

Lifestyle Guide Book for Foreign Residents

# KORANSHO GUIDE

## *FUKUSHIMA*



Planning & Publication:

Fukushima City Settlement and Region Exchange Division

## 「KORANSHO GUIDE FUKUSHIMA」

‘Koransho’ means ‘welcome’ or ‘please come’ in the Fukushima dialect.

This guide was created in order to provide foreign residents of Fukushima City with the information required in their everyday lives.

We hope that this guide is useful in ensuring that everyone living in Fukushima can have peace of mind and a comfortable lifestyle.

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**Notation of available languages.** ... This mark shows services that are available in languages other than Japanese.

Eng

English

繁

Chinese (Cantonese)

Tag

Tagalog

Fra

French

नेपाली

Nepalese

中

Chinese (spoken)

Việt

Vietnamese

Esp

Spanish

Deu

German

မြန်မာ

Burmese

简

Chinese (Mandarin)

한

Korean

Ind

Indonesian

Por

Portuguese

ไทย

Thai

# Reporting an Emergency

This service is free. Please use only in the event of an emergency.

Fire · Sudden Illness · Severe Injury

☎ 119



- ① Tell the responder whether it is a fire or an emergency (injury or illness)  
「火事(かじ)です」/「救急(きゅうきゅう)です」  
'kaji desu' / 'kyukyu desu'  
'It is a fire / It is an emergency'



- ② Tell the responder your location and details of the situation



An interpreter will join the call, and respond in the language that is easiest for you.



Police Station (交番 Koban)

Manned 24-hours by police officers.

Lost property, directions, accidents etc.



Accidents & Crime

☎ 110



Crime (theft or violence etc.)



Traffic Accidents

(Japanese only)



Fukushima Police Station

If it is not an emergency...



Uwamachi 7-32



024-522-2121

## If you are sick or injured at night or on a holiday

Night-time Emergency Clinic

Medical Fields: Internal medicine, external medicine, and pediatric medicine.



Uwamachi 5-6, Uwamachi Terrace 2F



Everyday: 19:00 – 8:00 (Reception: 18:30 – 7:30)



024-525-7672

Fukushima City Holiday Emergency Dentistry Clinic

Medical Field: Dentistry



Health & Welfare Center 1F



Holidays: 9:00 – 17:00 (Reception: 9:00 – 11:30 • 13:00 – 16:30)



024-525-7673



Holiday On-Duty Medical Facility

Medical facilities in Fukushima City offer holiday medical consultation in rotation.

When looking up the medical facility on duty...

Fukushima City Home Page > Health & Welfare > Health & Medicine > Night-time/Holiday Consultation & Medical Emergencies

Fukushima Medical Information Net' <https://www.ftmis.pref.fukushima.lg.jp/>



Eng



Municipal Government Newsletter (市政だより shisei dayori)

Fukushima Prefecture Child Emergency Consultation Phone Service

Provides consultation on the sudden illness or injury of children.

☎ 8000

(OR 024-521-3790)



Everyday: 19:00 – 8:00



# Disasters

## Disasters that Occur in Fukushima City

### 地震 じしん Earthquakes (jishin)

The ground shakes.

During large earthquakes, there is also the possibility of buildings being damaged and fires breaking out.



### 台風 たいふう Typhoons (taifu)

Heavy rain and strong winds that come from around July to October.

Due to heavy rain, there is also the possibility that increased water in rivers can cause overflow (flooding) and that the soil of mountains can give way (landslides).



### 火山噴火 かざんふんか Volcanic Eruptions (kazan funka)

Gas and rocks shoot out from mountains.

The two mountains that would impact Fukushima City are Mt. Azuma and Mt. Adatar.



## If a disaster occurs...

Mobile phones can become difficult to connect.



Electricity/gas/water may stop



Trains and buses stop running



Things become difficult to buy



## Preparing for a Disaster

**【Methods of Obtaining Disaster Information】** When a disaster occurs it is important to obtain the correct information, remain calm, and take action.

### Television & Radio

Remote Controller  
「d」 data broadcast  
FM Poko 76.2MHz



### Websites & Social Media

Fukushima City Home Page & Fukushima City Disaster Website  
Fukushima City Twitter & Facebook



### Applications (apps)

‘Safety Tips’  
‘National Evacuation Center Guide’ etc.

For more information ....  see separate ‘Fukushima Disaster Information Guide’

**【Take part in drills】** In the area you live, disaster drills are carried out to prepare for the event of a disaster.

Take part in drills, and protect your life and the lives of your family!



### 【Things to take with you when you escape】

Before a disaster occurs, prepare these items and pack them into a backpack etc.  
Drinking water, food that is ready to eat (chocolate/candy), a torch, health insurance card, passport, pen, memo pad, glasses (contact lenses), and medicine etc.



### 【Check Safe Places】



**Evacuation Area:** Somewhere you can escape to (parks, fields etc.)



**Evacuation Center:** A building where you can stay after escaping.


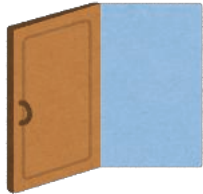


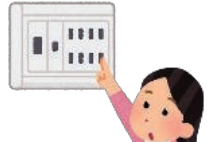

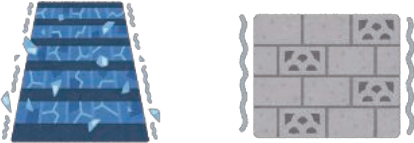

Check your closest Evacuation Areas/Evacuation Centers.

Evacuation Areas and Evacuation Centers can be used by anybody.

This sign is posted at places you can evacuate to



# When evacuating:





	Earthquakes	Typhoons & Volcanic Eruptions	
Indoors	<p>Stay away from large furniture etc.</p> <p>Protect yourself by taking cover underneath tables etc.</p> 	<p>Obtain information online or through television etc.</p> <p><b>Warning Levels for Flooding &amp; Landslides</b></p> <p><b>!</b> At 'Level 5' the disaster is already happening.</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 2px solid red; border-radius: 15px; padding: 5px; background-color: #800000; color: white;">Level 4</div> <div style="border: 2px solid red; border-radius: 15px; padding: 5px; background-color: white; color: red;">Run away immediately</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 2px solid orange; border-radius: 15px; padding: 5px; background-color: #FFD700;">Level 3</div> <div style="border: 2px solid orange; border-radius: 15px; padding: 5px; background-color: white; color: orange;">                     Prepare to escape                      People who take longer to escape                      should run away now                 </div> </div>	
	<p>Open doors and windows to make an exit.</p> <p>Buildings can bend, and doors can become stuck.</p> 	<p><b>Volcanic Eruption Warning Levels</b></p> <div style="display: flex; justify-content: space-around;"> <div style="border: 2px solid darkred; border-radius: 15px; padding: 5px; background-color: #800000; color: white;">Level 5</div> <div style="border: 2px solid darkred; border-radius: 15px; padding: 5px; background-color: white; color: darkred;">Escape from residential areas</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 2px solid orange; border-radius: 15px; padding: 5px; background-color: #FFD700;">Level 4</div> <div style="border: 2px solid orange; border-radius: 15px; padding: 5px; background-color: white; color: orange;">Residential areas should prepare to escape</div> </div> <p><b>!</b> This is how it will be announced:</p> <p>'A ●● warning level ●● has been announced for the ●● area'              '●● chiiki/chiku ni ●● keikai reberu ga hatsurei-sare mashita'              「●●地域/地区に ●●警戒レベル●●が 発令されました。」</p>	
When escaping:	Put out any naked flames	Check if there are any gas leaks	Switch off the breaker
	  		
	<p>Wear clothes that are easy to move in, and in groups of two or more walk to a safe place</p> 		
	Stay away from embankments or tall buildings.	Don't go near rivers or mountains.	
			
