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Hikone Human Rights Policy Div.

A Message to the Residents of Hikone about COVID-19

The city of Hikone has decided to cancel all city-hosted events, regardless of being outdoors or indoors, throughout this year.

When it comes to daily services to the public at the city hall of Hikone, every possible measure has been taken to combat the spread of the virus.

To contain the spread of the COVID-19 pandemic, efforts, commitments and determination on an individual level are needed more than ever.

Let's look after each other and get through these unprecedented and difficult times together!

Thank you for your understand and cooperation.



City Mayor
Okubo Takashi

2020.05

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(Facebook) <http://www.facebook.com/hikone.eng>

(Hikomachi App) http://www.city.hikone.lg.jp/kakuka/shicho_chokkatsu/4/2/3/2/hikomachi/12038.html

Contact Us	Telephone Number
Hikone City Hall	0749-22-1411 (Switch Board)
Human Rights Policy Division (For English Interpretation Services)	0749-30-6113 (Direct Number)
FACEBOOK	http://www.facebook.com/hikone.eng

You Can Ask for English Interpreter Services at the Reception Desk at the Hikone City Hall and Via Phone (use the contact number given above.)

Please Say “*EIGO TSUYAKU ONEGAI SHIMASU* (English Interpreter Please)”

● The Foreign Language Version Of Koho Hikone Is Issued Every Month.

(Digital Issues) <http://www.city.hikone.lg.jp/kurashi/jinken/2/index.html>



This newsletter is available at:

- * Shiga University
- * University of Shiga Prefecture
- * Seisen University
- * Hikone City Hall 3F
- * AEON TOWN Hikone
- * Welfare Center
- * Shiga Bank (Oyabu Branch)
- * “Gyomu Super Market” (Toga-cho)
- * Beisia Hikone
- * Hikone City Hospital

Interpretation Services

● Interpreters Are Available at the Information Desk of the City Hall of Hikone.

Please say “*eigo-tsuuyaku-onegai-shimasu*” at the information desk.

「えいご つうやく おねがいします」

Hikone City Hall: Weekdays 8:30 a.m. to 12:00 p.m. 1:00 p.m. to 5:15 p.m.

Please note that the availability of our interpretation services is subject to change.

(Facebook) <http://www.facebook.com/hikone.eng>



Japanese Language Classes

*Due To The Coronavirus Outbreak, The Schedule Of The Following Schools May Differ.
Therefore, Please Contact Them If You Wish To Attend One of Their Japanese Classes For The First Time.



Day	Hour	Location, Place	Organization to Contact	Cost
Wednesday 水曜日	7:00 p.m. to 8:30 p.m.	Shimin kaikan 市民会館	Hikoneshi Kokusai Kyoukai 彦根市国際協会 Tel (0749)-22-5931	100yen / lesson 100 円 / 1 回
Saturday 土曜日	2:00 p.m. to 4:00 p.m.	Naka-chiku Kouminkan 中地区公民館	Hikone Kokusai Kouryu-kai VOICE ひこね国際交流会 VOICE かつらだ さん(KATSURADA) TEL 090-5156-6916	100yen / lesson 100 円 / 1 回
Sunday 日曜日	10:00 a.m. to 11:30 a.m.	Nishi-chiku Kouminkan 西地区公民館	SMILE Tel (0749)-24-7241	100yen / lesson 100 円 / 1 回
Monday – Friday (Except for holidays)	①9:30 a.m. to 10:50 a.m. ②11:00 a.m. to 12:20 p.m. ③1:30 p.m. to 2:50 p.m. ④3:00 p.m. to 4:20 p.m.	Innovation Office “NAYASHICHI” Shiro-machi1-7-16	SMILE MIZUNO Tel 070-5661-7345	200yen / lesson 200 円 / 1 回
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Tuesday Wednesday Friday	9:00 a.m. to 10:20 a.m.	Asahinomori- Chiku Kouminkan	SMILE MIZUNO Tel: 070-5661-7345	200yen / lesson 200 円 / 1 回
Thursday	5:30 p.m. to 6:50 p.m.			

