

# Life in Hiroshima:

## A Guide for International Residents



English



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The City of Hiroshima



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# 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 & Aki County International Resident Consultation Service. (Tel: 082-241-5010). The staff at the consultation desk also provide new residents an orientation about life in Hiroshima City. Please make an appointment for this orientation at the consultation desk.

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.).

**119**

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 Emergency Consultation Center to speak to a nurse or other trained medical professional.

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.

**110**



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. Non-combustible Waste
6. Recyclable Waste
7. Harmful Waste
8. Large Waste



For more details, see the Household Waste Disposal Guidelines (see page 58).

The guidelines are also available in multiple languages (English, Simplified Chinese, Korean, Portuguese, Spanish, Filipino, Vietnamese, and Japanese) on the official City of Hiroshima website. For a copy of the guidelines, see:

<https://www.city.hiroshima.lg.jp/living/gomi-kankyo/1021277/1003072/1026095/1026096/1003182.html>



#### 2) Garbage Collection

Put your garbage out at your designated collection point by 8:30 am on the collection day (specific day of the week when household waste is collected) for each category. You may ask your neighbors or contact the Sanitation Offices (see page 50) 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/living/gomi-kankyo/1021277/1003072/1036671/index.html>



#### 3) Disposing of Large Waste (Fee-based)

Items 30 cm or larger are classified as Large Waste, and cost money to dispose of. You will need to apply for collection through the Large Waste Information Center before disposal.

##### Applications via telephone (Japanese only)

**Tel: 0570-082530** (expenses are not covered by flat rate calling plans)

❖ For flat rate calling plan subscribers, please call **082-544-5300** (Japanese only).

Apply at least three days before the Large Waste collection day in your area (count from the day before the collection day excluding days closed).

## Online applications

See:

<https://www.city.hiroshima.lg.jp/living/gomi-kankyo/1021277/1003072/1026095/1026097/1003173.html>

Apply at least five days before the Large Waste collection day in your area (count from the day before the collection day excluding days closed).



The Large Waste Information Center will be closed on Saturdays, Sundays, August 6, and December 29-January 3. See page 62 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 Hiroshima City Waterworks Bureau Newly Moved Customer Advice Center at least three to four days in advance.

Waterworks Bureau Newly Moved Customer Advice Center

Tel: 082-511-5959 Fax: 082-228-8861

You may also apply via the Waterworks Bureau's official website:

<https://www.water.city.hiroshima.lg.jp/soshiki/5/401.html>



#### 2. Questions about water bills and sewage fees:

Contact your local Waterworks Bureau Service Station (see page 50) 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 and Nishi Ward	0120-297-510	Hiroshima Energy Sales Center
Aki Ward	0120-525-079	
Asaminami Ward and Asakita Ward	0120-516-830	Hiroshima-kita Energy Sales Center
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 and Nishi Ward	0120-748-510	Hiroshima Transmission and Distribution Center
Aki Ward	0120-525-089	
Asaminami Ward and Asakita Ward	0120-516-850	Hiroshima-kita Transmission and Distribution Center
Saeki Ward	0120-517-370	

### 3) Gas

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

Hiroshima Gas Customer Center (If your gas is not provided by Hiroshima Gas, please contact your provider directly). **Tel:** 0570-002-888 or 082-251-2176

**In case of gas leakage:**

Hiroshima Gas Security Command Center

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

**Tel:** 082-251-3219

For **propane gas**, contact a propane supplier in your area. Ask your realtor or contact Hiroshima Gas Propane (**Tel:** 082-821-3634) for more information about local propane suppliers.

## 2 – 3 Housing



### 1) 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 10).



#### List of cooperative real estate companies (Japanese)

We have put together a list of cooperative real estate companies to make it easier for foreign nationals to find housing in Hiroshima City. You can find the list on the City of Hiroshima's website:



<https://www.city.hiroshima.lg.jp/living/sumai/1021354/1018601.html>



#### Municipal housing

If you either **a)** are a registered resident of Hiroshima City who 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 the Architecture Division of your local ward office (see page 46).

## 2) 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 neighbor, potentially resulting in issues. Keep noise to a minimum, especially late at night and early in the morning, as this might bother 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.

## 3) Neighborhood/community associations

Neighborhood/community associations (*chōnaikai* or *jichikai*) are made up of local residents who work together to make a better community through various activities. Joining these kinds of associations will help you access information about local events and more. They also offer help in times of emergency, such as in the event of a disaster, and more. To find out how to join your neighborhood/community association, ask someone in charge, such as the chairperson, or contact the Community Revitalization Division of your local ward office (see page 46).

## 4) Pet care

### 1. Dog registration

If you own a dog that is 91 days old or older, you must register them. You only need to register once, and registration can be done 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.



### 2. 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 on their collar or similar.

### 3. Microchipping dogs and cats

As of June 1, 2022, dogs and cats sold at pet stores and breeders are required to be microchipped. In other words, your new pet would already be microchipped at the time of purchase, and you will need to register your particulars and update the information on the microchip.

If you receive or pick up a dog or cat without a microchip and decide to keep it as a pet, you will have to register your particulars when you bring your pet to a veterinary clinic to be microchipped.

#### Animal Care Center

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

**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 (landline users) // 0570-046-666 (mobile phone users)

For services in English, please call 0570-046-111.

Postal and package inquiries: 8 am-9 pm (daily)

Visit the following website for information about mail in English:  
[https://www.post.japanpost.jp/index\\_en.html](https://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 bicycle, follow these five safety rules:

- (1) In principle, stick to the road and keep to the left. Only ride on sidewalks when permitted and yield to pedestrians.
- (2) Obey traffic signals and stop signs at intersections and check if it is safe to proceed.
- (3) Turn on your bicycle lights when cycling at night.
- (4) Never ride under the influence of alcohol.
- (5) Wear a helmet.

**Note:** All bicycle users are obliged to make an effort to wear bicycle helmets while riding. Likewise, when riding an adult bicycle with a child seat installed, bicycle users are obliged to make an effort to ensure that the onboard child (below elementary school age) fastens their seat belt and wears a helmet.

#### Protect yourself by getting a bicycle insurance

In accordance with the Hiroshima Prefectural Ordinance, it is **mandatory** for bicycle users (excluding minors) to purchase bicycle insurance.

#### Dangerous cycling behaviors to avoid

- (1) Riding a bicycle while wearing earphones or headphones and listening to loud music
- (2) Using your phone while riding
- (3) As a rule, riding tandem on a single-seater bicycle is not allowed
- (4) Riding two abreast

For safety purposes, be sure to have your bicycle undergo regular inspection and maintenance checks.



#### 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

<b>Hours</b>	Everyday 10:30 am-7 pm (excluding national holidays and December 29 to January 3)
<b>Fees</b>	2,200 yen for bicycles 4,400 yen for scooters (125cc or less and 4.0kW or less) 5,500 yen for motorcycles
<b>Required Items</b>	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 motorcycles

- To operate a car or motorcycle in Japan, you need to possess any one of the following documents:
  - (1) Japanese driver's license
  - (2) International Driving Permit issued under the Geneva Convention on Road Traffic
  - (3) Driver's license issued in recognized countries and regions that allows for driving in Japan with an attached Japanese translation translated by an embassy or consulate (currently available for Switzerland, Germany, France, Belgium, Monaco, and Taiwan)

**Note: (2) and (3) will allow you to drive in Japan for up to one year at most.**

- You need a license to drive a car or motorcycle. **Do not drive 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.



## 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 principle, 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:** 0570-013904

(From IP-phone, 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 the Citizens Affairs Division of your local ward office or branch office (see page 46) 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 the Citizens Affairs Division of your local ward office or branch office (see page 46) 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, as well as your Individual Number Card (for card holders only).

## Individual Number Card (My Number Card) Holders

If you have an **Individual Number Card**, known as “**My Number Card**,” that allows the usage of electronic certificates, you can submit your Notification of Moving-Out online. For more information, please contact the Citizens Affairs Division of your local ward office or branch office (see page 46).

**2. If you move within Hiroshima City**, you must submit a Notification of Change of Address (転居届//*Tenkyo Todoke*) to the Citizens Affairs Division of your local ward office or branch office (see page 46) within 14 days. When submitting this notification, remember to bring the Residence Cards or Special Permanent Resident Certificates of all members of your household, as well as your Individual Number Card (for card holders only).



### ► Resident Record (住民票//*Jūmin Hyō*)

Once you are registered as a resident, you will be able to receive a copy of your Resident Record (fee-based). If you would like to have a copy of your Resident Record, please apply at the Citizens Affairs Division of any local ward office or any branch office in Hiroshima City (see page 46).

If you have an Individual Number Card that allows the usage of electronic certificates, you can obtain a copy of your Resident Record at convenience stores. It will cost 100 yen less than if obtaining it at the Citizens Affairs Division of your local ward office or branch office (see page 46).

### ► 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 the Citizens Affairs Division of your local ward office or branch office (see page 46) 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 high school age (until March 31 after the child’s 18th 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 the Welfare Division of your local ward office (see page 47).

### 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 pages 46-48), as well as the Hiroshima Regional Immigration Bureau.

#### 1) Births

Notification	• When to submit • Who needs to submit	Where to submit
Notification of Birth (出生届// <i>Shusshō Todoke</i> )	• Within two weeks of the birth, including the birth date • Everyone	Local ward office Citizens Affairs Division or branch office in the ward where the child lives or was born
Acquiring residency status paperwork	• Within 30 days of the birth • Mid to long term residents	Hiroshima Regional Immigration Services Bureau
Permission related to Special Permanent Residency	• 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// <i>Shusshō Renraku Hyō</i> )	• As quickly as possible • Everyone	Local ward office Mutual Community Support Division or branch office
Application for Child Allowance (児童手当 // <i>Jidō Teate</i> )	• Within 15 days from the day following the birth • For further details, contact the office listed to the right	Local ward office Welfare Division or branch office (except for Ninoshima Branch Office)
Application for medical subsidies for children	• 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	• 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	• When to submit • Who needs to submit	Where to submit
Notification of Death (死亡届// <i>Shibō Todoke</i> )	• Within seven days of finding out about a death • Everyone	Local ward office Citizens Affairs Division or branch office of the ward in which the death occurred
Notification of Death for National Health Insurance Purposes	• 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// <i>Kaigo Hoken</i> )	• Within 14 days of the death • If the deceased was insured for long-term care	Local ward office Welfare Division or branch office
Late-stage Elderly Medical Care (後期高齢者医療制度// <i>Kōki Koreisha Iryō Seido</i> )	• Within 14 days of the death • If the deceased was enrolled in Late-stage Elderly Medical Care	Local ward office Welfare Division or branch office

 **Death-related paperwork can be taken care of at the Support for Bereaved Family Corner (appointment necessary)**

The City of Hiroshima has established the Support for Bereaved Family Corner to help lessen the burden of grieving family members. To ensure paperwork goes smoothly, this corner offers support for creating applications needed for paperwork that must be submitted to ward offices on behalf of the deceased. You will need to make an appointment via telephone to use this service.

**Bereaved Family Support Corner**

- **Where:** Ward office where the deceased lived
- **When:** Monday through Friday from 9 am-12 pm, 1-5 pm (reception ends at 4 pm)
- **How to make an appointment:**
  - **Reception hours:** Monday through Friday from 8:30 am-5:15 pm
  - **Reception counter:** Citizens Affairs Division at each ward office (please call the Citizens Affairs Division at the Ward Office where the deceased lived)

**Citizens Affairs Division for Each Ward Office**

Reception Counter	Tel. for Appointments	Come to the following counter for your appointment (all located on the 1st floor of each Ward Office)
Naka Ward Office	082-504-2550	Counter 6 of the Citizens Affairs Division
Higashi Ward Office	082-568-7707	General Information Desk
Minami Ward Office	082-250-8937	Bereaved Family Support Corner
Nishi Ward Office	082-532-0929	Counter 8 of the Citizens Affairs Division
Asaminami Ward Office	082-831-4928	Counter 2 of the Citizens Affairs Division
Asakita Ward Office	082-819-3907	Counter 5 of the Citizens Affairs Division
Aki Ward Office	082-821-4908	Counter 2 of the Citizens Affairs Division
Saeki Ward Office	082-943-9708	Bereaved Family Support Corner

**Note 1:** Depending on the contents of the paperwork, you may have to make multiple visits to the Support Corner.

**Note 2:** Consultations (etc.) regarding National Pension, which must be done at National Pension Offices, cannot be done at this Support Corner. If paperwork for National Pension is necessary, please do so at the National Pension Office.