<p>If you leave your car stopped on the road, don't lock the car and leave the keys in the ignition.</p>			
<p>Follow the directions of staff at evacuation centers.</p>			


# 1

## Consultation Service Counters

### Fukushima City Hall : Foreign Residents One-Stop Counter

Provides consultation on administrative procedures as well as life-counselling  City Hall 1F

    (services available in other languages via an electronic translation device).

 Weekdays: 8:30 – 16:30


 024-525-3739

 teijyuu@mail.city.fukushima.fukushima.jp



### (Public) Fukushima International Association (FIA) : Foreign Resident Consultation Service Counter


Provides life-counselling in person or over the phone.

 Funaba-cho 2-1, Fukushima Prefecture Government Office Funabacho Annex 2F

Provides interpreting via three-way-calls.

 Tues-Sat: 9:00 – 17:15

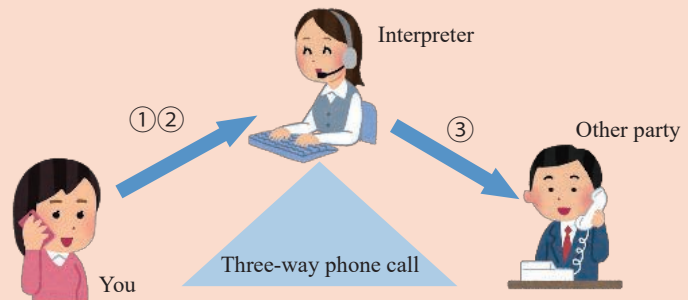
 024-524-1316 (for the sole purpose of consultation)



Trio-phone (three-way simultaneous interpreting)

Provides interpreting when making phone calls.

- ① Call the interpreter
- ② Tell the interpreter the phone number of the other party.
- ③ The interpreter will phone the other party.



### Counselling on Legal Issues

Ho Terrace : provides multilingual information


 Weekdays: 9:00 – 17:00

 0570-078377 (three-way-calls available)

### Counselling on Medical Issues

NPO Corporation S-niko (एसニコ)

 Weekdays: 13:30 – 18:00

 011-211-0105 (Japanese only)

 s25@ngos25.org    

### Counselling on Working Conditions

Telephone Consultation Service for Foreign Workers

Phone numbers and available days and times differ by language.


 [https://www.check-roudou.mhlw.go.jp/soudan/foreigner\\_eng.html](https://www.check-roudou.mhlw.go.jp/soudan/foreigner_eng.html)




### Counselling on a Variety of Issues

Yorisoï Hotline

 0120-279-226 After the spoken instructions, press 2.



 For available days and times for each language: Facebook(@yorisoï2foreign)

## 2

### Administrative Counters

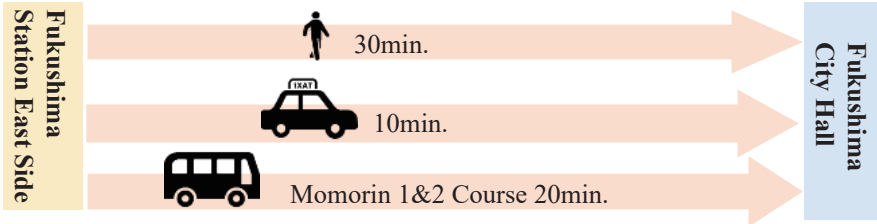
#### Fukushima City Hall

Procedures etc. for residence registration, tax, pension, welfare, municipal schools, and water supply etc.



🕒 Weekdays: 8:30 – 17:15  
☎️ 024-535-1111

〒960-8601 📍 Fukushima City, Gorouchi-machi 3-1



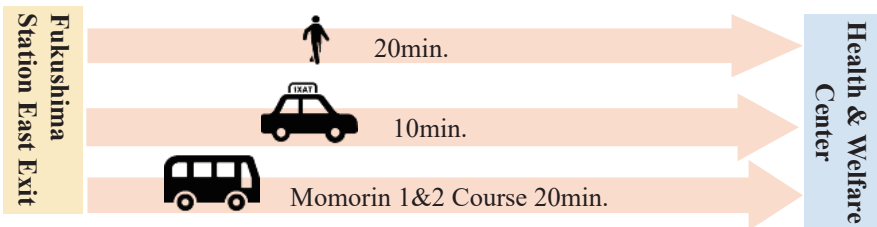
#### Fukushima City Health & Welfare Center

Procedures etc. for health, hygiene, and child-rearing



🕒 Weekdays: 8:30 – 17:15  
☎️ 024-525-7670

〒960-8002 📍 Fukushima City, Moriai-cho 10-1



#### West Exit Administrative Service Corner

For foreign nationals, only certifying documents can be issued.



Mon-Fri: 9:00 – 19:00

Sat/Sun: 9:00 – 17:30



Mikawa Minami-machi 1-20, Corasse Fukushima 1F

#### Branch Offices



Weekdays: 8:30 – 17:15



15 locations within the city

## 3

### Residency

In cases where an amendment to the contents written on your residence card (status of residence, address, term etc.) is required, these procedures will be carried out at the Regional Immigration Bureau. Those living in Fukushima City should visit one of the following:

#### Sendai Regional Immigration Bureau

🕒 Weekdays: 9:00 – 16:00 ☎️ 022-256-6076

📍 Sendai City, Miyagino-ku, Gorin 1-3-20, Sendai Dai-ni Legal Affairs Bureau

#### Sendai Airport Branch Office

🕒 Weekdays: 9:00 – 16:00 ☎️ 022-383-4545

📍 Natori City, Shimomasuda-aza, Minamihara, Sendai International Airport, Passenger Terminal Building

#### Foreign Residency General Information Center

Provides consultation regarding entrance into Japan and residency.

🕒 Weekdays: 8:30 – 17:15 🌐 Eng 中 한 etc.

☎️ 0570-013904

📍 Inside the Sendai Regional Immigration Bureau

#### Koriyama Branch Office

🕒 Weekdays: 9:00 – 12:00 ☎️ 024-962-7221  
13:00 – 16:00

📍 Koriyama City, Kibogaoka 31-26, Koriyama City Dai-ni Legal Affairs Bureau 1F


# 4

## When you first move to Fukushima

Please complete procedures within 14 days of moving to Fukushima City.

