




# **Your Guide To Living In Hikone**

## **English Version**



Fiscal 2024

## **Living In Japan For The First Time**

Immigration Services Agency Of Japan .....	3
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## **Public Services For Foreign Residents Of Hikone City**

Consultation Services For Foreign Residents .....	4
To Obtain Information In Foreign Languages .....	4, 5
Learning Japanese.....	6

## **Places Where You Can Turn To For Help When Difficulties Arise**

Consultation Services On Daily Struggles .....	7, 8
Emergency Services (Police, Ambulance, Fire Truck) .....	9
Medical Emergency .....	9, 10
Disasters (Earthquake, Typhoon, Flooding).....	10, 11

## **Information Necessary For Your Everyday Life**

Administrative Procedures At The City Hall, Welfare Center, etc.....	12 - 23
Public Elementary And Junior-High School .....	23, 24
Other Public Facilities in Hikone .....	25
Housing, Postal Services, etc.....	28
How To Take Out The Trash .....	29, 30

## Living In Japan For The First Time

### [Japan Immigration Services Agency]

The Immigration Services Agency has been established to implement smooth and proper immigration examinations, the management of foreign residents, realization of a harmonious co-existence society with foreign nationals, and other immigration procedures. The immigration service agency office has its branch in the city of Otsu (address: Shiga, Otsu City, Kyo-machi, 3-1-1, Otsu Biwako Kyodou Chosya, 6F).

#### 1. Daily Life Support Portal For Foreign Nationals

This Portal was launched to provide foreigners living in Japan with important, helpful information.



#### 2. Guidebook on Living and Working






【Portuguese】 <http://www.moj.go.jp/isa/content/930005841.pdf>

【English】 <http://www.moj.go.jp/content/001297615.pdf>

【Chinese】 <http://www.moj.go.jp/isa/content/930005833.pdf>

【Vietnamese】 <https://www.moj.go.jp/isa/content/930005834.pdf>

【Japanese】 <http://www.moj.go.jp/isa/content/930004713.pdf>

Portuguese	English	Chinese
		
Vietnamese	Japanese	
		

#### 3. Japan Immigration Email News Service

This email service is to send news related to immigration procedures and support to foreign residents to all registered email addresses.

<http://www.moj.go.jp/isa/about/pr/mail-service.html>

Japanese	Simple Japanese	English
		

## Public Services For Foreign Residents Of Hikone City

### [Consultation Services for Foreign Residents]

#### 1. Hikone Foreign Residents Support Center

Tel: 0749-30-6113

If you are struggling or having questions/concerns in your daily life, you can seek advice and/or help from a consultant at the center. A consultation service is free, and your private information and information discussed or recorded will be treated as strictly confidential. You can also speak to an interpreter in Portuguese, English, Chinese, and Vietnamese via phone.

#### [Things You Can Consult On]

Administrative procedures at the city hall, immigration, work, health care, welfare, education, etc.

#### [Opening Hours]

Monday to Friday, 8:30 AM to 5:15 PM (except weekends, holidays and Dec 29 to Jan 3)

#### [Location Of The Center]

Hikone Human Rights Division (3F, Hikone City Hall)

#### [Availability Of Onsite Interpreters]

English and Portuguese Interpreters: Mon – Fri

Chinese: Tue and Fri

Vietnamese: Tue, Thu and Fri

\*You can also request an easy-to-under Japanese in person and over the phone.

\*If an interpreter is unavailable or you speak a language other than the four foreign languages listed above, a center staffer will use a tablet-based interpreting service.



※Starting September 2 (Monday), the in-person Vietnamese interpretation service at Hikone City Hall will be temporarily unavailable. We will notify you as soon as this service is back in operation through the website and Facebook. We appreciate your patience and understanding.

#### 2. Hikone Kokusai Koryuu SALON/ Hikone Foreign Residents Support Center

Tel: 0749-22-5931

Information of Japanese language classes, international exchanges, Japanese culture and multicultural coexistence is provided as well as renting books for Japanese learning.

\* Available languages are English, Chinese Korean, Vietnamese, Nepali, Indonesian, Tagalog, Thai, Portuguese, Spanish, Russian and Hindi in addition to simple Japanese.

### [To Obtain Information In Foreign Languages]

#### 1. Hikone Foreign-Language Facebook

You can find a wide range of helpful information for your daily life, such as events in Hikone, emergencies, public services and more, at our official Facebook page. So please follow us on Facebook!






【Portuguese】 <https://www.facebook.com/hikoneportuguese>

【English】 <https://www.facebook.com/hikoneenglish>

【Chinese】 <https://www.facebook.com/hikonechinese>

【Vietnamese】 <https://www.facebook.com/hikonevietnamese>






【Japanese】 <https://www.facebook.com/hikonetabunka>

Portuguese	English	Chinese
		
Vietnamese	Japanese	
		

## 2. Foreign-Language Community Newsletter (Published in English, Portuguese, Chinese and Vietnamese.)

Hikone City publishes its monthly community newsletter containing important information for Hikone residents, regardless of nationality, and each issue is translated into four foreign languages (English, Portuguese, Vietnamese and Chinese).






You can find a printed version of the newest issue of foreign-language community newsletters on the 1st floor of the Hikone city hall and other places. Both the newest and back issues can be read and downloadable on the official website of Hikone City.

Portuguese	English	Chinese
		
Vietnamese	Japanese	
		

## 3. Hikone City's Official Website in Foreign Languages

(Available in English, Portuguese, Chinese and Vietnamese.)

The official website of Hikone City has information related to public services provided by the city. The website is available in simple Japanese as well as Portuguese, English, Chinese and Vietnamese.

Portuguese	English	Chinese
		
Vietnam	Japanese	
		

【Portuguese】 <https://www.city.hikone.lg.jp/po/>

【English】 <https://www.city.hikone.lg.jp/eng/>

【Chinese】 <https://www.city.hikone.lg.jp/ch/>

【Vietnamese】 <https://www.city.hikone.lg.jp/ch/>

【Japanese】 <https://www.city.hikone.lg.jp/ja/index.html>

## 4. Hikone Email Emergency Information System

By simply registering an email address, you can receive up-to-date disaster information and other important information that could save your life via email in real time in your preferred foreign language. Registration is free and can be easily done. Please scan the QR code on the right and take advantage of this system!

\*Please keep in mind that you need to bear fees of mobile data incurred while doing the system registration and receiving emails from this system.

Portuguese	English	Chinese
		
Korean	Vietnamese	Japanese
		

## 5. Learning Japanese Language

### •Japanese Language Classes

Day	Time	Location	Organization Name	Cost
Saturday	2:00 PM to 4:00 PM	Naka-chiku Community Center (Oyabu-cho, 2610)	Hikone Kokusai Kouryu-kai VOICE Katsurada-San Tel: 090-5156-6916	100 yen per lesson
Monday to Friday  *Closed on holidays	①9:30 AM to 10:50 AM ②11:00 AM to 12:20 PM ③1:30 PM to 2:50 PM ④3:00 PM to 4:20 PM ⑤Online Classes	Innovation Office Nayashichi (Shiro-machi 1-7-16)	SMILE Mizuno-San Tel: 070-5661-7345	200 yen per lesson
1 <sup>st</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> Saturday	10:00 AM to 11:30 AM	Higashi-chiku Community Center (Daito-cho 1-26)	Hikone UNESCO Association, Japanese Language Class “JUMP” Learning Japanese as a foreign language educational support for children Tel: 090-2384-9760	Free

### •Japanese Conversational Club “Nihongo Hiroba”

[Opening Schedule]

- ① Saturday, 1:00 PM – 2:00 PM, June 8, July 6, August 3
- ② Friday, 2:00 PM – 3:00 PM, June 21, July 19, August 9

\*Please search the link shown below or scan the QR code for monthly schedules and more.

<https://x.gd/gjBbE>

[Location] Kokusai Koryu Salon

[Fee] 100 JPY each time (A drink and snacks will be offered.)

[Contact Info] Tel: 0749-22-5931, Email: [hikone-il@za.ztv.ne.jp](mailto:hikone-il@za.ztv.ne.jp)



### •Private Lessons with Japanese Language Learning Supporters

To those who are unable to go to a Japanese language class or school, Japanese language learning support can be provided. If you are interested, please call one of the following telephone numbers first on the weekdays.

Tel: 0749-30-6113 (Hikone Human Rights Policy Division)

Tel: 0749-22-5931(International Friendship Association)

### •Free Learning Japanese Platform “Connect And Enhance Your Life In Japan”

This platform where you can learn the Japanese language on your own was created and is run by the Japanese Ministry of Education, Culture, Sports, Science and Technology.