**Note 3:** For details on what to bring to the Support Corner, please inquire at the Ward Office or see the official City of Hiroshima website:

 <https://www.city.hiroshima.lg.jp/living/owaka/1021360/1016871.html>



### 3) Marriages

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

### 4) Divorces

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

#### The Hiroshima City Partnership Oath System

The City of Hiroshima has implemented the Hiroshima City Partnership Oath System, which recognizes sexual minority couples who submitted a Written Oath and jointly proclaimed (pledged) that they acknowledge each other as their life partners.

Unlike a marriage certificate, the Partnership Certificate/Card does not possess any legal effect. Despite this, couples will still be able to access a range of municipal services through their Partnership Certificates/Cards. For more information, please contact the Human Rights Education Division (**Tel:** 082-504-2165).

<https://www.city.hiroshima.lg.jp/language/yasashii/1033426/1033449/1014606.html>



### 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 must 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 the National Insurance and Pension Division of your local ward office (see page 48) or branch office (see page 46).

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 for Late-stage Elderly Medical Care:

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 the Welfare Division of your local ward office (see page 47) or branch office (see page 46).

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

1. 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).
2. Those whose status of residence falls under "Designated Activities" and engage in the following activities:
  - Medical stay
  - Accompanying companions taking care of the daily needs of those receiving medical treatment

- Tourism, recuperation, and other similar activities
- Accompanying spouses of those engaging in activities related to tourism, recuperation, and other similar activities

**Note:** Those whose status of residence falls under "Designated Activities" are required to present an official document indicating the nature of their activities.

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, you may check-in via any of the following methods:

1. **Check-in via card readers using your Individual Number (My Number) Card**

For those doing this, you will need to register your card as a medical insurance card at the card reader (or similar) at the facility.

2. **Present your Eligibility Confirmation Certificate (資格確認書//Shikaku Kakuninsho) at the reception desk**

For those who have not registered their My Number Cards as health insurance cards, you will receive an Eligibility Confirmation Certificate from your insurance provider.

Please present this to the reception desk at the medical facility when visiting.

You can also use your health insurance card until December 1, 2025. Please present it to the reception desk at the medical facility when visiting.

Pay the amount of medical fees as stipulated by the medical facility. If you receive treatment as an inpatient, you will also be liable to pay for your meals, etc.

#### 5) Births and deaths

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

- The National Insurance and Pension Division of your local ward office (see page 48) or branch office (see page 46) for inquiries regarding Hiroshima City's National Health Insurance.
- Your local ward office's Welfare Division (see page 47) or branch office (see page 46) 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 the Welfare Division (see page 47) or the National Insurance and Pension Division (see page 48) of your local ward office.

1. Those raising a child aged zero months to 3rd year of junior high school (eligible until March 31 following the child's 15th birthday) – Welfare Division
2. Those raising a child alone (eligible until March 31 after the child's 18th birthday) – Welfare Division
3. Those with mental or severe intellectual/physical disabilities – Welfare Division
4. When high medical expenses are incurred – National Insurance and Pension Division

#### 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's Welfare Division (see page 47) or branch office (see page 46).

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's Welfare Division (see page 47).

#### 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 the National Insurance and Pension Division of your local ward office (see page 48) or branch office (see page 46).

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 the National Insurance and Pension Division of your local ward office (see page 48) or branch office (see page 46).

#### 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 the National Insurance and Pension Division of your local ward office (see page 48) or branch office (see page 46).

**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 or Basic Pension Number Notice); 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.).

Visit the Japan Pension Service's website for more information on Japan's public pension system. Information is available in Japanese, English, Chinese, Korean, Portuguese, Spanish, Russian, Indonesian, Tagalog, Thai, Vietnamese, Burmese, Cambodian, Nepali, and Mongolian on the website's International page:  
<https://www.nenkin.go.jp/international/index.html>



#### **Japan Pension Service**

**Address:** 3-5-24 Takaido-nishi, Suginami-ku, Tokyo 168-8505  
**Tel:** 0570-05-1165

If calling from a number starting with 050, call 03-6700-1165.  
If calling from outside of Japan, call +81-3-6700-1165.

## **3 – 7 Tax**

### **1) Japanese taxes**

<b>National Tax</b>		Income tax, corporate tax, inheritance tax, consumption tax
<b>Local Taxes</b>	<b>Prefectural Taxes</b>	Prefectural residents tax, automobile tax, local consumption tax
	<b>Municipal Taxes</b>	Municipal residents tax, property tax, light vehicle tax

**Note:** For inquiries about national taxes or prefectural taxes, contact the National Tax Agency or a prefectural taxation office respectively.

### **2) Income Tax**

Those who have sources of income, such as paychecks, are required to pay income tax. The amount payable is determined by the amount of income received during a one-year period between January 1 and December 31.

There are two methods of paying income tax:

#### **1. Tax withholding**

The amount of tax payable is deducted from your income and paid monthly to the government by your employer (this is known as tax withholding). A year-end tax adjustment will be performed every December to determine whether you have overpaid or underpaid your taxes from January to November. If you had overpaid, the surplus will be returned to you along with your paycheck for December.

#### **2. File a tax return**

If you do not have an arrangement with your employer to perform tax withholding or a year-end tax adjustment, you will have to file a tax return by yourself. To file your tax return for the year you have worked, submit the necessary documents to the tax office of your local ward between February 16 and March 15 of the following year. You may make payments at convenience stores, banks, post offices, or online.

### 3) Residents Tax (Municipal Residents Tax and Prefectural Residents Tax)

#### 1. Residents Tax (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*). They are to be paid together with Forest and Environment Tax (森林環境税//*Shinrinkankyōzei*), which is a national tax.

Municipal Residents Tax + Prefectural Residents Tax = Residents Tax

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*).

Residents Tax = Flat rate + Rate based on your income from the previous year

For more information, see the City of Hiroshima website:

 <https://www.city.hiroshima.lg.jp/language/yasashii/1033430/1014611.html>

Alternatively, you may contact your local ward's tax office (Municipal Resident Tax Section) or tax room (see page 49).



#### 2. How to pay your taxes

There are two methods of paying tax:

1. Your employer subtracts the amount of tax you owe from your income and pays it to the City.
2. 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 at convenience stores, banks and post offices, etc. You may also pay online with a credit card or a smartphone payment app.

#### 3. 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

 <https://www.city.hiroshima.lg.jp/site/english/18862.html>, or contact the relevant division of the Payment Department that deals with your ward (see page 50).



#### Income Tax Convention

If your home country is part of the **Income Tax Convention** (a formal agreement between countries covering tax issues) 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, residents tax, etc. Please be aware that you **cannot** be exempted from residents tax, etc. if you only apply for income tax exemption.

## 4) Fixed Asset Tax and City Planning Tax

### 1. Fixed Assets Tax

Fixed Assets Tax is paid on January 1 of each year by those who own the following items (collectively referred to as “fixed assets”) in Hiroshima City:

- Land
- Buildings (houses, apartments, condominiums, buildings, stores, etc.)
- Items used for work (machines, tools, boats, etc.)

The amount of tax payable will be determined by the value of the fixed assets owned, among other variables.

### 2. City Planning Tax

City Planning tax is paid on January 1 of each year by those who own land or buildings in urbanized areas (areas where there is a concentration of houses and stores) of Hiroshima City. The amount of tax payable will be determined by the value of the land or building owned. For more information, visit the City of Hiroshima website

↗ <https://www.city.hiroshima.lg.jp/language/yasashii/1033430/1014610.html>) or contact the municipal tax office (Land Tax Section/Building Tax Section) or tax room (see page 49) in charge of the ward where your fixed assets are located.



### 3. How to pay your taxes

A notification regarding both taxes will be sent to you by the City of Hiroshima around April. Check the notification's contents and pay your taxes at a convenience store, bank, or post office by the stipulated due date. You may also pay online with a credit card or a smartphone payment app.

If you have set up automatic bank transfers for tax payments, the amount due will be debited automatically from your bank account on the due date.

## 5) Automobile Tax

The amount of tax payable will depend on the following factors:

### 1. Environmental performance

Taxes related to environmental performance are often paid in addition to what the car costs when purchasing a car. The amount payable depends on the type of car purchased and other factors.

### 2. Vehicle type

Taxes related to vehicle type are to be paid by the car owner on April 1 of each year. The amount of tax levied is calculated based on the engine displacement of your car.

Engine displacement > 660cc – Vehicle Tax

Engine displacement  $\leq$  660cc – Light Vehicle Tax

The tax notice will be sent to you by the City or the prefectural office around May of each year. The notice will indicate the payment due date and amount of tax payable, which depends on the type of car you own and other factors. You can make payment at convenience stores, banks, post offices, or online by the indicated due date. You may also pay by credit card or via smartphone payment apps.

If you are returning to your home country or moving out of Japan, you will need to take care of the following matters before leaving.

### 1) Moving Out

#### 1. Housing

##### **Municipal housing**

If you are a municipal housing tenant and have decided to move out of your current residence, please contact the Architecture Division of your local ward office (see page 46) for information on moving-out procedures.

##### **Apartments and condominiums (residences other than municipal housing)**

If you have decided to move out of your current residence, contact your real estate agent by the due date stipulated in the contract for information on moving-out procedures.

#### 2. Garbage disposal

**You cannot dispose of a large amount of garbage at once (such as garbage from moving, etc.) during regular garbage collection by the City of Hiroshima.** You may instead bring your garbage to a disposal facility designated by the City of Hiroshima or request collection by a disposal company approved by the City.

Please note that there are designated disposal facilities for each type of garbage should you opt to bring them directly to a disposal facility. For more information, please visit the City's website. You are not allowed to bring plastic bottles, recyclable plastic, and hazardous waste in for disposal. Please contact a disposal company licensed by the City of Hiroshima for collection.

 <https://www.city.hiroshima.lg.jp/faq/gomi-kankyo/1001569/1002048.html>



If you have minimal garbage to dispose of, refer to the Household Waste Disposal Guidelines (see page 58) and put them out on the designated collection day for your area. Collection of Large Waste requires an appointment, so be sure to make preparations as early as possible.

#### 3. Water supply

Please contact the Hiroshima City Waterworks Bureau Newly Moved Customer Advice Center (Tel: 082-511-5959) at least 3 to 4 days prior to the day you wish to turn off the water supply.

You can also apply via the Waterworks Bureau's website (see pages 3 and 4 for information on water, electricity, and gas).

 <https://www.water.city.hiroshima.lg.jp/soshiki/5/401.html>



#### 2) Notification of Moving-Out

Before moving, be sure to submit a Notification of Moving-Out to the Citizens Affairs Division of your local ward office or branch office (see page 46). You may also refer to pages 10 and 11 for information on moving out. Remember to bring along your Residence Card (or Special Permanent Resident Certificate) and Individual Number Card (if you have one) when submitting your notification.

### 3) Child Rearing

#### 1. Child allowances

If you are receiving child allowances, please contact the Welfare Division of your local ward office (see page 47) or branch office (see page 46) before you move.

#### 2. Nursery schools

If your child is attending nursery school, please submit a Notification of Withdrawal (退園届 // *Taien Todoke*) to the school before moving. You may obtain a copy of the notification from the school or the Welfare Division of your local ward office (see page 47).

#### 3. Child rearing allowances

If you are receiving child rearing allowances, please bring your Child Rearing Allowance Certificate (児童扶養手当証書 // *Jidō Fuyō Teate*) to the Welfare Division of your local ward office (see page 47) before you move.

#### 4. Medical subsidies for children

If you are receiving medical subsidies for children, please return your Children's Medical Subsidy Recipient Certificate (子ども医療費受給者証 // *Kodomo Iryōhi Jukyūshashō*) to the Welfare Division of your local ward office (see page 47) or branch office (see page 46) before you move.

