



This newsletter is published by Naka Ward in English and Chinese to provide foreign nationals with useful information on topics such as municipal administration, social programs and rules for everyday living in the community.

Understanding Japan's Government Framework for Practical Matters

Where do I go for government services? The emergency number for the ambulance and the police aren't the same? The government system in Japan is different from what I'm used to.... In this issue, we'll take a look at some matters that foreign residents should be aware of.

Dial 119 for Medical Emergencies (Illness, Injury)

Do you know how to call for help if you or a family member suddenly becomes ill or is injured and requires help?

Dial 119 for an Ambulance

The emergency number for ambulances in Japan is 119. Ambulances are dispatched from fire stations, so remember that 119 is also the number for reporting fires.

Points to Remember about Ambulance Service

Ambulances are a public service in Japan, provided at no charge. Since you don't have to worry about the cost of the ambulance, call before an illness or injury becomes serious. At the same time, remember that ambulances should be called only for medical emergencies, since there are a limited number of vehicles and attendants.



*Kaji desu ka? (Fire?)
Kyukyusha desu ka? (Ambulance?)*

*Kyukusha o onegai shimasu.
(Ambulance, please)*



Point 1

Dial 119 and inform the operator if it's a fire (*kaji*) or a medical emergency (*kyukyu*).

Point 2

The operator will ask some basic questions such as location, who requires help, the person's condition, whether the person is conscious or breathing, your name and telephone number, etc. Calmly respond to the questions asked.

→A more detailed explanation of this process is available on the City of Yokohama website.



"We are prepared to help everybody" –Naka Fire Dept. officers on providing ambulance care–



Mr. Sato,
Naka Fire Dept.

Working to communicate without using Japanese

119 in a foreign language

Service is provided in English, Chinese, Korean, Spanish and Portuguese in addition to Japanese. Support in other languages may be available in certain cases. When you call 119, it is helpful if you can tell the operator in Japanese what languages you can use to communicate.

Ambulances have multilingual tools for helping with communication

Our ambulances are equipped with pointing boards for communicating symptoms, body parts (location of the problem), etc. A smartphone with an interpretation app is also on board.

Ambulance attendants make daily efforts to build ways to communicate with those who cannot speak Japanese. "It's always in my pocket," says ambulance attendant Sato, taking out an English conversation handbook written for ambulance care. Members of the Naka Fire Department pay particular attention to foreign languages, studying reference books and undergoing training so they are always ready to respond to all patients. Mr. Shimizu notes that the fire department would like to consider new initiatives such as the use of pictograms.



Mr. Shimizu,
Naka Fire Dept.



Naka Fire Department's state-of-the-art ambulance. They showed us the inside!

Always Carry Identification with You

Why?

Without a name, it takes added time to make arrangements with the hospital.

Also carry these if you have them!

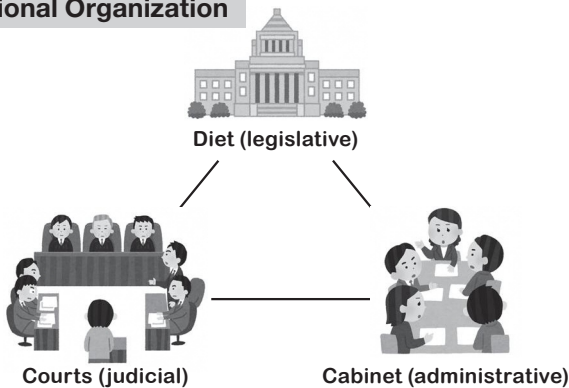
Any prescriptions and your *okusuri techo* (medicine notebook). An illness can sometimes be determined with the information these items provide.

Inquiries: Naka Fire Dept., Tel: 045-251-0119

The Roles of Different Levels of Government

Government administration in Japan is done at the national, prefectural and municipal level. Each of Japan's 47 prefectures are responsible for organizing their cities, wards, towns and villages. Depending on population levels and other conditions, there may also be *gun* (counties) with a role equivalent to a city or separate wards within particularly large cities. Since each level of government have offices and services that reflect its role, it is useful to understand how government administration is structured in Japan.

