano Transmission and Distribution Center |
| Asaminami Ward, Asakita Ward, Shinjo-cho in Nishi Ward, part of Nukushina and Fukuda in Higashi Ward, and Shimo in Yuki-cho (Saeki Ward) | 0120-516-850 | Hiroshima-kita Transmission and Distribution Center |
| The rest of Saeki Ward | 0120-517-370 | Hatsukaichi Transmission and Distribution Center |

3) Gas

Turning the gas supply on or off, or if your gas appliance is faulty/broken:

Hiroshima Gas (If your gas is not provided by Hiroshima Gas, please contact your provider directly).

Tel: 0570-002-888 / 082-251-2176 【January/5/2021～】

Customer service is available in English, Chinese, Korean, Portuguese, Spanish, Vietnamese, and Thai through external interpreting services and mobile devices.

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

2-3 Housing

Finding a place to live

Housing is usually found through real estate agents. If you are studying at a university, your university may be able to provide relevant information.

To rent housing, you must sign a lease contract. Lease contracts usually require a guarantor (*hoshōnin*). Lease contracts also usually include things unique to Japan, such as key money (*reikin*) and security deposits (*shikikin*). For more information, contact a real estate agent or, if you are a student, your university.

Be sure to register your address once you have found housing (see page 8).

- **Private rental housing: support services for foreign nationals**

You can search for private rental housing that accepts foreign nationals via the Safety Net Housing Information website:
www.safetynet-jutaku.jp/guest/index.php



- **Municipal housing**

If you either **a)** are a registered resident of Hiroshima City who actually lives here and meets criteria including those related to family members and income; or **b)** work in Hiroshima City and meet criteria including those related to family members and income, you can apply to live in municipal housing.

You can apply in two ways: one is available throughout the year and the other is available during application periods that happen four times a year (in February, May, August, and November). For more information, contact your local ward office Architecture Division (see page 32).

Etiquette

Noise

Keep in mind that when living in housing complexes or apartments, the noise you make in your house or apartment might be heard by your neighbors. Try to keep noise to a minimum, especially late at night and early in the 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, showers/baths, opening and closing doors, etc)

Use of shared areas in multi-dwelling housing

Hallways and stairs are communal areas. In an emergency, such as an earthquake or fire, these are used for evacuation. Do not leave your personal items there.

Neighborhood/community associations

Neighborhood/community associations (*chōnaikai* or *jichikai*) are formed independently by the community and allow residents to help each other and build friendships. Membership is voluntary. Joining such an organization will help you access information about life in the community. Moreover, they offer help in times of disaster. To find out how to join your neighborhood/community association, ask someone in charge, such as the chairperson, or contact your local ward office Community Revitalization Division (see page 32).

Registering and vaccinating dogs

Dog registration

If you own a dog that is 91 days or older, you must register them. You can register your dog at the Animal Care Center or any private veterinarian. A license tag will be issued after registration. You must contact the Animal Care Center in the following cases:

- The dog's owner changes.
- The owner's address changes.
- The dog dies.
- The dog bites someone.



Rabies vaccination (once a year)

If you own a dog, you must vaccinate them against rabies. Vaccinate your dog at a group vaccination or at a private veterinarian. Group vaccinations are held every year in Hiroshima City between April and May. Once your dog has received a rabies vaccination, you will receive a vaccination certificate.

Note: Dogs must wear their license tags and vaccination certificates.

Animal Care Center

Address: 11-27 Fujimi-cho, Naka-ku, Hiroshima

Tel: 082-243-6058

2-4 Mail

Japanese post offices are not only responsible for the mail; they also provide savings and insurance services.

If your address changes, submit a change of address notification form to the post office. After submission, mail sent to your previous address will be forwarded to your new address for one year.

Customer Service Consultation Center

Tel: 0120-23-2886 / 0570-046-666 (For services in English: 0570-046-111)

Monday to Friday: 8 am – 9 pm

Saturdays, Sundays, and national holidays: 9 am – 9 pm

Visit the following website for information about mail in English:
www.post.japanpost.jp/index_en.html



2-5 Rules of the Road

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

1) Bicycles

When riding a bike, you must follow these rules:

- Do not ride your bike under the influence of alcohol. Do not ride two to a bike. Do not ride side-by-side with another cyclist.
- Turn your lights on at nighttime.
- Obey traffic lights at crossings; stop and make sure it is safe.



Unattended bicycles and motorcycles

Make sure to park your bicycle or motorcycle in a designated parking space. Bicycles and motorcycles left unattended in other places not only get in the way of pedestrians, but can also cause accidents and obstruct emergency services.

All bicycles and motorcycles parked in areas marked with the sign to the right will be removed and impounded immediately. If your bicycle or motorcycle is impounded, be sure to claim it from the impound lot.



Hiroshima City West Bicycle and Motorcycle Impound Lot

Tel: 082-277-7916

| | |
|----------------|---|
| Hours | Everyday 10:30 am – 7 pm (excluding national holidays and December 29 to January 3) |
| Fees | ¥2,200 for bicycles ¥4,400 for scooters (50cc or less) ¥5,500 for motorcycles |
| Required Items | The vehicle's key and some form of identification (e.g. driver's license, student ID, health insurance card, etc) |

Vehicles are stored for one month. Vehicles not claimed within one month will be disposed of by the City.

2) Cars and motorbikes

- You need a license to drive a car or motorbike. You must not drive your vehicle if you do not have your license in your possession (if you have forgotten it at home, etc).
- Drivers and all passengers must wear seatbelts.
- Children under 6 years old must be placed in child car seats.
- You must wear a helmet when riding a motorbike.
- It is illegal to use a mobile phone while driving or to drive under the influence of alcohol. There are particularly strict penalties for drunk driving. Do **not** drink and drive.

3) Public transport

It is good to be aware of the following etiquette when riding the bus, train, or other public transport:

- Wait in line for public transport; do not cut in front of people who have been waiting longer than you.
- Do not smoke on public transport.
- Try not to talk on the phone while riding public transport.
- Keep the volume of music (etc) to a minimum.

Using public transport

Start Hiroshima produces videos about a variety of useful topics, including public transport.

www.youtube.com/channel/UCZuk9nZf0COsZyJxHg2YBLA



Produced in Japanese; subtitles available in English, Chinese, Korean, and Vietnamese.

3 Important Paperwork

3-1 Residency in Japan

The Residency Management System

Foreign nationals who will be in Japan mid to long term (more than three months)

1) Residence Cards

Residence Cards are issued when an individual is given permission (e.g. entry permission) related to their residency status. They contain information such as your name, date of birth, place of residence, nationality/region, residency status, and period of stay, as well as your photograph.

If your Residence Card is lost, stolen, or damaged beyond use, you must send an application to the Hiroshima Regional Immigration Bureau to have it reissued.

Note: If you lose your passport, first go to the police and get a Certificate of Lost Property (遺失届出証明書(遺失届))// *Ishitsutodokede-shōmeisho*). Take this certificate to your country's embassy or consulate and ask for a new passport.



2) Necessary residency status paperwork

(To be filed at the Hiroshima Regional Immigration Bureau)

1. When your name, date of birth, gender, nationality/region (etc) changes, you must report the change within 14 days by submitting your passport, photograph, Residence Card, and documents that prove the change.
2. If you want to change your visa status, Designated Activities, or extend your period of stay, you must apply to do so. Take your passport, photograph, Residence Card, and necessary documents.

Hiroshima Regional Immigration Bureau

Address: 2-31 Kami-hatchobori, Naka-ku, Hiroshima

Tel: 082-221-4412

Special Permanent Residency

The Special Permanent Residency system is different from the Residency Management System

1) Special Permanent Resident Certificates

Special Permanent Resident Certificates are issued to Special Permanent Residents. They contain information such as your name, date of birth, place of residence, nationality/region, and the certificate's expiration date, as well as your photograph.

Those under the age of 16 who still have an Alien Registration Certificate should convert their certificate to a Special Permanent Resident Certificate before their 16th birthday.

If your Special Permanent Resident Certificate is lost, stolen, or damaged beyond use, you must apply at your local ward office to have it reissued.

2) Necessary paperwork for Special Permanent Residents (To be filed at ward or branch offices)

1. When your name, date of birth, gender, nationality/region changes, you must report the change within 14 days by submitting your passport (if you have one), photograph, Special Permanent Resident Certificate, and documents that prove the change.
2. When your Special Permanent Resident Certificate expires, you must apply for an extension by submitting your passport (if you have one), photograph, and Special Permanent Resident Certificate before the expiration date.

The Special Re-Entry Permit System

If a foreign resident whose passport and Residence Card are valid leaves Japan and plans to return within one year, they do not in principle need to apply for a Re-Entry Permit.

If a Special Permanent Resident whose passport and Special Permanent Resident Certificate are valid leaves Japan and plans to return within two years, they do not in principal need to apply for a Re-Entry Permit.

Inquiries

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 to Friday, 8:30 am – 5:15 pm

Closed: Saturdays, Sundays, national holidays, and December 29 to January 3

Tel: 0570-013-904

(From IP-phone, PHS, or overseas: (+81) (0)3-5796-7112)

3-2 Registering Your Address

Mid to long term residents and Special Permanent Residents must register as residents.

1) Initial resident registration (for mid to long term residents)

After finding a place to live, you need to notify your local ward office Citizens Affairs Division or branch office (see page 32) within 14 days. Remember to take your Residence Card with you.

If you haven't received your Residence Card yet, take your passport instead.

2) Moving home (change of address)

1. If you leave Hiroshima City to move to another municipality, you must submit a Notification of Moving-Out (転出届//*Tenshutsu Todoke*) to your local ward office Citizens Affairs Division or branch office (see page 32) and receive a Moving-Out Certificate (転出証明書//*Tenshutsu Shōmeisho*). Be careful not to lose this certificate. After you move to your new home, you must submit a Notification of Moving-In (転入届//*Tennyū Todoke*) at the relevant office in your new municipality within 14 days of arrival. When submitting this notification, remember to bring the Residence Cards or Special Permanent Resident Certificates of all members of your household and the Moving-Out Certificate.

2. If you move within Hiroshima City, you must submit a Notification of Change of Address (転居届//*Tenkyo Todoke*) to your local ward office Citizens Affairs Division or branch office within 14 days. When submitting this notification, remember to bring the Residence Cards or Special Permanent Resident Certificates of all members of your household.

Resident Record (住民票//*Jūmin Hyo*)

Once you are registered as a resident, ward offices and branch offices will be able to issue you with a Resident Record.

If you need a copy of your Resident Record, please apply at any ward office Citizens Affairs Division or any branch office in Hiroshima City (see page 32).

Individual Number (My Number)

Those with a Resident Record also have a 12-digit **Individual Number**, known as “**My Number**”. Once you register as a resident, you will be sent an Individual Number Notification which contains your Individual Number.

Ask your local ward office Citizen’s Affairs Division or branch office (see page 32) for more information about making an Individual Number Card, a hard plastic card that shows your Individual Number and photograph.

Child Allowances (児童手当//*Jidō Teate*)

Child Allowances are paid to parents and guardians who are raising children up to the 3rd year of junior high school (until March 31 after the child’s 15th birthday). If you are entitled to child allowances, but are not receiving them or you have recently moved to Hiroshima City, please complete the necessary procedures and paperwork to receive this allowance. For further information, contact your local ward office Welfare Division (see page 34).

