

To Non-Japanese Residents,

Where and How to Contact in case of Emergency and Where to Evacuate during Natural Disasters

In case of Fire, Injury or Sudden Illness Ambulance / Fire Truck: Call 119

The fire station asks the following questions, so please calm down and answer them clearly.

- 1) Is it fire, emergency, or any situation that needs rescue?
- 2) Address of occurrence, your name, landmark, etc.
- 3) In case of fire -> What is burning?
- 4) In case of emergency -> Is it illness or injury? Is first aid possible?
- 5) What is the condition of the fire / the patient?

In case of incident or accident: Call Police at 110

Where to Evacuate in Natural Disasters

There are designated evacuation spots in various areas of the city. Please confirm where the designated evacuation spots are in your area in advance.

* See pages 8-9 of this guide.

When you have troubles with your child's sudden illness:

Call **019-605-9000**, Telephone counseling for children
Or just dial **#8000**
Open every day from 19:00 to 23:00

Notification

After the Alien Registration Law was abolished on July 9th, 2012, non-Japanese residents are also subject to Basic Resident Register Law. Non-Japanese residents must take necessary procedures of residence registration at the main city government building. The documents such as residence certificate and seal registration certificate can be issued and delivered at each branch government office.

●For Non-Japanese Residents Whose Residence Certificate Is Generated

Except for short-term stayers who stop over for sightseeing, the residence certificate is issued for non-Japanese residents who have been staying for more than 3 months and have their addresses in Japan. These types of residents will be included:

1. Mid- to long-term resident
2. Special permanent resident
3. People granted permission for temporary refuge or provisional stay
4. People who may continue to stay transitionally in Japan by birth or after loss of Japanese nationality

●The Alien Registration Certificate will be abolished
Instead of "Alien Registration Certificate," a "Residence Card" or a "Special Permanent Resident Certificate" will be delivered.

Even after the change of the system, the current "alien

registration certificate" is valid for a while. However, permanent residents must apply for replacement with special permanent resident certificate at Kitakami City Hall. Residents with other kind of mid- or long-term residence status must apply for residence card at the immigration bureau.

●When you move out to a different municipality, you need to report a change of address

When you change your address to another municipality, you must first notify the office of the municipality where you currently reside, receive a "Move-out Certificate," and then make a notification of moving in at the office of the municipality where you intend to move, in the same way as Japanese residents do. When you leave Japan, you need to follow the procedures for moving out of the country.

The following are the telephone consultation services regarding the Basic Residence Register system for non-Japanese residents:

[Ministry of Justice Non-Japanese Resident General Information Center]

0570-013-904

03-5796-7112 (from IP telephone or PHS)

Open: 8:00 to 17:15 (except Saturdays, Sundays and National Holidays)

Main Contacts at Kitakami City Hall * See P47 for the map of the building

Section in Charge	Location	Affairs to be Handled
Citizen Affairs Div. Consumer Affairs Center	Main Bldg. 1st Floor	Address Change Notice (Move-in / Move-out / Move), Ancestral Register (Birth / Marriage / Death), Seal Registration, Consumer Consultation, Citizen Counseling, etc.
Health Promotion Div.	Main Bldg. 1st Floor	Mother-child Notebook / Health Check, etc.
National Insurance and Pension Div.	Main Bldg. 1st Floor	National Pension, National Health Insurance (Acquisition / Loss), Lump-sum Birth Allowance, High Cost Medical Care, Health-care Benefit)

Section in Charge	Location	Affairs to be Handled
Resident Tax Div.	Main Bldg. 1st Floor	Income / Taxation / Business Certificate, Individual Municipal Inhabitant Tax, etc.
Child Care Support Div.	Main Bldg. 4th Floor	Child Allowance, Child-rearing Allowance, Nursery Schools, Kindergartens, etc.
School Education Div.	Main Bldg. 4th Floor	Elementary Schools, Junior High Schools, etc.
Tax Collection Div.	Main Bldg. 4th Floor	Payment of Municipal Tax

Health-Care

●Hospitals

The clinic time differs according to hospitals and doctor's offices. Many hospitals open only in the morning, and many doctor's offices open both in the morning and in the afternoon. They are closed on Sundays and national holidays.