Link: <https://tsunagarujp.mext.go.jp/>

Portuguese	English	Chinese	Vietnamese	Japanese

## Places Where You Can Turn To For Help When Difficulties Arise

### [Consultation Services On Daily Struggles]

#### 1. About Residence Card And Status Of Residence

Organization Name	Opening Hours	Contact Information
Immigration Information Center	Monday – Friday 8:30 AM – 5:15 PM	Tel: 0570-013904 [Available Languages] Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Pilipino, Nepali, Indonesian, Thai, Khmer, Burmese, Mongolia, French, Sinhala, Urdu
Osaka Regional Immigration Bureau	Monday – Friday 9:00 AM – 4:00 PM	Tel: 0570-064259
Osaka Regional Immigration Bureau Otsu Branch Office	Monday – Friday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM	Tel: 077-511-4231
Osaka Regional Immigration Bureau Kyoto Brach Office	Monday – Friday 9:00 AM – 12:00 PM 1:00 PM – 4:00 PM	Tel: 075-752-5997

#### 2. About General Concerns And Questions

Organization Name	What You Can Talk About	Available Languages	Opening Hours	Contact Information
SHIPS Multicultural Symbiosis Support Center [Kusatsu, 1-Chome, 13-12]	Daily Struggles, Residence Card	Portuguese, Spanish	Everyday 9:00 AM – 4:00 PM	Tel: 077-561-5110 *Please make an appointment first by phone.
Hikone Gender Equality Center “WITH” [Hikone, Hirata-cho 670]	•Family •Relationship •Domestic Violence	Japanese	Wed, Thu, Fri 1:00 PM – 3:30 PM	Tel: 0749-21-5757
Shiga Foreign Residents Information Center [Otsu, Nionohama, 1-1-20, Piazza Omi, 2F]	A Wide Range Of Issues	Japanese, Portu- guese, Spanish, English, Tagalog, Chinese, Vietnamese, Korean, Nepali, Indonesian, Thai, and 13 more languages	Mon – Fri 10:00 AM – 5:00 PM	Tel: 077-523-5646 E-mail: mimitaro@s-i-a.or.jp

#### 3. About Labor

Organization Name	What You Can Talk About	Available Languages	Opening Hours	Contact Information
Hello Work Hikone [Hikone, Nishiima-cho, 58-3, Chihou Goudou Chosha 1F]	Employment	Japanese *Portuguese is available but only on Thursdays from 9:00 – 5:00.	Mon – Fri 8:30 AM – 5:15 PM *Please call the office to check the availability of Portuguese support in advance.	Tel: 0749-22-2500
Hikone Labor Standards Inspection Office [Hikone, Nishiima-cho, 58-3, Chihou Goudou Chosha 3F]	Labor Laws And Standards	Japanese *Portuguese and Spanish are available on Tuesdays and Wednesdays.	Mon – Fri 8:30 AM – 5:15 PM	Tel: 0749-22-0654
Shiga Labor Bureau Consultation Desk [Otsu City, Uchidenohama, 14-15, 4F, Shiga Labor General Office]	Labor	Japanese	Mon – Fri 9:00 AM – Noon 1:00 PM – 4:30 PM *Closed on national holidays.	•For Workplace Bullying and Lay Off Tel: 077-522-6648 •For Harassment Tel: 077-523-1190



#### 4. Consultation Services With A Specialist

Organization Name	What You Can Talk About	Available Languages	Opening Hours	Contact Information
Shiga Prefecture Police Headquarters [Otsu]	Reporting Crimes, etc.	Japanese	Mon – Fri 8:30 AM – 4:30 PM	Speed Dial #9110
Shiga Hikone Kodomo Katei Soudan Center [Hikone, Koizumi-cho, 932-1]	Domestic Violence	Japanese	Mon – Fri 8:30 AM – 5:15 PM	Tel: 0749-24-3741
Hikone Children And Family Consultation [Hikone Childrearing Support Division, Hikone, Hirata-cho, 670]	Childrearing, Domestic Violence	Japanese	Mon – Fri 8:30 AM – 5:15 PM	Tel: 0749-23-7838
Otsu District Legal Affairs Bureau [Otsu]	Human Rights	Chinese, Korean, English, Filipino, Spanish, Portuguese, Vietnamese, Nepali, Indonesian, Thai	Mon – Fri 9:00 AM – 5:00 PM	Tel: 0570-090911
Hikone Tax Office [Tachibana-cho 5-20]	Tax Return, National Taxes, Sole Proprietorship Registration	Japanese	Mon – Fri 8:30 AM – 5:00 PM	Tel: 0749-22-7640
1. Courthouse of Otsu District Court Hikone Branch  2. Hikone Summary Courthouse  [Eki Higashi-Cho 1-13]	• Civil Cases Disputes between individuals, organizations, or entities with no criminal charges. • Lawsuit, Bankruptcy, Protection Order, etc. • Arbitration, Payment Demand, Lawsuit	Japanese	Mon – Fri (Closed on national holidays and during the New Year period)  8:30 AM – 5:00 PM	Tel: 0749-44-8010 (Summary Courthouse)  Tel: 0749-44-8011 (Bankruptcy, etc.)  Tel: 0749-44-8012 (Family Court)  Tel: 0749-22-0167 (General Affairs, etc.)
3. Otsu Family Court Hikone Branch  [Eki Higashi-Cho 1-13]	• Domestic Relation Cases Settling a divorce, inheritance, family relationship, etc. • Main Procedures Adjudication, lawsuit, etc.			Tel: 0749-44-8012 (Domestic Relation Cases)
Houterasu (Japan Legal Support Center)	The center can provide legal advice from lawyers and experts regarding Japanese law. For further details, please call the phone number.	English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Thai, Indonesian	Mon – Fri 9:00 AM – 5:00 PM *Closed on national holidays and during the New Year holiday period.	Tel: 0570-078377
Shiga National Consumer Affairs [Hikone Moto-machi 4-1]	Consumer Affairs Consultation	Japanese	Mon – Fri 9:15 AM – 4:00 PM *Closed on national holidays and during the New Year holiday period.	Tel: 0749-23-0999
Living Environment Division of Hikone City Hall [2F, Living Environment Division, Hikone City Hall]	Consumer Affairs Consultation	Japanese, English, Portuguese, Chinese (Tue and Fri), Vietnamese (Tue, Thu and Fri)	Mon - Fri • 9:00 AM – Noon • 1:00 PM – 4:15 PM	Tel: 0749-30-6144
City Development Promotion Division of Hikone City hall [1F, Hikone City Hall]	Legal consultation services	Japanese, English, Portuguese, Chinese (Tue and Fri), Vietnamese (Tue, Thu and Fri)	Mon – Fri 8:30 AM – 5:15 PM	Tel: 0749-30-6117





## [Emergency Services (Police, Ambulance, Fire Truck)]

The emergency service telephone numbers listed below are toll-free. Please stay calm, and try to speak to a dispatcher as clearly as you can. If you cannot speak Japanese, please say “Tsuyaku Onegai Shimasu” and your preferred language to a dispatcher.

You will be connected to a language interpreter within a few minutes or so.

This telephone interpreting service is available 24/7.



Tel: 110 Police	Tel: 119 Ambulance/Fire Truck
<p><b>You call 110 for the police when you witness, get involved in road accidents, crimes, and the like.</b></p> <p><b>[Things You Need To Tell A Dispatcher]</b></p> <ul style="list-style-type: none"> <li>• What Has Happened</li> <li>• Location (landmarks, stores, etc.)</li> <li>• Your Name</li> </ul> 	<p><b>You call 119 for an ambulance or fire truck for a medical emergency or a fire-related emergency respectively.</b></p> <p><b>[Things You Need To Tell A Dispatcher]</b></p> <ul style="list-style-type: none"> <li>• What You Are Calling For, An Ambulance Or Fire Truck?</li> <li>• Location (landmarks, stores, etc.)</li> <li>• What Is Going On</li> <li>• Your Name</li> </ul> 

\*For further details of the emergency dispatch center providing foreign-language assistance, please scan one of the QR codes below.

Japanese	Portuguese	English	Chinese	Vietnamese
				

## [Medical Emergency]

1. Hikone Urgent Care Office Tel. 0749-22-1119

[Location] 1F, Hikone Kusunoki Center (1900-4 Hassakacho, Hikone)

\*On the same premises of the Hikone Municipal Hospital

[Available Departments] Internal Medicine and Pediatrics

[Opening Hours] 10:00 AM Through Noon, 1:00 PM Through 4:30 PM

[Opening Days] Sundays, National Holidays, Dec 29 to Jan 3

\*The opening schedule of the urgent care office is subject to change.

Be sure to call the center in advance to see if it is open or not.

\*Do not forget to bring your health insurance card and photo identification card.

## 2. Medical Questionnaires in Foreign Languages

Prior to seeing a doctor at a health facility where no foreign language assistance is available, it is advisable for you to download a medical questionnaire(s) that matches your health condition(s) in your preferred language from the link below and fill it out beforehand.

Medical Questionnaire in Foreign Languages: <http://www.kifjp.org/medical/>

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## 3. NPO AMDA International Information Center

Available Hours: Monday – Friday, 10:00 - 16:00 (Except national holidays)

Tel: 03-6233-9266 (Tokyo Office)

Available Languages: English, Portuguese (Fridays only), Chinese (Tuesdays and Thursdays only), Vietnamese (Wednesdays and Fridays only), Filipino (Mondays only), Thai (Tuesdays only), Spanish (Wednesdays only)

AMDA International Information Center: <https://www.amdamedicalcenter.com/>

## 4. A List Of Health Facilities And Dental Clinics In Hikone

### •Health Facilities

Japanese	Portuguese	English	Chinese	Vietnamese
				

### •Dental Clinics

Japanese	Portuguese	English	Chinese	Vietnamese
				

## [Disasters (Earthquakes, Typhoons, Flooding)]

### 1. Natural Disasters That Could Hit Hikone City And Its Neighboring Cities One Day

Earthquake: Japan sits on fault lines that could cause a massive-scale earthquake any moment.

