

# 春日井くらしのガイド 2023

## 英語版

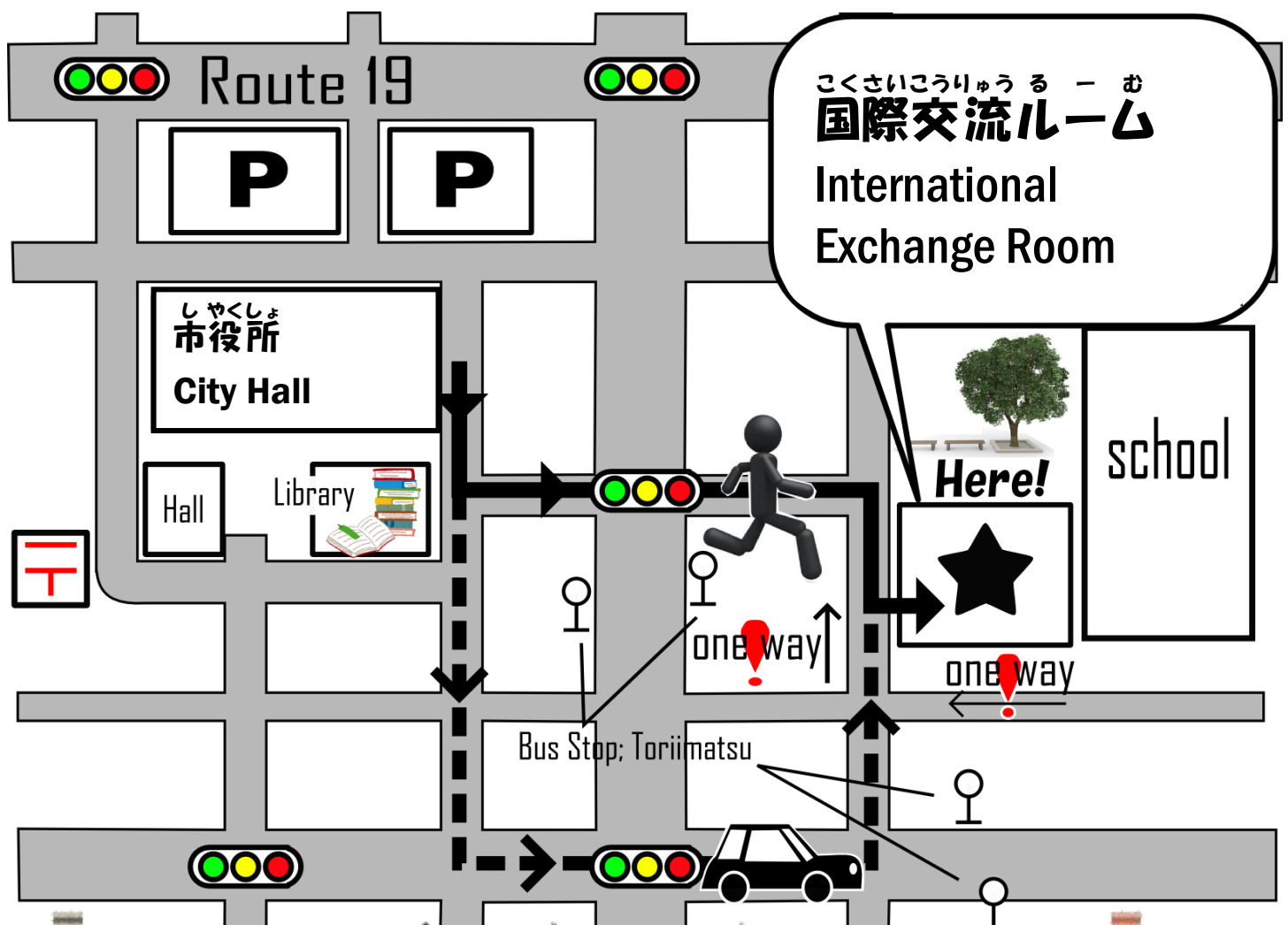
### Guide for living in Kasugai

この本の説明を国際交流ルーム(地図の★のところ)でします。来る前に  
電話をしてください。

At the International Exchange Room (★ on the map) will explain about this book.  
Please call before coming.



☎0568-56-1944



はじめに

外国から希望と不安を持ち、日本へやってきた外国人の皆さんは、祖国とは違う言葉や生活習慣、文化など、様々なことに戸惑いを感じていると思います。

この「春日井くらしのガイド」は、皆さんが春日井市で安心して生活できるよう、緊急の場合の連絡先や、各種手続き、日常生活での決まり事などを簡単にまとめたものです。

今後の春日井市での生活に役立ててもらえれば幸いです。

春日井市

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## Introduction

I am sure that people who come here from other countries, with feelings of both hope and trepidation, may often find themselves at a loss when faced with a language, customs, and culture that are different from those of their home countries.

This “Guide to Living in Kasugai” gives a simple overview of emergency contact numbers, all types of procedures, rules for daily life, and other matters to enable you to live in Kasugai with peace of mind.

We hope this Guide will be useful for your life in Kasugai.

City of Kasugai

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## □ City Hall Functions

### Kasugai City Hall

City hall is an important government institution in terms of daily life. There are counters handling the procedures for resident registration, marriage, birth, and national health insurance, among others, and staff are available to offer advice to foreign nationals.

Address ▼ 5-44 Toriimatsu-cho, Kasugai City, Aichi Prefecture 〒486-8686

Tel: (0568) 81-5111

Website: <https://www.city.kasugai.lg.jp/>

Parking ▼ Limited parking is available.

Public transport ▼ Two-minute walk from the Toriimatsu stop on the Meitetsu bus from JR Kasugai Station, or near the Kasugai Shiyakusho stop on the Kasugai City bus “Heartful Liner”

Open ▼ Monday to Friday, 8:30 a.m. to 5:15 p.m.

Closed ▼ Saturdays, Sundays, national holidays, and New Year holidays (from December 29 to January 3)

# 1 Resident Registration

Family Register and Residents' Affairs Section

Tel: (0568) 85-6138

Foreign nationals with mid- or long-term visas are required to go through resident registration procedures at city hall. Please complete the procedures at the Family Register and Residents' Affairs Section in order to receive a range of local government services.