National Organization

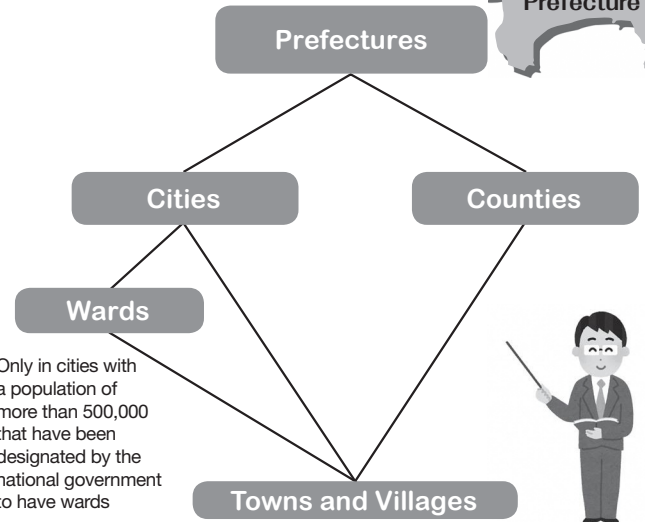


Japan has separate branches for legislative, administrative and judicial powers: the National Diet, the Cabinet and the Courts. Each branch executes its duties under different organizations. These organizations act independently and help balance the powers of the other branches.

Duties of the Government

Government ministries and agencies are responsible for managing the nation's finances, national defense, foreign diplomacy, etc. For example, the Immigration Services Agency is under the Ministry of Justice and specializes in managing entry to and exits from Japan. The national government may also temporarily set up organizations in response to a national issue. One such example is the Reconstruction Agency, which was established to restore and revive Tohoku after the 2011 Great East Japan Earthquake. Compared with the national government, prefectural and municipal governments have a close relationship with the local community and residents, and do work that support daily life. Municipal government are responsible for managing family registers, providing firefighting/ ambulance services and the like. Prefectural governments operate on a relatively larger scale—for example, prefectures run police operations.

Regional Organization



* Only in cities with a population of more than 500,000 that have been designated by the national government to have wards

Different office for different procedures

What government office do I need to visit?

It can sometimes be difficult to figure out what government office you should visit when you need to do something. You may have even experienced being told "We don't handle those procedures here." Below we provide some examples where it is easy to go to the wrong government office.

Which government office deals with moving procedures?

*The below examples are for Yokohama
*Your Residence Card or Special Permanent Residence Card is required for all these procedures.



Moving from Yokohama to another city

At the ward office for the pre-move residence, before moving submit a *tenshutsu todoke* (Notice of moving out) to be issued a *tenshutsu shomeisho* (Certificate of moving out). Submit this certificate to the municipal office for the new address once you have completed moving.

Moving within Yokohama (same or different ward)

A *tenshutsu todoke* (Notice of moving out) is unnecessary. Once you have completed moving, simply go to the new ward office and submit a *tenkyo todoke* (Notice of new address) for a move within the ward, or a *ten'nyu todoke* (Notice of moving in) when you move between Yokohama wards.

Moving into Yokohama from another city

Receive a *tenshutsu shomeisho* (Certificate of moving out) from the previous municipality. Once you have completed moving, bring this certificate to your new ward office and submit it with a *ten'nyu todoke* (Notice of moving in).

Moving overseas from Naka Ward

Foreign nationals who will move overseas must submit a *tenshutsu todoke* (Notice of moving out) to the Naka Ward Office.

Inquiries: Naka Ward Office *Koseki* (Family Register) Division,
Tel: 045-224-8295

Where do I go for driver's license matters?

For changes to the registered information

Go to a driver's license center or the police station of the jurisdiction over your address.

To renew a license

Renewal can be done at a driver's license center or driver's license examination site, or at the police station with jurisdiction over your address. Where you need to go will depend on your current driving record.

I lost my Residence Card!

When you lose or damage your card

Apply to have your card reissued at the Regional Immigration Bureau Office responsible for your municipality. You will need to bring one photo (unnecessary for those under 16 years old), your passport (or Certificate of Residence Status) and a document such as a 遺失届出証明書 (Certificate of lost property) or a 盗難届出証明書 (Certificate of stolen property) that proves you have lost your Residence Card.

Inquiries: Yokohama District Immigration Office,
Tokyo Regional Immigration Bureau
Tel: 045-769-1720/045-769-1721
Open: 9:00 a.m.–4:00 p.m. on weekdays

Responses to inquiries will be in Japanese unless it is clearly indicated that the response should be in English or Chinese.

