

Welcome to Kaizu City!

Lifestyle Guide



For foreigner

Administrative procedures, everyday life, inquiry counters, and information regarding earthquakes, typhoons, accidents, crime and fires.

- This lifestyle guide is for people who have recently moved to Kaizu City and contains details about necessary administrative procedures, general information, and places you can make inquiries.
- Some departments at the city hall cannot meet English language needs. In this case, please organise to either visit or call with a person who can interpret for you.
- Introducing Kaizu City:

Kaizu City is located at the southernmost point of Gifu Prefecture, and is bordered by Mie Prefecture to the west and south, and separated from Aichi Prefecture to the east by the Kiso and Nagara Rivers. The city stretches 13 km east to west and 17 km north to south, and has an area of 112 km². The Ibi River flows through the center of the city area. Plains stretch out to the east and west of the river, and the Yoro Mountains lie to the west. The climate in winter features a strong north-westerly wind called *Ibuki-oroshi* (falling from Mount Ibuki), however the area also experiences warmth from the oceanic climate of



Inquiries regarding this pamphlet:

Kaizu City Hall, Department of Citizen's Support & Environment,
Citizen's Activities Promotion Section.

515 Takasu, Kaizu-cho, Kaizu City, Gifu Prefecture, 〒503-0695

(岐阜県海津市海津町高須515)

Tel: 0584-53-3194 Fax: 0584-53-1569

E-mail: shiminkatsudo@city.kaizu.lg.jp

Administrative Procedures

1. Residence Registration

◆ First time registration

If you are a newly arrived non-Japanese person who has a status of residence authorised under the immigration control act, you must lodge an application (called a てんにゅうとどけ 転入届け) with the municipal government within 14 days of moving into your new residence. Take the resident card issued to you when you entered the country and your passport to the municipal government offices in your residential area and complete registration procedures.

◆ Change of Address

If you have moved to Kaizu City from a different municipality (town or city), you must bring your resident card and the moving out certificate (てんしゅつしょうめいしょ 転出証明書) issued for your previous address to the civil department at the city hall and complete moving-in procedures within 14 days of moving into your new residence.

If you are changing address from Kaizu City to a different municipality (city or town), you must lodge a notification of moving out (てんしゅつとどけ 転出届け) at the civil department of the city hall to receive a moving out certificate (てんしゅつしょうめいしょ 転出証明書). You will be required to bring the moving out certificate and your residence card to the municipal government offices of your new residential area and complete procedures.

People who have changed address within the Kaizu City area must bring their resident card to the civil department and complete change of address procedures within 14 days of moving.

Residents of Kaizu City planning to return permanently to their home country must complete moving out procedures at the relevant city hall enquiry counter. If you are planning on coming back to Japan may need to apply for a reentry permit. Please check with the Immigration Bureau of Japan.

Inquiries: Citizen's Section Tel: 0584-53-1114 Email: shimin@city.kaizu.lg.jp

2. Insurance

◆ Health insurance

Non-Japanese people that are permitted to stay in Japan for more than 3 months are required to enter into health insurance (excluding people with a 'visa for medical stay'). These systems are in place so that everyone helps each other by pooling their insurance tax together on a regular basis in order to reduce financial burden during sickness or injury. There are two types of medical insurance- medical insurance through your workplace, or a separate national medical insurance (こくみんけんこうほけん 国民健康保険, abbreviated to こくほ 国保). If you are not registered with health insurance at your workplace, please complete the necessary application at the city hall for national health insurance. *If you present your insurance card at the hospital, you will only have to pay part of the medical expenses when you see a doctor.

Inquiries: National Health Insurance & Pension Section Tel: 0584-53-1349 Email: hokeniryo@city.kaizu.lg.jp

If you have national health insurance then you must pay national health insurance tax (income declaration necessary). A notification of tax payment will be sent to you.

It is necessary for you to pay the remaining amount of tax when you leave Kaizu City (or return to your home country)

Inquiries: Tax Section Tel: 0584-53-1116 E-mail: zeimu@city.kaizu.lg.jp

◆ Long-Term Care Insurance (かいごほけん 介護保険)

Japan's long-term care insurance system is in place to help support society as a whole during the later years of life, a time when care may become the cause of significant anxiety.

