

English

TOYOOKA CITY LIVING GUIDE



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Welcome to Toyooka City, Where Storks Fly



Toyooka's Insignia

Introduction to Toyooka City

The towns of Kinosaki, Takeno, Hidaka, Izushi and Tanto were merged with Toyooka itself on April 1st, 2005 to form the new Toyooka City. The total population of this agglomeration is 77,000 and the area is 697.55 km². This means Toyooka occupies the largest area in Hyogo.

Tourism and agriculture are Toyooka's greatest assets. Izushi is famous as a castle town and for being home to Japan's best soba. Kannabe Ski Resort is a popular attraction in winter, and Kinosaki Onsen is famous throughout Japan as a relaxing getaway spot all year round. The entire area is so popular, in fact, that it draws over 4 million tourists a year. In terms of our local specialties, we rear cattle for the famous Tajima Beef. From November until the end of March we fish for Snow Crab (known as Matsuba Crab) which is well known throughout Japan. Our other famous products are bags made in Toyooka and Izushi Pottery.

Procedure of Residency Management System

Your status of residence and duration of stay are dependent on the purpose of your entry to Japan. You need to check the type of status of residence and duration of stay specified in your passport.

After entering Japan for the first time, you need to go to Toyooka City Hall to do the moving-in procedure within 14 days after obtaining address. Please bring your residence card. If you don't have it yet, please bring your passport with the mention "residence card to be issued later" written on it.

Residence Card

Persons over 16 years old must carry their residence card with them at all times, even if you are in possession of your passport.

The Basic Resident Registration for Foreign Residents

With the abolition of the Alien Registration Act and partial amendment to the Basic Resident Registration Act, foreign residents will be recorded on the Basic Resident Register in the same way as Japanese nationals. With these changes, administrative procedures at local municipal offices are now simpler and more convenient.

A Resident Record (called "juminhyo") is created for foreign nationals who will stay for more than 3 months and have their address in Japan. (※Except for temporary visitors like tourists who are sightseeing)

Procedure at Toyooka City Hall

Situation	Term	Necessary Documents	What To Do
Status changed to mid-or long-term resident	Within 14 days after obtaining address	Residence Card	Submit notification of new address
Changed address		Residence Card Certificate of Change of Address	Submit "Moving-out" and "Moving-in" notifications

Changing Your Status of Residence

You will need to change your status of residence in the event of changing your occupation or starting new work to a status which fits your new occupation. In this case, you must submit a form called “Application for changing status of residence”

(^{ざいりゅうしかくへんこう}「在留資格変更」 in Japanese) at your regional immigration bureau. You may need to produce additional documents depending on both your current and desired status of residence and period of stay. Check with your local Immigration Bureau for more details.

Extending Your Period of Stay

If you want to extend your period of stay continuing the same activities, you need to carry out procedures for an extension of your period of stay. Applications can be made prior to the expiry of your initial period of stay.

Extending the Period of Your “My Number Card”

The period of your “My number card” is the same as your period of your stay. When you extend your period of your stay, you need to do the procedure about your “My number card” to extend your period. If you don’t do the procedure, you can’t use your “My number card.” If your card is expired, you need to make a new card (fee is required).

Procedures at the Regional Immigration Office

Situation	Term	Necessary Documents	What To Do
Change in name, birth, gender, or nationality/region	Within 14 days of the change	Any document showing proof of the change Residence Card Photographs Passport	Directly submit notification of the change to Regional Immigration Bureau
Change in affiliation or spouse		Residence Card	
Loss or defacement of Residence Card	Within 14 days of learning of the loss/defacement	Document showing proof of loss of card Passport Photographs	Apply at Regional Immigration Bureau for reissuance of card
Expiry of valid period of Permanent Resident's Residence Card	Until expiry	Residence Card Passport Photographs	Apply at Regional Immigration Bureau for renewal

Permission to Engage in an Activity Other Than That Permitted by The Status of Residence Previously Granted

If your current status does not allow you to work, yet you wish to obtain a means of income such as a part-time job, then you must acquire permission to engage in this new activity.

Acquisition of Status of Residence (New Births)

If your child is born in Japan and does not have Japanese nationality, an application must be made at the immigration bureau whose jurisdiction they are under, and procedures must be carried out for the acquisition of status of residence within 30 days of the child's birth. However, there is no need to do this in the event that the child will leave the country within 60 days.

Re-Entry Permits

A Re-Entry Permit is not required for persons with a valid visa and residence card, as long as the trips in and out of Japan have a duration of less than 12-months in length.

List of Regional Immigration Bureaus within Hyogo Prefecture

Office	Address ・ Tel	Office Hours
Osaka Regional Immigration Bureau	1-29-53 Nankou Kita, Suminoe-ku, Osaka City, Osaka Pref. 559-0034 ☎0570-064259 ☎06-4703-2050(IP, from Overseas)	Monday-Friday 9:00～16:00
Kobe District Immigration Office	Kobe Local Joint Government Bldg., 29 Kaigan-dori, Chuo-ku, Kobe City, Hyogo Pref. 650-0024 ☎078-391-6377	
Himeji Port Branch Office	Himeji Port Joint Government Bldg., 294-1, Suka, Shikama-ku, Himeji City, Hyogo Pref 672-8063 ☎079-235-4688	Monday-Friday 9:00～12:00 13:00～16:00
Maizuru Port Branch Office	Maizuru Port I Joint Government Bldg.,901 Aza Shimo-fukui, Maizuru City, Kyoto 624-0946 ☎0773-75-1149	

Immigration Information Center

Office ・ Address ・ Tel	Hours	Spoken Languages
< Osaka Regional Immigration Bureau Kobe District Immigration Office > Kobe Local Joint Government Bldg., 29 Kaigan-dori, Chuo-ku, Kobe City, Hyogo Pref. ☎0570-013904 (IP, Overseas : 03-5796-7112)	Monday-Friday 8:30～17:15	English ・ Chinese Spanish ・ Korean etc.

Housing

Housing Outline

Subsidized housing is provided by the city for those having difficulty in finding affordable housing. For details on who may be eligible, please contact the Building and Housing Department.