### 4-1 Residence Registration

Those who will live in Fukushima City for over 3 months must complete a residence registration (住民登録 jumin toroku) and create a residence registration certificate (住民票 jumin hyo).

Where	What	What to bring
<p>General Counter</p>  <p>City Hall 1F</p> <p>024-525-3732</p>	<p>Submit a notification of moving in</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Residence Card</li> <li><input type="checkbox"/> Passport</li> <li><input type="checkbox"/> Documents that certify family relations (marriage/birth). (for those whose family have also come to Japan)</li> </ul> <p><b>* Original documents (something published by an official facility of the country in question) and a Japanese translation.</b></p>

### 'My Number' (personal number)

A number given to all those who have registered their residency in Japan, including foreign nationals.

This is a very important piece of personal information used for taxation and social welfare etc.

Your 'My Number' will remain the same for your whole life.

① 'My Number' Notification

Documents notifying you of your 'My Number' will be sent to your registered address.

② 'My Number' Card.

An IC card on which your 'My Number' is written. Once the documents mentioned in ① have arrived, you can apply for the card at the City Hall or online.



If you have a 'My Number' card, you can print certifying documents (pg.9) at the convenience store.

For more information... the 'My Number' Card General Website



<https://www.kojinbango-card.go.jp/mynumber/>





## 4-2 Medical Insurance.

Those who have a status of residence, the period for which is over three months, must enter into one of the following kinds (① - ③) of health insurance, and receive a 'Health Insurance Card' (保険証 hokensho).

If you show the 'Health Insurance Card' when paying at a hospital, the out-of-pocket cost will be 10 – 30% of the original price.

\*excludes cases where the individual's status of residence is 'Special Activities' for the purpose of receiving medical treatment, or in other related cases.



### ① Social Welfare

Those who work for a company and their families are able to join the company health insurance.

Please enquire with the person responsible at your place of work.

### ② National Health Insurance

Those who are not entered into ① should enter into the National Health Insurance.

Please complete the procedures at Fukushima City Hall.

If you are entered into National Health Insurance you must pay the 'National Health Insurance Tax'. A

'Tax Payment Notification Form' (納税通知書 nozei tsuchi-sho) will be delivered to your address. Please pay within the deadline.

National Insurance & Pension Division National Health Insurance Qualification Section ☎ 024-525-3735




### ③ Elderly Health Care System

Joined by those 75 years of age and over. If you complete the procedures, you will be sent an 'Elderly Health Care Health Insurance Card' (後期高齢者医療被保険者証 koki koireisha iryohi hokensha-sho).

Those who are entered into ① or ② are not required to complete any procedures. Please pay insurance premiums within the deadline written on the 'Entrance Payment Notification' (納入通知書 nonyu tsuchisho) which will be delivered to your address.

National Health Insurance & Pension Division Elderly Medical Care Section ☎ 024-525-3724


### Procedures to join ② and ③.

Where	What to bring
General Counter OR the National Health & Pension Division  City Hall 1F	<input type="checkbox"/> Residency Card
	<input type="checkbox"/> Passport
	<input type="checkbox"/> Forfeit of Qualification Certificate (資格喪失証明書 shikaku soshitsu shomeisho) (received from your company if you leave ① and join ②)

## 4-3 Nursing Insurance

Those who are 40 years and over also join 'Nursing Insurance' (介護保険 kaigo hoken) and pay insurance premiums.

When nursing is required, this service can be made use of to cover part of the cost. There are no procedures required to join, however, in order to make use of the service, an application to the City is required to determine the need for care.

For more information...  Fukushima City Home Page > Health & Welfare > Welfare & Nursing > Nursing Insurance

Senior Citizens Welfare Division  Fukushima City Hall 2F

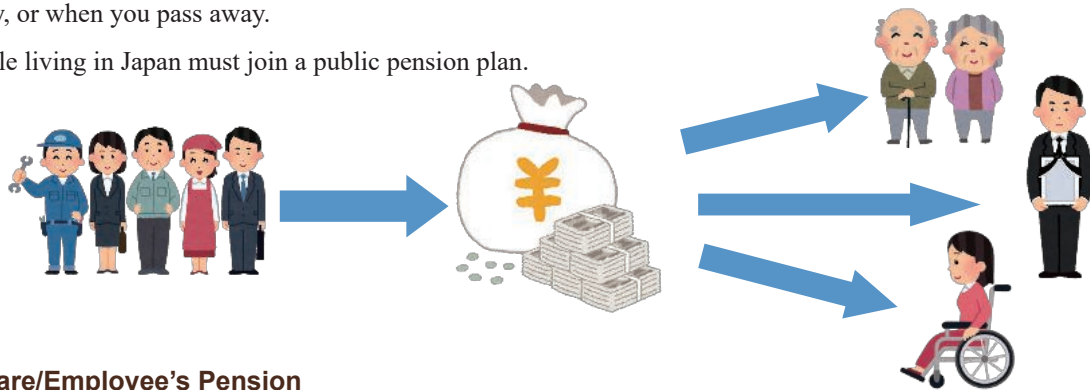
☎ 024-525-6551



## 4-4 Pension

Insurance premiums are paid from the ages of 20-60yrs. Money can then be received when you grow old, if you have disability, or when you pass away.

All people living in Japan must join a public pension plan.



### ① Welfare/Employee's Pension

For those working at a company, you will join the company's welfare/employee's pension.

### ② National Pension

If you are not entered into ①, you will join the national pension. Those who have difficulty in paying insurance premiums due to low income etc., can apply for exemption.

Where	What	What to bring
National Health Insurance & Pension Division	Join the National Pension Apply for exemption (if required)	<input type="checkbox"/> Residency Card or Passport <input type="checkbox"/> Something that shows your 'My Number' (if you have one)

\*If you have paid over 6 months of insurance premiums and leave Japan without receiving your pension, you can make a lump-sum withdrawal. (p23)

**Pension Booklet...** will be delivered to your address if you enter into the pension.  
Required for pension procedures.

Pension Booklet

For more information ...

#### National Health Insurance & Pension Division



City Hall 1F



024-525-3738



Fukushima City Home Page > Lifestyle & Procedures > National Health Insurance / Pension / Old-Age Health Care > Pension

#### Tohoku Fukushima Pension Office



Kita Gorouchi-machi 3-30



024-535-0141



Weekdays: 8:30 – 17:15

\* Mon: 8:30 – 19:00



#### Japan Pension Service Home Page

Publishes detailed information regarding the pension system.