New Initiative! Pregnancy Classes for Chinese Native Speakers Living in Japan (with Interpreters in Chinese)

It can be worrying raising a child in a foreign country where your mother tongue is not understood and the customs for giving birth and raising children are different. These classes will provide opportunities for mothers-to-be to talk with others in the same situation about raising children in Japan.

- ▶ Date/time: Mar. 5 (Thu.), 10 a.m.–12 p.m. (Arrive by 9:45)
Naka Ward Office 1F,
near the information desk
- ▶ Eligibility: Pregnant Chinese native speakers living in Naka Ward, and their families
- ▶ Cost: Free
- ▶ To apply: Beginning Jan. 6 (Mon.) send an email using the provided 2D code.



Please include your name, address, telephone number and due date.

<Tagengo Navi Kanagawa,
Tel: 045-316-2770 (Chinese support Mon./Thu.)>

Did you use your coupons for free cervical cancer and breast cancer screening?

In July 2019, women in the age ranges listed below were sent coupons (in Japanese) for a free cervical cancer screening and breast cancer screening by post. You can use the coupons by making a reservation (in Japanese) at one of the designated Yokohama medical institutions where the coupon can be used. If you would like to know which medical institutions can provide service in English or Chinese, please consult with Naka International Lounge (Naka Ward Office, Annex 1F, Tel: 045-210-0667).

- ▶ Cervical cancer: Women born between April 2, 1998 and April 1, 1999
 - ▶ Breast cancer: Women born between April 2, 1978 and April 1, 1979
- <Yokohama Health Checkup Hotline:
045-664-2606 >

Caution! There is a current norovirus outbreak

November through March is peak season for norovirus-caused gastroenteritis. Norovirus is highly contagious, causing diarrhea, nausea, fever and stomach pain 1–2 days after exposure. If you have these symptoms, please consult a doctor immediately. Even after the diarrhea and other symptoms have disappeared, it's important to remember that you will continue to shed the virus in your stool for one week (or as long as one month in some cases).

[If a family member gets infected]

- ▶ Use a chlorine-based disinfectant containing sodium hypochlorite on all items that have come into contact with stool or vomit from the infected person. Also use the disinfectant to wipe down any surfaces that the infected person has touched.
- ▶ When cleaning up vomit, put on a disposable mask and gloves. After cleaning up, place everything in a plastic bag and tightly tie up and dispose of it.

How to Prevent an Infection

- ★ Always wash your hands thoroughly with soap after using the bathroom, and before cooking or eating.
- ★ Heat food thoroughly to the core (85–90° C for at least 90 seconds).



Odekake Spots map now available in Chinese

Naka Ward has published a Chinese version of its Odekake Spots map, which shows facilities such as parks, salons where parents can take children to play, etc. The brochure also includes information on what to do for sudden illness or injuries, and information for foreign residents.

- ▶ See here for details and where you can get a copy!



Naka Ward Multilingual Website

Information in English, Chinese, Korean and Easy Japanese for administrative services and events. Updated monthly.



All about Neighborhood Associations

What do neighborhood associations do?

We beautify our neighborhoods!

Neighborhood associations do community cleanup activities and manage neighborhood garbage collection points to keep the community clean and pleasant. Please ask your neighbors about beautification activities in your community. If you don't understand Japanese, Naka International Lounge (Tel: 045-210-0667) can provide assistance.



<Naka Ward *Chiiki Shinko* (Community Promotion) Division,
Naka Ward Office, Tel: 045-224-8131 >

Fourth *Shi-kenminzei* (Municipal/Prefectural Resident Tax) Payment Due Friday, January 31

Persons who received a 納税通知書 (*nozei tsuchisho*, Notification of Taxes) should pay at a bank or convenience store (only if payment slip has a bar code) by the deadline. Arranging for automatic deduction from your bank account is also very convenient (arranging this will take some time).

International Service Staff

Naka Ward Office, Counter 23 (2F) English: 10 a.m.–5 p.m.

International Service Staff provide guidance on ward office services and interpretation at counters, and can help you fill in certificate applications, etc. Stop by if you would like assistance.

Help Me Know

Q&A



I lost something! What should I do?