【Hikone International Lounge News】

Computer use is free in the Hikone International Lounge. We are waiting for you!!

Beware Of Coronavirus Scams!

Scammers are now preying on people's fears surrounding the coronavirus pandemic.

Please do not respond to emails, phone calls, text messages particularly about the government's cash-handout program. Watch out for red flags, and if you see something fishy, please report it to the police or contact one of the following numbers below.

- **Shiga Foreign Residents Information Center: 077-523-5646**
- **Hikone Human Rights Policy Division:0749-30-6113**

☆Advocated by Shiga Prefecture “Shiga 1/5 rule”

It is possible to bring this pandemic to a conclusion by reducing contact between people.

To reduce this situation by 80%, we need to limit our daily lifestyle by 1/5.

We need to rethink and adjust our normal routine.

For example:

- If you normally commute to work five days a week, change this to 1 day and 4 days telework.
- If you have a meeting for 50 minutes, change this to 10 minutes.
- When you go shopping for food and daily necessities, go alone without your whole family
- Only go shopping once a week.

Inquiries: Health Promotion Division Tel 0749-24-0816, Fax 0749-24-5870

☆Eight-Point List of Precautions to Take at Home

If a member of your family is suspected of a novel Coronavirus infection, we ask that you follow these points.

1, Segregate rooms

- ▶The infected person should be placed in their own room.
- ▶The infected person should avoid going to other rooms/living space.

2, Limit persons responsible for caring for infected patients as much as possible

- ▶People with disease in their heart, lung, or kidney, people with diabetes or reduced immunity, pregnant women, etc. should avoid taking care of the infected person.

3, Wear a face mask

- ▶Used masks should be immediately thrown away without taking it to another room.
- ▶Do not touch the surface of a used mask.
- ▶After removing your mask, always wash your hands with soap.

4, Wash your hands often

5, Ventilate the room

6, Disinfect shared surfaces that have been touched by hand

- ▶Wipe the shared parts (the door handles, knobs, etc.) with diluted household chlorine bleach, then wipe them with water.
- ▶Clean toilets and bathrooms frequently. Use a common type of household detergent, and after rinsing, disinfect well with a household disinfectant.
- ▶Do not share towels.

7, Wash dirty linen and clothes

- ▶Use gloves and masks when washing clothes and linen using a laundry machine with a common type of household detergent and dry them completely.

8, Dispose of garbage in a sealed bag

- ▶Put used paper tissues in a plastic bag, then seal them when you take them out of the room.

☆NHI Premiums Reduction Program

If you have lost work because the company you used to work for went out of business or you were laid off, Hikone city offers a NHI premiums reduction. There are certain conditions each applicant needs to meet in order to be eligible for this NHI premiums reduction program.

Inquiries: Hikone Insurance Premiums Division TEL: 0749-30-6145, FAX: 0749-22-1398

☆The System of Local Tax Payment Grace Period

In cases where it is difficult to pay city tax or for those facing difficulties due to the influence from the coronavirus, a tax payment grace may be available by way of submission of an application.

• Deferral of Tax Collection

If any of the following conditions apply, the grace system is available.

▼In the event that you lost a large amount of your properties

In case your equipment or inventory assets were disposed by disinfecting the place after an infected patient was identified.

▼In cases where a taxpayer or member of the same household got sick

▼Relinquishing or suspension of business

Taxpayer relinquished or suspended his or her business unavoidably.

▼In case the business a taxpayer runs suffered a great loss due to decreased profits

Inquiries: Tax Collection Division, TEL: 0749-30-6109, FAX: 0749-22-1398

☆Novel Coronavirus Q & A

Q: Can We Catch COVID-19 from Food?

A: As of April 1, there is “NO” evidence that someone can become infected with the novel coronavirus from food (the consumption of fresh produce and raw fish included). That said, serving food items and takeout orders still pose a risk of leading you to make contact with an infected person, so you need to execute precautions over contact transmission of the virus. This also applies to tableware, so please disinfect your dinner plates, etc. regularly.