If you are 65 yrs or older with a Long-Term Care Insurance Certificate (介護保険被保険者証) in need of care or are between 40 and 64 yrs with medical insurance suffering from certain diseases caused by aging you can use care services. Apply at the city hall elderly care department to receive approval regarding the amount of care you require. Please enquire for further details about application procedures and premiums, and how to use the services.

*This insurance is compulsory for people on the residency register with permission to be in the country for more than 3 months when they first arrive in Japan. This insurance is also compulsory for people who were not permitted to stay more than 3 months when they first entered the country, however were later permitted to stay longer than 3 months after taking into consideration their reason for entering the country and their activities after entering the country.

Inquiries: Elderly Citizens' Welfare & Nursing Care Insurance Section

Tel: 0584-53-1145 E-mail: koreikaigo@city.kaizu.lg.jp

◆The Medical Welfare System

The medical welfare system is in place to subsidise payments for consultations at medical institutions by insured persons. (Depending on the type of healthcare services provided by the insurance, there may be some out-of-pocket expenses.) This system has categories for infants, single parent families, and people with serious mental or physical disabilities. You must complete procedures before receiving the subsidy. Please inquire for further details.

Who is eligible for this system?

- Infant medical care
Children from 0 yrs until grade 3 of Junior High School (until the first 31st of March after the child turns 15 years old).
- Single parent medical care
The child and the parent of a single parent household, or a child with neither parent and the person acting as guardian until the first 31st of March after the child turns 18 years old (income tested).
- Medical care for people with serious mental or physical disabilities
Persons with a physical disability certificate (身体障害者手帳) level 1, 2 or 3; an medical rehabilitation handbook (療育手帳) A1, A2 or B1; or a mental disability certificate (精神障害者福祉手帳) level 1 or 2 (income tested).

Inquiries: National Health Insurance & Pension Section Tel: 0584-53-1349 Email:hokeniryo@city.kaizu.lg.jp

3. Children

◆ Child Allowance (児童手当)

A monthly allowance for children is provided to people that are raising a child until the child graduates junior high school. Guardians of children less than 3 receive an allowance of 15,000 yen, guardians of children above 3 years old receive 10,000 yen until they graduate elementary school (households with more than 3 children will receive 15,000), and guardians of junior high school students receive 10,000 yen. Guardians earning more than the maximum income will receive 5,000 yen.

○ The following people are not eligible for an allowance:

- People who have a short term status of residence (for tourism, recreation, sports or training, etc.)
- People who have a status of residence for entertainment (for theatrical, entertainment, musical or sports performances, etc.)
- Other statuses of residence that are for a short period of time, and where the purpose of the trip or the basis of the situation surrounding the household or the social activities of the visa holder is not clear.

Inquiries: Social Welfare Section Tel: 0584-53-1139 Email: shakaifukushi@city.kaizu.lg.jp

◆ Child Rearing Allowance (児童扶養手当)

A parent or a guardian raising a child alone is eligible for this allowance until the 31st of March after the child turns 18 years old (where the child is born in March, this means the March that the child turns 18 years old). There are conditions and an income limit, so please inquire for further details.

* The parent or guardian of a child who has a physical or mental handicap of medium or higher severity is eligible for this allowance until the child turns 20 years old.

Inquiries: Social Welfare Section Tel: 0584-53-1139 E-mail: shakaifukushi@city.kaizu.lg.jp

◆ Special Child Rearing Allowances (特別児童扶養手当)

An allowance is available for guardians who are raising a child with a handicap until the child turns 20 years old. Please inquire for further details. (Income tested.)

Inquiries: Social Welfare Section Tel: 0584-53-1139 E-mail: shakaifukushi@city.kaizu.lg.jp

◆ Authorized Early Childhood Center (認定こども園)

The Authorized Early Childhood Center has a nursery center (保育部) and a kindergarten (幼稚園). The nursery center is for the purpose of parents who can't get enough childcare at home because they are working or they are ill.

