Mini Guide to Living Safely and Securely

英語

1 In an emergency

[1] Police, ambulance, fire department

Police: ☎110

Ambulance: ☎119

Fire department: ☎119

*110 and 119 telephone calls are free 24 hours every day. Calls can be made using mobile phones. Coins and telephone cards are not required when making a call from a public telephone.

* When you make a 110 or 119 call, use the expressions in [10 Japanese for emergency situations] and speak slowly and clearly. If you cannot explain yourself in Japanese, ask someone who can speak Japanese to help you.

* There are clinics in each district for emergency treatment on holidays and at night.

[2] DV (Domestic Violence)

If you are the victim of physical violence or psychological threats by your spouse, lover or anyone who has a close relationship with you, you do not need to bear these alone. Contact a consultation office or the police.

Consultation offices:

a. Hyogo-ken Josei Katei Center (Hyogo Pref. Women's Family Center) ☎ 078-732-7700 (Japanese only)

b. Hyogo International Association Information and Advisory Service Center ☎ 078-382-2052 (Japanese, English, Chinese, Spanish, Portuguese)

c. NGO Network for Foreigners' Assistance KOBE ☎ 078-232-1290 (Japanese, English, Chinese, Spanish, Portuguese, Tagalog) Consultation days / hours: Fridays / 13:00~20:00

* b. and c. provide consultation on general everyday living.

2 Natural disasters

[1] Earthquakes / Tsunami

Japan is a country that has many earthquakes. After earthquakes occur, tsunami may strike coastline areas. In order to keep damage to a minimum, please follow the instructions below.

(1) When an earthquake strikes, first take shelter in a safe place in the house.
If you are outside when it strikes, be careful of falling objects such as roof tiles and signboards as well as concrete block walls, etc.

(2) After the shaking stops, switch off cookers and heaters to prevent fires.

(3) After an earthquake there is the danger of tsunami and after-tremors. Listen to the radio or watch TV to confirm information on the disaster situation. If you think a tsunami may come, evacuate to higher ground (a high place) as quickly as possible.

Multilanguage FM radio stations: FM CO·CO·LO [76.5 MHz]
FM YY [77.8 MHz]

(4) If necessary, evacuate to a nearby disaster shelter. If you do not know where your evacuation shelter is, ask where it is at the city, ward or town office.

Evacuation Shelter: _____

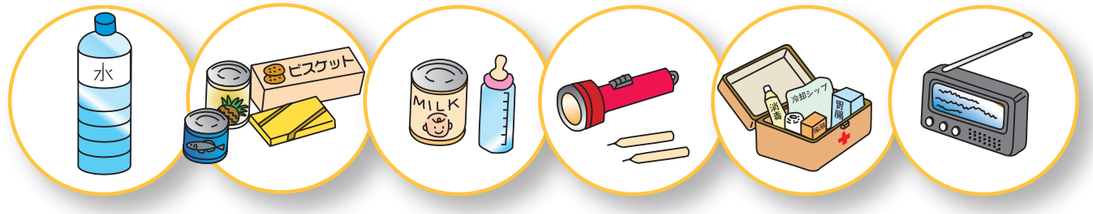
[2] Typhoons, torrential rain, floods, sediment disasters (hillside collapses, landslides, rock and soil avalanches)

In Japan, there are many typhoons in summer and autumn. These bring strong winds and torrential rain that cause landslides and other disasters. Please take note of the following.

(1) When a typhoon approaches, listen carefully to the weather forecast. Close all window shutters, etc.

(2) Prepare for an electricity blackout by having candles or a torch and a portable radio ready.

(3) If a warning or advisory to evacuate is announced, evacuate to the nearest evacuation shelter as quickly as possible.



8 Residence Card

[1] Residence Card

The residence card is issued to persons who have a legal residence status and are medium-to-long term residents. It is not issued to people who have a short-stay status.

[2] Procedures at immigration bureau offices

Procedures for changes in items other than that of a change of address and for renewal of one's residence card must be made at the Kobe District Immigration Office or the Himeji Port Branch Office.

