


English

● 英語

Living guide 

Kitajima Town
北島町

I. Emergencies

1. What to do in an Emergency	1
2. How to Call the Emergency Services	4
3. Out-of-Hours Medical Services	4

II. Procedures for Foreign Residents living in Japan

1. Types of Residency Status (Visa)	5
2. Komatsushima Port Immigration Office	6
3. Procedures for Foreign Residents	6
4. Procedures for Residence Cards	10
5. International Marriage and Divorce	12
6. Birth and Death Registration	13

III. Daily Life

1. Housing	15
2. Electricity, Gas and Water	16
3. Garbage Disposal	17
4. Telephone	17
5. The Post Office and Postal Services	21
6. Banking	24
7. Convenience Stores	26
8. Driving	26

IV. Medicine and Health

1. Basic Knowledge about Medical Facilities	30
2. The Public Health Insurance System	30
3. Maternity, Birth & Vaccinations	32
4. Prevention of Infectious Diseases	36

V. Working

1. Looking for Work	38
2. Employment Contracts	39
3. Wages	39
4. Dismissal and Retirement	40
5. Working Hours	41
6. The Social Insurance System	42

VI. Education

- 1. The Japanese Education System46
- 2. Starting School or Kindergarten46

VII. Tax

- 1. Types of Tax49

VIII. Introduction to Tokushima Prefecture

- 1. Introduction to Tokushima Prefecture50
- 2. Tokushima Prefectural International Exchange Association (TOPIA)
.....54
- 3. Major Government Offices and Organisations55

IX. Kitajima Town Information

- 1. Location..... 58
- 2. Geography..... 58
- 3. Local Special Produce..... 58
- 4. Events..... 59
- 5. Town Facilities..... 60
- 6. Health and Fitness..... 61
- 7. Garbage Disposal..... 62
- 8. Emergency Evacuation Shelters / Facilities..... 64

Please Note: The information contained in this guide is correct at the time of writing, but may be subject to change.

I. Emergencies

1. What to do in an Emergency

(1) Fire

- Dial 119
- Say “kaji desu” (“there’s a fire”) and give your name and address.
- If possible, try to put out the fire before the fire engine arrives. However, remember that your first priority is your own safety, so do not attempt to fight the fire if it is dangerous to do so.

(2) Serious Injury or Sudden Illness

- Dial 119
- Say “kyuukyuu desu” (“it’s an emergency”) or “kyuubyuu desu” (“sudden illness”) and give your name and address.
- If possible, have your health insurance documents ready before the ambulance arrives.

(3) Traffic Accident, Accident, or Crime

- Dial 110
- Say “dorobou desu” (“there was a thief”) or “jiko desu” (“there was an accident”). Give your name and address, and details of when, where, and what happened.

(4) Earthquakes

Japan is one of the countries most frequently affected by earthquakes in the world. Tokushima Prefecture could also be affected by the potential Great Nankai Trough Earthquake. For an earthquake to occur at any time or place is not strange. In order to minimize the damage caused by such natural disasters, it is important to take anti-disaster countermeasures on a routine basis, and when a disaster occurs, take action calmly.

Everyday Measures

- Check where the safest place in your house/apartment is.
- Store enough drinking water – 2-3 litres per person, per day.
- Prepare a rucksack or emergency bag and store it in a place familiar to everyone in the family. Example of items to put in the rucksack / emergency bag: (a) flashlight and batteries, (b) drinking water and food, (c) portable radio (d) money (including some ¥10 coins for using a public telephone), (e) copies of identification materials such as passports and bankbooks, etc., and other valuables, (f) matches, lighter and

candles, (g) a first-aid kit (including medicine for those requiring regular medication), (h) a helmet or other protective headwear, (i) cotton work gloves, socks and underwear, (j) heat insulating and waterproof blankets, (k) rope, etc.

- Use metal fittings to secure furniture and prevent it from falling over.
- Use shatter-prevention film on windows, cupboards, shelves, etc. where glass is used.
- Make a note of emergency contact telephone numbers and the contact details of someone who can communicate in your language.
- Confirm where your nearest emergency shelter and hospital are and how to get there. Inquire at your city, town or village office to confirm the whereabouts of your nearest emergency shelter.

When an Earthquake Occurs

- Ensure your personal safety and get to the nearest safe place.
- Switch off the gas and all gas-powered cookers and appliances in use. Switch off all other appliances such as cooking and heating appliances that may cause a fire.
- If a fire breaks out, extinguish it immediately with the nearest fire extinguisher.
- Open all doors, including the front door, to ensure a clear escape route.
- Listen to the TV and radio regularly, or telephone for earthquake information.
- Do not rush out of a building. Wait until the earthquake has temporarily stopped, then get your emergency bag, put on a helmet or other protective head covering and make your way to an open space.
- Try not to become separated from family members or neighbours. Check you are all together and make your way as quickly as possible to a shelter.
- If you are driving, avoid braking suddenly. Reduce your speed slowly and move over to the left shoulder of the road. Do not park the car next to a gasoline station or high-pressure gas facility, or under a pedestrian bridge.
- If you are walking along a wide road, move out to the centre. If downtown, be careful of falling objects such as signs, telegraph poles and glass from windows, etc.

After an Earthquake

After an earthquake, there is the danger of after-shocks and tsunamis. If possible, get accurate information from the radio, newspaper, television, etc. If you find you cannot return to your residence after a big earthquake, inform your country's embassy or consulate, your place of employment or school of the safety of both you and your family.

Emergency Telephone Message Service (Saigai-yo Dengon Dial) - Tel. 171

When a disaster occurs, it is often difficult to make phone calls to the affected area. In such circumstances, use the Saigai-yo Dengon Dial service (telephone message service in times of disaster). People outside the area can listen to recorded messages made by those

in the affected area regarding their safety, etc. It is like a voice recorded message board. Similarly, people outside the area can send messages to people in the affected area. Notification of the introduction of the NTT Saigai-yo Dengon Dial service is made on the radio and television, etc. You use the service by dialing 171 and following the guidance in Japanese to record or listen to messages.

(5) Typhoons and Floods

Being prepared for Typhoons and Floods

Japan is prone to typhoons from summer through autumn that bring strong winds and torrential rain and can cause landslides and flooding. To be prepared for such strong winds and floods, the following points should be given attention.

- Your residence should be fully inspected. In order to keep damage to a minimum, repairs and reinforcements should be carried out.
- Window glass, etc. should be reinforced with gum or vinyl tape. If there are shutters, they should be closed.
- Boxes, flowerpots and other objects in the garden or on the balcony should be fastened or taken into the house to prevent them from being blown around by strong winds.
- Television antennas etc. should be reinforced with splints, wire, etc.
- Clear drains, shores and water tubs of any dirt and debris to ensure good drainage.
- If you live in a lowland area or in an area where flooding is possible, you should place furniture and electrical appliances as high as possible.
- In the event of a blackout (electric power failure), have a flashlight, portable radio, etc. in a set place familiar to each member of the family.
- Keep things you need to take with you in an emergency in a convenient place.
- Confirm where the nearest disaster shelter is and how to get there.
- Confirm whether or not your residence is in a safe district. Information can be found in the Kiken Kasho Zu (Danger Zones Map) at your city, town or village office, fire department office or civil engineering department (names may vary depending on district) concerning the location of disaster shelters and the threat of heavy rain-induced landslides in certain areas.

If a Typhoon Comes

- Do not go out in strong winds. If you must go out, wear a helmet or thick hat.
- Do not go near fallen utility poles or sagging cables.
- Pay close attention to weather forecasts. If a warning to evacuate the area is given, evacuate as quickly as possible. Families with elderly or sick persons or infants should evacuate early.

Disaster Victim Certificate (Risai Shomei-sho)

It is necessary to have a Disaster Victim Certificate when applying for tax deductions or a tax reprieve for victims of storms and floods. Application forms for this form may be obtained at city, town or village offices or from a fire department.

2. How to Call the Emergency Services

The 119 number and 110 number can both be rung from fixed-line telephones, public telephones and mobile telephones.

If you call from a fixed line telephone or public telephone, the receiver of the call can automatically tell the address where the call is coming from, even if you do not give your address.

- **How to call from a public telephone**

If you press the “emergency call button” on the public telephone, there is no need to use coins or a telephone card. Pick up the receiver, press the red “emergency call button” and dial 119 or 110.

3. Out-of-Hours Medical Services

Tokushima City Out-of-Hours Emergency Clinic or the Out-of-Hours Clinic Roster should be consulted if medical treatment is required at night or on a Sunday / public holiday.

- **Emergency Medical Treatment:**

1. Tokushima City Out-of-Hours Emergency Clinic (in the Fureai Kenkou-kan)
Okinohama-Higashi 2-16, Tokushima City. Tel: 088-622-3576

2. Out-of-Hours Clinic Roster

http://anshin.pref.tokushima.jp/pref_med/iryuu-renkei/system/general/holiday/calendar.php

A Tokushima Prefecture “Medical Treatment Tokushima” website search engine.

Further Information

- NHK World

<http://www3.nhk.or.jp/nhkworld/index.html> (multilingual)

- CLAIR Foreign Resident Disaster Support Information

<http://www.clair.or.jp/tabunka/shinsai/infolink.html>

2. Komatsushima Port Immigration Office

Procedures connected with status of residence (visas) are carried out at the Komatsushima Port Immigration Office, which is a branch of the Takamatsu Immigration Office.

Address: Komatsushima Minato Goudou Chousha 2nd floor, 1-11 Aza Sotobiraki, Komatsushima-cho, Komatsushima-shi 773-0001

Tel: 08853-2-1530

Open: Monday-Friday (except national holidays)
9:00 – 12:00 / 13:00 – 16:00

Access: From Stand 5 at Tokushima Station Bus Terminal, take a Tokushima Bus bound for Tachibana, Nyuudani or Katsuura and get off at the Nisseki Byoin-mae bus stop. From there it is a five minute walk.

Note: To ensure that your procedures are carried out smoothly, telephone the office before you go. If you do not speak Japanese, it may be a good idea to take somebody who can act as an interpreter.

Takamatsu Immigration Office

Tel: 087-822-5851

3. Procedures for Foreign Residents

In principle, applications should be made in person at the Immigration Office. In cases where the applicant is under 16 years of age, or is unable to go in person due to sickness or injury, a family member may make an application on their behalf. There is a cost associated with each procedure. This should be paid not in cash but in the form of a Revenue Stamp, available at post offices.

(1) Permission to Engage in an Activity Other Than That Permitted Under the Current Status of Residence.

This is necessary if you wish to engage in an activity (e.g. work) that is not permitted by your status of residence (visa). The cost is free.

Required documents:

- Application form
- Materials making clear the type of activity you wish to engage in (e.g. employment contract, employer's brochure) as stipulated by the immigration

office.

- Passport or Status of Residence Certificate
- Residence Card (or an alien registration certificate (card) deemed to be equivalent to a Residence Card)

(2) Permission to Change Status of Residence

This is necessary if you wish to cancel your current status of residence and change to a different status of residence (visa).

Required documents:

- Application form
- Documents detailing your activities within Japan
- Passport or Status of Residence Certificate
- Residence Card (or an alien registration certificate (card) deemed to be equivalent to a Residence Card)
- Certificate of “Permission to Engage in an Activity other than that Permitted Under the Current Status of Residence”, if you have received one

Charge: ¥4000

Note that you may be required to produce additional documents. Also, not all applications will receive permission.

(3) Permission to Extend the Period of Stay

This is necessary if you wish to extend the length of time your visa allows you to stay in Japan.

- Application for and reception of permission must be completed before your current visa expires.
- You can make an application from around three months before the date your current visa expires if you are the holder of a visa with a validity of over six months.