*It has been confirmed that this coronavirus is susceptible to high temperatures (higher than 70°C or 158°F) and alcohol-based disinfectant (70% alcohol or higher).

Q: I Heard That I May Be Refused By The Public Health Office To Get Tested For The Virus.

A: The coronavirus test can now be conducted without a permit from the public health office.

Q: Can We Use A Washing Machine To Wash A Cloth Mask?

A: It is advisable to wash a cloth mask gently by hand.

Q: How Often Should We Wash A Cloth Mask?

A: Wash your cloth mask at least once a day. If you see stains on a cloth mask, wash them immediately.

Q: How Many Times Can We Reuse A Cloth Mask?

A: When you start to see a sign of wear and tear, please stop using it.

Inquiries: Hikone Crises Management Office, TEL: 0749-30-6150, FAX: 0749-23-1777

★Proper Disposal of Face Masks, Tissues, etc. to Curb the Spread of COVID-19

When you dispose of used face masks, tissues, etc., please put the following three points into practice so that each of you can contribute to the mitigation of the spread of the virus.

①Avoid Directly Touching Trash.

Put a plastic trash bag in a trash can, and take it out before the trash can becomes full.



②Seal Trash Bags Tightly.

Try not to touch a used mask or other trash while tightening a trash bag. If you do, put a tightened bag in another trash bag.

③Wash Your Hands After Taking Out Trash

Wash your hands thoroughly with soap.



*By paying a little extra heed to taking out trash, you can protect not just your family, but also waste management workers from the virus infection.

*If it is not urgent, please refrain from bringing large-sized waste and recyclable garbage directly to the Hikone Sanitation center.

*Do not throw your used face masks on the ground. Discard of trash properly by following the rules of trash disposal.

Inquiries: Hikone Sanitation Center TEL: 0749-22-2734

★The Countermeasures to Prevent the Novel Coronavirus from Spreading

Inquiries: Citizens' Affairs Division: TEL 0749-30-6111, FAX 0749-22-1398

The reception will be crowded by the middle of May. The following are measures to alleviate the congestion.

A: The certificates listed below can be sent by mail.

1 Copy of *Koseki* (Family Register) Certificate, 2 Copy of Resident Certificate, 3 Copy of Tax Certificate

B: “Tenshutsu Shoumeisho (moving-out Certificate) can be issued by mail.

Please download “Application Form” from Hikone City Homepage, fill in the form, and send it to City Hall.

If you cannot print it, please write down the required points on a paper and send it.

*To download each application form, go to the link: <https://www.city.hikone.lg.jp/ja/category/sinseisyo/index.html>

To be enclosed with:

1 ID document, such as a copy of your driver's license or health insurance card.

2 A return envelope (registered mail)

Put stamps of ¥84 and ¥320 on the envelope. Write your new address and your name on it.

* In case of emergency, please add a stamp for express delivery, and write “Express Delivery” in red ink on envelope.

C: Certificates listed below can be issued at convenience stores using My Number Card or Basis Register Card (These cards should have already been registered for this usage.)

1 Copy of Resident Certificate

2 *Inkan* (Name seal) Registration Certificate

3 *Koseki* (Family Register) Certificate

3 Taxation/ Income Certificate

*This service is not available during May 2 ~ 6, May 28, May 31 due to system maintenance.

D: Moving-in Registration

Registration is supposed to be made within 14 days after starting to live at the new address. But during the period of coronavirus chaos a delayed application will be accepted. Please inquire at the Citizens' Affairs Division.

E: For “My Number Card” application

Please visit the Certificate Issue Corner.

1 You can take your photo for application. 2 Staff will explain “How to fill in the application form”

3 Staff will explain “How to apply using your cell-phone”

F: For getting the certificates and applying for Moving-in/out Registration or *Koseki* (Family Register), please visit the following branches of City Hall.

