

INFORMATION REGARDING COVID-19

INSIDE

A Foreign Resident Guide to Daily Life in Japan

【 ENGLISH 】



Kirishima City



Contents

1 EMERGENCIES AND NATURAL DISASTERS . . . 2

- COVID-19 Disease Control
- In Case of Emergency (Ambulance, Firefighters, Police)
- In Case of Natural Disaster
- Infection and Disaster Multilingual Information Services

2 CONSULTATION SERVICES . . . 5

- General Living Consultation
- Residency Consultation
- Employment Consultation
- Human Rights Consultation

3 GENERAL LIVING REQUIREMENTS AND PROCESSES . . . 6

- How to change your address
- How to enter a pension or health insurance plan
- Electric, Gas, and Water
- Garbage Disposal Rules
- Other (Reporting to City Hall, Taxes, Birth of a Child)
- Social Security

4 OTHER FOREIGN RESIDENT RELEVANT INFORMATION . . . 10

The purpose of this guidebook is to provide foreign nationals living in Japan with general information regarding daily life in Japan. This version provides more detail into the communal fight against COVID-19 and lifestyle changes we must make to control the outbreak in Kirishima City and Japan.



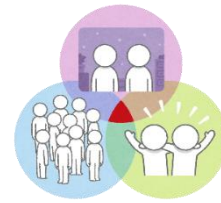
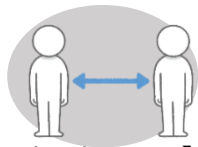
Emergencies and Natural Disasters

THE COVID-19 RESPONSE

➤ Lifestyle Changes

In order to stop the spread of COVID-19, the Japanese government has provided these "Lifestyle Changes" to protect yourself and the people around you.

1. Give 1-2 meters of space between yourself and other people.
2. Even when you feel healthy, wear a mask.
3. As soon as you get home wash your hands thoroughly. If possible, also change your clothes.
4. Avoid the "Three Cs"! ①CLOSED SPACES with poor ventilation ② CROWDED PLACES with many people nearby ③ CLOSE-CONTACT SETTINGS such as close-range conversations.



【Everyday Lifestyle Changes】

- Try to shop when stores have the least amount of people.
- Instead of eating out, order in or get take-out.
- Avoid having conversations with strangers on buses and trains.
- If you do eat out, do so when there are few people and maintain social distancing.

※Multilingual infectious disease prevention information is available on the Japanese government homepage

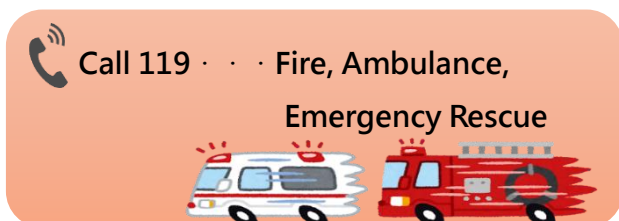
<https://corona.go.jp/prevention/>



➤ Health and Medical Consultation

If you are having trouble breathing, feel fatigued, or have a high fever, please call this number as soon as possible. Aira Health Care Center TEL 0995-44-7956 (Mon-Fri 8 : 30 ~ 17 : 15)

FOR EMERGENCIES



When you call report ① What happened: Fire= ^{k a j i} 火事 Illness= ^{byouki} 病気 Injury= ^{ke ga} 怪我 ② Location ③ Your Name ④ Your Phone Number

※Emergency operators are available 24/7. All calls are free of charge.

Call operators with English ability will be able to help you if necessary.

On the Kirishima International Exchange Association homepage there is a more in depth explanation on calling procedure in: English, Chinese, and Korean






<https://kokuzaikoryu.net/information/calling119110/calling119110.html>



IN CASE OF NATURAL DISASTER

In the case of a typhoon or heavy rain, the chart below details the 5 levels of weather severity and corresponding measures for the public. If an evacuation order is made please look online for the nearest shelter.