Ken-ei Jutaku (Housing subsidized by Hyogo Prefecture)

Name of Housing	Address
Toyooka Ipponnmatsu	Syozakai
Toyooka Takaya	Takaya
Toyooka Imamori	Imamori
Hidaka Kokuhu	Hidaka-cho Ageshi
Izushi Muromidai	Izushi-cho Hosomi

Shi-ei Jutaku (Housing subsidized by Toyooka City)

Name of Housing	Address	Name of Housing	Address
Imamori	Emoto	Tsuruokahigashi	Hidaka-cho Tsuruoka
Sakaemachi	Sakaemachi	Tsuruoka	Hidaka-cho Tsuruoka
Siotsu	Shiotsucho	Seisyuu	Hidaka-cho Dojo
Takaya	Takaya	Hokubu	Izushi-cho Teramachi
Motoyakushi 1,	Kinosaki-cho Yushima	Hinobe	Izushi-cho Hinobe
Motoyakushi 2	Kinosaki-cho Yushima	Hukusumi	Izushi-cho Hukusumi
Utijima	Kinosaki-cho Momoshima	Kajiya	Izushi-cho Kajiya
Musubu 2	Kinosaki-cho Musubu	Torii	Izushi-sho Torii
Uyama	Kinosaki-cho Uyama	Deai,	Tanto-cho Deai
Uyama2	Kinosaki-cho Uyama	Hatayama	Tanto-cho Hatayama
Maruyama	Kinosaki-cho Kuruhi	Yane	Tanto-cho Yane
Kusakai Terrace	Takeno-cho Kusakai	Kubata Ninomiya	Tanto-cho Kubata
Morimoto	Takeno-cho Morimoto	Nakayamamukoumati	Tanto-cho Nakayama
Todorogi	Takeno-cho Todorogi	Akano	Tanto-cho Nakayama
Kaminogo	Hidaka-cho Kaminogo	Nyuuno	Tanto-cho Nakayama
Dojo	Hidaka-cho Dojo	Odani	Tanto-cho Odani

<For Inquiries> Construction and Housing Division ☎0796-21-9018

Water Services / Electricity / Gas

Water and Sewerage Services

In Toyooka, tap water is safe to drink. When you wish to start or stop using water services for any reason, please visit or contact the Water Service Customer Center in Toyooka.

Your Bill

The water and sewerage service charges are collected together based on meter checks performed every month. Payment can be made at your bank, post office, convenience stores or the city hall. You can pay through direct account transfer at banks or postal savings accounts. You can also pay your bill directly by smartphone payment application.

<For inquiries>

Toyooka Water Service Customer Center

☎0796-22-5378

Address: 1788-3 Kamisano, Toyooka-shi

Electricity

Voltage is 100v and frequency is 60Hz. Please make sure that your appliances are compliant with this standard before using them. Also, if you use a lot of power at the same time, there may be an electrical surge and the breaker switch will flip down. At that time, please remove electrical items from plug sockets and flip the breaker switch back up.

Starting and Stopping Electric Service

When you wish to start or stop your electricity service, please contact the Kansai Electric Power Company Toyooka branch. You may also apply through their website.

Your Bill

The charges in your monthly bill will be based on the amount used each month. Payment can be made through automatic transfer from your bank or postal savings accounts, or at banks, post offices and convenience stores, or by smartphone payment application.

< For inquiries >

Your electric power company

Gas

There are two kinds of household gas: city gas (toshi-gas) and household LP gas (propane gas). Please check which is installed at your residence before use.

Starting and Stopping Gas

When you wish to start or stop using your gas service, please call the company whose information may be found attached to your meter. Someone will come by to open/close the valve or install the gas cylinder.

Your Bill

Charges will vary according to your provider. Payment can be made through automatic transfer from your bank or postal savings account, or directly at banks, postal offices and convenience stores.

Gas Leak

If you notice a gas leak, please contact the gas company as soon as possible. Make sure to close the gas valve and open any windows and doors to ventilate the room. Do not turn on any electric appliances as this can cause a fire.

< For inquiries >

Your gas company

Waste Disposal

You must put household garbage out on the set days and in the prescribed manner by 8am on the morning of the day of collection. Please check the garbage collection calendar of your living area.

When you put them out, please put them into the designated bag or put a designated sticker on the bag. Designated bags and designated stickers can be bought at supermarkets and hardware stores.



Combustibles (red) Non-combustibles (black) Recyclables (green) Sticker

The designated bags have different sizes.

Combustibles Large (45L) Medium (30L) Small (20L)

Non-combustibles Large (45L) Medium (30L) Small (20L)

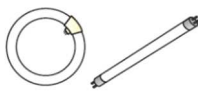



Recyclables Large (45L) Medium (30L)



※ Recyclable bags are used for glass/cans, plastic bottles, paper/wrapping paper, and plastic (containers and packaging)

There are 5 stickers on one sheet.

※ Stickers can be used for large garbage.

Garbage Separation

Combustibles (Put in a designated combustibles bag)	Kitchen and other food garbage (wipe off water) paper diapers (remove waste) shoes, bags, food containers, dirty food packaging, pieces of wood, plastic objects, etc.
Non-combustibles (Put in a designated non-combustibles bag)	Ceramics, metals, glass (wrap broken things in paper) compact appliances, daily necessities, metal toys
Bulky garbage (Put a designated sticker on these items)	Furniture, <i>kotatsu</i> , bicycles, carpet, <i>futons</i> , large non-combustibles DO NOT put in a designated bag.
Fluorescent tubes (Wrap with newspaper or put in in paper box)	DO NOT put in a designated bag. 
Dry batteries (Put in a clear bag)	DO NOT put in a designated bag. 
Rechargeable batteries (Put in a clear bag)	DO NOT put in a designated bag. 
Bottles, cans (Put in a designated recyclables bag)	Empty bottles or cans for food, makeup, etc. Please wash the container. Please remove the cap. Spray cans must be completely used up Please put holes in spray cans.
Plastic bottles (known as PET bottles, put into the recyclable bag)	 Plastic bottles for juice, alcohol, soy sauce, condiments, etc. Please wash the container. Please remove the cap.

Paper (Put in a designated recyclables bag)	 Paper boxes, paper packaging, paper bags, paper cups, etc. If waste cannot be washed off, please put in designated combustibles bag instead.
Plastic (Put in a designated recyclables bag)	 Plastic bags, trays, packaging, Styrofoam, etc. If waste cannot be washed off, please put in designated combustibles bag instead.

Waste Not Collected by Toyooka City

Personal computer

Please ask for collection by the manufacturer.

Air conditioners • TV • washing machines • refrigerators • freezers

Please request pick up of old appliances from the company where it was purchased or where new item will be purchased.

Hazardous waste etc.