3-3 Births, Deaths, Marriages, and Divorces

It may be necessary to notify your home country if a child is born, if someone you are related to dies, or if you get married or divorced. Contact your home country's embassy, consulate, or other permanent mission in Japan.

Please also notify your local ward office or branch office (see page 32), as well as the Hiroshima Regional Immigration Bureau.

1) Births

| Notification | <ul style="list-style-type: none"> When to submit Who needs to submit | Where to submit |
|--|--|--|
| Notification of Birth (出生届//Shusseï Todoke) | <ul style="list-style-type: none"> Within two weeks of the birth, including the birth date Everyone | Ward office Citizens Affairs Division or branch office in the ward where the child lives or was born |
| Acquiring residency status paperwork | <ul style="list-style-type: none"> Within 30 days of the birth Mid to long term residents | Hiroshima Regional Immigration Bureau |
| Permission related to Special Permanent Residency | <ul style="list-style-type: none"> Within 60 days of the birth Special Permanent Residents | Local ward office Citizens Affairs Division or branch office |
| Birth Report (出生連絡票//Shusseï Renraku Hyo) | <ul style="list-style-type: none"> As quickly as possible Everyone | Local ward office Mutual Community Support Division or branch office |
| Application for Child Allowance (児童手当//Jidō Teate) | <ul style="list-style-type: none"> Within 15 days from the day following the birth For further details, contact the office listed to the right | Local ward office Mutual Community Support Division or branch office (except for Ninoshima) |
| Application for medical subsidies for children | <ul style="list-style-type: none"> For further details, contact the office listed to the right High-income earners are not eligible for medical subsidies for children | Local ward office Welfare Division or branch office |
| Enrollment in National Health Insurance | <ul style="list-style-type: none"> Within 14 days of the birth Those with National Health Insurance | Local ward office National Insurance and Pension Division or branch office |

Note: Even if a child is born in Japan, if both the mother and father are foreign nationals, the child will not be granted Japanese citizenship. Contact your home country's embassy or consulate to notify them of the child's birth.

2) Deaths

| Notification | <ul style="list-style-type: none"> When to submit Who needs to submit | Where to submit |
|--|--|---|
| Notification of Death (死亡届//Shibō Todoke) | <ul style="list-style-type: none"> Within seven days of finding out about a death Everyone | Local ward office Citizens Affairs Division or branch office, or that of the ward in which the death occurred |
| Notification of Death for National Health Insurance Purposes | <ul style="list-style-type: none"> Within 14 days of the death If the deceased was enrolled in National Health Insurance | Local ward office National Insurance and Pension Division or branch office |
| Changes in Long-Term Care Insurance (介護保険//Kaigo Hoken) | <ul style="list-style-type: none"> Within 14 days of the death If the deceased was insured for long-term care | Local ward office Welfare Division or branch office |

3) Marriages

| Notification | <ul style="list-style-type: none"> When to submit Who needs to submit | Where to submit |
|--|--|--|
| Notification of Marriage (婚姻届 //Konin Todoke) | <ul style="list-style-type: none"> No submission deadline for Notification of Marriage (you will be legally recognized as husband and wife once you submit your Notification of Marriage) | Local ward office Citizens Affairs Division Note: paperwork and procedures may differ depending on your nationality |
| Changes in National Health Insurance | <ul style="list-style-type: none"> Within 14 days of the marriage Those enrolled in National Health Insurance | Local ward office National Insurance and Pension Division or branch office |
| Changes in Long-Term Care Insurance (介護保険 //Kaigo Hoken) | <ul style="list-style-type: none"> Within 14 days of any changes to the name or address of insured persons | Local ward office Welfare Division or branch office |

4) Divorces

| Notification | <ul style="list-style-type: none"> When to submit Who needs to submit | Where to submit |
|---|--|--|
| Notification of Divorce (離婚届 //Rikon Todoke) | <ul style="list-style-type: none"> No submission deadline for divorce by mutual agreement (Divorce proceedings are complete once you submit your Notification of Divorce) Within 10 days of divorce in all other cases | Local ward office Citizens Affairs Division Note: paperwork and procedures may differ depending on your nationality |
| Changes in National Health Insurance | <ul style="list-style-type: none"> Within 14 days of the divorce Those enrolled in National Health Insurance | Local ward office National Insurance and Pension Division or branch office |
| Changes in Long Term Care Insurance (介護保険//Kaigo Hoken) | <ul style="list-style-type: none"> Within 14 days of any changes to the name or address of insured persons | Local Ward office Welfare Division or branch office |

Registration of personal seals (印鑑//Inkan)

In Japan, seals engraved with your name (*hanko* or *inkan*) are used in the same way as signatures. Officially registered seals are called *jitsuin* (実印). 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 your seal and your Residence Card or Special Permanent Resident Certificate to your local ward office Citizens Affairs Division or branch office (see page 32).

Some seals cannot be registered. Contact your local ward office Citizens Affairs Division or branch office for details.

3-4 Medical Insurance

Japan has public health insurance systems that can be used for medical care when a person becomes ill or injured. These systems are not just for the individual, but are in place to support us all. You should enroll into one of the following three systems:

1) Health Insurance

If you work at least 20 hours a week, earn more than 88,000 yen per month, and meet other set criteria, you will be enrolled in your employer's health insurance plan.

If you have family that lives in Japan, they can also be enrolled in this health insurance. Ask your employer if you are eligible for health insurance.

2) National Health Insurance

People who have permission to live in Japan for over three months must enroll in Hiroshima City's National Health Insurance. To enroll, visit your local ward office National Insurance and Pension Division or branch office (see page 32)

However, the following people are not eligible to enroll in National Health Insurance:

1. Those who have come to Japan with a "Designated Activities" visa and are one of the following: **a)** have come for medical care or similar activities, or to provide daily care for someone doing this, or **b)** have come for sightseeing or other recreational activities, or are the spouse accompanying someone doing this. **Note:** If your residence status is "Designated Activities," you must submit documentation confirming your designated activities when you enroll.
2. Those enrolled in their employer's medical insurance.
3. Those enrolled in Late-Stage Elderly Medical Care.
4. Those who receive public welfare (生活保護//*Seikatsu Hogo*).
5. Those who receive benefits for Japanese war orphans left in China.
6. Those from a country with a social security agreement with Japan that covers healthcare and who have a government-issued certificate of being covered by their country's social security.

3) Late-Stage Elderly Medical Care

If you are either of the following, you **are** eligible Late-stage Elderly Medical Care (後期高齢者医療制度//*Kōki Kōreisha Iryo Seido*):

1. Those aged 75 or older.
2. Those aged 65 to 74 who are certified as having a disability of severity stipulated by the Hiroshima Prefecture Elderly Medical Care Extended Association. For information regarding certification procedures, contact your local ward office Welfare Division (see page 34) or branch office (see page 32).

However, if you are any of the following, you **are not** eligible for Late-Stage Elderly Medical Care:

1. Those not recorded in the Hiroshima City Basic Resident Register.
2. Those whose residency permission is for less than three months (unless the Hiroshima Prefecture Elderly Medical Care Extended Association has recognized that you will stay for more than three months).
3. Those receiving public welfare.
4. Those receiving benefits for Japanese war orphans left in China.

4) Going to the hospital

When you go to a medical facility, present your medical insurance card at the reception desk. You will be liable to pay between 10-30% of medical fees (depending on your age and income). If you receive treatment as an inpatient, it is your responsibility to pay for any meal charges (etc).

5) Births and deaths

When an insured person gives birth or dies, you may be entitled to receive money. For further information, contact:

- Your local ward office National Insurance and Pension Division or branch office (see page 32) for inquiries regarding Hiroshima City's National Health Insurance.
- Your local ward office Welfare Division (see page 34) or branch office (see page 32) for inquiries regarding the Late-stage Elderly Medical Care system.

Medical subsidies

If you are enrolled in medical insurance and if any of the following apply, you may be eligible for medical subsidies. For more information contact your local ward office Public Welfare Department (see page 34).

1. Those raising a child aged zero to 3rd year of junior high school (eligible until March 31 following the child's 15th birthday).
2. Those raising a child alone (eligible until March 31 after the child's 18th birthday).
3. Those with mental or severe intellectual/physical disabilities.

6) Insurance payments

If you are enrolled in medical insurance, you must pay insurance premiums. These premiums are based on factors, such as your income.

3-5 Long-Term Care Insurance

Long-Term Care Insurance (介護保険//*Kaigo Hoken*) covers the necessary care services for insured people who require constant care because they are bedridden, have dementia, or for other similar reasons.

1) Eligibility

If all of the following apply, you should enroll in the City of Hiroshima's Long-Term Care Insurance:

1. You live in Hiroshima City.
2. You plan on staying in Japan for more than three months, and have the appropriate visa to do so. However, you are not eligible if you have come to Japan with a "Designated Activities" visa and are one of the following: **a)** have come to Japan for medical care or similar activities, or to provide daily care for someone doing this, or **b)** have come to Japan for sightseeing or other recreational activities, or are the spouse accompanying someone doing this.
3. You are aged 40 or older.
If you are aged between 40 and 64 you must also enroll in Japanese Public Medical Insurance.
If you are 65 years or older, the City of Hiroshima will send you a Long-Term Care Insurance Card.

2) If you want to use Long-Term Care services

First, apply to be certified as needing long-term care at your local ward office Welfare Division (see page 34) or branch office (see page 32).

Those who have been certified as needing long-term care or long-term support can use services covered by Long-Term Care Insurance.

However, available services depend on the level of care needed. When you use Long-Term Care services, you must pay between 10-30% (depending on your income) of the costs.

There are some services that can be used by people who are not certified as needing long-term care or support.

For more information, contact your local ward office Welfare Division (see page 34).

3) Insurance payments

If you are enrolled in Long-Term Health Insurance, you must pay insurance premiums. The insurance premium for people 65 and older is determined by their income (etc). The insurance premium for people aged 40 to 64 is calculated as a portion of the insurance premiums of the medical insurance in which they are enrolled.

3-6 Pensions

As a general rule, everyone living in Japan aged 20 to 59 must enroll in National Pension (国民年金//*Kokumin Nenkin*). If you work for a company (etc), you will also be enrolled in Employee Pension Insurance (厚生年金//*Kōsei Nenkin*).

1) How to enroll

Enroll in National Pension at your local ward office National Insurance and Pension Division or branch office (see page 32).

However, those enrolled in Employee Pension and spouses supported by those enrolled in Employee Pension should file paperwork at their own or their spouse's place of employment.

2) National Pension payments

If you are enrolled in National Pension, you must pay the insurance premium. If it is difficult for you to pay the premium because of reasons such as financial problems, you can apply for partial or total exemption from premiums. For further information, contact your local ward office National Insurance and Pension Division or branch office (see page 32).