Kirishima City Hall Safety and Security Division TEL 0995-45-5111 (ext.1151,1152)

Level	Evacuation orders	Measures to be taken by residents
Low 1	Early advisory for severe weather 【 Report by the Japanese Meteorological Society 】	Residents should start to mentally prepare for the possibility of severe weather and pay attention to TV and radio reports. 
2	Weather advisory issued for heavy rain 【 Report by the Japanese Meteorological Society 】	Residents should know where they will evacuate to if conditions worsen and confirm if city provided shelters are open or not. 
3	At risk groups should evacuate. Residents should prepare to evacuate. 【 Official announcement made by Kirishima City 】	Groups that may require more evacuation time such as elderly or handicapped populations should move to shelters. Otherwise, residents should prepare to evacuate. 
4	Evacuation Order 【 Official announcement made by Kirishima City 】	Residents should evacuate to a safe location such as city provided shelter. If evacuating from ones current location is too dangerous, residents should stay in place in safe location (ex. on the second floor, away from windows...) 
High 5	Natural Disaster 【 Official announcement made by Kirishima City 】	This is a natural disaster. Residents should do everything in their power to protect their lives. 

➤ In Case of:

【Typhoon】 ※Typhoons are most likely to occur between July and October.

- With Typhoons, sea levels rise and rivers are prone to overflowing.
- In high winds, street signs and roof tiles can break off and get carried by the wind. Power outages and downed power lines make going outside very dangerous. It is safest to remain inside during storms.
- As debris can get picked up in strong winds, it is best to close window shutters.



【Earthquake】

- If you start to feel shaking, grab a cushion and move to under a table or desk. Place the cushion over your head. If possible, move outside to an open space.
- Turn off any appliances that use fire after the shake has ended.
- Do not evacuate using any narrow or crowded streets and stay away from rivers. Only bring with you what is absolutely necessary. Be sure to put on shoes before you head outside.



MULTILINGUAL RESOURCES FOR HEALTH AND INCLEMENT WEATHER

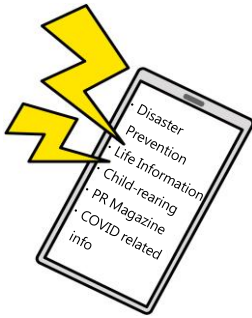
➤ Multilingual Health Consultation (Available in 8 languages)

AMDA International Medical Information Center
TEL 03-6233-9266 (Mon-Fri 10 : 00 ~ 16 : 00)

➤ Health and Inclement Weather Resources

Kirishima Administration / Disaster Prevention Navigator ※English, Chinese, and Korean

An accessible app for looking up shelter maps, disaster hazard maps, other disaster information, and general living information. When there is a natural disaster, the app will send you important information regarding the disaster via notifications. (free smartphone app)



The app supports multiple languages and text-to-speech in Japanese. Download using the QR codes below!

iOS :



Android :



Kirishima Home Page ※English, Chinese, and Korean

Updates regarding disasters, evacuation orders, and infection information is available.

<http://www.city-kirishima.jp.e.bj.hp.transer.com/>



· Disaster Hazard Map



In case of earthquakes, floods, landslides and volcanic eruptions, Kirishima City has compiled maps of areas that are prone to damage and that should be avoided.

<http://www.city-kirishima.jp.e.bj.hp.transer.com/hisyokouhou/shobo/bosai/bosaimap/index.html>

· Shelter Map

This map shows shelters available within the city of Kirishima.

<http://www.city-kirishima.jp.e.bj.hp.transer.com/hisyokouhou/shobo/bosai/hinanbasho/index.html>



· COVID-19 Information



COVID-19 relevant information such as events that have been cancelled as a result of the virus

<http://www.city-kirishima.jp.e.bj.hp.transer.com/hisyokouhou/kosodate/kenko/shingatakoronaindex.html>

Information for foreign residents regarding COVID-19 issued from Kagoshima Prefecture.