Item required: Residence card

# 2 International Exchange Room

This facility disseminates information on international exchange activities in the city as well as information helpful in creating a harmonious multicultural society. Here, brochures that offer useful information for daily life in several languages are available, along with information on groups engaged in international exchange activities.

Address ▼ 3 Harumi-cho, Kasugai City, Aichi Prefecture 〒486-0837

Tel: (0568) 56-1944

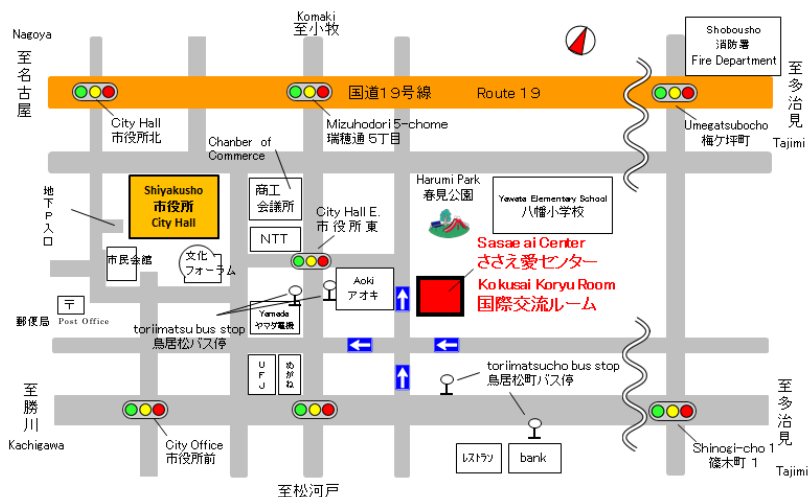
Parking ▼ Limited parking is available.

Public transport ▼ Two-minute walk from the Torimatsu stop on the Meitetsu bus from JR Kasugai Station

Open ▼ Tuesday to Sunday 9:00 a.m. to 5:00 p.m.

Closed ▼ Mondays

Year-end and New Year holidays (December 29–January 3)



### 3 Orientation Sessions for Incoming Foreign Residents

International Exchange Room

Tel: (0568) 56-1944

Orientation sessions are held for incoming foreign citizens to explain basic rules to be observed as a citizen of Kasugai City, such as garbage disposal rules and the evacuation sites designated in the earthquake preparedness plan.

Session program ▼ Garbage disposal rules, health insurance system, hospital information, calling an ambulance, evacuation sites designated in the earthquake/disaster preparedness plan, services available at city hall

Venue ▼ International Exchange Room

\* Please see the map on page 2.

\* If the parking lot is full, you can park in the city hall parking spaces.

Participation ▼ Participants are accepted at any time (from 9:00 a.m. to 5:00 p.m. from Tuesday to Sunday).

Participation fee ▼ None

- If you wish to receive explanation in Japanese, no appointment is necessary, simply visit the International Exchange Room on the day of the session.
- If you wish to receive explanation in your native language, please contact the International Exchange Room (Tel: (0568) 56-1944) in advance to make an appointment.

### 4 Counseling for Foreign Residents

At Kasugai City, counseling services are offered to foreign residents in several foreign languages in order to ease any worries and concerns.

▼ Kasugai City Hall 2nd floor Citizens' Consultation Counter

Tel: (0568) 85-6624 (consulting day only)

Offers advice on questions or concerns about local government services

▼ Wednesdays 9:00 a.m. to noon and 1:00 p.m. to 4:00 p.m.

First Wednesday: English/Filipino

Second Wednesday: Portuguese

Third Wednesday: Spanish

Fourth Wednesday: Portuguese

#### Organization for Technical Intern Training

▼ Technical intern trainees consultation counter

<https://www.otit.go.jp/files/user/docs/sos.pdf>

## **5 Volunteer Interpreter Services**

International Exchange Room

Tel: (0568) 56-1944

A volunteer interpreter will help foreign citizens who are unable to communicate sufficiently in Japanese to complete procedures at public facilities in Kasugai City if necessary. If you require the service of an interpreter, please apply at least one week in advance.

▼ Interpreter languages: English, Chinese, Portuguese, Spanish, Filipino (Tagalog), Vietnamese, and more

▼ Venues where volunteer interpreter services are offered: Public facilities in Kasugai City

▼ Service hours: Up to two hours during the open hours of the respective public facilities

\* When applying for the volunteer interpreter service, please allow for the extra time that is needed to complete the procedures via an interpreter.

▼ Scope of the volunteer interpreter services:

Assistance in completing procedures at city hall or other public facilities

\* The service does not cover interpreting for technical or specialized topics.

▼ Where to apply: International Exchange Room

Tel: (0568) 56-1944

Kasugai City is also looking for volunteer interpreters. If you are interested in registering as a volunteer interpreter, please inquire to the above contact.

## 6 Learning Japanese

<Kasugai Fureai Classes>

International Exchange Room

Tel: (0568) 56-1944

Classes are held for people who are beginners in Japanese and who have difficulty understanding the language. Participants can become familiar with the Japanese language, culture, and more.

Dates ▼ In principle, classes are held on the second, third, fourth and fifth Fridays, or the second, third, fourth and fifth Sundays.

Class time ▼ 10:00 a.m. to 11:45 a.m.

Venue ▼ Citizens' Activity Support Center (Sasae-ai Center)

Eligibility ▼ Foreign nationals aged 15 or over who live, work, or attend school in Kasugai City

Maximum number of students ▼ 60 on Sundays, 30 on Fridays

How to apply ▼ For more details on the classes, please inquire in advance at the International Exchange Room on the first floor of Citizens' Activity Support Center (Sasae-ai Center).

Tuition ▼ Participants in the introductory class are required to pay for textbooks (tuition is free).

<Kasugai Fureai Classes (Japanese classes for children)>

International Exchange Room

Tel: (0568) 56-1944

Classes are held for children of foreign origin who are beginners in Japanese, and therefore need help to understand the language. Participants can learn simple Japanese conversation, writing, and culture.

Dates ▼ In principle, classes are held on the second, third, fourth and fifth Sundays.