Required Documents

- Application form
- Documents supporting the application, as stipulated by the Immigration Office, and materials to make clear the type of activity in which you wish to engage.
- Passport or Status of Residence Certificate
- Residence Card (or an alien registration certificate (card) deemed to be equivalent to a Residence Card)

- Certificate of “Permission to Engage in an Activity other than that Permitted Under the Current Status of Residence”, if you have received one

Charge: ¥4000

Note that you may be required to produce additional documents.

(4) Permission for Permanent Residence

Basic Conditions

- As a rule, you need to have lived in Japan for 10 years consecutively.
- You must have the means or ability to support yourself independently.
- You must be of good character.
- It must be considered beneficial to Japan for you to be granted Permanent Residence.

Required documents:

- Application form
- Documents supporting the application, as stipulated by the Immigration Office
- Passport or Status of Residence Certificate
- Residence Card (or an alien registration certificate (card) deemed to be equivalent to a Residence Card)
- Certificate of “Permission to Engage in an Activity other than that Permitted Under the Current Status of Residence”, if you have received one

Charge: ¥8000

Note that these conditions may not be required in the case of children or the spouse of Japanese citizens, permanent residents or special permanent residents; or designated refugees. Also, in some cases permission may not be granted even if the applicant has been resident in Japan for 10 years. If you wish to apply for Permanent Residence, there is a different application form from the “Permission to Extend the Period of Stay” application form.

(5) Permission to Acquire a Status of Residence

This is necessary in cases such as the birth of a baby that does not have Japanese

nationality. Applications must be made within 30 days of the day of birth, or the day when nationality is revoked.

Required Documents

- Application form
- Birth Certificate
- Parents' passports and Residence Card (or an alien registration certificate (card) deemed to be equivalent to a Residence Card)

Note that applications should be made within 30 days of the day of birth. However, it is not necessary to acquire a Status of Residence if the child will leave Japan within a 60 day period.

Applications accompanied by a Resident Record (copy) will be considered as notification to the relevant local administration.

Applications can be also processed even if the child does not have a passport, so please be sure to apply within 30 days of the birth. The birth must be registered at your home country's embassy in Japan, and a passport issued to the child.

(6) Special Re-Entry Permit system

Foreign nationals holding a valid passport and Residence Card (or an alien registration certificate (card) deemed to be equivalent to a Residence Card), who will be re-entering Japan within 1 year (or prior to the expiry of their period of stay) of their departure to continue their activities in Japan will, in principle, not be required to apply for a re-entry permit. However, it is necessary to present your Residence Card at departure.

(7) Transfer of Endorsement to New Passport

If you get a new passport, due to expiration or loss of the old passport, you must have your Status of Residence (visa) and so on endorsed on the new passport. There is no charge.

(8) Certificate of Authorized Employment

A foreign national whose employment in Japan has been approved can receive a Certificate of Authorized Employment by applying at the Immigration Office. This certificate indicates the activities authorized, and the holder can submit it to a potential employer to prove eligibility for work.

Charge: ¥900

(9) Legal Obligation to Carry Identification

While in Japan, foreign nationals are required to carry their passports at all times and to show them to immigration officials, police officers etc. if asked to do so. This does not apply to foreign residents in possession of a residence card or special permanent residents.

4. Procedures for Residence Cards

A Residence Card will be issued to mid- to long-term residents, after July 9, 2012, when granted permission related to residence, such as landing permission, permission for a change in resident status or permission for an extension of the period of stay. (Special permanent residents will be issued a 'special permanent resident certificate'.)

Also, the present Alien Registration Card will act as a Residence Card for a certain period of time.

The new residency management system will be applied to 'mid to long-term residents'.

The new system does not apply to people in the following categories.

- Persons granted permission to stay for less than 3 months or less
- Persons granted 'Temporary Visitor' status
- Persons granted 'Diplomat' or 'Official' status.
- Persons recognized by the Ministry of Justice ordinance as equivalent to the foreign national in the above three categories
- Special permanent residents
- Persons with no resident status

(1) Procedures at port of entry

At the port of entry, when you have been granted a new landing permit, you will be issued a Residence Card.

However, from July 9, 2012 when the new system is introduced, the Residence Card will be issued only at 4 airports: Narita, Haneda, Chubu and Kansai. If you have been issued a Residence Card and your residence in Japan has been decided, you should take the card to the municipal office of the district where your residence is and make a report of your residence address at the office.

If "Residence Card will be issued at a later date" has been stamped on your passport and your residence in Japan has been decided, you should take your passport to the municipal office of the district of your residence and make a report of your residence address. Your Residence Card will be sent to you later by post.

(2) Procedures at the municipal office

If your residence address is not written on your Residence Card, you should bring it to the municipal office of the district of your residence and have the office write your address on the card. If you move to another city, town, etc, you should go to the municipal office of your original address and make a report of your move out, and go to the municipal office of the district of your new address and make a report of moving in. If you show present your Residence Card when you make a report of moving out of your address or moving in to a new address at the municipal office, this will mean that the report has been simultaneously made to the Immigration Bureau.

(3) Procedures at the Regional Immigration Office

The following applications and reports must be made. A new residence card will be issued for ① ~ ③

- ① When a change in one's name, date of birth, sex, nationality/region occurs, a report must be made within 14 days.
- ② Permanent residents (Residence Card validity period is 7 years from issuance) and persons under 16 years old whose validity period on their Residence Card is their 16th birthday, should make an application for a renewal of the validity period of their Residence Card prior to the expiration of the validity period on their Card.
- ③ When a Residence Card has been lost, stolen or destroyed, an application must be made within 14 days.
- ④ For people who have a working status, are overseas students or trainees, when the organization they are affiliated to changes; for people whose status is that of spouse, when they are separated from their spouse by either divorce or death, a report must be made within 14 days

(4) Legal Obligation to Carry Identification

Since the Residence Card must be carried at all times, you must have it with you even if you are in possession of your passport. If a police officer or immigration officer asks you to show your Residence Card, you must do so.

(3) About the Basic Resident Registration for foreign residents

Until now, the registration of a foreign resident's address was made with alien registration. However, with the abolition of the Alien Registration Act and partial amendment to the Basic Resident Registration Act, foreign residents will be recorded on the Basic Resident Register in the same way as Japanese nationals.

With the above changes, foreign residents will also have a Resident Record (*Juminhyo*) made. This will make administrative procedures at local municipal offices simpler and more convenient.

A Resident Record (*Juminhyo*) is created for the following foreign nationals:

- Mid- to long-term residents (those who have been issued a Residence Card)
- Special permanent residents
- Persons who have been granted landing permission for temporary refuge or a temporary residence permit
- Persons who have stayed beyond their period of stay due to birth, or because they have lost their Nationality

Further Information

- Immigration Bureau of Japan
<http://www.immi-moj.go.jp/> (English; Chinese; Portugese; Spanish)
- New Residency Management System (26 languages)
http://www.immi-moj.go.jp/newimmiact_1/index.html
- The websites of respective foreign embassies in Japan
- Foreign Resident General Information Center (English; Chinese; Korean; Spanish)
Tel: 0570 – 013904 (Weekdays 8:30 – 17:15)

5. International Marriage and Divorce

(1) International Marriage

- Under Japanese civil law, women from 16 years of age and men from 18 years of age may register a marriage. Any person under the age of 20 also requires parental consent.
- Under the Japanese Nationality Act, a Japanese national does not lose their Japanese citizenship when they marry a foreign person. However, depending on the law of their spouse's country, the Japanese national may have to choose between Japanese citizenship and the spouse's citizenship.
- When a Japanese national marries a foreign person in Japan, the foreign spouse's embassy or consulate in Japan and local Japanese municipal authorities must be notified.

Required Documents

- Marriage licence
- Japanese: a copy of one's family register
- Foreigner: certification of one's legal capacity to be married and certification of one's nationality (documents in a foreign language must have an attached

Japanese translation).

Note that procedures may differ depending on individual circumstances.

(2) Divorce

- If one partner within a marriage is a Japanese national who is resident in Japan, under Japanese law divorce proceedings can be arranged once divorce papers have been filed with mutual consent.
- Send the required documentation to the local municipal office of either your current domicile or the Japanese partner's legal domicile. (If the Japanese partner's legal domicile differs from one's current domicile, then documentation sent to the municipal office of one's current domicile must be accompanied by a copy of the Japanese partner's family register.)
- Send the required documentation to the foreign spouse's embassy or consulate in Japan

Required Documents

- Divorce registration papers
- Japanese: Resident Card
- Foreigner: Residence Card (or an alien registration certificate (card) deemed to be equivalent to a Residence Card) and passport.

Note that in the case of a marriage where neither partner is Japanese, or where a divorce is permitted in Japan but not in your home country, please check with relevant authorities and / or your local municipal office regarding correct divorce procedures.

6. Birth and Death Registration

(1) Registration of Births

Time limit: within 14 days of birth.

Place of registration: local municipal office of your current domicile

Required Documents

- Notification of Birth (this is attached to the Birth Certificate, which must be filled out by a medical doctor. Papers submitted in a foreign language must have an attached Japanese translation.)
- Mother and Child Health Handbook

- National Health Insurance Card (if a member of the national health insurance scheme)

Other necessary submissions should be made to:

- Your home country's resident embassy
- The Immigration Bureau for Status of Residence (within 30 days of birth)
- Your local municipal office for Alien Registration (within 60 days of birth)

Note that the second and third only apply if the child is born without Japanese citizenship and will remain in Japan for 60 or more days after birth. In such events, submission of the Resident Record (copy) will be considered as notification to the relevant local administration.

(2) Registration of Deaths

Time Limit: within seven days of the death becoming known.

Place of Registration: the municipal office of the deceased's legal domicile

Required Documents

- Death Certificate produced by a medical doctor
(a Japanese translation must be attached if form is in a foreign language)
- Application for permission for cremation (if the deceased is to be cremated in Japan)

Other:

- The deceased Residence Card and national health insurance card (if a member of the national health insurance scheme) should be returned to their local municipal office within 14 days of death.
- Notification of death will be required by the embassy or consulate of the deceased's home country.

(Inquiries regarding the burial or cremation of the deceased in their home country should also be directed to an embassy or consulate.)

III. Daily Life

1. Housing

It can be difficult to find a house or apartment in Japan, and contracts can be very complicated with many terms and conditions. If you are looking for somewhere to live, it is probably best to get somebody who can speak Japanese to help you.

(1) How to find Housing

Who to contact:

- Prefecture Managed Housing:
Tokushima Prefecture Housing Division Tel: 088-621-2592
- City / Town / Village Managed Housing:
Officer in charge of Housing at municipal office
- Privately Managed Housing:
Estate agent or real estate magazine

(2) General Expenses When Moving to a New Residence

Example of expenses in Tokushima:

- Deposit: This is usually equivalent to three months' rent. The landlord keeps this deposit as insurance against non-payment of rent, the cost of repairs etc. When your contract finishes, part of the deposit may be returned, or you may have to pay extra, depending on the cost of repairs, etc.
- Key money: Usually equivalent to one month's rent. This is a non-returnable payment to the landlord when you move in.
- Agency fee: Usually equivalent to one month's rent. If the housing contract is made through an estate agent, this fee is paid to the agency.
- Rent and residents' fees: Monthly charge for rent of your apartment, and joint costs such as electricity and cleaning of the communal areas of the building.

Please Note

- Depending on whether housing is privately or publicly owned, costs may differ from the above example. The basic pattern also varies in different parts of Japan.
- Alterations and extensions should not be made without the landlord's permission.
- At least one month's notice must be given if you wish to cancel your contract.

Further Information

- Tokushima Public Housing (Japanese only)
<http://www.tk2.nmt.ne.jp/~tokujyu/>

2. Electricity, Gas and Water

When you move in:

- Contact the nearest service centre and give your name, address, and the date from when you wish to start using the service.
- Payment of bills can be made through an automatic transfer from your bank account, or in person at a bank or post office.