Available in English, Chinese, Korean, and Vietnamese.

<http://www.pref.kagoshima.jp/af09/20200407covid-19.html>



Download the app "Safety Tips" to get live information regarding earthquakes, flooding, and heat illness.

iOS :



Android :



※Available in English, Chinese, Korean, Vietnamese, Tagalog, Nepali, Indonesian, etc...

Download "NHK World-Japan" to get Japanese news

iOS :



Android :




※Available in English, Chinese, Korean, Vietnamese, Burmese, Urdu, etc...



Consultation Services



Consultation	Consultation Center	Contact Information	Hours
-General Living -Work -Welfare -Health -Residency	Kagoshima International Exchange Association Foreign Resident Consultation (Homepage) https://www.kiaweb.or.jp/consultation.html 	Kagoshima City, Yamashita-Cho 14-50. Kagoshima Kenmin Koryu Center, (1 st floor) TEL : 070-7662-4541 ※English, Chinese, Korean, Vietnamese, Tagalog, Nepali, Burmese, etc... (22 languages in total)	Tuesday-Sunday 9 : 00 ~ 17 : 00 ※Excluding: December 29 th -January 3 rd
-Immigration -Residential Status -Residential Procedures	Fukuoka Immigration Bureau, Kagoshima Branch Foreign Resident General Counseling Center	Kagoshima City, Hama-Machi, 2-5-1 099-222-5658 Fukuoka Prefecture, Fukuoka City, Chuo-Kumaizuru,3-5-25 TEL : 0570-013904 IP · PHS · Overseas Number : 03-5796-7112 email : info-tokyo@i.moj.go.jp	Monday ~ Friday 9 : 00 ~ 12 : 00 、 13 : 00 ~ 16 : 00 Monday-Friday 8 : 30 ~ 17 : 15
Employment Labor (Work related consultation)	Hello Work Kokubu	Kirishima City Kokubu-Chuo 1-4-35 0995-45-5311	Monday-Friday 8 : 30 ~ 17 : 15
	Kagoshima Labor Bureau Foreign Resident Consultation Corner	Kagoshima City, Shimashita-Cho, 13-21 Kagoshima Joint Government Office, 2 nd floor 099-216-6100 ※Vietnamese Services Available	Wednesday 9 : 00 ~ 16 : 30
	Foreign Employment	English : 0570-001-701 Chinese : 0570-001-702 Portuguese : 0570-001-703 Spanish : 0570-001-704 Tagalog : 0570-001-705 Vietnamese : 0570-001-706	Monday-Friday 10 : 00 ~ 15 : 00 (Excluding New Year's Holidays)
		Burmese : 0570-001-707 Nepali : 0570-001-708	Monday Thursday
Human Rights Counseling	Human Rights Counseling for Foreign Nationals	Ministry of Justice 0570-090-911	Monday ~ Friday 9 : 00 ~ 17 : 00


General Living Requirements and Processes



CHANGE OF ADDRESS

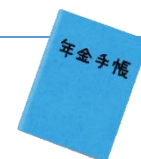
To report a change of address, go to Kirishima City Hall Citizen Division, Hayato Citizen Welfare Division, or any other citizen welfare division in Kirishima.

Kirishima City Hall Citizen Division TEL 0995-45-5111 (ext. 1721 ~ 1724)

Situation	Reporter	What to Bring
Upon moving residence (to Kirishima)	This needs to be filed by the primary home owner. (Other people can only file as a proxy) 	<ul style="list-style-type: none"> · Residence Card, Special Permanent Residence Certificate · My Number Card (If available) · Passport (If moving to Japan from outside the country) · A certificate of transfer issued by the municipality of your prior residence (If moving from another Japanese town) · National Insurance Card or a Senior Citizen Health Insurance Card
Upon moving residence (from one place in Kirishima to another)		
Upon moving residence (to a town outside of Kirishima)		

※When requesting a certificate of residence, you must present ID with a picture of your face, (driver's license, residency card etc) and pay 200 yen.