Multilingual page: <https://www.nenkin.go.jp/international/index.html>



Eng

簡

한

Por

Esp

Tag

ไทย

Việt

မြန်မာ

नेपाली

3 other additional languages

# 5

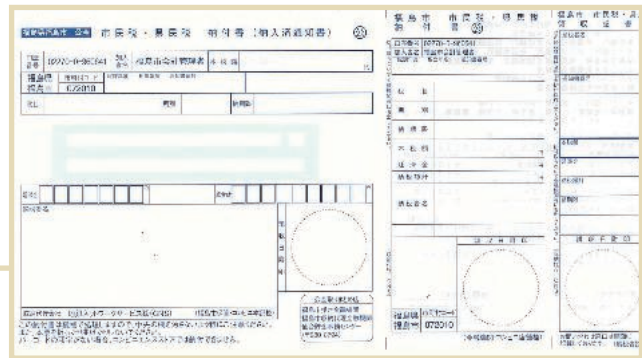
## Tax

### Types of Tax and Service Counters.

National	Income tax	Fukushima Taxation Office
	Consumption tax etc.	 Moriai-cho 16-6  024-534-3121  Weekdays: 8:30 – 17:00
Prefectural	Vehicle Tax	Kenpoku Region Promotion Office Prefectural Taxation Department
	Property Income tax etc.	 Suginome-cho 2-16, Fukushima Prefecture Government Office Northern Wing 4F  024-521-2682/2684/2685  kenpoku.kenzei@pref.fukushima.lg.jp  Weekdays: 8:30 – 17:15
City	Citizens Tax	Tax Payment Division Tax Payment Management Section
	National Health Insurance Tax etc.	 Fukushima City Hall 2F  Fukushima City Home Page > Lifestyle & Procedures> Tax

### Payment Statement (納付書 *nofusho*)


When a tax payment statement is delivered to your house please pay at any bank, convenience store or the city hall within the defined deadline.



# 6

## Certifying Documents

### Examples of certifying documents that can be published at the City Hall:

Type	What is written on them	Cost	Where	What to bring
Residency Certificate (住民票 <i>juminhyo</i> )	The names, addresses and birthdays of you and your family.	¥300	General Counter  City Hall 1F Branch Offices and the West Exit Administrative Service Corner (pg. 5)	Personal Identification (ID)
Tax Payment Certificate (納税証明書 <i>nozei shomeisho</i> )	Tax Payable / Paid Tax / Unpaid Tax	¥300		
Certificate of Earnings (所得証明書 <i>shotoku shomeisho</i> )	Income	¥300		
Acceptance Certificate (受理証明書 <i>Juri Shomeisho</i> )	Certification that your submittal to the City Hall has been accepted	¥350		
Inkan Seal Registration Certificate (印鑑登録証明書 <i>Inkan Toroku Shomeisho</i> )	Certification of an official seal	¥300		Inkan Seal Registration

### Official Seal and Inkan Seal Certificate

There are occasions when your ‘Official Seal’ (実印 *jitsuin*) [inkan seal], which has been registered at the City Hall, and your ‘Inkan Seal Registration Certificate’ (印鑑登録証明書 *inkan toroku shomeisho*) are required to complete important contracts (buying or selling a house or cars etc.).

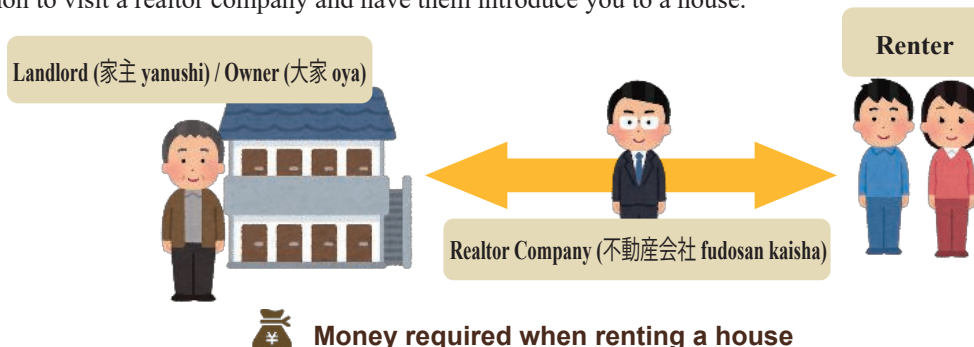
If you register your ‘Official Seal’ you will be issued with an ‘Inkan Seal Registration Certificate’.



# 7 Everyday Life

## 7-1 When searching for a house

It is common to visit a realtor company and have them introduce you to a house.



Name	What kind	When
Rent (家賃 yachin)	Cost to borrow the house.	Every month
Management Costs (管理費 kanrihi) Common Services Costs (共益費 kyoeiki)	Electricity fee etc. costs for communal spaces.	Every month
Security Deposit (敷金 shikikin)	Money kept by the landlord. (2-3 month's rent)	When you first begin renting
Key Money (礼金 reikin)	Paid to the landlord. (1 month's rent)	
Agency Fee	Paid to the realtor company. (less than one month's rent)	
Damage Insurance Premium	Enter into insurance in case of a fire etc.	Every 1-2 years

For more information ....

The Ministry of Land, Infrastructure, Transport and Tourism Home Page  
[https://www.mlit.go.jp/jutakukentiku/house/jutakukentiku\\_house\\_tk3\\_000017.html](https://www.mlit.go.jp/jutakukentiku/house/jutakukentiku_house_tk3_000017.html)



## 7-2 Public Housing

'Public Housing' is housing that is cheaper to live in compared to going through a private realtor. Those who meet the income conditions etc. can apply.

### Municipal Housing

Fukushima City Construction & Housing Division Housing Management Section 024-525-3757 City Hall 6F

Fukushima City Home Page > Living & Processes > Housing > Municipal Housing & Special Municipal Housing

### Prefectural Housing

NPO Corporation Re-use & Recycle Society Promotion Center 024-521-7991 Nakamachi 8-2, Prefectural Municipal Meeting Hall (Fukushima Prefecture Government Office Municipal Meeting Hall Management Center)  
 Kenpoku Area Prefectural Housing Management Office Weekdays: 8:30 – 17:15  
 NPO Corporation Re-use & Recycling Society Promotion Center Home Page  
<https://npo-junkan.jp/house/>

## 7-3 Neighborhood Associations & Residents' Associations

A group where people living in the same area interact with each other, and carry out activities in order to improve the area.

Getting to know the local people will allow you to make personal connections for your safety and peace of mind, and to assist one another in the event of a disaster etc.






For more information ....

Fukushima City Home Page > Lifestyle & Procedures > Cooperative Town Planning > Neighborhood Associations



## 7-4 Utilities




Once you know the date you will move into your new house, you can apply to begin usage.

Type	Service Counter	How	Payment	Contact Information
Water	Water Rates	Phone / Over the Counter / Home Page	Every 2 months	 Oguraji, Aza-Akasaka 12  <b>024-526-0735</b>  <a href="https://www.city.fukushima.fukushima.jp/suidou/">https://www.city.fukushima.fukushima.jp/suidou/</a>
	Customer Center			
Electricity	Private Company	Phone / Home page	Every month	Please enquire with the electricity company.
Gas	Fukushima Gas (City Gas)	Phone / Home Page	Every month	 <b>024-534-2176</b>  <a href="https://www.f-gas.co.jp/">https://www.f-gas.co.jp/</a>
	Private Company (propane gas)	Workers from the gas company will visit when you begin or end your usage.		