Gas cylinders, agrochemicals, petroleum, tires, tire wheels, machine parts, farm equipment, motorcycles, etc. Please request disposal by general waste disposers certified by Toyooka City or the retailer of the product.

Recyclable Waste Group Collection by Local Communities or Municipalities

This is a system where local communities and school groups etc. collect recyclable waste such as newspapers, magazines, cardboard, bottles, cans, and old clothes. Please use this system for recycling and reducing waste. Please ask each group for details about collection dates, methods, and acceptable items.

Business Waste • Bringing Waste Directly to Toyooka Cleaning Center

Toyooka City does not collect business waste and large amounts of waste, for example, after moving in or out of a building. Please bring waste directly to Clean Park Hokutan or request disposal by general waste disposers certified by Toyooka City.

<For Inquiries>

Citizen's Living Conditions Division

☎0796-23-5304

Driving

Driver's License

You need a valid driver's license when you drive an automobile or motorbike in Japan. You must always carry your driver's license when you drive your vehicle. The following driver's licenses are valid in Japan:

- **The International Driving Permit issued by signatory countries of the Geneva Convention**
- **Foreign Driver's Licenses (Domestic driver's licenses of Germany, Switzerland, France, Belgium, Taiwan and Italy)**
- **Driver's licenses acquired in Japan**

International Driving Permit

If you hold an International Driving Permit issued by a signatory country of the Geneva Convention, you can drive in Japan. However, this license has a limited period of validity. You can drive in Japan with an International Driving Permit while it is valid, meaning:

- For up to one year after the date you landed in Japan
- For the remaining period of validity of your International Driving Permit

Foreign Driver's Licenses

If you have a driver's license issued in Germany, France, Switzerland, Belgium, Taiwan or Italy with a Japanese translation attached to it, you can drive in Japan. However, a translation must be prepared by the issuing organization of your driver's license, the embassy or a consulate of the issuing country located in Japan or the Japan Automobile Federation (JAF). You must always carry your driver's license with a Japanese translation and your passport when you drive your vehicle.

You can drive in Japan with a Foreign Driver's License during a period of validity, while it is valid, meaning:

- For up to one year after the date you landed in Japan
- For the remaining period of validity of your Foreign Driver's License

Switching to a Japanese License from a Foreign Driver's License

If you have a valid foreign driver's license you can switch to a Japanese driver's license. Please perform the procedures of switching to a Japanese driver's license at Hyogo Akashi Driver's License Examination Center:

- Prove that you have been in Japan for three months or longer since the date you acquired your foreign driver's license.
- Show that you have a valid foreign driver's license
- You will need to take the aptitude test, the knowledge test and the technical test.
- If you don't speak Japanese, you will need to be attended by a translator.
- Some countries' licenses are exempt from the knowledge test and the technical test

Necessary Documents

- Application form for driver's license (available at test sites)
- A portrait photo (3cm long × 2.4cm wide)
- A certificate of your foreign registration showing your nationality
- Your foreign driver's license (if the license does not bear the date of delivery, also material evidencing such date)
- Official Japanese translation of your driver's license (it must be issued by a foreign administrative organization, a consular organization or JAF)
- Your Passport
- Writing Implement
- Fee
- Japanese Driver's License (if you have acquired one before)

For details, please ask at the driver's license center in your area:

- **Hyogo Tajima Driver's License Examination Center** ☎ (079) 662-1117
- **Hyogo Akashi Driver's License Examination Center** ☎ (078) 912- 7061

How to Obtain a Japanese Driver's License

In Japan people usually go to a driving school to acquire a driver's license. The duration of school and cost differ among driving schools. For details, please enquire at your local driving school.

- **Toyooka Driving School:** 312 Hinado Toyooka City 668-0815 ☎0796-22-6321

Basic Traffic Rules

- Automobiles and bicycles must drive on the left side of the road.
- When there are no sidewalks, pedestrians must walk on the right side of the road.
- Pedestrians have priority at uncontrolled pedestrian crossings.
- Using a mobile phone while you are driving is prohibited.
- Driving a car after drinking alcohol is prohibited.
- The driver and passenger must wear a seatbelt.
- Children under six years of age must use a child seat.

Marriage

Marriage in Japan

When you marry in Japan, you will need to submit a "Notification of Marriage" to the city hall or a city hall branch. When a foreigner marries, they need some documents to prove that they fulfill the conditions for marriage in their own country.

Necessary Documents	Where to submit	Who submits
<ul style="list-style-type: none">● Notification of Marriage [Application form available at the administrative office of your municipality]● Family register [Of the Japanese national]● Certificate of the foreigner's legal capacity to marry with Japanese translation● Passport	The administrative office of the municipality of either one of the two persons or at the administrative office of the municipality of the registered domicile of the Japanese national.	The two persons who are getting married

Marriage Between a Foreign National and a Japanese National

When a Japanese national and a foreigner marry in Japan, they must submit a “Notification of Marriage.” Then, the foreigner should notify his or her own country. It is necessary to receive a document called the “Certification of Acceptance of Report of Marriage.” You must ask for the Certification of Acceptance of Report of Marriage when you submit the Notification of Marriage. Persons who wish to change their status of residence to that of a spouse of a Japanese national must consult their local immigration bureau.

Marriage Between Foreign Nationals

In the case that two foreigners wish to marry in Japan, the method of procedures varies from country to country, so please check with the embassy or consulate of your country in Japan.

< For Inquiries > Consultation Window

☎0796-21-9015

Pregnancy / Childbirth

Pregnancy

Pre-mama Consultation • Issuance of Maternal and Child Health Handbook

When you become pregnant, you must visit a medical institution and receive a “notification of pregnancy.” After submitting the notification of pregnancy to the places mentioned below you will receive a “Maternal and Child Health Handbook.” This handbook is necessary when your child gets health check-ups and vaccinations. If you need Maternal and Child Health Handbooks, please make a reservation on the Toyooka City website or call the Children’s Future Division. There are Maternal and Child Health Handbooks written in languages other than Japanese. If you don’t have money to visit the hospital, contact Children’s Future Division at 0796-24-9604.