Beware, you are legally bound to report (register) changes in information related to the residence card and it must be held on your person at all times. You may be fined if you do not obey these rules.

Immigration Bureau Foreigner's General Information Center ☎0570-013904
[IP phones, PHS, Overseas ☎03-5796-7112]
(Japanese, English, Korean, Chinese, Spanish, etc.)

[3] Procedures at the city, ward or town office

Address procedures (reporting your address, moving out, moving in, and a change of address) should be made at the city, ward or town office of your address. When doing this, bring your residence card.

9 Consultation offices for foreign residents

Hyogo International Association, Information and Advisory Service Center
☎078-382-2052 (Japanese, English, Chinese, Spanish and Portuguese)
The following URL website provides a list in 10 languages of consultation offices for foreign residents.
http://www.hyogo-ip.or.jp/

10 Japanese for emergency situations

日本語(Japanese)	Japanese(Phonetic)	English Meaning
私の名前は○○です。	Watashi no namae wa ○○desu.	My name is _____.
住所は○○です。	Jusho wa ○○ desu.	My address is _____.
私は今、○○にいます。	Watashi wa ima ○○ ni imasu.	I am now at (in) _____.
ここは○○の近くです。	Koko wa ○○ no chikaku desu.	It is near _____.
電話番号は○○です。	Denwa bango wa ○○ desu.	The telephone number is _____.
泥棒です。	Dorobo desu.	There has been a robbery.
交通事故です。	Kotsu-jiko desu.	There has been a traffic accident.
火事です。	Kaji desu.	There is a fire.
けがです。	Kega desu.	There has been an injury.
病気です。	Byoki desu.	I am sick.
○○が痛いです。	○○ ga itai desu.	My _____ hurts.

Hyogo Consortium of International Associations

[Secretariat]

IHD Center, 2nd floor, 1-5-1, Wakinohamakaigan-dori, Chuo-ku, Kobe, 651-0073
(c/o) Hyogo International Association
TEL: 078-230-3267 FAX: 078-230-3280
http://www.hyogo-ip.or.jp/hcia
* This guide is available in 10 languages on the website.
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[3] Thunder and lightening

If the sky becomes dark with thick heavy clouds and you hear the rumbling sound of thunder, there is a possibility of lightening striking. Evacuate to a building or other safe place, and take as low a posture as possible.
Taking shelter near trees is dangerous, so keep away from them. Also, do not use an umbrella.

[4] Tornados

Tornado violent winds can destroy buildings in an instant, can cause cars, etc. can be thrown into the air. Pay attention to thunder, clouds and sudden changes in wind, and if cumulonimbus (large) clouds appear,
evacuate to a strong building or underground.

[5] Weather warnings / advisories

When there is the possibility of a disaster occurring, the Japan Metrological Agency will issue advisories, warnings, emergency warnings as well as earthquake early-warning announcements.
Announcements will be made using the following methods:
(1) Radio and TV
(2) By calling [117] and getting information on the telephone (Japanese only)
(3) Announcements issued by the city, ward or town office (using disaster prevention wireless systems, etc.)

[6] Preparing for disasters

To be prepared for a disaster, you should have an emergency supply of water, food, medication, a flashlight (torch) and portable radio always ready. Also, have your passport and residence card at hand so you can take them with you in an emergency.
If you register your mobile phone e-mail address with [Hyogo E Net] (http://bosai.net/e), you can receive emergency weather information and evacuation information. Please register. (English, Chinese, Korean, Portuguese and Vietnam). The Japanese language [Hyogo Bosai Net] (http://bosai.net/) is also available.
Also, check your area's hazard map for dangerous areas when a disaster occurs. Enquire at your city, ward or town office regarding your area's hazard map.