Typhoon: Japan's typhoon season is usually from July until October.

A strong typhoon may make landfall on Hikone during the typhoon season.

Flooding: There are a few rivers linked to Lake Biwa in Hikone.

In case of a torrential downpour, etc., the rivers could cause a river to overflow.



### 2. Four Easiest Ways To Obtain Emergency Information

It is a life-saving action to know how to gather accurate information in the wake of an emergency.

#### •FM Hikone Radio (78.2MHz)

If a strong earthquake occurs, breaking news will be broadcast in English, Korea, Chinese, and Portuguese. NHK Satellite Broadcasting: Change the language setting from Japanese to English and other foreign languages.

•NHK Online Website

Information on COVID-19, disasters, and other urgent matters is provided in 21 foreign languages on this website.  
[https://www3.nhk.or.jp/nhkworld/en/multilingual\\_links/](https://www3.nhk.or.jp/nhkworld/en/multilingual_links/)

•Free Mobile App “Safety tips”

In the event of a disaster, alerts and life-saving information are provided in multiple foreign languages through this app at no cost.  
 Please scan the QR code on the right to download the app.



Available Languages: English, Korean, Chinese, Vietnamese, Spanish, Portuguese, Thai, Indonesian, Tagalog, Nepali, Japanese

•Hikone Email Emergency Information System

This system sends an email containing crucial information on a disaster, traffic accident, fire, etc. to all registered email addresses automatically. The email registration for this system is free.

Please scan the QR code below to refer to the instructions of how to register your email address for this system.



### 3. Disaster Preparedness

The Hikone Disaster Prevention Manual contains all the information about evacuation shelters and earthquake and flooding high-risk zones across Hikone. The manual has been made available in English, Portuguese, Chinese, and Vietnamese in addition to Japanese.

[Portuguese] <https://www.city.hikone.lg.jp/po/kinkyu/3418.html>

[English] <https://www.city.hikone.lg.jp/eng/Emergencies/3417.html>

[Chinese] <https://www.city.hikone.lg.jp/ch/kinkyu/3421.html>

[Vietnamese] <https://www.city.hikone.lg.jp/viet/v1/24721.html>

[Japanese] [https://www.city.hikone.lg.jp/kakuka/shicho\\_chokkatsu/3/12/2702.html](https://www.city.hikone.lg.jp/kakuka/shicho_chokkatsu/3/12/2702.html)



•NTT Disaster Emergency Message 171

171 Disaster Emergency Message Dial is a service that enables you to post and check safety status and other information by voice, using the phone number of a person in the disaster zone as a key. The 171 service can be used from fixed lines, public phones, etc., but it is not available from abroad.

•How To Prepare A Go Bag (a bag packed with emergency supplies)

Pack necessary items in a backpack in preparations for the unexpected. Be sure to leave your go bag at a place where you can grab quickly in your home when the need for a rapid evacuation arises.

What items you should pack in your go bag can be found in the disaster prevention manual.



## Information Necessary For Your Everyday Life

### [Administrative Procedures At The City Hall, Welfare Center, etc.]

\*Some basic administrative procedures can be done at the following branch offices.

\*Basic administrative procedures are issuing certificates, changing addresses, paying taxes, etc.

[A List of Branch Offices of the Hikone City Hall]

Branch Name	Address (Hikone)	Tel
Inae Branch Office	Tahara-cho 13-1	0749-43-2225
Toriiimoto Branch Office	Toriiimoto-cho 1491-6	0749-22-2204
Kawase Branch Office	Morido-cho 131	0749-28-1001
Kameyama Branch Office	Katayama-cho 278-2	0749-28-0022
Takamiya Branch Office	Takamiya-cho 2311	0749-22-3210

•Shomeisho Hakkou (Certificate-Issuing) Center (1F, Hikone Welfare Center)

\*Address: Hikone, Hirata-cho 670


\*Tel:0749-30-9241

\*You can apply for certain government-issued certificates and do procedures related to My Number cards.

\*You cannot do moving-in and -out procedures, change address, do family registry procedures, apply for a temporary license plate, etc.

### 1. Life Service Division (1F) Tel: 0749-30-6111

Residence Card	<p>A residence card is issued at a Japanese airport to foreigners who have the legal status of residing in Japan <u>for more than 3 months</u> under the Immigration Control Act. A residence card is a legitimate form of identification for those foreign nationals in Japan, and therefore, this card is required to be held by them, particularly those who are 16 and older. <u>To complete administrative procedures at a government office across Japan, foreign residents are required to show their residence cards.</u> If you change your job, get married/divorced, etc., you are required to notify the Immigration Services Agency of Japan as quickly as possible. [Contact Information] Immigration Information Center Tel: 0570-013-904</p>
<ul style="list-style-type: none"> <li>•Resident Registration</li> <li>•Moving-In Procedure</li> <li>•Moving-Out Procedure</li> <li>•Leaving Japan</li> </ul>	<p><b>[If You Are New To Japan, You Need To Be Registered]</b> You are required to do your resident registration at a municipal government office within 14 days after the date of your arrival in Japan. Be sure to bring your residence card and passport for the registration procedure. If you also need to register your family, you will be required to verify the relationship with your family by presenting proof of relationship, such as a marriage contract and a birth certificate, just to name a couple. Upon completion of your resident registration, a wide range of public services will become available to you.</p> <p>•When You Are Going To:</p> <ol style="list-style-type: none"> <li>1. Move in to Hikone from a different municipality. Please complete your moving-out procedures at the city hall within two weeks after you move to Hikone. A moving-out certificate issued by your previous municipal government or your valid My Number card are essential to complete your moving-in procedures. *If you do your moving-out procedure using your My Number card, no moving-out certificate will be issued as the My Number card has a chip to keep your moving-out information for your next municipality.</li> <li>2. Move out of Hikone. Complete your moving-out procedure at the city hall of Hikone, and receive a moving-out certificate. If you use your My Number card, you will not receive a moving-out certificate upon completion of the procedure at the city hall. By using your My Number card, you can do your moving-out procedure online. Be sure to complete your moving-in procedures at your next municipal government office within 14 days.</li> <li>3. Move to a different place within Hikone. Please register your new address at the city hall within 14 days after you moved to your new place.</li> <li>4. Leave Japan to Go Abroad. You are required to notify the city of leaving Japan beforehand as it affects your status of taxes, pension, insurance, etc.</li> </ol>

Residence Certificate	You can request a certificate of residence from the city hall of Hikone. A request form is available in English, Portuguese, Vietnamese and Chinese.
Legal Alias	Registered foreign nationals are allowed to adopt an alias, also known as a second legal name. In order to register your legal alias, a person is required to prove that their alias is already being used in public relations by showing mails, bills and so on sent under that alias. Once an alias is formally registered, it will be extremely difficult to make a change.
Katakana Name Registration	Once you successfully register your name in Katakana, you will see your Katakana name appear in the remarks column of your resident certificate.
Inkan (personal seal) Registration	Hikone residents aged 15 and older can register their Inkan. Only one Inkan can be registered per person. Upon completion of the Inkan registration at the city hall, an Inkan registration card will be issued which is needed each time you request an Inkan registration certificate from the city. An Inkan registration certificate is generally a requirement to purchase a house, car, etc. Someone who has registered his/her alias or Katakana name can register an Inkan under that alias or Katakana name.
My Number (Individual Numbers)	<p>•My Number Card A 12-digit ID number is issued to all residents of Japan regardless of nationality. A plastic My Number Card shows your name, home address, date of birth, sex, and your 12-digit My Number. You can also use your My Number card as your photo ID. A couple of months after you apply for your My Number card at a local government office, online or by mail, a notice will be sent to you. For further details, please contact your local government office.</p>  <p>*The expiration date of your My Number Card will be the same date of your residence card's expiration. Once you get your status of residence renewed make sure to update your My Number card.</p> <p>•Issuance Services of Government-Issued Certificates at a Convenience Store You can get the following certificates at a convenience store by using your My Number Card. It is more convenient and cheaper than you go and apply at a local government office.</p> <p>Residence Certificate, Inkan Registration Certificate, Tax Certificate, Income Tax Certificate</p>
Birth Registration	Within 14 days after a baby is born. *If you need to register a birth with the immigration Service Agency, please bring a photocopy of the birth registration from within 30 days after the baby is born.
Death Registration	Within 7 days after you receive a death notification signed by a doctor, please notify your local government office about that person's demise.
Marriage Registration	No time frame is set for either divorce or marriage registration. *However, requirements and procedures may differ depending on the nationally. Therefore, you are strongly advised to contact the Hikone Life Service Division well in advance.
Divorce Registration	No time frame is set for either divorce or marriage registration. *However, requirements and procedures may differ depending on the nationally. Therefore, you are strongly advised to contact the Hikone Life Service Division well in advance.
Certificate of Family Registry (Koseki)	Under the revised Japan's Family Registry System, you can apply for a certificate of family registry from your current local government office regardless of in which municipality that family registry is registered. There are, however, terms and conditions that apply to this system. *Traditional handwritten family registries and removals from the family register that are not kept in the network cannot be issued *No Ichibu Jiko certificate or Kojin Jiko certificate can be issued under the system. *Applications by mail or by someone with a letter of attorney are not accepted. *It may take a few days or longer to issue a certificate of family registry.
Temporary License Plate	When you have your car and/or motorbike inspected, a temporary license plate may be needed. It can be rented from the Life Service Division. (No services for temporary license plates at branch offices of the Hikone City Hall).