#### 5. Medical expense subsidies for single-parent households

If you are receiving medical expense subsidies for single-parent households, please return your Single-Parent Household Medical Expense Subsidy Recipient Certificate (ひとり親家庭等医療費受給者証 // *Hitoriyoyakatei nado Jukyūshashō*) to the Welfare Division of your local ward office (see page 47) or branch office (see page 46) before you move.

### 4) Insurance and Pension

#### 1. Health insurance

If you are enrolled in National Health Insurance, you will need to go through the withdrawal procedures at the National Insurance and Pension Division of your local ward office (see page 48) or branch office (see page 46) before you move. Please remember to bring along (a) your Individual Number Card (for verification purposes) or (b) your Eligibility Confirmation Certificate (for those who have it).

If you are covered by your workplace's health insurance, consult your employer for any necessary paperwork and procedures. See page 15 for more information on health insurance.

#### 2. Long-Term Care Insurance

If you are 40 years of age or older and have been issued a Long-Term Care Insurance Card, you need to return the card to the Welfare Division of your local ward office (see page 47) or branch office (see page 46) before you move.

If you have been certified by the City of Hiroshima as requiring long-term care and support, and have been issued a Long-Term Care Payment Rate Certificate (介護保険負担割合証 // *Kaigohoken Futanwariaishō*), Long-Term Care Ceiling-Amount Eligibility Certificate (介護保険負担限度額認定証 // *Kaigohoken Futangendogaku Ninteishō*), or other relevant documents, please return them to the Welfare Division of your local ward office (see page 47) or branch office (see page 46) before you move.

#### 3. Pension

If you are enrolled in National Pension, you will need to go through the withdrawal procedures at the National Insurance and Pension Division of your local ward office (see page 48) or branch office (see page 46) before you move. If you are enrolled in Employee Pension, please consult your employer for any necessary paperwork and procedures. See page 18 for more information regarding pension.

## 5) Tax

### 1. Income Tax (to be paid to the national government)

If you are required to file an income tax return, you need to file and pay it before leaving Japan. For more information, please contact your tax office.

### 2. Residents Tax (to be paid to prefectural and municipal governments)

You must designate a tax agent who will pay your taxes on your behalf. For more information, please contact the Municipal Resident Tax Section of your local ward's municipal tax office or tax room (see page 49).

### 3. Fixed Assets Tax and City Planning Tax

You must designate a tax agent who will pay your taxes on your behalf. If you own land or buildings in Hiroshima City, please consult the municipal tax office (Land Tax Section/Building Tax Section) or tax room (see page 49) in charge of the ward where your fixed assets are located. See pages 19-21 for more information on taxes.

## 6) Other Important Matters

### 1. Personal Seal Registration Certificate

Submit your Personal Seal Registration Certificate (印鑑登録証//Inkan Tōrokushō) to the Citizens Affairs Division of your local ward office or branch office (see page 46).

### 2. Residence Card

Return your Residence Card at the airport or port when leaving Japan. See page 9 for more information on Residence Cards.

### 3. Bank account

Remember to close your bank account before leaving Japan. For more information, please contact your bank.

### 4. Mobile subscription

If you have a mobile subscription in Japan, be sure to terminate it before leaving the country. For more information, please contact your mobile service provider.

### 5. Internet subscription

If you have an internet subscription in Japan, be sure to terminate it before leaving the country. For more information, please contact your internet service provider.

#### 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 the Citizens Affairs Division of your local ward office or branch office (see page 46).

Some seals cannot be registered. Contact the Citizens Affairs Division of your local ward office or branch office for details (see page 46).

## 4 Support Services

4 – 1

### What To Do When You Get Sick or Injured (Hospitals and Clinics), Infection Prevention and Control



#### 1) What to do when you get sick or injured

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, bring along someone who can speak Japanese if possible.

Departments	Diagnosis and Treatment
Internal Medicine (内科//Naika)	When you feel unwell, such as having a fever or cold
Surgery (外科//Geka)	For injuries or when you require operation to treat a disease or injury
Pediatrics (小兒科//Shōnika)	When your baby or child is sick
Orthopedic Surgery (整形外科//Seikeigeika)	For broken bones or when experiencing pain in your joints, muscles, etc.
Otorhinolaryngology (耳鼻咽喉科//Jibiinkōka)	Conditions that affect the ears, nose, and throat
Ophthalmology (眼科//Ganka)	Eye-related conditions
Dermatology (皮膚科//Hifuka)	Skin-related conditions
Dentistry (歯科//Shika)	Oral health
Obstetrics and Gynecology (産婦人科//Sanfujinka)	Pregnancy and childbirth, etc.



#### Family Doctors

A family doctor is a medical practitioner based at a nearby medical facility (hospital, clinic, etc.) who you usually visit for medical treatment and advice when you are sick or injured. Your family doctor may even provide consultation services during afterhours or public holidays, so it is therefore advisable to have a family doctor.



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

The NPO AMDA International Medical Information Center provides consultation services in a variety of languages about hospital visits:  
<https://www.amdamedicalcenter.com>  
Tel: 03-6233-9266



#### Medical Information Network (Navi): *Iryō Jōhō Netto*

Medical Information Network (Navi) 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:

<https://www.iryou.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2300/initialize>



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

Refer to page 53 or 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?"

## **2) Infection prevention and control**

### **Wash your hands**

Wash your hands with soap when you return home or to your workplace from outside, when preparing meals, before eating, and after going to the restroom. After washing with soap, rinse your hands thoroughly with water. Wipe your hands dry with a clean towel after washing.

### **Cough etiquette**

Cough etiquette refers to the act of covering your mouth and nose with a mask, tissue, or handkerchief when you cough or sneeze, to reduce the spread of colds and other illnesses.

When coughing/sneezing, observe the following:

- Wear a mask.
- If no masks are available, cough/sneeze into a tissue, handkerchief, the inside of your sleeve, or jacket.

## 4 – 2 Health and Welfare

Various divisions at your local ward offices 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 (the raising of children by their parents)	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 System
	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, child allowances, 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.
National Insurance and Pension Division	Consultations about issues related to National Health Insurance and pension	National Health Insurance, medical expenses, high medical expenses, National Pension, etc.

If you have any questions or concerns, contact the relevant division. Contact details for each division can be found on pages 46-48.

If you are not confident in your Japanese abilities, please make use of the Hiroshima City & Aki County International Resident Consultation Service (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's Mutual Community Support Division (see page 47) for necessary paperwork and procedures. Be sure to get a health checkup for pregnant women at a hospital/clinic.

➤ See page 12 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. Pregnancy Support Benefits

Expecting mothers are eligible to receive benefits to help pay for items to be used for childbirth or childcare, or to use parenting support services. Contact the Mutual Community Support Division of the Public Welfare Department of your local ward office (see page 47) for more information.

#### 3. 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 (One-month-old newborns)	At least 28 days old and up to the day before 6 weeks after birth	<ul style="list-style-type: none"><li>• Medical facility</li><li>• Present your Maternal and Child Health Handbook and your Supplemental Information Booklet for the Maternal and Child Health Handbook</li></ul>
General Health Checkup for Newborns	Twice until the day before the child's first birthday	
Health Checkup for 4-Month-Old Children		
Health Checkup for 18-Month-Old Children		The City of Hiroshima will send you an official notification about these health check-ups
Health Checkup for 3-Year-Old Children		

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

Financial assistance for child medical expenses is available for children until the 3rd year of junior high school (until March 31 following their 15th birthday). Those earning over a certain amount are **not** eligible for financial assistance.

#### 5. Child Allowances

Parents and guardians raising children up to high school age (until March 31 following their 18th birthday) are entitled to Child Allowances. For further information, contact your local ward office's Welfare Division (see page 47)

### 2) Nursery Schools and Kindergartens

In Japan, compulsory education starts from 6 years old (see page 29). 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 your local ward office's Welfare Division (see page 47) for the nursery school (etc.) you wish your child to attend.

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

See the official City of Hiroshima website for information about enrolling in nursery schools:

<https://www.city.hiroshima.lg.jp/living/kosodate/1021251/1025852/1003487.html>



## 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. While children generally begin kindergarten in April, 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 national schools, public schools (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	The Citizens Affairs Division of your local ward office (see page 46), or the Hiroshima Municipal Board of Education School Affairs Division ( <b>Tel:</b> 082-504-2975)
Municipal Special Needs Schools	Youth Consultation Center ( <b>Tel:</b> 082-504-2197)

### **Struggling with school fees?**

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

### **After-school care for elementary school students**

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 Children's Outlook Bureau After-School Care Division (**Tel:** 082-242-2014), or the Community Revitalization Division of your local ward office (see page 46).

### **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 Hiroshima Municipal Board of Education School Affairs Division (**Tel:** 082-504-2975).

## 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. If a child has not graduated from junior high school in Japan, but can prove that they have equivalent academic ability, some schools allow them to 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 Hiroshima Municipal 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: Hiroshima Prefectural Board of Education, Education Reform Division **Tel:** 082-513-4992
- Private schools: Association of Hiroshima Prefecture Private Junior and Senior High Schools **Tel:** 082-241-2805

### 3) Universities, junior colleges and professional training colleges

To enter a Japanese university, junior college, or professional training 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 educational facility 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.

- Hiroshima International School:      **Tel:** 082-843-4111
- Hiroshima Korean School:            **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 (except public holidays and December 29 to January 3):

### Career advice and finding a job

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

8:30 am-12 pm; 1 pm-5:15 pm **Tel:** 082-511-1181

**Interpretation:** 10 am-12 pm, 1 pm-4 pm

Spanish and Portuguese (Thursdays), Chinese (Tuesday-Friday), and English (Tuesdays, Wednesdays, Fridays)

#### **Hello Work Hiroshima Higashi**

8:30 am-12 pm; 1 pm-5:15 pm **Tel:** 082-264-8609

**Interpretation:** 9 am-12 pm, 1 pm-5 pm

Spanish (Mondays, Wednesdays, and Thursdays), Portuguese (Monday-Friday), and English (Mondays, Wednesdays, and Thursdays)

### Trouble with employment and labor conditions

#### **Hiroshima Foreign Workers Consultation Service on Working Conditions**

(in the Inspection Division, Hiroshima Labor Bureau)

9 am-12 pm, 1pm-4:30 pm **Tel:** 082-221-9242

**Interpretation:**

Portuguese and Spanish (Mondays, Tuesdays, Thursdays, and Fridays), Chinese (Fridays)

#### **Hiroshima Central Foreign Workers Consultation Service on Working Conditions**

(in the Hiroshima Central Labor Standards Inspection Office)

9:30 am-12 pm, 1 pm-5 pm **Tel:** 082-221-2460 **Interpretation:** Vietnamese (Tuesdays)

## 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's Family and Health Services Division (see page 48).

### 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 Ote-machi Heiwa Building 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

The following is a list of places where you can learn Japanese in Hiroshima City. Please note that the following is subject to change; be sure to inquire at the Japanese class before going.