Class time ▼ 10:00 a.m. to 11:45 a.m.

Venue ▼ Citizens' Activity Support Center (Sasae-ai Center)

Eligibility ▼ Elementary and junior high school students of foreign origin living in Kasugai City

Maximum number of students ▼ 10

How to apply ▼ For more details on the classes, please inquire in advance at the International Exchange Room on the first floor of Citizens' Activity Support Center (Sasae-ai Center).

Tuition ▼ None



Kasugai Fureai Classes are organized by members of volunteer groups. There are no restrictions on the nationality of participants. You can start at any time, with instruction according to your individual level.

### <Japanese Class for Foreign Residents>

Tobu Shimin Center (Community Center)

Tel: (0568) 92-8511

Dates ▼ Sundays (irregular), 8 times

\* Details are available at the Tobu Shimin Center (Community Center)

Class time ▼ 10:00 a.m. to noon

Venue ▼ Tobu Shimin Center (Assembly Room 3 (*daisan shukaishitsu*) on the second floor)

2-2-1 Chuodai, Kasugai City 〒487-0011

Eligibility ▼ Applicants must be at least elementary school age and either living or working in Kasugai City.

Course ▼ Practical course

Maximum number of students ▼ 15 (Applications are accepted on a first-come-first-served basis)

How to apply ▼ Directly apply at Tobu Shimin Center on the day of the class

\* For the first class, students are required to come to the venue by 9:50 a.m.

Tuition ▼ None (Printed matter distributed in classes is used as a textbook.)

## 7 Health Insurance and Pension System

Health Insurance, Medical Aid and Pension Section

Tel: (0568) 85-6156

### Health Insurance

There are two types of health insurance: social insurance (*shakai hoken*), which is arranged through your workplace, and national health insurance (*kokumin kenko hoken*) or the Older Seniors Healthcare Insurance (*koki koreisha iryo hoken*).

### <National Health Insurance>

People who are registered in the Residential Basic Book (*jumin kihon daicho*) and staying for purposes other than (i) activities to receive medical treatment or activities to provide daily care for those engaged in

activities to receive medical treatment, and (ii) sightseeing, recreation, or other similar activities for a period not exceeding one year, or accompaniment as spouses, but who are not qualified to enroll in other forms of health insurance are required to enroll in the national health insurance (*kokumin kenko hoken*).

1. Health Insurance premiums are determined according to the number of people enrolled in your household and their income.
2. Don't forget to take your Health Insurance Card with you when receiving treatment at a hospital.

#### **<Older Seniors Healthcare Insurance (*koki koreisha iryo hoken*)>**

The Older Seniors Healthcare Insurance covers people aged 75 or over (or 65 or over for people with certain specific disabilities).

People who are registered in the Residential Basic Book and staying for purposes other than (i) activities to receive medical treatment or activities to provide daily care for those engaged in activities to receive medical treatment, and (ii) sightseeing, recreation, or other similar activities for a period not exceeding one year, or accompaniment as spouses are automatically enrolled in the Older Seniors Healthcare Insurance on their 75<sup>th</sup> birthday.

Also, people aged 65 or over with certain specific disabilities may choose to enroll in the Older Seniors Healthcare Insurance if registered in the Residential Basic Book and staying for purposes other than sightseeing, recreation, or other similar activities by submitting their Physically Disabled Persons Handbook or other document confirming the state of their disability.

1. Your Health Insurance Card will be mailed after your enrollment has been processed.
2. Insurance premiums are calculated on an individual basis, as the total of an average percentage that spreads the burden evenly throughout the system, and on an amount calculated on the basis of your income.

#### **<Health Checkups, etc.>**

People aged between 40 and 74 who are covered by the national health insurance system are offered special health checkups in order to help early detection and treatment of those suffering from diabetes or hypertension (high blood pressure) and those at risk of the disorders. As a result, special health guidance will be provided to people requiring health guidance. People who are covered by the Older Seniors Health

Insurance system are offered health checkups which aim to prevent lifestyle-related diseases and maintain and improve their health.

#### **Public Pension System**

Residents in Japan aged between 20 and 59 (inclusive) are obliged to enroll in the Japanese public pension system, regardless of whether or not they have Japanese nationality.

The pension service is carried out by the Japan Pension Service commissioned by the Ministry of Health, Labour and Welfare. Please inquire with the Japan Pension Service Office for details.

Japan Pension Service Nagoyakita Branch Office Tel: (052) 912-1213  
5-6-25 Shimizu, Kita-ku, Nagoya City 〒462-8666

The city hall handles various procedures for Category I insured persons, exemption from insurance premiums, and more.

## **8 Nursing Care and Welfare Measures for Persons with Disabilities**

### **<Nursing Care Insurance System (*kaigo hoken seido*)>**

Nursing and Elderly Welfare Section

Tel: (0568) 85-6183

If you fall under either of the following categories, you are entitled to receive services through the Long-term Care Insurance system, subject to approval of the municipal government.

- (1) People aged 65 or over who are registered in the Residential Basic Book, excluding those who stay in Japan only for a short period of time.
- (2) People aged between 40 and 64 (inclusive) who are enrolled in a health insurance system

To receive services through the Long-term Care Insurance system, first contact the local community comprehensive support center or in-home care support provider.

The care service provider will consult with the person who needs care services and his or her family members to determine the type, timing and frequency of service and develop a care plan based on the kind of care service required.

### <Disability Welfare System (*shogai fukushi seido*)>

Social Services for People with Disabilities Section      Tel: (0568) 85-6186

If you have a physical, intellectual, or mental disability, you are entitled to apply for a Disabled Persons Handbook or disability welfare services. You may be able to receive various allowances and other support based on the category or degree of the disability indicated on the Disabled Persons Handbook.

## 9 Hospitals

There are both public and private hospitals in the city.

### Public Hospital

Kasugai Municipal Hospital (*Kasugai Shimin Byoin*)

Address ▼ 1-1-1 Takaki-cho, Kasugai City, Aichi Prefecture 〒486-8510

Tel: (0568) 57-0057

Reception desk open ▼ Monday to Friday, 8:30 a.m. to 11:30 a.m.