NATIONAL PENSION AND HEALTH INSURANCE



➤ National Pension

Japanese residents from age 20 to 60 who are not enrolled within an employee's pension system are required to join the Japanese national pension system and pay pension insurance.

If you have paid your insurance dues for 10 years, or are exempt from paying, at the age of 65 you are eligible for a basic pension for the elderly plan. Additionally, if you have lived in Japan for more than 6 months and have paid insurance into a pension plan, you can receive a lump-sum payment after you leave Japan. In order to receive this payment you, you must file a claim within two years of you returning to your home country.

➤ National Health Insurance, Medical Care System for Older Senior Citizens



Those entered in a health insurance plan, and who pay health insurance tax, are only responsible for paying a small portion of any of their medical fees.

Until the age of 74, if you are not entered within a work provided health insurance plan, you will be entered in Japan's national health insurance program. People 75 years and older and those who are disabled between the ages of 65 and 74, will be entered in the medical care system for older senior citizens.

Kirishima City Hall TEL 0995-45-5111 Health Insurance and Pension Division (ext. 1861 · 1862)

National Health Insurance Group (ext. 1871 ~ 1873)

Older Senior Citizen Medical Care Group (ext. 1881 · 1882)

ELECTRIC, GAS, AND WATER



➤ Electric and Gas

When you first move into a new place, you first must call the power company to use the appliances. The electricity bill will come once a month and can be paid at the bank, post office, and any convenience store.

- Kirishima Electric Company, Kyushu Electric Office TEL 0120-986-803
(You can also contract with a different company.)

※For apartments and mansion, your gas company has been chosen by the complex. First enquire with the manager of your apartment.



➤ Water

To have access to water supply, call Kirishima City Hall or go to the City Hall home page.

- Kirishima City Water and Sewage Department Customer Center TEL 0995-42-3500
- Kirishima City Homepage, water and sewage system usage startup and termination website
<http://www.city-kirishima.jp.e.bj.hp.transer.com/suidoukanri/kurashi/suido/suido/shiyokaishi/renraku.html>



GARBAGE DISPOSAL



➤ Garbage Disposal Rules

- Please put out your garbage by 8 am on the chosen disposal day.
- Please put out your garbage in the designated disposal area.
- Please separate your garbage into the proper color-coded bags. (You can buy these at most stores in Kirishima)

Burnable Garbage: Yellow Bag Non-Burnable Garbage: Red Bag Recyclables: Green Bag



➤ Garbage Disposal Days

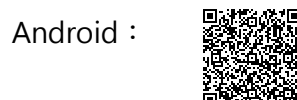
Garbage disposal days are listed on the Kirishima City homepage (days may differ depending on area)

<http://www.city-kirishima.jp.e.bj.hp.transer.com/hisyokouhou/kurashi/gomi/nittei/index.html>



※There is a Smartphone app available called “San-a-ru” (さんあ～る) that helps with proper garbage separation.

(Available in English, Chinese, and Korean)





OTHER (REPORTING TO CITY HALL, TAXES, BIRTH OF A CHILD)



➤ Necessary Documents

When reporting the birth of a child, death of a relative, taxes, etc., go to Kirishima City Hall Citizen Division, Hayato Citizen Welfare Division, or any other citizen welfare division in Kirishima to learn what necessary documents you will need to file. There are certain requirements for an inkan to be registered. Please contact us beforehand to learn more about the requirements.