3) Types of pension

| Pension | Who's Eligible |
|--------------------------------|---|
| Basic Pension for the Elderly | Paid to people 65 or older who have been enrolled in a public pension for a total of ten years or longer (including periods of time it was deemed by a government office that they did not need to pay insurance premiums). |
| Basic Pension for the Disabled | Paid to people enrolled in National Pension who become ill or injured to a certain degree. |
| Basic Pension for the Bereaved | People who died while enrolled in National Pension; either paid to their spouse (if their spouse was their dependent and is now taking care of a child or children) or to the deceased's dependent child or children. |

To be entitled to the Basic Pension for the Disabled or the Basic Pension for the Bereaved, you need to fulfill certain payment-related criteria.

For further information, contact your local ward office National Insurance and Pension Division or branch office (see page 32).

Note: the Ninoshima Branch Office does not deal with pensions.

4) Lump-Sum Withdrawal (refunding your pension)

If you leave the National Pension system, you may be eligible to receive a Lump-Sum Withdrawal (脱退一時金//*Dattai Ichiji Kin*). You must fulfill **all** of the following criteria and apply **within two years** after leaving Japan. The sum you receive will be determined on how long you paid insurance premiums.

1. Those without Japanese nationality.
2. Those who have paid National Pension premiums for six months or longer.
3. Those without an address in Japan.
4. Those who never had the right to receive pension payments (including disability allowance).

After leaving Japan, mail the following to Japan Pension Service: 1) a Request for Lump-Sum Withdrawal Form (脱退一時金請求書//*Dattai Ichiji Kin Seikyūsho*); 2) documents that confirm your basic pension number (for example, your pension book); 3) photocopies of the pages in your passport that show your name, date of birth, nationality, signature, and residency status; 4) documents that indicate the name of your bank and bank account number (etc).

Japan Pension Service

Address: 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 from outside of Japan)

3-7 Tax

1) Japanese taxes

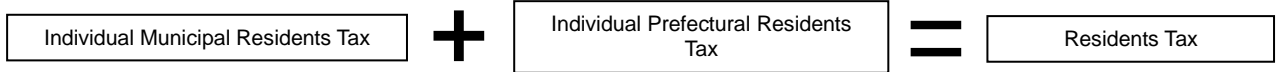
Taxes in Japan include national taxes collected by the national government and local taxes collected by prefectural and municipal governments.

| | | |
|--------------|-------------------|--|
| National Tax | | Income tax, corporate tax, inheritance tax, consumption tax |
| Local Taxes | Prefectural Taxes | Prefectural residents tax, automobile tax, local consumption tax |
| | Municipal Taxes | Municipal residents tax, property tax, light vehicle tax |

Note: For inquiries about national taxes and prefectural taxes, contact the National Tax Agency/a prefectural taxation office.

2) Residents Tax (Individual Municipal Residents Tax and Prefectural Residents Tax)

Individual Municipal Residents Tax (市民税// *Shiminzei*) and Prefectural Resident Tax (県民税// *Kenminzei*) are collectively known as Residents Tax (住民税// *Jūminzei*), and are paid together.



Residents Tax is paid by everyone who has an address in Japan as of January 1 of that year and who earned an income the previous year. The amount of Residents Tax you pay is made up of a flat rate (均等割// *Kintō Wari*) and a rate based on your income from the previous year (所得割// *Shotoku Wari*).



Income Tax Convention

If your home country is part of the **Income Tax Convention** with Japan and you are an exchange student or vocational trainee (those undertaking training in a company/private sector) etc, you might be exempted from income tax and/or residents tax. You must fulfill certain criteria to be exempted, and you must apply separately for exemption from income tax and residents tax. Please be aware that you **cannot** be exempted from residents tax if you only apply for income tax exemption.

For further information, contact the Municipal Residents Tax Section of your local municipal tax office (see page 33).

3) Tax Payments

There are two methods of paying tax:

1. Special Collection (特別徴収// *Tokubetsu Chōshū*): Your employer subtracts the amount of tax you owe from your income and pays it to the City.

2. Ordinary Collection (普通徴収// *Futsū Chōshū*): You pay taxes by yourself.

The City will send a notification to those paying via the ordinary collection method; confirm the contents of the notification and pay your tax by the due date.

4) What happens if you don't pay your taxes?

If you do not pay your taxes by their due date, you will be required to pay not only the taxes you should have paid, but also late payment charges. The City may also take proceedings against you for the recovery of unpaid taxes by seizing possessions, including your salary. Pay your taxes by the due date to avoid this.

For further information, see the City of Hiroshima's website www.city.hiroshima.lg.jp/site/english/18862.html, or contact the Payment Department that deals with your ward (see page 33).



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

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



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

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 | |
|--|--|--|
| Mutual Community Support Division | 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 |
| Welfare Division | 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 |
| Family and Health Services Division | 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">• Medical facility• Present your Maternal and Child Health Handbook and your Supplemental Information Booklet for the Maternal and Child Health Handbook |
| 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), or the Board of Education School Affairs Division (Tel: 082-504-2469) |
| Municipal Special Needs Schools | Youth Consultation Center (Tel: 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 Tel: 082-251-0192 |
| Prefectural schools: | Senior High School Guidance Division, Hiroshima Prefectural Board of Education Tel: 082-513-4992 |
| Private schools: | General Affairs Office, Association of Hiroshima Prefecture Private Schools Tel: 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> | Tel: 082-843-4111 |
| <u>Hiroshima Korean School</u> | Tel: 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) |

5 Studying Japanese

In addition to Japanese language schools, there are various Japanese classes and tutors offered by international exchange groups and volunteer associations at community halls and other venues across Hiroshima that can aid you in your Japanese language studies. Japanese language schools charge tuition fees; if you would like to attend a language school, contact them directly.

Japanese classes and tutoring offered at community halls (etc) are usually cheap or free. You can find a comprehensive list of Japanese classes and tutoring offered in Hiroshima below. While these tend to be free, you may need to pay for materials and copying for some classes. Also, you may be required to sit in on a class before enrolling.

The contents of this list are subject to change. Also, some classes may not be able to accept large groups from companies, etc. Please be sure to contact the class beforehand.

1) Naka Ward

| Name of Class | | Where | Day (Time) | Tuition | Contact Details |
|---------------|--|--|--|----------------------------|--|
| # 1 | Hiroshima Japanese Language Class | 1. International Conference Center Hiroshima (1-5 Nakajima-cho, Naka-ku) 2. Hiroshima International Center (8-18 Naka-machi, Naka-ku) | 1. Wednesdays (6:30pm –8pm) Saturdays (10am –12pm) 2. Saturdays (10am–12pm) | Free | hiroshima.nihongo@gmail.com http://hiroshimakayos.hitsu.wix.com/nihongo/ |
| # 2 | Nihongo Gakushū Kai | International Conference Center Hiroshima (1-5 Nakajima-cho, Naka-ku) | Thursdays (10 am – 12 pm) | 100 yen / month | Tel: 082-242-8879 International Relations and Cooperation Division, International Department, Hiroshima Peace Culture Foundation http://nihongo730.blog.fc2.com/blog-entry-2 |
| # 3 | Hiroshima YMCA Volunteer Teachers Japanese Class | Hiroshima YMCA College (7-11 Hatchobori, Naka-ku) | Saturdays (10am – 11:30am) | 100 yen / class | Tel: 082-223-1292 hymca.nihongo@gmail.com |
| # 4 | Japanese Study Class for Returnees from China | Chuo Community Hall (24-36 Nishi-hakushima-cho, Naka-ku) | 2nd, 3rd, and 4th Monday (10 am – 12 pm) 1st, 2nd, and 3rd Wednesday (10 am – 12 pm) 1st, 2nd, 3rd, and 4th Saturday (2 pm – 4 pm) | Contact the class directly | Tel: 082-221-5943 (Chuo Community Hall) |
| # 5 | Harukaze Japanese Volunteer Group | 1. Big Front Hiroshima 2. International Exchange Lounge (International Conference Center Hiroshima) | Saturdays (10 am – 12 pm) | Free | Tel: 082-277-8330 (The Satos) harukaze@feel.ocn.ne.jp |

2) Minami Ward

| | Name of Class | Where | Day (Time) | Tuition | Contact Details |
|-----|----------------------------------|--|-------------------------------|---------|--------------------------------------|
| # 6 | Wednesday Japanese Language Club | International House (1-1 Nishi-Kojin-machi, Minami-ku) | Wednesdays (10 am – 12 pm) | Free | 082-568-5931 (International House) |
| # 7 | Minna-no-Nihongo Class | International House (1-1 Nishi-Kojin-machi, Minami-ku) | Saturdays (1:30 pm – 3:30 pm) | Free | 082-568-5931 (International House) |
| # 8 | Fureai Japanese Language Class | Aosaki Community Hall (1-12-7 Aosaki, Minami-ku) | Saturdays (7 pm – 9 pm) | Free | 082-281-3802 (Aosaki Community Hall) |

3) Higashi Ward

| | Name of Class | Where | Day (Time) | Tuition | Contact Details |
|-----|--------------------------------|---|----------------------------|---------|--------------------------------------|
| # 9 | Ushita Japanese Language Class | Ushita Community Hall (1-8-3 Ushita-shin-machi, Higashi-ku) | Wednesdays (1:30pm–3:30pm) | Free | 082-227-0706 (Ushita Community Hall) |

4) Nishi Ward

| | Name of Class | Where | Day (Time) | Tuition | Contact Details |
|-----|---|---|---|---------------|---|
| #10 | Minami Kan-on Japanese Language Volunteer Group | Minami Kan-on Community Hall (2-16-46 Kan-on-shin-machi, Nishi-ku) | Saturdays (6 pm – 9 pm) | Free | 082-293-1220 (Minami Kan-on Community Hall) |
| #11 | Japanese Language Class <i>Momiji</i> | Furuta Community Hall (19-15 Furue-nishi-machi, Nishi-ku) | Fridays (10 am – 12 pm) | 100 yen/month | 082-272-9001 (Furuta Community Hall) |
| #12 | Kusatsu Japanese Class | Kusatsu Community Hall (2-20-7 Kusatsu-higashi, Nishi-ku) | Wednesdays (9:30 am – 12:30 pm) Saturdays (1:30 pm – 4 pm) | Free | 082-271-2576 (Kusatsu Community Hall) |

5) Asaminami Ward

| | Name of Class | Where | Day (Time) | Tuition | Contact Details |
|-----|--------------------------------------|--|---------------------------|---------|--|
| #13 | Gion Japanese Language Class | Gion Community Hall (1-13-26 Nishihara, Asaminami-ku) | Fridays (10:30 am – 1 pm) | Free | 082-874-5181 (Gion Community Hall) |
| #14 | Yasu-higashi Japanese Language Class | Yasu-higashi Community Hall (2-16-42 Yasu-higashi, Asaminami-ku) | Fridays (6 pm – 7:30 pm) | Free | 082-878-7683 (Yasu-higashi Community Hall) |

| Name of Class | | Where | Day (Time) | Tuition | Contact Details |
|---------------|--|---|---------------------------------------|---------|---|
| #15 | Sato Japanese Language Class | Sato Community Hall (6-29-25 Midorii, Asaminami-ku) | Wednesdays (9:30 am – 12:30 pm) | Free | 082-877-5200 (Sato Community Hall) |
| #16 | Numata Japanese Language Class Volunteer Group | Numata Community Hall 7-64-8 Tomo-higashi, Asaminami-ku | Saturdays (1 pm – 4 pm) | Free | 082-848-0242 (Numata Community Hall) |