Closed ▼ Saturdays, Sundays, national holidays, and New Year holidays (from December 29 to January 3)

### <Departments>

Internal Medicine, Nephrology, Diabetes and Endocrinology, Neurology, Respiratory Medicine, Gastroenterology, Cardiovascular Medicine, Mental Health, Pediatrics, General Surgery, Orthopedic Surgery, Plastic Surgery, Neurosurgery, Thoracic Surgery, Cardiac Surgery, Vascular Surgery, Dermatology, Urology, Obstetrics and Gynecology, Ophthalmology, Otorhinolaryngology (ENT), Rehabilitation, Diagnostic Radiology, Radiation Therapy, Anesthesia, Dental and Oral Surgery, Clinical Pathology, Emergency Medicine

\*You may be required to pay 7,700 yen (5,500 yen for dentistry) in addition to the medical expense if you do not bring a medical referral letter to your first visit.

### Private Hospitals

Individual hospitals have different opening times and are closed on different days.

## 10 Weekday Nighttime and Holiday Emergency Medical Care

(1) If you or any of your family members should fall ill at night or on a holiday, contact your family doctor, who has your and your family member's medical data and who thus can provide appropriate treatment from a holistic perspective.

(2) If you cannot reach your family doctor, you can receive treatment at the emergency medical institution (for holidays and night hours on week days) shown below.

Please be sure to check the medical service hours, etc. and to call the medical institution before visiting.

**Kasugai City Emergency Clinic open at night on weekdays and holidays (General Health Care Center)**

Tel: (0568) 84-3060

Department	Service days	Service hours
Internal Medicine, Pediatrics	Weekday nights *Except for national holidays and New Year holidays	9:00 p.m. to 11:30 p.m.
	Saturdays *Except for national holidays and New Year holidays	6:00 p.m. to 9:00 p.m.
	Sundays, national holidays, and New Year holidays (12/30 to 1/3)	9:00 a.m. to noon 1:00 p.m. to 5:00 p.m. 6:00 p.m. to 9:00 p.m.
Surgery	Sundays, national holidays, and New Year holidays (12/30 to 1/3)	9:00 a.m. to noon 1:00 p.m. to 5:00 p.m. 6:00 p.m. to 9:00 p.m.
Dentistry	Sundays, national holidays, and New Year holidays (12/30 to 1/3)	9:00 a.m. to noon

- **The reception desk opens 30 minutes before service hours begin and closes 30 minutes before service hours end.**
- Emergency medical service is provided through the cooperation of the medical association, the dental association, and the pharmaceutical association.

- (3) If you cannot receive treatment either at your family doctor or at the emergency medical institution (for holidays and night hours on week days) shown above, or if you don't know who to contact, call the following numbers for advice.

Aichi Prefecture Emergency Medical Care and Information Center

Tel: 0568-81-1133

You will be referred to the nearest medical institution. Please tell the operator information including the physical condition, address, name, and age of the person in need of medical care.

\* Please be sure to call the medical institution before visiting. Even if medical care is no longer necessary, you are required to call the institution to cancel your visit.

Reception ▼7 days a week, 24 hours a day

Aichi Prefecture Emergency Pediatric Telephone Consultation Service

# 8000 (abbreviated number) or Tel: 052-962-9900

You can consult with a specialist by phone when your child suddenly falls ill at night and when you need advice on whether to take the child to a medical institution or not.

Reception ▼7 days a week, 7:00 p.m. to 8:00 a.m. the following morning

Aichi Emergency Medical Service Guide (Aichi Prefecture Emergency Medical Information System)

<https://www.qq.pref.aichi.jp/>

You can also search medical institutions that can meet your emergency needs on the following website.

Be sure to call the medical institution before visiting.

## 11 Children

Welfare

### <Subsidized Medical Expenses for Children>

Health Insurance, Medical Aid and Pension Section

Tel: (0568) 85-6194

A subsidy is offered to help with any out-of-pocket medical expenses a child has incurred beyond

regular health insurance coverage.

- Medical expenses, including for outpatient treatment and hospitalization, for children up to 18 years old (until the end of the first fiscal year of their 18th birthday)

**<Subsidized Medical Expenses for Students >**

Health Insurance, Medical Aid and Pension Section

Tel: (0568) 85-6194

A subsidy is offered to help with any out-of-pocket hospitalization fees a student has incurred beyond regular health insurance coverage from the first April 1 after the student has reached 18 years of age to the end of the first fiscal year after the student has reached 24 years of age.

\* Please see the city website for details.

**<Child Allowance (*jido teate*)>**

Childcare Support Section

Tel: (0568) 85-6201

Child Allowance is paid to people raising children until their children finish junior high school (until the end of the first school year after they turn 15). Please inquire as the Child Allowance is subject to an income limit.

**<Child Rearing Allowance (*jido fuyo teate*), Aichi Prefecture Orphan Allowance (*aichiken iji teate*), and Child Welfare Allowance (*kodomo fukushi teate*)>**

Childcare Support Section

Tel: (0568) 85-6201

Allowance is paid to people raising children as a single parent or raising children who do not have parents (until the end of the fiscal year during which the child has reached 18 years of age; until under 20 years of age for children with certain specific disabilities in the case of the Child Rearing Allowance and Child Welfare Allowance). Please inquire for details regarding the conditions for receiving the allowance and taxation for each system.

**<Nursery Schools, Centers for Early Childhood Education and Care (*nintei kodomo-en*) and Small-Scale Nurseries (*shokibo hoikuen*)>**

Nursery Section

Tel: (0568) 85-6202

Nursery Schools are child welfare institutions that integrally offer protective care and education on behalf of parents or guardians when children, who are generally aged between six months and preschool age, need full-time nursing care for reasons such as work or due to nursing a sick family member.

Centers for Early Childhood Education and Care are institutions that comprehensively offer education and day care for preschoolers and have functions and traits of both a kindergarten and a nursery.

Small-Scale Nurseries are a type of nursery enterprise authorized by the city that care for children in place of the parents just like Nursery Schools do. These institutions provide care to groups of 6 to 19 children aged zero to under three years.