Kirishima City Hall Citizen Division TEL 0995-45-5111 (ext.1721 ~ 1724)

Type of Registration	Registration Contents
Birth Registration (When a child is born)	If you have a child in Japan, you must report the birth to city hall within two weeks of the child's birth.
Death Registration (When a relative dies)	In the case of a death of a family member, the death must be reported to city hall within seven days of the person's passing.
Marriage Registration (Upon marriage) 	Please bring the following materials to city hall when registering a marriage. (Necessary materials may change depending on the nationality of the couple) <ul style="list-style-type: none"> · Marriage Registration Form · Passport with Japanese translation · Certificate of No Impediment to Marriage (issued at the Japanese embassy or embassy in your home country) and its Japanese translation. · Certificate of Family Register (If your permanent residence is not in Kirishima)
Divorce Registration (Upon Divorce) 	Please bring the following materials to city hall when registering a divorce. (Necessary materials may change depending on the nationality of the couple) <ul style="list-style-type: none"> · Divorce Registration Form · ID (passport or driver's license) · Certificate of Family Register (If your permanent residence is not in Kirishima)

➤ Taxes

The following are types of taxes you may end up paying in Japan. Taxes can be paid at banks, post offices, and conveniences stores.

Type of Tax	Contents	Contact Information
Income Tax	The income tax is based off of the money you made in one year. If you work at a company, a certain portion of your salary will be automatically deducted from your paycheck and settled at the year-end adjustment.	Kajiki Tax Office 0995-62-2161
Automobile Tax (Dependent on vehicle type)	On April 1 st , car owners are required to pay a prefecture determined tax. The type of car, engine, and age of the car will influence the amount owed.	Kagoshima Regional Promotion Bureau Automobile Tax Division 099-261-5611
Prefectural Tax	On January 1 st , residents of Kirishima City and Kagoshima Prefecture are required to pay a prefectural tax. This tax is calculated based your previous year's income. During May of every year you will receive notice regarding tax owed.	Kirishima City Hall Taxation Division, Prefectural Tax Group 0995-45-5111 (ext.1371 ~ 1378)
Kei Car Tax (Dependent on vehicle type)	On April 1 st , owners of cars or bikes with engine power less than 660cc are required to pay a tax on their vehicles. The type of vehicle and age of the vehicle will influence the amount owed.	Property Tax Group (ext. 1381 ~ 1386)
Property Tax, Municipal Tax	On January 1 st , owners of property such as land or buildings must pay a tax. The value of the property owned will influence the amount owed.	







➤ Inkan Registration

It is important to have an “inkan” in Japan. Think of it as a Japanese signature of sorts. You need it at city hall, when buying a car or house, and when you borrow money. To register your inkan, bring a form of ID that shows your face (driver's license, residency card, etc.) to city hall. If you require a proof of inkan registration form, bring the inkan registration card that you will receive upon initial registration and 200 yen.

Kirishima City Hall Citizen Division TEL 0995-45-5111 (ext. 1721 ~ 1724)

➤ Children

Resources	Contents	Contact Information
Maternity Health Record Book, Postpartum Checkups 	Pregnant women will receive a book to record their health and their child's growth. Additionally, women will receive free medical examination slips for during their pregnancy.	Kirishima City Hall Health Promotion Division 0995-45-5111 (ext. 2161 · 2162 · 2181) Sukoyaka Health Center 0995-42-1159
Infant Health Checkup, Vaccinations	After birth, infant health checkups and vaccinations are offered for free. You will receive a message from city hall one month before the infant has reached a certain age milestone.	
Child Medical Expenses, Single Parent Households	Up until the child is in their third year of junior high school, the city will pay for a portion of the child's medical expenses. (up until third year of high school for certain exceptions.) For single parent households, the city will pay for the entirety of the child's medical expenses until they turn 18.	Kirishima City Hall Child Care Support Division 0995-45-5111 (ext. 2061 ~ 2066)
Child Allowance, Child Rearing Allowance	Up until the child is in their third year of junior high school, parents will receive money to go towards the child's expenses. For single parents and parents severely handicapped, the city will provide a special child rearing allowance to go towards the child's expenses.	
Kindergarten, Nursery School, Day Care 	For parents who work during the day, or parents who wish to start their child's education at a younger age (3-5 years old), nursery and day care services are available.	· For inquiries regarding nursery schools and day care Kirishima City Hall Child Care Support Division 0995-45-5111 (ext. 2071 ~ 2075)
Elementary School, Junior High School 	Elementary School (6 years): From April 2 nd , six years of age Junior High School (3 years): From April 2 nd , twelve years of age	· For inquiries regarding public kindergarten, elementary school, junior high school Kirishima City Hall Board of Education (ext. 3741 · 3742)

SOCIAL WELFARE



➤ For Handicapped Individuals.