6) Asakita Ward

| Name of Class | | Where | Day (Time) | Tuition | Contact Details |
|---------------|---|--|----------------------------------|---------|---|
| #17 | Magame Japanese Language Class | Magame Community Hall (1-3-27 Magame, Asakita-ku) | Sundays (10 am – 11:30 am) | Free | 082-842-8223 (Magame Community Hall) |
| #18 | Kameyama Japanese Language Class Amigos | Kameyama Community Hall (3-16-16 Kameyama-minami, Asakita-ku) | Sundays (10 am – 12:30 pm) | Free | 082-815-1830 (Kameyama Community Hall) |

7) Aki Ward

| Name of Class | | Where | Day (Time) | Tuition | Contact Details |
|---------------|--------------|---|------------------------------|---------|--|
| #19 | Nihongo Club | Funakoshi Community Hall (5-22-23 Funakoshi, Aki-ku) | Saturdays (10 am – 12 pm) | Free | 082-823-4261 (Funakoshi Community Hall) |

Study Tools Outside the Classroom

1. Connect and Enhance Your Life in Japanese
(<https://tsunagarujp.bunka.go.jp/>)
Japanese language learning site run by the Agency of Cultural Affairs. Available in English, Chinese (simplified), Portuguese, Spanish, and Vietnamese.
2. Japan Foundation Japanese e-Learning Minato
(<https://minato-jf.jp/Home/Index>)
Japanese language learning site run by the Japan Foundation. Available in English, Spanish, Chinese (simplified), Indonesian, Thai, Vietnamese, French, and others.
3. NHK World-Japan Learn Japanese
(<https://www3.nhk.or.jp/nhkworld/en/learnjapanese/>)
Japanese language learning site run by NHK (Japan Broadcasting Corporation)
Available in English, Chinese (simplified), Indonesian, Thai, Vietnamese, and others.



6 Staying Prepared for Natural Disasters

June to October is heavy rain and typhoon season in Japan and during this time, the rain and wind may cause damage beyond expectation, such as floods, landslides, and high tides. Moreover, Japan is the most earthquake-prone country in the world, so it is important that you stay prepared for natural disasters.



1) Preparing for heavy rain and typhoons

When heavy rains or a typhoon is approaching, be sure to stay prepared by following the instructions below:

1. Regularly check weather forecasts (radio, TV, etc).
2. Have things ready to take in case of an evacuation, such as food, water, regular medicines, and valuables (money, bank book and ATM card, passport, etc). To help stop the spread of infectious diseases, make sure to also bring masks, disinfecting wipes, a thermometer, etc. As there may be power or gas outages, be sure you have enough food, water, and other essential supplies for at least three days.
3. Check beforehand where your local emergency evacuation shelters are using hazard maps, the City of Hiroshima Disaster Prevention Portal (<http://www.bousai.city.hiroshima.lg.jp/>), etc.
4. Have flashlights and a radio ready in case of a power outage.
5. Items such as flowerpots and laundry poles may be blown away. Keep them inside or secure them so they cannot move.
6. Take part in community disaster drills to stay prepared.



2) Disaster Warning Levels

Hiroshima City has 5 warning levels to let citizens know about the risk of a disaster and when they should evacuate. If **Level 4** is announced, **all people who live in disaster-prone areas or who feel they are in danger should evacuate immediately.**

Note: Check Landslide and Flood Hazard Maps published by the City of Hiroshima to see if your home is at risk.

| Warning Level | What you should do | Other information |
|---------------|---|--|
| 1 | Stay aware of weather reports and stay prepared for emergencies. | Early Warning Information (早期注意情報//Sōki Chūi Jōhō) |
| 2 | Make sure you know where to evacuate and how to get there. | Flood Advisory (洪水注意報//Kōzui Chūi Hō) Heavy Rains Advisory (大雨注意報//Ōame Chūi Hō) |
| 3 | All elderly residents (etc) should evacuate Those who need more time, such as the elderly, should begin evacuation. | Evacuation Preparation and Advisory for the Elderly and People With Limited Mobility (避難準備//Hinan Junbi 高齢者等避難開始//Kōreisha-Tō Hinan Kaishi) |
| 4 | Evacuate immediately If you live in a disaster-prone area or feel you are in danger, go to an evacuation site immediately. If it is dangerous to go to an evacuation site, go to a nearby safe place. | Evacuation Advisory (避難勧告 Hinan Kankoku) Evacuation Orders (Emergency) (避難指示//Hinan Shiji (緊急//Kinkyū)) |
| 5 | Disaster in progress Do what you think is best to protect yourself and the safety of everyone around you. Note: Level 5 might not be announced. | Disaster in Progress Announcement (災害発生情報//Saigai Hassei Jōhō) |

3) Preparing for earthquakes

We cannot predict when earthquakes will happen. Stay prepared beforehand by doing the following:

1. Secure your furniture so that it does not fall over.
2. Do not place anything near your stove that burns easily.
3. Discuss with your family or others that you are close with both where you will evacuate and how you will contact each other (such as 171 Disaster Emergency Dial).
4. Have things ready to take in case of an evacuation, such as food, water, regular medicines, and valuables (money, bank book and ATM card, passport, etc). To help stop the spread of infectious diseases, make sure to also bring masks, disinfecting wipes, a thermometer, etc. As there may be power or gas outages, be sure you have enough food, water, and other essential supplies for at least three days.
5. Be aware of any features of your local area that might affect you in a disaster.
6. Check where evacuation sites are and how to get to them.
7. Actively participate in emergency drills run by volunteer disaster preparedness organization.

4) What to do if an earthquake occurs

When an earthquake occurs, stay calm and do the following:

1. Take shelter under a table.
2. Extinguish any flames (stoves, candles, etc) after earthquake tremors have stopped.
3. Open doors to make sure you can leave.
4. If a fire has spread, quickly extinguish it.
5. Be careful of broken glass inside your home.
6. Do not run outside in a panic.
7. Stay away from front gates and walls.
8. Check on your neighbors.
9. Work together to help people.
10. Get accurate information from television or radio.



Useful Apps for Disaster Prevention



Safety tips is a free app that sends you notifications when the following are issued: emergency earthquake alerts, tsunami warnings, volcanic eruption alerts, special weather warnings, and civil protection alerts. It has many features that are useful in disasters. It is available in 15 languages, including English, Simplified Chinese, Traditional Chinese, Korean, Japanese, Spanish, Portuguese, Vietnamese, and Tagalog.



Hiroshima City Emergency Evacuation Guide is a free app that alerts users to the appropriate evacuation measures to take before disasters occur. When emergency information, such as evacuation orders, is announced, you can check how hazardous your current location is, as well as the best route to your closest emergency evacuation site. Available in English, Chinese (traditional and simplified), Korean, and Japanese.



iOS



Android

5) Evacuation Sites and Shelters

When ward offices, the police, the fire department, or disaster prevention organizations make an announcement about evacuations, or if your home is in danger of collapse or fire, assess your situation and evacuate to a safe place if necessary.

1. Designated Emergency Evacuation Sites

Sites for disaster victims to immediately evacuate to in dangerous situations. Evacuation 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 Shelters

These facilities provide temporary lodging and shelter for people who have lost their homes. It is important that, before a disaster happens, you contact your local ward office (see page 32), fire station (see page 35), or other similar institution to find out where these shelters are. Visit these evacuation shelters and inspect the routes to get there, so you know about possible dangers when evacuating.

You can search for public evacuation sites and disaster prevention information on the following sites:

- Hiroshima City Disaster Prevention Portal
(<http://www.bousai.city.hiroshima.lg.jp/>)



- Hiroshima Prefecture Disaster Prevention Web
(<http://www.bousai.pref.hiroshima.jp>).



You do not need to use public evacuation sites; talk to relatives and friends in advance about evacuating to their homes or other safe places.

6) When you evacuate:

1. Before evacuating, check again that all flames are extinguished (close main gas valves and turn off the electricity at the fuse box).
2. Take information with you, including the location of emergency evacuation sites and how to let your family/friends (etc) know your whereabouts, etc.
3. Take clothing that is easy to move in and something to protect your head.
4. Carry emergency items that you will need in a backpack.
5. If it is not safe to go to an evacuation site, evacuate to a higher floor in a tall, sturdy building instead.
6. Avoid narrow streets, areas near fences or walls, and riverbanks.



7) Medical and Emergency Cards for International Residents

Medical and Emergency Cards are useful during disasters and other emergencies for people who are not confident in their Japanese abilities. A blank copy of the card is available on page 47 of this guidebook for you to use. You can also download it from the City of Hiroshima website. For details, contact the Human Rights Education Division (**Tel:** 082-504-2165).

7 Places to Get Useful Advice and Information

7-1 Consultation Services

A variety of consultation services are provided by foreign language speaking staff for those who are not confident in their Japanese abilities.

Volunteer interpreters are on hand when you need help regarding paperwork, procedures, or during consultations at government offices, such as ward offices. You need to request an interpreter (free of charge) through government offices.

Inquiries: International Relations and Cooperation Division,
Hiroshima Peace Culture Foundation // **Tel:** 082-242-8879

Note: Unless otherwise stated, services are only available in Japanese.

| Consultation Topic | Name, Telephone Number (etc) | Office Hours, Languages (etc) |
|--|---|---|
| <ul style="list-style-type: none"> All aspects of daily life | <p>Hiroshima City Consultation Service for International Residents</p> <p>Address: 1-5 Nakajima-cho, Naka-ku International Exchange Lounge, International Conference Center Hiroshima 1F</p> <p>Tel: 082-241-5010 Fax: 082-242-7452 soudan@pcf.ciy.hiroshima.jp</p> | <p>Mon to Fri 9 am – 4 pm (Except for national holidays, August 6 and December 29 – January 3)</p> <p>Languages available Chinese, Spanish, Portuguese, Vietnamese and English speaking staff (Other languages available with the help of volunteer interpreters and translation computer tablets.)</p> <ul style="list-style-type: none"> Consultation services with Immigration Services Agency staff available on the 2nd Friday of every month from 1:30 pm – 4 pm (reservations necessary) |
| | <p>Aki Ward Office Consultation Service</p> <p>Address: 3-4-36 Funakoshi-minami, Aki-ku Community Coordination Division Aki Ward Office 2F</p> | <p>2nd Wed (Portuguese) 3rd Thurs (Spanish)</p> <p>10:15 am – 12:30 pm, 1:30 pm – 4 pm</p> |
| | <p>Moto-machi Management Office Consultation Service</p> <p>Address: 19-5 Moto-machi Naka-ku Moto-machi Management Office</p> | <p>2nd Tues (Chinese)</p> <p>10:15 am – 12:30 pm, 1:30 am – 4 pm</p> |
| <ul style="list-style-type: none"> Visa status Social security Working conditions Legal advice Human rights Daily life | <p>Hiroshima International Center Consultation Service for Foreign Residents</p> <p>8-18 Naka-machi, Naka-ku Hiroshima Crystal Plaza 6F</p> <p>Toll-free number for consultations Tel: 0120-783-806</p> | <p>Consultations about daily life Mon to Fri 8:30 am – 7 pm Sat 9:30 am – 6pm</p> <p>Consultations about visa status, social security, working conditions, etc Thurs, Sat 10 am – 12 pm 1 pm – 4 pm (Except for national holidays, and December 28 – January 4)</p> <p>Languages available English, Chinese, Vietnamese, Korean, Tagalog, Portuguese, Indonesian, Thai, Spanish, and Nepali (Interpretation services available via telephone)</p> |
| <ul style="list-style-type: none"> Visas Residence status Permanent residence Naturalization International marriage <p>etc</p> | <p>Immigration Services Agency Immigration Information Center</p> <p>Tel: 0570-01-3904 03-5796-7112</p> | <p>Mon to Fri 8:30 am – 5:15 pm</p> <p>Languages available English, Korean, Chinese, Spanish, and others</p> |
| | <p>Visa Support Center Hiroshima</p> <p>Address: 8-26 Kami-hatchobori, Naka-ku Maple Hatchobori #803</p> <p>Tel: 082-223-5581</p> | <p>Mon, Tues, Wed, Fri 10 am – 5 pm</p> <ul style="list-style-type: none"> Reservations necessary |