## 2. Insurance And Pension Division (1F)
















Tel: 0749-30-6112 (Insurance) Tel: 0749-30-6136 (Pension) Tel: 0749-30-6145 (Calculation/Imposition)

Within 14 days after you leave your job or retire, you are required to enroll in the National Health Insurance System.  
 [What Are Needed]  
 Proof of Employment Separation (a certificate of unemployment, a certificate of resignation, etc.), Name Seal (\*necessary for someone with a letter of attorney), Photo Identification (a residence card, a My Number card, etc.)  
 Bankbook and Name Seal for Bank Procedures (\*necessary for NHI premiums payment by direct debit).


National Health Insurance	<p>It is compulsory for all residents of Japan to be covered by health insurance with a few exceptions. As for foreign nationals, those who have the legal status of residing in Japan for more than 3 months under the Immigration Control Act are required to enroll in a health insurance plan. In general, there are three different types of health insurance in Japan; Shakai Hoken, Kokumin Kenko Hoken and Koki Koureisha Iryou Seido. Please note that you need to complete the necessary procedures at the city hall to withdraw yourself from the National Health Insurance system once you get your employer-sponsored health insurance or other types of health insurance. To switch back to the National Health Insurance system, you are required to do the necessary procedures at the city hall as well. After signing up for Japan's National Health Insurance system, you will receive your National Health Insurance card (the expiration date is July 31 each year). Be sure to bring your health insurance card on you every time you see a doctor. Japan's universal health care system allows all insured individuals to pay part (generally 30%) of the total medical expense each time (terms and conditions apply). Those covered by the NHI can also take an annual mass health check-up, etc. at no cost or a little cost.</p> <p>[Contact Information]</p> <ul style="list-style-type: none"> <li>• To Do Procedures Related To National Health Insurance – Hikone Health Insurance Division</li> <li>• To See How Your NHI Premiums Are Calculated – Hikone Health Insurance Division</li> <li>• To Make A Payment Plan For Your NHI Premiums – Hikone Credit Management Division</li> </ul>
Kouki Koureisha Iryou Seido	<p>“Kouki Koureisha Iryou Hoken” is the healthcare system for people aged 75 and older. There is no need to apply or do paperwork to join this healthcare system. A municipal office will mail a Kouki Koureisha Iryou card to your registered address when you or someone in your household turns 75 years old. Insured people pay 10% to 30% (determined based on each insured person's annual income) of the total medical expense each time (terms and conditions apply). This healthcare system for people aged 75 and older requires each insured person to pay for its monthly health insurance premiums.</p> <p>Should you need more clarifications regarding this insurance system, please get in touch with the Hikone Insurance and Pension Division.</p>
Kougaku Ryouyouhi	<p><i>Kougaku Ryouyouhi</i> is a refund you can claim after paying a high-cost medical expense charged by a medical facility. In order to receive a medical refund, you need to apply for a certificate called “<i>Gendogaku Tekiyo Ninteisho</i>.” Please present this certificate at a hospital/clinic reception desk with your health insurance card.</p> <p>[Should you need more clarifications, please ask your insurance provider.]</p> <ul style="list-style-type: none"> <li>• National Health Insurance or <i>Kouki Koureisha Iryou Seido</i> ⇒ Hikone Insurance and Pension Division</li> <li>• Shakai Hoken ⇒ Your Employer</li> </ul>



Medical Expenses Incurred Outside Japan	<p>You may be able to claim reimbursement for expenses with regard to medical treatment you receive while traveling abroad or temporarily staying in your home country. Whether you can claim for reimbursement of medical expenses incurred outside Japan is determined case by case (e.g. emergency medical treatment can be accepted). To submit a reimbursement, claim for medical expenses incurred outside Japan, please contact the city hall or your employer depending on what type of health insurance coverage you have. When the purpose of traveling abroad is solely to receive medical treatment, this reimbursement system will not be applicable under any circumstance.</p> <p>[Contact Information]</p> <ul style="list-style-type: none"> <li>• National Health Insurance or Kouki Koureisha Iryou Seido: Hikone Insurance and Pension Division</li> <li>• Shakai Hoken: The company you work for</li> </ul>
Long-Term Care Insurance	<p>Long-term care insurance is a mandatory health care program for people aged 40 and older. The long-term care insurance system provides benefits to people when they need to access long-term care services.</p> <p>When people turn 40 years old, it is compulsory for them to enroll in the long-term care insurance system. To access benefits the system offers when the need arises, make sure to pay your insurance premiums on time.</p> <p>[Should you need more clarifications especially about the following, please contact the Hikone Insurance And Pension Division or Credit Management Division]</p> <ul style="list-style-type: none"> <li>• How the amount of long-term care insurance premiums is calculated</li> <li>• What to do when having financial difficulty in paying long-term care insurance premiums.</li> </ul>
Marufuku (Medical Welfare Subsidy Program)	<p>The Medical Welfare Subsidy System commonly called “Marufuku” in Japanese, which enables the following beneficiaries to receive healthcare free of charge or for reduced fees. Those who are eligible for this system are:</p> <ol style="list-style-type: none"> <li>1. Children aged between 0 and 9 years old</li> <li>2. Those with severe mental or physical disabilities</li> <li>3. Single parents and their children under 18 years old</li> <li>4. Individuals aged 65 to 75 (low-income earners or people with disabilities)</li> </ol>
Lump-Sum Allowance for Childbirth	<p>The lump-sum childbirth allowance is provided to cover childbirth expenses. You may be able to claim the lump-sum childbirth allowance for miscarriage/stillbirth (after 85 days of pregnancy). Your medical institution will claim and receive the payment of “The Childbirth Lump-Sum Allowance” from your medical insurance provider on your behalf, or you can also take care of paperwork to claim the payment within two years after childbirth.</p>
Funeral Expenses	<p>In the event of the death of an insured person, “funeral expenses” will be paid to bereaved family members. The application for this financial support has to be completed within two years after the date of a funeral.</p>
Child Allowance	<p>The child allowance is provided to legal guardians with children up to the age of 15 (until graduation from junior-high school). To receive the child allowance, you need to complete required procedures at a municipal office. In addition, you have to renew your child allowance eligibility every June. The child allowance is scheduled to be expanded to cover children up to 18 years starting October 2024, which will be informed through the city’s monthly newsletter, official website, etc.</p>
Japanese Pension System	<p>The Japanese national pension is a pension system that all registered residents of Japan aged 20 to 60, regardless of nationality, are required to enroll in. Depending on the type of work, etc., the monthly contribution amount differs. Be sure to keep your pension notice sent in the mail safe. The Japanese government has made the totalization agreements to eliminate dual social security coverage with the following countries.</p> <p>Germany, the U.K., Korea, America, Belgium, France, Canada, Australia, the Netherlands, Czech Republic, Spain, Ireland, Brazil, Switzerland, Hungary, India, Luxembourg, the Philippines, Slovakia, China</p> <p>[Contact Information] Hikone Pension Office (Hikone, Soto-machi, 169-69) Tel: 0749-23-1112</p>

Disability Pension	Disability pension payments are paid to individuals who are formally diagnosed with severe mental, intellectual or physical disabilities by a doctor. For further details, please contact the Hikone pension office (Tel: 0749-23-1112) if you pay into the Japan pension system. If you pay into the mutual aid pension system, please contact your employer or mutual aid association.										
Lump-Sum Withdrawal	<p>If you wish to claim your lump sum withdrawal payment (pension refund), you must have paid into the Japanese pension system for at least six months straight without any unpaid payments. Please apply for a lump sum withdrawal payment within two years after leaving Japan. You can claim up to five years of your pension refund. For further info such as the process of a lump sum withdrawal, please contact the Hikone pension office. Hikone Tax Office (Hikone, Tomachi, 169 – 6) Tel: 0749-23-1112</p> <p>• Application Forms For The Lump-Sum Withdrawal</p> <p>[Japanese] <a href="https://www.nenkin.go.jp/service/jukyu/tetsuduki/sonota-kyufu/20140710.html">https://www.nenkin.go.jp/service/jukyu/tetsuduki/sonota-kyufu/20140710.html</a></p> <p>[Portuguese] <a href="https://www.nenkin.go.jp/service/jukyu/todokesho/sonota-kyufu/20150406.files/D.pdf">https://www.nenkin.go.jp/service/jukyu/todokesho/sonota-kyufu/20150406.files/D.pdf</a></p> <p>[English] <a href="https://www.nenkin.go.jp/service/jukyu/todokesho/sonota-kyufu/20150406.files/A.pdf">https://www.nenkin.go.jp/service/jukyu/todokesho/sonota-kyufu/20150406.files/A.pdf</a></p> <p>[Chinses] <a href="https://www.nenkin.go.jp/service/jukyu/todokesho/sonota-kyufu/20150406.files/B.pdf">https://www.nenkin.go.jp/service/jukyu/todokesho/sonota-kyufu/20150406.files/B.pdf</a></p> <p>[Vietnamese] <a href="https://www.nenkin.go.jp/international/japanese-system/withdrawalpayment/payment.files/I.pdf">https://www.nenkin.go.jp/international/japanese-system/withdrawalpayment/payment.files/I.pdf</a></p> <table><tr><td>Japanese</td><td>Portuguese</td><td>English</td><td>Chinese</td><td>Vietnamese</td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table>	Japanese	Portuguese	English	Chinese	Vietnamese					
Japanese	Portuguese	English	Chinese	Vietnamese							
											