## **Health**

### **<Vaccinations>**

Health Promotion Section

Tel: (0568) 85-6168

#### [Routine Vaccination]

Recommended vaccines and their recommended doses vary with the age of children. Vaccination coupons will be mailed to eligible children. Please make a vaccination reservation for your children at a designated medical institution in the city. When bringing your children to get vaccinated, please bring the coupon and your Mother and Child Health Handbook to the institution. If you lose the coupon or hope to have your children vaccinated at a medical institution outside Kasugai City, you must complete the necessary procedures in advance at the Health Promotion Section.

#### [Voluntary Vaccination]

### **<Mumps>**

The City pays part of the cost of mumps vaccinations for preschoolers aged one to six years on the day of the vaccination.

\* This coverage is subject to certain conditions.

### **<Mother and Child Health Handbook>**

Child Policy Section

Tel: (0568) 85-6170

Upon the submission of a notification of pregnancy, a Mother and Child Health Handbook (a Japanese version or foreign language version) will be issued at the Child Policy Section (City Hall 2nd floor, General Health Care Center 3rd floor). The Guidebook for Mother and Child, a separate volume (a health checkup, etc. examination slip for an expectant or nursing mother and an infant), will also be issued for target individuals.

### **<Health Checks for Infants and Children>**

Child Policy Section

Tel: (0568) 87-1552



Health checks are offered for children aged four months, 18 months, and three years. A notice will be sent to eligible households.

**<Financial Assistance for Fertility Treatment>**

Child Policy Section

Tel: (0568) 85-6170

Part of the cost of artificial insemination is subsidized. \* Certain requirements are set in order to receive the subsidy.

**Education**

**<Kindergarten>**

Nursery Section

Tel: (0568) 85-6202

Kindergartens are preschool educational institutions for children aged between three and five. There are private kindergartens in the city. Please contact them directly for details.

**<Public Elementary and Junior High Schools>**

School Education Section

Tel: (0568) 85-6441

Children enter elementary school at age 6 and graduate at 12. They enter junior high school at age 12 and graduate at 15. If you wish to enter your child into public school, you must submit an application to the Kasugai City Board of Education.

Financial aid may be available for part of the necessary school fees if economic reasons make payment difficult. Please inquire for details.

**<School Lunch>**

School Lunch Section

Tel: (0568) 85-6341

School lunch is provided at elementary and junior high schools.

If your child cannot eat school lunch due to a food allergy or for religious reasons, please consult with the school in advance.

School lunch costs 245 yen per meal for elementary school and 285 yen per meal for junior high school. Please pay the school lunch fee by bank account transfer or by using the payment slip. The fee can also be deducted from the child allowance.

Financial aid may be available for school lunch and other fees if economic reasons make payment difficult. Please inquire for details.

## 12 Screening Tests, Medical Examinations, and Vaccinations

### <Cancer Screening Test>

Health Promotion Section

Tel: (0568) 85-6166

A screening test for specific types of cancer is offered to residents of specific age groups. If you are eligible, you will receive a cancer screening test coupon by mail. Please make a reservation at a designated medical institution in the city, and take your coupon, Health Insurance Card, and payment amount with you when visiting the medical institution. The coupon has an expiration date. If you lose your coupon, contact the Health Promotion Section in advance for reissuance procedures.

### <Dental Examinations>

Health Promotion Section

Tel: (0568) 85-6166

Dental examinations are offered free of charge to residents who will reach the ages of 20, 30, 40, 45, 50, 55, 60, 65, 70, 76 and 80 by the end of the 2023 fiscal year (April 1, 2023 to March 31, 2024) as well as pregnant/postpartum women. If you are eligible, you will receive a coupon by mail.

Pregnant/postpartum women can use the coupon for a dental examination (“*ninsampu shikakenshin jushinken*”) contained in the Guidebook for Mother and Child, a separate volume of the Mother and Child Health Handbook, to receive a dental examination.

Please make a reservation at a designated medical institution in the city, and take your coupon and Health Insurance Card with you. The coupon has an expiration date. If you lose your coupon, contact the Health Promotion Section in advance for reissuance procedures.

### <Vaccinations>

For the City’s vaccination program for children, see “Section 11 Children.”

Health Promotion Section

Tel: (0568) 85-6168

[Rubella]

Rubella antibody tests and vaccinations are offered free of charge to men born from April 2, 1962 to April 1, 1979. Furthermore, the City pays part of the expense of rubella vaccinations for officially married couples expecting or hoping for pregnancy and husbands of pregnant women.

\* This coverage is subject to certain conditions.

[Influenza]

Vaccinations are offered to persons aged 65 or older on the day of the vaccination, provided that they pay part of their own vaccination expenses.

[Streptococcus pneumonia (Pneumococcus)]

Vaccinations are offered to persons who will reach the ages of 65, 70, 75, 80, 85, 90, 95 and 100 by the end of the 2023 fiscal year (April 1, 2023 to March 31, 2024), provided that they pay part of their own vaccination expenses. Eligible people will receive a postcard about their vaccinations.

In addition to people of the ages listed above, the City pays part of the expense of pneumococcal vaccinations for those aged 65 or older on the day of the vaccination.

\* This coverage is subject to certain conditions.

[Shingles (Herpes zoster)]

The City pays part of the expense of shingles vaccinations for people aged 50 years or older on the day of the vaccination. There are two types of shingles vaccines; eligible people are advised to consult a doctor about which vaccine to choose.

\* This coverage is subject to certain conditions.

COVID-19 Vaccination Promotion Office

Tel: 0120-567-350 (Call Center: Monday to Friday, excluding holidays, from 9:00 a.m. to 5:00 p.m.)

[COVID-19 Vaccination]

Based on national standards, you can receive COVID-19 vaccinations for free. You will receive a vaccination voucher by mail by the end of the month before you are able to receive your vaccination.

## 13 Fire

In case of fire, report it by dialing 119.

### Example phone conversation

Operator: Fire or ambulance?

Caller: Fire

Operator: What's the address of the fire?

Caller: 1-1 X Town, it's X nursing home.

Operator: How many floors is the building, and on what floor is the fire?

Caller: It's two stories high, and the fire is coming from the kitchen on the first floor.

Operator: Has the fire been extinguished?

Caller: I tried, but the fire is not out.

Operator: Is anybody injured or trapped?