The tap water in Fukushima City is safe to drink



If there is a water leak or water is overflowing, please contact the Water Supply Office.

 Weekdays: 8:30 – 17:15  **024-535-1125** 

 Night-time & Holidays:  **024-526-0736**

## 7-5 Postal Services

Post offices and post boxes can be found using the 〒 mark.

For more information ...

Japan Post Home Page  <https://www.japanpost.jp/>  Eng

Foreign Exchange Student Benri Page (Practical Guide for International Students)  [https://www.post.japanpost.jp/int/ems/ryugaku/intl\\_student/](https://www.post.japanpost.jp/int/ems/ryugaku/intl_student/)  Eng 簡 韓



If you pay extra you can send things by 'registered post' (書留/かきとめ kakitome).

'Registered Post': post service that is tracked and insured from sending to arrival.

### Absence Contact Slip (不在票 fuzaihyo)

If parcels or registered post arrives while you are not at home, an 'absence contact slip' will be left in your post box. Please claim your post items via either of the following methods.

① Apply for re-delivery via the phone number, home page or app etc. written on the absence contact slip.

② Go to pick up your item at the post office written on the absence contact slip.




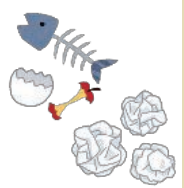


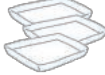






\* Take the absence contact slip and a form of personal identification with you.

## 7-6 Rubbish

Rubbish is to be put out to a marked pick-up point on the pre-determined day.

Days for putting out trash differ depending on where you live.



 Burnable trash	 Non-burnable trash	 Recyclable Waste				
		Plastic  	Cans  	Glass Bottles 	PET bottles 	Paper/Cardboard  
Separate rubbish by type and put it into a clear plastic bag. Tie the bag closed to prevent the contents from spilling out.						Separate by type and tie together with string.

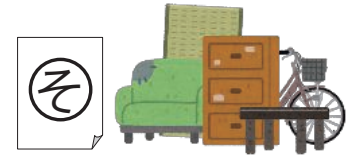
### Oversize Rubbish: 60-200cm, 10-100kg

#### ① Make a booking


•Phone:  **024-539-9653** (Weekdays: 8:30 – 17:00)

•Online... Fill in the form → answer a phone call from a representative

 [Fukushima City Home Page > Living, Procedures > Refuse, Recycling > Home how to separate and take out refuse > Large sized garbage \(application system\)](#)



#### ② On the scheduled day, attach a piece of paper with 「ㇿ」written on it to the items and put them out in the pick-up point.


 There are some types of electronics etc. that you will be required to pay a legally determined fee to throw away.

### Clean Centers

Process rubbish from within the city. You can also bring household rubbish to the center to be processed.

Abukuma Clean Center

 Watari, Aza-Umenokihata 1-1

 Weekdays: 8:45 – 11:30 • 13:00 – 16:30

Arakawa Clean Center

 Niida, Aza-Kitahara 1-1



'Three R's' (さんあ~る sanna~ru)...an app that provides information on how to throw away rubbish as well as notifying you on rubbish days. Set up your area to begin.



## 7-7 Banking

### ① Opening a bank account

When opening a new account, bring a form of personal identification and your inkan seal (there are also some banks that will allow you to open an account with only your signature) to the bank teller.

### ② Closing an account

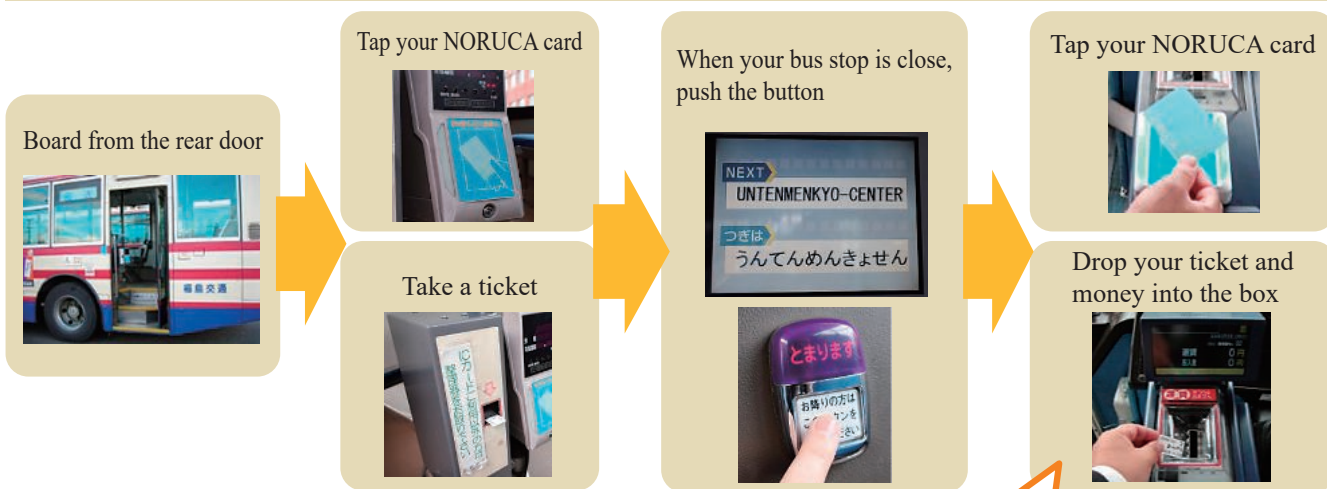
When you are returning home etc. leaving Japan and wish to complete the procedures to close your bank account, take your bank book, cash card, personal identification, and inkan seal (if required) to the bank teller.



There are ATMs where you can make withdrawals from an overseas account (at convenience stores etc.).

## 7-8 Transport

### Catching the bus



NORUCA...A transport card that can be used on Fukushima Kotsu buses and Iizaka Trains.



Purchase at the Fukushima Station East Exit Bus Information Office

Cash payments can be made in change only (you can exchange 1,000 yen notes)



### Taking the train



JR Tohoku Main Line Ticket or IC transport card (SUICA)

Abukuma Express Ticket

Fukushima Kotsu Iizaka Train Ticket, NORUCA

<https://www.jreast.co.jp/>



<http://www.abukyu.co.jp/>

<https://ii-den.jp/>



### Drivers' License

You can change over your license from a foreign license to a Japanese license.

Fukushima Driver and Vehicle Licensing Center



Machiniwasaka-aza Ohara 1-1



591-4381



### Vehicles

You must complete the crime-prevention registration at the vehicle wholesaler or at the police station.



## 8

### Working

Please confirm that you have a status of residence that allows you to work in Japan, and that the contents of this work meets the conditions of your status of residence.

