

City Office Notices

City Office Notices contains selected information from the City of Hiroshima newsletter *Hiroshima Shimin to Shisei* (available on the City of Hiroshima website: www.city.hiroshima.lg.jp).

COVID-19: For the latest English information related to Hiroshima City, including case numbers and social welfare, there is a dedicated area of the City of Hiroshima website.



December 15, 2020

Icon key			
	Who can use this service?		
	Cost		How to apply
	Venue		Time (24-hour)
	Date		Inquiries
	Telephone		Fax

This month's topics

- * Preventing COVID-19 in winter
- * File your residents taxes by January 4
- * Municipal services during the New Year Holidays from (December 29 to January 3)
 - Household registry paperwork
 - Emergency medical care
 - Household waste & human waste collection
 - Protecting water pipes from the cold
 - Water pipe repair
 - Sewer pipe repair

Preventing COVID-19 in winter

新型コロナウイルス感染拡大を予防するために (P3)

We are now in winter, but ventilation is no less important to stop COVID-19. As the weather gets colder, remember the following:

- If possible, keep buildings constantly ventilated using mechanical ventilation.
- If there is no mechanical ventilation system installed, open the windows slightly.
- Aim to keep the temperature above 18°C.
- Maintain a good level of humidity even as you ventilate.

Remember: if you have any symptoms such as **fever, coughing, fatigue, or loss of smell/taste** that make you wonder if you have the virus:

- Avoid going out, such as to work or school.
- Avoid social engagements such as meals with friends.
- Call your regular doctor or **the Hiroshima COVID-19 Call Center**.

COVID-19 Call Center

241-4566

Open 24 hours a day. Will give advice on where to seek treatment.

City Hall Health Promotion Division
(Kenkō Suishin Ka)

504-2622 504-2258

File your residents taxes by January 4

納期をお忘れなく市・県民税第4期
納期限(1月4日(月)) (P6)

Payments for municipal and prefectural residents tax for this quarter (fourth quarter) are due by the end of Monday, January 4, 2021.

Note: If you are having trouble making residents tax payments because of COVID-19, you can have your payments deferred.

See the City of Hiroshima website (scan the QR code) for more information.




Municipal services during the New Year Holidays (December 29 to January 3)

市役所は、12月29日(火)～1月3日(日)は休みます (P8)

City Hall will be closed from December 29 to January 3, but the following public services will be available during the holidays. Call the City Hall hotline Oshiete Call Hiroshima 「おしえてコールひろしま」 for any inquiries.

Oshiete Call Hiroshima 「おしえてコールひろしま」










 504-0822 (Lines are open 365 days a year from 8:00 to 21:00)

■ Household registry paperwork

You will be able to make registrations that affect the household registry (*koseki*), such as marriage, birth and death registration, etc., at your local ward office as usual.

■ Emergency medical care



If you have a fever or cough, telephone ahead before you visit.

 Medical Facility Name	 Department	 Opening Dates	 Hours
On call doctors (<i>tōban-i / kyōryoku-i</i>) etc. Find details on the City's website → 	•Medical	12/29 (Tue) – 1/3 (Sun)	Daytime only (Opening hours depend on each clinics)
Senda-machi Nighttime Emergency Medical Center (<i>Sendamachi Yakan Kyūbyō Sentā</i>)  504-9990 Naka-ku, Sendamachi 3-chome, 8-6	•Internal Medicine •Ophthalmology •Orthopedic Surgery •Surgery (Injuries)	12/29 (Tue) – 1/3 (Sun)	Nighttime only 19:30 – 22:30
Kabe Nighttime Emergency Medical Center (<i>Kabe Yakan Kyūbyō Sentā</i>)  814-9910 Asakita-ku, Kabe 4-chome, 11-28	•Internal Medicine	12/29 (Tue), 30 (Wed)	
Hiroshima Prefectural Hospital (<i>Kenritsu Hiroshima Byōin</i>)  254-1818 Minami-ku, Ujina-kanda 1-chome, 5-54	•Internal Medicine •Pediatrics	12/31 (Thu)	Daytime only 8:30 – 17:00
Hiroshima Red Cross Hospital & Atomic-bomb Survivors Hospital (<i>Hiroshima Sekijūji Genbaku Byōin</i>)  241-3111 Naka-ku, Sendamachi 1-chome, 9-6	•Pediatrics	1/3 (Sun)	