| Consultation Topic | Name, Telephone Number (etc) | Office Hours, Languages (etc) |
|---|---|---|
| <ul style="list-style-type: none"> Human rights | Ministry of Justice Foreign-language Human Rights Hotline Tel: 0570-09-0911 | Mon to Fri 9 am – 5 pm (Except national holidays, and December 29 – January 3) Languages available English, Chinese, Korean, Filipino, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, and Thai |
| <ul style="list-style-type: none"> Labor conditions | Hiroshima Foreign Workers Labor Conditions Consultation Service (Hiroshima Labor Bureau Inspection Division) Address: 6-30 Kami-hatchobori, Naka-ku Joint Government Building No. 2, 5F Tel: 082-221-9242 | 9 am – 12 pm 1 pm – 4:30 pm Languages available Portuguese and Spanish (Mon, Tues, Thurs, Fri) Chinese (Fri) |
| | Hiroshima Central Foreign Workers Labor Conditions Consultation Service (Hiroshima Central Labor Standards Inspection Office) Address: 6-30 Kami-hatchobori, Naka-ku Joint Government Building No. 2, 1F Tel: 082-221-2460 | 9:30 am – 12 pm 1pm – 5 pm Languages available Vietnamese (Tues) |
| <ul style="list-style-type: none"> Employment | Hiroshima Foreign Residents Employment Service Office Address: 8-2 Kami-hatchobori, Naka-ku (Hello Work Hiroshima Office) Tel: 082-228-0522 | Mon to Fri 10 am – 4 pm Languages available Portuguese and Spanish (Mon, Thurs, 2nd and 4th Wed) Chinese (Mon to Fri) English (Tues) |
| | Hello Work Hiroshima Higashi Address: 13-7 Hikarigaoka, Higashi-ku Tel: 082-264-8609 | Mon, Wed 10 am – 4:30 pm Languages available Portuguese and Spanish |
| <ul style="list-style-type: none"> Opinions/ comments about municipal government Problems in your daily life Traffic accidents | Hiroshima City Citizens Consultation Center Address: 1-6-34 Kokutaiji-machi, Naka-ku (Hiroshima City Hall main building 1F) Tel: 082-504-2120 | Mon to Fri 8:30 am – 5 pm (Except for national holidays, August 6, and December 29 – January 3) |
| <ul style="list-style-type: none"> General administrative paperwork and procedures | Ministry of Internal Affairs and Communications Administrative Counselling Center <i>Kikumimi</i> Address: 6-30 Kami-Hatchobori, Naka-ku Joint Government Building No. 4, 13F Tel: 0570-090110 (Nationwide) Tel: 082-222-1100 (Hiroshima) kikumimi.japan@soumu.go.jp (English only) | Mon to Fri 8:30 am – 5:15 pm (Except for national holidays and December 29 – January 3) <ul style="list-style-type: none"> Consultations via handheld translation devices Accepts consultations in English via email |
| <ul style="list-style-type: none"> Domestic violence by a spouse or partner | Spousal Domestic Violence Counseling and Support Center Address: 11-27 Fujimi-cho, Naka-ku (Hiroshima City Public Health Center 3F) Tel: 082-545-7498 Fax: 082-249-8012 | Mon to Fri 10 am – 5 pm (Except for national holidays, August 6, and December 29-January 3) <ul style="list-style-type: none"> Female consultation staff are on hand |
| | Telephone Consultation Service During Holidays Tel: 082-252-5578 | Sat, Sun, national holidays, and August 6 10 am – 5 pm (Except for December 29 – January 3) |

| Consultation Topic | Name, Telephone Number (etc) | Office Hours, Languages (etc) |
|---|--|---|
| <ul style="list-style-type: none"> Victims of violence | <p>Hiroshima City Violence Consultation Center</p> <p>Address: 1-6-34 Kokutaiji-machi, Naka-ku (Hiroshima City Hall main building 12F)</p> <p>Tel: 082-504-2710 Fax: 082-504-2712</p> | <p>Mon to Fri 8:30 am – 5 pm (Except for national holidays, August 6, and December 29 – January 3)</p> <ul style="list-style-type: none"> Life safety consultation staff are on hand |
| <ul style="list-style-type: none"> Support for victims of crime, etc | <p>Hiroshima City General Consultation Service for Victims of Crime</p> <p>Address: 1-6-34 Kokutaiji-machi, Naka-ku (Hiroshima City Hall main building 12F)</p> <p>Tel: 082-504-2722</p> | <p>Mon to Fri 8:30 am – 5:15 pm (Except for national holidays, August 6, and December 29 – January 3)</p> |
| <ul style="list-style-type: none"> All aspects of medical care | <p>Hiroshima City Healthcare Safety Support Center</p> <p>Address: 1-6-34 Kokutaiji-machi, Naka-ku (Hiroshima City Hall main building 13F)</p> <p>Tel: 082-504-2051 Fax: 082-504-2258</p> | <p>Mon to Fri 9 am – 3 pm (Except for national holidays, August 6, and December 29 – January 3)</p> |
| <ul style="list-style-type: none"> Emergencies | <p>Hiroshima Region Urban Area Emergency Consultation Center</p> <p>Tel: #7119 or 082-246-2000</p> | <p>24 hours</p> |
| <ul style="list-style-type: none"> Emergencies (Children) | <p>Child Emergency Telephone Consultations</p> <p>Tel: #8000 or 082-505-1399</p> | <p>Everyday 7 pm – 8 am (overnight)</p> |
| <ul style="list-style-type: none"> Consumer problems (door-to-door sales, etc) Loan problems | <p>Hiroshima City Consumer Affairs Center</p> <p>Address: 6-27 Moto-machi, Naka-ku AQ'A Hiroshima Center City 8F</p> <p>Tel: 082-225-3300 Consumer Hotline: 188 Fax: 082-221-6282</p> | <p>10 am – 7 pm (Except for Tues and December 29 – January 3)</p> <ul style="list-style-type: none"> Consumer issues consultation staff are on hand |
| <ul style="list-style-type: none"> Mental health | <p>Hiroshima City Mental Health and Welfare Center</p> <p>Address: 11-27 Fujimi-cho, Naka-ku (Hiroshima City Public Health Center 4F)</p> <p>Tel: 082-245-7731</p> | <p>Mon to Fri 8:30 am – 5 pm (Except for national holidays, August 6, December 29 - January 3)</p> <ul style="list-style-type: none"> Run with the help of volunteer interpreters |
| <ul style="list-style-type: none"> Childbirth Pregnancy Parenting Health etc | <p>Ward Office Public Health Departments</p> <p>See page 18 for a list of divisions and further information</p> | <p>Mon-Fri 8:30 am – 5:15 pm (Except for national holidays, August 6, December 29 – January 3)</p> |
| <ul style="list-style-type: none"> Long-Term Care Insurance Concerns about long term care | <p>Hiroshima City Long-Term Care Insurance Hotline</p> <p>Tel: 082-504-2652 Fax: 082-504-2136</p> | <p>Mon-Fri 8:30 am – 5:15 pm (Except for national holidays, August 6, December 29 – January 3)</p> |
| <ul style="list-style-type: none"> Truancy Reclusive behavior Studying/careers | <p>Hiroshima City Youth Counselling Center</p> <p>Tel: 082-242-2117</p> | <p>Mon-Sat 9 am – 5 pm (Except for national holidays, August 6, December 29 – January 3)</p> |
| <ul style="list-style-type: none"> Bullying among children Children in crisis | <p>Hiroshima City Youth Counselling Center (Bullying Emergency Hotline)</p> <p>Tel: 082-242-2110</p> | <p>24 hours</p> |

7-2 Municipal Organizations

City Hall, Ward Offices and Branch Offices

When you phone a ward office, they will connect you to the appropriate division.

| 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-cho, 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 | 7-64-8 Tomo-higashi, Asaminami-ku (Numata Civic Facilities Complex 2F) | 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 |

Waterworks Bureau Service Stations

| Ward | Service Station | Address | Tel | Fax |
|----------------|---------------------------|---------------------------------|--------------|--------------|
| Naka Ward | Chuo Service Station | Naka | 082-221-5522 | 082-511-6925 |
| Higashi Ward | | Higashi | 082-511-6922 | 082-511-6925 |
| Minami Ward | | Minami | 082-511-6933 | 082-221-3060 |
| Nishi Ward | | Nishi | 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 |

Sanitation Offices

| Office names | Address | Tel |
|-----------------------------|--|--------------|
| Naka Sanitation Office | 1-5-1 Minami-yoshijima, Naka-ku | 082-241-0779 |
| Minami Sanitation Office | 3-17-2 Shinonome, Minami-ku | 082-286-9790 |
| Nishi Sanitation Office | 7-7-1 Shoko-center, Nishi-ku | 082-277-6404 |
| Asaminami Sanitation Office | 4-4013-1 Tomo-kita, Asaminami-ku | 082-848-3320 |
| Asakita Sanitation Office | 1471-8 Oaza Nakajima, Kabe-cho, Asakita-ku | 082-814-7884 |
| Aki Sanitation Office | 2-3-18 Yano-shin-machi, Aki-ku | 082-884-0322 |
| Saeki Sanitation Office | 1-4-48 Kairoen, Saeki-ku | 082-922-9211 |

Municipal Tax Office Municipal Resident Tax Sections

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

Payment Departments (Consultations about the collection of Residents Tax, etc)

| Ward (etc) | Division | Tel | Email | Fax |
|---------------------------------------|-------------------------------------|--------------|------------------------------|--------------|
| Naka Ward | Collections Division I | 082-504-0131 | tyoshu1@city.hiroshima.lg.jp | 082-249-3901 |
| | | 082-504-0134 | | |
| Higashi Ward | Collections Division III | 082-504-0321 | tyoshu3@city.hiroshima.lg.jp | |
| Minami Ward | Collections Division I | 082-504-0132 | tyoshu1@city.hiroshima.lg.jp | |
| | | 082-504-0133 | | |
| Nishi Ward | Collections Division II | 082-504-0211 | tyoshu2@city.hiroshima.lg.jp | |
| | | 082-504-0212 | | |
| | | 082-504-0214 | | |
| Asaminami Ward | Collections Division IV | 082-504-0411 | tyoshu4@city.hiroshima.lg.jp | |
| Asakita Ward | | 082-504-0412 | | |
| | | 082-504-0413 | | |
| | | 082-504-0414 | | |
| Aki Ward | Collections Division III | 082-504-0322 | tyoshu3@city.hiroshima.lg.jp | |
| Saeki Ward | Collections Division II | 082-504-0213 | tyoshu2@city.hiroshima.lg.jp | |
| Outside Hiroshima City | Collections Division III | 082-504-0323 | tyoshu3@city.hiroshima.lg.jp | |
| | | 082-504-0324 | | |
| All Areas (Large-sum Tax Delinquency) | Special Delinquent Payment Division | 082-504-2128 | tokutai@city.hiroshima.lg.jp | |