### (1) Japanese class by the City of Hiroshima

**Name:** Peace Park Japanese Class

**Address:** Seminar room on the 3rd floor of the International Conference Center Hiroshima (1-5 Nakajima-cho, Naka-ku; inside Peace Memorial Park)

**Day and time:**

**May-July:** Mondays and Thursdays from 3-5 pm

**October-December:** Tuesdays and Fridays from 3-5 pm

**Cost:** About 2,500 yen (textbook and management fees)

**Inquiries:**

City of Hiroshima Japanese Desk (City Diversity & Inclusion Division, Hiroshima Peace Culture Center)

**Tel:** 082-242-8879

**Email:** jsldesk@pcf.city.hiroshima.jp

**Website:** <https://h-ircd.jp/japanese-ability/hpcfclass.html>



### (2) Japanese classes in Hiroshima City run by volunteers

#### 1) Naka Ward

	Name of Class	Where	Day (Time)	Tuition	Contact Details
1	Hiroshima Japanese Language Class	International Conference Center Hiroshima (1-5 Nakajima-cho, Naka-ku)	Wednesdays (6:30-8 pm) Saturdays (10 am-12 pm)	Free	Email: <a href="mailto:hiroshima.nihongo@gmail.com">hiroshima.nihongo@gmail.com</a> <a href="https://hiroshima-kyoshitsu.wixsite.com/nihongo">https://hiroshima-kyoshitsu.wixsite.com/nihongo</a>
		Hiroshima International Center (8-18 Naka-machi, Naka-ku)	Saturdays (10 am-12 pm)		 
2	Nihongo Gakushū Kai	International Conference Center Hiroshima (1-5 Nakajima-cho, Naka-ku)	Thursdays (10-11:30 am)	100 yen /month	Tel: 082-923-1580
3	Hiroshima YMCA <i>Nihongo de Wai</i>	Hiroshima YMCA College (7-11 Hatchobori, Naka-ku)	Wednesdays (3:20-4:40 pm) Note: reservations necessary	Free	Tel: 082-223-1292 Email: <a href="mailto:hymca.nihongo@gmail.com">hymca.nihongo@gmail.com</a>
4	Takeya Japanese Language Class	Takeya Community Hall (3-15 Takara-machi, Naka-ku)	Thursdays (2-4 pm)	Free	Tel: 082-241-8003 Takeya Community Hall Email: <a href="mailto:takeya-k@cf.city.hiroshima.jp">takeya-k@cf.city.hiroshima.jp</a>

5	Japanese Study Class for Returnees from China	Chuo Community Hall (24-36 Nishi-hakushima-cho, Naka-ku)	<b>Medical Japanese</b> 1st, 2nd, and 3rd Monday (10 am-12 pm) <b>Everyday Japanese</b> 1st, 2nd, and 3rd Wednesday (10 am-12 pm) <b>Japanese Conversation</b> 1st, 2nd, 3rd, and 4th Saturday (1-3 pm) <b>Japanese Language Salon</b> 4th and 5th Wednesdays (10 am-12 pm)	Free	Tel: 082-221-5943 (Chuo Community Hall) Email: chou-k@cf.city.hiroshima.jp
6	Children's Japanese Class  Adult Japanese Class	Hiroshima City Gender Equality Promotion Center (Yui Port) (5-6-9 Ote-machi, Naka-ku)	Saturdays (10 am-12 pm)	Free	Email: ipgc.hiroshima@gmail.com  <b>Children's Japanese Class</b> <a href="https://tabunkakyousei.localinfo.jp/pages/6596114/page_2024072703">https://tabunkakyousei.localinfo.jp/pages/6596114/page_2024072703</a>   <b>Adult Japanese Class</b> <a href="https://tabunkakyousei.localinfo.jp/pages/8878078/page_202504121815">https://tabunkakyousei.localinfo.jp/pages/8878078/page_202504121815</a> 

## 2) Higashi Ward

	Name of class	Where	Day (Time)	Tuition	Contact Details
7	Ushita Japanese Language Class	Ushita Community Hall (1-8-3 Ushita-shinmachi, Higashi-ku)	Wednesdays (1:30-3:30 pm)	Free	Tel: 082-227-0706 (Ushita Community Hall) Email: ushita-k@cf.city.hiroshima.jp
8	ChitChat	Higashi Ward General Welfare Center (9-34 Higashi-kaniya-cho, Higashi-ku)	2nd Monday (10 am-1 pm)	Free	<a href="https://www.facebook.com/ChitChatInHiroshima">https://www.facebook.com/ChitChatInHiroshima</a> 

### 3) Minami Ward

Name of Class		Where	Day (Time)	Tuition	Contact Details
9	Wednesday Japanese Language Club	International House (1-1 Nishi-Kojin-machi, Minami-ku)	Wednesdays (10 am-12 pm)	Free	Tel: 082-568-5931 (International House)
10	Minna-no-Nihongo Class	International House (1-1 Nishi-Kojin-machi, Minami-ku)	Saturdays (1:30-3:30 pm)	Free	Tel: 082-568-5931 (International House)
11	Harukaze Japanese Language Class	International House (1-1 Nishi-kojin-machi, Minami-ku)	Saturdays (10 am-12 pm)	Free	Email: harukaze@feel.ocn.ne.jp
12	Fureai Japanese Language Class	Aosaki Community Hall (1-12-7 Aosaki, Minami-ku)	Saturdays (7-9 pm)	Free	Tel: 082-281-3802 (Aosaki Community Hall) Email: aosaki-k@cf.city.hiroshima.jp
13	Orizuru Japanese Language Class	Hiroshima City General Welfare Center 5F (5-1 Matsubara-cho, Minami-ku)	Saturdays (10 am-12 pm)	Free	Email: nihongo.orizuru2021@gmail.com <a href="https://nihongoorizuru.jimdo.com">https://nihongoorizuru.jimdo.com</a>  

### 4) Nishi Ward

Name of Class		Where	Day (Time)	Tuition	Contact Details
14	Japanese Language Café <i>Colorful</i>	Colorful Nishi-Hiroshima Tabe Bldg. 1-7-10 Koi-honmachi, Nishi-ku (1F)	1st and 3rd Tuesday (10 am-12 pm)	Free	Email: nihongo.colorful@gmail.com <a href="https://nihongo-colorful.crayonsite.info/">https://nihongo-colorful.crayonsite.info/</a>  
		Colorful Yokogawa Café and Bar EN (Ono-kagu, 2-10-1 Yokogawa-cho, Nishi-ku)	2nd and 4th Tuesday (10 am-12 pm)		
15	Misasa Culture Exchange Space <i>Nijiiro</i>	Misasa Community Hall (10-23 Uchikoshi-cho, Nishi-ku)	1st and 3rd Sunday (10 am-12 pm)	Free	Tel: 082-237-3077 (Misasa Community Hall) Email: misasa-k@cf.city.hiroshima.jp
16	Minami Kan-on Japanese Language Volunteer Group	Minami Kan-on Community Hall (2-16-46 Kan-on-shin-machi, Nishi-ku)	Saturdays (6-8 pm)	Free	Tel: 082-293-1220 (Minami Kan-on Community Hall) Email: minamikanon-k@cf.city.hiroshima.jp

17	Japanese Language Class <i>Momiji</i>	Furuta Community Hall (19-15 Furue-nishi-machi, Nishi-ku)	Fridays (10 am-12 pm)	100 yen/month	Tel: 082-272-9001 (Furuta Community Hall) Email: furuta-k@cf.city.hiroshima.jp
18	Kusatsu Japanese Class	Kusatsu Community Hall (2-20-7 Kusatsu-higashi, Nishi-ku)	Wednesdays (9 am-12:30 pm)  Saturdays (1:30-4 pm)	Free	Tel: 082-271-2576 (Kusatsu Community Hall) Email: kusatsu-k@cf.city.hiroshima.jp

## 5) Asaminami Ward

Name of Class		Where	Day (Time)	Tuition	Contact Details
19	Gion Japanese Language Class	Gion Community Hall (1-13-26 Nishihara, Asaminami-ku)	Fridays (10:30 am-12:30 pm)	Free	Tel: 082-874-5181 (Gion Community Hall) Email: gion-k@cf.city.hiroshima.jp
20	Yasu-higashi Japanese Language Class	Yasu-higashi Community Hall (2-16-42 Yasu-higashi, Asaminami-ku)	Fridays (6-7:30 pm)	Free	Tel: 082-878-7683 (Yasu-higashi Community Hall) Email: yasuhibashi-k@cf.city.hiroshima.jp
21	Sato Japanese Language Class	Sato Community Hall (6-29-25 Midorii, Asaminami-ku)	Wednesdays (10 am-11:30 am)	Free	Tel: 082-877-5200 (Sato Community Hall) Email: sato-k@cf.city.hiroshima.jp
22	Numata Japanese Language Class Volunteer Group	Numata Community Hall 7-64-8 Tomo-higashi, Asaminami-ku	Saturdays (1-4 pm)	Free	082-848-0242 (Numata Community Hall) Email: numata-k@cf.city.hiroshima.jp

## 6) Asakita Ward

Name of Class		Where	Day (Time)	Tuition	Contact Details
23	Magame Japanese Language Class	Magame Community Hall (1-3-27 Magame, Asakita-ku)	Sundays (10 am-11:30 am)	Free	Tel: 082-842-8223 (Magame Community Hall) Email: magame-k@cf.city.hiroshima.jp
24	Kameyama Japanese Language Class Amigos	Kameyama Community Hall (3-16-16 Kameyama-minami, Asakita-ku)	Sundays (10 am-12:30 pm)	Free	Tel: 082-815-1830 (Kameyama Community Hall) Email: kameyama-k@cf.city.hiroshima.jp

25	Beginners Japanese Language Class Kabe	Kabe Community Hall (19-22 Kabe 3-chome, Asakita-ku)	Wednesday (twice per month; 5-7 pm) 2nd and 4th Saturday (twice per month; 10 am- 12 pm)  Please inquire for specific dates.	Free	Tel: 082-814-4031 (Kabe Community Hall) Email: kabe-k@ cf.city.hiroshima.jp
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### 7) Aki Ward

Name of Class		Where	Day (Time)	Tuition	Contact Details
26	Nihongo Club	Funakoshi Community Hall (5-22-23 Funakoshi, Aki-ku)	Saturdays (10 am-12 pm)	Free	Tel: 082-823-4261 (Funakoshi Community Hall) Email: funakoshi-k@ cf.city.hiroshima.jp

### 8) Saeki Ward

Name of Class		Where	Day (Time)	Tuition	Contact Details
27	Toshimatsu Japanese Language Classroom	Toshimatsu Community Hall (1-18-15 Toshimatsu, Saeki-ku)	Sundays (2-4 pm)	Free	Tel: 082-928-8687 (Toshimatsu Community Hall) Email: toshimatsu-k@ cf.city.hiroshima.jp

### (3) Other ways to learn Japanese

#### 1) Training Course for Promoting Stable Employment of Foreign Residents

Foreign residents looking for work in Japan with the following visa statuses can participate in this training course: Permanent Resident, Spouse or Child of Japanese National, Spouse or Child of Permanent Resident, or Long Term Resident.

**Inquiries:** JICE Chūgoku Branch (Tel: 082-568-7030)

↗ <https://www.jice.org/tabunka/en/>



#### 2) One-to-One Japanese Study

Study Japanese one-on-one with a volunteer Japanese teacher.

**Inquiries:** Hiroshima International Center (Tel: 082-541-3777)

↗ <https://hiroshima-ic.or.jp/en/onepair/>



#### (4) Websites for learning Japanese

##### 1) Connect and Enhance Your Life in Japanese

↗ <https://tsunagarujp.mext.go.jp/>

Japanese language learning site run by the Ministry of Education, Culture, Sports, Science, and Technology (MEXT). Available in English, Chinese (simplified), Portuguese, Spanish, Vietnamese, Indonesian, and Filipino.



##### 2) Irodori: Japanese for Life in Japan

↗ <https://www.irodori.jpfc.go.jp/>

Japanese language learning site run by the Japan Foundation. Learning materials are available in Korean, Chinese, Mongolian, Indonesian, Khmer, Thai, Filipino, Vietnamese, Burmese, Nepali, Portuguese, Spanish, Ukrainian, Russian, Uzbek, and French.



##### 3) 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.



##### 4) 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, Spanish, Chinese (simplified), Indonesian, Thai, Vietnamese, French and others.



##### 5) NHK News in Simple Japanese

↗ <https://www3.nhk.or.jp/news/easy/>

News in Simplified Japanese for international residents living in Japan.



📋 You can find Japanese language schools through the following websites. For more information, please inquire directly at the school you wish to enroll in.

#### (1) Association for the Promotion of Japanese Language Education

↗ <https://www.nisshinkyo.org/search/>

Search for Japanese language schools registered with the Association.



#### (2) Portal Site for Japanese Language Education Organizations approved by the Minister of Education, Culture, Sports, Science, and Technology

↗ <https://www.nihongokyouiku.mext.go.jp/top/guide-japanese-language-institution>



## 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. Check beforehand where hazard areas and emergency evacuation shelters are using hazard maps, the City of Hiroshima Disaster Prevention Portal (<https://www.bousai.city.hiroshima.lg.jp/>), etc.  
 ☺ You do not need to evacuate if you are in a safe place.  
Download the Emergency Evacuation Guide smartphone app (page 40) to get disaster information.
2. Regularly check weather forecasts (radio, TV, etc.).
3. 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 prevent infectious diseases, make sure to also bring masks, disinfecting wipes, a thermometer, etc. As there may be power or gas outages, make sure you have enough food, water, and other essential supplies for at least three days—one week if possible—ready at home.
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. Actively participate in disaster emergency drills run by community organizations.