The kindergarten aims to provide education before entering elementary school for age 3 and up.

◆ After-school Children Club (留守家庭児童教室)

There is a daycare programme for elementary school children under the age of 10 years old (from grade 1 until grade 4) who do not have a guardian or another member of the household present at home after school, on Saturdays, or during school holidays (spring vacation, summer vacation, winter vacation). Grade 4 and 5 students can use club if there is a vacant classroom. Please inquire for rules of use and fees.

Inquiries: Pre-school Education & Support Section Tel: 0584-55-0334 E-mail: kodomo@city.kaizu.lg.jp

◆ Entering or changing elementary school or junior high school

Japan has compulsory education for a total of 9 years, consisting of 6 years of elementary school and 3 years of junior high school. The school year for both schools commences in April and finishes in March of the following year. Procedures must be completed at the school or at the school education department at the city hall when a child between the ages of 6 and 15 years old enters school, or changes address.

Inquiries: School Education Section Tel: 0584-55-2607 E-mail: gakkokyoiku@city.kaizu.lg.jp

4. Health and Check-ups

◆ If you are pregnant: Please lodge a pregnancy notification form (妊娠届) once you have undergone a medical examination with a doctor and can verify when the baby will be born. You will be issued with a Maternal and Child Health Handbook (母子健康手帳) and a pregnancy health check-up card (妊婦健康診査受診票, allowing you to receive checkups in relation to the pregnancy for free).

◆ Vaccinations: Prevent from getting serious illness recently caused by viruses.

◆ Child health checkups: Do this to see if your child is health and living.

◆ Adult health checkups: Tests for early detection of illness.

Inquiries: Health Section Tel: 0584-53-1317 E-mail: kenko@city.kaizu.lg.jp

◆ Certification for people with disabilities

People with physical, mental or psychological disabilities will be issued with a disability certificate (障害者手帳) to receive easier access to services. Application procedures differ depending on the type of disability. A photo is necessary to have the certificate administered. Please inquire for details.

Inquiries: Social Welfare Section Tel: 0584-53-1139 E-mail: shakaifukushi@city.kaizu.lg.jp

5. Pension

If you are between the 20 and 60 years old and are a registered resident, you must join a pension system. Pension systems are there to ensure your standard of life in your old age, and also have the function of ensuring your standard of life if you acquire a disability or ensuring the standard of life of your family if you pass away. If you are staying in Japan for a short period of time, you are able to request a lump sum withdrawal refund. If you make any kind of request, it is necessary that have met the requirements for minimum payment. Please inquire for further details.

*If you are working for a Japanese company or factory, you will be enrolled in employees pension insurance (厚生年金保険). In this case it is not necessary for you to complete procedures for the national pension system at the town hall. Your employer will complete procedures on your behalf, so please consult your employer for further details.

Inquiries: National Health Insurance & Pension Section Tel: 0584-53-1349 E-mail: hokeniryo@city.kaizu.lg.jp

6. Tax

Various administrative services in Kaizu City such as welfare, education, disaster procedure and rubbish disposal are operated with citizen's tax. People who do not have Japanese citizenship but still meet a certain set of requirements are liable for tax. If you are liable, please finalise your tax payments by the due date.

Categories of Tax

◆ Individual Inhabitants Tax (個人住民税)

Individual inhabitants tax is levied every year on people living in Kaizu City on 1 January (income declaration required). If you are working for a company the yearly amount of tax will be deducted from your salary in monthly installments. If you do not have tax withheld from your salary, or you are self-employed etc, you must pay the yearly amount in 4 payments (a notification of the amount of tax will be sent to your address.)

* If you move out of Kaizu City or leave the country you must still pay tax for the entire year.

◆ Light Automobile Tax (軽自動車税)

Light automobile tax is levied on people in possession of light vehicles like kei cars or motor cycles as of 1 April every year. A notification of tax owed (納税通知書) will be posted to the owners address at the beginning of May, and the payment must be finalised by the end of May.

*Please lodge a change of ownership notification (名義変更) if you pass on your light vehicle to another person. Please do not forget to complete procedures if you move out of the city or return to your home country.