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International Affairs Department, International Relations and Cooperation Division







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International Exchange Lounge

 (082) 247-9715 golounge@pcf.city.hiroshima.jp

 Medical Facility Name	 Department	 Opening Dates	 Hours
Itsukaichi Memorial Hospital <i>(Itsukaichi Kinen Byōin)</i>  924-2211 Saeki-ku, Kurashige 1-chome, 95	<ul style="list-style-type: none"> • Internal Medicine • Computer Surgery 	12/31 (Thu) – 1/3 (Sun)	Daytime only 9:00 – 18:00
Hiroshima Citizens Hospital <i>(Hiroshima Shimin Byōin)</i>  221-2291 Naka-ku, Motomachi, 7-33 Please refrain from coming by car if possible, as the parking space will be crowded.	<ul style="list-style-type: none"> • Emergency Care (Internal Medicine etc.) 	12/29 (Tue) – 1/3 (Sun)	24 hours
	<ul style="list-style-type: none"> • Pediatrics 	1/1 (Fri)	Daytime only 8:30 – 17:00
Chuden Hospital <i>(Chūden Byōin)</i>  241-8221 Naka-ku, Otemachi 3-chome, 4-27	<ul style="list-style-type: none"> • Internal Medicine 	12/31 (Thu)	Daytime & Nighttime 9:00 – 22:30
JR Hiroshima Hospital <i>(JR Hiroshima Byōin)</i>  262-1171 Higashi-ku, Futabanosato 3-chome, 1-36		1/1 (Fri)	
Hiroshima Memorial Hospital <i>(Hiroshima Kinen Byōin)</i>  292-1271 Naka-ku, Honkawa-cho 1-chome, 4-3		1/2 (Sat)	
Tsuchiya General Hospital <i>(Tsuchiya Sōgō Byōin)</i>  243-9191 Naka-ku, Nakajima-cho, 3-30		1/3 (Sun)	
Funairi Citizens Hospital <i>(Funairi Shimin Byōin)</i>  232-6195 Naka-ku, Funairi Saiwai-cho, 14-11 NOTE The pediatrics department is expected to be very crowded, so please check other medical institutions' availability. Please refrain from coming by car if possible as the parking space will be crowded too. The internal medicine and otolaryngology (ear, nose and throat) departments will not be open between 12/31 and 1/3.	<ul style="list-style-type: none"> • Internal Medicine 	12/29 (Tue) – 1/3 (Sun)	24 hours
	<ul style="list-style-type: none"> • Ophthalmology 	12/31 (Thu) – 1/3 (Sun)	Daytime only 9:00 – 19:00
Asa Citizens Hospital <i>(Asa Shimin Byōin)</i>  815-5211 Asakita-ku, Kabe-minami 2-chome, 1-1	<ul style="list-style-type: none"> • Internal Medicine • Pediatrics 	1/2 (Sat)	Daytime only 8:30 – 17:00

 Medical Facility Name	 Department	 Opening Dates	 Hours
Aki Citizens Hospital (Aki Shimin Byōin)  827-0121 Aki-ku, Hataka, 2-chome, 14-1 (Operated by the Hiroshima City Medical Association)	• Pediatrics	12/31 (Thu)	Daytime only 8:30 – 17:30
	• Internal Medicine • Surgery	12/31 (Thu) – 1/3 (Sun)	
	• Surgery	1/1 (Fri), 3 (Sun)	Nighttime only 18:00 – 23:00
	• Internal Medicine	1/2 (Sat)	
Hiroshima Oral Hygiene Center (Hiroshima Kōkū Hoken Sentā)  262-2672 Higashi-ku Futabanosato 3-chome, 2-4 On-duty dentists	• Dentistry	12/30 (Wed) – 1/3 (Sun)	Daytime only 9:00 – 15:00 (From 10:00 in Asa area)
		12/30 (Wed), 31 (Thu), 1/2 (Sat), 3 (Sun)	

■ Children's emergency medical helpline (#8000 or 505-1399)

Nurses will advise you whether or not you should take your child to a doctor (in Japanese only).