Hiroshima City  
Disaster Prevention  
Portal



Hazard Map  
(multilingual)

### 2) Evacuation Information (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 maps such as the 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.	<b>Early Warning Information</b> (早期注意情報//Sōki Chūi Jōhō)
2	Make sure you know where to evacuate and how to get there.	<b>Flood Advisory</b> (洪水注意報//Kōzui Chūi Hō) <b>Heavy Rains Advisory</b> (大雨注意報//Ōame Chūi Hō)
3	<b>Senior citizens (etc.) should evacuate</b> Those who need more time, such as senior citizens, should evacuate.	<b>Advisory for Senior Citizens (etc.)</b> (高齢者等避難//Kōreisha-Tō Hinan )
4	<b>All residents evacuate immediately</b> 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.	<b>Evacuation Order</b> (避難指示//Hinan Shiji )
<b>&lt;Always evacuate before Level 5 is announced!&gt;</b>		
5	<b>Disaster in progress; risk to life</b> With a disaster in progress, it may not be possible for you to evacuate. Take action for your safety and find somewhere safe.	<b>Take IMMEDIATE action for your safety</b> (緊急安全確保//Kinkyū Anzen Kakuho)

### 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, make sure you have enough food, water, and other essential supplies for at least three days, one week if possible, ready at home.
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 disaster emergency drills run by community organizations.

### 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



**Emergency Evacuation Guide App** is a free app that provides information on helpful evacuation measures to be taken before disasters strike. When emergency information, such as evacuation orders, etc., 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 8 languages: English, Chinese (traditional and simplified), Korean, Japanese, Spanish, Portuguese, Filipino, and Vietnamese.



Download the app here →



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

## 5) Evacuation Sites and Shelters

When local ward offices, the police, the fire department, community organizations, etc., announce evacuations, or if your home is in danger of collapse or fire, assess your situation and evacuate to a safe place.

### 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 46), fire station (see page 51), or other similar institutions to find out where these shelters are. Visit and inspect the routes to get to these evacuation shelters, so you know about the possible dangers along the way when evacuating.

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

- Disaster Prevention Information Website:

↗ <https://www.city.hiroshima.lg.jp/site/saigaiinfo/>



Disaster Prevention Information Website

- Hiroshima Prefecture Disaster Prevention Web:

↗ <https://www.bousai.pref.hiroshima.lg.jp/data>



Hiroshima Prefecture Disaster Prevention Web

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 65 of this guidebook for you to use. You can also download it from the City of Hiroshima website.

## 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. See below for more information.

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

Consultation Topic	Name, Telephone Number (etc.)	Office Hours, Languages (etc.)
• All aspects of daily life	<b>Hirosshima City &amp; Aki County International Resident Consultation Service</b>  <b>Address:</b> 1-5 Nakajima-cho, Naka-ku International Conference Center Hirosshima  <b>Tel:</b> 082-241-5010 <b>Fax:</b> 082-242-7452 <b>Email:</b> soudan@pcf.city.hiroshima.jp	Mon to Fri 9 am-4 pm (Except for national holidays, August 6 and December 29-January 3)  <b>Languages available</b> Spanish, Chinese, Vietnamese, Portuguese, English and Filipino-speaking staff (Filipino-speaking staff available on Fridays and the 1st and 3rd Wednesday of every month. Other languages available with the help of computer translation tablets.)  Consultation services with Immigration Services Agency staff available on the 2nd Friday of every month from 1:30 pm-4 pm (reservations necessary)
	<b>Aki Ward Office Consultation Service</b>  <b>Address:</b> 3-4-36 Funakoshi-minami, Aki-ku Community Coordination Division Aki Ward Office 2F	Portuguese: 2nd Wed Spanish: 3rd Thurs  10:15 am-12:30 pm; 1:30-4 pm
	<b>Moto-machi Management Office Consultation Service</b>  <b>Address:</b> 19-5 Moto-machi Naka-ku (Inside Moto-machi residential complex)	Chinese: 2nd Tues  10:15 am-12:30 pm; 1:30-4 pm
• Visa status • Social security • Working conditions • Legal advice • Human rights • Daily life	<b>Hirosshima International Center</b> Consultation Services for Foreigners  8-18 Naka-machi, Naka-ku Hirosshima Crystal Plaza 6F  Toll-free number for consultations <b>Tel:</b> 0120-783-806  Note: online consultations via Zoom are also available.	<b>Consultations about daily life</b> Mon to Fri: 10 am-12 pm; 1-7 pm Sat: 9:30 am-12 pm; 1-6 pm  <b>Consultations about visa status, social security, working conditions, etc.</b> Thurs, Sat: 10 am-12 pm; 1-4 pm *4th Thurs: 2-7 pm <b>Note 1:</b> online consultations via Zoom are also available. <b>Note 2:</b> the period between 12 pm to 1 pm will be open to reservations made up until the previous day (except for national holidays, and December 28-January 4)  <b>Languages available</b> English, Chinese, Vietnamese, Korean, Tagalog, Portuguese, Indonesian, Thai, Spanish, Nepali, Russian, and Ukrainian (Interpretation services also available via telephone)

Consultation Topic	Name, Telephone Number (etc.)	Office Hours, Languages (etc.)
<ul style="list-style-type: none"> <li>• Visas</li> <li>• Residence status</li> <li>• Permanent residence</li> <li>• Naturalization</li> <li>• International marriage, etc.</li> </ul>	<b>Immigration Services Agency</b> Immigration Information Center  <b>Tel:</b> 0570-013904 03-5796-7112 (VoIP, overseas)	<b>Mon to Fri</b> 8:30 am-5:15 pm  <b>Languages available</b> English, Korean, Chinese, Spanish, Portuguese, Vietnamese, and others
	<b>Visa Support Center Hiroshima</b>  <b>Address:</b> 8-26 Kami-hatchobori, Naka-ku Maple Hatchobori #803 <b>Tel:</b> 082-223-5581	<b>Mon, Tues, Wed, Fri</b> 10 am-5 pm Reservations necessary
• Human rights	<b>Ministry of Justice Foreign-language Human Rights Hotline</b>  <b>Tel:</b> 0570-090911	<b>Mon to Fri / 9 am-5 pm</b> (Except national holidays, and December 29-January 3)  <b>Languages available</b> English, Chinese, Korean, Filipino, Portuguese, Vietnamese, Nepali, Spanish, Indonesian, and Thai
<ul style="list-style-type: none"> <li>• Labor conditions</li> </ul>	<b>Hiroshima Foreign Workers Labor Conditions Consultation Service</b> (Hiroshima Labor Bureau Inspection Division)  <b>Address:</b> 6-30 Kami-hatchobori, Naka-ku Joint Government Building No. 2, 5F <b>Tel:</b> 082-221-9242	<b>9 am-12 pm; 1-4:30 pm</b> (Except national holidays, and December 29-January 3)  <b>Interpretation:</b> Portuguese and Spanish (Mon, Tues, Thurs, Fri) Chinese (Fri)
	<b>Hiroshima Central Foreign Workers Labor Conditions Consultation Service</b> (Hiroshima Central Labor Standards Inspection Office)  <b>Address:</b> 6-30 Kami-hatchobori, Naka-ku Joint Government Building No. 2, 1F <b>Tel:</b> 082-221-2460	<b>9:30 am-12 pm; 1-5 pm</b> (Except national holidays, and December 29-January 3)  <b>Interpretation:</b> Vietnamese (Tues)
<ul style="list-style-type: none"> <li>• Employment</li> </ul>	<b>Hiroshima Foreign Residents Employment Service Office</b>  <b>Address:</b> 8-2 Kami-hatchobori, Naka-ku (Hello Work Hiroshima Office) <b>Tel:</b> 082-511-1181	<b>8:30 am-12 pm; 1-5:15 pm</b> (Except national holidays, and December 29-January 3)  <b>Languages available</b> Spanish and Portuguese (Thurs) Chinese (Tues to Fri) English (Tues, Wed, Fri)  <b>Interpretation:</b> 10 am-12 pm; 1-4 pm Spanish, Portuguese, Chinese and English
	<b>Hello Work Hiroshima Higashi</b>  <b>Address:</b> 13-7 Hikarigaoka, Higashi-ku <b>Tel:</b> 082-264-8609	<b>8:30 am-12 pm; 1 pm-5:15 pm</b> (Except national holidays, and December 29-January 3)  <b>Languages available</b> Spanish (Mon, Wed, and Thurs) Portuguese (Mon to Fri) English (Mon, Wed, and Thurs)  <b>Interpretation:</b> 9 am-12 pm; 1-5 pm Spanish, Portuguese and English

Consultation Topic	Name, Telephone Number (etc.)	Office Hours, Languages (etc.)
<ul style="list-style-type: none"> <li>Opinions/ comments about municipal government</li> <li>Legal issues in your daily life</li> <li>Traffic accidents</li> </ul>	<p><b>Hiroshima City Citizens Consultation Center</b></p> <p><b>Address:</b> 1-6-34 Kokutaiji-machi, Naka-ku (Hiroshima City Hall main building 1F)</p> <p><b>Tel:</b> 082-504-2120</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"> <li>General administrative paperwork and procedures</li> </ul>	<p><b>Ministry of Internal Affairs and Communications Administrative Counselling Center Kikumimi</b></p> <p><b>Address:</b> 6-30 Kami-Hatchobori, Naka-ku Joint Government Building No. 4, 13F</p> <p><b>Tel:</b> 0570-090110 (Nationwide)</p> <p><b>Tel:</b> 082-222-1100 (Hiroshima)</p> <p><b>Email:</b> kikumimi.japan@soumu.go.jp (English only)</p>	<p>Mon to Fri 8:30 am-5:15 pm (Except for national holidays and December 29-January 3)</p> <ul style="list-style-type: none"> <li>Consultations via handheld translation devices</li> <li>Accepts consultations in English via email</li> </ul>
<ul style="list-style-type: none"> <li>Domestic violence by a spouse or partner</li> </ul>	<p><b>Spousal Domestic Violence Counseling and Support Center</b></p> <p><b>Tel:</b> 082-504-2412</p>	<p>Mon to Fri / 10 am-5 pm (Except for national holidays, August 6, and December 29-January 3)</p> <ul style="list-style-type: none"> <li>Female consultation staff are on hand</li> </ul>
	<p><b>Telephone Consultation Service During Holidays</b></p> <p><b>Tel:</b> 082-252-5578</p>	<p>Sat, Sun, national holidays, and August 6 10 am-5 pm (Except for December 29-January 3)</p>
<ul style="list-style-type: none"> <li>Victims of violence</li> </ul>	<p><b>Hiroshima City Violence Consultation Center</b></p> <p><b>Address:</b> 1-6-34 Kokutaiji-machi, Naka-ku (Hiroshima City Hall main building 12F)</p> <p><b>Tel:</b> 082-504-2710</p> <p><b>Fax:</b> 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"> <li>Life safety consultation staff are on hand</li> </ul>
<ul style="list-style-type: none"> <li>Support for victims of crime, etc.</li> </ul>	<p><b>Hiroshima City General Consultation Service for Victims of Crime</b></p> <p><b>Address:</b> 1-6-34 Kokutaiji-machi, Naka-ku (Hiroshima City Hall main building 12F)</p> <p><b>Tel:</b> 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"> <li>All aspects of medical care</li> </ul>	<p><b>Healthcare Safety Consultation Services (Hiroshima City Healthcare Safety Support Center)</b></p> <p><b>Address:</b> 1-6-34 Kokutaiji-machi, Naka-ku (Hiroshima City Hall main building 13F)</p> <p><b>Tel:</b> 082-504-2051</p> <p><b>Fax:</b> 082-504-2258</p>	<p>Mon to Fri 9 am-3 pm (Except for national holidays, August 6, and December 29-January 3)</p>