#### When looking for work...

Hello Work Fukushima



Kitsunozuka 17-40



024-534-4121



Weekdays: 8:30 – 17:15



Hello Work Online Service

<https://www.hellowork.mhlw.go.jp/>

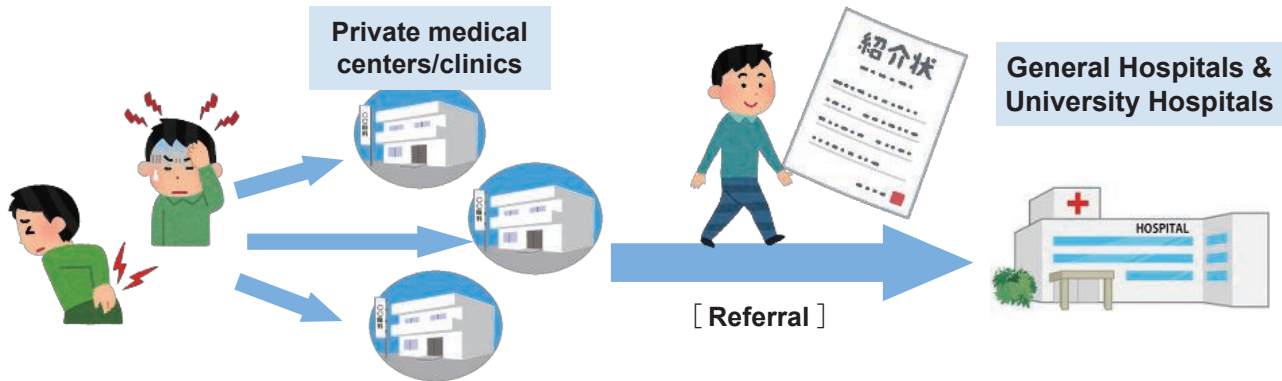


In addition you can also search via apps, web sites, and pamphlets.

## 9-1 Going to a Hospital

Japan's medical facilities are separated into private medical centers/clinics and large hospitals such as general hospitals etc.

Hospitals are closed on Sundays and national holidays, and during the end-of-year and Obon holidays (around August 15<sup>th</sup>).



### ① Private Hospitals / Clinics

When you feel unwell or are injured, visit the medical center/clinic whose specialization is relevant to your symptoms.

You must bring your health insurance card (pg. 7).

During reception you will fill in a 'consultation form' (問診票 monshinhyo) so that the doctor can be aware of your physical condition.

When searching by specialization or if you require a foreign language consultation form...





 International Community Hearty Konandai NPO & Kanagawa International Foundation <http://www.kifjp.org/medical/>


### ② General Hospitals & University Hospitals

Large hospitals with all the facilities needed for operations, hospitalization, and further testing.

Obtain a referral from the medical center/clinic you regularly visit prior to visiting.

 Fukushima Medical Information Site: <https://www.ftmis.pref.fukushima.lg.jp/> 



 A list of medical facilities and medical information tools are listed in the separate 'Fukushima Medical Guide'.

## 9-2 Medical Examinations

Those who are employed at a company etc., are able to receive health examinations through their workplace.

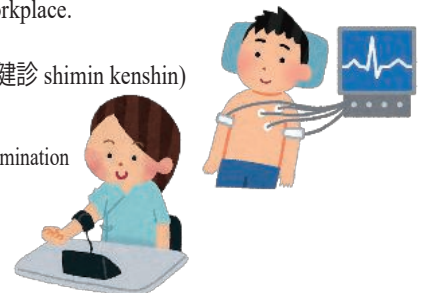
Those who are self-employed or are not working can undergo a 'citizens' health examination' (市民健診 shimin kenshin)

For more information  Fukushima City Home Page > Health & Welfare > Health & Medicine > Medical Examination

Health Center Health Promotion Division Adult Health Section

 024-525-7680

 Health & Welfare Center 2F





# 10

## Marriage



### 10-1 Between Foreign Nationals and Japanese Nationals

Procedures at the City Hall

Report to your Embassy or Consulate

Procedures at the Regional Immigration Bureau

#### 1 City Hall

Where	What	What to bring
General Counter  City Hall 1F  024-525-3732	Submit a Marriage Registration  Receive a Certificate of Submittal	<input type="checkbox"/> Marriage Registration <input type="checkbox"/> Passport <input type="checkbox"/> Birth Certificate* <input type="checkbox"/> Certificate of Legal Capacity to Contract Marriage (婚姻要件具備証明書 konin youken gubi shomeisho)... or something that can be used in exchange for that document* Certification that you are legally 'able to marry'. Received from an Embassy or Consulate. <input type="checkbox"/> Other required documents differ by country.

\*original document and a Japanese translation

#### 2 Embassy or Consulate in Japan

Where	What	What to bring
Embassy or Consulate in Japan	Receive documents to certify your marriage	<input type="checkbox"/> Marriage Registration Certificate of Submittal <input type="checkbox"/> Passport <input type="checkbox"/> Other required documents differ by country

#### 3 Regional Immigration Bureau

In cases where marriage will affect your status of residence, please complete the required procedures.



For more information  Ministry of Justice Home Page [http://www.moj.go.jp/ONLINE/IMMIGRATION/ZAIRYU\\_HENKO/zairyu\\_henko1.html](http://www.moj.go.jp/ONLINE/IMMIGRATION/ZAIRYU_HENKO/zairyu_henko1.html)

### 10-2 Marriage Between Foreign Nationals

Marriage recognition depends on the laws of each person's country. Please check with your Embassy or Consulate.

Procedures will also be required at each of these facilities if there are any changes to your family circumstances, such as a family member passing away, or if you get divorced etc.

For more information, please enquire at the Foreign Residents One-Stop Counter (Pg.4)

11-1 If You Become Pregnant

When you find out you're pregnant, please submit a notification to the City Hall.

Where	What
Children & Household Division Mother & Child Health Section Health & Welfare Center 2F 024-525-7671	Submit a pregnancy notification  Apply for a supplementary foreign language mother and child health book



[Fukushima City Home Page](#)> Child Rearing & Education> Pregnancy & Childbirth> Pregnancy

Upon completing the procedures...

- ① You will be given a 'Mother and Child Health Notebook' (母子健康手帳 boshi kenko techo)

Records from during the mother's pregnancy and the child's health condition are recorded in this book.

Please take it with you when visiting a hospital.



- ② You will be given a 'Foreign Language / Japanese Language Supplementary Mother and Child Health Notebook'

You can also receive a mother and child notebook written in both Japanese and a foreign language for free.

Please take it along with ① when visiting a hospital or clinic.



- ③ You will receive an 'Expecting Mother Medical Examination Slip & New Infant Auditory Test Slip'

When you are pregnant, please regularly attend health checks. This booklet is required for receiving assistance to cover the costs of medical examinations.

[Fukushima City Home Page](#) > Child Rearing & Education> Pregnancy & Childbirth> Pregnancy



- ④ You can consult a public health nurse or midwife (Free)



## 11-2 When your child is born

### Procedures at the City Hall

Within 14 days



### Procedures at the Regional Immigration Bureau

Within 30 days

### Report to your Embassy or Consulate

Differs by country

#### 1 Procedures at the City Hall

Where	What	What to bring
General Counter  City Hall 1F  024-525-3732	<input type="checkbox"/> Submit a notification of birth <input type="checkbox"/> Submit a 'Konnichiha Akachan' home visit card <input type="checkbox"/> Apply for the lump-sum allowance for childbirth* <input type="checkbox"/> Enroll in national health insurance* <input type="checkbox"/> Obtain a certificate of submittal	<input type="checkbox"/> Residence cards of the mother and father <input type="checkbox"/> Mother & Child Health Booklet <input type="checkbox"/> A Birth Certificate with proof of birth written on it (received at the hospital)

\*procedure required if the parents are entered into national health insurance.