3. Living Environment Division (2F) \*The following services can be offered at branch offices.  
Tel. 0749-30-6116

Dog Registration, Rabies Vaccine	<p>• Dog Registration Once you own a dog, you are required to register your dog at the Living Environment Division of the city hall. The registration fee is 3,000 yen per dog. Upon completion of the registration, you will receive a pet license tag (see the image). Note that when your dog passes away, you move to a new place or ownership needs to be changed, make sure to notify the city.</p> <p>• Rabies Vaccine It is compulsory under the Japanese law for all dog owners to have their dogs vaccinated against rabies once a year. For more details, please contact the Hikone Living Environment Division.</p> 
Garbage Disposal, Recycling	The Hikone Garbage Collection Calendar is available in English, Portuguese, Chinese and Vietnamese. You can ask for this translated version of Hikone's garbage collection calendar at the Hikone Sanitation Center, branch offices of the Hikone city hall, and Hikone Living Environment Division.
Night Soil Treatment	If you want to request the city to collect night soil, you have to contact the Living Environment Division to schedule a collection date. When doing so, be sure to give yourself plenty of time.

#### 4. Tax Division (1F)

Tel. 0749-30-6140 (Resident Tax), Tel. 0749-30-6138 (Property Tax)

Tel. 0749-30-6108 (Taxation), Tel. 0749-30-6109 (Credit Management)

Resident Tax	A municipal and prefectural inhabitant tax (hereinafter referred to as resident tax) is levied on a taxpayer's last year income by the municipality where the taxpayer is/was a resident of Japan as of January 1 of the current year.
Property Tax	A property tax is calculated and levied by the municipality on an owner of land and/or property as of January 1 of the current year. The amount of a property tax is notified during the month of May. A property tax on a new house needs to be estimated through the property tax inspection under the law. For further information, please contact the Hikone tax division.
<i>Kei</i> Car (Light Automobile) Tax	<p>A <i>Kei</i> car tax bill and statement are mailed out to every owner by the Hikone city hall during the month of May. If you fail to pay your <i>Kei</i> car tax on time, you will not be permitted to have your car, scooter, motorbike, etc. inspected which is compulsory. A <i>Kei</i> car tax deduction is offered to people with disabilities. Please inquire of the Hikone Tax Division for further details.</p> <p>*If you have purchased a car, motorbike, or scooter lately, need to change ownership or want to scrap a car, motorbike or scooter, please get in touch with the Hikone Tax Division or Inae branch office. Additionally, you are required to do all the necessary paperwork for your car, motorbike, or scooter prior to leaving Japan.</p> <p>*To get a <i>Kei</i>-car tax payment certificate, a certificate issuing machine is set up at the Hikone Credit Management Division, Inae Branch Office, Hikone Welfare Center, etc.</p>

#### 5. Credit Management Division (1F)

Tel. 0749-30-6109

<p>All residents of Japan regardless of nationality are obligated to pay taxes such as income tax, resident tax and property tax to name a few. In addition to taxes, if you are enrolled in the National Health Insurance Policy and/or Japanese Long-Term Care Insurance Policy, make sure to pay your insurance premiums on time. Beware that if you fail to pay your taxes and/or insurance premiums on time and leave them unpaid, you will be charged for late fees and handling fees. In the worst-case scenario, the city takes legal action to seize your assets such as your income, property, valuable belongings, etc. If you have a hard time paying your tax or insurance bills, get in touch with the Credit Management Division as soon as possible to make payment plans.</p>	
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#### 6. Housing Division (2F)

Tel. 0749-30-6123



City-Run Apartments	Hikone residents who want to rent a city-run apartment are required to make an application. Applications for vacant city-run apartments become open three times a year, in January, June, and October. Where to apply, how to apply, what requirements are, etc. can be found in Hikone's monthly community newsletter. Please note that each applicant must meet all the qualification criteria prior to applying for the city-run apartment.
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#### 7. Hikone City Water And Sewer Customer Service Center (1F)

Tel. 0749-27-2802

To Start or Stop Water Service	<p>Visit the Hikone Water And Sewer Customer Service Center to start using or cancel the city's water service. This service center is also responsible for reading the water meter to determine water payments, collecting payments, etc. If you have financial difficulty paying for your water bills, please visit this customer service center to discuss your payment plan.</p> <p>Opening Hours: 8:30 AM until 7:00 PM on the Weekdays 9:00 AM until 5:00 PM on the Weekends, Holidays and Dec 28 to 31.</p> <p>*Closed between January 1 to 3.</p>
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8. Health Promotion Division (2F, Kusunoki Center), Hassaka-cho 1900-4  
Tel. 0749-24-0816

Boshi Techo (Mother And Child Health Handbook)	After you receive a pregnancy confirmation certificate from a doctor, please submit the certificate to the Health Promotion Division to receive a Boshi Techo and tickets that enable pregnant women to receive prenatal care for free. This Boshi Techo has been translated into some foreign languages.
Tickets For Free Prenatal Check-ups	If you have recently moved to Hikone from another municipality, be sure to drop by at the Health Promotion Division to replace your tickets for free prenatal check-ups with the City's ones.
Newborn Home Visiting Program	A public nurse from the Health Promotion Division of Hikone City will visit a baby and his/her parents to check the baby's weight, talk with parents, give tips about healthy and sound childrearing, and can provide other help. Please note that you need to apply for this program, which is crucially essential to see how your baby is, and more.
Health Check-Ups For Infants And Young Children	Infants and children at the age of 4 months, 10 months, 1 and ½ years, 2 and ½ years and 3 and ½ years need to be checked by a pediatrician. You need to make an appointment for each check-up via a mobile app called Hikone Suku Suku App. For more details, please read below.
Hikone Suku Suku App (Boshi Mo)	You are required to make an appointment in advance via a mobile app “母子モ (Boshi Mo)” for health check-ups, consultations and so on. On the app, you can find information helpful to raise children.  

### Immunization

Childhood Immunization	<p>Before your baby turns two months old, a set of documents regarding childhood immunization and medical questionnaires for each vaccination will be sent to your place in the mail. Those documents and questionnaires are translated into English, Portuguese and Chinese, so please contact the Health Promotion Division for the translated version.</p> <p>To get your baby and/or young child vaccinated, you are required to schedule an appointment with a health facility first. Under the Japanese Childhood Immunization Act, all the recommended vaccines can be administered free of charge. That being said, if children could not get vaccinated on time, their parents are required to bear the expense of each vaccine.</p>
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\*For further details regarding childhood immunization, please read the Hikone City Child-Rearing Guidebook.

Japanese	Portuguese	English	Chinese	Vietnamese
				

•Cancer Screening

To detect a sign of cancer as early as possible, getting screened for cancer regularly is crucially important. The table below gives you details of cancer screening tests provided by the city.

Type	Eligibility	Frequency	Screening Method
Stomach Cancer	Hikone residents over 40 who did not have an endoscopy last fiscal year.	Every year (*1)	Barium Swallow
	Hikone residents over 50 whose age is an even number and did not have an endoscopy last fiscal year.	Once every two years (*1)	Endoscopy
Colorectal Cancer	Hikone residents over 40	Every year	Fecal Occult Blood Test
Lung Cancer	Hikone residents over 40	Every year	Chest X-ray
			Sputum Test
Cervical Cancer	Hikone residents over 20 who did not get screened for cervical cancer last fiscal year.	Once every two years	Cervical Cytology (pap smear)
Breast Cancer	Hikone residents over 40 who did not get screened for breast cancer last fiscal year.	Once every two years	Mammography

\*1 Those who have an endoscopy are not allowed to get an endoscopy or barium swallow next fiscal year.

\*2 A sputum test is available only for people aged 50 and older whose smoking index is 600 and higher.