Caller: Two people are trapped in the kitchen.

Operator: Have you evacuated?

Caller: A total of X staff and residents have evacuated.

\*When reporting a fire, the operator will ask various questions upon confirmation of the caller's safety. Be sure to confirm the questions you will be asked in advance so that you are prepared to answer calmly and accurately.

## 14 Ambulance

If you are suddenly taken ill or require urgent treatment in cases such as a traffic accident or injury, dial 119.

### Example phone conversation

Operator: Fire or ambulance?

Caller: Ambulance

Operator: What is the address where the ambulance should be sent?

Caller: 1-1 X Town, it's X nursing home.

Operator: What happened? Who needs help?

Caller: Mr. X, an X-year-old male suddenly collapsed.

Operator: Is he responsive? Is he breathing?

Caller: He is not responsive. He's not breathing either.

Operator: I will have you provide first aid (chest compressions, stop the bleeding, etc.).

[Provide first aid as instructed by the operator.]

Operator: Please guide the paramedics to your location. Tell me your name.

Caller: The staff will meet them at the entrance. My name is X.

\*Be sure to confirm the questions you will be asked in advance. When calling, having the facts organized will lead to a prompt request for emergency assistance.

\* It is necessary to provide information promptly, so if you are not confident in Japanese or if you don't know the address, have someone else make the emergency call.

## 15 Police

Should a traffic accident or crime occur, dial 110.

### Example phone conversation

When you call 110, stay calm and give the operator the following information.

A description of the incident

The time of occurrence

Your present location

Your name



## 16 Trash

Sanitary Administration Section

Tel: (0568) 85-6222

In Kasugai City, recyclable and non-recyclable garbage is separately collected as shown below.

For more details, please check the Disposal of Recycle Items and Garbage pamphlet (available in English, Korean, Chinese, Spanish, Portuguese, and Vietnamese). This is distributed at city hall and other public facilities around the city.

Types	Examples	How to dispose	Collection Frequency
Recyclables (Plastic packaging)	Plastic egg packages and trays Frozen food bags, snack bags PET bottle caps and labels, Styrofoam containers 	Put them in the designated transparent bag.	Once a week
Recyclables (Drink cans, glass bottles, PET bottles)	Aluminum or steel drink cans Glass bottles and jars for food and drink PET bottles for drink or condiments, such as soy sauce 	Put them in the designated transparent or semi-transparent bag. *Separate beverage cans, glass bottles, and plastic bottles into different bags.	Twice a month
Recyclables (Paper, clothes)	Newspapers and inserts Miscellaneous paper, such as tissue boxes, envelopes etc. Magazines, corrugated cardboard, milk cartons, and old clothes	Bind with paper string. *Dispose of miscellaneous paper with magazines or put them in paper bags.	Twice a month
Recyclables (Metal products including small electric home appliances)	Pots, frying pans, kettles, Small electric home appliance, oil and gas appliances * Electric home appliances subject to recycling (e.g., TV sets) cannot be put out. In principle, remove rechargeable batteries and recycle them at a cooperating store.	Put them in the designated transparent or semi-transparent bag.	Once a month

	Metals (Hazardous flammable items)	Spray cans, gas cartridges, disposable lighters, and small appliances with built-in rechargeable batteries * Empty spray cans and gas cartridges and drill a hole in them, and empty disposable lighters.	Put them in the designated red bag. *Send spray cans that cannot be used up or punctured to a public facility.	
	Burnable garbage	Kitchen waste (food refuse), scraps of wood, leather, cassette tapes, video tapes, shoes, disposable diapers, cigarette butts Dirty plastic containers and packaging materials, plastic items that measure 30 cm or less in length	Put them in the designated yellow bag.	Twice a week
	Non-burnable garbage	Plastics items that measure 30 cm or more and less than 80 cm in length, china and glassware	Put them in the designated blue bag.	Twice a month

Trash and recyclables should be put out by 8 a.m. on the morning of collection at the designated trash collection point in your local area.

### **How to dispose of trash and recyclables**

Kasugai City practices separate collection of household trash and recyclables according to types. Residents are requested to keep designated trash collection points clean in consideration of others and observe the following points when disposing of trash and recyclables:

- Burnable garbage, non-burnable garbage, plastic containers and packaging materials, and metals (hazardous flammable items) should be disposed of in their respective designated bags, available at supermarkets and convenience stores.
- Separate trash and recyclables according to types for disposal at designated trash collection points.
- Trash and recyclables should be disposed of at the designated trash collection point of your local area. Where a bird net is installed at a collection point, make sure to place trash/recyclables under the net.

- Trash and recyclables should be put out by 8 a.m. in the morning of the day of collection. Do not put them out the day before. Trash or recyclables put out after the collection time will not be collected.
- Days of collection vary among local areas. Refer to the trash sorting app “San’aru (3R)” (install it from the QR code at right) or the Environmental Calendar (available at the city hall and other public facilities around the city).



- The following items should not be disposed of at designated trash collection points. (You are in principle charged for disposal)

Type	How to dispose
Bulky waste (measuring between 80 cm and 2 m; weighing under 50 kg)	For collection, contact the Public Sanitation Office. (Charge: ¥1,000 per piece, three pieces maximum per collection) Alternatively, you can bring bulky waste to the Clean Center by yourself. (Charged on weight)
Air conditioners, TV sets, refrigerators, freezers, thermoelectric cooling/warming boxes, washing machines and clothes dryers	You will be charged a recycle fee. See “ <i>Gomi no dashikata benricho</i> ” for more details.
Specified waste (Spring mattresses; private automobile tires, batteries, wheels, etc.)	For collection, contact the Public Sanitation Office. Alternatively, you can bring specified waste to the Clean Center by yourself. (Charges vary depending on the type)
Personal computers	The city does not collect or process personal computers. Call 0570-085-800 or apply online ( <a href="https://www.renet.jp/">https://www.renet.jp/</a> ) with ReNet Japan Recycle contracted by the city, or contact the manufacturer.
A large amount of waste produced as a result of moving in/out	Bring to the Clean Center by yourself. (Charged on weight)

\*Contact the Clean Center before bringing waste in.



Choose the appropriate contact number from the options below:

(Inquiries over telephone accepted only in Japanese.)