Type	Place	Date	Details
Issuance of Maternal and Child Health Handbook (Pre-mama Consultation)	Toyooka City Health Center (Tachino Branch) or Toyooka City Hall	Performed regularly (twice a month, reservation required, dates are on the city website or in the city's public information magazine)	Issuance of Maternal and Child Health Handbook, Health consultation, procedures of subsidy for maternity health check-ups (dental check, health check-ups, newborn baby hearing check), procedures of «Nimpu Shien Kyuufukin (pregnancy support grant)»
	Kinosaki Branch Takeno Branch Hidaka Branch Izushi Branch Tanto Branch	Only when a public health nurse is available: Kinosaki: 1 st and 3 rd Tuesdays Takeno: 2 nd and 4 th Tuesdays Hidaka: 1 st and 3 rd Thursdays Izushi: 2 nd and 4 th Thursdays Tanto: 1 st and 3 rd Thursdays (Reservation required)	

- You can ask them to change the date if the date is not convenient to you.

Maternal and Child Health Handbook in Other Languages

Japanese⇄English, Portuguese, Tagalog, Chinese, Korean, Thai, Indonesian, Spanish, Vietnamese and Nepali

Pregnancy Support Grant

A 50,000 JPY subsidy is available to support childbirth. The nurse will explain in detail when you receive your Maternal and Child Health Handbook.

<For Inquiries> Children's Future Division
☎0796-24-9604

Lump-sum Payment of Childbirth and Childcare

Persons insured by national health insurance or corporate health insurance can receive a lump-sum payment to help pay for childbirth and childcare when her/his child has been born. In principle, the amount is 500,000 JPY. If you apply to the “Lump-sum Payment of Childbirth and Childcare Direct Payment System,” the money will be paid to the medical institution directly to cover the cost of childbirth. For further information on procedures, please check with the medical institution where you will give birth.

Reduction of Your Health Insurance Tax Before and After Your Delivery

Health insurance tax of a limited term before and after your delivery will be reduced. You need to submit the application form. If you have national health insurance, please complete the procedure at the city office. If you have corporate health insurance, please ask the company. Please check your health insurance card.

<For Inquiries>

Insurance • Pension Division ☎0796-21-9061

Health Insurance Association:

Place of employment or Branch Office of

Japan Health Insurance Association you belong to

Your type of health insurance is written on the card.

Childbirth

Even if the parents are non-Japanese, any child born in Japan is required to be registered according to the law of family registration, by submitting a “notification of birth.” Also, when the child’s nationality is other than Japanese, acquisition of status of residence is required.

Birth Notification

The law of family registration is applied to non-Japanese people staying in Japan. Therefore, when a child is born, regardless of its nationality, a birth notification must be filed with the local municipal administrative office within 14 days after the birth (including the date of birth). You are advised to decide the child’s name and prepare necessary documents beforehand. If your child is born in Japan, please report it to your home country as well. For further procedures, please check at the embassy or consulate of your home country.

Necessary document	By When	Where to submit	Submitter
Notification of Birth / National health / Maternal and Child Health Handbook / Birth certificate	Within 14 days including the date of birth	Municipal administrative office located at the place of birth or where the submitter lives	Parent of the child

<For Inquiries>

Consultation Window

☎0796-21-9015

Pregnancy Support Grant

The subsidy to support child rearing is 50,000 JPY per newborn baby. When a public health nurse visits your home to check the mother and newborn baby's condition, they will explain more about the procedure.

<For Inquiries>

Children's Future Division

☎0796-24-9604

Acquisition of Nationality for Newborn

In Cases Where Either of the Parents is a Japanese National

If either one of the parents is a Japanese national, the child can obtain Japanese nationality. But when the mother is of non-Japanese nationality and not married, the child cannot obtain Japanese nationality unless his/her father recognizes the child before birth. For obtaining the nationality of the foreign parent for the child, please contact and ask the embassy or consulate of your country located in Japan.

In Cases Where Both Parents are Foreign Nationals

When both parents are foreign nationals, their child cannot obtain Japanese nationality even if she/he was born in Japan. The child will obtain nationality pursuant to the law of his/her parents' country. Specifics differ between different countries. Please confirm the procedures and necessary documents at the relevant embassy or consulate in Japan.

Choice of Nationality

In Japan a person is not permitted to maintain two nationalities (dual nationality). She/he is required to choose one of them before reaching the age of 20. When a child has obtained two nationalities including Japanese, his/her parents submit a notification of “nationality reservation” at the time they submit the birth notification in Japan. (This only applies to children born in foreign countries)

<For Inquiries>

Consultation Window

☎0796-21-9015

Child Care

Child Health

Health Check-up for Infants and Children

Toyooka City provides regular check-ups for children at ages 1 month, 4 months, 7 months, 18 months and 3 years and 6 months. An evaluation of growth and development, measurement of height and weight, childcare consultation, dietary counselling and dental check are conducted at these check-ups. The date, eligible persons and place is published in public information magazines and homepages.

Vaccinations

There are 2 kinds of vaccinations: periodic vaccinations and optional vaccinations.

Type	Detail	Cost
Periodic Vaccination	Vaccinations which should be done at a certain age	Free
Optional Vaccination	These are not necessary. If you want to vaccinate your children, please consult your doctor.	Must be paid for by the individual

How to Apply for Vaccinations

Periodic vaccinations should be carried out in the town where you live. You will need to get a reservation for the vaccination at the vaccinations cooperation medical institution in Toyooka.

<For Inquiries>

Children's Future Division

☎0796-24-9604

Welfare

Infant and Child Medical Expenses Subsidy System

Medical expenses are free for those who are from 0 years old to 3rd year elementary school students.

Infant and Child Medical Expenses Subsidy System

Financial assistance can be offered for a part of medical expenses for 4th year elementary school students to 3rd year junior high school students. However, income restrictions are imposed after the child is 1 year old.

Type	Amount of self-payment	
Outpatient care	General household	20% of medical fee The maximum amount of self-payment is 1,600 JPY in one month.
	Tax-exempt household	free
Hospitalization	free	

Child Allowance

This is a national system that provides child allowance to caregivers who are raising children until the first March 31st after their 18th birthday. You must apply at the Insurance and Pension Division at Toyooka City Hall or a branch office.

The Monthly Allowance Amount to be Received

	the first child	the second child	the third child
Under 3 years old	15,000 JPY	15,000 JPY	30,000 JPY
From 3 years old until the first March 31st after their 18th birthday	10,000 JPY	10,000 JPY	30,000 JPY

- Income restrictions are imposed.

Payment Day	Allowances For
April 15	For February, March
June 15	For April, May
August 15	For June, July
October 15	For August, September
December 15	For October, November
February 15	For December, January

When Allowance is Received

4 months' worth of child allowance will be transferred together to the designated bank account.

- If the payment day falls on holidays, child allowance is paid on the previous weekday.