Consultation Topic	Name, Telephone Number (etc.)	Office Hours, Languages (etc.)
• Emergencies	<b>Hiroshima Region Urban Area and Bingo Region Emergency Consultation Center</b> <b>Tel:</b> #7119 or 082-246-2000	24 hours
• Emergencies (Children)	<b>Child Emergency Telephone Consultations</b> <b>Tel:</b> #8000 or 082-555-8870	Mon to Fri: 7 pm-8 am (overnight) Sat, Sun, national holidays, December 29-January 3: 5 pm- 8 am (overnight)
• Consumer problems (problems with contacts for goods or services) • Loan problems	<b>Hiroshima City Consumer Affairs Center</b> <b>Address:</b> 6-27 Moto-machi, Naka-ku AQ'A Hiroshima Center City 8F <b>Tel:</b> 082-225-3300 <b>Consumer Hotline:</b> 188 <b>Fax:</b> 082-221-6282	10 am-6 pm (Except for Tues, Sun, national holidays, and December 29-January 3) • Consumer issues consultation staff are on hand • Speech translation app available in 13 languages
• Mental health	<b>(Hiroshima City Mental Health and Welfare Center)</b> <b>Address:</b> 11-27 Fujimi-cho, Naka-ku (Hiroshima City Public Health Center 4F) <b>Tel:</b> 082-245-7731	Mon to Fri 8:30 am-5 pm (Except for national holidays, August 6, December 29-January 3)
• Childbirth • Pregnancy • Parenting • Health etc.	<b>Local ward office Public Health Departments</b> See page 27 for a list of divisions and further information	Mon to Fri 8:30 am-5:15 pm (Except for national holidays, August 6, December 29-January 3)
• Truancy • Reclusive behavior • Studying/ careers	<b>Hiroshima City Youth Counselling Center (Youth consultation)</b> <b>Tel:</b> 082-242-2117	Mon to Sat 9 am-5 pm (Except for national holidays, August 6, December 29-January 3)
• Bullying among children • Children in crisis	<b>Hiroshima City Youth Counselling Center (Bullying Emergency Hotline)</b> <b>Tel:</b> 082-242-2110	24 hours



## 7 – 2 Municipal Organizations

### City Hall, Local Ward Offices and Branch Offices

When you phone a local 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

### Local Ward Offices

#### ● Consultations about municipal housing

#### Architecture Division

Ward	Tel	Ward	Tel
Naka Ward	082-504-2578	Asaminami Ward	082-831-4954
Higashi Ward	082-568-7744	Asakita Ward	082-819-3937
Minami Ward	082-250-8959	Aki Ward	082-821-4928
Nishi Ward	082-532-0949	Saeki Ward	082-943-9744

● **Consultations about health and welfare**

**Mutual Community Support Division** (Main responsibilities: Consultations about adult healthcare / Pregnancy, childbirth, parenting / Consultations about individuals under the age of 18)

Ward	Tel	Ward	Tel
Naka Ward	082-504-2109	Asaminami Ward	082-831-4944
Higashi Ward	082-568-7731	Asakita Ward	082-819-0616
Minami Ward	082-250-4133	Aki Ward	082-821-1707
Nishi Ward	082-294-6384	Saeki Ward	082-943-9575

**Welfare Division** (Main responsibilities: Elderly medical care, welfare / Long-term care / Nursery schools / Child medical expenses / Child allowances)

Ward	Responsibilities	Tel	Responsibilities	Tel
Naka Ward	Child-related	082-504-2569	Elderly-related	082-504-2570
	Disabilities	082-504-2588	Long-term care	082-504-2478
Higashi Ward	Child-related	082-568-7733	Elderly-related	082-568-7730
	Disabilities	082-568-7734	Long-term care	082-568-7732
Minami Ward	Child-related	082-250-4131	Elderly-related	082-250-4107
	Disabilities	082-250-4132	Long-term care	082-250-4138
Nishi Ward	Child-related	082-294-6342	Elderly-related	082-294-6218
	Disabilities	082-294-6346	Long-term care	082-294-6585
Asaminami Ward	Child-related	082-831-4945	Elderly-related	082-831-4941
	Disabilities	082-831-4946	Long-term care	082-831-4943
Asakita Ward	Child-related	082-819-0605	Elderly-related	082-819-0585
	Disabilities	082-819-0608	Long-term care	082-819-0621
Aki Ward	Child-related	082-821-2813	Elderly-related	082-821-2808
	Disabilities	082-821-2816	Long-term care	082-821-2823
Saeki Ward	Child-related	082-943-9732	Elderly-related	082-943-9729
	Disabilities	082-943-9769	Long-term care	082-943-9730

**National Insurance and Pension Division** (Main responsibilities: National Health Insurance / National Pension / High medical expenses)

Ward	Tel		Email
	Insurance (National Health Insurance, etc.)	Pension (National Pension, etc.)	
Naka Ward	082-504-2555	082-504-2556	na-hoken@city.hiroshima.lg.jp
Higashi Ward	082-568-7711	082-568-7712	hi-hoken@city.hiroshima.lg.jp
Minami Ward	082-250-8941	082-250-8944	mi-hoken@city.hiroshima.lg.jp
Nishi Ward	082-532-0933	082-532-0935	ni-hoken@city.hiroshima.lg.jp
Asaminami Ward	082-831-4929	082-831-4931	am-hoken@city.hiroshima.lg.jp
Asakita Ward	082-819-3909	082-819-3910	as-hoken@city.hiroshima.lg.jp
Aki Ward	082-821-4910	082-821-4910	ak-hoken@city.hiroshima.lg.jp
Saeki Ward	082-943-9712	082-943-9713	sa-hoken@city.hiroshima.lg.jp

**Family and Health Services Division** (Main responsibilities: Public Welfare)

Ward	Section	Tel	Section	Tel
Naka Ward	Public Assistance Section I	082-504-2571	Public Assistance Section V	082-504-2331
	Public Assistance Section II	082-504-2688	Public Assistance Section VI	082-504-2334
	Public Assistance Section III	082-504-2572	Public Assistance Section VII	082-504-2443
	Public Assistance Section IV	082-504-2689	Public Assistance Section VIII	082-504-2333
Higashi Ward	Public Assistance Section I	082-568-7726	Public Assistance Section III	082-568-7728
	Public Assistance Section II	082-568-7727		
Minami Ward	Public Assistance Section I	082-250-4104	Public Assistance Section III	082-250-4141
	Public Assistance Section II	082-250-4105	Public Assistance Section IV	082-250-4155
Nishi Ward	Public Assistance Section I	082-294-6117	Public Assistance Section IV	082-294-6069
	Public Assistance Section II	082-294-6119	Public Assistance Section V	082-294-6135
	Public Assistance Section III	082-294-6583		
Asaminami Ward	Public Assistance Section I	082-831-4940	Public Assistance Section III	082-831-4973
	Public Assistance Section II	082-831-5010		
Asakita Ward	Public Assistance Section I	082-819-0576	Public Assistance Section III	082-819-0614
	Public Assistance Section II	082-819-0620		
Aki Ward	Public Assistance Section I	082-821-2806	Public Assistance Section II	082-821-2806
Saeki Ward	Public Assistance Section I	082-943-9726	Public Assistance Section II	082-943-9764

**Municipal Tax Office (Municipal Resident Tax Sections, Land Tax Sections and Building Tax Sections), Tax Rooms**

Office names	Section names	Tel	Room names	Tel
Central Municipal Tax Office (Inside Naka Ward Office)	Municipal Resident Tax Section	082-504-2564 Naka Ward jurisdiction 082-504-2751 Minami Ward jurisdiction	Minami Tax Room (Inside Minami Ward Office)	082-250-8946
	Land Tax Section	082-504-2565 Naka Ward and Minami Ward jurisdiction		
	Building Tax Section	082-504-2566 Naka Ward and Minami Ward jurisdiction		
Eastern Municipal Tax Office (Inside Higashi Ward Office)	Municipal Resident Tax Section	082-568-7719 Higashi Ward and Aki Ward jurisdictions	Aki Tax Room (Inside Aki Ward Office)	082-821-4913
	Land Tax Section	082-568-7720 Higashi Ward and Aki Ward jurisdictions		
	Building Tax Section	082-568-7721 Higashi Ward and Aki Ward jurisdictions		
Western Municipal Tax Office (Inside Nishi Ward Office)	Municipal Resident Tax Section	082-532-0942 Nishi Ward jurisdiction 082-532-1012 Saeki Ward jurisdiction	Saeki Tax Room (Inside Saeki Ward Office)	082-943-9716
	Land Tax Section	082-532-0943 Nishi Ward jurisdiction 082-532-1014 Saeki Ward jurisdiction		
	Building Tax Section	082-532-0944 Nishi Ward jurisdiction 082-532-1015 Saeki Ward jurisdiction		
Northern Municipal Tax Office (Inside Asaminami Ward Office)	Municipal Resident Tax Section	082-831-4935 Asaminami Ward jurisdiction 082-831-5016 Asakita Ward jurisdiction	Asakita Tax Room (Inside Asakita Ward Office)	082-819-3913
	Land Tax Section	082-831-4937 Asaminami Ward jurisdiction (Gion and Numata) 082-831-4938 Asakita Ward jurisdiction (Shiraki, Koyo and Kabe) 082-831-5019 Asaminami Ward jurisdiction (Sato and Yasufuruichi) Asakita Ward jurisdiction (Asa)		
	Building Tax Section	082-831-4936 Asaminami Ward jurisdiction (Yasufuruichi, Gion, and Numata) 082-831-5023 Asaminami Ward (Sato) and Asakita Ward jurisdictions		

**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
		082-504-0132		
Higashi Ward	Collections Division III	082-504-0321	tyoshu3@city.hiroshima.lg.jp	
Minami Ward	Collections Division I	082-504-0133	tyoshu1@city.hiroshima.lg.jp	
Nishi Ward	Collections Division II	082-504-0211	tyoshu2@city.hiroshima.lg.jp	082-249-3901
		082-504-0212		
Asaminami Ward	Collections Division IV	082-504-0411	tyoshu4@city.hiroshima.lg.jp	082-249-3901
		082-504-0412		
Asakita Ward	Collections Division IV	082-504-0413		
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	
All Areas (Large-sum Tax Delinquency)	Special Delinquent Payment Division	082-504-2128	tokutai@city.hiroshima.lg.jp	

**Waterworks Bureau Service Stations**

Ward	Service Station	Address	Tel	Fax
Naka Ward	Chuo Service Station	9-32 Moto-machi, Naka-ku	082-221-5522	082-511-6925
Higashi Ward				
Minami Ward				
Nishi Ward				
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	1-5-1 Minami-yoshijima, Naka-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 Nakashima, 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

## 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
Royal Danish Honorary Consulate in Hiroshima Andersen Group	7-1 Hondori, Naka-ku Andersen Group	082-247-9225
Honorary Consulate of France in Hiroshima	6-30, Naka-machi, Naka-ku Hiro Tele Plaza 6F	082-569-5450
Honorary Consulate of the Republic of Austria	19-2 Hakushima-kita-machi, Naka-ku Hiroshima Home Television Co. Ltd	082-221-4964
Honorary Consulate of the Republic of Poland	4-33 Ko-machi, Naka-ku Chūgoku Electric Power Co., Inc.	070-3780-3227
Honorary Consulate of Canada in Hiroshima	5-37-1, Gion, Asaminami-ku Hiroshima University of Economics	082-875-7530
Honorary Consulate of the Republic of Uzbekistan	1-26 Tate-machi, Naka-ku Taihei Bldg. 2F	082-258-6200
Honorary Consulate of Mongolia	5-7-24 Ozu, Higashi-ku Logicom Holdings Headquarters	082-282-3434
Honorary Consulate of the Federative Republic of Brazil in Hiroshima	1-5-24 Ozu, Minami-ku Tanaka Electric Industries Co., Ltd.	082-567-5597
Honorary Consulate of the United Mexican States	3-1 Shinchi, Fuchu Town, Aki-gun MAZDA Motor Corporation	082-565-2834

Honorary Consulate of the Republic of Malta	1-34-45 Hatami, Ondo-cho, Kure City Ondo, Inc.	0823-51-2211
Honorary Consulate of the Republic of Lithuania in Fukuyama	4-20-1 Higashi-Fukatsu-cho, Fukuyama City Fukuyama Transporting Co., Inc.	084-924-2000
United Nations Institute for Training and Research (UNITAR) Hiroshima Office (UNITAR Hiroshima Office)	3-25 Nakajima-cho, Naka-ku Nippon Life Heiwakoen Bldg 8F	082-236-3808
Office of Thai Trade Representative, Hiroshima	3-7-47 Senda-machi, Naka-ku Hiroshima Prefectural Information Plaza 5F	082-249-9911