◆ Fixed Asset Tax (固定資産税)

Tax is levied on people in possession of any land, houses or depreciable assets on 1 January every year.

* Late fees will be charged for each tax payment that is not paid by the due date.

◆ Consultation about tax

If for reasons such as illness or unemployment you are unable to pay your tax by the due date, please discuss your situation with the tax department.

Inquiries: Tax Section Tel: 0584-53-1116 E-mail: zeimu@city.kaizu.lg.jp

7. Water and sewage

The leaseholder of a residence, a member of their family or a representative can complete procedures to turn water and sewage on or off. Please make payments for water and sewage at a convenience stores, designated financial institution in the city area, or at the town hall.

Inquiries: Waterworks and Sewerage Section Tel: 0584-66-3646 E-mail: jogesuido@city.kaizu.lg.jp

*We recommend automatic deductions from your bank account for tax, water and sewage payments. Please make enquiries at the relevant department for further details.

8. Dog owners

Dog owners must register with the city. Dogs must be vaccinated against rabies every year. Please utilise the group vaccination at the end of the end of April every year organised by the city. Dog owners who cannot participate in the group vaccination can organise a vaccination at a veterinary clinic.

Inquiries: Environment Section Tel: 0584-66-3348 E-mail: kankyo@city.kaizu.lg.jp

Everyday Life

1. Getting sick

- Please bring your health insurance card when you undergo an examination at a hospital.
- Please locate a hospital close to where you live where you can talk about your health issues.
- Please utilise emergency hospitals if you fall ill suddenly or are injured on Sundays, public holidays or at night. (There is a Medical Association hospital in Kaizu City.)
- Please call an ambulance if you need medical attention immediately due to sudden illness or serious injury. Dial 119.

2. Garbage Disposal

Garbage in Kaizu City is collected separately in the categories of burnable garbage, non-burnable garbage, plastic containers and packaging, cans, glass bottles, plastic drink bottles (PET bottles), Styrofoam trays and packaging, oversize garbage, and some other categories. Please confirm how to separate these items in your 'Garbage Calendar' (ごみのカレンダー).

Please place your garbage in bags designated by Kaizu City (available for purchase at the city hall or at designated retail outlets in the city area) and place the bags in the designated place on the morning of the collection day by 8 am. Collection dates vary according to residential area and the category of garbage. Please refer to your Garbage Calendar for specific details.

* The city hall will provide you with multilingual versions (English, Chinese or Portuguese) of the Garbage Calendar. Please visit the environment department to receive a copy.

* The city does not collect from some residences. Please confirm with the managing body of your building.

- * The city hall distributes one Garbage Calendar per household.
- * You can check how to put out garbage on the homepage or sorting app “San a-ru” (さんあ〜る)

Please read this QR code.



Inquiry: Environment Section Tel: 0584-66-3348 E-mail: kankyo@city.kaizu.lg.jp

3. Studying Japanese

- ◆ Please make inquiries with the following associations:
 - Kaizu International Exchange Association, Tel: 090-5636-1045 (Representative is Mrs. Goto)
Takasu Class: Cultural Center 文化センター(585-1, Takasu, Kaizu-cho, Kaizu City)
 - Imao Class: Fureai Center ふれあいセンター(4444-1, Imao, Hirata-cho, Kaizu City)

Inquiry: Citizens' Activity Promotion Section Tel: 0584-53-3194 E-mail: shiminkatsudo@city.kaizu.lg.jp

Consultation Counters

1. Lifestyle inquiries

- Gifu Prefecture Seino Region Promotional Office (Ogaki City), Tel: 0584-73-3520
Portuguese speaking staff available Monday to Friday 9:00 am to 4:00 pm.
- Gifu International Center, Gifu Chunichi Building (Gifu City), Tel: 058-214-7700
English, Portuguese and Chinese speaking staff available Monday to Friday 9:00 am to 5:00 pm.
Tagalog speaking staff available Monday to Friday 9:30 am to 4:30 pm.
- Ogaki International Exchange Association, Suitpoia Centre (Ogaki City),
Tel: 0584-82-2311 (Ext. 255)
English and Chinese speaking staff available every day from 8:30 am to 5:15 pm.
Portuguese speaking staff available Sunday 9:00 am to 3:00 pm.