Genkyo Todoke (Present Condition Form)

Each June, the "Genkyo Todoke" is mailed to people who receive child allowance. Please note that if the form is not completed and submitted, the allowance may not be received from August onwards.

<For Inquiries>

Insurance • Pension Division

☎0796-21-9061

Child Support Center / Childcare Consultation Service

The Child Support Center provides phone consultation about children. If you make a reservation, you can have an in-person consultation at the Child Support Center.

Family advisers and clinical psychologists will help you with the following:

- consultation for children who have difficulty going to school
- consultation about child development
- consultation about childcare

Hours: Monday to Friday 9:00am to 5:00pm

Holiday Hours (reservation needed): The 1st Saturday of the month

9:30am to 12:30pm

Night Hours (reservation needed): The 1st Wednesday of the month

6:00pm to 9:00pm

Consultations are at the Child Support Center (address: Toyooka-shi, Otemachi 4-5, Aity 7th floor).

<For Inquiries>

Consultation for children who have difficulty going to school ☎**0796-24-8303**

Consultation about child care ☎**0796-21-9003**

Reservation for holiday or night consultation ☎**0796-24-8303**

Childcare Center

Childcare centers offer the following activities and events for families to make childcare in Toyooka City easy:

- Providing information about childcare
- Consultation for anxiety about raising children
- Making friends with other mothers
- Offering activities for interaction between families

Name	Address	Tel
Childcare Center (Kosodate Sogo Center)	Otemachi 4-5 Aity 4th Floor in front of JR Toyooka station WACCU TOYOOKA	080-6225-0731
Kinosaki Childcare Center	Kinosaki-cho Momosima 1057-1 Kinosaki Branch 2 nd floor	0796-32-4666
Takeno Childcare Center	Takeno-cho Sudani 1478 Takeno Health Welfare Center	0796-47-2030
Hidaka Childcare Center	Hidaka-cho Nyou 920 Hidaka Branch 3 rd Floor	0796-42-4610
Izushi Childcare Center	Izushi-cho Utimachi 1 Izushi Branch 1 st floor	0796-52-6188
Tanto Childcare Center	Tanto-cho Deai 150 Tanto Civic Center 1 st floor	0796-21-9079

< **For Inquiries** > Children's Future Division
 ☎0796-21-9118

Toyooka-shi Family Support Center (Famisapo)

This program provides community support for child-rearing by linking people who need child-rearing support and people who want to provide support. The program promotes the development of mutual support networks among residents. There are 3 types of membership:

- “Onegai kaiin” members who need child-rearing support.
- “Makasete kaiin” members who want to provide support.
- “Docchimo kaiin” who both need and provide support.

Family Support Center offers 2 things:

- Temporary care for children from 6 months old to 6th grade in elementary school
- Offering a ride for children instead of their guardians

Only residents in Toyooka City can be members. There are some conditions to be a member. Please call the Family Support Center for details.

<For Inquiries>

Toyooka-shi Family Support Center, 4th floor, Aity, 4-5 Otemachi Toyooka

☎**0796-21-9088**

Kosodate Nandemo Soudan Madoguchi (Consultation Counter for Rearing Children)

You can talk to a public nurse about problems you may have about raising your children.

Hours Monday to Friday 10:00am to 2:00pm

Place “Kosodate Nandemo Soudanshitsu” (child raising consultation room)

4th floor, Aity, 4-5 Otemachi Toyooka

Kosodate Sogo Center (childcare center) and Toyooka-shi Family Support Center are also on Aity’s 4th floor.

<For Inquiries> Children’s Future Division

☎**0796-24-9604**

Nursery School / Education

Kindergarten

A kindergarten is an educational institution for children from 4 years old until beginning elementary school. The kindergarten that your children attend is decided based on your place of residence.

Who

- Children before entering elementary school (4 or 5 years old)
- Child must live in Toyooka City

Nursery School

Nursery schools are for infants to children about to enter school who are unable to be looked after at home due to the work or illness of their parents.

Who

- Children too young for elementary school
- Child and the parent must live in Toyooka City
- In the case of parents being unable to look after their children at home due to work or illness

School Fees

- Nursery school fees are determined by the amount of income tax and municipal tax in the previous year.

Procedure

- Contact the Child Rearing Division

Certified Daycare (Nintei Kodomo-en)

Certified daycare combines the functions of kindergartens and nursery schools.

Children can attend these schools until they reach the elementary school entry age.

Contact Child Rearing Division about the procedure.

Who

- Children too young for elementary school
- **Kindergarten section:** Children 3 to 5 years old, only children living in Toyooka
- **Nursery section:** The conditions are the same as those of nursery schools.

Fees (Nursery school fee, school canteen fee)

- Determined by the amount of income tax and municipal tax in the previous year.

<For Inquiries>

Child Rearing Division ☎0796-22-4452

Elementary School and Junior High School

In Japan, children enter elementary school at age 6 and graduate at age 12. They then enter a junior high school at age 12 and graduate at age 15. There are compulsory schools which provide compulsory education from grade one through nine. Foreign students are not required to attend school, but if you wish for your children to attend a school, please enquire at the Children's Education Section of the city office.

In Japan, students belong to a grade according to their age. In principle, those of foreign nationality will be transferred into a grade according to their age. The school that your children attend is decided based on your place of residence.

School Expenses

Public schools	Entrance fees, tuition fees and textbooks are provided for free. Teaching materials other than textbooks, school supplies, lunch, excursions and uniforms must be paid by the individual.
Private schools	Entrance fees and tuition fees must be paid by the individual.

Financial Aid for Students

There is a program which can provide financial support to low-income parents whose child is attending elementary or junior high school and who are experiencing difficulty in paying for such things such as school lunches and materials required by the school. However, this assistance is restricted to certain income levels. For more information, call the children's education section.

<For Inquiries>

Children's Education Division ☎0796-23-1451

Children's Clubs for After School Activities (Houkago Jido Club)

These clubs provide childcare for school children after school because their parents are away from home during the daytime due to work or other causes.

NOT Available for children at a certificated daycare and children in kindergarten established in a 2-year system since 2012.

Available Days and Times

Available days	Times
Monday-Saturday (only if necessary)	After school~6:30pm For children in kindergarten: until 4:00pm On Saturday and school holidays : From 8:00am-6:30pm

Cost

Month	Elementary students	Kindergarten children
Normally	7,000 JPY	free
July (Month)	8,000 JPY	free
August (Month)	10,000 JPY	free
Saturday (Month)	1,000 JPY	free

Snack fee including textbooks (1,800 JPY/month) is needed separately

Snack fee on Saturday is needed separately.