Ward Office Public Health Departments (Consultations about health and welfare)

| Ward | Address | Tel | | | | |
|----------------|---|--|-----------------------|------------------------------|------------------------------|--|
| | | Mutual Community Support Division | General Consultations | Welfare Division | | Family and Health Services Division |
| | | | | | Long-term Care Section | |
| Naka Ward | 〒730-8565 4-1-1 Ote-machi | 082-504-2109 082-504-2528 082-504-2739 082-504-2174 | 082-504-2586 | 082-504-2569 082-504-2588 | 082-504-2570 082-504-2478 | 082-504-2571 082-504-2688 082-504-2572 082-504-2689 082-504-2331 082-504-2334 082-504-2443 082-504-2333 |
| Higashi Ward | 〒732-8510 9-34 Higashi-kaniya-cho | 082-568-7735 082-568-7729 082-568-7794 082-261-0315 | 082-568-7731 | 082-568-7733 082-568-7734 | 082-568-7730 082-568-7732 | 082-568-7726 082-568-7727 082-568-7728 |
| Minami Ward | 〒734-8523 1-4-46 Minami-machi | 082-250-4133 082-250-4108 082-250-4160 082-250-4134 | 082-250-4109 | 082-250-4131 082-250-4132 | 082-250-4107 082-250-4138 | 082-250-4104 082-250-4105 082-250-4141 082-250-4149 082-250-4155 |
| Nishi Ward | 〒733-8535 2-24-1 Fukushima-cho | 082-294-6384 082-294-6235 082-294-6519 082-503-6288 | 082-294-6289 | 082-294-6342 082-294-6346 | 082-294-6218 082-294-6585 | 082-294-6117 082-294-6119 082-294-6583 082-294-6069 082-294-6135 |
| Asaminami Ward | 〒731-0194 1-38-13 Nakasu | 082-831-4944 082-831-4942 082-831-5017 082-877-2146 | 082-831-4568 | 082-831-4945 082-831-4946 | 082-831-4941 082-831-4943 | 082-831-4940 082-831-5010 082-831-4973 |
| Asakita Ward | 〒731-0221 3-19-22 Kabe | 082-819-0616 082-819-0586 082-819-0639 082-819-0617 | 082-819-0587 | 082-819-0605 082-819-0608 | 082-819-0585 082-819-0621 | 082-819-0576 082-819-0620 |
| Aki Ward | 〒736-8555 3-2-16 Funakoshi-minami | 082-821-2820 082-821-2809 082-821-2827 082-821-2821 | 082-821-2810 | 082-821-2813 082-821-2816 | 082-821-2808 082-821-2823 | 082-821-2806 |
| Saeki Ward | 〒731-5195 1-4-5 Kairoen | 082-943-9733 082-943-9731 082-943-9773 082-921-5010 | 082-943-9728 | 082-943-9732 082-943-9769 | 082-943-9729 082-943-9730 | 082-943-9726 082-943-9764 |

Fire Services Bureau and Fire 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 Itsukaichi-chuo, Saeki-ku | 082-921-2235 | 082-921-5336 |

7-3 Foreign Diplomatic Offices and International Organizations

| Name | Address | Tel |
|--|---|--------------|
| Consulate-General of the Republic of Korea in Hiroshima | 5-9-17 Midori, Minami-ku | 082-505-2100 |
| 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 |

7-4 Afterhours Emergency Care

| Facility | Specialism | Mon to Fri | Saturdays | Sundays | Holidays |
|---|------------------------------|----------------------------|-------------------------------|---|-------------------------------|
| Family doctors This is a doctor who you see regularly, and who is familiar with your physical condition. As some doctors might be able to see you afterhours, it is best to have a family doctor. | | | | Clinics designated to open on Sundays and national holidays can be found in the day's newspaper and on the City of Hiroshima website. Look for <small>とうばんい</small> 当番医 (<i>tōban-i</i>). 9 am – 5:30 pm | |
| Hiroshima Citizens Hospital 7-33 Moto-machi, Naka-ku Tel: 082-221-2291 Fax: 082-223-5514 | Internal medicine and others | 5 pm – 8:30 am (overnight) | 8:30 am – 8:30 am (overnight) | 8:30 am – 8:30 am (overnight) | 8:30 am – 8:30 am (overnight) |
| Funairi Citizens Hospital 14-11 Funairi-saiwai-cho, Naka-ku Tel: 082-232-6195 Fax: 082-232-6156 | Pediatrics | 5 pm – 8:30 am (overnight) | 8:30 am – 8:30 am (overnight) | 8:30 am – 8:30 am (overnight) | 8:30 am – 8:30 am (overnight) |
| Asa Citizens Hospital (Closed Aug 6 and Dec 29 to Jan 3) 2-1-1 Kabe-minami, Asakita-ku Tel: 082-815-5211 Fax: 082-814-1791 | Pediatrics | | | 6 pm – 10 pm | Closed |

| Facility | Specialism | Mon to Fri | Saturdays | Sundays | Holidays |
|--|---|--------------------|-----------------------------------|--------------------|--------------------|
| Aki Citizens Hospital (Managed by the Hiroshima City Medical Association) (Closed Aug 6, Dec 29 to Jan 3) 2-14-1 Hataka, Aki-ku Tel: 082-827-0121 Fax: 082-827-0561 | Internal medicine and surgery | | 8:30 am – 3:30 pm 6 pm – 11 pm | 6 pm – 11 pm | 6 pm – 11 pm |
| Hiroshima City Medical Association Senda-machi Nighttime Emergency Medical Center (Closed Dec 31 to Jan 3) 3-8-6 Senda-machi, Naka-ku Tel: 082-504-9990 Fax: 082-504-9991 | Internal medicine (15-year-olds or older), ophthalmology, orthopedics, surgery (for injuries) | 7:30 pm – 10:30 pm | 7:30 pm – 10:30 pm | 7:30 pm – 10:30 pm | 7:30 pm – 10:30 pm |
| Asa Medical Association Kabe Nighttime Emergency Medical Center (Closed Dec 31 to Jan 3) 4-11-28 Kabe, Asakita-ku Tel: 082-814-9910 Fax: 082-814-9909 | Internal medicine (15-year-olds or older) | 7:00 pm – 10:30 pm | 7:00 pm – 10:30 pm | Closed | Closed |
| Hiroshima Oral Health Center 3-2-4 Futabanosato, Higashi-ku Tel: 082-262-2672 Fax: 082-262-2556 | Dentistry | Closed | Closed | 9 am – 3 pm | 9 am – 3 pm |

7-5 Other Information

The City of Hiroshima Official Website and foreign language websites

1. Official City of Hiroshima Website

The City of Hiroshima website not only has a Japanese version, but also pages in English, Korean, Chinese, Portuguese, Spanish, Filipino, and Vietnamese.

You can also use the automatic translation function (a private-sector translation service) to translate the Japanese website into English, Korean, Chinese, Portuguese, Spanish, Filipino, or Vietnamese. However, please be 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.

www.city.hiroshima.lg.jp/



2. Hiroshima Peace Culture Foundation's *For International Residents*

Provides information for international residents about life in Japan, disaster information, international events, and more. Available in English, Chinese, Portuguese, Spanish, Vietnamese, Filipino, and Korean.

<https://h-ircd.jp/en/guide-en.html>



3. **Multilingual Living Guide** (Council of Local Authorities for International Relations)

Provides international residents with essential information about life in Japan. Available in English, Chinese, Korean, Portuguese, Spanish, German, French, Vietnamese, Indonesian, Tagalog, Thai, Russian, Myanmar Language (Burmese), and simplified Japanese (やさしいにほんご).

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



4. **Emergency Medical Care Net Hiroshima: *Kyūkyū Iryō* Net Hiroshima** (Hiroshima Prefecture Emergency Medical Information Network)

This site has information in English on matters such as healthcare during national holidays, weekends, and afterhours.

- You can search for hospitals and clinics providing foreign language services.

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



5. **Start Hiroshima!**

Thirteen informative videos about life in Hiroshima for international residents in Japanese. English, Chinese, Korean and Vietnamese subtitles available.

<https://www.youtube.com/channel/UCZuk9nZf0COsZyJxHg2YBLA>



6. **Immigration Services Agency's *A Daily Life Support Portal For Foreign Nationals***

Provides essential information about life in Japan. Available languages include Japanese, English, Korean, Chinese, Portuguese, Spanish, Filipino, and Vietnamese, and more.

http://www.moj.go.jp/nyuukokukanri/kouhou/nyuukokukanri10_00055.html
















7. **Explore HIROSHIMA**

Provides tourist information about Hiroshima City and surrounding areas. Available in English, Korean, Chinese (traditional/simplified), French, German, and Thai.

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



8 Signs and Symbols Used in Japan

| Emergency signs | | Facility information signs | |
|---|---|--|--|
|  | <p>Designated Emergency Evacuation Site</p> <p>These are facilities or sites for emergency evacuation to escape from a disaster.</p> <p>They are each designated for a type of disaster.</p> |  | Hospital |
| | |  | Coin-operated locker |
|  | <p>Designated Evacuation Shelter</p> <p>These facilities are a temporary place to live for people who lose their homes in a disaster.</p> |  | Bathroom (Left) Women's (Right) Men's |
| | |  | Wheelchair accessible bathroom |
|  | <p>Emergency exit</p> | Transportation signs | |
| | |  | Bus stop |
|  | <p>Emergency exit this way</p> <p>Follow the arrow to find an emergency exit.</p> |  | Taxi stand |
| Plastic Recycling symbols | | Caution signs | |
|  | Recyclable plastic bottles |  | Rockfall warning Chance of falling rocks. |
|  | Recyclable plastics |  | Construction works Road construction/repairs underway. |

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

9 Household Waste Disposal Guidelines



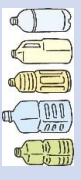



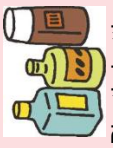






<https://www.city.hiroshima.lg.jp/site/kateigomi/114297.html>





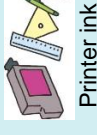











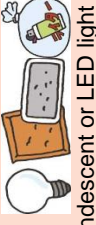


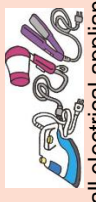


Household Waste Disposal Guidelines







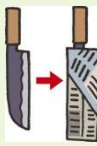







| | | | | | | | | |
|--|--------------------------|--------------------|----------------------------|-----------------------|------------------------------|-------------------------|----------------------|-----------------------------------|
| <p>Household Waste Disposal Guidelines Put out household waste by 8:30 am on the collection day. Environment Bureau, The City of Hiroshima</p> | <p>Combustible Waste</p> | <p>PET Bottles</p> | <p>Recyclable Plastics</p> | <p>Other Plastics</p> | <p>Non-Combustible Waste</p> | <p>Recyclable Waste</p> | <p>Harmful Waste</p> | <p>Large Waste (paid service)</p> |
|--|--------------------------|--------------------|----------------------------|-----------------------|------------------------------|-------------------------|----------------------|-----------------------------------|