When you move out:

- Contact the nearest service centre and tell them the date from when you wish to cancel the service.
- Confirm the cost and payment method for the period just before you move out, and make sure you pay before you leave. (This will not be a problem if you set up a bank transfer account that will stay open.)

(1) Electricity

To start receiving electricity, contact the electric company and switch the circuit breaker on your switchboard to 入 (on). The electrical frequency used in Tokushima is 60Hz / 100V. (N.B. This is the standard for West Japan. In East Japan the standard is 50Hz / 100V.)

Shikoku Electrical Company

Main Office	088-622-7121
Tokushima Area	0120-56-4552
Anan Area	0120-16-1220
Kamojima Area	0120-03-6117
Ikeda Area	0120-41-0778
Wakimachi Area	0120-41-0779
Mugi Area	0120-11-1566

(2) Gas

There are two different types of gas service: City Gas and propane gas. First check which type is used in your residence, and be sure to use compatible appliances. (It could cause a very serious accident if you use an appliance, such as a cooking stove, that is incompatible with your gas supply.)

Contact:

- City Gas: (contact Shikoku Gas, Tel: 088-654-2171)
Someone from the gas company will come to your home and connect your gas system.
- Propane Gas: (contact your nearest propane gas supplier)
The name of the propane gas supplier can be found on a tag or sticker attached to the gas cylinder.

(3) Water

Please contact your local water board about the start or termination of services (there may be instances where the estate agents submits documentation on the residents behalf). Billing for water usage is sent every month, or every second month, and can be paid at local banks, etc.

3. Garbage Disposal

Garbage separation systems vary between different cities, towns and villages. Make sure you separate your garbage in the correct way, and leave it at the specified collection point on the specified days and times. Incorrectly disposed garbage will not be collected, and inconvenience the neighbourhood.

For large items of garbage such as furniture, you must contact the municipal office and arrange to have the item collected. By law, to dispose of a large electrical appliance – refrigerator, air conditioning unit, television, or washing machine – you must arrange for it to be collected by an electrical store.

(There is a charge for this service.)

4. Telephone

With the increasing number of domestic telephone companies and international telephone companies, there is now a huge range of services to choose from. Try collecting information from the internet etc., to decide which company you want to use.

(1) Installing a Telephone

To install a telephone line in your home, contact your nearest NTT office (dial: 116).

Required Documents

- Passport or Residence Card
- Contract Form
- Contract Fees

NTT Landline Subscription Rights

There are also plans which do not require NTT subscription rights.

Mobile Phones

Your visa must be valid for at least another 90 days to sign up for a mobile phone. To sign up for a mobile phone, please contact one of your chosen network's retail outlets.

Required Documents

- Residence Card (or an alien registration certificate (card) deemed to be equivalent to a Residence Card) showing at least 120 days remaining
- Personal seal for application form
- Bank book
- The personal seal used on your bank book

Please note that phone calls cannot be made in public places such as hospitals, or on public transport, such as buses or trains. Use of mobile phones whilst cycling or driving is prohibited.

(2) Inquiries Regarding Telephone Services

For NTT

- Installation / transfer – 116
- Break down / fault – 113
- Directory inquiries (there is a charge for this service) – 104
- Collect call (reverse charges) – 106
- Telegram (there is a charge for this service) – 115
- Speaking clock (there is a charge for this service) – 117
- Weather forecast (there is a charge for this service) – 177
- Information (in English / Chinese; there is a charge for this service) 120-364-463

(3) Making a Call

In Japan, telephone numbers have the form:

XXX – XXX – XXXX

(city code) - (local exchange code) - (subscriber number: last 4 digits)

Domestic Calls

- Within the same city (e.g. from one Tokushima city number to another): local exchange code + subscriber number
- In the same prefecture but a different city, or outside the prefecture (e.g. from Tokushima to a Yokohama number):
- City code + local exchange code + subscriber number

International Calls

- From a public telephone - only certain public telephones can take international calls. Some public telephones do not take cards. Telephone company's access number + 010 + country code + phone number (omit the initial 0)
- From a home telephone:
010 + country code + phone number (omit the initial 0)

(4) Registering with MyLine

MyLine is a system allowing you to choose and register which telecommunications companies you want to use in advance. For details of the companies, services and charges, please contact the companies or the MyLine Centre (see below).

Please note that if you do not register with MyLine, your calls will automatically go through NTT. A newly installed telephone line can be registered for the first time free of charge. However, there is a charge any time after this for changing your registration.

Registering by phone (9am – 5pm) every day (except New Year period)	Japanese	0120-000-747
	English • Chinese • Spanish • Portuguese	0120-000-406
Registering by fax		0120-000-698

- About MyLine and MyLine Plus:
With MyLine and MyLine Plus, you can choose and register one company for each of the following types of call:
(A) Local (B) In-prefecture long-distance (C) Out-of-prefecture long-distance (D) International
- MyLine: You can register telephone companies in advance, so when you make a call it will automatically go through that company, without you having to dial

the company's access code.

(You still have the option of using different companies if you want to, by dialling their access code before the telephone number.)

- MyLine Plus: This service is like MyLine, but even if you dial a different company's access code, your call will still be routed through the company you have registered. (You can use a different company by dialling 122 and then the company's access code.)
- If you want to use a different company from the one you selected with MyLine:

Domestic calls:

XXXX + phone number

International calls:

XXXX + 010 + country code + phone number

- If you want to use a different company from the one you selected with MyLine Plus:

Domestic calls:

122 + XXXX + phone number

International calls:

122 + XXXX + 010 + country code + phone number

Enter the telephone company's access number in place of XXXX.

E.g. 0033 (NTT Communications)

001 (KDDI), 0088 (Japan Telecom) etc.

Each company offers different services and prices.

Please refer to the above section regarding registration of the MyLine system

19

(5) Major Country and Area Codes

America/Canada	1	Japan	81
U.K.	44	New Zealand	64
Indonesia	62	Philippines	63
Egypt	20	Brazil	55
Australia	61	France	33
Korea	82	Vietnam	84
Singapore	65	Peru	51
Thailand	66	Hong Kong	852

Taiwan	886	Malaysia	60
China	86	Mexico	52
Germany	49		

5. The Post Office and Postal Services

(1) Opening Hours

	Local Branches	Tokushima Central Post Office
Postal service	Mon – Fri 9:00 – 17:00	Mon–Fri 9:00 – 19:00 Sat 9:00 – 17:00 Sun / public holidays 9:00 – 12:30
Savings and Insurance	Mon – Fri 9:00 – 16:00	Mon – Fri 9:00 – 18:00
Cash Machines	Mon – Fri 9:00 – 15:30 Sat /Sun / public holidays 9:00 – 12:30	Mon–Fri 7:00 – 23:00 Sat 9:00 – 21:00 Sun / public holidays 9:00 – 19:00
YUYU Service Window	Extended opening hours may vary between branches. Available at Tokushima Central Post Office and selected branches (Komatsushima; Anan; Naruto; Kamojima; Wakimachi and Awa Ikeda).	Daily 0:00 ~ 24:00

※YUYU Service Window: Postal service; Stamp and postcard purchase; Undelivered Mail collection.

(2) Domestic Mail

Types of mail:

- Letters
- Postcards
- Small packets
- Express mail

- Cash registered mail

How to Address an Envelope

On the front, write the seven-digit Post Code in the boxes provided on the envelope. If writing vertically, write the addressee's address on the right and their name down the centre, adding the kanji 様 (sama – a polite form of Mr / Mrs). The stamp should go in the top left corner. On the reverse side, write your own address, and your name to the left of it (without adding 様).

Postcards

The same as addressing an envelope, or you can write your own address on the front, down the left side.

(3) International Mail

Types of Mail

- Letters: up to 2kg. Cost depends on size, weight and destination.
- Aerograms: available at post offices. ¥90 to anywhere in the world.
- Post cards: ¥70 by air or ¥60 by sea, to anywhere in the world.
- Printed Matter: books magazines, photographs and so on can be sent by a special service which is very cheap compared to normal parcels. Write "Printed Matter" on the parcel. Books and pamphlets can be sealed but other printed matter must be sent unsealed.
- Small packages: Low cost delivery for packages under 2kg. Attach a customs label (available at post offices) to the parcel, and label it "SMALL PACKET".
- Parcels: there are limits on size and weight, depending on the country of destination.

Delivery Methods

- Air mail: delivered in 3 -6 days
- Sea mail: takes between 20 days and 3 months, depending on the country of destination. It takes a long time but is around one third of the price of air mail.
- SAL (Sea and Land) mail: delivered in 2-3 weeks. The price is cheaper than air mail but more expensive than air mail.
- Express Mail International Service (EMS): a fast, guaranteed delivery service for sending documents and packages of up to 30kg overseas. Available for over 120 countries and regions.

(4) Non-Delivery Notice

If you are not at home to receive delivery of a parcel or registered mail, you will receive a non-delivery notice. You should fill in the date when you want the item delivered and mail it back to the post office. Alternatively you can take the notice, and some form of identification (e.g. Residence card), to the post office and pick up the item directly. You will have to either sign or stamp your personal seal for it.

(5) Post Office Services (JP Bank)

Many post offices in Japan offer not just postal services but a wide range of services including savings accounts, foreign currency exchange, cashing travellers' cheques, insurance etc.

Post Office Savings Account

- With a Post Office Savings Account you can withdraw and deposit cash at any post office in the country, and if you open a general account, you can arrange for your utility bills to be paid automatically.
- If you get a Post Office Savings Account card, you can use the cash machines (ATMs) or cash dispensers in all major post offices in Japan. (See part 6 "Banking" for instructions for how to use an ATM)

Documents required to open a Post Office Savings Account: Passport (not necessary if you have your Residence card), Residence card and Personal seal or signature.

(6) Domestic Remittances

- Postal order: postal orders are sent by registered mail. The recipient can exchange the postal order for cash at their nearest post office.
- Postal transfer: money can be transferred directly into a post office account.

(7) International Remittances (Sending Money Overseas)

There are certain countries or regions to which money cannot be sent, and the service charge and time taken can vary. Please inquire at the post office for details.

Methods of Remittance

International postal order

- Sending a postal order to a recipient's address
The post office will make out a postal order and it is sent to the recipient by airmail. The recipient can exchange the postal order into cash at their nearest post office. A handling fee of ¥2,500 per transaction is applicable (America only:

¥2000)

- Sending a postal order to a recipient's bank account

The postal order is sent to the recipient's bank and the money is transferred into their account. A handling fee of ¥2,500 per transaction is applicable

Note

With both A and B, in urgent cases, notice of the postal order can be sent by telegram to the recipient's country.

International postal transfer

This method is only possible if both the sender and recipient have a post office account. The money is transferred directly into the recipient's account overseas.

Note

In urgent cases, notice of the postal transfer can be sent by telegram to the recipient's country.

Further Information

Japan Post (Japanese • English)

<http://www.post.japanpost.jp/top.html>

6. Banking

(1) Opening an Account

Required Documents

- Passport or Residency Card (with address)
- Personal seal (signature will also be accepted)

Cash Cards

You can choose a PIN and have a cash card made when you open an account. A cash card will let you withdraw money from almost any ATM or cash dispenser in Japan.

(2) Deposits

Types of Deposit

- Normal deposit: the money can be withdrawn at any time.
- Fixed term deposit: the money cannot be withdrawn for a fixed period (1 month, months, 6 months, 5 years, 10 years etc). The interest rate is higher than a normal deposit.

Note

Ask at the bank about the conditions that apply.

(3) Overseas Remittances

Procedure

- Overseas remittances can be sent to any officially recognised overseas bank.
- Fill in an Overseas Remittance form, and choose from the following three methods:
(A) transfer by cheque (B) telegraphic transfer (C) mail transfer

Note

- Overseas remittances take about one week. However, remittances to certain countries, such as South American countries and China, can take around one month.
- Service charges can vary depending on the country and currency – please ask at the bank for details.
- There are certain countries to which money cannot be sent, due to economic circumstances, etc. Please check in advance.