Mentally, physically, or intellectually handicapped individuals may apply for a certificate of disability. With this certificate you can receive services that will aid and support you in your daily life. Additionally, this certificate also allows you to join the JR fare discount system and the JR tax exemption system.



➤ Elderly Nursing Care

After the age of 40, if you've lived in Japan for more than 3 months, you can start paying into an elderly nursing-care insurance system. In the future if you become bedridden, develop dementia, or have any other ailment that requires nursing assistance, you will have access to services that help you manage your condition and every day life.

Kirishima City Hall TEL 0995-45-5111

Disability and Social Well-being Division (ext. 2121 ~ 2124)

Nursing Insurance Group (ext. 2134 ~ 2137)

【Tax owed calculated by】

Taxation Division Municipal Tax Division (ext. 1371 ~ 1378)

Other Foreign Resident Relevant Information

■Daily Life Support Portal for Foreign Nationals (Immigration Services Agency of Japan)

This living guide provides resources for understanding and navigating every day Japanese culture. Available in 14 languages including: English, Chinese, Korean, and Vietnamese. Learn more about the portal from the link and QR code below!

Homepage : <https://www.moj.go.jp/isa/support/portal/index.html>



■Japanese Study Resource Site 「Connect and Enhance Your Life in Japanese」

This website is for foreign nationals living in Japan help navigate everyday life in Japanese. Homepage : <https://tsunagaru.jp.bunka.go.jp/>

■Kagoshima International Exchange Association

The exchange association offers support for foreign nationals, including Japanese language classes. Homepage : <https://www.kiaweb.or.jp/>



■Kirishima City International Exchange Association

The exchange association facilitates cultural exchange events for Japanese and foreign residents. Homepage : <https://kokusaikoryu.net/>

Welcome to Kirishima!

If you have any questions regarding the guidebook or need any sort of assistance, please contact or visit the closest city hall office branch.



【About Kirishima City】

To the north stands the Kirishima Mountains and to the south sits Kinko Bay. Soak in Kirishima's plentiful onsen, drink Kirishima's famous green tea and spice up your dishes with Kirishima's famous black vinegar!

We recommend that you take full advantage of all of Kirishima's charms!

Kirishima City Homepage

• Tourism Information



<http://www.city-kirishima.jp.e.bj.hp.transer.com/hisyokouhou/kanko/index.html>

<http://www.city-kirishima.jp.e.bj.hp.transer.com/hisyokouhou/kanko/index.html>



【Transportation Options】

Railway (JR), Bus, Taxi, Rental Car

Kirishima City Homepage

• City Bus



<http://www.city-kirishima.jp.e.bj.hp.transer.com/kikaku/kurashi/kotsukikan/bus/fureai-bus.html>

<http://www.city-kirishima.jp.e.bj.hp.transer.com/kikaku/kurashi/kotsukikan/bus/fureai-bus.html>

• Taxi, Rental Car, Sightseeing Bus

<http://www.city-kirishima.jp.e.bj.hp.transer.com/kirikan/kanko/leisure/busmap.html>

<http://www.city-kirishima.jp.e.bj.hp.transer.com/kirikan/kanko/leisure/busmap.html>



【Contact Information】

City Hall Representative TEL 0995-45-5111

(Guidebook Inquiries)

Citizen Environment Department, Citizen Activity Promotion Division,

Citizen Environment Policy/ International Affairs Section (ext. 1531,1532)