3 Information on everyday living matters

[1] Putting out garbage

(1) Ordinary household garbage is collected by the city or town where you live.
Since the separation of garbage into different kinds varies from district to district, ask a local person for details or make inquiries at the city, ward or town government office where you live.
(2) Air conditioners, televisions, refrigerators, freezers, washing machines or clothes-dryers must not be put out for disposal at garbage stations. Return them to the shop where you bought them or ask the store you buy a new one from to take the old item.
For details, contact your city, ward or town office.
(3) When you want to dispose of a computer, contact the computer manufacturer.

[2] Housing

(1) If you wish to look for private rental accommodation, you should use a real estate agent.
The market rate of commission fees is about one month's rent.
(2) When a lease contract is made you will need to pay a security deposit (shikikin) to the landlord/lady. The market rate is 1-3 months' rent. This is used to reimburse the landlord/lady for unpaid rent, repairs to the apartment, etc. when you leave the residence. If there is any money remaining, it is returned to you.
(3) 'Reikin' is a gift of money you give to the landlord/lady when a lease contract is made.
It is not returned.
(4) In each prefecture, city and town there is public housing for those in need of housing. Since the period for application to enter this housing is set, you should contact the city, ward or town government office where you live.

[3] Electricity, Gas, Water, Telephone

When you want to make use of these utilities, contact the following offices.
(1) Electricity: Kansai Electric Power Co. Inc (2) City gas: Osaka Gas Co., Ltd.
(3) Propane gas: Propane gas dealer (4) Water: City, ward or town government office where you live

[4] Multi-language living information

Information on living is available in 13 languages on the following homepage.
http://www.clair.or.jp/tagengo/

4 Education

[1] Children's education

(1) The Japanese education system is as follows: 6 years at elementary school, 3 years at junior high school, 3 years at high school, 4 years at university (2 years at junior college). Most schools begin their school year in April.
(2) Children of school-going age (6~15 years old) can enter or transfer to a (Japanese) school. Please contact the board of education of the city or town where you live.
Ref: Multicultural Children's Center's website provides a 'Guidebook for Starting School' in 11 languages created by the Hyogo Prefecture Board of Education.
http://www.hyogo-c.ed.jp/~mc-center/ukeire/ukeire.html

[2] Japanese language study

(1) HIA Japanese language courses for foreign residents
(Hyogo Pref. International Association, Multicultural Affairs Division ☎078-230-3261)
(2) Japanese language classes in other areas
The following website provides a links to [Japanese Classes] and [Children's Support Classrooms] in 10 languages.
http://www.hyogo-ip.or.jp/

5 Medical care

[1] Medical treatment expenses

If you do not have medical insurance and must receive medical treatment, you will have to bear the full amount of the medical expenses. These can be very expensive. There are 2 types of public health insurance; the Health Insurance you join at your place of employment and the National Health Insurance in which you can enroll at the government office of your city, ward or town.

[2] Multilingual medical questionnaire

The following homepage provides a Multilingual medical questionnaire.
http://www.kifjp.org/medical

[3] Medical institutions that provide services in foreign languages

You can find medical facilities that provide services in foreign languages using the Hyogo Medical Services Search System (Search by English).
Use the following URL http://www.hyogo-ip.or.jp/living_guide/.

[4] Medical interpretation

Reservations for interpretation can be made at Kobe City Medical Center General Hospital, Kobe City Medical Center West Hospital and Nishikobe Medical Center. Ask a person who can understand Japanese to enquire at the hospital for you. (reservations only/ fee charged)

6 Social security

The Japanese social security system can be divided generally into social insurance and working insurance.
(1) Social Insurance: medical insurance, nursing care insurance, pension insurance
(2) Working Insurance: Workmen's Accident Compensation Insurance (Rosai), employment insurance (insurance for when one becomes unemployed)

7 Employment

At the Hello Work Kobe (public employment security office) (☎078-362-8610) and Hello Work Himeji office (☎079-222-4431) there are corners for foreigners [gaikokujin koyo service corners] providing consultation for finding employment and job information in English, Chinese, Portuguese, Spanish, Vietnamese (Himeji only).
*Consultation days differ depending on the language.