(4) Hours of Business

	Time	Notes
Business Hours	Monday – Friday 9:00 – 15:00	Except public holidays
Cash Machines	General: 8:45 – 20:00	Varies from place to place, some machines can be used on public holidays

(5) ATM

● ATM Functions

1. お預け入れ Oazukeire Deposit	4. お引きだし Ohikidashi Withdrawal
2. お振り替え Ofurikae Transfer Cash to an Account	5. お振り込み Ofurikomi Transfer from your Account
3. 通帳記入 Tsuchokinyu Passbook Update	6. 残高照会 Zandakasyokai Balance Inquiry

Example: withdrawing ¥13, 000

1. Press the Withdrawal (お引きだし) button.
2. Insert your cash card or passbook.
3. Enter your PIN (secret number).
4. Enter the amount by pressing 1, 万, 3, 千, 円.
5. Check the amount. If it is correct, press Confirm (確認). If you need to make a (ア) correction, press Correction (訂正).
6. If you want a statement, press (発行する). If you don't want one, press (発行しない).
7. Take your card, cash, and statement (発行する場合).

7. Convenience Stores

There are 24 hour convenience stores all over Japan, which not only sell food and other goods, but also provide the following services (available services may vary between stores and locations):

- Purchase of stamps, post cards, revenue stamps
- Home delivery service
- Payment of utility bills (electricity, telephone bills, TV license fees etc) and payment for mail order goods
- Photocopying, fax
- Photograph developing, copies etc
- Purchase of tickets for films, concerts, events
- Purchase of telephone cards (domestic and international)

8. Driving

In order to drive in Japan, you must have either a Japanese driving license, or an International Driving License as defined by the Geneva Convention. To get a Japanese driving license, you can either get a foreign license transferred to a Japanese license, or

you can take the test to get a new Japanese license.

(1) International Driving License

An International Driving License, as defined by the Geneva Convention, is valid for one year from the day you enter the country and allows you to drive any vehicles that the license document states you can drive.

(2) Transferring a Foreign Driving License to a Japanese Driving License

If you hold a driving license issued in a foreign country, you can get a Japanese driving license by presenting your license and other documents, taking an aptitude test, and proving that you have the appropriate knowledge and skills to drive in Japan.

Conditions

- You must have lived in the country in which you obtained your driving license for at least three months after obtaining your license
- Your driving license must be currently valid

Required Documents

- Passport (you must be able to prove you lived in the country in which you obtained your driving license for at least three months after obtaining your license, so if this is not clear from your current passport, bring the old one too)
- Residence card/Special Permanent Resident Certificate
- Valid foreign driving license
- A Japanese translation of your foreign driving license (you can obtain a translation of your driving license for ¥3,000 from the Japan Automobile Federation, JAF)
- You can also have your license translated at the local authority for the government that issued it (embassy, consulate, etc.).
- One photograph (taken within the last 6 months; size 3cm×2.4cm)
- Charges (for a standard license): ¥2,200 test fee; ¥2,050 processing fee

Note

- If your license is from one of 23 specified countries (Australia, Belgium, etc) you are exempt from having to take a driving test. If your license is from any other country, including China, you must take a theory test and a driving skills test.
- The theory test may be taken in any of these six languages: English, Chinese, Korean, Spanish, Portuguese, or Persian.
- You can purchase a copy of the booklet “Rules of the Road”, which explains the laws regarding transportation in Japan, from JAF. (¥1,000, available in the six

languages listed above).

(3) Getting a Japanese Driving License as a First-Time License

- Generally, you should attend a driving school to study driving theory and practical driving skills before obtaining a license.
- A course of driving lessons costs approximately ¥300,000, but there is an additional fee if you do not complete the course within the set number of hours.
- To obtain your license, you must pass an aptitude test, a theory test and a practical driving test. The theory test is currently available in English, Korean and Chinese (published by JAF) as well as Japanese.
- Once a driving license is obtained, it must be renewed every five years. Any change of address must be registered with the police.

(4) Contact Details of Relevant Organizations

Tokushima Prefecture Driving License Centre

Address: Yokei 1-ban-chi, Oobara-cho, Tokushima City 770-8012

Tel: 088-662-0561

Access: Take a Tokushima City Bus bound for Omiko from bus stand number four, and get off at the Jidousha-shikenjou-mae bus stop. From there it is a five minute walk east.

<http://www.police.pref.tokushima.jp/06menkyo/index.html> (Japanese)

Japan Automobile Federation (JAF)

Address: Shin-Minami-Fukushima 1-4-32, Tokushima City 770-0867

Tel: 088-625-6511

<http://www.jaf.or.jp/index.htm> (Japanese; English)

(5) Vehicle Insurance

Mandatory Automobile Third Party Liability Insurance

Automobile third party liability insurance is mandatory under the law. Anybody who owns a motor vehicle or motorbike must have this insurance policy.

Optional Insurance

Additional insurance is not mandatory, however due to the very high costs of compensation if a traffic accident occurs, many Japanese drivers are enrolled in optional insurance policies.

There are many insurance companies, and they can provide various policies offering

different amounts of compensation payments. It is strongly advised that you enrol in optional insurance in addition to the mandatory insurance.

(6) Registering the Sale of a Vehicle

- When a vehicle is bought, sold or passed on to a new owner, procedures must be carried out to register the vehicle in the name of the new owner.
- Usually, the second hand car dealer will carry out the registration procedure.
- In the case of a private transaction (e.g. giving or selling a vehicle to a friend) this procedure must be carried out at the Tokushima Land Transport Bureau.

Required Documents

- Application form
- Payment form
- Vehicle insurance documents
- Personal seal and verification documents (of both the old and new owners; issued within the last three months)
- Official deed of transfer (www.skt.mlit.go.jp/benri/touroku1.html)
- Registered personal seal
- Certificate of ownership of garage / parking space

Inquiries

Tokushima Land Transport Bureau

Address: 1-1 Oujin Sangyo Danchi, Oujin-cho, Tokushima City 771-1156

Tel: 050-5540-2074

(7) Traffic Accidents

- In order to avoid other vehicles colliding with your vehicle, if possible, move it to a safe place and turn off the engine.
- If anybody has been injured, call the fire brigade (119) and carry out any first aid you can while waiting for an ambulance to arrive.
- Also call the police (110) to report the site of the accident, the number of people injured and the seriousness of the injuries.
- Do not leave the scene of the accident until the police arrive.
- Contact your insurance company as soon as possible so that they can carry out the necessary procedures on your behalf.
- It is a good idea to have a medical examination just in case.

IV. Medicine and Health

1. Basic Knowledge about Medical Facilities

Consult a Local Doctor

It is important to have a local doctor with a clinic in your neighbourhood and with whom you can consult whenever necessary. You should first visit a clinic in your area for an examination upon showing mild symptoms. If you have a serious illness or symptoms of which the cause is unknown, the doctor will refer you to a specialist hospital that can offer specialist treatment.

General Points to consider in hospitals and clinics

- If you are worried about language problems, use an interpreter service.
- If there is something you do not understand, ask immediately.
- Ask the doctor to explain such things as test results and methods of taking medication as easily as possible until you understand.
- Do not be late for appointments or consultation times.
- Do not use a mobile phone or PHS phone inside a hospital or clinic.
- Consult with the hospital in regards to inpatient costs, items you do not understand, services you may use. If there is a social worker at the hospital, consult with the social worker.
- In Japan, there are many services you must apply for on your own, otherwise you will not be able to make use of them. It is important therefore to know about them. If you want such information, consult a social worker. Since consultation is free and privacy is protected, feel free to consult a social worker or medical facility.

Major Department

- **Internal medicine (naika)**

This department offers treatments using medication. It covers colds and other sickness in general. When you are not sure about your medical condition, it is recommended to go to this department first.

- **Surgery (geka)**

This department offers treatments for external injuries but basically treats cases by surgical procedures.

- **Pediatrics (shonika)**

This department covers general sicknesses for children generally up to junior high school age.

- **Orthopedic surgery (seikeigeka)**

This department provides medical treatments related to bones, joints and muscles such as broken bones, sprains and back pains..

- **Ophthalmology (ganka)**

This department deals with eye diseases in general and also provides vision tests.

- **Dentistry (shika)**

This department provides medical treatment on teeth, including cavity treatment.

Process of Medical Consultation

- If you become injured or sick, you need to look for an appropriate hospital or clinic for the condition.
- At a hospital, inform the reception that it is your first time (say “*shoshin desu*”) and present your Health Insurance Card. You will be able to receive medical treatment by payment of a small out-of-pocket charge by presenting the Health Insurance Card. If you do not have a Health Insurance Card nor are a member of a medical insurance plan, you are required to bear the full cost of medical treatment.
- In most cases for a first-time visit, you will be asked to fill in your current symptoms of the illness, past medical history and allergy conditions on a form prepared by the hospital.
- . When your name is called, enter the consultation room to receive the medical consultation. If required, you would make an appointment for an examination or treatment, or for the next consultation.
- After the consultation, you will need to pay the required fee by cash at the cashier. If you have been prescribed medication, you will receive a prescription at the cashier. Take the prescription to a drug store and receive the prescribed medicine upon payment.

2. The Public Health Insurance System

In principle, all Japanese residents are covered by public medical insurance. All those who enter the public system are issued with an insurance card (hihokenshasei, commonly know as hokencho). At a time of illness, injury or childbirth, etc. presentation of this card enables all those covered by public insurance and their dependants to receive any necessary medical treatment at part of the normal cost.

Health Insurance Schemes	Occupation	Expenses and Insurance Premiums
* government managed health insurance	private sector employee	A portion of medical expenses to be self-paid: 30% for individuals and families; 20% for children under three years of age and not yet in compulsory education; 20% for those between 70 and 74 years of age (dependant on income)
* miscellaneous mutual aid associations	National or local government employee private school employees	Insurance Premiums: Employer and employee pay half each according to amount of income
* National Health Insurance	Self-employed / freelance / agricultural or forestry employee	A portion of medical expenses to be self-paid: In principle, 30% for individuals and families. Insurance Premiums: Decided according to previous year's income and the number of people to be covered.

- Benefits: Medical expenses and a sickness / disability allowance.
- Procedure to claim benefits:
 - ** - undertaken by employer
 - * - apply at your local municipal office
- For further information contact:
 - ** - any social insurance office (see Chapter VII)
 - * - your local municipal office

Further Information

- Japan Health Insurance Association
<http://www.kyoukaikenpo.or.jp/> (Japanese only)
- Medical Treatment Tokushima
<http://anshin.pref.tokushima.jp/med/> (Japanese only)

The Medical Treatment Tokushima Medical Institution Search Portal allows “available language” defined searches

3. Maternity, Birth & Vaccinations

(1) Mother and Child Health Handbook

- You should inform your municipal office when you have confirmed that you are pregnant.
- You will receive a Mother and Child Health Handbook, vouchers for free medical check-ups, and a copy of “Mom & Dad’s Pocket”, Tokushima Prefecture’s supplement to the Handbook (Japanese; English; Chinese).

Note that medical check-ups before and after the birth, and the child’s development for several years, should be recorded in the Mother and Child Health Handbook, so please look after it carefully.

Services for the mother and child throughout the pregnancy and after the birth are provided by the local municipal authority of each city, town, or village. A general explanation of services is given below, but as the details can vary, please check at your local municipal office.