- For enquires regarding separating waste and recycling, contact Sanitary Administration Section (Tel: (0568) 85-6222).
- For enquiries regarding collection of bulky and other types of waste and designated trash collection points, contact the Public Sanitation Office (Tel: (0568) 84-3211).
- For enquiries regarding bringing in waste or recyclables by yourself, contact the Clean Center (Tel: (0568) 88-0247; Kagiyacho 1-2).

## 17 Disaster Prevention

Please check the locations of evacuation shelters/sites for use during emergencies. The Earthquake Disaster Prevention Map and Flood Hazard Map have been produced showing the locations of emergency evacuation shelters/sites in Kasugai.

This is distributed at city hall and other public facilities around the city.

## 18 Tax

### (1) Income Tax (National Tax)

Komaki Tax Office

Tel: (0568) 72-2111

1-424 Chuo, Komaki City, Aichi Prefecture 〒485-8651

[Income tax]

- Income tax is imposed on individual income earned for the one-year period from January 1 to December 31.
- Japan has seven income tax rates: 5%, 10%, 20%, 23%, 33%, 40%, and 45%, with higher income tax rates applied to higher levels of income.
- The classification of taxpayers (people who pay tax) and the scope of taxable income are as follows.

	Taxpayers		Scope of taxable income
1	Residents: Individuals who have a domicile in Japan or who have continuously resided in Japan for one year or longer	(1) Non-permanent residents: Among the residents, individuals without Japanese citizenship who have had a domicile or resided in Japan for a total of five years or less in the past decade	Income earned in Japan (domestic source income) is taxable. Foreign source income paid in Japan or transferred to Japan is also taxable.
		(2) Residents other than non-permanent residents	All income regardless of whether it is earned in Japan or abroad is taxable.
2	Non-permanent residents: Individuals other than residents		Domestic source income is taxable.

## (2) Municipal Residents Tax and Prefectural Residents Tax

Residents Tax Section Tel: (0568) 85-6093

### [Municipal Residents Tax and Prefectural Residents Tax]

- Municipal residents tax is to be paid to Kasugai City and prefectural residents tax is to be paid to Aichi Prefecture.
- Municipal and prefectural residents taxes are levied on a per capita basis and an income basis, respectively.
- The per capita-based tax is ¥5,500 (municipal tax: ¥3,500 + prefectural tax: ¥2,000)
- The income-based tax rate is 10% (municipal tax: 6% + prefectural tax: 4%)
- The taxes are imposed on income earned during the previous year (from January 1 to December 31).
- People who have a domicile in Kasugai City as of January 1 and have income over a certain threshold must pay both per capita-based and income-based taxes. People who do not have a domicile in Kasugai City as of January 1, but have a place of business or a home in the city and income over a certain threshold must pay per capita-based tax imposed by the city.
- The fiscal year for municipal and prefectural residents tax purposes is defined as the period from June of one year to May of the following year.

### [How to Pay Municipal and Prefectural Residents Taxes]

- There are three ways to pay them.

#### (1) Special collection from salary

Your place of employment (your workplace) deducts municipal and prefectural residents taxes from your salary and pays them on your behalf.

#### (2) Normal collection

You pay municipal and prefectural residents taxes yourself at financial institutions, convenience stores, and other designated entities by presenting a tax notice (tax payment slip) mailed by the City.

#### (3) Special collection from public pension

Municipal and prefectural residents taxes imposed on public pensions or the like received by people aged 65 or older are deducted from their benefits and paid on their behalf.

(3) Light Motor Vehicle Tax (*keijidosha zei*) on Per Class Basis

Residents Tax Section Tel: (0568) 85-6092

[Light Motor Vehicle Tax on Per Class Basis]

- The tax is imposed on individuals who own light motor-class vehicles, including motorized bicycles, small-sized special motor vehicles, light motor vehicles, and small two-wheeled motor vehicles as of April 1.
- The tax is levied by the government of the municipality where parking spaces, which are used exclusively by vehicle owners to park their light motor-class vehicles, are located.
- The amount of tax is determined on a per class basis, the date of the inspection for new vehicle registration, and other conditions.

[Contact for change of address of light motor vehicles, etc.]

- Motorized bicycles (up to 125 cc) and small-sized special motor vehicles

Residents Tax Section Tel: (0568) 85-6092

- Small motorcycles (over 125 cc and up to 250 cc)

Komaki Office for Motor Vehicle Inspection and Registration, Aichi  
Transportation Branch Office Tel: (050) 5540-2048

- Small two-wheeled motor vehicles (over 250 cc)

Komaki Office for Motor Vehicle Inspection and Registration, Aichi  
Transportation Branch Office Tel: (050) 5540-2048

- Light three-wheeled vehicles and light four-wheeled vehicles

Light Motor Vehicle Inspection Organizations of Aichi, Komaki Branch  
Tel: (050) 3816-1773

(4) Fixed Property Tax

Property Tax Section Tel: (0568) 85-6101

Fixed property tax is imposed on people who have fixed properties (lands, homes, and depreciable properties) as of January 1. The amount of tax is determined on the value of a fixed property and must be paid to the municipality where the fixed property is located.

(5) Payment of Municipal and Other Taxes

Revenue Section Tel: (0568) 85-6111

Municipal and other taxes can be paid at financial institutions, convenience stores, and the city hall and its branches listed on the back of a tax payment slip. They can also be paid by bank transfer, credit card, and smartphone apps.

Moreover, fixed property taxes, as well as light motor vehicle taxes (on a per class basis) can be paid by scanning the eL-QR (commonly used QR Code to pay local taxes) printed on a tax payment slip.

If you fail to fully pay your municipal and other taxes by the due date, you will be charged a late fee on a daily pro rata basis until the date of full payment.

If you continue to fail to pay taxes, you will be subject to a penalty, such as seizure of personal property. Therefore, if you are having difficulty with payments, please consult with the Revenue Section.