⇒ Submit an 遺失届 (*ishitsu todoke*, Notification of lost property) to the police station or your local *koban* (police box).

If you've lost something in Japan, the person who finds it may take it to the police station or a *koban*. By submitting a notification of lost property, the police can reference the information you provide about the date, time, location, etc. and may be able to locate the lost item.

You can submit the notification to any police station, *koban* or *chuzaijo* (residential police box) but it is recommended that you submit the notification to the police who have jurisdiction for the area where you lost it.



What should I do if I find a lost item?

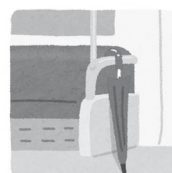
⇒ At a facility such as a train station, in a department store, etc.

Promptly take the item to station staff, store staff, etc.

In addition to handling lost items, *koban* officers work to maintain safety in their communities through patrols, criminal investigations, juvenile guidance, traffic control, patrol communication (visiting homes and offices), holding lost children or drunks, providing road directions, etc. They also provide consultations to local residents experiencing troubles.

⇒ On the street, etc.

Promptly return the item to the person who dropped it or take it to a police station, *koban* or *chuzaijo* (residential police box). If possible, take the item to the police who have jurisdiction for the area where you found it.



If you're not sure about a lost or found item, try asking at your local *koban*.



Sparkling Naka Ward Night Views!

Go for a Visit



Minato-no-Mieru Oka Park

Enjoy the wonderful night view of Yokohama Bay Bridge and Honmoku Pier from here. The park is also famous for its English rose gardens, and there are various plants flowering throughout the year.

In the winter, you can enjoy beautiful night views in Japan from an early hour because of the long evenings. With clear air due to low temperatures and humidity, you will have excellent views into the distance. So even though it's a bit cold, why not take some time to experience some of the beautiful night views around Naka Ward?



Yokohama Kanteibyō

The symbol of Yokohama Chinatown. Nighttime illumination magnificently accentuates the temple's red, green and gold colors to create a powerful and impressive scene.



Yokohama Red Brick Warehouse



The warehouses have a history dating back to the Meiji Era. Today the buildings are a tourist attraction with commercial facilities such as restaurants. The area also has a special charm when lit up at night and is an excellent spot to enjoy the night views of Osanbashi Pier and Minatomirai.

Thoughts of a Foreign Resident Life and Culture in Japan



Omawari-san (Police Officers)

Both China and Japan have a system of neighborhood police boxes. In China, they keep the neighborhood safe but also manage family registers. Since the job of police officers is to catch criminals, police in China tend to have a harsh image and the general public tries not to deal with them. Since coming to Japan, my image of police officers has changed to one of familiarity and accessibility.

When you've lost something in Japan or something has happened, you inquire at the *koban* (police box). When you have a problem, the *omawari-san* (a friendly term for a police officer that literally means "patroller") at the *koban* will kindly assist you.

When my son was in elementary school, he was surprised by

a suspicious person in the park and hastily ran away. I contacted the police to report the matter and they increased their patrols of the area for a period. Because of the extra patrols, my son felt safe passing through the park. They also hold bicycle safety classes at elementary schools and training sessions for dealing with suspicious persons, among other activities. Because their job is to keep the community safe, *omawari-san* sometimes stop people to ask questions, so I hope you will cooperate with them as they do their work. When you experience trouble in Japan, please do not hesitate to visit a nearby *koban* and talk with them.



(Naka International Lounge, Chinese language staff)

Good to Know! About Japanese Culture



An introduction to seasonal events and Japanese culture in terms of food, clothing and housing.

Seijin-shiki (Coming-of-Age Ceremony)

In Japan, the second Monday of January is *Seijin-no-hi* (Coming-of-age Day). Local public organizations and some companies will hold *Seijin-shiki*, a special ceremony to encourage and celebrate those who turned 20 during the fiscal year. On Coming-of-Age Day, you will see many young women dressed in *furisode* (a type of kimono with long sleeves). The beautiful and gorgeous traditional clothing is a pleasure to look at, so please enjoy the festive mood.



We are always looking for locations to distribute *Naka Ward Town News*. If you have many foreign visitors to your shop, clinic, organization, etc. and would like to make this newsletter available to them, please contact us at 045-224-8123 to arrange delivery.

The next issue will be published on April 1.