(2) Free Medical Check-ups and Services for the Expectant Mother

- General medical check-up (14 times)

Required Documents

- Appointment card
- Mother and Child Health Handbook

Other Services

- Parent education classes
- Home visit service

(3) Free Medical Check-ups for the Baby

Services Available

- Test for congenital metabolic disorders, etc.
(5-7 days after birth)
- General infant medical examination
(twice - vouchers supplied when the birth is registered)
- Congenital dislocation of the hip joint examination
- Medical check-up for 18-month old child
(notification will be sent)
- Medical check-up for 3 year old child
(notification will be sent)

(4) Medicaid Program

Applicable to hospitalization of infants up to 6 years of age; for outpatient treatment up to 3 years of age. These costs will be borne by the local municipal authority.

During the elementary school years, outpatient treatment or hospitalization can be covered by ¥600 per hospital per month. Note that these ages and costs may differ depending on the municipal authority.

Apply at Your Municipal Office

Procedures

- Register the birth
- Register for health insurance
- Apply for the Child Care Medicaid Programme

Items Received

A. Child Care Medicaid Certificate B. Medicaid Receipt

Treatment is free of charge when B is produced at the hospital or pharmacy

(5) Vaccinations

Children receive the following vaccinations free of charge:

- Polio
- Whooping Cough
- Diphtheria
- Tetanus
- Rubella
- Measles
- Japanese encephalitis
- BCG
- Pneumococcus
- Haemophilus influenza B
- Note pneumococcus and haemophilus influenza B vaccinations are expected to be available during the 2013 financial year.

Please Note

- Usually you will receive notification from your municipal office when the child reaches the appropriate age.
- If you have just moved to a different area, you may not receive notification, so in

this case please contact the municipal office.

(6) Other Services for the Child

Services Available

- Home visit service for newborn babies, premature babies or underweight babies
- Child development advice service
- Child rearing and weaning classes

(7) Child Benefits

Child benefits are available to those whose yearly income is below a certain level.

Apply at your local municipal office

Required Documents

- Documents required by municipal office
- Personal seal
- Bank account details

If you are applicable for this scheme, you will receive benefits until March 31 of the year the child finishes junior high school.

(8) Child Birth and Child Rearing Lump Sum Payment

If you are covered by health insurance, you will receive a lump sum payment to cover birth and child rearing. The below values are based on figures for Tokushima City.

Also, note that there is no difference between national and private insurance.

National Health Insurance

- Apply at the National Health Insurance desk of your municipal office when you register the birth.
- Payment - ¥420,000

Private Health Insurance

- Available if the mother or her husband is a company employee
- Apply to the company
- Payment - ¥420,000

Further Information:

Tokushima Prefectural Government General Child Care Center “Mirai” (Japanese only)
<http://www.pref.tokushima.jp/mirai/>

TOPIA Tokushima Multicultural Child Care Guide (Japanese; English; Chinese)
<http://www.topia.ne.jp/>

Mother and Child Health Insurance Business Group (Japanese only)
<http://www.mcfh.co.jp/searches/tag/6>
(Multilingual Mother & Child Health Handbooks available for purchase)

Tokushima Emergency Infant Consultation Line
<http://www.pref.tokushima.jp/docs/2012092100146/files/kodomodennwa.pdf>
(Doctors and nurses available for consultation in the event of emergency of out of hours illness or injuries)

4. Prevention of Infectious Diseases

In Japan, limitations on work, recommendation to enter a hospital for infectious diseases and the disinfecting of one’s home is decided by law depending on the type of infectious disease.

Tuberculosis

Though the number of people infected with tuberculosis is fewer than in the past, the disease is the greatest infectious disease in Japan today. If the discovery of the disease is late, the possibility of infecting one’s family members and others around the infected individual is high. Receiving tuberculosis health examinations is important. You should receive a tuberculosis health examination at your place of work, school, or at a public health office of the city, ward, town or village where you live.

Venereal Disease

Venereal disease does not only affect the infected person but their family and descendents. To prevent the spread of venereal disease, syphilis serum reaction examinations are provided at public health offices and some medical facilities.

Aids

AIDS is a disease that develops after being infected with HIV. The three routes are (1) blood, (2) sexual activity, (3) mother – child infection. Privacy will be protected at public

health offices. Free consultation on AIDS and anonymous examinations are available here. Those who think they might be infected are recommended to receive an examination.

Further Information

National Institute of Infectious Diseases Information Center (Japanese; English)

<http://www.nih.go.jp/niid/ja/from-idsc.html>

V. Working

1. Looking for Work

In Japan, it is forbidden to discriminate against a person's nationality or religion in respect to pay or working hours, etc. Foreign workers employed in companies and factories are entitled to the same rights as Japanese workers. It is important for a person to know and understand laws and systems related to work.

(1) To be Employed in Japan

You must have a status of residence (zairyu shikaku) which allows you to work. The content of the work and activities associated with that work must fall within the limitations of that permit.

(2) Job Hunting in Japan

You can use public employment security offices (kokyo shokugyo antei sho) which are administered by the government (these services are free), use a private employment agency, or use a group which is certified by the Health, Labour and Welfare Ministry (both free services and charged services are available).

(3) Public Employment Security Offices

Government-administered Public Employment Security Offices offer consultation on and introductions to employment. Public Employment Security Offices are now connected by a computer system, so, job vacancy data from around the country can be obtained on the spot and job introductions made. If you can understand Japanese, please use the nearest Public Employment Security Office.

Contact: Local public employment security office.

* For further information, please take someone able to communicate in Japanese.

Further Information

Hello Work Online Service (Japanese only)

<https://www.hellowork.go.jp/>

2. Employment Contracts

(1) Employment Contracts

An employment contract is a contract stating the working conditions between each employee and their employer. The employer must state in writing the working conditions such as pay and working hours, etc. of the employee and give this to them. Trouble can occur when only a verbal contract is made since there is no evidence of pay terms. It is therefore important to obtain a written contract with as many details as possible. If the contract is written in Japanese, have it translated into your native language and check the contents.

Ministry of Health, Labour and Welfare produced labour standards notifications are available for use.

(<http://www.mhlw.go.jp/new-info/kobetu/roudou/gyousei/kantoku/index.html>)

(2) Details that must be stated in an employment contract

- The term of the working contract
- Place of work and work content
- Work start and finish time, the possibility of work outside the specified work hours, rest time, holidays, vacations, etc.
- Pay terms, how it is calculated and method of payment, when it is to be paid, information about pay increases
- Details about retirement

If a company has fixed working regulations ask to see its 'Work Regulations' (shugyo kisoku) and check the contents.

Contact: Tokushima Labor Bureau or Local Labor Standards office (See list in chapter VIII)

* For further information, please take someone able to communicate in Japanese.

3. Wages

(1) Method of payment of wages (pay)

To ensure wages are properly paid, wages must, in principle, be paid (1) in money, (2) directly to the individual employee, (3) in full, (4) once or more a month, (5) on a certain day in accordance with the Labour Standards Law (rodo kijun ho).

(2) Minimum Wage

The minimum wage is decided by the Minimum Wage Law (saitei chingin ho). An employer must pay employees more than the minimum wage. If an employer pays less than the minimum wage, not only will they have to pay the employee the difference, they may also be fined. The minimum wage differs depending on the region and is revised every year. The minimum wage also applies to part-time workers.

(3) If wages are not paid

If wages are not paid, consult a Labour Standards Inspection Office (rodo kijun kantoku sho) or labour enquires office immediately.

Contact: Tokushima Labor Bureau or Labor Standards offices

* For further information, please take someone able to communicate in Japanese.

4. Dismissal and Retirement

(1) What is Work Dismissal?

Work dismissal is the one-sided termination of an employment contract by the employer. An employer must have a rational reason to dismiss an employee. If you are dismissed without a justifiable reason, you should consult a Labour Standards Inspection Office or a labour enquiries office immediately.

In the case where there is no fixed term of employment

An employer must give at least 30 days notice of dismissal to the employee. If the employer dismisses an employee immediately, the employee must be paid an average wage for 30 days or more as 'notice pay'.

In the case where there is a fixed term of employment

An employer cannot dismiss an employee during the term of the employment contract except under unavoidable circumstances. Even under unavoidable circumstances, the employer needs to give 30 days or more notice or pay 'notice pay'.

If you are dissatisfied with your dismissal

If you are dissatisfied with your dismissal, you should express your dissatisfaction with your employer and have the employer issue a Proof of Resignation (taishoku shomei sho) to clarify the reason for the termination of the contract - whether it was a dismissal or resignation. If you are not satisfied with the employer's reason for dismissal, you can consult a Labour Centre (rodo centre), a lawyer or other

trustworthy enquiry office. If you think your dismissal breaks the Labour Standards Law, consulting a Labour Standards Office is also possible.

(2) Resignation (taishoku)

If the employee makes a request to resign and the employer agrees, the employment relationship is terminated by a mutually agreed contract. An employee with no fixed term of employment can leave the company two weeks after the date of their notification of resignation even if the employer does not agree with the resignation. If the employee is working under a fixed term of employment, they cannot ask to terminate the contract during the fixed term except under unavoidable circumstances. If an employer agrees to an employee's resignation, the employee, in principle, cannot withdraw their resignation request. It is important to be careful when requesting resignation

In the case of resignation, if the employee demands, unpaid wages can be paid within seven days. Savings, wages and other money you have a claim to can also be returned.

The employee must return to the employer any company ID cards, uniforms lent to them, and their health insurance card by the date stated in the 'working rules'.

Contact: Tokushima Labor Bureau or Local Labor Standards offices

* For further information, please take someone able to communicate in Japanese.

5. Working Hours

(1) Legal Working Hours

Working hours according to The Labour Standards Law are, in general, the hours worked under the supervision and direction of the employer. If preparation for work, tidying up after work, and training are done under the direction of the employer, this time is considered to be within working hours.

Working hours are, in principle, 40 hours per week excluding break-time and within 8 hours per day. For small-size businesses (under 10 people), movie and theatre businesses, health and hygiene businesses and entertainment/amusement businesses which deal with customers as a special measure, working hours are 44 hours per week.

(2) Break-Time

Employers must give at least 45 minutes of break time for work over six hours and at least one hour break time for work over eight hours. The break time must be given during working hours. This break time must be given to all employees at the same time. Employees must be free to use this time as they wish. (This excludes certain businesses and industries where a written agreement is made.) There are also laws concerning pay for overtime work, extra pay, pay for holidays and vacations.

Contact: Tokushima Labor Bureau or Local Labor Standards offices

* For further information, please take someone able to communicate in Japanese.

6. The Social Insurance System

(1) Refer to IV. (2)

(2) The Public Pension System

Regardless of nationality, anyone between the ages of 20 and 60 living in Japan is required to join a government managed pension plan. Private sector employees use employees' pension plans, public sector employees use mutual aid associations, and all persons residing in Japan (private sector, public sector, and other) must be entered into a national pension plan.

Government Managed Pension Plans

		employees' pension plans	mutual aid association
national pension			
Self-employed · farmers · students	full-time homemakers	private sector employees	public sector employees

Types of Pensions

Pension	Occupation	Premiums
* Employees' Pension Plans	private sector employee	The amount paid in premiums depends on

* Mutual Aid Associations	national or local government employee • private school employee • agricultural, forestry, or fisheries employee	income. Employer and employee pay premiums in equal parts.
* National Pension	all persons residing in Japan (including non-Japanese)	¥15,020 paid monthly(2011) * this amount may be subject to phased increases

●Benefits: disability benefits, bereavement benefits, lump sum withdrawal payment

●Procedures:

** - undertaken by employer

* - apply at your local municipal office

●For further information contact:

* - your place of work or a social insurance office

* - mutual aid association

* - your local municipal office

(3) The Lump Sum Withdrawal Payment

Foreign residents who contribute to a pension fund in Japan can, upon returning to their home country, apply for a lump sum withdrawal payment.

Conditions for Receipt

- The applicant cannot be a Japanese national.
- The applicant must have paid insurance premiums for six months or more.
- The applicant must not have an address in Japan.
- The applicant cannot have previously made any claim for a pension (including a disability allowance).