## 7 – 4 Afterhours Emergency Care

**Note:** Times listed are reception hours.

Facility	Specialism	Mon to Fri	Saturdays	Sundays	Holidays
<b>Family doctors</b> 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, we recommend having a family doctor.					Clinics designated to open on Sundays and national holidays can be found in the daily newspaper and on the City of Hiroshima website. Look for <b>当番医 (tōban-i)</b> . 9 am-5:30 pm
<b>Hiroshima Citizens Hospital</b> 7-33 Moto-machi, Naka-ku <b>Tel:</b> 082-221-2291 <b>Fax:</b> 082-223-5514	Internal medicine, etc.	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)
<b>Funairi Citizens Hospital</b> 14-11 Funairi-saiwai-cho, Naka-ku <b>Tel:</b> 082-232-6195 <b>Fax:</b> 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)
<b>North Medical Center Asa Citizens Hospital</b> (Closed Aug 6 and Dec 29 to Jan 3) 1-2-1 Kameyama-minami, Asakita-ku <b>Tel:</b> 082-815-5211 <b>Fax:</b> 082-814-1791	Pediatrics			6-10 pm	Closed
<b>Aki Citizens Hospital</b> (Managed by the Hiroshima City Medical Association) (Closed Aug 6, Dec 29 to Jan 3) 2-14-1 Hataka, Aki-ku <b>Tel:</b> 082-827-0121 <b>Fax:</b> 082-827-0561	Internal medicine and surgery		8:30 am-3:30 pm 6-11 pm	6-11 pm	6-11 pm
<b>Hiroshima City Medical Association Senda-machi Afterhours Emergency Medical Center</b> (Closed Dec 31 to Jan 3) 3-8-6 Senda-machi, Naka-ku <b>Tel:</b> 082-504-9990 <b>Fax:</b> 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
<b>Asa Medical Association Kabe Afterhours Emergency Medical Center</b> (Closed Dec 31 to Jan 3) 2-1-38 Kabe-minami, Asakita-ku (Former Asa Citizens Hospital North Wing) <b>Tel:</b> 082-814-9910 <b>Fax:</b> 082-814-9909	Internal medicine (15-year-olds or older)	7:00 pm-10:30 pm	7:00 pm-10:30 pm	Closed	Closed
<b>Hiroshima Oral Health Center</b> 3-2-4 Futabanosato, Higashi-ku <b>Tel:</b> 082-262-2672 <b>Fax:</b> 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 has a Japanese and English version. You can also use the automatic translation function (a private-sector translation service) to translate the Japanese website into 131 languages including Chinese, Korean, Portuguese, Spanish, Filipino, 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 still learning Japanese:

↗ <https://www.city.hiroshima.lg.jp/site/yasashii/index.html>



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

Provides information for international residents about life in Japan, disaster information, Japanese language classes, international events, and more. Available in simplified Japanese (やさしいにほんご), English, Spanish, Chinese, Korean, Filipino, Vietnamese, and Portuguese.

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



#### 3. Medical Information Network (Navi): *Iryō Jōhō Netto*

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:

↗ <https://www.iryou.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2300/initialize>



#### 4. Start Hiroshima!

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

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



## 5. Immigration Services Agency

### ***A Daily Life Support Portal for Foreign Nationals***

Provides essential information about life in Japan. Available in Japanese and can be automatically translated into English, Chinese (traditional and simplified), Korean, Indonesian, Spanish, Thai, Mongolian, Tagalog, Portuguese, Vietnamese, Burmese, Nepali, Khmer, and more.

### ***Guidebook on Living and Working***

Supervised by the Immigration Services Agency, this guidebook provides information for foreign residents to live safely and securely in Japan. It is available in Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Nepali, Thai, Indonesian, Burmese, Khmer, Filipino, Mongolian, Turkish, Ukrainian, Russian, and French.

↗ <https://www.moj.go.jp/isa/support/portal/>



## 6. Hiroshima's Official Tourism App: *Dive! Hiroshima*

Provides tourist information about Hiroshima Prefecture and surrounding areas. In addition to Japanese, the website is also available in English, Korean, Chinese (traditional/simplified), French, German, and Thai.

↗ <https://dive-hiroshima.com/>



## 8 Signs and Symbols Used in Japan

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

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

## 9 Household Waste Disposal Guidelines

<https://www.city.hiroshima.lg.jp/living/gomi-kankyo/1021277/1003072/1026095/1026096/1003182.html>



Environmental Bureau The City of Hiroshima

### Household Waste Disposal Guidelines

**Put out household waste **by 8:30 am** on the collection day.**

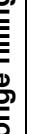
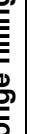


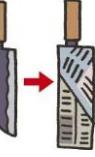
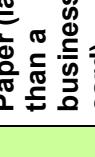
Scan the QR code on the right to check your area's collection days on the City of Hiroshima website. Alternatively, you may refer to the printed edition of the Household Waste Disposal Guidelines.

Collection Days  
(The City of Hiroshima website)

Category	Collection day	Items	Examples	Disposal Method
Combustible Waste	かねん 可燃ごみ	Kitchen waste		<ul style="list-style-type: none"> <li>Do not dispose of combustible waste in cardboard boxes (cardboard boxes are <b>recyclable waste</b>).</li> <li>If a piece of paper is larger than a business card, you should dispose of it as <b>recyclable waste</b>. This includes confectionery boxes and direct mail.</li> <li>Return empty milk cartons to collection boxes at supermarkets if possible.</li> <li>Drain food waste of any excess liquid and wrap it in newspaper or similar paper.</li> <li>Soak up cooking oil with a cloth or newspaper before disposal.</li> <li>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.</li> </ul> <p><b>Note:</b> You can only dispose of green wood <b>up to 5 cm</b> in diameter or dried wood <b>up to 10 cm</b> in diameter.</p>
Non-recyclable paper waste	Twice a week	Small pieces of wood/ pruned branches		<p><b>Desiccants and deoxidizers</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>Note:</b> You can only dispose of green wood <b>up to 5 cm</b> in diameter or dried wood <b>up to 10 cm</b> in diameter.</p>
Dispose of combustible waste in a strong paper bag or plastic bag (do not use sandbags, etc.).		Other		<p><b>Cushions and pillows with cotton filling</b></p> <ul style="list-style-type: none"> <li>Break off the points of bamboo skewers and other sharp items before disposal.</li> <li>You must soak fireworks and matches in water before disposal.</li> </ul>
		Disposable diapers		<p><b>Pet litter, droppings, etc.</b></p>

Category	Collection day	Disposal Method						
Category	Items	Examples						
<b>ペットボトル</b>  <b>PET Bottles</b>   <b>Dispose in a transparent or semi-transparent plastic bag</b>	<b>PET Bottles</b>   <b>Look for this symbol</b>  <b>Once a week</b>	 <ul style="list-style-type: none"> <li>● PET bottles for beverages (soft drinks, tea, coffee, water, etc.).</li> <li>● 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.</li> </ul> <p><b>Remove caps and labels and dispose of them as Recyclable Plastics.</b></p> <p><b>↓</b></p> <ul style="list-style-type: none"> <li>● Remove caps and labels, empty and rinse the inside of bottles with water, and crush them. (Caps and labels go in Recyclable Plastics.)</li> <li>● PET bottles must be bagged separately from Recyclable Plastics.</li> <li>● Do not put bags filled with PET bottles into another bag.</li> <li>● Plastic bottles for cooking oil, sauce, and detergent go in Recyclable Plastics.</li> </ul> <p><b>Plastic product containers and packaging</b></p> <table border="1"> <tr> <td data-bbox="770 640 928 1516">   <b>Bags and netting</b> </td><td data-bbox="928 640 992 1516">   <b>Plastic bottles</b> </td><td data-bbox="992 640 1056 1516">   <b>Plastic lids, caps, and labels</b> </td></tr> <tr> <td data-bbox="770 1516 928 2124">   <b>Polystyrene containers and packaging material</b> </td><td data-bbox="928 1516 992 2124">   <b>Plastic wrap for food</b> </td><td data-bbox="992 1516 1500 2124">   <b>Plastic cups (Paper cups go in Combustible Waste)</b> </td></tr> </table> <p><b>Supermarket checkout bags, etc.</b></p>	 <b>Bags and netting</b>	 <b>Plastic bottles</b>	 <b>Plastic lids, caps, and labels</b>	 <b>Polystyrene containers and packaging material</b>	 <b>Plastic wrap for food</b>	 <b>Plastic cups (Paper cups go in Combustible Waste)</b>
 <b>Bags and netting</b>	 <b>Plastic bottles</b>	 <b>Plastic lids, caps, and labels</b>						
 <b>Polystyrene containers and packaging material</b>	 <b>Plastic wrap for food</b>	 <b>Plastic cups (Paper cups go in Combustible Waste)</b>						
<b>リサイクル</b>  <b>Recyclable Plastics</b>   <b>Dispose in a transparent or semi-transparent plastic bag</b>	  <b>Recyclable Plastics</b>   <b>Dispose in a transparent or semi-transparent plastic bag</b>	<ul style="list-style-type: none"> <li>● Remove caps and lids.</li> <li>● Return supermarket food trays to collection boxes at supermarkets if possible.</li> </ul>						

Category	Collection day	Items	Examples	Disposal Method
<b>その他</b>	<b>Twice a month</b>	Plastics other than containers and packaging	     	<ul style="list-style-type: none"> <li>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.</li> <li>Dispose of plastic toys and stuffed toys that include machine parts as Non-Combustible Waste.</li> <li>Plastic items that meet the criteria for Large Waste (see below) will be considered Large Waste.</li> <li>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.</li> <li>Dispose of soil, sand, and gravel used in plant pots using a plastic bag (up to three bags of waste at a time).</li> <li>Place lighters in a separate bag from other non-combustible waste and write 1タ- ("lighter") on the bag to prevent fires.</li> <li>Remove batteries from electrical appliances and dispose of them as Harmful Waste.</li> <li>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.</li> <li>Dispose of <b>small electrical appliances</b> (battery-powered or mains-powered) via the recycling boxes in ward offices. Only items that can fit through the slot of the collection box (H15cm × W30cm × D40cm) will be allowed. Alternatively, you may also arrange for collection by courier service. For details, please visit the City of Hiroshima website.</li> </ul>
<b>その他</b>	<b>Twice a month</b>	Non-Combustible Waste	  	        
<b>その他</b>	<b>Twice a month</b>	Other Plastics	Dispose in a transparent or semi-transparent plastic bag	  

Category	Collection day	Items	Examples	Disposal Method
<b>資源ごみ</b> Recyclable Waste	<b>Twice a month</b>		     	<ul style="list-style-type: none"> <li>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.</li> <li>If spray cans, paint cans, and containers for medicine or chemicals are not empty they will not be collected, so please consult their manufacturers.</li> <li>Wrap kitchen knives and broken glass in newspaper (etc.) and write “dangerous” on them.</li> <li>If possible, take returnable bottles (such as beer bottles and large sake bottles) back to the store where they were purchased.</li> <li>Remove caps and lids from cans and bottles, make sure to empty them and wash them thoroughly before disposal.</li> <li>The City of Hiroshima asks that residents practice 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.</li> <li>As much as possible, donate and reuse old clothes.</li> </ul>
<b>有害ごみ</b> Harmful Waste	<b>Twice a month</b>		  	<ul style="list-style-type: none"> <li>Be sure to place harmful waste in a separate plastic bag (not a sandbag) from recyclable waste and write “harmful” on the bag.</li> <li>Non-mercury thermometers go in non-combustible waste.</li> <li><b>LED bulbs and LED fluorescent lights</b> go in non-combustible waste.</li> <li>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. Gently place them at the collection point to ensure they don't break.</li> <li>For batteries, be sure to <u>cover both battery terminals with tape</u>.</li> </ul>
			  	<ul style="list-style-type: none"> <li>Dry-cell batteries, watch batteries, small rechargeable batteries (smartphone chargers, lithium batteries, etc.) <b>Be sure to cover battery terminals with tape</b>.</li> </ul>