Please call the Child Rearing Division for more information.

< For Inquiries >

Child Rearing Division ☎0796-29-0053

Medical

Clinics and Hospitals

When you get sick, generally you visit a clinic (doctor's office) first and receive further specialized treatment at a large hospital if necessary.

Doctor's Offices • Clinics

Office hours are generally from 9am to noon and from 4pm to 6pm. Closing days vary between clinics. But in general, Wednesdays, Saturday afternoons, Sundays and holidays are closed.



List of clinics, hospitals
and dentists in Toyooka

City Clinics

Please check the office hours before going.

Name	Address	Tel	Closed
Morimoto Clinic	Takeno-cho Morimoto 513-1	0796-48-0001	Saturday, Sunday, national holidays and New Year's Holiday
Kannabe Clinic	Hidaka-cho Kurisuno 60 - 34	0796-45-0003	
National Health Insurance Sibō Clinic	Tanto-cho Nakayama 788	0796-56-0303	
Takahashi Clinic	Tanto-cho Kubata 126	0796-55-0036	
Tanto Dental Clinic	Tanto-cho Deai 150	0796-20-8225	OPEN ONLY THURSDAY

Holidays Emergency Clinic (Kyujitsu Kyubyō Shinryōjo)

In case of an emergency on Sunday or national holidays, you can use this emergency clinic.

Name	Address	Tel	Open
Emergency clinic for Sunday and national holidays	Tachino-cho 12-12	0796-23-9219	Sunday, national holidays, Aug 15 and New Year's Holiday

Hospitals in Toyooka City

There are three large hospitals in Toyooka City. Since office hours vary between each hospital and department, please check before visiting.

The emergency center is always open.

Name	Address	Tel	Closed
Toyooka Hospital	Tobera 1094	0796-22-6111	Saturday, Sunday, national holidays and New Year's holiday
Hidaka Clinic	Hidaka-chou, Iwanaka81	0796-42-1611	
Izushi Medical Center	Izushi-chou, Fukusumi1300	0796-52-2555	

Telephone Consultation for Pediatric Emergencies

In case of the following situations, you can receive a phone consultation with doctors or nurses.

- How to deal with a child's illness during the nighttime or holidays
- When you can't decide whether you should take the child to the hospital or not

Area	Tel	Available Hours
Tajima Area	0796-22-9988	Everyday : From 7:00pm to 10:00pm
Hyogo Prefecture	# 8000 or 078-731-8899	Weekday ・ Saturday : From 6:00pm to 8:00am in the next morning Sunday ・ Holidays ・ the year-end and New Year : From 8:00am to 8:00am in the next morning

Medical Insurance System

All residents in Japan must belong to a public health insurance program. There are 2 types of public health insurance programs in Japan: “**Health Insurance**” and “**National Health Insurance**.” You must carry one of these below(1～3) when you visit hospitals and clinics.

- Health insurance card
- My Number Card as your Health Insurance Certificate
- Eligibility Confirmation Certificate

In many cases you must pay part of the medical costs incurred in your treatment. If you do not carry your health insurance card or if you have not contributed to health insurance, you will have to pay all of the medical costs, which can be very expensive. In addition, it is recommended to carry some document to prove your identity, such as your residence card and passport.

Health Insurance

Eligibility	Employees of companies and other business entities and their family
Entry Procedures	The procedures are carried out at your workplace. Please enquire at your workplace.
Insurance Contributions	Insurance contributions are deducted directly from salaries. The amount depends on the size of the salary and other factors.

National Health Insurance

Eligibility	People who do not belong to workplace health insurance programs.
Entry Procedures	At Toyooka City Hall or city hall branch offices
Insurance Contributions	The amount contributed to insurance is determined every year based on the income level of the contributor's household and the number of family members. Contributors to national health insurance programs pay insurance contributions by themselves through convenience stores or financial institutions.

Obligatory Fees at Medical Institutions

Target	Obligatory Rates
From 0 years old to before elementary school age	20%
From elementary school age to 69 years old	30%
Over 70 years old	20%~30%

If you have a Children's Medical Support Benefits Card, the tuition follows the rule.
See page 20 (Infant and Child Medical Expenses Subsidy System)

Refund for Medical Expenses

When you pay the entire cost of medical expenses without having a Health insurance card, My Number Card as your Health Insurance Certificate, or an Eligibility Confirmation Certificate, you can claim reimbursement for the payment to be covered by insurance by submitting a Claim for Payment of Medical Treatment Expenses, a receipt and a Statement of Medical Treatment.

Where to Apply for the Following

Health Insurance	Prefectural Branch Office of National Health Insurance Association or Health Insurance Association
National Health Insurance	Toyooka City Hall or city hall branch offices

In the following situations you should notify the city hall or city hall branch offices as soon as possible:

- Moving back to your country
- Moving house/area
- Starting to use your workplace's health insurance program
- Changing your address or the head of the household

<For Inquiries>

Insurance • Pension Division

☎0796-21-9061

Tax / Pensions

Tax

People who live in Japan for more than one year, even foreigners, are required to pay taxes.

Income Tax

Income tax is the tax levied on all income you earn between January 1st and December 31st of that year.

- **People whose only income is from their salary at a company**

Income tax is deducted automatically from your salary, and it is calculated at your workplace around the end of the year.

- **People who have a source of income other than a company salary**

They must calculate their own income and do final tax returns at the tax office by themselves.

Local Inhabitants Tax (Prefectural Inhabitants Tax • Municipal Inhabitant Tax)

Anyone whose address is in Toyooka City on January 1st must pay this tax. Both prefectural inhabitants tax and municipal inhabitants tax are calculated based on your income from January 1st to December 31st of the preceding year.

How to Pay Local Inhabitants Tax

Special tax collection	The company where you work deducts the amount of tax from your monthly salary and pays.
Ordinary Tax collection	People such as independent business proprietors, farmers and freelancers will receive a tax notice which is issued by the city office. You can pay this tax notice at the bank, post office or by smartphone application.

Choose your tax agent, known as “Nouzei Kanrinin,” and tell the name of the person to Toyooka City Hall before you return to your home country.