1 Inae Tel 0749-43-2225 (My Number Card can be issued if you make a reservation in advance)

2 Takamiya 0749-22-3210 2 Kameyama 0749-28-0022

3 Kawase 0749-28-1001 4 Toriimoto 0749-22-2204

☆Use Rubbing Alcohol Safely!

We often use rubbing alcohol to prevent coronavirus infections.

We have to be careful when using rubbing alcohol.

Attention

Rubbing alcohol can be easily caught by fire when brought close to fire.

Flammable vapors produced by alcohol are heavier than air and tend to accumulate in low places.

To prevent danger from a fire

Don't use rubbing alcohol near flames or lit cigarettes!

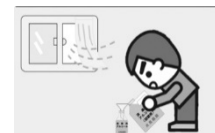
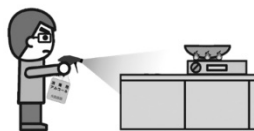
Please be careful not to leak or splash the rubbing alcohol when filling the refill container.

Write on the container "Rubbing Alcohol" "No fire"

Don't shake the container!

Please store the container in a cool, dark place to avoid direct sunlight.

Please make sure to open your windows, keeping the area as well-ventilated as possible, when using rubbing alcohol.



Inquiries: Prevention division TEL: 0749-22-0322, FAX: 0749-22-9427

☆Emergency Medical Services during the Golden Week Holidays

- Pediatric Telephone Consultation

TEL: #8000 or 077-524-7856

These phone numbers are for emergency medical cases of children under 15 years old. You can seek some medical advice from nurses or public health officials.

[Weekdays and Saturdays] 8:00 p.m. – 8:00 a.m. next morning

[Sundays and Holidays] 9:00 a.m. – 8:00 a.m. next morning

☆Postponement of All Infant Check-ups

Given the current situation of the pandemic, all infant check-ups organized by the city have been postponed.

The latest on the schedule of infant check-ups will be posted on the website of Hikone.

*If you have any concerns or questions regarding your baby's growth, please feel free to contact the number below.

Inquiries: Hikone Health Promotion Division TEL: 0749-24-0816, 0749-24-5870

☆Suspension of Internal Medicine for Outpatients at the Hikone City Hospital

As coronavirus cases grow in Shiga, the Hikone City Hospital has been designated by the prefectural government as one of the hospitals treating coronavirus patients since April 7. To ramp up measures to curb the novel coronavirus, for an indefinite period of time, the department of internal medicine has suspended outpatient services. In addition, all visitors to the hospital will have temperatures taken and will be asked health-related questions at its main gate.

Inquiries: General Affairs Office, Hikone City Hospital TEL: 0749-22-6050

☆Resident/Municipal Tax Notice and Bills

A notice of your FY2020 resident and municipal tax will be mailed alongside physical bills on the 5th of June (Fri). All four tax bills – the first, second, third and last quarter – will be mailed together, so be sure to check you have all four bills for this fiscal year.

Please note that tax payment bills will not be issued for people whose tax payments will be automatically withdrawn from their pension payments or by bank transfer. If you want to know the total amount of your resident and municipal tax, please see your notice.

*There will be no bill or notice issued for untaxed residents.

- To Those Who Filed Their Tax Returns After March 17, Tuesday.

Tax return information of some who filed their tax returns after March 17 may not be reflected in tax payment bills for FY 2020. If there is any change in the amount of your FY 2020 tax amount, the city will let you know at a later date by sending a notice.

Inquiries: Hikone Tax Division TEL: 0749-30-6140, FAX: 0749-22-1398

☆Stay Home except Visiting Medical Institutions, Purchase of Daily Necessities

Recently the number of patients with coronavirus infection is rising rapidly in Shiga prefecture.

Under the state of emergency declaration, we should refrain from non-essential and non-urgent outings for prevention of the spread of coronavirus infection.

The actions of each person can save our lives and our society.