Category	Collection day	Items	Examples	Disposal Method
大型ごみ (有料) Large Waste (Paid service)	Twice a month (Reservation Required)	Items subject to the Home Appliance Recycling Law: • Home appliances • Furniture • Bedding • Other	<p><b>Note:</b> For items subject to the Home Appliance Recycling Law, you have to purchase a separate Home Appliance Recycling Payment Ticket by transferring the recycling fee at a post office or Japan Post Bank counter, in addition to the payment ticket issued by the City.</p>  <p><b>Items subject to the Home Appliance Recycling Law:</b></p> <ul style="list-style-type: none"> <li>• Items subject to the Home Appliance Recycling Law: Air conditioners, TV sets, refrigerators, freezers, washing machines, home dryers</li> <li>• Futons, dressers, desks, plastic kerosene containers, bicycles, etc.</li> </ul> <p><b>Note:</b> 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> 	<ul style="list-style-type: none"> <li>• You may reserve <b>online</b>, <b>via phone</b>, or <b>via webchat</b> (if you reserve online or via webchat, you can also make cashless payments). However, please note that <b>cashless payments will not be refunded if you cancel your reservation</b>.</li> <li>• <b>Phone reservations</b> (Japanese only)</li> </ul> <p><b>Large Waste Information Center</b> (<i>Ogata Gomi Uketsume Sentā</i>) Tel: 0570-082530 (expenses are not covered by flat rate calling plans) Flat rate calling plan subscribers may call 082-544-5300 instead. Fax: 0570-082531</p> <p>Those unable to reserve via the abovementioned methods due to hearing impairments or other disabilities may do so via fax.</p> <p><b>Business hours:</b> 9 am-6 pm <b>Closed:</b> Weekends, national holidays, August 6, December 29 to January 3 <b>Reservation deadline:</b> <b>At least three days</b> before your area's collection day.</p> <ul style="list-style-type: none"> <li>• <b>Online reservations</b> Scan the QR code on the right to make a reservation.</li> <li>• <b>At least five days</b> before your area's collection day</li> <li>• The City <b>does not</b> 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 (see <b>Non-Combustible Waste</b>).</li> </ul> <p><b>PC 3R Promotion Association</b> Tel: 03-5282-7685 <a href="http://www.pc3r.jp/">http://www.pc3r.jp/</a></p> <p><b>Vacuum cleaners, microwave ovens, etc.</b></p>

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

<b>Bulk waste disposal</b>	You must take these to a designated waste collection facility yourself or use a licensed private waste collection service.	A large amount of waste produced due to moving house, garden tree pruning, house redecoration, or other reasons	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Take it directly to a waste collection facility designated for each category of waste by the City.</li> <li>• Have it collected by a private waste collection service licensed by the City.</li> </ul> <p><b>Note:</b> Some waste, including industrial waste, cannot be collected at municipal facilities. Please confirm with the relevant facility in advance.</p>
<b>Commercial waste</b>		Waste generated from commercial activities (in offices, stores, etc.)	
<b>Other</b>	Take it to the store it was purchased at or to its manufacturer.	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.	

## Large Waste Removal Support (*Anshin Support*)

If you live alone and are unable to move Large Waste to the collection site by yourself, collection staff will assist you in removing the refuse from your residence.

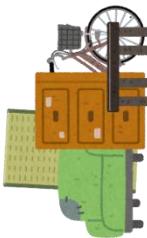
**How to apply:** Apply online or by phone to the Large Waste Information Center **at least two weeks before the collection date.**

**Fees:** You only need to pay the **fee for disposing of Large Waste**.

**Criteria:** Must live alone

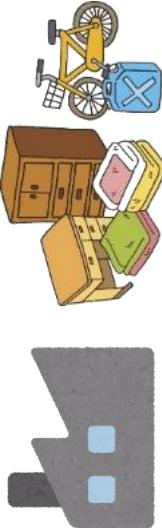
Note: There are some exceptions for those who don't live alone. If, of those living with you (including yourself), no one, or just one person does not fall under the following (1)-(5), you may apply for this service.

- (1) Those who are enrolled in Long-Term Care Insurance and certified as requiring long-term care and support
- (2) Those who have been issued the Physical Disability Certificate, Special Needs Certificate or Mental Disability Health and Welfare Certificate
- (3) Those who are expecting a child or who gave birth within the past year and have received a Maternal and Child Health Handbook
- (4) Those who are 65 years of age or older
- (5) Those who are still receiving compulsory education



## If you wish to bring Large Waste to a waste collection facility by yourself

Large Waste from households in Hiroshima City may be brought directly to the following facilities.

<p><b>For appliances subject to the Household Appliance Recycling Law, bring them to:</b></p> <p>(1) <b>Okayamaken Freight Transportation Co., Ltd. (Hiroshima Main Branch Office)</b> 4-10-202, Kan-on-shin-machi, Nishi-ku, Hiroshima Tel: 082-297-2411//Fax: 082-297-5621</p> <p>(2) <b>Seino Transportation Co., Ltd. (Hiroshima Branch Office)</b> 6-2-15, Konan, Naka-ku, Hiroshima Tel: 082-545-9071//Fax: 082-545-9368 Hours: Monday-Friday (9 am-12 pm, 1-4:30 pm) Saturdays (irregular hours) Closed: Sundays, national holidays, Obon summer vacation period, year-end, and New Year holidays</p> <p><b>Note:</b> For items subject to the Home Appliance Recycling Law, you have to purchase a separate Home Appliance Recycling Payment Ticket by transferring the recycling fee at a post office or Japan Post Bank counter, in addition to the payment ticket issued by the City.</p>	<p><b>For other appliances, bring them to:</b></p> <p><b>Asaminami Large Waste Treatment Facility</b> 4-3990 Tomokita, Asaminami-ku, Hiroshima Tel: 082-848-1114//Fax: 082-848-1189 Hours: Monday to Friday (9 am-4 pm) Closed: Weekends, national holidays, August 6, and December 29-January 3</p> 
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## 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.

## 10 Medical and Emergency Card for International Residents

<https://www.city.hiroshima.lg.jp/site/yasashii/11655.html>



About me わたしのこと	
Gender 性別	Male 男 ／ Female 女
Phone Number 電話番号	( ) - E-mail( )
Nationality 国籍	
Company School 会社・学校など	
Languages Spoken 話す言語	
Emergency Contact 緊急連絡先	
Name 名前	Relationship 総柄 ( ) Phone number 電話番号 ( ) -
Family or friend 家族・友人	
Name 名前	Relationship 総柄 ( ) Phone number 電話番号 ( ) -
Name 名前	
Address 住所	
The City of Hiroshima 発行: 広島市	

Make sure to fill in all the sections and carry this card with you to stay prepared for crisis situations. いざというときに備えて各自記入して持ち歩きましょう

### City Foreign Resident Medical & Emergency Card

外国人市民のための緊急・救急カード

Make sure to fill in all the sections and carry this card with you to stay prepared for crisis situations. いざというときに備えて各自記入して持ち歩きましょう

Name 名前
Address 住所

Evacuation Information	
Getting Evacuation Information 避難情報の収集先	
Advisory for Senior Citizens (etc) 高齢者等避難	<ul style="list-style-type: none"> <li>Those who need more time, such as senior citizens, should begin evacuation.</li> <li>If you live in a disaster-prone area or feel you are in danger, go to an evacuation site immediately.</li> <li>If it is dangerous to go to an evacuation site, go to a nearby safe place.</li> </ul>
Evacuation Advisory 避難指示	<ul style="list-style-type: none"> <li>Do what you think is best to protect yourself and the safety of everyone around you.</li> </ul>
Take IMMEDIATE action for your safety 緊急安全確保	

My Words for When you are sick or in trouble	
When you are sick: 病気のときのことば	
Is there a doctor here? 医者はいますか	
Have a fever. 熱があります	
It hurts. 痛いです	
I don't feel well. 気分が悪いです	
Feel dizzy. めまいがします	
When you are in trouble: 困ったときのことば	
Please help. 助けてください	
There's someone hurt here. けがをした人がいます	
There's a fire. 火事です	
Please call an ambulance / a fire engine. 救急車・消防車を呼んでください	
Where is the evacuation shelter? 避難所はどこですか	

このカードは、一般財團法人自衛情報協会の創設者によって作成されました。

My Evacuation Shelters	
My Local Evacuation Shelters	
My local evacuation shelter in the event of landslides, flooding, high tides: (災害の種類) 土砂・洪水・高潮	
My local evacuation shelter in the event of earthquakes, tsunamis, large-scale fires: (災害の種類) 地震・津波・大火事	
My local evacuation shelter in the event of cutting through the disaster risk area: (災害の種類) 切迫した災害の危険から緊急的に逃れための施設、又は場所で、災害種別に応じて指定しています。 (災害の種類) 土砂・洪水・高潮・地震・津波・大規模な火事があります。	
These facilities provide temporary lodging and shelter for persons who have lost their homes.	
Designated Evacuation Shelter 指定緊急避難所	
Address: 住所	

※ 在 event of flooding, high tides or tsunamis, seek shelter on higher ground immediately.

※ 洪水・高潮などが発生した場合は、近くの高台などへ逃げましょう。

The information contained in this Life in Hiroshima: A Guide for International Residents is current as of October 2025. 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.

### **Life in Hiroshima: A Guide for International Residents**

Editing/Publication:  
Internationalization Division  
Citizens Affairs Bureau  
The City of Hiroshima

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# ひろしまし あきぐんがいこくじんそうだんまどぐち 広島市・安芸郡外国人相談窓口

ひろしまし あきぐん ふちゅうちょう かいたちょう くまのちょう さかちょう す がいこくじん  
広島市と安芸郡（府中町、海田町、熊野町、坂町）に住んでいる 外国人のみなさん

にほんご せいかつ こま  
日本語がわからなくて、生活のことで困っていませんか？

むりょう そうだん まも  
無料で相談することができます。ひみつは守ります。

**TEL: 082-241-5010 FAX: 082-242-7452**

Email: soudan@pcf.city.hiroshima.jp

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

◆ 祝日（日本の休みの日）、8月6日、12月29日から1月3日は休みです

Website

Facebook



相談できるところ	相談できることば	相談できる日	相談できるじかん
がいこくじんそうだんまどぐち <b>外国人相談窓口</b> ひろしまこくさいかい ぎじょう かい (広島国際会議場3階) ひろしましなかなかじまちょう 広島市中区中島町1-5 へいわきねんこうえん 平和記念公園のなかにあります	スペイン語 中国語 ベトナム語 ポルトガル語 英語 フィリピノ語	月曜日～金曜日 金曜日 金曜日 第1と第3水曜日	9:00～16:00
あきくやくしょかい <b>安芸区役所2階</b> ひろしまし あきくふなこしみなみ 広島市安芸区船越南3-4-36	ポルトガル語 スペイン語	第2水曜日 第3木曜日	10:15～12:30 13:30～16:00
もとまちかんりじむしょ もとまちだんちない <b>基町管理事務所（基町団地内）</b> ひろしましなかくもとまち 広島市中区基町19-5	中国語	第2火曜日	
<b>在留資格のことをききたいとき</b> 出入国在留管理局の人に相談することができます（予約をしてください） いつ：毎月第2金曜日 13:30～16:00 ところ：外国人相談窓口（広島国際会議場3階）			

**広島市で生活をはじめた人へ**

相談員が広島市でのあたらしい生活のことを  
説明します（予約をしてください）

**翻訳タブレットで対応します**

ほかのことばでも 翻訳タブレットを  
つかって対応します  
※相談窓口の情報は P42 も見てください。

**Ventanilla de Consultas para Extranjeros de la Ciudad de Hiroshima y Distrito de Aki (Vea la pág. 42)**

广岛市・安芸郡 外国人咨询窗口 (参见 P42)

**Quầy Tư Vấn Cho Cư Dân Người Nước Ngoài Tại Thành Phố Hiroshima và Quận Aki (Xem trang 42)**

**Sala de Consultas para Estrangeiros da Cidade de Hiroshima e Região de Aki (Veja a Página 42)**

**Hiroshima City & Aki County International Resident Consultation Service (See Page 42)**

**Hiroshima City & Aki County Konsultasyon Serbisyo Para sa Mga Dayuhan (Makikita sa Pahina 42)**

히로시마시・아키군 외국인 상담 창구 (P42 참조)