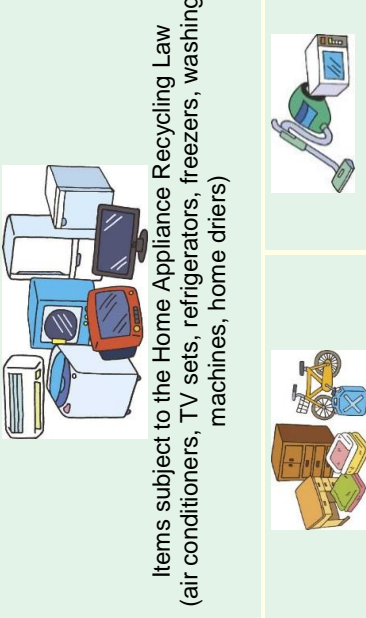
| Category | Collection day | Items | Examples | Disposal Method | | | | | | | | | |
|---|---|--|--|---|-------------------------------|------------------------|------------------------------------|--|-----------------------------------|---------------------------|-----------------------------------|---|--|
| <p>Combustible Waste</p> | <p>Twice a week</p> <p>Note: Your collection days depend on where you live. Please confirm the collection days for your area.</p> | <ul style="list-style-type: none"> Kitchen waste Non-recyclable paper waste Small pieces of wood/pruned branches Other | <table border="1"> <tr> <td> <p>Food waste, eggshells, seafood shells, etc</p> </td> <td> <p>Short sticks and grass</p> </td> <td> <p>Cigarette butts</p> </td> </tr> <tr> <td> <p>Medicine, medicated patches</p> </td> <td> <p>Tissue paper, carbon paper, etc</p> </td> <td> <p>Desiccants and deoxidizers</p> </td> </tr> <tr> <td> <p>Disposable diapers</p> </td> <td> <p>Pet litter, droppings, etc</p> </td> <td> <p>Cushions and pillows with cotton filling</p> </td> </tr> </table> | <p>Food waste, eggshells, seafood shells, etc</p> | <p>Short sticks and grass</p> | <p>Cigarette butts</p> | <p>Medicine, medicated patches</p> | <p>Tissue paper, carbon paper, etc</p> | <p>Desiccants and deoxidizers</p> | <p>Disposable diapers</p> | <p>Pet litter, droppings, etc</p> | <p>Cushions and pillows with cotton filling</p> | <ul style="list-style-type: none"> Dispose of combustible waste in a strong paper bag or plastic bag (not sandbags). Do not dispose of combustible waste in cardboard boxes. If a piece of paper is larger than a business card, you should dispose of it as recyclable waste. This includes confectionery boxes and direct mail. Return empty milk cartons to collection boxes at supermarkets if possible. Drain food waste of any excess liquid and wrap it in newspaper or similar paper. Soak up cooking oil with a cloth or newspaper before disposal. Cut up pruned branches and pieces of wood before disposal. They should be shorter than approximately 50 cm in length, and tied up in small bundles. <u>Note:</u> You can only dispose of green wood <u>up to 5 cm</u> in diameter or dried wood <u>up to 10 cm</u> in diameter. Break off the points of bamboo skewers and other sharp items before disposal. Soak fireworks and matches in water before disposal. |
| <p>Food waste, eggshells, seafood shells, etc</p> | <p>Short sticks and grass</p> | <p>Cigarette butts</p> | | | | | | | | | | | |
| <p>Medicine, medicated patches</p> | <p>Tissue paper, carbon paper, etc</p> | <p>Desiccants and deoxidizers</p> | | | | | | | | | | | |
| <p>Disposable diapers</p> | <p>Pet litter, droppings, etc</p> | <p>Cushions and pillows with cotton filling</p> | | | | | | | | | | | |

| Category | Collection day | Items | Examples | Disposal Method |
|--|---|--|--|--|
|  PET Bottles | Once a week | <ul style="list-style-type: none"> PET bottles  Look for this symbol. | <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  <p>PET bottles for beverages (soft drinks, tea, coffee, water, etc). PET bottles for alcohol, mirin, vinegar, soy sauce, noodle dipping sauce (<i>mentsuyu</i>), and oil-free dressings; bottles for oil-based dressings should be disposed of as Recyclable Plastics.</p> </div> <div style="width: 45%;">  <p>Caps and labels go in Recyclable Plastics.</p> </div> </div> | <p>Dispose of PET bottles in a transparent or semi-transparent plastic bag.</p> <ul style="list-style-type: none"> PET bottles must be bagged separately from Recyclable Plastics. Do not put bags filled with PET bottles into another bag. Plastic bottles for cooking oil, sauce, and detergent go in Recyclable Plastics. Remove caps and labels, empty and rinse the inside of bottles with water, and crush them. (Caps and labels go in Recyclable Plastics.) |
|  Recyclable Plastics | <p>Note: Your collection day depends on where you live. Please confirm the collection days in your area.</p> | Container and packaging plastics | <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Plastic product containers and packaging</p>  <p>Bags and netting</p>  <p>Plastic bottles</p>  <p>Plastic lids, caps, and labels</p>  <p>Polystyrene containers and packaging material</p>  <p>Plastic wrap for food</p>  <p>Supermarket checkout bags, etc</p> </div> <div style="width: 45%;">  <p>Plastic cups (Paper cups go in Combustible Waste)</p>  <p>Tubes</p> </div> </div> | <p>Dispose of recyclable plastics in a transparent or semi-transparent plastic bag.</p> <ul style="list-style-type: none"> Recyclable plastics must be bagged separately from PET Bottles. Do not put bags filled with recyclable plastics into another bag. Wash food containers before disposing of them. If they are difficult to clean, dispose of them as Combustible Waste. Before disposing of bottles and tubes, completely use up their contents and remove anything stuck to them. Remove caps and lids. Return supermarket food trays to collection boxes at supermarkets if possible. |


| Category | Collection day | Items | Examples | Disposal Method |
|---|---|--|---|--|
|  Other Plastics | <p style="text-align: center;">Twice a month</p> <p>Note: Your collection days depend on where you live. Please confirm the collection days in your area.</p> | Plastics other than containers and packaging | <div style="display: flex; flex-wrap: wrap;"> <div style="width: 33%; text-align: center;">  Vinyl bags </div> <div style="width: 33%; text-align: center;">  Dry cleaning bags </div> <div style="width: 33%; text-align: center;">  Kitchen wrap (remove the paper center), sponges </div> <div style="width: 33%; text-align: center;">  Printer ink cartridges, plastic stationery products </div> <div style="width: 33%; text-align: center;">  cassette tapes, CDs, DVDs, and their cases </div> <div style="width: 33%; text-align: center;">  Cushions and pillows with sponge filling </div> <div style="width: 33%; text-align: center;">  Plastic hangers </div> <div style="width: 33%; text-align: center;">  Stuffed toys and plastic toys </div> </div> | <p>Dispose of other plastics in a transparent or semi-transparent plastic bag.</p> <ul style="list-style-type: none"> • Cut plastic sheets and long items such as hoses into pieces shorter than 30 cm. If it is difficult to cut them, tie them with string and dispose of them as Non-Combustible Waste. • Dispose of plastic toys and stuffed toys that include machine parts as Non-Combustible Waste. • Dispose of wooden hangers (including those that contain metal) as combustible waste. • Dispose of metal hangers (including those covered by vinyl) as non-combustible waste. |

| Category | Collection day | Items | Examples | Disposal Method |
|--|---|---|--|--|
|  Non-Combustible Waste | <p style="text-align: center;">Twice a month</p> <p>Note: Your collection days depend on where you live. Please confirm the collection days in your area.</p> | Ceramics Small electrical appliances (items not categorized as Large Waste) Other | <div style="display: grid; grid-template-columns: repeat(3, 1fr); gap: 5px;"> <div style="text-align: center;">  Leather bags </div> <div style="text-align: center;">  Ceramics </div> <div style="text-align: center;">  Milky-white cosmetic bottles, nail polish bottles </div> <div style="text-align: center;">  Heat-resistant glass </div> <div style="text-align: center;">  Incandescent or LED light bulbs, disposable pocket warmers, and lighters (Empty lighters and place them in a separate bag.) </div> <div style="text-align: center;">  Aluminum foil </div> <div style="text-align: center;">  Metal caps and lids </div> <div style="text-align: center;">  Small electrical appliances, such as irons and hair driers </div> <div style="text-align: center;">  Umbrellas, hot water dispensers and watches </div> <div style="text-align: center;">  Cold gels and razors </div> </div> | <ul style="list-style-type: none"> • Dispose of non-combustible waste in a strong plastic bag (sandbags are not allowed). • Place soil, sand, and gravel used in plant pots in a shopping bag. You may dispose of up to three bags of waste at a time. • In order to prevent fires, completely empty lighters before disposing of them. Place them in a separate bag from other non-combustible waste, and write “ライター” (“lighter”) on the bag. • Remove batteries from electrical appliances. Dispose of batteries as Harmful Waste. • Tie together vinyl sheets and hoses with string before disposing of them. If possible, cut them into pieces shorter than approximately 30 cm and dispose of them as Other Plastics. • Put small electrical appliances (battery- powered or mains-powered), in the collection boxes in ward offices. You can only dispose of items that can fit through the slot of the collection box (H15cm × W30cm × D40cm). |