Inquiries: Health Promotion Division: Tel. 0749-24-0816 / FAX 0749-24-5870

Consultation

☆Telephone Consultation Hotlines

Hikone has set up telephone consultation services for those who have been affected by COVID-19.

You can seek a wide range of advice and information for services the government offers and more.

Please do not hesitate to contact one of the following hotlines.

①090-8757-2562, ②090-8757-2563, ③090-8757-3082

Inquiries: Hikone Human Resources, TEL 0749-30-6106, FAX 0749-22-1398

☆Respect Human Rights (as related to coronavirus)

Writing derogatory comments online, discriminating against or treating unfairly coronavirus patients, their families, people working in the healthcare sector, returnees from abroad and foreigners are unarguably hideous acts against basic human rights.

Do not let yourself be fooled by baseless information. Instead, act with your conscience and composure to help each other in these difficult times.

If you are facing and struggling with discrimination, unfair treatment or other human rights violations related to the coronavirus pandemic, please do not hesitate to contact one of the following telephone consultation services or seek help on the website given below.

- *Minano Jinken* (Everyone's Human Rights)110: TEL 0570-003-110 (Weekdays 8:30 a.m. – 5:15 p.m.)
- *Kodmono Jinken* (Children's Human Rights)110: TEL 0120-007-110 (Weekdays 8:30 a.m. – 5:15 p.m.)
- *Jinken Sodan* (Human Rights Consultation) Number for Foreigners: TEL 0570-090-911
- Online Human Rights Consultation Service: <https://www.jinken.go.jp>

Inquiries: Human Rights Policy Division TEL:0749-30-6113

	Date & Time	Place	Contents
Child & Family Consultation	Every Mon ~ Fri (except holidays) 8:30 ~ 17:15	Consultation Room for Children (Welfare center)	Consultation for child care issues, child abuse, domestic violence etc Tel 0749-23-7838 Fax 0749-26-1768
Developmental Disorder Consultation	Every Mon ~ Fri (except holidays) ①8:30 ~ 12:00 ②13:00 ~ 17:15 (by reservation)	Development Support Division (Hirata-cho)	Consultation for people with developmental disorders or their family Tel 0749-26-8282
Language Consultation			Consultation for children before entering elementary school who have concerns about pronunciation or language and their family Tel 0749-26-8282
Consumer Life Consultation	Every Mon ~ Fri (except holidays) ①9:00 ~ 12:00 ②13:00 ~ 16:15	City life Environment Division (AL PLAZA Hikone 3F)	Consultation about the trouble of consumer life, contracts, etc Tel 0749-30-6144
Human-Rights Counseling by Multiple Languages	Every Mon ~ Fri (except holidays) 9:00 ~ 17:00	Otsu Regional Legal Affairs Bureau	Telephone consulting service for the trouble of human rights Exclusive telephone for consultation: 0570-090-911
Consultation for Bullying/Hot Line	Every Mon ~ Fri (except holidays) 9:00 ~ 17:00	School Support/ Bullying Measures Room	An experienced person in education can provide advice *You can consult on the municipal government website Exclusive telephone number for consultation: 0749-24-7977
General Consultation for Children & Youth	Every Mon ~ Fri (except holidays) ①10:00 ~ 12:00 ②13:00 ~ 17:00	Child & Youth Consultation Center (Welfare center)	Consultation for persons 39 years old and younger who have troubles in their social life (NEET or unsociable person etc). First of all, please call us Tel 0749-47-3001 Fax 0749-26-1768
Traffic Accident Consultation	Every Tue & Thu ①9:00 ~ 12:00 ②13:00 ~ 16:00	Koto Joint Government Building 2F (Moto-machi)	Consultation by telephone is also available from Monday to Friday except holidays Tel 0749-27-2230
Worries Counselor's Office	Every Wed & Fri (except second Wed & holidays) 13:00 ~ 16:00	Welfare Center for Disabled (Hirata-cho)	Consultation about various worries in your life Exclusive telephone for consultation: 0749-22-0294