Motor Vehicle Tax (category-based) and Light Motor Vehicle Tax (category-based)

Motor Vehicle Tax (Prefectural taxes)	This is a tax levied on persons who possess a motor vehicle.
Light Motor Vehicle Tax (Municipal taxes)	This is a tax levied on persons who possess an engine-powered cycle (moped), a small-sized special motor vehicle, a light motor vehicle or a two-wheeled compact motor vehicle.

A tax notice will be mailed to anyone who possesses a vehicle. If you get it, please pay this tax through the post office or bank etc. before the due date. If you hand over your vehicles to another person or dispose of your vehicles, please make sure to undertake the procedures for registering a change of name or disposal of a vehicle at your nearest transportation bureau.

Property Tax

The property tax is levied every year on those who own land, buildings or amortized assets as of January 1st. Those who own amortized assets need to declare them by January 31st. If you are not the owner of the building where your store is, you need to declare renovation as an amortized asset.

< For Inquiries >

Tax Division ☎0796-21-9045

Pensions

The Public Pension System is a social insurance system to support senior citizens, disabled people, and the families of deceased persons in emergency circumstances by providing them pensions. In Japan, the public pension system consists of "National Pension" and "Employee's Pension."

National Pension

All persons residing in Japan including foreigners must enter the national pension system.

Eligibility

All persons residing in Japan between the ages of 20 and 59 including foreigners

Entry Procedures

To join the national pension system, you need to come to the City Hall Insurance • Pension Division. However, if you have entered into the employee's pension system at your company, you are also entered into the national pension system automatically at the same time. Therefore, you don't need to carry out the procedures directly. However you need to enter the national pension system until you enter into the employee's pension system at your company

Pension Contributions

The contribution rate is the same for all subscribers regardless of income. Payment notifications will be sent from the Japan Pension Service, which you should then pay at designated financial institutions and convenience stores.

If you cannot afford the payment due to low income or other reasons, you can apply for payment exemption. For more details, please inquire at the Insurance • Pension Division.

Employee's Pension

The Employee's Pension System is a system into which companies' employees enter, and which provides benefits on top of the basic national pension.

Eligibility

Full-time employees including foreigners who are under 70 years old, working in a company with five employees or more.

Entry Procedures

The entry procedures will be carried out at the company you work for. Please enquire at your company or Social Insurance Office.

Pension Contributions

You and your company will share the contribution fifty-fifty. Also, the amount of the pension contributions is determined according to your monthly salary and the amount of bonus. The payment will be deducted from your salary.

For more details, please inquire at your company or at the Japan Pension Service.

Lump-sum withdrawal payments (upon leaving Japan)

Foreign residents who have contributed to the employee's pension and national pension system for a total of six months or more may claim the lump sum withdrawal payment within two years of leaving Japan according to designated procedures. For details, please contact the Citizen's Section or the Japan Pension Service

<For Inquiries>

Insurance ・ Pension Division

☎ 0796-21-9061

Japan Pension Service Toyooka Pension Office

☎ 0796-22-0948

Emergencies

Situation	Tel	What to Report
Fire	119 (Fire Department)	「Fire」 「Address」 「Name」 「Telephone Number」
Emergency Healthcare	119 (Fire Department)	「Situation (Accident・Sickness)」 「Location」 「Name」 「Telephone Number」
Traffic Accident / Crime	110 (Police)	「Situation (Accident/Crime)」 「Location」 「Name」 「Telephone Number」

※ Foreign languages are also available on 119 call.

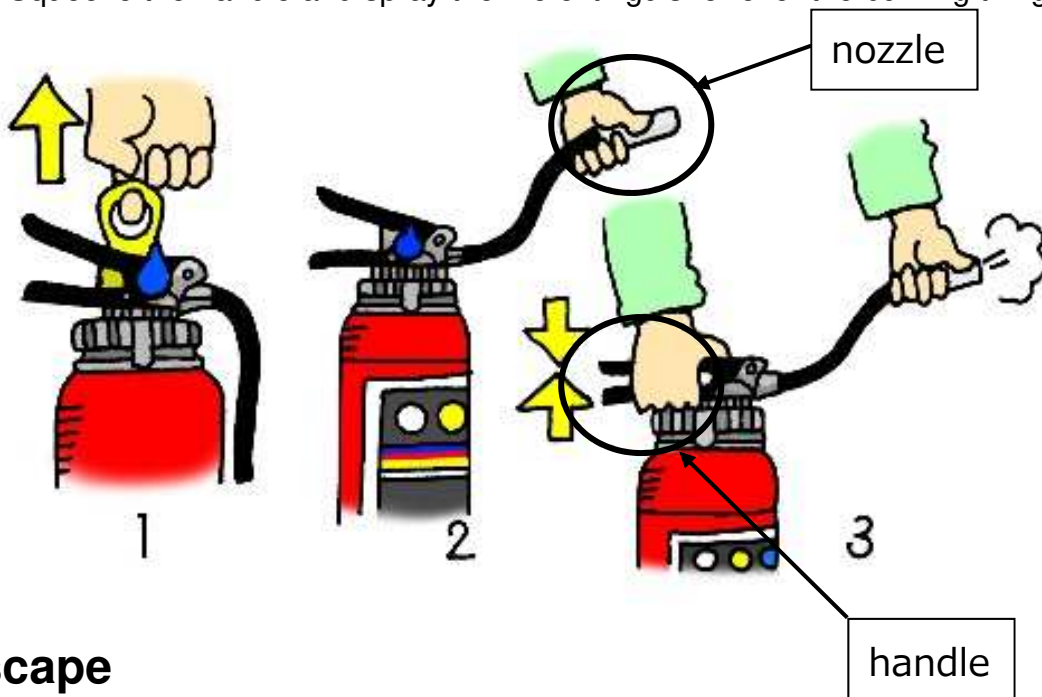
※ When you call from a public telephone, you don't need to use coins or a telephone card. Pick up the receiver, press the red “emergency call button” and dial 119 or 110.

When a fire occurs

Use the fire extinguisher.

How to use the fire extinguisher (See the picture below)

- 1 Pull out the yellow safety pin.
- 2 Take off the hose and hold the nozzle.
- 3 Squeeze the handle and spray the fire extinguisher over the burning thing.



Escape

Crouch down and cover your nose and mouth with a towel.



Disaster Prevention

Japan is one of the countries most frequently affected by natural disasters such as earthquakes, typhoons in the world. Tsunami also happens around Japan. Prepare to protect yourself from disasters.

Earthquakes

Most people who die in earthquakes are hit by falling furniture. To fix furniture in place is the best way to protect yourself when earthquakes occur.