 Available nightly 365 days a year from 19:00 – 8:00

■ Household waste & human waste collection

Household waste

- * There will be no household waste collection services between Thursday, December 31, and Sunday, January 3. Services will resume on Monday, January 4.
- * The collection schedule for January may differ depending on your area. Please check the Hiroshima City Garbage Disposal Guidelines (*Katei Gomi Shūshū Nittei Hyō*, 家庭ごみ収集日程表).
- * If the collection day for large refuse items in your area falls on Tuesday, January 5, or Wednesday, January 6, please be aware of the reservation cutoff date below. To reserve, contact the Large Waste Information Center.


Large Waste Information Center  544-5300  544-5301

Collection date	Cutoff date (if telephoning)
1/5 (Tue)	12/25 (Fri)
1/6 (Wed)	12/28 (Mon)

 **Operations Division 1** (*Gyōmu Dai-ichi Ka*)  504-2220  504-2229

Human waste

- * There will be no human waste collection services between Tuesday, December 29 and Sunday, January 3.
- * In an emergency, contact Security at Hiroshima City Hall.

City Hall Security (*Keibi Shitsu*)  504-2423

If you live in Fukuda, Umaki, Nukushina, Kami-nukushina in Higashi-ku or in Aki-ku, contact the Aki Clean Center.

Aki Clean Center (Aki Kurin Sentā) ☎ 886-3327

? **Operations Division 2 (Gyōmu Dai-ni Ka)** ☎ 504-2222 🖨 504-2229

■ Protecting water pipes from the cold

If temperatures fall below -4°C (24.8°F), your water pipes or water meter may freeze or burst. To help prevent freezing, wrap a blanket or towel around the pipe and meter or cover them with cardboard.

- * In the event that your pipes or meter freezes over, cover the frozen part with a towel and slowly pour **lukewarm** water over it. **DO NOT use boiling water**, as this may cause the pipe to burst.
- * If your pipes burst, use the water shutoff valve inside the meter box to stop the water, or tie a towel around the broken area as a temporary fix.
- * For repairs, please contact the construction companies designated by the Waterworks Bureau. If water leaks inside the meter box, contact the Management Office of the Waterworks Bureau (*Suidō Kyoku, Kanri Jimusho*).

? **Waterworks Bureau, General Affairs Division (Suidō Kyoku, Kikaku Sōmu Ka)**
☎ 511-6808 🖨 221-5320

■ Water pipe repair

Contact the relevant Management Office (*Kanri Jimusho*) in charge of your ward. Calls made after hours or during the holidays will be automatically forwarded to the Water Pipe Repair Center (*Suidō Shūri Sentā*).

Management Office	☎	Management Office	☎
Naka-ku, Minami-ku	221-7222	Nishi-ku, Saeki-ku	923-4122
Higashi-ku, Aki-ku	223-6611	Asaminami-ku, Asakita-ku	843-9220

■ Sewer pipe repair

If the main public sewer pipes or the ducts connecting your house and the public pipes become blocked, contact your ward office (not for blockages in pipes on private land).

Ward Office	☎	Ward Office	☎
Naka	504-2582	Asaminami	831-4963
Higashi	568-7786	Asakita	819-3950
Minami	250-8957	Aki	821-4941
Nishi	532-0948	Saeki	943-9756

Some municipal facilities will be closed during the New Year holidays until January 3 because of COVID-19, but this is subject to change. Please check the latest information on the City of Hiroshima website.

City Office Notices is published twice a month and can be found at the International Exchange Lounge and on our website. Go to h-ircd.jp/en and click "Hiro Club News."

Unless stated otherwise, services, websites, etc. are likely to be provided only in Japanese.