•Health Check-up

What is included in a health check-up?
Body measurements (height, weight, BMI), chest circumference, blood pressure, urinalysis, internal medicine, blood test
*Echocardiography, Ophthalmoscopy (a test to see inside the back of the eye) available for 40 to 74 year olds on a few conditions.
*Anemia testing available only for people under 74 who have been told to be tested for anemia by a physician.
*Hepatitis Screening available only for people under 40 who have yet to undergo hepatitis screening.
Information about venues, schedules, fees, etc. of health check-ups and cancer screening can be found on the official website of Hikone and monthly community news letters.

9. Social Welfare Division (2F, Hikone Welfare Center)

Tel. 0749-23-9590

Consultation Services	If you have financial difficulty due to sudden illness and other unexpected events, you can have a consultation with a social worker and seek help and advice.
Livelihood Protection Program	The Livelihood Protection program is to provide financial assistance or other forms of support to people struggling to make ends meet. The goal of this program is to help people in a financially difficult situation get back on their feet again. There are eligibility criteria and many rules set under the program.

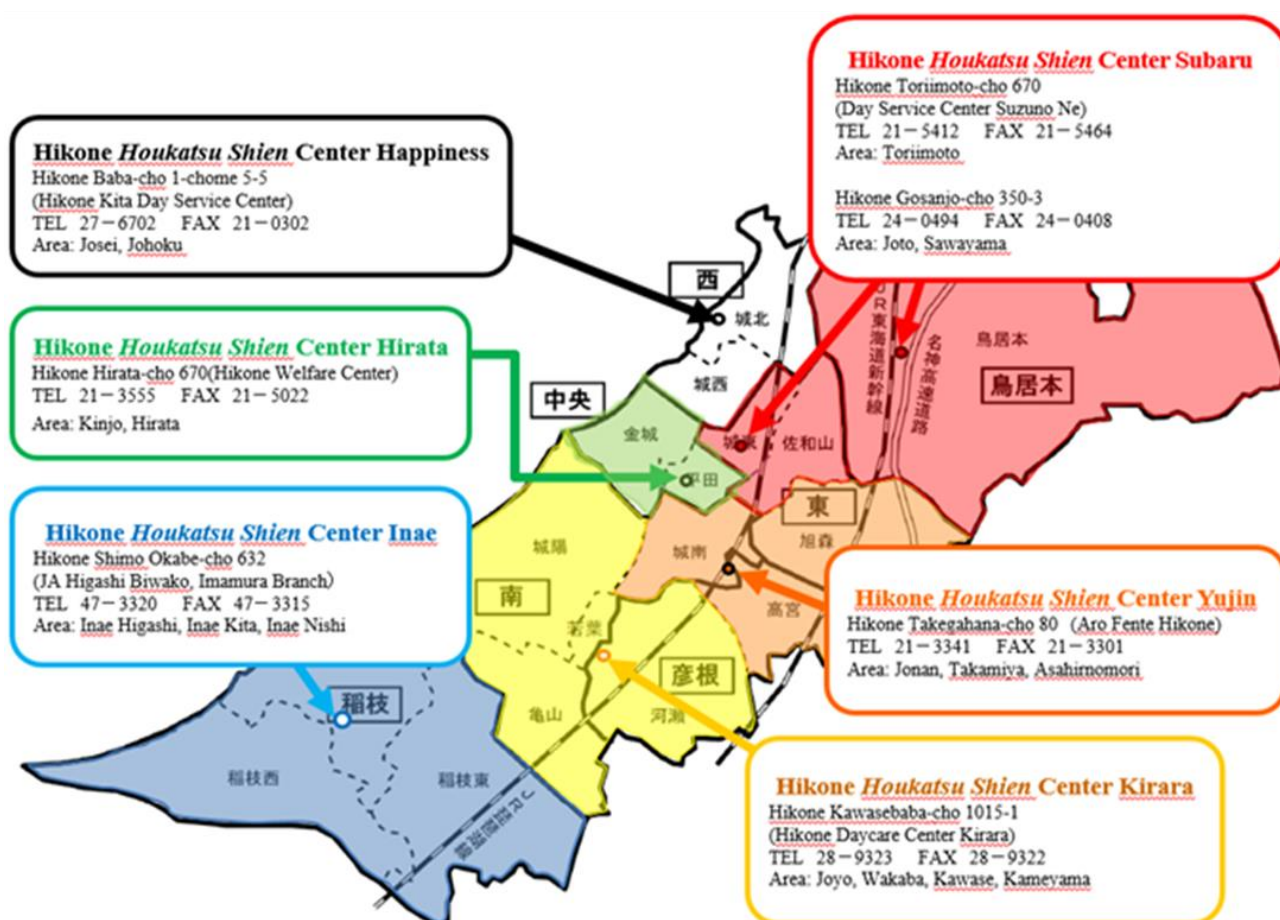
10. Welfare Promotion Division For The Elderly (1F, Hikone Welfare Center)

Tel. 0749-23-9660

Long-Term Care Insurance	The long-term care insurance system covers the cost of long-term care services for those who need them. It is compulsory for anyone aged 40 and older to enroll in this long-term care insurance system regardless of where you are from.
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If you want to ask questions and/or share concerns related to long-term care, the following facilities are available for you.

Hikone <i>Houkatsu Shien</i> Center Subaru Area: Toriimoto	Hikone Toriimoto-cho 670 (Day Service Center Suzuno Ne)	0749-21-5412
Hikone <i>Houkatsu Shien</i> Center Subaru Area: Joto, Sawayama	Hikone Gosanjo-cho 350-3 (Suzuki Health Care Service Center)	0749-24-0494
Hikone <i>Houkatsu Shien</i> Center Happiness Area: Josei, Johoku	Hikone Baba-cho 1-chome 5-5 (Hikone Kita Day Service Center)	0749-27-6702
Hikone <i>Houkatsu Shien</i> Center Hirata Area: Kinjo, Hirata	Hikone Hirata-cho 670 (Hikone Welfare Center)	0749-21-3555
Hikone <i>Houkatsu Shien</i> Center Yujin Area: Jonan, Takamiya, Asahinomori	Hikone Takegahana-cho 80 (Aro Fente Hikone)	0749-21-3341
Hikone <i>Houkatsu Shien</i> Center Kirara Area: Joyo, Wakaba, Kawase, Kameyama	Hikone Kawasebaba-cho 1015-1 (Hikone Daycare Center Kirara)	0749-28-9323
Hikone <i>Houkatsu Shien</i> Center Inae Area: Inae Higashi, Inae Kita, Inae Nishi	Hikone Shimo Okabe-cho 632 (JA Higashi Biwako, Imamura Branch)	0749-47-3320





# 11. Welfare Division for People with Disabilities (1F, Hikone Welfare Center)

Tel. 0749-27-9981

Consultation services are offered by this division to people with disabilities and those who help them. This division is also in charge of issuing disability handbooks. The disability handbooks are divided into three different types.

Physical Disability Handbook	A physical disability handbook is categorized into 6 different grades, each representing a different level of disability severity.
Special Education Handbook	This handbook is typically issued to children with special needs and categorized into 4 different grades: A1, A2, B1 and B2, ranging from severe to mild.
Mental Disability Handbook	A mental disability handbook is categorized into 3 different grades. Having this handbook proves that a holder has mental challenges, which enables him/her to have access to certain services.

# 12. Child-Rearing Support Division (2F, Hikone Welfare Center)

Tel. 0749-26-0994































Consultation services, financial aid programs and other forms of support can be provided to single parents, parents who have concerns about their children's development and so on from this division.

Jido Fuyo Teate (Child Rearing Allowance)	For single parents, financial assistance called Jido Fuyo Teate in Japanese can be provided until their children turn 18, and if children have disabilities, the eligibility age can be extended to 19.
Hikone City Families And Children Consultation Office Tel: 0749-23-7838	Consultation services are available for individuals who have experienced abuse. 【How To Request A Consultation】 Please make a call at the number on the right or visit the division. 【Available Hours】 8:30 - 17:15 (Mon - Fri) *Closed on weekends and holidays and during the New Year holiday period *Consultations are offered free of charge, and details of each consultation will be kept strictly confidential.

# 13. Early Childhood Division (2F, Hikone Welfare Center)



Tel. 0749-23-9597

All the necessary procedures related to kindergartens and nursery schools can be done at this division.

Nursery School	<p>Nursery schools typically offer childcare longer hours than kindergartens do. Infants to pre-school children can be looked after at a nursery school.</p> <p>The cost of nursery school is free; however, some other miscellaneous expenses have to be borne by parents.</p>										
	<table><tr><td>Portuguese</td><td>English</td><td>Chinese</td><td>Vietnamses</td><td>Japanese</td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table>	Portuguese	English	Chinese	Vietnamses	Japanese					
Portuguese	English	Chinese	Vietnamses	Japanese							
											
Kindergarten	<p>Children aged between 3 and 5 can be cared for at a kindergarten.</p>										
	<table><tr><td>Portuguese</td><td>English</td><td>Chinese</td><td>Vietnamses</td><td>Japaneses</td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table>	Portuguese	English	Chinese	Vietnamses	Japaneses					
Portuguese	English	Chinese	Vietnamses	Japaneses							
											

#### 14. Children And Youths Division (2F, Welfare Center)

Tel. 0749-49-2251

Kodomo 110-Ban No Ie	<p>“Kodomo 110-Ban No Ie” is a child protection program. Individual homes and business offices that have signed up for this program provide children with a safe place in case of emergency: an accident, crime, etc. You can recognize these homes and buildings with the sign (on the right) set up at the entrance of the house/building.</p>	
Baby Station	<p>If you see the sign shown on the left, for example, at a public place, it means that you can change your baby’s diaper, feed your baby, and so on. You can see where to find Baby Station in Hikone by visiting the link below.  <a href="https://www2.wagmap.jp/hikone/ThemeSearch?mid=3&amp;mcl=15,22,22,22">https://www2.wagmap.jp/hikone/ThemeSearch?mid=3&amp;mcl=15,22,22,22</a></p>	

#### • A List Of Places Where Children Can Play And Child-Rearing Consultations Are Available

\*The following places and services are free of charge.