Fukushima City Home Page > Child Rearing & Education > Pregnancy & Childbirth > Childbirth

#### Upon completing the procedures...

##### ① You will be eligible for a 'Konnichiha Akachan Visit'

A midwife, nurse, or a member of the 'Konnichiha Akachan Support Group' will come to your house, and share with you information regarding child rearing.



##### ② You will be given a 'Sukoyaka Booklet' (Free)

A set that includes 'Infant & Toddlers Health Checks [Look up baby's size and health condition]', and information on how to get vaccinations as well as examination slips.



Fukushima City Home Page > Child Rearing & Education > Pregnancy & Childbirth > Mother & Child Health

**Child Medical Costs Assistance** support for the medical costs of children from 0-18yrs.

**Child Allowance** From 5,000yen – 15,000 paid each month to those raising children who have not yet completed Junior High School.



Fukushima City Home Page > Child Rearing & Education > Child Rearing > Child Health Costs Assistance OR Child Allowance

## 2 Processes at the Regional Immigration Bureau

Complete procedures to obtain a status of residency within 30 days of the child's birth.

Procedures are not required if the child will leave Japan within 60 days of being born.



Ministry of Justice Home Page: <http://www.moj.go.jp/ONLINE/IMMIGRATION/16-10.html>



If you have any concerns, please enquire at the 'Foreign Residents One-Stop Counter' (pg.4).

## 3 Procedures at your Embassy or Consulate

Report the birth of your child to your country.

Due dates and required documents etc. differ for each country.

Please enquire with your country's embassy or consulate in Japan.

## 11-3 Kindergartens & Preschools



### ① Facility Types

Nursery Facilities etc.	Target Age	Time		Enquiries
Nurseries	0 - 5	Until Evening	Offer care for children if it is determined that it is difficult for them to be cared for at home as a result of pregnancy or work etc.	Kindergarten & Preschool Division Health & Welfare Center 2F <b>024-525-3750</b>
Crèches	0 - 2			
Preschools (Nursery)	0 - 5			
Preschools (Kindergarten)	3 - 5	Until just after lunch	Carry out education to prepare children for entering Elementary School.	Each Facility
Kindergartens	3 - 5	Until around 13:00 – 14:00		

~ Childcare Facilities are also separated into these categories (Nursery/Preschool) ~

#### ● Registered Childcare Facility


A facility that meets national standards for worker numbers etc.  
Cost is determined by careers income so all facilities are the same.

#### ● Non-Registered Childcare Facility

Facilities that have not received certification from the prefecture. Costs, facilities, and management is different for each facility. Please enquire directly with each facility.

## ② Applications to Enroll

Procedures differ by type of facility.

Facility types	When	Where	What to bring	What
Nurseries *	The month in which you would like to enroll. On the 5 <sup>th</sup> of the month prior	Kindergarten & Preschool Division	<input type="checkbox"/> Residence card	Enrolment Application Fee Dispensation Procedures
Crèches *			<input type="checkbox"/> Documents that show income for all family members for the current year and the year prior	
Preschools (Nursery) *			 Translated into English or Japanese	
Municipal Kindergartens	<input type="checkbox"/> Vaccination records for the child you wish to enroll			
	<input type="checkbox"/> Documents that show the careers 'My Number'			
Preschools (Kindergarten)	Differs for each facility.	Each Facility	<input type="checkbox"/> Enrollment Application Form	
Private Kindergartens			<input type="checkbox"/> Recognition/Alteration of Payment for Utilization of Childcare Facilities.	

\* Documentation that certifies your qualification for use are required to enroll in Childcare Facilities.







For more information ....



Fukushima City Home Page > Child Rearing & Education > Child Rearing > Nurseries & After-School Childcare Club > Childcare Facility Guide

## ③ Out-of-hours Childcare

Children can also be supervised outside of normal childcare hours. Please apply to /enquire with each facility.

Extended Childcare	Supervision of children until a later time than normal.
Supervision Nursery	Supervision of children before and after the education hours of kindergartens or preschools, and on days when other facilities are closed.
Temporary Care *	Supervision of children in the cases of work, sickness, or if the career requires a break. Up to 12 times a month.
Holiday Childcare	Provide childcare on Sundays and Public holidays. "Sakuranbo Hoikuen Nursery"  Noda-machi 5-chome  024-597-6301
	Temporary childcare on Sundays and public holidays. "Kids Garden Nagomi"  Taiheiji-aza, Machinouchi 30  024-573-0222
Childcare for sick children *	Childcare for children who cannot be cared for at home as a result of sickness. For children from 6 months up until school-aged children.
	"Mirai • Yume Hoikuen Nursery"  Kamata-aza Oroshimachi 12-3  024-563-7716
Childcare for recovering children *	Childcare for children who cannot be cared for at home due to being in recovery from an illness. Aimed at children aged 6 months to up until school-aged children.
	"Mirai • Yume Hoikuen Nursery", "Kids Garden Nagmoi "



\* require prior registration

## 11-4 Elementary & Junior High Schools



Children who are registered as residents of Fukushima City, can enroll in Elementary School from the April following their 6th birthday.

### ① When enrolling in school

Where	What	What to bring
Fukushima City Board of Education  City Hall 8F  024-525-3782	Submit an Enrolment Application Form  Request Japanese Learning Assistance (if required)	<input type="checkbox"/> Residence Card <input type="checkbox"/> Residence Registration Certificate (pg. 9) <input type="checkbox"/> Enrolment Application Form



### ② When transferring schools from within Japan

Where	What	What to bring
Fukushima City Board of Education	Submit a School Transfer Notice  Request Japanese Language Assistance (if required)	<input type="checkbox"/> Residence Card <input type="checkbox"/> Residence Registration Certificate <input type="checkbox"/> Attendance Certificate from previous school <input type="checkbox"/> School Transfer Notice (received from the Citizens Division when registering your residence)

### Fukushima City Municipal Elementary and Junior High Schools:

- Your child's school will be determined by your address
- There is no fee for classes (there is a cost for textbooks)
- School lunch is provided



Children eat school lunch (給食 kyushoku) during lunch break. The fee for school lunch is paid every month.

- A Japanese language supporter can be dispatched.

Specialist supporters that teach the Japanese language required in the school environment.

If you wish to apply, please make this known when completing enrolment procedures.



For more information...  Fukushima City Home Page > Child Rearing & Education > School > Elementary & Junior High School

## 12-1 Cultural Facilities

Hold a variety of exhibitions, events and classes. There are also spaces where you can relax, so please feel free to visit.