| Category | Collection day | Items | Examples | Disposal Method |
|---|---|--|---|--|
|  Recyclable Waste | <p style="text-align: center;">Twice a month</p> <p>Note: Your collection days depend on where you live. Please confirm the collection days in your area.</p> | Paper (larger than a business card) Cloth Metals Glass | <div style="display: flex; flex-wrap: wrap;"> <div style="width: 25%; text-align: center;">  Cloth bags </div> <div style="width: 25%; text-align: center;">  Newspapers </div> <div style="width: 25%; text-align: center;">  Cardboard </div> <div style="width: 25%; text-align: center;">  Old clothes, curtains, etc </div> <div style="width: 50%; text-align: center;">  Other paper larger than a business card (including books, magazines, flyers, confectionery boxes, and direct mail) </div> <div style="width: 50%; text-align: center;">  Kitchen knives (Wrapped in newspaper, etc) </div> <div style="width: 50%; text-align: center;">  Cans including 18-liter square cans (<i>itokan</i>), oil cans, and spray cans (use up or empty them in a well-ventilated outdoor place far from fire), pots, frying pans, etc </div> <div style="width: 50%; text-align: center;">  Glass bottles and broken glass (Remove bottle caps.) </div> <div style="width: 50%; text-align: center;">  Cosmetic bottles (except milky-white bottles and nail polish bottles) </div> </div> | <ul style="list-style-type: none"> • Tie paper up with string. Place other recyclable waste in a strong bag (not a sandbag) and dispose of it separately from Harmful Waste. • Be sure to use up spray cans, or empty them in a well-ventilated outdoor place far from fire. Do not make holes in spray cans before disposing of them. • If spray cans, paint cans, and containers for medicine or chemicals are not empty they will not be collected, so please consult their manufacturers. • Wrap kitchen knives and broken glass in newspaper (etc) and write “危険(きけん)” (“dangerous”) on them. • If possible, take returnable bottles (such as beer bottles and large sake bottles) back to the store where they were purchased. • Remove caps and lids from cans and bottles, make sure to empty them and wash them thoroughly before disposal. • The City of Hiroshima recommends “Group Collection” to reduce waste and prevent it from being stolen. To find out whether Group Collection is carried out in your area, contact your local neighborhood association. • As much as possible, donate and reuse old clothes. |
|  Harmful Waste | <p style="text-align: center;">Twice a month</p> <p>Note: Your collection days depend on where you live. Please confirm the collection days in your area.</p> | Dry-cell batteries Fluorescent lights Mercury thermometers | <div style="display: flex; flex-wrap: wrap;"> <div style="width: 25%; text-align: center;">  Dry-cell batteries, watch batteries, fluorescent lights, mercury thermometers, etc (Cover both terminals of watch batteries (etc) with tape) </div> <div style="width: 25%; text-align: center;">  Fluorescent lights </div> <div style="width: 25%; text-align: center;">  Mercury thermometers </div> </div> | <ul style="list-style-type: none"> • Be sure to place harmful waste in a separate plastic bag (not a sandbag) from recyclable waste, and write “有害(ゆうがい)” (“harmful”) on the bag. • Non-mercury thermometers go in non-combustible waste. • LED bulbs and LED fluorescent lights go in non-combustible waste. • Fluorescent lights go in harmful waste, regardless of their size. • Place fluorescent lights in boxes, or wrap them in newspaper or other material, and then place them in a plastic bag. This is to prevent mercury from leaking if the fluorescent lights break. • When putting out harmful waste, be careful not to break anything. |

| Category | Collection day | Items | Examples | Disposal Method |
|---|---|---|--|--|
|  <p>Large Waste (paid service)</p> | <p>Twice a month Reservation required</p> <p>Note: Your collection days depend on where you live. Please confirm the collection days in your area</p> | <p>Items subject to the Home Appliance Recycling Law</p> <p>Furniture Bedding Other</p> |  <p>Items subject to the Home Appliance Recycling Law (air conditioners, TV sets, refrigerators, freezers, washing machines, home driers)</p> <p>Futons, dressers, desks, plastic kerosene containers, bicycles, etc</p> <p>Note: For shoe cupboards, cupboards, bookshelves, chests, and other large items, measure their dimensions (width and height viewed from the front) before making a reservation for collection.</p> <p>What is considered Large Waste</p> <ul style="list-style-type: none"> Items whose longest length or diameter is at least 30cm Rod-shaped items whose longest length is at least 1m Board-shaped items whose longest length is at least 1 m and that are easily folded All items subject to the Home Appliance Recycling Law | <p>Twice a month (reservation required)</p> <ul style="list-style-type: none"> When disposing of large waste (paid service), you must make a reservation at the Large Waste Information Center. Please make a reservation before purchasing a payment ticket (sticker). Payment tickets are non-refundable and cannot be reissued. <p>Large Waste Information Center (<i>Ogata Gomi Uketsuke Sentā</i>) Tel: 082-544-5300 Fax: 082-544-5301 Business hours: 9am – 6 pm Closed: Saturdays, Sundays, holidays, August 6, December 29 to January 3</p> <p>Reservation deadline: Three days before your area's collection day (Count from the day before the collection day. Do not include days when the center is closed.)</p> <ul style="list-style-type: none"> Reservations are also available through the City of Hiroshima website. The reservation deadline is five days before your area's collection day. (Count from the day before the collection day. Do not include days when the Center is closed.) When disposing of items subject to the Home Appliance Recycling Law (air conditioners, TV sets, refrigerators, freezers, washing machines, home driers), along with a payment ticket issued by the City, you must obtain a home appliance recycling ticket. You can obtain a home appliance recycling ticket at post offices or Japan Post Banks by paying the recycling fee by bank transfer. The City does not collect home PCs or PC monitors. Apply to their manufacturers to have them collected or contact the PC 3R Promotion Association. Collection boxes for small electrical appliances are also available depending on their size. |
| <p>Make a reservation with the Large Waste Information Center. Tel: 082-544-5300 Fax: 082-544-5301</p> <p>The Center receives many calls immediately after weekends and holidays. Please make reservations early.</p> | | | | <p>PC 3R Promotion Association Tel: 03-5282-7685 Website: http://www.pc3r.jp/</p> |

What you can do with waste not collected by the City of Hiroshima

| | | | | |
|---|---|--|---|--|
|  | <p>Bulk waste disposal</p> | <p>You must take these to a designated waste collection facility yourself or use a licensed private waste collection service.</p> | <ul style="list-style-type: none"> ■ A large amount of waste produced due to moving house, garden tree pruning, house redecoration, or other reasons ■ Waste generated from commercial activities (in an office, store, factory, etc) | <p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Take it directly to a waste collection facility designated for each category of waste by the City. ■ Have it collected by a private waste collection service licensed by the City. <p>Note: Some waste, including industrial waste, cannot be collected at municipal facilities. Please confirm with the relevant facility in advance.</p> |
| <p>Commercial waste</p> | <p>Take it to the store it was purchased at or to its manufacturer.</p> | <ul style="list-style-type: none"> ■ Motorcycles (including motorized bicycles), agricultural cultivators, automobiles, disused FRP boats, tires, flammable or explosive items (including gunpowder, gas cylinders, unused fire extinguishers, petroleum oil, and automotive batteries), toxic substances (including agricultural chemicals and other chemicals), septic tanks, fire-resistant safes, pianos (excluding electric pianos), personal computers (main units and monitors), etc | | |
| <p>Other</p> | | | | |

Large Waste

| | |
|---|---|
|  | <p>Application for collection (reservation) at the Large Waste Information Center (Japanese only)</p> <p>Tel: 082-544-5300 Fax: 082-544-5301 (Reservation via the internet is also available.)</p> <p>Business hours: Monday through Friday 9am – 6 pm Closed: Saturdays, Sundays, holidays, August 6, and December 29 to January 3</p> <p>Reservation deadline: At least three days before the collection day (For reservations via the internet, at least five days before the collection day). Count from the day before the collection day. Do not include days when the center is closed.</p> |
|---|---|

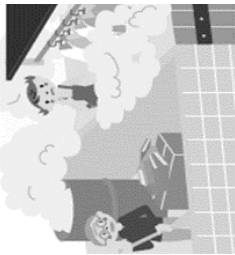
Hiroshima City residents can take large waste directly to the Asaminami Plant Garbage Disposal Facility.
 (Reservation not required/free of charge)



The City will provide support to those who cannot take large waste to designated collections sites because they live alone or are otherwise unable to.



Other Information



The smoke, soot, and strong smells caused by burning waste can be disruptive to your neighbors. In most cases it is illegal. The City has received numerous complaints from residents stating that they cannot open their windows due to smoke, that their fences and laundry are getting dirty, and that they are concerned about the adverse effects to their health.



Illegal dumping is a crime: not only does it make communities unpleasant places to live but it also causes serious environmental damage such as the pollution of public bodies of water.

The City of Hiroshima (Environment Bureau, Operations Department, Operations Division I, Supervision Section)

「がいこくじんし せいかつ外国人市民のための生活ガイドブック」に書いてある内容は、
れいわ ねん令和2年（2020年）がつじてん じょうほう4月時点の情報です。
ないよう か内容が変わることがあります。ちゅうい注意してください。
ないよう てつづき内容や手続などで分からないことがあるときは、それぞれたんとう担当
ぶしよ と あする部署へ問い合わせてください。

The information contained in this Life in Hiroshima: A Guide for International Residents is current as of April, 2020. Please note that this information is subject to change. If there are things you are unsure of or if you need help with paperwork and procedures, contact the office in charge.

がいこくじんし せいかつ
外国人市民のための生活ガイドブック

へんしゅう ほっこう ひろしまししみんきょくじんけんけいはつか
編集・発行 広島市市民局人権啓発課

T E L 0 8 2 - 5 0 4 - 2 1 6 5

F A X 0 8 2 - 5 0 4 - 2 6 0 9

E -mail jinken@city.hiroshima.lg.jp

はっこうねんげつ れいわ ねん
発行年月 令和2年（2020年）10月

(広 D5-2020-266-01)

Life in Hiroshima: A Guide for International Residents

Editing/Publication:

Human Rights Education Division
Citizens Affairs Bureau
The City of Hiroshima

Tel: 082-504-2165

Fax: 082-504-2609

Email: jinken@city.hiroshima.lg.jp

Published October 2020



<https://www.city.hiroshima.lg.jp/soshiki/50/11498.html>

ひろしましがいこくじん し みるん せいかつそうだん 広島市外国人市民の生活相談コーナー

日本語がわからなくて、生活のことで、困っていませんか？
通訳相談員が手伝います。秘密は守ります。相談は無料です。
生活相談コーナーの情報は29ページをご覧ください。



どこで： 広島国際会議場の1階 国際交流ラウンジ(平和記念公園内)

いつ： 月曜日から 金曜日 9:00~16:00
毎月第2金曜日は、出入国在留管理局職員に相談できます。
13:30~16:00 (予約制)

ことば： 中国語・スペイン語・ポルトガル語・ベトナム語・英語

- 中国語、スペイン語、ポルトガル語・ベトナム語・英語と違う言葉についてはお手伝いで
きるか相談してください。
- 祝日、8月6日、12月29日から1月3日までは休みです。

TEL : 082-241-5010 FAX : 082-242-7452
E-mail : soudan@pcf.city.hiroshima.jp
URL : <https://h-ircd.jp/guide.html>



安芸区役所での相談

第2水曜日 (ポルトガル語)
第3木曜日 (スペイン語)
10:15~12:30、13:30~16:00

基町管理事務所での相談

第2火曜日 (中国語)
10:15~12:30、13:30~16:00

外国人市民在日常生活各方面上的相关咨询
広島市外国人市民生活咨询处 [参见 P29]

Consultas en varios idiomas sobre temas de la vida cotidiana para los ciudadanos
Sala de Consultas para Ciudadanos Extranjeros de Hiroshima [vea la pág.29]

Consultas cotidianas gerais aos estrangeiros
Sala de Consultas para Cidadães Estrangeiros de Hiroshima [Veja a Página 29]

Tư vấn về cuộc sống hàng ngày cho cư dân người nước ngoài
Quầy tư vấn về đời sống cho cư dân người nước ngoài Thành phố Hiroshima [Xem trang 29]

Do you need help with life in Hiroshima?
Hiroshima City Consultation Service for International Residents [See Page 29]

外国人市民を 위한 일상 생활 전반에 관한 상담
히로시마시 외국인시민 생활상담 코너 [P29 참조]

Mga konsultasyon na patungkol sa pang-araw-araw na pamumuhay ng mga dayuhang mamamayan
Anggulo ng konsulta para sa buhay ng mga dayuhan ng Hiroshima city [Makikita sa Pahina 29]