2. Work inquiries

- Hello Work Ogaki (Ogaki City), Tel: 0584-73-9294
Portuguese and Chinese speaking staff available Monday to Friday 9:00 am to 5:00 pm.

3. Labour and employment conditions inquiries

- Gifu Labour Standards Bureau, Labour Standards Department, Inspection Division,
Gifu Government office complex (合同庁舎), Tel: 058-245-8102

Portuguese speaking staff available Tuesday, Wednesday and Thursday, 9:00 am – 4:00 pm.

4. Medical Consultation, multilingual doctor introduction service

- AMDA International Medical Information Center (Tokyo) Tel: 03-5285-8088
English, Chinese, Korean, Spanish, and Thai speaking staff available 9 am to 8 pm every day.
Portuguese speaking staff available Monday, Wednesday and Friday 9 am to 5 pm.
Filipino language speaking staff available Wednesday 1 pm to 5 pm.
Vietnamese speaking staff available from 1 pm to 5 pm every Wednesday.

5. Lifestyle or medical consultation

- Japan Helpline, Tel: 0120-46-1997
18 Languages available, 24 hours a day 7 days a week

Earthquake, typhoon, accident, crime or fire

Earthquakes, typhoons or fires can occur at any time. Please discuss with your family how you can be safe in your everyday life, and make the appropriate preparations.

*Japan experiences a large number of earthquakes. Many typhoons also approach the country from July to October every year.

1. In preparation for natural disaster

- ◆ Disaster relief map (防災マップ): You can check it on the homepage. Please check your closest evacuation center on this map.
- ◆ Designated evacuation centers: In the event of a natural disaster, please take refuge in an evacuation center. Neighbourhood elementary school act as main evacuation centers, and junior high school and public buildings act as temporary evacuation centers. Here you can receive food and water, as well as receive reliable information.
- ◆ Emergency supplies: Please prepare 3 days' worth of food and water (liquid milk and powdered milk for infants if necessary), any medicine you take regularly, a first aid kit, a copy of your passport, alien registration card or residency card, health insurance card, and the front page of your savings or deposit account bank booklet, some cash, a flash right, a portable radio, batteries, clothes, towels, shoes, masks, soaps(disinfectants), a thermometer.

Inquiry: General Affairs Section Tel: 0584-53-1111 E-mail: somu@city.kaizu.lg.jp

2. When a natural disaster occurs

- ◆ Contact your family: Decide how you are going to contact each other in case of emergency so that you can protect your own life as well as the lives of your family members.
- ◆ Get the correct information: Pay attention to the information that you hear from radio or television broadcasts, or the town hall. NHK Radio 2 has multilingual broadcasts.
- ◆ Disaster Emergency Message Dial (171): If a disaster occurs, you can leave messages for, or receive messages from friends or family anywhere in Japan using this service.

Inquiry: General Affairs Section Tel: 0584-53-1111 E-mail: somu@city.kaizu.lg.jp

3. Earthquake Early Warning

In the case of a large scale earthquake, an 'Earthquake Early Warning' will be broadcast via television and radio slightly before the tremors start. If an Earthquake Early Warning is issued, please get under a desk in order to protect your body.

4. Accidents or crime

- ◆ Please call 110 in case of a traffic accident or crime.
- ◆ If you are calling from a green public telephone, please press the emergency button before dialing 110.
- ◆ You can also call your local police station or substation directly.

5. Fires, sudden illness or serious injury

- Please dial 119 and call an ambulance or the fire brigade in case of fire, sudden illness or serious injury.
- When you call 119 you will be asked whether the emergency is a fire (kazi desuka?) or a medical emergency (kyuukyuu desuka?). Remain calm and answer whether the situation is a fire (kazi deshu) or a medical emergency (kyuukyuu desu). Please follow the directions you are given, and explain the situation in detail.