- Secure furniture to prevent it from falling.
- Do not put big furniture in your bedroom.
- Do not leave objects near doors, hallways, and/or staircases.

When an earthquake happens, do as follows to secure your personal safety.

- Get under a study desk or a table.
- Cover your head with a cushion or a pillow.
- Stay away from shelves that might fall down.

Tsunami

Be aware of possible tsunamis if you live in coastal areas. Evacuate to a safe place on higher ground when you feel either a strong earthquake or a weaker but lasting tremor.

Stay in a safe place as long as tsunami advisories or warnings are being issued.

Please check these handbooks for more details.

Disaster prevention handbook



HIA disaster preparedness guide for children and parents



Evacuation information

When a natural disaster occurs, the municipal government will announce “Evacuation information”. These information is announced on emergency radio and Hyogo emergency net (app) ,etc..
Alert level 5 is the most serious warning.

Alert level 5	Emergency Safety Measures	A life-threatening situation in which you can no longer safely evacuate. Take measures to save your life immediately. Go upstairs or higher places.
Alert level 4	Evacuation Instruction	Flooding and landslides occur. All residents should evacuate from affected areas when or before the alert level 4 is issued.
Alert level 3	Evacuation of the Elderly, etc.	Start preparing to evacuate. Get information on radio, TV, etc. Elderly people, those with disabilities, and others who may need more time to evacuate should evacuate from affected areas. Those who don't understand Japanese should also start to evacuate.

※ Please evacuate before alert level 5 is issued.

※ Hyogo Emergency Net



Hazard Map

You can check how much damage could hit your living place when a natural disaster occurs. Hazard maps show sediment disasters, flood disasters, reservoir disasters, tsunami disasters, and high tide water disasters.

Hazard maps are on the website below or at the Disaster Prevention Division.

Hazard maps on the web



Toyooka City website



Japanese for Emergency Situations

English	Japanese	
HELP	たす 助けて	TASUKETE
ROBBER / THIEF	どろぼう 泥棒	DOROBO
POLICE	けいさつ 警察	KEISATSU
FIRE	かじ 火事	KAJI
AMBULANCE	きゅうきゅうしゃ 救急車	KYUUKYUUSHA
HOSPITAL	びょういん 病院	BYOUIN
HURRY UP	いそ 急いで	ISOIDE
STOP IT	やめて	YAMETE
PAIN/HURT/ SORE	いた 痛い	ITAI
VIOLENCE	ぼうりょく 暴力	BOURYOKU
INJURY	けが	KEGA
ACCIDENT	じこ 事故	JIKO
ILLNESS	びょうき 病気	BYOUKI
MY NAME IS ○○○.	わたし なまえ 私の名前は○○○です。	WATASHI NO NAMAЕ WA ○○○ DESU
THE PLACE IS ○○○.	ばしょ 場所は○○○です。	BASHO WA ○○○ DESU
MY PHONE NUMBER IS ○○○.	でんわばんごう 電話番号は○○○です。	DENWABANGO WA ○○○ DESU
I CAN NOT SPEAK JAPANESE.	にほんご はな 日本語が話せません。	NIHONGO HANASEMASEN

Various Consultation

Advisory Service for Foreign Residents (English/Japanese)

You can consult issues about your daily life.

Available Languages: English, Tagalog

※Tagalog is available on Tuesdays, Wednesdays and Thursdays.

※Other languages are also available with translation apps.

Toyooka City Hall 2F Consultation Center for foreign residents

Tel **0796-23-0341**

Mail **advisory-service@city.toyooka.lg.jp**

Main Office and Branches

Name	Address	Tel
Toyooka City Hall	Chuomachi 2-4	0796-23-1111
Kinosaki Branch	Kinosaki-cho Momoshima 1057-1	0796-32-0001
Takeno Branch	Takeno-cho Takeno 1585-1	0796-47-1111
Hidaka Branch	Hidaka-cho Nyou 920	0796-42-1111
Izushi Branch	Izushi-cho Uchimachi 1	0796-52-3111
Tanto Branch	Tanto-cho Deai 150	0796-54-1000
Toyooka General Health Zone Health and Welfare Facility	Tachino-cho 12-12	0796-24-7033

Police Stations

Name	Address	Tel
Toyooka Police Station	Showa-cho 7-5	0796-24-0110

Other Consultation Institutions in Hyogo

Name	Contents	Tel	Available Languages
Hyogo International Association Information and Advisory Service (HIA)	Daily Living /Legal	078-382-2052	English/Chinese/ Spanish/Portuguese
NGO Network for Foreigners' Assistance KOBE	Daily Living	078-232-1290	English/Chinese/ Spanish/Portuguese/ Tagalog/ Vietnamese/ Russian
Kobe International Community Center (KICC)	Immigration/ Residential status/ Daily living	078-291-8441	English/Chinese/ Spanish/Portuguese/ Korean/Vietnamese /Filipino/Nepali/Thai/ Indonesian
Immigration Information Center	Immigration/ Residential status	0570-013904	English/Chinese/ Spanish/Portuguese/ and others
AMDA International Medical Information Center	Medical	03-6233-9266	English/Chinese/ Spanish/ Korean/Portuguese/ Thai/Filipino/ Vietnamese
Kobe District Legal Affairs Bureau Human Rights Counseling	Human Rights	078-392-1821	English/Chinese/ Korean/Filipino/ Portuguese/ Vietnamese/Nepali/ Spanish/Indonesian/ Thai

Japanese Classes

There are two Japanese classes in Toyooka City.

For details such as the time schedule, classes, and fee, please ask each institution.

Name	Address / Tel
Toyooka International Association (TIA)	〒 668-0045 Toyooka Health and Welfare Center the third floor, Jyonan-cho, Toyooka ☎0796-24-5931
Nihongo Toyooka AIUEO	〒 668-0023 5-13 Kahiro-cho, Toyooka ☎0796-20-4037

Intercultural Salon

You can learn about living in Toyooka, what to prepare for natural disasters.
Japanese cultures and events are also introduced.

Toyooka International Association and Nihongo Toyooka AIUEO are in charge of this salon. Please check their facebook pages for more details.



Toyooka International
Association TIA
Facebook



AIUEO Facebook

If you have any questions about this handbook, please contact us below.

Toyooka City Hall Office 2-4, Chuo-machi, Toyooka 668-8666

Consultation Center for Foreign Residents TEL 0796-23-0341

FAX 0796-24-8114

E-mail advisory-service@city.toyooka.lg.jp

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