(6) Tax-related Certificates

No.	Category	Fee	Section in charge
1	Income and Taxation Certificate	300 yen per copy	Residents Tax Section
2	Corporate Registration Certificate	Same as above	Tel: (0568) 85-6092
3	Tax Payment Certificate/Proof of Total Tax Amount Paid	Same as above	Revenue Section Tel: (0568) 85-6117
4	Certificate of Full Payment of Taxes	Same as above	
5	Tax Payment Certificate for Periodic Vehicle Inspection	Free of charge	
6	Fixed Property-related Certificates • Fixed Property Valuation Certificate (lands and homes) • Fixed Property Valuation and Taxation Certificate (lands and	300 yen per copy	Property Tax Section Tel: (0568) 85-6101

	homes) • Certificate of Matters relating to Fixed Property Taxation (List of Fixed Properties Owned by Individual Taxpayers), etc.		
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## 19 Construction of Buildings

Building Guidance and Regulations Section

Tel: (0568) 85-6324

Procedures pursuant to applicable laws and regulations must be followed when constructing a building. Please consult a registered architect in advance.

Any structure that has a roof and columns or that has a roof and walls is considered a building. Any gate or fencing attached to the building is also considered a building.

Examples of what is considered a building:

Houses, stores, offices, garages (including carports), store houses (including storage containers), and more

## 20 Waterworks

Customer Service, Water Supply and Sewerage Operation Section, Water and Sewerage Department

Service Hours: Weekdays, 8:30 a.m. to 5:15 p.m.

Tel: (0568) 85-6411

○Notification to start or stop water service

Applications are accepted at least three business days before you want to start (or stop) water service. Business days refer to weekdays from Monday to Friday. Saturdays, Sundays, national holidays, and New Year holidays (from December 29 to January 3) are non-business days.

\*Please provide your customer number.

You can also apply online.

(<https://www.city.kasugai.lg.jp/shimin/kurashi/1020797/1020870/1021186/1021475/1021476.html>)

## 21 Pets (Rabies Prevention)

Environment Conservation Section

Tel: (0568) 85-6279

To prevent rabies, owners of dogs 91 days or older are required under the Rabies Prevention Act to register their dogs (once in the dogs' lifetime), to have their dogs receive a rabies vaccine shot once a year, and to

attach a license and a shot completion form to their dogs.

Owners are also required to give a notification when the dog's address or owner changes due to moving or transfer or when the dog dies.

## 22 Counseling for Women

At Kasugai City, counseling services are offered to women to help them solve various problems.

### (1) Counseling about domestic violence [telephone counseling/face-to-face counseling/online counseling]

\* A reservation is required for face-to-face counseling and online counseling.

Tel: (0568) 85-7867

Counseling services are available about domestic violence from a spouse or partner.

▼ Monday to Friday, 9:00 a.m. to noon, 1:00 p.m. to 5:00 p.m.

\*If you need an interpreter or a childcare service during counseling, please apply at least one week before the preferred date of counseling.

### (2) Counseling about women's problems (telephone counseling/face-to-face counseling)

\* A reservation is required for face-to-face counseling.

Tel: (0568) 85-7871

Counseling services are available about anxieties and troubles related to marriage, divorce, relationship with a spouse, family issues, personal relationships at the workplace, sex discrimination, and sexual harassment.

▼ Tuesday to Friday, 1:00 p.m. to 4:30 p.m.

(Except for national holidays and New Year holidays)

\*If you need an interpreter or a child care service during counseling, please apply at least one week before your preferred date of counseling.

### (3) Legal advice for women [face-to-face counseling \*A reservation is required.]

Tel: (0568)85-4401 (Phone number for reservations)

Counseling services are available about legal issues surrounding women, including within a marriage, money, and inheritance.

▼Designated Saturdays, 10:00 a.m. to noon

\*Reservations are accepted from Tuesday to Sunday from 9:00 a.m. to 5:00 p.m.

\*If you need an interpreter or a child care service during counseling, please apply at least one week before your preferred date of counseling.

□ **“Information KASUGAI” Newsletter for Foreign Residents**

“Information KASUGAI” is issued around the 1<sup>st</sup> of every month to provide information about events to be held in the city and public notices from the city in English, Chinese and Portuguese.

“Information KASUGAI” is available at the following 22 locations.

The Information Corner at city hall, Family Register and Residents’ Affairs Section, local government Advice Desks, International Exchange Rooms, Ladyan Kasugai, Tobu Shimin Center, Sakashita Branch Office, Ajiyoshi Fureai Center, Kozoji Fureai Center, Nambu Fureai Center, Seibu Fureai Center, Central Public Hall, Chita Public Hall, Takagi Public Hall, Sakashita Public Hall, Kasugai Municipal Hospital, RENAİK, Kozoji Post Office, Chubu University, Kasugai Police Station, Kasugai Information Dissemination Center “Lirick,” Gruppo Fujito

□ **Information about the Library**

Library Tel: (0568) 85-6800

Gruppo Fujito Library Tel: (0568) 37-4924

Individuals who have a registered address, work or attend school in Kasugai City or have a registered address in Aichi Prefecture can borrow library materials, including foreign language materials.

Foreign languages: English, Chinese, Korean, Spanish, Portuguese, etc.

Materials available in foreign languages:

Novels/essays, picture books, nursery stories, DVDs, CDs, etc.

Number of materials available in foreign languages:

About 4,000 (including about 2,700 children’s books)

Items necessary when borrowing materials:

To create a user card, please bring your residence card, driver’s license, Health Insurance Card, etc. for confirmation of your address, name, date of birth, etc.



**□Joining Regional, Neighborhood and Residents' Associations**

Citizens' Activity Promotion Section

Tel: (0568) 85-6617

Regional, Neighborhood and Residents' Associations are voluntary organizations maintained by residents that work to make the neighborhood a safe and comfortable place to live. In disasters and emergencies, it is important for neighbors to help each other, but in modern society where it is not easy to know who your neighbors are, these associations play the important role of strengthening community ties.

Though Regional, Neighborhood and Residents' Associations are voluntary and membership is not a legal requirement, the city encourages membership so that neighbors can become familiar with each other and strengthen the ties of the community.

You can also receive information for community events and more from Kasugai Public Relations and Kasugai City through the Regional, Neighborhood and Residents' Associations.

To enroll, please contact the chairman or officer in your community. If you do not know who they are, please contact the Citizens' Activity Promotion Section.