Note: The lump sum withdrawal payment must be claimed within two years of departing

Period	Procedure
Before departure	I. Obtain the claim form, “Request of Arbitration for Lump-Sum Withdrawal Benefit” from a social insurance office or your local municipal office.
After departure	II. Attach all necessary documents and send the claim form to the Japan Pension Service. III. Payment should be made to the bank account of your choice within three to four months.

Required Documents

- “Request of Arbitration for Lump-sum Withdrawal Benefit” claim form

- Pension book (an orange or blue booklet)
- A photocopy of the pages in your passport showing your date of departure from Japan, your full name, date of birth, nationality, and signature.
- A document stating the name of your bank, bank branch and branch address, bank account number, and account name to which you wish payment to be made. This must be a bank in your home country.

Send To

Japan Pension Service Main Branch

Address: 3-5-24 Takaido Nishi Suginami-ku

Tokyo 168-8505 JAPAN

Tel: 03 6700 1165

(4) Tax Refund on Lump-Sum Withdrawal Payment of the Pension

After receiving the Lump-Sum Withdrawal Payment, Income Tax from that period may also be refunded once the policy holder's designated tax agent in Japan files an income tax return on their behalf.

Procedures

Period The Policy Holder The Policy Holder's Designated Tax Agent

Period	The Policy Holder	The Policy Holder's Designated Tax Agent
Before departure	I. Submit "Declaration Naming a Person to Administer the Taxpayer's Tax Affairs" (<i>nozeikanrinin no todokedesho</i>) form to tax office.	
after departure	II. Receive the refund III. Send the original "Notice of the Lump Sum Withdrawal Payment" (<i>dattai ichijikin shikyu kettei tsuchisho</i>) to designated tax agent in Japan.	IV. Submit tax return to tax office. V. Refund is transferred to tax agent's bank account. VI. Refund is remitted to the policy holder overseas.

(5) Employment insurance

Both employers and workers are jointly responsible for paying the insurance fees for the employment insurance system, whereby a worker, should he or she lose his or her

job, can receive unemployment benefits for a fixed period of time, allowing him or her to feel at ease while searching for a new job.

It also applies to foreign workers if they have a likelihood of working for more than 31 days at more than 20 hours per week. However, due to the nature of employment insurance, those aged 65 or more are not eligible for employment insurance upon new employment.

Contact: Local public employment security office.

* For further information, please take someone able to communicate in Japanese.

(6) Workmen's Accident Compensation Insurance

In general, the employer is responsible for paying the whole sum of the insurance fees for Workmen's Accident Compensation Insurance. This is applicable to all foreigners who are working at a company regardless of what kind of status of residence they possess, and includes part-time employees. In the event of the worker becoming sick or injured or dying through work, or becoming the victim of an accident while commuting, the person will be eligible for insurance payout, and can receive various kinds of compensation benefits.

However, claims must be made by employees in person at the Labor Bureau to allow them to receive the compensation benefit. If you think your case involves a work-related accident, please contact the company at which you are employed, the Tokushima Labor Bureau, or the Labour Standards Offices for consultation.

Contact: Tokushima Labor Bureau or Local Labor Standards offices

* For further information, please take someone able to communicate in Japanese.

VI. Education

1. The Japanese Education System

Education System

1. Elementary School (6 years, compulsory education)
2. Junior High School (3 years, compulsory education)
3. Senior High School (3 years)
4. Vocational College, Junior College, or University

* In Japan, children normally go to nursery school or kindergarten before starting elementary school.

School Year

The school year begins in April and ends the following March.

2. Starting School or Kindergarten

The information below is about general procedures for starting school or kindergarten. To find out about entering a private school or kindergarten, please contact the school directly.

(1) Nursery School

- Public nursery schools, run by the local municipal authority
- Privately run nursery schools (this includes those endorsed by the local municipal authority, and those non-registered schools that have not received official endorsement)

Age Range

This can vary depending on the school, but is usually from around two months of age until five years old (elementary school age).

Public / Private Nursery Schools Endorsed by the Local Municipal Authority

Eligibility

Children are eligible for a place at a nursery school if they cannot be cared for at home, for reasons such as parents' work or family circumstances.

Fees

Depends on the family's income

Admission at the Start of the School Year (April)

Apply at your local municipal office, or at the nursery school, in December or January.

Admission during the School Year

If there are spare places, it may be possible for a child to start nursery school at any point during the school year, so please ask at your local municipal office. It may not be possible for all applicants to get a place at the school of their choice.

Non-registered Private Nursery Schools Not Endorsed by the Local Municipal Authority

- Eligibility: no special requirements
- Fees: a set cost, regardless of income
- Application: you can apply directly to the school of your choice.

(2) Kindergarten

Public Kindergartens

Eligibility: The child and parent / guardian must live in that city, town, or village.

Admission: Please apply directly to the kindergarten in around December.

Private Kindergartens

There is an interview and test for those wishing to apply.

(3) Elementary School and Junior High School

Information

There is no compulsory education for non-Japanese children resident in Japan, but if you wish your child to go to a Japanese elementary or junior high school, you should consult with your local Board of Education.

Note:

- Only those who have completed the compulsory elementary school curriculum can enter junior high school.
- In the case of children who cannot speak Japanese, they may be placed in a lower school year than their actual age, after a meeting with the Board of Education and the school.

(4) Senior High School

Admissions

An entrance examination must be taken and passed.

Eligibility

- Applicants must be at least 15 years of age.
- Applicants must have completed 9 years of school education in a foreign country, or have graduated (or be expected to graduate) from a Japanese junior high school.

Information: Queries regarding Prefecture-run high schools should be directed to the Tokushima Prefectural Government Board of Education School's Strategy Division (Refer to contact list at back)

Further Information

Ministry of Education, Culture, Sports, Science & Technology in Japan

Guidebook for foreigners starting school in Japan (English; Chinese; Korean; Vietnamese; Tagalog; Spanish)

http://www.mext.go.jp/a_menu/shotou/clarinet/003/1320860.htm

VII. Tax

1. Types of Tax

Regardless of nationality, anyone residing in Japan must pay tax. There are three main types of tax relevant to residents in Japan. These can be classified as income tax, local inhabitant tax, and indirect taxes such as consumption tax.

(1) Income Tax

Employers collect taxes from their employees' salaries every year for the period January 1 to December 31. However, people who are self-employed must calculate their income, as well as calculate and pay their own income tax. For further information contact your local tax office.

(See list in Chapter IX)

(2) Inhabitants Tax

There are two types of inhabitants' tax - prefectural tax and city / town / village tax. The tax payer is taxed at the city, town, or village level according to their fixed address on January 1.

The amount of inhabitants' tax payable is decided according to an individual's salary from the previous year. Municipal offices send statements to those liable for payment. Even if you move to a different city, town, or village, you will be liable to pay inhabitants tax to the municipality you were resident in on January 1.

For further information, contact the tax division of your local municipal office.

(3) Consumption Tax

All goods and services are taxed at 5 % at the point of sale.

For further information, contact your local tax office.

(See list in Chapter IX)

Further Information

National Tax Agency's "Tax Answer"



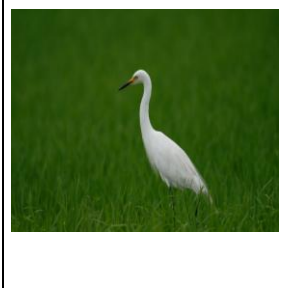

<http://www.nta.go.jp/taxanswer/index2.htm>

VIII. Introduction to Tokushima Prefecture

1. Introduction to Tokushima Prefecture


Tokushima Prefecture is located in the Eastern part of Shikoku Island. The land area is approximately 4,150m², of which about 80% is covered in mountains, including Mt. Tsurugi, the second highest peak on Shikoku. The prefecture is blessed with beautiful nature: the great Yoshino River (also known as Shikoku Saburo); sandy beaches in the northern coast, contrasting with rocky coastlines further South; and abundant forests.

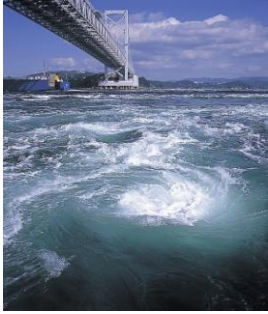




Tokushima Prefecture had a total of around 300,000 households, and a total population of approximately 790,000. (As of October, 2010)


Prefectural Emblem	Prefectural Tree <i>yamamomo</i>	Prefectural Bird white heron	Prefectural Flower <i>sudachi</i> flower
			

(1) Tourist Attractions and Special Products




•Tourist Attractions

<p>Awa Dance</p>	<p>Internationally renowned, the Awa Odori Festival is enjoyed by more than a million domestic and international visitors each year. Enveloping Tokushima in a wave of excitement, the festival is held in mid-August throughout the prefecture. Countless spectators jump into the dancing fray, spurred on by Awa Odori's unique and lively musical accompaniment.</p>	
------------------	--	---

<p>The Naruto Whirlpools</p>	<p>The whirlpools of the Naruto Strait, formed by the flow of the tide, are natural phenomena known for their world-class scale and size. Large whirlpools moving at more than 20 knots and reaching up to 20 metres in diameter often form in spring and autumn.</p>	
<p>The Kazura Vine Bridge</p>	<p>One of the three most unique bridges in Japan, this bridge has been designated nationally and by Tokushima Prefecture as an important tangible cultural property. Large numbers of tourists now visit Iya to enjoy its secluded atmosphere. The sway of the bridge as you cross its roughly spaced boards provides a thrilling experience!</p>	
<p>Boating on the Oboke Gorge</p>	<p>Traversing the Shikoku mountains, the swift currents of the Yoshino River eroded the rock over time to form the beautiful and precipitous Oboke Gorge. Boating slowly along the gorge, past boulders and unique rock formations, has become very popular.</p>	
<p>Mt. Tsurugi</p>	<p>Located in southeast Tokushima, Mt. Tsurugi is the highest mountain in the prefecture. Clear days provide commanding views from the summit to the Seto Inland Sea and the Kii Peninsula. With bountiful nature, the mountain sustains rare alpine, and beautiful views can be enjoyed year-round.</p>	
<p>Awa Ningyo Joruri Puppetry</p>	<p>Awa Ningyo Joruri is a kind of traditional puppetry where chanting and the music of the shamisen (a three-stringed, guitar-like instrument) accompany the movement of dolls, each of which is simultaneously manipulated by three puppeteers. To the delight of local residents, it was nationally designated as an important intangible folk cultural asset in 1999.</p>	





<p>Anime (Japanese Animation)</p>	<p>Japanese animation is attracting attention abroad as a representation of “Cool Japan”. Tokushima’s popular “Machi Asobi” event attracts large numbers of stars and fans from Japan’s anime subculture to the region.</p>	
-----------------------------------	---	---

●Special Products

<p>Awa Indigo Dye</p>	<p>The basis for Awa Indigo, the polygonaceae plant, becomes “sukumo” dye under the expert hands of the indigo master. No matter how other things change, the process for making indigo dye has remained the same. The indigo color is caused by the oxidation of the dye, whose beauty and texture has gathered attention as Japan Blue all over the world.</p>	
<p>Awa Handmade Paper</p>	<p>Awa Handmade paper is a traditional craft which has been alive in Tokushima for 1,300 years. It has always been an indispensable part of Japanese daily life, used in the construction of paper sliding doors and lanterns. The Yamakawa region has flourished since ancient times, using the rich land to make Japanese paper. Papermaking requires a high degree of skill to ensure a uniform thickness and consistency.</p>	
<p>Otani Pottery</p>	<p>Otani Pottery is made using a special kick-wheel arrangement (known as a “nerokuro”) where one person lies on the ground to kick the wheel and the other stands to make the pot. This special manufacturing technique and the use of a “norigama” (climbing kiln) are two representative features of this nationally-known pottery. Local artisans craft a variety of items, from huge water vats to delicate flower vases and teacups. A deep connection to daily life is expressed.</p>	

	essed in the warmth and simplicity of the clay.	
--	---	--

●Food

Sudachi	Tokushima’s famous local product, sudachi, is a fragrant and acidic citrus fruit that ripens in summer and is available year-round. Add a distinctively fresh flavor and aroma to your meal by squeezing a little on grilled fish, on cold tofu, or in alcoholic beverages.	
Naruto Sea Bream	From the tumultuous whirlpool of the Naruto Strait comes this firm-fleshed red sea bream, Naruto-dai. When caught during the spring spawning season, it is known as “sakura dai” (cherry blossom sea bream)	
Sweet Potato	Tokushima sweet potatoes are known throughout Japan as Naruto Kintoki. They are distinguished by its bright, reddish-purple color, pleasing texture, and unique sweetness.	
Noodle Culture	The culture of the Yoshino River basin has resulted in a variety of noodle types, including Iya Soba, representing the traditions of the Iya region; Handa Somen, given its delicious flavor by the cold wind sweeping down the Shikoku mountain range; and Tarai Udon, served in a huge wooden tub (tarai) and consisting of an appealingly chewy texture. Finally, Tokushima’s ramen noodles have gained recognition in recent years, becoming a household name around the country.	

