



# For Non-Japanese Residents

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## Emergency Contacts • Evacuation Procedures

### In case of Fire, Injury or Sudden Illness

**Ambulance / Fire Truck: Call 119**

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

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

### In case of incident or traffic accident: Call Police at 110

### In case your child suddenly becomes ill

Call **019-605-9000**, prefectural telephone counseling for emergency cases 19:00-23:00  
Or just dial **#8000** 19:00-8:00

### Evacuating During Natural Disasters (Emergency Shelter 避難所)

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 page 31 of this guide.

## Notice

Medium and long-term residents should complete residence registration at city hall upon moving to Kitakami. Documents such as residence certificates (住民票) and seal (hanko) registration certificates can be issued and delivered at each branch government office.

### For Non-Japanese Residents Whose Residence Certificate Is Generated

Residence certificates are issued for non-Japanese residents who will stay for more than 3 months and have their address in Japan. (excluding travel and tourism) These types of residents are included:

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

### When you move 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," (転出届) at city hall and register a moving notice 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.

## Main Contacts at Kitakami City Hall \* See P34 for the map of the building

Section in Charge	Location	Affairs to be Handled
市民課 市民センター Citizen Affairs Div. 消費者課 消費者センター 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.
健康づくり課 健康づくりセンター Health Promotion Div.	hoKko. 2nd Floor	Mother-child health notebook issuance / General infant health check-up forms etc.
国民年金課 こくねん年金センター 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
市民課 市民センター Resident Tax Div.	Main Bldg. 1st Floor	Income / Taxation / Business Certificate, Individual Municipal Inhabitant Tax, etc.
子育て支援課 こども支援センター Child Care Support Div.	hoKko. 2nd Floor	Child Allowance, Child-rearing Allowance, Nursery Schools, Kindergartens, etc.
学校教育課 学校教育部 School Education Div.	Main Bldg. 4th Floor	Elementary Schools, Junior High Schools, etc.
市民課 市民センター Tax Collection Div.	Main Bldg. 4th Floor	Payment of Municipal Tax

## Health-Care

### Hospitals

Consultation hours differ depending on medical institutions. Many 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 the holiday's duty doctors are in the "Koho Kitakami," the municipal newsletter issued by Kitakami city (only in Japanese) and on the city's website.

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



### Health Insurance

Those who are employed by a company are obliged to pay social health insurance. Those who legally stay in Japan for more than 3 months with other resident certificates are obliged to pay national health insurance. In these cases, the out-of-pocket maximum is 30% of the actual medical care cost.

## Garbage Separation and Disposal

### How to Separate and Take out the Garbage

- You must separate garbage into combustible, non-combustible and recyclable garbage. For a detailed explanation, please check the "Kitakami City Garbage Encyclopedia [北上市ごみ百科]."
- Please put 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. (ask for 燃えるごみ専用袋、燃えないごみ専用袋、家庭ごみシール券)
- Please take combustible / non-combustible garbage to the designated collection point in your neighborhood. (ごみ集積所)
- Please take recyclable garbage to the recyclable garbage station on the designated day.
- Please check the garbage collection date on the "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	
Burnable(1 bag of 10 pieces)	150 yen	310 yen	470 yen	630 yen	100 yen
Non-burnable(1 bag of 5 pieces)	75 yen	155 yen	235 yen	315 yen	

For details, inquire to the Environmental Policy Division (環境政策課) An English version of the Garbage Separation Document is distributed by the Environmental Policy Division. You can also download it from the City's website.



(Contact) Environmental Policy Division Phone: 0197-72-8284  
Ezuriko Government Building 1F  
(17-201-2 Kamiezuriko, Kitakami-shi)



## Kitakami International Assembly Hall

Kitakami International Assembly Hall offers a space and an opportunity where Japanese and non-Japanese people can interact. For additional multilingual resources and general help, please feel free to visit and call.

Kitakami International Assembly Hall Phone: 0197-63-4497  
c/o Kitakami Shogai Gakushu Center 1-3-1, Odori, Kitakami  
E-mail: kiah@kitakami.ne.jp



Website

Facebook

Open on Monday to Saturday, 13:00 to 19:00  
Closed on Sundays, holidays, 3rd Wednesdays and year-end to New Year holidays

### Consultation Relevant to Non-Japanese Residents

Consultations for Non-Japanese Residents (reservation needed if you need an interpreter)  
Place: Kitakami Lifelong Learning Center meeting room  
Day and Time: Every 4th Thursday, 14:00 to 17:00