Program Name		Opening Schedule	Target Persons	Location	Tel
Regional Child-Rearing Support Center	Cha Cha Cha Hiroba	Mon – Fri 9:00 - 17:00 *Closed on holidays	•Parents and their children under 6 years old (pre-school age)	Higashiyama Jido Kan (Satone-cho 163-6)	0749-23-3582
	Manmaru Hiroba	Mon – Fri 10:00 - 16:00 *Closed on holidays and when Viva City is closed	•Pregnant women	Viva City Hikone (Takegahana-cho 43-1)	0749-27-5555
	Kira Kira Hiroba	Mon – Fri 9:00 - 17:00 *Closed on holidays		Kodomo Center (Hinatsu-cho 4769)	0749-28-3645
	San San Hiroba	Mon - Fri 9:30 - 15:30 *Closed on holidays		Kodomo-en Hikarinomori (Mitsuya-cho 462-1)	0749-47-5511
Sakura Hiroba		Wednesday 10:00 - 11:30 *Closed on holidays and 5 <sup>th</sup> Wednesday	Young children who are not enrolled in any childcare facility and their parents.	Hikone Welfare Center, Annex, 2F, Multiple-Purpose Room (Hirata-cho 670)	0749-49-2251
Himawari Hiroba		1 <sup>st</sup> Tuesday 10:00 - 11:30 *Closed on holidays	Young children aged between 2 and 4 who are not enrolled in any childcare facility and their parents.		
Sakuranbo Salon		2 <sup>nd</sup> Tuesday 10:00 - 11:30 *Closed on holidays	Parents of twins, triplets, quadruplets, etc. and women who are pregnant with multiple babies. *They all must be residing in Hikone.		

Name	Opening Schedule	Target Persons	Location	Tel
Children And Youths Division	Mon – Fri 8:30 – 17:15 *Closed on holidays	Parents of Pre-school Aged Children	Hikone Welfare Center, 2F (Hirata-cho 670)	0749-49-2251

## 15. Child Development Support Center (Hirata-cho 597-1)

Tel: 0749-47-3445

At the Child Development Support Center, consultations and developmental screening tests can be offered to find developmental delays and disabilities. Anyone residing in Hikone can use this support center.

[Available Consultation Types] Details of Consultation Will Be Kept Strictly Confidential

\*Questions and concerns regarding child development

\*Language development (for children aged from 0 to pre-school)

\*Developmental disabilities (for 0-year olds to adults)

Consultations regarding development of children under 4 years old are also provided by the Health Promotion Division (Tel. 0749-24-0816)

**【Operating Hours】** 8:30 – 17:15 (Mon – Fri) \*Closed on holidays and during the New Year holiday period

**【How to Request a Consultation】** Please make an appointment first. A consultation itself is offered free of charge.

Classes for Special Needs Children	<ul style="list-style-type: none"> <li>• Asunaro This class provides support for children with developmental disabilities and their families.</li> <li>• Suomi This class offers activities in which children with developmental disabilities and their families can engage together in the hope of helping them form healthy relationships.</li> <li>• Mebae This class helps families with children with developmental disabilities to receive welfare programs provided under the Child Welfare Act.</li> </ul>
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## **[Public Elementary and Junior-High School]**

### 1. Hikone Board of Education (3F)

Tel. 0749-24-7973 (School Education Division)

Tel. 0749-24-7978 (School Support, Human Rights, Anti-Bullying Strategies Division)



Elementary School	<p>Elementary school covers 1st grade through 6th grade, and junior-high school covers 7th grade through 9th grade. School-age children go to a different school depending on the school district. Japan's new school year starts every April.</p> <ul style="list-style-type: none"> <li>• When moving in to Hikone: After completing your resident registration at the Hikone Life Service Division, please drop by at the School Education Division of the Hikone Board of Education in order to get school transfer procedures done for your child/ren. You will be asked to submit a certificate of school enrollment and information document of school textbooks given from the previous school or board of education.</li> <li>• When moving out of Hikone: Be sure to notify a school your child goes to in Hikone about your plan to move out of Hikone well in advance. The school your child goes to in Hikone will prepare necessary documentation for your child to ensure a smooth school transfer. Be sure to hand the necessary documentation for your child/children's school transfer to a school or board of education in the next city.</li> <li>• When moving within Hikone: If your family moves to a different school district, you have to inform the School Education Division of the Hikone Board of Education as soon as registering your new address at the Hikone Life Service Division. If you have no idea about what school district your current address and new address are situated in, please talk to the school your child currently goes to in advance.</li> </ul>
Junior-High School	
Financial Aid For School Education	<p>Children who go to one of the public schools in Hikone may receive some financial assistance to cover some school expenses if their parents have financial difficulty. Terms and conditions apply, so be sure to inquire of the school(s) where your child/children are enrolled to whether your family qualifies.</p>






## 2. School Support, Human Rights And Anti-Bullying Measures Division (3F, Hikone City Hall )

Tel: 0749-24-7978

This division is responsible for making sure that school environments are safe and supportive. The division is also in charge of promoting human rights and preventing bullying at school. There are a couple of Portuguese translators and a Tagalog translators working at the division.

## 3. Life-Long Learning Division (3F, Hikone City)

Tel: 0749-24-7974

Afterschool Children's Club	For parents/guardians who cannot watch their children in elementary school due to work, etc., the Afterschool Children's Club service is offered by the board of education. If you want to apply, please visit the Life-long Learning Division.	Portuguese	English	Chinese
				
		Vietnam	Japanese	
				

## 4. YouTube Channel "Mextchannel"

You can learn what ordinary school life is like in Japan by watching YouTube videos - "Nice to Meet You! Let's Be Friends!" and "Tell Me About Elementary School in Japan!" - available in multiple languages.

### •Nice to Meet You! Let's Be Friends

[Portuguese]

<https://youtu.be/dgQqmwVkgmc>

[English]

<https://youtu.be/-RM6TYVhoRw>

[Chinses]

<https://youtu.be/2t0txMiU3gg>

[Vietnamese]

<https://www.youtube.com/watch?v=Wf7vfrFTx6A>

[Spanish]








<https://youtu.be/t9yHKpj46tY>

[Filipino]

<https://youtu.be/Cpx5Vk6DmaQ>

[Japanese ]

<https://youtu.be/dO0rqWQo2Ok>

Portuguese	English	Chinese	Tiếng Việt
			
Spanish	Filipino	Japanese	
			

### •Tell Me About Elementary School in Japan

[Portuguese] <https://youtu.be/f8uEBywM3SU>

[Englsih] <https://youtu.be/fX77C8bze4Y>








[Chinese] <https://youtu.be/ol4plQIZ9Kc>

[Vietnamese] <https://youtu.be/etMaWjYV8wI>

[Spanish] [https://youtu.be/p0dvoW\\_ngfg](https://youtu.be/p0dvoW_ngfg)

[Filipino] <https://youtu.be/oEKkgmO0fU>

[Japanse] <https://youtu.be/ROPBDykUHDw>

Portuguese	English	Chinese	Vietnamese
			
Spanish	Filipino	Japanese	
			

## [Other Public Facilities in Hikone]

### 1. Regional Community Centers

A community center is a public place where people can gather to host community activities. There are rules, conditions, etc. to use each community center, so be sure to contact the regional community center in your district.

Inae District Community Center	Honjo-cho 60	0749-43-4041
Nishi District Community Center	Hon-machi Ichome 9-1	0749-24-2957
Higashi District Community Center	Daito-cho 1-26	0749-24-4951
Asahinomori District Community Center	Shohouji-cho 642-1	0749-26-0675
Kawase District Community Center	Morido-cho 131	0749-28-1000
Naka District Community Center	Oyabu-cho 2610	0749-24-0801
Toriimoto District Community Center	Toriimoto-cho 1491-6	0749-26-1922
Minami District Community Center	Kanro-cho 1321-1	0749-25-5177

### 2. Hikone City Library (Hikone, Osue-cho 8-1)

Tel: 0749-22-0649

In order to check out library books, you will first need to obtain a library card. Please go to the help desk at the city library to apply for your library card. You will need to show proof of residency to get your library card. If you live in Hikone, present a document that verifies your address. If you don't live in Hikone but are a student or employee in the city, bring your student ID or employment ID instead. The city library has a selection of books written in foreign languages for you to explore. Feel free to ask the librarian for any assistance or additional information you might need.