## AOZ (アオウゼ)

- 📍 Soneda-cho 1-18,  
MAX Fukushima 4F
- 🕒 Every Day: 9:00 – 21:00



## Fukufuru Community Space

- 📍 Motomachi 2-6,  
Uizu・Motomachi 1F
- 🕒 Everyday: 10:00 – 19:00



## Com-Com Children's Creative Learning Center

- 📍 Wase-cho 1-1
- 🕒 9:30 – 19:00 (Closed Tuesdays)



## Learning Centers

- 📍 16 locations within the city
- 🕒 9:00 – 17:45 (Closed Tuesdays)



Fukushima City Home Page > Child care, Education > Learning center

## 12-2 Libraries

If you sign up for a library card (図書カード tosho card), you can borrow books for free.  
When signing up for a library card, something that shows your name and address e.g. your residence card etc. will be required.



## Municipal Library Main Library

- 📍 Matsuki-cho 1-1
- 🕒 Mon, Wed-Sat: 9:30 – 19:00  
(Closed Tuesdays)  
Sundays & Public  
Holidays: 9:30 – 17:30



## West Exit Library

- 📍 Mikawa Minami-machi 1-20  
Corasse Fukushima 3F
- 🕒 Mon, Wed-Sat: 9:30 – 19:00 (Closed Tuesdays)  
Sun & Public Holidays: 9:30 – 17:30



## Children's Library

- 📍 Wase-cho 1-1, Com-Com  
Children's Creative Learning Center 1F
- 🕒 9:30 – 19:00 (Closed Tuesdays)



## Prefectural Library

- 📍 Moriai, Aza-Nishiyozan 1



Please check the Prefectural Library Home Page.



<https://www.library.fks.ed.jp/>



## Learning Center Reading Rooms

- 📍 Inside each Learning Center

Foreign language books and picture books are also available.



Libraries also regularly hold picture book readings and story-telling.



## 12-3 Japanese Classes



This is a list of Japanese Language Classes held within the city. There are small-group classes and one-on-one classes.

Classes & Schools	✉	☎
Japanese Classroom 'Hinagiku'	emiko20002@hotmail.co.jp	024-557-6786
Fukushima City Migrant Women Support Network (EIWAN) Fukushima Salon	eiwan311@gmail.com	080-8215-1556
English Friend Society		024-557-3174
'Saturday Square' (土曜広場 doyo hiroba) for children who have foreign roots.	nakagawa@educ.fukushima-u.ac.jp	024-548-8145
Fukushima Japanese School	mr2kmt@yahoo.co.jp	070-5097-7708
Horai Japanese School		
Horai Children's Japanese Class (Horai Class)	horainihongo1998@gmail.com	090-6223-1910
Horai Children's Japanese Class (West Exit Class)		
Konnichiwa Japanese (*also have a class format)	qqf349sp9@extra.ocn.ne.jp	090-2971-8692
Fukushima Japan & China Exchange Association Japanese Classroom (*for Chinese speakers)	zg3518@gmail.com	090-2360-3275

## 12-4 International Associations

### Fukushima City International Friendship Association 福島市国際交流協会 F-IFA (Fukushimashi Kokusai Koryu Kyokai)

Holds exchange events and classes to connect with international and Japanese cultures.

Those who wish to know more about Fukushima and Japanese culture, wish to meet and interact with local citizens, or are interested in introducing your own country or culture, should please join our events!



📍 City Hall 1F Settlement and Region Exchange Division ☎ **024-525-3739**

🔍 <https://www.f-ifa.jp/>

🌐 Eng 簡 繁 韓



### (Public) Fukushima International Association F-IA (公財) 福島県国際交流協会 F-IA (Fukushima ken Kokusai Koryu Kyokai)

Provides lifestyle consultation for foreign residents, disperses information and also holds exchange events.

📍 Funaba-cho 2-1, Fukushima Prefecture Government Office Funabacho Annex 2F ☎ **024-523-1315**

🔍 <http://www.worldvillage.org/>

🌐 Eng 簡 韓 Tag Por







Once your date for leaving Japan is decided, carry out procedures to end contracts for your place of residence, utilities, phone, and bank etc. as early as possible.

When it reaches the week in which you will leave Japan, please complete any procedures at the City Hall.



### Things to do at the City Hall

Where	What	What to bring
General Counter  City Hall 1F	① Submit a Departure Notification (転出届 tenshutsu todoke) ② Return your My Number Card ③ Leave National Health Insurance*	<input type="checkbox"/> Residence Card <input type="checkbox"/> 'My Number' Card (if you have one) <input type="checkbox"/> Health Insurance Card
Residential Tax Division  City Hall 2F	④ Pay remaining residential tax or choose a tax payment administrator.	<input type="checkbox"/> Documents related to departure date (your plane ticket etc.) <input type="checkbox"/> Payroll Statement (給与明細書 kyuyomeisaisho)

\* only for those enrolled in national health insurance

### Residents Tax

Even if you leave part way through the financial year, you must still pay residential tax for that year.

Those who have received a Tax Payment Notification (納税通知書 nozei tsuchisho) pay at city hall etc.

Those who will depart prior to receiving a Tax Payment Notification... elect someone in Japan who will become a 'Tax Payment Administrator' (納税管理人 nozei kanrinin), and pay on your behalf.

Prior to departing, please complete the procedure to elect a 'Tax Payment Administrator' at city hall.

### National pension lump-sum withdrawal

Those who have paid National Pension insurance premiums for more than 6 months are eligible to apply for a lump-sum withdrawal after departure.

If someone in Japan will complete this procedure on your behalf, a letter of authorization will be required.



For more information  Japan Pension Service Home Page <https://www.nenkin.go.jp/service/jukyu/todoke/kyotsu/20150406.html>



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3 additional languages

# Various Facilities and Guide Map

## Fukushima City Map



**Izaka Onsen**

**Tatenoyama Park (Cherry Blossoms)**

**Former Horikiri Residence**

**Takayu Onsen**

**Tsutsuyu Pass Onsen Village**

**Tsutsuyu Onsen**

**Hanamomo Village Otori Castle Ruins**

**Loji Temple**

**Azuma no-Eki**

**Jitokoji Temple (Seed-Sowing Cherry Blossoms)**

**Bandai-Asahi National Park**

**Makudaki Falls**

**Former Horikiri Residence**

**Loji-mae**

**Sendachigama Kin**

**Fudo-Taki Falls**

**Bandai-Azuma Skyline**

**Makurakawa Onsen**

**Former Horikiri Residence**

**Loji-mae**

**Sendachigama Kin**

**Fudo-Taki Falls**

**Bandai-Azuma Skyline**

**Makurakawa Onsen**

**Former Horikiri Residence**

**Loji-mae**

**Sendachigama Kin**

**Fudo-Taki Falls**

**Bandai-Azuma Skyline**

**Makurakawa Onsen**

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**Bandai-Azuma Skyline**

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**Sendachigama Kin**

**Fudo-Taki Falls**

**Bandai-Azuma Skyline**

**Makurakawa Onsen**