(2) Tokushima Prefecture's Sister City Relationships

Sister City Exchange Schemes

Tokushima Prefecture	Sao Paulo, Brazil
Tokushima Prefecture	Niedersachsen, Germany
Tokushima Prefecture	Hunan, China
Tokushima City	Saginaw, U.S.A.
Tokushima City	Leiria, Portugal
Tokushima City	Dandong City, China
Naruto City	Luneburg, Germany
Naruto City	Zhangjiajie, China
Miyoshi City	The Dalles, U.S.A
Miyoshi City	Tukwila, U.S.A.
Minami Town	Cairns, Australia
Mugi Town	Puyanxiang, Taiwan

Friendship Exchange Schemes

Tokushima Prefecture	Guangdong Province, China
Naruto City	Qingdao City, China

Further Reference

Tokushima Prefectural Government (Japanese; English; Chinese; German; Korean)

<http://www.pref.tokushima.jp/>

Tokushima Prefecture Tourist Information "Awa Navi" (English; Chinese; Korean)

<http://www.awanavi.jp>

2. Tokushima Prefectural International Exchange Association (TOPIA)

If you need information or advice, read foreign books or magazines, have a problem, or if you just want somewhere to relax with your friends then feel free to come to TOPIA any time!

Services Available

- Japanese classes
- Library of foreign books and magazines
- Information in English, Chinese, Japanese

- Advice / counselling service
- Various events
- Internet access (there is a charge for this service)

Address: 6th Floor Clement Plaza
1-61 Terashima-honcho Nishi, Tokushima 770-0831

Tel: 088-656-3303

Fax: 088-652-0616

E-mail: topia@topia.ne.jp

Web site: www.topia.ne.jp/

Hours: 10am – 6pm
Open every day except the New Year period.
(December 29 – January 3)

Tokushima International Strategies Center

From April 2013 TOPIA will provide a one stop hub for foreigners seeking information on living and sightseeing in Tokushima, the “Tokushima Global Strategies Center”. Please don’t hesitate to make use of this helpful service. Services include:

- Online information concerning daily life, disasters, health, events, sightseeing, Tokushima’s cuisine and more.

<http://www.topia.ne.jp/> (Japanese; English; Chinese)

- E-newsletters & Facebook Updates
- Multilingual individuals & foreigner support volunteers (Please see the above link)
- International Tourist Help Desk, Telephone consultations

3. Major Government Offices and Organisations in Tokushima Prefecture

【Consultation Offices 相談所:Sodanjo】

Office	Telephone No.	Address
	Post Code	
中央子ども女性相談センター Chuo-Kodomo-Josei-Sodan-Center	088-622-2205 770-0942	Tokushima-shi Showa-cho 5-chome 5-1

* Chuo-Kodomo-Josei-Sodan-Center / Central Women and Children Support Center

【Health Centers 保健所 (支所) :Hokenjo (Shisho)】

徳島 Tokushima	088-652-5151 770-0855	Tokushima-shi Shinkura-cho 3-80
(鳴門) (Naruto)	088-685-3141 772-0017	Naruto-shi Muya-cho Tateiwa Aza-Shichimai 128

阿南 Anan	0884-22-0072 774-0011	Anan-shi Ryoke-cho Nagami 319
(小松島) (Komatsushima)	0885-32-2135 773-0004	Komatsushima-shi Horikawa-cho 1-27
美波 Minami	0884-74-7343 779-2305	Kaifu-gun Minami-cho Okugawauchi Aza-Benzaiten 17-1
吉野川 Yoshinogawa	0883-24-1114 776-0010	Yoshinogawa-shi Kamojima-cho Kamojima 106-2
美馬 Mima	0883-52-1017 777-0005	Mima-shi Anabuki-cho Anabuki Aza-Myoren 23
三好 Miyoshi	0883-72-1122 778-0002	Miyoshi-shi Ikeda-cho Machi Aza-Machi 2542-4

【Labour Labor Bureau
徳島労働局:Tokushima Rodokyoku】

監督課 Kantokuka	088-652-9163 770-0851	Tokushima-shi Tokushima-cho Jonai 6-6
------------------	--------------------------	---------------------------------------

【Labour Standards Offices
労働基準監督署:Rodo Kijun Kantokusho】

徳島 Tokushima	088-622-8138 770-8533	Tokushima-shi Bandai-cho 3-5
鳴門 Naruto	088-686-5164 772-0003	Naruto-shi Muya-cho Minamihama Aza-Umamegi 119-6
阿南 Anan	0884-22-0890 774-0011	Anan-shi Ryoke-cho Honsonouchi 120-6
三好 Miyoshi	0883-72-1105 778-0002	Miyoshi-shi Ikeda-cho Machi 2429-12

【Public Employment Security Offices
公共職業安定所:Kokyo Shokugyo Anteisho】

徳島 Tokushima	088-622-6305 770-0823	Tokushima-shi Dekijima Honcho 1-5
鳴門 Naruto	088-685-2270 772-0003	Naruto-shi Muya-cho Minamihama Aza-Gongen 12
小松島 Komatsushima	08853-32-3344 773-0001	Komatsushima-shi Komatsushima -cho Sotobiraki 1-11 Komatsushima-Minato-G odochosha 1-Kai
阿南 Anan	0884-22-2016 774-0011	Anan-shi Ryoke-cho Honsonouchi 120-6
牟岐 Mugi	0884-72-1103 775-0006	Kaifu-gun Mugi-cho Oaza- Nakamura Aza-Honson 52-1
吉野川 Yoshinogawa	0883-24-2166 776-0010	Yoshinogawa-shi Kamojima-cho Kamojima Az a-Nakanogou 388-27
美馬 Mima	0883-52-8609 779-3602	Mima-shi Wakimachi Oaza- Inoshiri Aza-Higashibun 5
三好 Miyoshi	0883-72-1221 778-0002	Miyoshi-shi Ikeda-cho Aza- Machi 2429-10

【Tax Offices 税務署:Zeimusho】

徳島 Tokushima	088-622-4131 770-0847	Tokushima-shi Saiwai-cho 3-chome 54
鳴門 Naruto	088-685-4101 772-0003	Naruto-shi Muya-cho Minamiha ma Aza-Higashihama 39-3
阿南 Anan	0884-22-0414 774-0030	Anan-shi Tomioka-cho Takinoshita 4-4
川島 Kawashima	0883-25-2211 779-3304	Yoshinogawa-shi Kawashima-cho Miyajima 747-2
脇町 Wakimachi	0883-52-1206 779-3602	Mima-shi Wakimachi Oaza Inoshiri Aza Nishinokubo 36
池田 Ikeda	0883-72-2155 778-0004	Miyoshi-shi Ikeda-cho Shinmachi 1340-1

**【Japan Pension Service Branch Offices
(日本年金機構) 年金事務所:Nenkin Jimusho】**

(阿波半田) (Awa Handa)	0883-64-3128 779-4496	Mima-gun Tsurugi-cho Handa Aza-Ono 113
徳島南 Tokushima Minami	088-652-1511 770-8054	Tokushima-shi Yamashiro-cho Nishi 4-45
徳島北 Tokushima Kita	088-655-0920 770-8522	Tokushima-shi Sako Sanban- cho 12-8

【Universities 大学:Daigaku】

徳島 (本部) Tokushima	088-656-7000 770-8501	Tokushima-shi Shinkura-cho 2-chome 24
鳴門教育 Naruto Kyoiku	088-687-6000 772-8502	Naruto-shi Naruto-cho Takashima Aza-Nakajima 748
四国 Shikoku	088-665-1300 771-1192	Tokushima-shi Ojin-cho Furukawa Aza-Ebisuno 123-1
徳島文理 (本部) Tokushima Bunri	088-622-0097 770-8560	Tokushima-shi Terashimahon- cho Higashi 1-8

**【Prefectural Board of Education
県教育委員会:Ken Kyoiku Iinkai】**

学校政策課 Gakkou Seisakuka	088-621-3132 770-8570	Tokushima-shi Bandai-cho 1-1
---------------------------	--------------------------	------------------------------

Further Information

Legal: Japan Legal Service (Japanese; English)

<http://www.houterasu.or.jp/>

International Student Support: Japan Student Services Organization (JASSO) (Multilingual)

<http://www.jasso.go.jp/index.html>

General: Council of Local Authorities for International Relations (CLAIR) Multilingual Living Information (13 languages)

<http://www.clair.or.jp/j/multiculture/renkei/tagengo.html>

Kitajima Town

1. Location

The town of Kitajima is located in the north of the eastern coastal region of Tokushima, and is situated in the center of the plains about the river delta where the Yoshino River connects with the Kii Channel. To the north of the district lies Naruto City, to the south Tokushima City, Matsushige Town to the east, and Aizumi Town to the west. The Kyu-Yoshino River and the Imagire River run through areas all across the town. The distance to neighboring towns and city centers is approximately 9km from the Kitajima Town Office to Naruto City Hall by the Matsushige-Yoshino prefectural highway, and 8km to Tokushima City Hall. It takes nearly 20 minutes by bus to Tokushima station, and 20 minutes to Naruto station. The total land area is approximately 8.77km².

Longitude: 134°32'52"

Latitude: 34°7'17"

2. Geography

The land in Kitajima is higher in the west and lower in the east, and devoid of mountains. The surrounding area, enclosed by the Kyu-Yoshino and Imagire Rivers, is in a shape likened to bottle gourds. The ground is rich in alluvial deposits on account of the Yoshino River, and the soil is a fertile loam, used mainly for rice harvesting as well as cultivation of fruit, vegetables, lotus roots, and other plants. Blessed with rich water for cultivation from the Imagire River, the area is host to all kinds of work sites, and is one of the foremost industrial areas in the prefecture. On account of its position by Tokushima and Naruto cities, Kitajima is also host to developed suburban housing.

3. Local Special Produce

Lotus Roots

Many lotus root plots can be found along the western reaches of the Kyu-Yoshino River to the North of Kitajima and the Tarohachizu and Kitamura areas, cultivation of which began around the year 1950. The water circulation in lotus roots is very good, and they grow to be a beautiful white color, producing a rich flavor when cultivated in land fertile in clay. This kind of land is common in Kitajima, and high quality lotus roots can be made here due to the level of damage caused by typhoons being relatively low. These are sold in large markets in Kei-Hanshin and Tokyo, and sale outside the prefecture is especially high during the end of year period and O-bon.

Bottle Gourds

The delta area by the river mouth of the Yoshino River is divided by several meandering tributaries, and is more well-defined than other areas about also called islands.