### 3. Neighborhood Association

Jichikai or Chokai is a neighborhood association comprising residents living within the same area, town, or housing complex. These associations organize community activities to help people interact and build connections within their local area. In addition to organizing community events, each neighborhood association is responsible for activities such as neighborhood clean-ups, emergency drills, and other initiatives aimed at keeping the area safe and welcoming. Joining a neighborhood association provides an opportunity to become more familiar with your neighborhood and to get to know your neighbors. Membership typically involves a modest monthly fee, which is usually used for maintaining neighborhood safety and cleanliness, as well as organizing events and activities for local residents.

#### 4. Other Public Places Within Hikone City Hikone Police Department

##### Hikone Police Department

Address	Furusawa-cho, 660-3
Opening Hours	Mon – Fri, 8:30 - 16:30
Tel	0749-27-0110



##### Hikone Tax Office

Address	Tachibana-cho 5-20
Opening Hours	Mon – Fri, 8:30 - 17:00
Tel	0749-22-7640



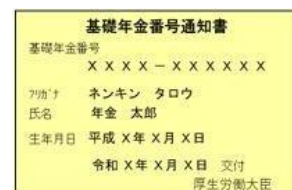
##### Hello Work Hikone

Address	Nishiima-cho, 58-3, 1F, Hikone Regional Common Building for Government Offices
Opening Hours	Mon – Fri, 8:30 - 17:15
Tel	0749-22-2500
Notes	A Portuguese interpreter is available on Thursdays from 9:00 until 5:00. *The availability is subject to change, so please call the office in advance.



##### Hikone Pension Office

Location	Tomachi, 169-6
Opening Hours	Mon – Fri, 8:30 – 17:15
Tel	0749-23-1112 (Automated Phone System)
	Procedures Related to Employees' Pension Insurance (Push 3)
	Payments of Employee's Pension Insurance (Push 4)
	Procedures Related to National Pension (Push 2)
Notes	Questions Related to Pension (Push 1)
	A three-way call with an interpreter in the following languages can be arranged. English, Chinese, Korean, Portuguese, Spanish, Tagalog, Vietnamese, Indonesian, Thai, Nepali





### Hikone Public Health Center

Location	Wada-cho, 41
Opening Hours	Mon – Fri, 9:00 - 17:00
Tel	0749-22-1770



Public health centers are local government authorities in charge of public health in Japan.

- Preventive measures against tuberculosis and other infectious diseases are implemented.
- HIV testing is provided at the center free of charge.

### Hikone Labor Standard Inspection Office

Location	Nishiima-cho, 58-3, 3F, Hikone Regional Common Building for Government Offices
Opening Hours	Mon – Fri, 8:30 – 5:15
Tel	0749-22-0654
Notes	Portuguese and Spanish interpreters are available on Tuesdays and Wednesdays. *The availability is subject to change, so please call the office in advance.



### Courthouse of Otsu District Court Hikone Branch, Hikone Summary Courthouse, Otsu Family Court Hikone Branch

Location	Eki Higashi-Cho 1-13
Opening Hours	Mon – Fri *Closed on holidays and weekends. 8:30 – 5:00
Tel	Tel: 0749-44-8010 Tel: 0749-44-8011 Civil Cases  Tel: 0749-44-8012 Domestic Relation Cases



## [Housing, Postal Services, etc.]

### 1. Affordable City-Run Public Housing

If you wish to rent a city-run apartment, please visit the Hikone Housing Division to obtain further information and complete the necessary paperwork accordingly.

### 2. How To Rent A House Or Apartment

To rent accommodation other than affordable public housing, you need to reach out to a real estate agency. Each agency has a variety of properties to meet your needs.

- Website To Find Real Estate Agencies That Can Offer Foreign Language Support

\*Please scan the QR code on your phone/tablet.



- Apartment Search Guidebook (Ministry of Land, Infrastructure, Transport and Tourism)

\*You can find helpful information and tips on how to find a place to live, important points before and after moving in to a house/apartment, etc. The guidebook is available in 14 languages.



### 3. Basic Procedures At A Bank And Japan Post Office

- To open a bank account, you need to go to a bank or Japan Post office with your Photo ID and personal name seal. You may be asked to present your individual number (My Number) for the process of opening a bank account. You will receive a bankbook and card at the end of the procedure.



- Before you completely move to a new place, make sure to request the relocation/forwarding service at a Japan Post office. Under this service, postal items sent to the former address are redirected to the new address free of charge for the period of one year from submitting the relocation form.



- Postal Money Order Called “*Teigaku Kogawase*”

When you apply for a government-issued certificate, etc. by post, you may need to pay through *Teigaku Kogawase*. *Teigaku Kogawase* is a fixed-amount money order, and you can purchase it at a Japan Post office. It is commonly used in Japan for transactions, so it is helpful for you to know where to purchase it.

### [What To Do When You Need To Get A Certificate From Another Municipality Other Than Hikone]

If you need to obtain a government-issued certificate, such as a tax certificate, from your previous municipality, you can apply for various types of certificates by mail.

Here are the general steps: visiting the official website of the previous municipal government, and downloading an application form, filling out the application form, preparing a return envelope with a postage stamp and your current home address on it, getting a photocopy of identification and purchasing a *Teigaku Kogawase* for payment. Finally, enclose the completed application form, return envelope, photocopy of identification, and *Teigaku Kogawase* in an envelope and bring it to a Japan Post office.

Please be aware that it takes a week or more for your previous municipality to check your application and mail your needed certificate to your current address.

If you are not so sure, make sure to contact your previous municipal government for more details.

## [How To Take Out The Trash]

### 1. Hikone SeiSo Center (Garbage Incineration Plant)

Address	Hikone Nose-cho 279-1
Opening Hours	Mon – Fri 9:00 – 12:00, 13:00 – 16:15
Tel	0749 – 22 – 2734
Note	The Seiso Center periodically opens for bulky waste disposal and other services on weekends, holidays, and during the New Year period. The schedule for these holiday and weekend services will be published in the Hikone Community Newsletter.

### 2. Garbage Collection Calendar

The trash collection schedule varies from school district to school district in Hikone. Please consult your district's trash collection calendar, and ensure to follow what the calendar says when taking out the trash. The calendar is available in Portuguese, Chinese, English, Vietnamese, and Japanese, and you can pick it up at the Seiso Center, Hikone City Hall and its branch offices. You can also download it by scanning the QR code below.

Portuguese	English	Chinese	Vietnamese	Japanese
				

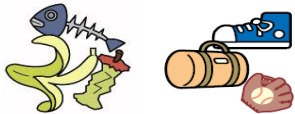
### 3. How To Properly Dispose Of Garbage

You can find a wide range of information about garbage disposal regulations from the city, including the city's disposal rules, how and where to take out the trash, and the different categories of garbage in this guidebook.


Portuguese	English	Chinese	Vietnamese	Japanese
				

### 4. Types Of Trash Categories Designated By The City


**Burnable**




**Landfill**




**Bulky Waste, Small Appliances**




**Plastic Container**




**Glass Bottle**




**Can, Metal**




**Plastic Bottle**




**Used Florescent Tube**




**Old Paper, Clothes**



**Old Oil**



**Used Batteries**



## 5. Garbage Bags For Each Type OF Trash Designated By The City

Hikone City designates specific garbage bags for each type of trash. These designated garbage bags are available for purchase at grocery stores, DIY stores, convenience stores, and other locations throughout Hikone.

Burnable	Landfill	Plastic
		

\*You can find more information in the How To Properly Dispose Of Trash guidebook.

## 4. When You Want To Discard Bulky Waste And/Or Small Appliances

Bulky waste, such as large furniture, blankets, bicycles, and household appliances larger than one meter, can be disposed of at the Seiso Center for a fee. Generally, there are two methods for disposing of bulky waste as specified below: A and B.

### A Bringing Bulky Waste Directly to the Seiso Center

Drive slowly to the gate of the center, stop, and speak to the worker there. The worker will weigh the bulky waste you have brought on the car scale at the gate. Based on the total weight, you will be informed of the disposal fee that must be paid before exiting the center.

### B. Pre-Paid Pick-up Service

- ① Measure large garbage (a table, closet, futon mattress, etc.) you want to dispose of.
- ② Call the Seiso center at 0749-22-2734, and request the bulky waste pick-up service. You will be asked at least the following things.
  - Where you want center workers to pick up the bulky waste.
  - Your telephone number.
  - What type of waste you want to dispose of and the size of the waste.
- ③ You will be told what day and time center workers will pick up the bulky waste at your place, and how much worth of prepaid stickers you need to buy in advance.

\*Depending on which district of Hikone you live in, what day your bulky waste can be picked up differs.
- ④ Purchase the required amount of prepaid stickers called “Sodai Gomi Shori Ken” in Japanese at the Hikone Living Environment Division, each branch office, or some authorized supermarkets and drug stores.
- ⑤ Be sure to attach all the pre-paid stickers you have bought to the bulky waste items, and leave them at an appointed spot no later than 8:00 AM on the scheduled day.