If you need to see a doctor urgently, you can get medical care at the office of the holiday's duty doctor. The information about holiday's duty doctors is on "Koho Kitakami," the municipal newsletter issued by Kitakami city (only in Japanese) and on the city's website.

* You can search the hospital that offers medical care in foreign languages on the prefectural website "Iwate Medical Information Network."

<http://www.med-info.pref.iwate.jp/>

●Health Insurance

Even in the case of non-Japanese residents, those who are employed by a company are obliged to buy social health insurance and those who legally stay in Japan for more than 3 months with other resident certificates are obliged to buy national health insurance. In such cases, the out-of-pocket maximum is 30 % of the actual medical care cost.

* On the prefectural website, you can download the file "Iwate Health Service Guidebook" for non-Japanese residents.

<http://www.pref.iwate.jp/view.rbz?nd=3195&of=1&ik=3&pn=60&pnp=344&pnp=3195&cd=17787>

How to Separate and Take out the Garbage

●How to Separate and Take out the Garbage

-You must separate the garbage into combustible, non-combustible and recyclable garbage. As for details of the separation, please check "Kitakami City Garbage Encyclopedia."

-Please put the combustible / non-combustible garbage into garbage bags designated by the city. If the garbage is too big for the bag, please put the designated sticker on it. You can purchase the designated bags and stickers at supermarkets and convenience stores.

-Please take out the combustible / non-combustible garbage to the designated collection point in your neighborhood.

-Please take out the recyclable garbage to the recyclable garbage station.

-Please check the garbage collection date on "Garbage Calendar."

-Please take out the garbage by 8:00 am (the recyclable garbage by 8:30 am).

-Please do not take out the garbage before the garbage collection date.

●Bag Fee and Sticker Fee

Capacity	Bag Fee				Sticker (1 sheet)
	10L	20L	30L	40L	
1 (10 bags)	150 yen	310 yen	470 yen	630 yen	100 yen

For details, inquire Clean Promotion Division.

English version of "How to Separate and Take out the Garbage" is also available.

(Contact) Clean Promotion Division Phone: 0197-72-8284

Waga Branch Office Building 1st Floor

(11-160, Yokokawame, Waga-cho, Kitakami)



Kitakami International Assembly Hall

Kitakami International Assembly Hall offers a forum and an opportunity where Japanese and non-Japanese people can interact.

●Consultation Relevant to Non-Japanese Residents

Consultation by staffs (on a steady basis)

Learning Japanese, consultation about every-day life
Place: Kitakami International Assembly Hall in Lifelong Learning Center

Day and Time: Every Monday to Saturday, 13:00 to 19:00

Consultation by an administrative notary public (reservation needed if you need an interpreter)

Specialized procedures such as visa acquisition, change of resident status, international marriage, petition for naturalization, permanent residence, entry

Kitakami International Assembly Hall Phone: 0197-63-4497
Odense Plaza GLOBE 3rd Floor 1-3-1, Odori, Kitakami
Website: <http://www.k-iah.com/> E-mail: kiah@kitakami.ne.jp
Facebook: <http://facebook.com/kiah4497>
Open on Monday to Saturday, 13:00 to 19:00
Closed on Sundays, holidays, 3rd Wednesdays and year-end and New Year holidays

permit, nationality and census registration
Place: Kitakami Lifelong Learning Center meeting room
Day and Time: Every 4th Thursday, 15:00 to 18:00

●Miscellaneous Information

■Iwate Every-day Life Consultation Guidebook for Non-Japanese Residents

<http://www.pref.iwate.jp/~hp0312/seikatsu-sodan/>

■Multilingual Every-day Life Information
<http://www.clair.or.jp/tagengorev/ja/index.html>

■Iwate International Association

<http://iwate-ia.or.jp/>

■Kitakami City Sightseeing Brochure

The brochures written in English, Chinese and Korean are available at International Assembly Hall.