Kitajima Town is formed by an island in the shape of a bottle gourd in the space between the Kyu-Yoshino and Imagire Rivers. Cultivation of bottle gourds began in 1996 after the idea that ‘maybe it should be the town symbol’.

The gourds put out lovely white flowers around mid-April each year, and small green gourds form around summertime. Harvest time is in autumn when the plants are heavy with fruit.

Sweet Potato

Cultivation of sweet potatoes using fields and farming plots with sandy soil is currently in progress. Construction of seed-beds takes place in early February, and then furrows are raised and covered in black vinyl covering. In the time from around mid April to June, poles are inserted at intervals of around 30cm. Early produce is sent to Kei-Hanshin at around August, but full harvesting finishes in October. Due to use of storage, however, you can enjoy sweet potatoes for some time after the conclusion of the harvest.

4. Events

- January - Kitajima Town Coming of Age Ceremony (Sousei Hall) 2nd Sunday in January
- February - Kitajima Town Lifelong Learning Results Meeting (Sousei Hall.) late February
Reading Culture Course (Sousei Hall) late February
- April - Tulip Fair (Kitajima Tulip Park) early to late April
- May - Town Residents, Town Cleaning (all areas in Kitajima Town) late May
- June - Free distribution of Chrysanthemum seedlings (Kitajima South Elementary School Entrance, Kitajima Town General Office, Kitajima North Elementary School Entrance) mid-June
- July - River Cleaning (Kitajima Town riverbanks) early July
- August - Gourd Summer Festival (Takabomitsuai Park) early August.
- September - Respect for the Aged Meet (Kitajima Junior High School Gym) mid- September
- October - Kitajima Town Citizen’s Fitness Festival (Kitajima Park Multipurpose Space) early October, Kitajima Culture Festival (by the Kitajima General Office) mid-October, Culture and Entertainment Festival (Sousei hall) mid October
Kitajima Town Chrysanthemum Festival (Kitajima General Office west side) late October
- November Kitajima Tulip Planting (Kitajima Tulip Park) early November
Kitajima Traditional Night (Sousei Hall) early November

5. Town Facilities

Kitajima Welfare Center

For consultation on lifestyle improvement, education, recreation, venues for meetings, the center works towards progress in all aspects of social welfare.

Address: Nakamura Aza Kamiji 23-1
Tel: 088-698-2211

Kitajima Municipal Community Hall

In the same building as the Town Hall. Utilized in activities using the Community Hall.

Address: Nakamura Aza Kamiji 23-1
Tel: 088-698-2211

Kitajima North Park General Fitness Center

This fitness center is a hot spot for regional culture and lifelong sports, and aims at providing the place readily to citizens. It is a recreation facility with a sports dome where residents can come to interact with each other while participating in community events as well as work on fitness.

Address: Tarohachizu Kotanji 10-1
Tel: 088-697-3241

Kitajima Central Park

This park is home to the Grand Warm-Water Pool (Sun Village Kitajima), a children's playground, a festival grounds, a Kitajima town fitness center and other facilities. A walking path is set inside the park grounds, including a small forest-like area including bamboo and rhododendrons. In spring it becomes the grounds for the Tulip festival, and the area for an outdoors tea ceremony.

Address: Nakamura Aza Nakauchi 45 – 1

Kitajima Town Library • Sousei Hall

The Kitajima Town Library is a place for providing resources for education, survey research, recreation, etc. and offers written materials, records and other important documents to local residents. Sousei Hall is a facility for cultivating interest in and education of arts and culture, and providing resources for such progress. These facilities were opened in June 1994. There

are halls, rooms for viewing of cultural resource materials, and a library space with books, newspapers, and audiovisual materials.

Library Open Hours: 10:00 to 18:00

Holidays:

- Every Monday (when Monday is a public holiday, facilities are closed the next day instead)
- Every third Thursday of the month (library only)
- Public holidays (on days when this is a Sunday, facilities will be open, and on the following Monday and Tuesdays it will be closed).
- End of year / new year break
- Special organizing periods (library only – for a period of 10 days)

Address: Shinkirai Aza Minamikoden 91

Tel: 088-698-1100

6. Health and Fitness

- For pregnancy • birth • childcare

★Notification of Pregnancy

If you discover you are pregnant, a mother and child health handbook will be sent to you, so please come to the Healthcare Consultation Center.

★The Mum and Dad Classroom

Education for expecting parents so you are able to welcome your baby into the world as prepared as you can be. Detailed information and schedules will be sent to those interested.

★Pregnancy Visits

It is likely you will have a lot of concerns throughout your pregnancy period. For those interested, visits are available by healthcare professionals for consultation.

★Visits for Newborn Babies

When your child is born, visits are available by healthcare professionals for weight measurements, checking of development, the health of the mother postnatal.

★Infant Health Checks

Health checks at 3-5 months, 8-10 months, 1 year and 6 months, 2 years, and 3 years are important checks for the health and development of your child. These checks are available for free at your local healthcare consultation center. Individual notification is given for when

tests need to be held.

★Immunization

Individual notification is given at all necessary times.

★Infant Education

Held from 2-5 months after birth, targeting the newborn child and guardian. Individual notification is given at the appropriate time.

★Child-rearing Salon (non-compulsory)

Held twice a month, this is a meeting for expected mothers and parents to meet and make friends in a place to relax.

- Health and Fitness

★Health Checks

Examinations for all types of cancer are currently available. For more information, please refer to the 'Health and Fitness for my home' and memo sections.

★Health Consultation

Consultation is available with healthcare professionals and experts on nutrition.

★Personal Nutrition Consultation

Experts on healthcare and nutrition are available for consultation. Appointments are necessary, so please apply at your local healthcare consultation center.

◎Financial Aid for Infant Medical Costs etc.

It is possible to receive financial aid for infant medical costs etc. For detailed information, contact your local healthcare consultation center.

7. Garbage Disposal

Today's environmental problems mainly result from high production, high consumption, and high rate of disposal on account of well-established social and economic movements, as well as accumulation of a burden on the environment caused by our daily lives and actions.

In order to improve the current situation, it is absolutely necessary that we look to the establishment and execution of long-term plans for revision, and most importantly, innovation. Please make full use of this guidebook and cooperate in reduction of waste and the re-use of materials.

★First, start by reducing the amount of waste produced

1. Reduce the amount of waste as much as possible
2. Refuse to buy items you don't really need
3. Reuse the same objects as much as allowable
4. Recycle items that have been used several times and cannot be used anymore.

Put the Four R's into practice!

★Garbage Collected at Garbage Stations

Separation of different types of garbage is underway in Kitajima Town. Burnable garbage is collected twice a week, plastic and pet bottles once a week, empty cans and bottles twice a month, etc. Collection days differ by region. Garbage separation calendars are available at the Kitajima Town Office Lifestyle and Industry Division, as well as the Kitajima Town Cleaning Center.

- Burnable garbage (please dispose of in clear or semi-clear plastic bags)
 - Kitchen waste, paper, leather, etc (wood waste, boards etc.)
- Plastic / pet bottles (please separate by type and dispose of in clear or semi-clear plastic bags)
 - Containers and wrapping with the "Pura" plastic symbol.
 - ※Amidst collected pet bottles, there are many items with contents remaining that cannot be collected, and items unable to be recycled. Please rinse them before disposal.
- Bottles and cans (Please dispose of in a container, not plastic bags)
 - Steel cans, aluminum cans, bottles, etc.
 - ※ Remove caps and labels, and rinse containers after emptying contents
 - ※ Makeup bottles and glasses, etc. should be taken directly to the Kitajima Town Clean Center as non-burnable garbage.
- Paper waste (do not place in bags or boxes – tie up tightly before disposal)
 - Cardboard boxes, newspapers (advertisements), magazines, etc.

★Garbage requiring applications / transport

Please bring all large-sized garbage and non-burnable garbage to the Kitajima Town Cleaning Center. When you are unable to do so, please apply with the special postcard to the Cleaning Center or to the Kitajima Town Office Residents' Division for the garbage to be picked up.

Pick-up times Weekdays (Monday to Friday), 1st and 3rd Sunday of each month 9:00am to 11:00am, 1:00pm to 4:00pm

★ Garbage not collected

Propane Gas, Beds and sofas with springs in them, bicycles, kerosene, heavy oil, tires, wheels,

medical waste, drums or cans, paint, agricultural chemicals and makeup, bikes, pianos, industrial waste, batteries etc.

★ Recyclable Home Appliances

Items falling under the Home Appliance Recycling Law require a fee for collection and handling. Please return items to the office indicated by the maker or the outlet of purchase.

8. Emergency Evacuation Shelters / Facilities

Name	Location	Tel. Number	Receiver	Capacity
Kitajima Elementary School Gym	Nakamura Aza Nagaike 17-3	698-2250	○	400
Kitajima North Elementary School Gym	Kitamura Aza Icho Yontanji 20-1	698-2010	○	400
Kitajima South Elementary School Gym	Ejiri Aza Miyanomoto 40-2	698-2680	○	400
Kitajima Junior High School Gym	Takabo Aza Higashinogaminomoto 25-2	698-2580	○	500
Kitajima Town General Office	Nakamura Aza Kamiji 23-1	698-9810	○	500
Town Resident's Fitness Center	Nakamura Aza Nakauchi 11-1	698-8386	○	500
Sunlife Kitajima	Nakamura Aza Kawata 9-1	698-7361	○	200
Library / Sousei Hall	Shinkirai Aza Minamikoden 91	698-1100	○	200
Kitajima Town Healthcare Consultation Center	Shinkirai Minamikoden 88-1	698-8909	○	300
Kitajima Town Budokan	Ejiri Aza Kusuchi 4-1	698-6277	○	300
Kitajima East Children's House	Nakamura Aza Motozu 76-7	698-6185	○	50
Kitajima West Children's House	Takabo Aza Shozui Sakai 95-10	698-5918	○	50
Kitajima Town Cleaning Center	Taro Hachisu Aza Miyanomoto 1-1	698-4052	○	100

Tokushima University International Exchange Hall	Takabo Aza Hacchonohigashi 9-1	698-1244	○	100
South-district Learning / Joint Facility	Ejiri Aza Miyanomoto 41	698-5930	○	80
Central Learning / Joint Facility	Nakamura Aza Nakaike 28	698-8801	○	80
North-district Learning/ Joint Facility	Kitamura Aza IcchoyotANJI 18-1	698-1385	○	80
Kitajima Municipal Childcare Center	Nakamura Aza Takenoshita 23-1	698-3858	○	200
Kitajima North Park General Gym	Taro Hachisu Aza GotANJI 10-1	697-3241	○	1000
Fuji Grand Kitajima	Taihama Aza Nishinosu 174	697-2911		
Toho Tenaks Tokushima Business Establishment	Tokushima City Ojin-cho Yoshinari Aza Tadatsu 37-19	641-1131		
Yoshino River Villa	Nakamura Aza Hacchono 4-19	698-3249	○	

Emergency Reserve Facilities

Name	Location
Green Town Central Park Facility	Kitajima Town Shinkirai Aza ShimozaO 1-15
Kitamura Disaster Park Facility	Kitajima Town Kitamura Aza Iccho Yontanji 35-53

For more information, contact the Kitajima Town Office General Affairs Division at 698-9801.

Emergency Phone Numbers

Type	Tel	What to say
Fire	119	「Kaji desu. ※」
Ambulance (Injury)	119	「Kega o shimashita. ※」
Ambulance (Illness)	119	「Kyubyo desu. ※」
Crime	110	「Tasukete kudasai. ※」
Accident	110	「Jiko desu. ※」

※ When making a report, be sure to provide -

- ① Location or address (As accurate and detailed as possible)
- ② Current status of the fire or accident etc.

③ Give your name, address and a contact phone number